

Windows Client User Guide

GroupWise 2012

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About This Guide

This Novell *GroupWise 2012 Windows Client User Guide* explains how to use the GroupWise Windows client. The guide is divided into the following sections:

- ♦ Chapter 1, “Getting Started,” on page 17
- ♦ Chapter 2, “Getting Organized,” on page 35
- ♦ Chapter 3, “Email,” on page 71
- ♦ Chapter 4, “Calendar,” on page 131
- ♦ Chapter 5, “Tasks and the Tasklist,” on page 175
- ♦ Chapter 6, “Contacts and Address Books,” on page 187
- ♦ Chapter 7, “Finding Items,” on page 233
- ♦ Chapter 8, “Notify,” on page 251
- ♦ Chapter 9, “Rules,” on page 259
- ♦ Chapter 10, “Mailbox/Calendar Access for Proxy Users,” on page 267
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- ♦ Appendix A, “What’s New in the GroupWise 2012 Windows Client,” on page 401
- ♦ Appendix B, “GroupWise Frequently Asked Questions,” on page 407
- ♦ Appendix C, “Startup Options,” on page 409
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- ♦ Appendix E, “Accessibility for People with Disabilities,” on page 417
- ♦ Appendix F, “Documentation Updates,” on page 419

Audience

This guide is intended for GroupWise users.

Feedback

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

Additional Documentation

For additional GroupWise documentation, see the following guides at the [Novell GroupWise 2012 Documentation Web site \(http://www.novell.com/documentation/groupwise2012\)](http://www.novell.com/documentation/groupwise2012):

- ♦ *GroupWise Windows Client User Guide*
- ♦ *GroupWise WebAccess User Guide*
- ♦ *GroupWise WebAccess Mobile User Guide*
- ♦ *GroupWise Mac/Linux User Guide*
- ♦ *GroupWise User Quick Starts*

1 Getting Started

GroupWise is a robust, dependable messaging and collaboration system that connects you to your universal mailbox anytime and anywhere. This section gives you an overview of the GroupWise Windows client to help you start using GroupWise quickly and easily.

- ♦ [Section 1.1, “Installing the GroupWise Windows Client,” on page 17](#)
- ♦ [Section 1.2, “Starting GroupWise,” on page 17](#)
- ♦ [Section 1.3, “Assigning a Password to Your Mailbox,” on page 18](#)
- ♦ [Section 1.4, “Getting to Know the GroupWise Interface,” on page 18](#)
- ♦ [Section 1.5, “Exploring the Folder List,” on page 21](#)
- ♦ [Section 1.6, “Displaying the QuickViewer for Folder Items,” on page 25](#)
- ♦ [Section 1.7, “Using the Windows 7 Taskbar and Start Menu to Perform Key Tasks,” on page 27](#)
- ♦ [Section 1.8, “Using Panels in the Home Folder,” on page 27](#)
- ♦ [Section 1.9, “Understanding GroupWise Item Types,” on page 28](#)
- ♦ [Section 1.10, “Identifying Icons Appearing Next to Items,” on page 29](#)
- ♦ [Section 1.11, “Learning More,” on page 32](#)

1.1 Installing the GroupWise Windows Client

To begin using GroupWise, you or your GroupWise administrator must install GroupWise on your computer. Your GroupWise administrator might prompt you to install GroupWise by using ZENworks.

- 1 If you are not automatically prompted to install GroupWise, contact your GroupWise administrator to find out the location of the GroupWise client Setup program, `setup.exe`.
- 2 Make sure you are logged in as yourself on your computer.
- 3 Click *Start > Run*, browse to the file location, select `setup.exe`, then click *OK*.
- 4 Follow the instructions in the Setup Wizard.
- 5 Continue with [Starting GroupWise](#).

1.2 Starting GroupWise

When you start GroupWise, you might be prompted to type information such as your password, the TCP/IP address of your post office agent, and so forth. This Startup dialog box changes, depending on the information GroupWise needs to be able to open your Mailbox, and the GroupWise mode that you log in to.

Your GroupWise administrator might restrict the GroupWise modes you can log in to.

On your own workstation:

- 1 Start GroupWise by double-clicking  on your desktop to display the GroupWise Main Window.

If you have not specified a password for your Mailbox and GroupWise needs no additional information, you bypass the Startup dialog box and GroupWise opens.

To force the GroupWise Startup dialog box to display, right-click the *GroupWise* icon on the desktop, click *Properties*, then click the *Shortcut* tab. In the *Target* field, after the GroupWise executable, type a space, type */@u-?*, then click *OK*.

For information about other startup options, see [Appendix C, "Startup Options," on page 409](#).

- 2 If you are prompted for a password, type the password in the *Password* field.

If you are having trouble accessing your account and your GroupWise system includes GroupWise WebAccess, you can use the *Can't log in?* link on the WebAccess Login page for more information about how to get your password reset in your organization.

- 3 Click the mode of GroupWise you are logging in to and type additional information as necessary, such as the path to the post office, the TCP/IP address and port of the post office agent, and the path to your Caching or Remote mailbox.

If you do not know the required information, contact your GroupWise administrator.

- 4 Click *OK*.

For instructions to start GroupWise under specialized circumstances, see [Section 16.1, "Managing Non-Standard Login Requirements," on page 379](#).

1.3 Assigning a Password to Your Mailbox

You can assign a password to your Mailbox. GroupWise passwords are case sensitive (for example, Wednesday is not the same as WEDNESDAY). If you forget your password, you cannot access any of your items. You must contact your GroupWise administrator to reset it.

If your GroupWise administrator has turned on LDAP authentication, your LDAP password is used to access your Mailbox instead of a GroupWise password, and you cannot add a password through this method.

- 1 In the Main Window, click *Tools > Options*.
- 2 Double-click *Security*, then click the *Password* tab.
- 3 In the *New password* field, type the password.
- 4 In the *Confirm new password* field, type the password, click *OK*, then click *Close*.

For more information about using passwords, or for information on how to change your mailbox passwords, see [Section 16.2, "Managing Mailbox Passwords," on page 380](#).

1.4 Getting to Know the GroupWise Interface

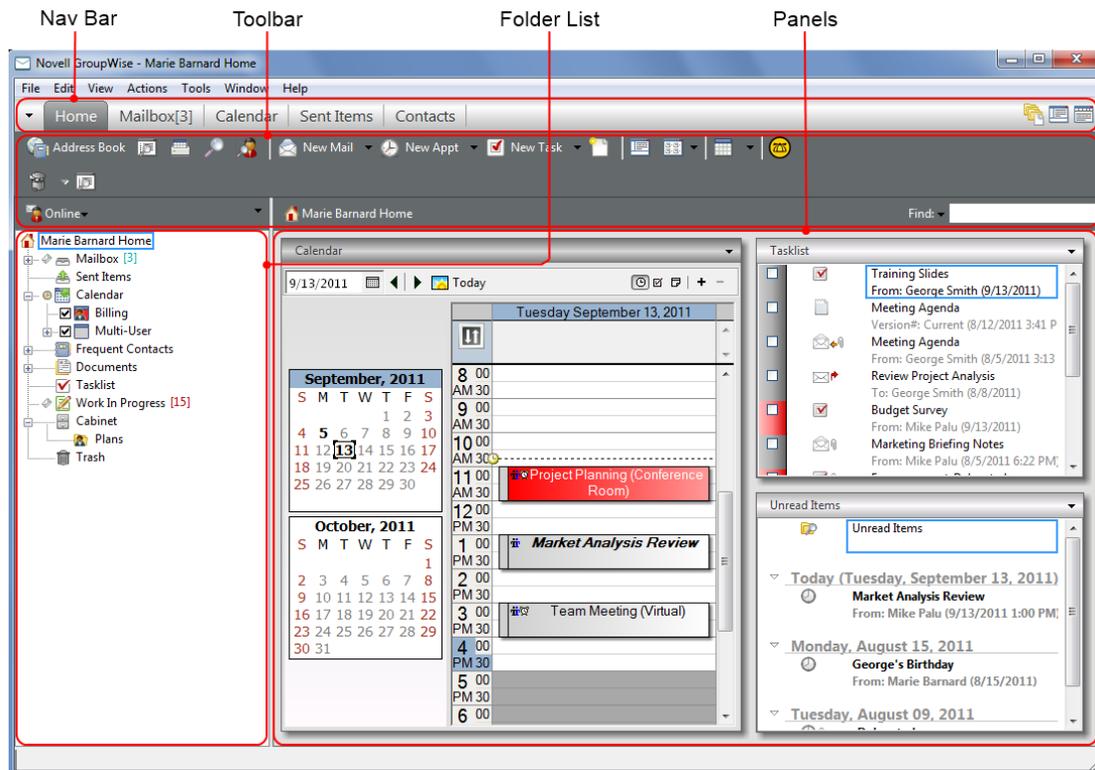
- ♦ [Section 1.4.1, "Understanding the Main GroupWise Window," on page 19](#)
- ♦ [Section 1.4.2, "Understanding the Main Menu," on page 19](#)
- ♦ [Section 1.4.3, "Understanding the Nav Bar," on page 20](#)
- ♦ [Section 1.4.4, "Understanding the Main Toolbar," on page 20](#)
- ♦ [Section 1.4.5, "Understanding Item Lists," on page 21](#)

1.4.1 Understanding the Main GroupWise Window

Your main work area in GroupWise is called the Main Window. From the Main Window of GroupWise, you can read your messages, schedule appointments, view your Calendar, manage contacts, change the mode of GroupWise you're running in, open folders, open documents, and much more.

For an interactive tutorial about the Home View, click *Help > Training and Tutorials*.

Figure 1-1 The Main Window



You can open more than one Main Window by clicking *Window*, then clicking *New Main Window*. You can open as many Main Windows as your computer's memory allows.

This is useful if you proxy for another user. You can look at your own Main Window and the Main Window belonging to the person you are proxying for. For more information about accessing other users' mailboxes, see [Chapter 10, "Mailbox/Calendar Access for Proxy Users,"](#) on page 267.

1.4.2 Understanding the Main Menu

The Main Menu provides access to all GroupWise client features that can be used in the Main Window.

File Edit View Actions Tools Accounts Window Help

The most frequently used GroupWise features are conveniently available on drop-down menus, toolbars, and so on.

Turning the Main Toolbar On and Off

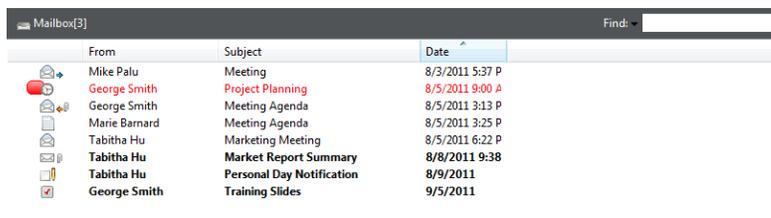
- 1 Click *View > Toolbars*.
- 2 Select or deselect *Main*.

When a toolbar is displayed, a check mark is displayed next to the toolbar name in the Main Menu.

For more information, see [Section 2.1.3, “Customizing the Main Toolbar,”](#) on page 38.

1.4.5 Understanding Item Lists

The most common way to display information is in an Item List. For example, the Item List for your Mailbox is the list of messages you have received. The Item List header displays the name of the folder whose contents are being listed. It also provides the *Find* field for quickly finding items in the folder.



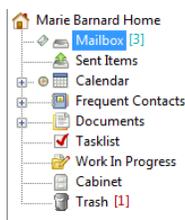
	From	Subject	Date
	Mike Palu	Meeting	8/3/2011 5:37 P
	George Smith	Project Planning	8/5/2011 9:00 A
	George Smith	Meeting Agenda	8/5/2011 3:13 P
	Marie Barnard	Meeting Agenda	8/5/2011 3:25 P
	Tabitha Hu	Marketing Meeting	8/5/2011 6:22 P
	Tabitha Hu	Market Report Summary	8/8/2011 9:38
	Tabitha Hu	Personal Day Notification	8/9/2011
	George Smith	Training Slides	9/5/2011

Item lists are organized into columns, which help you display the items in the order most useful for you. You can drag a column to a new position in the column header. You can resize a column by dragging the edge of the column heading. You can sort by columns and add new columns. For complete instructions on customizing Item Lists, see [Section 2.3.4, “Managing Item Lists in Folders,”](#) on page 52 and [Section 2.3.5, “Customizing Folder Display Settings,”](#) on page 55.

The right-click menus provide different options, depending on which column you click in. In the item type icon column, you can select a category for the item. In the first text column (for example, *Name*), you can select an item action (*Reply*, *Forward*, and so on). In the other text columns (for example, *Subject*, *Date*, and so on), you can select a display setting (for example, *Show Group Labels*, *View Discussion Threads*, and so on).

1.5 Exploring the Folder List

The Folder List at the left of the Main Window lets you organize your GroupWise items by creating folders to store your items in. Next to any folder (except for shared folders), the number of unread items is shown in square brackets. Next to the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching mode.



The Folder List header includes the Mode Selector  for changing between Online mode and Caching mode. Some folders are available by default. Additional folders are created as you use additional GroupWise features.

- ◆ [Section 1.5.1, “Home Folder,” on page 22](#)
- ◆ [Section 1.5.2, “Mailbox Folder,” on page 22](#)
- ◆ [Section 1.5.3, “Sent Items Folder,” on page 23](#)
- ◆ [Section 1.5.4, “Calendar Folder,” on page 23](#)
- ◆ [Section 1.5.5, “Frequent Contacts Folder,” on page 23](#)
- ◆ [Section 1.5.6, “Tasklist Folder,” on page 23](#)
- ◆ [Section 1.5.7, “Documents Folder,” on page 23](#)
- ◆ [Section 1.5.8, “Cabinet Folder,” on page 23](#)
- ◆ [Section 1.5.9, “Work in Progress Folder,” on page 24](#)
- ◆ [Section 1.5.10, “Junk Mail Folder,” on page 24](#)
- ◆ [Section 1.5.11, “Trash Folder,” on page 24](#)
- ◆ [Section 1.5.12, “Shared Folders,” on page 24](#)
- ◆ [Section 1.5.13, “IMAP4 Account Folder,” on page 24](#)
- ◆ [Section 1.5.14, “NNTP Newsgroup Account Folder,” on page 25](#)
- ◆ [Section 1.5.15, “RSS Feeds Folder,” on page 25](#)

1.5.1 Home Folder

Your Home folder  (indicated by your name) represents your GroupWise database. All folders in your Main Window are subfolders of your Home folder. The Home folder can be organized into panels to display your most important folders. For more information, see [Section 2.4, “Using Panels to Organize Your Home Folder,” on page 63](#).

1.5.2 Mailbox Folder

The Mailbox  displays all the items you have received, with the exception of scheduled items (appointments, tasks, and reminder notes) you have accepted or declined. By default, scheduled items and tasks are moved to the Calendar when you accept them.

Your received items are stored in your Mailbox. You can quickly change what is displayed by clicking a setting in the *Display* drop-down list. You can further restrict which items display in your Mailbox by using Find. See [Section 7.1, “Quickly Finding Items in a Folder,” on page 233](#) for more information.

You can organize your messages by moving them into folders within your Cabinet, and you can create new folders as necessary. For more information, see [Section 2.3, “Using Folders to Organize Your Mailbox,” on page 47](#).

You can also organize your messages by assigning categories to them. Each category displays as a different color in your Mailbox. You can search for categories. For more information, see [“Using Categories to Organize Items” on page 42](#).

1.5.3 Sent Items Folder

The Sent Items folder  displays all the items you have sent. By checking the properties of your sent items, you can determine their status (Delivered, Opened, and so on).

1.5.4 Calendar Folder

The Calendar folder  shows several calendar view options. The Calendar folder also contains any additional calendars that you have created. You can use the Folder List to choose which calendars to display. The selected calendars are displayed in the calendar view.

For more information about your Calendar, see [Section 4.1, “Understanding the Calendar,” on page 131](#)

1.5.5 Frequent Contacts Folder

The Frequent Contacts folder  represents the Frequent Contacts address book. Any modification you make in the Frequent Contacts folder is also made in the Frequent Contacts address book.

From this folder, you can view, create, and modify contacts, resources, organizations, and groups. For more information, see [Section 6.4, “Using Contacts Folders,” on page 194](#).

If other users proxy into your mailbox, they never see your Frequent Contacts folder.

1.5.6 Tasklist Folder

Use the Tasklist folder  to create a task list. You can move any items (mail messages, phone messages, reminder notes, tasks, or appointments) to this folder and arrange them in the order you want. Each item is marked with a check box so that you can check off items as you complete them.

For more information, see [Chapter 5, “Tasks and the Tasklist,” on page 175](#).

1.5.7 Documents Folder

Your document references are organized in the Documents folder  so you can easily locate them. The Documents folder includes an Authored folder for documents you have written and a Default Library folder for documents you have access to in your default library. The Documents folder can contain only documents.

For more information, see [Section 15.3, “Organizing Your Documents,” on page 324](#).

1.5.8 Cabinet Folder

The Cabinet  contains all of your personal folders. See the following topics for information about rearranging your Cabinet folder:

- ♦ [“Reorganizing Your Folders” on page 50](#)
- ♦ [“Alphabetizing a Folder List” on page 50](#)

1.5.9 Work in Progress Folder

The Work In Progress folder  is a folder where you can save messages you have started but want to finish later. For more information, see [“Saving an Unfinished Email” on page 94](#).

1.5.10 Junk Mail Folder

All email items from addresses and Internet domains that are junked through Junk Mail Handling are placed in the Junk Mail folder . This folder is not created in the folder list unless a Junk Mail option is enabled.

If Junk Mail options are enabled, this folder cannot be deleted. However, the folder can be renamed or moved to a different location in the folder list. If all Junk Mail options are disabled, the folder can be deleted. The folder can also be deleted if the Junk Mail Handling feature is disabled by the GroupWise administrator.

For more information about Junk Mail Handling, see [“Handling Unwanted Email \(Spam\)” on page 123](#).

1.5.11 Trash Folder

All deleted mail and phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash folder . Items in the Trash can be viewed, opened, or returned to your Mailbox before the Trash is emptied. Emptying the Trash removes items in the Trash from the system.

You can empty your entire Trash, or empty only selected items. Items in the Trash are automatically emptied according to the number of days specified in the *Cleanup* tab in *Environment Options*, or you can empty the Trash manually. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

For more information, see [Section 16.8, “Managing Trash,” on page 393](#).

1.5.12 Shared Folders

A shared folder  is like any other folder in your Cabinet, except other people have access to it. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Users can post messages to the shared folder, drag existing items into the folder, and create discussion threads. You can't share system folders, which include the Cabinet, Trash, and Work In Progress folders.

If you place a document in a shared folder, people with rights to the shared folder don't automatically have rights to edit the document. Before they can edit the document, you must give them Edit rights on the *Document Sharing* tab.

For more information, see [Section 2.3.7, “Using Shared Folders,” on page 60](#).

1.5.13 IMAP4 Account Folder

IMAP4 stands for Internet Message Access Protocol version 4. If you have an email account that uses IMAP4, you can access that account through GroupWise.

If you add a folder for an IMAP4 account, a  icon displays in your Folder List.

For more information, see [Chapter 12, “POP3 and IMAP4 Accounts,” on page 295](#).

1.5.14 NNTP Newsgroup Account Folder

NNTP stands for Network News Transfer Protocol. It is a method designed to send and receive posting to newsgroups. GroupWise can connect with NNTP newsgroups and incorporate their functions into your Mailbox.

If you subscribe to an NNTP newsgroup account, an NNTP folder is created. It displays the NNTP folder icon  in your Folder List.

For more information, see [Chapter 13, “Newsgroups,” on page 305](#).

1.5.15 RSS Feeds Folder

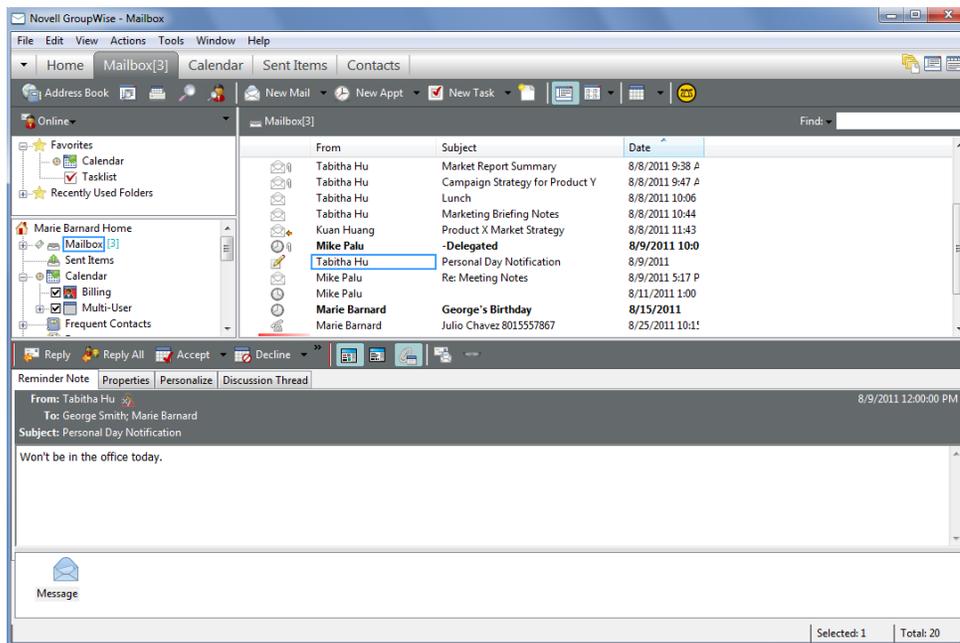
When you subscribe to RSS feeds, the GroupWise Feeds folder is created. It displays the RSS folder icon  in the Folder list. A list of subscribed feeds is displayed under the GroupWise Feeds folder. You can create subfolders under the GroupWise Feeds folder and move feeds to the subfolder. When you click the subfolder, the message list displays a list of all the topics for all the feeds under the subfolder.

For more information, see [Chapter 14, “RSS Feeds,” on page 311](#).

1.6 Displaying the QuickViewer for Folder Items

Use the QuickViewer to scan the contents of your items in a folder. The QuickViewer saves time because you don't need to open each item; you simply click an item or press the Down-arrow key to read your items.

If you click a document reference, the document displays in the QuickViewer. You can display an item's attachment by clicking the attachment in the drop-down list on the QuickViewer tool bar. OLE attachments, however, do not display in the QuickViewer.



- ◆ Section 1.6.1, "Turning the QuickViewer On and Off," on page 26
- ◆ Section 1.6.2, "Positioning the QuickViewer," on page 26
- ◆ Section 1.6.3, "Using the QuickViewer," on page 26

1.6.1 Turning the QuickViewer On and Off

- 1 Click *View*, then select *QuickViewer*.
- or
- Click  on the toolbar.

1.6.2 Positioning the QuickViewer

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Appearance* tab.
- 3 Select whether you want the QuickViewer displayed at the bottom or at the right of the folder.

1.6.3 Using the QuickViewer

- ◆ Size the QuickViewer by dragging a corner of the window or by dragging the horizontal dividing line up or down.

If you size and close the QuickViewer, it is the same size when you open it again. Size it by dragging a corner of the window, not by clicking the maximize button.

- ◆ In the Mailbox, click an item that you want to read.
- or
- In the Calendar, click an appointment that you want to see details for.

- ♦ To view an attachment, click the drop-down list on the QuickViewer header, then click the attachment. You cannot open OLE attachments in the QuickViewer.
- ♦ To change how information displays in the header, right-click the header and choose the options you want to set.
- ♦ Right-click in the QuickViewer to choose other options.
- ♦ To close the QuickViewer, click  on the toolbar.

When you read an item in the QuickViewer, the icon changes to the opened status. For example, the closed envelope representing a mail message changes to an opened envelope.

You can specify that some folders show QuickViewer every time you open them, while others never show QuickViewer.

1.7 Using the Windows 7 Taskbar and Start Menu to Perform Key Tasks

You can perform various tasks directly from the Windows 7 taskbar and Start menu by right-clicking the *GroupWise* icon in the Windows 7 taskbar or clicking the arrow next to *GroupWise* on the Start menu. This integration provides quick access to key features while you are running other applications. You can perform the following tasks:

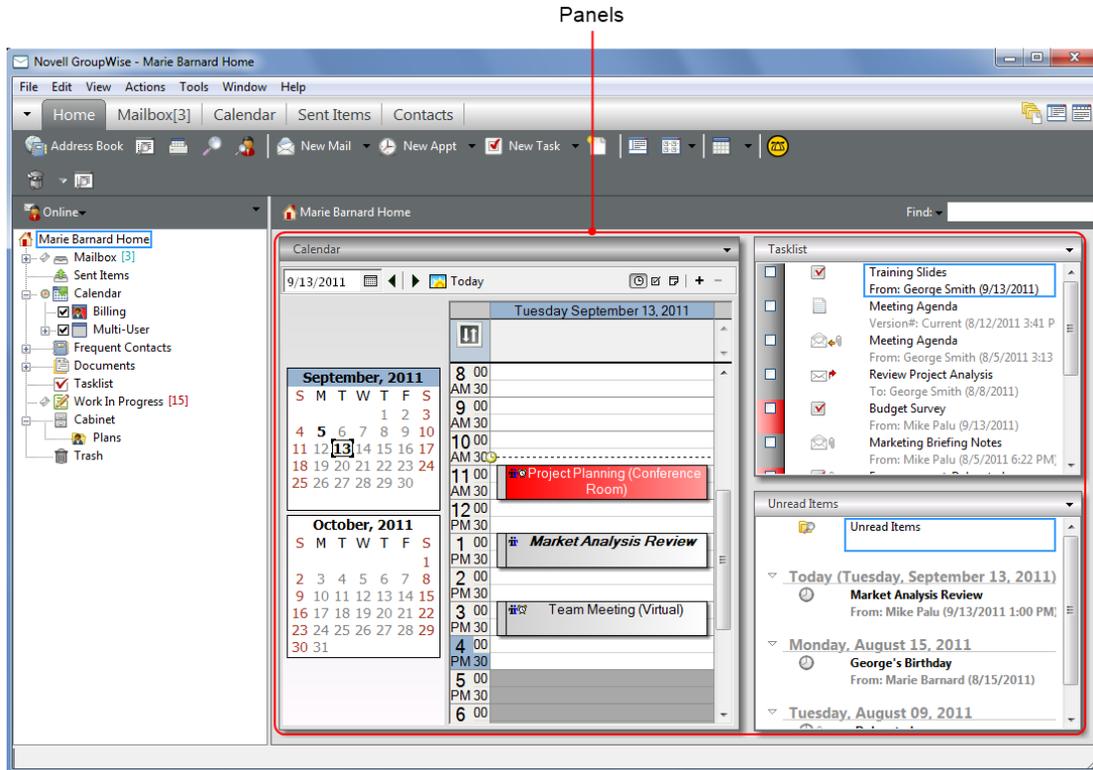
- ♦ Create a message
- ♦ Create an appointment
- ♦ Create a new task
- ♦ Create a new note
- ♦ Create a new contact
- ♦ View your mailbox
- ♦ View your address book
- ♦ View your calendar
- ♦ Find items
- ♦ Find contacts

The number of unread messages is displayed on the GroupWise icon in the taskbar.

1.8 Using Panels in the Home Folder

The Home folder is a personalized view of your most important information. The Home folder uses panels to display information in sections. The first time you open your Home folder, you see an introductory page that explains how to customize your Home folder. Then you can display your default Home folder.

Figure 1-2 The Default GroupWise Home Folder



The default Home folder displays your calendar for the day, your Tasklist items, and your unread messages.

The Home View is fully customizable. You can create additional panels that display the information you need. For information on how to customize your Home View, see [Section 2.4, “Using Panels to Organize Your Home Folder,”](#) on page 63.

1.9 Understanding GroupWise Item Types

Every day you communicate in a variety of ways. To accommodate these needs, GroupWise delivers your items using a variety of item types.

- ◆ [Section 1.9.1, “Mail,”](#) on page 28
- ◆ [Section 1.9.2, “Appointment,”](#) on page 29
- ◆ [Section 1.9.3, “Task,”](#) on page 29
- ◆ [Section 1.9.4, “Reminder Note,”](#) on page 29
- ◆ [Section 1.9.5, “Phone Message,”](#) on page 29

1.9.1 Mail

A mail message is for basic correspondence, such as a memorandum or letter. See [Section 3.1, “Sending Email,”](#) on page 71 and [Section 3.3, “Receiving Email,”](#) on page 106.

1.9.2 Appointment

An appointment lets you invite people to and schedule resources for meetings or events. You can schedule the date, time, and location for the meeting. You can use posted appointments to schedule personal events such as a doctor's appointment, a reminder to make a phone call at a certain time, and so forth. Appointments display on the Calendar. See [Section 4.4, "Sending Calendar Items,"](#) on page 145.

1.9.3 Task

A task lets you place a to-do item on your own or on another person's Calendar after the item has been accepted. You can schedule a due date for the task and include a priority (such as A1). Uncompleted tasks are carried forward to the next day. See [Section 5.3.1, "Assigning a Task,"](#) on page 177.

TIP: You can also create a Tasklist that is not associated with your Calendar. In this type of Tasklist, any item type (mail, appointment, task, reminder note, phone message) can be used.

1.9.4 Reminder Note

A reminder note is posted on a specific date on your own or another person's Calendar. You can use reminder notes to remind yourself or others of deadlines, holidays, days off, and so forth. See [Section 4.4.3, "Sending Reminder Notes,"](#) on page 153.

1.9.5 Phone Message

A phone message helps you inform someone of a phone call or visitor. You can include such information as caller, phone number, company, urgency of the call, and so forth. You cannot answer your phone from a phone message. See ["Sending Phone Messages"](#) on page 98.

1.10 Identifying Icons Appearing Next to Items

The icons that appear next to items in your Mailbox, Sent Items folder, and the Calendar show information about the items. The following table explains what each icon means.

Table 1-1 *Icon Descriptions*

Icon	Description
	<p>In Remote or Caching mode, this icon indicates that the item has been queued, but the queue has not been uploaded. After the item has been uploaded, it indicates that status information has not been received about the item being delivered to the destination post office or transferred to the Internet.</p> <p>Next to the Sent Items folder, the icon indicates that there is at least one item that has been queued but the queue has not been uploaded.</p>
	<p>A sent item that has been opened by at least one person. The icon displays until all recipients have 1) opened the mail, phone message, or reminder note; 2) accepted the appointment; or 3) completed the task.</p>
	<p>Next to your Calendar folder, this icon indicates that you have an appointment that day.</p>

Icon	Description
	Next to an item you have sent, this icon indicates that the item couldn't be delivered to the destination post office or it failed to transfer to the Internet.
	Next to an appointment or task, this icon indicates that at least one person has declined/ deleted the item. Next to a mail message, phone message, or reminder note, the icon indicates that at least one person has deleted the item without opening it.
	One or more attachments are included with the item.
	Draft item.
	An item you have sent.
	An item you have replied to.
	An item you have forwarded.
	An item you have delegated.
	An item you have replied to and forwarded
	An item you have replied to and forwarded
	An item you have replied to and delegated.
	An item you have replied to and delegated.
	An item you have forwarded and delegated.
	An item you have forwarded and delegated.
	An item you have replied to, forwarded, and delegated
	A posted item.
	Signed item.
	Encrypted item.
	Signed and encrypted item.
	Specific version of a document.
	Official version of a document.
	Unopened mail message with a low, standard, or high priority.
	Unopened mail message with a low, standard, or high priority.

Icon	Description
	Opened mail message with a low, standard, or high priority.
	Unopened and opened appointment with a low, standard, or high priority.
	Unopened and opened task with a low, standard, or high priority.
	Unopened reminder note with a low, standard, or high priority.
	Opened reminder note with a low, standard, or high priority.
	Unopened phone message with a low, standard, or high priority.
	Opened phone message with a low, standard, or high priority.
	A reply is requested for this low, standard, or high priority item.
	In a Busy Search, this icon indicates that you can click a scheduled time next to the user name or resource to display more information about the appointment. However, the user or resource owner must give you appointment Read rights in the Access List before this icon appears.
	An alarm is set for this Calendar item.
	A group appointment, reminder note, or task.
	A private Calendar item.
	A Calendar item that was declined but not deleted.
	Unopened document reference.
	Opened document reference.
	Shared folder notification.
	Shared address book notification.
	Unopened posted item (shared folder).
	Opened posted item (shared folder).

1.11 Learning More

You can learn more about GroupWise from the following resources:

- ♦ [Section 1.11.1, “Online Help,” on page 32](#)
- ♦ [Section 1.11.2, “GroupWise Documentation Web Page,” on page 32](#)
- ♦ [Section 1.11.3, “Quick Starts,” on page 32](#)
- ♦ [Section 1.11.4, “End-User Training Web Page,” on page 32](#)
- ♦ [Section 1.11.5, “GroupWise Cool Solutions Web Community,” on page 33](#)

1.11.1 Online Help

Complete user documentation is available in Help. In the Main Window, click *Help > Help Topics*, then use the *Contents* tab, *Index* tab, or *Search* tab to locate the help topics you want.

1.11.2 GroupWise Documentation Web Page

For a complete set of GroupWise user and GroupWise administration documentation, go to the [GroupWise 2012 Documentation Web site \(http://www.novell.com/documentation/groupwise2012/\)](http://www.novell.com/documentation/groupwise2012/).

The User Guide is also available in the GroupWise client by clicking *Help > User’s Guide*.

1.11.3 Quick Starts

The following quick starts are available. These quick starts describe how to use specific aspects of GroupWise as well as how you can use GroupWise with other Novell and third-party products.

- ♦ [GroupWise 2012 Vibe Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_vibe/data/gw2012_qs_vibe.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_vibe/data/gw2012_qs_vibe.html)
- ♦ [GroupWise 2012 Skype Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html)
- ♦ [GroupWise 2012 Messenger Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_messenger22/data/gw2012_qs_messenger22.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_messenger22/data/gw2012_qs_messenger22.html)
- ♦ [GroupWise 2012 WebAccess Basic Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_webaccbasic/data/gw2012_qs_webaccbasic.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_webaccbasic/data/gw2012_qs_webaccbasic.html)
- ♦ [GroupWise 2012 Calendar Publishing Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_calpubuser/data/gw2012_qs_calpubuser.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_calpubuser/data/gw2012_qs_calpubuser.html)

1.11.4 End-User Training Web Page

Various tutorials, training materials, and tips are available at the [GroupWise End-User Training Web site \(http://www.brainstorminc.com/novell/groupwise2012/\)](http://www.brainstorminc.com/novell/groupwise2012/).

This link is also available in the GroupWise client by clicking *Help > Training and Tutorials*.

1.11.5 GroupWise Cool Solutions Web Community

The [Cool Solutions Web site](http://www.novell.com/communities/coolsolutions/gwmag) (<http://www.novell.com/communities/coolsolutions/gwmag>), has tips, tricks, feature articles, and answers to frequent questions.

The link is also available in the GroupWise client by clicking *Help > Cool Solutions Web Community*.

2 Getting Organized

In [Getting Started](#), you learned the basics of the GroupWise environment. Now, in “[Getting Organized](#),” you learn how to transform the basic GroupWise environment into an efficient, customized collaboration environment that suits your personal work style.

- ♦ [Section 2.1, “Customizing the GroupWise Interface,” on page 35](#)
- ♦ [Section 2.2, “Using Categories to Organize Items,” on page 42](#)
- ♦ [Section 2.3, “Using Folders to Organize Your Mailbox,” on page 47](#)
- ♦ [Section 2.4, “Using Panels to Organize Your Home Folder,” on page 63](#)
- ♦ [Section 2.5, “Customizing Other GroupWise Functionality,” on page 66](#)

2.1 Customizing the GroupWise Interface

You can select to customize the look and feel of GroupWise in many different ways.

- ♦ [Section 2.1.1, “Selecting a GroupWise Scheme,” on page 35](#)
- ♦ [Section 2.1.2, “Customizing Individual GroupWise Appearance Settings,” on page 36](#)
- ♦ [Section 2.1.3, “Customizing the Main Toolbar,” on page 38](#)
- ♦ [Section 2.1.4, “Setting Your Default Start Folder,” on page 40](#)
- ♦ [Section 2.1.5, “Setting Default Views for Reading,” on page 40](#)
- ♦ [Section 2.1.6, “Setting the Default Read/Compose View and Font,” on page 40](#)
- ♦ [Section 2.1.7, “Setting the QuickViewer Default Behavior,” on page 41](#)
- ♦ [Section 2.1.8, “Changing Your Default Item Views,” on page 41](#)
- ♦ [Section 2.1.9, “Automatically Reading the Next Item in Your Mailbox,” on page 42](#)
- ♦ [Section 2.1.10, “Changing the GroupWise Interface Language,” on page 42](#)

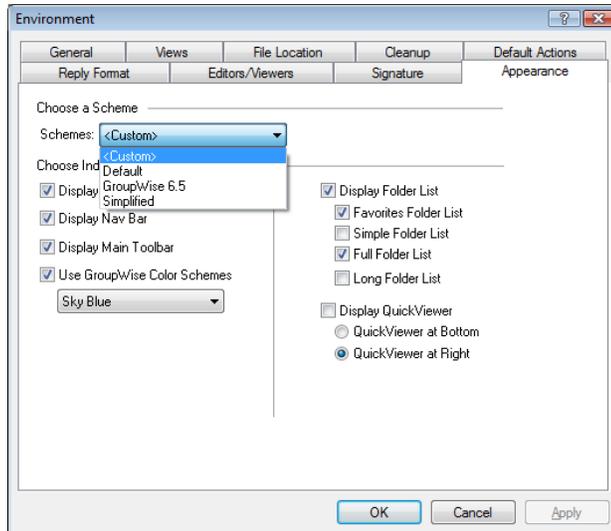
2.1.1 Selecting a GroupWise Scheme

You can select from four schemes:

- ♦ **Default:** The Default scheme has a new color scheme and displays the Nav Bar, Full Folder List, the Main Menu, and two columns with panels.
- ♦ **GroupWise 6.5:** The GroupWise 6.5 scheme has the Folder List, Main Toolbar, and Item List displaying in the old colors.
- ♦ **Simplified:** The Simplified scheme has a new color scheme and has the Nav Bar, Simple Folder List, and two columns with panels.
- ♦ **Custom:** The Custom scheme allows you to set the appearance settings however you like. If you edit one of the predefined schemes, those settings become your Custom scheme.

To select a scheme:

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Appearance* tab.
- 3 Select a scheme from the *Schemes* drop-down list.

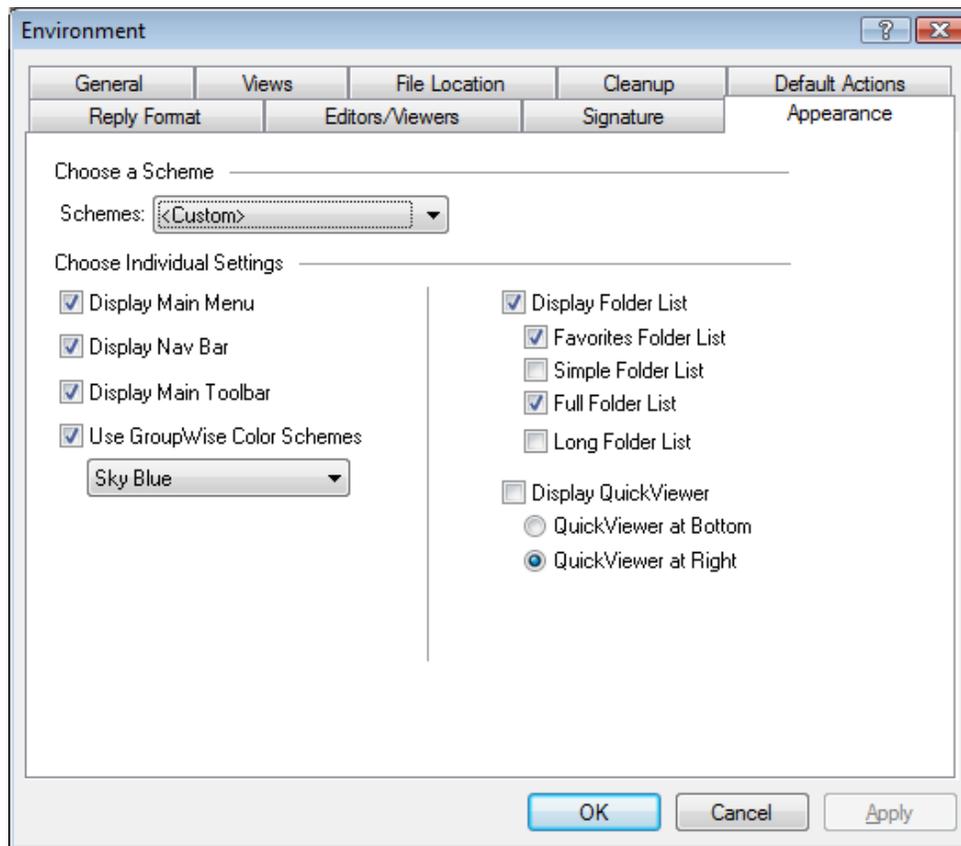


- 4 Click *OK*, then click *Close*.

2.1.2 Customizing Individual GroupWise Appearance Settings

There are several ways to change the GroupWise appearance.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Appearance* tab.
- 3 Select the appearance settings you want for GroupWise.



Schemes: See [Section 2.1.1, “Selecting a GroupWise Scheme,”](#) on page 35.

Display Main Menu: Displays the Main Menu above the Nav Bar.

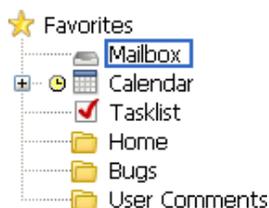
Display Nav Bar: Displays the Nav Bar for quick access to your most used folders.

Display Main Toolbar Displays the Main Toolbar for quick access to your most common functions.

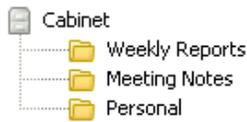
Use GroupWise Color Schemes: Overrides any operating system color schemes for the selected GroupWise color scheme.

Display Folder List: Displays the Folder List on the left side of the window.

Favorites Folder List: Displays a customized list of folders. Folders in this list are displayed in the order that they are most commonly accessed.

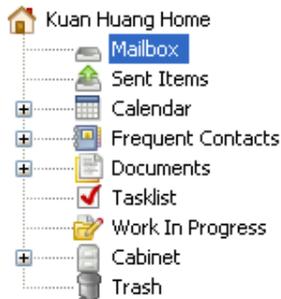


Simple Folder List: Displays only the folders that relate to the folder you are in. For example, if you are in your Mailbox folder, it displays the Cabinet folder so that you can file messages.



If you are in the Calendar folder, it lists personal calendars. If you are in the Frequent Contacts folder, it lists personal Contacts folders. If you are in the Documents folder, it lists documents.

Full Folder List: Displays the complete list of folders.



Long Folder List: If the QuickViewer is displayed, select this option to extend the Folder List to the bottom of the QuickViewer when it is displayed below the Item List rather than to the right.

Display QuickViewer: Select this option to display the QuickViewer, or leave it deselected to prevent the QuickViewer from displaying.

You can also customize individual folders for QuickViewer display. Right-click a folder, then click *Properties > Display*. Select or deselect *Remember QuickViewer visibility* and *Show QuickViewer* as needed.

QuickViewer at Bottom: If *Display QuickViewer* is selected, this option displays the QuickViewer at the bottom of the window.

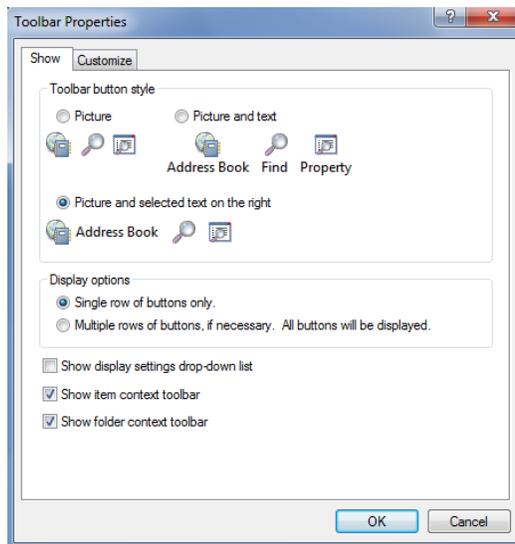
QuickViewer at Right: If *Display QuickViewer* is selected, this option displays the QuickViewer at the right of the window.

4 Click *OK*.

2.1.3 Customizing the Main Toolbar

You can customize each toolbar by adding and deleting buttons, choosing button order, and placing separators between buttons.

- 1 To customize the Main toolbar if the toolbar is not displayed, right-click the toolbar, then click *Customize Tool bar*.
- 2 Click the *Show* tab.



3 Click how you want the toolbar to display.

You can select to show buttons as pictures, pictures with text below them, or pictures with selected text on the right.

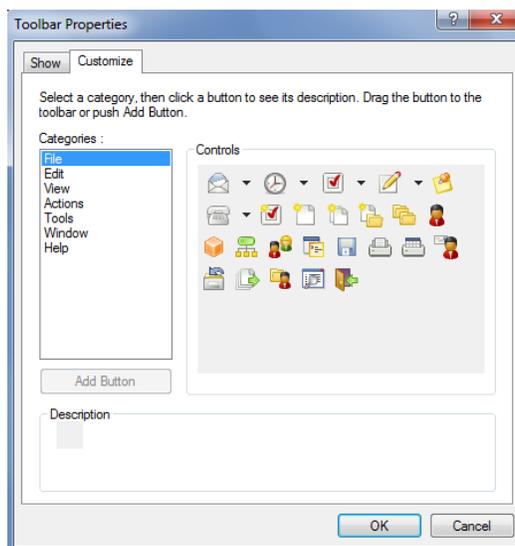
4 Select if you want a single row of buttons, or multiple rows of buttons if necessary.

5 To remove or show the display settings drop-down list, deselect or select the *Show display settings drop-down list*.

6 To show the buttons that are most useful for the selected item, select *Show item context toolbar*.

7 To show the buttons that are most useful for the selected folder, select *Show folder context toolbar*.

8 Click the *Customize* tab.



9 To add a button, click a category from the *Categories* list box, click a button in the *Controls* box, then click *Add Button*.

Categories are menu titles in the Main Window. The buttons in the *Controls* box correspond to features found under the menu title. For example, the buttons for the *File* category are actions under the *File* menu (opening views, printing, saving, and so on).

- 10 To remove a button, drag it off the toolbar
- 11 To change the order of a button on a toolbar, drag it to where you want it to display.
- 12 To add space between buttons, drag one button away from the other button.
or
To remove space between buttons, drag one button toward another button.
- 13 Click *OK*.

2.1.4 Setting Your Default Start Folder

By default, GroupWise displays your Mailbox folder. After you set up your Home folder, you might prefer to start in your Home folder instead.

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Default Actions* tab.
- 3 Select if you want to start GroupWise in the *Mailbox folder* or *Home folder*.
- 4 Click *OK*.

2.1.5 Setting Default Views for Reading

Use this option to speed up load time when a user has added extra graphics and images, like backgrounds and signatures, to his or her default view. This option eliminates the added features and shows a default message.

This option does not modify changes such as font or size in the sent messages, unless the changes were actually saved as part of the view.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*.
- 3 Click the *Views* tab.
- 4 Select *Use default views for reading*.

2.1.6 Setting the Default Read/Compose View and Font

To change the view for all items:

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*.
- 3 Click the *Views* tab.
- 4 Make selections in the *Default Compose View & Font* and *Default Read View & Font* group boxes.
- 5 (Optional) In the *Default Read View & Font* group box, select *Force view* next to *Plain Text* if you want to prevent HTML-only messages from being displayed when no plain text version is available.

If you select *Force view*, a message informs you whenever an HTML-only message cannot be displayed; however, you can still click *View > HTML* to view it. If you do not select *Force view*, HTML-only messages are displayed in HTML, even though you have selected *Plain Text* for the default read view.

- 6 Select a default font style.

- 7 Select a default font size.
- 8 Click *OK*.

To change the view in one item:

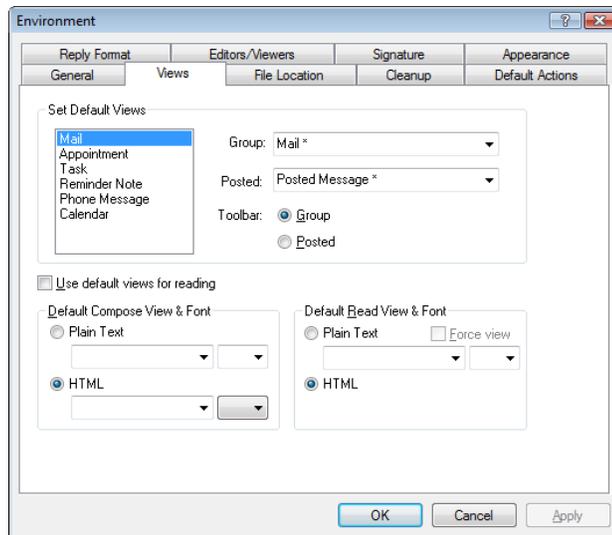
- 1 Open an item.
- 2 Click *View*, then click *Plain Text* or *HTML*.

2.1.7 Setting the QuickViewer Default Behavior

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Default Actions* tab.
- 3 Select if you want the QuickViewer to display on *All folders*, *Selected folder only*, or *Prompt*.
- 4 Click *OK*.

2.1.8 Changing Your Default Item Views

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Views* tab.



- 3 Select an item type from the box on the left.
- 4 Select the group setting in the Group drop-down menu.
- 5 Select the posted setting from the Posted drop-down menu.
- 6 Select *Group* or *Posted*.
- 7 Repeat [Step 3](#) through [Step 6](#) until you have selected a default view for each item type.
- 8 Click *OK*.

2.1.9 Automatically Reading the Next Item in Your Mailbox

You can configure GroupWise to automatically open the next item in your mailbox after you accept, decline, or delete the item you are reading. By default, this option is disabled.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *General* tab.
- 3 Select *Read next after accept, decline or delete*, then click *OK*.

2.1.10 Changing the GroupWise Interface Language

If you have the multilanguage version of GroupWise, you can select the interface language for GroupWise.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *General* tab.
- 3 Click a language in the *Interface language* drop-down list, then click *OK*.

TIP: To change the Spell Checker language, see [“Selecting the Spell Checker Language” on page 79](#).

2.2 Using Categories to Organize Items

Categories provide you with a way to organize your items. You can assign a category to any item, including contacts. You create and add categories and can give each category an identifying color. The colors display in the Item List and in the Calendar.

- ♦ [Section 2.2.1, “Understanding Categories,” on page 42](#)
- ♦ [Section 2.2.2, “Assigning Categories to Items,” on page 44](#)
- ♦ [Section 2.2.3, “Working with Categories,” on page 46](#)

2.2.1 Understanding Categories

When you assign a category to an item, the item is displayed in the color of the category. Categories help you to quickly organize items in groups.

Figure 2-1 Mailbox Showing Items With Categories

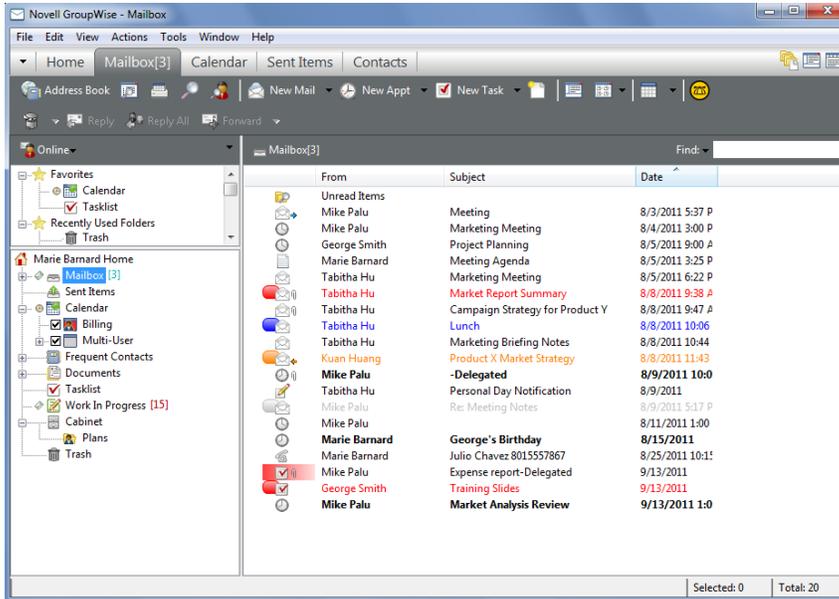
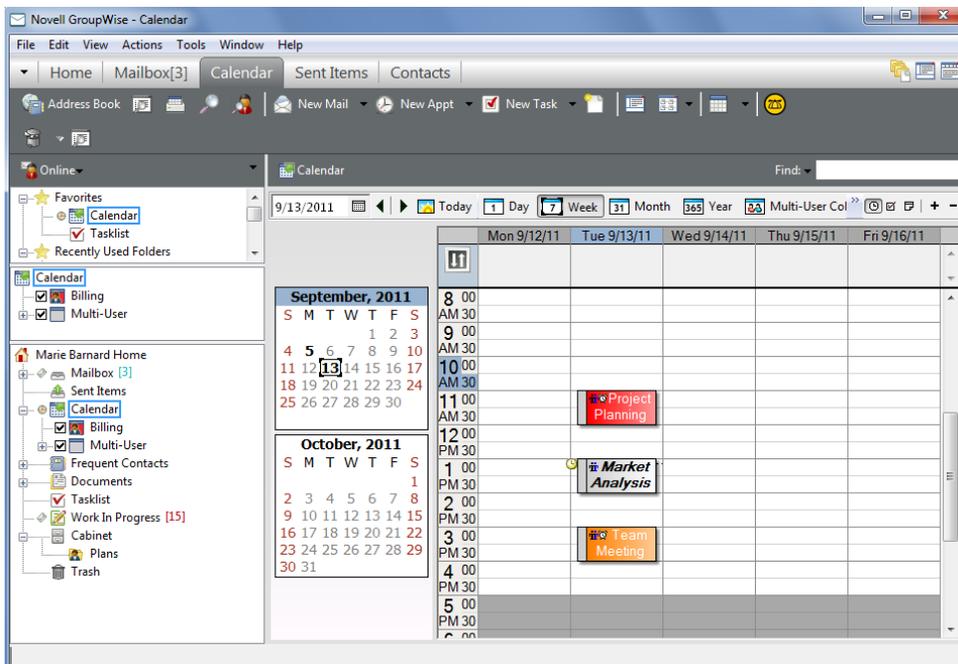


Figure 2-2 Calendar Showing Items With Categories



Four default categories (Follow-Up, Low Priority, Personal, and Urgent) are available for you to immediately assign to items. You can modify and delete them if you choose, as well as create new categories.

If you assign one of the default categories (Follow-Up, Low Priority, Personal, and Urgent) to an item you are sending, the item arrives in the recipient's Mailbox with that category assigned. If you assign a category that you created to an item you are sending, the item arrives in the recipient's Mailbox with no category assigned.

You can assign more than one category to an item, and specify which category is the primary one. The color of the primary category is used to identify the item.

2.2.2 Assigning Categories to Items

- ♦ [“Assigning a Category Quickly” on page 44](#)
- ♦ [“Assigning Any Category to Any Item Type” on page 44](#)
- ♦ [“Assigning a Category by Using Item Properties” on page 45](#)
- ♦ [“Assigning Multiple Categories” on page 45](#)
- ♦ [“Removing a Category from an Item” on page 46](#)

Assigning a Category Quickly

In any Item List:

- 1 Click the item icon.
- 2 Click a category in the drop-down list.

or

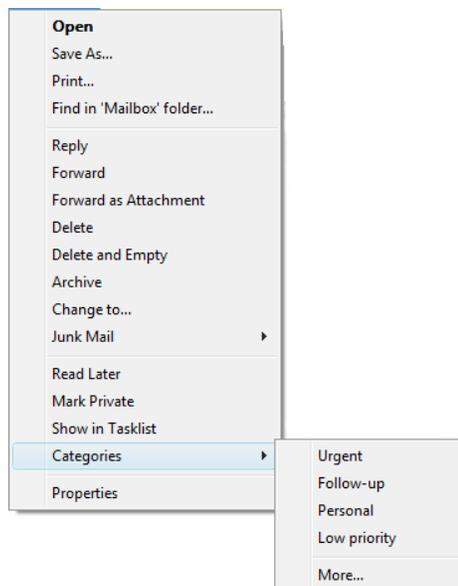
If the category you want isn't listed, click *More* to display the Edit Categories dialog box, select the category, then click *OK*.

The 10 most recently used categories are listed. (If you have not yet used categories, they are displayed alphabetically.)

Assigning Any Category to Any Item Type

To assign a category to a message, appointment, task, note, or contact:

- 1 Right-click the item.
- 2 Click *Categories*.



- 3 Click a category in the drop-down list.

or

If the category you want isn't listed, click *More* to display the Edit Categories dialog box, select the category, then click *OK*.

The 10 most recently used categories are listed. (If you have not yet used categories, they are displayed alphabetically.)

To assign a category to an address book entry:

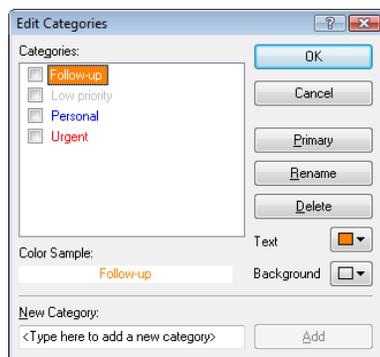
- 1 Open a personal address book.
- 2 Locate the user you want.
- 3 Right-click the user.
- 4 Click *Details*, then click *Categories*.
- 5 Click a category in the menu, then click *OK*.

Assigning a Category by Using Item Properties

- 1 Open an existing item, click the *Personalize* tab, then click *Edit Categories*.

or

Open a new item to compose, click the *Send Options* tab, then click *Edit Categories*.



If you assign one of the default categories (Follow-Up, Low Priority, Personal, and Urgent) to an item you are sending, the item arrives in the recipient's Mailbox with that category assigned. If you assign a category that you created to an item you are sending, the item arrives in the recipient's Mailbox with no category assigned.

- 2 In the Edit Categories dialog box, select a category, then click *OK*.

Assigning Multiple Categories

- 1 Right-click the item.
- 2 Click *Categories > More* to display the Edit Categories dialog box.
- 3 Select the desired categories.

When you assign multiple categories to an item, the color of the primary category is the color that shows in the Item List. When you sort the Item List by category, items are sorted by their primary category. By default, the first category you assign is the primary category.

- 4 To set the primary category for this item, select a category, then click *Primary*.
- 5 Click *OK*.

Removing a Category from an Item

- 1 Right-click the item.
- 2 Click *Categories > More* to display the Edit Categories dialog box
- 3 Deselect the category to remove, then click *OK*.

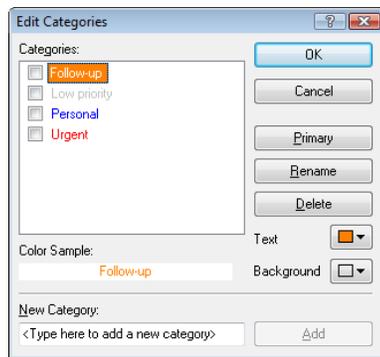
The category is removed from the item.

2.2.3 Working with Categories

- ♦ [“Adding a New Category” on page 46](#)
- ♦ [“Renaming a Category” on page 46](#)
- ♦ [“Finding Items by Category in a Folder” on page 47](#)
- ♦ [“Sorting Items by Category” on page 47](#)
- ♦ [“Deleting a Category” on page 47](#)

Adding a New Category

- 1 Click *Actions > Categories > More* to display the Edit Categories dialog box.



- 2 Type the category name in the *New Category* field at the bottom of the Edit Categories dialog box.
 - 3 Click *Add*.
- The *Add* button becomes active when you begin typing a category name.
- 4 To assign a color to a category, select the category name in the list, then select the text and background colors.
 - 5 Click *OK* to save the new category.

TIP: You can also select an item before creating the new category, then immediately assign the new category to the selected item.

Renaming a Category

- 1 Click *Actions > Categories > More* to display the Edit Categories dialog box.
- 2 Select the category name, then click *Rename*.
- 3 Type the new name, then click *OK*.

The category is renamed in the list, and for all the items to which it was assigned.

Finding Items by Category in a Folder

- 1 In the upper right corner of any folder, click *Find > Categories*, then click the category name. All items that have been assigned this category are displayed.
- 2 To clear this selection, click .

Sorting Items by Category

- 1 Add a *Category* column to the folder Item List, as described in [“Adding a Column” on page 53](#).
- 2 Click the *Category* column to sort the Item List by category.

Deleting a Category

- 1 Click *Actions > Categories > More* to display the Edit Categories dialog box.
- 2 Select the category name, then click *Delete*.
- 3 Click *Yes*, then click *OK*.

The category is removed from the list, and from all the items to which it was assigned.

2.3 Using Folders to Organize Your Mailbox

Use folders to store and organize your items. For example, you can group all items related to a particular task or subject together.

By default, the items in your mailbox are deleted and archived only when you choose to do so. However, your GroupWise administrator can change this functionality to delete or archive your messages after a given amount of time. To ensure that your items are not deleted, you can archive them manually. For information on how to archive GroupWise items, see [Section 16.3, “Archiving Email,” on page 383](#).

- ♦ [Section 2.3.1, “Understanding Folder Lists,” on page 47](#)
- ♦ [Section 2.3.2, “Displaying Folder Lists,” on page 49](#)
- ♦ [Section 2.3.3, “Working with Folders,” on page 51](#)
- ♦ [Section 2.3.4, “Managing Item Lists in Folders,” on page 52](#)
- ♦ [Section 2.3.5, “Customizing Folder Display Settings,” on page 55](#)
- ♦ [Section 2.3.6, “Understanding Find Results Folders,” on page 58](#)
- ♦ [Section 2.3.7, “Using Shared Folders,” on page 60](#)

2.3.1 Understanding Folder Lists

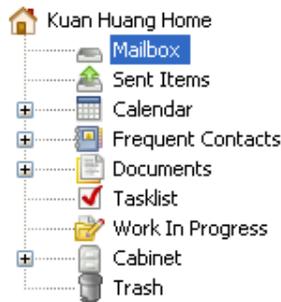
All folders are subfolders of your Home folder. Click + and - to expand and collapse folders in a Folder List. You can choose to display any of three different kinds of Folder Lists:

- ♦ [“Full Folder List” on page 48](#)
- ♦ [“Simple Folder List” on page 48](#)
- ♦ [“Favorites Folder List” on page 49](#)

Full Folder List

The Full Folder List displays all the folders that you have. The default Full Folder List looks like this:

Figure 2-3 Folder List



For information about the individual folders you might have in your Folder List, see [Section 2.3.1, “Understanding Folder Lists,”](#) on page 47.

Next to any folder (except for shared folders), the number of unread items is shown in square brackets. Next to the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching or Remote mode.

You can organize items in your folders by moving or linking them. When you move an item into a folder, it is taken from one location and placed in another. When you link an item to a folder, the item still exists in its original folder and it also appears in the new folder. When you change a linked item, it is also changed in the other folders. If an item is linked to multiple folders and you delete the original item, the copies in your other folders remain.

You can define a different set of properties for each folder in your Mailbox. For example, you can sort the items in one folder by date, and sort the items in another folder by company.

Simple Folder List

The Simple Folder List is a context-sensitive folder list. It displays the folders that are relative to the folder you are currently in. The following are context-sensitive Simple Folder Lists:

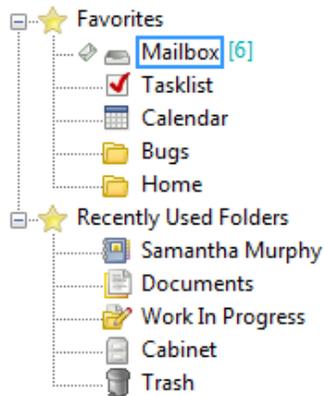
- ♦ **Calendar:** Displays a list of all calendars. From here you can select to display the contents of a calendar in the main calendar. In addition, you can change the color of a calendar.
- ♦ **Contacts:** Displays a list of all personal address books. By default, the main Contacts folder is the Frequent Contacts address book.
- ♦ **Documents:** Displays a list of your document libraries. By default, the main Documents folder is your default document library.
- ♦ **NNTP:** Displays a list of subscribed groups within the newsgroup.
- ♦ **GroupWise Feeds:** Displays a list of the RSS feeds you have subscribed to.
- ♦ **Favorites:** Displayed whenever you are not in the Calendar folder, Contacts folder, Documents folder, or any NNTP folders or RSS feeds. The Favorites Simple Folder List allows you to copy folders into the folder list for quicker access.

Favorites Folder List

The Favorites Folder List allows you to add your most commonly used folders to the Simple Folder List for quick access. This is helpful when you drag and drop items to your folder list. Folders in this list are displayed in the order that they are most commonly accessed.

When you display the Favorites Folder List, the most recently used folders are also displayed in a separate list, in the *Recently Used Folders* section. Up to 15 folders that you access most frequently are displayed at the top of this section. If you stop accessing a folder that is in this list, it eventually is removed from the list. Also, folders that are displayed in the Favorites Folder List are not displayed in the Recently Used Folders section.

Figure 2-4 Favorites Folder List



2.3.2 Displaying Folder Lists

- ♦ “Arranging Your Folder Lists” on page 49
- ♦ “Building Your Favorites Folder List” on page 49
- ♦ “Reorganizing Your Folders” on page 50
- ♦ “Alphabetizing a Folder List” on page 50
- ♦ “Closing the Folder List” on page 50

Arranging Your Folder Lists

- 1 Click the Folder List drop-down arrow .
- 2 Select one or more Folder Lists: *Favorites*, *Simple*, or *Full*.
- 3 If you selected more than one type of Folder List, click the Folder List drop-down arrow again, then click *Choose Order*.
- 4 Move the Folder Lists into the order you want them to display, then click *OK*.
- 5 Size the Folder Lists as needed.

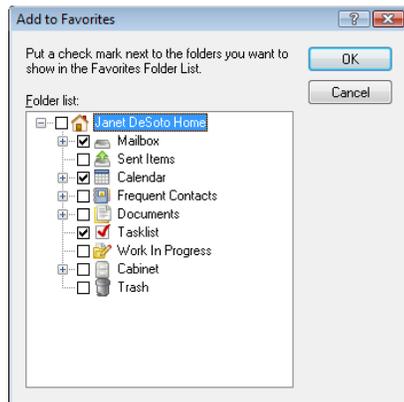
Building Your Favorites Folder List

There are two ways to add folders to the Favorites Folder List:

- ♦ Right-click a folder anywhere in your Mailbox, then select *Add to Favorites*.
- ♦ Select multiple folders to add to your Favorites Folder List.

To conveniently select multiple folders:

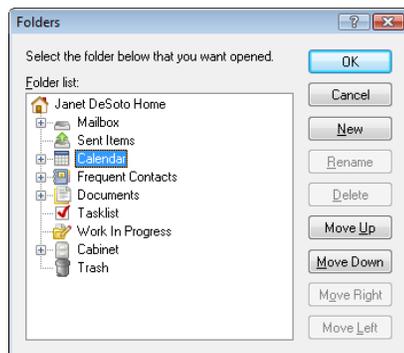
- 1 Right-click your Favorites Folder, then click *Choose Favorites*.



- 2 Select the folders to add or remove.
- 3 Click *OK*.

Reorganizing Your Folders

- 1 Click *Edit > Folders*.



From the Folders dialog box you can create, delete, rename, and move folders.

Alphabetizing a Folder List

- 1 Right-click your *Home* folder.
- 2 Click *Sort Subfolders*.

Closing the Folder List

You can close your Folder List to leave more room for other views, such as the Calendar, in the Main Window. This is convenient when you access your folders through the Nav Bar. To hide or show the Folder List, click *View > Folder List*.

If you are not displaying your Folder List and you drag and drop an item to where the folder location is, the Folder List pops out so you can drag and drop the item to the Folder List.

2.3.3 Working with Folders

- ♦ [“Creating a New Folder” on page 51](#)
- ♦ [“Creating a Specific Folder” on page 51](#)
- ♦ [“Moving a Folder” on page 51](#)
- ♦ [“Renaming a Folder” on page 51](#)
- ♦ [“Deleting a Folder” on page 51](#)
- ♦ [“Deleting Multiple Subfolders at Once” on page 52](#)

Creating a New Folder

- 1 Right-click in the Folder List
- 2 Select *New Folder*
- 3 Type a name for New Folder

If you create a folder and then decide you want it in a different position, drag the folder to a new position in the Folder List.

Creating a Specific Folder

- 1 In the Folder List, click *File > New > Folder*.
- 2 Select folder type from list of options, then click *Next*.
- 3 Type the name and description for the new folder.
- 4 Click *Up*, *Down*, *Right*, or *Left* to position the folder where you want it in the Folder List, then click *Next*.
- 5 Specify the display settings for the folder, then click *Finish*.

Moving a Folder

- 1 Drag and drop the folder to the desired location in your folder structure.

See also [“Reorganizing Your Folders” on page 50](#).

Renaming a Folder

- 1 In the Folder List, right-click the folder, then click *Rename*.
- 2 Type a new name for the folder.

You cannot rename the Calendar, Documents, Mailbox, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, or Trash folders.

Deleting a Folder

- 1 Right-click the folder you want to delete, then click *Delete*.
- 2 Click *Yes* to confirm the deletion.

You cannot delete the Calendar, Documents, Mailbox, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, or Trash folders. You can delete the Junk Mail folder only if Junk Mail Handling has been disabled.

To delete a folder that is shared with you, right-click the folder, click *Delete*, then click *Yes*.

Deleting Multiple Subfolders at Once

You can delete multiple folders contained within another folder.

- 1 Open the folder containing the subfolders.
- 2 In the item list, select the subfolders you want to delete.
- 3 Right-click the selected folders, then click *Delete*.
- 4 Select whether to delete only the items contained in the folders, or the items and the folders, then click *OK*.

2.3.4 Managing Item Lists in Folders

- ♦ [“Enabling Group Labels for a Folder” on page 52](#)
- ♦ [“Enabling Message Previews for a Folder” on page 52](#)
- ♦ [“Using Columns” on page 53](#)
- ♦ [“Moving or Linking an Item to Another Folder” on page 54](#)
- ♦ [“Changing the Item Read Options” on page 55](#)

Enabling Group Labels for a Folder

Group Labels organize a list of items based on the type of items displayed. For example, in your Mailbox folder, Group Labels separate items based on the received date of the items.

- 1 Right-click a folder, then click *Properties*.
- 2 Click the *Display* tab.
- 3 Select *Show Group Labels*.
- 4 Click *OK*.

To collapse or expand Group Labels, click the + or - sign next to the label.

Enabling Message Previews for a Folder

A message preview shows two lines of the message. You cannot configure the number of lines displayed.

- 1 Right-click a folder, then click *Properties*.
- 2 Click the *Display* tab.
- 3 Select *Message Preview*.
- 4 Click *OK*.

Using Columns

The Item List in a folder is divided into columns. Each column displays information about the items in the list. For example, different columns display the subject of items, the date they were sent, and so forth. You can customize the column display for each folder.

- ♦ [“Moving a Column” on page 53](#)
- ♦ [“Resizing a Column” on page 53](#)
- ♦ [“Adding a Column” on page 53](#)
- ♦ [“Sorting by a Column” on page 53](#)
- ♦ [“Removing a Column” on page 54](#)

Moving a Column

Drag a column to a new position in the column header.

TIP: You can also right-click a column heading, click *More columns*, click a column name in the *Selected columns* box, then click *Down* or *Up*.

Resizing a Column

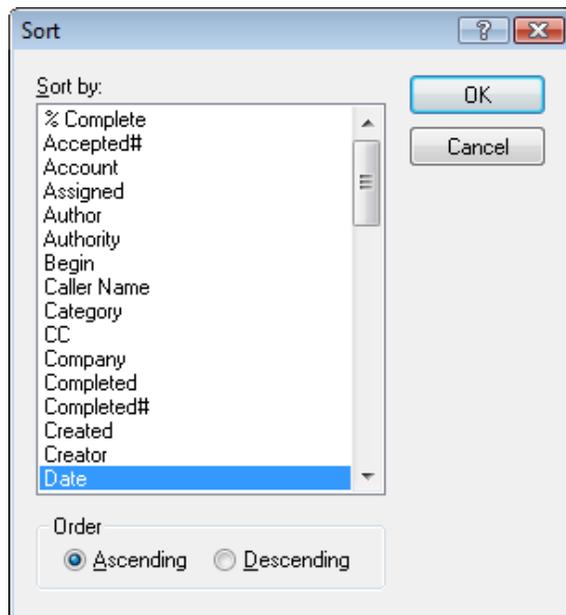
Drag the edge of the column heading to make the column wider or narrower.

Adding a Column

- 1 Right-click the column header.
- 2 Click a column you want to add.
or
Click *More Columns*.
 - 2a In the *Available columns* list, select one or more columns, then click *Add*.
 - 2b Use *Up* and *Down* to position the new columns relative to the existing columns.
 - 2c Click *OK*.

Sorting by a Column

- 1 Click the folder containing the items you want to sort.
- 2 Click *View > Display Settings > Sort*.



- 3 Click the item property you want to sort by in the list box.
- 4 Click *Ascending* to sort from A to Z.
or
Click *Descending* to sort from Z to A.
- 5 Click *OK*.

You can also sort the Item List by clicking a column heading. To reverse the sort order, click the column heading a second time.

Removing a Column

Drag the column heading off the column header bar.

Moving or Linking an Item to Another Folder

When you move an item into a folder, it is taken from one location and placed in another. When you link an item to a folder, the item still exists in its original folder and it also appears in the new folder. When you change a linked item, it is also changed in the other folders.

- 1 Drag an item from the Item List to the folder you want.
Press **Alt** while you drag the item to remove it from all folders it was previously linked to and place it in only that folder.
Press **Ctrl** while you drag the item to link it to that folder.

You can also click an item, click *Edit > Move/Link to Folders*, select the folders you want to move or link the item to, then click *Move* or *Link*. Select *Delete old links* to remove the item from all folders it was previously linked to and place it in the selected folder.

If the item you move is a folder, and a folder with the same name already exists in the new location, a dialog box opens so you can change the name of the folder you are moving.

If you delete the original item, the copies in your other folders remain.

Changing the Item Read Options

You can select to have the folder display either the first unread item or the last item read. However, if the folder contains a large number of items, it could take a while for the contents of the folder to display.

To select the default read option for the folder:

- 1 Right-click the folder to modify.
- 2 Click *Properties*.
- 3 On the *General* tab, select *Select first unread item when folder is opened*.
If you deselect *Select first unread item when folder is opened*, the folder displays the last item read.
- 4 Click *OK*.

2.3.5 Customizing Folder Display Settings

Display settings determine how GroupWise displays the information in a particular folder. For example, the Home folder has a default display setting that includes the Folder List and panels. These settings are saved in the GroupWise database so they follow you from machine to machine. You can select from a list of default preconfigured display settings or customize your own display settings.

- ♦ [“Understanding Basic Folder Display Settings” on page 55](#)
- ♦ [“Changing or Deleting Folder Display Settings” on page 57](#)
- ♦ [“Saving Your Display Settings” on page 57](#)
- ♦ [“Selecting Saved Display Settings for a Folder” on page 57](#)
- ♦ [“Sending a Display Setting” on page 58](#)
- ♦ [“Importing a Display Setting” on page 58](#)

Understanding Basic Folder Display Settings

You can view the items in your Mailbox different ways, depending on how you want the information organized.

- 1 Right-click the folder you want to change the display settings for, then click *Properties*.
- 2 Click the *Display* tab, then click *More Display Settings*.
- 3 Select the display setting from the *View by* drop-down list.

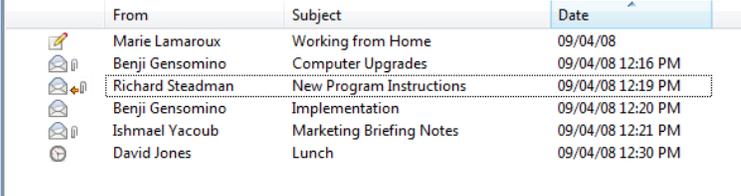
You can select from the following settings:

- ♦ [Details](#)
 - ♦ [Discussion Threads](#)
 - ♦ [Panels](#)
 - ♦ [Calendar](#)
 - ♦ [Tasklist](#)
- 4 Click *OK* twice.

Details

Details displays a list of your items and information about them organized in columns, including *Subject*, *Date*, *CC*, *Priority*, *Document Type*, *Due Date*, *Size*, *Version#*, and many other categories. Details is the default Mailbox view if you have not changed your Mailbox properties. For information about adding or rearranging columns, see [“Using Columns” on page 53](#).

Figure 2-5 Details View

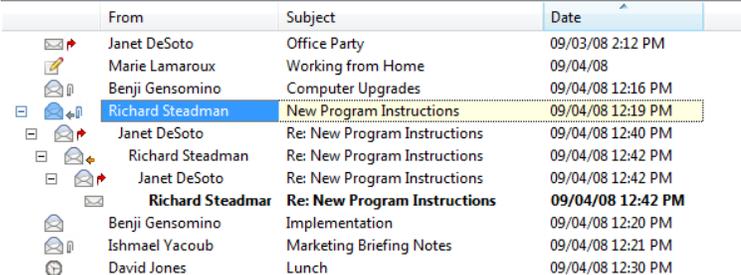


	From	Subject	Date
	Marie Lamaroux	Working from Home	09/04/08
	Benji Gensomino	Computer Upgrades	09/04/08 12:16 PM
	Richard Steadman	New Program Instructions	09/04/08 12:19 PM
	Benji Gensomino	Implementation	09/04/08 12:20 PM
	Ishmael Yacoub	Marketing Briefing Notes	09/04/08 12:21 PM
	David Jones	Lunch	09/04/08 12:30 PM

Discussion Thread

Discussion Threads shows the email discussion of an original item and all its replies grouped in hierarchical order. By default, only items that are received are displayed in a discussion thread.

Figure 2-6 Discussion Thread View



	From	Subject	Date
	Janet DeSoto	Office Party	09/03/08 2:12 PM
	Marie Lamaroux	Working from Home	09/04/08
	Benji Gensomino	Computer Upgrades	09/04/08 12:16 PM
	Richard Steadman	New Program Instructions	09/04/08 12:19 PM
	Janet DeSoto	Re: New Program Instructions	09/04/08 12:40 PM
	Richard Steadman	Re: New Program Instructions	09/04/08 12:42 PM
	Janet DeSoto	Re: New Program Instructions	09/04/08 12:42 PM
	Richard Steadman	Re: New Program Instructions	09/04/08 12:42 PM
	Benji Gensomino	Implementation	09/04/08 12:20 PM
	Ishmael Yacoub	Marketing Briefing Notes	09/04/08 12:21 PM
	David Jones	Lunch	09/04/08 12:30 PM

By default, only items that are in the folder are displayed in a discussion thread. You can add other types of items to the folder to be viewed in the discussion thread. For example, sent items can be added to the folder to complete the discussion thread.

To display sent items in a discussion thread:

- 1 Right-click the folder that is displaying discussion threads, then click *Properties*.
- 2 Click the *Display* tab, then click *More Display Settings*.
- 3 Select *Sent* under *Choose item source*.
- 4 Click *OK* twice, then specify a name for the display setting.
- 5 Click *OK*.

Panels

A panel displays a customized view of information in GroupWise. For example, the default Home view includes an Unread Messages panel, which displays a list of items you have not read. The Tasklist panel is another default panel on the Home view. The Tasklist panel displays items that are in your Tasklist folder.

As Calendar

The As Calendar view displays all scheduled items that are saved in a particular folder. This is useful if you organize all your appointments and other items for a specific project in one folder.

As Tasklist

The As Tasklist view displays a Tasklist area at the top of your Item List, where you can create a Tasklist from items in your Item List. Each item that is dragged to the Tasklist area displays with a check box so that you can mark it completed. You can assign due dates, priorities, and more to Tasklist items. Any items you move to the Tasklist area also display in the Tasklist folder in the Folder List.

For more information about creating a Tasklist, see [Section 5.3.1, “Assigning a Task,”](#) on page 177.

Changing or Deleting Folder Display Settings

You can control the name that appears in the *Display* drop-down list, the source of the items in the folder, the column display, and the order in which items sort in the folder. The display settings are set at the folder level. If you want to use the same display settings for multiple folders, save the display settings, then use that display setting for the other folders.

- 1 Right-click any folder in the Folder List, then click *Properties*.
- 2 Click the *Display* tab.
- 3 Click the display setting you want to modify in the *Setting name* drop-down list.
- 4 Make any changes to the display settings in the dialog box.
- 5 Click *Save As*, change the display settings name as required, then click *OK*.
- 6 To delete a folder display setting, click the display setting, then click *Delete*.
- 7 Click *OK*.

Saving Your Display Settings

After you have customized your display settings the way you like them, you can save those display settings for future use. The display settings are saved in the GroupWise database so they follow you from machine to machine.

- 1 Click *View > Display Settings > Save Current*.

Selecting Saved Display Settings for a Folder

You can select from a variety of default display settings or from previously saved display settings.

- 1 Right-click the folder to change the display settings for, then click *Properties*.
- 2 Click the *Display* tab.
- 3 In the *Settings name* drop-down list, select the name of the display setting.
- 4 (Optional) Type a description of the folder.
- 5 Set the remaining settings as desired.
- 6 Click *OK*.

Sending a Display Setting

You can send a display setting as an attachment to email recipients. If the recipient is a GroupWise user, he or she can then import the setting and select it from a list of available display settings. This is helpful, for example, when you want your entire company to have the same layout for the Home folder.

The display settings are sent as an attachment with the file format of `.gws`.

- 1 Select the folder that you want to send the display settings for.
- 2 Click *View > Display Settings > Send Current*.
An email message appears with the settings as an attachment.
- 3 In the *To* box, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the *CC* and *BC* boxes.
or
To select user names from a list, click *Address* on the toolbar, double-click each user, then click *OK*.
- 4 To change the From name (to another account or proxy), click *From:*, then click a name.
- 5 Type a subject.
- 6 Type a message.
You can specify many options, such as making this message a high priority, requesting a reply from the recipients, and more, by clicking the *Send Options* tab.
- 7 Click *Send* on the toolbar.

Importing a Display Setting

You can import a GroupWise display setting from another GroupWise system, even if you are not on the same system. This is helpful, for example, when you want your entire company to have the same layout for the Home folder.

You must have a message that contains an attachment with the file format of `.gws`.

- 1 In a message that contains a GroupWise display settings attachment, right-click the attachment in the attachment window.
- 2 Click *Import Display Settings*.
The display setting is added to your list of available display settings. For information on how to select a display setting, see [“Selecting Saved Display Settings for a Folder” on page 57](#).

2.3.6 Understanding Find Results Folders

A Find Results folder is a folder that displays the results of a query. When the folder is opened, GroupWise examines the search criteria defined for the folder, searches for everything specified, then displays everything it finds in the Item List. You can act on items in a Find Results folder the same way you act on items in any folder, such as opening, forwarding, printing, copying, moving, or deleting them. The original item remains stored in the folder where the search found it and is also acted on. This means that if you move or delete an item from a Find Results folder, the item is deleted from the Item List, and from the original location.

You can see the folder where each item originated if you open a Find Results folder and look at the columns of information displayed in the Item List. The Folder column lists where each item is actually stored.

You can create your own Find Results folders and define the search criteria you want, such as all items from a particular address or all items with a certain word in the Subject line. Or you might create a Find Results folder that displays all unread items.

- ♦ [“Creating a Find Results Folder” on page 59](#)
- ♦ [“Creating a Folder That Displays Unread Items” on page 59](#)

Creating a Find Results Folder

- 1 In the Folder List, click *File > New > Folder*.
- 2 Click *Find results folder*.
- 3 To create a Find Results folder with your own search criteria, click *Custom find results folder*, then click *Next*.
or
To create a Find Results folder based on Find By Example, click *Custom find by example folder*, then click *Next*.
or
If you want to use a predefined Find Results folder as a template for creating a custom folder, click *Predefined find results folder*, select the predefined folder you want to base your folder on (for example, Sent Items), select *Modify predefined find results folder*, then click *Next*.
- 4 Type the name and the description for your folder.
- 5 Click *Up*, *Down*, *Right*, or *Left* to position the folder where you want it in the Folder List, then click *Next*.
- 6 Specify the search criteria, find by example criteria, or information for items you want to find.
- 7 If you don't want the folder to update results each time you open it, deselect *Find new matching items each time the folder is opened*.
- 8 Click *Next*.
- 9 Specify any display settings you want for this folder, then click *Finish*.

Creating a Folder That Displays Unread Items

A popular use for Find Results folders is to create a folder that displays all of your unread items.

To create a Find Results folder that displays your unread items:

- 1 Click *File > New > Folder*.
- 2 Select *Find results folder*, then select *Custom find results folder*.
- 3 Click *Next*.
- 4 In the *Name* field, specify a name for the folder, such as *Unread Items*, then click *Next*.
- 5 In the *Look in* field, select all the folders where you want to display unread items from.
- 6 Click *Advanced Find*.
- 7 In the first drop-down list, select *Item Status*; in the second drop-down list, select *Does Not Include*; and in the third drop-down list, select *Read*.
- 8 Click *OK*, then click *Next > Finish*.

2.3.7 Using Shared Folders

- ♦ “Understanding Shared Folders” on page 60
- ♦ “Sharing an Existing Folder or Folder Tree with Other Users” on page 61
- ♦ “Creating a Shared Folder” on page 61
- ♦ “Accepting Shared Folders” on page 62
- ♦ “Posting an Item to a Shared Folder” on page 62
- ♦ “Viewing Discussion Threads in a Shared Folder” on page 62
- ♦ “Deleting a Shared Folder” on page 63

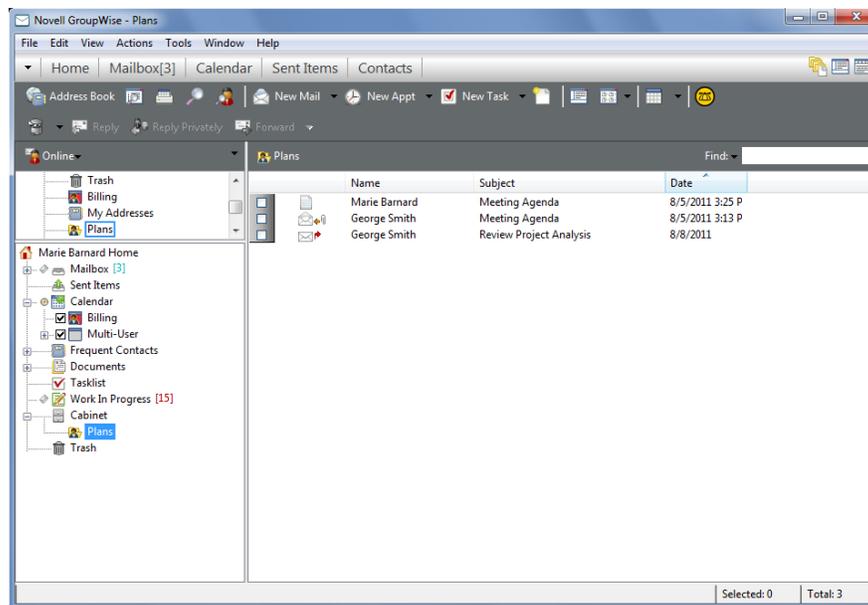
Understanding Shared Folders

A shared folder is like any other folder in your Cabinet, except other people have access to it and it appears in their Cabinets. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Then, users can post messages to the shared folder, drag existing items into the folder, and create discussion threads.

When you share a folder, all subfolders are automatically shared by default. The maximum amount of subfolders that can be included in a single shared folder is 400.

You cannot share system folders, which include the Calendar, Documents, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, Junk Mail, and Trash folders. However, you can share the Mailbox folder.

Figure 2-7 Shared Folder View



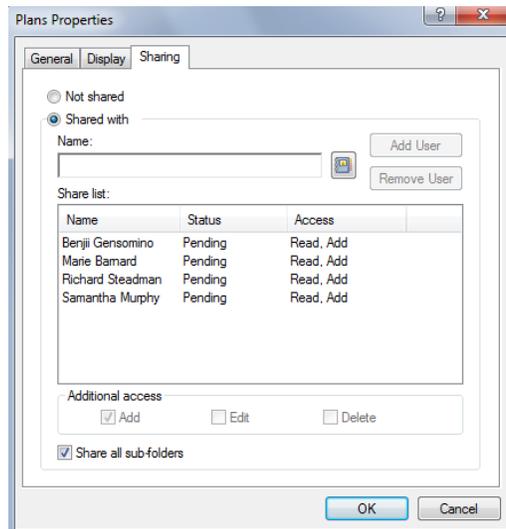
If you place a document in a shared folder, people with rights to the shared folder don't automatically have rights to edit the document. Before they can edit the document, you must give them Edit rights on the *Document Sharing* tab.

You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them. They can then accept the folder or decline the folder.

In Remote and Caching modes, changes in shared folders are updated whenever you connect to the master GroupWise system.

Sharing an Existing Folder or Folder Tree with Other Users

- 1 In the Folder List, right-click the folder you want to share, then click *Sharing*.



- 2 Select *Shared with*.
- 3 In the *Name* field, start typing the name of a user, or click the *Address Book* button to select the user from the *Address Selector* dialog box.
- 4 When the user's name appears in the field, click *Add User* to move the user into the *Share list*.
- 5 Click the user's name in the *Share list*.
- 6 Select the access options you want for the user.
- 7 Repeat [Step 3](#) through [Step 6](#) for each user you want to share the folder with.
- 8 (Optional) Leave *Share all sub-folders* selected if you want all subfolders of the folder that you're sharing to also be shared. Users have the same access rights to subfolders as they do in the parent folder.
- 9 Click *OK*.

If you want the folder to have a specific function, you can create a new display setting. For example, if the folder is for shared discussions, you should create a setting that views items by reply thread and contains both sent and received items. Right-click the folder, click *Properties*, then click *Display*.

Creating a Shared Folder

- 1 In the Folder List, click *File > New > Folder*.
- 2 Select *Shared folder*, then click *Next*.
- 3 Type a name and description for the new folder.

- 4 Click *Up*, *Down*, *Right*, or *Left* to position the folder where you want it in the Folder List, then click *Next*.
- 5 In the *Name* field, start typing the name of the user.
- 6 When the user's name appears in the field, click *Add User* to move the user into the *Share* List.
- 7 Click the user's name in the *Share* List.
- 8 Select the access options you want for the user.
- 9 Repeat [Step 5](#) through [Step 8](#) for each user you want to share the folder with.
- 10 Click *Next*.
- 11 Specify the display settings you want for the folder.
- 12 When you're done, click *Finish*.

For more information about shared folders, see ["Using Shared Folders" on page 60](#).

Accepting Shared Folders

- 1 Click the Shared Folder Notification in your Mailbox.
A message appears, showing the name of the folder you have been granted rights to and the type of rights you have been given.
- 2 Click *Next*.
- 3 The name of the folder is filled in by default. Make any desired changes to the name.
- 4 Use the *Up*, *Down*, *Left*, and *Right* buttons to select the folder's location.
- 5 Click *Finish*.

Posting an Item to a Shared Folder

- 1 Click the shared folder in your Folder List to open it.
- 2 Click *File > New > Discussion/Note*.
If you want to post a different type of item, such as a task, click *Edit > Change To*, then click an item type.
- 3 Type a subject.
- 4 Type your message.
- 5 Click *Attach* to attach files.
- 6 Click *Post* on the toolbar.

To reply to an existing item in a shared folder, open the item, click *Reply*, select a reply option, then click *OK*. See ["Replying to an Email in a Shared Folder" on page 114](#) for more information.

Viewing Discussion Threads in a Shared Folder

- 1 In a shared folder, click *View > Display Settings > Discussion Threads*.
- 2 To expand or collapse a discussion thread, click the - and + next to the original discussion item.
- 3 To scroll through different discussions, press *Ctrl+Left-arrow* or *Ctrl+Right-arrow*.

Deleting a Shared Folder

To delete a folder that is shared with you:

- 1 Right-click the folder.
- 2 Click *Delete*.
- 3 Click *Yes*.

Deleting a folder that is shared with you just deletes the folder from your GroupWise Mailbox. All other users are unaffected. However, if you are the one who shared the folder with others, deleting that folder also removes it from all other users.

2.4 Using Panels to Organize Your Home Folder

Panels enable you to display multiple panels in a single, customized view. You can display any folder in a panel. You can also display an address book or a Web page in a panel.

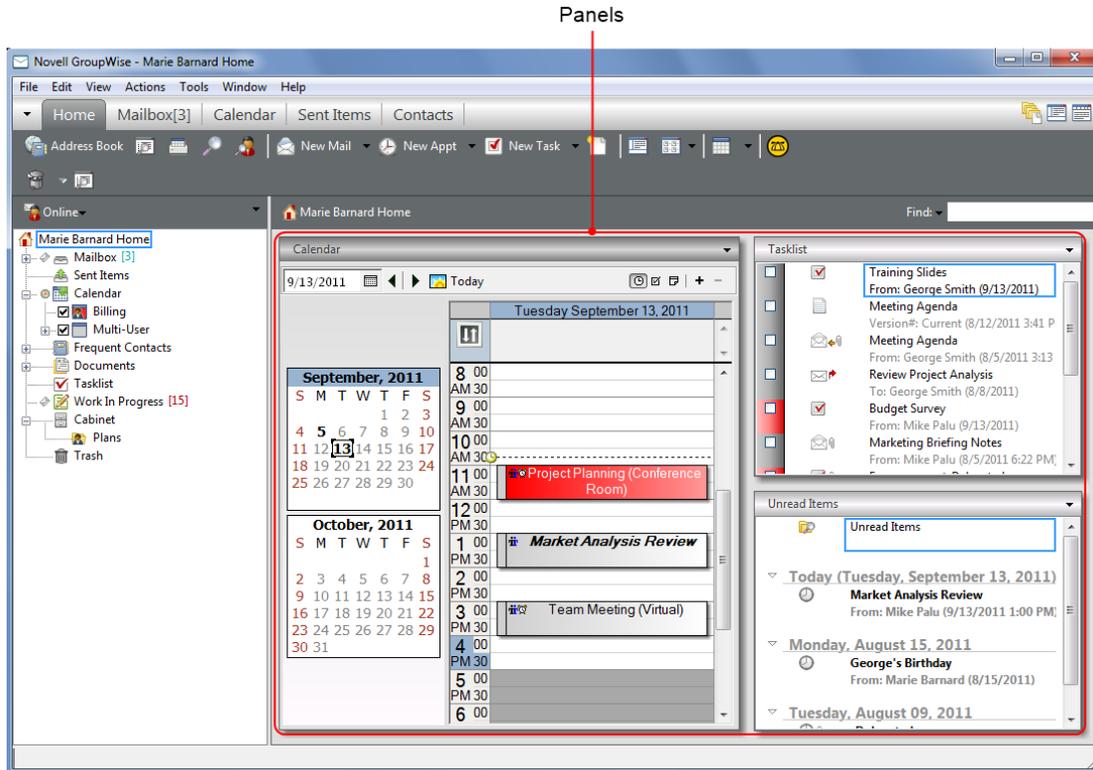
- ♦ [Section 2.4.1, “Understanding Panels,” on page 63](#)
- ♦ [Section 2.4.2, “Resizing a Panel,” on page 64](#)
- ♦ [Section 2.4.3, “Moving a Panel,” on page 64](#)
- ♦ [Section 2.4.4, “Customizing a Panel,” on page 64](#)
- ♦ [Section 2.4.5, “Creating a New Panel,” on page 65](#)
- ♦ [Section 2.4.6, “Removing a Panel,” on page 66](#)
- ♦ [Section 2.4.7, “Exporting and Importing Home View Settings,” on page 66](#)

2.4.1 Understanding Panels

A panel is a customized view of information in GroupWise. For example, the default Home view has an Unread Messages panel that displays a list of items you have not read. The Tasklist panel is another default panel on the Home view. The Tasklist panel displays items that are in your Tasklist folder.

A panel can be created to display a multitude of information, from unread items to a summary calendar. A predefined list of panels has been created, but you can also create your own custom panels.

Figure 2-8 The GroupWise Panels



2.4.2 Resizing a Panel

You might want to resize the height of a panel to display more or less information. To change the height of a panel, move your mouse cursor to the top of the line until \pm displays, then drag the mouse cursor up or down to resize the panel.

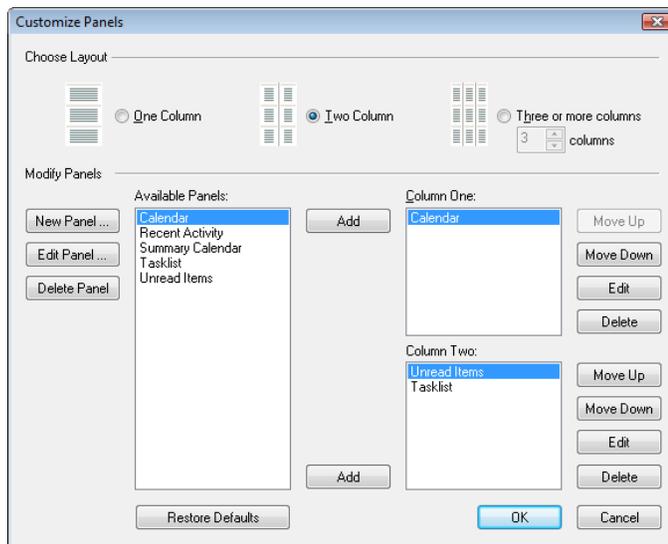
2.4.3 Moving a Panel

- 1 Place your cursor in the title bar of a panel, then drag and drop the panel to its new location.
- 2 Resize surrounding panels to accommodate the panel in its new location.

See also [Customizing a Panel](#).

2.4.4 Customizing a Panel

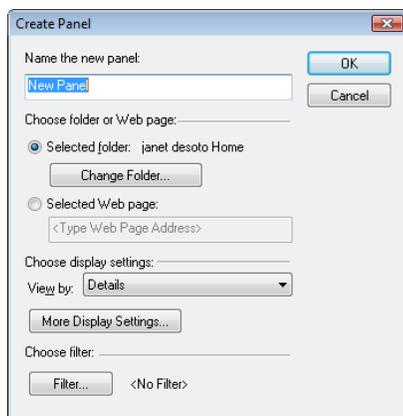
- 1 Right-click the folder that you want to modify the panels for, then click *Properties*.
- 2 Click the *Display* tab.
- 3 Select *Panels* from the *View by* drop-down list.
- 4 Click *Customize Panels*.



- 5 Select whether you want to view the panels in one, two, or three columns.
If you select *Three or more columns*, select the number of columns in the *column* field.
- 6 Select from the list of available panels, or create your own panels by clicking *New Panel*.
- 7 Click *Add* next to the column you want the column to display in.
- 8 (Optional) Click *Move Up* or *Move Down* to position the column where you want it to display.
- 9 Click *OK*.

