



System

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GroupWise System Administration

As a GroupWise® system administrator, it is your responsibility to keep your GroupWise system running smoothly for your GroupWise users. This *GroupWise 6.5 Administration Guide* provides a wealth of information to help you accomplish this task. This System section provides an overview of the GroupWise administration tool, ConsoleOne®, and its capabilities. It summarizes administrative tasks that affect your GroupWise system as a whole and provides links to more specialized instructions.

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

- ◆ “Domains” on page 107
- ◆ “Post Offices” on page 145
- ◆ “Users” on page 187
- ◆ “Resources” on page 221
- ◆ “Distribution Lists, Groups, and Organizational Roles” on page 235
- ◆ “Libraries and Documents” on page 261

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

- ◆ “Post Office Agent” on page 415
- ◆ “Message Transfer Agent” on page 555
- ◆ “Internet Agent” on page 659
- ◆ “WebAccess” on page 803
- ◆ “Monitor” on page 901

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

- ◆ “Databases” on page 339
- ◆ “Security” on page 1031
- ◆ “Client” on page 963

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ConsoleOne Administration Tool

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

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

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

- ◆ “ConsoleOne on Windows” on page 35
- ◆ “ConsoleOne on Linux” on page 36

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

ConsoleOne on Windows

You can run ConsoleOne on Windows on any Windows machine that meets the requirements listed in “GroupWise Administration Requirements” in the *GroupWise 6.5 Installation Guide*.

- ◆ “Installing ConsoleOne on Windows” on page 35
- ◆ “Starting ConsoleOne on Windows” on page 36

Installing ConsoleOne on Windows

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

After you have set up your GroupWise system, you can use the GroupWise Installation program to install ConsoleOne and the GroupWise snap-ins from the *GroupWise 6.5 Administrator* CD or you can run admin\install.exe to install the snap-ins from the software distribution directory to additional locations as needed.

Starting ConsoleOne on Windows

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

ConsoleOne on Linux

You can run ConsoleOne on Linux on any Linux machine that meets the requirements listed in “GroupWise Administration Requirements” in the *GroupWise 6.5 Installation Guide*.

- ◆ “Installing ConsoleOne on Linux” on page 36
- ◆ “Starting ConsoleOne on Linux” on page 36

Installing ConsoleOne on Linux

When you create your initial GroupWise system using the GroupWise Installation program (install) on Linux, ConsoleOne should already be installed before you begin. Linux ConsoleOne is available on the [Novell Downloads page \(http://download.novell.com/index.jsp\)](http://download.novell.com/index.jsp).

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

After you have set up your GroupWise system, you can use the GroupWise Installation program to the GroupWise snap-ins from the *GroupWise 6.5 Administrator* CD or you can install the GroupWise Administration RPM from the admin subdirectory of the software distribution directory to install the snap-ins to additional locations as needed.

Starting ConsoleOne on Linux

- 1** In a terminal window, become root by entering `su` and the root password.
- 2** Enter the following command:

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

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GroupWise View

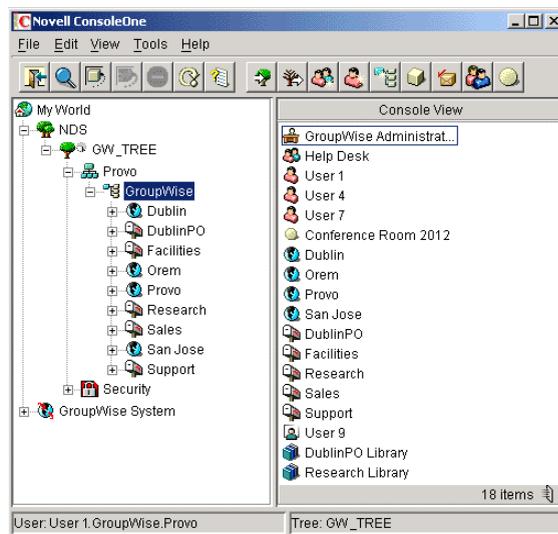
When administering GroupWise® in ConsoleOne®, you can use the standard Novell® eDirectory™ View or you can use the GroupWise View. The following sections discuss the GroupWise View and how to use it:

- ♦ “eDirectory View vs. GroupWise View” on page 37
- ♦ “GroupWise Object Icons” on page 38
- ♦ “Customizing the GroupWise View” on page 40
- ♦ “Searching in the GroupWise View” on page 42
- ♦ “Performing Administrative Tasks from the GroupWise View” on page 42

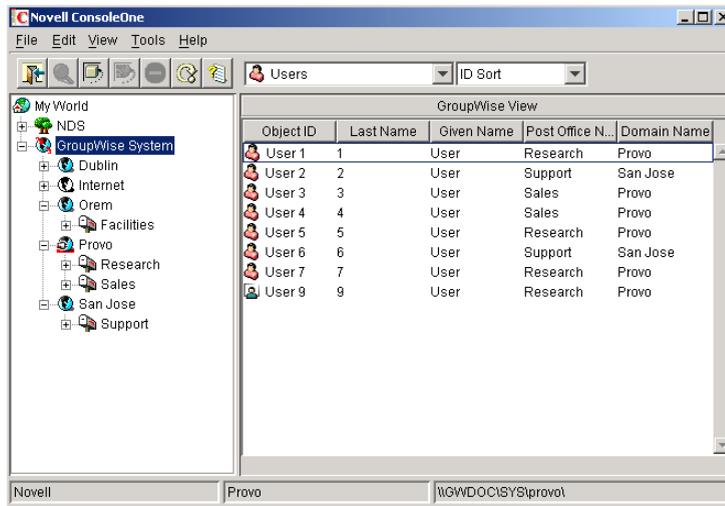
NOTE: The ConsoleOne images used in the guide show ConsoleOne on Windows. ConsoleOne on Linux displays slightly differently but provides substantially the same functionality.

eDirectory View vs. GroupWise View

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



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



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

GroupWise Object Icons

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

Icon	GroupWise Object	Additional Information
	GroupWise System	Represents the GroupWise system you are currently connected to. The GroupWise system's name is displayed in the lower left corner of the ConsoleOne window.
	Primary Domain	Represents the system's primary domain. To ensure consistency, all replication of GroupWise information to the GroupWise domain and post office databases takes place through the primary domain. For additional information, see "Domains" on page 107 .
	Secondary Domain	Represents any additional domains, other than the primary, created in the GroupWise system. For additional information, see "Domains" on page 107 .
	Current Domain	Represents the domain to which ConsoleOne is currently connected. For information about changing the current domain, see "Connecting to a Domain" on page 123 .
	External Domain	Represents a domain from another GroupWise system.
	Non-GroupWise Domain	Represents all or part of a non-GroupWise system.

Icon	GroupWise Object	Additional Information
	Post Office	Represents a collection of user accounts (mailboxes). For additional information, see “Post Offices” on page 145 .
	External Post Office	Represents a post office in an external GroupWise system or a non-GroupWise system.
	User	Represents an eDirectory user who has been given a GroupWise account on a post office. For additional information, see “Users” on page 187 .
	External Entity	Represents a non-eDirectory user who has been given a GroupWise account on a post office. For additional information, see “Users” on page 187 .
	External User	Represents a user in an external GroupWise system or a non-GroupWise system.
	Resource	Represents a conference room or some other resource that can be scheduled by users. For additional information, see “Resources” on page 221 .
	External Resource	Represents a resource that belongs to an external GroupWise system or a non-GroupWise system.
	Distribution List	Represents a group of users or resources that can all be addressed by using the distribution list’s name. For additional information, see “Distribution Lists, Groups, and Organizational Roles” on page 235 .
	Group	Represents an eDirectory group. eDirectory groups, like distribution lists, can be addressed by using the group’s name. Any members of the group who have GroupWise accounts receive the message. For additional information, see “Distribution Lists, Groups, and Organizational Roles” on page 235 .
	Organizational Role	Represents an eDirectory organizational role. eDirectory organizational roles, like distribution lists, can be addressed by using the organizational role’s name. Any members of the role who have GroupWise accounts receive the message. For additional information, see “Distribution Lists, Groups, and Organizational Roles” on page 235 .
	Library	Represents a collection of documents. For additional information, see Chapter 21, “Document Management Services Overview,” on page 263 .
	Nickname	Represents an additional address associated with a user, resource, or distribution list. For additional information, see “Users” on page 187 , “Resources” on page 221 , or “Distribution Lists, Groups, and Organizational Roles” on page 235 .
	Message Transfer Agent	Represents a Message Transfer Agent (MTA) associated with a domain. For additional information, see “Message Transfer Agent” on page 555 .

Icon	GroupWise Object	Additional Information
	Post Office Agent	Represents a Post Office Agent (POA) associated with a post office. For additional information, see “Post Office Agent” on page 415 .
	Gateway	Represents a method of linking to another e-mail system or transport. For additional information, see the GroupWise gateway guides.