2.4.5 Creating a New Panel

- 1 Click the panel drop-down arrow, then click *Add Panel*.
- 2 Click *New Panel*.



- 3 Type the panel name in the *Name the new panel* field.
- 4 Select whether you want the panel to display a folder or Web page.
If you select a folder, click *Change Folder* to select the folder to display the contents of.
or
If you select a Web page, type the URL of the Web page in the *Selected Web page* field.
- 5 Select a display setting from the *Choose display settings* drop-down list.

Calendar: Displays the panel as a graphical calendar.

Details: Displays the details for items in the panel.

Discussion Thread: Groups the items in the panel according to threads.

Tasklist: Displays the panel as a Tasklist.

or

Click *More Display Settings* for additional display settings.

6 (Optional) Click *Filter* to add a filter to the panel.

7 Click *OK*, then click *Add* to display the panel.

2.4.6 Removing a Panel

1 Click the panel drop-down arrow, then click *Close*.

2.4.7 Exporting and Importing Home View Settings

As with folder display settings, you can send your Home View display settings to other GroupWise users. Likewise, you can import Home View display settings that are emailed to you.

For information on how to export your Home View settings, see [“Sending a Display Setting” on page 58](#).

For information on how to import Home View settings that are emailed to you, see [“Importing a Display Setting” on page 58](#).

2.5 Customizing Other GroupWise Functionality

- ♦ [Section 2.5.1, “Changing GroupWise Modes,” on page 66](#)
- ♦ [Section 2.5.2, “Changing Your Display Name,” on page 68](#)
- ♦ [Section 2.5.3, “Changing Your Time Zone,” on page 68](#)
- ♦ [Section 2.5.4, “Setting the Interval for Refreshing GroupWise,” on page 68](#)
- ♦ [Section 2.5.5, “Customizing Date and Time Formats,” on page 69](#)

2.5.1 Changing GroupWise Modes

GroupWise provides four different ways to run the GroupWise client: Online mode, Caching mode, Remote mode, and Remote (Offline) mode.

- ♦ [“Online Mode” on page 67](#)
- ♦ [“Caching Mode” on page 67](#)
- ♦ [“Remote Mode” on page 67](#)
- ♦ [“Changing Modes” on page 68](#)

You might be able to run GroupWise in any of the four modes, or your GroupWise administrator might require that you use only a certain mode.

Most GroupWise features are available in all four GroupWise modes, with some exceptions. Subscribing to other users' notifications is not available in Caching mode. Subscribing to other users' notifications and Proxy are not available in Remote mode. Any feature that requires a connection, such as to the GroupWise system or to an IMAP4 account, is not available in Remote (Offline) mode.

Online Mode

When you use Online mode, you are connected to your post office on the network. Your mailbox displays the messages and information stored in your network mailbox (also called your Online Mailbox). Online mode is connected to your network mailbox continuously. In Online mode, if your Post Office Agent shuts down or you lose your network connection, you temporarily lose your connection to your mailbox.

You should use this mode if you do not have a lot of network traffic, or if you use several different workstations and do not want to download a local mailbox to each one.

Caching Mode

Caching mode stores a copy of your network mailbox, including your messages and other information, on your local drive. This allows you to use GroupWise whether or not your network or Post Office Agent is available. Because you are not connected to the network all the time, this mode cuts down on network traffic and has the best performance. A connection is automatically made to retrieve and send new messages. All updates are performed in the background so your work is not interrupted.

You should use this mode if you have enough disk space on your local drive to store your mailbox.

Several users can set up their Caching Mailboxes on a single shared computer.

If you run Caching Mode and Remote Mode on the same computer, the same local mailbox (also called the Caching Mailbox or Remote Mailbox) can be used to minimize disk space usage.

If disk space is limited, you can restrict the items that are downloaded to your local mailbox. You can specify to get the subject line only or specify a size limit.

For more information about setting up Caching Mode, see [Chapter 11.1, "Using Caching Mode," on page 271](#).

Remote Mode

Remote mode is familiar to GroupWise users on the road. Similar to Caching mode, a copy of your network mailbox, or the portion of the mailbox you specify, is stored on your local drive. You can retrieve and send messages on a periodic basis with the type of connection you specify (modem, network, or TCP/IP). If you do not want a complete copy of your network mailbox, you can restrict what is retrieved, such as only new messages or only message subject lines.

For more information about setting up Remote Mode, see [Chapter 11.2, "Using Remote Mode," on page 277](#).

Changing Modes

GroupWise starts in Online mode by default. After you have set up a Caching Mailbox, it is easy to change between modes as needed.

- 1 Click the *Mode Selector* icon  in the upper left corner of the Main Window.
- 2 Select the desired mode.

Restart GroupWise to change modes.

2.5.2 Changing Your Display Name

You can change the name that is displayed in items that you send from GroupWise. You can only change your display name if the *Accounts* menu is displayed. The *Accounts* menu is displayed if you are in Caching mode or if your administrator allows POP and IMAP or NNTP on your GroupWise system.

- 1 Click *Account > Account Options*.
- 2 Click the *Mail* tab, then click *General Options*.
- 3 Type your display name in the *Display Name* field.
- 4 Click *OK*, then click *Close*.

2.5.3 Changing Your Time Zone

GroupWise gets its time zone setting from the operating system where GroupWise is running. If you want to change your GroupWise time zone, you must change the time zone of your operating system.

- 1 Right-click the clock in your Windows notification area.
- 2 Select *Adjust date/time*.
- 3 On the *Date and Time* tab, click *Change time zone*, then select the correct time zone.
- 4 Click *OK*.

2.5.4 Setting the Interval for Refreshing GroupWise

When you refresh GroupWise, GroupWise checks for new email and refreshes the screen to show new or changed information. By default, GroupWise refreshes every minute. However, you can change the refresh interval.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *General* tab.
- 3 Under *Refresh Interval*, specify the number of minutes and seconds you want to pass before a refresh, then click *OK*.

2.5.5 Customizing Date and Time Formats

GroupWise offers several date and time formats that determine the way dates and times display throughout the application. For example, you might prefer dates to appear with the day first, followed by the month, and then the year, such as 24 August, 2010.

The time and date formats in GroupWise are highly customizable. You can specify the order of elements, the type of separators between elements, whether dates are spelled out or represented by numbers, and several other options.

- ♦ [“Setting Default Date and Time Formats” on page 69](#)
- ♦ [“Setting the General GroupWise Format” on page 69](#)
- ♦ [“Setting Specific GroupWise Formats” on page 69](#)

Setting Default Date and Time Formats

There are three configurable date and time settings:

- ♦ **Time:** Use the *Time* setting to determine how times display.
- ♦ **Short Date Format:** Use the *Short date* setting to specify how the date appears in its short format (typically, with numbers representing the day, month, and year).
- ♦ **Long Date Format:** Use the *Long date* setting to specify how the date appears in its long format (typically, with numbers representing the day and year, and the month spelled out).

Setting the General GroupWise Format

Use the *General GroupWise format* setting to determine whether the long date or short date is used throughout GroupWise.

- 1 Click *Tools > Options*, then double-click *Calendar*.
- 2 Click the *Date/Time* tab.
- 3 Under *General GroupWise format*, view the *Time* format, specify whether the *Date* format should show the long date or short date, then click *OK*.

Setting Specific GroupWise Formats

Use the *Specific GroupWise formats* settings to specify the date and time formats used in the Main Window, properties, and file info areas throughout GroupWise.

- 1 Click *Tools > Options*, then double-click *Calendar*.
- 2 Click the *Date/Time* tab.
- 3 Under *Specific GroupWise formats*, select the formats you prefer for each of the settings, then click *OK*.

You can select either *Time*, *Short Date*, *Long Date*, or one of the available combinations of date and time formats.

3 Email

An email item is basically a text message sent to a recipient. In GroupWise, an email item can be a message, appointment, task, reminder note, or a phone message note. You can write them in plain text or HTML, and you can add attachments to them. All incoming items are delivered to your Mailbox folder.

- ♦ [Section 3.1, “Sending Email,” on page 71](#)
- ♦ [Section 3.2, “Managing Sent Email,” on page 98](#)
- ♦ [Section 3.3, “Receiving Email,” on page 106](#)
- ♦ [Section 3.4, “Managing Received Email,” on page 116](#)
- ♦ [Section 3.5, “Printing Email,” on page 122](#)
- ♦ [Section 3.6, “Handling Unwanted Email \(Spam\),” on page 123](#)

3.1 Sending Email

When you send an email message from GroupWise, you can send the message either as text or HTML. Additionally, you can choose to attach a file, add a signature or vCard to the message, and spell check the message before it is sent.

The address book and name completion help you to quickly and easily find the contacts you need when sending an email message.

- ♦ [Section 3.1.1, “Selecting the Default Compose View,” on page 72](#)
- ♦ [Section 3.1.2, “Composing Email,” on page 72](#)
- ♦ [Section 3.1.3, “Formatting Email,” on page 73](#)
- ♦ [Section 3.1.4, “Spell-Checking Messages,” on page 77](#)
- ♦ [Section 3.1.5, “Attaching Files,” on page 80](#)
- ♦ [Section 3.1.6, “Adding a Signature or vCard,” on page 83](#)
- ♦ [Section 3.1.7, “Routing Mail to Multiple Recipients Consecutively,” on page 84](#)
- ♦ [Section 3.1.8, “Sending S/MIME Secure Messages,” on page 87](#)
- ♦ [Section 3.1.9, “Saving Unfinished Email,” on page 94](#)
- ♦ [Section 3.1.10, “Selecting Send Options,” on page 95](#)
- ♦ [Section 3.1.11, “Posting a Discussion Note,” on page 97](#)
- ♦ [Section 3.1.12, “Sending Phone Messages,” on page 98](#)

3.1.1 Selecting the Default Compose View

By default, GroupWise provides the HTML Compose view for composing items. The HTML view offers a broad selection of fonts, point sizes, and colors; text formatting options that include paragraph styles, indentation, bulleted lists, numbered lists, hyperlinked text, and horizontal lines; and image options for embedded images and background images.

If you prefer a simpler editing environment, you can use the Plain Text Compose view.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Views* tab.
- 3 Select either *Plain Text* or *HTML*.
- 4 Select the font and font size in the appropriate fields.
- 5 Click *OK*.

TIP: In a new item you are composing, you can change your Compose view for that one item by clicking *View > Plain Text* or *View > HTML*.

3.1.2 Composing Email

- 1 Click *New Mail* on the toolbar.

You can select a different mail view by clicking the down-arrow next to *New Mail*.

- 2 In the *To* box, type a user name, then press *Enter*. Repeat for additional users.

or

To select user names from a list, click *Address* on the toolbar, search for and double-click each user, then click *OK*.

- 3 If necessary, type user names in the *CC* and *BC* boxes.

CC (Carbon Copy): Carbon copy recipients (CC) receive a copy of an item. CC recipients are users who would benefit from the information in an item, but are not affected by or directly responsible for it. All recipients can see that a carbon copy was sent. They can also see the names of the CC recipients.

BC (Blind Copy): Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses *Reply to All*, the blind copy recipient does not receive the reply.

- 4 To change the From name (to another account or proxy), click *From:*, then click a name.
- 5 Type a subject.
- 6 Type a message.

You can specify many options, such as making this message a high priority, requesting a reply from the recipients, and more, by clicking the *Send Options* tab.

When you use the *Categories* option, only the four default categories carry over to the recipient.

- 7 Include any attachments by clicking *Attach a File* on the toolbar.
- 8 Click *Send* on the toolbar.

3.1.3 Formatting Email

The formatting options you have when composing a message depend on the Compose View you have selected. The options described in this section apply to the message you are composing.

NOTE: If the recipient of the item is using the HTML Read view, he or she sees the email as you formatted it. The recipient cannot change the font of an HTML-formatted item. If he or she is using the Plain Text Read view, HTML formatting is lost. However, the recipient can click *View > HTML* to display the message the way you formatted it.

- ♦ [“Selecting a Text Editor” on page 73](#)
- ♦ [“Using the GroupWise Text Editor to Format HTML Email” on page 73](#)
- ♦ [“Using the GroupWise Text Editor to Format Plain Text Email” on page 75](#)
- ♦ [“Using Custom Views in the GroupWise Text Editor” on page 76](#)

Selecting a Text Editor

When you compose a message in GroupWise, you have a choice of using GroupWise, OpenOffice.org, or Microsoft Word as your editor to compose the message. If you choose to use OpenOffice.org or Word as your editor, the application’s functionality and formatting are available within the GroupWise compose window.

If you select Word or OpenOffice, the editor must be properly installed on your workstation in order to be available for use in GroupWise.

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Editors/Viewers* tab.
- 3 Under *Compose plain text using*, select the editor to use.
- 4 Under *Compose HTML using*, select the editor to use.
- 5 Click *OK*.

If you select to use OpenOffice.org or Word as your default editor, you must refer to their documentation for formatting assistance.

Using the GroupWise Text Editor to Format HTML Email

You can use the HTML tools available in GroupWise to add additional formatting to your messages. Standard text features like font, underline, and italics are all available on the toolbar, as well as features like alignment, indentation, adding images and tables, and more.



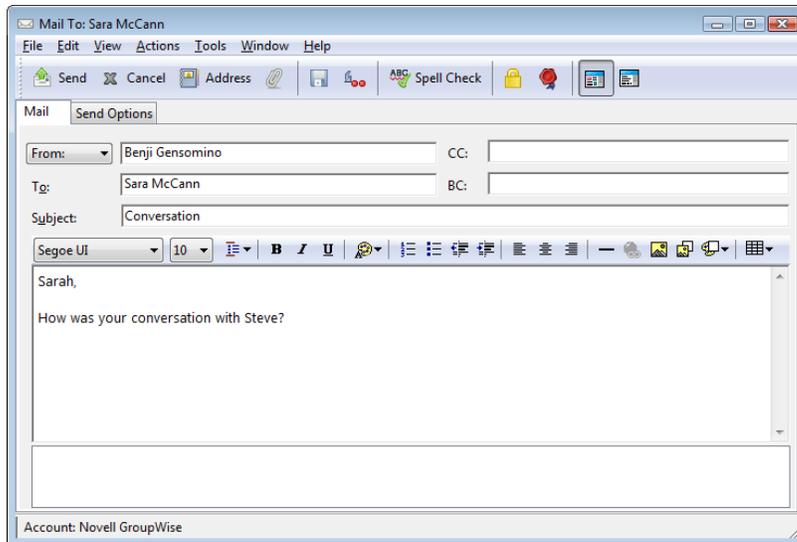
You might need to resize the item view horizontally to see all the buttons on the HTML toolbar.

- ♦ [“Changing the Font in an HTML Message” on page 74](#)
- ♦ [“Adding a Horizontal Line in an HTML Message” on page 74](#)
- ♦ [“Adding a Bulleted or Numbered List in an HTML Message” on page 74](#)
- ♦ [“Adding a Table in an HTML Message” on page 74](#)
- ♦ [“Adding Images in an HTML Message” on page 75](#)
- ♦ [“Adding a Background Image in an HTML Message” on page 75](#)

- ♦ [“Adding a Hyperlink in an HTML Message”](#) on page 75
- ♦ [“Undoing or Redoing the Last Text Action in an HTML Message”](#) on page 75

Changing the Font in an HTML Message

In an open HTML message:



- 1 Use the HTML toolbar to change the font, font size, and other font attributes as needed.

You can set a default font for HTML items. For information, see [“Setting the Default Read/Compose View and Font”](#) on page 40.

Adding a Horizontal Line in an HTML Message

In an open HTML message:

- 1 Select a location in the email where you want the line to appear.
- 2 Click the Horizontal Line icon .

Adding a Bulleted or Numbered List in an HTML Message

In an open HTML message:

- 1 Use the HTML toolbar to insert a bulleted or numbered list.
- 2 Type a list item, then press Enter to create the next item in the list.
- 3 To turn off the list formatting, press Enter, then press Backspace after the last item.

Adding a Table in an HTML Message

In an open HTML message:

- 1 On the HTML toolbar, click the *Table Options* icon .
- 2 From the drop-down menu, select the size of the table, or select *Other* and specify your own dimensions.

The table is displayed in the email and adjusts to fit the text.

Adding Images in an HTML Message

In an open HTML message:

- 1 In the area where you want the image to appear, click the *Insert Picture* icon .
- 2 Specify the name of the graphic you want to add, or browse to and select it, then click *OK*.

Adding a Background Image in an HTML Message

In an open HTML message:

- 1 Click the *Background Image* icon .
- 2 Specify the name of the graphic you want to use as a background, or browse to and select it.
- 3 Click *OK*.

Adding a Hyperlink in an HTML Message

Hyperlinks directly connect a specific word, phrase, or image to a specific Web site.

In an open HTML message:

- 1 Select the word, phrase, or image you want to use, then click the *Insert Hyperlink* icon .
- 2 Specify the Web address you want to link to.
- 3 Click *OK*.

The text changes color and is underlined to indicate it is a link. An image does not change color, but still functions as a link.

Undoing or Redoing the Last Text Action in an HTML Message

You can undo the last text action in the *Subject* or *Message* field of a message you are composing.

- 1 Click *Edit > Undo*.

or

To redo the action, click *Edit > Redo*.

You can also use Ctrl+Z for Undo and Ctrl+Y for Redo. For information about other shortcut keys, see [Appendix D, "Shortcut Keys," on page 413](#).

Using the GroupWise Text Editor to Format Plain Text Email

In a plain text message, you can change the font, size, and color. You can use bold, italics, and underline. However, in the Plain Text Compose view, you cannot indent text, or insert hyperlinks or horizontal lines.

- ♦ ["Changing the Font in a Plain Text Message" on page 76](#)
- ♦ ["Formatting Lists in a Plain Text Message" on page 76](#)
- ♦ ["Undoing the Last Text Action in a Plain Text Message" on page 76](#)

Changing the Font in a Plain Text Message

In an open item you are composing in the Plain Text view:

- 1 Click the *Message* field.
- 2 Click *Edit > Font > Font*.
- 3 Select a font and a font style.
- 4 Select a size.
- 5 Select any other options you want to change, then click *OK*.

You can also use the toolbar buttons to bold, italicize, or underline portions of text.

Formatting Lists in a Plain Text Message

In an open item you are composing in the Plain Text view:

- 1 Press Ctrl+Shift+L to insert a bulleted list.
- 2 Press Ctrl+Shift+L again to change it to a numbered list.
- 3 Continue to press Ctrl+Shift+L to select from the six list formats available.
- 4 Type a list item, then press Enter to create the next item in the list.
- 5 To turn off the list formatting, press Enter twice after the last list item.

Undoing the Last Text Action in a Plain Text Message

You can undo the last text action in the *Subject* or *Message* field of a message you are composing.

- 1 Click *Edit > Undo*.

You can also use Ctrl+Z for Undo. For information about other shortcut keys, see [Appendix D, "Shortcut Keys," on page 413](#).

Using Custom Views in the GroupWise Text Editor

Custom views make it possible to create an email template, then save that template to use again. This is helpful when you want to frequently send an email that has certain text or a certain appearance. You can create an email message with your desired look and feel, then save that email message as a custom view.

- ♦ ["Saving a Custom View" on page 76](#)
- ♦ ["Opening a Custom View" on page 77](#)
- ♦ ["Defining the Location Where Custom Views are Saved" on page 77](#)

NOTE: Some HTML formatting might not be preserved if you save an HTML message as a view. Using a Plain Text message for a custom view is recommended.

Saving a Custom View

- 1 Click  to create a new email message.
- 2 (Optional) Type the subject of the email message in the *Subject* field.
- 3 Type the message of the email in the *Message* field.
- 4 Click *File > Save View*.

By default, a custom view is saved in the C:\Novell\Groupwise directory. Custom view files have a .view file extension.

- 5 Type a name for the view, then click *Save*.

Opening a Custom View

- 1 Click the down-arrow next to the *New Mail* icon.
- 2 Select the custom view file you saved earlier.

The custom view opens, displaying the information you entered when you saved the custom view file.

- 3 Add any additional information as needed, then click *Send*.

Defining the Location Where Custom Views are Saved

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *File Location* tab.
- 3 In the *Custom views* field, type the location where custom views are stored, or browse to and select the location.
- 4 Click *OK*.

3.1.4 Spell-Checking Messages

There are two ways to spell-check the items you send. Both features check for misspelled words, duplicate words, and irregular capitalization in items you are creating. Each feature has advantages in different situations.

- ♦ [“Using Quick Speller” on page 77](#)
- ♦ [“Using Spell Checker” on page 78](#)

Using Quick Speller

Quick Speller checks the spelling as you type, and underlines the words that are spelled incorrectly. When Quick Speller finds a misspelled word, you can replace it with a word that Quick Speller suggests or skip the word whenever it appears in that message. You can also add the word to a user word list.

- ♦ [“Enabling Quick Speller by Default” on page 77](#)
- ♦ [“Spell-Checking with Quick Speller” on page 78](#)
- ♦ [“Disabling Quick Speller as You Compose an Email” on page 78](#)

Enabling Quick Speller by Default

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *General* tab.
- 3 Select *Check spelling as you type*, then click *OK*.
Deselect this option to disable Quick Speller.

Spell-Checking with Quick Speller

- 1 Right-click the misspelled word in the *Subject* or *Message* field.
- 2 Click the correctly spelled word.
or
Click *Skip Always* to skip the word in the rest of the message.
or
Click *Add to Word List* to add the word to your word list.

Disabling Quick Speller as You Compose an Email

- 1 Right-click in the *Subject* or *Message* field.
- 2 Click *Disable Quick Speller*.
To re-enable Quick Speller, right-click in the *Subject* or *Message* field, then click *Enable Quick Speller*.

Using Spell Checker

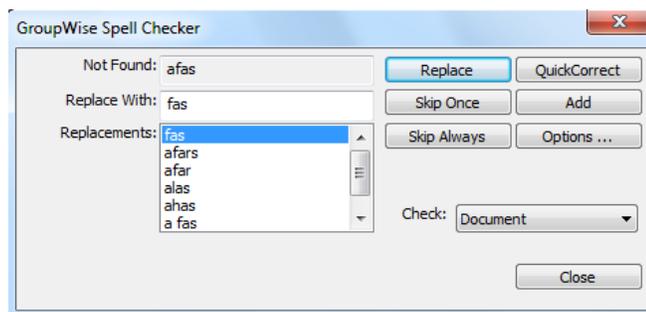
You run Spell Checker separately, either manually or by selecting to have it run when you click *Send*. When Spell Checker finds a misspelled word, you can replace it with a word Spell Checker suggests, edit the word manually, or skip the word. You can also define an automatic replacement for the word, or add the word to a user word list. You use Environment Options to set up Spell Checker to automatically spell-check your messages before you send them.

- ♦ [“Spell-Checking an Item with Spell Checker” on page 78](#)
- ♦ [“Spell-Checking Items Automatically with Spell Checker” on page 79](#)
- ♦ [“Configuring Spell Checker” on page 79](#)
- ♦ [“Selecting the Spell Checker Language” on page 79](#)

Spell-Checking an Item with Spell Checker

If you are using an editor other than GroupWise, spell-checking is performed by the editor’s spell-checker. See the application’s help for additional information on spell-checking.

- 1 Click the *Subject* or *Message* field.
or
Select the text to spell-check.
- 2 Click *Tools > Spell Check*.



- 3 To specify a range of text to check, click the *Check* drop-down list and select an option.

- 4 When Spell Checker stops on a word, click any of the available options, or edit the word manually.

You can choose from the following options:

Replace: Replaces a misspelled word with a word Spell Checker suggests. To replace a misspelled word, double-click the word or select the word and click *Replace*. To make your own corrections, edit the word in the *Replace with* field, then click *Replace*.

Skip Once: Skips the word one time. Spell Checker stops the next time it encounters the word.

Skip Always: Skips every occurrence of the word throughout the document. Spell Checker ignores the word until the next time you spell-check.

Add: Adds the word to the current user word list, which stores supplemental words so that Spell Checker can recognize the word in future spell-checks.

QuickCorrect: Defines an automatic replacement for a word or phrase. When Spell Checker stops on a word, click *QuickCorrect* to replace the word with the text in the *Replace with* field and add the replacement to the user word list QuickCorrect uses. Next time you type the word, QuickCorrect automatically replaces it.

- 5 Click *Yes* when spell-checking is complete.

Spell-Checking Items Automatically with Spell Checker

You can set GroupWise to automatically spell-check items every time you click *Send*.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *General* tab.
- 3 Select the check box for *Check Spelling as you type* and *Check spelling before send*, then click *OK*.

Configuring Spell Checker

You can modify the types of words the Spell Checker considers misspelled.

- 1 When the Spell Checker stops on a misspelled word, click *Options*.
- 2 Select or deselect the following options:
 - ♦ Check words with numbers
 - ♦ Check duplicate words
 - ♦ Prompt before auto replacement
- 3 Continue with spell checking as usual.

Selecting the Spell Checker Language

- 1 Click the *Subject* field or the *Message* field.
or
Select the text to spell-check.
- 2 Click *Tools > Speller Language*.
- 3 Select the language to use, then click *OK*.

3.1.5 Attaching Files

Use *Attach File* to send one or more files to other users. You can attach files that exist on your hard disk, diskette, or network drive to an item you are sending. The recipients can open the attached file, save it, view it, or print it. If you change the attached file after you send it, the recipients do not see the changes.

If you attach a file that has a name longer than 255 characters (including the full path to the file), an error is displayed and you are unable to send the message.

If you attach a file that is password-protected, the recipient cannot open or view the attachment without entering the password.

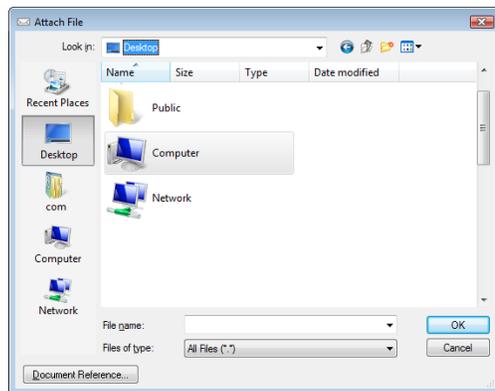
For information about attaching documents that are in a GroupWise Library, see [“Attaching a Document Reference to an Item” on page 81](#).

- ♦ [“Attaching a File to an Item” on page 80](#)
- ♦ [“Attaching a Document Reference to an Item” on page 81](#)
- ♦ [“Embedding an OLE Object in an Item” on page 82](#)

Attaching a File to an Item

- 1 Open a new item.
- 2 Fill in the *To*, *Subject*, and *Message* fields.
- 3 Click the  icon on the toolbar, then browse to and select the file or files you want to send.

To attach more than one file in a folder, Ctrl+click each file you want to attach. The Attach File dialog box defaults to the previous location you used to attach a file.



- 4 Click *OK*.
- 5 Click *Send* on the toolbar.

TIP: You can also attach a file or an item by dragging the file or item into the attachment window. In addition, you can right-click a file in Windows, then click *Send To > GroupWise Recipient*. A new item is created with the attachment in the attachment window.

To remove an attachment before you send the item:

- 1 Right-click the attachment, then click *Delete*.

If you delete an attached file, it is not erased from disk or network drive; it is simply removed from the attachment list.

Moving or deleting a file on a disk or network drive does not affect a file you attached to an item and sent.

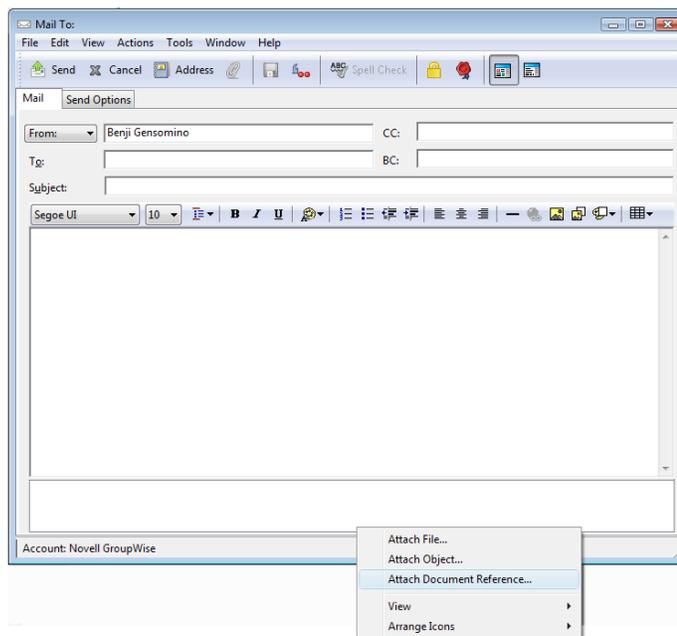
Attaching a Document Reference to an Item

If the file you want to attach is a document stored in the GroupWise Library, you can attach a document reference. When a recipient opens the attachment, the document in the library opens if the recipient has rights to open or view the document and if the library is available.

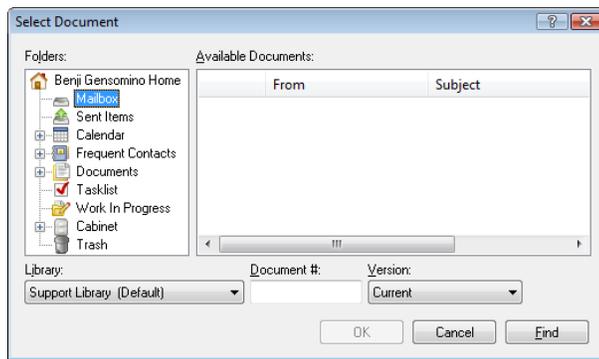
If any recipients do not have sufficient document rights, or if they are not using an email product that supports the GroupWise Library, or if the library is unavailable, only a copy of the document opens. If the recipient edits the copy, the changes do not affect the actual document in the library. For more information about document rights, see [Section 15.5, "Sharing Documents,"](#) on page 330.

To attach a document reference to an item:

- 1 Open a new item.
- 2 Fill in the *To*, *Subject*, and *Message* fields.
- 3 Right-click in the *Attachments* window, then click *Attach Document Reference*.



- 4 The Select Document dialog box displays.

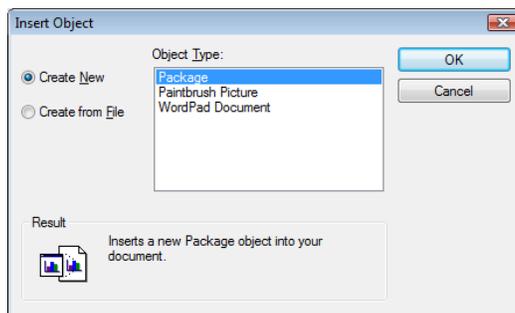


- 5 In the *Library* drop-down list, click the library that contains the document you want to attach.
- 6 In the *Document #* field, type the document number.
If you don't know the number of the document, click *Find* to locate the document in the library. To attach a document displayed in the Find Results dialog box, click the document, then click *OK*.
- 7 In the *Version* drop-down list, click which version you want to attach. If you select *Specific Version*, type the version number in the *Version #* field.
- 8 Click *OK*.
- 9 Click *Send* on the toolbar.

Embedding an OLE Object in an Item

In order for a recipient of an item to view or edit embedded OLE objects, the recipient must be using GroupWise for Windows.

- 1 Open and address an item.
- 2 Click *File > Attachments > Attach Object*.



- 3 To embed an existing object, click *Create from File*, type the path and file name, then click *OK*. Skip to [Step 8](#).
or
To create a new object and embed it, follow [Step 4](#) through [Step 8](#).
- 4 Click *Create New*, then select a type of object.
- 5 Click *OK* to open the application.
- 6 Create the object you want to embed.
- 7 Click the application's *File* menu, then click *Exit*.

This step might differ, depending on the application.

- 8 Complete the item if necessary, then click *Send* on the toolbar.

If the recipients open the object and edit it, they must save it under a new file name. Otherwise, when they try to close the mail message, they receive an error.

If you have copied an OLE object to the clipboard, you can embed it in an open item by using *Paste Special* on the *Edit* menu.

3.1.6 Adding a Signature or vCard

Use Signatures to insert a signature or tag line at the end of items you send. For example, you can have GroupWise automatically list your name, phone number, and email address at the bottom of every item you send.

If you have a number of different accounts, including POP3, IMAP4, and NNTP newsgroup accounts, you can create a different signature for each account. You can also create multiple signatures for the same account.

Signatures are created in HTML, which allows you to add graphics and formatting to your signature. When you send a text message, the HTML signature is converted to text.

You can also have GroupWise automatically add a vCard, or virtual business card, to the end of messages.

- ♦ [“Creating a Signature” on page 83](#)
- ♦ [“Setting Up a vCard” on page 83](#)
- ♦ [“Adding the Signature or vCard to an Email” on page 84](#)
- ♦ [“Understanding Global Signatures” on page 84](#)

Creating a Signature

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Signature* tab.
- 3 Select *Signature*, then click *New*.
- 4 Type a name for the signature, then click *OK*.
- 5 Create your signature in the HTML editor that is provided.
- 6 Select if you want this signature to be your default signature.
- 7 Select whether you want to be prompted to add a signature for each item you send.
- 8 Click *OK*.

Setting Up a vCard

vCards are electronic business cards formatted according to standards set by the Internet Mail Consortium. A vCard file has a *.vcf* extension, and you can add the file to your outgoing email items. Third-party companies create software you can use to create vCards that include text, graphics, and sound. When you use GroupWise to generate your vCard, it uses the information from the fields in your Address Book listing.

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Signature* tab.

- 3 Select *Electronic business card (vCard)* to automatically add a vCard to every email you send.
- 4 Select the source of the vCard information.
 - Generate from system address book:** Composes a vCard based on your personal information in the GroupWise Address Book.
 - Select from personal address book:** Allows you to select any user in a personal address book and create a vCard from their personal information. This is useful when you send email on behalf of other users.
 - Select a vCard file:** Enables you to select a custom vCard .vcf file provided by a third-party company.
- 5 Select whether you want to be prompted to add a vCard for each item you send.
- 6 Click *OK*.

Adding the Signature or vCard to an Email

If you selected *Prompt before adding*, you're prompted for a signature or vCard each time you send an email. If you selected *Automatically add*, your default signature is automatically added to all emails. If you set up a vCard, your vCard is added automatically to all emails as well. You can have both a signature and a vCard at the same time.

Understanding Global Signatures

In addition to personal signatures, your GroupWise administrator can create a global signature for everyone to use on external Internet messages. If the GroupWise administrator requires the global signature, it is automatically appended to all items that are sent. If a global signature is available but not required, it is appended to your signature if you already use a personal signature. If you don't have a personal signature, the global signature is added only if required. When you resend an item, the global signature is not automatically added to the message.

3.1.7 Routing Mail to Multiple Recipients Consecutively

Use Routing Slip to send a mail message or task to several users consecutively. You determine the order of the route. When a user marks the routed item Completed, it is sent to the next user on the route.

If there are attachments to the routed item, each user on the route can view and add comments to them. When comments are added to an attachment, all subsequent users on the route see the comments. The final user on the route sees all the comments that were added.

You can track the status of a routed item you have sent by viewing the item's Properties. When you send a routed item to an external address, the item is automatically marked Completed (because the external recipient cannot mark it) and sent to the next user on the route.

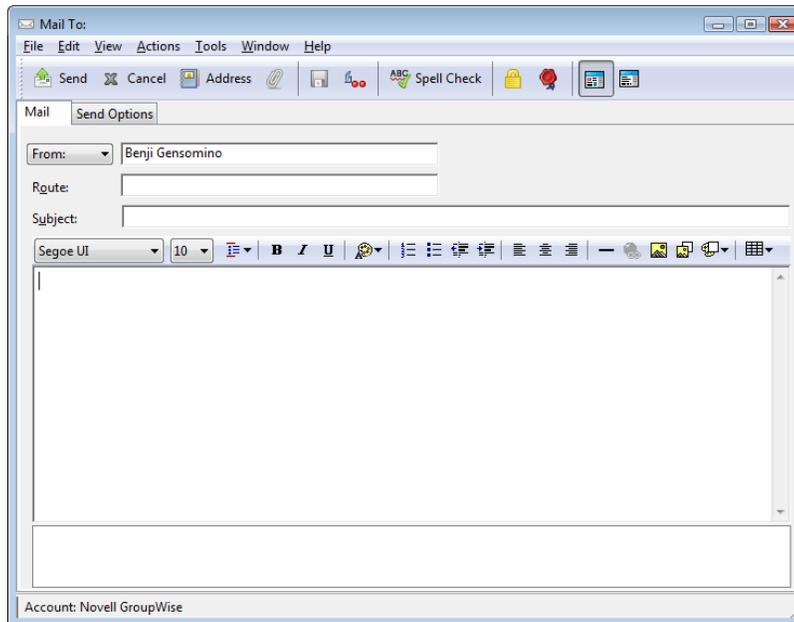
If you want to prevent a proxy from marking routed items Completed, you can require a password to complete a routed item.

This section contains the following topics:

- ♦ [“Creating a Routed Message” on page 85](#)
- ♦ [“Addressing a Routed Item with an Address Book” on page 85](#)
- ♦ [“Requiring a Password before Marking a Routed Item Completed” on page 86](#)
- ♦ [“Completing a Routed Item” on page 86](#)

Creating a Routed Message

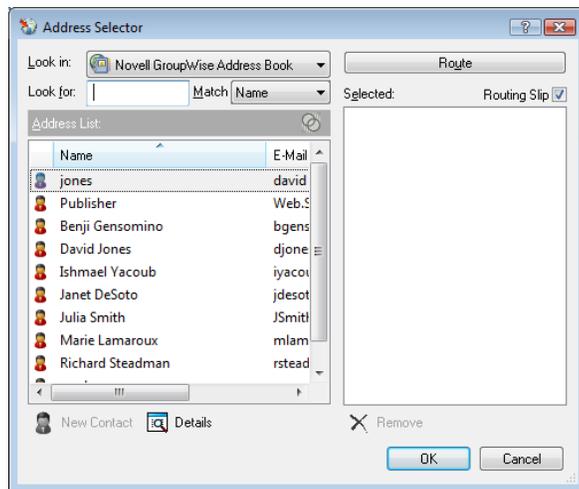
- 1 Open a mail message or task.
- 2 Click *Actions > Routing Slip*.



- 3 In the *Route* box, type a user name, then press Enter. Repeat for each user included in the route.
or
Click *Address* on the toolbar to select user names from the Address Selector dialog box.
You can also specify personal groups as recipients of a routed item. When you use the Address Selector dialog box, the group is expanded into its members so that you can specify the order of the users in the route.
- 4 Type a subject and message.
- 5 If you want to prevent a proxy from marking routed items Completed, you can require the recipient's GroupWise password to mark the item Completed. Click the *Send Options* tab, click *Security*, then select *Require password to complete routed item*.
- 6 Click *Send* on the toolbar.

Addressing a Routed Item with an Address Book

- 1 In a mail message or task, click *Address* on the toolbar.
- 2 Select the *Routing Slip* check box.



- 3 Ctrl+click names in the order you want to route the item, then click *Route*.
or
Double-click names in the order you want to route the item.
Use drag and drop to change the order of names in the list of addresses.
- 4 Click *OK*.

Requiring a Password before Marking a Routed Item Completed

When you require a password, users must enter the password for their mailbox before they can mark the item Completed. To require a password for all routed items you create:

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then click the *Send Options* tab.
- 3 Select *Require password to complete routed item*.
- 4 Click *OK*.

For information on GroupWise passwords, see [Section 1.3, "Assigning a Password to Your Mailbox," on page 18](#).

Completing a Routed Item

- 1 When you are finished with the assignment or instructions in the routed item, open the item.
- 2 If you need to view and edit an attachment to the routed item, open the attachment in its associated application, make your changes, then save the file.
The file is saved to your computer's temporary files directory. Do not change the path, or your changes are not included when the routed item is sent to the next recipient. Close the application.
- 3 In the item, select *Actions > Mark Completed*, then click *OK*.
You can also select the *Completed* check box in the item header.
- 4 If the sender has required a password to complete the item, type your GroupWise password, then click *OK*.
The item is sent to the next user on the route.
- 5 Click *Close*.

3.1.8 Sending S/MIME Secure Messages

GroupWise works with security software you have installed to send secure items.

- ♦ “Understanding Secure Message Concepts” on page 87
- ♦ “Digitally Signing or Encrypting a Message” on page 88
- ♦ “Digitally Signing or Encrypting All Messages” on page 89
- ♦ “Obtaining a Security Certificate from a Certificate Authority” on page 89
- ♦ “Selecting a Security Service Provider” on page 90
- ♦ “Selecting a Security Certificate for Digitally Signing Items” on page 90
- ♦ “Using LDAP to Search for Recipient Encryption Certificates” on page 91
- ♦ “Selecting the Method Used for Encrypting Items” on page 91
- ♦ “Checking Whether the Digital Signature of an Item Was Verified” on page 92
- ♦ “Viewing Received Security Certificates and Changing the Trust” on page 92
- ♦ “Viewing Your Own Security Certificates” on page 93
- ♦ “Importing or Exporting Security Certificates” on page 93

Understanding Secure Message Concepts

The security features described in this section are available only if you have installed one of the following security providers:

- ♦ **Entrust 4.0 or Higher:** You must install an Entrust client from Entrust Technologies Inc. You must also have an Entrust security certificate issued by your administrator.
- ♦ **Microsoft Base Cryptographic Provider Version 1.0 or Higher:** On Windows XP or later, this provider is installed by default. You must also obtain a security certificate from an independent certificate authority.
- ♦ **Microsoft Enhanced Cryptographic Provider Version 1.0 or Higher:** On Windows XP or later, this provider is installed by default.

Adding Security

You can add security to the items you send by digitally signing them or encrypting them. When you digitally sign an item, the recipient is able to verify that the item was not modified en route and that it originated from you. When you encrypt an item, you are able to ensure that the intended recipient is the only one who can read it.

When you sign or encrypt items using GroupWise, the recipients can read the items with any other S/MIME-enabled email product.

Understanding Security Certificates

A security certificate is a file that identifies an individual or organization. Before you can send secure items, you must obtain a security certificate. If you are using Entrust, you must use an Entrust certificate. If you are using a Microsoft security provider, use your Web browser to obtain a certificate from an independent certificate authority. See the [GroupWise Digital Certificate Web page \(http://www.novell.com/groupwise/certified.html\)](http://www.novell.com/groupwise/certified.html) for a list of certificate authorities.

You can also use LDAP to search for a security certificate.

You use your security certificate to digitally sign items you send. You use other users' public security certificates to verify digitally signed items they send to you.

To encrypt an item and have the recipient user decrypt it, you must have already received the user's public security certificate. An element of this security certificate, called the *public key*, is used to encrypt the item. When the recipient opens the encrypted item, it is decrypted with another element from the security certificate, called the *private key*.

There are two ways to obtain a user's public security certificate:

- ♦ The user can send you a digitally signed item. When you open the item, you are prompted to add and trust the security certificate.
- ♦ The user can export his or her public certificate, save it to a diskette, and deliver it to you. You then import the public certificate.

Receiving a Secure Item

Secure items are marked in your Item List with the following icons:

Icon	Description
	Signed item
	Encrypted item
	Signed and Encrypted item

Using Security Service Providers

Depending on the security software you have installed, you can select different security service providers for the items you send. For example, your organization might require you to use one security service provider for work items because of a preferred encryption method, but you might want a different security service provider for sending personal items. The security options available depend on the security service provider you select.

See ["Selecting a Security Service Provider" on page 90](#) for more information.

Advanced Information

GroupWise is compatible with the S/MIME version 2 and 3 specification. The security service providers that GroupWise supports have common encryption algorithms such as RC2 and RC4. When digitally signing an item, GroupWise hashes the item into a message digest using the standard SHA-1 algorithm. The message digest is distributed with the item being sent.

See ["Selecting a Security Service Provider" on page 90](#) for more information.

Digitally Signing or Encrypting a Message

To encrypt an item and have the recipient decrypt it, you must have received the recipient's public security certificate.

- 1 Make sure you have a security certificate and that you have selected the security service provider you want to use.
- 2 Open an item view.
- 3 Click the *To* field, type a user name, then press Enter. Repeat for additional users.

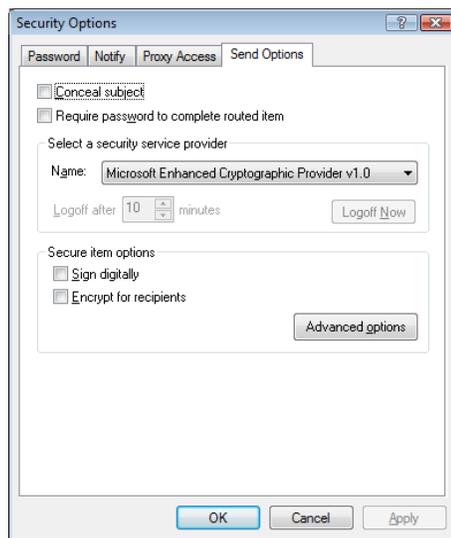
- 4 Click  to digitally sign the item.
- 5 Click  to encrypt the item.
- 6 Type a subject and message.
- 7 Click *Send* on the toolbar.

If you receive a Recipient Certificate Not Found message when you attempt to send the item, one of the following is true: 1) You are trying to encrypt an item for a recipient and don't have his or her public certificate; 2) The email address in the public certificate does not match the recipient's email address; or 3) There is no email address in the recipient's public certificate and the recipient's email address cannot be verified.

If 1) is true, you need to obtain the recipient's public security certificate. If 2) or 3) is true, click *Find Certificate* to locate the recipient's certificate.

Digitally Signing or Encrypting All Messages

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then click the *Send Options* tab.



- 3 Select *Sign digitally* or *Encrypt for recipients*.
- 4 Click *Advanced options*, then make selections.
- 5 Click *OK* twice, then click *Close*.

Obtaining a Security Certificate from a Certificate Authority

If you are using Entrust, you obtain an Entrust certificate from the GroupWise administrator. These instructions apply to other security providers.

- 1 Click *Tools > Options*.
- 2 Double-click *Certificates*.
- 3 Click *Get Certificate*.

Your Web browser launches and displays the Novell GroupWise Web page, which contains a list of certificate authorities. This is only a partial list; GroupWise supports a wide variety of certificate authorities.

- 4 Select the certificate authority you want to use, then follow the instructions on the Web site.
- 5 If you used Internet Explorer to obtain the certificate, the certificate is available in GroupWise. If you used Netscape to obtain the certificate, you need to export or back up the certificate from Netscape (see the Netscape documentation for how to do this), then import the certificate to GroupWise. For more information, see [“Importing or Exporting Security Certificates” on page 93](#).
- 6 In GroupWise, click *Tools > Options*, double-click *Security*, then click the *Send Options* tab.
- 7 Select *Microsoft Base Cryptographic Provider* or *Microsoft Enhanced Cryptographic Provider* from the *Name* drop-down list under *Select a security service provider*.

Select the appropriate security service provider based on the encryption strength of the certificate you are using. The encryption strength of a certificate depends on the encryption strength of the browser used to obtain the certificate. For example, if you have Internet Explorer with 128-bit encryption installed, the encryption is high, and only works with Microsoft Enhanced Cryptographic Provider.

- 8 Click *OK*.
- 9 Double-click *Certificates*, click the certificate you want to use, then click *Set As Default*.
- 10 Click *OK*, then click *Close*.

Selecting a Security Service Provider

- 1 In the Main window, click *Tools > Options*.
- 2 Double-click *Security*, then click the *Send Options* tab.
- 3 Select a security service provider from the *Name* drop-down list.
- 4 Click *OK*, then click *Close*.

The security service provider you select takes effect as soon as you log in to the provider (if login is required). The options and encryption methods available depend on the security service provider you have selected.

You cannot select security service provider options in an individual item. You must select these options from the Main Window.

Selecting a Security Certificate for Digitally Signing Items

If you are using Entrust, there is only one security certificate. These instructions apply to other security providers.

- 1 Click *Tools > Options*.
- 2 Double-click *Certificates*.
- 3 Click the certificate name.
- 4 Click *Set As Default*.
- 5 Click *OK*, then click *Close*.

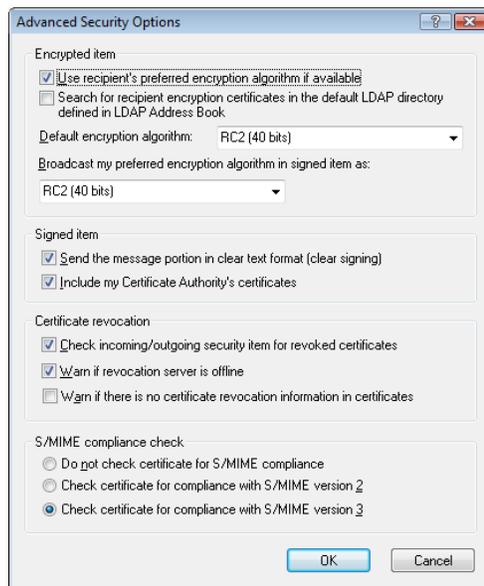
Using LDAP to Search for Recipient Encryption Certificates

Before you can use an LDAP directory service to search for security certificates, you must add the LDAP directory service to your GroupWise Address Book. For more information, see [“Adding a Directory Service to an Address Book”](#) on page 226.

- 1 Click *Tools > Options*, then double-click *Security*.
- 2 Click the *Send Options* tab.
- 3 Click *Advanced options*.
- 4 Select *Search for recipient encryption certificates in the default LDAP directory defined in LDAP Address Book*.
- 5 Click *OK* twice, then click *Close*.

Selecting the Method Used for Encrypting Items

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then click the *Send Options* tab.
- 3 Click *Advanced options*.



Use recipient's preferred encryption algorithm if available: GroupWise attempts to use the recipient's preferred encryption algorithm, if it is available.

Search for Recipient encryption certificates in the default LDAP directory defined in LDAP Address Book: GroupWise uses the defined LDAP Address Book to attempt to find encryption certificates for the recipient.

Default encryption algorithm: In the *Encrypted Item* box, the encryption algorithm drop-down lists are scrollable and include all encryption algorithms that are supported by the version of the Web browser installed on the workstation where you are running the GroupWise client. The following list is a sample:

- ◆ 3DES (168 bits)
- ◆ DES (56 bits)
- ◆ RC2 (128 bits)

- ◆ RC2 (40 bits)
- ◆ RC2 (56 bits)
- ◆ RC2 (64 bits)
- ◆ RC4 (128 bits)

Broadcast my preferred encryption algorithm in signed item as: When you send an encrypted item, you can specify your preferred encryption algorithm to use.

Send the message portion in clear text format (clear signing): Sends the message in clear text; otherwise, it is sent as a PKCS7 encoded message.

Include my Certificate Authority's certificates: Your certificate authority's certificate is included in the message you send.

Check incoming/outgoing security item for revoked certificates: Checks the incoming and outgoing security item against the Certificate Revocation List.

Warn if revocation server is offline: You receive a warning if the revocation server is offline when GroupWise checks for it.

Warn if there is no certificate revocation information in certificates: You receive a warning if there is no certificate revocation information inside the certificate.

Do not check certificate for S/MIME compliance: The certificate is not checked for compliance with S/MIME.

Check certificate for Compliance with S/MIME version 2: The certificate is checked for compliance with the S/MIME version 2 standard.

Check certificate for Compliance with S/MIME version 3: The certificate is checked for compliance with the S/MIME version 3 standard.

- 4 Make selections in the *Encrypted item* group box.
- 5 Click *OK* twice, then click *Close*.

The available encryption methods depend on the security service provider you have selected.

Checking Whether the Digital Signature of an Item Was Verified

- 1 Open a digitally signed item that you received.
- 2 Click *File > Security Properties*.
- 3 Click the tabs to view information about the security certificate that was used.

The digital signature is verified when you open the item. If there are any concerns about the certificates that sign the item, a warning or an error displays immediately and the status bar of the item displays "Untrusted."

If the digital signature was not verified, the security certificate might be invalid or the message text has been changed since the item was sent.

Viewing Received Security Certificates and Changing the Trust

- 1 Click *Contacts* in the Full Folder List.

To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Full Folder List*.

or

Open the Address Book.

- 2 Double-click a contact, then click the *Advanced* tab.
- 3 Click *Manage Certificates*.
- 4 Click a certificate, then click *View Details*.

If you initially did not trust a recipient's security certificate and want to trust it, open a digitally signed item from the recipient, click the security certificate, click *Modify Trust*, click a trust option, then click *OK*.

If you no longer want to trust a recipient's security certificate, click the security certificate, click *Remove*, then click *Yes*.

When you remove a recipient's security certificate from the list, it is removed from your certificate database. If you receive an item using that security certificate in the future, it is considered unknown.

Viewing Your Own Security Certificates

- 1 Click *Tools > Options*.
- 2 Double-click *Certificates*.
- 3 Click a certificate, then click *View Details*.

If you have multiple security certificates, the default security certificate is indicated by a check mark. To change the default, click a certificate, then click *Set As Default*.

You can change the name of your security certificate by clicking *Edit Properties*, then editing the text in the *Certificate name* field. The certificate name is reflected in the list and is not stored in the actual certificate. (This is not available when using Entrust.)

Importing or Exporting Security Certificates

When you export your security certificate with the private key to a file, a password is required to protect the exported file. You can use the exported file as a backup copy, or you can import the file on another workstation. If another user obtains the file and its associated password, he or she can digitally sign items in your name, and can read encrypted items you receive.

When you export your public certificate, you can send it to another user. The other user can then import your public certificate and send you encrypted items.

- 1 Click *Tools > Options*.
- 2 Double-click *Certificates*.
- 3 Click *Import* or *Export*.



or

Click *Certificate Authorities' Certificates*, then click *Import* or *Export*.

- 4 Type a file name, including the path.

You can also click *Browse* to find the certificate file, click the file name, then click *Save* or *Open*.

- 5 If required, type your certificate password.
- 6 Click *OK*.

3.1.9 Saving Unfinished Email

- ♦ [“Understanding Auto-Save” on page 94](#)
- ♦ [“Saving an Unfinished Email” on page 94](#)

Understanding Auto-Save

When you compose a new message in GroupWise, items are automatically saved for you. This prevents the loss of any messages you are authoring if GroupWise unexpectedly shuts down. When GroupWise restarts, you have the option to recover these messages to finish composing them.

When you are composing a new message in GroupWise, by default the message is automatically saved to disk every thirty seconds. The message is saved as a MIME file to `c:\Documents and Settings\user\Local Settings\Application Data\Novell\GroupWise\GWItemSave.eml`. The file name increments if you are composing multiple messages simultaneously. When you save the message to your Work in Progress folder or close the item, the auto-saved message is deleted.

When GroupWise starts, if there are auto-saved messages in the `c:\Documents and Settings\user\Local Settings\Application Data\Novell\GroupWise` directory, a window is displayed letting you know you have auto-saved messages.

You have the following options to deal with auto-saved messages:

Retrieve all saved messages into GroupWise: Recovers the auto-saved messages in GroupWise so that you can finish composing the messages later.

Delete all saved messages: Deletes the auto-saved messages from disk. The information in them is permanently lost.

Ask again next time GroupWise is started: Retains the saved messages on disk but does not recover them in GroupWise. The next time that GroupWise is started, the same window reappears.

Enabling or Disabling Auto-Save

By default, Auto-Save is enabled.

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *General* tab, then deselect *Enable auto-save* to disable Auto-Save.
or
Select *Enable auto-save* to enable Auto-Save.
- 3 Click *OK*.

Saving an Unfinished Email

- 1 In an open item, click *File > Save Draft*.
- 2 Click the folder you want to save the item to, then click *OK*.

The draft message is placed in the folder you chose in [Step 2](#). The default folder for unfinished messages is the Work In Progress folder .

3.1.10 Selecting Send Options

- ♦ “Changing the Priority of Email You Send” on page 95
- ♦ “Concealing the Subject of Email You Send” on page 95
- ♦ “Delaying Delivery of an Item” on page 95
- ♦ “Setting an Expiration Date for Email You Send” on page 96
- ♦ “Changing the Security Setting (Classification) of All Items You Send” on page 96
- ♦ “Changing the MIME Encoding for Email You Send” on page 97
- ♦ “Adding a Contact to an Email” on page 97

Changing the Priority of Email You Send

- 1 To change the priority of one item, open an item, click *Send Options > General*.

or

To change the priority of all items you send, click *Tools > Options*, double-click *Send*, then click the *Send Options* tab.

- 2 Select *High Priority*, *Standard Priority*, or *Low Priority*.

The small icon next to an item in the Mailbox is red when the priority is high, white when the priority is standard, and gray when the priority is low.

- 3 Return to the item you are composing.

or

Click *OK*, then click *Close* to save the setting for all items.

Concealing the Subject of Email You Send

For sensitive information, you can conceal the subject line. The subject is visible only when the recipient opens the item.

- 1 To conceal the subject for one item, open an item view, click *Send Options > Security*.

or

To conceal the subject for all items you send, click *Tools > Options*, double-click *Send*, then click the *Security* tab.

- 2 Select *Conceal subject*.

- 3 Return to the item you are composing.

or

Click *OK*, then click *Close* to save the setting for all items.

Delaying Delivery of an Item

When you delay delivery of an item, the item is delivered on the day and time that you specify. You can modify or retract the item before it is delivered, as described in [Section 3.2, “Managing Sent Email,” on page 98](#). However, if the item has been configured to be delivered through the Internet, it cannot be retracted.

- 1 To delay the delivery of one item, open an item view, then click *Send Options > General*.

or

To delay delivery of all items you send, click *Tools > Options*, double-click *Send*, then click the *Send Options* tab.

- 2 Click *Delay delivery*.
- 3 Specify how many days later you want the item delivered.
- 4 Return to the item you are composing.

or

Click *OK*, then click *Close* to save the setting for all items.

Setting an Expiration Date for Email You Send

If you set an expiration date for an email or phone message you send to another GroupWise user, the message is retracted from the recipient's GroupWise Mailbox when the message expires.

- 1 To set an expiration date for one mail or phone message you sent to GroupWise users, open an item, then click the *Send Options > General* tab.

or

To set an expiration date for all mail and phone messages you send to GroupWise users, click *Tools > Options*, double-click *Send*, then click the *Send Options* tab.

- 2 Select *Expiration Date*.
- 3 Specify how long you want the message to remain in the recipient's Mailbox.
- 4 Return to the item you are composing.

or

Click *OK*, then click *Close* to save the setting for all items.

Changing the Security Setting (Classification) of All Items You Send

A classification is a security setting that lets the recipient know if the item is confidential, top secret, and so forth. This information appears at the top of the item. A classification does not provide any encryption or additional security. It is meant to alert the recipient to the relative sensitivity of the item.

- 1 In the Main Window, click *Tools > Options*.
- 2 Double-click *Send*, then click the *Send Options* tab.
- 3 Select a security setting from the *Classification* drop-down list.
 - ◆ Normal
 - ◆ Proprietary
 - ◆ Confidential
 - ◆ Secret
 - ◆ Top secret
 - ◆ For your eyes only
- 4 Click *OK*.

Changing the MIME Encoding for Email You Send

Many languages require different character encodings to display certain characters properly. In GroupWise you can change the encoding for items that you send if this is necessary for the recipient to view the item correctly.

- 1 To change the MIME encoding for one item, open an item view, then click *Send Options > General*.
or
To change the MIME encoding for all items you send, click *Tools > Options*, double-click *Send*, then click the *Send Options* tab.
- 2 Select your MIME encoding from the *MIME Encoding* drop-down list.
- 3 Return to the item you are composing.
or
Click *OK*, then click *Close* to save the setting for all items.

Adding a Contact to an Email

When you add a contact to an email on the *Send Options* tab, the contact does not receive the email, but the email is displayed in the contact history for the contact. For additional information on contact history, see [“Viewing All Correspondence with a Contact” on page 200](#).

To add a contact to an email you are sending:

- 1 In an email you are composing, click the *Send Options* tab.
- 2 In the *Contacts* field, specify a contact whose contact history you want to contain the message.
- 3 Finish composing the message, then click *Send*.

You can add users as contacts to an email after an email is sent or received, as described in [“Adding a Contact to an Email You Send or Receive” on page 119](#).

3.1.11 Posting a Discussion Note

A discussion note is a message that is posted to your mailbox only. Discussion notes are a way of creating personal notes for yourself.

- 1 Click *File > New > Discussion/Note*.
- 2 Type a subject.
- 3 Type a message.
- 4 Include any attachments by clicking the *Attachment* icon  on the toolbar.
- 5 Click *Post* on the toolbar.

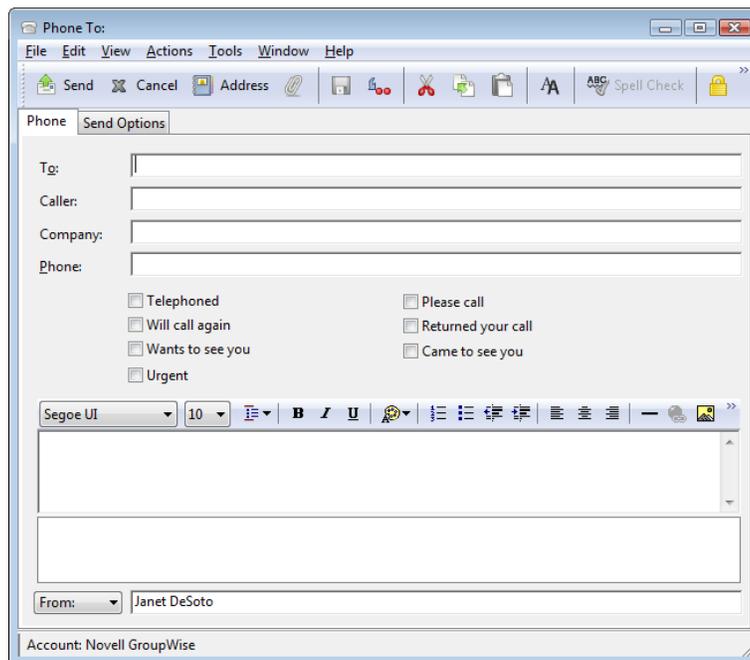
3.1.12 Sending Phone Messages

A phone message is a note you can send to notify other GroupWise users of calls they received while they were out of the office or unavailable. Phone messages are stored in the recipient's Mailbox. You cannot answer your phone from a phone message.

You can change the phone messages you receive into tasks, reminder notes, or other posted item views. This way, you can leave a record of the conversation on the date it was held (reminder note) or create a to-do item to complete at a later date (task). See [“Changing Email to Another Item Type” on page 119](#).

- 1 Click *File > New > Phone Message*.

You can place a *New Phone Message* button on the toolbar. See [“Customizing the Main Toolbar” on page 38](#).



- 2 In the *To* field, type a user name, then press Enter. Repeat for additional users.
or
To select user names from a list, click *Address* on the toolbar, double-click each user, then click *OK*.
- 3 Type the caller, company, and phone number of the caller.
- 4 Select the check boxes that apply to this phone message.
- 5 Type the message in the *Message* field.
- 6 To change the *From* name (to another account or proxy), click From: ▾, then click a name.
- 7 Click *Send* on the toolbar.

3.2 Managing Sent Email

- ♦ [Section 3.2.1, “Personalizing Sent Email,” on page 99](#)
- ♦ [Section 3.2.2, “Working with Sent Items,” on page 99](#)

- ♦ [Section 3.2.3, “Retracting Sent Email,” on page 102](#)
- ♦ [Section 3.2.4, “Resending Email,” on page 102](#)
- ♦ [Section 3.2.5, “Editing Sent Appointments, Tasks, and Reminder Notes,” on page 103](#)
- ♦ [Section 3.2.6, “Duplicating Sent Email,” on page 103](#)
- ♦ [Section 3.2.7, “Replying to Sent Email,” on page 103](#)
- ♦ [Section 3.2.8, “Confirming Delivery of Email You Send,” on page 104](#)

3.2.1 Personalizing Sent Email

You can personalize sent email the same ways that you can personalize received email. For more information, see [Section 3.4.1, “Personalizing Sent or Received Email,” on page 117](#).

3.2.2 Working with Sent Items

You can track status information about an item in the Sent Items folder. Usually, this option is turned on by default to track delivered and opened information. If you choose not to add items to the Sent Items list, GroupWise cannot track any information for them.

- ♦ [“Listing Sent Items” on page 99](#)
- ♦ [“Displaying Sent Item Properties” on page 100](#)
- ♦ [“Setting the Sent Items Default View Action” on page 101](#)
- ♦ [“Configuring Sent Item Information to Track” on page 101](#)

Listing Sent Items

You might want to display items you previously sent. For example, you can read a sent item, resend it with or without corrections, and in some cases, retract it (if it has not already been opened by the recipient).

- 1 Click the *Sent Items* folder  in the Nav Bar.

The icons next to an item can also give you helpful status information. See [Section 1.10, “Identifying Icons Appearing Next to Items,” on page 29](#).

All sent items reside in this folder unless they are moved to a folder other than the Mailbox or Calendar. If a sent item is moved to another folder, it no longer displays in the Sent Items folder. To display sent items that have been moved to other folders, open those folders.

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

Displaying Sent Item Properties

Properties lets you check the status of any item you send. For example, you can see when an item was delivered and when the recipient opened or deleted the item. If a recipient accepted or declined an appointment and included a comment, you see the comment in the Properties window. You also see if a recipient marked a task Completed.

The Properties window also shows information about items you receive. You can see who else received the item (except for blind copy recipients), the size and creation date of attached files, and more.

- ◆ [“Understanding Sent Item Properties” on page 100](#)
- ◆ [“Viewing Sent Item Properties” on page 100](#)
- ◆ [“Saving the Status Information of an Item” on page 100](#)
- ◆ [“Printing the Status Information of an Item” on page 101](#)

Understanding Sent Item Properties

There are three views for the properties:

Basic Properties: Displays the Properties header and a list of recipients. The list of recipients displays the recipient’s name, what actions the recipient has taken with the item, and any comments.

Simplified Properties: Displays the Properties header and a list of recipients. The recipients are listed in groups according to what action they have taken with the item. The list of recipients displays the recipient’s name, what actions the recipient has taken with the item, and any comments.

Advanced Properties: Displays the Properties header, recipients, Post Offices, files, and options for the item. The Advanced Properties page is helpful to GroupWise administrators when they need to track the item for troubleshooting purposes.

For information about a document, use the Activity Log in Document Properties. See [Section 15.6, “Viewing the History of a Document,” on page 334](#).

Viewing Sent Item Properties

In your Sent Items folder:

- 1 Right-click an item.
- 2 Click *Properties*.
- 3 Scroll to the status information near the bottom of the Properties page.

The icons next to an item can also give you helpful status information. See [Section 1.10, “Identifying Icons Appearing Next to Items,” on page 29](#).

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

Saving the Status Information of an Item

- 1 Right-click an item, then click *Properties*.
- 2 Click *File > Save As*.

GroupWise gives the item a temporary file name. You can change the file name and default folder.

- 3 Click *Save*.

Printing the Status Information of an Item

- 1 Right-click an item, then click *Properties*.
- 2 Right-click in the Properties window, then click *Print*.

Setting the Sent Items Default View Action

When you double-click an item in the Sent Items folder, you can choose whether the message or the item properties are displayed.

- 1 Click *Tools > Options*
- 2 Double-click *Environment*, then click the *Default Actions* tab.
- 3 Select if you want the sent item to *Open item* or *Show properties*.
- 4 Click *OK*.

Configuring Sent Item Information to Track

- 1 To change the sent information to track for an item, open a new item, click *Send Options > Status Tracking*.

or

To change the sent information to track for all items you send, click *Tools > Options*, double-click *Send*, then click the tab for the item type.

IMPORTANT: The *Create a sent item to track information* option is selected by default. It is highly recommended that you do not deselect it. If this option is not selected, no sent item is created when you send an item; therefore, you do not have a copy of the items you send unless you save them yourself.

- 2 Select the information to track:

Delivered: Tracks when an item you have sent was delivered to a user's mailbox.

Delivered and opened: Tracks when an item you have sent was delivered and when it was opened by the recipient.

All information: Tracks when an item you have sent was delivered, opened, deleted and emptied.

- 3 (Optional) Decide if you want to select *Auto-delete sent item*. This removes sent items from your mailbox after all the recipients have deleted the items and emptied them from their Trash.
- 4 Return to the item you are composing.

or

Select the information to track for each item type, click *OK*, then click *Close* to save the setting for all items.

3.2.3 Retracting Sent Email

Use *Delete* to retract a sent item from the recipient's Mailbox. You can retract a mail or phone message from those recipients who haven't yet opened the item. You can retract an appointment, reminder note, or task at any time. Items that have been sent through the Internet to other email systems cannot be retracted. Furthermore, items that have been configured to be delivered at a future time through the Internet (as described in "[Delaying Delivery of an Item](#)" on page 95) cannot be retracted.

- 1 Click the *Sent Items* folder in the Nav Bar.
- 2 Right-click the item you want to retract, then click *Delete*.
If you click *Delete and Empty*, items are deleted and purged, and they cannot be recovered.
- 3 Select the appropriate option.

My Caching and Online Mailbox: Deletes the item from your caching and online mailbox.

My Caching Mailbox: Deletes the item from your caching mailbox.

Recipient's Mailbox: Deletes the item from the mailbox of all recipients. If you clicked *Delete* in [Step 2](#), the item is not deleted from your mailbox. If you clicked *Delete and Empty* in [Step 2](#), the item is also deleted from your mailbox.

All Mailboxes: Deletes the item from your mailbox and the mailbox of all recipients.

- 4 If you have selected to retract this item from other recipients' mailboxes, you can type a comment to the recipients, explaining why the item was retracted.
- 5 Click *OK*.

To see which recipients have opened your message, right-click the item, then click *Properties*. Email cannot be retracted if it has already been opened.

3.2.4 Resending Email

Use *Resend* to send an email message a second time, perhaps with corrections.

- 1 Click the *Sent Items* folder in the Nav Bar.
- 2 Right-click the item you want to resend, then click *Resend*.
- 3 If the item was an auto-date item, click *This Instance*, *All Instances*, or *This Instance Forward*.
- 4 Make any changes to the item, if necessary, then click *Send* on the toolbar.
- 5 Click *Yes* to retract the original item.

or

Click *No* to leave the original item.

You can check the Properties of the original item to see if GroupWise was able to retract it. Right-click the item in the *Sent Items* folder, then click *Properties*. Mail and phone messages cannot be retracted if they have already been opened.

3.2.5 Editing Sent Appointments, Tasks, and Reminder Notes

You can edit appointments, tasks, and reminder notes. To edit mail messages, resend the message as described in [Section 3.2.4, “Resending Email,” on page 102](#).

When an appointment, task, or reminder note is edited, changes simply appear on recipients’ items with no message appearing in users’ mailboxes. The edited item is displayed as bold and a notification banner is displayed inside the item, indicating to users which sections of the item have been edited.

Users are prompted to re-accept the item only in the following circumstances:

Appointments: If changes are made to the date, time, or place of the appointment. New recipients who are added to the appointment must also accept. Users who are removed from the appointment receive a notification.

Tasks: If changes are made to the start date, due date, or message description.

Reminder Notes: If changes are made to the date.

To edit an appointment, task, or reminder note:

- 1 Click the *Sent Items* folder in the Nav Bar.
- 2 Right-click the appointment, task, or reminder note that you want to edit, then click *Edit*.
If you are editing just one item in a series of recurring items, select the item on the day you want to edit.
- 3 If the original item was a recurring item, click *This Instance*, *All Instances*, or *This Instance Forward*.
- 4 Make your changes, then click *Send* on the toolbar.
You are not prompted to retract the item when you edit the item.

3.2.6 Duplicating Sent Email

You can create a duplicate copy of an existing appointment, task, or reminder note as a basis for creating a new appointment, task or reminder note. When you do this, the original appointment, task, or reminder note remains unchanged; it is not retracted.

- 1 Click the *Sent Items* folder in the Nav Bar.
- 2 Right-click the appointment, task, or reminder note that you want to duplicate, then click *Duplicate*.
If you are duplicating just one item in a series of recurring items, select the item on the day you want to duplicate.
- 3 If the original item was a recurring item, click *This Instance*, *All Instances*, or *This Instance Forward*.
- 4 Make your changes, then click *Send* on the toolbar.
A new appointment, task, or reminder note is sent, and the original item that you duplicated remains unchanged.

3.2.7 Replying to Sent Email

Use *Reply* to make additions to any sent mail.

- 1 Click the *Sent Items* folder in the Nav Bar.
- 2 Right-click the item you want to reply to, then click *Reply*.

- 3 Select *Reply to sender* to send the reply just to yourself.
or
Select *Reply to all* to send the reply to yourself and all others on the original message.
- 4 Click *OK*.
- 5 Make all necessary additions to the message, then click *Send* on the toolbar.

3.2.8 Confirming Delivery of Email You Send

GroupWise provides several ways to confirm that your item was delivered.

- ♦ [“Receiving Notification About Items You Send” on page 104](#)
- ♦ [“Requesting a Reply for Items You Send” on page 105](#)
- ♦ [“Notifying Recipients About Items You Send” on page 105](#)

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

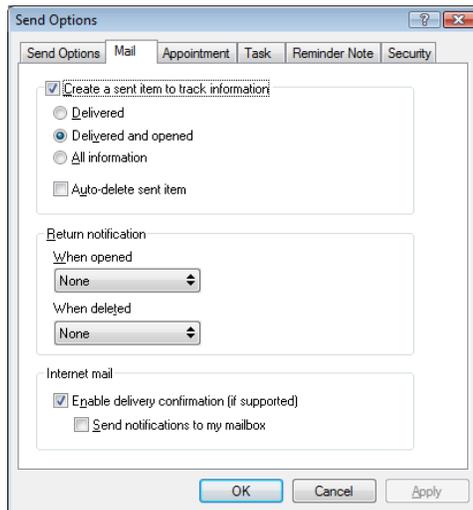
Receiving Notification About Items You Send

You can receive notification when the recipient opens or deletes a message, declines an appointment, or completes a task.

- 1 To get a return receipt for one item, open an item view, click the *Send Options* tab, then click *Status Tracking*.

or

To always get a return receipt for items you send, click *Tools > Options*, double-click *Send*, then click the tab for the item type.



- 2 In the *Return notification* group box, specify the type of return receipt you want.
None: No action is taken. Information is tracked in the properties for sent items.
Mail Receipt: You receive an email.
Notify: You receive an alarm in Notify.

Notify and Mail: You receive an email and an alarm in Notify.

This feature is not supported when sending to a non-GroupWise system.

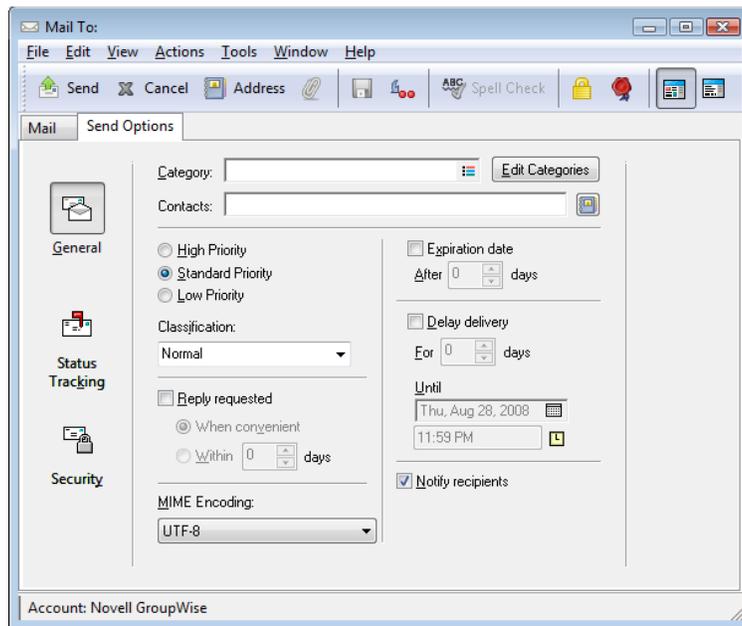
If you have deselected to receive alarms and notifications, you cannot receive notifications with Notify. For more information, see [Section 8.2, “Starting Notify,” on page 252](#).

If you are sending an item to an Internet address, you can click *Enable delivery confirmation*. If the receiver’s Internet email system enables status tracking, you can receive status about the item you send.

Requesting a Reply for Items You Send

You can inform the recipient of an item that you need a reply. GroupWise adds a sentence to the item stating that a reply is requested and changes the icon in the recipient’s Mailbox to a double arrow.

- 1 To request a reply for one item, open an item view, click the *Send Options* tab, then click *General*.
or
To request a reply for all items you send, click *Tools > Options*, then double-click *Send*.
- 2 Click *Reply requested*, then specify when you want to receive the reply.



The recipient sees  next to the message. If you select *When Convenient*, “Reply Requested: When convenient” appears at the top of the message. If you select *Within x Days*, “Reply Requested: By xx/xx/xx” appears at the top of the message.

- 3 Return to the item you are composing.
or
Click *OK*, then click *Close* to save settings for all items.

Notifying Recipients About Items You Send

- 1 To notify the recipients of one item, open an item view, then click *Send Options > General*.
or

To notify the recipients of all items you send, click *Tools > Options*, then double-click *Send*.

2 Select *Notify recipients*.

Users are automatically subscribed to Notify in Options. If they have deselected to receive alarms and notifications, they cannot be notified of messages you send. For more information, see [Section 8.5, “Being Notified of Someone Else’s Messages,” on page 255](#).

3 Return to the item you are composing.

or

Click *OK*, then click *Close* to save the setting for all items.

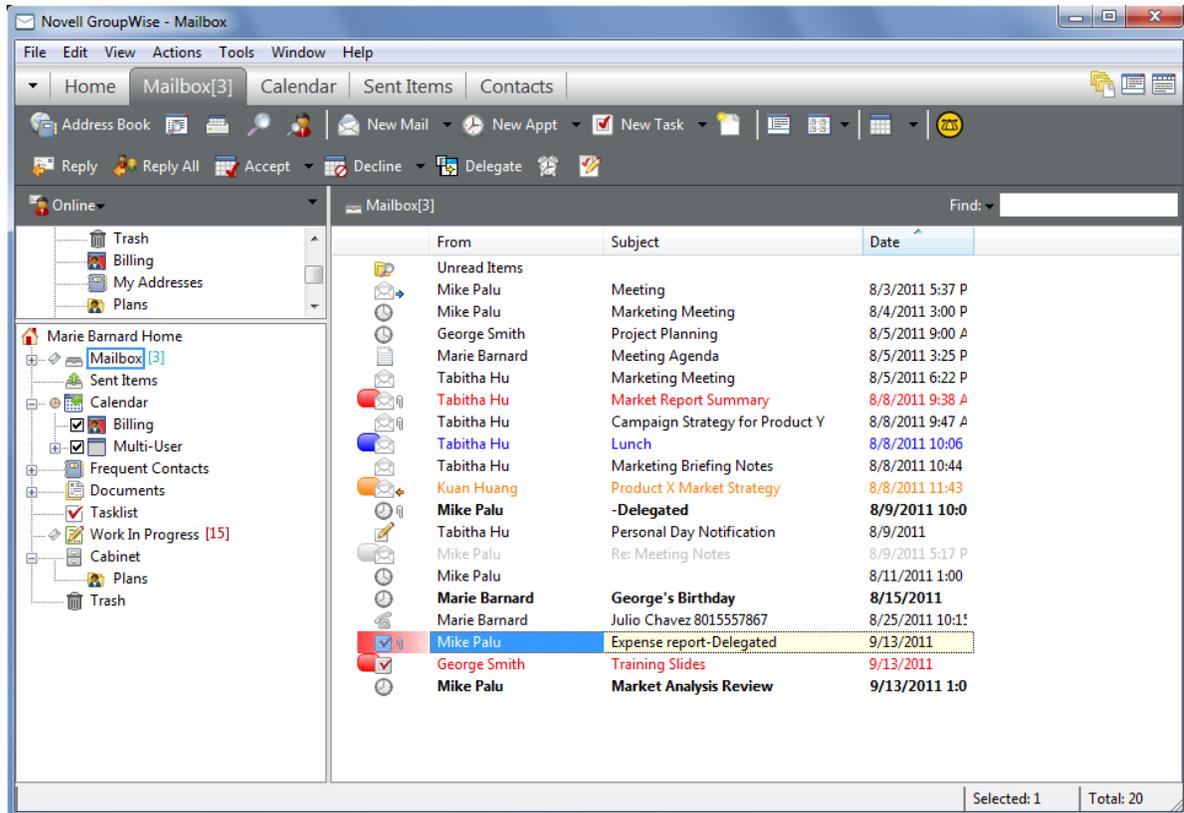
3.3 Receiving Email

GroupWise stores all the mail messages, appointments, and other items you receive in your Mailbox.

- ♦ [Section 3.3.1, “Reading Received Email,” on page 107](#)
- ♦ [Section 3.3.2, “Reading Attachments,” on page 110](#)
- ♦ [Section 3.3.3, “Replying to Email,” on page 113](#)
- ♦ [Section 3.3.4, “Forwarding Email,” on page 115](#)
- ♦ [Section 3.3.5, “Saving Messages,” on page 115](#)
- ♦ [Section 3.3.6, “Calling Phone Numbers in Email,” on page 116](#)

From your Mailbox, you can read items, reply to items, and forward items you receive. You can organize items by assigning them to categories or by creating a Tasklist. You can delegate tasks and appointments to other users. You can handle unwanted Internet email with Junk Mail Handling. You can even change an item, such as a mail message, to another type of item, such as an appointment.

Figure 3-1 Mailbox View



3.3.1 Reading Received Email

You can read items you receive in your Mailbox or Calendar. Your Mailbox displays a list of all of the items you have received from other users. Posted appointments, tasks, and reminder notes appear in your Calendar, not in your Mailbox.

You can open and read all types of new items in your Mailbox. However, you might want to read tasks and reminder notes in your Calendar so you can view new messages while looking at your schedule.

Phone and mail messages stay in your Mailbox until you delete them. Appointments, reminder notes, and tasks stay in your Mailbox until you accept, decline, or delete them. When you accept an appointment, reminder note, or task, it is moved to your Calendar.

All Mailbox items are marked with an icon. The icons change depending on whether or not the item has been opened. See [Section 1.10, "Identifying Icons Appearing Next to Items," on page 29](#) for more information.

All unopened items in your Mailbox are bolded to help you easily identify which items and documents you have not yet read. This is especially useful for collapsed discussion threads because it saves you the time of expanding each thread to check if there are newly posted items.

- ◆ ["Selecting the Default Read View" on page 108](#)
- ◆ ["Reading Items" on page 108](#)
- ◆ ["Changing the Font of Received Items" on page 109](#)
- ◆ ["Setting the Default Viewer" on page 109](#)

- ♦ [“Marking an Item Unread” on page 110](#)
- ♦ [“Marking an Item Read” on page 110](#)

Selecting the Default Read View

By default, GroupWise uses the HTML Read view to display items for reading. This Read view enables both HTML-formatted and plain text email to display correctly.

When you read an item in GroupWise, you can select how you want the message to display. You can select whether the message is displayed in text or HTML. If the message is a text message, you can also select the default font and font size.

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Views* tab.
- 3 Click *Use default views for reading*.
- 4 Select either *Plain text* or *HTML*.

If you select *Plain text*, select the font and the font size in the appropriate fields.

- 5 (Optional) Select *Force view* if you want to force all messages to be displayed in text only.
- 6 Click *OK*.

Reading Items

- ♦ [“Reading Text Items” on page 108](#)
- ♦ [“Reading HTML Items” on page 108](#)

Reading Text Items

Depending on your default view options, text messages are automatically displayed in text format.

To read a text message:

- 1 Double-click the message in the Message list to view the message in a new window.
or
Select the message to view the message in the QuickViewer.

Reading HTML Items

Depending on your default view options, HTML messages are automatically displayed in HTML format.

To read an HTML message:

- 1 Double-click the message in the Message list to view the message in a new window.
or
Select the message to view the message in the QuickViewer.

NOTE: For security reasons, images are not displayed by default in HTML messages. To view the images, click *GroupWise has prevented images on this page from displaying. Click here to display the images.*

Setting Default Options for Images in HTML Email

When you receive an HTML message from an external address, the images are blocked for security reasons. To display the images in the message, click the message that reads *GroupWise has prevented images on this page from displaying*. [Click here to display images](#).

To set your default setting for displaying external HTML images:

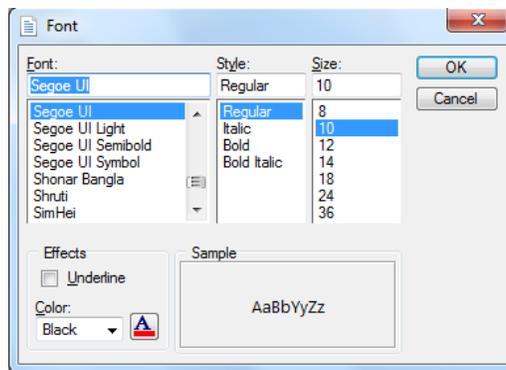
- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Default Actions* tab.
- 3 Select if you want to *Always show warning*, *Never show warning*, or *Check Frequent Contacts*.
If you select *Check Frequent Contacts*, images display from senders in your Frequent Contacts address book, but the warning displays for everyone else.
- 4 Click *OK*.

Changing the Font of Received Items

This information applies to reading an item in an item view or in the QuickViewer. This font change is only in effect while you read the item. If you close the item and re-open it, the font returns to the Windows system default font or the font that the sender composed the item in. The Windows system default font affects every program on your desktop. To change the Windows system default font, open the Control Panel and change the Display Properties.

You cannot change the font in the QuickViewer if the item was composed in HTML view.

- 1 Select the text you want to change.
- 2 Click *Edit > Font > Font*.



- 3 Click a font and a font style.
- 4 Click a size.
- 5 Click any other options you want to change, then click *OK*.

Setting the Default Viewer

When viewing a message attachment in GroupWise, you can select to use the default viewer application for the file type of the attachment. The following viewers are available for use within GroupWise:

- ♦ Adobe Acrobat
- ♦ Microsoft Office

- ♦ OpenOffice.org
- ♦ Apple QuickTime
- ♦ Adobe Flash
- ♦ AutoVue

To change the default viewer:

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Editors/Viewers* tab.
- 3 In the *Viewers* group box, select the viewer to use.
- 4 Click *OK*.

Marking an Item Unread

If you open an item, and then decide you want to read the item later, you can mark the item Unread. Marking the item Unread changes the item to bold and changes the item's icon to unopened so you know you still need to read the item.

- 1 In the Mailbox, click the item in the Item List.
- 2 Click *Actions > Mark Unread*.

If you have opened an item, marking it Unread does not change the status of the item in Properties. For example, if you have opened an item, then marked the item Unread, the sender of the item still sees the item status as Opened in the Properties window.

Marking an Item Read

- 1 In the Mailbox, click the item in the Item List.
- 2 Click *Actions > Mark Read*.

Marking an item Read changes the status of the item in Properties. For example, if you have not opened an item, but you marked the item read, the sender of the item sees the item status as Opened in the Properties window.

3.3.2 Reading Attachments

GroupWise has the ability to send and receive attachments with items. When you receive an attachment with an item, the list of attachments is displayed in the Attachment Window or to the right of the subject.

- ♦ ["Viewing Attached Files" on page 111](#)
- ♦ ["Opening Attached Files" on page 111](#)
- ♦ ["Saving Attached Files" on page 111](#)
- ♦ ["Dragging and Dropping Attachments" on page 112](#)
- ♦ ["Editing Attachments" on page 112](#)
- ♦ ["Forwarding or Replying with Edited Attachments" on page 112](#)
- ♦ ["Viewing an Attached vCard" on page 113](#)

Viewing Attached Files

When you click an attached file, the attachment is displayed in the message pane of the QuickViewer. This is usually faster than opening the attachment; however, the attachment might not be formatted properly. If the attachment type is not supported, you receive an error.

- 1 Open the item containing the attachment.
- 2 Click the attachment.

or

Right-click the attachment, then click *View Attachment* or *View in New Window*.

or

If you cannot see an icon representing the attachment in your view, click *File > Attachments > View*.

If you receive a message indicating that “The attachment can only be viewed with an external application,” then you must open the file. For information on opening an attachment, see [“Opening Attached Files”](#) on page 111.

Opening Attached Files

When you open an attached file by double-clicking it, GroupWise determines the correct application to open the file in. You can accept the suggested application, or you can type the path and file name to another application.

- 1 Open the item containing the attachment.
- 2 Double-click the attachment.

or

Right-click the attachment, then click *Open* or *Open With*.

or

If you cannot see an icon representing the attachment in your view, click *File > Attachments > Open*.

By default, GroupWise warns you if an attachment is larger than 1000 KB (1 MB)

To eliminate the warning message:

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Default Actions* tab.
- 3 Deselect *Warn if larger than*.

You can also adjust the attachment size for when the warning message is displayed.

- 4 Click *OK*.

Saving Attached Files

To save a file that has been attached to an email:

- 1 Double-click the email to open it
- 2 Right-click the attachment you’d like to save, then click *Save-As*.
- 3 Browse to the location where you would like to save the file, change the file name if desired, then click *Save*.

To change the default location where attachments are saved:

- 1 From the mailbox, click *Tools > Options*.
- 2 Double-click *Environment*, then click the *File Location* tab.
- 3 Under *Save, check out*, enter the desired location, then click *OK*.

Dragging and Dropping Attachments

When you receive an item, you can drag any of its attachments into a folder or onto your desktop. A document reference attachment that you drag and drop becomes a shortcut to a document reference or to a copy of the document, depending on your rights to the document and the availability of the library.

Editing Attachments

When you receive an attachment you can edit, you can change the attachment and save it to a copy in the original email.

- 1 Open an item containing the attachment you want to edit and save.
- 2 Right-click the attachment then click *Open*.

or

If you want to select the program to edit the attachment with, right-click the attachment, click *Open with*, select the program you want to use, then click *OK*.

- 3 Make the desired changes to the attachment and save.

Forwarding or Replying with Edited Attachments

When you receive an email that contains an attachment, you can edit the attachment, then forward or reply to the email. The edited attachment is included in the email forward or reply along with the original attachment. The original attachment remains unchanged. The edited attachment can be edited multiple times, but only the most recent version is saved.

- 1 Open an item containing the attachment you want to edit and resend.
- 2 Right-click the attachment and click *Open*.

or

If you want to select the program to edit the attachment with, right-click the attachment and click *Open with*, select the program you want to use, and click *OK*.

- 3 Make the desired changes to the attachment, save, then close the attachment.

A modified version of the attachment appears in the mail message.

- 4 Click *Reply*, *Reply All*, or *Forward* to resend the attachment.
- 5 When prompted, click *Yes* to attach the modified document to the message.
- 6 Continue composing the message, then click *Send*.

Viewing an Attached vCard

vCards are electronic business cards formatted according to standards set by the Internet Mail Consortium.

To view a vCard that has been attached to an item:

- 1 Right-click the vCard.
- 2 Click *View Attachment*.

For information about importing vCard information into an address book, see [“Importing Contacts from a vCard” on page 223](#).

3.3.3 Replying to Email

Use Reply to respond to an item. You can reply to everyone who received the original item or to the sender only, without creating and addressing a new message. You can also include a copy of the original message in your reply. Your reply includes *Re:* preceding the original subject text. You can modify the subject text if you want.

- ♦ [“Replying to an Email” on page 113](#)
- ♦ [“Including the Sender’s Message or Attachments in a Reply” on page 113](#)
- ♦ [“Setting the Default Reply Format” on page 114](#)
- ♦ [“Setting Up an Automated Reply” on page 114](#)
- ♦ [“Replying to an Email in a Shared Folder” on page 114](#)

Replying to an Email

- 1 Open the item you want to reply to.
- 2 Click *Reply* on the toolbar to send the email just to the sender.
or
Click *Reply All* on the toolbar to send the email to the sender and all recipients.
- 3 Type your message, then click *Send* on the toolbar.

If the original item included BC or CC recipients and you selected to reply to all, your reply is sent to the CC recipients but not to the BC recipients.

Including the Sender’s Message or Attachments in a Reply

When you reply to an email, you can select to include the sender’s message and any attachments included with the message.

- 1 Open the email you want to reply to.
- 2 Click *Actions > Reply*.
- 3 Select whether to reply to the sender or reply to all.
- 4 To include the sender’s message, select *Include message received from sender*.
- 5 To include the sender’s attachments in the reply, select *Include attachments received from sender*.
- 6 Click *OK*.

Setting the Default Reply Format

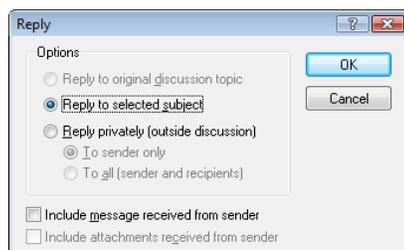
- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Reply Format* tab.
- 3 If you use the Plain Text reply format, select from the following format options:
 - GroupWise classic:** Provides separator characters, original sender, date, and time.
 - Include headers:** Allows the selection of the separator character; provides the original sender, recipient, date, time, and subject.
 - Internet standard:** Allows the selection of the separator character; allows you to choose to include the original sender, email address, date, time, and message identifier.
 - Text color:** Available only for the *Internet standard* option. Allows you to select a reply color. This color appears on the original text not any new text you enter.
 - Type my reply:** Select *Top* or *Bottom* if you selected *Include headers* or *Internet standard* above.
- 4 If you use the HTML reply format, select from the following format options:
 - GroupWise classic:** Provides separator characters, original sender, date, and time.
 - HTML enhanced:** Allows the selection of the separator character; allows you to choose to include the original sender, email address, date, time, and message identifier. Select *Include headers* to provide the original sender, recipient, date, time, and subject instead.
 - Type my reply:** Select *Top* or *Bottom* if you selected *HTML enhanced* above.
- 5 Click *OK*.

Setting Up an Automated Reply

If you are going on vacation or are out of the office for some other reason, you can create a rule to reply to messages you receive while you are away. For setup instructions, see [Section 9.4.2, “Creating a Vacation Rule or Auto Reply,”](#) on page 262.

Replying to an Email in a Shared Folder

- 1 Open or select an item in the shared folder.
- 2 Click *Reply* on the toolbar.



- 3 Click a reply option.

You can reply to the original discussion topic, rather than to the item you are reading. Or, you can reply to any item you are reading, whether it's an original discussion topic or someone else's reply. In both cases, these replies are posted in the shared folder and not sent to individuals.

If you reply privately to the individual who wrote the item, your reply is not posted to the shared folder.

- 4 Click *OK*.
- 5 Type your reply, then click *Post* on the toolbar.

3.3.4 Forwarding Email

Use Forward to send items you receive and document references to other users. The mail message includes your name and any additional comments you have made.

- ♦ [“Forwarding an Email” on page 115](#)
- ♦ [“Forwarding Multiple Emails” on page 115](#)

If you want to automatically forward some or all messages to another email account, see [Section 9.4.3, “Creating a Rule to Forward All Mail to Another Account,” on page 263](#).

Forwarding an Email

- 1 Open the item you want to forward.
- 2 (Optional) Click the drop-down arrow on the *Forward* button and select the forwarding option you want to use.

The option you select is saved as the default for the next time you use the *Forward* button.

- 3 Click *Forward* on the toolbar.

or

Click *Actions > Forward as Attachment*.

- 4 Add the names of the users to whom you want to forward the item.
- 5 (Optional) Type a message.
- 6 Click *Send* on the toolbar.

If you can't accept an appointment, task, or reminder note, you can delegate the item instead of forwarding it. Delegating places a Delegated status in the item's Properties window, letting the sender know you have transferred responsibility for the item to another person.

Forwarding Multiple Emails

- 1 In your Mailbox, select the items you want to forward by pressing Ctrl+click on each item.
- 2 Click *Actions > Forward as Attachment*.
- 3 Add the names of the users to whom you want to forward the item.
- 4 (Optional) Type a message.
- 5 Click *Send* on the toolbar.

3.3.5 Saving Messages

Items are saved with a *.rtf* extension so that they can also be opened in a word processor. Attachments are saved in their original format.

- 1 In your Mailbox or Calendar, click the item you want to save, then click *File > Save As*.
- 2 Ctrl+click the item and attachments you want to save.
- 3 Select to save the item to disk or to a GroupWise library.
- 4 Type a file name for the item in the *Filename* field.

or

Type a subject name in the *Subject* field.

- 5 To save the item in a different location than is currently shown, browse to the desired location.

or

To save the item in a different GroupWise Library, click the drop-down list, then select a library name.

- 6 If you are saving to a GroupWise Library, make sure *Set properties using default values* is selected unless you want to specify document properties at this time.
- 7 Click *Save*, then click *Close*.

3.3.6 Calling Phone Numbers in Email

When a 10-digit or 11-digit number appears in an email, the number can appear as a hyperlink so that you can call the number using Skype or using the default telephony provider on your operating system.

In order for 10-digit and 11-digit numbers to be identified as phone numbers, you must select a default telephony provider.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Default Actions* tab.
- 3 In the *Default telephony provider* drop-down list, select one of the following options:
 - ♦ **None:** Displays phone numbers as regular text and not as hyperlinks.
 - ♦ **Default Phone Dialer:** Uses the default telephony provider on your operating system.
 - ♦ **Skype:** Uses Skype to make calls when clicking phone numbers.

For more information about making calls from GroupWise with Skype, see the *GroupWise and Skype Quick Start* (http://www.novell.com/documentation/groupwise2012/pdfdoc/gw2012_qs_skype/gw2012_qs_skype.pdf)

3.4 Managing Received Email

- ♦ Section 3.4.1, "Personalizing Sent or Received Email," on page 117
- ♦ Section 3.4.2, "Changing Email to Another Item Type," on page 119
- ♦ Section 3.4.3, "Saving Received Email to Disk or a GroupWise Library," on page 120
- ♦ Section 3.4.4, "Deleting Email," on page 121
- ♦ Section 3.4.5, "Viewing the Discussion Thread of an Email," on page 121
- ♦ Section 3.4.6, "Displaying Only Unread Messages," on page 122
- ♦ Section 3.4.7, "Viewing the Source of External Messages," on page 122
- ♦ Section 3.4.8, "Archiving and Backing Up Email," on page 122

3.4.1 Personalizing Sent or Received Email

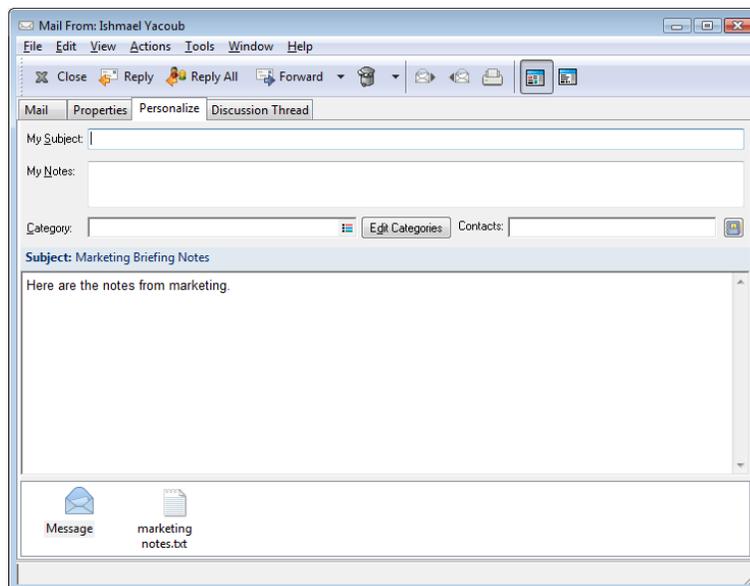
When you send or receive an email message, you can click the *Personalize* tab to add personal information to the email. You can change the subject, add a note, select a category, and add associated contacts to the message.