Customizing the GroupWise View

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

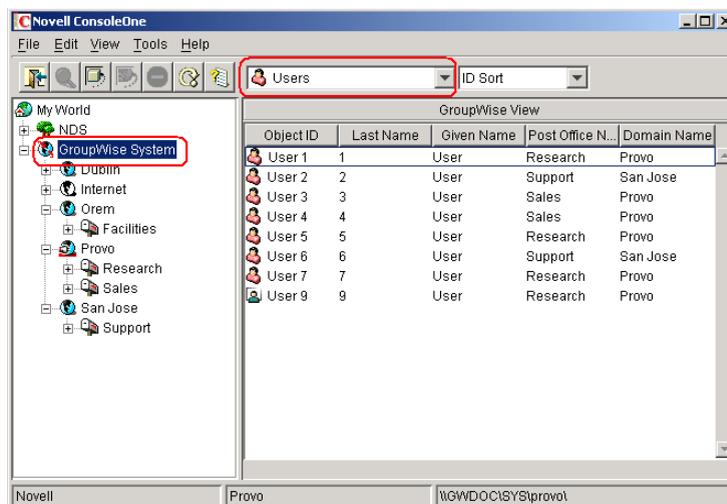
Changes are preserved from one ConsoleOne session to the next. In addition, your last view is persistent from session to session. For example, if you last used the Distribution Lists view, the next time you start ConsoleOne and open the GroupWise View, the Distribution Lists view is displayed. If the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

- ◆ [“Changing the Column Display and Order” on page 40](#)
- ◆ [“Changing the Column Widths” on page 41](#)

Changing the Column Display and Order

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

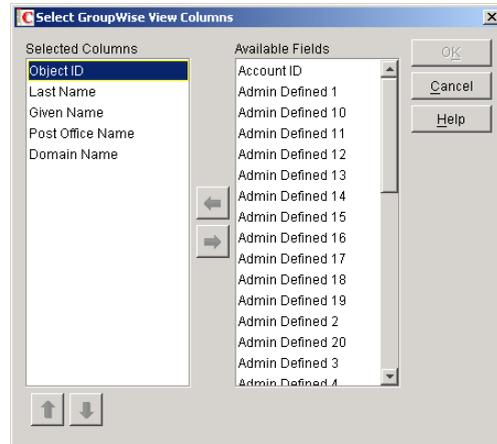
- 1 Select GroupWise System in the left (tree) pane, then select the view (for example, Users).



- 2 If you are changing the Users view, select which view (ID Sort, User Name Sort, First Name Sort, or Last Name Sort) you want to change.

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

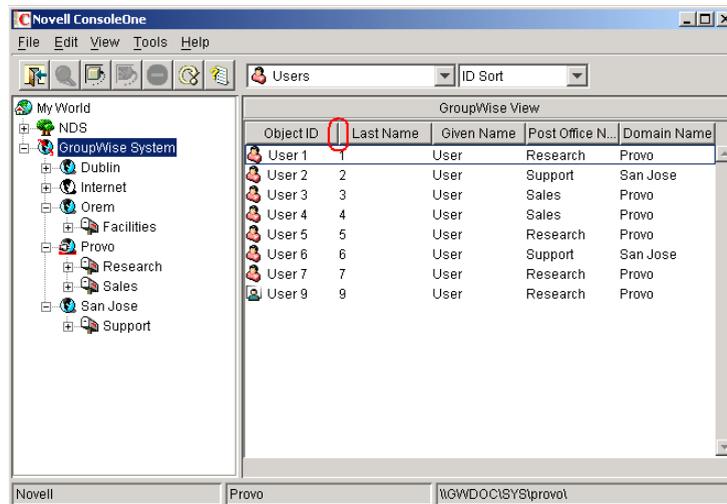
- 3 Click the View menu > Edit Columns to display the Select GroupWise View Columns dialog box.



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

Changing the Column Widths

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



Searching in the GroupWise View

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

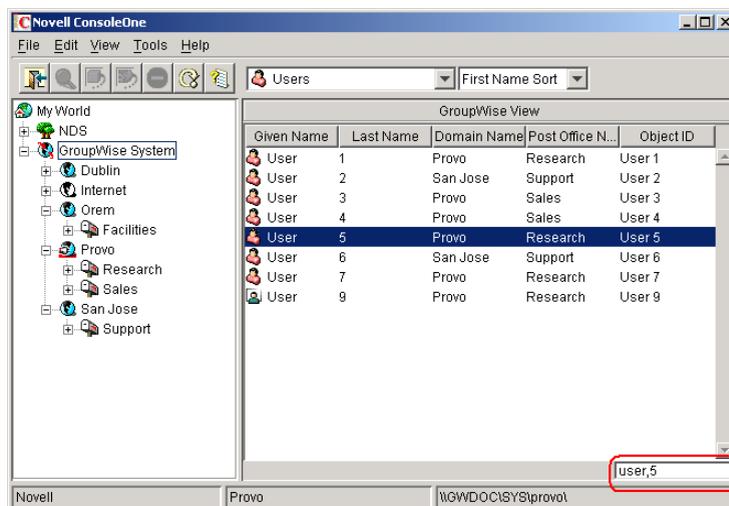
With the Users view, if you have First Name Sort or Last Name Sort selected, you can search for a complete user name (both first and last name) by using a comma as a delimiter between the names. A space after the comma is optional.

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

To perform a search:

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

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



Performing Administrative Tasks from the GroupWise View

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

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

In addition, external objects must be created and managed in the GroupWise View because they are, by definition, external to eDirectory and have no eDirectory context. For example, if you install the GroupWise Internet Agent and want to simplify addressing for your users by adding the Internet as a non-GroupWise domain, you would need to perform the task in the GroupWise View.

4

System Operations

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

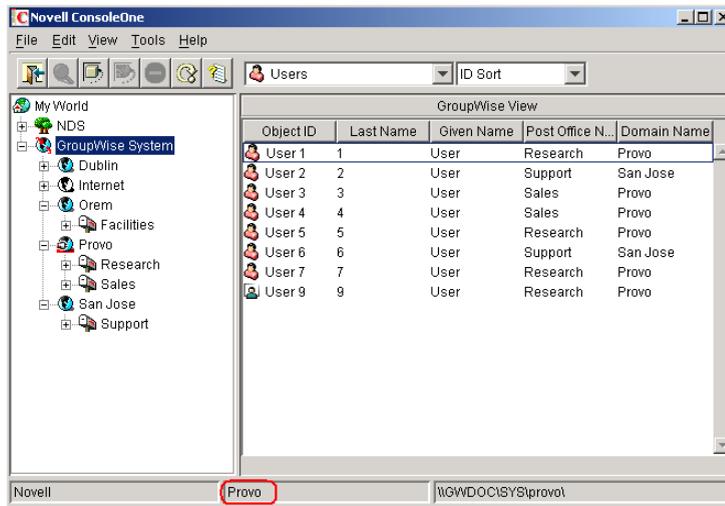
- ◆ “Select Domain” on page 43
- ◆ “System Preferences” on page 44
- ◆ “eDirectory User Synchronization” on page 49
- ◆ “Admin-Defined Fields” on page 50
- ◆ “Pending Operations” on page 51
- ◆ “Addressing Rules” on page 52
- ◆ “Time Zones” on page 52
- ◆ “External System Synchronization” on page 55
- ◆ “Software Directory Management” on page 57
- ◆ “Restore Area Management” on page 61
- ◆ “Internet Addressing” on page 61
- ◆ “Trusted Applications” on page 62
- ◆ “LDAP Servers” on page 63

NOTE: If the majority of the items on the GroupWise System Operations menu are dimmed, you are connected to a secondary domain in a GroupWise system where Restrict System Operations to Primary Domain has been selected under System Preferences. For more information, see “System Preferences” on page 44.

Select Domain

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

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

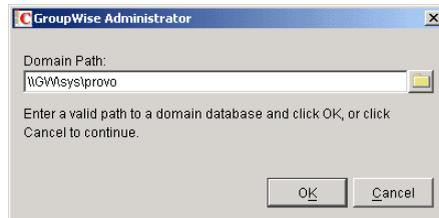


Some administrative tasks require you to be connected to a specific domain while others do not. In general, operations that create new GroupWise objects or delete GroupWise objects require you to be connected to the domain where the object resides. ConsoleOne uses the domain's UNC path (Domain object > GroupWise tab > Identification page) to automatically connect you to the correct domain if possible; otherwise, you must manually connect to the domain. Operations that simply modify the properties of an existing object do not require you to be connected to the object's domain.

NOTE: When you connect to a domain on a Linux server, a UNC path is still used but, because it is a Linux server, the first item in the UNC path is interpreted as the Linux server's hostname, followed by the path to the domain directory.

To change the domain to which you are connected:

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



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

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

System Preferences

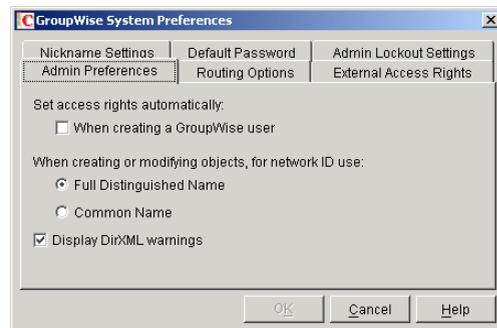
You can use the GroupWise system preferences to configure the defaults for several GroupWise system settings, including:

- ◆ Whether to assign the required eDirectory and file system rights to users when you create their GroupWise accounts. By default, rights are assigned automatically.
- ◆ Whether to use the fully distinguished name or common name for a user's network ID. By default, the fully distinguished name is used.

- ◆ The domain to assign as the default domain for any messages whose address cannot be resolved. By default, no domain is assigned.
- ◆ Whether your GroupWise system allows Busy Search and status tracking information to be returned to users on external GroupWise systems. By default, information is not returned.
- ◆ Whether to create a nickname (representing the object's old address) when moving an object from one post office to another. By default, nicknames are not automatically created.
- ◆ On Linux, the mount directory where ConsoleOne can find mount points for mounted file systems where domains and post offices are located.