- ♦ “Changing the Subject of an Email You Send or Receive” on page 117
- ♦ “Adding a Note to an Email You Send or Receive” on page 118
- ♦ “Attaching a File to an Item You Send or Receive” on page 118
- ♦ “Assigning a Category to an Email You Send or Receive” on page 118
- ♦ “Adding a Contact to an Email You Send or Receive” on page 119

Changing the Subject of an Email You Send or Receive

If you personalize a subject, the new subject displays in your Mailbox and Calendar and in the Mailbox and Calendar of anyone who proxies for you. If you change the subject of an item in a shared folder, other users of the shared folder still see the original subject.

- 1 Open an item from your Mailbox, Sent Items, or Calendar.
- 2 Click the *Personalize* tab.
- 3 Type a new subject in the *My Subject* field.



To see the original subject, open the item and look in the *Subject* field in the item header.

When you perform a Find with a specific word in the *Subject* field, the Find results shows items whose original subject or personalized subject contains this word. When you create an advanced find, use the *Subject* field to search for the original subject, and use the *My Subject* field to search for the personalized subject.

When you create a rule that looks for a specific word in the *Subject* field, the rule only looks at the original subject.

Adding a Note to an Email You Send or Receive

When you add a note to an email you send or receive, the note is visible to you and anyone who proxies for you. You can only view the note only by using the *Personalize* tab for the email.

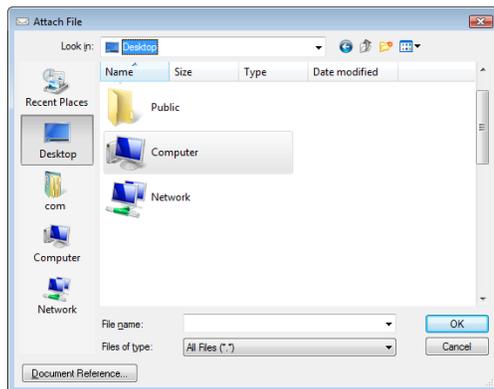
- 1 Open an item from your Mailbox, Sent Items, or Calendar.
- 2 Click the *Personalize* tab.
- 3 In the *My Notes* field, type your note. The note is automatically saved when you leave the *Personalize* tab.

Attaching a File to an Item You Send or Receive

You can add a personal attachment to items that you have sent or received. The attachment is only visible to you and is not sent when replying to or forwarding an item.

To attach a personal file to an item:

- 1 Right-click in the attachment window, then click *Attach Personal File*.
- 2 Browse to and select the file or files you want to attach.



To remove an attached file, right-click the attachment, then click *Delete Personal File*.

- 3 Click *OK*.

You can also drag and drop an attachment to the attachment window.

Moving or deleting a file on a disk or network drive does not affect a file you have attached to an item.

If you delete an attached file, it is not erased from disk or network drive; it is simply removed from the attachment list.

Assigning a Category to an Email You Send or Receive

Categories provide you with a way to organize your items. You can assign a category to any item, including contacts that you send or receive. You create and add categories and can give each category an identifying color. The colors display in the Item List and in the Calendar.

For additional information on how to assign a category to an item, see [“Assigning Categories to Items” on page 44](#).

Adding a Contact to an Email You Send or Receive

When you add a contact to an email you send or receive, the email is then associated with the contact you added. This is helpful when viewing the history for a particular contact, because the email displays in the contact history for the contact even though that contact did not send the email. For additional information on contact history, see [“Viewing All Correspondence with a Contact” on page 200](#).

You can add users as contacts to an email while you are composing an email, as described in [“Adding a Contact to an Email” on page 97](#).

To add a contact to an email that has already been sent or received:

- 1 Open an item from your Mailbox, Sent Items, or Calendar.
- 2 Click the *Personalize* tab.
- 3 In the *Contact* field, type a user name, then press Enter. Repeat for additional users.

or

To select user names from a list, click *Address > Selector* icon next to the *Contact* field. Double-click each user, then click *OK*.

3.4.2 Changing Email to Another Item Type

You can convert an item in your Mailbox to another type of item. For example, you can change a mail message in your Mailbox to an appointment in your Calendar. The new appointment contains all the information from the mail message (such as *To*, *CC*, and *BC* lists, subject, and message text) that is applicable in the appointment.

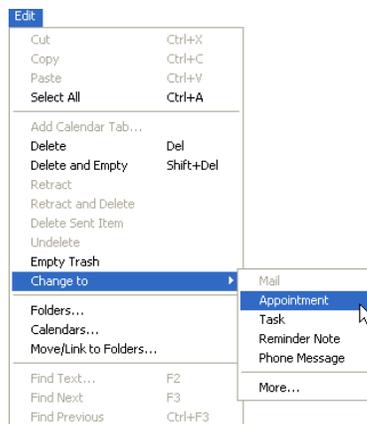
When you change a mail or phone message to another type of item (such as an appointment or task), the original item is removed from your Mailbox and the new item is added in the appropriate location, such as the Calendar.

When you change an item, GroupWise displays the default item view selected in Environment Options.

- 1 In your Mailbox, click the item you want to change.
- 2 Click *Edit > Change To*, then click an item type.

or

Click *Edit > Change To > More*, then click an item type. You can choose posted or group items.



Posted items are sent directly to your Calendar. Group items are sent to the Mailboxes of individuals and groups the message is sent to.

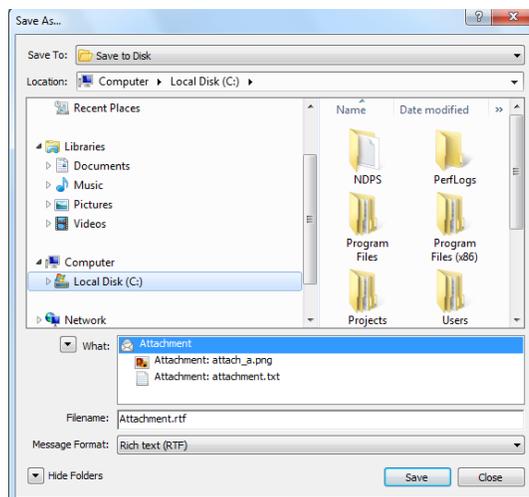
- 3 Type any necessary information.
- 4 Click *Send* or *Post* on the toolbar.

When you change a mail or phone message to another type of item (such as an appointment or task), the original item is removed from your Mailbox and the new item is added in the appropriate location, such as the Calendar.

3.4.3 Saving Received Email to Disk or a GroupWise Library

Saved items remain in your Mailbox and Calendar as well as being copied to the location you specify. Items saved to disk can be saved as a text file, rich text file, or Internet mail. Attachments are saved in their original format.

- 1 In your Mailbox or Calendar, click the item you want to save, then click *File > Save As*.



- 2 Ctrl+click the item and attachments you want to save.
- 3 Select to save the item to disk or to a GroupWise Library.
- 4 In the *Filename* field, type a file name for the item.
or
In the *Subject* field, type a subject name.
- 5 To save the item in a different location than is currently shown, browse to the desired location.
or
To save the item in a different GroupWise Library, click the drop-down list, then select a library name.
- 6 If you are saving to a GroupWise Library, make sure *Set properties using default values* is selected, unless you want to specify document properties at this time.
- 7 Click *Save*, then click *Close*.

Dragging and Dropping Emails

You can drag and drop an item from within GroupWise to the location where you want to save the file. For example, you could drag and drop a message into a project folder on your Windows desktop or another email client.

Files that you drag and drop are saved in one of two formats: a shortcut to the original message in .gwi format or a copy of the original message in .eml format.

To change the format:

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Default Actions* tab.
- 3 Under *Drag message to desktop* select *Create a shortcut (.gwi)* or *Create a copy (.eml)*.

3.4.4 Deleting Email

Use Delete to remove selected items from your Mailbox.

You can also use Delete to retract items you have sent. You can retract mail and phone messages if the recipients have not read them or if they have not been sent to the Internet. You can retract appointments, reminder notes, and tasks at any time. For information on how to retract items you have sent, see [Section 3.2.3, “Retracting Sent Email,” on page 102](#).

If you receive junk mail that requires frequent manual deletion, you might want to set up Junk Mail Handling. See [“Handling Unwanted Email \(Spam\)” on page 123](#) for more information.

To delete items from your mailbox:

- 1 In the Main Window, select one or more items, then press the Delete key.
- 2 If you delete a sent item, the Delete Item dialog box displays. Select the appropriate *Delete from* option, then click *OK*.

You can choose from the following options:

- ◆ My Mailbox
- ◆ Recipient's Mailbox
- ◆ All Mailboxes

If you delete a document reference from your Mailbox, only the reference is deleted. The document remains in the library.

Deleted items are moved to your Trash and remain there until the Trash is emptied.

3.4.5 Viewing the Discussion Thread of an Email

Discussion threads shows the email discussion of an original item and all its replies grouped in hierarchical order. When you view the discussion thread of an email you receive, a list of all messages sent and received is displayed above the email message.

- 1 Double-click an item that you want to view.
- 2 Click the *Discussion Thread* tab.

3.4.6 Displaying Only Unread Messages

To quickly view all your unread messages, you can create a folder that displays only unread messages. For more information, see [“Creating a Folder That Displays Unread Items” on page 59](#).

3.4.7 Viewing the Source of External Messages

When you receive or send messages to and from external systems, you can view the source for a message. The source includes all the data that is contained in a message.

- 1 Double-click an item that you received from an external source.
- 2 Click the *Message Source* tab.

3.4.8 Archiving and Backing Up Email

Email can accumulate rapidly. See [Chapter 16, “Maintaining GroupWise,” on page 379](#) for long-term management strategies.

3.5 Printing Email

From GroupWise, you can print any item and its attachments.

When you print an item, the *From*, *To*, *Date*, *Subject*, *CC*, and attachment names are displayed at the top of the page.

- ♦ [Section 3.5.1, “Selecting a Printer,” on page 122](#)
- ♦ [Section 3.5.2, “Printing Email with Attachments,” on page 122](#)
- ♦ [Section 3.5.3, “Displaying a Header,” on page 123](#)
- ♦ [Section 3.5.4, “Changing the Default Printed Font Size on Plain Text Items,” on page 123](#)
- ♦ [Section 3.5.5, “Printing an Item List,” on page 123](#)
- ♦ [Section 3.5.6, “Configuring the Default Print Option for Distribution Lists,” on page 123](#)

3.5.1 Selecting a Printer

- 1 In either the QuickViewer or in an open item, right-click the message, then click *Print*.
- 2 In the *Select Printer* section, select the printer to use.
- 3 Click *Print*.

3.5.2 Printing Email with Attachments

- 1 In the Item List in your Mailbox, open the item you want to print.
- 2 Click *File > Print*.
- 3 Select the items and attachments you want to print.

Select *Print attachment with associated application* to launch the application in which an attached file was created (if that application is available). This might increase printing time but ensures correct formatting of the file. Printing from GroupWise can save time, but the formatting of the attached file might change.

- 4 Click *Print*.

If you launch an associated application, you need to select to print the file after the application is open. When printing is complete, close the application.

3.5.3 Displaying a Header

To display a header on the page when printing an item:

- 1 Right-click a text item, then click *Printer > Print Options*.
- 2 In the *Job Name* field, add a %f to display the file name and a %p to display the path.
- 3 Click *OK*.

3.5.4 Changing the Default Printed Font Size on Plain Text Items

To change the default printed font size on plain text items:

- 1 Open the email you want to print.
- 2 Click *File > Print > Print Options*.
- 3 Click *Change* under *Default font* and select the desired font and size.
- 4 Click *OK*, then click *OK* again to save the changes.

3.5.5 Printing an Item List

The print list feature prints a list of all emails listed in the selected folder.

- 1 Select a folder.
- 2 Select an item in the folder.
- 3 Click *File > Print > Print List*.

3.5.6 Configuring the Default Print Option for Distribution Lists

When you print an item that has a distribution list, you can select to print the entire list or a short distribution list. If you select print a short distribution list, one line of the distribution list is printed.

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Default Actions* tab, then in the *Printing* group box select *Print short distribution list* or *Print full distribution list*.

3.6 Handling Unwanted Email (Spam)

Use Junk Mail Handling to decide what to do with unwanted Internet email and calendar appointments, also known as spam, that is sent to your GroupWise email address.

- ♦ [Section 3.6.1, "Understanding Junk Mail Handling," on page 124](#)
- ♦ [Section 3.6.2, "Blocking or Junking All Email from a Particular User," on page 125](#)
- ♦ [Section 3.6.3, "Blocking or Junking Email from a Particular Internet Domain," on page 126](#)
- ♦ [Section 3.6.4, "Junking Email from Users Not In a Personal Address Book," on page 127](#)

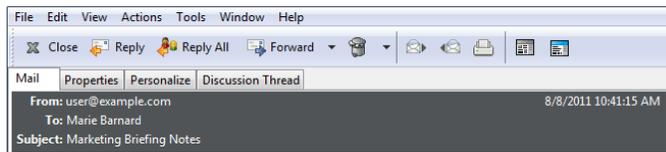
- ◆ [Section 3.6.5, “Preventing Email from a User or Internet Domain from Being Junked or Blocked,”](#) on page 127
- ◆ [Section 3.6.6, “Modifying Junk Mail Handling Lists and Settings,”](#) on page 128
- ◆ [Section 3.6.7, “Automatically Deleting Items from the Junk Mail Folder,”](#) on page 129
- ◆ [Section 3.6.8, “Manually Deleting Items from the Junk Mail Folder,”](#) on page 129

3.6.1 Understanding Junk Mail Handling

Internet email includes all email where the sender’s address is in the form of name@example.com, name@example.org, and so forth.

The following figure is an example of an email message from the Internet:

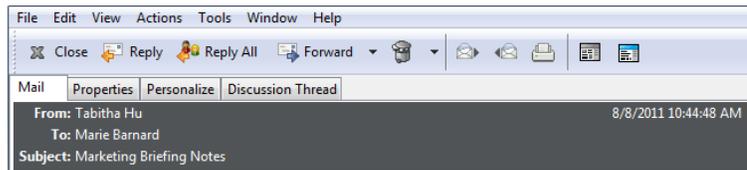
Figure 3-2 *Email from the Internet*



Junk Mail Handling does not apply to internal email or appointments. Internal email is email where the sender is part of your GroupWise system and the *From* field shows only the name of the sender, not an Internet address as explained above. If you want to block or junk internal email or appointments, you can use rules. (For more information, see [Section 9.4, “Creating a Rule,”](#) on page 261.)

The following figure is an example of an internal email message:

Figure 3-3 *Email from a GroupWise User*



You have three options for blocking or junking Internet email:

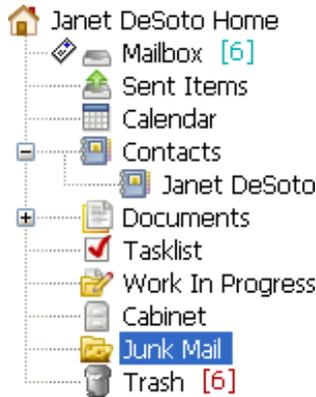
- ◆ You can add individual email addresses or entire Internet domains to a Block List. Items from these addresses or Internet domains are blocked and never arrive in your Mailbox.

An Internet domain is the part of the email address that comes after the @. For example, in the address Henry@example.com, the Internet domain is example.com.

However, email from contacts in your Frequent Contact address book and your corporate address book is not blocked.

- ◆ You can add individual email addresses or entire Internet domains to a Junk List. Items from these addresses or Internet domains are delivered to the Junk Mail folder in your Mailbox. You can specify that the items in this folder be automatically deleted after a certain number days.

Figure 3-4 Full Folder List Showing the Junk Mail Folder



- ◆ You can specify that any email items from users whose addresses are not in your personal address books (including your Frequent Contacts address book and any personal address books you have created) are sent to the Junk Mail folder. This is sometimes called “white listing.”

For information about the Junk Mail folder, see “[Junk Mail Folder](#)” on page 24.

In addition to the Block List and Junk List, there is a Trust List. Use this list to add email addresses or Internet domains that you do not want blocked or junked, no matter what is specified in the other two lists. For example, you have example.com in your Block List, but you have one friend whose address is myfriend@example.com. Add this friend’s email address to the Trust List.

If you specify Junk Mail Handling options in Caching or Remote mode, make sure to synchronize with your Online Mailbox in order to see the same options when you log in to GroupWise on another computer.

Your GroupWise administrator can turn off Junk Mail Handling so that it is not available.

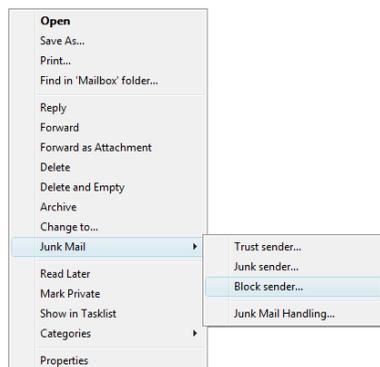
3.6.2 Blocking or Junking All Email from a Particular User

When you block all emails from specific users as described in this section, blocked users who send you messages do not receive notifications from GroupWise that their emails were blocked.

- 1 Right-click an item with an Internet address, then click *Junk Mail*.
- 2 Click *Junk Sender*.

or

Click *Block Sender*.



- 3 Select *Junk e-mail from this address* or *Block e-mail from this address*.

If you select *Junk*, the address is added to the Junk List. All future email items from this email address are delivered to the Junk Mail folder 📧.

You can specify that the items in this folder are automatically deleted after a certain number of days. This folder is not created in the folder list unless a Junk Mail option is enabled or an address or Internet domain is added to the Junk List (which enables the Junk List option).

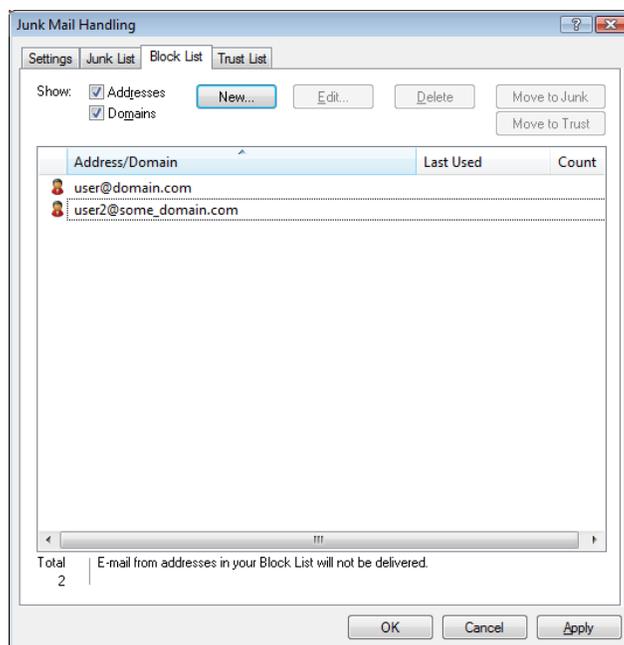
If you select *Block*, the address is added to the Block List. All future email items from this email address are not delivered to your Mailbox.

Your Junk List and Block List can each include up to 1000 entries. If more than 1000 entries are added, the least-used entries are discarded.

- 4 If the Junk List or Block List is not enabled, select *Enable Junk List* or *Enable Block List*.

At any time, you can click *Tools > Junk Mail Handling*, click *Junk List* or *Block List*, then click *New* to add an email address to the Junk List or Block List.

Figure 3-5 Junk Mail Handling Dialog Box Showing the Junk List Tab



3.6.3 Blocking or Junking Email from a Particular Internet Domain

An Internet domain is the part of the email address that comes after the @. For example, in the address Henry@example.com, the Internet domain is example.com.

When you block all emails from a specific Internet domain as described in this section, blocked users who send you messages do not receive notifications from GroupWise that their emails were blocked.

- 1 Right-click an item, then click *Junk Mail*.
- 2 Click *Junk Sender*.
or
Click *Block Sender*.
- 3 Select *Junk any e-mail from this internet domain* or *Block any e-mail from this internet domain*.

If you select *Junk*, the Internet domain is added to the Junk List. All future email items from this Internet domain are delivered to the Junk Mail folder 📧.

You can specify that the items in this folder be automatically deleted after a certain number of days. This folder is not created in the folder list unless a Junk Mail option is enabled or an address or Internet domain is added to the Junk List (which enables the Junk List option).

If you select *Block*, the Internet domain is added to the Block List. All future email items from this Internet domain are not delivered to your Mailbox.

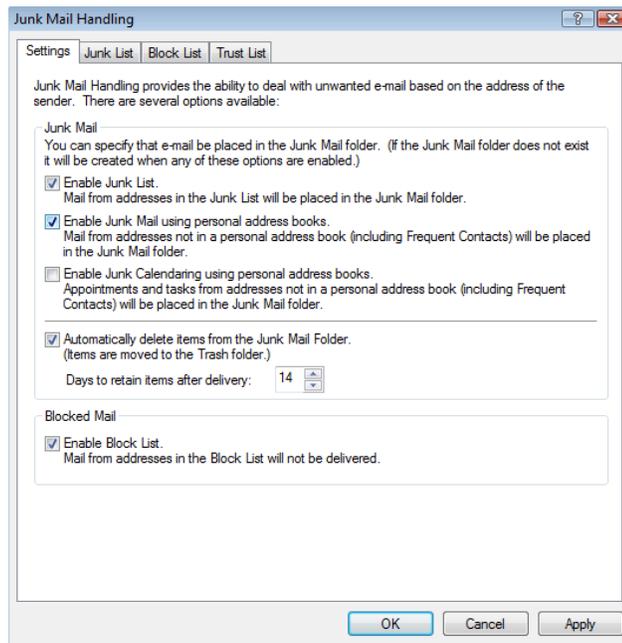
Your Junk List and Block List can each include up to 1000 entries. If more than 1000 entries are added, the least-used entries are discarded.

- 4 If the Junk List or Block List is not enabled, select *Enable Junk List* or *Enable Block List*.

At any time, you can click *Tools > Junk Mail Handling*, click *Junk List* or *Block List*, then click *New* to add an Internet domain to the Junk List or Block List.

3.6.4 Junking Email from Users Not In a Personal Address Book

- 1 Click *Tools > Junk Mail Handling*.
- 2 Select *Enable Junk Mail using personal address books*.

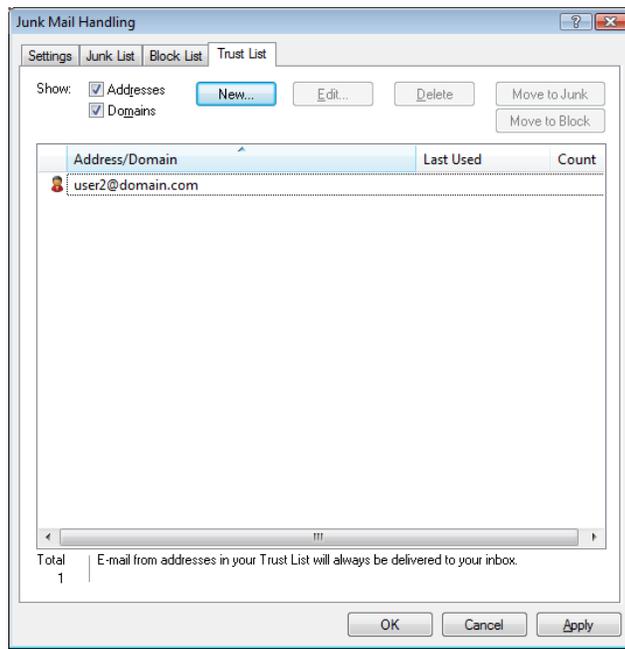


- 3 Click *OK*.

All future email from addresses not in your Frequent Contacts address book and other personal address books is delivered to the Junk Mail folder. You can specify that the items in this folder are deleted after a specified number of days.

3.6.5 Preventing Email from a User or Internet Domain from Being Junked or Blocked

- 1 Click *Tools > Junk Mail Handling*.
- 2 Click the *Trust List* tab.



- 3 Click *New*, type an email address or Internet domain, then click *OK*.

An address or Internet domain can be in uppercase, lowercase, or mixed case. For example, `amy@example.com` and `AMY@EXAMPLE.COM` are both the same.

You cannot use wildcard characters such as `*` or `?` in an Internet domain name. However, an Internet domain such as `example.com` affects all email from `example.com` and any subdomains that prefix this Internet domain, such as `offers.example.com` or `members.example.com`. A domain of `abcexample.com` is not affected.

- 4 Click *OK*.

All future items from this email address or Internet domain are not blocked or delivered to the Junk Mail folder, no matter what is specified in the Block List and Junk List.

3.6.6 Modifying Junk Mail Handling Lists and Settings

- 1 Click *Tools > Junk Mail Handling*.
- 2 On the *Settings* tab, modify any settings.
- 3 Click the tab of the list you want to modify.
- 4 To add an email address or Internet domain to a list, click *New*, type the email address or Internet domain, then click *OK*.

An address or Internet domain can be in uppercase, lowercase, or mixed case. For example, `amy@example.com` and `AMY@EXAMPLE.COM` are both the same.

You cannot use wildcard characters such as `*` or `?` in an Internet domain name. However, an Internet domain such as `idomain.com` affects all email from `idomain.com` and any subdomains that prefix this Internet domain, such as `offers.idomain.com` or `members.idomain.com`. A domain of `abcdomain.com` is not affected.

- 5 To change an email address or Internet domain, click the address or Internet domain, click *Edit*, make changes, then click *OK*.

- 6 To remove an email address or Internet domain from a list, click the address or Internet domain, then click *Remove*.
- 7 Click *OK*.

3.6.7 Automatically Deleting Items from the Junk Mail Folder

- 1 Click *Tools > Junk Mail Handling*.
- 2 Click *Automatically delete items from the junk mail folder (Items are moved to the Trash folder.)*
- 3 Specify how long you want items retained in the Junk Mail folder.
- 4 Click *OK*.

3.6.8 Manually Deleting Items from the Junk Mail Folder

To manually delete items from the Junk Mail folder, right-click the *Junk Mail* folder, click *Empty Junk Mail Folder*, then click *Yes*.

4 Calendar

You can view your schedule in a variety of views or formats, including day, week, month, year, task list, project planner, and multi-user. For example, the month view lets you view a month schedule; the Multi-User view lets you view, compare, and manage the schedules of multiple users or resources to whose Calendars you have proxy rights; and the Summary Calendar Panel lets you see a text summary of your calendar.

- ♦ [Section 4.1, “Understanding the Calendar,” on page 131](#)
- ♦ [Section 4.2, “Viewing Your Calendar,” on page 132](#)
- ♦ [Section 4.3, “Managing Your Calendar,” on page 138](#)
- ♦ [Section 4.4, “Sending Calendar Items,” on page 145](#)
- ♦ [Section 4.5, “Receiving Calendar Items,” on page 156](#)
- ♦ [Section 4.6, “Setting Calendar Alarms,” on page 159](#)
- ♦ [Section 4.7, “Sharing a Personal Calendar,” on page 160](#)
- ♦ [Section 4.8, “Subscribing to an Internet Calendar,” on page 162](#)
- ♦ [Section 4.9, “Publishing Personal Calendars on the Internet,” on page 164](#)
- ♦ [Section 4.10, “Sharing Your Free/Busy Schedule on the Internet,” on page 165](#)
- ♦ [Section 4.11, “Using the Multi-User Calendar,” on page 166](#)
- ♦ [Section 4.12, “Displaying Another User’s Calendar in Your Own Calendar,” on page 170](#)
- ♦ [Section 4.13, “Printing a Calendar,” on page 170](#)
- ♦ [Section 4.14, “Junking Calendar Items from Unknown Senders,” on page 173](#)

4.1 Understanding the Calendar

You can use Graphic Display to show appointment duration in blocks to visualize time use in your schedule or you can use Text Display to better comprehend the sequence of your appointments. Time intervals in the Appointments List can be adjusted from ten minutes to two hours, depending on how detailed you want the list to be. You can also define your work schedule to display only your office hours on your Calendar. And by using Show Appointment As, you can display levels of availability for appointments in your Calendar.

You can have multiple calendars that display in your calendar view. You can create a unique color for each calendar, making it quickly identifiable in the calendar view. You can share each calendar or all calendars with other users.

If you set automatic archiving, items that have been archived are no longer displayed on your calendar. To make them appear on your calendar, unarchive the item from your archive calendar. For more information on how to unarchive an item, see [Section 16.3.6, “Unarchiving Items,” on page 385](#).

Use the Find drop-down lists in the Calendar header to find scheduled items according to category or other find criteria.

Many types of calendar views and printouts are available to let you choose the one that displays the information you need.

4.2 Viewing Your Calendar

There are several different ways to view your GroupWise calendar, from a day view to a month view. Likewise, you can view your calendar and a proxy's calendar at the same time.

All unaccepted items in your Calendar are italicized to help you easily identify which items you have not yet accepted.

- ♦ [Section 4.2.1, "Customizing Your Calendar Views When Viewing a Calendar," on page 132](#)
- ♦ [Section 4.2.2, "Switching the Calendar View Between Graphic Display and Text Display," on page 134](#)
- ♦ [Section 4.2.3, "Selecting Calendars to Display," on page 134](#)
- ♦ [Section 4.2.4, "Viewing a Different Date in the Calendar," on page 134](#)
- ♦ [Section 4.2.5, "Viewing All Day Events in the Calendar," on page 134](#)
- ♦ [Section 4.2.6, "Navigating in the Calendar," on page 135](#)
- ♦ [Section 4.2.7, "Displaying Two Time Zones in the Calendar," on page 136](#)
- ♦ [Section 4.2.8, "Working with Time and Date Differences," on page 136](#)
- ♦ [Section 4.2.9, "Understanding the Calendar Item Icons," on page 137](#)
- ♦ [Section 4.2.10, "Understanding Calendar Shading," on page 137](#)
- ♦ [Section 4.2.11, "Viewing Any Folder As a Calendar," on page 137](#)
- ♦ [Section 4.2.12, "Opening a New Calendar View," on page 138](#)

4.2.1 Customizing Your Calendar Views When Viewing a Calendar

The Calendar has several view options. The view that is displayed when you exit your Calendar displays when you open the Calendar folder again.

- 1 In the Nav Bar, click *Calendar*, then click the buttons on the Calendar toolbar to choose different views.

Figure 4-1 Week View

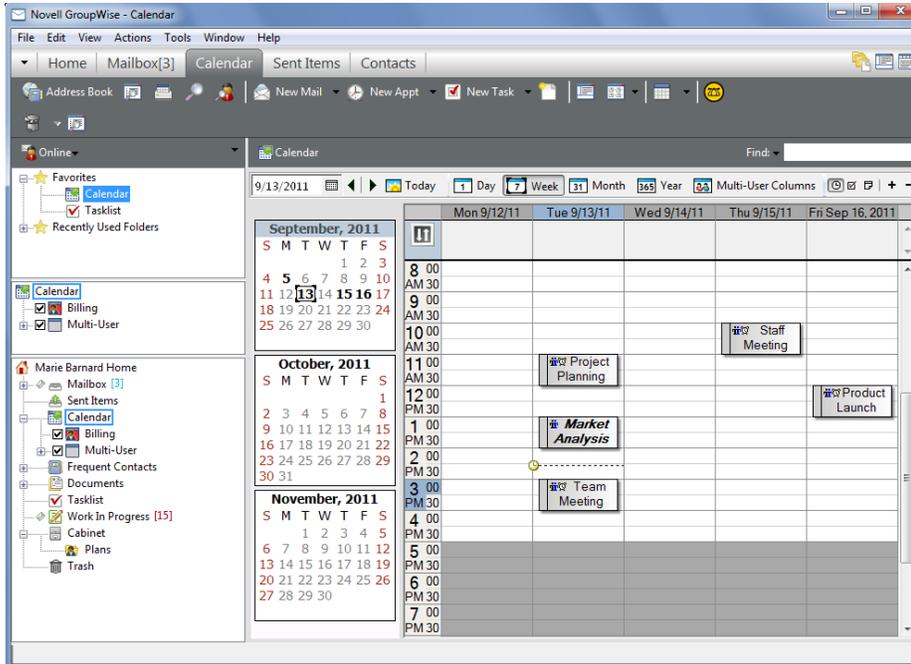
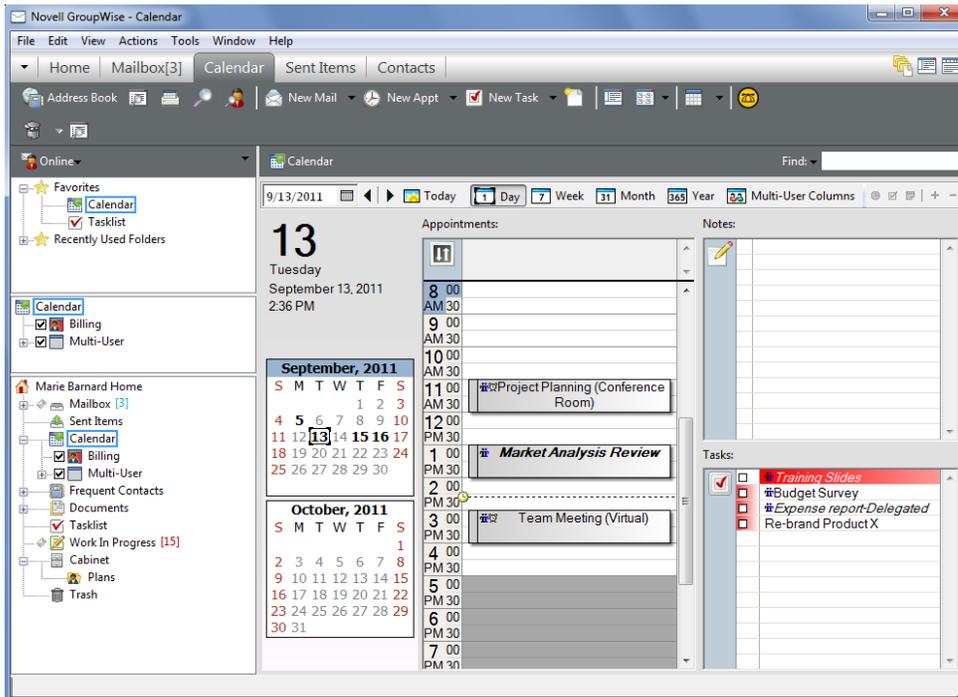


Figure 4-2 Calendar View



You can view the Calendar in various formats, including week, month, and year. To see another view, click a different button on the Calendar toolbar.

You can right-click any day in the Calendar to get more options. For example, you can see any day in an expanded view that displays in a separate window. You can also switch between Graphic Display and Text Display.

Fonts cannot be changed or modified in the calendar view. However, the text inside the appointment can be modified to other fonts, styles, and sizes.

If you want, you can close your folder list to leave more room for other views in the Main Window. Click *View > Folders List* to open or close the Folder List display.

4.2.2 Switching the Calendar View Between Graphic Display and Text Display

- 1 Right-click the *Appointments List* > click *Graphic Display* to show lines in the box.
or
Right-click the *Appointments List* > click *Text Display* to remove existing lines.

This applies only to calendar views that have an Appointments List.

4.2.3 Selecting Calendars to Display

GroupWise has the ability to display multiple calendars in the main GroupWise calendar. You can select to view your main GroupWise calendar, personal calendars, and shared calendars.

- 1 In the Simple Folder List, in the Calendar view, select the calendar check box next to the calendars you want to display.

To display the Simple Folder List, click the folder list drop-down arrow  (above the Folder List; it is to the right of Online or Caching), then click *Simple, Full, or Favorites*.

4.2.4 Viewing a Different Date in the Calendar

- 1 If the displayed view has a Calendar toolbar, click , then click a date.
or
If the displayed view has no toolbar, click *View > Go to Date*, specify a date, then click *OK*.
- 2 If the displayed view has a Calendar toolbar, click .
or
If the displayed view has no Calendar toolbar, click *View > Go to Today*.

Going to a different date is not applicable in some views.

4.2.5 Viewing All Day Events in the Calendar

All day events are located at the top of the calendar in the All-Day-Events pane when you are in the Day or Week calendar view.

For information on how to change your calendar view to a Day or Week view, see [“Navigating in the Calendar” on page 135](#).

Figure 4-3 All-Day-Events Pane

	Mon Aug 25, 2008	Tue Aug 26, 2008	Wed Aug 27, 2008	Thu Aug 28, 2008	Fri Aug 29, 2008
			Training Meeting		

4.2.6 Navigating in the Calendar

Use the Calendar toolbar to navigate in your calendar.

Figure 4-4 Calendar Toolbar



Table 4-1 Calendar Toolbar Button Descriptions

Button	Description
	Select a date to view.
	Return to today's date.
	Move forward or back one day, one week, one month, or one year, depending upon what the calendar display is set to.
	See a day view.
	See a week view.
	See a month view.
	See a year view.
	See a column view of your Multi-User Calendar.
	Show or hide appointments (on views where this applies).
	Show or hide tasks (on views where this applies).
	Show or hide reminder notes (on views where this applies).
	Adds another day in the week view.
	Remove a day from the week view.

Use the month navigation to navigate to a different day when the *Day* or *Week* view is selected in the Calendar toolbar.

Figure 4-5 Month Navigation



4.2.7 Displaying Two Time Zones in the Calendar

You can display two different time zones in the calendar. In addition, you can quickly switch between the two time zones. This is helpful when you frequently travel between time zones, or when you need to schedule meetings across time zones.

- 1 Right-click in your Calendar and select *Additional Time Zone*.
- 2 Select *Display Additional Time Zone*.
- 3 Type a label for the additional time zone, such as London.
- 4 Select the time zone from the additional *Time zone* drop-down list.
- 5 Type a label for your workstation time zone.
- 6 Select the time zone where your workstation is located from the workstation time zone drop-down list.
- 7 Click *OK*.

To swap the two time zones, click *Swap* in the Additional Time Zone window. By clicking *Swap*, you are also changing your machine's time zone.

4.2.8 Working with Time and Date Differences

You can configure the Calendar to show the difference between two time zones and to calculate start and end dates based on a specified number of days.

Use Time Zone Difference to see the time zone in one locale based on the time zone in another. For example, if you are in New York, you can use Time Zone Difference to see the time in London.

You can calculate a starting or ending date based on a given date and a specified number of days. For example, you might have a deadline 90 days after a certain action. Date Difference lets you calculate the date the deadline will fall on.

- ♦ [“Calculating a Start or End Date” on page 137](#)

Calculating a Start or End Date

- 1 Click *Tools > Date Difference*.
- 2 To calculate a start date when you know the end date, click the arrow buttons to move forward or backward one month or year at a time in the *End Date* group box, then click a date.
or
To calculate an end date when you know the start date, use the arrow buttons to move forward or backward one month or one year at a time in the *Start Date* group box, then click a date.
- 3 Type a number in the *Number of days different* text box.
- 4 Click *Calculate Start Date*, then view the calculated start date in the *Start Date* text box and calendar.
or
Click *Calculate End Date*, then view the calculated end date in the *End Date* text box and calendar.

4.2.9 Understanding the Calendar Item Icons

The icons that appear in your calendar give you additional information about items. For more information, see [Section 1.10, “Identifying Icons Appearing Next to Items,” on page 29](#).

4.2.10 Understanding Calendar Shading

Appointments on your calendar appear in different shades, depending on how the appointment is shown:

- ♦ *Busy*. The appointment displays as gray.
- ♦ *Free*. The appointment displays as white.
- ♦ *Out of the Office*. The appointment displays as dark gray.
- ♦ *Tentative*. The appointment displays as gray with white and gray stripes on the side.

To change an appointment’s *Show Appointment As* status:

- 1 Click *Actions > Show Appointment As*, then select *Busy*, *Free*, *Out of the Office*, or *Tentative*.

4.2.11 Viewing Any Folder As a Calendar

This method of viewing your calendar is useful if you store all your appointments or other items for a specific project or client in one folder and want to see your schedule for that project only.

- 1 Click a project folder in the Folder List.
- 2 Click *View > Display Settings > as Calendar* to display all scheduled, accepted items that are saved in that folder display.

4.2.12 Opening a New Calendar View

You can open a new Calendar view in a separate window outside your Calendar folder.

- 1 Click *Window > Calendar*, then click a calendar view.

You can view the Calendar by day, week, week and month, month, and year.

Other views are also available, such as Desk Calendar, Notebook, Day Projects, Day Planner, and Project Planner. These views open in a separate window and provide alternatives to viewing your current calendar. Options such as the Desk Calendar provide a creative view of your appointments and tasks and still provide the flexibility to add appointments and tasks as needed.

4.3 Managing Your Calendar

- ♦ [Section 4.3.1, “Reading a Calendar Entry,” on page 138](#)
- ♦ [Section 4.3.2, “Creating a Personal Calendar,” on page 138](#)
- ♦ [Section 4.3.3, “Customizing a New Calendar,” on page 139](#)
- ♦ [Section 4.3.4, “Sending a Calendar,” on page 144](#)
- ♦ [Section 4.3.5, “Exporting a Calendar,” on page 144](#)
- ♦ [Section 4.3.6, “Importing a Calendar,” on page 145](#)

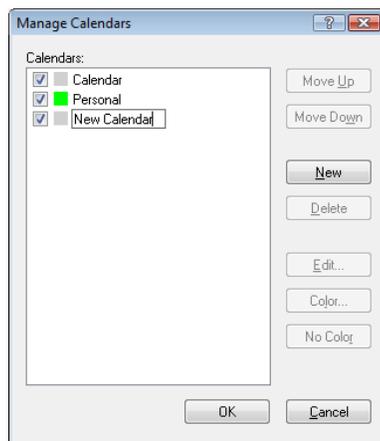
4.3.1 Reading a Calendar Entry

- 1 In the Folder List, click *Calendar*.
- 2 Double-click the item you want to read.

In all views except the Year view, you can mouse over most items and see more information such as Subject, Time, Place, and To.

4.3.2 Creating a Personal Calendar

- 1 Click *File > New > Calendar*.



- 2 Type a name for the new calendar.
- 3 (Optional) Click *Color*. Select a color for the calendar by clicking the colored square. Click *OK*.

- 4 Select what order you want your calendars to display in by selecting the calendar, then clicking *Move Up* or *Move Down*.
- 5 Click *OK*.

4.3.3 Customizing a New Calendar

You can set several options to customize your Calendar view. For example, you can make it easier to see your work days by specifying the first day of the week and highlighting weekends.

- ♦ [“Customizing Your Calendar Views for a New Calendar” on page 139](#)
- ♦ [“Defining Your Work Schedule” on page 142](#)
- ♦ [“Changing the First Day of the Week in Your Calendar” on page 142](#)
- ♦ [“Highlighting Weekends” on page 142](#)
- ♦ [“Showing Week Numbers” on page 142](#)
- ♦ [“Setting Whether to Include Yourself on New Appointments” on page 143](#)
- ♦ [“Setting How to Display Appointment Length” on page 143](#)
- ♦ [“Changing a Calendar’s Color” on page 143](#)
- ♦ [“Changing the Background for Calendar Areas” on page 144](#)

Customizing Your Calendar Views for a New Calendar

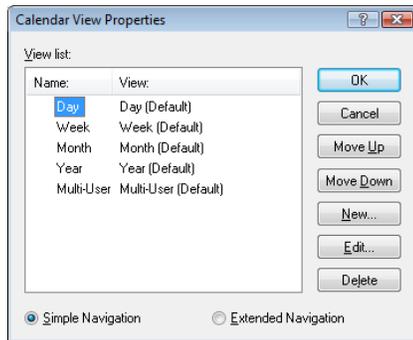
Various GroupWise Calendar views can be selected to provide the look and feel that best suits your needs. For example, you can choose to remove the monthly calendars from the Week view or display the calendars with pages that resemble a planner.

The following sections provide examples of some of the ways you can customize your Calendar view. These sections do not provide information about all of the possible views, but they show you how to perform some common changes.

- ♦ [“Changing a Calendar View” on page 139](#)
- ♦ [“Removing the Month Calendar from the Week View” on page 140](#)
- ♦ [“Adding Month Calendars to the Month View” on page 140](#)
- ♦ [“Adding Extended Navigation to the Calendar” on page 141](#)
- ♦ [“Saving a Calendar View” on page 141](#)

Changing a Calendar View

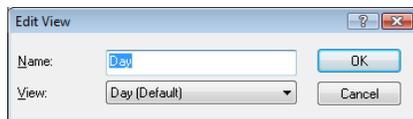
- 1 Click *Calendar* on the Nav Bar.
- 2 Right-click the view you want to change, then click *Properties*.
The Calendar View Properties dialog box opens.



The Calendar View Properties dialog box lets you change the view used to display your Day, Week, Month, Year, and Multi-User calendars.

- 3 Select the name of the view you want to change, then click *Edit*.

The Edit View dialog box opens.



- 4 Click the down-arrow to open the *View* drop-down list.
The *View* drop-down list contains a variety of available views.
- 5 Select the view you want to use, then click *OK* to close the Edit View dialog box.
- 6 Click *OK* to close the Calendar View Properties dialog box.

Removing the Month Calendar from the Week View

You might want to remove the month calendar from the Week view to allow more space for your weekly appointments to display.

- 1 Click *Calendar* on the Nav Bar.
- 2 Right-click *Week*, then click *Properties*.
The Calendar View Properties dialog box opens.
- 3 Select *Week*, then click *Edit*.
The Edit View dialog box opens.
- 4 Click the down-arrow to open the *View* drop-down list.
- 5 Select *Week*—not *Week (Default)*—then click *OK* to close the Edit View dialog box.
- 6 Click *OK* to close the Calendar View Properties dialog box.

Now, when you view the weekly calendar, the month calendar does not display.

Adding Month Calendars to the Month View

By default, the Month view shows the current month's appointments. To show the month calendars for the previous month and the next several months, change the Month view from *Month (Default)* to *Month and Calendar*.

- 1 Click *Calendar* on the Nav Bar.
- 2 Right-click *Month*, then click *Properties*.

The Calendar View Properties dialog box opens.

- 3 Select *Month*, then click *Edit*.

The Edit View dialog box opens.

- 4 Click the down-arrow to open the *View* drop-down list.
- 5 Select *Month and Calendar*, then click *OK* to close the Edit View dialog box.
- 6 Click *OK* to close the Calendar View Properties dialog box.

Now, when you view the monthly calendar, as many month calendars display below the current month's appointment calendar as can fit in your GroupWise window.

Adding Extended Navigation to the Calendar

By default, the Calendar opens with the Simple Navigation feature selected. Simple Navigation allows you to move forward or back one day, week, month, or year, depending on the selected calendar view, by clicking the forward or back button.

Figure 4-6 Simple Navigation Forward and Back Buttons



The Extended Navigation feature provides additional functionality by making it possible to move forward or back 1, 7, 31, or 365 days.

Figure 4-7 Extended Navigation Forward and Back Buttons



- 1 Click *Calendar* on the Nav Bar.
- 2 Right-click any view, then click *Properties*.
The Calendar View Properties dialog box opens.
- 3 Select *Extended Navigation*.
- 4 Click *OK* to close the Calendar View Properties dialog box.

Now, when you view the monthly calendar, as many month calendars display below the current month's appointment calendar as can fit in your GroupWise window.

Saving a Calendar View

You can save a customized calendar view.

- 1 Click *Calendar* on the Nav Bar.
- 2 Customize your calendar views.
- 3 Right-click any view, then click *Properties*.
The Calendar View Properties dialog box opens.
- 4 Select the view you want to save, then click *New*.
- 5 Type the name of your custom view, select a view type, then click *OK*.
The new view is added to the list of views.

Defining Your Work Schedule

Your work schedule shows others when you are available and affects how calendars display. By default, GroupWise assumes an 8:00 a.m. to 5:00 p.m. workday, Monday through Friday. If you have a different work schedule, you can set your schedule to display accurately.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *Work Schedule* tab.
- 3 (Optional) If you are always available for appointments, click *Set Always Available* and skip the remaining steps.
- 4 In the *Start time* field, specify the time when your day typically begins.
- 5 In the *End time* field, specify the time when your day typically ends.
- 6 Select the days when you work and leave your usual days off deselected.
- 7 Confirm that the time zone shown is correct.
If the time zone is incorrect, right-click the clock in your Windows notification area, select *Adjust Date/Time*, click the *Time Zone* tab, then select the correct time zone.
- 8 Click *OK*.

Changing the First Day of the Week in Your Calendar

GroupWise checks the locale of your workstation's operating system to determine the standard first day of the week for your locale. If you prefer, you can change the first day of the week to be a day other than the default.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Select a day in the *Calendar Display Options* group box, then click *OK*.

Highlighting Weekends

You can highlight weekends and make weekends and weekdays easier to differentiate in your Calendar.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Select the *Highlight weekends* check box, then click *OK*.

Showing Week Numbers

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Select the *Show week number* check box, then click *OK*.

Setting Whether to Include Yourself on New Appointments

By default, GroupWise automatically includes your name in the *To* list when you create a new appointment. You can disable this feature so you are not automatically included, or to enable it if it has been disabled.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Select the *Include myself on new appointments* check box, then click *OK*.

Setting How to Display Appointment Length

When you configure how to display the length of new appointments, you can select whether to display the appointment length by duration or by an end date and time. You can also set the default length of appointments.

- ♦ [“Displaying Appointment Length by Duration or by End Date and Time” on page 143](#)
- ♦ [“Setting the Default Appointment Length” on page 143](#)

Displaying Appointment Length by Duration or by End Date and Time

By default, GroupWise displays appointment length by duration. That is, when you create an appointment, a field displays where you can enter an amount of time (such as 30 minutes or 2 hours) to indicate the length of the appointment.

If you prefer, you can specify an end date and time for each appointment. If you use this option, GroupWise displays a field for entering an end date and another for entering an end time when you create a new appointment.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Under *Display appointment length using*, select either *Duration* or *End date and time*, then click *OK*.

Setting the Default Appointment Length

By default, a new appointment is one hour long, although you can adjust the time when you create the appointment. For example, if most of the appointments you set up usually last 30 minutes, you can change the default to 30 minutes.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Specify the number of hours and minutes for the *Default appointment length*, then click *OK*.

Changing a Calendar's Color

- 1 In the Folder List, click the Calendar colored square.
- 2 Select a color.

Changing the Background for Calendar Areas

You can change the background appearance for All Day Events, Appointments, Reminder Notes, and Tasks.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Under *Line, Color Options*, select if you want to display a background color for *All-Day-Events, Appointments, Reminder Notes, and Tasks*.
- 4 If you selected to display a background color for any of the calendar items, select a color for each item.
To use the default GroupWise 6.0 background colors, click *GW60*. To use the default GroupWise 6.5 background colors, click *GW65*. The GroupWise 6.5 and GroupWise 7 default background colors are the same.
- 5 Select if you want to display separating lines for reminder notes and tasks.
- 6 Click *OK*, then click *Close*.

4.3.4 Sending a Calendar

When you send a calendar, the calendar is sent as an Internet Calendar attachment to an email message. Internet Calendar attachments have the file extension of *.ics*.

- 1 Right-click the calendar to export, then click *Send*.
- 2 Select the time period.
Select *Entire calendar* to send your entire calendar.
or
Select *Previous* to send part of your calendar. If you select *Previous*, you must specify a range of days to send.
- 3 Select the level of detail:
Busy Time Only: Sends only the busy information for the calendar, and no information about the calendar items.
Busy Time and Subject: Sends the busy information as well as the subject of the appointment.
Full Details: Sends the busy time and all the information associated with your calendar items.
- 4 Select *Include Private Items* to include private items.
- 5 Select *Include Attachments* to include attachments.
- 6 Click *OK*.
A new email message is generated with a *.ics* attachment.
- 7 Specify who you want to send the message to, then click *Send*.

4.3.5 Exporting a Calendar

When you export a calendar, the calendar is exported as an Internet Calendar. Internet Calendar attachments have the file extension of *.ics*.

- 1 Right-click the calendar to export, then click *Export*.
- 2 Type a file name for the item in the *File name* field.

- 3 To save the item in a different directory than is shown, browse to the new directory.
- 4 Click *Save*.

4.3.6 Importing a Calendar

You can import a calendar that has been saved as a `.ics` file. For information about saving a calendar as a file, see [Section 4.3.5, “Exporting a Calendar,” on page 144](#).

- 1 Right-click the *Calendar* tab, or right-click the main calendar, then click *Import Calendar*.
- 2 Specify the file name of the calendar you want to import, including the path to the file, or click *Browse* and locate the file.
- 3 (Conditional) If you want to rename the calendar, specify a new name; otherwise, leave the existing name in the *Name* field.
If the name specified for the new calendar is the same as a calendar you already have, the new calendar is added into the existing calendar.
- 4 If a description field is available for the calendar you are importing, type a description, then specify whether to replace or add to the existing contents.
- 5 Click *OK*.

4.4 Sending Calendar Items

- ♦ [Section 4.4.1, “Understanding Calendar Items,” on page 145](#)
- ♦ [Section 4.4.2, “Scheduling Appointments,” on page 146](#)
- ♦ [Section 4.4.3, “Sending Reminder Notes,” on page 153](#)
- ♦ [Section 4.4.4, “Scheduling Recurring Items,” on page 155](#)

4.4.1 Understanding Calendar Items

You can schedule appointments and reminder notes for yourself and other users. You can also reserve a block of time by using a posted appointment.

For information about how appointments and reminder notes differ from other item types, see [Section 1.9, “Understanding GroupWise Item Types,” on page 28](#).

If you want to find out if someone is coming to your meeting, you can check for an accepted or declined status in the item’s Properties. For more information, see [“Working with Sent Items” on page 99](#).

All scheduled items can be retracted or rescheduled, even if the recipients have already opened and accepted them. For more information, see [Section 3.2.3, “Retracting Sent Email,” on page 102](#) and [Section 3.2.5, “Editing Sent Appointments, Tasks, and Reminder Notes,” on page 103](#).

For more information about managing items after they have been sent or received, see [Section 3.1, “Sending Email,” on page 71](#) and [Section 3.3, “Receiving Email,” on page 106](#).

4.4.2 Scheduling Appointments

Use appointments to schedule blocks of time on a specific date or range of dates.

You can use Busy Search to check for a time when all the users and resources you want for an appointment are available.

When you perform a Busy Search for users who are in a different time zone than you, GroupWise takes into consideration the difference in time zones. For example, if you are trying to schedule a meeting with a co-worker whose time zone is seven hours later than your own, that co-worker's workday is blocked out in the Busy Search sometime after 10:00 a.m. your time.

When you schedule an appointment and include yourself as a participant, GroupWise automatically accepts the appointment for you unless there is a conflicting appointment, in which case you will receive a notification stating you have a conflicting appointment. This occurs when you try to send the appointment.

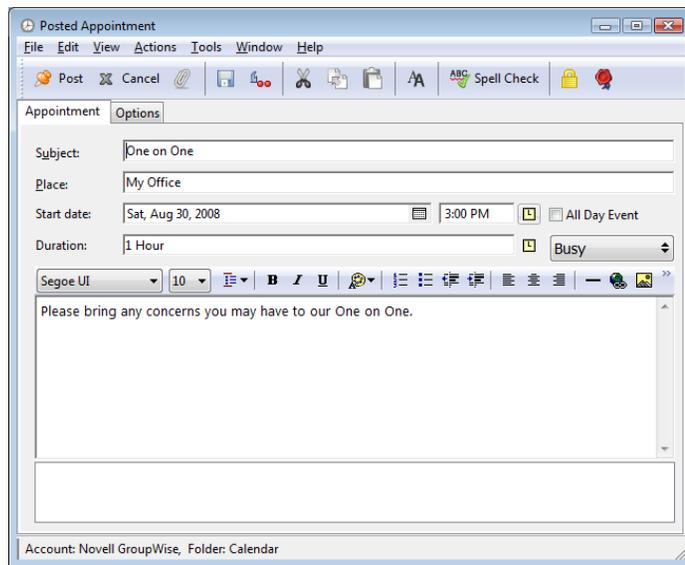
- ♦ [“Scheduling an Appointment for Yourself” on page 146](#)
- ♦ [“Scheduling an Appointment for Multiple People” on page 147](#)
- ♦ [“Using Busy Search to Check Availability” on page 149](#)
- ♦ [“Understanding All Day Events” on page 150](#)
- ♦ [“Time Input” on page 151](#)
- ♦ [“Specifying a Time Zone for an Appointment” on page 152](#)
- ♦ [“Canceling an Appointment” on page 152](#)
- ♦ [“Canceling a Recurring Appointment” on page 153](#)
- ♦ [“Modifying an Appointment” on page 153](#)
- ♦ [“Copying an Appointment” on page 153](#)

Scheduling an Appointment for Yourself

If you are not available for meetings, you can schedule a posted appointment for those times. When another user includes you in an appointment and does a busy search, the user can see that you are not available at those times, but can still schedule over your appointment.

Posted appointments are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox. Similarly, all posted appointments are saved to your main GroupWise calendar. To move them to a personal calendar, drag and drop them to the personal calendar after they are created.

- 1 On the toolbar, click the arrow on the  button, then click *Posted Appointment*.



or

In your Calendar, open a view with an Appointments List, click a date, then double-click a time in that day.

- 2 (Optional) Type a subject and a place.
- 3 Specify the start date.

or

Click  to specify a date or auto-date for your appointment. To create a recurring appointment, see [Section 4.4.4, "Scheduling Recurring Items,"](#) on page 155.

or

Select *All Day Event* for an all day event.

For more information about all day events, see ["Understanding All Day Events"](#) on page 150.

- 4 Specify a start time and duration. Duration can be in minutes, hours, or days.
- 5 Specify how you want the appointment to appear with the *Show As* drop-down menu. Appointments can appear as *Busy*, *Free*, *Out of the Office*, or *Tentative*.
- 6 (Optional) Type a message.
You can specify many options, such as making this appointment a high priority and more, by clicking the *Options* tab.
- 7 (Optional) Specify a Show Appointment As type by clicking *Actions > Show Appointment As*, then clicking a type.
- 8 Click *Post* on the toolbar.

Scheduling an Appointment for Multiple People

- 1 Click  on the toolbar.
 - 2 In the *To* field, type a user name, then press Enter. Repeat for additional users. Include any resource IDs (such as conference rooms) in the *To* field. If necessary, type user names in the *CC* and *BC* fields.
- or

To select user names or resources from a list, click *Address* on the toolbar, double-click each user, then click *OK*.

Your name is automatically added to the *To* field of the appointment. When you send the appointment, it is automatically added to your calendar. If you do not want to be included in the message, delete your name from the *To* field.

- 3 To change the From name (to another account or proxy), click **From:**, then click a name.
- 4 (Conditional) If a place hasn't been added as a resource on the *To* field, type the place description in the *Place* field.
- 5 Specify the start date.

or

Click  to specify a date or auto-date for your appointment. To create a recurring appointment, see [Section 4.4.4, "Scheduling Recurring Items,"](#) on page 155.

or

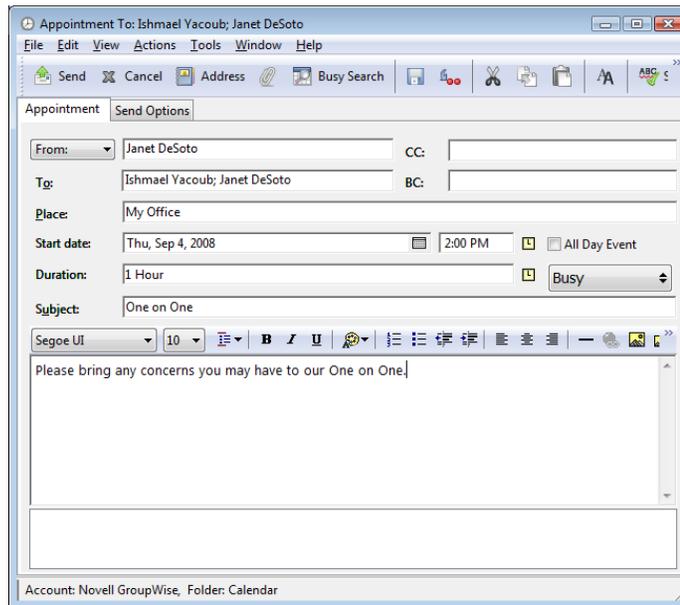
Select *All Day Event* for an all day event.

For more information about all day events, see ["Understanding All Day Events"](#) on page 150.

- 6 Specify a start time and duration. Duration can be in minutes, hours, or days.
- 7 Specify how you want the appointment to appear as. Appointments can appear as *Busy*, *Free*, *Out of the Office*, or *Tentative*.

Recipients in the *CC* and *BC* fields receive the appointment as Free.

- 8 Type a subject and message.



- 9 If you want to make sure the people and resources for the appointment are available, do a busy search by clicking *Busy Search* on the toolbar. For more information, see ["Using Busy Search to Check Availability"](#) on page 149.

You can specify many options, such as making this appointment a high priority, requesting a reply from recipients, and more, by clicking the *Send Options* tab.

- 10 Click *Send* on the toolbar.

If the appointment conflicts with an appointment that is already on your calendar, you are given the option to continue scheduling the appointment or to change the appointment.

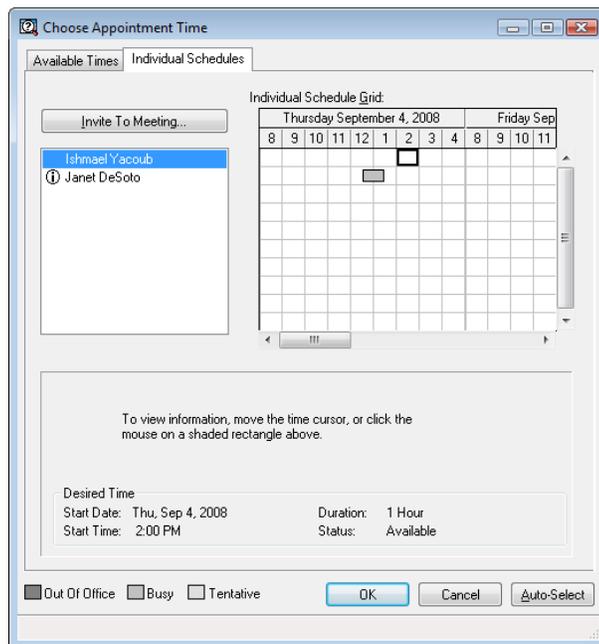
Using Busy Search to Check Availability

Use Busy Search to find a time when all the people and resources you want to schedule for a meeting are available.

- ♦ [“Performing a Busy Search” on page 149](#)
- ♦ [“Changing Busy Search Options” on page 150](#)

Performing a Busy Search

- 1 In an appointment you are creating, specify user names and resource IDs in the *To* field.
- 2 Specify the first possible day for the meeting in the *Start Date* field.
- 3 Specify the meeting’s duration.
- 4 Click *Busy Search* on the toolbar.



The legend at the bottom of the Busy Search dialog box shows the meaning of the various Show Appointment As patterns on the grid.

If  appears to the left of the user name or resource, you can click a scheduled time across from the user name or resource on the *Individual Schedules* tab to display more information about the appointment in the box below. However, the user or resource owner must give you appointment Read rights in their Access List before the  icon appears. See [“Granting Proxy Rights as a Mailbox Owner” on page 267](#).

To exclude a user name or resource from the search without deleting it, click the *Available Times* tab, then click the check box next to the user or resource to deselect it. Excluding a person or resource from the search is useful if a user (like a CC recipient) should be invited to a meeting but does not necessarily need to attend. To include a user or resource name that has been excluded, click the check box next to the user or resource to select it.

- 5 Click *Auto-Select* to select the first available meeting time, then click *OK* to transfer the users, resources, and selected time and duration to the appointment you were scheduling.

or

Click *Auto-Select* until the time you want is displayed, then click *OK* to transfer the users, resources, and selected time and duration to the appointment you were scheduling.

or

Click the *Available Times* tab to see possible meeting times, click a time to select it, then click *OK* to transfer the users, resources, and selected time and duration back to the appointment you were scheduling.

- 6 To remove a user or resource from the *Invite to Meeting* list after the search, click the *Available Times* tab, click the user name or resource to remove, press *Delete*, then click *Yes*.

This is useful if you want to include several conference rooms in the search to find one that is available, then eliminate those you do not want.

- 7 Complete and send the appointment.

If you want to do a busy search before creating an appointment, click *Tools > Busy Search*. Specify information in the Busy Search dialog box, then click *OK* to perform a busy search. When you find a time you want for a meeting, click *Request Meeting* to transfer the information to a new appointment view, then complete the appointment.

You can change the search range for one appointment by scheduling the appointment with *Tools > Busy Search* and changing the number in the *Number of days to search* field.

This method is useful when you are scheduling recurring appointments or planning appointments with users and you want to see the users' schedules further into the future than the default seven days.

Changing Busy Search Options

You can change the search range, time, and days default for all appointments on the *Busy Search* tab in Date Time Options.

- 1 Click *Tools > Options*, double-click *Calendar*, then click the *Busy Search* tab.
- 2 Change the options you want.
Options include the range of dates or specific days to search.
- 3 Click *OK*.

Understanding All Day Events

When you are creating a GroupWise appointment, you can choose to make the appointment an all day event by selecting *All Day Event*, located next to the time input field.

You can specify how you want the appointment to appear by clicking the availability button, located below the *All Day Event* select box. Appointments can appear as *Busy*, *Free*, *Out of the Office*, or *Tentative*. Unlike regular appointments, all recipients receive all day event appointments as *Free* by default. This is because all day events are often intended to be strictly informational for recipients. For example, you might send out an all day event to inform colleagues that you are going to be on vacation. In this case, colleagues who receive the event are not shown as *Busy* on the day of the event.

Changing How All-Day Events Are Displayed

You can change the way that all day events are accepted into your calendar by using the Options menu.

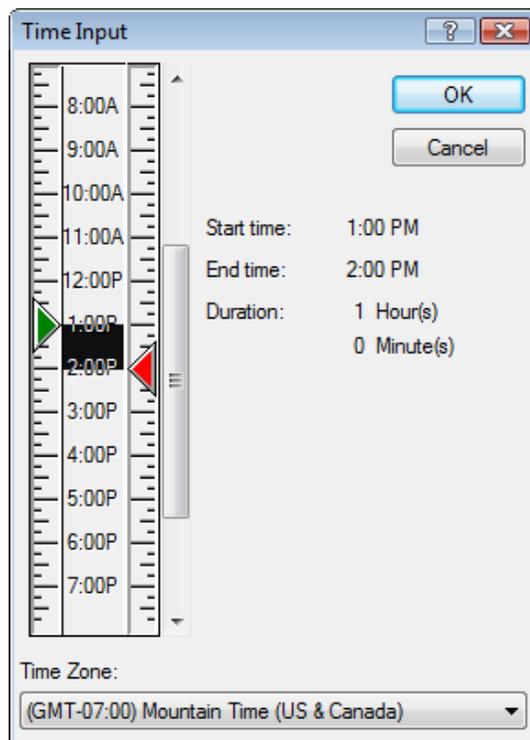
- 1 Click *Tools > Options*, double-click *Calendar*, then click the *General* tab.
- 2 In the *Accept Options* area, click the drop-down menu located beneath *Accept All-Day-Events I send to myself as*, then choose the option you want.
- 3 Click *OK*.

When you send an All-Day Event to recipients, the time appears as *Free* by default. The sender can choose to have the event show as *Busy* in recipients' calendars, but must do so each time they send an All-Day Event.

Time Input

When you schedule appointments and other items you might be required to specify a time. In most cases you have the option to specify the time by typing it directly into the time field or entering it through the time input field. Click  to open the time input window.

Figure 4-8 Time Input Window



Use the green arrow to select a start time and the red arrow to select an end time. The currently selected times display on the right side of the screen. You can use intervals as small as 15 minutes.

If a correct duration has already been entered, you can move it by dragging the selected area up or down.

A time zone option is available to specify a specific time zone for the event. For more information on time zones, see [“Specifying a Time Zone for an Appointment” on page 152](#).

Specifying a Time Zone for an Appointment

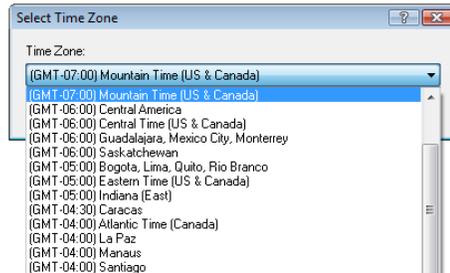
The Time Zone feature lets you schedule a meeting for recipients in different time zones who will meet in a single location.

Normally, GroupWise automatically adjusts meeting times based on the recipients' time zones. For example, a meeting scheduled by a user in Utah for 10:00 would be displayed as 9:00 for a recipient in California and as 12:00 for a user in New York because these users are in different time zones.

Because GroupWise adjusts the time, all the users scheduled for a conference call can call in at the same moment, even though their local time might differ.

Use the Time Zone feature if you don't want GroupWise to adjust to the recipients' local time zone. For example, if you are in the Saskatchewan time zone and include users from the Mountain Time (US & Canada) time zone in your appointment, you would use the Time Zone feature if these users are flying to Saskatchewan for the appointment. Time Zone ensures that the appointment in their Calendars and Mailboxes shows the correct Saskatchewan time.

- 1 Open and create a new appointment.
- 2 Click *Actions > Select Time Zone*, click the *Time Zone* drop-down list and select the time zone for the appointment location, then click *OK*.



- 3 Click *Send* on the toolbar.

When the users you have scheduled with the Time Zone feature receive the appointment, they see a time annotation after the subject when they see the appointment in their Mailboxes. For example, if the subject of the meeting is "Marketing Conference" and the time zone is Saskatchewan, users would see a subject and time annotation similar to the following: Marketing Conference (Saskatchewan). In the users' Calendars, the place is annotated with the time zone, rather than the subject.

Canceling an Appointment

You can cancel an appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

- 1 In your calendar, right-click the appointment you want to cancel, then click *Delete*.
- 2 Select *Delete this item from all other recipient's mailboxes* to remove it from other users' mailboxes. Leave this option deselected if you want to delete it only from your own mailbox.
- 3 (Optional) Type a message explaining the cancellation.
- 4 Then click *OK*.

A Meeting Cancelled message is sent to each user that the appointment was sent to, and the appointment is removed from the user's calendar. Users who had the appointment delegated to them do not receive a Meeting Cancelled message, but the appointment is removed from their calendars.

Canceling a Recurring Appointment

You can cancel a recurring appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

- 1 In your calendar, right-click the recurring appointment you want to cancel, then click *Delete*.
- 2 Select *Delete this item from all other recipient's mailboxes*.
- 3 (Optional) Type a message explaining the cancellation.
- 4 Click *OK*.
- 5 Click *This Instance*, *All Instances*, or *This Instance Forward*.

A Meeting Cancelled message is sent to each user that the appointment was sent to, and the appointment is removed from the user's calendar. Users who had the appointment delegated to them do not receive a Meeting Cancelled message, but the appointment is removed from their calendar.

Modifying an Appointment

When an appointment is modified, changes simply appear on recipients' appointments with no message appearing in users' mailboxes. The modified appointment is displayed as bold and a notification banner is displayed inside the appointment, indicating to users which sections of the appointment have been modified. Users are not prompted to re-accept the appointment.

For information on how to modify an appointment and other email items, see [Section 3.2.5, "Editing Sent Appointments, Tasks, and Reminder Notes,"](#) on page 103.

To reschedule an appointment for a new time on the same day:

- 1 Open your Calendar and drag the appointment to the new time.

Copying an Appointment

Like with other types of email items, you can copy an existing appointment to create a new appointment. For more information, see [Section 3.2.6, "Duplicating Sent Email,"](#) on page 103.

4.4.3 Sending Reminder Notes

Reminder notes are like mail messages except they are scheduled for a particular day and appear on the Calendar for that date. You can use reminder notes to show vacations, holidays, paydays, birthdays, and so forth.

- ♦ ["Scheduling a Reminder Note for Yourself"](#) on page 153
- ♦ ["Scheduling a Reminder Note for Others"](#) on page 154

Scheduling a Reminder Note for Yourself

A reminder note to yourself is called a posted reminder note. Posted reminder notes are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox.

- 1 From your Calendar, open a view with a Reminder Notes List (for example, the Week view).
- 2 Click a date, then double-click an empty space in the Reminder Notes List.
- 3 If necessary, click  to specify a start date or auto-date for your reminder note.

- 4 Type a subject and the reminder note message.

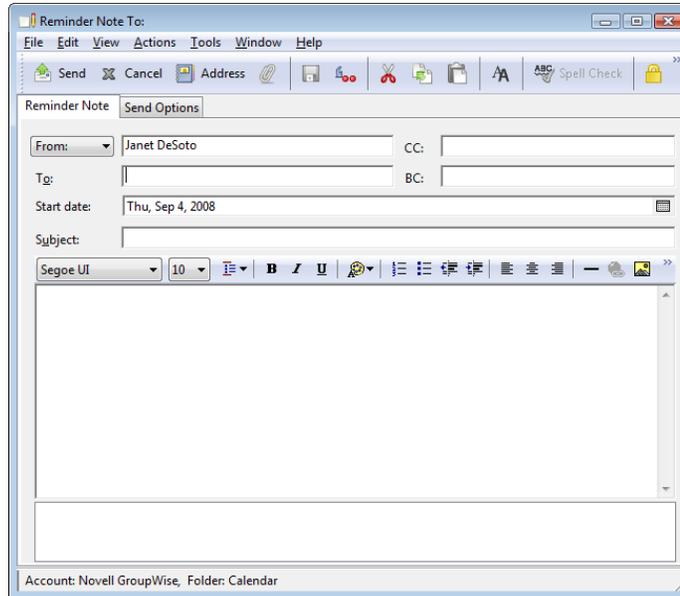
You can specify many options, such as making this reminder note a high priority and more, by clicking the *Send Options* tab.

- 5 Click *Post* on the toolbar.

To access the information later, open your Calendar and select the date the information appears on. Double-click the reminder note in the Reminder Notes List.

Scheduling a Reminder Note for Others

- 1 Click *File > New > Reminder Note*.



- 2 In the *To* field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the *CC* and *BC* fields.

or

To select user names from a list, click *Address* on the toolbar, double-click each user, then click *OK*.

- 3 To change the From name (to another account or proxy), click **From:**, then click a name.
- 4 (Optional) Type a subject and the reminder note message.
- 5 In the *Start Date* field, type the date this reminder note should appear in the recipients' Calendars.

or

Click  to specify a start date or auto-date for your reminder note.

You can specify many options, such as making this reminder note a high priority, requesting a reply from recipients, and more, by clicking the *Send Options* tab.

- 6 Click *Send* on the toolbar.

4.4.4 Scheduling Recurring Items

You can send appointments, tasks, and reminder notes as recurring items. Recurring items can be scheduled daily, weekly, monthly, yearly, or according to custom settings that you define.

When you send a recurring item, GroupWise copies the item and places one of the defined dates in each copy of the item. For example, if you define five dates for the event, GroupWise makes five copies of the item and schedules one copy for each date. If you send the item to other users, you have five outgoing items with five occurrences. If you receive the event, you find five copies of the incoming item in your Mailbox, each scheduled for a different date.

- ♦ [“Scheduling a Daily Recurring Item” on page 155](#)
- ♦ [“Scheduling a Weekly Recurring Item” on page 155](#)
- ♦ [“Scheduling a Monthly Recurring Item” on page 155](#)
- ♦ [“Scheduling a Yearly Recurring Item” on page 155](#)
- ♦ [“Scheduling a Custom Recurring Item by Dates” on page 155](#)

Scheduling a Daily Recurring Item

- 1 In an appointment, task, or reminder note you are scheduling, click *Recurrence*, then click *Daily*.
- 2 Select the pattern of recurrence, start date, end date (or number of occurrences), then click *Done*.

Scheduling a Weekly Recurring Item

- 1 In an appointment, task, or reminder note you are scheduling, click *Recurrence*, then click *Weekly*.
- 2 Select the pattern of recurrence, start date, end date (or number of occurrences), then click *Done*.

Scheduling a Monthly Recurring Item

- 1 In an appointment, task, or reminder note you are scheduling, click *Recurrence*, then click *Monthly*.
- 2 Select the pattern of recurrence, start date, end date (or number of occurrences), then click *Done*.

Scheduling a Yearly Recurring Item

- 1 In an appointment, task, or reminder note you are scheduling, click *Recurrence*, then click *Yearly*.
- 2 Select the pattern of recurrence, start date, end date (or number of occurrences), then click *Done*.

Scheduling a Custom Recurring Item by Dates

This type of custom recurrence allows you to select specific days from a year calendar.

- 1 In an appointment, task, or reminder note you are scheduling, click *Recurrence*, then click *Custom*.
- 2 On the *Date* tab, click the days you want to schedule.
- 3 To move to a different year, click the year button, type the new year, then click *OK*.
- 4 If you want to clear all the dates you have selected, click *Reset*.
- 5 Click *OK*.

4.5 Receiving Calendar Items

- ♦ [Section 4.5.1, “Accepting or Declining Calendar Items,” on page 156](#)
- ♦ [Section 4.5.2, “Accepting or Declining Internet Items,” on page 157](#)
- ♦ [Section 4.5.3, “Delegating Calendar Items,” on page 157](#)
- ♦ [Section 4.5.4, “Changing Calendar Item Types,” on page 158](#)
- ♦ [Section 4.5.5, “Saving Calendar Items,” on page 159](#)

4.5.1 Accepting or Declining Calendar Items

When you receive an appointment, task, or reminder note, you might not be able to accept it. In GroupWise, you can let the sender know if you accept or decline, specify a level of acceptance or availability, and add additional comments. You can also delegate the item to another user. The sender can find your response by checking the item’s properties.

If you decline an appointment after its start time, the sender sees the appointment as deleted rather than declined in the appointment’s properties.

- ♦ [“Accepting or Declining an Item” on page 156](#)
- ♦ [“Accepting an Item to a Personal Calendar” on page 156](#)
- ♦ [“Keeping a Copy of an Accepted Item in Your Mailbox” on page 157](#)

Accepting or Declining an Item

- 1 Open the appointment, task, or reminder note.
- 2 Click *Accept* or *Decline* on the toolbar.

or

Click the down-arrow to the right of the button to select an *Accept* level of availability, *Accept with Options*, or to select *Decline with Options*.

- 3 (Optional) If you selected *Accept with Options* or *Decline with Options*, you can type a comment, then click *OK*.

By default, the sender can view your comment by viewing the item properties in the Sent Items folder. However, for a more noticeable indication when someone declines an item, the sender has the option under *Tools > Options > Send > Appointment/Task/Reminder Note* to set Return Notification When Declined to Mail Receipt, Notify, or both.

- 4 If the item is an Auto-Date item, click *This Instance* to accept or decline this one Auto-Date item, or click *All Instances* to accept or decline all instances of the Auto-Date item.

Accepting an Item to a Personal Calendar

- 1 Open the appointment, task, or reminder note.
- 2 Click the down-arrow to the right of the *Accept* button, then select *Accept with Options*.
- 3 Select the personal calendar where you want the item to appear, then click *OK*.

Keeping a Copy of an Accepted Item in Your Mailbox

When you accept an item, you can also select to keep a copy of the item in your Mailbox folder.

- 1 Click *Tools > Options*, then double-click *Calendar*.
- 2 On the General page, select *On accept, continue to display the item in the Mailbox*.
- 3 Click *OK*.

4.5.2 Accepting or Declining Internet Items

You can accept or decline appointments, all day events, and tasks that are sent from Internet-enabled collaboration clients. Some of these clients include Microsoft Exchange, Lotus Notes, and Macintosh iCal.

- 1 Open the appointment, task, or reminder note.
- 2 Click *Accept* or *Decline* on the toolbar.
or
Click the down-arrow to the right of the button to select an *Accept* level of availability, or to select *Decline with Options*.
- 3 (Optional) If you selected *Decline with Options*, you can type a comment, then click *OK*.
- 4 If the item is an Auto-Date item, click *This Instance* to accept or decline this single Auto-Date item, or click *All Instances* to accept or decline all instances of the Auto-Date item.
By default, a message is sent to the sender of the item, indicating the action you took.
In addition, you can right-click the Internet item and select *Import Calendar*. This creates a new calendar and imports the item to the new calendar.

4.5.3 Delegating Calendar Items

Use Delegate to reassign a scheduled item to someone else. The sender can determine who you delegated the item to by looking at the item's properties.

When an appointment is modified by the original sender, all delegated recipients, along with the original recipients, receive the modifications.

- ♦ [“Delegating an Appointment, Task, or Reminder Note from the Main Window” on page 157](#)
- ♦ [“Delegating an Appointment, Task, or Reminder Note from the Calendar View” on page 158](#)

Delegating an Appointment, Task, or Reminder Note from the Main Window

- 1 In the Item list, click a task, reminder note, or appointment.
- 2 Click *Actions > Delegate*.
- 3 In the *To* field, type a user name, then press Enter.
or
To select a user name from a list, click *Address* on the toolbar, double-click the user, then click *OK*.
- 4 Type any additional comments to the recipient.
- 5 Click *Send* on the toolbar.
- 6 Click *Yes* if you want this item to remain in your Calendar.

or

Click *No* if you want this item deleted from your Calendar.

Delegating an Appointment, Task, or Reminder Note from the Calendar View

- 1 In a Calendar view, right-click a task, reminder note, or appointment, then click *Delegate*.
- 2 In the *To* field, type a user name, then press Enter.

or

To select a user name from a list, click *Address* on the toolbar, double-click the user, then click *OK*.

- 3 Type any additional comments to the recipient.
- 4 Click *Send* on the toolbar.
- 5 Click *Yes* if you want the item to remain in your Calendar.

or

Click *No* if you want the item deleted from your Calendar.

4.5.4 Changing Calendar Item Types

You can drag an item from one folder to another to change the item type of that object. For example, drag a task to the Appointments List to change it to an appointment.

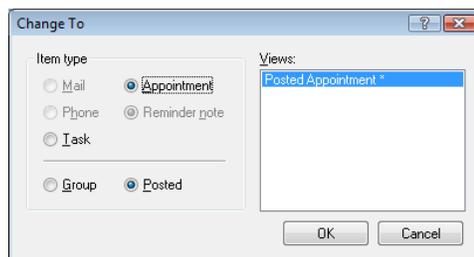
- ♦ [“Changing the Type of an Item in Your Calendar” on page 158](#)
- ♦ [“Changing a Posted Item to a Group Item” on page 158](#)

Changing the Type of an Item in Your Calendar

- 1 Click *Calendar* in the Folder List.
- 2 Click the item you want to change in the Appointments, Tasks, or Reminder Notes List.
- 3 Drag the item to the list that corresponds to the type of item you want to change it to.
For example, drag a task to the Appointments List to change it to an appointment.
To copy an appointment, task, or reminder note, press Ctrl while you drag the item.
- 4 Type any necessary information.
- 5 Click *Send* or *Post* on the toolbar.

Changing a Posted Item to a Group Item

- 1 In your Calendar, click a posted item.
- 2 Click *Edit > Change To*, then click *More*.



- 3 Click *Group*, then click *OK*.
- 4 Type any necessary information.
- 5 Click *Send* on the toolbar.

4.5.5 Saving Calendar Items

Saved items remain in your Calendar as well as being copied to the location you specify. Items are saved with a `.rtf` extension so that they can also be opened in a word processor. Attachments are saved in their original format.

- 1 In your Mailbox or Calendar, click the item you want to save, then click *File > Save As*.
- 2 Ctrl+click the item and attachments you want to save.
- 3 Select to save the item to disk or to a GroupWise library.
- 4 Type a file name for the item in the *Filename* field.
or
Type a subject name in the *Subject* field.
- 5 To save the item in a different location than is currently shown, browse to the desired location.
or
To save the item in a different GroupWise Library, click the drop-down list, then select a library name.
- 6 If you are saving to a GroupWise Library, make sure *Set properties using default values* is selected unless you want to specify document properties at this time.
- 7 Click *Save*, then click *Close*.

4.6 Setting Calendar Alarms

GroupWise can sound an alarm to remind you of an upcoming appointment. It can also send an alarm to an electronic pager. In addition, you can choose to open a file or to run a program when the alarm goes off. For example, you can set an appointment to back up your files when you aren't at work and your computer is on.

- ♦ [Section 4.6.1, "Setting the Default Alarm," on page 159](#)
- ♦ [Section 4.6.2, "Setting an Alarm on a Calendar Item," on page 160](#)
- ♦ [Section 4.6.3, "Sending an Alarm to an Electronic Pager," on page 160](#)

4.6.1 Setting the Default Alarm

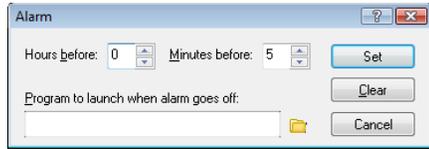
In Calendar Options, you can specify a default that automatically sets an alarm each time you accept an appointment.

- 1 Click *Tools > Options*.
- 2 Double-click *Calendar*, then click the *General* tab.
- 3 Select *Appointments* and/or *All-Day-Events* in the *Accept Options* box.
- 4 Set the amount of time before the appointment and/or All-Day-Event the alarm should notify you. The default is 5 minutes for appointments and 12 hours for All-Day-Events.
- 5 Click *OK*.

4.6.2 Setting an Alarm on a Calendar Item

Notify must be running for an alarm to sound. See [Section 8.2.1, “Starting Notify When GroupWise Starts,” on page 252](#) for more information.

- 1 In your Mailbox or Calendar, click an appointment.
- 2 Click *Actions > Alarm*.



- 3 Specify the number of hours or minutes before the appointment that you want the alarm to sound.
- 4 Click *Set*.

If *Alarm* is dimmed, make sure that the appointment time hasn't already passed.

To remove an alarm that has been set for an appointment:

- 1 Click the appointment.
- 2 Click *Actions > Alarm*.
- 3 Click *Clear*.

4.6.3 Sending an Alarm to an Electronic Pager

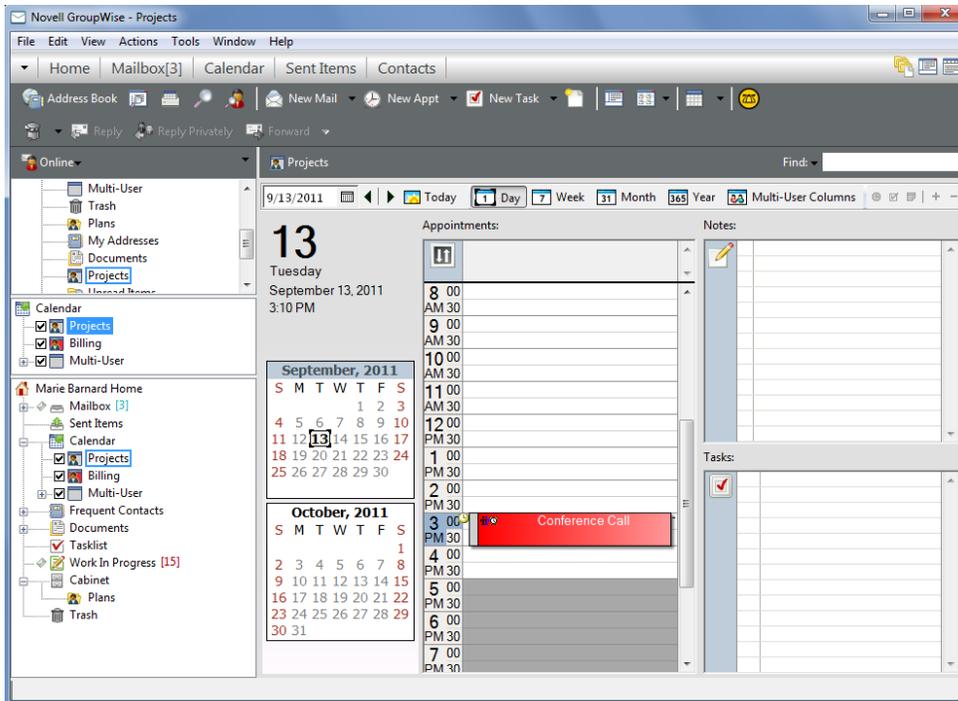
You can set an alarm in your mailbox or calendar to notify you about the status of a message through an electronic paging device. See [Section 8.2.1, “Starting Notify When GroupWise Starts,” on page 252](#) for more information.

4.7 Sharing a Personal Calendar

A shared calendar is like any other calendar, except other people have access to it and it also appears in their calendar lists. You can share existing personal calendars in your calendar list. You choose whom to share the calendar with, and what rights to grant each user. Then, users can post calendar entries to the shared calendar. You can't share your main calendar.

This is what the contents of a typical shared calendar look like:

Figure 4-9 Shared Calendar View

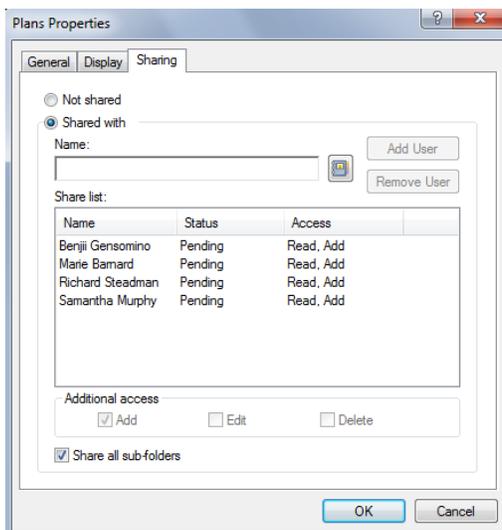


In Remote and Caching modes, changes in a shared calendar are updated whenever you connect to the master GroupWise system.

- ◆ [Section 4.7.1, “Sharing an Existing Calendar with Other Users,”](#) on page 161
- ◆ [Section 4.7.2, “Posting a Calendar Entry to a Shared Calendar,”](#) on page 162

4.7.1 Sharing an Existing Calendar with Other Users

- 1 In the Folder List, right-click the calendar you want to share, then click *Sharing*.



- 2 Click *Shared with*.

- 3 In the *Name* field, start typing the name of a user, or click the *Address Book* button to select the user from the *Address Selector* dialog box.
- 4 When the user's name appears in the field, click *Add User* to move the user into the *Share list*.
- 5 Click the user's name in the *Share list*.
- 6 Select the access options you want for the user.
- 7 Repeat [Step 3](#) through [Step 6](#) for each user you want to share the folder with.
- 8 Click *OK*.

If you want the calendar to have a specific function, you can create a new display setting. Right-click the calendar, click *Properties*, then click *Display*.

4.7.2 Posting a Calendar Entry to a Shared Calendar

- 1 In the shared calendar, open a view with an Appointments List, click a date, then double-click a time in the Appointments List.
- 2 (Optional) Type a subject and a place if necessary.
- 3 Specify the start date.
or
Click  to specify a date or auto-date for your appointment. To create a recurring appointment, see [Section 4.4.4, "Scheduling Recurring Items,"](#) on page 155.
or
Select *All Day Event* for an all day event.
- 4 Specify a start time and duration. Duration can be in minutes, hours, or days.
- 5 Specify how you want the appointment to appear as. Appointments can appear as Free, Tentative, Busy, or Out of the Office.
- 6 (Optional) Type a message.
You can specify many options, such as making this appointment a high priority and more, by clicking the *Options* tab.
- 7 (Optional) Specify a Show Appointment As type by clicking *Actions > Show Appointment As*, then clicking a type.
- 8 Click *Post* on the toolbar.

4.8 Subscribing to an Internet Calendar

Users from other email systems can often post their calendars to the Internet for others to utilize, such as when a sporting teams post their game schedules online for people to download or subscribe to. Similarly, you can find a list of holidays as an Internet calendar.

When you subscribe to an Internet calendar, a new personal calendar is created in your Folder List. You can then specify how often you want GroupWise to update the Internet calendar's contents.

- ♦ [Section 4.8.1, "Manually Subscribing to an Internet Calendar,"](#) on page 163
- ♦ [Section 4.8.2, "Subscribing to an Internet Calendar from a Link,"](#) on page 163
- ♦ [Section 4.8.3, "Editing a Subscribed Internet Calendar,"](#) on page 163
- ♦ [Section 4.8.4, "Deleting a Subscribed Internet Calendar,"](#) on page 163

4.8.1 Manually Subscribing to an Internet Calendar

- 1 In the Folder List, right-click the main GroupWise calendar, then click *Subscribe*.
- 2 In the *Location* field, type the URL of the Internet calendar you are subscribing to.
- 3 In the *Folder Name* field, type the folder name for the new Internet calendar.
- 4 In the *Update Frequency* drop-down list, select how often you want the calendar contents to be updated.
- 5 Click *Subscribe*.

4.8.2 Subscribing to an Internet Calendar from a Link

- 1 From either an email message or a Web site, click the Internet calendar link. The Subscribe to Calendar window is displayed.
- 2 For most Internet calendars, the *Location* and *Folder Name* fields are prepopulated.
If the *Folder Name* field is not prepopulated, type the name of the folder.
- 3 In the *Update Frequency* drop-down list, select how often you want the calendar contents to be updated.
- 4 Click *Subscribe*.

4.8.3 Editing a Subscribed Internet Calendar

After you have subscribed to an Internet calendar, you can change the location of the Internet calendar, the update frequency, and force an update.

- 1 In the Folder List, right-click the subscribed calendar, then click *Subscribe*.
- 2 (Optional) In the *Location* field, type the new URL for the Internet calendar.
- 3 (Optional) In the *Update Frequency* drop-down list, select the update frequency.
- 4 (Optional) Click *Refresh* to force the Internet calendar to reload.
- 5 Click *OK*.

4.8.4 Deleting a Subscribed Internet Calendar

- 1 In the Folder List, right-click the subscribed calendar, then click *Delete*.
- 2 Click *Yes* to confirm the deletion of the subscribed calendar.

4.9 Publishing Personal Calendars on the Internet

You can select to publish personal calendars to the Internet. When you publish a personal calendar to the Internet, that calendar can then be viewed by anyone on the Internet. When you publish your personal calendar, it is published to your system's Calendar Publishing Host. For additional information about your Calendar Publishing Host, see your GroupWise administrator.

The ability to publish your personal calendars can be enabled and disabled by your GroupWise administrator. If your GroupWise administrator has disabled the ability to publish personal calendars, this option is not displayed in the GroupWise client.

- ◆ [Section 4.9.1, "Publishing Restrictions," on page 164](#)
- ◆ [Section 4.9.2, "Publishing a Personal Calendar," on page 164](#)
- ◆ [Section 4.9.3, "Modifying a Published Calendar's Settings," on page 165](#)
- ◆ [Section 4.9.4, "Displaying and Hiding Published Calendars," on page 165](#)
- ◆ [Section 4.9.5, "Unpublishing a Calendar," on page 165](#)

4.9.1 Publishing Restrictions

You cannot publish a calendar under the following circumstances:

- ◆ You cannot publish a calendar created using the New Proxy Calendar option, but you can publish another user's calendar if you access their GroupWise account using the Proxy function. A calendar published when proxied into another user's account will be published under that user's account.
- ◆ Shared calendars can be published only by the owner of the calendar; if you are not the owner of the calendar, you cannot publish it.

4.9.2 Publishing a Personal Calendar

You can publish any personal calendar, including your main GroupWise calendar.

Items within sub-calendars are included in the main calendar publishing if either of the following criteria are met:

- ◆ The sub-calendar is published in addition to the main calendar being published, and the sub-calendar is checked, as described in [Section 4.9.4, "Displaying and Hiding Published Calendars," on page 165](#).
- ◆ Items in a non-published sub-calendar are linked with items in the main calendar.

Categories assigned with a published calendar are not displayed on the Web.

- 1 In the Calendar Folder List, right-click the calendar you want to publish, then click *Publish*.
- 2 Select *Publish this calendar*.
- 3 Select one of the following options for the time period:
 - ◆ **Entire calendar:** Publishes the 7 previous days through the next 180 days of your calendar.
 - ◆ **Previous:** Publishes a range of days that you select. By default, publishes 7 previous days through the next 30 days of your calendar.
- 4 Select *Include private items* to include private items.

If this option is not selected, items that are marked Private are never displayed, even if the items are in sub-calendars where this option is selected.

- 5 To send someone a link to your published calendar, click *Send Publish Location*.
If you click *Send Publish Location*, a new email message is opened with a link. Select who you want to send the message to, then click *Send*.
- 6 Click *OK*.

4.9.3 Modifying a Published Calendar's Settings

- 1 In the Folder List, right-click the published calendar, then click *Publish*.
- 2 Modify any publish options. For more information see [Step 3](#) through [Step 5](#) of [Section 4.9.2, "Publishing a Personal Calendar,"](#) on page 164.
- 3 Click *OK*.

4.9.4 Displaying and Hiding Published Calendars

After your main calendar is published, you can show or hide sub-calendars that have also been published from being displayed. For information on how to publish a calendar, see [Section 4.9.2, "Publishing a Personal Calendar,"](#) on page 164.

- 1 In the Folder List, select or deselect the check box next to the calendar that you want to include in the main calendar publishing.

4.9.5 Unpublishing a Calendar

When you unpublish a calendar, the published calendar no longer displays in the list of published calendars on the Calendar Publishing Host. Likewise, if anyone has subscribed to your calendar, they no longer receive updates to your calendar and they might receive an error message.

- 1 In the Folder List, right-click the published calendar, then click *Publish*.
- 2 Deselect *Publish this calendar*, then click *OK*.

4.10 Sharing Your Free/Busy Schedule on the Internet

Free/busy information in GroupWise can be published to allow access for other users. The free/busy information can be accessed by other GroupWise users or any other users who can accept a `.ifb` file type.

- ♦ [Section 4.10.1, "Publishing Your Free/Busy Schedule,"](#) on page 165
- ♦ [Section 4.10.2, "Sending Free/Busy Information,"](#) on page 166
- ♦ [Section 4.10.3, "Using Free/Busy Information,"](#) on page 166

4.10.1 Publishing Your Free/Busy Schedule

To make your free/busy information available to Internet users:

- 1 In the Main Window, click *Tools > Options*.
- 2 Click *Calendar > Busy Search*.
- 3 Select *Publish my free/busy information*.
- 4 Click *OK*.

4.10.2 Sending Free/Busy Information

To notify Internet users about your free/busy information:

- 1 In the Main Window, click *Tools > Options*.
- 2 Click *Calendar > Busy Search*.
- 3 Click *Send Free/Busy Publish Location*.
This creates an email with your free/busy location.
- 4 Address the email, then click *Send*.