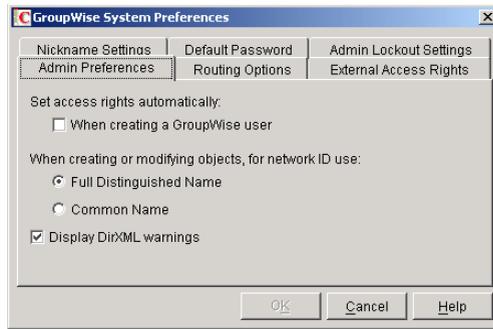
To change the system preferences:

- 1 In ConsoleOne, click the Tools menu > GroupWise System Operations > System Preferences.



The GroupWise System Preferences dialog box contains the following tabs:

- ◆ **Admin Preferences:** Controls how rights are assigned and what network ID format is used when creating new GroupWise users.
 - ◆ **Routing Options:** Controls default message routing for your GroupWise system.
 - ◆ **External Access Rights:** Controls the access that users on external GroupWise systems have to your GroupWise users' information.
 - ◆ **Nickname Settings:** Controls what happens when you move a user from one post office to another.
 - ◆ **Default Password:** Assigns a default password for new GroupWise user accounts.
 - ◆ **Admin Lockout Settings:** Controls access to the GroupWise administration functions in ConsoleOne.
 - ◆ **Linux Settings (Linux Only):** Establishes the mount directory where ConsoleOne can find mounted file systems where domains and post offices are located.
- 2 Click the Admin Preferences tab to modify any of the following options:



Set Access Rights Automatically: Users require specific eDirectory and file system rights in order to use GroupWise (see [Chapter 86, “GroupWise User Rights,”](#) on page 1067). Select this option to automatically grant these rights when creating a GroupWise account for users.

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

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

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

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

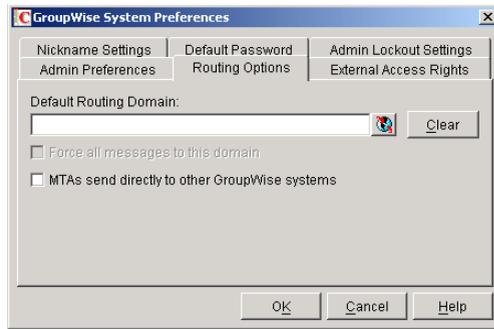
- ◆ The users’ mailboxes reside on a NetWare 3.1 server.
- ◆ The users’ mailboxes reside on a NetWare 4.1x server but users have a bindery emulation connection to the server where the post office resides.
- ◆ Users’ GroupWise IDs are different from their NetWare IDs.

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

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

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

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

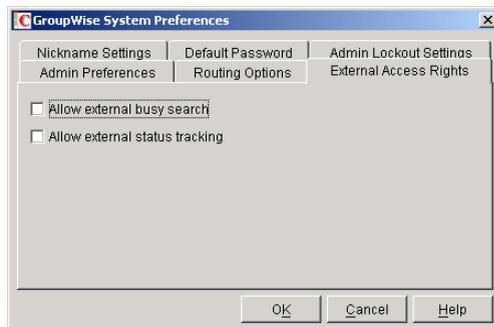


Default Routing Domain: If a domain's MTA cannot resolve a message's address, the message is routed to this default domain's MTA. The default domain's MTA can then be configured to handle the undeliverable messages. This might involve routing the message to another GroupWise domain or to an Internet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

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

MTAs Send Directly to Other GroupWise Systems: Select this option if you want all MTAs in your GroupWise system to perform DNS lookups and route messages out across the Internet. If you deselect this option, you can designate individual MTAs to perform DNS lookups and route messages to the Internet.

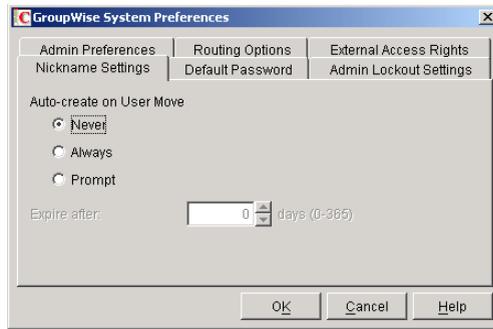
- 4 Click the External Access Rights tab to modify any of the following options:



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

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

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



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

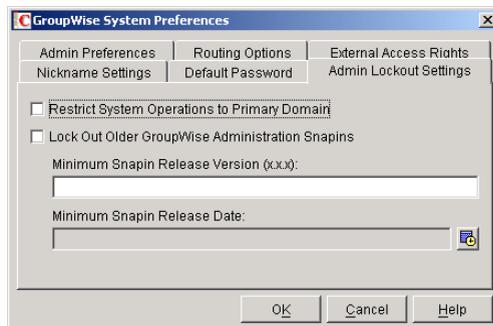
Expire After: This option applies only if you selected Always or Prompt. If you want the nickname to be automatically removed after a period of time, specify the time period (in days). Valid values range from 1 to 365 days. A setting of 0 indicates that the nickname will not be automatically removed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

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



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

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



Restrict System Operations to Primary Domain: Enable this option to allow an administrator to perform system operations (Tools menu > GroupWise System Operations) only when he or she is connected to the primary domain. All operations, except Select

Domain, Pending Operations, and Restore Area Management are unavailable when connected to a secondary domain.

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

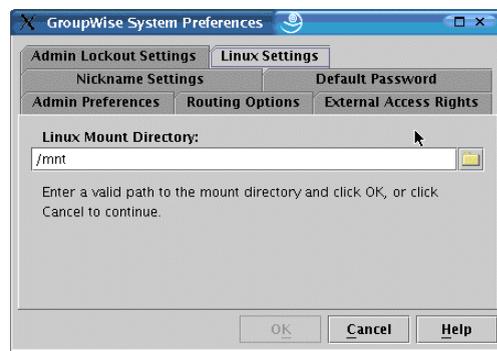
There are four GroupWise snap-ins to ConsoleOne, one for general administration, one for Internet Agent administration, and two for WebAccess administration. The ability to lock out older GroupWise snap-ins starts with GroupWise 6.5.

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

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

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

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



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

GroupWise databases can be located on Linux servers, NetWare servers, or Windows servers. In the Linux mount directory, you create directories that have the same names as the servers that are mounted to those mount points. You do this for each server where a domain or post office is located that you want to access from ConsoleOne.

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

- 9 Click OK to save the changes.

eDirectory User Synchronization

For user information to be displayed in the GroupWise Address Book, it must be stored not only in eDirectory but also in the GroupWise domain and post office databases. If you add or modify

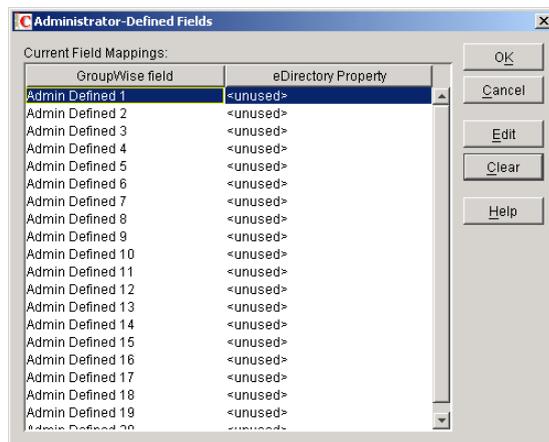
user information using an installation of ConsoleOne with the GroupWise Administrator snap-in, the GroupWise Administrator snap-in adds the user information to the GroupWise databases. However, if you add or modify user information using a ConsoleOne installation that is not running the GroupWise Administrator snap-in, the user information is not changed in the GroupWise databases. This is also true if you add or modify user information using NetWare Administrator, NETADMIN, or NWDS API.

To ensure that the user information stored in the GroupWise databases is always synchronized with the user information in eDirectory, you can set up eDirectory user synchronization. For detailed information see [“Using eDirectory User Synchronization” on page 598](#).

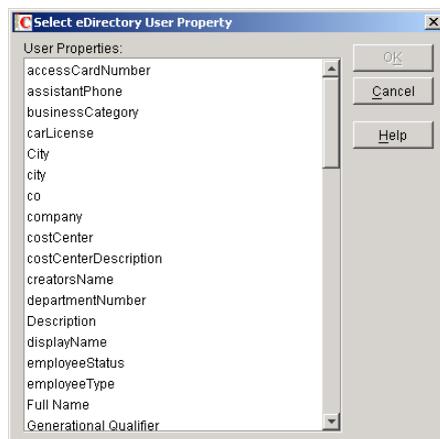
Admin-Defined Fields

eDirectory includes user information that is not associated to GroupWise user fields. For example, a User object includes Postal Address fields named "City," "State," and "Zip Code." By default, these fields are not included as GroupWise fields. However, you can use the Admin-Defined Fields feature to map eDirectory user fields to GroupWise fields so that they can be displayed in the GroupWise Address Book.

- 1 In ConsoleOne, click the Tools menu > GroupWise System Operations > Admin-Defined Fields to display the Administrator-Defined Fields dialog box.



- 2 Select an Admin-definable field (for example, Admin Defined 1), then click Edit to display the Select eDirectory User Property dialog box.



- 3** Select the eDirectory user property that you want to map to the GroupWise field, then click OK to create the mapping.
- 4** Repeat [Step 2](#) and [Step 3](#) to map additional fields.
- 5** When finished, click OK to close the Administrator-Defined Fields dialog box.
- 6** To use the field in the GroupWise Address Book, see [“Determining Fields, Field Order, and Sort Order for the Address Book” on page 81](#).

Pending Operations

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

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

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

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

- ◆ [“Viewing Pending Operations” on page 51](#)
- ◆ [“Retrying a Pending Operation” on page 51](#)
- ◆ [“Cancelling a Pending Operation” on page 52](#)

Viewing Pending Operations

- 1** In ConsoleOne, connect to the domain whose pending operations you want to view (see [“Select Domain” on page 43](#)), then click the Tools menu > GroupWise System Operations > Pending Operations.