4.10.3 Using Free/Busy Information

In GroupWise, you can use Busy Search to check other users' Calendars for available times. If you receive a .ifb file from a non-GroupWise user, you can associate that free/busy information with that user's contact information, so that Busy Search can identify available times for non-GroupWise users.

- 1 In your Mailbox, open the email containing the free/busy location.
- 2 Block and copy the free/busy location.
- 3 Display the contact information for the sender, as described in ["Modifying a Contact" on page 197](#).
or
Add the user as a GroupWise contact, as described in ["Adding a Contact" on page 196](#).
- 4 In the contact information, click the *Details* tab.
- 5 Paste the location into the *Free/Busy* field.
- 6 Click *Save*, then click *Close*.

4.11 Using the Multi-User Calendar

The Multi-User Calendar allows you to see a combined schedule for users and resources in a graphical day, week, month, year, or multi-user column view (the Multi-User Columns view is a day view that displays the schedule for each user in his or her own column). You can easily select and deselect users and resources so that their appointments are displayed or not displayed in the combined view. Use a Multi-User Calendar to find out what users' schedules are or to find out which of your company's conference rooms is free at a specific time.

In versions of GroupWise prior to GroupWise 2012, the Multi-User Calendar allows you to see only the Multi-User Columns view (the view that displays the day schedule for each user in his or her own column). Likewise, if you create a Multi-User Calendar in a previous version of GroupWise and then upgrade to GroupWise 2012, you are able to see the Multi-User Calendar only in the Day view. You must create a new Multi-User Calendar in order to see the calendar in multiple views.

IMPORTANT: You must have the appropriate Proxy rights for each user or resource in order to include them in a Multi-User Calendar. (See [Section 10, "Mailbox/Calendar Access for Proxy Users," on page 267](#).) For example, if you do not have Read rights for appointments, you cannot see another person's schedule in the Multi-User Calendar.

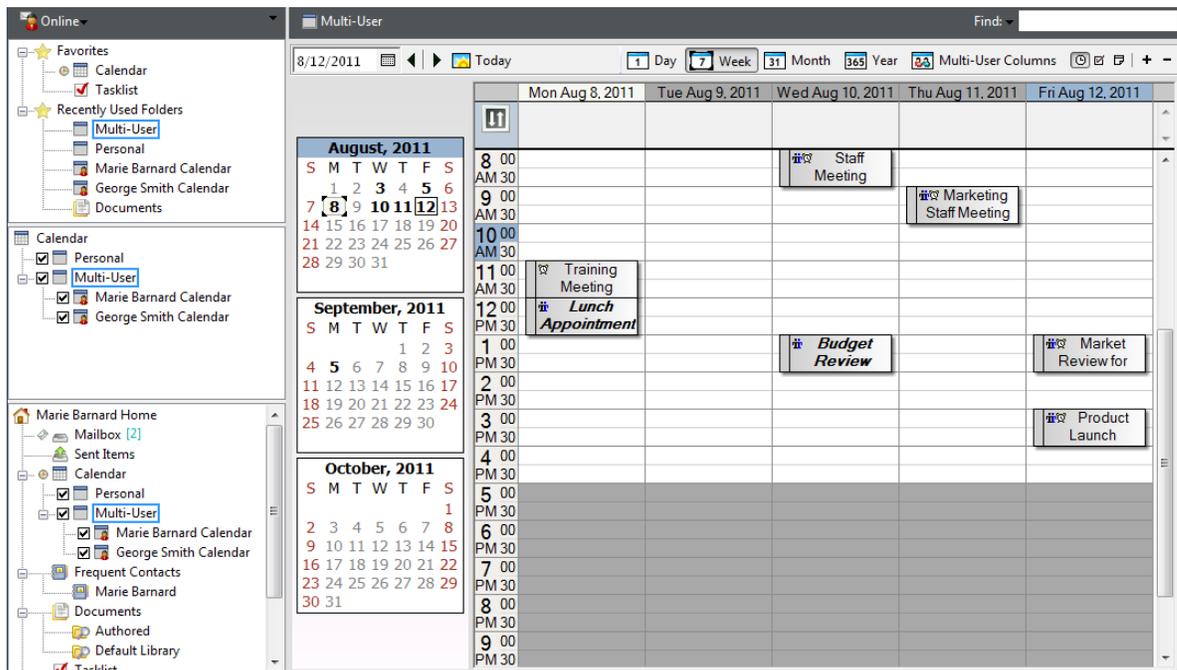
- ♦ [Section 4.11.1, "Setting Up a Calendar to View Multiple Users or Resources," on page 167](#)
- ♦ [Section 4.11.2, "Setting Up Additional Calendars to View Multiple Users and Resources," on page 168](#)

- ♦ [Section 4.11.3, “Configuring Which Users Are Displayed in the Multi-User Calendar,”](#) on page 168
- ♦ [Section 4.11.4, “Creating an Appointment for Users in the Multi-User Calendar,”](#) on page 169
- ♦ [Section 4.11.5, “Creating a Multi-User Columns Calendar View,”](#) on page 170

4.11.1 Setting Up a Calendar to View Multiple Users or Resources

To set up a Multi-User Calendar where you can simultaneously view the calendars of multiple users and resources:

- 1 Click *Calendar* in the Nav Bar, then click the *Multi-User Columns* view button on the Calendar toolbar.
If this is the first time you have used the Multi-User Columns view on this calendar, the Multi-User List dialog box is displayed.
- 2 (Optional) If this is not the first time you have used the Multi-User Columns view on this calendar and you want to modify which user calendars are being displayed, click the drop-down arrow next to *Multi-User Columns*, then click *Add or Remove Users*.
- 3 In the Multi-User List dialog box, in the *Choose Users* section, specify users in the *User Name* field, then in the *User List* section select the check boxes by the names of the users whose calendars you want to view, then click *OK*.
- 4 View users’ schedules in a day, week, month, year, or multi-user column view by clicking the appropriate view in the Calendar toolbar.
For example, you can click the *Week* view option in the Calendar toolbar to see users’ schedules in a week view.
If calendar items are not appearing for a particular user, ensure that the check box is selected next to the user’s name in the Folder List.
- 5 (Conditional) Assign colors to users or resources by clicking on the presence icon next to their name in the Folder List.
Because appointments for users and resources are combined into a single column in the *Month*, *Week*, or *Day* views, assigning colors to each user or resource is essential to differentiating appointments in those views.



You can modify the Multi-User List associated with this Multi-User Calendar, as described in [“Modifying the Multi-User List” on page 169](#). You can also create additional Multi-User Calendars, as described in [Section 4.11.2, “Setting Up Additional Calendars to View Multiple Users and Resources,” on page 168](#).

4.11.2 Setting Up Additional Calendars to View Multiple Users and Resources

After you have set up an initial Multi-User Calendar as described in [Section 4.11.1, “Setting Up a Calendar to View Multiple Users or Resources,” on page 167](#), you might want to set up additional Multi-User Calendars.

- 1 In the Folder List, select the calendar that you want to set up as a Multi-User Calendar.
- 2 Select *Multi-User Columns* in the Calendar toolbar.
- 3 Modify the Multi-User List for this calendar as described in [“Modifying the Multi-User List” on page 169](#).

4.11.3 Configuring Which Users Are Displayed in the Multi-User Calendar

When you created the Multi-User Calendar as described in [Section 4.11.1, “Setting Up a Calendar to View Multiple Users or Resources,” on page 167](#) you specified which users and resources to include in the calendar.

After the initial creation of the Multi-User Calendar, you can add or remove users and resources from being displayed in the calendar by modifying the Multi-User List, or you can simply hide users and resources from being displayed in the calendar by selecting or deselecting the user or resource in the Folder List.

- ♦ [“Modifying the Multi-User List” on page 169](#)
- ♦ [“Selecting or Deselecting Users and Resources” on page 169](#)

Modifying the Multi-User List

The Multi-User List determines which users and resources are displayed in the Multi-User Calendar. You must have the appropriate Proxy rights to add users and resources to a Multi-User List and to view their calendars in a Multi-User Calendar. See [Section 10, “Mailbox/Calendar Access for Proxy Users,”](#) on page 267.

- 1 Click *Calendar* in the Nav Bar, then click  on the Calendar toolbar.

(If you have created additional Multi-User Columns views, the button might look like .)

- 2 Click the arrow to the right of , then click *Add or Remove Users*.
 - 3 To add a user or resource, click *Add User*, double-click a name, then click *OK*.
 - 4 To delete a user or resource, click the name, then click *Remove User*.
- or
- To delete all the names in the list, click *Edit*, then click *Remove All*.
- 5 To change the order of the names in the list, click a name, then click the up-arrow or down-arrow button. The order of names determines the order in which the calendars display in the Multi-User Columns view.
 - 6 To remove a user or resource calendar from the Multi-User Calendar without deleting the name from the list, deselect the check box by the name.
 - 7 To insert all the names in your Proxy List, click *Edit*, then click *Insert Proxy List*.
 - 8 To reset the list, click *Edit*, click *Remove All*, click *Edit*, then click *Insert Last List*.
 - 9 Click *OK* to save and exit the dialog box.

or

Click *Apply* to save without exiting.

Selecting or Deselecting Users and Resources

GroupWise 2012 enables you to easily select and deselect users and resources so that their appointments are displayed or not displayed in the Multi-User Calendar.

- 1 In the Folder List, select the check box next to the users and resources whose appointments you want to display in the Multi-User Calendar.

Deselect the check box next to the users and resources whose appointments you want to hide from the Multi-User Calendar.

For information on how to modify which users are associated to the Multi-User Calendar, see [“Modifying the Multi-User List”](#) on page 169.

4.11.4 Creating an Appointment for Users in the Multi-User Calendar

You can quickly create an appointment that includes all users whose calendars are currently being displayed in the Multi-User Calendar.

- ♦ [“Creating an Appointment in the Day, Week, Month, or Year View”](#) on page 170
- ♦ [“Creating an Appointment in the Multi-User Columns View”](#) on page 170

Creating an Appointment in the Day, Week, Month, or Year View

- 1 Click either the *Day*, *Week*, *Month*, or *Year* view in the Calendar toolbar.
- 2 Right-click in the day or time when you want to schedule the appointment, then click *New > Appointment*.
The *To* field is populated with all users whose calendars are currently being displayed in the Multi-User Calendar.
- 3 Finish creating the appointment, then click *Send*.

Creating an Appointment in the Multi-User Columns View

- 1 Click the *Multi-User Columns* view in the Calendar toolbar.
- 2 Click the time that you want to schedule the appointment, then drag the cursor to highlight the appointment duration. Drag the cursor to also include the users you want to schedule for the appointment.
- 3 Right-click the selected time, then click *New > Appointment*.
- 4 Finish creating the appointment, then click *Send*.

4.11.5 Creating a Multi-User Columns Calendar View

If you delete the Multi-User Columns view, you can create a new one:

- 1 Click *Calendar* in the Nav Bar.
- 2 Right-click the Calendar toolbar, then click *Properties*.
- 3 Click *New*, then specify a name for the Multi-User Columns view, such as `Multi-User Columns`.
- 4 Click *Multi-User (Columns)* in the *View* drop-down list, then click *OK* twice.
The Multi-User List dialog box displays.
- 5 If a user or resource you want in the Multi-User Columns view is not listed, specify the user in the *User Name* field, then click *Add User*.
- 6 Double-click a user or resource, click *OK*, then repeat for each user you want to add.
- 7 Select the check boxes of the users whose calendars you want to display, then click *OK*.

4.12 Displaying Another User's Calendar in Your Own Calendar

If you have proxy rights to another user's Calendar, you can display that user's Calendar in your own Calendar without proxying into the other user's mailbox.

- 1 Right-click your Calendar, then click *New Proxy Calendar*.
- 2 Select the user from the proxy list, then click *OK*.

The proxy user's Calendar is added as a subcalendar in your own Calendar.

4.13 Printing a Calendar

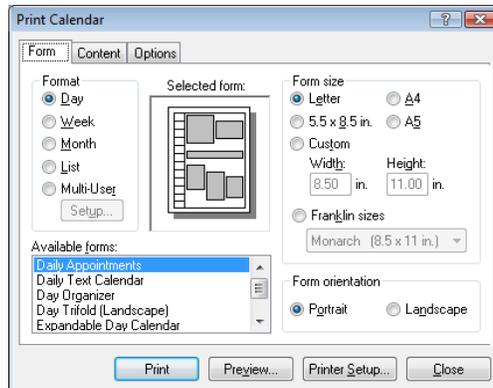
Use Print Calendar to print appointments, tasks, and reminder notes in different formats and on various page sizes. You can also print the Calendar in different page layouts including Daily Appointments, Daily Text Calendar, Day Organizer, Day Trifold, Expanded Day Calendar, and

Franklin Day Calendar. When you print the Calendar on a color printer, the Calendar prints in full color. This shows which appointments belong to which calendar, and which appointments have categories.

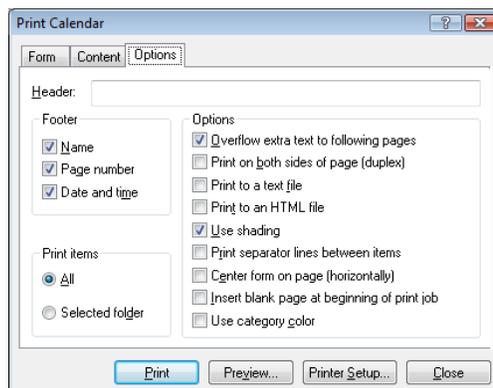
- ♦ Section 4.13.1, “Printing Your Main Calendar,” on page 171
- ♦ Section 4.13.2, “Printing a Specific Calendar,” on page 172
- ♦ Section 4.13.3, “Printing the Calendars of Multiple Users,” on page 172

4.13.1 Printing Your Main Calendar

- 1 Click *File > Print > Print Calendar*.



- 2 Click a calendar format in the *Format* group box.
- 3 Click a paper size in the *Form size* group box.
- 4 Click a calendar view under *Available forms*.
- 5 Click *Portrait* or *Landscape*.
- 6 Click the *Content* tab, type a starting date, then read and select other options.
- 7 (Optional) Modify the font by clicking the *Font* button and selecting your desired font type, style, and size.
- 8 Click the *Options* tab, then read and select other options.



- 9 Click the *Preview* button to see how the page layout looks with the selected options. If necessary, change the options.
- 10 Click *Print*.

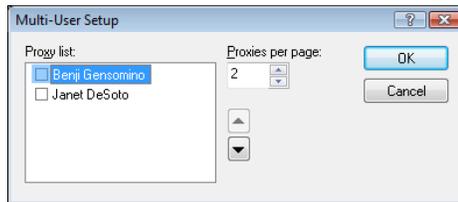
If you have created personal calendars, personal items are included with the main Calendar items by default.

4.13.2 Printing a Specific Calendar

- 1 In the Folder List, select the calendar to print.
- 2 Click *File > Print > Print Calendar*.
- 3 Select calendar print options as desired.
- 4 On the *Options* tab, select *Selected folder* in the *Print items* box.
- 5 Click the *Preview* button to see how the page layout looks with the selected options. If necessary, change the options.
- 6 Click *Print*.

4.13.3 Printing the Calendars of Multiple Users

- 1 Make sure you have Proxy Read rights to the Mailboxes of all the users whose schedules you want to print.
- 2 Click *File > Proxy* to make sure that all of the users whose schedules you want to print appear in your Proxy List. If they do not appear on the list, add them.
- 3 Click *File > Print Calendar*.
- 4 Click *Multi-User* in the *Format* group box, click *Setup*, then select the users whose schedules you want to print.



- 5 Specify the maximum number of proxy schedules to print per page in *Proxies Per Page*. For example, if you are going to print the schedules of nine users, but only want three schedules per page, you would specify 3.
- 6 Click *OK*.
- 7 Click a calendar view under *Available Forms*.
- 8 Click a paper size in the *Form Size* group box.
- 9 Click *Portrait* or *Landscape*.
- 10 Click the *Content* tab, then read and select other options.
- 11 Click the *Options* tab, then read and select other options.
- 12 Click the *Preview* button to see how the multi-user page layout looks with the selected options.
- 13 Click *Print*.

4.14 Junking Calendar Items from Unknown Senders

You can configure GroupWise to automatically send calendar items from senders who are not in your personal address books (including Frequent Contacts) to your Junk Mail folder.

- 1 Click *Tools > Junk Mail Handling*.
- 2 Click *Enable Junk Calendar using personal address books*.
- 3 Click *OK*.

5 Tasks and the Tasklist

A task is an item to be completed by a specified date and time. When you assign a task to a user, the user can accept or decline the task, but until it is declined or completed, the task appears in the user's Tasklist and on the user's Calendar each day.

The Tasklist folder contains any tasks that you post or accept, as well as any other item you place in it as a reminder that the item needs to be acted upon.

- ♦ [Section 5.1, "Understanding Tasks," on page 175](#)
- ♦ [Section 5.2, "Understanding the Tasklist Folder," on page 175](#)
- ♦ [Section 5.3, "Using Tasks," on page 176](#)
- ♦ [Section 5.4, "Using the Tasklist Folder," on page 179](#)

5.1 Understanding Tasks

A task is an item that has a due date and requires a specific action. You can post a task for yourself or accept a task from another person.

After it is accepted, a task appears on the Calendar on its start date and carries over to each succeeding day. When the due date is past, the task displays in red on the Calendar.

After you finish a task, you can mark it as complete. When you mark a task as complete, it no longer carries over to the next day on your Calendar.

As the originator of an assigned task, you can have GroupWise send you notification when the task is marked as complete. (You must have Notify running to receive notification.) A Completed status, including the date and time the task was marked as complete, is placed in the Properties window for the task.

5.2 Understanding the Tasklist Folder

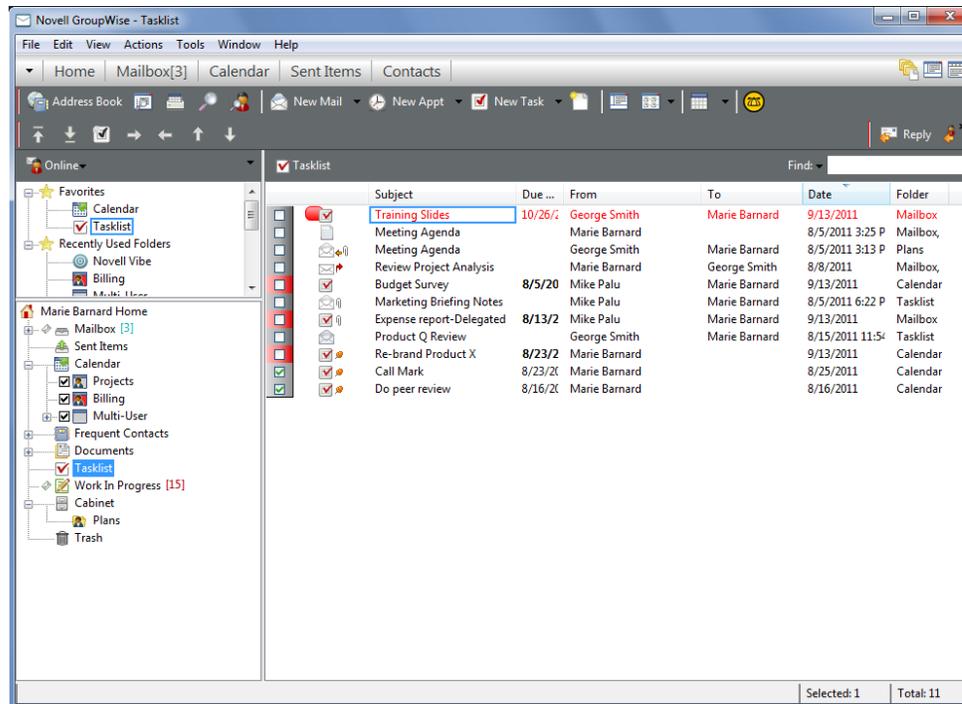
The Tasklist folder is a system folder that is used to keep track of GroupWise tasks and other items that require action. Think of it as a master list of all your tasks.

When you post or accept a task, it automatically appears in the Tasklist folder. In addition, any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder. For example, you can place an email in the Tasklist folder to remind yourself that you need to act on it.

NOTE: The Tasklist replaces the Checklist folder in previous versions of GroupWise. Checklist items appear in the Tasklist folder, but are not converted to tasks.

Items in the Tasklist folder do not always appear on the Calendar. Only items with a due date appear on the Calendar. If you want an item in the Tasklist folder to appear on your Calendar, you must assign that item a due date, as explained in [Section 5.4.4, “Assigning a Due Date to a Tasklist Item,”](#) on page 184.

Figure 5-1 Mailbox Showing the Tasklist Folder



After you have placed an item in the Tasklist folder, you can:

- ◆ Change its position in the Tasklist (“[Reordering the Tasklist Folder](#)” on page 183)
- ◆ Assign it a due date ([Section 5.4.4, “Assigning a Due Date to a Tasklist Item,”](#) on page 184)
- ◆ Track its progress by specifying the percent completed (“[Specifying a Completion Percentage](#)” on page 185)
- ◆ Mark it as completed ([Section 5.3.2, “Tracking Task Completion,”](#) on page 179)

IMPORTANT: If you or your GroupWise administrator has set up auto-archiving of items in your Mailbox, Tasklist items are also archived based on the original date you received the item, not based on the due date you assign it.

5.3 Using Tasks

A task is an item to be completed by a specified date and time. When you assign a task to a user, the user can accept or decline the task, but until it is declined or completed, the task appears in the user’s Tasklist folder and on the user’s Calendar each day.

- ◆ [Section 5.3.1, “Assigning a Task,”](#) on page 177
- ◆ [Section 5.3.2, “Tracking Task Completion,”](#) on page 179

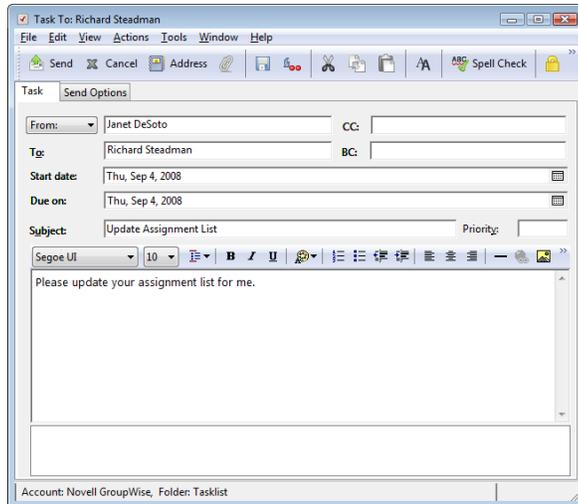
5.3.1 Assigning a Task

When you create a task, you can assign it to yourself (a posted task) or assign it to multiple people.

- ♦ “Assigning a Task to Other Users” on page 177
- ♦ “Assigning a Task to Yourself” on page 178
- ♦ “Assigning a Recurring Task” on page 178

Assigning a Task to Other Users

- 1 Click *File > New > Task*.



- 2 In the *To* field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the *CC* and *BC* fields.

or

To select user names from a list, click *Address*, double-click each user, then click *OK*.

- 3 To change the *From* name to another account or proxy, click **From:**, then click a name.
- 4 Type the date you want the task to begin and the date you want the task to be completed. You can type the same date in both fields.

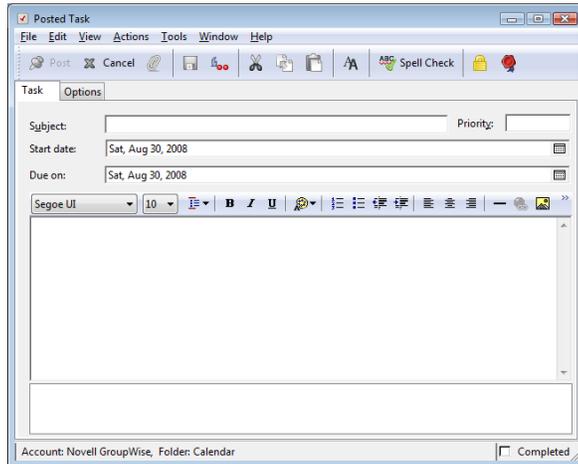
or

Click  to specify dates or auto-dates for your task.

- 5 Type the subject.
- 6 (Optional) Type a priority for the task.
The task priority can consist of a character followed by a number, such as A1, C2, B, or 3.
- 7 Type a description of the task.
- 8 (Optional) Click the *Send Options* tab to specify other options, such as making this task a high priority, requesting a reply from recipients, and more.
- 9 Click *Send* on the toolbar.

Assigning a Task to Yourself

- 1 In your Calendar, open a view with a Tasks List (for example, the Day view), click a date, then double-click an empty space in the Tasks List.



- 2 Type a subject.
- 3 Type a priority for the task.

The task priority can consist of a character followed by a number, such as A1, C1, B, or 3. Task priorities are optional.
- 4 Type the date you want the task to begin and the date you want the task to be completed. You can type the same date in both boxes.

or

Click  to specify dates or auto-dates for your task.
- 5 Type a message.
- 6 (Optional) Click the *Send Options* tab to specify other options, such as making this task a high priority.
- 7 Click *Post* on the toolbar.

Posted tasks are placed in your Calendar and in your Tasklist folder. They are not placed in your Mailbox, or in any other user's Mailbox.

TIP: You can also create a Tasklist that is not associated with your Calendar. In this type of list, any item type (mail, appointment, task, reminder note, phone message) can be used. For information, see ["Using the Tasklist Folder" on page 179](#).

Assigning a Recurring Task

For information on how to create a recurring task, see [Section 4.4.4, "Scheduling Recurring Items," on page 155](#).

5.3.2 Tracking Task Completion

When you finish a task, you can mark it as complete. Tasks you mark as complete are not carried over to the next day on your Calendar. Completed tasks are distinguished by a check mark in your Calendar. Overdue tasks display in red.

If you mark a task as complete, then realize you left some part of it incomplete, you can unmark it. Unmarked tasks display on the current day in your Calendar.

When you mark a task as complete, GroupWise sends notification to the originator of the task if he or she selected return notification in Send Options. A Completed status, including the date and time the task was marked as complete, is placed in the originator's Properties window.

- ♦ ["Marking an Item as Complete" on page 179](#)
- ♦ ["Checking the Completion Status of a Task You Sent" on page 179](#)

Marking an Item as Complete

- 1 Click the *Calendar* icon on the Nav Bar.

Tasks can also be marked as completed in the Tasklist folder.

- 2 With the task pane displayed, select the check box next to the task.

To unmark a task that has been marked as completed, deselect the marked check box next to the task.

Checking the Completion Status of a Task You Sent

- 1 Click the *Sent Items* folder in the Nav Bar.

If you also assigned the task to yourself, you can find it in the Calendar or in the Tasklist folder.

- 2 Open the task you want to check.

- 3 Click the *Properties* tab.

5.4 Using the Tasklist Folder

The Tasklist folder is a system folder used to keep track of GroupWise tasks and other items that require action. Any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder.

- ♦ [Section 5.4.1, "Adding an Item to the Tasklist Folder," on page 179](#)
- ♦ [Section 5.4.2, "Creating a Tasklist in a Folder Other Than the Tasklist Folder," on page 182](#)
- ♦ [Section 5.4.3, "Organizing the Tasklist Folder," on page 182](#)
- ♦ [Section 5.4.4, "Assigning a Due Date to a Tasklist Item," on page 184](#)
- ♦ [Section 5.4.5, "Tracking Status in the Tasklist Folder," on page 185](#)
- ♦ [Section 5.4.6, "Printing the Contents of Your Tasklist Folder," on page 186](#)

5.4.1 Adding an Item to the Tasklist Folder

- ♦ ["Configuring New Tasklist Items" on page 180](#)
- ♦ ["Moving an Item from Another Folder to the Tasklist Folder" on page 180](#)

- ♦ “Creating a Task or Tasklist Item in the Tasklist Folder” on page 181
- ♦ “Marking an Item to Display in the Tasklist Folder” on page 181

Configuring New Tasklist Items

You can configure the type of item that is automatically created when you create a new item in the Tasklist.

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Default Actions* tab.
- 3 Under *New tasklist item*, select whether you want new items to be created as discussion/notes or tasks.
- 4 Click *OK*.

Moving an Item from Another Folder to the Tasklist Folder

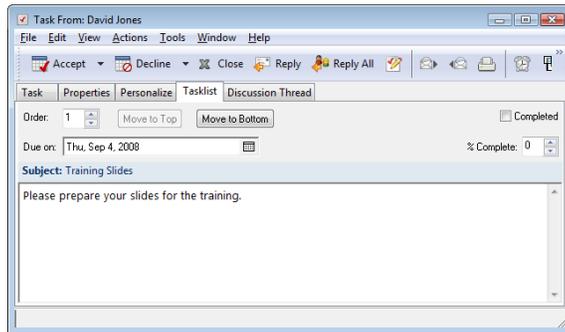
A common way to place items in the Tasklist folder is to move those items from other folders. For example, you might receive an appointment for a meeting where you are expected to give a brief presentation. You can drag that appointment to your Tasklist folder so it reminds you that you have a presentation coming up.

- 1 Open the folder containing the item you want to make into a task, then select that item.
- 2 Drag the selected item to the Tasklist folder in the Full Folder List.

To access the Full Folder List, click the folder list drop-down arrow  (above the Folder List; it is to the right of Online or Caching), then click *Full*.

You can move items to the Tasklist folder from a shared folder only if you are the owner of the shared folder.

- 3 Open the newly moved item and select the *Tasklist* tab.



You can also assign an order number, if desired, or move the task to the top or bottom of the list.

- 4 Add a due date.
- 5 Click *Close*.

In the Tasklist folder, the items display with a check box next to them. When you complete an item in the Tasklist, you can mark it completed by selecting the check box.

Creating a Task or Tasklist Item in the Tasklist Folder

The Tasklist is useful for assigning yourself tasks and reminders. These tasks come from other people or from yourself.

1 Open the Tasklist folder.

2 (Optional) If desired, select the position where you want to create the new task in the list.

If no items exist in the Taskbar, or if you don't want to create the task in a specific position on the list, continue with [Step 3](#).

or

Click the position in the Tasklist where you want to add a new item. For example, if you want the new item to appear after the third Tasklist item, click the existing third item, then continue with [Step 3](#).

3 Click *New Task* to create a new task that you want to assign to other people.

or

To create a posted task that you are not sending to other GroupWise users, click the down-arrow next to *New Task* and select *Posted Task*.

or

To create a new Tasklist item, click the Tasklist folder, right-click in the Tasklist, then click *New > Tasklist Item*.

4 (Optional) If you are creating a new task (not a posted task or Tasklist item), add the names of the recipients who will receive the task.

5 Specify the start and due dates.

6 Type a subject, then type the description of the task.

7 Click *Send*.

or

If you are creating a posted task or a Tasklist item, click *Post*.

Marking an Item to Display in the Tasklist Folder

Use this action to mark an item in another folder so it displays in the Tasklist folder.

1 Select one or more items, then right-click the selected items.

2 Click *Show in Tasklist*.

The item or items stay in the original folder, but they also display in the Tasklist folder, where you can arrange them in the order you want, assign due dates, mark them as completed, and so forth. If there is a Tasklist in the original folder, the items also appear there.

You can mark these items completed in either the original folder or the Tasklist folder.

NOTE: You can only mark items to display in the Tasklist folder from a shared folder if you are the owner of the shared folder.

5.4.2 Creating a Tasklist in a Folder Other Than the Tasklist Folder

You can create a Tasklist area in another folder and drag items to that area. After items are in a Tasklist area of any folder, they also display in the master Tasklist folder, even though they are still located in the original folder.

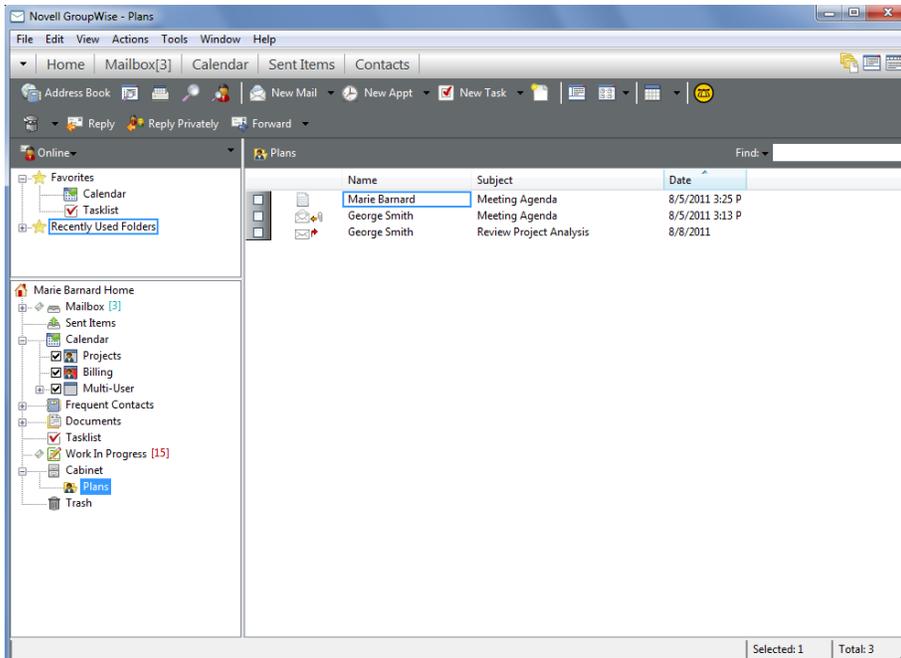
1 Click a folder.

2 Click *View > Display Settings > As Tasklist*.

The top of the item list for this folder now displays *Drag items here to add them to the Tasklist*.

3 Select one or more items and drag them to this area of the item list for this folder.

The items now display with a check box to the left of them.



4 To rearrange the items, drag them to their new positions.

5 To show only the items that are part of the Tasklist in this folder, click an item in the folder, then click *Actions > Tasklist Actions > Hide Items Not in Tasklist*.

Repeat this step to show all items in the folder.

Any items you add to the Tasklist area of a folder also display as part of the master Tasklist in the Tasklist folder.

If you perform a sort on this folder, only the non-Tasklist items are sorted.

5.4.3 Organizing the Tasklist Folder

There are several ways to change the order of the items in the Tasklist. You can also use subtasks to help organize your Tasklist folder.

- ◆ [“Reordering the Tasklist Folder” on page 183](#)
- ◆ [“Using Subtasks to Organize Your Tasklist Folder” on page 184](#)

Reordering the Tasklist Folder

- ♦ “Dragging and Dropping Items to the Position You Want” on page 183
- ♦ “Moving Items Up or Down in the Tasklist” on page 183
- ♦ “Moving an Item to the Top or Bottom of the Tasklist” on page 183
- ♦ “Moving an Open Item in the Tasklist” on page 183
- ♦ “Assigning a Numerical Position to an Item” on page 183

Dragging and Dropping Items to the Position You Want

- 1 Click *Tasklist* to open the Tasklist folder.
- 2 Select the item you want to move to a different place in the Tasklist.
- 3 Drag the item to the desired location in the Tasklist folder.

An arrow indicates the position where the item will be placed.

The item is moved to the specified position in the list.

Moving Items Up or Down in the Tasklist

- 1 Open the Tasklist folder.
- 2 Select the item you want to move.
- 3 (Conditional) To move the item up in the list, click the up-arrow located above the Folder List until the item is in the desired position.
- 4 (Conditional) To move the item down in the list, click the down-arrow located above the Folder List until the item is in the desired position.

Moving an Item to the Top or Bottom of the Tasklist

- 1 Open the Tasklist folder.
- 2 Select the item you want to move.
- 3 (Conditional) To move the item to the top of the list, click the *Move to top* arrow located above the Folder List.
- 4 (Conditional) To move the item to the bottom of the list, click the *Move to bottom* arrow located above the Folder List.

Moving an Open Item in the Tasklist

- 1 In the Tasklist folder, open the item you want to move.
- 2 Click the *Tasklist* tab.
- 3 (Conditional) To move the item to the top of the list, click *Move to Top*.
- 4 (Conditional) To move the item to the bottom of the list, click *Move to Bottom*.

When you close the item, it is moved to the specified position in the Tasklist.

Assigning a Numerical Position to an Item

- 1 In the Tasklist folder, open the item you want to move.
- 2 Click the *Tasklist* tab.
- 3 In the *Order* field, specify the number of the position where you want to place the item.

When you close the item, it is moved to the specified position in the Tasklist.

Using Subtasks to Organize Your Tasklist Folder

Tasklist items can have subtasks assigned to them. This is helpful when several functions must be completed before a task can be marked as completed. If you mark the top task completed, all the subtasks are marked as completed. Likewise, if all the subtasks are marked as completed, the main task is marked as complete.

- ♦ [“Creating a Subtask for a Tasklist Item” on page 184](#)
- ♦ [“Moving an Existing Item to a Subtask” on page 184](#)

Creating a Subtask for a Tasklist Item

- 1 Click *Tasklist* to open the Tasklist folder.
- 2 Right-click the tasklist item to create a subtask for, then click *New Subitem*.
- 3 Type a subject for the new subtask, then press Enter.
- 4 To add additional information, double-click the newly created subtask.

Moving an Existing Item to a Subtask

- 1 Click *Tasklist* to open the Tasklist folder.
- 2 Select the item you want to be a subtask.
- 3 Drag the item below the tasklist item that the subtask is to belong to.
An indented arrow indicates the position where the item will be placed.

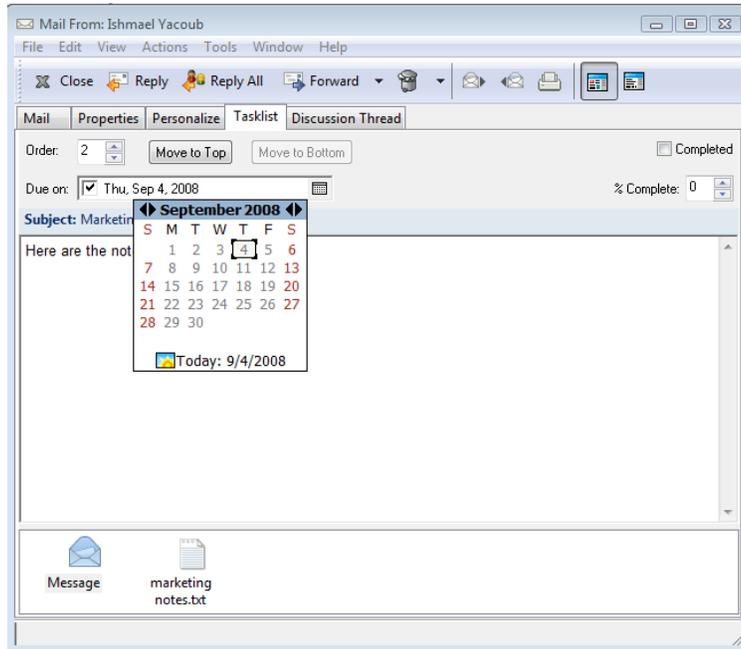
The item is moved to the specified position in the list.

To move a subtask from beneath a tasklist item, drag and drop the item to the bottom of the tasklist.

5.4.4 Assigning a Due Date to a Tasklist Item

- 1 Open an item in the Tasklist folder.
- 2 Click the *Tasklist* tab.

- 3 Select *Due on*, then click a date.



5.4.5 Tracking Status in the Tasklist Folder

You can specify a completion percentage for items in the Tasklist Folder. This percentage helps you track the completion status of your tasks.

- ♦ [“Specifying a Completion Percentage” on page 185](#)
- ♦ [“Displaying the Completion Percentage in the Tasklist Folder” on page 185](#)
- ♦ [“Checking the Completion Status of a Task You Sent” on page 186](#)

Specifying a Completion Percentage

You can track progress toward completion of a task by specifying a completion percentage for any item in the Tasklist folder.

- 1 In the Tasklist folder, open the item whose completion percentage you want to specify.
- 2 Click the *Tasklist* tab.
- 3 In the *% Complete* field, specify the completion percentage.

The completion percentage is automatically saved when you close the item.

Displaying the Completion Percentage in the Tasklist Folder

You can show completion percentages in a column in your Tasklist folder. By default, this column is not displayed. To display the *% Complete* column:

- 1 Open the Tasklist folder.
- 2 Right-click the column headers in the Tasklist folder and select *More Columns*.
- 3 In the *Available Columns* list, click *% Complete*, then click *Add*.

- 4 Click *Up* or *Down* to move the column to the position you prefer.
- 5 Click *Smaller* or *Larger* to adjust the column width.
- 6 Click *OK* when you are finished.

The column now appears in your Tasklist folder.

Checking the Completion Status of a Task You Sent

In the Tasklist folder, you can check the status of any task you send.

NOTE: You can only check the completion status of tasks. You cannot check the status of emails and other item types you sent to other people.

- 1 Open the Tasklist folder.
- 2 Open the task you want to check.
- 3 Click the *Properties* tab.

5.4.6 Printing the Contents of Your Tasklist Folder

- 1 From the Folder List, select the Tasklist folder.
- 2 Click *File > Print Calendar*.
- 3 In the *Format* group box, select *List*.
- 4 In the *Available forms* group box, select *Task List*.
- 5 Click the *Content* tab, then select any information you want to include or exclude.
- 6 Click the *Options* tab, then select *Selected folder*.
- 7 (Optional) Click *Preview* to see a preview of how it will appear on paper.
- 8 Click *Print*.

6 Contacts and Address Books

Use an address book like a contact management tool, phone directory, and information center for your addressing needs.

Address books are databases that store names and addresses, email addresses, phone numbers, and much more. Contacts folders can display address book information in convenient address card format or as a list. Entries in an address book can be a contact, group, resource, or organization.

- ♦ [Section 6.1, “Understanding Address Books,” on page 187](#)
- ♦ [Section 6.2, “Understanding Contacts Folders,” on page 189](#)
- ♦ [Section 6.3, “Addressing Items,” on page 190](#)
- ♦ [Section 6.4, “Using Contacts Folders,” on page 194](#)
- ♦ [Section 6.5, “Working with Address Books,” on page 210](#)
- ♦ [Section 6.6, “Printing Labels and Lists from the Address Book,” on page 229](#)

6.1 Understanding Address Books

GroupWise uses the following types of address books:

- ♦ [Section 6.1.1, “GroupWise Address Book,” on page 187](#)
- ♦ [Section 6.1.2, “Frequent Contacts Address Book,” on page 188](#)
- ♦ [Section 6.1.3, “Personal Address Books,” on page 188](#)
- ♦ [Section 6.1.4, “LDAP Address Book,” on page 188](#)

6.1.1 GroupWise Address Book

The GroupWise Address Book is the address book configured and maintained by the GroupWise administrator. Use the GroupWise Address Book to view information about everyone in your GroupWise system.

The GroupWise Address Book is marked with a  icon in the Address Book list.

Because the GroupWise Address Book is generally quite large, you might want to search for names or use predefined filters to find the name you are looking for, rather than scrolling through the entire address book. For more information, see [“Searching for Users, Resources, Organizations, and Groups” on page 220](#) and [“Using Filters to Narrow an Address Search” on page 220](#).

The Address Book sorts all names alphabetically by first name. If you want to view names by the last name, you can edit the columns to remove the Name column and add the First Name and Last Name columns. For more information on adding and removing columns see [“Specifying the Columns to Display in an Address Book” on page 221](#).

You can view information about contacts in the GroupWise Address Book, but you cannot edit this information.

When you use Remote mode, you can restrict the entries that are downloaded from the GroupWise Address Book to reduce download time. See [“Filtering the GroupWise Address Book for Your Remote Mailbox” on page 292](#).

6.1.2 Frequent Contacts Address Book

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book if the book’s options are set to do so. You can view the date and time you last used an entry and the number of times you have used it.

The Frequent Contacts address book is marked with a  icon in the Address Book list.

Although the Frequent Contacts address book is created by GroupWise, it is considered a personal address book because you can edit the information for contacts.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

You can use Frequent Contacts Properties to decide which addresses to capture (if any) from either received or sent items, and how long you want addresses to remain in the address book before deleting them. For more information, see [“Setting Frequent Contacts Properties” on page 215](#).

If you select the Junk Mail Handling option to only accept mail from contacts in personal address books, you can receive mail from any contact in the Frequent Contacts address book. For more information, see [“Junking Email from Users Not In a Personal Address Book” on page 127](#).

6.1.3 Personal Address Books

You can create, edit, save, and rename multiple address books for your personal use, and you can share these address books with other users. For information on creating a personal address book, see [“Creating a Personal Address Book” on page 211](#).

Personal address books are marked with a  icon in the Address Book list.

You can add and delete names and address information for any contact (person, company, or resource) you want in your personal address books. You can also create your own information properties (fields). When you create a personal address book, a book icon is added to the Address Book list. You can expand and collapse open books by clicking + and -.

When you create multiple address books, you can include the same name and address in several books. If the entry is copied from an address book and you edit the entry’s information in one book, it is updated in all books.

Personal address books list addresses according to your preferences. You can also create personal groups. If you save a list of people as a group, you only need to type the group name in the *To* box to send the entire group a message. See [“Organizing Addresses in Groups” on page 201](#).

6.1.4 LDAP Address Book

The LDAP Address Book supports LDAP (Lightweight Directory Services Protocol) for accessing external directory services. You can add directory services from your Internet service provider or third-party companies.

LDAP Address Books are marked with a  icon.

You can connect to an LDAP server through Secure Sockets Layer (SSL) to assure increased security for the LDAP Address Books you access. Connecting through SSL requires that you have a digital certificate, which enables GroupWise to use SSL to authenticate to the LDAP server you have chosen.

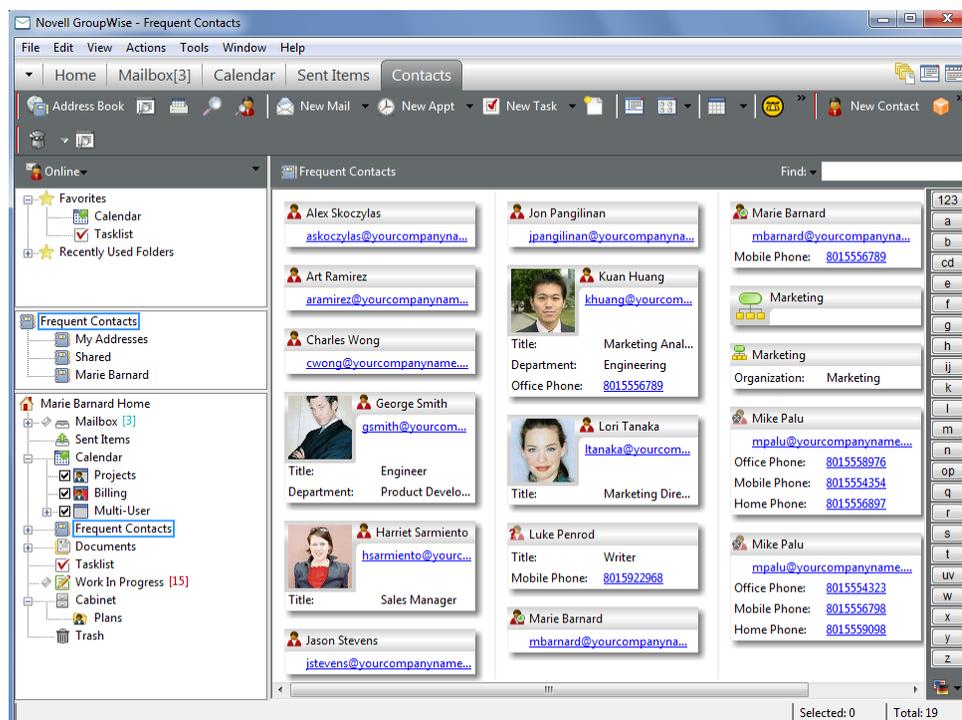
After you complete a directory service search, you can add the names you find to your personal address books.

While using Remote or Caching mode, you can perform a directory service search without connecting to GroupWise.

6.2 Understanding Contacts Folders

The Frequent Contacts folder  in the GroupWise Folder List represents the Frequent Contacts address book. Additional Contacts folders represent your personal address books.

Figure 6-1 Main Window Showing a Contacts Folder



Any modification you make in a Contacts folder is also made in the corresponding address book (Frequent Contacts or other personal address book).

The Simple Folder List displays a list of your personal Contacts folders under the Frequent Contacts folder. You can quickly select a different Contacts folder by clicking it in the Simple Folder List. Likewise, the Full Folder List displays a list of personal Contacts folders under the Frequent Contacts folder.

6.3 Addressing Items

There are multiple ways to address an item in GroupWise:

- ◆ [Section 6.3.1, “Using Name Completion,” on page 190](#)
- ◆ [Section 6.3.2, “Using the Address Selector,” on page 191](#)
- ◆ [Section 6.3.3, “Using the Frequent Contacts Address Book,” on page 193](#)
- ◆ [Section 6.3.4, “Sending Mail from a Contacts Folder,” on page 193](#)
- ◆ [Section 6.3.5, “Sending Mail from the Address Book,” on page 194](#)
- ◆ [Section 6.3.6, “Sending Mail to an Entire Address Book,” on page 194](#)

6.3.1 Using Name Completion

- ◆ [“Configuring Name Completion” on page 190](#)
- ◆ [“Addressing an Item with Name Completion” on page 190](#)
- ◆ [“Name Completion with Duplicate Names” on page 191](#)

Configuring Name Completion

By default, Name Completion uses names in your Frequent Contacts and the GroupWise Address Book. You can configure GroupWise to use additional books when performing Name Completion.

- 1 In the Main Window, click  on the toolbar.
- 2 Click *File > Name Completion Search Order*.
- 3 In the *Available books* box, click or Ctrl+click the books you want Name Completion to search, then click *Add*.
- 4 To change the search order of an address book, select the address book in the *Selected books* list, then click *Down* or *Up*.
- 5 To disable Name Completion, select the *Disable Name Completion* check box.
- 6 Click *OK*.

Addressing an Item with Name Completion

When you begin typing a name in the *To*, *CC*, or *BC* fields of an item you are creating, Name Completion tries to complete the name for you. It searches the address books in the order you specify in the Name Completion Search Order dialog box for entries that match what you’re typing. Names are sorted by relevance, so users who you contact more frequently appear first in the name completion.

If Name Completion finds the name you are looking for, you can stop typing. If Name Completion doesn’t find it, continue typing. Name Completion searches again after each new character you type. If Name Completion finds a name that is close to but doesn’t exactly match the one you are looking for, you can use the Up-arrow or Down-arrow keys to scroll to adjacent names in the address book. You can also press Ctrl+Enter at any point to display matches up to that point.

If Quick Info is enabled, as described in [Section 6.5.12, “Displaying Quick Info,” on page 217](#), contact information displays as you type to help you identify the contact you want. If the contact you want has multiple email addresses, you can use the Up-arrow or Down-arrow keys to select the email address you want to use. You can also right-click the completed name, then select the email address from the drop-down list.

Name Completion with Duplicate Names

When you use name completion, you might have two contacts with the same name. When name completion finds two people with the same name but different email addresses, it displays a prompt so you can select the correct name to use. Additional information is provided to help you select the correct name to use. After you make your selection, the name is added to your Frequent Contacts and is your default selection the next time you send an email to that name.

6.3.2 Using the Address Selector

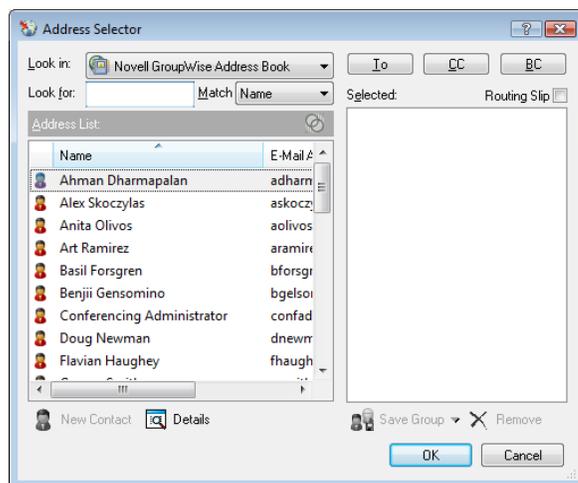
When you are composing a new item and you click  on the item view toolbar, the Address Selector displays. The Address Selector presents a simplified address book view, providing you with the options you need to select a name or create a group.

- ◆ [“Understanding the Address Selector” on page 191](#)
- ◆ [“Addressing an Item with the Address Selector” on page 192](#)

Understanding the Address Selector

The Address Selector displays in other places throughout GroupWise, such as when you are selecting members of a group or entries for a Find. It might be slightly modified to show only context-appropriate options.

Figure 6-2 *The Address Selector*



In the Address Selector, you view one address book at a time. To choose a different address book to look at, click an address book in the *Look in* drop-down list.

Double-click the entries you want placed in *To*, *CC*, or *BC* fields of the item you are addressing. You can use the  drop-down list to restrict the list of entries to contacts, groups, or resources. You can search the list by name, first name, or last name by using the *Match* drop-down list. If an entry is marked with a +, it has multiple email addresses.

You can add and remove columns and change the column order in the list of address entries. You can change the sort order of the list based on the entries in any column. You can resize the Address Selector by dragging a corner of the window. You can open a contact entry to view details by clicking the contact, then clicking *Details*.

You can add contacts to the right pane and then create a group by clicking *Save Group*. If you click the down-arrow on the *Save Group* button, you can select which address book the group is saved to. Otherwise it is saved to the address book displayed in the Address Selector.

You can create new contacts by using the *New Contact* button. This button is not active if you are currently displaying the GroupWise Address Book or any other address book that you don't have rights to edit (for example, a shared address book or an LDAP Address Book). To create a new contact, click *New Contact*, enter the contact information in the different tabs, then click *OK*. For more information, see [Section 6.4.2, "Managing Contacts," on page 195](#).

To create a routing slip in the item you are creating, click *Routing Slip*. For more information, see ["Creating a Routed Message" on page 85](#).

Addressing an Item with the Address Selector

Use the Address Selector to address items you are composing. For more information about the Address Selector, see [Section 6.3.2, "Using the Address Selector," on page 191](#).

- 1 In an item you are composing, click  *Address* on the toolbar.
- 2 Select an address book from the *Look in* drop-down list.
- 3 Double-click the names you want as primary (*To*) recipients of your message.
- 4 To address carbon copy recipients, click *CC*, then double-click the names you want.
- 5 To address blind copy recipients, click *BC*, then double-click the names you want.
- 6 Click the  drop-down list to show only contacts, groups, or resources in your list.
- 7 Click the *Match* drop-down list to select how you want to locate a recipient (by name, last name, or first name), then type the recipient's name.
- 8 Click *OK*.

If you know the person's name, begin typing it in the *To* field of the item view. In the Address Selector, Name Completion searches the currently selected address book. When Name Completion finds the person you want to send a message to, you can stop typing. If Name Completion finds a name that is close to but doesn't exactly match the one you are looking for, use the Up-arrow or Down-arrow keys to scroll to adjacent names in the address Book. If Name Completion does not find the person, select a different address book in the Address Selector.

6.3.3 Using the Frequent Contacts Address Book

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book if the book's options are set to do so. You can view the date and time you last used an entry and the number of times you have used it.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

You can use Frequent Contacts Properties to decide which addresses to capture (if any) from either received or sent items, and how long you want addresses to remain in the address book before deleting them.

- 1 Click  **Address** in an item you are composing.
- 2 Select *Frequent Contacts* from the *Look in* drop-down list.
- 3 Double-click the names you want, then click *OK*.

The Frequent Contacts address book can be closed, but it cannot be deleted.

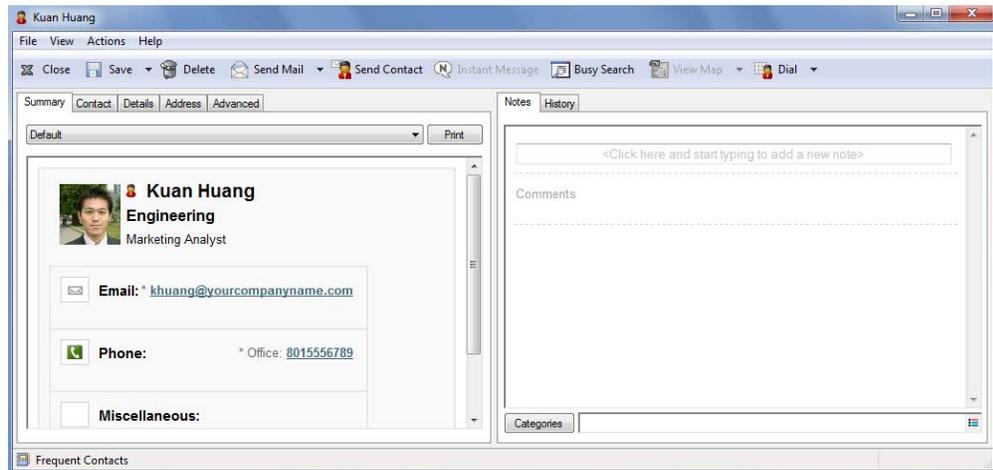
6.3.4 Sending Mail from a Contacts Folder

- 1 Click a Contacts folder.
- 2 If you are viewing the Contacts folder as address cards, click the email address you want to send a message to.

or

If the email address is not immediately displayed in the Contacts folder:

- 2a Double-click a contact.
- 2b On the Summary page, click the email address you want to send a message to.



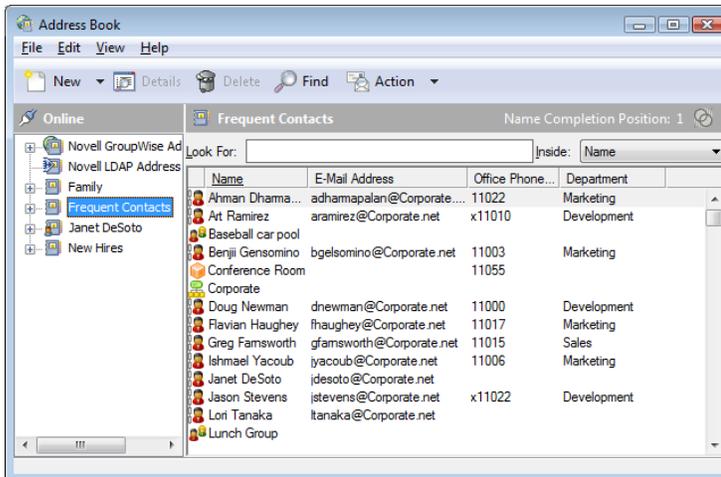
You can also double-click an email address on the Contact page or click *Send Mail* on any page.

- 3 Type a subject and message in the mail message that opens.
- 4 Click *Send* on the toolbar.

6.3.5 Sending Mail from the Address Book

Use Mail Message to send items from an address book. If you have opened the address book from the Main Window, the address book is not connected to an item view. Mail Message lets you open an item view from the address book.

- 1 In the Main Window, click  on the toolbar.



- 2 Click an address book.
- 3 Ctrl-click the users you want to send mail to.
- 4 Click *File > Mail Message*.

6.3.6 Sending Mail to an Entire Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book.
- 3 Shift-click the first and last users in the address book.
- 4 Right-click the group of selected users.
- 5 Click *Action > Send Mail*.

6.4 Using Contacts Folders

Contacts folders give you a convenient view of address book information. The Frequent Contacts folder is associated with your Frequent Contacts address book. When you create a new address book, as described in [Section 6.5.2, “Creating a Personal Address Book,” on page 211](#), the new address book is automatically added as a new Contacts folder. When you create a new Contacts folder, a corresponding personal address book is created automatically.

- ♦ [Section 6.4.1, “Creating a Contacts Folder,” on page 195](#)
- ♦ [Section 6.4.2, “Managing Contacts,” on page 195](#)
- ♦ [Section 6.4.3, “Managing Groups,” on page 201](#)
- ♦ [Section 6.4.4, “Managing Resources,” on page 205](#)
- ♦ [Section 6.4.5, “Managing Organizations,” on page 208](#)

6.4.1 Creating a Contacts Folder

- 1 Right-click the Frequent Contacts folder, then click *New Contacts Folder*.
- 2 Type the name for the new Contacts folder, then press Enter.
- 3 Right-click the new Contacts folder, then click *Properties*.

On the *General* tab, you can change the name of the Contacts folder and provide a description as needed.
- 4 Click the *Display* tab.
- 5 Select whether you want to view the Contacts folder by *Address Cards*, *Details*, or *Panels*.

Display options vary depending on how you choose to view the Contacts folder:

Sort By: Select the GroupWise field that you want to sort the contacts by, such as *First Name* or *Last Name*.

Sort Order: Select *Ascending* or *Descending*.

Summary: Select *Summary* to summarize contact information under each contact name.

Columns: Select *Columns* to display all contact information on a single line, organized into columns. Under *More Display Settings*, select the GroupWise fields that you want to use as column headers.

Show Group Labels: Select *Show Group Labels* if you want contact information organized into expandable/collapsible groups.

Contact Type: Select the types of contacts that you want to display in the Contacts folder (people, groups, resources, or organizations).

Customize Panels: Click *Customize Panels* to display contacts in one panel and other related information in one or more additional panels. For instructions on setting up panels, see [Section 2.4.4, “Customizing a Panel,” on page 64](#).
- 6 Select display options for the new Contacts folder, then click *OK*.
- 7 Specify a unique name for this set of display options, so that you can select it for other folders, then click *OK*.

6.4.2 Managing Contacts

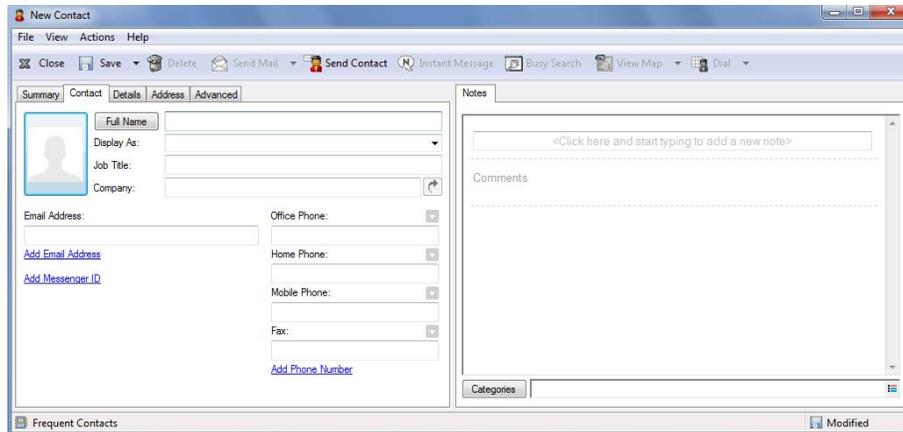
Each contact in a Contacts folder is marked with the  *Contact* icon. When you double-click a contact, the contact item view displays.

- ♦ [“Adding a Contact” on page 196](#)
- ♦ [“Modifying a Contact” on page 197](#)
- ♦ [“Finding a Contact” on page 198](#)
- ♦ [“Organizing Contacts with Categories” on page 198](#)
- ♦ [“Sending a Contact” on page 198](#)
- ♦ [“Changing the Display Name of a Contact” on page 198](#)
- ♦ [“Viewing All Correspondence with a Contact” on page 200](#)
- ♦ [“Viewing a Contact’s Address on a Map” on page 201](#)
- ♦ [“Deleting a Contact” on page 201](#)

Adding a Contact

When you add a contact to a Contacts folder, it is added to the corresponding address book.

- 1 In the Folder List, select the Contacts folder where you want to add the contact.
- 2 Click *New Contact* on the toolbar.



- 3 In the *Full Name* field, specify the contact's full name.
- 4 In the *Display As* field, specify the name you want to use for the contact.
Information in the *Display As* field displays in the contact list.
- 5 (Optional) Specify any other information you want to record about the contact.

Contact: Use this page to specify the contact's name, multiple email addresses, multiple phone numbers, and multiple instant messaging IDs.

Click the *Display As* drop-down list to select how you want the name to display in Name Completion. You can select *Last*, *First*, *First Last*, or you can specify any display name you choose. When you want to address an item to this contact, type the display name in an address field (*To*, *CC*, *BC*) of the item.

If you fill in the *Company* field with a name for which you have created an organization, the organization information is automatically retrieved into the appropriate fields of the new contact.

If you click *Send Mail* on the *Contact* page, a new mail view is opened, addressed to this contact.

If you click *Instant Message*, your instant messaging product is opened and a conversation is initiated with this contact. If the *Instant Message* button is dimmed, no compatible instant messaging product is installed.

You can specify multiple phone numbers. To select the primary phone number, click next to the phone number you want to identify as the primary number, then click *Set As Primary*.

If you click the photo area in the upper left corner of the *Contact* tab, you can add or replace a photo for the contact. Browse to and select the photo that you want to represent the contact. GroupWise accepts various types of image files, such as .jpg, .gif, .png, .bmp, and .tif, and then converts the image to .jpg with a maximum width or height of 64 pixels.

Details: Use this page to specify the contact's profession, department, location, manager, assistant, birthday, anniversary, spouse, children, hobbies, and any Internet addresses associated with the contact.

To specify a birthday and anniversary, select the month, date, and year from the appropriate drop-down lists. To view the birthday or anniversary in a week calendar view, click the *Calendar* icon.

When the check box next to the date is selected, the birthday or anniversary information is displayed on the Summary page and in the *Birthday* column if you have added one to an address book. In addition, selecting the check box adds the birthday or anniversary to your Calendar as a posted All Day Event. If you deselect the check box, the birthday information is available only on the Personal page.

To specify an Internet address for the contact's office, personal, or free/busy information, specify the address in the appropriate fields. Click a *Web site* button to launch a browser and go to the Web site.

Address: Use this page to specify the contact's office, home, and any other addresses. To specify the default mailing address, Select *Set as mailing address*.

Advanced: Use this page to view, add, and edit user-defined fields. All system and user-defined fields display. For more information, see ["Defining Custom Fields in a Personal Address Book" on page 212](#). Click *Manage Certificates* on this page to view or remove security certificates you have received from this contact, change the trust of the certificates, edit certificate properties, and import and export certificates. For more information, see ["Viewing Received Security Certificates and Changing the Trust" on page 92](#).

Notes: Use this page to add information about your interaction with this contact. For example, a salesperson can keep a log of the contact he or she has had with a customer. Notes are also displayed in the *History* tab.

When you create a note on this page, a reminder note is created and placed on the calendar page in the *Reminder Notes* list. Notes are not exported with the address book, but instead are exported with the calendar.

When you create a comment, the comment is created only on the Notes page and is not automatically time stamped.

You can also assign a category for the contact on the Notes page. To specify a category, click the *Category* icon, then select the category.

History: Displays all the items you have sent to or received from this contact, unless the items have been archived. You can use Quick Find to create custom searches in the History. For additional information on using Quick Find, see [Chapter 7, "Finding Items," on page 233](#).

- 6 Click *Close*, then click *Yes* to save your changes.

TIP: You can also add a contact by dragging and dropping an item from someone new into a Contacts folder to create a contact record for that person. In addition, you can add a contact by double-clicking in the white space of an address card list.

Contacts can also be added by right-clicking an email address or name in any GroupWise item and selecting *Add To Address Book*.

Modifying a Contact

You can modify a contact's information in the Frequent Contacts folder or a personal Contacts folder. In order to modify a contact in the GroupWise address book, you must first copy the contact to the Frequent Contacts folder or another personal Contacts folder.

- 1 In the Folder List, select the Contacts folder where you want to modify the contact.
- 2 In the contact list, double-click the contact to modify.
- 3 Make any needed modifications to the contact.

For information about the contact details you can enter on each tab, see ["Adding a Contact" on page 196](#).

TIP: If you fill in the *Company* field on the *Contact* tab with an existing organization, click the Organization icon  to retrieve organization information into the contact.

- 4 Click *Close*, then click *Yes* to save your changes.

Finding a Contact

Use the *Find* field in the Item List header of a Contacts folder to search for specific contacts, as described in [Section 7.1.2, “Finding Contacts,” on page 234](#).

Organizing Contacts with Categories

As with other items in GroupWise, you can assign categories to your contacts. This can help you organize your contacts by giving contacts an identifying color.

Categories that have been assigned to contacts are shown in the contact folder, as well as the address selector. For more information about the address selector, see [Section 6.3.2, “Using the Address Selector,” on page 191](#).

To assign a category to a contact:

- 1 Click a Contacts folder.
- 2 Right-click the name of a contact.
- 3 Click *Categories*, then click the category that you want to assign to the contact.

For more information about using categories, see [Section 2.2, “Using Categories to Organize Items,” on page 42](#).

Sending a Contact

- 1 Click a Contacts folder.
- 2 Double-click a contact.
- 3 Click *Send Contact* to open a Mail To window with the contact’s information attached to the message in vCard format.
- 4 Address and send the message as usual.

The recipient can import the contact into a personal address book as described in [“Importing Contacts from a vCard” on page 223](#).

TIP: You can also attach a contact to an item by dragging and dropping it from a Contacts folder into the Attachments window of a new message.

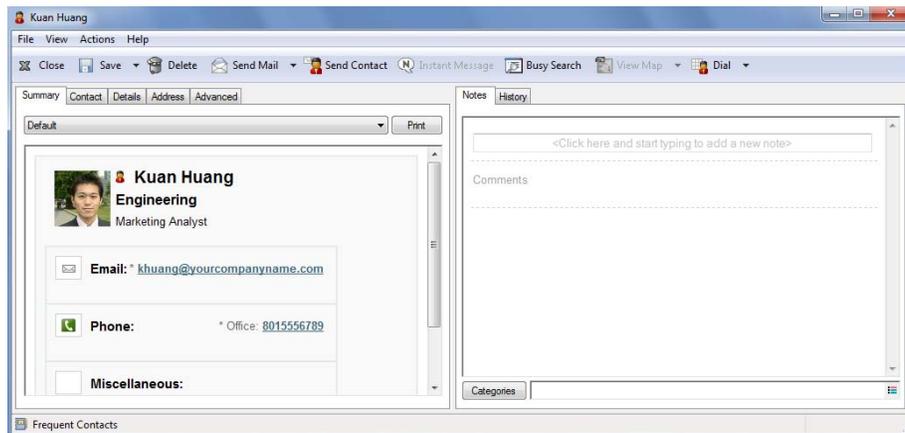
Changing the Display Name of a Contact

The display name is the name that displays when you begin typing in the *To* (or *BC* or *CC*) field of a message. When you begin typing a name, for example “Ar,” Name Completion fills in the rest of the name with a name from the address book, for example “Arthur Ramirez.” However, if there are two

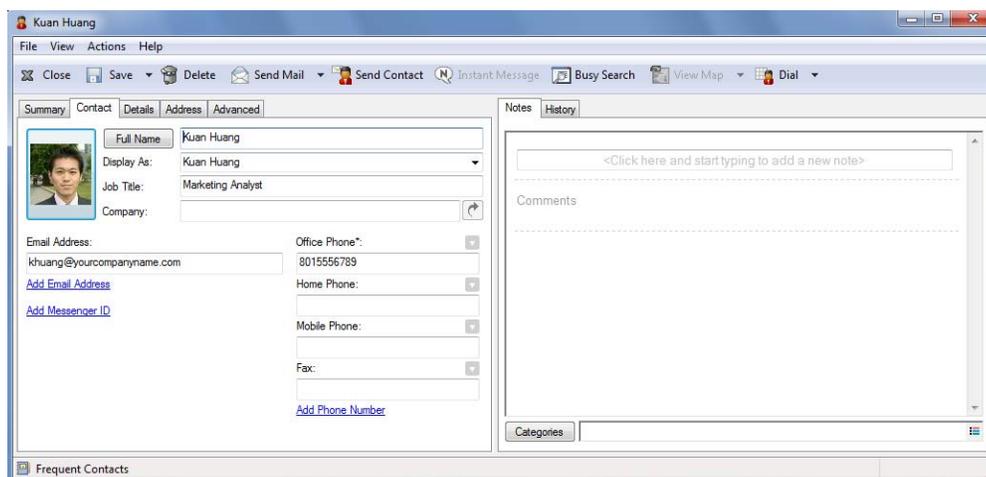
people named Arthur Ramirez in the address book, one in Accounting and one in Development, it might be difficult for you to know which name Name Completion has filled in, unless you take the time to look at more properties.

You can change the display name so that it's easy to know which name Name Completion has filled in. For example, if you only correspond with Arthur Ramirez in Development, and if he goes by Art rather than Arthur, you could change the display name to Art Ramirez.

- 1 Click a Contacts folder.
- 2 Double-click a contact.

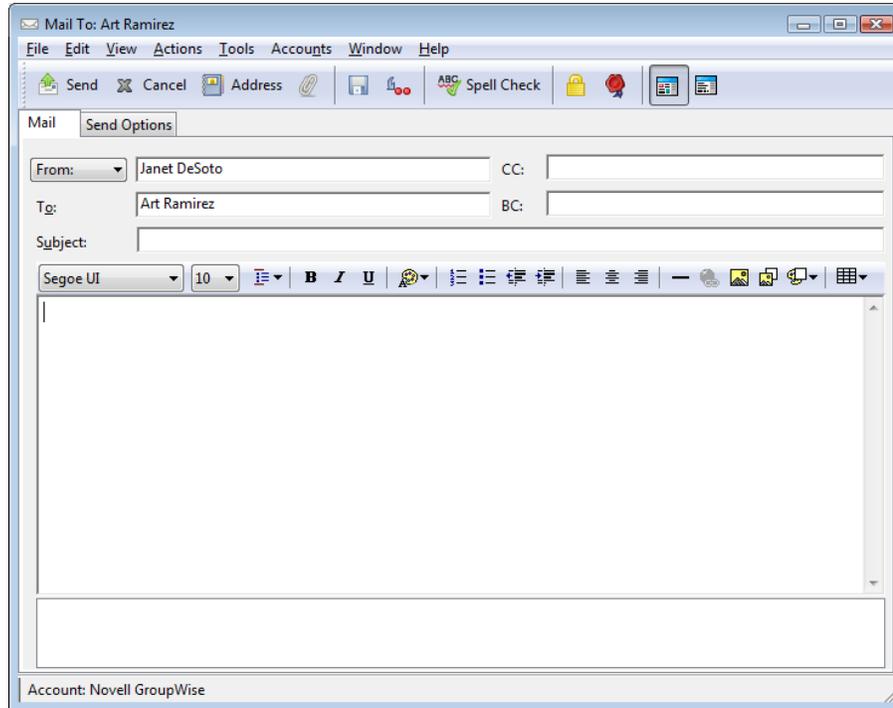


- 3 Click the *Contact* tab.



- 4 Type a new name in the *Display As* field (for example, Art Ramirez).
You can also click the *Display As* drop-down list to select *Last*, *First* or *First Last* (for example: Ramirez, Art or Art Ramirez).
- 5 Click *OK*.

The next time you address a message, Name Completion fills in this display name.

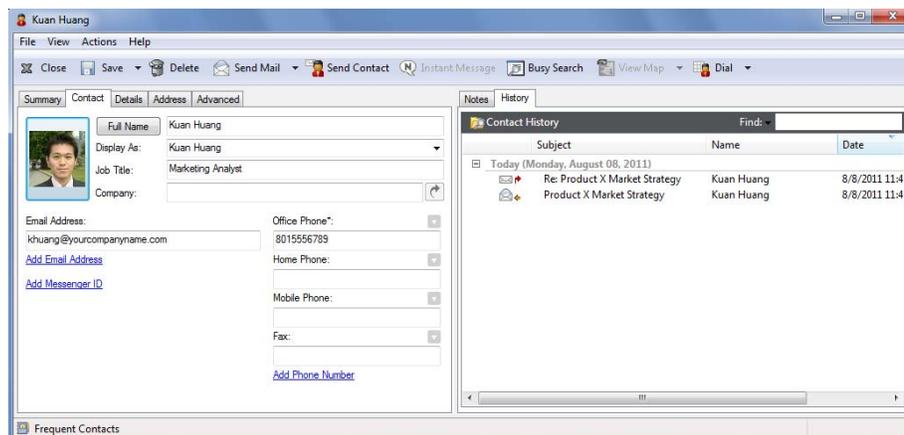


Viewing All Correspondence with a Contact

- 1 Click a Contacts folder.
- 2 Double-click a contact.
- 3 Click the *History* tab.

All items you have received from or sent to this contact display.

Also, messages might be displayed here if the user was added as a message contact, as described in [“Adding a Contact to an Email You Send or Receive”](#) on page 119.



The *Folder* column shows where each item is located. Double-click an item to view its contents.

To add or remove columns, right-click the column heading, then click an option. To sort by the information of a column (for example, by date or subject), click the column heading.

You can use Quick Find to quickly find items or to create custom searches. For more information on how to use Quick Find, see [Chapter 7, “Finding Items,”](#) on page 233.

Viewing a Contact’s Address on a Map

The View Map feature allows you to quickly find the location of one of your contacts. You can use the main address to open a Web browser and search for a map to the contacts location.

- 1 Click a Contacts folder.
- 2 Double-click a contact.
- 3 Click *View Map*.
- 4 (Optional) Use the *View Map* drop-down list to select a specific map location like an office, home, or other address.

Deleting a Contact

You can delete a contact in the Frequent Contacts folder or another personal Contacts folder. You cannot delete a contact from the GroupWise Address Book

- 1 In the Folder List, select the Contacts folder where you want to delete the contact.
- 2 In the contact list, right-click the contact, then click *Delete*.
- 3 Click *Yes* to confirm the deletion.

6.4.3 Managing Groups

- ♦ [“Organizing Addresses in Groups”](#) on page 201
- ♦ [“Creating and Saving a Personal Group”](#) on page 202
- ♦ [“Adding Contacts to a Group”](#) on page 203
- ♦ [“Deleting a Contact from a Group”](#) on page 204
- ♦ [“Addressing Items to a Group”](#) on page 204
- ♦ [“Viewing Group Information”](#) on page 204
- ♦ [“Deleting a Group from a Contacts Folder”](#) on page 205

Organizing Addresses in Groups

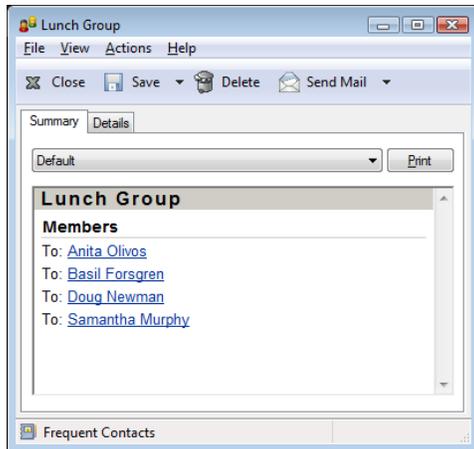
A group is a list of users or resources you can send messages to. Use groups to send a message to several users or resources by typing the group name in the *To*, *BC*, or *CC* fields. There are two types of groups: public and personal.

A public group is a list of users created by the GroupWise administrator, and it is available for use by each GroupWise user. For example, there might be a public group for the Accounting Department. Each employee in Accounting is included in the group. Public groups are listed in the GroupWise Address Book.

A personal group is a group created by you. For example, if you often send an appointment to your work group, you can include each co-worker’s address or name and a meeting place (a resource) in a personal group.

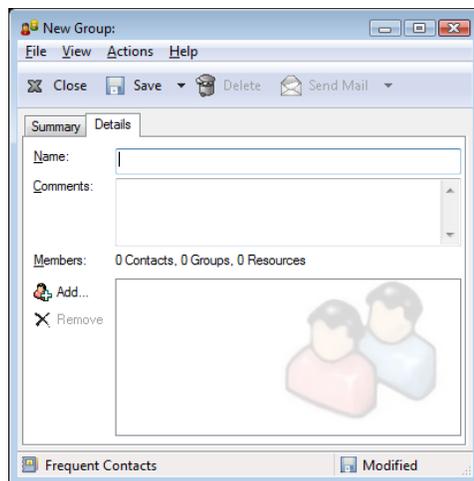
Each group in a Contacts folder is marked with . When you double-click a group, the group item view displays.

Figure 6-3 Group Item View



Creating and Saving a Personal Group

- 1 In the Folder List, select the Contacts folder where you want to create the personal group.
- 2 Click *New Group* on the toolbar



- 3 Type a name for the group.
- 4 (Optional) Type any comments, such as a description for the group.
- 5 Click *Add* to open the Address Selector dialog box and display the address list.
- 6 Click *To*, *CC*, or *BC*, then double-click or Ctrl+click and drag the users and resources for your group in the Group panel.

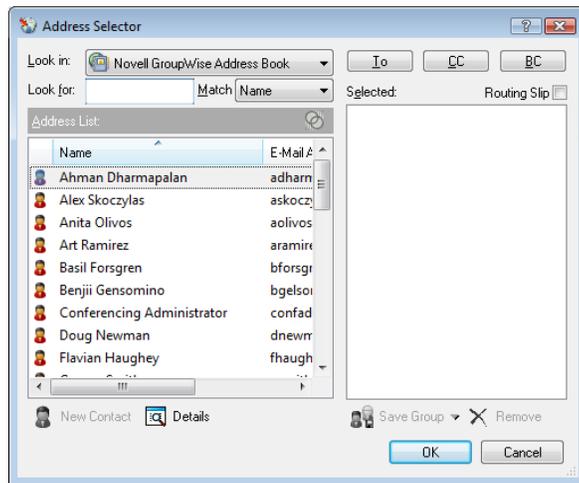
If the users you want to add are in a different address book, click the address book on the *Look In* drop-down list.

To restrict the list of entries by contacts, groups, or resources, click an option on the  drop-down list.

- 7 To add an entry that is not in an existing Contacts folder, click *New Contact*, fill in the information, click *OK*, then double-click the entry.
- 8 Click *Save > Close* to save the group in the Contacts folder.

You can also create and save a personal group from the Address Selector when you are addressing a message or other item:

- 1 In an item view, click  on the toolbar.



- 2 Double-click contacts to add them to the right pane.

If the users you want to add are in a different address book, click the address book on the *Look In* drop-down list.

To restrict the list of entries to contacts, groups, or resources, click an option on the  drop-down list.

- 3 To add an entry that is not in an existing address book, click *New Contact*, fill in the information, click *OK*, then double-click the entry.
- 4 Click *Save Group*.
or
If you want to save the group to a different address book than the one that is displayed, click the arrow on the right of *Save Group*, then select the address book.
- 5 Type a name for the group.
- 6 Type comments, such as a description of the group.
- 7 Click *OK* twice.

TIP: You can also create a personal group by dragging and dropping an item addressed to multiple users into a Contacts folder to create a group consisting of the recipients of that item.

Adding Contacts to a Group

- 1 In the Folder List, select the Contacts folder where you want to add contacts to a group.
or

In an item you are composing, click  on the toolbar.

- 2 Right-click the group, then click *Details*.
Groups are marked by the  icon.
- 3 On the *Details* tab, click *Add* to open the Address Selector dialog box and display the address list.

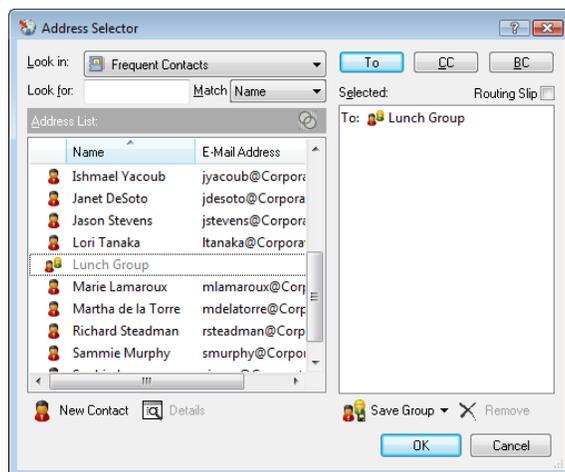
- Click the  drop-down list to restrict the list to contacts, groups, or resources.
- 4 To add a contact, click the *Look In* drop-down list, then click the address book the contact is in.
- 5 Click the *Match* drop-down list, then click the way you want to locate the contact (by first name, last name, or full name).
- 6 In the *Look For* field, type the contact you want to add.
The address list scrolls to the nearest match.
- 7 Double-click the contact in the list so that it is added to the *Selected* list.
- 8 Click *OK* twice to save the group.

Deleting a Contact from a Group

- 1 In the Folder List, select the Contacts folder where you want to delete a contact from a group
- 2 In the contact list, double-click the group.
- 3 Select the contact to delete, then click *Delete*.
- 4 Click *OK*.

Addressing Items to a Group

- 1 In an item view, click  on the toolbar.

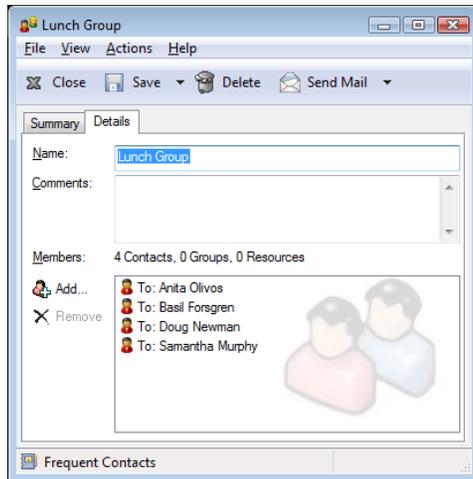


- 2 Select a group, then click *To*, *CC*, or *BC*.
- 3 Repeat as necessary.
- 4 (Optional) To show all the members of the group, right-click the group, then click *Expand Group*.
- 5 (Optional) To see more information about the group, right-click the group, then click *Details*.
- 6 Click *OK* to return to the item view.

Viewing Group Information

- 1 In the Folder List, select the Contacts folder where you want to view group information.
- 2 Right-click the group, then click *Details*.

- 3 Click the *Details* tab.



Deleting a Group from a Contacts Folder

- 1 In the Folder List, select the Contacts folder where you want to delete the group.
- 2 Right-click the group, then click *Delete*.
- 3 Click *Yes* to confirm the deletion of the group.

6.4.4 Managing Resources

Resources are items that can be scheduled for meetings or other uses. Resources can include rooms, computer projectors, cars, and more. The GroupWise administrator defines a resource by giving it an identifying name and assigning it to a user. Resources can be included in a busy search, just as users can. Resource IDs are entered in the To box. A user assigned to manage a resource is the owner of that resource.

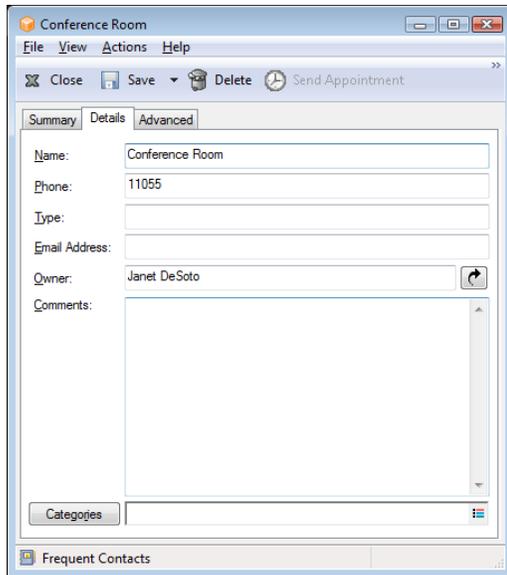
The owner of a resource is responsible for accepting and declining appointments for the resource. In order to do so, the owner must have full proxy rights to the resource. As a resource owner, you can select to receive notification of appointments for the resource.

- ♦ [“Understanding Resources” on page 205](#)
- ♦ [“Adding a Personal Resource” on page 206](#)
- ♦ [“Modifying a Personal Resource” on page 207](#)
- ♦ [“Accepting and Declining Resource Requests” on page 207](#)
- ♦ [“Receiving Notification for Another User or Resource” on page 207](#)
- ♦ [“Creating a Rule for a Resource” on page 208](#)
- ♦ [“Deleting a Personal Resource” on page 208](#)

Understanding Resources

Each resource in a Contacts folder is marked with . When you double-click a resource, the resource item view displays.

Figure 6-4 Resource Item View



Use this page to specify a name for the resource, a phone number, resource type, email address, owner, and comments about this resource.

In the *Owner* field, you can specify a contact that is already in your address book, or you can use the arrow button to create a new contact entry.

Adding a Personal Resource

The GroupWise Address Book includes resources defined by your GroupWise administrator. You can add a personal resource to the Frequent Contacts folder or another personal Contacts folder.

- 1 In the Folder List, select the Contacts folder where you want to add a personal resource.
- 2 Click *New Resource* on the toolbar.
- 3 In the *Name* field, specify the name for the resource.
- 4 In the *Phone* field, specify the phone number of the contact responsible for the resource.
- 5 In the *Type* field, specify the type of resource.

You can specify *Resource* or *Place*. If you specify *Place*, the resource description is automatically added to the *Place* field in the appointment.

- 6 In the *E-mail Address* field, specify the email address of the person to receive notifications about this resource.
- 7 In the *Owner* field, specify the owner of the resource.
- 8 In the *Comments* field, specify any comments you might have for the resource.

For example, you might want to specify how big a conference room is or what type of equipment is in the room.

- 9 Click *Close*, then click *Yes* to save your changes.

Modifying a Personal Resource

- 1 In the Folder List, select the Contacts folder where you want to modify a personal resource.
- 2 Right-click the resource, then click *Details*.
Resources are marked by the 📁 icon.
- 3 On the *Details* tab, modify any information as needed.
- 4 Click *Close*, then click *Yes* to save your changes.

Accepting and Declining Resource Requests

You can accept or decline requests for a resource only if you are the owner and have been granted Read and Write rights. Personal resources cannot be shared with other users through proxy rights.

- 1 In the Main Window or Calendar, click *File > Proxy*.
or
Click the Folder List header drop-down list (above the Folder List; probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Proxy*.
- 2 Click the resource you own.
If the resource you own isn't listed in the Proxy pop-up list, click *Proxy*, type the name of the resource you own in the *Name* field, then click *OK*.
- 3 Double-click the item you need to accept or decline.
- 4 Click *Accept* or *Decline* on the toolbar.

Receiving Notification for Another User or Resource

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then click *Notify*.
- 3 Select the name of a user for whom you are a proxy, or select the name of the resource you own.
If the user or resource is not listed in the Notification list, type the name, then click *Add User*. You can select the name from the Address Selector dialog box by clicking .
- 4 Make sure *Subscribe to alarms* and *Subscribe to notification* are selected.
You are automatically subscribed to alarms and notification for yourself. If you deselect *Subscribe to alarms* and *Subscribe to notification* for yourself, you no longer receive alarms and notifications. You need to repeat the steps in this topic for your user name.
- 5 Click *OK*.

Notify must be open or minimized in order to receive notification or alarms. For more information, see [Section 8.2, "Starting Notify," on page 252](#).

Creating a Rule for a Resource

If you are the owner of a resource, you have full Proxy rights to that resource, including the ability to create rules for it. The following steps show you how to create a rule that accepts all requests for an available resource. This is an example of one rule that is useful for a resource. You can create other rules that perform different actions. For example, you might create a rule that declines requests for a resource that is already scheduled.

1 Click the *Mode Selector* icon , then click *Proxy*.

2 Click the resource you own.

If the resource you own isn't listed in the Proxy dialog box, type the name of the resource you own in the *Name* field, then click *OK*.

3 Click *Tools > Rules*, then click *New*.

4 Type a name for the rule.

5 Click *Appointment*. Make sure the other item types are deselected.

6 Click the *Appointment conflict exists* drop-down list, then click *No*.

7 Click *Add Action*, click *Accept*, type a comment if desired, then click *OK*.

[Step 6](#) and [Step 7](#) instruct the rule to accept the appointment for the resource only if the resource is available.

8 Click *Save*, then click *Close*.

Deleting a Personal Resource

1 In the Folder List, select the Contacts folder where you want to delete the personal resource.

2 Right-click the resource, then click *Delete*.

Resources are marked by the  icon.

3 Click *Yes* to confirm the deletion of the resource.

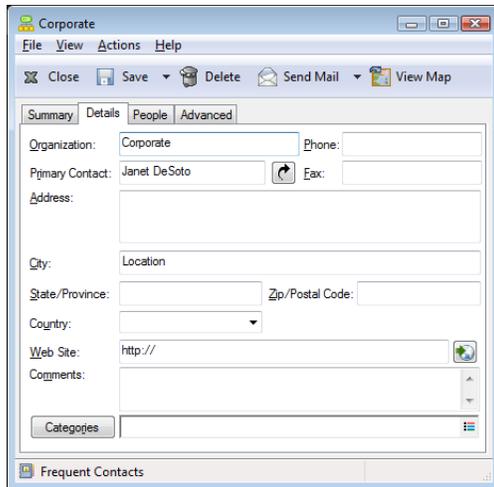
6.4.5 Managing Organizations

- ♦ [“Understanding Personal Organizations” on page 208](#)
- ♦ [“Adding a Personal Organization” on page 209](#)
- ♦ [“Modifying a Personal Organization” on page 209](#)
- ♦ [“Deleting a Personal Organization” on page 209](#)
- ♦ [“Sending Messages to a Personal Organization” on page 210](#)

Understanding Personal Organizations

Each organization in a Contacts folder is marked with the  Organization icon. When you double-click an organization, the organization item view displays.

Figure 6-5 Organization Item View



Use this page to specify a name for the organization, a phone and fax number, the primary contact in this organization, the address, Web site, and comments about this organization.

In the *Primary Contact* field, you can specify a contact that is already in a Contacts folder, or you can use the arrow button to create a new contact entry.

Adding a Personal Organization

The GroupWise Address Book includes organizations defined by your GroupWise administrator. You can add an organization to the Frequent Contacts folder or another personal Contacts folder.

- 1 In the Folder List, select the Contacts folder where you want to add a personal organization.
- 2 Click *New Organization* on the toolbar.
- 3 In the *Organization* field, specify the name of the organization.
- 4 (Optional) Specify any other information you want to record for the organization.
- 5 Click *Close*, then click *Yes* to save your changes.

Modifying a Personal Organization

- 1 In the Folder List, select the Contacts folder where you want to modify a personal organization.
- 2 Right-click the organization, then click *Details*.
Organizations are marked by the  icon.
- 3 On the *Details* tab, modify any information as needed.
- 4 Click *Close*, then click *Yes* to save your changes.

Deleting a Personal Organization

- 1 In the Folder List, select the Contacts folder where you want to delete a personal organization.
- 2 Right-click the organization, then click *Delete*.
Organizations are marked by the  icon.
- 3 Click *Yes* to confirm the deletion of the organization.

Sending Messages to a Personal Organization

You can simultaneously send email messages to all users in a personal organization.

- 1 In the Folder List, select the Contacts folder where you want to send an email to a personal organization.

- 2 Right-click the organization, then click *Details*.

Organizations are marked by the  icon.

- 3 Click *Send Mail*.

or

Click the down-arrow next to the *Send Mail* button, then click one of the following options:

- ◆ *Send Mail*
- ◆ *Send Appointment*
- ◆ *Send Note*
- ◆ *Send Task*
- ◆ *Send Phone Message*

6.5 Working with Address Books

Address books are the databases that store contact information, including names, address, email addresses, phone numbers, and much more. Contacts folders give you a more flexible view of address book information.

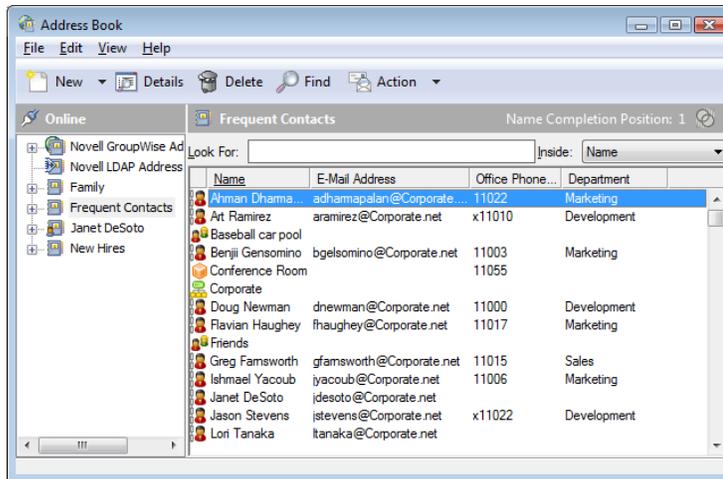
- ◆ [Section 6.5.1, "Opening an Address Book," on page 211](#)
- ◆ [Section 6.5.2, "Creating a Personal Address Book," on page 211](#)
- ◆ [Section 6.5.3, "Editing a Personal or Frequent Contacts Address Book," on page 211](#)
- ◆ [Section 6.5.4, "Renaming a Personal Address Book," on page 213](#)
- ◆ [Section 6.5.5, "Copying a Personal Address Book," on page 213](#)
- ◆ [Section 6.5.6, "Deleting a Personal Address Book," on page 213](#)
- ◆ [Section 6.5.7, "Setting Address Book Properties," on page 213](#)
- ◆ [Section 6.5.8, "Using Predefined Filters for the Frequent Contacts Address Book," on page 215](#)
- ◆ [Section 6.5.9, "Sharing an Address Book with Another User," on page 216](#)
- ◆ [Section 6.5.10, "Accepting a Shared Address Book," on page 217](#)
- ◆ [Section 6.5.11, "Synchronizing Address Book Entries," on page 217](#)
- ◆ [Section 6.5.12, "Displaying Quick Info," on page 217](#)
- ◆ [Section 6.5.13, "Viewing Contacts, Groups, Organizations, or Resources in an Address Book," on page 219](#)
- ◆ [Section 6.5.14, "Editing a Distribution List in the GroupWise Address Book," on page 220](#)
- ◆ [Section 6.5.15, "Searching for Address Book Entries," on page 220](#)
- ◆ [Section 6.5.16, "Customizing an Address Book Display," on page 221](#)
- ◆ [Section 6.5.17, "Sorting an Address Book," on page 222](#)
- ◆ [Section 6.5.18, "Importing and Exporting Addresses and Address Books," on page 223](#)

- ♦ [Section 6.5.19, “Using the LDAP Address Book,” on page 226](#)
- ♦ [Section 6.5.20, “Advanced Address Book Options,” on page 228](#)

6.5.1 Opening an Address Book

To open an address book, click  on the Main Window toolbar. The left pane lists the GroupWise Address Book, LDAP Address Book, Frequent Contacts address book, and any personal address books you have created.

Figure 6-6 *The Address Book Window*



You can use *File > Open Book* and *File > Close Book* to display and hide the address books in this pane. The right pane lists all the entries in the selected address book.

In an address book, you can open contacts to view details, select names to send an item to, create and modify groups, and create and delete contacts.

You also have advanced options, such as creating and modifying personal address books, changing your Name Completion search order, changing the properties of an address book, defining copy options, changing your MAPI configuration, importing and exporting address books, sharing address books, adding directory services, printing labels, and more.

6.5.2 Creating a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click *File > New Book*.
- 3 Type a name for the new book, then click *OK*.

6.5.3 Editing a Personal or Frequent Contacts Address Book

In a personal address book, including the Frequent Contacts address book, you can add or delete entries, edit existing information, copy names from one book to another, or rename a book. You can also create your own custom address book fields.

- ♦ [“Quickly Adding Contacts to Your Personal Address Book” on page 212](#)
- ♦ [“Editing Entries in a Personal Address Book” on page 212](#)

- ♦ [“Copying Entries between Personal Address Books” on page 212](#)
- ♦ [“Defining Custom Fields in a Personal Address Book” on page 212](#)
- ♦ [“Deleting Entries from a Personal Address Book” on page 213](#)

Quickly Adding Contacts to Your Personal Address Book

You can quickly add any recipient in an item to any personal address book.

- 1 Open an item addressed to one or more recipients.
- 2 Right-click the recipient you want to add to a personal address book.
- 3 Click *Add To Address Book*, then click the address book to add the contact to.

Editing Entries in a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book, then double-click the name you want to edit.
- 3 Edit the information on the different tabs, then click *OK*.

Copying Entries between Personal Address Books

You cannot copy entries to a closed address book; you must open the book first. You cannot copy names to the GroupWise Address Book.

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book, then click or Ctrl+click the names you want to copy.
- 3 Click *Edit > Copy To*.
- 4 Select the address book you want to copy the names to, then click *OK*.

When you copy an entry from one address book to another, the entries are linked, so that if you edit one entry, the other entry is also updated.

Defining Custom Fields in a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book where you want to define custom fields.
- 3 Double-click an entry, then click the *Advanced* tab.
- 4 Click *Add*, then type a title for the field in the *Field Name* field.
- 5 In the *Value* field, type the information you want to display in the field for that entry.
- 6 Click *OK*.

After you have added a custom field to an address book, the field cannot be deleted. However, because custom fields are displayed as columns, you can remove the column from your display. Because each address book can have different columns displayed, the column must be removed from each address book individually.

Deleting Entries from a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book, then click or Ctrl+click the names you want to delete.
- 3 Press the Delete key, then click *Yes*.

6.5.4 Renaming a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book you want to rename.
You cannot rename the Frequent Contacts address book.
- 3 Click *File > Rename Book*.
- 4 Type the new name, then click *OK*.

6.5.5 Copying a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book you want to copy.
- 3 Click *File > Save As Book*.
- 4 Type a new name for the address book, then click *OK*.

6.5.6 Deleting a Personal Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book you want to delete.
- 3 Click *File > Delete Book*, then click *Yes*.

After it is deleted, a personal address book cannot be recovered.

NOTE: You cannot delete the Frequent Contacts address book.

6.5.7 Setting Address Book Properties

You can choose and view various properties and options for your address books.

- ♦ [“Setting Personal Address Book Properties” on page 214](#)
- ♦ [“Viewing an Address Book’s Properties” on page 214](#)
- ♦ [“Setting Frequent Contacts Properties” on page 215](#)

Setting Personal Address Book Properties

Use the Address Book Properties dialog box to view the properties of each of your address books (including the GroupWise Address Book). There are three property tabs in the address books; not all of them are visible from every address book.

The *General* tab is visible from all address books. Use the *General* tab to view the name of the address book, the MAPI service provider (if known), a summary of what the address book contains, and so forth. You can also use it to add a description of the address book.

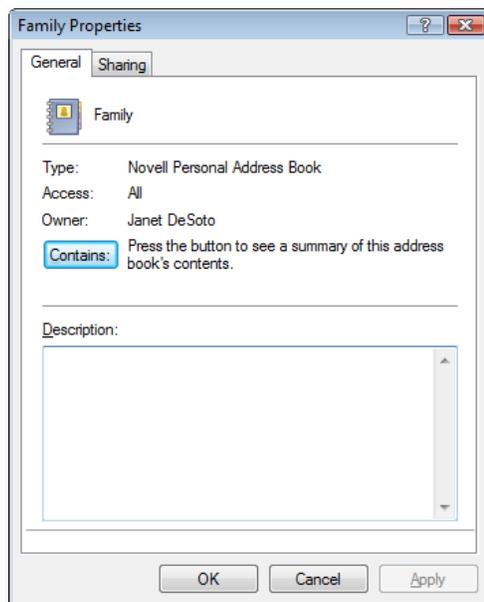
The *Options* tab is visible only from the Frequent Contacts address book. Use the *Options* tab to specify what is saved in Frequent Contacts and how this address book should be cleaned up. See [“Setting Frequent Contacts Properties” on page 215](#).

The *Sharing* tab is visible for personal address books for which you are the owner, including your Frequent Contacts address book. Use the *Sharing* tab to choose whether or not to share an address book, who to share it with, and which access rights each person should have.

You can also share your personal groups by placing them in an address book you share with others.

Viewing an Address Book’s Properties

- 1 In the Main Window, click  on the toolbar.
- 2 Click the address book you want to view the properties for.
If the book is not visible, the book is not open.
- 3 Click *File > Properties*.



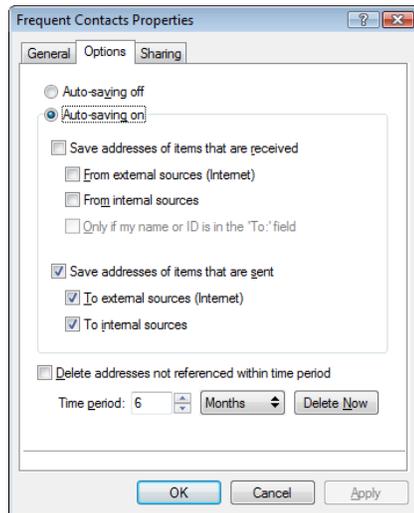
- 4 To view the number of individuals, resources, companies, and so forth, click *Contains*.
If the address book is large, this might take some time. The status bar measures the progress of this operation.
- 5 To add or modify a description for the address book, click the *Description* field, then type or edit the description.
- 6 Click *OK* to save your changes and close the Properties dialog box.

or

Click *Apply* to apply your changes and keep the Properties dialog box open.

Setting Frequent Contacts Properties

- 1 In the Main Window, click  on the toolbar.
- 2 Click the Frequent Contacts address book.
- 3 Click *File > Properties*, then click the *Options* tab.



- 4 Select the options you want.

If you cannot change these options, your GroupWise administrator has locked them.

To stop names from being placed into the Frequent Contacts address book, click *Auto-saving off*.

- 5 To delete names from this book, select the *Delete addresses not referenced within time period* check box, type a number in the *Time period* field, click a time period from the drop-down list (from hours to years), then click *Delete Now* to remove old addresses.
- 6 Click *OK* to save your changes and close the Properties dialog box.

or

Click *Apply* to save your changes and keep the Properties dialog box open.

6.5.8 Using Predefined Filters for the Frequent Contacts Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the Frequent Contacts address book.

If the Frequent Contacts address book is not visible, you must open it by clicking *File > Open Book*.

- 3 Click *View > Filter for at Least 3 References*.

or

Click *View > Define Filter for References* (a reference is the number of times you have sent or received items from an entry), type the minimum number of references an entry must have in order to be included in the search criteria, then click *OK*.

6.5.9 Sharing an Address Book with Another User

Shared address books are marked with a  icon. This icon might be slightly different, depending on whether or not you created the address book.

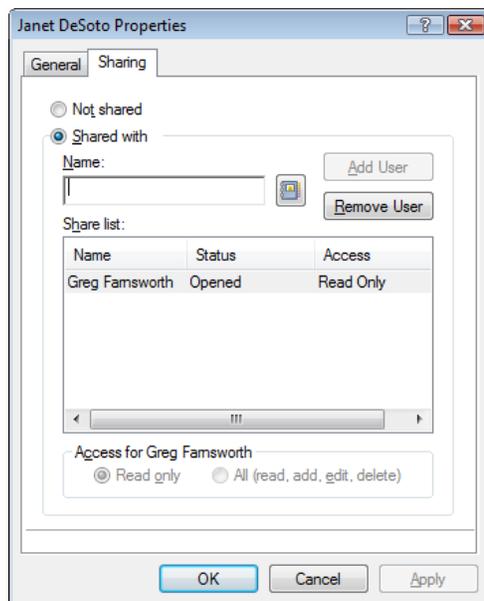
You can share personal address books with other users. You can give users read-only rights, or you can give them rights to read, add, edit, and delete information in the address book. When you share an address book, the users receive a notification that they can accept or decline.

- 1 In the Main Window, click  on the toolbar.
- 2 Right-click the address book you want to share, then click *Sharing*.
If the address book is not visible, you can open it by clicking *File > Open Book*.
- 3 Click *Shared with*.
- 4 Type the name of the person with whom you want to share the address book, then click *Add User* to add the user to the *Share* list.

If you do not know the name of the person, click , then search for and select the user.

You cannot share address books across external domains.

- 5 Click each user's name in the *Share* list, then assign him or her access rights in the *Access* group box.



- 6 Click *OK* to save your changes and close the dialog box.

or

Click *Apply* to apply your changes and keep the dialog box open.

When you click *OK* or *Apply*, the person with whom you want to share the address book receives a notification. The *Status* column displays as *Pending* until the user accepts or declines the shared address book request, then the column is updated to reflect the user's selection.

In the Address Book list, shared address books are marked with the .

You and the users you share an address book with can arrange your address book columns differently.

6.5.10 Accepting a Shared Address Book

When you accept a shared address book, it appears in your Address Book List along with the GroupWise Address Book, Frequent Contacts address book, and personal address books.

- 1 Click the *Mailbox* icon in the Folder List.
- 2 Click the shared address book notification to open it, or right-click it > click *Open*.
- 3 Click *Accept Address Book* to add the address book to the address book list.

You can now use the shared address book to address items or look up user information, just as you would in other address books.

6.5.11 Synchronizing Address Book Entries

You can use Synchronize to make sure that your personal address book entries match the corresponding entries in the GroupWise Address Book. You can synchronize an entire personal address book or just the entries you have selected.

For example, you might have a personal address book containing the names of your contacts in the Marketing department. When the Marketing department changes buildings and phone numbers, Synchronize saves you from needing to create a new personal address book.

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book you want to synchronize.
- 3 To synchronize an address book, click *File > Synchronize > Current Book*.

or

To synchronize selected entries, Ctrl+click or Shift+click the entries, then click *File > Synchronize > Selected Items*.

6.5.12 Displaying Quick Info

Summary information about users is displayed in an address book and in the Address Selector when you mouse over that name. The same information displays in the *To*, *CC*, *BC*, or *From* fields of a message if you first click the name. This display is called Quick Info.

[Figure 6-7](#) shows Quick Info in a mail message:

Figure 6-7 Mail View With Information about a User

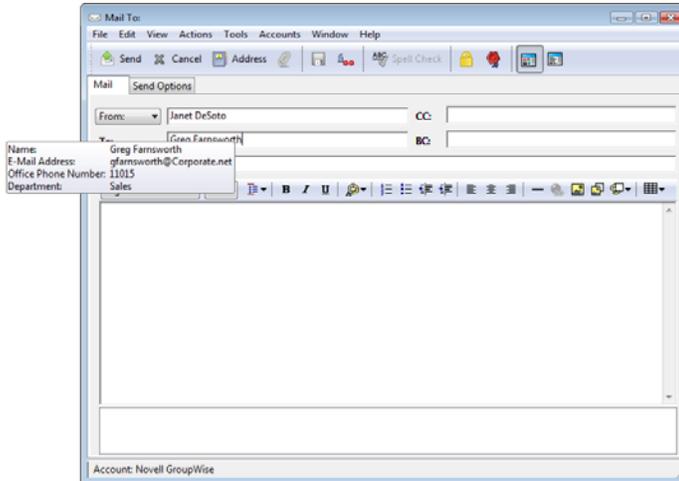
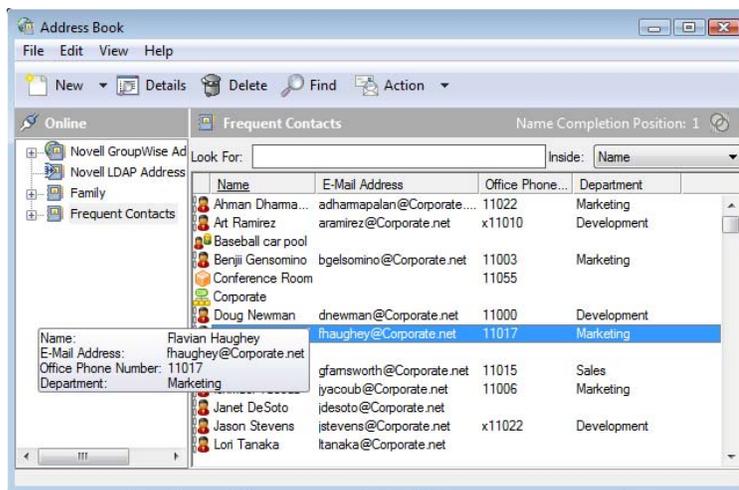


Figure 6-8 shows Quick Info in the Address Book window:

Figure 6-8 Address Book With Information about a User



If multiple users are listed in the *To*, *CC*, *BC*, or *From* fields of a message, click the box to open the list of users, select one of them, then mouse over the selected user.

Quick Info is enabled by default. To disable Quick Info:

- 1 In the Main Window, click  on the toolbar.
- 2 Click *View > Disable Quick Info*.

6.5.13 Viewing Contacts, Groups, Organizations, or Resources in an Address Book

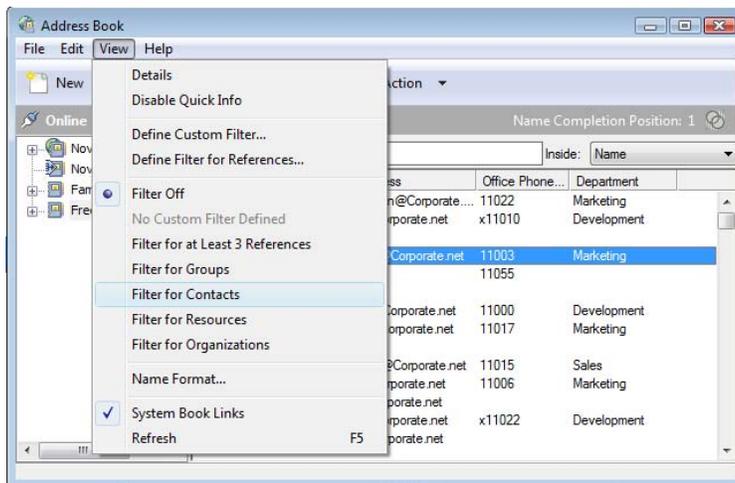
Use the predefined filters in the *Entry Filter* to display only groups, users, organizations, or resources in an address book.

By default, address books display all entries. Although all groups, organizations, and resources are marked by icons, finding specific entries in large address books can prove difficult. A predefined filter displays only the type of entry you are looking for.

There is one predefined filter that applies only to the Frequent Contacts address book: *Filter for at Least X References*. You can use it to filter all entries with at least the number of references you specify.

To view groups, organizations, or resources in an address book,

- 1 In the Main Window, click  on the toolbar.
- 2 Click an address book.
- 3 Click *View*, then click the filter you want to sort by.



- 4 To return to the non-filtered address book view, click *View > Filter Off*.

In the Address Selector, click a predefined filter from the  drop-down list to filter for contacts, groups, and resources.

The following icons identify contacts, resources, groups, and organizations in address books:

-  Contacts
-  Resources
-  Groups
-  Organizations

6.5.14 Editing a Distribution List in the GroupWise Address Book

If your GroupWise administrator has granted you rights to modify a public distribution list in the GroupWise Address Book:

- 1 In the Main Window, click  on the toolbar.
or
Click  Address on the toolbar in an item you are composing.
- 2 Select the GroupWise Address Book.
- 3 Double-click the public distribution list that you have rights to edit.
- 4 Make changes as necessary.
- 5 Click *Close*, then click *Yes* to save your changes.

6.5.15 Searching for Address Book Entries

You can quickly find entries in an address book by using the Search List. You can also specify search criteria by defining one or more filters. For example, you can define a filter that displays only entries with last names that begin with “D.”

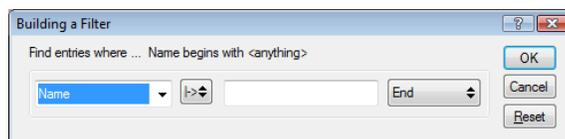
- ♦ [“Searching for Users, Resources, Organizations, and Groups” on page 220](#)
- ♦ [“Using Filters to Narrow an Address Search” on page 220](#)

Searching for Users, Resources, Organizations, and Groups

- 1 In the Main Window, click  on the toolbar.
or
Click  Address on the toolbar in an item you are composing.
- 2 Select the address book you want to search.
- 3 In the *Look For* field, begin typing what you are searching for.
Name Completion completes the name.

Using Filters to Narrow an Address Search

- 1 In the Main Window, click  on the toolbar.
- 2 Click *View > Define Custom Filter*.



- 3 Click the first drop-down list, then specify the column you want to filter.
- 4 Click , then specify an operator.

An operator is a symbol used with a condition to specify a particular value. For example, to create a filter that lists only users whose last name is Davis, click the *Last Name* column, click = *Equal To*, then type “Davis.” In this example, = *Equal To* is the operator and Davis is the condition.

For more information, see [“Using Advanced Find” on page 238](#).

- 5 Type the condition you want to filter by, then click *OK*.

The filtered search sorts the address book according to the results it found.

After a filter has been defined for an address book, you can enable the filter whenever you want by displaying the address book in which you want to enable the filter and clicking *View > Custom Filter*. Clicking *OK* enables it; it remains in effect until you turn it off or delete it.

6.5.16 Customizing an Address Book Display

You can control which address books are displayed in the Address Book list by opening and closing address books. For example, you might have a personal address book for an account that you deal with only six months out of the year. You can close it when you don’t need it and open it again six months later.

You can also control the information that is displayed in a single address book. In order for you to change displayed information in an address book, that address book must be open.

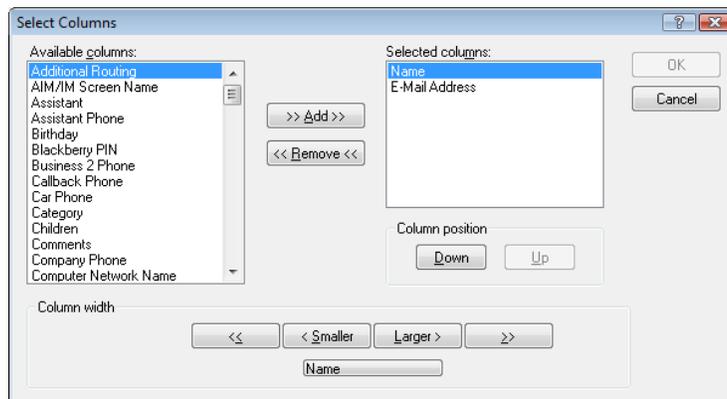
- ♦ [“Opening and Closing Address Books” on page 221](#)
- ♦ [“Specifying the Columns to Display in an Address Book” on page 221](#)
- ♦ [“Viewing Links to the GroupWise Address Book” on page 222](#)
- ♦ [“Choosing the Display Format of Names” on page 222](#)

Opening and Closing Address Books

- 1 In the Main Window, click  on the toolbar.
- 2 Click *File > Open Book*.
If all of your address books are open, *Open Book* is dimmed.
- 3 Click or Ctrl-click one or more address books, then click *OK*.
- 4 To close an address book, select the address book, then click *File > Close Book*.
Closing an address book does not delete it; you can open it again at any time.

Specifying the Columns to Display in an Address Book

- 1 In the Main Window, click  on the toolbar.
or
Click  **Address** in an item you are composing.
- 2 Click the address book where you want to change the displayed columns.
- 3 Right-click a column heading, then click a column name.
If the column name is not displayed, click *More columns*. To add a column, click the column in the *Available columns* list box, click *Add*, then click *OK*.



- 4 To remove a column, drag the column heading off the address book.
- 5 To arrange columns, drag a column heading to another position.

Viewing Links to the GroupWise Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the personal address book where you want to view links.
A linked contact in an address book is shown with the  icon.
- 3 Click *View > System Book Links* to select it.

Links show that an entry in a personal address book is linked to an entry in another book. When one is updated, the other is also updated. Links are created when you copy an entry from one address book to another. Links are also created when entries from the GroupWise Address Book are added to your Frequent Contacts address book because correspondence has occurred.

Choosing the Display Format of Names

- 1 In the Main Window, click  on the toolbar.
- 2 Click *View > Name Format*.
- 3 Click a radio button to display address books by first name first or last name first.
- 4 Ctrl-click the personal address books you want the format to apply to.
- 5 Click *Apply to selected books* to apply these changes without exiting the dialog box.

or

Click *OK* to apply these changes and exit the dialog box.

6.5.17 Sorting an Address Book

- 1 In the Main Window, click  on the toolbar.
- 2 Click the address book you want to sort.
- 3 Right-click the column you want to sort by, then click *Sort on 'column' First* (for example, sort by the *E-Mail Address* column rather than by the *Name* column).

or

Right-click any column heading, click *Sort All Ascending* (for example, A to Z or 1, 2, 3) or *Sort All Descending* (for example, Z to A or 3, 2, 1) to sort the column entries.

6.5.18 Importing and Exporting Addresses and Address Books

Use the Import and Export features to transfer your existing Novell and third-party address books into and out of a GroupWise personal address book. If your former address book was a MAPI service provider, your conversion should be smooth. If not, your address books can still be imported with some reformatting. Novell address books are best exported in .nab format should be used to avoid information loss, and importing address books is also more accurate if the .nab format is used. You can also import and export your personal groups.

Address books from supported POP3 and IMAP4 email clients can be imported by using the GroupWise E-Mail Client Import utility.

You can also share personal address books. See [“Sharing an Address Book with Another User” on page 216](#).

- ♦ [“Importing a Novell Personal Address Book into a Personal Address Book” on page 223](#)
- ♦ [“Importing Contacts from a vCard” on page 223](#)
- ♦ [“Importing Third-Party Address Books” on page 224](#)
- ♦ [“Exporting Addresses from the Address Book” on page 225](#)

Importing a Novell Personal Address Book into a Personal Address Book

- 1 If you have received a Novell personal address book (.nab file) as an attachment, right-click the attachment, click *Save As*, select the folder or diskette where you want to save it, then click *Save*.

Novell address book files are text files with specific formatting. GroupWise 2012 .nab files use UTF-8 character encoding and cannot be imported into earlier versions of GroupWise. However, GroupWise 2012 can export .nab files in ANSI character format, which is compatible with earlier versions of GroupWise. The .nab files created by earlier versions of GroupWise can be imported into GroupWise 2012.

- 2 In the Main Window, click  on the toolbar.
- 3 Click *File > Import*.
- 4 Select the address book .nab file, then click *Open*.
- 5 Click the address book you want to import addresses into.
or
Create a new personal address book to import the addresses into.
For information, see [“Creating a Personal Address Book” on page 211](#).
- 6 Click *OK*.

To stop the import, press Esc, then click *Yes*.

You cannot import addresses into the GroupWise Address Book.

Importing Contacts from a vCard

A vCard can contain either a single contact or multiple contacts. GroupWise supports either format.

To import information into an address book from a vCard you have received:

- 1 Right-click the vCard, then click *Import*.
- 2 Click the address book where you want the information to be added, then click *OK*.

Importing Third-Party Address Books

- ♦ [“Importing Contacts with a CSV File”](#) on page 224
- ♦ [“Importing Address Books from POP3/IMAP4 Email Accounts”](#) on page 225

Importing Contacts with a CSV File

To import a CSV (comma-separated values) file:

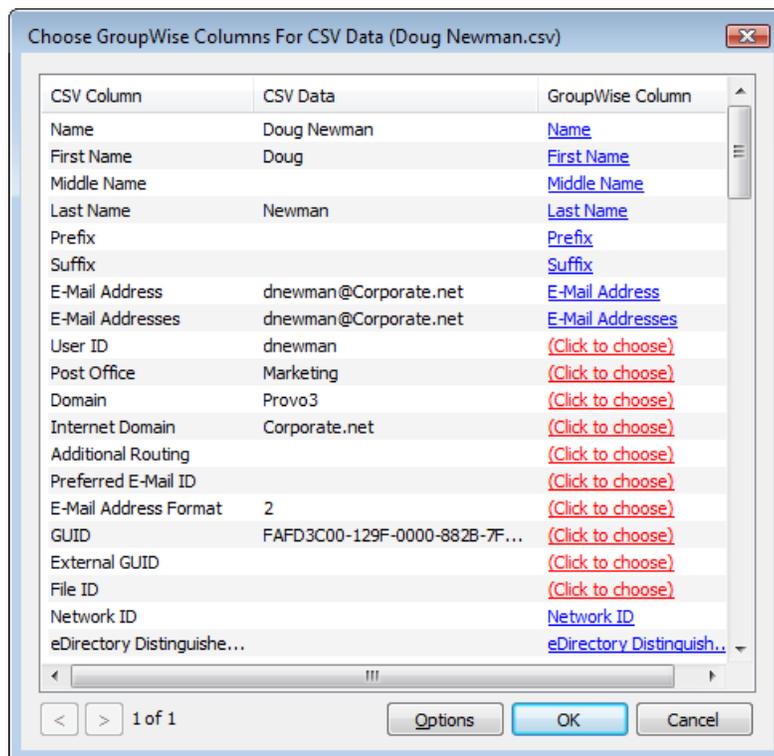
- 1 In the Main Window, click  on the toolbar.
- 2 Click *File > Import*.
- 3 Select the `.csv` file, then click *Open*.
- 4 Select the address book you want to import addresses into, then click *OK*.

or

Click *New* to create a new personal address book to import the addresses into, type a name for the new address book, then click *OK*.

For information, see [“Creating a Personal Address Book”](#) on page 211.

The Choose GroupWise Fields for CSV Data window is displayed.



The *CSV Fields* column lists the data fields as provided in the `.csv` file. The *CSV Data* column lists the data provided in the `.csv` file. The *GroupWise Fields* column lets you choose the associations between CSV fields and GroupWise fields.

By default, the import process can recognize characters such as comma (,), semicolon (;), and colon (:) as field delimiters. It can also recognize characters such as quotation marks (") as text delimiters. However, if unusual characters are used as delimiters, the import process won't recognize them.

- 5 If the .csv file does not display in proper columns:
 - 5a Click *Options*.
 - 5b Change the field delimiter character as required by the .csv file.
 - 5c Change the text delimiter character as required by the .csv file.

The .csv file should redisplay in proper columns.
- 6 Click  and  to page through the .csv file data.

The import process attempts to assign the CSV fields to GroupWise fields.
- 7 To change an automatic field assignment, click the GroupWise field link that you want to change.

or

To select a field assignment, click the *Click to choose* link.
- 8 Select a displayed field.

or

Click a field category, then select the GroupWise field that you want to correspond to the .csv file field.
- 9 To not import the data from a CSV field, click the link in the *GroupWise Fields* column, then click *Clear*.
- 10 When you are finished assigning field mappings, click *OK* to import the CSV data into the selected address book.

TIP: You can also initiate an import by dragging and dropping a .csv file into a Contacts folder.

Importing Address Books from POP3/IMAP4 Email Accounts

- 1 Click *File > Import/Export > Import POP3/IMAP*.

The *Installed E-Mail Clients* list box displays the email accounts installed on your machine.
- 2 Select the email account you want to import into GroupWise, then click *Next*.
- 3 Select the *Address Books* check box, then click *Next*.
- 4 Type a name for the new GroupWise personal address book that will contain the imported addresses.

The name you type displays on a new tab in the address book list.
- 5 Click *Next*.
- 6 Review the summary information to ensure that it is correct, then click *Next*.

or

Click *Back* to change your import options.
- 7 Check to see if the email account was successfully imported, then click *Done*.

Exporting Addresses from the Address Book

To export addresses from an address book in NAB (Novell Address Book) format:

- 1 In the Main Window, click  on the toolbar.
- 2 Click the address book from which you want to export names.
- 3 Select the addresses you want to export.

If you want to export an entire address book, you don't need to select any names.

4 Click *File > Export*.

5 Click *Entire Address Book* if you want to export the entire address book.

or

Click *Selected Items* if you want to export the addresses you have selected.

6 Click *OK*.

7 Type a file name for the exported file, then click a folder where you want the file to be saved.

8 In the *Save as type* drop-down list, select the file type to save the addresses as.

You can save the file as a Novell Address Book (.nab), a vCard (.vcf), or a comma-separated file (.csv).

Novell address book files are text files with specific formatting. GroupWise 2012 .nab files use UTF-8 character encoding and cannot be imported into earlier versions of GroupWise. However, GroupWise 2012 can export .nab files in ANSI character format, which is compatible with earlier versions of GroupWise.

The .nab and .vcf file types are preferred because they handle complex data without loss. For example, if you export a distribution list as a .nab or .vcf file, members of the distribution list are included in the exported file. However, if you export a distribution list as a .csv file, only the name of the distribution list is exported.

9 Click *Save*.

To stop the export, press Esc, then click *Yes*.

6.5.19 Using the LDAP Address Book

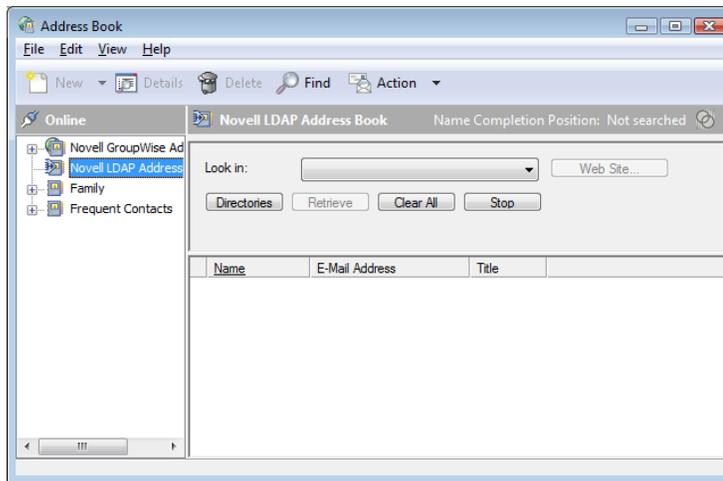
- ♦ [“Adding a Directory Service to an Address Book” on page 226](#)
- ♦ [“Searching for a Person through a Directory Service” on page 227](#)
- ♦ [“Establishing a Secure Connection to a Directory Service” on page 227](#)
- ♦ [“Modifying the Properties of a Directory Service” on page 228](#)
- ♦ [“Specifying the Search Criteria a Directory Service Uses” on page 228](#)
- ♦ [“Changing the Length of Time for Directory Service Searches” on page 228](#)

Adding a Directory Service to an Address Book

- 1 Make sure you know the server name and port number of the LDAP directory service. You can get this information from your Internet service provider or GroupWise administrator.
- 2 In the Main Window, click  on the toolbar.
- 3 In the left pane, click *LDAP Address Book*.
- 4 In the right pane, click *Directories*, then click *Add*.
- 5 Follow the prompts. When you specify the server address, you can specify an IP address or Internet domain name.
- 6 Click *Finish*.
- 7 If you are adding a directory service to search for security certificates, the directory service must be set as the default. Click the directory service account you just added, then click *Set as Default*.
- 8 Click *Close*.

Searching for a Person through a Directory Service

- 1 In the Main Window, click  on the toolbar.
- 2 Click the LDAP Address Book.



- 3 Select a directory service from the *Look In* drop-down list.
- 4 Type the name you want to search for.
or
Type an email address you want to search for.
If other search fields are available, specify the information you want to search for.
- 5 Click *Retrieve*.
- 6 When the search is complete, double-click the name you want.
- 7 Click *Close*.

If you want to save the names you find in the search, click the names, click *Edit > Copy To*, select a personal address book, then click *OK*.

Establishing a Secure Connection to a Directory Service

- 1 In the Main Window, click  on the toolbar.
- 2 Click the LDAP Address Book.
- 3 Click *Directories*, then click a directory service.
- 4 Click *Properties*.
- 5 Click *Connect using SSL*.
- 6 Specify the path to your digital certificate file.

This file enables GroupWise to use SSL to authenticate to the LDAP server (that is, the directory service) you have chosen. Contact your GroupWise administrator to learn the location of this certificate file, or obtain a certificate file from your Internet service provider. You can click the *Browse* button to find the exact location of the file.

NOTE: GroupWise expects a DER encoded certificate file to be used when establishing a secure connection to the LDAP server.

Modifying the Properties of a Directory Service

- 1 In the Main Window, click  on the toolbar.
- 2 Click the LDAP Address Book.
- 3 Click *Directories*, then click a directory service.
- 4 Click *Properties*.
- 5 Click the *Connection*, *Searching*, and *Field Mapping* tabs to find the properties you want to modify.
- 6 Modify the properties, then click *OK*.

Specifying the Search Criteria a Directory Service Uses

- 1 In the Main Window, click  on the toolbar.
- 2 Click the LDAP Address Book.
- 3 Click *Directories*, then click a directory service.
- 4 Click *Properties*.
- 5 Click the *Searching* tab, then click *Search Fields*.
- 6 Select up to four fields.

If you want to add search fields that you do not see listed, click the *Field Mapping* tab, then click *Retrieve All LDAP Fields*. Click a MAPI search field name, then click the right-arrow button to add it to the *LDAP Fields List*. Click *Apply*, click the *Searching* tab, click *Search Fields*, then select the fields you want to search. The available search fields depend on the selected directory service.

Many directory services allow you to search using only the *Name* and *E-Mail Address* fields.

- 7 Click *OK* twice, then click *Close* twice.

Changing the Length of Time for Directory Service Searches

- 1 In the Main Window, click  on the toolbar.
- 2 Click the LDAP Address Book.
- 3 Click *Directories*, then click a directory service.
- 4 Click *Properties*, then click the *Searching* tab.
- 5 Drag the bar under *Amount of time to search before timing out* until it shows the amount of time you want.
- 6 Click *OK*, click *Close*, then click *Close* again.

6.5.20 Advanced Address Book Options

- ♦ [“Defining Copy Options” on page 229](#)
- ♦ [“Changing Your MAPI Configuration” on page 229](#)

Defining Copy Options

Use Copy Options to select the copying format to use when you copy address book data to the clipboard. When the address book data is copied to the clipboard, it is formatted as a virtual business card (vCard) or address book text. A vCard includes all of identifying information for an individual that is included in an address book.

There are two copy formats you can select: Display Data (ASCII text format) or vCard Data (.vcf stream format). When you select a format, the vCard data copied with the standard Windows text-copy procedure (select text, then press Ctrl+C), can be pasted in that format into other applications (such as personal information managers and Web applications) to fill your particular needs.

For example, you could paste the display text into an HTML editor or a word processor for import into a database or for formatting as a mail merge document. Or, if you chose to copy in vCard format, you could paste the data into a vCard editor or viewer to include sound clips, graphics, or additional text. You could also save the data as a .vcf file for import into any other application that supports the vCard standard. GroupWise supports up to version 2.1 of the vCard standard.

To select the text format to use for copying:

- 1 In the Main Window, click  on the toolbar.
- 2 Click *Edit > Copy Options*.
- 3 Select the copy option you want.

The *Display data* option copies text as “display” text. The *vCard data* option renders text as a vCard data stream.

- 4 To make your current selection the default, select the check box.
- 5 Click *OK*.

Changing Your MAPI Configuration

- 1 In the Address Book window, click *File > Services*.
- 2 Make your changes, then click *OK*.

If the address book’s name is visible, it is a MAPI service provider.

6.6 Printing Labels and Lists from the Address Book

You can print addresses in labels or in lists from an address book.

- ♦ [Section 6.6.1, “Printing Labels,” on page 229](#)
- ♦ [Section 6.6.2, “Printing Lists,” on page 230](#)

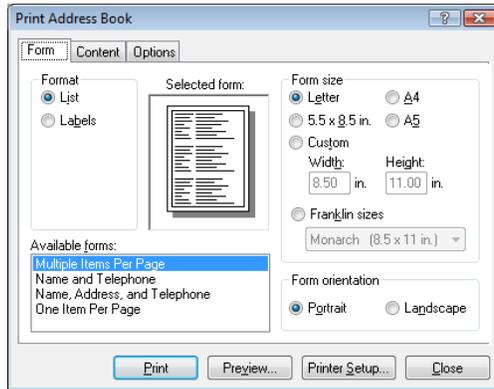
6.6.1 Printing Labels

- 1 In the Main Window, click  on the toolbar.
- 2 Click the address book that contains the entries you want to print.
- 3 Ctrl-click or Shift-click to select individual entries.

or

Make no selections if you want to print the entire address book.

- 4 Click *File > Print*.
- 5 If prompted, click *Selected items*.
or
Click *Entire address book*.
- 6 Make sure the *Form* tab is selected.
- 7 Make sure *Labels* is selected in the *Format* group box.



- 8 To print all the address book information for each entry, make sure *Mailing Address* is selected in the *Available forms* list box.
or
To print only some of the address book information for each entry, click *Selected Fields* in the *Available forms* list box. Click the *Content* tab, deselect the fields you don't want to print, then click the *Form* tab.
You can only print information that has been entered in the address book fields. If there is no information for a particular field, nothing is printed for that field.
- 9 Click a paper size in the *Form size* group box.
- 10 Click *Portrait* or *Landscape* in the *Form orientation* group box.
- 11 Click the *Content* tab.
- 12 Specify the number of rows and columns you want.
- 13 Click *Font*, make selections, then click *OK*.
- 14 Click the *Options* tab, then make selections.
- 15 Click *Preview* to see how the labels will look.
- 16 Click *Print*.

6.6.2 Printing Lists

- 1 In the Main Window, click  on the toolbar.
- 2 Click the address book that contains the entries you want to print.
- 3 Ctrl-click or Shift-click to select individual entries.
or
Make no selections if you want to print the entire address book.
- 4 Click *File > Print*.

5 If prompted, click *Selected items*.

or

Click *Entire address book*.

6 Make sure the *Form* tab is selected.

7 Click *List* in the *Format* group box.

8 Click what you want to print in the *Available forms* list box.

You can only print information that has been entered in the address book fields. If there is no information for a particular field, nothing is printed for that field.

9 Click a paper size in the *Form size* group box.

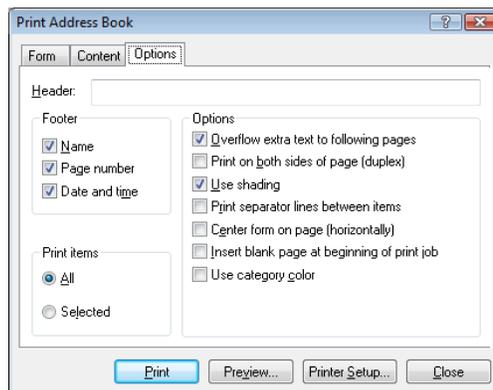
10 Click *Portrait* or *Landscape* in the *Form orientation* group box.

11 Click the *Content* tab.

12 Depending on what you selected to print in [Step 8](#), select and deselect the fields you want to print.

13 Click *Font*, make selections, then click *OK*.

14 Click the *Options* tab, then make selections.



15 Click *Preview* to see how the list will look.

16 Click *Print*.

7 Finding Items

GroupWise provides a variety of methods for locating specific items in your email, appointments, and other GroupWise items.

- ◆ [Section 7.1, “Quickly Finding Items in a Folder,” on page 233](#)
- ◆ [Section 7.2, “Finding Items Anywhere in Your Mailbox,” on page 235](#)
- ◆ [Section 7.3, “Using Advanced Find,” on page 238](#)
- ◆ [Section 7.4, “Finding Text in Items,” on page 247](#)
- ◆ [Section 7.5, “Comparing the GroupWise Find Methods,” on page 247](#)

7.1 Quickly Finding Items in a Folder

If the folder you are in (for example, your Mailbox or Calendar) contains many items, you might have a difficult time finding just one of them. Find lets you list items by sender and by text in the *Subject* field. It also lets you display items according to specific search criteria, including received items, sent items, posted items, draft items, by category, or with attachments.

When you use Find, all items that do not match the search criteria you select are hidden from view. Find does not actually move or delete items from the folder; it displays certain items based on the search criteria you specify. When you clear the search criteria, the hidden items are displayed again.

When you use Find, GroupWise searches the sender, recipients, and the message subject for the specified word or phrase. Find does not search message text or attachments.

- ◆ [Section 7.1.1, “Finding Items,” on page 233](#)
- ◆ [Section 7.1.2, “Finding Contacts,” on page 234](#)
- ◆ [Section 7.1.3, “Clearing a Find,” on page 234](#)
- ◆ [Section 7.1.4, “Creating and Saving a Find,” on page 234](#)
- ◆ [Section 7.1.5, “Using a Saved Find,” on page 235](#)
- ◆ [Section 7.1.6, “Deleting a Saved Find,” on page 235](#)

7.1.1 Finding Items

- 1 Open the folder you want to search.
- 2 Type a word or phrase in the *Find* field in the Item List header.
The word or phrase can be any string of consecutive characters contained in the item you are trying to find. Find searches on subject, sender, or recipient.
- 3 Choose the item you want from the displayed list of items.

To provide search criteria:

- 1 Open the folder you want to search.

2 Click *Find*.

3 Select the desired search criteria.

In Folder Name folder: Specify information related to the sender, recipient, subject, message, attachment, or category of the items you want to find.

Folders and Libraries: Specify whether you want to find items in all folders, default libraries, or all libraries.

In Contacts: Specify the contacts that you want to find.

Categories: Specify the category of items you want to find. The initial choices are the default categories of *Low priority*, *Urgent*, *Follow-up*, and *Personal*. Click *More* to list additional choices.

Item Type: Select the type of items you want to find: received items, sent items, posted items, or draft items.

Items with Attachments: Select this option to display only items that have attachments.

You might want to limit a find by specifying additional criteria. For more information, see [“Narrowing a Global Find” on page 236](#).

The  icon indicates that search criteria are in effect. Click the icon to clear the search criteria and display all items in the folder.

4 Choose the item you want from the displayed list.

7.1.2 Finding Contacts

You do not need to open an address book to find a contact.

1 Open the Contacts folder.

2 Type a name in the *Find* field in the Item List header.

3 Choose the contact you want from the displayed list of items.

To provide search criteria:

1 Open the Contacts folder.

2 Click *Find > In Contacts*.

3 Select the types of contacts you want to search for: contact, group, resource, or organization.

4 Specify information related to the display name, email address, last name, first name, organization, department, or category of the contact you want to find, then click *OK*.

The  icon indicates that search criteria are in effect. Click the icon to clear the search criteria and display all contacts in the folder.

5 Choose the contact you want from the displayed list.

7.1.3 Clearing a Find

1 In the *Find* field in the Item List header, click  to clear the current search criteria and display all items in the folder.

7.1.4 Creating and Saving a Find

1 Open the folder you want to search.

2 Provide search criteria as described in [Section 7.1.1, “Finding Items,” on page 233](#) or [Section 7.1.2, “Finding Contacts,” on page 234](#)

- 3 In the Find In Folder dialog box, click *Save*, type a name, then click *OK* to display the search results of your saved search criteria.
By default, the name of your customized Find is added to the *Find* drop-down list.
- 4 Click  to clear the search criteria and display all items in the folder.

7.1.5 Using a Saved Find

- 1 To select a saved Find, click *Find*, then select your customized Find from the drop-down list.

7.1.6 Deleting a Saved Find

- 1 Click *Find* in the Item List header
- 2 Click *Find in folder* to display the Find in Folder dialog box.
- 3 Click *Open* to list your customized Finds.
- 4 Click the Find you want to delete, then click *Delete*.
- 5 Click *OK* twice.

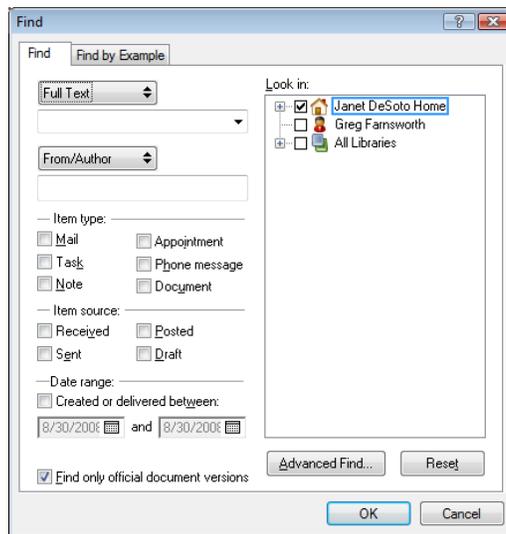
7.2 Finding Items Anywhere in Your Mailbox

Global Find ( on the toolbar) is the most detailed search feature in GroupWise. You can create a search query by choosing from a variety of search criteria until you find the item you are looking for. When you search with Global Find, GroupWise compares the whole words in your search criteria and attempts to match them with the words in the search index.

- ♦ [Section 7.2.1, “Using a Global Find,” on page 235](#)
- ♦ [Section 7.2.2, “Narrowing a Global Find,” on page 236](#)
- ♦ [Section 7.2.3, “Finding an Item by Example,” on page 237](#)
- ♦ [Section 7.2.4, “Saving the Results of a Find,” on page 237](#)
- ♦ [Section 7.2.5, “Finding a Document and Creating a Reference to It in Your Mailbox,” on page 238](#)

7.2.1 Using a Global Find

- 1 Click *Tools > Find*.



- 2 To search for specific text, select *Full Text* or *Subject* from the drop-down list, then type what you are looking for in the field.
- 3 To search for a name, select *From/Author* or *To/CC* from the drop-down list, then type the name in the field.
- 4 Select each item type you are looking for, then select each item source you are looking for.
- 5 To specify a date range, select the *Created or delivered between* check box, then type or select the dates.
- 6 In the *Look in* list box, click the folders and/or libraries you want to search in.
You might need to click the plus sign (+) next to your user folder to expand the folder structure.
Your folders and library are selected for search by default with a check mark in the box. To speed up your search, deselect any folders you don't want to search.
- 7 Click *OK* to begin the Find.

Use *Advanced Find* to make your search more specific. For example, you might want to search for messages from two or three users at once.

Select the *Find only official document versions* check box to locate only the official document version of a document with multiple versions.

7.2.2 Narrowing a Global Find

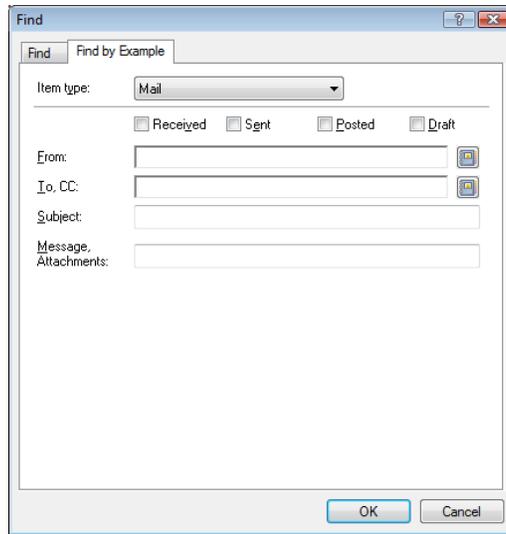
You can use Find to narrow your search.

- ♦ In the first field of the Find dialog box, type the uncommon words you notice in the item. If you search using common words, the results of your search are probably too large to be very helpful.
- ♦ To increase the speed of your search, deselect the folders and libraries you know do not contain the item you are looking for. For example, if you know your document is not in Library C, click the plus (+) sign next to *All Libraries* in the *Look in* box, then click *Library C* to deselect it.

- ♦ If you are searching for more than one word or want to search for words in a particular field of an item (like the Subject field), click *Advanced Find* to set up your search. The words you type can be combined with operators to further narrow the search.
- ♦ If you cannot find the document or message, check your search criteria for misspelled words. Also, check the syntax of your search to make sure you are telling Find to search for exactly what you want.

7.2.3 Finding an Item by Example

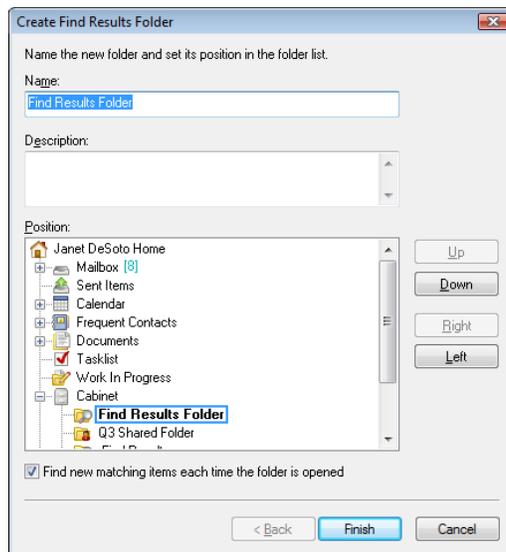
- 1 Click *Tools > Find*, then click the *Find By Example* tab.



- 2 In the *Item type* drop-down list, click the type of item you want to search for.
- 3 If you selected *Document* in [Step 2](#), click the library you want to search in the *Library* drop-down list.
- 4 In each field, specify the information you want to look for.
- 5 Click *OK* to begin the Find.

7.2.4 Saving the Results of a Find

- 1 Click *Tools > Find*.
- 2 Perform a Global Find.
- 3 In the GroupWise Find Results dialog box, click *File > Save As Folder*.



- 4 Type a name for the folder, type a description for the folder, click *Up*, *Down*, *Right*, or *Left* to place your folder where you want it to display in your Folder List, then click *Finish*.

To see your Global Find results at any time, select the folder. For more information about Find Results folders, see [Section 2.3.6, “Understanding Find Results Folders,” on page 58](#).

You can update a Global Find folder each time you open it. Make sure *Find new matching items each time the folder is opened* is selected.

7.2.5 Finding a Document and Creating a Reference to It in Your Mailbox

- 1 Click *Tools > Find*.
- 2 On the *Find by Example* tab, click *Document* from the *Item type* drop-down list.
- 3 Specify the information about the document you want to search for.
- 4 Click *OK* to begin the Find.
- 5 In the GroupWise Find Results dialog box, click the document for which you want to create a document reference, then click *OK*.

The GroupWise Find Results dialog box displays only the documents to which you have at least View rights. GroupWise creates a document reference in the current folder. For more information about document references, see [Section 15.1.2, “Understanding Document References,” on page 317](#).

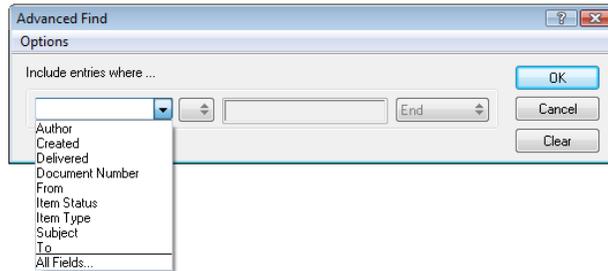
7.3 Using Advanced Find

Use Advanced Find when you want to use very specific and possibly complex search criteria. Advanced Find is available both from Find and from Global Find.

- ♦ [Section 7.3.1, “Composing an Advanced Find,” on page 239](#)
- ♦ [Section 7.3.2, “Selecting Fields in Advanced Finds and Rules,” on page 239](#)
- ♦ [Section 7.3.3, “Using Operators in Advanced Finds and Rules,” on page 243](#)
- ♦ [Section 7.3.4, “Using Wildcard Characters and Switches in Advanced Finds and Rules,” on page 246](#)

7.3.1 Composing an Advanced Find

- 1 Click Find in the Item List header of a folder.
or
Click  on the toolbar.
- 2 Click *Advanced Find*.
- 3 Select a field in the first drop-down list, click an operator, then type or select a value.



For an explanation of the available fields, see [Section 7.3.2, “Selecting Fields in Advanced Finds and Rules,”](#) on page 239.

The available operators depend upon the field you choose. For information about the operators and their functions, see [Section 7.3.3, “Using Operators in Advanced Finds and Rules,”](#) on page 243 and [Section 7.3.4, “Using Wildcard Characters and Switches in Advanced Finds and Rules,”](#) on page 246.

- 4 Click the last drop-down list, then select an action:
 - And:** Creates a new row. The Find results list items that match the conditions in each row joined by And.
 - Or:** Creates a new row. The Find results list items that match the conditions in either row joined by Or. The items don’t need to match the conditions in both rows.
 - Insert Row:** Inserts a new row below the current row and pushes the remaining rows down. Insert Row is useful if you’ve already created some search criteria, and you want to add more criteria in the middle.
 - Delete Row:** Removes the current row from the search criteria.
 - New Group:** Begins a new group of rows. You can then join the groups by an And or Or. If two groups are joined by And, the items must match all conditions in both groups. If two groups are joined by Or, the items must match all conditions in either group, but not necessarily both.
 - End:** Designates the last row of conditions in the search criteria. If you select End in a row that is followed by other rows or groups, the subsequent rows and groups are deleted.
- 5 Click *OK* to transfer your search criteria to the Find dialog box.
- 6 (Optional) Click *Save* if you want to store your search criteria for future use.
Saving enables you to use the same criteria in the future without needing to enter them again.
- 7 Click *OK* to begin the Advanced Find.

7.3.2 Selecting Fields in Advanced Finds and Rules

This section explains many of the fields available to you when you’re creating an Advanced Find or a rule. Other user-defined fields might also be available.

Field Name	This Field Refers to:	Field Criteria Entry
<i>% Complete</i>	The amount of a task that has been finished.	Specify the task completion percentage. You can use equal to, less than, greater than, and so on.
<i>Account</i>	The account used to send an item or the account the item was received from.	Specify GroupWise, POP3, IMAP, or NNTP.
<i>Assigned Date</i>	The start date of a task.	Depending on the operator, you can specify a time period that the task falls within, or specify an exact date.
<i>Attachment List</i>	Types of attachments such as files, sounds, movies, or OLE objects. Rules that inspect the attachment list for attachments recognize attachments only when the attachments are at the first level of the message. Attachments that are nested further down in the message hierarchy are not recognized by the rule.	Select an attachment from the drop-down list.
<i>Attachments</i>	Attachments containing certain text or phrases that you specify.	Specify attachment text.
<i>Author</i>	The name of the person who authored a document.	Specify the document author's name.
<i>Caller's Company</i>	Text appearing in the <i>Caller's Company</i> field of a phone message.	Specify a company name.
<i>Caller's Name</i>	Text appearing in the <i>Caller</i> field of a phone message.	Specify a caller name.
<i>Caller's Phone Number</i>	A phone number appearing in the <i>Phone</i> field of a phone message.	Specify a phone number.
<i>Category</i>	The category assigned to an item.	Specify an existing category.
<i>Cc</i>	A person's name appearing in the <i>CC</i> field of an item.	Specify a <i>CC</i> field name.
<i>Completed Date</i>	The date when a user marks a task Completed.	Specify the task completion date. You can use Equal To or you can use Before or After today's date.
<i>Copy Type</i>	The type of message a user receives (<i>To</i> , <i>CC</i> , or <i>BC</i>).	Select <i>To</i> , <i>CC</i> , or <i>BC</i> from the drop-down list.
<i>Created</i>	The date you clicked the <i>Send</i> button or posted an item to your Calendar.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
<i>Date Opened</i>	The date a document was last opened.	Depending on the operator, you can specify a time period that the document falls within, or specify an exact date.

Field Name	This Field Refers to:	Field Criteria Entry
<i>Delivered</i>	The date and time that the item appeared in the recipients' Mailboxes.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
<i>Document Created Date</i>	The date the document was created.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
<i>Document Creator</i>	The name of the person who created the document.	Specify the document creator's name.
<i>Document Number</i>	The number of a document.	Specify an integer.
<i>Document Type</i>	The type of a document in the library, such as a form, expense report, or memo.	Specify a document type.
<i>Due / End Date</i>	The date that a task is due, or the end date and time of an appointment.	Depending on the operator, you can specify a time period that the task or appointment falls within, or specify an exact date.
<i>Filename Extension</i>	The file name extension of a document in a library.	Specify a file name extension (for example, .exe).
<i>From</i>	The name of a person in the <i>From</i> field of an item.	Specify the <i>From</i> field.
<i>Item Source</i>	Whether the item was received, sent, posted, or a draft.	Select the item source from the drop-down list.
<i>Item Status</i>	Whether an item has been accepted, completed, opened, read, marked private, or the subject is concealed.	Select the item status from the drop-down list.
<i>Item Type</i>	Types of items such as mail messages, appointments, and so on.	Select the item type from the drop-down list.
<i>Library</i>	The library in which documents are stored.	Select the library from the drop-down list.
<i>Message</i>	Text appearing in the <i>Message</i> field of an item.	Type part or all of the <i>Message</i> field.
<i>My Subject</i>	Text appearing in the <i>My Subject</i> field of the <i>Personalize</i> tab.	Specify part or all of the <i>My Subject</i> text.
<i>Number Accepted</i>	The number of recipients that have accepted an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
<i>Number Completed</i>	The number of recipients that have completed an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.

Field Name	This Field Refers to:	Field Criteria Entry
<i>Number Deleted</i>	The number of recipients that have deleted an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
<i>Number Opened</i>	The number of recipients that have opened an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
<i>Number Replied</i>	The number of recipients that have replied to an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
<i>Opened By</i>	The name of the person who last opened this version of a document.	Specify a name.
<i>Personal Attachments</i>	Text in attachments that have been added to received items.	Type the text to search for.
<i>Place</i>	Text appearing in the <i>Place</i> field of an appointment.	Type part or all of the <i>Place</i> field contents.
<i>Posted By</i>	Name appearing in the <i>From</i> field of a posted item.	Specify the <i>From</i> field.
<i>Priority</i>	The priority of an item: high, standard, or low.	Select the priority from the drop-down list.
<i>Send Options</i>	Items with a Reply Requested send option.	Select the option from the drop-down list.
<i>Size</i>	The size of an item, including its attachments.	Specify an integer.
<i>Started</i>	The start date of a task. When a task is carried forward to the next day, the start date becomes the new date.	Depending on the operator, you can specify a time period that the task falls within, or specify an exact date.
<i>Subclass</i>	Other items such as forms, custom messages, and C3PO programs.	
<i>Subject</i>	Text appearing in the Subject box of an item.	Specify part or all of the <i>Subject</i> field contents.
<i>Task Category</i>	The alphabetical priority of a task (A, B, C, and so on).	Specify a single letter.
<i>Task Priority</i>	The numerical priority of a task (1, 2, 3, and so on).	Specify an integer.
<i>Thread State</i>	The "state" assigned to an item in a message thread.	Specify <i>Read</i> , <i>Watch</i> , or <i>Ignore</i> .
<i>To</i>	A person's name appearing in the <i>To</i> field of an item.	Specify a <i>To</i> field name.

Field Name	This Field Refers to:	Field Criteria Entry
<i>Total Recipients</i>	The total number of recipients of an item.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
<i>Version Created Date</i>	The date a specific version of a document was created.	Depending on the operator, you can specify a time period that the document falls within, or specify an exact date.
<i>Version Creator</i>	The name of the person who created this version of a document.	Specify the document creator's name.
<i>Version Description</i>	The description of the document version.	Specify a document version description.
<i>Version Number</i>	The version number of the document.	Select the version from the drop-down list, or click <i>Select Version</i> and specify the version number.
<i>Version Status</i>	The current status of a document.	Select a status from the drop-down list.
<i>View Name</i>	The name of the view in which you're creating or reading an item. The view names correspond to the names displayed when you click the down-arrow next to the item view buttons on the toolbar.	Specify a view name.

7.3.3 Using Operators in Advanced Finds and Rules

When you use Advanced Find as described in [Section 7.3.1, "Composing an Advanced Find," on page 239](#), the Advanced Find dialog box appears. Select the field in the first drop-down list, then select the operator from the *Operator* drop-down list . The available operators depend on the field you have selected in the first drop-down list.

When you select a field that allows you to type text, such as *Subject*, the following operators are available.

- ◆ Contains
- ◆ Does Not Contain
- ◆ Begins With
- ◆ Matches
- ◆ Not Equal To

The wildcard characters and switches that these text-based operators support differ depending on the operator. For more information about the wildcard characters and switches that can be used with each text-based operator, see [Section 7.3.4, "Using Wildcard Characters and Switches in Advanced Finds and Rules," on page 246](#).

For more information about each text-based operator and the results they include, as well as all other operators, see the following table:

Operator	Example	Result Includes
= Equal To	Item Type = Mail	Only mail messages.
! Not Equal To	Item Type ! Appointment	All item types except appointments. Searches on individual characters. Supports * and ? wildcards. You can include punctuation, white space, and parts of words.
< Less Than	Number Accepted < 4	Items that fewer than 4 recipients accepted.
<= Less Than or Equal To	Number Accepted <= 4	Items that 4 or fewer recipients accepted.
> Greater Than	Number Read > 6	Items that more than 6 recipients read.
>= Greater Than or Equal To	Number Read >= 6	Items that 6 or more recipients read.
= Equal to Field	Number Accepted = Total Recipients	Items where the number of recipients who accepted equals the total number of recipients.
! Not Equal to Field	Number Read ! Number Accepted	Items where the number of recipients who read the item is not equal to the number of recipients who accepted.
< Less Than Field	Number Opened < Total Recipients	Items where the number of recipients who opened the item is less than the total number of recipients.
<= Less Than or Equal to Field	Number Opened <= Total Recipients	Items where the number of recipients who opened the item is less than or equal to the total number of recipients.
> Greater Than Field	Number Opened > Number Deleted	Items in which the number of recipients who have opened the item is greater than the number of recipients who have deleted the item.
>= Greater Than or Equal to Field	Number Opened >= Number Deleted	Items where the number of recipients who have opened the item is greater than or equal to the number of recipients who have deleted the item.
[] Includes	Item Status [] Completed	Items that have been completed.
! Does Not Include	Item Status ! Accepted	Items that have not been accepted.

Operator	Example	Result Includes
[] Contains	From [] Bill	<p>Items where the <i>From</i> field contains "Bill," such as items from Bill Jones, Bill Smith, and so on.</p> <p>Searches on entire words. Does not support * and ? wildcard characters. However, does support AND, OR, and NOT switches (with their corresponding punctuation &, , and !). Quotation marks surrounding a phrase searches for the complete phrase. All other punctuation is ignored. White space is considered an AND.</p>
[x] Does Not Contain	From [x] Bill	<p>Items where the <i>From</i> field does not contain "Bill," such as items from Bill Jones, Bill Smith, and so on.</p> <p>Searches on entire words. Does not support * and ? wildcard characters. However, does support AND, OR, and NOT switches (with their corresponding punctuation &, , and !). Quotation marks surrounding a phrase searches for the complete phrase. All other punctuation is ignored. White space is considered an AND.</p>
-> Begins With	To -> cli	<p>Items where the <i>To</i> field begins with "cli" such as "Client Group" or "Clive Winters."</p> <p>Searches on individual characters. Supports * and ? wildcard characters. You can include punctuation, white space, and parts of words.</p>
= Matches	Subject = customer reports	<p>Items where the <i>Subject</i> field reads "Customer Reports."</p> <p>Searches on individual characters. Supports * and ? wildcard characters. You can include punctuation, white space, and parts of words. For example, with the <i>Subject</i> field, you can use the Matches operator and search for *report* and find the subject Customer Reports.</p>
= On	Created = Today	Items that were sent today.
>= On or After	Created >= Yesterday	Items that were sent yesterday or later.
> After	Created > Yesterday	Items that were sent later than but not including yesterday.
< Before	Due/End Date < Tomorrow	Tasks that are due before tomorrow.
<= On or Before	Due/End Date <= Tomorrow	Tasks that are due tomorrow or earlier.

Operator	Example	Result Includes
-> Within	Due/End Date -> 3 Day	Tasks that are due between and including today and three days after today.
<- Previous	Due/End Date <- 3 Day	Tasks that were due between and including today and three days before today.
= On Date	Created = 5/29/12	Items that were created on May 29, 2012.
> After Date	Created > 5/29/12	Items that were created after May 29, 2012.
>= On or After Date	Created >= 5/29/12	Items that were created on or after May 29, 2012.
< Before Date	Created < 5/29/12	Items that were created before May 29, 2012.
<= On or Before Date	Created <= 5/29/12	Items that were created on or before May 29, 2012.

7.3.4 Using Wildcard Characters and Switches in Advanced Finds and Rules

The wildcard characters and switches are available in the Advanced Find dialog box and the Define Conditions dialog box only when you select fields that allow you to type text, such as the *Subject* field.

The following table describes the uses for each character or switch, as well as which operators they can be used with.

Wildcard Character(s) and Switches	What the Find or Rule Will Match	Operators That Support the Wildcard Character or Switch
AND, &, or a space	All items that meet two or more conditions. For example, mountain & goat, mountain AND goat, and mountain goat all find items containing the words "mountain" and "goat."	Contains Does Not Contain
OR or	All items that meet one of two or more conditions. For example, mountain goat and mountain OR goat both find items containing "mountain" or "goat" or both words.	Contains Does Not Contain
NOT or !	All items containing one condition but not the other. For example, mountain ! goat and mountain NOT goat both find items containing the word "mountain" but not the word "goat." Items that contain both are not included.	Contains Does Not Contain
"	All text found within quotation marks. For example, "mountain goats" finds all items containing the phrase "mountain goats." In [] Contains and [x] Does Not Contain operators, it forces the search to include adjacent words.	Contains Does Not Contain
?	Matches any one character. For example, jo?n finds all items containing the word "john," "joan," "join," and so on.	Begins With Matches Not Equal To

Wildcard Character(s) and Switches	What the Find or Rule Will Match	Operators That Support the Wildcard Character or Switch
*	Matches zero or more characters. For example, <code>mountain*</code> finds all items containing the words “mountain,” “mountains,” “mountainous,” and so on.	Begins With Matches Not Equal To

7.4 Finding Text in Items

- 1 In an open item, click *Edit > Find Text*.
- 2 Type the text you want to search for in the *Find* field.
- 3 Click *Next* to search for the text you typed.

You can also search for text in the QuickViewer.

7.5 Comparing the GroupWise Find Methods

- ♦ [Section 7.5.1, “Comparing Search Results,” on page 247](#)
- ♦ [Section 7.5.2, “Comparing Find Functionality,” on page 248](#)
- ♦ [Section 7.5.3, “Comparing GroupWise Versions,” on page 249](#)

7.5.1 Comparing Search Results

Like other search engines, the GroupWise search engine creates an index of whole words that are contained in the items being searched. When you search with Global Find, GroupWise compares your search criteria and attempts to match them with the words in the search index. Because Global Find searches for whole words, Global Find does not locate punctuation or partial words, unless you use a wildcard character.

On the other hand, Find recognizes consecutive characters, even if they are not whole words, as long as the characters exist in exactly the same order you enter them in the *Find* field.

For example, if you are looking for an email with “Project status meeting next Tuesday” as the subject, you can search for any or all of the words in the subject in either Find or Global Find.

The following are among the successful search criteria that will find that email in each search tool:

Tool	Example	Finds
Global Find (by subject)	<code>meeting tuesday</code>	All items with either “meeting” or “tuesday” somewhere in the subject.
Global Find (by subject)	<code>meeting? tuesday</code>	All items with either “meeting,” “meetings,” or “tuesday” somewhere in the subject.
Advanced Find (by subject)	<code>meeting tuesday</code>	All items with both “meeting” and “tuesday” somewhere in the subject.

Tool	Example	Finds
Find	meeting tuesday	All items with the characters "meeting tuesday" together in exactly that order in the subject.
Find	meeting *day	All items with "meeting" followed immediately by a day of the week in the subject.

7.5.2 Comparing Find Functionality

The following table compares Find, Global Find, and Advanced Find in more detail.

Functionality	Find	Global Find	Advanced Find
Searches throughout your whole mailbox	No	Yes	Yes
Searches within a selected folder	Yes	No	No
Searches on selected item types (message, appointment, task, and so on)	No	Yes	Yes
Searches on specific item statuses (received, sent, posted, draft)	Yes	Yes	Yes
Searches on additional item statuses	No	No	Yes
Searches for items with attachments	Yes	No	No
Searches for contacts	Yes	No	No
Searches by category	Yes	Yes	Yes
Searches in the <i>From</i> , <i>To</i> , <i>CC</i> , <i>BC</i> , and <i>Subject</i> fields	Yes	Yes	Yes
Searches by date range	Yes	Yes	Yes
Searches in the text of items	No	Yes	Yes
Searches in attachments	No	Yes	Yes
Searches in documents in libraries	No	Yes	Yes
Searches on whole words in a search index	No	Yes	Yes
Searches on strings and partial words	Yes	No	No
Searches on punctuation	Yes	No	No
Searches on basic search criteria based on common fields	Yes	Yes	Yes
Searches on complex search criteria based on any field	No	No	Yes
Allows wildcard characters such as "*" and "?"	Yes	Yes	Yes
Allows Boolean operators such as AND and OR	No	No	Yes
Saves search criteria for repeated use	Yes	Yes	Yes
Lists saved search criteria in a convenient menu	Yes	No	No

7.5.3 Comparing GroupWise Versions

GroupWise WebAccess provides the Global Find capability. It does not provide the Find and Advanced Find functionality available in the GroupWise Windows client.

8 Notify

Notify is a program that works with GroupWise to alert you when you have new items placed in your mailbox, when your outgoing items are opened, or when you have an upcoming appointment.

- ◆ [Section 8.1, “Understanding Notify,” on page 251](#)
- ◆ [Section 8.2, “Starting Notify,” on page 252](#)
- ◆ [Section 8.3, “Using Notify,” on page 252](#)
- ◆ [Section 8.4, “Customizing Notify,” on page 253](#)
- ◆ [Section 8.5, “Being Notified of Someone Else’s Messages,” on page 255](#)
- ◆ [Section 8.6, “Sending an Alarm to an Electronic Pager,” on page 256](#)
- ◆ [Section 8.7, “Turning Off Notification,” on page 257](#)

8.1 Understanding Notify

Notify can alert you in four ways: a sound, a dialog box, a small icon, or by launching an application. Each method is described in the following table:

Notification Method	What Happens
<i>Notify</i> icon on the Windows taskbar	An envelope appears over the <i>Notify</i> icon in the taskbar when you receive a new item or alarm. If the <i>Notify</i> icon doesn’t appear on the taskbar, Notify is not running.
Notify dialog box	The Notify dialog box opens on top of whatever application you are using when you receive a new item or alarm.
Notify sound	Notify plays a system beep or sound file when you receive an item. When you receive an alarm, the sound plays once every five minutes until you clear the alarm from the Notification List.
Notification list	The Notification List is a dialog box that lists all of the new, unopened items and alarms you have received. You can leave it open on your desktop, or open it from the <i>Notify</i> icon when you want to see it.

You can receive alarms and notifications for another user if that user gives you those rights in the Access List and if you are on the same post office as that user. See [Section 10, “Mailbox/Calendar Access for Proxy Users,” on page 267](#). If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

Notify is installed in the same folder as GroupWise when you run GroupWise Setup. Notify runs minimized in the background while you run other programs.

When Notify is running,  appears in your Windows notification area.

8.2 Starting Notify

There are two ways to start Notify. If you cannot start Notify as described in this section, you should re-install the GroupWise client, then select to install Notify when the GroupWise client is installed. If your GroupWise administrator installed the GroupWise client for you, contact your GroupWise administrator.

- ♦ [Section 8.2.1, “Starting Notify When GroupWise Starts,” on page 252](#)
- ♦ [Section 8.2.2, “Starting Notify from the Windows Start Menu,” on page 252](#)

8.2.1 Starting Notify When GroupWise Starts

You can configure Notify to start when GroupWise is opened, whether you use a shared workstation or your own.

- 1 In GroupWise, click *Tools > Options*.
- 2 Double-click *Environment*, then click the *General* tab.
- 3 Select *Launch Notify at startup*.

This starts Notify when GroupWise starts and closes Notify when GroupWise is closed.

- 4 Click *OK*, then click *Close*.

8.2.2 Starting Notify from the Windows Start Menu

- 1 Click the Start icon on the Windows taskbar.
- 2 Click *All Programs > Novell GroupWise > Notify*.

To make access easier, you can create a shortcut to Notify on your Windows desktop.

8.3 Using Notify

When you receive a notification, the Notify dialog box displays for 15 seconds, then closes. During that time, you have the following options:

Clear: Clears the notification from your screen. Cleared alarms do not repeat.

Read: Opens the item for you to read.

Delete: Deletes the item without opening it.

Close All: Closes the Notify dialog box. If there are multiple notifications in your Notification List, subsequent notifications do not display.

Close: Closes the Notify dialog box. If there are multiple notifications in your Notification List, the next notification displays.

If a Notify dialog box does not appear when you receive notification, right-click  in the Windows notification area, then click *Read Mail*.

8.4 Customizing Notify

There are several options that you can set so that Notify works best for you, including the following:

- ♦ [Section 8.4.1, “Setting How Long to Display the Notification,” on page 253](#)
- ♦ [Section 8.4.2, “Setting Notification for New Items,” on page 253](#)
- ♦ [Section 8.4.3, “Setting Which Folders to Check for New Items,” on page 253](#)
- ♦ [Section 8.4.4, “Setting How Often to Check for New Items,” on page 254](#)
- ♦ [Section 8.4.5, “Setting How to Be Notified for Calendar Alarms,” on page 254](#)
- ♦ [Section 8.4.6, “Setting How to Be Notified about Outgoing Message Status,” on page 254](#)
- ♦ [Section 8.4.7, “Setting How to Be Notified about Return Status Messages,” on page 254](#)

8.4.1 Setting How Long to Display the Notification

- 1 Make sure that Notify is running.
- 2 Right-click  on the Windows taskbar, then click *Options*.
- 3 Click the *Notify* tab.
- 4 Make sure that *Show dialog* is selected for the item types and priorities you want.
- 5 Click the *General* tab.
- 6 Type the number of seconds you want the dialog box to display under *Show Notify dialog for*.
You can specify up to 32,767 seconds, which is just over nine hours.
- 7 Click *OK*.

8.4.2 Setting Notification for New Items

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Options*.
- 3 Click the *Notify* tab.
- 4 Select the type of item that you want to set notification for.
or
Select *Use same settings for all types* to use the same settings for all items.
- 5 Select the Notify options for high priority, standard priority, and low priority items:
If you select to play a sound, click the folder to browse to and select the sound you want Notify to play.
- 6 Click *OK*.

In order for the notifications to work, make sure you are subscribed to the Notify options in *Tools > Options > Security > Notify*.

8.4.3 Setting Which Folders to Check for New Items

You can select multiple folders for Notify to check and send notifications for.

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Options*.

- 3 Click the *General* tab.
- 4 In the *Select folders to check for notifications* list box, Ctrl-click the folders to have Notify check. You can select any folder in the list, whether it is a shared folder or a folder you own.
- 5 Click *OK*.

8.4.4 Setting How Often to Check for New Items

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Options*.
- 3 Type the number of minutes under *Check for mail every*.
- 4 Click *OK*.

8.4.5 Setting How to Be Notified for Calendar Alarms

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Options*.
- 3 Click the *Alarm* tab.
- 4 Select if you want the Notify pop-up dialog box to display.
- 5 Select if you want to play a sound. If you select to play a sound, click the folder to browse to and select the sound you want Notify to play.
- 6 Select if you want Notify to launch a program when notifying you.
- 7 Select if you want Notify to send the alarm to your pager.
If you select to send the alarm to a pager, you must specify the gateway, service with options, and the PIN. For example, `skytel/b4.12345`.
- 8 Click *OK*.

8.4.6 Setting How to Be Notified about Outgoing Message Status

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Options*.
- 3 Click the *Return Status* tab.
- 4 Deselect *Use same settings for all types*.
- 5 Click the *Settings for* drop-down list, then select the item type you want to make selections for.
- 6 Select how you want to be notified for different status changes of that item type.
- 7 Click *OK*.

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

8.4.7 Setting How to Be Notified about Return Status Messages

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Options*.

- 3 Click the *Return Status* tab.
- 4 Select the type of item that you want to set notification for.
or
Select *Use same setting for all types* to use the same settings for all types of items.
- 5 Select the following options for items when opened, when accepted, when completed, and when deleted:
 - 5a Select if you want the Notify pop-up dialog box to display.
 - 5b Select if you want to play a sound. If you select to play a sound, click the folder to browse to and select the sound you want Notify to play.
 - 5c Select if you want Notify to launch a program when notifying you.
- 6 Click *OK*.

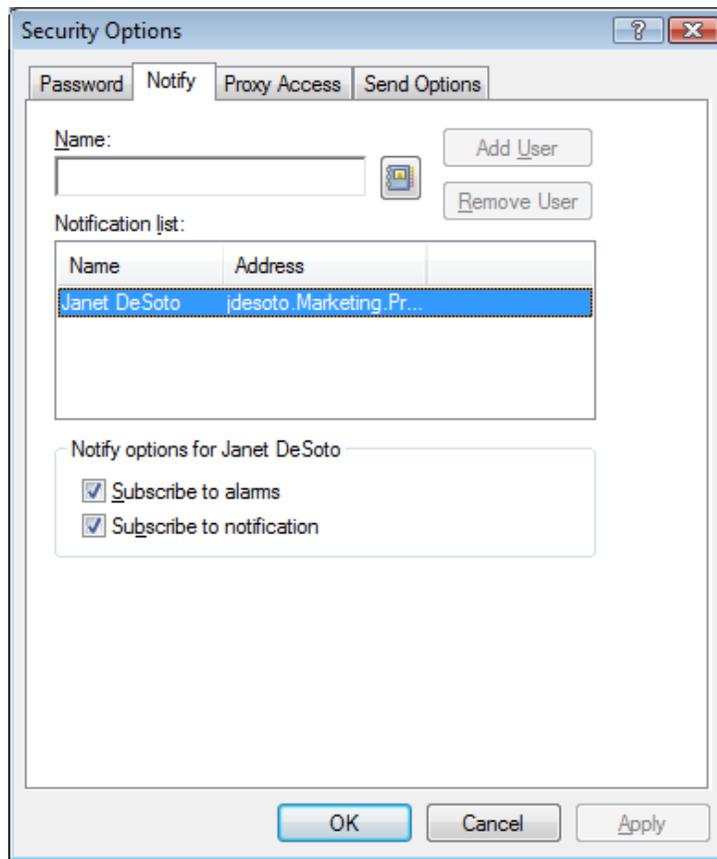
8.5 Being Notified of Someone Else's Messages

Notify must be running for you to receive notification of alarms, incoming items, or a change in status of outgoing items.

You can receive notification for another GroupWise user only if he or she has given you appropriate Proxy rights in his or her Access List, and if you have added that user's name to your Proxy List in GroupWise. See [Section 10, "Mailbox/Calendar Access for Proxy Users,"](#) on page 267 for more information.

You cannot receive notification for someone who is in a different post office than you.

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then click the *Notify* tab.
- 3 Type the name of a user for whom you proxy.
- 4 Click *Add User*.
- 5 Click the user's name in the Notification List.



- 6 Make sure that *Subscribe to notification* and *Subscribe to alarms* are selected.

You are automatically subscribed to alarms and notification for yourself. If you deselect *Subscribe to alarms* and *Subscribe to notification* for yourself, you no longer receive alarms and notifications. You need to repeat [Step 1](#) through [Step 6](#) for your user name.

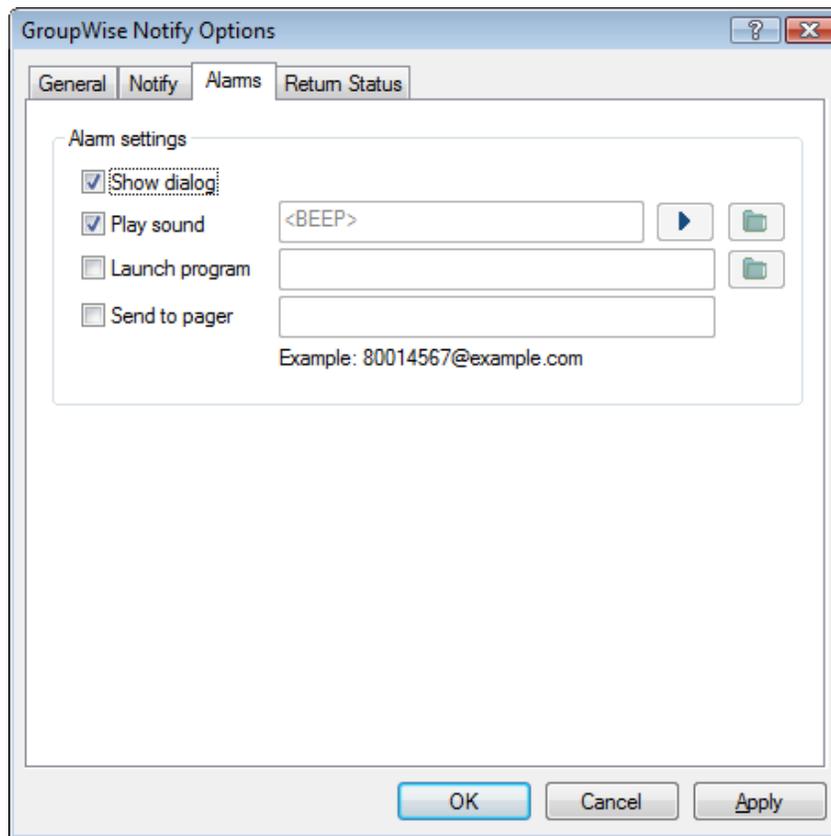
- 7 Click OK.

8.6 Sending an Alarm to an Electronic Pager

You can set an alarm in your mailbox or calendar to notify you about the status of a message through an electronic paging device. Notify must be running for you to receive notification of alarms, incoming items, or a change in status of outgoing items.

To set up alarms for a pager:

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Options*.
- 3 Click the *Alarms* tab.



- 4 Click *Send to pager*.
- 5 Specify the SMTP address for your electronic pager. For example, 8001234567@example.com.
You can also use the GroupWise Pager Gateway addressing syntax. For additional information, see “[Configuring Paging Services](#)” in “[Internet Agent](#)” in the *GroupWise 2012 Administration Guide*.

Notify sends the subject of the appointment to your pager at the designated alarm time.

8.7 Turning Off Notification

- 1 Make sure that Notify is running.
- 2 Right-click  in the Windows notification area, then click *Exit*.

Depending upon how you installed and configured GroupWise, Notify might be set to automatically start when you log in to Windows, or when you start GroupWise.

To stop Notify from starting when you log in to Windows:

- 1 Click *Start > All Programs > Startup*.
- 2 Right-click *Notify*, then click *Delete*.
- 3 Click *Yes* to confirm that you want to delete Notify.

To stop Notify from starting when you start GroupWise:

- 1 With GroupWise open, click *Tools > Options*.
- 2 Click *Environment > General*.

- 3 Deselect *Launch Notify at startup*.
- 4 Click *OK*.

9 Rules

You can automate many GroupWise actions, such as replying when you're out of the office, deleting items, or sorting items into folders, by using Rules to define a set of conditions and actions to be performed when an item meets those conditions.

- ◆ [Section 9.1, "Understanding Rules," on page 259](#)
- ◆ [Section 9.2, "Actions a Rule Can Perform," on page 259](#)
- ◆ [Section 9.3, "Events That Trigger a Rule," on page 261](#)
- ◆ [Section 9.4, "Creating a Rule," on page 261](#)
- ◆ [Section 9.5, "Editing a Rule," on page 264](#)
- ◆ [Section 9.6, "Enabling or Disabling a Rule," on page 265](#)
- ◆ [Section 9.7, "Running a Rule Manually," on page 265](#)
- ◆ [Section 9.8, "Deleting a Rule," on page 265](#)

9.1 Understanding Rules

When you create a rule, you must do the following:

- ◆ Name the rule.
- ◆ Select an event. The event is the trigger that starts the rule.
- ◆ Select the types of items that will be affected by the rule.
- ◆ Add an action. The action is what you want the rule to do when it is triggered.
- ◆ Save the rule.
- ◆ Make sure that the rule is enabled.

You can specify many more options to limit which items a rule affects. For example, you can apply a rule to accepted appointments, to items with a certain word in the Subject box, or to items with a high priority. Use Define Conditions to limit your rules further. See ["Limiting Items Affected by a Rule" on page 264](#).

9.2 Actions a Rule Can Perform

The following table shows the actions you can perform by setting up rules:

Action	Result
Send Mail	Sends a prepared mail message to the recipients you specify when the rule conditions are met. For example, if you need to inform your boss each time you receive a monthly report from another group of people, you can have a rule send a message as soon as you receive the report.

Action	Result
Forward	<p>Forwards items to one or more users when the rule conditions are met. For example, if you are on a core team, you can have a rule forward meeting minutes to extended team members.</p> <p>This action forwards the message as a regular message item, with the forwarded message visible in the message.</p>
Forward as Attachment	Forwards items as attachments to one or more users when the rule conditions are met. For example, if you are on a core team, you can have a rule forward meeting minutes to extended team members.
Delegate	Delegates an appointment, reminder note, or task to another user when the rule conditions are met. For example, if someone is covering for you while you're away from the office, your rule can delegate appointments, tasks, or reminder notes to that person.
Reply	<p>Sends a prepared reply to the sender when the rule conditions are met. For example, if you need to be out of the office for several days, your rule could send a reply to incoming items indicating when you'll be back.</p> <p>You can also use Define Conditions to prevent replies going to mail list servers and other large groups.</p>
Accept	Accepts an appointment, reminder note, or task when the rule conditions are met. For example, your rule could accept all appointments from a specific individual.
Category	Assigns a category to any item meeting the specified conditions. Categories include Low Priority, Urgent, Follow-up, Personal, and any other user-defined category.
Delete/Decline	Deletes or declines any item when the rule conditions are met. For example, your rule could decline any appointment scheduled for a certain day of the week if you are always unavailable for meetings on that day.
Empty Item	Deletes items from the Trash when the rule conditions are met. For example, your rule could empty items received from a company that routinely sends you junk mail.
Move to Folder	Moves items to a folder when the rule conditions are met. For example, you might want all items with certain words in the Subject box moved to a common folder.
Link to Folder	Links items to one or more folders when the rule conditions are met. Linking an item to a folder lets you view the item from more than one folder. For example, if you have an item that relates to Marketing and Personnel, you can place it in the Marketing folder, then link it to the Personnel folder. You can then open the item from either folder.
Mark as Private	Marks all items matching the rule conditions as Private. When an item is marked Private, you can restrict your proxies from accessing the item. For example, your rule could mark all items from your family members to be Private.
Mark as Read	Marks all items matching the rule conditions as if they have been read. For example, if you are skimming a reply thread in a shared folder and don't want to follow the thread anymore, your rule could mark all the items in the thread as if they had been read so they wouldn't sort to the top of the Item List.
Archive	Archives items when the rule conditions are met. For example, your rule could archive all items regarding a certain subject. Archive is not available to use as an action when the triggering event is New Item or Filed Item.
Mark as Unread	Marks all items matching the rule conditions as if they have not been read. For example, you could create a user-activated rule to mark as unread all items you have opened from your manager to remind yourself to re-read or act on them.

Action	Result
Stop Rule Processing	Stops other rules from acting on items that meet the rule conditions. Rules are executed in the order they are listed in the Rules dialog box. If there are other rules that would normally affect these items, this rule action prevents the other rules from executing.

9.3 Events That Trigger a Rule

There are several events that can cause a rule that you create to be activated. In addition, you can limit the items that are affected by a rule. For more information, see [“Limiting Items Affected by a Rule” on page 264](#).

Event	Result
New Item	The rule is triggered when a new item is placed in your GroupWise Mailbox. Clicking <i>Received</i> lets only incoming items trigger the rule. Clicking <i>Sent</i> lets only items you send trigger the rule. Clicking <i>Posted</i> triggers the rule each time you create a posted appointment, reminder note, or task. Clicking <i>Draft</i> lets only items marked as unfinished, or draft, trigger the rule.
Filed Item	The rule is triggered when an item is placed in a specific folder. If you do not specify a folder, the rule is triggered when an item is moved to any folder.
Completed Item	The rule is triggered when a task is marked as completed.
Open Folder	The rule is triggered when you open a specific folder. If you do not specify a folder, the rule is triggered when you open any folder.
Close Folder	The rule is triggered when you close a specific folder. If you do not specify a folder, the rule is triggered when you close any folder.
Startup	The rule is triggered when you start GroupWise.
Exit	The rule is triggered when you exit GroupWise.
User Activated	The rule can only be triggered manually by selecting the rule in the Rules dialog box, then clicking <i>Run</i> . For example, instead of a rule always moving certain items into a folder, you might want the items to accumulate in your Mailbox until you're ready for them to be moved all at once. To trigger a rule manually, you must first select the items or folders the rule affects in your Mailbox or Calendar view.

9.4 Creating a Rule

Rules can help you sort your messages, inform others that you're on vacation, or forward your messages to another email account.

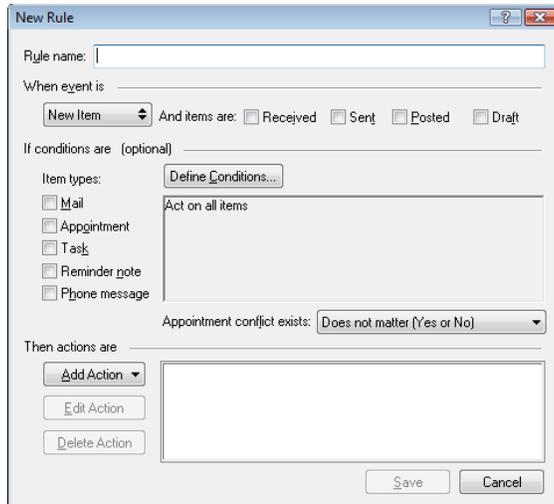
If you create a rule in Online mode, the rule is created in Caching mode only at the scheduled interval described in [“Automatically Downloading Address Books to Your Mailbox” on page 275](#), or manually by clicking *Tools > Rules > Refresh* while in Caching mode.

- ♦ [Section 9.4.1, “Creating a Basic Rule,” on page 262](#)
- ♦ [Section 9.4.2, “Creating a Vacation Rule or Auto Reply,” on page 262](#)
- ♦ [Section 9.4.3, “Creating a Rule to Forward All Mail to Another Account,” on page 263](#)
- ♦ [Section 9.4.4, “Creating a Rule that Sends a New Email,” on page 263](#)

- ♦ [Section 9.4.5, “Copying a Rule to Make a New Rule,”](#) on page 264
- ♦ [Section 9.4.6, “Limiting Items Affected by a Rule,”](#) on page 264

9.4.1 Creating a Basic Rule

- 1 Click *Tools > Rules*, then click *New*.



- 2 Type a name in the *Rule name* field.
- 3 Click the *When event is* pop-up list, then click an event to trigger the rule.
- 4 If you clicked *New Item*, *Startup*, *Exit*, or *User Activated*, click one or more sources for the item. For example, click *Received* and *Posted*.

or

If you clicked *Filed Item*, *Open Folder*, or *Close Folder*, click the folder icon, click a folder, then click *OK* to display the folder name.

- 5 Click one or more types of items you want the rule to act on in the *Item Types* list. If you want to further restrict the items affected by the rule, click *Define Conditions*, click the appropriate options, then click *OK*. For more information about the options that you can choose from, see [Section 7.3.2, “Selecting Fields in Advanced Finds and Rules,”](#) on page 239.
- 6 Click *Add Action*, then click the action you want the rule to perform. Some actions such as *Move to Folder* and *Reply* require you to fill in additional information.
- 7 Click *Save*.

For a rule to function, it must be enabled. See [“Enabling or Disabling a Rule”](#) on page 265.

9.4.2 Creating a Vacation Rule or Auto Reply

When you create and activate a vacation rule, GroupWise blocks out your calendar with All Day Events for the dates that you specify, showing you with Out of Office status.

- 1 Click *Tools > Vacation Rule*.
- 2 Select *Activate my vacation rule*.

For your vacation rule to truly be active, you must select this option and specify a date range. Because the vacation rule is active only within the date range that you specify, leaving this option always selected does not mean that your vacation rule is always active. Your vacation rule expires after the last day in the date range that you specify.

If you deselect this option before the rule has expired, the All Day Events are deleted from your calendar.

- 3 Type a subject for the automatic reply.

Subjects appear in parentheses after the original message subject in the reply. For example, if the subject was “Out of Office reply” and the message “Budget monitoring” was sent to you, the Auto Reply feature returns the subject “Re: Budget monitoring (Out of Office reply).”

- 4 Type the message that you want to appear in the automatic reply.
- 5 Select whether you want to reply to emails from outside your internal network.
- 6 Specify the dates when the rule will go into effect and when it will end.
- 7 Click *Save*.

Rules that trigger a reply (such as this vacation rule) keep a record of who a reply has been sent to, and make sure that a reply is sent only once to that user.

9.4.3 Creating a Rule to Forward All Mail to Another Account

- 1 Click *Tools > Rules*, then click *New*.
- 2 Type a name in the *Rule name* field, such as *Forward Rule*.
- 3 Click the *When event is* pop-up list, then click *New Item*.
- 4 Next to *And items are*, select *Received*. Make sure no other item source is selected.
- 5 Select *Mail* under *Item types*.
- 6 Click *Add Action*, then select *Forward*.
- 7 Type the address that you want the items forwarded to in the *To* field.
- 8 Type a subject you want to use for forwarded items, for example *Fwd:*.
- 9 (Optional) Type a name of a filter to use for forwarded items.
- 10 (Optional) Type a message for all forwarded items.
- 11 Click *OK*.
- 12 Click *Save*, verify that the rule has a check mark next to it indicating that it is enabled, then click *Close*.

9.4.4 Creating a Rule that Sends a New Email

- 1 Click *Tools > Rules*, then click *New*.
- 2 Click *Add Action*, then select *Send Mail*.
- 3 In the *New Mail Item* form, fill in any relevant fields.
You must at least specify a recipient for the new email.
- 4 Click *OK*.

9.4.5 Copying a Rule to Make a New Rule

- 1 Click *Tools > Rules*.
- 2 Click the rule you want to copy, then click *Copy*.
- 3 Type the name of the new rule.
- 4 Make changes to the rule.
- 5 Click *Save*.

9.4.6 Limiting Items Affected by a Rule

Use *Define Conditions* to further limit the items affected by a rule.

- 1 In the Rules dialog box, click *Define Conditions*.
- 2 Click the first drop-down list, then click a field.
For more information about the options that you can choose from, see [Section 7.3.2, "Selecting Fields in Advanced Finds and Rules," on page 239](#).
- 3 Click the operator drop-down list, then click an operator.
To learn how to use operators, see ["Using Advanced Find" on page 238](#).
- 4 Type the criteria for the rule.
or
If a drop-down list is provided, click the drop-down list, then click existing criteria.
If you type criteria, such as a person's name or a subject, you can include wildcard characters such as an asterisk (*) or a question mark (?). Text you type is not case-sensitive.
To learn more about wildcard characters and switches, see ["Finding Items Anywhere in Your Mailbox" on page 235](#).
- 5 Click the last drop-down list, then click *End*.
or
Click the last drop-down list, then click *And* or *Or* to further limit the items affected by the rule.

9.5 Editing a Rule

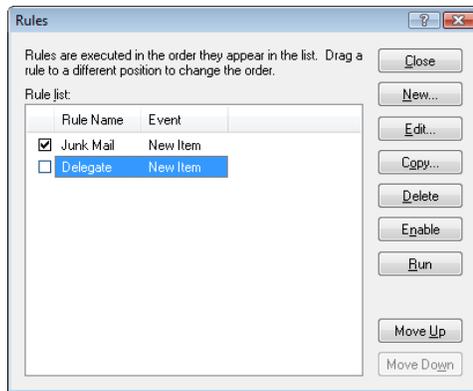
- 1 Click *Tools > Rules*.
- 2 Click the rule you want to edit, then click *Edit*.
- 3 Make changes to the rule.
- 4 Click *Save*.

If you edit a rule in Online mode, the rule is updated in Caching mode only at the scheduled interval described in ["Automatically Downloading Address Books to Your Mailbox" on page 275](#), or manually by clicking *Tools > Rules > Refresh* while in Caching mode.

9.6 Enabling or Disabling a Rule

A rule must be enabled before it can be triggered. When you disable a rule, the rule cannot be triggered. However, the rule is still listed in the Rules dialog box so you can enable it when you need it again.

- 1 Click *Tools > Rules*.



- 2 Click the rule you want to enable or disable.
- 3 Click *Enable* or *Disable*.
An enabled rule has a check mark in the box.

9.7 Running a Rule Manually

- 1 Click the items or folders that you want affected by the rule.
- 2 Click *Tools > Rules*.
- 3 Click the rule you want to run.
- 4 Click *Run*, then click *Close*.

The rule actions occur after you close the Rules dialog box.

9.8 Deleting a Rule

- 1 Click *Tools > Rules*.
- 2 Click the rule you want to delete, click *Delete*, then click *Yes*.

10 Mailbox/Calendar Access for Proxy Users

Use Proxy to manage another user's Mailbox and Calendar. Proxy lets you perform various actions, such as reading, accepting, and declining items on behalf of another user, within the restrictions the other user sets. As a proxy user, you do not need the mailbox owner's password because the mailbox owner grants you the access rights he or she wants you to have in the mailbox. There is currently no limit to the number of proxy accounts you can allow or manage.

IMPORTANT: You can proxy for a user in a different post office or domain, as long as that person is in the same GroupWise system. You cannot proxy for a user in a different GroupWise system.

- ♦ [Section 10.1, "Understanding Proxy Access," on page 267](#)
- ♦ [Section 10.2, "Granting Proxy Rights as a Mailbox Owner," on page 267](#)
- ♦ [Section 10.3, "Protecting Private Items as a Mailbox Owner," on page 269](#)
- ♦ [Section 10.4, "Becoming a Proxy User in Another User's Mailbox," on page 269](#)

10.1 Understanding Proxy Access

Keep the following in mind when setting up Proxy access to your mailbox:

- ♦ Proxies cannot see the contacts within your Contacts folder at any time.
- ♦ Proxies cannot archive items from your mailbox because the archive directory is typically a local directory that a proxy cannot access.
- ♦ After a proxy user opens a mail message, the message is displayed both to the proxy user and to the mailbox owner as having been opened. If a mailbox owner wants messages that have been opened by a proxy user to be displayed as not having been read, the mailbox owner can ask the proxy user to mark items as Unread after the proxy user has viewed a message. There is no way for a mailbox owner to know if a proxy user has read a message.
- ♦ Appointments sent by proxies are not automatically accepted. This enables the mailbox owner to review any appointments sent by proxies before choosing whether to accept or decline them.

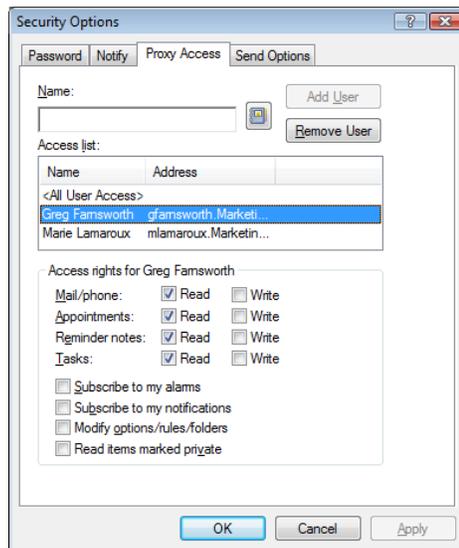
10.2 Granting Proxy Rights as a Mailbox Owner

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Access List. As a mailbox owner, you can assign each user different rights to your calendaring and messaging information. For example, if you want to let users view specific information about your appointments when they do a busy search on your Calendar, give them Read access for appointments.