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

- 2** For more detailed information, select the pending operation, then click View.

Retrying a Pending Operation

- 1** Make sure the agents are running for the domain and/or post office where the operation must take place.
- 2** In the Pending Operations dialog box, select the pending operation, then click Retry.

Canceling a Pending Operation

- 1 In the Pending Operations dialog box, select the pending operation, then click Undo.

Addressing Rules

You can use the Addressing Rules feature to configure GroupWise so that users can enter shortened forms of e-mail addresses. For more information, see [Chapter , “Addressing Rules,” on page 97](#).

Time Zones

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

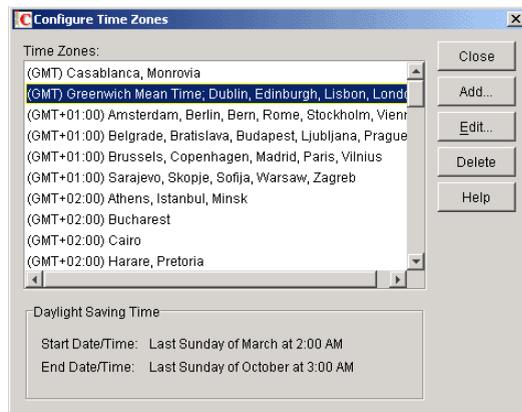
The time zone list includes predefined definitions for each time zone. Most time zones include multiple definitions to account for different locations within the time zone. Each time zone definition allows you to specify the Daylight Saving Time dates and bias (1 hour, 30 minutes, etc.).

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

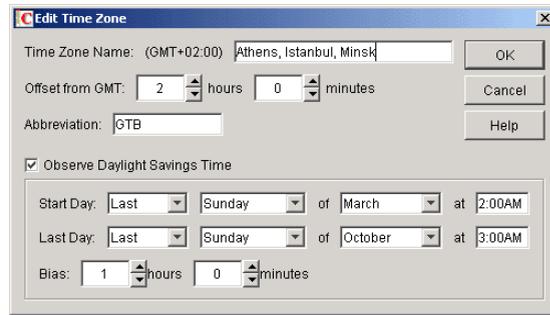
- ♦ [“Modifying a Time Zone Definition” on page 52](#)
- ♦ [“Adding a Time Zone Definition” on page 53](#)
- ♦ [“Deleting a Time Zone Definition” on page 55](#)

Modifying a Time Zone Definition

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



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



3 Modify any of the following fields:

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

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

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

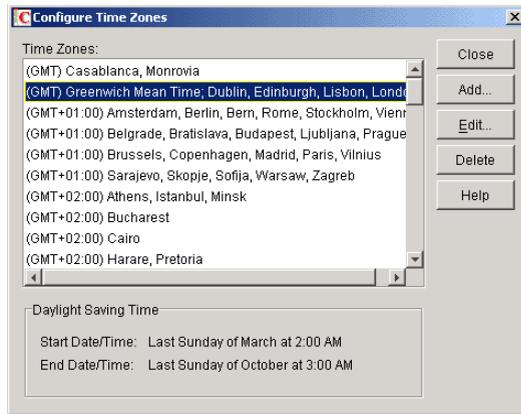
Observe Daylight Saving Time: If the time zone observes daylight saving time, click the Observe Daylight Saving Time box, then fill out the remaining fields:

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

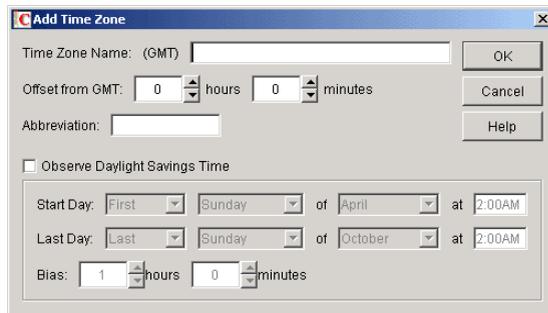
4 Click OK to save the changes.

Adding a Time Zone Definition

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



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



3 Fill in the following fields:

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

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

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

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

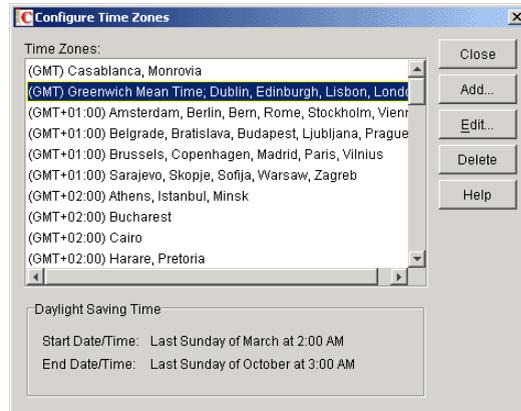
- ◆ Start Day: Select the day and time that daylight saving time starts.
- ◆ Last Day: Select the day and time that daylight saving time ends.
- ◆ Bias: Select the number of hours and minutes that the clock changes at the daylight saving time start day, such as 1 hour or 1 hour 30 minutes.

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

Deleting a Time Zone Definition

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

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



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

External System Synchronization

The External System Synchronization feature lets you automatically synchronize information between your system and an external GroupWise system connected to your system (for information about connecting GroupWise systems, see [“Connecting to GroupWise 5.x and 6.x Systems”](#) in the *GroupWise 6.5 Multi-System Administration Guide*). This simplifies message addressing by enabling your users to select the other system’s users from the Address Book. Otherwise, your users are required to enter the recipient’s full address (*userID.post_office.domain* or *user@host*).

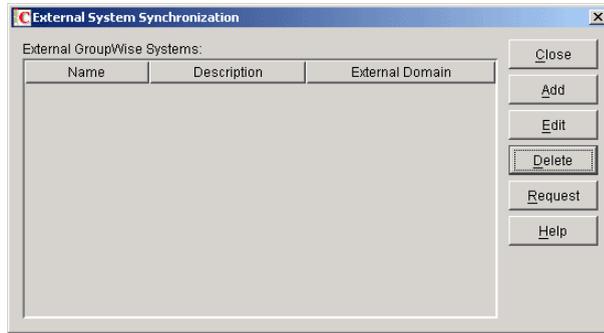
IMPORTANT: The External System Synchronization feature exists in GroupWise 5.x and 6.x only. Therefore, you can use it to synchronize information between 5.x and 6.x systems only. You cannot use it to synchronize information between 6.x and 4.x or 3.x systems.

External System Synchronization lets you control what information (domains, post offices, users, resources, and distribution lists) you send to the external system and what information you want to accept from the external system. Any user, resource, and distribution list information you receive from the external GroupWise system is displayed in the system Address Book.

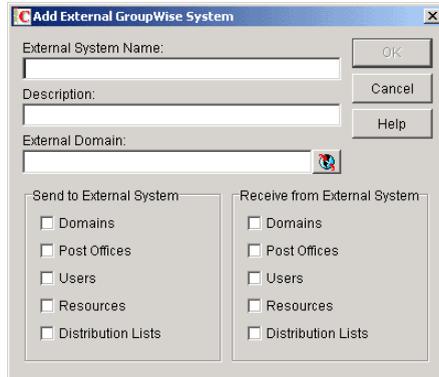
External synchronization must be set up in both GroupWise systems before it can work properly.

To set up synchronization so that all future Address Book changes are propagated to external GroupWise systems:

- 1 In ConsoleOne, click the Tools menu > GroupWise System Operations > External System Synchronization to display the External System Synchronization dialog box.



2 Click Add to display the Add External GroupWise System dialog box.



3 Fill in the following fields:

External System Name: Enter the name of the external GroupWise system. The name needs to match the actual name of that GroupWise system.

Description: If desired, enter a description for the external system. This is an optional field.

External Domain: Click the External Domain (globe) icon to display a list of the external domains defined in your GroupWise system. Select the external domain that belongs to the external GroupWise system with which you are synchronizing information.

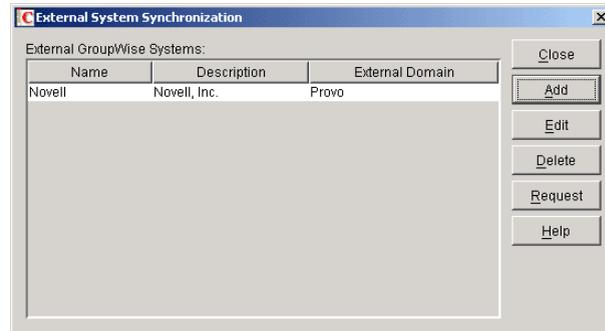
Send to External System: Select the information (Domains, Post Offices, Users, Resources, and Distribution Lists) you want sent to the external GroupWise system during synchronization. Only the information that your system owns is sent. For example, if you've connected to another GroupWise system and its information is contained in your GroupWise system as external domains, post offices, users, resources, and distribution lists, that information is not sent.

A user, resource, or distribution list from your system is added to the external GroupWise system only if its domain and post office exist in the external system (as an external domain and post office in that system). Because of this, you'll want to make sure that the Domains and Post Offices options are selected as well as the desired Users, Resources, and Distribution Lists options. After the initial synchronization takes place, the domains and post offices exist in the external system. You can then choose not to send domain and post office information. However, if you add domains or post offices or change the information for your existing domains and post offices, that information is not sent to the external system until you select Domains and Post Offices again.

Receive from External System: Select the information (Domains, Post Offices, Users, Resources, and Distribution Lists) you are willing to receive from the external GroupWise

system. As with sending information, a user, resource, or distribution list is added to your system only if its domain and post office exist as an external domain and post office in your system. Therefore, you should make sure to select the Domains and Post Offices options for at least the initial synchronization.

- 4 Click OK to add the external GroupWise system to the list of external systems you are synchronizing information with.



- 5 Click Close to save your changes.

After External System Synchronization is configured in both GroupWise systems, the two systems exchange information. After the initial synchronization, any time domain, post office, user, resource, or distribution list information in one system changes, the new information is sent to the other system (provided that information is flagged to be sent).

Software Directory Management

The Software Directory Management feature lets you manage GroupWise software distribution directories. A software distribution directory is simply an image of the *GroupWise 6.5* CDs located on a network server. From this network location, you can distribute the GroupWise client software to users or install additional GroupWise software such as the Message Transfer Agent, Post Office Agent, Internet Agent, WebAccess, and Monitor.

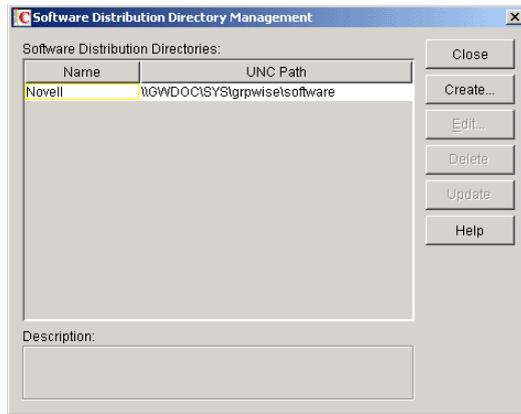
When you install GroupWise, one software distribution directory is created automatically. Using Software Directory Management, you can create new software distribution directories, update existing software distribution directories, or delete existing software distribution directories.

- ◆ [“Creating a Software Distribution Directory” on page 57](#)
- ◆ [“Updating a Software Distribution Directory” on page 59](#)
- ◆ [“Deleting a Software Distribution Directory” on page 60](#)

To view the structure and contents of a software distribution directory, see [“Software Distribution Directory” in *GroupWise 6.5 Troubleshooting 3: Message Flow and Directory Structure*](#).

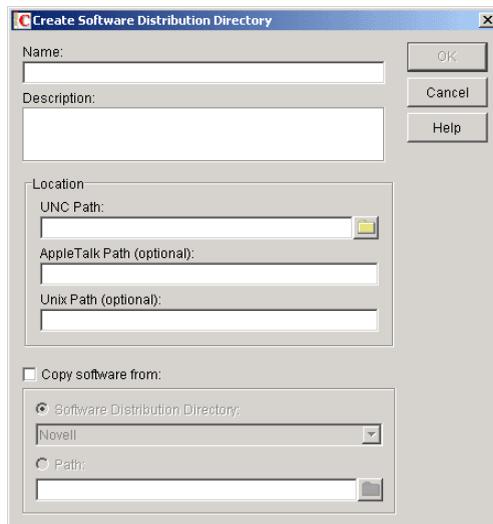
Creating a Software Distribution Directory

- 1 Make sure the directory you want to use as the software distribution directory exists.
All distribution subdirectories (`\admin`, `\agents`, `\client`, and so forth) will be created under this directory.
- 2 Click the Tools menu > GroupWise System Operations > Software Directory Management to display the Software Distribution Directory Management dialog box.



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

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



- 4 Fill in the following fields:

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

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

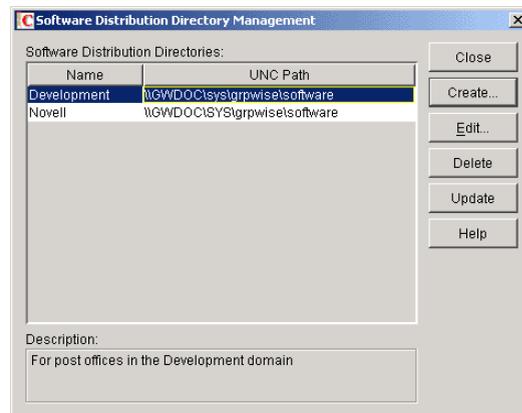
Location: In the UNC Path field, enter the location where you want to create the software distribution directory. If you specify a path to a directory that does not exist, ConsoleOne creates the directory for you. The UNC path is also used by GroupWise software (running on Windows* workstations) to locate the software distribution directory when necessary. If you have GroupWise software running on Macintosh* or UNIX* workstations, you can use the optional AppleTalk* Path and UNIX Path fields to specify the directory location from the perspective of the Macintosh and UNIX workstations.

NOTE: On Linux, a Linux Path field is provided instead of the UNIX Path field for use by the GroupWise Cross-Platform client on Linux.

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

- ◆ **Software Distribution Directory:** If you want to copy software from an existing software distribution directory, select this option, then select the software distribution directory. All directories are copied.
- ◆ **Path:** If you want to copy software from a location, such as the *GroupWise 6.5* CDs, that is not defined as a software distribution directory in your GroupWise system, select this option, then browse for and select the correct path.

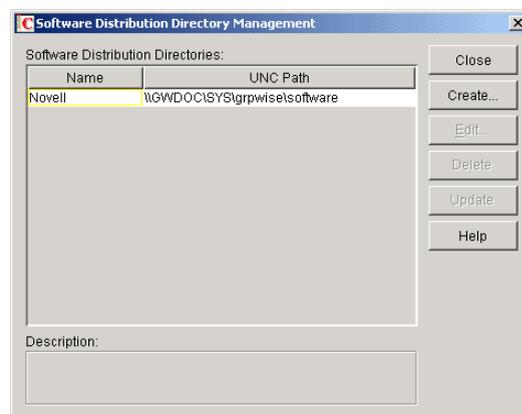
5 Click OK to create the software distribution directory and add it to the list.



6 Click Close to exit the dialog box.

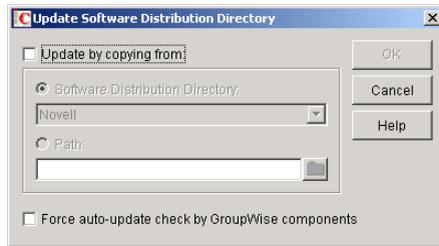
Updating a Software Distribution Directory

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



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

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



3 Fill in the following fields:

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

- ◆ **Software Distribution Directory:** If you want to copy software from an existing software distribution directory, select this option, then select the software distribution directory. All files and subdirectories are copied.
- ◆ **Path:** If you want to copy software from a location, such as the *GroupWise 6.5* CDs, that is not defined as a software distribution directory in your GroupWise system, select this option, then browse for and select the correct path.

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

The Force Auto-Update Check by GroupWise Components option is automatically selected when you select the Update by Copying From option. If you don't select the Update by Copying From option, you can still select this option and then click OK. This forces an auto-update check of the client software version, but the software distribution directory's files are not updated.

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

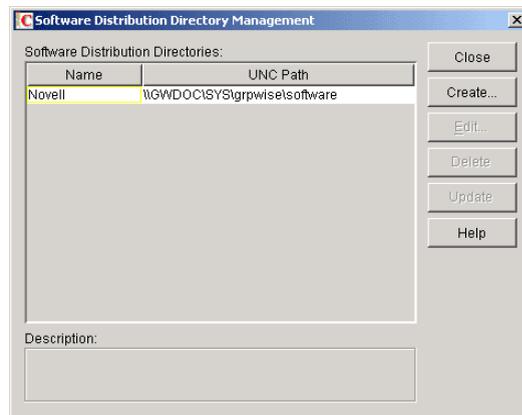
4 Click OK to update the directory's software.

Deleting a Software Distribution Directory

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

To delete a software distribution directory:

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



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

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

Restore Area Management

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

Detailed information for using restore areas is provided in [“Restoring Deleted Mailbox Items” on page 381](#). Information about backing up post offices is provided in [“Backing Up a Post Office” on page 375](#).

Internet Addressing

By default, GroupWise uses a proprietary address format consisting of a user's ID, post office, and domain (*userID.post_office.domain*). However, if you have the GroupWise Internet Agent installed (see [“Internet Agent” on page 659](#)), GroupWise also supports native Internet-style addressing consisting of a username and Internet domain name (*username@Internet_domain_name*).

You use the Internet Addressing feature to do the following:

- ◆ Define Internet domain names for your GroupWise system. You can have one or more domain names (for example, novell.com, gw.novell.com, and support.novell.com).
- ◆ Set up the default Internet address format for use when displaying user addresses in the GroupWise Address Book and sent messages. There are six formats that can be assigned at the system, domain, post office, or user level. In addition, there is a free-form format that can be used at the user level.
- ◆ Designate the address formats that can be used to address messages to your GroupWise users. There are five possible formats to choose from. You can allow all five formats, or only one.
- ◆ Specify the default Internet Agent to be used when sending messages from your GroupWise system to the Internet. This becomes your system's default Internet Agent for outbound messages sent from all domains; however, if you have multiple Internet Agents, you can override this setting by assigning Internet Agents at the domain level.

For detailed information about Internet addressing, see [Chapter , “Internet-Style Addressing,” on page 87](#).

Trusted Applications

Trusted applications are third-party programs that can log into Post Office Agents (POAs) in order to access GroupWise mailboxes. Trusted applications might perform such services as virus scanning or content filtering within your GroupWise system, relying on Message Transfer Agents (MTAs) for message transport. The Trusted Application feature allows you to edit and delete trusted applications that are available in your GroupWise system.