See [Section 10.1, "Understanding Proxy Access," on page 267](#) for a list of functionality differences when you use proxy access.

To grant another user proxy rights to your mailbox:

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then click the *Proxy Access* tab.
- 3 To add a user to the list, type the name in the *Name* field, then when the full name appears, click *Add User*.
- 4 Click a user in the Access List.



- 5 Select the rights you want to give to the user.

Read: Read items you receive.

Write: Create and send items in your name, including applying your signature (if you have one defined). Assign categories to items, change the subject of items, perform tasklist options on items, and delete items.

Subscribe to my alarms: Receive the same alarms you receive. Receiving alarms is supported only if the proxy is on the same post office you are.

Subscribe to my notifications: Receive notification when you receive items. Receiving notifications is supported only if the proxy is on the same post office you are.

Modify options/rules/folders: Change the options in your Mailbox. The proxy can edit any of your Options settings, including the access given to other users. The proxy can edit any of your Rules. If the proxy also has Mail rights, he or she can create or modify folders.

Read items marked private: Read the items you marked Private. If you don't give a proxy Private rights, all items marked Private in your Mailbox are hidden from that proxy.

- 6 Repeat [Step 4](#) and [Step 5](#) to assign rights to each user in the Access List.

You can select *All User Access* in the Access List and assign rights to all users in the Address Book. For example, if you want all users to have rights to read your mail, you would assign Read rights to All User Access.

- 7 To delete a user from the Access List, click the user, then click *Remove User*.
- 8 Click *OK*.

10.3 Protecting Private Items as a Mailbox Owner

You can limit a proxy's access to individual items in your Mailbox or Calendar by marking items Private.

When you mark an item Private, you prevent proxies who lack the correct rights from opening it. Proxies cannot access items marked Private unless you give them those rights in your Access List.

If you mark an item Private when you send it, neither your proxies nor the recipient's proxies can open the item without rights. If you mark an item Private when you receive it, it cannot be read by your unauthorized proxies, but it can be read by the sender's proxies. Appointments marked Private display in Busy Search according to the status you selected when you accepted the appointment.

- 1 In an open item, click *Actions > Mark Private*.

or

In your Calendar, click an item in the Appointments, Reminder Notes, or Task List, then click *Actions > Mark Private*.

It is also possible to set up a rule to automatically mark an item as Private when it is moved into a certain folder or calendars. For example, if you want to keep all items in a sub-calendar private, you can assign a rule to mark all items in that calendar as Private. For more information on creating a rule, see [“Creating a Rule” on page 261](#).

10.4 Becoming a Proxy User in Another User's Mailbox

- 1 In the Main Window or Calendar, click *File > Proxy*.

or

Click the *Mode Selector* icon , then click *Proxy*.

- 2 To add a user, type the name in the *Name* field, then click *OK*.

The user's Mailbox is opened. The name of the person for whom you are acting as proxy is displayed at the top of the Folder List.

See [Section 10.1, “Understanding Proxy Access,” on page 267](#) for a list of functionality differences when you use proxy access.

If the user has not yet given you proxy rights in his or her Access List, the user's name is added to the Proxy List but the user's Mailbox is not opened.

- 3 To return to your own Mailbox, click the folder list header drop-down list, then click your name.

TIP: You can work with several Mailboxes open at one time. (Click *Window*, click *New Main Window*, then switch to the Mailbox you want.) You can tell the Mailboxes apart by looking for the Mailbox owner's name, which appears as the root folder label for each Mailbox.

To remove a user from the Proxy List:

- 1 In the Main Window or Calendar, click *File > Proxy*.

or

Click the *Mode Selector* icon , then click *Proxy*.

- 2 Click the name you want to delete, then click *Remove*.

Removing a user from your Proxy List does not remove your rights to act as proxy for that user. The user whose Mailbox you access must change your rights in his or her Access List.

11 Caching and Remote Modes

You can store a copy of your mailbox (including your messages and other information) on your local drive in two different ways. Caching mode reduces network traffic because it doesn't require continuous access to the network, while Remote mode allows you to specify the type of connection you have and also allows you to restrict how much information is retrieved.

- ♦ [Section 11.1, "Using Caching Mode," on page 271](#)
- ♦ [Section 11.2, "Using Remote Mode," on page 277](#)

To see how to back up your mailbox while in Remote or Caching mode, see [Section 16.6, "Backing Up Email," on page 389](#).

11.1 Using Caching Mode

Caching mode stores a copy of your network mailbox, including your messages and other information, on your local drive. This allows you to use GroupWise whether or not your network or Post Office Agent is available. Because you are not connected to the network all the time, this mode cuts down on network traffic and has the best performance. A connection is made automatically to retrieve and send new messages. All updates are performed in the background so your work is not interrupted.

You should use this mode if you have enough disk space on your local drive to store your mailbox.

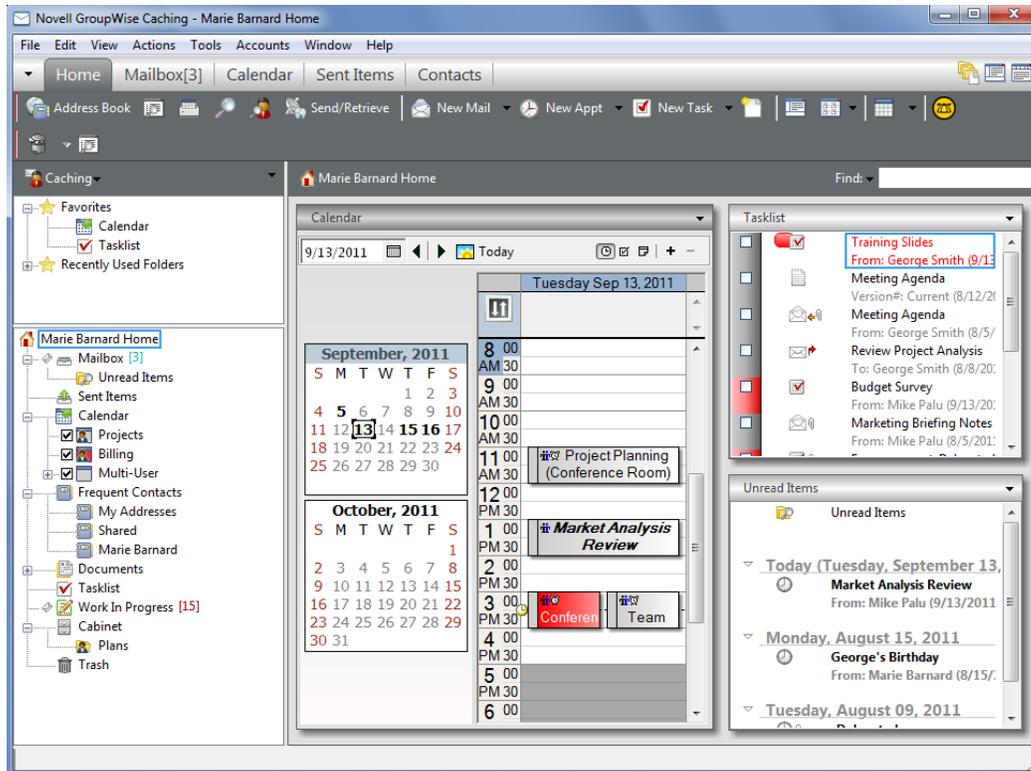
- ♦ [Section 11.1.1, "Understanding Caching Features," on page 271](#)
- ♦ [Section 11.1.2, "Setting Up Your Caching Mailbox," on page 272](#)
- ♦ [Section 11.1.3, "Changing to Caching Mode," on page 273](#)
- ♦ [Section 11.1.4, "Setting Caching Properties," on page 274](#)
- ♦ [Section 11.1.5, "Working in Caching Mode," on page 274](#)
- ♦ [Section 11.1.6, "Changing the Download Interval Time for Your Caching Mailbox," on page 274](#)
- ♦ [Section 11.1.7, "Synchronizing Your Caching Mailbox with Your Online Mailbox," on page 275](#)
- ♦ [Section 11.1.8, "Opening a Different Version of a Document in Your Caching Mailbox," on page 276](#)
- ♦ [Section 11.1.9, "Viewing Pending Requests," on page 277](#)
- ♦ [Section 11.1.10, "Displaying Connection Status," on page 277](#)
- ♦ [Section 11.1.11, "Changing the Download Interval Time for Your Caching Mailbox," on page 277](#)

11.1.1 Understanding Caching Features

Most GroupWise features are available in Caching mode, with the exception of subscribing to other users' notifications.

Several users can set up their Caching Mailboxes on a single shared computer.

Figure 11-1 Mailbox View with Caching Mode Selected



If you run Caching Mode and Remote Mode on the same computer, the same local mailbox (also called the Caching Mailbox or Remote Mailbox) can be used to minimize disk space usage. For information about Remote mode, see [Chapter 11.2, "Using Remote Mode,"](#) on page 277.

If disk space is limited, you can restrict the items that are downloaded to your local mailbox. You can specify to get the subject line only or specify a size limit.

Your GroupWise administrator can specify settings that do not allow you to use Caching mode or that require you to use only Caching mode.

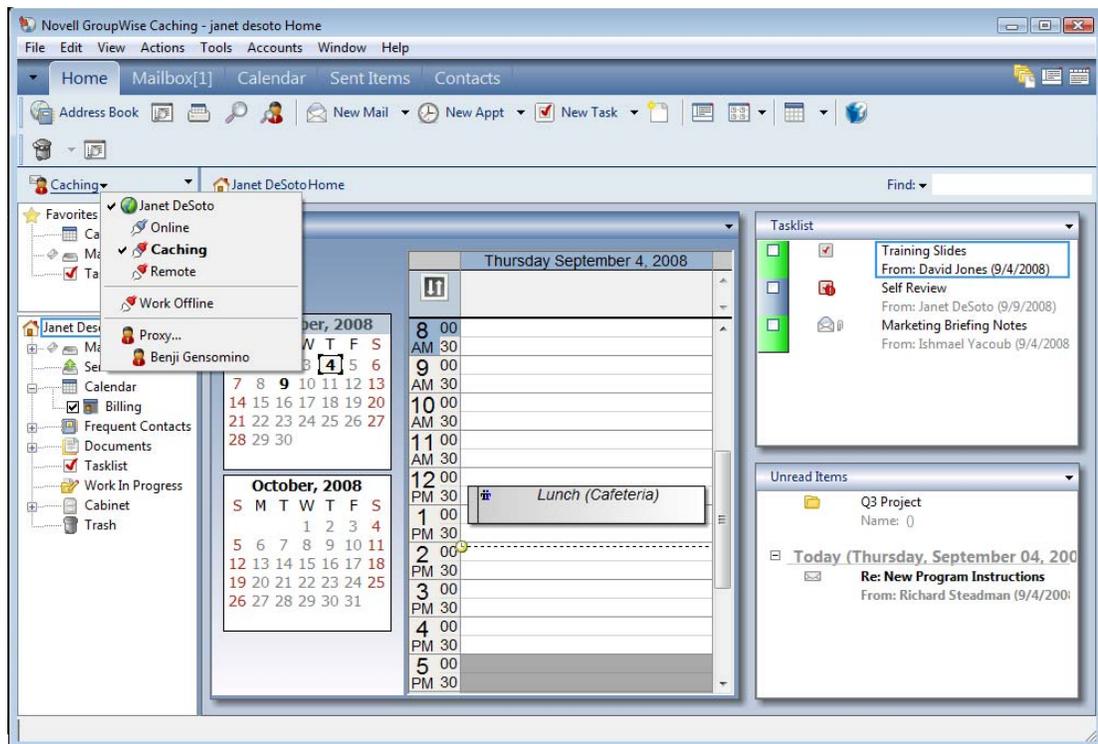
11.1.2 Setting Up Your Caching Mailbox

Setting up a Caching Mailbox requires enough disk space (either on your local hard drive or another network drive) to store all the data in your mailbox.

- 1 Make sure GroupWise is installed on the computer where you want to set up your Caching Mailbox.
- 2 Click *File > Mode > Caching*.

or

Click *Caching* on the drop-down list above the Folder List.



- 3 Type the path for your Caching Mailbox, then click **OK**.

GroupWise automatically updates the Caching Mailbox with an image of the Online Mailbox. The initial update or “priming” should not be interrupted until it is complete. You are prompted to restart GroupWise to change to the Caching Mode.

After the Caching Mailbox is primed, you might want to run GroupWise in Caching Mode without changing modes from Online to Caching.

GroupWise automatically starts in the mode that it was last in.

11.1.3 Changing to Caching Mode

To change to Caching mode from any other mode:

- 1 Click the *Mode Selector* icon , then click *Caching*.

If your Caching mailbox is not located at the location currently specified in the *Caching mailbox directory* field under *Tools > Options > Environment > File Location*, you are prompted for the location. This could happen if you run GroupWise on a workstation that is shared by multiple GroupWise users who have local Caching mailboxes.

If your Caching mailbox password is different from your Online mailbox password, you are prompted for your Caching mailbox password. For more information about passwords, see [Section 16.2, “Managing Mailbox Passwords,” on page 380](#).

- 2 When you are asked to restart GroupWise, click **Yes**.

When GroupWise restarts, you are in Caching mode.

11.1.4 Setting Caching Properties

You can set properties that determine how your caching mailbox functions.

- 1 In Caching mode, click *Accounts > Account Options > Properties > Advanced*.
- 2 Make sure the IP address and port are correct.
- 3 To change the password, click *Online Mailbox password*, type the old password, type the new password twice, then click *OK*.
- 4 Select whether to get only the subject line, get the contents of mail messages regardless of size, or to get the contents of any messages smaller than the sizes you specify.

This option helps you limit the sizes of messages you retrieve from your mailbox. Limiting the sizes of messages speeds download times and preserves space; however, you might not get the complete messages.
- 5 Select whether to synchronize options between the caching mailbox and your online mailbox.
- 6 Specify whether (and when) to refresh your address books and rules.
- 7 Click *OK*.

11.1.5 Working in Caching Mode

Some GroupWise features work slightly differently in Caching mode than they do in Online mode.

- ♦ Unless the administrator has enabled External Accounts, the Accounts menu is only displayed in Caching mode.
- ♦ In the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching mode. If you try to exit GroupWise while items are pending, a message warns you that you have unsent items.
- ♦ If you change any mailbox options under *Tools > Options* while working in Caching mode, the settings are transferred to your Online mailbox.
- ♦ Changes in shared folders are updated whenever you connect to the master GroupWise system.
- ♦ Changes in shared calendars are updated whenever you connect to the master GroupWise system.
- ♦ When items are archived from your Caching mailbox, they are also removed from your Online mailbox during the next synchronization.
- ♦ If you have a POP3 or IMAP4 account, you have the option of having the account available in Caching mode but not in Online mode, as described in [Section 12.4.2, “Using POP3 and IMAP4 Accounts in Remote and Caching Modes,”](#) on page 299.
- ♦ Subscribing to other users’ notifications is not available in Caching mode.

11.1.6 Changing the Download Interval Time for Your Caching Mailbox

You can specify how often GroupWise refreshes the items in your GroupWise Caching mailbox.

- 1 Click *Accounts > Account Options*.
- 2 Click *General Options*.
- 3 In the *Send/Retrieve All Marked Accounts every x minutes* field, specify the number of minutes to refresh the accounts.
- 4 Click *OK*.

11.1.7 Synchronizing Your Caching Mailbox with Your Online Mailbox

You can synchronize your Caching Mailbox items, rules, addresses, documents, and settings with your Online Mailbox.

- ♦ [“Synchronizing Items” on page 275](#)
- ♦ [“Synchronizing Rules” on page 275](#)
- ♦ [“Retrieving Addresses from an Address Book” on page 275](#)
- ♦ [“Automatically Downloading Address Books to Your Mailbox” on page 275](#)
- ♦ [“Simultaneously Updating All Items in Your Caching Mailbox” on page 276](#)
- ♦ [“Working with Library Documents in Caching Mode” on page 276](#)

Synchronizing Items

- 1 To synchronize items, click *Accounts > Send/Retrieve > Novell GroupWise*.

Synchronizing Rules

- 1 To synchronize rules, click *Tools > Rules*, then click *Refresh*.

Retrieving Addresses from an Address Book

You can retrieve addresses from the system address book or from personal address books.

- ♦ [“Retrieving Addresses from the System Address Book” on page 275](#)
- ♦ [“Retrieving Addresses from a Personal Address Book” on page 275](#)

Retrieving Addresses from the System Address Book

- 1 Click *Tools > Address Book*.
- 2 Click *View > Retrieve System Address Book*.

Retrieving Addresses from a Personal Address Book

- 1 Click *Tools > Address Book*.
- 2 Click *View > Retrieve Personal Address Books*.

Automatically Downloading Address Books to Your Mailbox

To specify that the system address book, your personal address books, and rules be downloaded to your Caching Mailbox on a regular basis:

- 1 Click *Accounts > Account Options*.
- 2 Click your GroupWise account, then click *Properties*.
- 3 Click the *Advanced* tab, then select *Refresh address books and rules every “x” days*.
- 4 Specify how often you want the address books and rules to be refreshed, then click *OK*.

Simultaneously Updating All Items in Your Caching Mailbox

- 1 click *Tools > Retrieve Entire Mailbox*.

Updating your entire Caching Mailbox can take a lot of time and bandwidth (just like the initial “priming” of your Caching Mailbox) and can monopolize resources in your client and at the server. You should use this complete synchronization sparingly, such as for suspected database corruption of your Caching Mailbox.

Working with Library Documents in Caching Mode

If you have GroupWise Library documents in your Mailbox, marking a document as In Use prevents others from modifying the document. If you don't mark a document as In Use, someone can edit it while you have the copy in your Caching Mailbox. If you then edit the document and return it to the Master Library, your document is saved as a new version and the edits are not saved to the other version. If you don't plan to edit a document, don't mark it In Use. When you exit an In Use document, you're asked to send the document to the Master Library and mark it as Available. If you're done with the document, the document should be marked Available to allow others editing access to it.

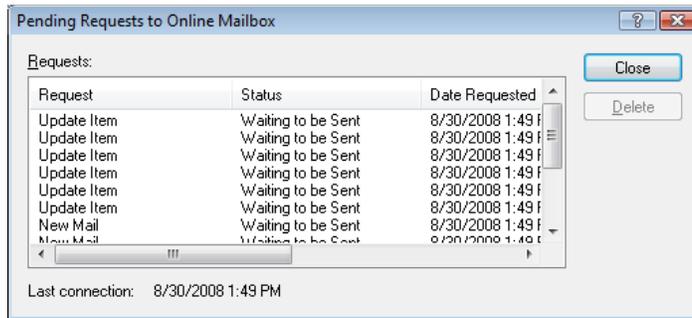
11.1.8 Opening a Different Version of a Document in Your Caching Mailbox

- 1 Click a document in your Caching Mailbox.
- 2 Click *Actions > Versions > Version List*.
- 3 Click *Remote Libraries* to display the versions you previously retrieved into your Caching Mailbox.
or
Click *Master Libraries* to display the versions available in your master GroupWise system.
If you choose to search the Master Libraries, you can connect to your GroupWise system immediately or save the search request until you are ready to connect later.
- 4 Click the versions you want to open in the *Versions* list box.
- 5 Click *Actions > Open*.

11.1.9 Viewing Pending Requests

Whenever you perform an action that requires information to be sent from your Caching Mailbox to your Online Mailbox, GroupWise creates a request that is placed in the *Pending Requests* list. When you connect to your GroupWise system, all the requests are sent to your Online Mailbox. Use *Pending Requests* to check for outstanding requests.

- 1 Click *Accounts > Pending Requests*.



In Caching mode, GroupWise immediately uploads send requests and other important messages. If a Caching request hasn't been processed yet, you can delete it by clicking the request, then clicking *Delete*. Only requests that haven't been sent to the GroupWise system and have the *Waiting to be Sent* status can be deleted. If you have already sent a request to the GroupWise system, you cannot cancel the request.

11.1.10 Displaying Connection Status

By default, the Connection Status window is not displayed in Caching mode, but you can display it by clicking *Accounts > Show Status Window*.

11.1.11 Changing the Download Interval Time for Your Caching Mailbox

You can specify how often GroupWise refreshes the items in your GroupWise Caching mailbox.

- 1 Click *Accounts > Account Options*.
- 2 Click *General Options*.
- 3 In the *Send/Retrieve All Marked Accounts every x minutes* field, specify the number of minutes to refresh the accounts.
- 4 Click *OK*.

11.2 Using Remote Mode

Remote mode is familiar to GroupWise users who use Hit the Road. Similar to Caching mode, a copy of your network mailbox, or the portion of the mailbox you specify, is stored on your local drive. You can retrieve and send messages on a periodic basis with the type of connection you specify (modem, network, or TCP/IP). If you do not want a complete copy of your network mailbox, you can restrict what is retrieved, such as only new messages or only message subject lines.

- ♦ [Section 11.2.1, "Preparing to Use Remote Mode," on page 278](#)
- ♦ [Section 11.2.2, "Setting a Remote Password," on page 287](#)

- ♦ [Section 11.2.3, “Understanding Remote Connection Types,” on page 287](#)
- ♦ [Section 11.2.4, “Understanding Remote Features,” on page 288](#)
- ♦ [Section 11.2.5, “Sending Remote Requests,” on page 288](#)
- ♦ [Section 11.2.6, “Processing Remote Requests,” on page 288](#)
- ♦ [Section 11.2.7, “Sending and Retrieving Items in Remote Mode,” on page 288](#)
- ♦ [Section 11.2.8, “Allowing Offline Send/Receive,” on page 294](#)

Your GroupWise administrator can specify settings that do not allow you to use Remote mode.

11.2.1 Preparing to Use Remote Mode

Use Hit the Road on the Tools menu (or switch from Online mode to Remote mode) to create, set up, or update your Remote Mailbox. Your local mailbox is created on your local drive and any current connections are detected and set up. If you have already used Caching mode, your local mailbox has already been created.

You can also use Hit the Road to create setup files on a diskette to set up your Remote Mailbox on a computer that is not connected to the network.

Several users can set up their Remote Mailboxes on a single shared computer.

- ♦ [“Setting Up Your Remote Mailbox” on page 278](#)
- ♦ [“Setting Up Multiple Remote Mailboxes on a Shared Computer” on page 280](#)
- ♦ [“Configuring Your Remote Connections” on page 280](#)
- ♦ [“Specifying Remote Properties” on page 285](#)

Setting Up Your Remote Mailbox

If you switch from Online mode to Remote mode, you can enter the path to the Remote Mailbox. If this path does not exist, Hit the Road runs automatically. The following steps explain how to set up your Remote Mailbox by using Hit the Road.

- 1 Make sure GroupWise is installed on the computer where you want to set up your Remote Mailbox.
- 2 Make sure you have a password on your Online Mailbox.
- 3 Run GroupWise in your office on your docked laptop or a workstation.
- 4 Click *Tools > Hit the Road*.
- 5 Type your Mailbox password, then click *OK*.



- 6 To create your Remote Mailbox on the docked laptop that is currently connected to the network with your Online GroupWise system, click *This Machine*, then click *Next*.

If you click *This Machine* and GroupWise is not installed on the docked laptop, you are prompted to install GroupWise. To use GroupWise away from your office, click *Yes* to install GroupWise on the computer you're traveling with. Continue with Step 7.

or

To create a setup diskette for another computer, such as your home computer, click *Another Machine*, then click *Next*. Have a diskette ready. When your setup diskette is created, insert it into the computer where you want to set up your Remote Mailbox (such as your home computer), then run `setup.exe` from the diskette. Go to Step 10.

- 7 Type the path for your Remote Mailbox, then click *Next*.
- 8 Select the phone numbers you use to connect to your Online Mailbox, then click *Next*.
- 9 Select the items you want to copy to your Remote Mailbox, then click *Finish*.
- 10 Exit GroupWise.
- 11 Right-click the Windows desktop, then click *New > Shortcut*.
- 12 Type `c:\Program Files\Novell\GroupWise\grpwise.exe /pr-path_to_remote_mailbox`. The path is the path you typed in Step 7.
- 13 Click *Next*.
- 14 Type a name for the shortcut, such as *Remote*.
- 15 Click *Finish*.

After setting up your Remote Mailbox, you can begin sending and retrieving items and address book information from your Online Mailbox.

Setting Up Multiple Remote Mailboxes on a Shared Computer

These steps should be completed by each user who is setting up a Remote Mailbox on the shared computer.

- 1 Run GroupWise in Online mode, then click *Tools > Hit the Road*.
- 2 If prompted, enter your password.
- 3 To create a Remote Mailbox setup diskette, click *Another Machine*.
- 4 Follow the steps in the Hit the Road Wizard, inserting a blank diskette in the last step to save the setup files.
- 5 Log in to Windows on the shared computer, using a unique user name.
- 6 Insert the setup diskette into the shared computer, then run `setup.exe` from the diskette.
Make sure GroupWise is installed on the shared computer.
- 7 Select a folder for your Remote Mailbox files, then click *OK*.
This folder should not be shared with other users.
- 8 To run GroupWise against your Remote Mailbox, each user should log in to Windows with a unique user name before starting GroupWise.

Configuring Your Remote Connections

When you run GroupWise in Remote mode, you can connect to your Online GroupWise system through a modem connection, a network (direct) connection, or a TCP/IP connection. When you use Hit the Road to set up your Remote Mailbox, GroupWise creates the appropriate connections based on how you are currently running GroupWise. You can create new connections as well as change or delete existing ones.

- ♦ [“Connections” on page 280](#)
- ♦ [“Creating a Modem Connection” on page 281](#)
- ♦ [“Creating a TCP/IP Connection” on page 283](#)
- ♦ [“Creating a Network Connection” on page 283](#)
- ♦ [“Copying a Remote Connection” on page 284](#)
- ♦ [“Editing a Remote Connection” on page 284](#)
- ♦ [“Deleting a Remote Connection” on page 284](#)
- ♦ [“Specifying Your Remote Location” on page 284](#)

Connections

You can switch among connection types if there are no pending requests on the connection you are switching from. For example, if you're retrieving and sending items with a network connection and you disconnect before the transmission is complete, you should not switch to a modem connection to process the requests. Complete the original requests with the original connection.

Modem Connections

When you connect with a modem connection, you dial in to your Online GroupWise system over a phone line. You need to set up dialing information for each remote location. For example, in a hotel you often need to dial 9 to access an outside line, but at home you don't. Each of these situations requires a separate remote location. For more information about setting dialing properties for each remote location, see your Windows documentation.

TCP/IP Connections

TCP/IP connections use an IP address and port to connect to your Online GroupWise system. If you use a toll-free Internet provider while you're away from your office, you can avoid phone charges by using a TCP/IP connection. In addition, you don't need to exit an Internet connection and hang up the phone to connect to your Online GroupWise system via a modem connection. You can use the same Internet connection to connect to your Online GroupWise system.

Network (Direct) Connections

When you're at the office, you can run GroupWise in Remote mode with a network connection. A network connection is useful for quickly retrieving large amounts of information, such as your system address book.

Connection Status

When you use Hit the Road to update your Remote Mailbox before leaving the office or when you send and retrieve items remotely, the Connection Status window displays. This window lets you monitor the information transfer between your Online GroupWise system and your Remote Mailbox. To display detailed connection information, use *Show Log*. To display the number of requests the Online GroupWise system needs to process, use *Requests*. To stop the information transfer anytime, use *Disconnect*.

In addition to the Connection Status window, the icon in the Windows taskbar lets you know the status of your connection.

Icon	Means
	You are connected.
	You are disconnected.
	You are sending items.
	You are receiving items.

Connection Log

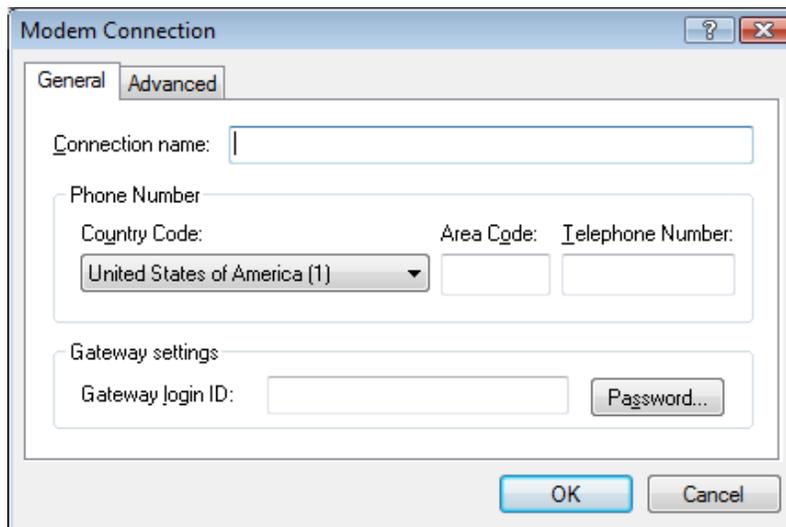
Use the Connection Log to display connection information and to troubleshoot connection problems. This log includes information about connection time, error messages, and so forth.

GroupWise uses three Connection Log files to log the connection information: *remote1.log*, *remote2.log*, and *remote3.log*. GroupWise uses the next log file each time you run GroupWise in Remote mode.

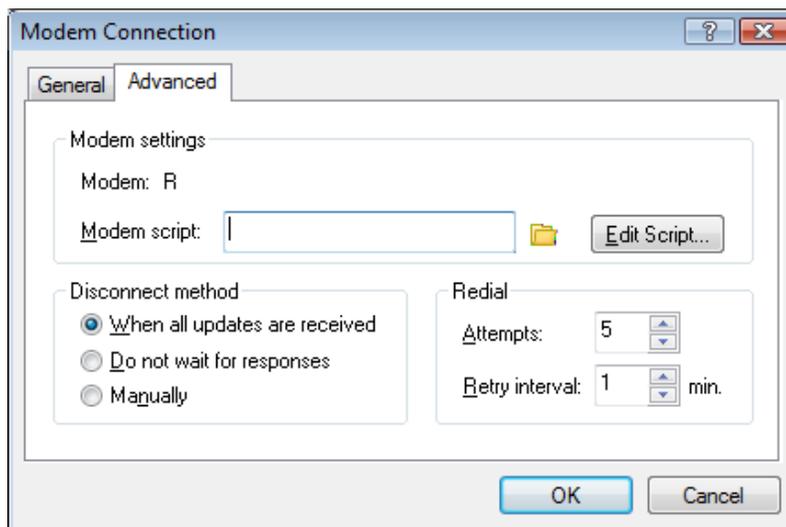
Creating a Modem Connection

Contact your GroupWise administrator for your gateway's phone number, login ID, and password.

- 1 Click *Accounts > Send/Retrieve > GroupWise Options*.
- 2 Click *Configure*, click *Connect To*, then click *New*.
- 3 Make sure *Modem* is selected, then click *OK*.



- 4 In the *Connection name* field, type a description.
- 5 Click the country code, then type the area code and phone number for the gateway to your GroupWise system.
- 6 Type the gateway login ID.
- 7 Click *Password*, type the gateway password, click *OK*, retype the password, then click *OK*.
- 8 Click the *Advanced* tab.



- 9 If your modem requires a script, click *Edit Script*, then specify the necessary When Given and Respond With commands.

To save the script without changing its file name, click *Save*, then click *Close*.

or

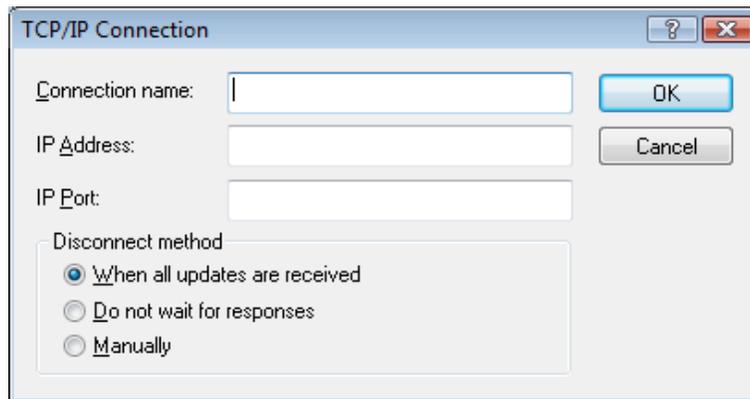
To save the script with a new file name, click *Save As*, then click *Close*.

- 10 To retrieve an existing script file, click , select the script file, then click *Open*.
- 11 Click a disconnect method.
- 12 In the *Attempts* field, specify the number of times to redial if the line is busy.

- 13 In the *Retry interval* field, specify the time interval between each redial attempt.
- 14 Click *OK*, then click *Close*.

Creating a TCP/IP Connection

- 1 Click *Accounts > Send/Retrieve > GroupWise Options*.
- 2 Click *Configure*, click *Connect To*, then click *New*.
- 3 Click *TCP/IP*, then click *OK*.

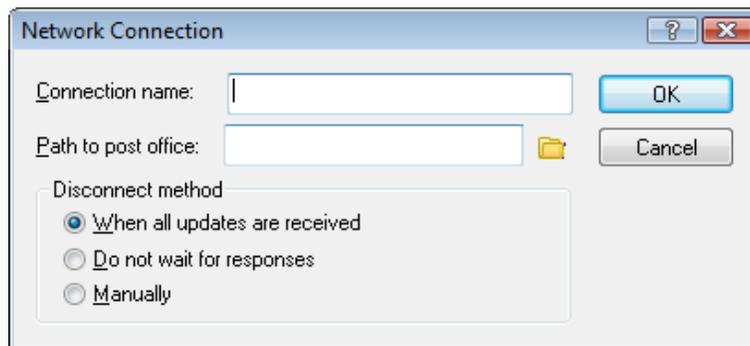


The screenshot shows a dialog box titled "TCP/IP Connection". It has a title bar with a question mark and a close button. The dialog contains three text input fields: "Connection name:", "IP Address:", and "IP Port:". To the right of these fields are "OK" and "Cancel" buttons. Below the input fields is a section titled "Disconnect method" with three radio button options: "When all updates are received" (which is selected), "Do not wait for responses", and "Manually".

- 4 Type a descriptive name for the TCP/IP connection.
- 5 Type the IP address and port information provided by your GroupWise administrator.
Instead of an IP address, you can also type the DNS (Domain Name System) hostname in the *IP Address* field. Check with your GroupWise administrator.
- 6 Click a disconnect method, click *OK*, then click *Close*.

Creating a Network Connection

- 1 Click *Accounts > Send/Retrieve > GroupWise Options*.
- 2 Click *Configure*, click *Connect To*, then click *New*.
- 3 Click *Network*, then click *OK*.



The screenshot shows a dialog box titled "Network Connection". It has a title bar with a question mark and a close button. The dialog contains two text input fields: "Connection name:" and "Path to post office:". To the right of these fields are "OK" and "Cancel" buttons. Below the input fields is a section titled "Disconnect method" with three radio button options: "When all updates are received" (which is selected), "Do not wait for responses", and "Manually".

- 4 Type a descriptive name for the network connection.
- 5 Type the path to any post office directory in your GroupWise system.

Contact your GroupWise administrator for the path to your post office. You can also connect to any post office in your GroupWise system to access your Online Mailbox. You don't need to connect to the post office containing your Online Mailbox.

- 6 Click a disconnect method, click *OK*, then click *Close*.

Copying a Remote Connection

- 1 Click *Accounts > Send/Retrieve > GroupWise Options*.
- 2 Click *Configure*, click *Connect To*, click the connection, then click *Copy*.
- 3 Modify the connection, then click *OK*.

Editing a Remote Connection

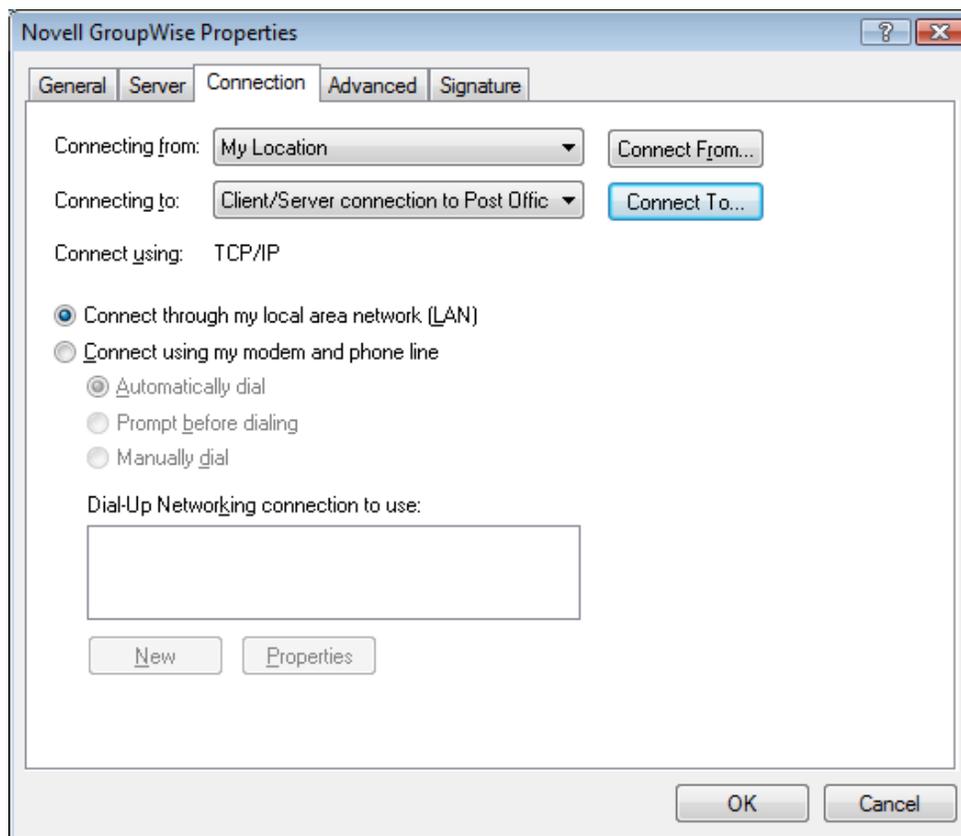
- 1 Click *Accounts > Send/Retrieve > GroupWise Options*.
- 2 Click *Configure*, click *Connect To*, click the connection, then click *Edit*.
- 3 Make the necessary changes, then click *OK*.

Deleting a Remote Connection

- 1 Click *Accounts > Send/Retrieve > GroupWise Options*.
- 2 Click *Configure*, click *Connect To*, then click the connection.
- 3 Click *Delete*, then click *Yes*.

Specifying Your Remote Location

- 1 Click *Accounts > Send/Retrieve > GroupWise Options*, then click *Configure*.



- 2 To select your remote location, click the *Connecting from* drop-down list, then click the remote location.
- 3 To change the dialing properties of your modem, click *Connect From*, specify changes in the Dialing Properties dialog box, then click *OK*.

For help on specifying dialing properties, see your Windows documentation.

Specifying Remote Properties

You can change the way Remote mode is set up, including your connection, time zone, how often to send and retrieve items, system information, delete options, signature, and so forth, in Remote Properties. For information about changing your connections, see [“Configuring Your Remote Connections” on page 280](#).

- ♦ [“Specifying Time Zone Settings” on page 286](#)
- ♦ [“Sending and Retrieving Items at Regular Intervals” on page 286](#)
- ♦ [“Specifying User and System Information for Your Remote Mailbox” on page 286](#)
- ♦ [“Changing Remote Delete Options” on page 287](#)
- ♦ [“Changing Your Signature” on page 287](#)

Specifying Time Zone Settings

The items in your Calendar are scheduled according to the time zone settings in the Windows Date/Time Properties. You can access this dialog box in Remote Properties on the *Server* tab. If you use GroupWise in another time zone, you can change to that new time zone so that your scheduled items reflect the time zone difference.

Typically, if you're leaving your office for several days, you will use your Calendar information to attend and schedule appointments. Therefore, you need to use the local time zone. However, if you're leaving your office for a short time, (for example, a day), you will probably keep the same time zone as your GroupWise system.

If you change time zone settings, be sure to change your computer's clock to match the new time zone.

- 1 In Remote mode, click *Tools > Options*, then double-click *Accounts (Remote)*.
- 2 Click the remote account, click *Properties*, then click the *Server* tab.
- 3 Click *Time Zone*, click the current time zone, then click *OK*.
- 4 Click *Time Zone*, click the *Date & Time* tab, change your computer's clock to match the new time zone, then click *OK*.

For more information about using Date/Time Properties, see your Windows documentation.

Sending and Retrieving Items at Regular Intervals

- 1 In Remote mode, click *Tools > Options*, then double-click *Accounts (Remote)*.
- 2 Make sure the remote account is marked with a check mark.
- 3 Click the *General Options*.
- 4 Select *Send/Retrieve All Marked Accounts every __ minutes*, then specify the number of minutes.
- 5 Click *OK*.

For this option to work, your computer must stay connected to the network or phone line, depending on the connection you're using.

To quickly turn this option on and off, click *Accounts > Auto Send/Retrieve*. It is active when a check mark is displayed.

Specifying User and System Information for Your Remote Mailbox

- 1 In Remote mode, click *Tools > Options*, double-click *Accounts (Remote)*, then click *General Options*.
- 2 In the *Display name* field, type your first and last name.
This name appears in the *From* field of an item you send someone. The name is also used as your user folder name.
- 3 Click *OK*.
- 4 Click the remote account, click *Properties*, then click the *Server* tab.
- 5 Type your GroupWise user ID.
- 6 Type the domain name of your Online Mailbox.
- 7 Type the post office name of your Online Mailbox.
- 8 To change the password for your Online Mailbox, click *Online Mailbox Password*, type your Online Mailbox password, then click *OK*. Specify the new password in both fields, then click *OK*.

If your administrator has turned on LDAP authentication, read and follow the additional information about your Online Mailbox password that is provided in this dialog box.

Your Online Mailbox must have a password before you can use Remote mode. If you have not assigned a password to your Online Mailbox, do so in Security Options while running GroupWise in your office.

Changing Remote Delete Options

By default, if you delete an item from your Remote Mailbox, the item is deleted from your Online mailbox the next time you connect. You can change the deletion options in Remote Properties so that an item deleted from your Remote Mailbox stays in your Online mailbox or vice versa.

- 1 Click *Tools > Options*, then double-click *Accounts (Remote)*.
- 2 Click the remote account, click *Properties*, then click the *Advanced* tab.
- 3 Make your changes, then click *OK*.

TIP: This process does not apply to Caching mode. GroupWise automatically synchronizes the deletions between the Online and Caching modes.

Changing Your Signature

The signature you specify for Remote mode is the same signature that is used for Online mode. You can specify this signature in Remote Properties.

- 1 Click *Tools > Options*, then double-click *Accounts (Remote)*.
- 2 Click the remote account, click *Properties*, then click the *Signature* tab.
- 3 Change your signature text.
- 4 Click *OK*.

For more information about signatures, see [“Adding a Signature or vCard” on page 83](#).

11.2.2 Setting a Remote Password

To use Remote mode, you must have a password set in Online mode. When you run in Remote Mode, you must use the same password as your Online Mailbox. For more information about passwords, see [Section 1.3, “Assigning a Password to Your Mailbox,” on page 18](#).

11.2.3 Understanding Remote Connection Types

When you run GroupWise in Remote mode, you can connect to your Online GroupWise system through a modem connection, a network (direct) connection, or a TCP/IP connection. When you use Hit the Road to set up your Remote Mailbox, GroupWise creates the appropriate connections based on how you are currently running GroupWise. You can create new connections as well as change or delete existing ones.

You will most likely use Remote away from the office with a computer that has no permanent network access. In these situations, you can use a TCP/IP connection or a modem connection to connect to your GroupWise system. Modem connections dial into a gateway in your GroupWise system. TCP/IP connections use unique IP (Internet Protocol) address and port information to connect to your GroupWise system.

You can also use Remote in your office and connect to your GroupWise System via a TCP/IP connection or a network drive mapping. These connections are useful to download large quantities of information, such as your system address book.

For more information, see [“Configuring Your Remote Connections” on page 280](#).

If your remote connection is expensive, you can save money and connection time by connecting after peak business hours, downloading address books with a network connection prior to being on the road, restricting the messages you download, and waiting until you have a number of requests before connecting.

11.2.4 Understanding Remote Features

Most GroupWise features are available in Remote mode, with the exception of subscribing to other users' notifications and Proxy.

11.2.5 Sending Remote Requests

Each time you send and retrieve messages, move items into folders, delete items, create rules, and so forth, the action is stored as a request. If you have made requests but exit GroupWise without connecting to your network mailbox, your pending requests are stored until the next time you run GroupWise, when you are prompted to complete the requests.

11.2.6 Processing Remote Requests

GroupWise automatically processes outstanding Remote requests when you run GroupWise on your docked laptop after you return to the office. For example, you might send an item while you are away from your office, but you don't connect to the GroupWise system to process that request. When you return to the office and run GroupWise, you are asked if you want to process the outstanding requests. To see what requests still need to be processed, click *Requests*.

11.2.7 Sending and Retrieving Items in Remote Mode

Use Send/Retrieve to synchronize your Online and Remote Mailboxes.

When you connect to your GroupWise system, items you sent from your Remote Mailbox are delivered to the recipients. Remote also sends a request to your Online Mailbox to retrieve your items, such as mail. Your GroupWise system processes the request, then sends your items to your Remote Mailbox, restricting the items according to the limits you set in the Send/Retrieve dialog box. In addition to items, you can retrieve rules, documents, and address books.

- ◆ [“Connecting to GroupWise While Sending or Retrieving Messages” on page 289](#)
- ◆ [“Downloading Items, Rules, Addresses, and Documents to Your Remote Mailbox” on page 289](#)
- ◆ [“Sending Items in Remote Mode” on page 290](#)
- ◆ [“Viewing Pending Requests” on page 290](#)
- ◆ [“Retrieving Items That Were Not Completely Downloaded” on page 290](#)
- ◆ [“Using Busy Search in Remote Mode” on page 291](#)
- ◆ [“Filtering the GroupWise Address Book for Your Remote Mailbox” on page 292](#)
- ◆ [“Deleting Items from Your Remote Mailbox” on page 293](#)

Connecting to GroupWise While Sending or Retrieving Messages

If you try to send or retrieve messages in Remote mode when you do not have a connection to GroupWise, a dialog box opens so you can select whether to connect now or connect later. You can also configure your connection before you connect.

Downloading Items, Rules, Addresses, and Documents to Your Remote Mailbox

- 1 If you're running GroupWise in Online mode, click *Tools > Hit the Road*, type your Online Mailbox password, select a connection phone number if prompted, then click *OK*.

or

If you're running GroupWise in Remote mode, click *Accounts > Send/Retrieve > GroupWise Options*.

- 2 To retrieve items, make sure *Items* is selected, click *Advanced*, click a tab if available, click an option, then click *OK*.

If you specify to limit the items you retrieve, for example, by selecting *Get Subject Line Only* or setting size limits, you can download the rest of the item or items later. See ["Retrieving Items That Were Not Completely Downloaded" on page 290](#).

If you are in Remote mode and only want to download new items, select *New Only* on the *Retrieve* tab.

- 3 Click *OK*.

- 4 To retrieve rules, click *Rules*.

- 5 To retrieve addresses from the system Address Book, click *System Address Book*, click *Filter*, specify the addresses to retrieve, then click *OK*.

Because retrieving address books can take a long time with a modem connection, you should retrieve address books by using a network or TCP/IP connection.

For more information about filtering the GroupWise address book, see ["Filtering the GroupWise Address Book for Your Remote Mailbox" on page 292](#).

- 6 To retrieve your personal address books, click *Personal Address Books*.

- 7 To retrieve copies of GroupWise Library documents from your Online Mailbox, select the *Documents* check box, click *Documents*, select your documents, mark applicable documents as *In Use*, then click *OK*.

Marking a document as *In Use* prevents others from modifying the document. If you don't mark a document as *In Use*, someone can edit it while you have the copy in your Remote Mailbox. If you then edit the document and return it to the Master Library, your document is saved as a new version and the edits are not saved to the other version. If you don't plan to edit a document, don't mark it *In Use*.

When you exit an *In Use* document, you're asked to send the document to the Master Library and mark it as *Available*. If you're done with the document, the document should be marked *Available* to allow others editing access to it.

- 8 If you are in Remote mode and you want to specify your remote location and connection before downloading, click *Configure*, select your remote location from the *Connecting from* drop-down list, select a connection from the *Connecting to* drop-down list, then click *OK*.

- 9 Click *Connect* or *Finish*.

If you are in Remote mode, all items in your *Pending Requests* list are sent at this time.

Sending Items in Remote Mode

- 1 Create a new item, then click *Send* on the toolbar.

Remote places the item in the *Pending Requests* list. When you connect to your master GroupWise system, all items in the *Pending Requests* list are sent.

- 2 Click *Accounts > Send/Retrieve*, then click the remote account.

or

If you want to specify your remote location and connection before sending the item, click *Accounts > Send/Retrieve > GroupWise Options*, click *Configure*, select your remote location from the *Connecting from* drop-down list, select a connection from the *Connect to* drop-down list, click *OK*, then click *Connect*.

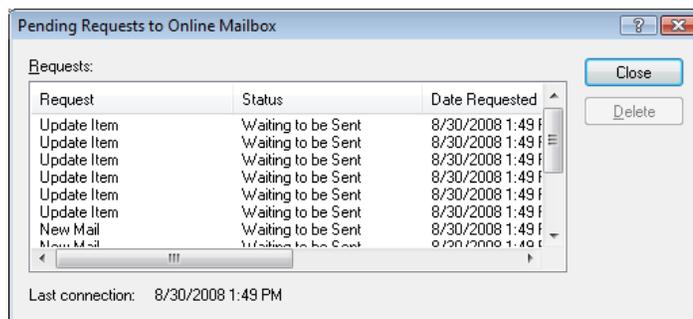
At the same time your items are being sent, your new items are retrieved according to what you have specified in the *Send/Retrieve* dialog box.

You can switch between connection types (network, modem, and TCP/IP) if there are no pending requests on the connection you are switching from. For example, if you're sending and retrieving items with a network connection and disconnect before the transmission is complete, you should not switch to a modem connection later to process the requests. Complete the original request with the original connection.

Viewing Pending Requests

Whenever you perform an action that requires information to be sent from your Remote Mailbox to your Online Mailbox, GroupWise creates a request that is placed in the *Pending Requests* list. When you connect to your master GroupWise system, all the requests are sent to your Online Mailbox. Use *Pending Requests* to check for outstanding requests.

- 1 Click *Accounts > Pending Requests*.



To prevent a request from being processed, click the request, then click *Delete*. Only requests that haven't been sent to the master GroupWise system and have the *Waiting to be Sent* status can be deleted. If you have already sent a request to the master GroupWise system, you cannot cancel the request.

Retrieving Items That Were Not Completely Downloaded

If you set size limit restrictions or specified *Subject Line Only* when you downloaded items, you might have items in your Remote Mailbox that are only partially downloaded.

- 1 Select the items in your Remote Mailbox.
- 2 Click *Accounts > Retrieve Selected Items*.

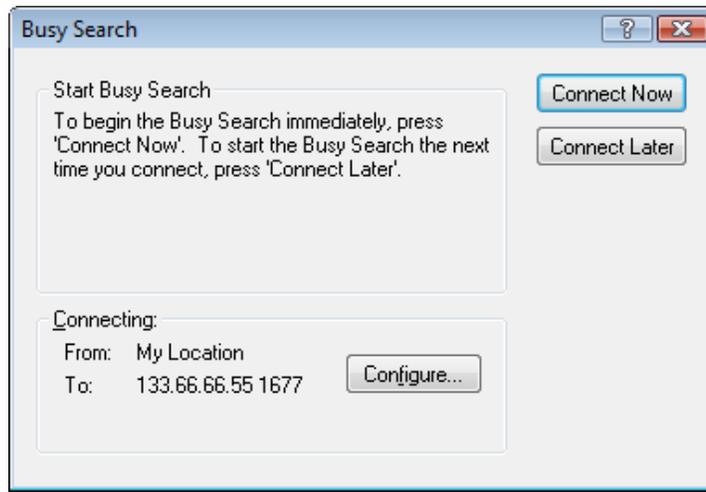
- 3 To connect immediately to your Online Mailbox, click *Connect Now*.

or

To create the request but not send it, click *Connect Later*. This way, you can wait until you have several requests before you connect.

Using Busy Search in Remote Mode

- 1 Create a new appointment.
- 2 To select the first possible meeting day, click , then click a date.
- 3 Click *Busy Search* on the toolbar.



- 4 To immediately connect to your master GroupWise system and search for available times, click *Connect Now*.

or

To search for available times later, click *Connect Later*.

Clicking *Connect Later* creates a busy search request, but doesn't send the request to the master GroupWise system. You can save your appointment as a draft item in the Work In Progress folder until you are ready to send it. When you're ready to check appointment times later, click *Busy*, then click *Connect Now*.

- 5 When the Choose Appointment Time window appears, click *Auto-Select* for the first available meeting time. Click *Auto-Select* until the best available time is displayed, then click *OK*.

or

Click the *Available Times* tab, click an available time, then click *OK*.

- 6 Complete the appointment, then click *Send* on the toolbar.

If you are disconnected before all schedule information returns from a busy search, clicking *Busy* again lets you update the information from the original busy search request.

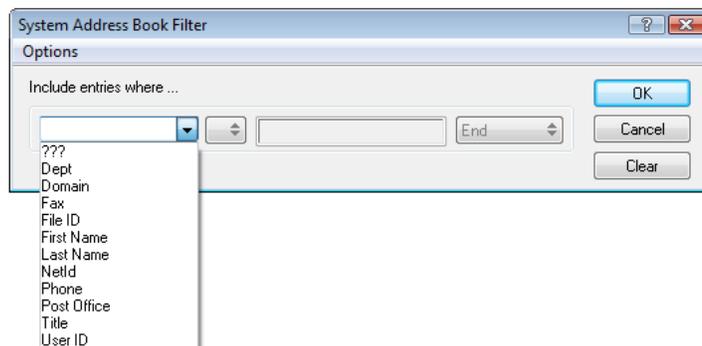
Filtering the GroupWise Address Book for Your Remote Mailbox

The GroupWise Address Book is usually large, because it contains information for your entire organization. If you don't need all the information in the GroupWise Address Book when using GroupWise away from your office, use *System Address Book Filter* to retrieve only the user addresses, resource addresses, and public groups you need from the GroupWise system.

For example, the filter statement, Dept [] Marketing, instructs GroupWise to retrieve all addresses with "Marketing" in the Department column in the Address Book. This way you can contact anyone from your Marketing department while you're traveling.

You should also retrieve GroupWise address book information before leaving your office to save downloading time and costs, especially if you're planning to travel to a location where you will incur long-distance phone charges.

- 1 If you're running GroupWise in Online mode, click *Tools > Hit the Road*, type your Online Mailbox password, select a connection phone number if prompted, then click *OK*.
or
If you're running GroupWise in Remote mode, click *Accounts > Send/Retrieve > GroupWise Options*.
- 2 Click *System Address Book*, then click *Filter*.



- 3 Click an Address Book column in the first drop-down list.
For example, click *Dept* to search for addresses from a specific department.
- 4 Click the operator drop-down list, click an operator, then type your search criteria in the box or click a value, if provided.
For example, click *[]*, then type *Accounts* to search for addresses from the Accounts department. Use the operator that is most appropriate for your search. Your search criteria, such as a person's name or a subject, can include wildcard characters such as an asterisk (*) or a question mark (?) Filter is not case sensitive to the criteria you type.
- 5 To add more filter conditions, click the last drop-down list, then click *And*.
- 6 After specifying all filter conditions, read the text beginning with "Include entries where..." as you create your filter to understand how your filter will work.
- 7 Click *OK*, then click *Connect*.

For more information on operators, see ["Using Advanced Find" on page 238](#).

Deleting Items from Your Remote Mailbox

Use Delete and Empty and Manage Library Size to remove items from your Remote Mailbox.

- ♦ [“Deleting Items from Your Remote Mailbox” on page 293](#)
- ♦ [“Deleting Unneeded Documents from Your Remote Library” on page 293](#)
- ♦ [“Document Reference Attachments and Remote Mode” on page 293](#)

Deleting Items from Your Remote Mailbox

In Remote mode, you can delete items, retract items, and empty the Trash the same way you would in the Online mode.

- 1 Click the item in your Mailbox.
- 2 Click *Edit > Delete*.
- 3 If you’re deleting an outgoing item, click one of the available options.
- 4 To free up disk space, click *Edit > Empty Trash*.

This permanently removes all deleted items from your Remote Mailbox.

The next time you connect to your master GroupWise system, the changes in your Remote and Online Mailboxes automatically synchronize. You can turn off this synchronization by changing the delete options in Remote Properties. See [“Changing Remote Delete Options” on page 287](#).

Deleting Unneeded Documents from Your Remote Library

Deleting files from your Remote Library Disk Space Management does not remove them from the Master Library. It also doesn’t remove the document references for the deleted documents. The files are removed only from the computer where you have your Remote Mailbox, freeing disk space for you.

- 1 In Remote mode, click *Tools > Manage Library Size*.
- 2 Click the documents you want to delete, then click *Delete*.
- 3 When you’re done, click *Close*.

If you delete an In Use document, the status of the document in the Master Library is reset to Available the next time you connect to your Online Mailbox.

Document Reference Attachments and Remote Mode

You might receive an item with a document reference attachment when you are running in Remote mode. When you open the attachment, the document opens your Remote Library, even if the document in your Remote Library is an older version than the attachment. If the document does not exist in your Remote Library, you are prompted to connect now or later to your Online Mailbox to retrieve the document.

You can also send items with document reference attachments from Remote mode. However, if the document does not exist in your Remote Library, any recipients who do not have sufficient rights to the document in the Master Library or who are not using an email product that supports the GroupWise Library do not receive a copy of the document.

In addition, if the Master Library is unavailable, recipients do not receive a copy of the document. If any of these conditions exist, you need to attach an actual copy of the document in addition to the document reference.

11.2.8 Allowing Offline Send/Receive

- 1 Click *Tools > Options*, then double-click *Environment*.
- 2 Click the *Default Actions* tab.
- 3 Select your allow level for Offline Send/Receive.
- 4 Click *OK*.

12 POP3 and IMAP4 Accounts

If you have multiple email accounts, you know that it's inconvenient to change locations to look at each account. You can add your POP3 and IMAP4 Internet mail accounts to GroupWise so that you can read and send messages for all your accounts from GroupWise.

- ♦ [Section 12.1, "Understanding POP3 and IMAP4 Accounts," on page 295](#)
- ♦ [Section 12.2, "Adding POP3 and IMAP4 Accounts to GroupWise," on page 296](#)
- ♦ [Section 12.3, "Configuring POP3 and IMAP4 Accounts," on page 298](#)
- ♦ [Section 12.4, "Using POP3 and IMAP4 Accounts," on page 298](#)
- ♦ [Section 12.5, "POP3 Features," on page 301](#)
- ♦ [Section 12.6, "IMAP4 Features," on page 302](#)

12.1 Understanding POP3 and IMAP4 Accounts

- ♦ [Section 12.1.1, "Understanding POP3 Accounts," on page 295](#)
- ♦ [Section 12.1.2, "Understanding IMAP4 Accounts," on page 295](#)

12.1.1 Understanding POP3 Accounts

When you add a POP3 account, you can associate an existing folder (for example, your Mailbox folder) with the account or you can create a new folder. When you download email from your POP3 account to GroupWise, it is typically deleted from the POP3 server. You can choose to have your POP3 account items stored on the POP3 server. If you store items on the server, you can read those items from more than one computer.

12.1.2 Understanding IMAP4 Accounts

When you add an IMAP4 account, the folder you see in GroupWise represents the folder on your IMAP4 server. Your IMAP4 account items are always stored on the IMAP4 server. Any actions in the GroupWise folder, such as creating or deleting, are also performed on the IMAP4 server. Because your items are always stored on the IMAP4 server, you can read those items from more than one computer.

Find in IMAP4 folders is not supported. Proxy for IMAP4 folders is not supported.

12.2 Adding POP3 and IMAP4 Accounts to GroupWise

Before you add a POP3 or IMAP4 account to GroupWise, you need to know the type of mail server being used (POP3 or IMAP4), your account name and password, and the name of the incoming and outgoing mail servers. You can get this information from your Internet service provider (ISP) or LAN administrator. Microsoft Secure Password Authentication is supported for accessing Exchange servers and MSN accounts.

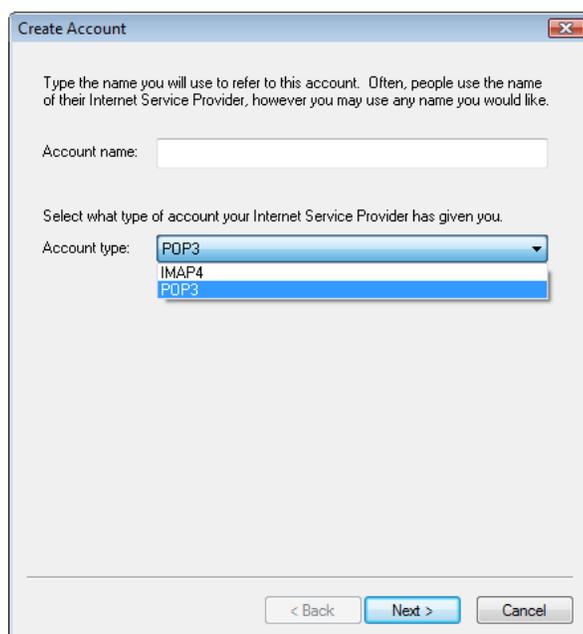
- ♦ [Section 12.2.1, “Adding a POP3 or IMAP4 Account,” on page 296](#)
- ♦ [Section 12.2.2, “Importing POP3 and IMAP4 Email,” on page 297](#)

12.2.1 Adding a POP3 or IMAP4 Account

Make sure you know the type of mail server being used (POP3 or IMAP4), your account login name and password, and the name of the incoming and outgoing mail servers. Contact your Internet service provider for this information.

You can add a POP3 or IMAP4 account only if the *Accounts* menu is displayed. The *Accounts* menu is displayed if you are in Caching mode or if your administrator allows POP and IMAP or NNTP on your GroupWise system.

- 1 Click *Accounts > Account Options*.
- 2 Click *Add*.



- 3 Type an account name and select the desired account type.
- 4 Select whether to upload the new account to the GroupWise Mailbox, then click *Next*.
- 5 Provide the details for the new account, then click *Next*.

The details you need to enter include the incoming and outgoing mail servers, your login name, your email address, and the name that appears in the *From* field when you send an email.

- 6 Select whether to connect to the account through a LAN or a modem and phone line, then click *Next*.

- 7 Select the folder to use for the account, or create a new folder.
- 8 Click *Finish*.

12.2.2 Importing POP3 and IMAP4 Email

The GroupWise E-Mail Importer utility lets you import information from supported POP3 and IMAP4 clients into GroupWise. The *Accounts* menu > *Account Options* > *Add* option lets you create new accounts if you are in Caching mode or if your administrator allows POP and IMAP or NNTP on your GroupWise system.

Use the GroupWise E-Mail Importer utility to import existing POP3 and IMAP4 accounts into GroupWise. In addition to importing messages from your existing POP3 and IMAP4 accounts, you save time by not retyping address book entries into the GroupWise address book.

- 1 Click *File* > *Import/Export* > *Import POP3/IMAP*.

The Installed E-Mail Clients list box displays the email accounts installed on your machine.

- 2 Select the email account you want to import into GroupWise, then click *Next*.
- 3 Select the appropriate check boxes to import the account information into GroupWise.

You can choose email messages, address books, account settings, or any combination of the three.

- 4 Click *Next*.

- 5 Click the folders that you want to import from your existing email account into GroupWise.

When you import a folder, all messages and subdirectories in that folder are also imported.

- 6 Click *Next*.

- 7 Type a name for the new GroupWise folder to contain the imported messages and folders, use the *Up*, *Down*, *Right*, and *Left* buttons to position the folder in the GroupWise Cabinet, then click *Next*.

- 8 Type a name for the new GroupWise address book to contain the imported addresses.

The name you type displays on a new tab in the GroupWise Address Book.

- 9 Click *Next*.

- 10 Click the accounts that you want to import into GroupWise, then click *Next*.

- 11 Accept the default name for the new account, then click *Next*.

or

Select the account folder in the list box, click *Change Folder*, type a new name, click *OK*, then click *Next*.

- 12 Review the summary information to ensure that it is correct, then click *Next*.

or

Click *Back* to change your import options.

- 13 Ensure that the email account was successfully imported, then click *Done*.

12.3 Configuring POP3 and IMAP4 Accounts

The *Accounts* menu in the GroupWise Main Window allows you to access account features, such as adding an account, setting account properties, and sending and retrieving items from Internet mail accounts.

- 1 Click *Accounts > Account Options*.
- 2 Click the account you want to modify.



- 3 Click *Properties*.
- 4 Click the tabs to find the properties you want to modify.
For more information about the kinds of modifications that you can make, see [Section 12.5, "POP3 Features,"](#) on page 301 and [Section 12.6, "IMAP4 Features,"](#) on page 302.
- 5 Modify the properties, then click *OK*.

For IMAP4 accounts, if you change the account name, the name of the IMAP4 folder is also changed.

12.4 Using POP3 and IMAP4 Accounts

POP3 and IMAP4 accounts let you access your email that is stored on other email systems that support POP3 and IMAP4. Most email systems support this type of connection to download and view your email.

- [Section 12.4.1, "Using POP3 and IMAP4 Accounts in Online Mode,"](#) on page 298
- [Section 12.4.2, "Using POP3 and IMAP4 Accounts in Remote and Caching Modes,"](#) on page 299
- [Section 12.4.3, "Changing the Length of Time for POP3 and IMAP4 Server Timeouts,"](#) on page 299
- [Section 12.4.4, "Using SSL to Connect to a POP3 or IMAP4 Server,"](#) on page 299
- [Section 12.4.5, "Downloading Items from POP3 and IMAP4 Accounts,"](#) on page 299
- [Section 12.4.6, "Sending POP3 and IMAP4 Mail from GroupWise,"](#) on page 300
- [Section 12.4.7, "Deleting an Item from a POP3 or IMAP4 Account,"](#) on page 301

12.4.1 Using POP3 and IMAP4 Accounts in Online Mode

If the *Accounts* menu is not available in your Online Mailbox, your GroupWise administrator has specified that POP3 and IMAP4 accounts cannot be used in Online mode.

12.4.2 Using POP3 and IMAP4 Accounts in Remote and Caching Modes

While you are using Remote mode, you can check Internet mail accounts without connecting to GroupWise.

The *Accounts* menu is always available in Remote mode.

If you are using GroupWise in either Remote mode or Caching mode, you have the option of not uploading a POP3 or IMAP4 account to your Online Mailbox. To make sure you don't upload, click *Accounts > Account Options*, select an account, click *Properties*, then deselect *Upload this account to the GroupWise Online Mailbox*.

12.4.3 Changing the Length of Time for POP3 and IMAP4 Server Timeouts

- 1 Click *Accounts > Account Options*.
- 2 Click the account name.
- 3 Click *Properties*.
- 4 Click the *Advanced* tab.
- 5 Type the number of minutes in the *Minutes to wait for server to respond* field.
- 6 Click *OK*, then click *Close*.

12.4.4 Using SSL to Connect to a POP3 or IMAP4 Server

You can connect to your POP3 or IMAP4 mail server by using SSL, which is an Internet security protocol that helps maintain the confidentiality of your messages. In order for you to use this option, your mail server must support SSL.

- 1 Click *Accounts > Account Options*.
- 2 Click the account, then click *Properties*.
- 3 Click the *Advanced* tab.
- 4 Select *Use SSL* for both the outgoing and incoming mail servers, then specify the digital certificate you want to use.

This certificate enables GroupWise to use SSL to authenticate to the mail server you have chosen. (If no certificates are listed in the drop-down list, you need to use your Web browser to obtain a certificate from an independent certificate authority. For more information, see [“Obtaining a Security Certificate from a Certificate Authority” on page 89.](#))

- 5 Click *OK*, then click *Close*.

12.4.5 Downloading Items from POP3 and IMAP4 Accounts

- ♦ [“Downloading Items Manually” on page 299](#)
- ♦ [“Downloading Items Automatically” on page 300](#)

Downloading Items Manually

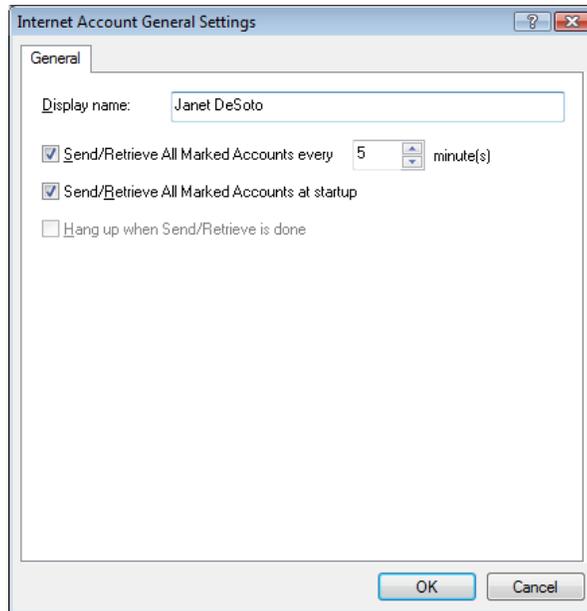
- 1 To download items from one account, click *Accounts > Send/Retrieve*, then click the account name.
or

To download items from all accounts in which *Include this account when doing Send/Retrieve on All Marked Accounts* is selected in the account properties, click *Accounts > Send/Retrieve > All Marked Accounts*.

In Remote mode, if *Include this account when doing Send/Retrieve on All Marked Accounts* is selected in Remote Properties, you can download items from your Online Mailbox at the same time as you download your Internet mail accounts.

Downloading Items Automatically

- 1 Click *Accounts > Account Options*.
- 2 Click *General Options*.



- 3 To download items periodically, select *Send/Retrieve All Marked Accounts every _ minutes*. Specify how often you want items to be sent and retrieved.
- 4 To download items every time you start GroupWise, select *Send/Retrieve All Marked Accounts at startup*.

The settings affect all accounts that have *Include this account when doing Send/Retrieve on All Marked Accounts* selected in the account's properties.

If you have created new items for these accounts and have not yet sent them, they are sent at the same time new items are downloaded.

To quickly turn this option on and off, click *Accounts > Auto Send/Retrieve*. It is active when a check mark is displayed.

12.4.6 Sending POP3 and IMAP4 Mail from GroupWise

- 1 In an item you want to send, click *Actions > Send Using*, then click the account from which you want to send.
or

Click **From:**, then click the account.

The From name associated with that account will be in the *From* field of this item.

To set the default account from which items are sent, click *Accounts > Account Options*, click an account, then click *Set Default*.

12.4.7 Deleting an Item from a POP3 or IMAP4 Account

- 1 To delete an item from an IMAP4 or POP3 account, click the item, then press the Delete key.

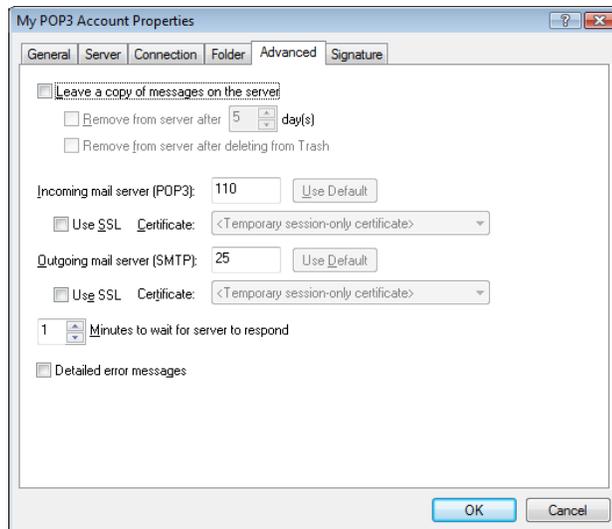
See also [Section 12.5.2, “Deleting Items from a POP3 Mail Server,” on page 302](#) and [Section 12.6.5, “Deleting Items from an IMAP4 Mail Server,” on page 303](#)

12.5 POP3 Features

- ♦ [Section 12.5.1, “Storing Your Items on a POP3 Mail Server,” on page 301](#)
- ♦ [Section 12.5.2, “Deleting Items from a POP3 Mail Server,” on page 302](#)

12.5.1 Storing Your Items on a POP3 Mail Server

- 1 Click *Accounts > Account Options*.
- 2 Click the POP3 account name.
- 3 Click *Properties*.
- 4 Click the *Advanced* tab.



- 5 Click *Leave a copy of messages on the server*.
- 6 Click *OK*, then click *Close*.

12.5.2 Deleting Items from a POP3 Mail Server

To delete POP3 items from the POP3 server as they are downloaded:

- 1 Click *Accounts > Account Options*.
- 2 Double-click the POP3 account, then click *Advanced*.
- 3 Deselect *Leave a copy of messages on the server*, then click OK.

If you select both *Leave a copy of messages on the server* and *Remove from server after ___ days*, the POP3 items are deleted from the POP3 server the specified number of days after the item is downloaded.

If you select both *Leave a copy of messages on the server* and *Remove from server after deleting from Trash*, the POP3 items are deleted from the POP3 server when you manually empty them from the Trash. If GroupWise automatically empties your Trash, the items are not deleted from the POP3 server.

12.6 IMAP4 Features

- ♦ [Section 12.6.1, “Subscribing and Unsubscribing to IMAP4 Folders,” on page 302](#)
- ♦ [Section 12.6.2, “Alphabetizing the Folders in an IMAP4 Account,” on page 302](#)
- ♦ [Section 12.6.3, “Downloading Only the Header \(Subject\) for IMAP4 Accounts,” on page 303](#)
- ♦ [Section 12.6.4, “Downloading Voice Mail Attachments through an IMAP4 Account,” on page 303](#)
- ♦ [Section 12.6.5, “Deleting Items from an IMAP4 Mail Server,” on page 303](#)

12.6.1 Subscribing and Unsubscribing to IMAP4 Folders

This feature is available if your IMAP4 server supports subscribing and unsubscribing to folders. When you unsubscribe to a folder, it no longer displays in your list of folders under the IMAP4 server, even though it is still in your IMAP4 account. This is especially useful if you are accessing an NNTP account through an IMAP4 folder.

- 1 Click *Accounts > Account Options*.
- 2 Click the IMAP4 account, then click *Folders*.
- 3 Click the *All* tab to see all the folders in this account.
or
Click the *Subscribed* tab to see the folders you are currently subscribed to.
- 4 If you want to list folders containing specific text in the folder name (instead of listing all of the folders), type the text in the *Search for Folders Containing* text box, then click *Search*.
- 5 Click the folder name, then click *Subscribe*.
or
To unsubscribe to a folder, click the folder name, then click *Unsubscribe*.
- 6 Click *Close*.

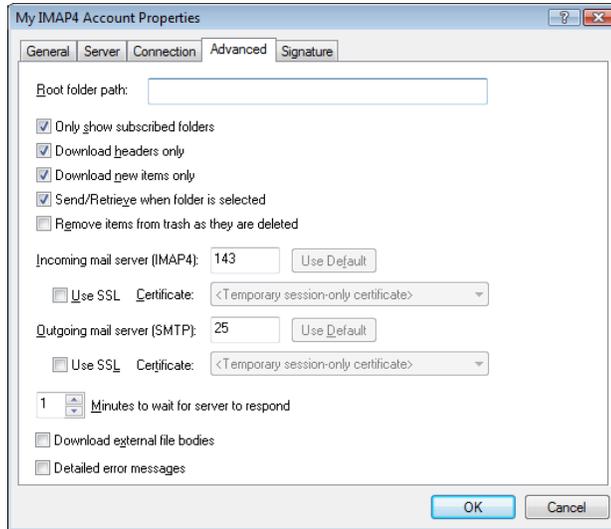
12.6.2 Alphabetizing the Folders in an IMAP4 Account

- 1 In the Full Folder List, right-click the IMAP4 account folder, then click *Sort Subfolders*.

This option is not available if the folders are already alphabetized.

12.6.3 Downloading Only the Header (Subject) for IMAP4 Accounts

- 1 Click *Accounts > Account Options*.
- 2 Click the IMAP4 account, then click *Properties*.
- 3 Click the *Advanced* tab.



- 4 Select *Download headers only*.
- 5 Click *OK*, then click *Close*.

After downloading the headers (subjects) of items, you can download the complete item by opening the item while you are connected to the Internet.

12.6.4 Downloading Voice Mail Attachments through an IMAP4 Account

If you are accessing a telephony server through this IMAP4 account, GroupWise can download the external file bodies for voice mail attachments.

- 1 Click *Accounts > Account Options*.
- 2 Click the IMAP4 account, then click *Properties*.
- 3 Click the *Advanced* tab.
- 4 Select *Download external file bodies*.
- 5 Click *OK*, then click *Close*.

12.6.5 Deleting Items from an IMAP4 Mail Server

When you delete an item, it is marked for deletion on the IMAP4 server. To remove the item, you need to purge it. You can download only the subject (header) of an item, or you can download the entire item. You can move items from another folder into an IMAP4 folder, and the items are created on the IMAP4 server. Items marked with a strikethrough indicate that an item was deleted from the server but still exists in GroupWise.

13 Newsgroups

You can view and post newsgroup items from GroupWise. Newsgroups are similar to bulletin boards on the Internet. You can find newsgroups about almost any topic. Newsgroups are similar to GroupWise shared folders, except instead of sharing information within your department or company, you can share information with anyone on the Internet.

To use newsgroups, you must have access to an NNTP server. Your Internet service provider (ISP) will give you the correct server information and login name (if necessary). You can also search the Internet for a list of free NNTP servers that you can use.

- ♦ [Section 13.1, “Setting Up Newsgroups,” on page 305](#)
- ♦ [Section 13.2, “Working With Newsgroup Messages,” on page 307](#)
- ♦ [Section 13.3, “Working With Newsgroups,” on page 309](#)

13.1 Setting Up Newsgroups

- ♦ [Section 13.1.1, “Adding a News Account,” on page 305](#)
- ♦ [Section 13.1.2, “Subscribing or Unsubscribing to a Newsgroup,” on page 306](#)

13.1.1 Adding a News Account

- 1 Click *Accounts > Account Options*.
- 2 Click the *News* tab, then click *Add*.
- 3 Type an account name, then click *Next*.

The name can be anything you want. The name you type displays next to the folder in your Folder List.

Create News (NNTP) Account

Your Internet Service Provider will give you the correct server information and login name (if necessary). You may also add a name to be used for the From text when you post to a news group.

News (NNTP) server:

My server requires authentication

Login name:

Password:

E-mail address:
jdesoto@corporate.com

From name:
Janet DeSoto

< Back Next > Cancel

- 4 Type the name of the News (NNTP) server.

To use newsgroups, you must have access to an NNTP server. Your Internet service provider will give you the correct server information and login name (if necessary). You can also search the Internet for a list of free NNTP servers that you can use.

- 5 If the server requires authentication, click *My server requires authentication*, then fill in the *Login name* and *Password* fields.
- 6 Fill in the *E-Mail address* and *From name* fields, then click *Next*.
- 7 Click *Connect through my local area network (LAN)*.

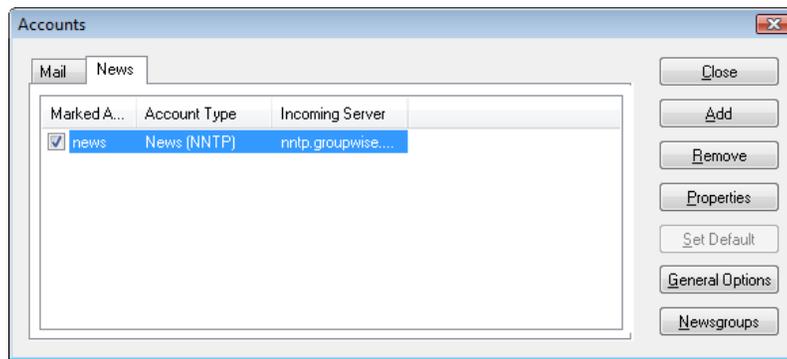
or

Click *Connect using my modem and phone line*, click a dialing option, then click a connection in the *Dial-Up Networking connection to use* list box.

- 8 Click *Next*.
- 9 Type a folder description, position the folder in the Folder List, then click *Finish*.

13.1.2 Subscribing or Unsubscribing to a Newsgroup

- 1 Click *Accounts > Account Options*.
- 2 Click the *News* tab, click an account, then click *Newsgroups*.



3 Click a newsgroup.

or

Type a search term, click *Search*, click a newsgroup, then click *Subscribe*.

To unsubscribe to a newsgroup, repeat [Step 1](#) and [Step 2](#), click the *Subscribed* tab, click a newsgroup, click *Unsubscribe*, then click *Yes*.

13.2 Working With Newsgroup Messages

- [Section 13.2.1, “Reading Newsgroup Messages,” on page 307](#)
- [Section 13.2.2, “Posting a New Discussion to a Newsgroup,” on page 307](#)
- [Section 13.2.3, “Replying to a Message in a Newsgroup,” on page 308](#)
- [Section 13.2.4, “Marking Messages According to Your Interests,” on page 308](#)
- [Section 13.2.5, “Adding a Signature to All Newsgroup Items You Send,” on page 308](#)
- [Section 13.2.6, “Changing the Display Name for Newsgroup Postings,” on page 309](#)
- [Section 13.2.7, “Deleting a Newsgroup Message,” on page 309](#)

13.2.1 Reading Newsgroup Messages

If you subscribe to an NNTP newsgroup account, an NNTP folder is created. It displays the NNTP folder icon  in your Folder List. The NNTP folder displays a list of each newsgroup you have subscribed to. When you click a subscribed newsgroup in your Folder List, the Item List displays a list of available news stories.

To read a news story:

1 Double-click the news story in the Item list to view the story in a new window.

or

Select the news story to view the story in the QuickViewer.

13.2.2 Posting a New Discussion to a Newsgroup

1 Right-click the newsgroup, then click *New Discussion*.

2 Type a subject.

3 Type a message.

- 4 To change the newsgroup you are posting to or to post to additional newsgroups, click *Newsgroups*.
- 5 Click *OK*.
- 6 Click *Post* on the toolbar.

You cannot retract an item posted to a newsgroup.

If there is a problem posting an item to a newsgroup (for example, the NNTP server reports an out-of-disk-space error), your message is saved in your Work in Progress folder so that you can try to post it again later.

13.2.3 Replying to a Message in a Newsgroup

- 1 Right-click the item in the Item List, then click *Reply*.
- 2 Click a Reply option.
- 3 Click *OK*.
- 4 Type a reply.
- 5 To change the newsgroup you are posting to or to post to additional newsgroups, click *Newsgroups*. Press F1 in the Select Newsgroups dialog box for more information.
- 6 Click *OK*.
- 7 Click *Post* on the toolbar.

You cannot retract an item posted to a newsgroup.

If there is a problem posting an item to a newsgroup (for example, the NNTP server reports an out-of-disk-space error), your message is saved in your Work in Progress folder so that you can try to post it again later.

13.2.4 Marking Messages According to Your Interests

- 1 Right-click the newsgroup item, click *Mark Thread*, then click *Watch*, *Read*, or *Ignore*.

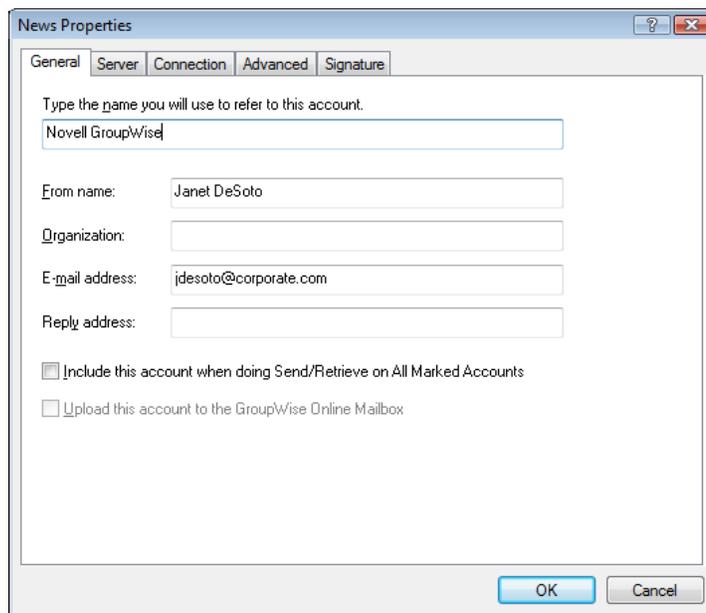
You can then filter messages based on thread status to see only the messages containing your postings.

13.2.5 Adding a Signature to All Newsgroup Items You Send

- 1 Click *Accounts > Account Options*.
- 2 Click the *News* tab, click *Properties*, then click the *Signature* tab.
- 3 Click *Signature* or *Electronic business card (vCard)*.
- 4 If you selected *Signature*, type the text you want as the signature in the *Signature* field.
This signature is different from the one you can create for regular GroupWise messages or for IMAP or POP3 accounts.
- 5 Click *Automatically add* to add a signature to every item you post.
or
Click *Prompt before adding* to give you the choice whether or not to add a signature to each item you post.
- 6 Click *OK*.

13.2.6 Changing the Display Name for Newsgroup Postings

- 1 Click *Accounts > Account Options*.
- 2 Click the *News* tab, then click *Properties*.



- 3 Type a display name.
- 4 Click *OK*.

13.2.7 Deleting a Newsgroup Message

- 1 Right-click the item, then click *Delete and Empty*.

Deleting a newsgroup item from your GroupWise Item List does not delete the item from the news server. You cannot delete an item posted to a newsgroup.

To redisplay the item in your GroupWise Item List, right-click the newsgroup in the GroupWise Cabinet, then click *Reset*.

13.3 Working With Newsgroups

- ♦ [Section 13.3.1, "Collapsing or Expanding All Threads in a Newsgroup,"](#) on page 309
- ♦ [Section 13.3.2, "Performing a Search on a Newsgroup Server,"](#) on page 310
- ♦ [Section 13.3.3, "Specifying Download Settings for Individual Newsgroups,"](#) on page 310
- ♦ [Section 13.3.4, "Updating the Local Newsgroup Folder,"](#) on page 310
- ♦ [Section 13.3.5, "Deleting a News Account,"](#) on page 310

13.3.1 Collapsing or Expanding All Threads in a Newsgroup

- 1 Right-click the newsgroup, then click *Collapse all threads*.

or

Right-click the newsgroup, then click *Expand all threads*.

13.3.2 Performing a Search on a Newsgroup Server

- 1 Right-click the newsgroup, then click *Search on Server*.
- 2 In the first drop-down list, click the field you want to search, type the search words in the *Contains* field, then click *OK*.
- 3 Double-click an item in the GroupWise Find Results dialog box to read the item.

13.3.3 Specifying Download Settings for Individual Newsgroups

The download settings for an NNTP account are specified in *Accounts > Account Options > News > the account > Properties > Advanced*. Use the following procedure to change the download settings for an individual newsgroup in the NNTP account.

- 1 Right-click the newsgroup folder, then click *Properties*.
- 2 Click the *NNTP* tab.
- 3 Deselect *Use download settings from account*.
- 4 Select options in the *Override account* group box.
- 5 Click *OK*.

13.3.4 Updating the Local Newsgroup Folder

- 1 Click *Accounts > Account Options*.
- 2 Click the *News* tab, then click *General Options*.
- 3 Click *Send/Retrieve All Marked Accounts every x minute(s)* check box, then specify how often you want to update the folders' contents.
- 4 Click the *Send/Retrieve All Marked Accounts at startup* check box to update the folders' contents when you start GroupWise.
- 5 Click *OK*.

13.3.5 Deleting a News Account

- 1 Click *Accounts > Account Options*.
- 2 Click the *News* tab, click the account you want to delete, then click *Remove*.
- 3 Click *Yes*.

14 RSS Feeds

RSS is a Web format used to publish frequently updated content such as blog entries, news headlines, or podcasts. An RSS document, which is often called a feed, Web feed, or channel, contains either a summary of content from an associated Web site or the full text. RSS makes it possible for people to keep up with their favorite Web sites in an automated manner that's easier than checking them manually.

- ♦ [Section 14.1, “Subscribing to RSS Feeds,” on page 311](#)
- ♦ [Section 14.2, “Reading RSS Feeds,” on page 313](#)
- ♦ [Section 14.3, “Refreshing an RSS Feed,” on page 314](#)
- ♦ [Section 14.4, “Deleting an Individual RSS Entry,” on page 314](#)
- ♦ [Section 14.5, “Deleting a Subscribed RSS Feed,” on page 314](#)

14.1 Subscribing to RSS Feeds

When you subscribe to RSS feeds, the GroupWise Feeds folder is created. It displays the RSS folder icon  in the Folder list. A list of the feeds that you are currently subscribed to is displayed under the GroupWise Feeds folder. You can create subfolders under the GroupWise Feeds folder and move feeds to the subfolder. When you click the subfolder, the message list displays a list of all the topics for all the feeds under the subfolder.

How you subscribe to RSS feeds depends on your Web browser. Instructions for setting up RSS feeds from two popular browsers are provided as examples. If the RSS feed functionality of your browser does not interact successfully with GroupWise, you can set up an RSS feed from within GroupWise.

- ♦ [Section 14.1.1, “Firefox,” on page 311](#)
- ♦ [Section 14.1.2, “Internet Explorer,” on page 313](#)
- ♦ [Section 14.1.3, “GroupWise,” on page 313](#)

14.1.1 Firefox

- ♦ [“Version 4.x.x and 5.x.x” on page 311](#)
- ♦ [“Version 3.x.x” on page 312](#)
- ♦ [“Version 2.x.x” on page 312](#)

Version 4.x.x and 5.x.x

- 1 In Firefox, click *Firefox > Options > Options*.
- 2 Select *Applications*, then search for *Web Feed*.
- 3 Under *Action*, select *Use other*.

- 4 Browse to and select *grpwise.exe*, then click *Open > OK*.
- 5 Locate an RSS feed that you want to subscribe to.
- 6 Click the RSS feed button or URL on the RSS feed Web page to open the Subscribe to RSS dialog box.
The *Source* field is automatically filled in with the RSS feed URL.
- 7 Specify the name of the folder that you want to create for the RSS feed in GroupWise.
- 8 Select how often you want GroupWise to update the RSS feed.
- 9 (Optional) Select if you want to remove the entries from the folder when they are removed from the server.
- 10 (Optional) Select if you want to download the entire page with each item. This displays the entire feed instead of a summary of the feed, but requires more disk space.
- 11 (Optional) Select if you want to trust HTML external images from the feed. If you select this, it displays all the images in the feed, which could be a security issue.
- 12 Click *OK*.

Version 3.x.x

- 1 In Firefox, click *Tools > Options*.
- 2 Select *Applications*, then search for *Web Feed*.
- 3 Under *Action*, select *Use other*.
- 4 Browse to and select *grpwise.exe*, then click *Open > OK*.
- 5 Locate an RSS feed that you want to subscribe to.
- 6 Click the RSS feed button or URL on the RSS feed Web page to open the Subscribe to RSS dialog box.
The *Source* field is automatically filled in with the RSS feed URL.
- 7 Specify the name of the folder that you want to create for the RSS feed in GroupWise.
- 8 Select how often you want GroupWise to update the RSS feed.
- 9 (Optional) Select if you want to remove the entries from the folder when they are removed from the server.
- 10 (Optional) Select if you want to download the entire page with each item. This displays the entire feed instead of a summary of the feed, but requires more disk space.
- 11 (Optional) Select if you want to trust HTML external images from the feed. If you select this, it displays all the images in the feed, which could be a security issue.
- 12 Click *OK*.

Version 2.x.x

- 1 In Firefox, click *Tools > Options*.
- 2 Select *Subscribe to the Feed Using*, then click *Choose Application*.
- 3 Browse to and select *groupwise.exe*, then click *Open*.
- 4 Select *Novell GroupWise Client* from the list of available applications, then click *OK*.
- 5 Locate an RSS feed that you want to subscribe to.
- 6 Click the RSS feed button or URL on the RSS feed Web page to open the Subscribe to RSS dialog box.

The *Source* field is automatically filled in with the RSS feed URL.

- 7 Specify the name of the folder that you want to create for the RSS feed in GroupWise.
- 8 Select how often you want GroupWise to update the RSS feed.
- 9 (Optional) Select if you want to remove the entries from the folder when they are removed from the server.
- 10 (Optional) Select if you want to download the entire page with each item. This displays the entire feed instead of a summary of the feed, but requires more disk space.
- 11 (Optional) Select if you want to trust HTML external images from the feed. If you select this, it displays all the images in the feed, which could be a security issue.
- 12 Click *OK*.

14.1.2 Internet Explorer

When Internet Explorer is set as your default browser, GroupWise creates a GroupWise Feeds folder in the Windows Common Feed List. In the GroupWise Feeds folder is a subfolder named with your email address.

- 1 In Internet Explorer, locate an RSS feed that you want to subscribe to.
- 2 Click the RSS feed button or URL on the Web page.
- 3 On the RSS feed Web page, click the *Subscribe* link.
- 4 Select the folder that is named with your email address as the location for the RSS feed, then click *Subscribe*.

The RSS feed is immediately added to the GroupWise Feeds folder in your mailbox.

14.1.3 GroupWise

- 1 In your Web browser, locate an RSS feed that you want to subscribe to.
- 2 In GroupWise, click *File > New > RSS Feed* to open the *Subscribe to RSS* dialog box.
- 3 Copy the RSS feed URL into the *Source* field.
- 4 Follow the instructions for [Firefox](#), starting with [Step 7 on page 313](#).

14.2 Reading RSS Feeds

- 1 In the GroupWise Feeds folder in the Folder list, select the RSS feed you want to read.
- 2 Double-click the feed in the message list to view the feed in a new window.
or
Select the feed to view it in the QuickViewer.
- 3 In the upper right of the window, click *Full Page* to see the full feed.
or
Click *Summary* to see a summary of the feed.

14.3 Refreshing an RSS Feed

- 1 In the GroupWise Feeds folder in the Folder List, select the RSS feed you want to refresh.
- 2 Right-click the feed you want to refresh, then click *Refresh*.

14.4 Deleting an Individual RSS Entry

- 1 In the GroupWise Feeds folder in the Folder List, select the RSS feed you want to delete.
- 2 Click the *Delete* icon on the toolbar.

14.5 Deleting a Subscribed RSS Feed

- 1 In the GroupWise Feeds folder in the Folder list, click the RSS feed you want to delete.
- 2 Right-click the feed to delete, then click *Delete*.

15 Document Management

If your GroupWise administrator has set up libraries and enabled document management, all of your documents are stored in a library in GroupWise, allowing you to manage all your documents from your Mailbox.

- ◆ [Section 15.1, “Managing Your Documents in GroupWise,” on page 315](#)
- ◆ [Section 15.2, “Creating Documents,” on page 320](#)
- ◆ [Section 15.3, “Organizing Your Documents,” on page 324](#)
- ◆ [Section 15.4, “Importing Documents into a GroupWise Library,” on page 326](#)
- ◆ [Section 15.5, “Sharing Documents,” on page 330](#)
- ◆ [Section 15.6, “Viewing the History of a Document,” on page 334](#)
- ◆ [Section 15.7, “Checking Out Documents,” on page 335](#)
- ◆ [Section 15.8, “Opening Documents,” on page 338](#)
- ◆ [Section 15.9, “Checking In Documents,” on page 340](#)
- ◆ [Section 15.10, “Deleting Documents,” on page 342](#)
- ◆ [Section 15.11, “Copying Documents,” on page 344](#)
- ◆ [Section 15.12, “Saving Documents,” on page 345](#)
- ◆ [Section 15.13, “Storing Multiple Versions of a Document,” on page 347](#)
- ◆ [Section 15.14, “Managing Groups of Documents,” on page 349](#)
- ◆ [Section 15.15, “Viewing Documents When Your Network or GroupWise Is Unavailable,” on page 368](#)
- ◆ [Section 15.16, “Integrating GroupWise with Your Applications,” on page 370](#)
- ◆ [Section 15.17, “Returning Documents to the Library,” on page 374](#)
- ◆ [Section 15.18, “Replacing a Document with a Backup File,” on page 376](#)

15.1 Managing Your Documents in GroupWise

Your GroupWise library documents display as items in your Mailbox and folders along with your mail messages, tasks, appointments, and so on.

- ◆ [Section 15.1.1, “Storing Documents in Libraries,” on page 316](#)
- ◆ [Section 15.1.2, “Understanding Document References,” on page 317](#)
- ◆ [Section 15.1.3, “Specifying Document Properties,” on page 319](#)

You can select a document reference to create, delete, check out, check in, open, move, or copy the corresponding document.

In addition, the GroupWise Library makes it easy to maintain multiple versions of a document, determine who has access to a document, and share a document with others.

15.1.1 Storing Documents in Libraries

If your GroupWise administrator has set up libraries and enabled document management, all of your documents are stored in a library in GroupWise. GroupWise assigns a unique number to each document. This number identifies the document and makes it easy to find. You can look up a document in the GroupWise Library by its document number much like you can look up a book in a library by its catalog number.

- ♦ [“Specifying a Default Library” on page 316](#)
- ♦ [“Customizing Your Library Settings” on page 316](#)

In each GroupWise library, the documents are compressed and encrypted. This saves disk space and maintains the security of documents because it makes it impossible to view the contents of documents outside of GroupWise.

Before you can access any of the documents in a library, you must first have rights to the library. Your GroupWise administrator determines which people have access to each library.

After you have imported or created a document in the GroupWise Library, you can access that document only from GroupWise. This keeps your documents secure. If you need to share the document with a user who does not have access to GroupWise, you can attach the document reference to a mail message and send it to that user, or you can click *File > Save As* to save the document in an external file outside the GroupWise Library. In either case, the file is not updated with any changes made to the document in GroupWise and is not controlled by the sharing rights assigned in GroupWise.

Specifying a Default Library

The default library is where all your documents are stored and the library where Find searches for documents.

- 1 Click *Tools > Options*, then double-click *Documents*.
- 2 Click the library you want to use as a default.
- 3 Click *Set Default*, then click *OK*.

Customizing Your Library Settings

GroupWise lets you customize settings for the libraries where you store and create documents. You can specify a default library, default sharing rights, default document properties layout (such as the order and size of fields), and default values for document properties. You can also specify whether you want to use the short or long form of the property sheet. The library and property settings you specify affect only your library setup. You cannot modify other users' settings.