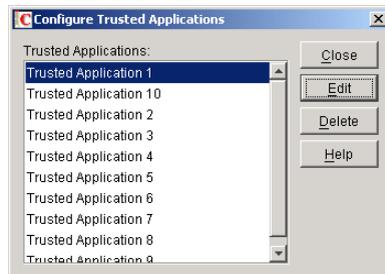
For information about creating and installing trusted applications, search for *GroupWise Trusted Application API* at the [Novell Developer Kit \(NDK\) Web site \(http://developer.novell.com/ndk\)](http://developer.novell.com/ndk).

- ◆ “Editing a Trusted Application” on page 62
- ◆ “Deleting a Trusted Application” on page 63

Editing a Trusted Application

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

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



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



- 3 Modify any of the following fields:

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

Description: Enter a description for the trusted application.

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

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

Turning on this option only defines the trusted application as a Message Retention Service application. In order for GroupWise mailboxes to support message retention, you must turn on the Enable Message Retention Service option in the GroupWise Client Options (Tools menu > GroupWise Utilities > Client Options > Environment > Retention). You can enable individual mailboxes, all mailboxes in a post office, or all mailboxes in a domain by selecting the appropriate object (User, Post Office, or Domain) before selecting GroupWise Client Options. For more information, see [Chapter 74, “Setting Defaults for the GroupWise Client Options,” on page 973](#).

For information about the complete process required to use a trusted application for message retention, see [Chapter 33, “Retaining User Messages,” on page 387](#).

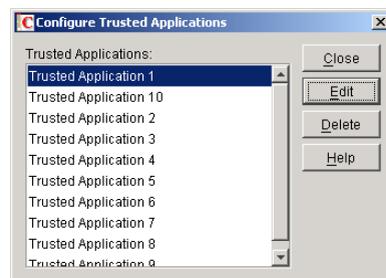
TCP/IP Address: If you want to restrict the location from which the trusted application can run, enter the IP address of the server from which the application can run. To do so, click the Edit (pencil) button, then enter the IP address or DNS hostname of the trusted application’s server.

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

For information about how the POA handles trusted application processing of message files, see [“Configuring Trusted Application Support” on page 466](#).

Deleting a Trusted Application

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



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

LDAP Servers

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

For information about defining LDAP servers, see [“Providing LDAP Server Configuration Information” on page 461](#).

For information about using LDAP for user authentication to GroupWise mailboxes, see [“Providing LDAP Authentication for GroupWise Users” on page 461](#).

5

GroupWise Utilities

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

- ◆ “Mailbox/Library Maintenance” on page 66
- ◆ “System Maintenance” on page 66
- ◆ “Backup/Restore Mailbox” on page 66
- ◆ “Recover Deleted Account” on page 66
- ◆ “Client Options” on page 66
- ◆ “Expired Records” on page 67
- ◆ “Email Address Lookup” on page 67
- ◆ “Synchronize” on page 67
- ◆ “User Move Status” on page 68
- ◆ “Link Configuration” on page 68
- ◆ “Document Properties Maintenance” on page 68
- ◆ “Import” on page 68
- ◆ “Export” on page 71
- ◆ “New System” on page 72
- ◆ “GW / eDirectory Association” on page 73

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

- ◆ “GroupWise Check Utility (GWCheck)” on page 78
- ◆ “GroupWise Target Service Agent (GW TSA)” on page 78
- ◆ “GroupWise Backup Time Stamp Utility (GWTMSTMP)” on page 78
- ◆ “GroupWise Database Copy Utility (DBCOPY)” on page 78
- ◆ “GroupWise Generate CSR Utility (GWCSRGEN)” on page 79

Mailbox/Library Maintenance

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

For detailed information and instructions, see [Chapter 27, “Maintaining User/Resource and Message Databases,” on page 353](#), [Chapter 28, “Maintaining Library Databases and Documents,” on page 359](#), and [Chapter 30, “Managing Database Disk Space,” on page 367](#).

System Maintenance

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

For detailed information and instructions, see [Chapter 26, “Maintaining Domain and Post Office Databases,” on page 345](#).

Backup/Restore Mailbox

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

For detailed information and instructions, see [Chapter 32, “Restoring GroupWise Databases from Backup,” on page 379](#).

Recover Deleted Account

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

For complete instructions, see [“Recovering Deleted GroupWise Accounts” on page 384](#).

Client Options

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

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

For detailed information and instructions, see [Chapter 74, “Setting Defaults for the GroupWise Client Options,” on page 973](#).

Expired Records

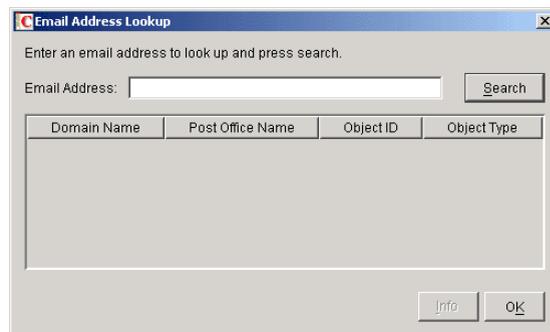
You can use the Expired Records utility to view and manage the GroupWise user accounts that have an expiration date assigned to them.

For detailed information and instructions, see [Chapter , “Removing GroupWise Accounts,” on page 215.](#)

Email Address Lookup

You can use the Email Address Lookup utility to search for the GroupWise object (User, Resource, Distribution List) that an e-mail address is associated with. You can then view the object’s information.

- 1 In ConsoleOne, click the Tools menu > GroupWise Utilities > Email Address Lookup to display the Email Address Lookup dialog box.



- 2 In the Email Address field, enter the e-mail address. You can enter the username only (for example, jsmith) or the entire address (for example, jsmith@novell.com).
- 3 Click Search.
All objects whose e-mail address match the one you entered are displayed.
- 4 If desired, select an object, then click Info to see details about the object.

Synchronize

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

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

For detailed information and instructions, see [Chapter 29, “Synchronizing Database Information,” on page 363.](#)

User Move Status

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

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

For more information, see [“Monitoring User Move Status” on page 203](#).

Link Configuration

GroupWise domains and post offices must be properly linked in order for messages to flow throughout your GroupWise system. You can use the Link Configuration utility to ensure that your domains and post offices are properly linked and to optimize the links if necessary. For detailed information and instructions, see [Chapter 10, “Managing the Links between Domains and Post Offices,” on page 131](#).

Document Properties Maintenance

Each document stored in the GroupWise Document Management Services (DMS) has properties associated with it. These properties identify the document, determine its disposition (archive, delete, keep), set its level of security, and provide information for locating it in searches. Certain document properties are standard in GroupWise. You can also customize DMS for your organization by defining additional properties. For detailed information and instructions, see [“Customizing Document Properties” on page 306](#).

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

Import

The GroupWise Import utility reads an ASCII-delimited text file created by the GroupWise Export utility or by a third-party export, and creates Novell® eDirectory™ and GroupWise objects with attributes from the file. The Import utility supports most eDirectory classes (including extensions) and GroupWise classes. You can specify the delimiters, eDirectory contexts, and file field positions to use during import.

An important use of the Import utility is to give GroupWise accounts to new or existing eDirectory users.

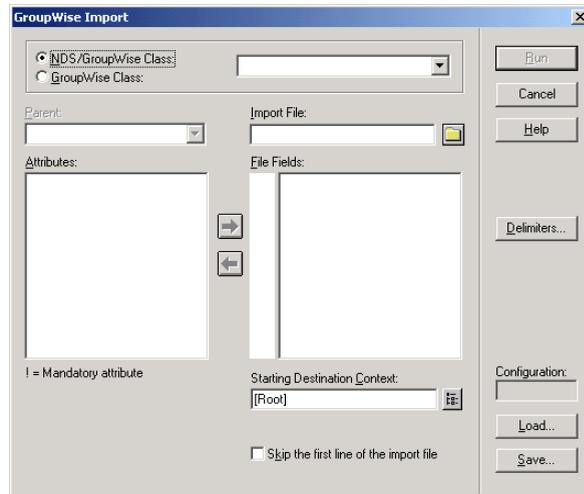
IMPORTANT: The Import utility is not included on the *GroupWise 6.5* CDs. You can download the Import/Export utility from TID 2960897 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp). To install the Import/Export utility, follow the instructions provided with the download. The Import/Export utility is not available for use on Linux.

To import objects into GroupWise, the following conditions must be met:

- ◆ You must create an ASCII-delimited text file by using the GroupWise Export utility or another export utility.
- ◆ The destination context for each eDirectory object must already exist. The GroupWise Import utility supports creating organizational units. If a large portion of a tree needs to be reconstructed to support the objects, you can import organizational units before importing the objects.

To import objects into GroupWise:

- 1 In ConsoleOne, select the eDirectory tree to which the objects will be imported, click the Tools menu > GroupWise Utilities > Import to display the GroupWise Import dialog box.



- 2 If you have previously defined and saved a configuration file, click Load to fill in the fields from the configuration files, then click Run to perform the import.

or

Fill in the fields in the Import Dialog box.

NDS/GroupWise Class: Select this option to import objects belonging to an eDirectory class or to a GroupWise-related eDirectory class. Choose the class from the list.

GroupWise Class: Select this option to import objects belonging to a GroupWise class not represented in eDirectory. Choose external user, external domain, external post office, Document-Version, or Lookup Entry from the list

Parent: If you are importing objects that belong to a GroupWise-related eDirectory class or a GroupWise-only class, the parent attribute is required unless:

- ◆ The class is the eDirectory User class, in which case the object can be optionally associated with GroupWise by specifying a value here.
- ◆ The value is in the import file and is explicitly imported by your positioning the NGW: Post Office attribute in the File Fields list box, explained below. In this case, if the value obtained from the file is blank, the Post Office field value, if any, is used.

Import File: Specify the full path and file name of the ASCII text file.