- ♦ [“Default Library” on page 317](#)
- ♦ [“Default Property Values” on page 317](#)
- ♦ [“Default Sharing Rights” on page 317](#)
- ♦ [“Document Tab Configuration” on page 317](#)
- ♦ [“Document Property Pages” on page 317](#)
- ♦ [“Document Management Integration with Other Applications” on page 317](#)

Default Library

When you create, import, or copy a document in GroupWise, it is saved in the default library, unless you specify a different library. In addition, Find searches for documents in the default library first. You can change the default library. See [“Specifying a Default Library” on page 316](#).

Default Property Values

You can specify default values for the document property fields that can be edited. The default values are used when you create a new document or import a document into the selected library. If no default values have been specified for author and document type, GroupWise uses the creator’s name as the author and Document as the document type. See [“Specifying Document Properties” on page 319](#).

Default Sharing Rights

If you usually share your documents with the same users or groups, you can specify default sharing rights for all the documents you create. When you specify the default sharing rights, GroupWise applies these rights to each document you create or import into the selected library. See [“Specifying Default Sharing Rights for Documents” on page 331](#).

Document Tab Configuration

The *Document* tab appears each time you create, import, copy, or select properties for a document. You can specify which fields you want to display on the *Document* tab. In addition, you can specify the number of lines in each field, the field’s order on the dialog box, and you can insert blank lines and separators in the dialog box. See [“Specifying Document Properties” on page 319](#).

Document Property Pages

When you create a new document or a new version of a document, GroupWise prompts you to specify document properties. You can specify whether you want GroupWise to prompt you for the document subject only or for all the document properties. See [“Specifying Document Properties” on page 319](#).

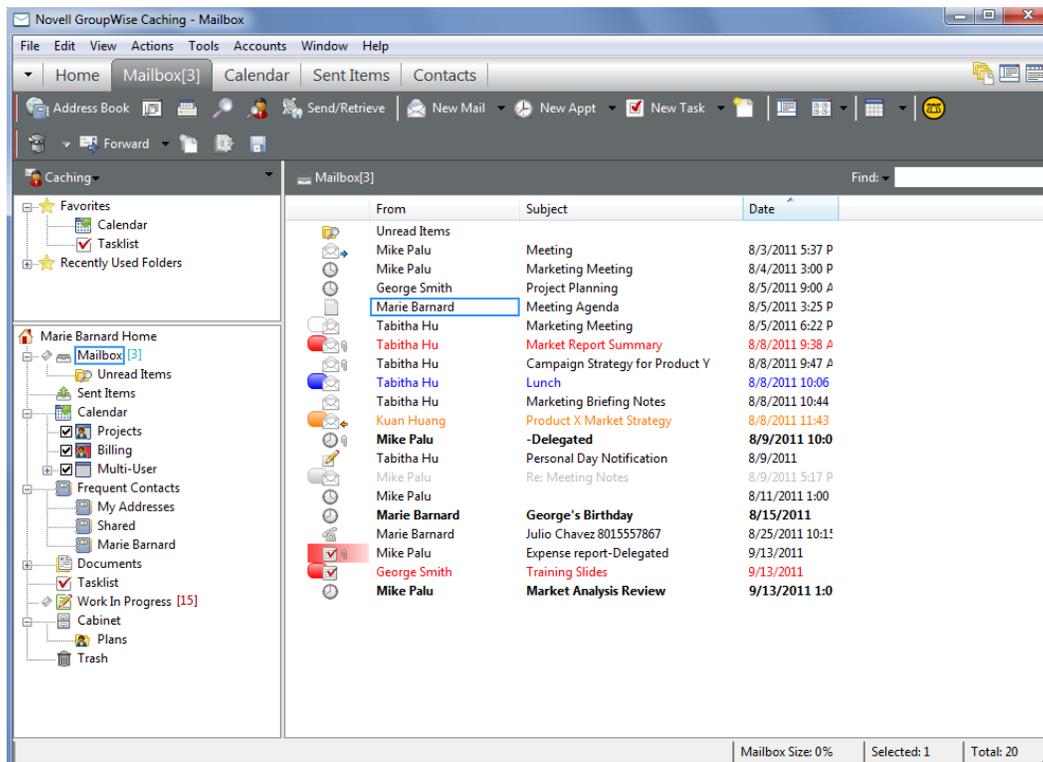
Document Management Integration with Other Applications

If you are using integrated applications, you can specify whether you want GroupWise Library features integrated with the application’s Save and Open features. To use the integration, you must have installed Integrations during GroupWise Setup. If you didn’t install Integrations, you can run Setup again to install them. See [Section 15.16, “Integrating GroupWise with Your Applications,” on page 370](#).

15.1.2 Understanding Document References

The document items that appear in your Mailbox (and other folders) are only references that point to the actual documents in the library.

- ♦ [“Sharing Document References with Other Users” on page 318](#)
- ♦ [“Document References and Remote/Caching Modes” on page 318](#)



Document references are created when you create a new document, import a document, copy a document, select a document from the results of a Find, or select *File > New > Document Reference*. To see document references in your Mailbox or folder, you must have a display setting selected that includes documents and posted items.

You can select a reference to check out, check in, open, view, copy, or delete the corresponding document, depending on the rights you have. Multiple document references can point to the same document. For example, each employee in a company could create a reference to the employee handbook.

Sharing Document References with Other Users

If you are the author of a document or if you have sharing rights to the document, you can post the document reference in a shared folder and make it available to all users who have access to the folder.

Document References and Remote/Caching Modes

If you use Remote or Caching mode, updating your Remote or Caching Mailbox always gives you all of your document references, unless you choose to have none. You can use the document references to retrieve copies of the documents into your Remote or Caching Mailbox.

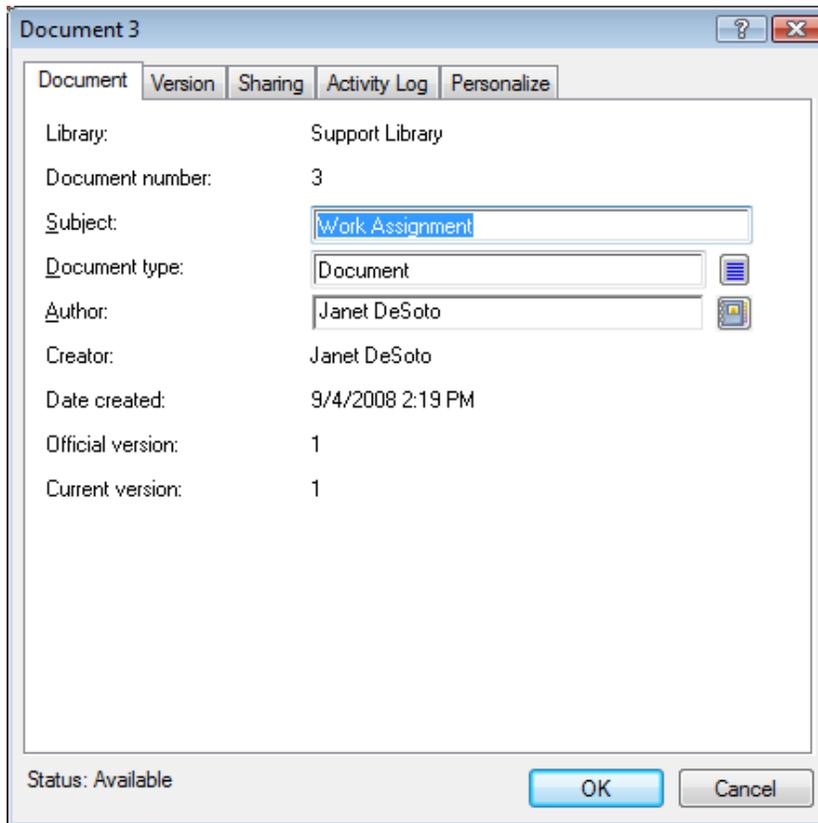
15.1.3 Specifying Document Properties

Every document in GroupWise must have a set of attributes associated with it, such as the author's name, the creation date, and the document type. These attributes are called document properties. The document property information is used for finding and categorizing documents.

- ♦ [“Specifying a Default Value for a Document Properties Field” on page 320](#)
- ♦ [“Understanding Document Types” on page 320](#)

You can use the *Document* tab in Properties to view version information for the specific version of a document, view the document activity history, and control sharing of the document with other users.

Figure 15-1 Documents Properties Dialog Box



You can determine which fields display on the *Document* tab in Properties and customize their size and order by using the options in the Library Setup Properties dialog box. To open this dialog box, click *Tools > Options*, double-click *Documents*, then click *Properties*.

Specifying a Default Value for a Document Properties Field

A default value is information (author, subject, etc.) that is automatically inserted in the corresponding document property field for every document you add to the selected library.

You can specify default values for the document property fields that can be edited. The default values are used when you create a new document or import a document into the selected library. If no default values have been specified for Author and Document Type, GroupWise uses the creator's name as the author and Document as the Document Type.

- 1 Click *Tools > Options*, then double-click *Documents*.
- 2 Click the library for which you want to specify default values.
- 3 Click *Properties*, then click the *Document Defaults* tab.
- 4 Click a field, then type the default value. For example, you could type your name as the default value for the Author field.

If you do not include a required field in the *Selected fields* list box on the *Property Configuration* tab, you must specify a default value for the field here on the *Default Values* tab. Required fields are marked with an asterisk on the *Property Configuration* tab.

Field names that are indented under another field are related to that field. For example, the "parent" field might be a project name and the "child" fields might be the subproject names. If you want to specify a default value for a child field, you must first specify a default value for its parent field.

- 5 Click *OK*.

Understanding Document Types

When you create a document in GroupWise, you must select a document type. The document type determines the life of the document in days. By default, a document's life is 365 days; however, your GroupWise administrator can specify a document life as long as 2.1 billion days.

When a document expires, the document type determines whether the document is archived, deleted, or retained.

Document expiration is based on inactivity. For example, if a document's life is 365 days, the document won't be archived or deleted until 365 days have passed since the last time it was viewed or opened. You can prolong the life of a document that is close to its expiration date by viewing or opening the document. This resets the document's expiration date. For more information about expiration dates, see ["Setting an Expiration Date for Email You Send" on page 96](#).

15.2 Creating Documents

When you create a document in GroupWise, you are adding a document to the library. You can also add documents to the library by importing, copying, or checking in an existing document.

- ♦ [Section 15.2.1, "Selecting a Template," on page 321](#)
- ♦ [Section 15.2.2, "Making Any Document a Template," on page 323](#)
- ♦ [Section 15.2.3, "Creating a Reference to a Document," on page 323](#)

15.2.1 Selecting a Template

When you create a new document using *File > New > Document*, GroupWise prompts you to select a template for the document. You can use an application's template, a GroupWise template, or a file on disk as the foundation for your new document.

- ♦ [“Using an Application's Template to Create a Document” on page 321](#)
- ♦ [“Using a GroupWise Template to Create a Document” on page 321](#)
- ♦ [“Using a File as a Template to Create a Document” on page 322](#)

Templates	Description
Application Templates	You can select an application to create a document based on the application's template file. The <i>Applications</i> list box lists all the applications that are registered as having templates in your Windows registry file.
GroupWise Templates	<p>You can select GroupWise templates to use a document in the library as the foundation of a new document.</p> <p>You can make any document a template, and you can use these templates as the foundation for new documents. All documents have a document type (memo, expense report, letter, template, and so on). When document type is a template, the document appears in the Templates list.</p>
Files as Templates	File templates are documents that are not in the library. You can select a file anywhere on your system and use it as a foundation for a new document.

If a document already exists in the library and you just want to create an item for it in your Mailbox, click *File > New*, then click *Document Reference*. You can also use Find to locate a document and then drag the document to your Mailbox or folder.

Using an Application's Template to Create a Document

You can create a document by using an application's default template. For example, you can select Word to create a new Word document.

- 1 Click *File > New > Document*.
- 2 Click *Select an Application*, click the application you want to use as a template in the *Applications* list box, then click *OK*.

The *Applications* list box contains all the applications that are registered as having templates in your Windows registry file.

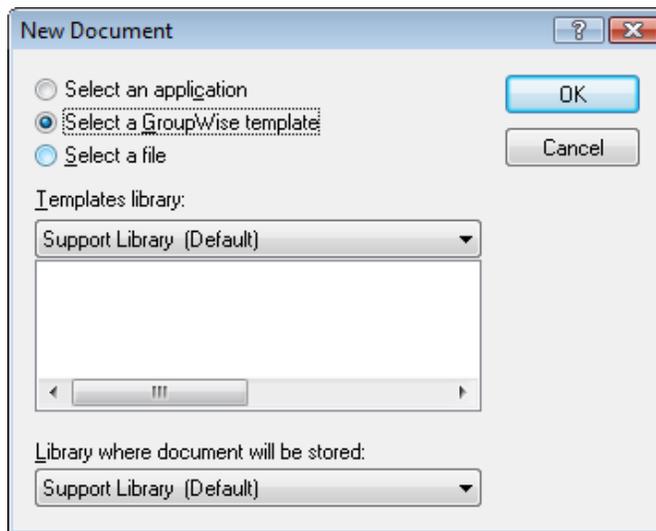
- 3 Type a subject for the document.

To specify additional information about the document, such as author or document type, click *Properties* after you type the subject.

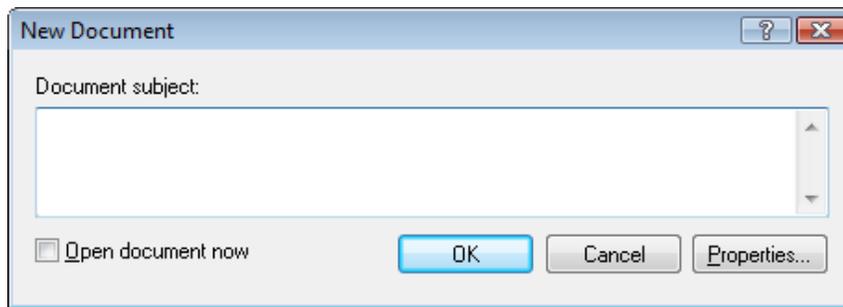
- 4 Click *OK*.

Using a GroupWise Template to Create a Document

- 1 Click *File > New > Document*.



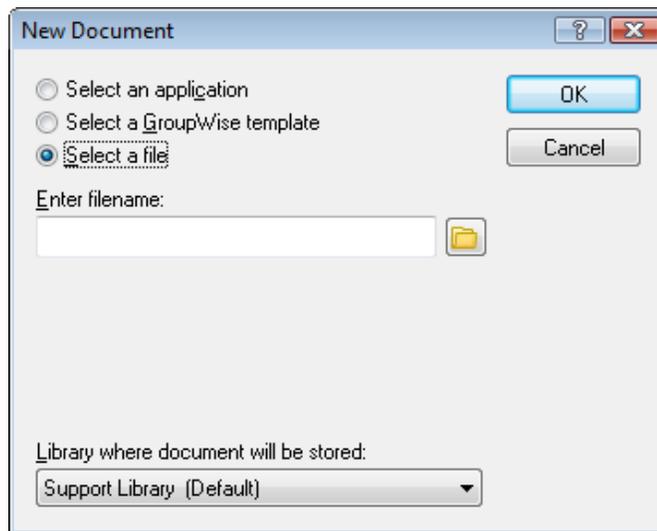
- 2 Click *Select a GroupWise template*, then select a template in the list box.
To select a template from a different library, click the library in the drop-down list.
- 3 Click *OK*.



- 4 Type the subject of the document, then click *OK*.
To specify additional information about the document, such as author name or document type, click *Properties* after you type the subject.
You can select *Open document now* to immediately open the document.
- 5 Double-click the document reference in the current folder to open the new document.

Using a File as a Template to Create a Document

- 1 Click *File > New > Document*.
- 2 Click *Select a File*.



- 3 Type the name of the file you want to use as a template for the new document.
You can also click the *Browse* button to find the file.
- 4 Click *OK*.
- 5 Type a subject.
To specify additional information about the document, such as author name or document type, click *Properties* after you type the subject.
- 6 Click *OK*.

15.2.2 Making Any Document a Template

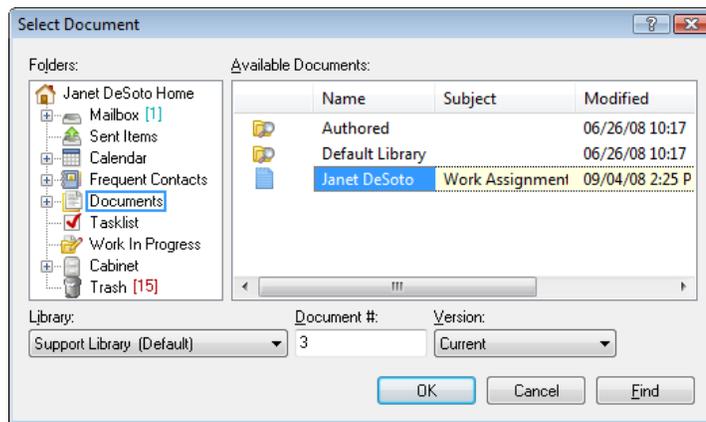
All documents with the document type *Template* appear in the *Templates* list in the *New Documents* dialog box.

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*.
- 3 In the *Document type* field, type *template*, then click *OK*.

15.2.3 Creating a Reference to a Document

If a document already exists in the library, you can create a reference for it in your Mailbox.

- 1 Click *File > New > Document Reference*.



2 In the *Library* drop-down list, click the library that contains the document you want to access.

3 In the *Document #* field, type the document number.

If you don't know the number of the document, you can use Find to locate the document (if the document has not been deleted) and create a reference to the document in your Mailbox or folder.

4 In the *Version* drop-down list, click the version you want the document reference to point to.

5 Click OK.

15.3 Organizing Your Documents

Your document references are organized in the Documents folder so you can locate them easily. The Documents folder can contain only documents. If any other type of item is moved to this folder by a GroupWise client older than version 5.5 (for example, from an older version of GroupWise Remote), the item is deleted.

Any document references you create or open are added to the Documents folder; if you specify, any document references you view or import are also added. You can also specify that none of these actions adds a document reference to the Documents folder.

The Documents folder contains, by default, your 20 most recent document references. You can change this number from 0 to 5000 document references. After the maximum number is reached, the oldest document reference is deleted. You can also manually delete document references from the Documents folder. Deleting a document reference does not affect the document itself.

The Documents folder has two Find Results folders. Authored contains document references for all the documents for which you are the author. Default Library contains document references for all the documents you have access to in the default library. You can change or delete the Authored and Default Library folders. You can create other document Find Results folders according to your needs. For example, you can create a Find Results folder for a specific library, subject, author, or document type.

- ♦ [Section 15.3.1, "Find Results Folders," on page 325](#)
- ♦ [Section 15.3.2, "Specifying When Document References Are Added to the Documents Folder," on page 325](#)
- ♦ [Section 15.3.3, "Changing the Maximum Number of References in the Documents Folder," on page 326](#)

15.3.1 Find Results Folders

The Documents folder has two Find Results folders. The Authored folder contains document references for all the documents for which you are the author.

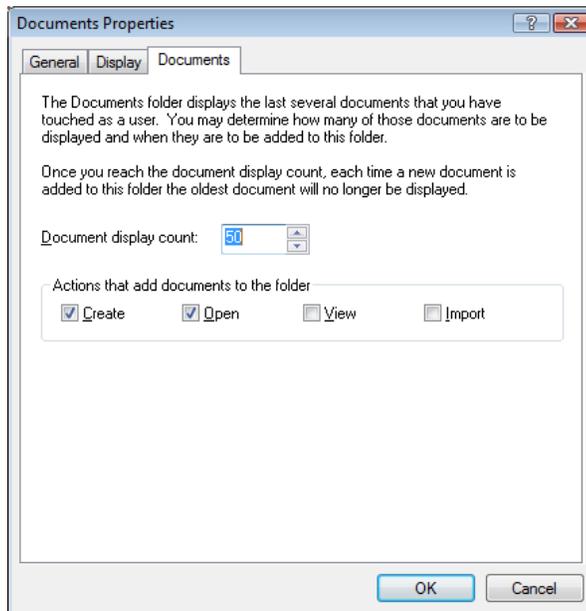
The Default Library folder contains document references for all the documents you have access to in the default library. You can change or delete the Authored and Default Library folders. You can create other document Find Results folders according to your needs. For example, you can create a Find folder for a specific library, subject, author, or document type. See [“Saving the Results of a Find” on page 237](#).

15.3.2 Specifying When Document References Are Added to the Documents Folder

- 1 From the Full Folder List, right-click the *Documents* folder, then click *Properties*.

To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays *Online* or *Caching* to indicate what mode of GroupWise you are running in), then click *Full Folder List*.

- 2 Click the *Documents* tab.



- 3 Select the check boxes to select which actions add document references to the Documents folder.

By default, the *Create* and *Open* actions are selected. This means document references are placed in the Documents folder when you create or open them. Selecting *View* as an action places any document references in the Documents folder that were viewed with the Viewer, not with the QuickViewer.

- 4 Click *OK*.

15.3.3 Changing the Maximum Number of References in the Documents Folder

After the maximum number is reached, an additional document reference added to the Documents folder causes the oldest document reference to be deleted.

- 1 From the Full Folder List, right-click the *Documents* folder, then click *Properties*.

To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Full Folder List*.

- 2 Click the *Documents* tab.

- 3 Type a number in the *Document display count* field.

The maximum number you can specify is 5000. If you don't want any document references placed in the Documents folder, type 0.

- 4 Click *OK*.

15.4 Importing Documents into a GroupWise Library

You can import documents created outside of GroupWise into GroupWise Library.

- ♦ [Section 15.4.1, "Specifying Files to Import," on page 326](#)
- ♦ [Section 15.4.2, "Choosing an Import Method," on page 326](#)
- ♦ [Section 15.4.3, "Using Quick Import to Import Documents," on page 327](#)
- ♦ [Section 15.4.4, "Using Custom Import to Import Documents," on page 328](#)

15.4.1 Specifying Files to Import

When you specify the documents you want to import, you can select individual files, or you can select one or more folders and import all the documents in those folders. This makes it easy to import large numbers of documents without having to select each document individually.

When you import a folder, GroupWise imports the documents in the folder; however, GroupWise does not import the folder itself or the folder structure. The folders aren't imported because documents in the GroupWise Library are not stored in a folder structure, so the folders have no meaning in the library.

When you import documents in a folder, you can specify whether you want to import all, some, or none of the documents that are contained in the folder's subfolders. In addition, you can specify which types of files you want to import by specifying the file extensions in the *File Name Filter* field.

15.4.2 Choosing an Import Method

By default, GroupWise performs a Quick Import and copies the documents you specify into your default library. If you want to have more control over how your documents are imported, deselect the *Quick import* check box. This lets you perform a custom import.

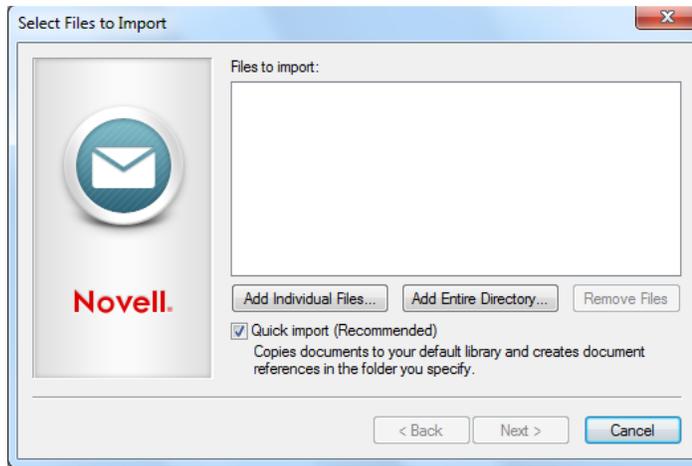
When you perform a custom import, you can specify the following information:

- ♦ Whether you want to copy or move the documents into the library.
- ♦ The file name and location of a log file for import status messages and errors.

- ◆ The library where you want to store the documents.
- ◆ Whether or not you want to create document references in a folder. If you create document references, you can specify which folder in the Folder List you want to store them in.
- ◆ Whether you want to specify document properties for each document individually or have GroupWise create document properties using the default values.
- ◆ Whether or not the current file names are used as part of the document subject.

15.4.3 Using Quick Import to Import Documents

- 1 Click *File > Import/Export > Import Documents*.



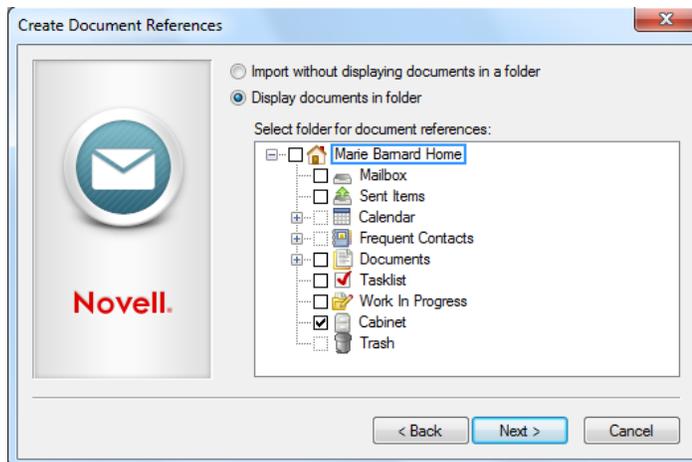
- 2 Click *Add Individual Files*, select the files you want to import, then click *OK*. (To select multiple files to import, Ctrl-click each additional document.)

or

Click *Add Entire Directory*, then select the folder or folders that contain the documents you want to import.

Type a file extension, such as **.doc* or **.wpd*, in the *File Name Filter* field if you want to import specific types of files from the selected folder or folders, then click *OK*.

- 3 Click *Next*.



- 4 If you want GroupWise to create document references for each document, click *Display Documents in Folder*, then click the folder where you want to store the document references.

or

If you do not want to create document references, click *Import without Displaying Documents in a Folder*.

If you don't create document references during the import, you can create them later through *File > New > Document Reference*.

- 5 Click *Next*.
- 6 Click *Finish* to begin the import.

GroupWise copies the documents into the specified library.

You can also import a document by dragging it from a window or your desktop to a GroupWise folder.

15.4.4 Using Custom Import to Import Documents

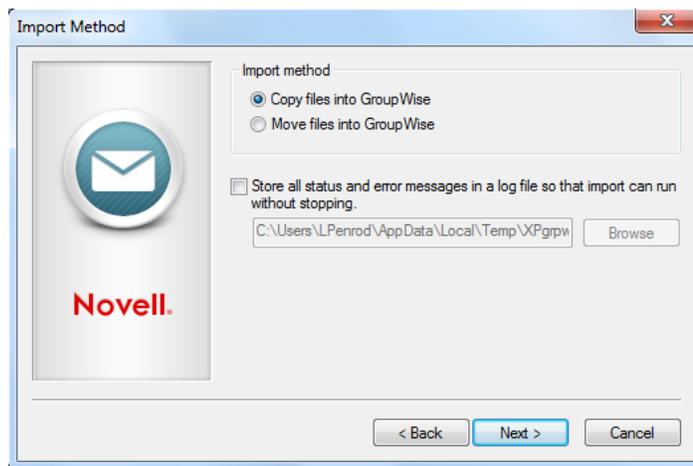
- 1 Click *File > Import/Export > Import Documents*.
- 2 Click *Add Individual Files*, select the files you want to import, then click *OK*. (To select multiple files to import, Ctrl-click each additional document.)

or

Click *Add Entire Directory*, then select the folder or folders you want to import.

Type a file extension, such as **.doc* or **.wpd*, in the *File Name Filter* field if you want to import specific types of files from the selected folder or folders, then click *OK*.

- 3 Make sure *Quick Import* is deselected.
- 4 Click *Next*.



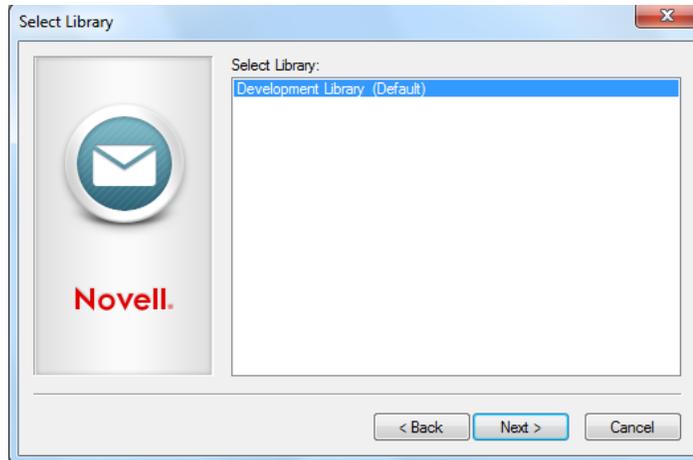
- 5 Click *Copy Files into GroupWise* to place a copy of the files in the library and leave the original files in the source location.

or

Click *Move Files into GroupWise* to move the files into the library and delete the original files from the source location.

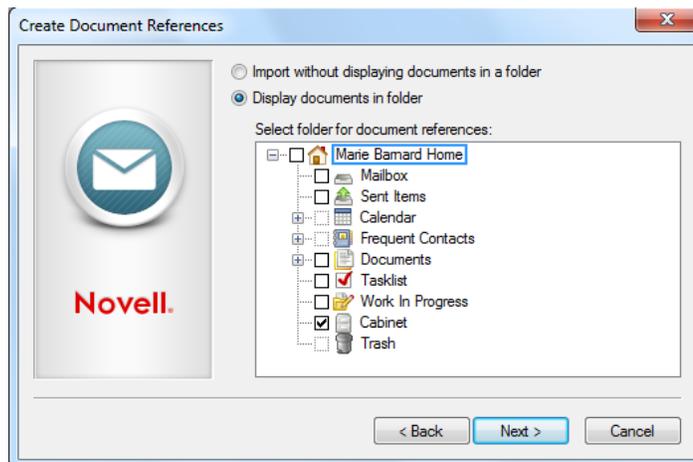
- 6 To save any import errors in a log file, click *Store all status and error messages in a log file*, then specify a file name.

7 Click *Next*.



8 Click the library you want to store the documents in.

9 Click *Next*.

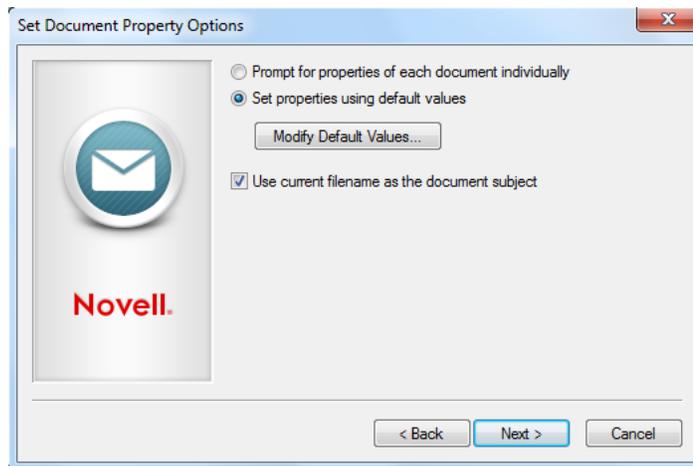


10 If you want GroupWise to create document references for each document, click *Display documents in folder*, then click the folder where you want to store them.

or

If you do not want to create document references, click *import without displaying documents in a folder*.

11 Click *Next*.



12 To specify properties for each document you are importing, click *Prompt for properties of each document individually*.

or

To have GroupWise specify properties based on the default property values specified in Document options, click *Set properties using default values*.

13 If you want to specify different default values for this import session only, click *Modify Default Values*, specify the values, then click *OK*.

14 Click *Next*.

15 Click *Finish* to begin the import.

15.5 Sharing Documents

When you create or import a document in GroupWise you can specify whether you want to share the document with other users. If you share a document, you can specify which users or groups you want to share the document with and what rights each user has. In addition, you can specify which sharing rights, if any, you want GroupWise to automatically apply to all the documents you create.

- ♦ [Section 15.5.1, “Specifying Users Who Can Share the Document,” on page 331](#)
- ♦ [Section 15.5.2, “Specifying Default Sharing Rights for Documents,” on page 331](#)
- ♦ [Section 15.5.3, “Specifying Users’ Rights to the Document,” on page 332](#)
- ♦ [Section 15.5.4, “Giving a User Rights for All Document Versions,” on page 332](#)
- ♦ [Section 15.5.5, “Giving a User Rights to a Specific Document Version,” on page 333](#)
- ♦ [Section 15.5.6, “Giving Users Rights to Modify the Sharing Settings for a Document,” on page 333](#)
- ♦ [Section 15.5.7, “Preventing Other Users from Accessing a Document,” on page 333](#)

When you create a new document, GroupWise inserts <General User> and <Creator> in the Share List. By default, general users (all users with access to the library) do not have any rights to the document and the author and creator have full rights to the document. You can use the <General User> entry to grant the same rights to all users who have access to the library, and if you are the author of the document, you can use the <Creator> entry to limit the rights of the creator.

For example, your secretary creates several blank performance review documents in the library, one for each employee in your team, and specifies you as the author of each document. This gives you full rights to each document because you’re the author; however, this also gives your secretary full rights

to each document because he created them. Of course, you don't want your secretary to be able to read everyone's performance reviews, so you could use the <Creator> entry to remove your secretary's rights to the performance review documents.

15.5.1 Specifying Users Who Can Share the Document

You can use the options on the *Sharing* tab in Properties to give sharing rights to a document. You can use one of the following methods to give sharing rights:

- ♦ Click *Not shared* to prevent other users from viewing, editing, or deleting the document.
- ♦ Click *Shared with* to select specific users and groups and specify sharing rights for each user or group.

When a user tries to access a document, GroupWise checks the rights of the individual user. If the user doesn't have rights to the document, GroupWise checks for any rights the user inherits as a member of a group. If the user doesn't have rights to the document as a member of a group, GroupWise checks the rights given to <General User>.

- ♦ Click *Shared With* and then click *Version Level Security* to give users different rights for each version of the document.

15.5.2 Specifying Default Sharing Rights for Documents

If you typically share your documents with the same user or groups, you can specify default sharing rights for all the documents you create. After you have specified default sharing rights, GroupWise applies these sharing rights to every document you create or import in the selected library.

- ♦ [“Default Sharing Rights and Proxy” on page 331](#)
- ♦ [“Default Sharing Rights and Remote” on page 332](#)

If you don't specify any default sharing rights, the documents you create or import are not shared, which means that only the author and the creator have rights to the document.

Default sharing rights apply only to the documents you create in the selected library. If you create documents in multiple libraries, you must specify default sharing rights for each library.

- 1 Click *Tools > Options*, then double-click *Documents*.
- 2 Click the library for which you want to specify default sharing rights.
- 3 Click *Properties*, then click the *Sharing Defaults* tab.
- 4 Click *Shared with*.
- 5 In the *Name* field, type the name of the user or group you want to grant rights to, then click *Add User*.
- 6 Select the check boxes for the rights you want to grant to the selected user or group.
- 7 Click *OK*.

GroupWise applies the default sharing rights to every document you create or import in the selected library.

Default Sharing Rights and Proxy

If a proxy creates a document in your Mailbox, the new document receives the default sharing rights the proxy specified in his or her Mailbox, not the default sharing rights you specified in your Mailbox.

Default Sharing Rights and Remote

You can specify default sharing rights in your Remote Mailbox; however, the default sharing rights you specify in Remote only affect the documents while they are stored in your Remote Library.

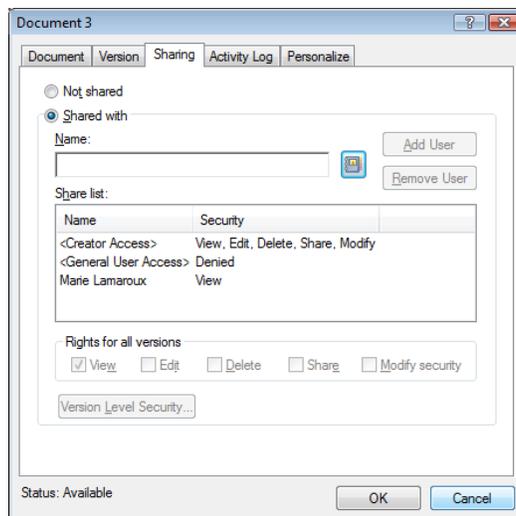
15.5.3 Specifying Users' Rights to the Document

You can give users rights to view, edit, delete, or share a document. When you give users rights to share a document, they can put the document in a shared folder. You can also give users rights to modify the security settings for a document. To have Modify rights, a user must also have Edit rights. The rights you specify are for all versions of a document. If you want to specify different rights for each version of a document, click the *Version Level Security* button.

When you grant users Edit or Delete rights, GroupWise automatically gives them View rights to the document. If users don't have View rights, they can't see the document in the results of a Find.

15.5.4 Giving a User Rights for All Document Versions

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*.
- 3 Click the *Sharing* tab.



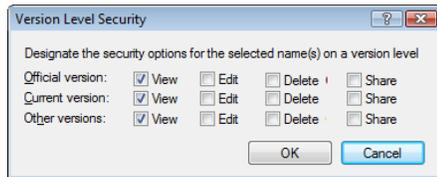
- 4 Click *Shared with*.
- 5 In the *Name* field, type the name of the user or group you want to grant rights to, then click *Add User*.
- 6 Select the user's name in the *Share list*, then select the check boxes for the rights you want to grant to this user.
- 7 Click *OK*.

Users must have Share rights to put the document reference in a shared folder.

15.5.5 Giving a User Rights to a Specific Document Version

You must be the author or creator of a document to grant access rights, or the author or creator of the document must grant you rights to modify security for the document.

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*.
- 3 Click the *Sharing* tab.
- 4 Click *Shared with*.
- 5 In the *Name* field, type the name of the user or group you want to grant rights to, then click *Add User*.
- 6 Select the user's name in the *Share list*, then click *Version Level Security*.



- 7 Select the check box for each right you want the user to have for the version type, then click *OK* twice.

Users must have sharing rights to put the document reference in a shared folder.

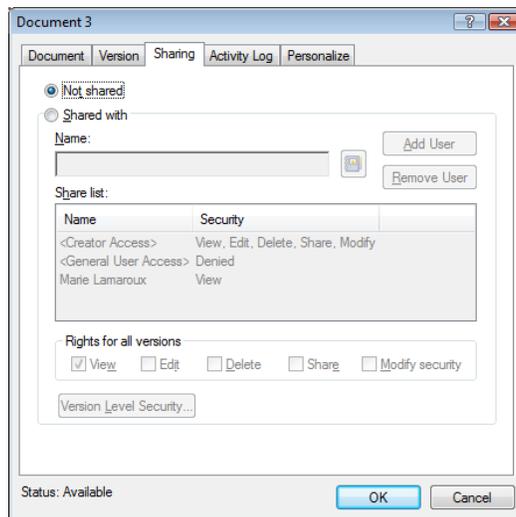
15.5.6 Giving Users Rights to Modify the Sharing Settings for a Document

You must be the creator or author of a document to grant rights to modify security settings.

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*.
- 3 Click the *Sharing* tab.
- 4 Click *Shared with*.
- 5 In the *Name* field, type the name of the person or group you want to grant Modify Security rights to, then click *Add User*.
- 6 Click the user's name in the *Share list*, select *Modify security*, then click *OK*.

15.5.7 Preventing Other Users from Accessing a Document

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*.
- 3 Click the *Sharing* tab.



- 4 Select *Not shared*, then click *OK*.

15.6 Viewing the History of a Document

You can use the activity log to view the activity history for a document. The activity log displays the date and time an activity occurred, the name of the user who performed the activity, the type of activity (opened, checked out, deleted, and so forth) and the document version affected by the activity.

You can display the activities associated with the selected version of a document, or you can display the activities associated with all versions of a document. The most recent document activities display at the beginning of the list.

Document activity is also logged when you're using Remote mode; however, you can only view remote activities from the activity log in your Remote Mailbox.

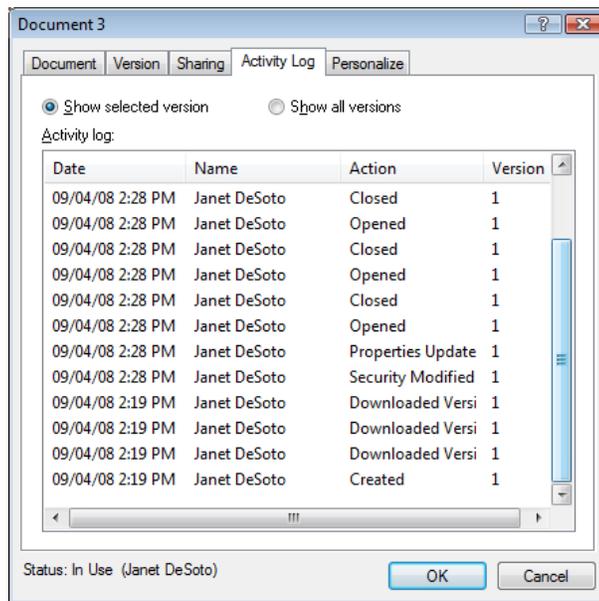
- ♦ [Section 15.6.1, "Viewing the Activity Log for Deleted Documents," on page 334](#)
- ♦ [Section 15.6.2, "Viewing the Activity of a Document," on page 334](#)
- ♦ [Section 15.6.3, "Viewing Who Has a Document Open or Checked Out," on page 335](#)

15.6.1 Viewing the Activity Log for Deleted Documents

When you delete a document, GroupWise keeps a copy of the activity log for that document. This makes it possible for you to view the events that took place before the document was deleted. In addition, the GroupWise administrator can use this information to restore specific versions of deleted documents.

15.6.2 Viewing the Activity of a Document

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*.
- 3 Click the *Activity Log* tab.



Any document activity appears in the list box (check out, check in, delete, and so forth).

15.6.3 Viewing Who Has a Document Open or Checked Out

To view document activity, you must have View rights for the selected document version.

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*.
- 3 Click the *Activity Log* tab to view who has the document open or checked out.

You can also view who has a document open by clicking the document reference, clicking *File > Properties*, then clicking the *Version* tab.

15.7 Checking Out Documents

Use Check Out when you want to lock the documents you are working on for extended periods of time. For example, you can use Check Out to lock documents you want to work on when you are at home or away from the office.

You do not need to use Check Out to lock a file every time you edit it. When you open a document, GroupWise marks the document as In Use, and it can't be edited by other users until you close it.

- ♦ [Section 15.7.1, "Checking Out a Document," on page 336](#)
- ♦ [Section 15.7.2, "Checking Out Multiple Documents," on page 336](#)
- ♦ [Section 15.7.3, "Viewing All the Documents You Have Checked Out," on page 337](#)
- ♦ [Section 15.7.4, "Updating a Checked-Out Document without Checking It In," on page 337](#)

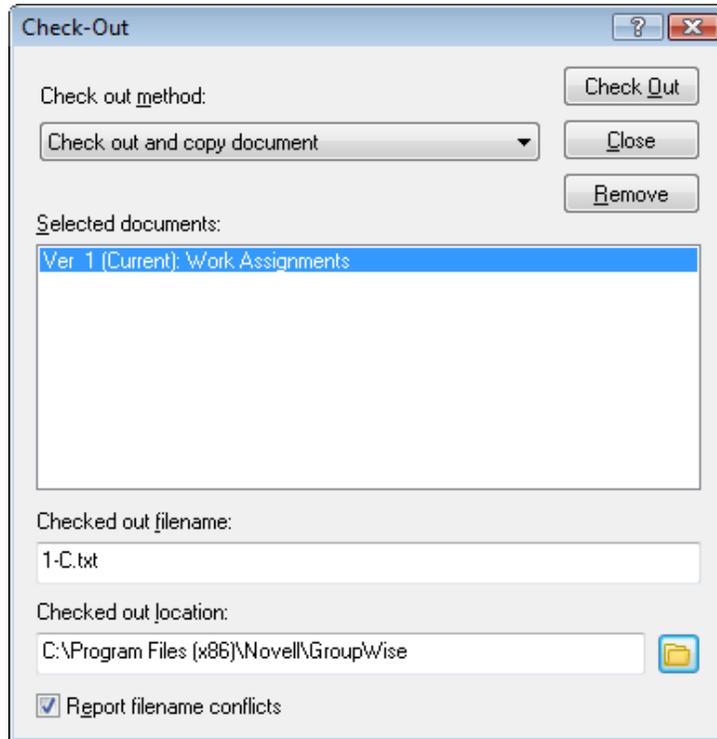
When a document is checked out, it is locked in the library and other users can't modify it; however, they can view it if they have View rights. GroupWise copies the document to the check-out location you specify. The document remains locked in the library until you check it back in.

You can select one or more documents to check out in the Main Window, and you can specify a different file name for each document you check out.

You can specify a default check-out location in the *File Location* tab in *Environment* options.

15.7.1 Checking Out a Document

- 1 In your Mailbox, right-click the document reference for the document you want to check out.
- 2 Click *Check Out*.



- 3 In the *Checked out filename* field, type a file name for the document.
By default, GroupWise inserts the document number as the check-out file name. If you don't specify a different file name, make a note of the numbered file name so you can locate your checked-out document.
- 4 In the *Checked out location* field, type the path to the location where you want to store the checked-out document.
- 5 Click *Check Out*.

Changes you make to the checked-out document do not appear in the document in the library until you check the document back in or update it. Users can view the checked-out document in the library if they have View rights, but those with Edit rights cannot edit the document while it is checked out.

15.7.2 Checking Out Multiple Documents

- 1 In your Mailbox, Ctrl+click the document references for the documents you want to check out.
- 2 Right-click the documents, then click *Check Out*.
- 3 In the *Selected documents* list box, click a document reference.
- 4 In the *Checked out filename* field, specify a check-out file name.

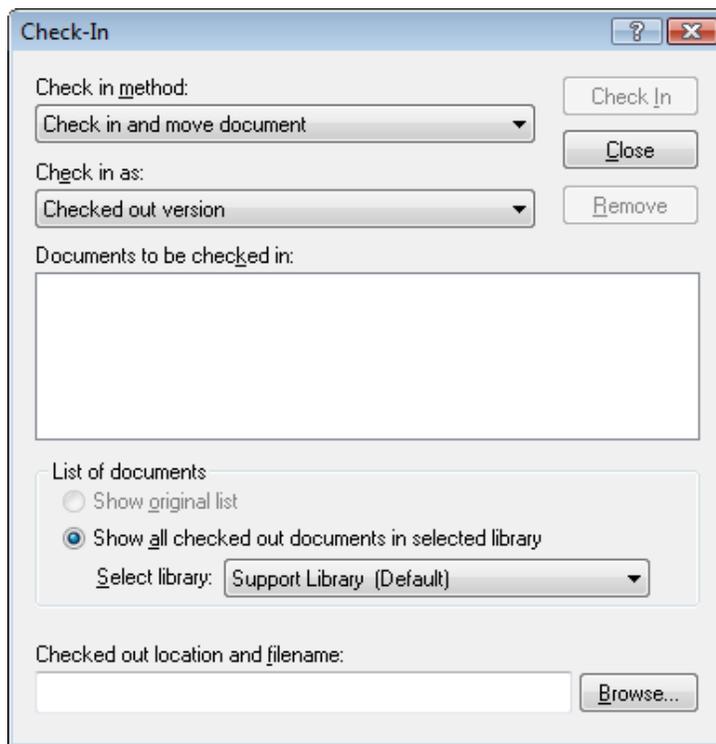
By default, GroupWise inserts the document number, version, and extension as the check-out file name. If you don't specify a different file name, make a note of the file name so you can locate your checked-out document.

- 5 Repeat [Step 3](#) and [Step 4](#) until you have specified check-out file names for each document.
- 6 In the *Selected documents* list box, Ctrl-click all the documents you want to check out.
- 7 Click *Check Out*.

While the document is checked out, users who have View rights can look at the copy of the document in the library.

15.7.3 Viewing All the Documents You Have Checked Out

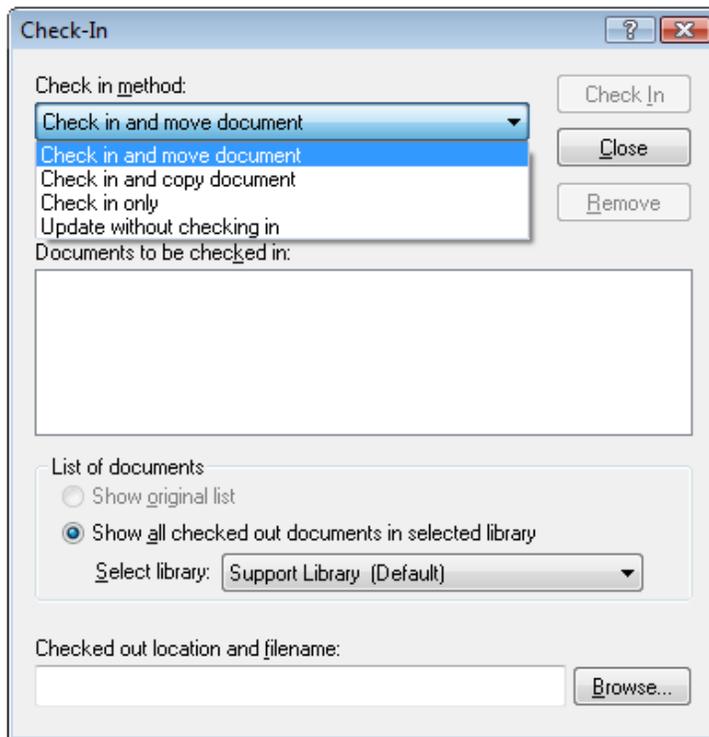
- 1 Click *Actions > Check In*.
- 2 Click *Show all checked-out documents in selected library*.



You can select a different library in the *Select Library* drop-down list to see the documents you have checked out in that library.

15.7.4 Updating a Checked-Out Document without Checking It In

- 1 In your Mailbox, click the document reference for the document you want to update in the library.
- 2 Click *Actions > Check In*.



- 3 Click the *Check in method* drop-down list, then click *Update without checking in*.
- 4 Click *Update*.

GroupWise updates the document in the library with any changes you have made to the checked-out document, but the document is not checked in. You can use *Update without checking in* if you are still in the process of editing a document but want to allow other users to view the changes you have made.

15.8 Opening Documents

When you double-click a document reference in your Mailbox or folder, GroupWise opens the document in the associated application. You can then edit the document. If you only have rights to view the document, you can open the document two ways: you can open the document as a read-only file in the application, or you can open the document in the GroupWise viewer.

- ♦ [Section 15.8.1, “Opening a Document,” on page 339](#)
- ♦ [Section 15.8.2, “Opening Multiple Versions of a Document,” on page 340](#)

GroupWise sets the status of the selected version as In Use while you have it open. This status locks the selected document version and prevents other users from editing it while you have it open. When you exit the document, the In Use status is removed and the version is unlocked.

If you want to lock a version of a document for multiple editing sessions, use Check Out. Check Out lets you copy the selected version of a document to another location, and it remains locked until you check it in. For more information, see [Section 15.7, “Checking Out Documents,” on page 335](#).

15.8.1 Opening a Document

- 1 Double-click the document reference in your Mailbox.

If you do not have access to the application the document was created in, GroupWise prompts you to specify an application. You might be able to open the document in a related application.

- ♦ [“Opening Read-Only Documents” on page 339](#)
- ♦ [“Opening Documents in Non-Integrated Applications” on page 339](#)
- ♦ [“Opening Documents in Integrated Applications” on page 339](#)
- ♦ [“Opening Documents in GroupWise Remote or Caching Modes” on page 339](#)

Opening Read-Only Documents

If you don't have Edit rights to a document, you can open a read-only copy of the document in an application. This makes it possible for you to see graphics and layout elements that might not display correctly in the GroupWise viewer.

If you have Edit rights to a document, read-only documents are also a useful way to view a document if it is marked In Use or if it is checked out.

You can only open one read-only document at a time in each application.

Opening Documents in Non-Integrated Applications

If you are using non-integrated applications (most Windows 3.1 applications, MS-DOS applications, and many Windows 95 applications), GroupWise copies the document back to the library when you close the application, not when you close the document.

Opening Documents in Integrated Applications

If you are using an integrated application, GroupWise can integrate the document management features with the application's Open and Save As feature.

When you select *Open* in the application, a dialog box displays all the available document references in your Mailbox. You can select a document reference to open the document, or you can click the *Select Document Using Application Dialog* button to use the application's regular Open dialog box.

For more information, see [Section 15.16, “Integrating GroupWise with Your Applications,” on page 370](#).

Opening Documents in GroupWise Remote or Caching Modes

If you are using Remote mode, you must manually mark the document version as In Use when you retrieve it from your Online Mailbox. When you exit the document, Remote prompts you to clear the In Use status.

If you are using GroupWise in Caching mode and the GroupWise server is available, GroupWise automatically retrieves the document (giving you a chance to mark it In Use) when you choose to open a document.

15.8.2 Opening Multiple Versions of a Document

- 1 Click the document reference in your Mailbox.
- 2 Click *Actions > Versions > Version List*.
- 3 Select the versions you want to open in the *Version* list box.
- 4 Click *Actions*, then click *Open*.

15.9 Checking In Documents

Use Check In to check in documents you have checked out. After you check in a document, the document is unlocked in the library and other users can modify it.

- ♦ [Section 15.9.1, “Checking In a Document and Leaving a Copy in the Check-Out Location,” on page 341](#)
- ♦ [Section 15.9.2, “Checking In an Unchanged Document,” on page 341](#)
- ♦ [Section 15.9.3, “Checking In a Document and Deleting It from the Check-Out Location,” on page 342](#)
- ♦ [Section 15.9.4, “Checking In a Document and Making It a New Version,” on page 342](#)

You can check in individual documents, or you can check in multiple documents. The documents you check in can be in any location.

If one or more checked-out documents are selected when you click *Check In*, GroupWise displays the selected documents in the *Documents to be checked in* list box. If no checked-out documents are selected, GroupWise displays a warning and then displays all the documents you have checked out in the list.

There are four check-in methods:

Check-In Method	What It Does
Check In and Move	Moves the document to the library and deletes it from the check-out location. For more information, see Section 15.9.3, “Checking In a Document and Deleting It from the Check-Out Location,” on page 342 .
Check In and Copy	Copies the document back to the library and leaves a copy in the check-out location. For more information, see Section 15.9.1, “Checking In a Document and Leaving a Copy in the Check-Out Location,” on page 341 .
Check In Only	Checks in the document but does not update the document in the library with any changes you made to the checked-out version. For more information, see Section 15.9.2, “Checking In an Unchanged Document,” on page 341 .
Update Without Checking In	Updates the document in the library with any changes you have made, but does not unlock the document. For more information, see Section 15.7.4, “Updating a Checked-Out Document without Checking It In,” on page 337 .

When you check in a document, you can specify which version you want the document checked in as. There are three possible versions:

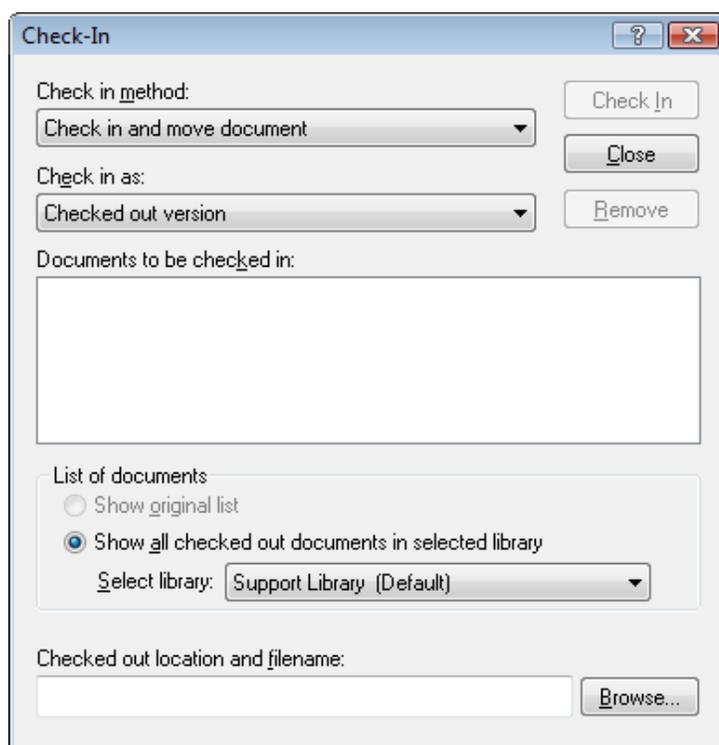
Version to Check In	What It Does
Checked-Out Version	Updates the version of the document that you are checking in.

Version to Check In	What It Does
New Version	Creates a new version of the document.
New Document	Creates a document and lets you specify new document properties for it.

For more information about checking in a document and creating a new version, see [Section 15.9.4, “Checking In a Document and Making It a New Version,”](#) on page 342.

15.9.1 Checking In a Document and Leaving a Copy in the Check-Out Location

- 1 Right-click the document reference in your Mailbox.
- 2 Click *Check In*.



- 3 Click the *Check in method* drop-down list, then click *Check in and copy document*.
- 4 Click the *Check in as* drop-down list, then click a version.
- 5 In the *Checked out location and filename* field, specify the path and file name of the document you are checking in.
- 6 Click *Check In*.

15.9.2 Checking In an Unchanged Document

- 1 Right-click the document reference in your Mailbox.
- 2 Click *Check In*.

- 3 Click the *Check in method* drop-down list, then click *Check in only*.
- 4 Click *Check In*.

GroupWise checks in the document without saving changes made while the document was checked out.

15.9.3 Checking In a Document and Deleting It from the Check-Out Location

- 1 Right-click the document reference in your Mailbox for the document you want to check in.
- 2 Click *Check In*.
- 3 Click the *Check in method* drop-down list, then click *Check in and move document*.
- 4 Click the *Check in as* drop-down list, then click a version.
- 5 In the *Checked out location and filename* field, specify the path and file name of the document you are checking in.
- 6 Click *Check In*.

15.9.4 Checking In a Document and Making It a New Version

- 1 In your Mailbox, right-click the document reference you want to check in and make a new version.
- 2 Click *Check In*.
- 3 Click the *Check in method* drop-down list, then click a check-in method.
- 4 Click the *Check in as* drop-down list, then click *New Version*.
- 5 In the *Checked out location and filename* field, specify the path and file name of the file you are checking in.
- 6 Click *Check In*.
- 7 Type a description for the new version of the document.
- 8 Click *OK*.

15.10 Deleting Documents

When you delete a document from one of your folders, you can specify whether you want to remove the document reference from the folder, the selected version of the document, or all versions of the document. To delete the selected version or all versions of a document, you must have Delete rights for the document. For more information about document rights, see [Section 15.5, "Sharing Documents,"](#) on page 330.

- ♦ [Section 15.10.1, "Deleting Documents According to Document Type,"](#) on page 343
- ♦ [Section 15.10.2, "Deleting Groups of Documents,"](#) on page 343
- ♦ [Section 15.10.3, "Deleting a Document Reference from Your Mailbox,"](#) on page 343
- ♦ [Section 15.10.4, "Deleting a Specific Version of a Document,"](#) on page 343
- ♦ [Section 15.10.5, "Deleting All Versions of a Document,"](#) on page 344

When you delete the document from the folder, the reference is removed from the folder, but the document remains in the library. When you delete the document version from the library, the selected version of the document is removed from the library and the document reference is removed from the folder. When you delete all versions of the document in the library, all versions of the document are removed from the library and the reference is removed from the folder.

When you drag a document reference to the Trash folder, the document reference is deleted, but the document in the library is not deleted.

15.10.1 Deleting Documents According to Document Type

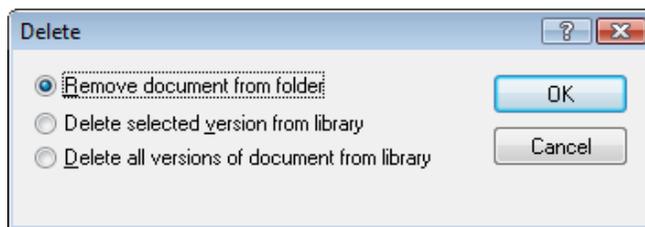
You can delete documents in your folders, or you can let GroupWise automatically delete documents that have exceeded their defined document life. GroupWise removes documents based on the document type assigned to the document on the *Document* tab in Properties. Each document type has an expiration date and a expiration action associated with it. The GroupWise administrator defines the expiration date and action (delete or archive) when he or she creates the library.

15.10.2 Deleting Groups of Documents

You can delete a group of documents by using the Mass Document Operations Wizard. To delete a group of documents, you must have Delete rights to each document, or you must have Manage rights and be a librarian for the library. For more information see [Section 15.14, “Managing Groups of Documents,”](#) on page 349.

15.10.3 Deleting a Document Reference from Your Mailbox

- 1 Click the document reference in your Mailbox.
- 2 Click *Edit > Delete*.



- 3 Click *Remove document from folder*, then click *OK*.

Only the document reference is deleted. The document in the library is not deleted, and any users with references to the document can still view, open, edit, or delete it, depending on their rights. You can re-create the reference if you need it again.

15.10.4 Deleting a Specific Version of a Document

When you delete the document from the folder, the reference is removed from the folder, but the document remains in the library. When you delete the document version from the library, the selected version of the document is removed from the library and the document reference is removed from the folder.

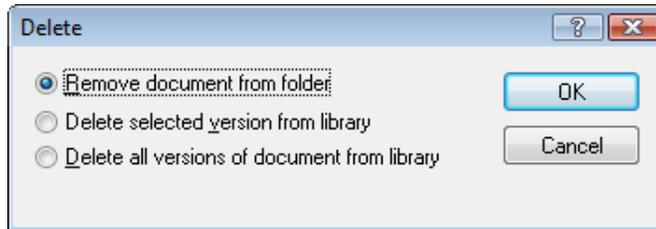
- 1 Click the document reference in your Mailbox.
- 2 Click *Actions > Versions > Version List*.

- 3 Click the version you want to delete.
- 4 Click *Edit*, then click *Delete*.

15.10.5 Deleting All Versions of a Document

When you delete all versions of the document in the library, all versions of the document are removed from the library and the reference is removed from the folder.

- 1 Click the document reference in your Mailbox.
- 2 Click *Edit > Delete*.



- 3 Click *Delete all versions of document from library*, then click *OK*.

15.11 Copying Documents

You can copy documents and their properties to create similar documents. Copying a document creates a new document in the library.

When you copy a document you can specify how you want to create document properties for the new document. You can specify properties manually for the document, or you can have GroupWise create properties for you using the values in the original document.

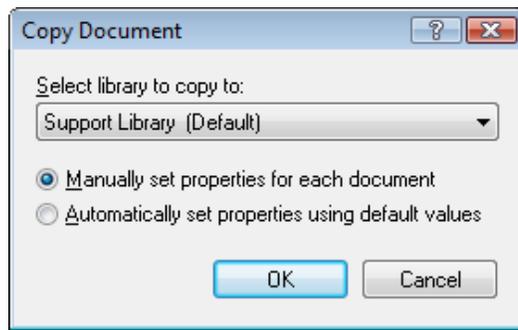
- [Section 15.11.1, “Copying Groups of Documents,” on page 344](#)
- [Section 15.11.2, “Copying a Document,” on page 344](#)
- [Section 15.11.3, “Copying a Document to Another Library,” on page 345](#)

15.11.1 Copying Groups of Documents

You can copy groups of documents by using the Mass Document Operations Wizard. To copy a group of documents, you must have View rights to each document, or you must have Manage rights and be a librarian for the library. For more information see [“Copying a Group of Documents” on page 352](#).

15.11.2 Copying a Document

- 1 Right-click a document reference in your Mailbox.
- 2 Click *Copy Document*.



- 3 Select the method you want to use for creating document properties.
- 4 Click *OK*.

15.11.3 Copying a Document to Another Library

- 1 Right-click the document reference in your Mailbox.
- 2 Click *Copy Document*.
- 3 Select the library to which you want to copy the document in the *Select library to copy to* drop-down list.
- 4 Select the method you want to use for creating document properties, then click *OK*.

The information in the system fields (*Document > Type, Author, and Document Subject*) is copied with the document to the new library.

15.12 Saving Documents

The GroupWise Library provides a secure location for you to save your documents. If you need to share a document with users who do not have access to GroupWise, you can save a copy of the document outside of the library.

- ♦ [Section 15.12.1, “Saving Items as Documents,” on page 345](#)
- ♦ [Section 15.12.2, “Saving Changes to a Document’s Contents,” on page 346](#)

15.12.1 Saving Items as Documents

You can save any of the items in your Mailbox as a document in the library. Items are saved in WordPerfect format, but with a `.doc` extension so that they can also be opened in Word or OpenOffice. For more information, see [“Saving Received Email to Disk or a GroupWise Library” on page 120](#).

15.12.2 Saving Changes to a Document's Contents

To save changes you have made to the contents of a document, use the Save feature in the corresponding application.

The Save feature in your application functions differently, depending on whether you are using an integrated or a non-integrated application.

- ♦ [“Saving Documents in Non-Integrated Applications” on page 346](#)
- ♦ [“Saving Documents in Integrated Applications” on page 346](#)
- ♦ [“Saving Documents Outside of the GroupWise Library” on page 346](#)

Saving Documents in Non-Integrated Applications

If you are using non-integrated applications (all Windows 3.1 applications and many Windows 95 applications), you can't save the document as a new version from the application. To create a new version of the a document, you must create the new version in GroupWise before you open the document in the application. To make sure your changes are saved in the library, don't rename the document when you save it from within the application.

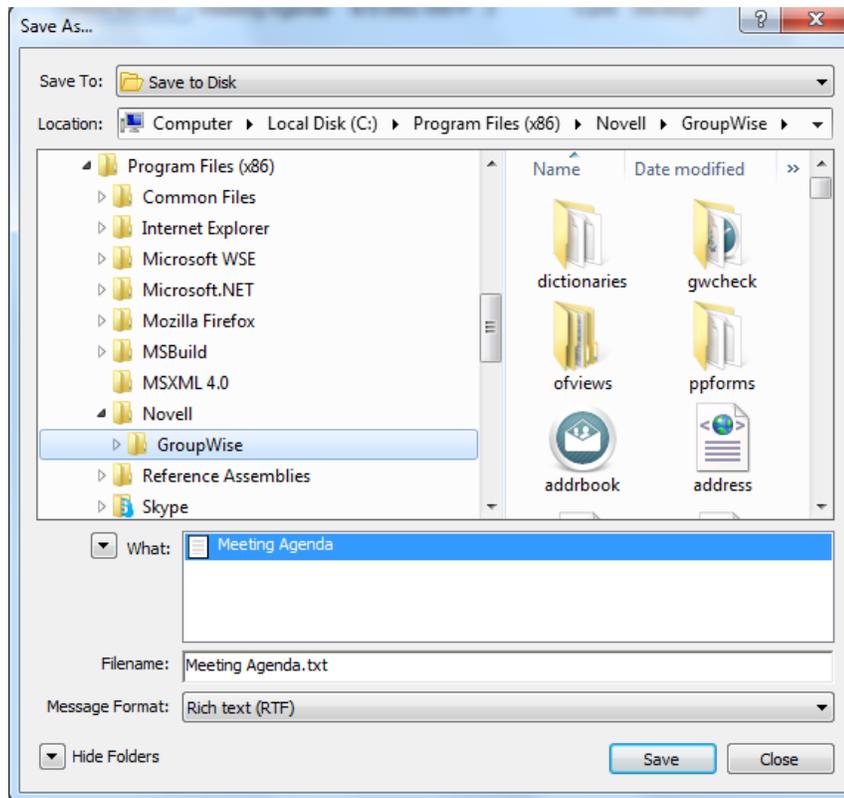
Saving Documents in Integrated Applications

If you are using an integrated application, GroupWise can integrate its document management features with the application's Save As feature. When you select *Save As* in the application, you have the option of saving the document as a new version in GroupWise Library. In addition, you can select the GroupWise folder you want to save the document in.

Saving Documents Outside of the GroupWise Library

To share documents with users who do not have access to GroupWise, use *Save As* to make a copy of a document outside of the Library. When you use *Save As*, any changes you make to the saved document are not updated in the library.

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Save As*.



- 3 In the *Filename* field, specify a name for the document.
- 4 Browse to the location where you want the document saved, then click *Save*.

15.13 Storing Multiple Versions of a Document

You can store multiple versions of a document in GroupWise. Each document reference in your Mailbox points to a single document version. You can view information about a specific version of a document on the *Version* tab in Properties. You can manage (open, check out, check in, and so forth) document versions in the Version List dialog box.

- ♦ [Section 15.13.1, “Understanding Document Version Categories,” on page 347](#)
- ♦ [Section 15.13.2, “Creating a New Version of a Document,” on page 348](#)
- ♦ [Section 15.13.3, “Viewing Version Information for a Document,” on page 349](#)
- ♦ [Section 15.13.4, “Specifying the Official Version of a Document,” on page 349](#)

15.13.1 Understanding Document Version Categories

You can have up to three different version categories for any document.

- ♦ [“Current Version” on page 348](#)
- ♦ [“Official Version” on page 348](#)
- ♦ [“Specific Version” on page 348](#)

Current Version

The most recent revision of the document.

Official Version

The version you designate as official. When you designate an official version, you can grant users different access rights to the official version than you grant them to all other versions of the document. For example, you can grant all users rights to view the official version of the employee handbook, but grant only yourself rights to view and edit all other versions of the handbook. If you do not specify an official version of the document, the current version is considered to be the official version. In the Item List, a star (★) displays next to the document reference for the official version.

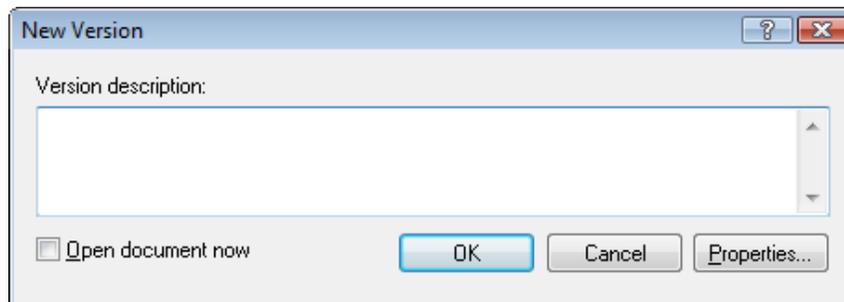
Specific Version

A version of a document that is referenced directly by its version number. In the Item List, the number symbol (#) displays next to the document reference.

You can grant different access rights for each version of the document. For example, you can grant all users on your system View rights to the official version and grant specific users View rights to the current version.

15.13.2 Creating a New Version of a Document

- 1 In your Mailbox, click the document reference for the document you want to create a new version of.
- 2 Click *File > New > Document Version*.

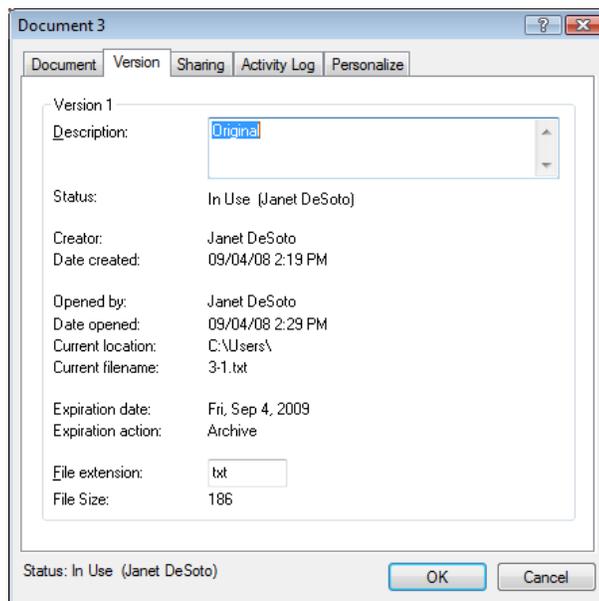


- 3 Type a description for this version of the document, then click *OK*.

The selected version and its properties are copied to a new version.

15.13.3 Viewing Version Information for a Document

- 1 Click the document reference in your Mailbox.
- 2 Click *File > Properties*, then click the *Version* tab.



15.13.4 Specifying the Official Version of a Document

To set the official version, you must have rights to modify security settings and the GroupWise administrator must have given you rights to set the official version of a document.

If you don't specify an official version, GroupWise uses the current version as the official version.

- 1 Click the document reference in your Mailbox.
- 2 Click *Actions > Versions > Version List*.
- 3 Click the version you want to mark official.
- 4 Click *Actions*, then click *Mark Official Version*.

15.14 Managing Groups of Documents

Whether you're a user responsible for twenty documents or a GroupWise administrator responsible for thousands of documents, you can use the Mass Document Operations Wizard to efficiently manage groups of documents.

- ♦ [Section 15.14.1, "Preparing for a Mass Operation," on page 350](#)
- ♦ [Section 15.14.2, "Selecting Documents for the Mass Operation," on page 350](#)
- ♦ [Section 15.14.3, "Acting as the Librarian," on page 351](#)
- ♦ [Section 15.14.4, "Copying a Group of Documents," on page 352](#)
- ♦ [Section 15.14.5, "Changing the Properties of a Group of Documents," on page 355](#)
- ♦ [Section 15.14.6, "Changing Sharing for a Group of Documents," on page 358](#)

- ♦ [Section 15.14.7, “Deleting a Group of Documents,” on page 363](#)
- ♦ [Section 15.14.8, “Moving a Group of Documents,” on page 365](#)

15.14.1 Preparing for a Mass Operation

Before you can perform a mass operation on a group of documents you must have sufficient rights to the documents. If you have Manage rights, you’re called a librarian, and you can perform the mass document operations on all the documents in the library. If you’re not a librarian, you can only perform mass document operations on the documents to which you have rights. The following table shows which rights you must have to perform each operation:

Document Operation	Required Rights
Move	Requires View and Delete rights to the document, or you must be a librarian for the library. In addition, you must have Add rights to the destination library.
Copy	Requires View rights to the document, or you must be a librarian for the library. In addition, you must have Add rights to the destination library.
Delete	Requires Delete rights to the document, or you must be a librarian for the library. In addition, you must have Delete rights to the library.
Share	Requires Modify Security rights to the document, or you must be a librarian for the library. In addition, you must have Change rights to the library.
Assign documents to a new author	Requires Edit and Modify Security rights to the document, or you must be a librarian for the library.
Modify document properties	You must have Edit rights, or be a librarian for the library. In addition, you must have Change rights to the library.

For more information about what a librarian can and cannot do, see [Section 15.14.3, “Acting as the Librarian,” on page 351](#).

15.14.2 Selecting Documents for the Mass Operation

Before you begin the mass operation, you must specify which documents you want to include.

- ♦ [“Previewing the Results of a Mass Document Operation” on page 351](#)
- ♦ [“Notifying the Author of Changes After You Perform a Mass Document Operation” on page 351](#)
- ♦ [“Using Mass Document Operations in Remote/Caching Modes” on page 351](#)

There are four methods you can use to select documents:

- ♦ You can select the documents from a Find/Advanced Find dialog box in the Mass Document Operations Wizard.
- ♦ You can select the documents from a Find by Example dialog box in the Mass Document Operations Wizard.
- ♦ You can select the documents in a folder or your Mailbox before you open the Mass Document Operations Wizard.
- ♦ You can specify the name of a file on disk that contains a list of document IDs.

Previewing the Results of a Mass Document Operation

When you use Find in the Mass Document Operations Wizard to specify which documents you want to move, copy, delete, or change, you can click the *Preview* button (on the last dialog box in the wizard) to see a list of the documents that will be moved, copied, deleted, or changed based on the criteria you specified in Find. This makes it possible for you to review these results and verify that the criteria are accurate and select the correct documents. If not, you can return to the wizard and modify the Find criteria to expand or limit the documents included in the operation.

Notifying the Author of Changes After You Perform a Mass Document Operation

If you make any changes to the author or sharing rights of a document, the original author of the document receives a mail message that notifies him or her of the change.

Using Mass Document Operations in Remote/Caching Modes

The Mass Document Operations Wizard is not available in Remote or Caching mode. You can perform the same tasks on individual documents while you're in your Remote/Caching Mailbox, but not on groups of documents.

15.14.3 Acting as the Librarian

The GroupWise administrator can give users Manage rights to a library. When you have Manage rights, you are called a librarian, and you can perform mass document operations, such as changing document properties, moving documents, and so on, on all the documents in the library.

- ◆ [“Viewing Document Properties in Remote and Caching Modes” on page 352](#)
- ◆ [“Librarians and Older Versions of GroupWise” on page 352](#)

When a librarian performs a search, the Find dialog box displays an extra option: *Apply Librarian Rights*. When selected, this allows the librarian to find any documents created by other users that might not have been explicitly shared with the librarian. However, the librarian cannot perform a full-text search when using this option.

The librarian can see and modify all the properties of a document, such as author, creator, security, subject, document type, and so on, but the librarian can't see the content of the document. (To see the content of a document, the librarian must have View rights for that version of the document.) If the librarian makes any changes to the author or sharing rights of a document, the original author of the document receives a mail message that notifies him or her of the change. This prevents the librarian from giving unauthorized users access to a document.

In addition to modifying the properties listed above, the librarian can also perform the following actions on all the documents in the library:

- ◆ Delete a group of documents from the library.
- ◆ Move or copy documents to a different library.
- ◆ Change the document properties (author, document type, subject, and so on) of a group of documents in the library.
- ◆ Change the sharing rights to a group of documents in the library.
- ◆ Reset a document's status.
- ◆ Use the GroupWise third-party APIs to generate reports on all the documents in the library.

Viewing Document Properties in Remote and Caching Modes

The librarian can see all the properties of a document while in Remote and Caching mode; however, the librarian can't change the author or sharing rights of a document while he or she is using Remote or Caching mode.

Librarians and Older Versions of GroupWise

If a librarian accesses a library using an older version of the GroupWise client, such as GroupWise 5.1 or 5.2, he or she does not have librarian access to documents, because neither the Manage right nor the librarian role existed in earlier releases of GroupWise.

15.14.4 Copying a Group of Documents

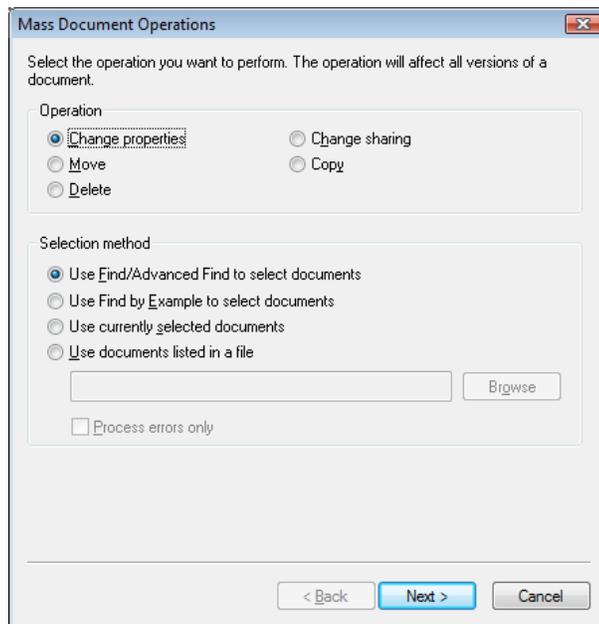
You can copy groups of documents by using the Mass Document Operations Wizard. To copy a group of documents you must have View rights to each document, or you must be a librarian for the library. In addition, you must have Add rights in the library to which you want to copy the documents.

- ♦ [“Copying a Group of Documents Selected with Find by Example” on page 352](#)
- ♦ [“Copying a Group of Selected Documents” on page 354](#)
- ♦ [“Copying a Group of Documents Listed in a File” on page 355](#)

When you copy a group of documents, all versions of the document are copied. In the destination library, each copy of the document receives a new document number, but the document retains the same version number that it had in the source library. For example, if document #458 had versions one, two, and five in the Marketing library and you copy it to the Sales library, it would become document #459 (or whatever the next number is) in the Sales library, but it would still have versions one, two, and five. GroupWise copies all the document properties, including document activity and custom fields, to the destination library and stores them with the document; however, the custom fields do not display in Document Properties if the destination library doesn't contain the field. When you copy documents, document references are not updated.

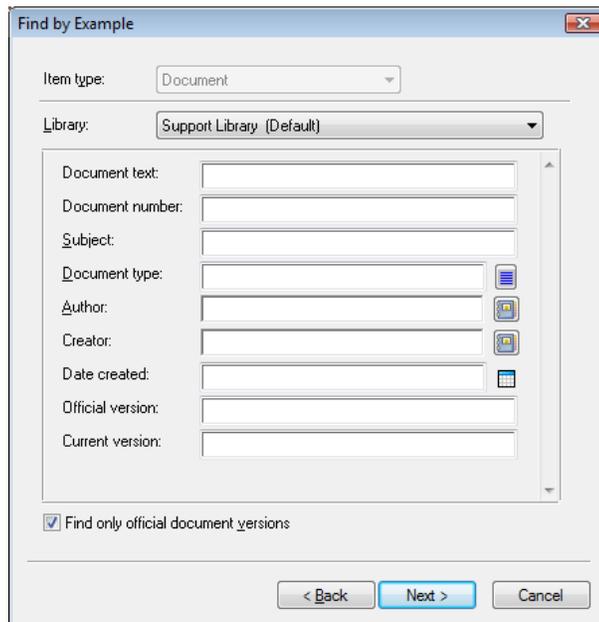
Copying a Group of Documents Selected with Find by Example

- 1 Click *Tools > Mass Document Operations*.

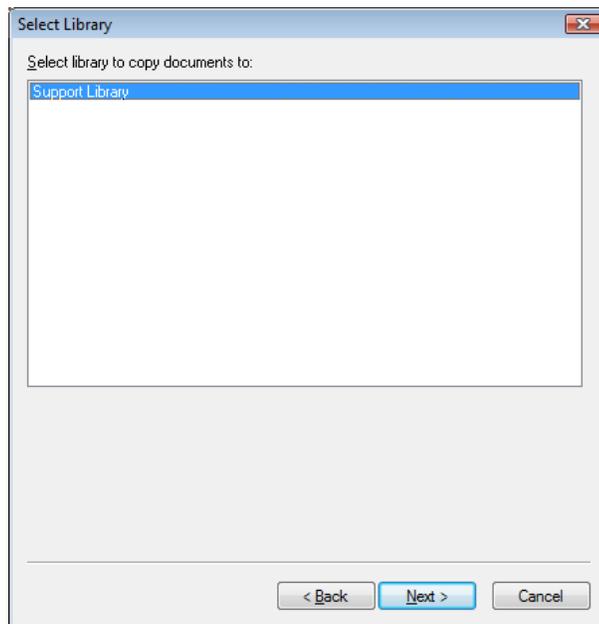


If the *Mass Document Operations* option is not available on the Tools menu, you must change to Online mode.

- 2 In the *Operation* group box, click *Copy*.
- 3 In the *Selection method* group box, click *Use Find by Example to select documents*, then click *Next*.



- 4 In the *Library* drop-down list, click the library you want to search.
- 5 In each field, specify the information you want to look for.
- 6 Click *Next*.
- 7 In the *Select library to copy documents to* list box, select the destination library, then click *Next*.



- 8 Click *Preview* to see a sample of the documents that will be copied based on the Find criteria you specified.

You can click *Close* at any time in the Find Results dialog box to cancel the preview.

- 9 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the copy operation* to see the outcome of the move without actually copying the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying or moving. *Allow > Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 10 Click *Finish* to copy the documents.

Copying a Group of Selected Documents

- 1 In your Mailbox or folders, select the document references for the documents you want to copy.
- 2 Click *Tools > Mass Document Operations*.
- 3 In the *Operation* group box, click *Copy*.
- 4 In the *Selection method* group box, click *Use currently selected documents*, then click *Next*.
- 5 In the *Select library to copy documents to* list box, click the destination library, then click *Next*.
- 6 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the copy operation* to see the outcome of the copy without actually copying the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 7 Click *Finish* to copy the documents.

Copying a Group of Documents Listed in a File

- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Copy*.
- 3 In the *Selection method* group box, click *Use documents listed in a file*.
- 4 Specify the name of the file that contains a list of documents you want to copy, then click *Next*.

You can specify any text file (ASCII or ANSI) as the source file for a copy operation as long as the file contains a list of document IDs. If you're creating a file, make sure that each document ID is at the beginning of a line and that there is only one document per line.

If the file you specify is a log file from a previous copy operation, you can click *Process errors only* and GroupWise processes only the documents that generated errors during the previous session.

- 5 In the *Select library to copy documents to* list box, click the destination library, then click *Next*.
- 6 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the copy operation* to see the outcome of the copy without actually copying the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 7 Click *Finish* to copy the documents.

15.14.5 Changing the Properties of a Group of Documents

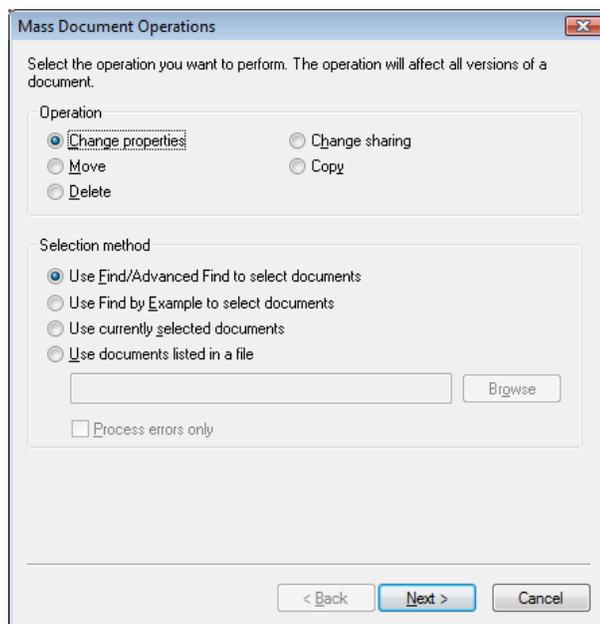
As you manage your GroupWise documents, you often need to change the properties of several documents at the same time. For example, if an employee leaves the company, you might need to reassign all of his or her documents to another person, or if a new employee joins the company, you might need to give him or her access to several documents. You can use the Change Properties in the Mass Document Operations Wizard to efficiently perform these types of tasks (reassigning documents, changing document types, and so on) for groups of documents.

- ♦ [“Changing the Properties of a Group of Documents Selected with Find by Example” on page 355](#)
- ♦ [“Changing the Properties for Selected Documents” on page 357](#)
- ♦ [“Changing the Properties for a Group of Documents Listed in a File” on page 358](#)

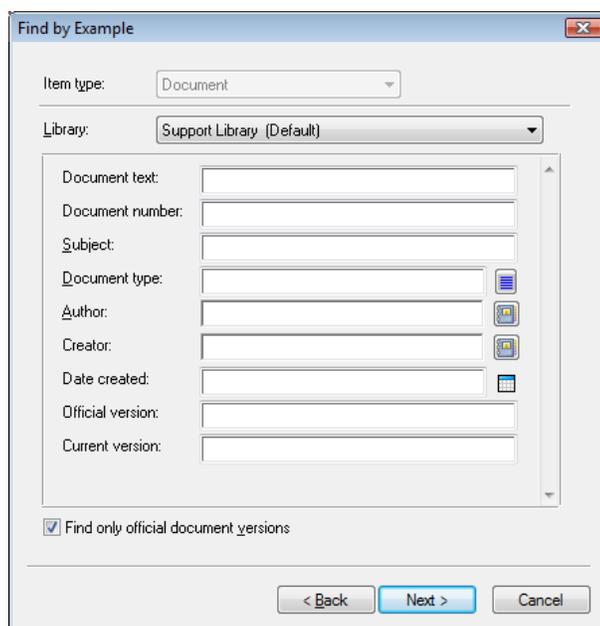
You can change the subject, author, or document type for a group of documents. In addition, you can change the value of any custom fields defined in the library. The fields you can modify vary depending on the location of the documents you select for the mass change operation. If the documents you select are all stored in the same library, you can make changes to system fields (subject, author, and document type) and custom fields. If the documents you select are stored in different libraries, you can modify only system fields. GroupWise imposes this restriction because the libraries you select might not contain the same custom fields.

Changing the Properties of a Group of Documents Selected with Find by Example

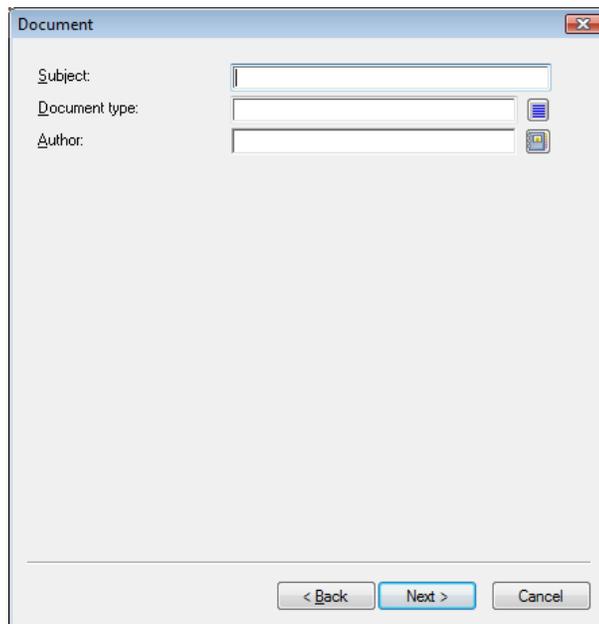
- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Change Properties*.



- 3 In the *Selection method* group box, click *Use Find by Example to select documents*, then click *Next*.



- 4 In the *Library* drop-down list, click the library you want to search.
- 5 In each field, specify the information you want to look for.
- 6 Click *Next*.



- 7 Specify new values for any of the document properties, then click *Next*.
- 8 Click *Preview* to see a sample of the documents that will be modified based on the Find criteria you specified.

You can click *Close* at any time in the Find Results dialog box to cancel the preview.
- 9 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the operation* to see the outcome of the operation without actually changing the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.
- 10 Click *Finish* to change the document properties.

Changing the Properties for Selected Documents

- 1 In your Mailbox or folders, select the document references for the documents for which you want to modify properties.
- 2 Click *Tools > Mass Document Operations*.
- 3 In the *Operation* group box, click *Change Properties*.
- 4 In the *Selection method* group box, click *Use currently selected documents*, then click *Next*.
- 5 Specify new values for any of the document property fields, then click *Next*.
- 6 Click *Preview* to see a sample of the documents that will be modified based on the Find criteria you specified.

You can click *Close* at any time in the Find Results dialog box to cancel the preview.
- 7 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the operation* to see the outcome of the operation without actually modifying the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 8 Click *Finish* to change document properties.

Changing the Properties for a Group of Documents Listed in a File

- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Change Properties*.
- 3 In the *Selection method* group box, click *Use documents listed in a file*.
- 4 Specify the name of the file that contains the list of documents for which you want to change properties, then click *Next*.

You can specify any text file (ASCII or ANSI) as the source file for a change properties operation as long as the file contains a list of document IDs. If you're creating a file, make sure that each document ID is at the beginning of a line and that there is only one document ID on each line.

If the file you specify is a log file from a previous session, you can click *Process errors only* and GroupWise processes only the documents that generated errors during that session.

- 5 Specify new values for any of the document properties fields, then click *Next*.
- 6 Click *Preview* to see a sample of the documents that will be modified based on the Find criteria you specified.

You can click *Close* at any time in the Find Results dialog box to cancel the preview.

- 7 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the operation* to see the outcome of the operation without actually modifying the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 8 Click *Finish* to change document properties.

15.14.6 Changing Sharing for a Group of Documents

You can give, modify, or remove a user's access to a group of documents. To do this, you can modify a user's rights in the existing Share List for the group of documents, or you can create a new Share List to replace the existing Share List for each document in the group.

- ♦ ["Modifying the Existing Share List" on page 359](#)
- ♦ ["Replacing an Existing Share List with a New Share List" on page 359](#)
- ♦ ["Changing the Sharing Rights for a Group of Documents Selected with Find by Example" on page 359](#)
- ♦ ["Changing Sharing Rights for Selected Documents" on page 361](#)
- ♦ ["Changing Sharing Rights for Documents Listed in a File" on page 362](#)

Modifying the Existing Share List

If you select *Add New Users And Rights To The Selected Documents*, you can add, remove, or change a user's rights to the group of documents without changing any of the rights you've given to other users. For example, you could grant a new employee rights to all the benefit documents in the library. This adds the new employee to the Share List for each document in the group, but it doesn't modify the rights of any of the other employees.

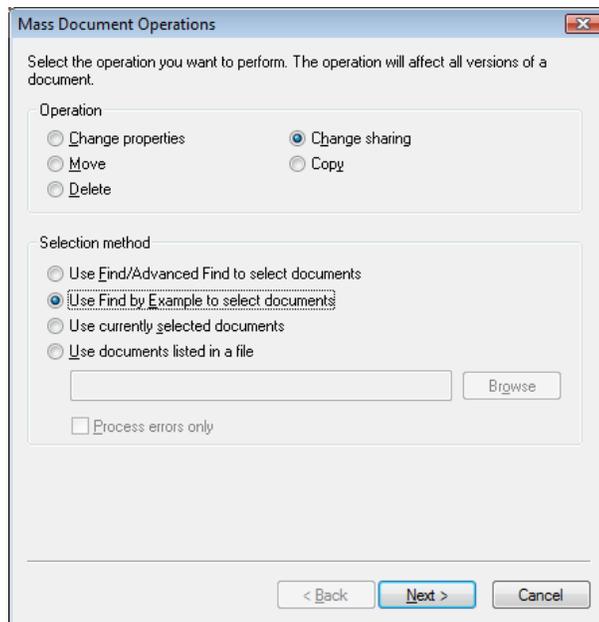
If the user you want to add already has rights to one or more of the documents in the group, the rights you specify in the wizard replace any previous rights this user had to the documents, but this does not reduce rights the user already has. For example, suppose you give View rights to pam for a group of documents that includes Document A, but Pam already has both View and Edit rights to Document A. In this case, GroupWise will give Pam View rights to all the documents in the group, including Document A, but GroupWise does not remove Pam's Edit rights to Document A.

Replacing an Existing Share List with a New Share List

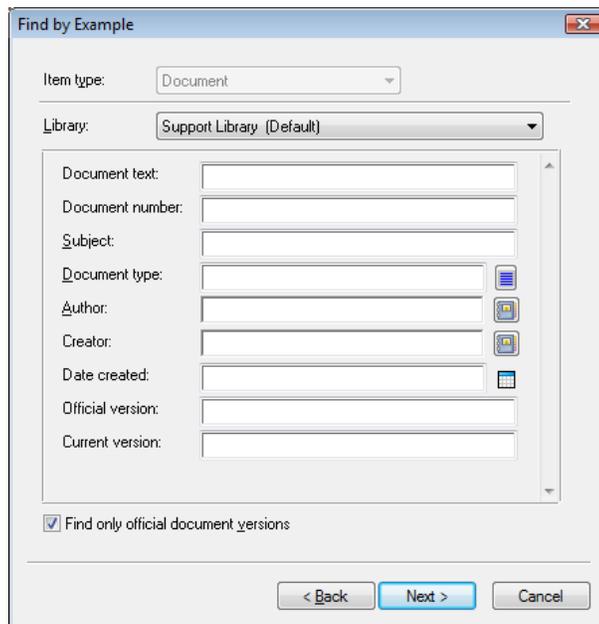
If you select *Replace Share List for Selected Documents*, you can create a new Share List for each of the selected documents. This new Share List replaces the existing Share List, and only the users on the new Share List have rights to the selected documents.

Changing the Sharing Rights for a Group of Documents Selected with Find by Example

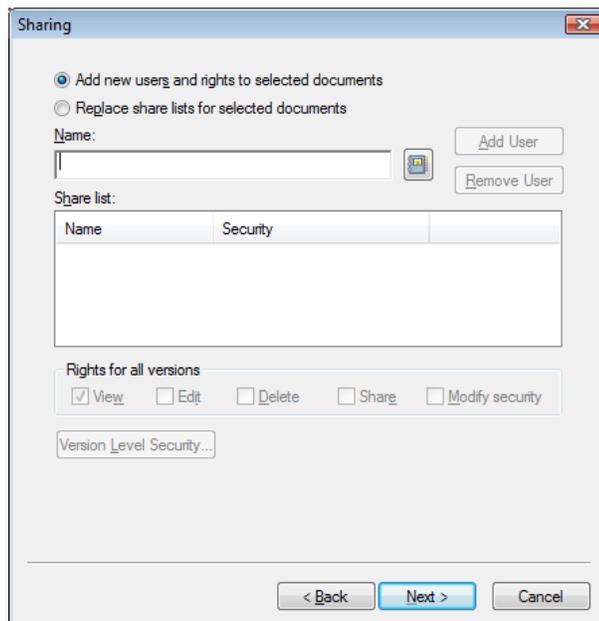
- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Change sharing*.



- 3 In the *Selection method* group box, click *Use Find by Example to select documents*, then click *Next*.



- 4 In the *Library* drop-down list, click the library you want to search.
- 5 In each field, specify the information you want to look for.
- 6 Click *Next*.



- 7 Click *Add new users and rights to selected documents* to modify the existing Share Lists for each document in the group.
or
Click *Replace share lists for selected documents* to create a new Share List to replace the existing Share List for each document in the group.
- 8 In the *Name* field, type the name of the user for which you want to modify sharing, then click *Add User*.

- 9 In the *Share list*, click the name of the user for whom you want to modify sharing rights.
- 10 In the *Rights for all versions* group box, click the rights you want to give the user to the selected group of documents.
- 11 If you want to specify sharing rights for specific versions, click *Version level security*, specify the rights for each version, then click *OK*.
- 12 Click *Next*.
- 13 Click *Preview* to see a sample of the documents that will be modified based on the Find criteria you specified.
You can click *Close* at any time in the Find Results dialog box to cancel the preview.
- 14 Specify the directory where you want to save the log file.
You can click *Generate a log file without performing the operation* to see the outcome of the operation without actually modifying the documents.
- 15 Click *Finish* to modify the document sharing.

Changing Sharing Rights for Selected Documents

- 1 In your Mailbox or folders, select the document references for the documents for which you want to change sharing rights.
- 2 Click *Tools > Mass Document Operations*.
- 3 In the *Operation* group box, click *Change sharing*.
- 4 In the *Selection method* group box, click *Use currently selected documents*, then click *Next*.
- 5 To modify the existing Share Lists for each document in the group, click *Add new users and rights to selected documents*.
or
To create a new Share List to replace the existing Share List for each document in the group, click *Replace share lists for selected documents*.
- 6 In the *Name* field, type the name of the user for whom you want to modify sharing rights, then click *Add User*.
- 7 In the *Share list*, click the name of the user for whom you want to modify sharing rights.
- 8 In the *Rights for all versions* group box, click the rights you want to give the user to the selected group of documents.
- 9 If you want to specify sharing rights for specific versions, click *Version level security*, specify the rights for each version, then click *OK*.
- 10 Click *Next*.
- 11 Click *Preview* to see a sample of the documents that will be modified based on the Find criteria you specified.
You can click *Close* at any time in the Find Results dialog box to cancel the preview.
- 12 Specify the directory where you want to save the log file.
You can click *Generate a log file without performing the operation* to see the outcome of the operation without actually modifying the documents.
- 13 Click *Finish* to modify the document sharing.

Changing Sharing Rights for Documents Listed in a File

- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Change sharing*.
- 3 In the *Selection method* group box, click *Use documents listed in a file*.
- 4 Specify the name of the file that contains a list of the documents for which you want to change sharing rights, then click *Next*.

You can specify any text file (ASCII or ANSI) as the source file for a change sharing operation as long as the file contains a list of document IDs. If you're creating a file, make sure that each document ID is at the beginning of a line and that there is only one document per line.

If the file you specify is a log file from a previous operation, you can click *Process errors only* and GroupWise processes only the documents that generated errors during the previous session.

- 5 Click *Add new users and rights to selected documents* to modify the existing Share Lists for each document in the group.

or

Click *Replace share lists for selected documents* to create a new Share List that will replace the existing Share List for each document in the group.

- 6 In the *Name* field, type the name of the user for whom you want to modify sharing rights, then click *Add User*.
- 7 In the *Share list*, click the name of the user for whom you want to modify sharing rights.
- 8 In the *Rights for all versions* group box, click the rights you want to give the user to the selected group of documents.
- 9 If you want to specify sharing rights for specific versions, click *Version level security*, specify the rights for each version, then click *OK*.
- 10 Click *Next*.
- 11 Click *Preview* to see a sample of the documents that will be modified based on the Find criteria you specified.
You can click *Close* at any time in the Find Results dialog box to cancel the preview.
- 12 Specify the directory where you want to save the log file.
You can click *Generate a log file without performing the operation* to see the outcome of the operation without actually modifying the documents.
- 13 Click *Finish* to modify the document sharing.

15.14.7 Deleting a Group of Documents

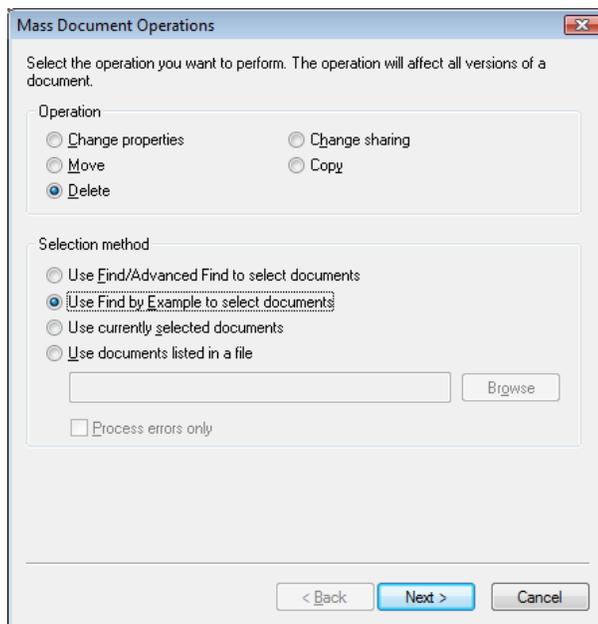
You can delete a group of documents by using the Mass Document Operations Wizard. To delete a group of documents you must have Delete rights to the documents, or you must be a librarian for the library. In addition, you must have Delete rights to the library from which you want to remove the documents.

When you delete a group of documents, all versions of the documents are deleted; however, the activity logs for the deleted documents are not removed. Document references that point to deleted documents are not deleted. If you click a document reference to a deleted document, a message appears telling you that the document has been deleted.

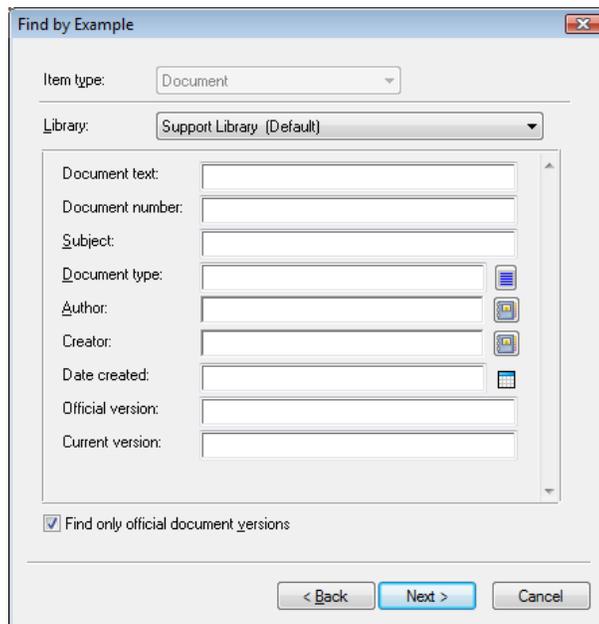
- ♦ [“Deleting a Group of Documents Selected with Find by Example” on page 363](#)
- ♦ [“Deleting a Group of Selected Documents” on page 364](#)
- ♦ [“Deleting a Group of Documents Listed in a File” on page 364](#)

Deleting a Group of Documents Selected with Find by Example

- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Delete*.



- 3 In the *Selection method* group box, click *Use Find by Example to select documents*, then click *Next*.



- 4 In the *Library* drop-down list, click the library you want to search.
- 5 In each field, specify the information you want to look for.
- 6 Click *Next*.
- 7 Click *Preview* to see a sample of the documents that will be deleted based on the Find criteria you specified.
- 8 You can click *Close* at any time in the Find Results dialog box to cancel the preview.
- 9 Specify the directory where you want to save the log file.
You can click *Generate a log file without performing the delete operation* to see the outcome of the delete without actually deleting the documents.
- 10 Click *Finish* to delete the documents.

Deleting a Group of Selected Documents

- 1 In your Mailbox or folders, click the document references for the documents you want to delete.
- 2 Click *Tools > Mass Document Operations*.
- 3 In the *Operation* group box, click *Delete*.
- 4 In the *Selection method* group box, click *Use currently selected documents*, then click *Next*.
- 5 Specify the directory where you want to save the log file.
You can click *Generate a log file without performing the delete operation* to see the outcome of the delete without actually deleting the documents.
- 6 Click *Finish* to delete the documents.

Deleting a Group of Documents Listed in a File

- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Delete*.
- 3 In the *Selection method* group box, click *Use documents listed in a file*.

- 4 Specify the name of the file that contains the list of documents you want to delete, then click *Next*.
If the file you specify is a log file from a previous delete operation, you can click *Process errors only* and GroupWise processes only the documents that generated errors during the previous session.
- 5 Specify the directory where you want to save the log file.
- 6 You can click *Generate a log file without performing the delete operation* to see the outcome of the delete without actually deleting the documents.
- 7 Click *Finish* to delete the documents.

15.14.8 Moving a Group of Documents

You can move a group of documents to another library by using the Mass Document Operations Wizard. To move a group of documents, you must have View and Delete rights for each document you want to move, or you must be a librarian for the selected library. In addition, you must have Add rights for the destination library.

The documents you select for the move operation can be stored in multiple libraries on different post offices. GroupWise moves all versions of the selected documents and all document properties, including document activity and custom fields. If the destination library doesn't contain one or more custom fields that exist in the source library, GroupWise moves the value for the custom field and stores it with the document in the new library; however, the value does not display in Document Properties until the GroupWise administrator adds that custom field to the destination library.

- ♦ [“Notifying Authors and Users of Moved Documents” on page 365](#)
- ♦ [“Moving a Group of Documents Selected with Find by Example” on page 365](#)
- ♦ [“Moving a Group of Selected Documents” on page 367](#)
- ♦ [“Moving a Group of Documents Listed in a File” on page 367](#)

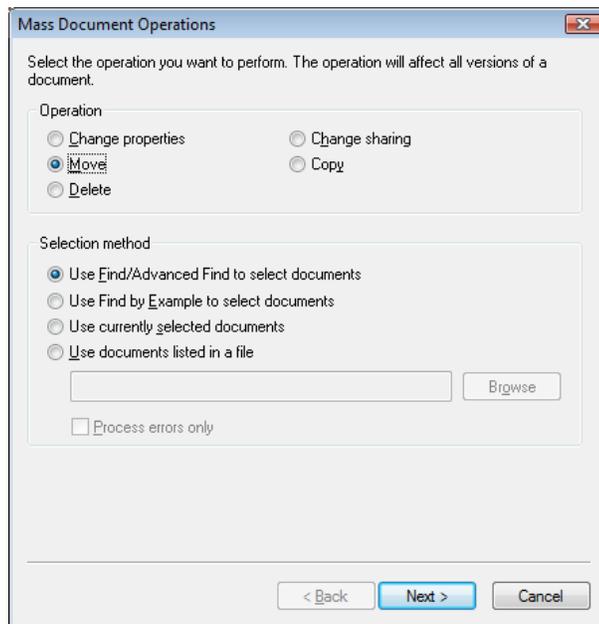
Notifying Authors and Users of Moved Documents

When the move is complete, GroupWise sends a message to you that contains a list of all the moved documents. In addition, GroupWise sends a message to the author of each moved document that shows the document's new location. If a user is the author of multiple moved documents, the message contains a list of all his or her moved documents and the new location of the documents. Other users, who are not authors of the document, are not notified that the document was moved.

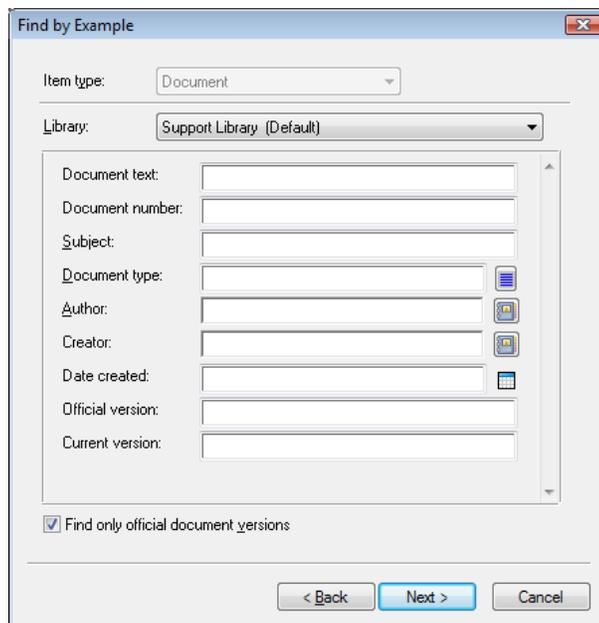
GroupWise automatically updates any document references to moved documents at the end of the move process. However, if a document reference is attached to a mail message, GroupWise does not update the reference. Instead, when a user clicks the attached document reference, a message displays that explains the document was moved and gives the new location of the document.

Moving a Group of Documents Selected with Find by Example

- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Move*.



- 3 In the *Selection method* group box, click *Use Find by Example to select documents*, then click *Next*.



- 4 In the *Library* drop-down list, click the library you want to search.
- 5 In each field, specify the information you want to look for.
- 6 Click *Next*.
- 7 In the *Select library to move documents to* list box, click the destination library, then click *Next*.
- 8 Click *Preview* to see a sample of the documents that will be moved based on the Find criteria you specified.
You can click *Close* at any time in the Find Results dialog box to cancel the preview.
- 9 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the move operation* to see the outcome of the move without actually moving the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 10 Click *Finish* to move the documents.

Moving a Group of Selected Documents

- 1 In your Mailbox or folders, select the document references for the documents you want to move.
- 2 Click *Tools > Mass Document Operations*.
- 3 In the *Operation* group box, click *Move*.
- 4 In the *Selection method* group box, click *Use currently selected documents*, then click *Next*.
- 5 In the *Select library to move documents to* list box, click the destination library, then click *Next*.
- 6 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the move operation* to see the outcome of the move without actually moving the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 7 Click *Finish* to move the documents.

Moving a Group of Documents Listed in a File

- 1 Click *Tools > Mass Document Operations*.
- 2 In the *Operation* group box, click *Move*.
- 3 In the *Selection method* group box, click *Use documents listed in a file*.
- 4 Specify the name of the file that contains the list of documents you want to move, then click *Next*.

You can specify any text file (ASCII or ANSI) as the source file for a move operation as long as the file contains a list of document IDs. If you're creating a file, make sure that each document ID is at the beginning of a line and that there is only one document per line.

If the file you specify is a log file from a previous move operation, you can click *Process errors only* and GroupWise processes only the documents that generated errors during the previous session.

- 5 In the *Select library to move documents to* list box, click the destination library, then click *Next*.
- 6 Specify the directory where you want to save the log file.

You can click *Generate a log file without performing the move operation* to see the outcome of the move without actually moving the documents.

If you are a librarian in the destination library, you have two additional options on the Log page of Mass Document Operations. *Validate Document Property Fields* lets you choose whether or not to validate the property fields of the documents you are copying. *Allow Documents With Validation Errors To Be Created or Updated* lets you choose to bypass any validation errors.

- 7 Click *Finish* to move the documents.

15.15 Viewing Documents When Your Network or GroupWise Is Unavailable

After you have edited and closed a document or documents in your Online Mailbox, you can have a copy of every document you edited placed in your Remote Library. This is called document echoing. When your network, GroupWise Library, or GroupWise post office is unavailable, you can open and modify your latest edited documents in Remote or Caching mode.

- ♦ [Section 15.15.1, “Enabling Document Echoing,” on page 368](#)
- ♦ [Section 15.15.2, “Deleting Unneeded Documents from Your Remote Library,” on page 370](#)

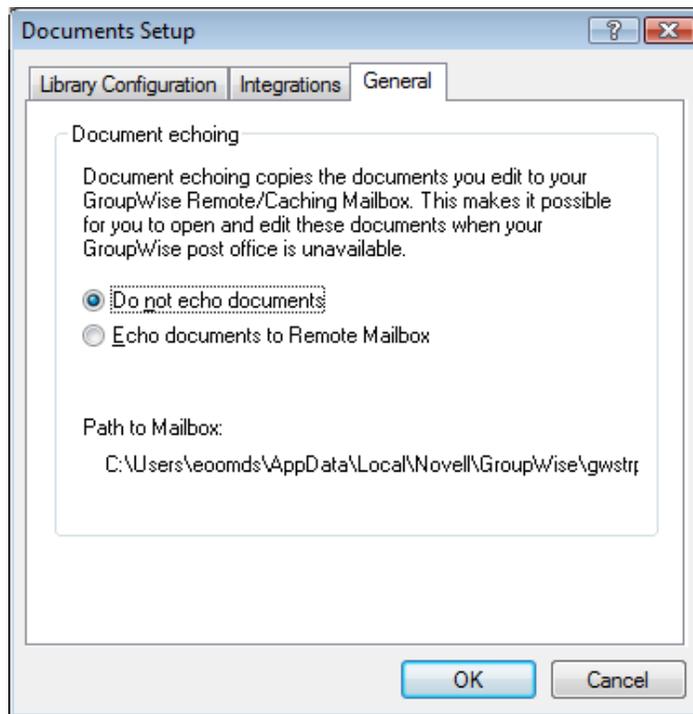
You must have a Remote or Caching Mailbox on your machine for document echoing to occur. If you have chosen to use the same local mailbox for both your Remote Mailbox and Caching Mailbox, your echoed documents are available in both Remote and Caching modes. If you run Remote mode and Caching mode from separate local mailboxes, you can echo documents to either your Remote Mailbox or your Caching Mailbox.

Documents are echoed whenever you close or check in a document in your Online Mailbox. The document reference for the document is added to your Documents folder in your Remote/Caching Mailbox, and the document is copied to your Remote Library (which is used for both Remote and Caching mode). In Remote and Caching mode, you can use *Tools > Manage Library Size* to remove unneeded documents that take up extra disk space. Document echoing does not occur when you close or check in documents in Remote or Caching mode.

15.15.1 Enabling Document Echoing

If you want to echo documents to a Caching Mailbox, it must be set up before you enable document echoing. If you want to use a Remote Mailbox, the document echoing process helps you create a basic Remote Mailbox if you don't have one already.

- 1 In Online mode, click *Tools > Options*, then double-click *Documents*.
- 2 Click the *General* tab.



- 3 Click *Echo documents to remote mailbox*.

or

Click *Echo documents to caching mailbox*. This option is not available if you do not have a Caching Mailbox.

If the path to your Remote Mailbox and Caching Mailbox is the same, it does not matter which option you choose. Echoed documents are available in both Remote and Caching mode. If you run Remote mode and Caching mode from separate mailboxes, you can echo documents to only one of these mailboxes.

- 4 Click *OK*.

If you do not have a Remote Mailbox, GroupWise helps you create one for document echoing.

- 5 If prompted, type your Online Mailbox password, then follow the prompts in the Hit the Road Wizard to set up a Remote Mailbox.

Only a basic Remote Mailbox is created. If you want to download specific folders and items to your Remote Mailbox, you can run Hit the Road later.

Documents are copied (echoed) whenever you close or check in a document in your Online Mailbox. The document reference for the document is added to your Documents folder in your Remote/Caching Mailbox, and the document is copied to your Remote Library (which is used for both Remote and Caching mode).

15.15.2 Deleting Unneeded Documents from Your Remote Library

Disk Space Management does not remove documents from the Master Library. It also does not remove the document references for the deleted documents. The files are removed only from the computer where you have your Remote Mailbox, freeing disk space for you.

- 1 In Remote mode, click *Tools > Manage Library Size*.
- 2 Click the documents you want to delete, then click *Delete*.
- 3 When you're done, click *Close*.

If you delete an In Use document, the status of the document in the Master Library is reset to Available the next time you connect.

15.16 Integrating GroupWise with Your Applications

GroupWise Integrations make it possible for you to link your applications to your GroupWise Mailbox. In an integrated application, you can see the documents in your Mailbox and folders when you select Open in the application. In addition, you can save a document as a new version using the application's Save As feature. Integrating makes it possible for you to create, edit, and save GroupWise documents within your applications.

- ♦ [Section 15.16.1, "Integrating Applications During Setup," on page 370](#)
- ♦ [Section 15.16.2, "Integrating Applications After Setup," on page 370](#)
- ♦ [Section 15.16.3, "Turning Off Integrations," on page 371](#)
- ♦ [Section 15.16.4, "Turning On Integrations," on page 372](#)
- ♦ [Section 15.16.5, "Using Non-Integrated Applications," on page 373](#)

GroupWise can integrate with applications in one of two ways: through the Open Document Management API (ODMA) supplied by the application, or through a point-to-point integration macro.

ODMA is an open standard that makes it possible for the GroupWise Library and other document management programs to communicate with your applications. Each application vendor is responsible for implementing ODMA standards. If an application is ODMA-compliant, you can integrate it with GroupWise Library.

15.16.1 Integrating Applications During Setup

If Setup detects that you have an ODMA-enabled application, such as WordPerfect, Microsoft Word, or Excel properly installed, Setup prompts you to specify whether you want GroupWise to integrate with the application. If you integrate your applications and later want to disable the integration, you can turn off the integration in the Documents Setup dialog box.

15.16.2 Integrating Applications After Setup

If you don't enable the integrations during Setup but later decide you do want to use integrations, you must run Setup again to install the integrations. After you run Setup, you can turn integrations on or off for each application in the *Integrations* tab in Documents Setup.

After you've enabled integrations, you can turn them on or off at any time.

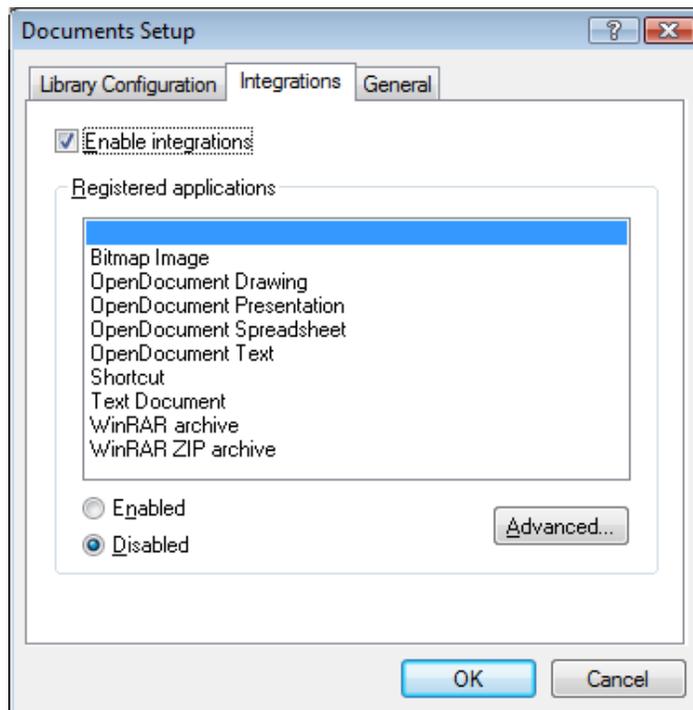
15.16.3 Turning Off Integrations

You can turn off integrations for one application or for all your applications. When you turn off integrations, your applications work like non-integrated applications, and GroupWise can't monitor when you open and save documents. As a result, your documents are returned to the library when you close the application, not when you close the document.

- ♦ [“Turning Off Integrations for All Applications” on page 371](#)
- ♦ [“Turning Off Integrations for One Application” on page 371](#)

Turning Off Integrations for All Applications

- 1 Click *Tools > Options*, then double-click *Documents*.
- 2 Click the *Integrations* tab.



- 3 Deselect the *Enable integrations* check box, then click *OK*.

Turning Off Integrations for One Application

- 1 Click *Tools > Options*, then double-click *Documents*.
- 2 Click the *Integrations* tab.
- 3 Make sure the *Enable integrations* check box is selected.
- 4 In the *Registered applications* box, click the application for which you want to turn off integrations.
- 5 Click *Disabled*, then click *OK*.

When an application integration is disabled, no text displays to the right of the application name in the Registered Applications list box.

15.16.4 Turning On Integrations

Application integration is enabled during GroupWise setup. After setup is finished, you can turn integration on for one application or for all of your eligible applications.

- ♦ [“Turning On Integrations for All Applications” on page 372](#)
- ♦ [“Turning On Integrations for One Application” on page 372](#)

Before you turn on integration, verify that the application is ODMA-enabled or is supported by a point-to-point integration macro. The list of applications on the *Integrations* tab shows all the applications that are registered on your machine. It is not a list of ODMA-enabled applications; it is a list of registered applications. If you select an application that is not ODMA-enabled and try to turn on integration, GroupWise displays a message warning you that the application is not ODMA-enabled. If you proceed and register the non-ODMA application, the integration does not work for that application.

If the application for which you are turning on integrations has two executable files (for example, WordPerfect) you must specify the name of the main executable file (such as `wpwin.exe` for WordPerfect) on the *Executable* tab in Advanced Integrations. GroupWise launches the executable you specify, and that executable launches the application.

Turning On Integrations for All Applications

- 1 Click *Tools > Options*, then double-click *Documents*.
- 2 Click the *Integrations* tab.
- 3 Select the *Enable Integrations* check box, then click *OK*.

This turns on integrations for all your integrated applications. It doesn't have any affect on non-integrated applications.

Turning On Integrations for One Application

- 1 Click *Tools > Options*, then double-click *Documents*
- 2 Click the *Integrations* tab.
- 3 Select the *Enable integrations* check box.
- 4 In the *Registered applications* list box, click the application for which you want to turn on integration.

The *Registered Applications* list box shows the applications that are registered on your machine. It doesn't mean that the applications listed are ODMA-enabled.

- 5 Most applications have only one executable file name; however, if the application you selected has two executable files, for example WordPerfect, click *Advanced*, then click the *Executable* tab. Type the name of the main executable file in the *Dual-Executable filename* field, then click *OK*.
- 6 Click *Enabled*, then click *OK*.

15.16.5 Using Non-Integrated Applications

If you're using non-integrated applications (most Windows 3.1 applications, MS-DOS applications, and many Windows 95 applications), you can't integrate GroupWise with your application; however, you can still use GroupWise documents with these applications. You cannot take advantage of the integrated Open and Save features.

You can use the options on the *Non-Integrated* tab in Advanced Integration options to specify whether or not you want GroupWise to display a warning message when GroupWise loses contact with a non-integrated application. This message reminds you that you must manually return the document to the library. You can also specify how many seconds you want GroupWise to wait for non-integrated applications to open.

- ♦ [“Turning the Warning Message for Non-Integrated Applications On or Off” on page 373](#)
- ♦ [“Specifying How Long GroupWise Waits for a Non-Integrated Application to Open” on page 373](#)

Turning the Warning Message for Non-Integrated Applications On or Off

GroupWise displays the warning message when it loses contact with the application. The message reminds you to manually return the document to the library.

- 1 Click *Tools > Options*, then double-click *Documents*
- 2 Click the *Integrations* tab, click *Advanced*, then click the *Non-Integrated* tab.
- 3 To turn on the warning message, make sure the *Display message* check box is checked.

or

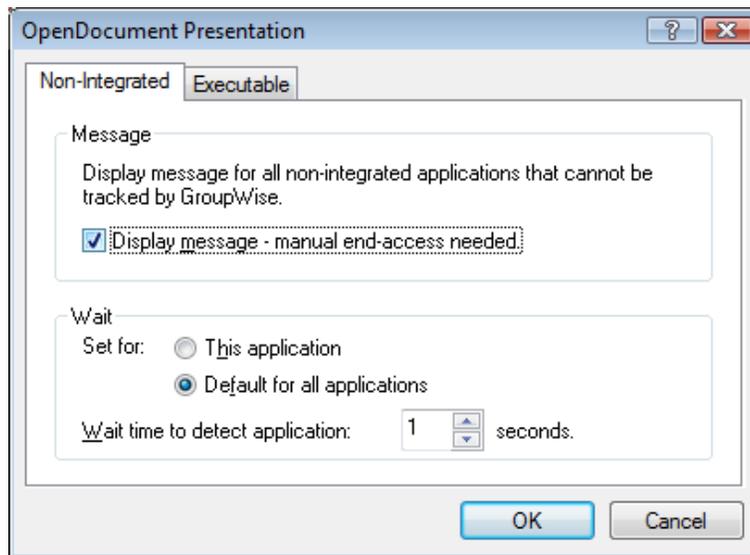
To turn off the warning message, deselect the *Display message* check box.

Specifying How Long GroupWise Waits for a Non-Integrated Application to Open

GroupWise waits the number of seconds you specify for the non-integrated application to open. If GroupWise doesn't detect the application opening, GroupWise times out and loses contact with the document, which means GroupWise can't return it to the library. If this happens, you must manually return the document.

If you have an application that loads very slowly, you can increase the wait interval to prevent GroupWise from timing out before the application opens.

- 1 Click *Tools > Options*, then double-click *Documents*
- 2 Click the *Integrations* tab.
- 3 In the *Registered applications* list box, click the application for which you want to specify the wait interval.
- 4 Click *Advanced*, then click the *Non-Integrated* tab.



- 5 Click *This application* to apply the wait interval to the selected application.
or
Click *Default for all applications* to apply the wait interval to all non-integrated applications.
- 6 In the *Wait time to detect application* field, type the number of seconds GroupWise should wait for the application to open.
- 7 Click *OK*.

15.17 Returning Documents to the Library

Most of the time you open a document, make changes, and save it in the library without any interruptions; however, once in a while, the power goes out or the network goes down, and GroupWise can't copy your document back to the library. This also happens if you exit GroupWise while a document is open in an application or if you exit GroupWise before you close a non-integrated application. In these cases, GroupWise stores the document (including any changes) in a temporary directory called the staging directory. The document stays in the staging directory until you return it to the library; however, as long as the document is in the staging directory, the document status is open and no one (including you) can open or edit the document.

When you have a document with an Open status in the staging directory, you can return it to the library and change its status in two ways: you can use the *Reset Document Status* option, or you can use the Unreturned Documents dialog box.

- ♦ [Section 15.17.1, "Using Reset Document Status," on page 375](#)
- ♦ [Section 15.17.2, "Using Reset Document Status in Remote/Caching Mode," on page 375](#)
- ♦ [Section 15.17.3, "Using the Unreturned Documents Dialog Box," on page 376](#)

15.17.1 Using Reset Document Status

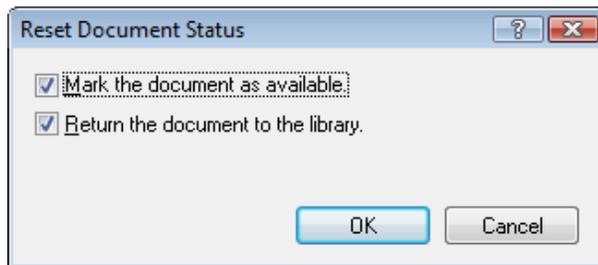
Reset Document Status is available any time you right-click a document reference in your Mailbox or folders. You can use this option to immediately return a document to the library. When you do this, you can specify whether or not you want GroupWise to update the document in the library with the document in the staging directory.

If you have GroupWise update the document, GroupWise moves the document out of the staging directory, updates the document in the library with any changes, and makes the document available. If you do not have GroupWise update the document, GroupWise deletes the document from the staging directory and makes the document available.

- ♦ [“Returning a Document to the Library and Marking It Available” on page 375](#)
- ♦ [“Marking a Document Available without Returning It to the Library” on page 375](#)

Returning a Document to the Library and Marking It Available

- 1 Right-click the document reference in your Mailbox or folder.
- 2 Click *Reset Document Status*.



- 3 Make sure that both *Mark the document as available* and *Return the document to the library* are selected, then click *OK*.

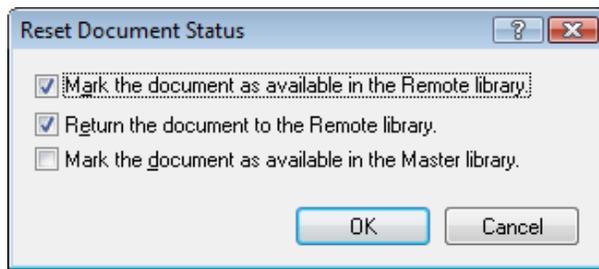
Marking a Document Available without Returning It to the Library

- 1 Right-click the document reference in your Mailbox or folder.
- 2 Click *Reset Document Status*.
- 3 Click *Mark the document as available*.
- 4 Make sure that *Return the document to the library* is not selected.
- 5 Click *OK*.

15.17.2 Using Reset Document Status in Remote/Caching Mode

When you use *Reset Document Status* in Remote or Caching mode, you can specify whether or not you want to return the document to the Master Library. Use the *Make the Document Available in the Master Library* option to remove the In Use status and make the document available in the Master Library without updating the document.

- 1 In Remote or Caching mode, right-click the document reference.
- 2 Click *Reset Document Status*.



- 3 To make the document available without updating the document in the Remote Library, click *Mark the document as available in the remote library*.

or

To make the document available and update the document in the Remote Library, click *Mark the document as available in the remote library*, then click *Return the document to the remote library*.

- 4 To change the document status from In use to Available in the master library, click *Mark the document as available in the master library*.

15.17.3 Using the Unreturned Documents Dialog Box

When you start or exit GroupWise, GroupWise checks the registry file to see if you have any documents open in the staging directory. If you do, GroupWise lists all the documents in the Unreturned Documents dialog box so you can decide what to do with them.

At this point, you can click the check box to select the documents (by default all are selected) you want to return to the library, and have GroupWise return them. Or you can switch to the application in which you created the document and return the documents (by saving or closing them) yourself. If you switch to an integrated application, closing the document returns it to the library. If you switch to a non-integrated application, you must close the application to return the document to the library.

You cannot manually access the Unreturned Documents dialog box. Use *Reset Document Status* to move documents from a staging directory when GroupWise is open. See [“Using Reset Document Status” on page 375](#).

15.18 Replacing a Document with a Backup File

You can replace a document in the library with a file you’ve restored from a backup system or with any other file. This is useful if documents have become corrupt through machine failures, network problems, and so on. To do this, you must be a librarian in the GroupWise library where the document is found, or you must be a librarian in any GroupWise library and have Edit rights to the document.

If a file needs to be restored from a backup system and you are uncertain which one to restore, you can see a list of all the BLOB file names that have ever been assigned to that document version. A BLOB (binary large object) is a document that has been compressed and encrypted in a GroupWise library. To restore a file from a backup, follow the directions for your standard backup software. Then you can replace the corrupt document with the restored file in GroupWise by using *Replace Document with Backup*.

You can use this feature in Remote Mode only if the document has been downloaded and marked In Use.

- 1 Click the document reference.
- 2 Click *Tools > Replace Document with Backup*.

- 3** If necessary, look at the entire list of BLOB file names that have been assigned to that document version and decide which file needs to be restored from backup files.
or
Skip to [Step 6](#).
- 4** If necessary, exit GroupWise. Using standard backup software, restore the file.
- 5** Start GroupWise and repeat [Step 1](#) and [Step 2](#).
- 6** Specify the path and file name for the file that will replace the document.

16 Maintaining GroupWise

You can adapt GroupWise to your specific needs by archiving and backing up messages, changing your password, repairing your mailbox, and more.

- ♦ [Section 16.1, “Managing Non-Standard Login Requirements,” on page 379](#)
- ♦ [Section 16.2, “Managing Mailbox Passwords,” on page 380](#)
- ♦ [Section 16.3, “Archiving Email,” on page 383](#)
- ♦ [Section 16.4, “Using Mailbox Storage Size Information,” on page 387](#)
- ♦ [Section 16.5, “Using Remote Library Disk Space Management,” on page 389](#)
- ♦ [Section 16.6, “Backing Up Email,” on page 389](#)
- ♦ [Section 16.7, “Repairing Your Mailbox,” on page 390](#)
- ♦ [Section 16.8, “Managing Trash,” on page 393](#)
- ♦ [Section 16.9, “GroupWise Support Information,” on page 395](#)

16.1 Managing Non-Standard Login Requirements

- ♦ [Section 16.1.1, “Logging In to Your Mailbox from Another User’s Workstation,” on page 379](#)
- ♦ [Section 16.1.2, “Logging In to Your Mailbox from a Shared Workstation,” on page 379](#)

16.1.1 Logging In to Your Mailbox from Another User’s Workstation

1 Log in to the network with your own user ID.

or

To force the GroupWise Startup dialog box to display, right-click the *GroupWise* icon on the desktop, click *Properties*, then click the *Shortcut* tab. In the *Target* field, after the GroupWise executable, type a space, type */@u-?*, then click *OK*.

2 Start GroupWise.

3 Type your user ID in the *User ID* field.

4 In the *Password* field, specify your password, then click *OK*.

16.1.2 Logging In to Your Mailbox from a Shared Workstation

If you use the same workstation for multiple people, it is highly recommended that each user have a separate login for the workstation. When GroupWise saves the display settings for a user, they are saved to the current user’s registry. This allows GroupWise to display the settings for the user who is currently logged in to the workstation, so each user can have a customized view.

When a user finishes using the workstation, he or she should completely log out of the workstation. This allows other users to log in to the system with their own GroupWise settings.

However, there are circumstances when having a different login for each user on the workstation is not a viable option. In these cases there are some steps you should perform to properly set up GroupWise.

The login screen startup option allows you to specify certain criteria when starting GroupWise. Perform the following steps:

- 1 Right-click the *GroupWise* icon on the desktop, click *Properties*, then click the *Shortcut* tab.
- 2 In the *Target* field, after the GroupWise executable, type a space, type `/@u-?`, then click OK.
- 3 Start GroupWise.
- 4 Type your user ID in the *User ID* field.
- 5 In the *Password* field, specify your password, then click *OK*.

16.2 Managing Mailbox Passwords

- ♦ [Section 16.2.1, “Getting Help When You Have Forgotten Your Password,” on page 380](#)
- ♦ [Section 16.2.2, “Using LDAP Authentication instead of GroupWise Passwords,” on page 380](#)
- ♦ [Section 16.2.3, “Adding, Changing, and Removing Your Password,” on page 380](#)
- ♦ [Section 16.2.4, “Bypassing Your GroupWise or LDAP Password,” on page 381](#)
- ♦ [Section 16.2.5, “Using Mailbox Passwords in Caching Mode,” on page 382](#)
- ♦ [Section 16.2.6, “Using Mailbox Passwords in Remote Mode,” on page 383](#)
- ♦ [Section 16.2.7, “Using Mailbox Passwords with Proxies,” on page 383](#)

16.2.1 Getting Help When You Have Forgotten Your Password

If you have forgotten your password and are unable to log in, contact your organization’s GroupWise administrator.

If your GroupWise system includes GroupWise WebAccess, you can use the *Can’t log in?* link on the WebAccess Login page for more information about how to get your password reset in your organization.

16.2.2 Using LDAP Authentication instead of GroupWise Passwords

If your GroupWise administrator has turned on LDAP authentication, your LDAP password is used to access your Mailbox instead of a GroupWise password. With LDAP authentication, you are required to have a password and you cannot remove your password.

If your GroupWise administrator has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

16.2.3 Adding, Changing, and Removing Your Password

- ♦ [“Changing Your Password” on page 381](#)
- ♦ [“Using Single Sign-On” on page 381](#)
- ♦ [“Removing Your Password” on page 381](#)

IMPORTANT: If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

Changing Your Password

- 1 In the Main Window, click *Tools > Options*.
- 2 Double-click *Security*, then click the *Password* tab.
- 3 In the *Old password* field, type the password you want to change.
- 4 In the *New password* field, type the new password.
- 5 In the *Confirm new password* field, type the new password again, click *OK*, then click *Close*.

Using Single Sign-On

If you use Novell Single Sign-On, you can configure GroupWise to use the single sign-on password. In this case, you do not need to enter a separate GroupWise password when you start GroupWise.

- 1 In the Main Window, click *Tools > Options*.
- 2 Double-click *Security*, then click the *Password* tab.
- 3 Select *Use single sign-on*, then click *Close*.

Removing Your Password

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then click the *Password* tab.
- 3 Type your old password, then click *OK*.
- 4 Click *Clear Password*.
- 5 Click *OK*, then click *Close*.

NOTE: If your GroupWise administrator has turned on LDAP authentication, you are required to have a password and you cannot remove it.

16.2.4 Bypassing Your GroupWise or LDAP Password

If you have a password but do not want to be prompted for it every time you start GroupWise, you have several options. The availability of these options depends on the platform on which you run GroupWise, the options your GroupWise administrator has set, and other products you have installed.

- ♦ [“Remembering My Password” on page 382](#)
- ♦ [“Using the No Password Required with eDirectory Option” on page 382](#)
- ♦ [“Using Single Sign-On” on page 382](#)
- ♦ [“Bypassing Your GroupWise Password” on page 382](#)

Remembering My Password

When you are logged in to the network as yourself and have selected *Remember My Password* in Security Options or during login, you are not prompted for your password on the current workstation. Windows remembers the password.

Using the No Password Required with eDirectory Option

When you are logged in to Novell eDirectory as yourself on any workstation and have selected *No password required with eDirectory* in Security Options, you are not prompted for your password. Because eDirectory has identified you, the password is not required.

Using Single Sign-On

When you are logged in to eDirectory as yourself on any workstation where Novell SecureLogin is installed and you have selected *Use single sign-on* in Security Options or during login, you are not prompted for your password. Single sign-on locates your stored password. If other users log in to GroupWise on your workstation, they should deselect this option during login. This does not turn the option off, but makes sure the other password is not stored in place of yours.

Bypassing Your GroupWise Password

The availability of this option depends on the platform on which you run GroupWise, the options your GroupWise administrator has set, and other products you have installed.

- 1 Click *Tools > Options*.
- 2 Double-click *Security*, then make sure the *Password* tab is selected.
- 3 Select *No password required with eDirectory*.

or

Type your password, type a new password, type the new password again, then select *Remember Password* or *Use single sign-on*.

- 4 Click *OK*, then click *Close*.

You can also select *Remember my password* or *Use single sign-on* in the Startup dialog box at login.

16.2.5 Using Mailbox Passwords in Caching Mode

To use GroupWise in Caching mode, you must assign a password to your Online Mailbox. If you assign a password when you're in Caching mode, the password is synchronized back to GroupWise the next time you connect to your Online Mailbox. When the password is synchronized, it changes your Online Mailbox and your Remote Mailbox password. For more information about Caching Mode, see [Section 11.1, "Using Caching Mode," on page 271](#).

If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

- 1 Click *Accounts > Account Options*, then select your GroupWise account.
- 2 Click *Properties*, then click *Advanced*.
- 3 Change the password in the *Online mailbox password* field.
- 4 Click *OK*.

16.2.6 Using Mailbox Passwords in Remote Mode

To use Remote mode, you must assign a password to your Online Mailbox. If you assign a password when you're running Remote, the password is synchronized back to GroupWise the next time you connect to your Online Mailbox. When the password is synchronized, it changes your Online Mailbox and your Caching password. For more information about Remote mode, see [Section 11.2, "Using Remote Mode,"](#) on page 277.

If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

- 1 Click *Accounts > Account Options*, then select your GroupWise account.
- 2 Click *Properties*, then click *Server*.
- 3 Change the password in the *Online mailbox password* field.
- 4 Click *OK*.

16.2.7 Using Mailbox Passwords with Proxies

Setting a password for your Mailbox does not affect a proxy's ability to access your Mailbox. A proxy's ability to access your Mailbox is determined by the rights you assign him or her in your Access List.

16.3 Archiving Email

Use Archive to save mail or phone messages, appointments, reminder notes, or tasks to a designated database on a local drive. Archiving items saves network space and keeps your Mailbox uncluttered. It also protects items from being automatically deleted.

- ♦ [Section 16.3.1, "Understanding Your Archive,"](#) on page 383
- ♦ [Section 16.3.2, "Specifying Where Archives Are Stored,"](#) on page 384
- ♦ [Section 16.3.3, "Moving an Item to the Archive,"](#) on page 384
- ♦ [Section 16.3.4, "Archiving Items Automatically,"](#) on page 385
- ♦ [Section 16.3.5, "Viewing Archived Items,"](#) on page 385
- ♦ [Section 16.3.6, "Unarchiving Items,"](#) on page 385
- ♦ [Section 16.3.7, "Moving Your Archive from One Location to Another,"](#) on page 386
- ♦ [Section 16.3.8, "Combining Archived Items from Multiple Archives,"](#) on page 387

16.3.1 Understanding Your Archive

You can view archived items whenever you need to. You can also unarchive any archived item. When you archive an item you have sent, you cannot track the status of that item.

The GroupWise administrator might specify that your items are archived automatically on a regular basis. Automatic archiving occurs every time the GroupWise client is opened. Items are archived from the mailbox the user is currently using. This means if you are in Caching Mode, items are archived from your Caching Mailbox, and if you are in Online Mode, items are archived from your Online Mailbox.

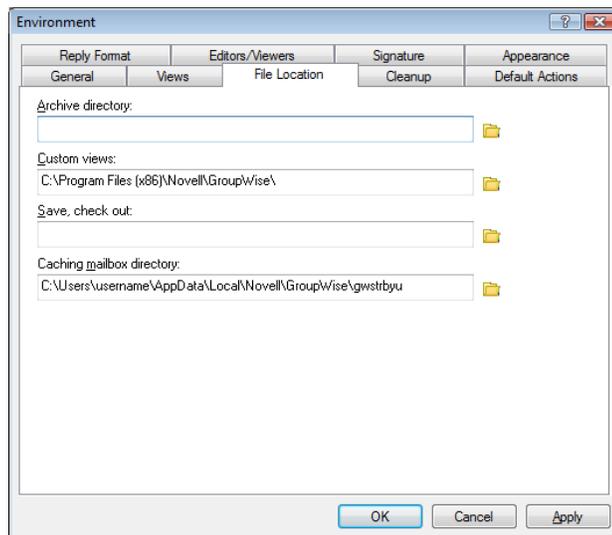
Some items like appointments might be scheduled to be archived before the actual appointment date. When these items are archived, they are removed from the Sent Items folder but remain on your calendar. This allows you to schedule items far in advance, without worrying about losing them from your calendar.

When you move an item to a folder, it is not archived. Items in all folders are affected by the Cleanup options you specify in Environment Options, and by any archiving or cleanup options your administrator specifies.

Archived items are never deleted unless you manually go into your archive and delete them.

16.3.2 Specifying Where Archives Are Stored

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *File Location* tab.



- 3 Specify the location of your archive directory in the *Archive directory* field.
- 4 Click *OK*.

For information on how to archive items in your Mailbox, see [Section 16.3, “Archiving Email,” on page 383](#).

IMPORTANT: If you run GroupWise on multiple workstations, make sure that the archive location you specify exists on only one of the workstations. After the initial creation of your archive, the archiving process occurs only if GroupWise can access the specified location. If the archive exists on multiple computers, the result is multiple archives, which is a situation that you want to avoid. For information on how to remedy this problem, see [Section 16.3.8, “Combining Archived Items from Multiple Archives,” on page 387](#).

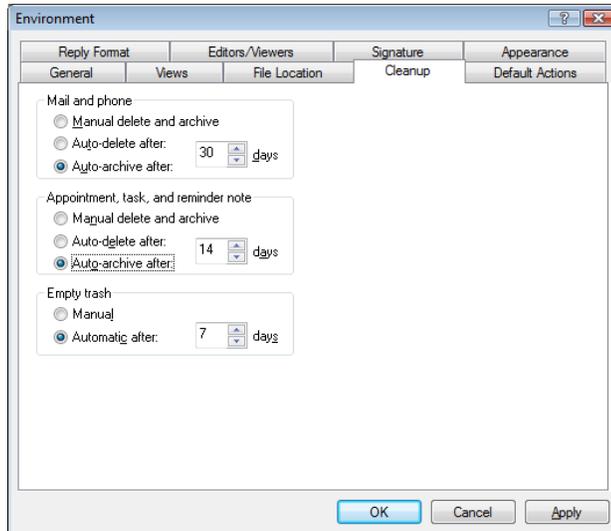
16.3.3 Moving an Item to the Archive

- 1 If you have not previously done so, specify the archive path in File Location in the Environment dialog box. See [Section 16.3.2, “Specifying Where Archives Are Stored,” on page 384](#).
- 2 In your Mailbox, select the items you want to archive.
- 3 Click *Actions > Move to Archive*.

When you archive an item you have sent, you cannot track the status of that item.

16.3.4 Archiving Items Automatically

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Cleanup* tab.



- 3 Select *Auto-archive after* for the item type you want.
- 4 Specify the number of days after the item is delivered or completed that you want it to be archived.
- 5 Click *OK*.

If your GroupWise administrator has specified that items are automatically archived on a regular basis, you might not be able to change this option.

If you or your GroupWise administrator has set up auto-archiving of items in your Mailbox, items in the Tasklist folder are also archived based on the original date you received the item, not based on the due date you assign it.

If you have automatic archiving set up, it only archives items to one computer. If you are working on a computer where the automatic archive is not available, the items are not archived to the computer where the archive is not available.

16.3.5 Viewing Archived Items

- 1 In the Main Window, click *File > Open Archive*.
or
Click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Archive*.

16.3.6 Unarchiving Items

- 1 Click *File > Open Archive*.
or

Click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Archive*.

- 2 Click the item you want to unarchive, click *Actions > Move to Archive*.
- 3 Click *File > Open Archive* to close the archive and return to the Main Window.

or

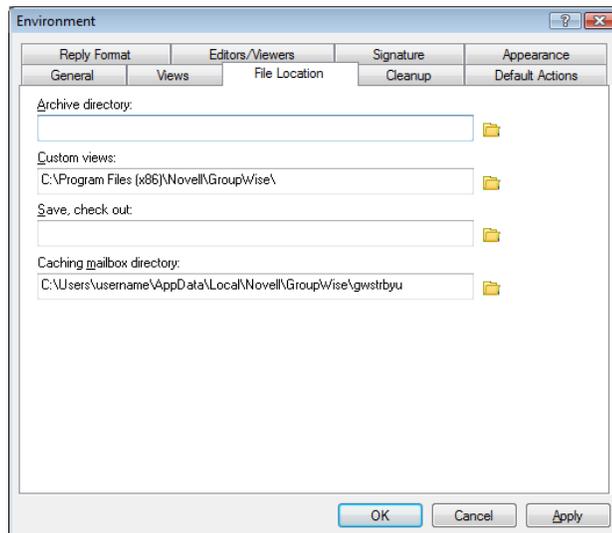
Click the folder list header drop-down list (above the Folder List; it displays Archive), then click your user folder (your name) to return to the mode of GroupWise you were running previously.

Unarchived messages are returned to the folder from which they were archived. If the folder has been deleted, GroupWise creates a new folder. If auto-archive has been configured, unarchived messages remain in your active mailbox for 7 days before they are moved back to your archive.

16.3.7 Moving Your Archive from One Location to Another

You might want to move your archive from one location to another location in your computer's file system.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *File Location* tab.



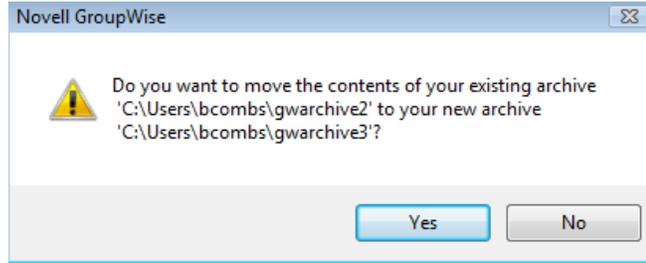
- 3 In the *Archive directory* field, specify the location where you want to move your archive.

NOTE: If you are moving your archive to a location where a GroupWise archive currently exists or previously existed, do not specify a directory that contains archive files. Archive files are stored in the `ofxxxarc` directory, which is a directory that GroupWise automatically generates as a subdirectory to the archive directory.

If you specify the `ofxxxarc` directory as your GroupWise archive directory, the result is multiple archives, which is a situation that you want to avoid. For information on how to remedy this problem, see [Section 16.3.8, "Combining Archived Items from Multiple Archives," on page 387](#).

- 4 Click *Apply*.
- 5 (Conditional) If you have not previously enabled archiving, you are prompted as to whether you want to enable archiving. Click *Yes*.

- 6 (Conditional) If you are moving your archive to a directory that does not already have archive files, you see a message asking if you want to move the contents of your archive to the new location.



- 7 Ensure this is the location where you want to move your archive, then click *Yes*.
- 8 Click *OK*.

16.3.8 Combining Archived Items from Multiple Archives

You might have items in multiple archives that you want to combine into one archive.

- 1 In the GroupWise client, specify the archive directory that contains the fewest archived items. For information on how to specify an archive directory in GroupWise, see [Section 16.3.2, "Specifying Where Archives Are Stored," on page 384](#).
You must be on the physical computer that contains the directory where the archive exists.
- 2 Unarchive all the items in the archive, as described in [Section 16.3.6, "Unarchiving Items," on page 385](#).
- 3 Specify your main archive directory. For information on how to specify an archive directory in GroupWise, see [Section 16.3.2, "Specifying Where Archives Are Stored," on page 384](#).
You must be on the physical computer that contains the directory where the archive exists.
- 4 Archive all of the items that you want to move into your main archive, as described in [Section 16.3.3, "Moving an Item to the Archive," on page 384](#).
- 5 Repeat [Step 1](#) through [Step 4](#) for any additional archives that you might have, until you have archived items in only your main archive.

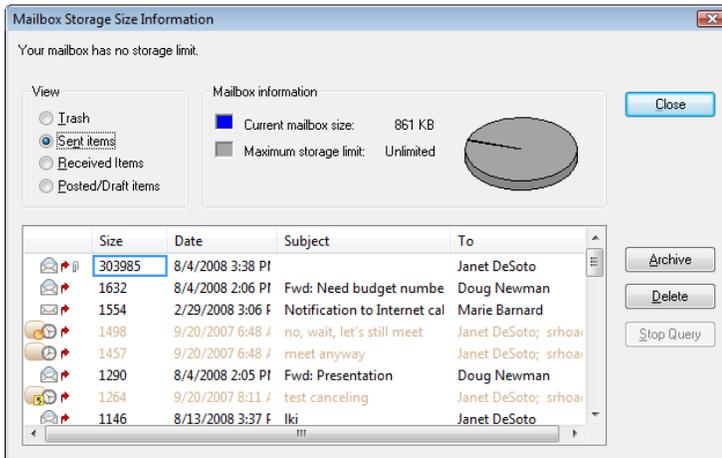
16.4 Using Mailbox Storage Size Information

Use Mailbox Storage Size Information to view your mailbox size and to manage items to regain space. Your GroupWise administrator might set a size limit on your Mailbox. If your Mailbox size exceeds the limit, you cannot send new items until you archive or delete some of your existing items. You can check your Mailbox storage size at any time.

- ◆ [Section 16.4.1, "Viewing Your Mailbox Size Information," on page 388](#)
- ◆ [Section 16.4.2, "Deleting Email by Using Mailbox Storage Size Information," on page 388](#)
- ◆ [Section 16.4.3, "Archiving Email by Using Mailbox Storage Size Information," on page 388](#)

16.4.1 Viewing Your Mailbox Size Information

- 1 Click *Tools > Check Mailbox Size*.



- 2 In the *View* group box, click *Trash*, *Sent Items*, *Received Items*, or *Posted/Draft Items*.

When you select a view, GroupWise searches for items in the selected folder and displays the items in descending order, from the largest file size to the smallest. You can click *Stop Query* at any time to stop the query.

16.4.2 Deleting Email by Using Mailbox Storage Size Information

- 1 Click *Tools > Check Mailbox Size*.
- 2 In the *View* group box, click *Trash*, *Sent Items*, *Received Items*, or *Posted/Draft Items*.

When you select a view, GroupWise searches for items in the selected folder and displays the items in descending order, from the largest file size to the smallest. You can click *Stop Query* at any time to stop the query.

- 3 Select an item or multiple items, then click *Delete*.
- 4 Repeat [Step 2](#) and [Step 3](#) until the storage size is below the limit set by your GroupWise administrator.

16.4.3 Archiving Email by Using Mailbox Storage Size Information

- 1 Click *Tools > Check Mailbox Size*.
- 2 In the *View* group box, click *Trash*, *Sent Items*, *Received Items*, or *Posted/Draft Items*.

When you select a view, GroupWise searches for items in the selected folder and displays the items in descending order, from the largest file size to the smallest. You can click *Stop Query* at any time to stop the query.

- 3 Select an item or multiple items, then click *Archive*.
- 4 Repeat [Step 2](#) and [Step 3](#) until the storage size is below the limit set by your GroupWise administrator.

16.5 Using Remote Library Disk Space Management

Use the Remote Library Disk Space Management tool to maintain your documents in your Remote Library. Documents are typically kept in a separate directory from your standard mail items in your caching mailbox. Deleting items from your Remote Library does not delete them from the Master Library.

To access Remote Library Disk Space Management:

- 1 Click *Tools > Manage Library Size*.

In the Remote Library Disk Space Management window, you can see all of your stored documents and the amount of space they take up. Documents can be removed by selecting the document and clicking *Delete*.

16.6 Backing Up Email

Your GroupWise administrator typically backs up your network Mailbox on a regular basis. You can back up your local mailbox if you want to have an additional copy of your Mailbox, or if you want to back up information that is no longer in your network Mailbox.

If the GroupWise administrator has created a restore area and has backed up the entire GroupWise system, or if you have backed up your local Mailbox in Remote or Caching mode, you can open a backup copy of your Mailbox to view and restore items. You need Read and Write access to the restore area if it is on the network.

- ♦ [Section 16.6.1, “Backing Up Your Mailbox,” on page 389](#)
- ♦ [Section 16.6.2, “Restoring Items from Backup,” on page 389](#)

16.6.1 Backing Up Your Mailbox

- 1 To manually back up your local Mailbox in Remote or Caching mode, click *Tools > Backup Mailbox*.
- 2 Specify the location for the backup, if prompted, then click *OK*.

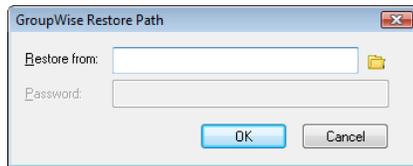
You can also set up an automatic backup:

- 1 In Remote or Caching mode, click *Tools > Options*, then click double-click *Environment*.
- 2 Click the *Backup Options* tab, then select *Backup remote mailbox*.
- 3 Specify the location for the backup. The default location is `c:\novell\groupwise\backup`.
- 4 Specify how often you want to back up your Mailbox.
- 5 (Optional) Select *Do not prompt before performing backup*.

The backup takes place each time you exit GroupWise. If your mailbox is large, the backup can take some time. You might or might not want to back up your mailbox every time you exit GroupWise.

16.6.2 Restoring Items from Backup

- 1 Click *File > Open Backup*.



- 2 Type the full path or browse to the path of the backed-up mailbox, then type your password if required.
- 3 Select the item you want to restore, then click *Actions > Restore*.
You cannot restore GroupWise Library documents through this method. For more information, see [Section 15.18, “Replacing a Document with a Backup File,” on page 376](#).
- 4 To exit your backed-up mailbox, click *File > Open Backup*.

16.7 Repairing Your Mailbox

Periodic mailbox maintenance keeps GroupWise running smoothly. Occasionally, mailbox maintenance is required to resolve a problem with a mailbox or other GroupWise database.

GroupWise client users can perform the following mailbox maintenance actions by using the Repair Mailbox feature:

- ♦ [Section 16.7.1, “Understanding Mailbox Maintenance,” on page 390](#)
- ♦ [Section 16.7.2, “Deciding Whether Your Mailbox Needs Repair,” on page 391](#)
- ♦ [Section 16.7.3, “Installing GroupWise Check,” on page 391](#)
- ♦ [Section 16.7.4, “Analyzing and Fixing Databases,” on page 391](#)
- ♦ [Section 16.7.5, “Rebuilding the Mailbox Structure,” on page 392](#)

16.7.1 Understanding Mailbox Maintenance

The mailbox maintenance actions are performed on the mailbox to which the user is currently connected, such as the Caching mailbox, the Remote mailbox, or the Archive. The Repair Mailbox function is only available in the menu if you are in Caching, Remote, or Archive mode.

In Online mode, your GroupWise Mailbox resides in the post office to which you belong and maintenance of your Online Mailbox is performed by your GroupWise administrator. In other modes, you can perform some of your own maintenance, depending on what GroupWise client features you are using.

Archive: When you archive GroupWise items, they are stored at the location you have specified using *Tools > Options > Environment > File Location*. You must open your archive using *File > Open Archive* in order to repair your archive.

Caching Mailbox: If you are using Caching mode, your Caching Mailbox is stored at the location you specified when you set up your Caching Mailbox. You must be in Caching mode in order to repair your Caching Mailbox.

Remote Mailbox: If you are using Remote mode, your Remote Mailbox is stored in whatever location you specified when you used the Hit the Road feature in the client to create your Remote Mailbox. You must be in Remote mode in order to repair your Remote Mailbox.

Three databases are associated with each of these mailbox locations:

User Database: Your user database contains your client options settings, pointers to messages, personal groups, personal address books, and rules.

Message Database: Your message database contains your GroupWise items.

Document Database: Your document database contains any documents you are accessing from a GroupWise Library.

When you are repairing a mailbox, you can choose which databases to repair, depending on the type of problem you are having with the mailbox.

16.7.2 Deciding Whether Your Mailbox Needs Repair

It is possible for your GroupWise Mailbox or other GroupWise databases to become corrupt. There can be any number of problems that can cause this to happen. When it does occur, GroupWise often has problems reading items in your Mailbox. Running *Repair Mailbox* can fix most of these problems.

If you are having problems reading items in your Mailbox or other GroupWise databases, it is a good idea to run *Repair Mailbox* to resolve these problems. For additional information on how to repair your mailbox, see [Section 16.7.4, “Analyzing and Fixing Databases,” on page 391](#) and [Section 16.7.5, “Rebuilding the Mailbox Structure,” on page 392](#).

16.7.3 Installing GroupWise Check

Depending on how GroupWise Check is installed, you can have a *Repair Mailbox* item on the *Tools* menu that enables you to run GWCheck from the client. If the GWCheck program is available to you, you can perform database maintenance on your Remote, Caching, and archive mailboxes.

For the *Repair Mailbox* item to display on the *Tools* menu, the following files must be installed in the GroupWise directory; by default, this is `c:\novell\groupwise`.

- ◆ `gwcheck.exe`

`gwchkxx.dll` (Replace `xx` with your language code)

`gwchkxx.chm` (Replace `xx` with your language code)

The GroupWise administrator can install these files by using SetupIP to install your GroupWise Windows client, and selecting to install and enable GWCheck. During installation, the files are copied to the `\novell\groupwise\gwcheck` directory.

The default is for SetupIP is to install GWCheck, but not enable it.

If you do not see the *Repair Mailbox* option in the *Tools* menu, you need to copy the files listed above from the GWCheck directory (`\novell\groupwise\gwcheck`) to the main GroupWise directory (`\novell\groupwise`).

16.7.4 Analyzing and Fixing Databases

The Analyze/Fix Databases action of GroupWise Mailbox Maintenance can check your mailbox for various types of problems and can repair problems that it detects.

To check and optionally repair your Mailbox:

- 1 Click *Tools > Repair Mailbox*, then click *Yes*.
- 2 From the *Action* drop-down list, select *Analyze/Fix Databases*.
- 3 Select from the following *Analyze/Fix Databases* options as needed:

Structure: The structure check verifies the structural integrity of the mailbox and reports the amount of space that could be recovered if the mailbox is rebuilt.

Index Check: If you select *Structure*, you can also select *Index Check*. You should perform an index check if you try to open a message and get a read error, or if someone sends you a message that does not appear in your mailbox, even though the sender sees a Delivered status for the message. Depending on the size of your mailbox, an index check can be time-consuming.

Contents: A contents check verifies references to other items. For example, in your user database, a contents check verifies that all messages listed in your mailbox actually exist in your message database. In your message database, a contents check verifies that all attachments to messages in your mailbox actually exist in the attachment directories. A contents check also makes sure that your rules and personal groups are valid.

Collect Statistics: If you select *Contents*, you can also collect statistics during the contents check. The statistics include the number of messages and appointments in your mailbox, the amount of space consumed by your mailbox, and so on.

- 4 Select *Fix Problems* to repair your mailbox.

If you deselect *Fix Problems*, problems with your mailbox are reported but not fixed.

- 5 On the *Databases* tab, select one or more databases to analyze and optionally fix.

For information about the databases, see [Section 16.7, “Repairing Your Mailbox,” on page 390](#).

On the *Logging* tab, the *Log File* field shows that, by default, a file named `gwchk32.log` is created in the GroupWise client installation directory.

- 6 (Optional) Specify a different file name and location.

You can also select *Verbose Logging* to record more detailed information during the analyze/fix process.

- 7 Click *Run* to start the Analyze/Fix Database option.

A progress log displays during the analyze/fix process.

You can click *Stop* at any time to stop the analyze/fix process. An error code is displayed but it simply indicates that the process has been stopped.

You can click *Statistics* at any time during the analyze/fix process to add interim statistical information to the log, such as how many problems have been identified and fixed so far in the process.

- 8 Click *Close*, then click *OK* when the analyze/fix process is complete.
- 9 Click *Close* to return to your GroupWise Mailbox.

16.7.5 Rebuilding the Mailbox Structure

The Structural Rebuild action of GroupWise Mailbox Maintenance forces a structural rebuild of a database in your Mailbox regardless of whether problems with the database have been detected through using the Analyze/Fix Databases action. A structural rebuild ensures that the various record containers in the database are correctly organized so that data can be successfully retrieved from them by the GroupWise client.

To perform a structural rebuild on your Mailbox:

- 1 Click *Tools > Repair Mailbox*, then click *Yes*.
- 2 From the *Actions* drop-down list, select *Structural Rebuild*.
- 3 On the *Databases* tab, select one or more databases to rebuild.

For information about the databases, see [Section 16.7, “Repairing Your Mailbox,” on page 390](#).

- 4 On the *Logging* tab, the *Log File* field shows that, by default, a file named `gwchk32.log` is created in the GroupWise client installation directory.
You can specify a different file name and location. You can also select *Verbose Logging* to record more detailed information during the structural rebuild.
- 5 Click *Run* to start the structural rebuild.
A progress log displays during the structural rebuild.
You can click *Stop* at any time to stop the rebuild. An error code is displayed but it simply indicates that the process has been stopped.
You can click *Statistics* at any time during the rebuild to add interim statistical information to the log, such as how many problems have been corrected so far in the structural rebuild process.
- 6 Click *Close*, then click *OK* when the structural rebuild is complete.
- 7 Click *Close* to return to your GroupWise mailbox.

16.8 Managing Trash

All deleted mail and phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash. Items in the Trash can be viewed, opened, or returned to your Mailbox until the Trash is emptied. (Emptying the Trash removes items in the Trash from the system.)

You can empty your entire Trash, or empty only selected items. Items in the Trash are emptied according to the days entered in the *Cleanup* tab in Environment Options, or you can empty the Trash manually. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

- ♦ [Section 16.8.1, “Displaying Items in Your Trash,” on page 393](#)
- ♦ [Section 16.8.2, “Undeleting an Item in Your Trash,” on page 393](#)
- ♦ [Section 16.8.3, “Saving an Item From Your Trash,” on page 394](#)
- ♦ [Section 16.8.4, “Emptying the Trash,” on page 394](#)

16.8.1 Displaying Items in Your Trash

- 1 In the Full Folder List, click .

To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays *Online* or *Caching* to indicate what mode of GroupWise you are running in), then click *Full Folder List*.

You can open, save, and view information on items in the Trash. You can also permanently remove items or return them to the Mailbox. Right-click an item in the Trash to see more options.

16.8.2 Undeleting an Item in Your Trash

- 1 In the Full Folder List, click .

To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays *Online* or *Caching* to indicate what mode of GroupWise you are running in), then click *Full Folder List*.

- 2 Select the items you want to undelete.
- 3 Click *Edit > Undelete*.

The undeleted item is placed in the folder from which it was originally deleted. If the original folder no longer exists, the item is placed in your Mailbox.

You can also restore an item by dragging it from the Trash folder to any other folder.

16.8.3 Saving an Item From Your Trash

You can save items that are in the Trash the same way you would save any other item. For more information, see [“Saving Received Email to Disk or a GroupWise Library” on page 120](#).

16.8.4 Emptying the Trash

- ♦ [“Emptying the Trash Manually” on page 394](#)
- ♦ [“Emptying Selected Items from the Trash” on page 394](#)
- ♦ [“Emptying the Trash Automatically” on page 394](#)

Emptying the Trash Manually

- 1 In the Full Folder List, right-click , then click *Empty Trash*.

To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Full Folder List*.

Emptying Selected Items from the Trash

- 1 In the Full Folder List, click .

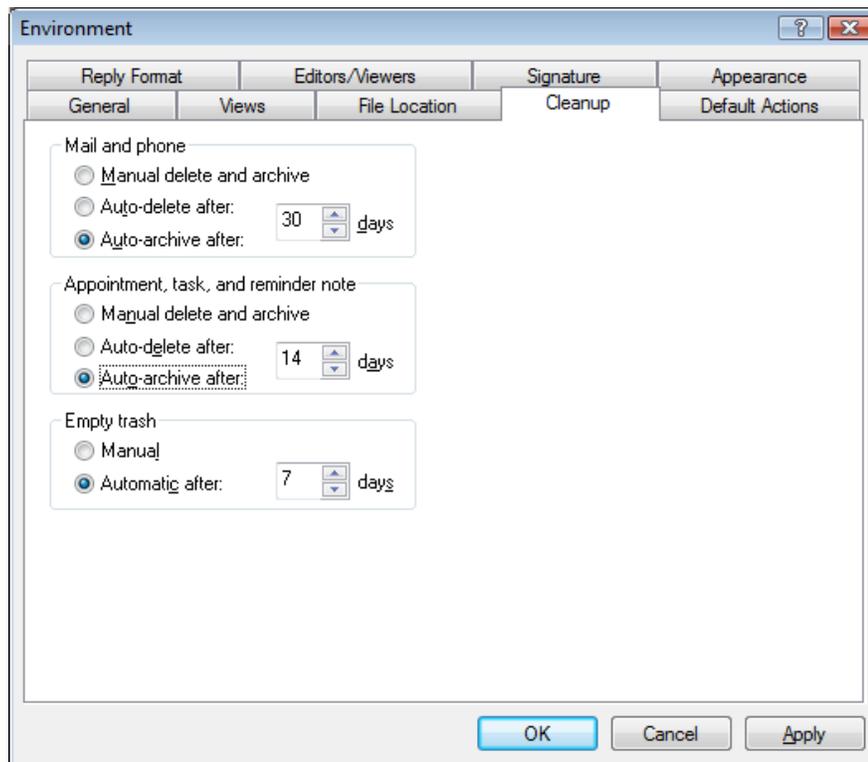
To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click *Full Folder List*.

- 2 Select one or more items.
- 3 Click *Edit > Delete*, then click *Yes*.

Emptying the Trash Automatically

Your GroupWise administrator can lock these settings so that you are unable to modify them.

- 1 Click *Tools > Options*.
- 2 Double-click *Environment*, then click the *Cleanup* tab.



- 3 Select the *Automatic After* button in the *Empty trash* group box, then specify the number of days between automatic deletions.
- 4 Click *OK*.

If your GroupWise administrator has specified that your Trash is automatically emptied on a regular basis, you might not be able to change this option.

16.9 GroupWise Support Information

If you need additional help when working with GroupWise, you can find useful information in the *About GroupWise* section of the Help menu. This section contains information that is helpful to support personnel and administrators, including:

- ♦ Program release version
- ♦ Build number
- ♦ Installed languages
- ♦ Current user name
- ♦ Your GroupWise post office
- ♦ Location of your GroupWise post office

To find this information, click *Help > About GroupWise* from your Main Window.

17 Text Messages, Phone Calls, and Instant Messaging

You can send SMS text messages, make phone calls, and use instant messaging directly from GroupWise.

- ♦ [Section 17.1, “Sending SMS Text Messages,” on page 397](#)
- ♦ [Section 17.2, “Making Phone Calls,” on page 399](#)
- ♦ [Section 17.3, “Using Instant Messaging,” on page 399](#)

17.1 Sending SMS Text Messages

You can send SMS text messages from GroupWise to other GroupWise users or to non-GroupWise users, without the need of downloading or running any third-party software.

Before you can send an SMS text message from GroupWise, you need to specify the user’s cellular service provider.

NOTE: GroupWise text message functionality, configuration, and SMS messaging costs for recipients may vary based on cellular providers in your region.

- ♦ [Section 17.1.1, “Specifying a User’s Cellular Service Provider,” on page 397](#)
- ♦ [Section 17.1.2, “Sending an SMS Text Message Directly to a Mobile Phone,” on page 398](#)
- ♦ [Section 17.1.3, “Sending an SMS Text Message with Skype,” on page 398](#)

17.1.1 Specifying a User’s Cellular Service Provider

You can specify a user’s cellular service provider by modifying an existing contact’s information or by creating a new contact in the Frequent Contacts folder or another personal Contacts folder. In order to modify a contact that is in the GroupWise address book, you must first copy the contact to the Frequent Contacts folder or another personal Contacts folder.

- 1 In the Folder List, select the personal Contacts folder where you want to specify the contact’s cellular service provider.
If the contact is not in a personal Contacts folder, create the contact in the folder, or move the contact into the folder.
- 2 In the contact list, double-click the contact.
- 3 Click the *Contact* tab.
- 4 On the *Mobile Phone* field, click the drop-down arrow, click *Set Cellular Carrier*, then select the user’s cellular service provider from the list.

Each service provided has an SMS gateway for handling text messages. For example, the SMS gateway for Verizon is *phone_number@vtext.com* and the SMS gateway for AT&T is *phone_number@text.att.net*.

- 5 (Conditional) If the carrier is not provided in the list, click *More* to see an expanded list. If the carrier is not in the expanded list, click *Add*, specify the carrier name and the carrier email gateway, then click *OK*.

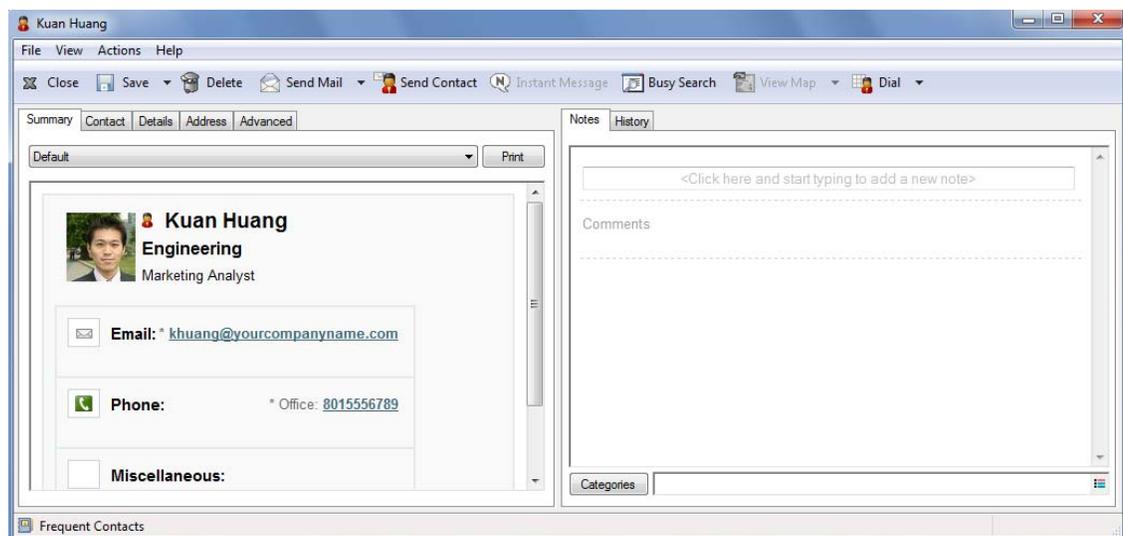
The email gateway is the SMS gateway for the carrier.

- 6 Click *Close*, then click *Yes* to save your changes.

17.1.2 Sending an SMS Text Message Directly to a Mobile Phone

You can send text messages to any mobile phone directly from GroupWise. You must add users to your personal contacts folder and specify their cellular service providers before you can send them text messages. For information on how to do this, see [Section 17.1.1, “Specifying a User’s Cellular Service Provider,”](#) on page 397.

- 1 In an address book or Contacts folder, open a contact by double-clicking the contact’s name.



- 2 On the *Summary* tab, ensure that *Default* is selected in the drop-down list.
- 3 Scroll down to the *SMS* section, then click the phone number that you want to send a text message to.
- 4 Specify the message that you want to send, then click *Send*.

17.1.3 Sending an SMS Text Message with Skype

You can send SMS text messages by using Skype. For more information, see the [GroupWise 2012 and Skype Quick Start](http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html) (http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html).

17.2 Making Phone Calls

You can make phone calls directly from GroupWise by using Skype. For more information, see the [GroupWise 2012 and Skype Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html).

17.3 Using Instant Messaging

If Novell Messenger is running on both your workstation and the receiving user's workstation, you can chat with another GroupWise user directly from any *Presence* icon in GroupWise. For more information on Novell Messenger, see the [GroupWise 2012 and Messenger Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_messenger22/data/gw2012_qs_messenger22.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_messenger22/data/gw2012_qs_messenger22.html).

If Skype is running on both your workstation and the receiving user's workstation, you can chat with another Skype user directly from any *Presence* icon in GroupWise. For more information on using Skype with GroupWise, see the [GroupWise 2012 and Skype Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html).

A What's New in the GroupWise 2012 Windows Client

Welcome to the GroupWise 2012 Windows client. You'll find new features, significant updates, and improved integration with other collaboration products. The following list is an overview of the new features in GroupWise 2012:

- ◆ [Section A.1, "Appointment Enhancements," on page 401](#)
- ◆ [Section A.2, "Edit Enhancements for Appointments, Tasks, and Reminder Notes," on page 402](#)
- ◆ [Section A.3, "Duplication Enhancements for Appointments, Tasks, and Reminder Notes," on page 403](#)
- ◆ [Section A.4, "Multi-User Calendar Enhancements," on page 403](#)
- ◆ [Section A.5, "Birthday and Anniversary Year," on page 403](#)
- ◆ [Section A.6, "Indexing and Search Enhancements," on page 403](#)
- ◆ [Section A.7, "Reply or Forward with Edited Attachments," on page 404](#)
- ◆ [Section A.8, "Share a Folder Tree," on page 404](#)
- ◆ [Section A.9, "Updated Spellers in the Windows Client," on page 404](#)
- ◆ [Section A.10, "Save As Dialog Box Enhancements," on page 404](#)
- ◆ [Section A.11, "SMS Text Messaging," on page 404](#)
- ◆ [Section A.12, "Skype Integrations," on page 404](#)
- ◆ [Section A.13, "Vibe Integration Enhancements," on page 405](#)
- ◆ [Section A.14, "Windows 7 Taskbar and Start Menu Integration," on page 405](#)
- ◆ [Section A.15, "Relevance Enhancements," on page 405](#)
- ◆ [Section A.16, "Additional View for Sent Item Properties," on page 406](#)
- ◆ [Section A.17, "Calendar Publishing Enhancements," on page 406](#)

A.1 Appointment Enhancements

- ◆ [Section A.1.1, "Recurrence Enhancements," on page 402](#)
- ◆ [Section A.1.2, "Delegation Enhancements," on page 402](#)
- ◆ [Section A.1.3, "Place Resource Enhancements," on page 402](#)
- ◆ [Section A.1.4, "Notification of Appointment Conflicts When Scheduling," on page 402](#)

A.1.1 Recurrence Enhancements

When you schedule an appointment, task, or reminder note in GroupWise 2012, a *Recurrence* button now appears on the appointment panel. It allows you to specify a recurrence pattern for daily, weekly, monthly, or yearly appointments. By default, recurrence is set to *One Instance*. You can also set a custom recurrence, which allows you to select the recurrence by *Example*, *Formula*, or *Dates*. See [Section 4.4.4, “Scheduling Recurring Items,” on page 155](#).

To see a video demonstration of this feature, see [Recurring Appointments](#).

A.1.2 Delegation Enhancements

When an appointment is modified by the original sender, all delegated recipients, along with the original recipients, receive the modifications. There is no longer any need to re-delegate the appointment. Because of this change, delegated appointments always contain the date, time, place, and duration of the appointment.

For more information on delegating appointments, see [Section 4.5.3, “Delegating Calendar Items,” on page 157](#).

To see a video demonstration of this feature, see [Delegated Appointment Change](#).

A.1.3 Place Resource Enhancements

In previous versions of GroupWise, if the *Place* field is empty in an appointment and the *To* field contains one or more resources, the *Place* field is populated with the name of the first resource in the *To* field. In GroupWise 2012, the empty *Place* field is populated with the names of all of the place-type resources in the *To* field.

A.1.4 Notification of Appointment Conflicts When Scheduling

When you send an appointment that conflicts with an appointment that is already on your calendar, GroupWise prompts you with a notification before the appointment is sent, telling you that there is a conflicting appointment. You are then given the option to continue scheduling the appointment or to change the appointment.

In previous versions of GroupWise, you can send an appointment and all occurrences of the appointment are automatically accepted for the sender, even if there are conflicts on the sender’s calendar.

For more information, see [“Scheduling an Appointment for Multiple People” on page 147](#).

To see a video demonstration of this feature, see [Auto Accept Conflict Resolution](#).

A.2 Edit Enhancements for Appointments, Tasks, and Reminder Notes

When an appointment, task, or reminder note is edited, changes simply appear on the item of the recipient with no message appearing in the users’ mailbox. Notification banners inside the item and unread (bold) text indicate to users that the item has been modified.

Users are prompted to re-accept the item only in the following circumstances:

Appointments: If changes are made to the date, time, or place of the appointment. New recipients who are added to the appointment must also re-accept. Users who are removed from the appointment receive a notification.

Tasks: If changes are made to the start date, due date, or message description.

Reminder Notes: If changes are made to the date.

NOTE: You are not prompted to retract the appointment when you edit an appointment.

For more information, see [Section 3.2.5, “Editing Sent Appointments, Tasks, and Reminder Notes,”](#) on page 103.

To see a video demonstration of this feature, see [Appointment Modification in the Subject, Message, or To List](#), and [Appointment Modification When Changing the Place or Time](#).

A.3 Duplication Enhancements for Appointments, Tasks, and Reminder Notes

You can create a duplicate copy of an existing appointment, task, or reminder note as a basis for creating a new appointment, task or reminder note. When you do this, the original item remains unchanged; it is not retracted.

For more information, see [Section 3.2.6, “Duplicating Sent Email,”](#) on page 103.

To see a video demonstration of this feature, see [Appointment Duplication](#).

A.4 Multi-User Calendar Enhancements

In GroupWise 2012, you can view multi-user calendars in any view (day, week, month, year, or multi-user columns). You can easily select and deselect users and resources so that their appointments are displayed or not displayed in the combined view.

For more information, see [Section 4.11, “Using the Multi-User Calendar,”](#) on page 166.

To see a video demonstration of this feature, see [Multi-User Calendar](#).

A.5 Birthday and Anniversary Year

You can now add the year for a contact’s birthday and anniversary in the personal address book. For more information, see [Section 6.4.2, “Managing Contacts,”](#) on page 195.

A.6 Indexing and Search Enhancements

When you search on a given user’s name for items in your Mailbox, GroupWise 2012 includes items that were sent to a distribution list that the user is associated with.

A.7 Reply or Forward with Edited Attachments

When you receive an email that contains an attachment in GroupWise 2012, you can edit the attachment, then forward or reply to the email. The edited attachment is included in the email forward or reply.

For more information, see [“Forwarding or Replying with Edited Attachments”](#) on page 112.

A.8 Share a Folder Tree

You can share a folder and all sub-folders in a single action. Share rights are treated as a single action affecting the entire shared folder tree.

For more information, see [“Sharing an Existing Folder or Folder Tree with Other Users”](#) on page 61.

To see a video demonstration of this feature, see [Folder Tree Shares](#).

A.9 Updated Spellers in the Windows Client

GroupWise 2012 includes upgraded speller technology and dictionaries. The new open source speller engine and dictionaries provide more flexibility and higher quality for supported languages.

A.10 Save As Dialog Box Enhancements

GroupWise 2012 includes an improved dialog box for saving messages and attachments.

For more information, see [Section 3.3.5, “Saving Messages,”](#) on page 115.

To see a video demonstration of this feature, see [Save As Dialog](#).

A.11 SMS Text Messaging

GroupWise 2012 provides native functionality that allows you to send SMS text messages directly from GroupWise.

For more information, see [Section 17.1, “Sending SMS Text Messages,”](#) on page 397.

To see a video demonstration of this feature, see [SMS, Skype, and Click-to-Call Integrations](#).

A.12 Skype Integrations

GroupWise 2012 can be configured to use Skype to provide the following capabilities:

- ◆ Click-to-call
- ◆ Presence
- ◆ Instant Messaging
- ◆ SMS text messaging

For more information, see the [GroupWise 2012 and Skype Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_skype/data/gw2012_qs_skype.html).

To see a video demonstration of this feature, see [SMS, Skype, and Click-to-Call Integrations](#).

A.13 Vibe Integration Enhancements

In GroupWise 2012, when you open a notification that you receive from Novell Vibe, a GroupWise panel is launched that contains a browser where the Vibe message is displayed.

In previous versions of GroupWise, when you receive a notification message from Vibe, the message contains a hyperlink that you can use to launch a browser and go to that message.

For more information about Vibe integrations with GroupWise, see the [GroupWise 2012 and Vibe Quick Start \(http://www.novell.com/documentation/groupwise2012/gw2012_qs_vibe/data/gw2012_qs_vibe.html\)](http://www.novell.com/documentation/groupwise2012/gw2012_qs_vibe/data/gw2012_qs_vibe.html).

A.14 Windows 7 Taskbar and Start Menu Integration

When you right-click the GroupWise icon in the Windows 7 taskbar or click the arrow next to GroupWise on the Start menu, it presents a number of tasks you can choose from. These tasks include new mail, new note, new contact, calendar, and so forth. This integration provides quick access to key features while you are running other applications.

Also, the number of unread messages is displayed on the GroupWise icon in the taskbar.

For more information, see [Section 1.7, “Using the Windows 7 Taskbar and Start Menu to Perform Key Tasks,” on page 27](#).

To see a video demonstration of this feature, see [Windows 7 Client Taskbar Integrations](#).

A.15 Relevance Enhancements

- ♦ [Section A.15.1, “Name Completion by Relevance,” on page 405](#)
- ♦ [Section A.15.2, “Categories by Relevance,” on page 406](#)
- ♦ [Section A.15.3, “Folders by Relevance,” on page 406](#)

A.15.1 Name Completion by Relevance

GroupWise name completion is used in various contexts to find the right person in the address book. Like previous versions of GroupWise, GroupWise 2012 uses Frequent Contacts as a source for the name completion. However, instead of sorting the names alphabetically, it sorts the names by relevance, so users who you contact more frequently appear first in the name completion.

For example, if you frequently contact John Smith and rarely contact John Adams, you can begin typing the name John, and GroupWise brings up John Smith before it brings up John Adams.

For more information, see [Section 6.3.1, “Using Name Completion,” on page 190](#).

To see a video demonstration of this feature, see [Relevance in Name Completion, Category Lists, and the Favorites Folder](#).

A.15.2 Categories by Relevance

When you assign a category to an item in GroupWise 2012, the 10 most recently used categories are listed.

For more information, see [Section 2.2.2, “Assigning Categories to Items,”](#) on page 44.

To see a video demonstration of this feature, see [Relevance in Name Completion, Category Lists, and the Favorites Folder](#).

A.15.3 Folders by Relevance

In GroupWise 2012, there is a *Recently Used Folders* section in the Favorites Folder List that displays folders in the order that they are most frequently accessed.

For more information, see [“Favorites Folder List”](#) on page 49.

To see a video demonstration of this feature, see [Relevance in Name Completion, Category Lists, and the Favorites Folder](#).

A.16 Additional View for Sent Item Properties

The message properties panel shows status information about the message or appointment, such as who has read the message, and whether they accepted the appointment.

GroupWise 2012 provides a new Simplified Properties view to view sent item properties. This view groups recipients according to what action they have taken with the item.

For more information, see [“Understanding Sent Item Properties”](#) on page 100.

To see a video demonstration of this feature, see [Sent Item Properties](#).

A.17 Calendar Publishing Enhancements

In GroupWise 2012, you can publish your main GroupWise calendar.

For more information, see [Section 4.9, “Publishing Personal Calendars on the Internet,”](#) on page 164.

B GroupWise Frequently Asked Questions

If you have not found the information you are looking for in this documentation, we recommend that you check the *GroupWise 2012 Client Frequently Asked Questions (FAQ)* (http://www.novell.com/documentation/groupwise2012/gw2012_guide_userfaq/data/gw2012_guide_userfaq.html).

C Startup Options

GroupWise has startup options that you can use when you start the program. Some of them are for your convenience, and others are necessary to run GroupWise on your particular hardware.

- ♦ [Section C.1, “GroupWise Startup Options,” on page 409](#)
- ♦ [Section C.2, “Using a GroupWise Startup Option,” on page 410](#)
- ♦ [Section C.3, “GroupWise Language Codes,” on page 411](#)

C.1 GroupWise Startup Options

This Startup Option	Does This
<i>/@u-?</i>	Displays a login dialog box whenever you open GroupWise, allowing you to supply any necessary login information.
<i>/@u-USER ID</i>	Lets you use your GroupWise user ID to open GroupWise as yourself on another user’s computer. The other user remains logged in to the network.
<i>/bl</i>	Prevents the GroupWise splash screen from being displayed when you enter the program.
<i>/c</i>	Checks for unopened items. If there are unopened items, GroupWise opens as usual. Otherwise, GroupWise does not start.
<i>/cm</i>	Checks for unopened items. If there are unopened items, GroupWise opens minimized and a beep sounds. Otherwise, GroupWise does not start.
<i>/d=path_name</i>	Lets you specify the path of the temp directory,
<i>/iabs</i>	Initializes the Address Book when GroupWise starts.
<i>/ipa-ip_address_or_name</i>	Lets you specify the IP address (x.x.x.x) or the name of the IP address when you are running in client/server mode.
<i>/ipp-port_number</i>	Lets you specify the IP port when you are running in client/server mode.
<i>/l-xx</i>	Applies only if you have two or more language versions or language modules. This option instructs GroupWise to override the default environment language (under General Environment in Options) with the language specified by the language code (xx). The language codes are listed in Section C.3, “GroupWise Language Codes,” on page 411 .
<i>/la-network_id</i>	Lets you log on to another user’s computer by using your network ID. The other user remains logged on to the network.

This Startup Option	Does This
/nu	Turns off AutoRefresh. If this option is selected, click View, then click <i>Refresh</i> whenever you want to update the display with the items currently in your Mailbox.
/ph- <i>path_name</i>	Lets you specify the path to the post office. In order to use this switch, you must have a drive mapped to the post office and have Write rights to the databases that make up your mailbox. This configuration is not supported.
/pc- <i>path_to_caching_mailbox</i>	Opens GroupWise in Caching mode. GroupWise must be restarted when you change from Online mode to Caching mode.
/pr- <i>path_to_remote_mailbox</i>	Opens GroupWise in Remote mode. This startup option can be used in the <i>Target</i> field only.
/safe	Opens GroupWise in Safe mode. This startup option can be used if you are unable to launch GroupWise. Safe mode disables the following features: <ul style="list-style-type: none"> ◆ Start in the home folder. ◆ Synchronize at startup. ◆ Auto synchronize. ◆ Panels. ◆ Message preview. ◆ Display settings are not saved. ◆ C3PO's. ◆ Auto archive, purge, and delete. ◆ Quick Find indexing. ◆ Novell Vibe.

C.2 Using a GroupWise Startup Option

- 1 Right-click the GroupWise icon on the desktop, then click *Properties*.
- 2 Click the *Shortcut* tab.
- 3 In the *Target* field, after the GroupWise executable, type a space, type the startup options, then click *OK*.

Separate multiple startup options with a space, like this:

```
j:\grpwise.exe /ph-path_name /@u-?
```

In this example, /ph- is the startup option to specify the path to the post office. The *path_name* is the path to the post office. The /@u-? option is used to display a login dialog box where a user can supply login information whenever he or she opens GroupWise. This option is useful when two or more users share a workstation but have separate GroupWise Mailboxes.

- 4 Start GroupWise.

C.3 GroupWise Language Codes

The following table lists the languages the GroupWise client has been localized into for GroupWise 5.5 and later versions. Some versions might not include all of these languages. For the most current information, see your local reseller.

Language	Language Code
Arabic	AR
Bulgarian	BG
Chinese Simplified	CS
Chinese Traditional	CT
Czech	CZ
Danish	DA
Dutch	NL
English-United States	EN
Finnish	FI
French-National	FR
German-Germany	DE
Hungarian	HU
Italian	IT
Japanese	JA
Korean	KO
Norwegian	NO
Polish	PL
Portuguese-Brazil	PT
Russian	RU
Slovak	SK
Spanish	ES
Swedish	SV
Turkish	TR

D Shortcut Keys

You can use a number of shortcut keys in GroupWise for accessibility or to save time when you perform various operations. The table below lists some of these keystrokes, what they do, and the context where they work.

Table D-1 *Shortcut Keys*

Keystroke	Action	Where It Works
F1	Open online help	Main Window, Calendar, item, dialog box
Ctrl+F1	Open the Spell Checker	In an item
F2	Search for text	In an item
F3	Find next instance	In text
Ctrl+F3	Find previous instance	In text
F4	Open the selected item	Item List
Alt+F4	From the Main Window or Calendar, exit GroupWise.	Main Window, Calendar
Alt+F4	Exit the item.	In an item
Alt+F4	Exit the dialog box.	Dialog box
F5	Refresh the view	Main Window, Calendar
Alt+F6	Toggle between the Main Window and the most recently opened item	Main Window, item
Ctrl+F7	Open the thesaurus	In an item
F8	Mark the selected item Private	Item List
F9	Open the Font dialog box	In an item
F11	Retrieve a file	In an item
Alt+[letter]	Activate the menu bar (Use the underlined letters in the menu names)	Main Window, Calendar, item
Shift+[letter]	In the Folder List, Shift + the first letter of a subfolder name goes to the subfolder.	Folder List
Ctrl+A	Select all items; select all text	Item List; text
Ctrl+B	Bold text	In text
Ctrl+C	Copy selected text	In text

Keystroke	Action	Where It Works
Ctrl+D	Open a new document management document	Main Window, Calendar, item, dialog box
Alt + D	Send item	In a new item
Ctrl+F	Open the Global Find dialog box	Main Window, Calendar, item, dialog box
Ctrl+G	Go to today's date	Calendar
Ctrl+I	Italicize text	In text
Ctrl+L	Attach a file to a message	In a new item
Ctrl+M	Open a new mail message	Main Window, Calendar, item, dialog box
Ctrl+N	Open a new reminder note	Main Window, Calendar, item, dialog box
Ctrl+N	Normal text	In text
Ctrl+O	Open the selected message	Item List
Ctrl+P	Open the Print dialog box	Main Window, item
Ctrl+Q	Turn the QuickViewer on and off	Main Window, Calendar
Ctrl+R	Mark the selected item unread	Item List
Ctrl+Shift+R	Reply to all	In an item
Ctrl+S	Save a draft in the Work in Progress folder	In an item
Alt+S	Send item	In an item
Ctrl+U	Underline text	In text
Ctrl+V	Paste selected text	In text
Ctrl+X	Cut selected text	In text
Ctrl+Y	Redo the last action	In text
Ctrl+Z	Undo the last action	In text
Ctrl+Shift+A	Open a new appointment	Main Window, Calendar, item, dialog box
Ctrl+Shift+D	Open a new document reference	Main Window, Calendar, item, dialog box
Ctrl+Shift+L	Insert a numbered or bulleted list	In text
Ctrl+Shift+P	Open a new phone message	Main Window, Calendar, item, dialog box
Ctrl+Shift+R	Reply To all	In an Item
Ctrl+Shift+T	Open a new task	Main Window, Calendar, item, dialog box
Tab	Cycle through fields, buttons, and areas	Main Window, Calendar, dialog box, item
Shift+Tab	Reverse the order of cycling through fields, buttons, and areas	Main Window, Calendar, dialog box, item
Ctrl+Tab	Indent the text	In text
Ctrl+Tab	Open the next tab	In a tabbed dialog box

Keystroke	Action	Where It Works
Ctrl+Enter	Open the selected item	Item List
Ctrl+Enter	Turns on/off search mode	In an Item
Alt+Enter	Display the properties of the selected item	Item List
Esc	Cancel without sending	In an item
Esc	Cancel with saving settings	Dialog box
Esc	Stop a Global Find	Main Window, Calendar
Del	Delete the selected items	Item List
Shift+Del	Delete and empty the selected item	Item List
Alt+Del	Delete an item	In an item
Ctrl+Up-arrow	Open the previous or next item	In an item
or		
Ctrl+Down-arrow		
Ctrl+Shift+Left-arrow	Select text one word at a time	In text
or		
Ctrl+Shift+Right-arrow		
Shift+Left-arrow	Select text one character at a time	In text
or		
Shift+Right-arrow		
Shift+End	Select text to the end or beginning of a line	In text
or		
Shift+Home		

E Accessibility for People with Disabilities

Novell is committed to making products that are accessible and usable by all people, including people with disabilities. Many accessibility features are built into Novell GroupWise. These features are available to everyone, without the need for additional accessibility aids.

- ♦ “Switching the Calendar View Between Graphic Display and Text Display” on page 134
- ♦ “Shortcut Keys” on page 413
- ♦ “Configuring JAWS for GroupWise” on page 417

E.1 Configuring JAWS for GroupWise

In order for JAWS to function properly with GroupWise, you need to copy the JAWS files from the downloaded *GroupWise 2012* Windows client software image available from [Novell Downloads](http://download.novell.com) (<http://download.novell.com>).

To install the GroupWise JAWS files for JAWS 5.x and earlier:

- 1 Browse to the `\client\jaws\settings` directory in the *GroupWise 2012* Windows client software image.
- 2 Copy all the files to the `C:\jawsdir\settings\enu` directory. Replace *jawsdir* with the directory that JAWS is installed in.

To install the GroupWise JAWS files for JAWS 6.x or later:

- 1 Browse to the `\client\jaws\settings` directory in the *GroupWise 2012* Windows client software image.
- 2 Copy all the files to the `C:\Documents and Settings\user_name\Application Data\Freedom Scientific\JAWS\version\Settings\enu` directory for a single user. Replace *user_name* with the name of the person you are installing the JAWS files for, and replace *version* with the version of JAWS that is installed.

or

Copy all the files to the `C:\Documents and Settings\All Users\Application Data\Freedom Scientific\JAWS\version\Settings\enu` directory for all users. Replace *version* with the version of JAWS that is installed.

If you are installing the GroupWise JAWS files to a Windows XP operating system, you must copy two additional files for JAWS to function properly with GroupWise.

- 1 Browse to the `\jawsdir\winxp` directory in the *GroupWise 2012* Windows client software image. Replace *jawsdir* with the directory that JAWS is installed in.

2 Copy all the files to the `C:\groupwisedir` directory. Replace *groupwisedir* with the GroupWise installation directory.

By default the GroupWise installation directory is located at `C:\Program Files\Novell\GroupWise`.

If you need to make changes to the GroupWise JAWS source files, they are located in the *GroupWise 2012* Windows client software image. The GroupWise JAWS source files are located at `\client\jaws\src`.

F Documentation Updates

This section lists updates to the *GroupWise 2012 Windows Client Guide* that have been made since the initial release of GroupWise 2012. This information helps you keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *GroupWise 2012 Windows Client Guide* was republished.

The *GroupWise 2012 Windows Client Guide* has been updated on the following dates:

- ♦ [Section F.1, "September 20, 2012 \(GroupWise 2012 Support Pack 1\)," on page 419](#)

F.1 September 20, 2012 (GroupWise 2012 Support Pack 1)

Location	Updates
"Understanding Shared Folders" on page 60	Clarified that the maximum amount of subfolders which can be shared in a single top-level folder is 400.
"Saving Attached Files" on page 111	Explained how to change the default file location for saving attachments.
"Changing How All-Day Events Are Displayed" on page 151	Explained how to change the way that All-Day Events are displayed in your calendar.
Section 4.9.1, "Publishing Restrictions," on page 164	Explained that Proxy Calendars cannot be published, but calendars accessed while using the Proxy feature can be published.
"Exporting Addresses from the Address Book" on page 225	Explained why <i>.nab</i> and <i>.vcf</i> file types are preferred when exporting address books.
Section 10.1, "Understanding Proxy Access," on page 267	Added a section to explain differences when using Proxy Access.
Section 17.1, "Sending SMS Text Messages," on page 397	Added a note about possible differences in the way that cellular carriers must be configured in different regions.
Section 4.11.1, "Setting Up a Calendar to View Multiple Users or Resources," on page 167	Added information on using colors to differentiate the appointments of different users and resources in the Multi-User Calendar.