Attributes / File Fields: This list displays the attributes of the selected class. Move the attributes to correspond to the fields in the ASCII text file to the File Fields list.

Some attributes are marked with an exclamation point (!), indicating that a value for that attribute must exist for a successful import. The import also requires a value for either the object name or distinguished name.

Starting Destination Context: Specify the destination eDirectory context for the objects to be imported. If DN or Context from Root is selected as an import field, the value in this field is ignored because both DN and Context from Root specify the destination context.

An imported object's position in the tree can be constructed in a flexible manner using the Context from Root, Context from Starting, DN, and Object Name class attribute fields and the Starting Destination Context field. The following combinations are valid:

DN	Each object's name and context are found in this field value.
Object Name + Starting Destination Context	Each object name in the Object Name field is added to the context entered in Starting Destination Context.
Object Name + Context from Starting + Starting Destination Context	Each object name in the Object Name field is added to the context obtained by concatenating the value in the Context from Starting field and the value entered in Starting Destination Context.
Object Name + Context from Root	Each object name in the Object Name field is added to the context read from the Context from Root field.

Skip the First Line of the Import File: This directs the import to skip the first line if it contains the attribute names.

Delimiters: Accept the defaults shown or change the delimiters to match those used by the export file. For more information, see [“Delimiters” on page 70](#).

- 3 For convenience, save the configuration for later user. See [“Loading or Saving a Configuration File” on page 70](#).
- 4 Click Run to perform the import.

An import.log file is created in the same directory as the import file and contains a list of the imported objects.

Loading or Saving a Configuration File

An import or export configuration can be saved and loaded, saving you the trouble of manually filling in the fields for multiple imports or exports. A configuration saved from an export can be loaded for an import, helping ensure that the file field positions, for example, correspond for both the import and export.

Delimiters

Delimiters are used in ASCII text files to separate items that represent fields and records in imported or exported data.

Default delimiters are associated with each delimiter type. A delimiter can be set to None, but if so, and the export encounters a condition requiring a delimiter, the export reports an error.

Between Fields: This delimiter is placed between each field.

Around Each Field: Use this delimiter to indicate the beginning and end of each field.

After Each Record: This delimiter is placed at the end of each record.

Between Values (Multi-Value Fields): Use this delimiter to separate the values in a multi-valued field. For example, an attribute such as "Group Membership" can have one or more values. Each Group Membership value is delimited by the multi-value field delimiter.

Between Elements (Multi-Element Values): Use this delimiter to separate the elements of a multi-element value. For example, an attribute having the syntax of SYN_OBJECT_ACL has three elements: the protected attribute name, the subject name, and the privileges.

Before Literal Characters: When you import an ASCII file created by a third-party export program, precede each literal character that is also a delimiter with the Before Literal Characters delimiter. If you use the Around Each Field delimiter, you do not need to precede literal characters within the field with the Before Literal Character delimiter.

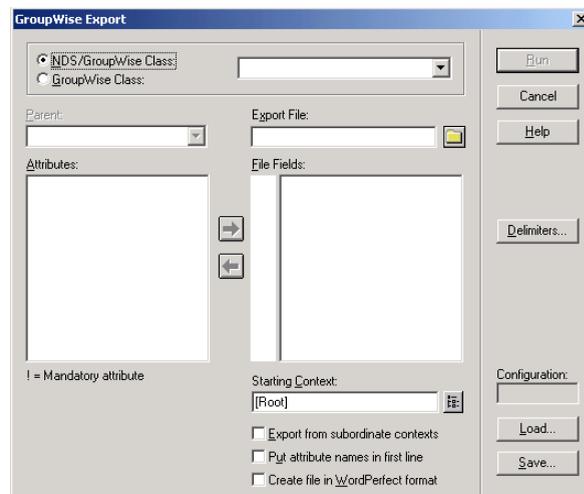
Export

The GroupWise Export utility reads eDirectory and GroupWise object information from GroupWise databases and creates an ASCII-delimited text file containing the object attributes. The Export utility supports most eDirectory classes (including extensions) and GroupWise classes. You can specify the delimiters, eDirectory contexts, and file field positions during export.

IMPORTANT: The Export utility is not included on the *GroupWise 6.5* CDs. You can download the Import/Export utility from TID 2960897 in the [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp) (http://support.novell.com/search/kb_index.jsp). To install the Import/Export utility, follow the instructions provided with the download. The Import/Export utility is not available for use on Linux.

To export objects from GroupWise:

- 1 In ConsoleOne, select the eDirectory tree that contains the GroupWise objects you want to export, click the Tools menu > GroupWise Utilities > Export to display the GroupWise Export dialog box.



- 2 If you have previously defined and saved a configuration, click Load to fill in the fields from the configuration file, then click Run to perform the export.

or

Fill in the fields in the Export dialog box.

NDS/GroupWise Class: Select this option to export objects belonging to an eDirectory class or to a GroupWise-related eDirectory class. Choose the class from the list.

GroupWise Class: Select this option to export objects belonging to a GroupWise class not represented in eDirectory. Choose external user, external domain, external post office, Document-Version, or Lookup Entry from the list.

Parent: If you are exporting objects that belong to a GroupWise-related eDirectory class or a GroupWise-only class, and that class has a parent attribute, post office, or domain, this field allows you to export objects having only the parent attribute value you enter. The object selection process is still subject to the values in Starting Context, explained below, and the Export from Subordinate Contexts check box.

Export File: Specify the full path and file name of the ASCII text file.

Attributes / File Fields: This list displays the attributes of the selected class. Move the attributes to correspond to the fields in the ASCII text file to the File Fields list.

Some attributes are marked with an exclamation point (!), indicating that a value for that attribute must exist.

Starting Context: Specify the eDirectory context from which to begin the export. If the Export from Subordinate Contexts list box is checked, objects belonging to contexts subordinate to the context entered here is also exported.

Export from Subordinate Contexts: Check this box to cause objects in subordinate contexts to be exported. If this box is left unchecked, only those objects in the immediate Starting Context context are exported.

Put Attribute Names in First Line: Check this box to direct the export to put the attribute names as a comment in the first line of the export file.

Create the File in WordPerfect Office Notebook Format: If you use this option, you might also want to check Put Attribute Names in First Line to permit WordPerfect* to display the attribute names for each merge field.

Delimiters: Accept the defaults shown or change the delimiters. For more information, see “[Delimiters](#)” on page 70.

- 3 Click Run to perform the export.

New System

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

The process for creating a new GroupWise system is similar to the process of creating your initial GroupWise system (see “[Installing a Basic GroupWise System](#)” in the *GroupWise 6.5 Installation Guide*), except that you don’t install the software from the *GroupWise 6.5* or *GroupWise 6.5 for Linux* CDs. Instead, during creation of the new system, you are asked to specify an existing software distribution directory to use in the new system. If you don’t want to share software distribution directories between systems, you should create a new distribution directory. For information about creating software distribution directories, see “[Software Directory Management](#)” on page 57.

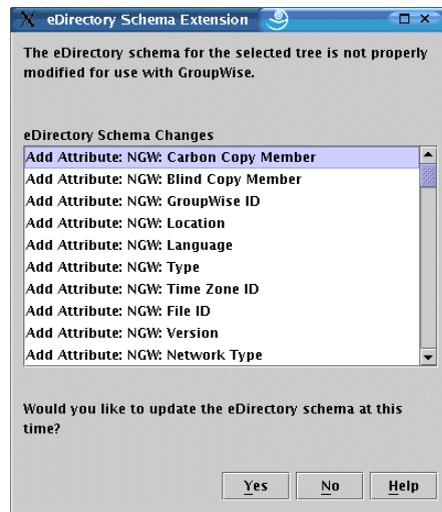
Check eDirectory Schema (Linux Only)

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

In the Linux version of ConsoleOne:

- 1 Select a tree to check.
- 2 Click Tools > GroupWise Utilities > Check eDirectory Schema.

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



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

or

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

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

GW / eDirectory Association

The GW / eDirectory Association menu includes the following options:

- ◆ “Graft GroupWise Objects” on page 74
- ◆ “Invalid Associations” on page 74
- ◆ “Associate Objects” on page 76
- ◆ “Disassociate GroupWise Attributes” on page 77
- ◆ “Convert External Entity to User” on page 77
- ◆ “Convert User to External Entity” on page 78

Graft GroupWise Objects

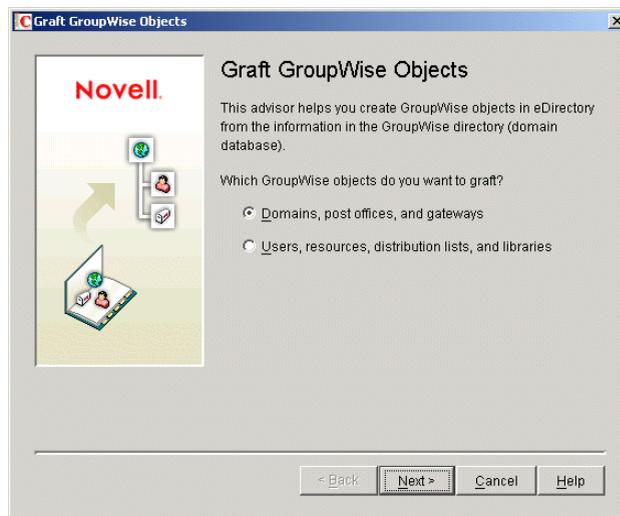
You can use the Graft GroupWise Objects utility to create GroupWise objects in the eDirectory tree from the information in your GroupWise domain database. The utility creates Domain, Post Office, and Gateway objects as well as User, Resource, and Distribution List objects. When grafting GroupWise user information from the GroupWise database into eDirectory, you can create a new User object and assign the GroupWise user information (account) to the User object, or you can match the GroupWise user information to an existing User object.

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

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

To graft GroupWise objects:

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



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

Invalid Associations

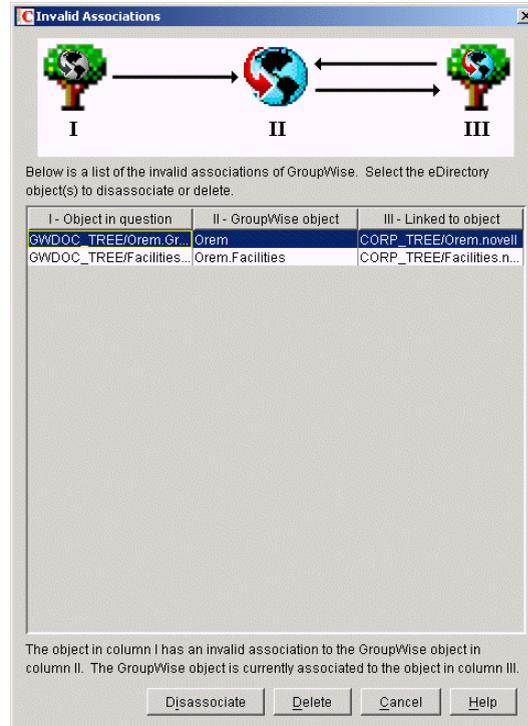
Normally, a GroupWise object in eDirectory points to corresponding information in the GroupWise domain database. In turn, the information in the GroupWise domain database points back to its corresponding object in eDirectory.

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

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

To check for invalid associations:

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



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

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

Associate Objects

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

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

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

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

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

Associating GroupWise User or External User Objects with eDirectory User Objects

To associate a GroupWise User or External User object with an eDirectory User object:

- 1** In the GroupWise View in ConsoleOne, select the GroupWise User or External User object you want.
or
In the eDirectory View, select the eDirectory User object you want.
- 2** Click the Tools menu > GroupWise Utilities > GW / eDirectory Associations > Associate Objects.
- 3** If you selected a GroupWise User or External User object in **Step 1**, select the eDirectory User object you want to associate with it.
or
If you selected an eDirectory User object in **Step 1**, select the GroupWise User object you want to associate with it.
- 4** Click OK to create the association.

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

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

Associating GroupWise External Entity Objects with eDirectory External Entity Objects

To associate a GroupWise External Entity object with an eDirectory External Entity object:

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

or

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

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

or

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

- 4 Click OK to create the association.

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

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

Disassociate GroupWise Attributes

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

- ◆ The User object, which no longer includes any GroupWise information.
- ◆ A GroupWise External User object, which represents the user's record in the GroupWise database and is displayed only in the GroupWise View. The External User object allows the user to continue to have access to GroupWise and also enables you to graft the user record to another eDirectory User object. For more information, see [“Graft GroupWise Objects” on page 74](#).

To disassociate the GroupWise attributes from an eDirectory User object:

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

Convert External Entity to User

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

- 1 In ConsoleOne, select the GroupWise External Entity object that you want to convert to an eDirectory User object.

- 2 Click the Tools menu > GroupWise Utilities > GW / eDirectory Associations > Convert External Entity to User.
- 3 Click Yes to confirm that you want the conversion performed.

Convert User to External Entity

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

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

GroupWise Check Utility (GWCheck)

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

For information about using GroupWise Check, see [“GroupWise Check” on page 391](#).

GroupWise Target Service Agent (GWTSA)

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

For information about using the GroupWise Target Service Agent, see [“GroupWise Target Service Agent” on page 399](#).

GroupWise Backup Time Stamp Utility (GWTMSTMP)

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

For information about using the GroupWise Backup Time Stamp utility, see [“GroupWise Time Stamp Utility” on page 405](#).

GroupWise Database Copy Utility (DBCOPY)

The GroupWise Database Copy utility (DBCOPY) copies files from a live GroupWise system to a static location for backup. During the copy process, DBCOPY prevents the files from being modified, using the same locking mechanism used by other GroupWise programs that access

databases. This ensures that the backed-up versions are consistent with the originals even when large databases take a substantial amount of time to copy.

For information about using the GroupWise Database Copy utility, see [“GroupWise Database Copy Utility” on page 412](#).

GroupWise Generate CSR Utility (GWCSRGEN)

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

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

The CSR file, which is BASE64 encoded, contains the information required for a Certificate Authority (CA) to issue you a server certificate. This server certificate, when paired with the private key generated by the GroupWise Generate CSR utility, enables GroupWise agents to use SSL connections.

For information about SSL and certificates, see [“Server Certificates and SSL Encryption” on page 1041](#).

6

GroupWise Addressing

- ◆ [“Address Book” on page 81](#)
- ◆ [“Internet-Style Addressing” on page 87](#)
- ◆ [“Addressing Rules” on page 97](#)
- ◆ [“Wildcard Addressing” on page 100](#)

Address Book

The GroupWise® Address Book contains information about all the addressable objects (users, resources, and distribution lists) that have been defined for your GroupWise system. Using the Address Book, GroupWise users can address items (messages, appointments, and so forth) or look up information about a user, resource, or distribution list.

You can determine how information is displayed in the Address Book, control the visibility of users, resources, and distribution lists in the Address Book, and update information when it gets out of sync. The following sections provide details:

- ◆ [“Determining Fields, Field Order, and Sort Order for the Address Book” on page 81](#)
- ◆ [“Controlling Object Visibility in the Address Book” on page 86](#)
- ◆ [“Updating Address Book Information” on page 87](#)

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

- [“Using the Address Book” in the *GroupWise 6.5 Windows Client User Guide*](#)
- [“Using the Address Book” in the *GroupWise 6.5 WebAccess Client User Guide*](#)
- [“Using the Address Book” in the *GroupWise 6.5 Cross-Platform Client User Guide*](#)

Determining Fields, Field Order, and Sort Order for the Address Book

The GroupWise Address Book is configured to display specific user fields such as Given Name and Last Name, but you can add additional fields or delete the default fields. You can also determine the order in which the fields appear in the Address Book and select whether the addresses is sorted by first name/last name or last name/first name.

The GroupWise Address Book is configured at the domain level, which means that you can have different fields, field order, or sorting order for the Address Book in different domains.

The Address Book configuration you establish for a domain becomes the default configuration. However, users can change which fields are displayed, change the field order, and change the address sort order. However, they cannot add fields that you have not added at the domain level.

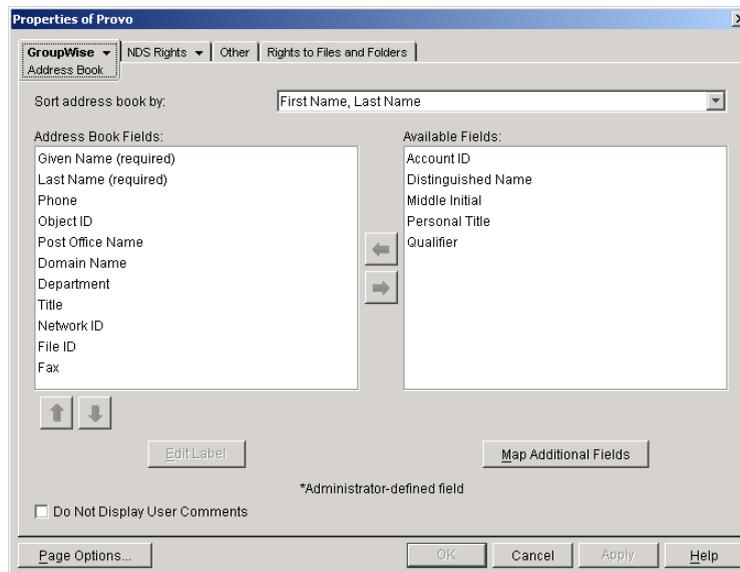
The following sections provide instructions for adding and deleting Address Book fields, changing the default sort order of the Address Book, and changing the default order of the fields in the Address Book:

- ◆ “Adding Fields to the Address Book” on page 82
- ◆ “Changing the Default Sort Order” on page 83
- ◆ “Changing the Default Field Order” on page 83
- ◆ “Removing Fields from the Address Book” on page 84
- ◆ “Preventing the User Description Field from Displaying in the Address Book” on page 85

Adding Fields to the Address Book

Adding a field makes the field available in the Address Book. However, individual users can determine which available fields they want to display.

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



The Address Book Fields list shows all fields that are displayed by default in the Address Book.

The Available Fields list shows additional predefined GroupWise user fields that can be added to the Address Book. Novell[®] eDirectory[™] also includes user information that is not associated to GroupWise user fields. For example, a User object includes Postal Address fields named "City," "State," and "Zip Code." By default, these fields are not included as GroupWise fields. However, you can use the Map Additional Fields button to map eDirectory user fields to GroupWise fields so that they can be displayed in the GroupWise Address Book.

- 3 To add a field that is not displayed in the Available Fields list, click Map Additional Fields, select an unmapped Admin-defined field, click Edit, select the eDirectory property to map to the Admin-defined field, then click OK twice to add it to the Available Fields list.
- 4 In the Available Fields list, select the field you want to add to the Address Book, then click the left-arrow to move it to the Address Book Fields list.

The field is added to the bottom of the list. The Address Book displays the fields in the order they are listed.

- 5 If necessary, select the field, then use the up-arrow and down-arrow to move the field to the appropriate location in the list.
- 6 If the field is an Administrator-defined field and you want to change how the field is labeled in the Address Book, select the field, click Edit Label, enter a new label in the Address Book Label field, then click OK.

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

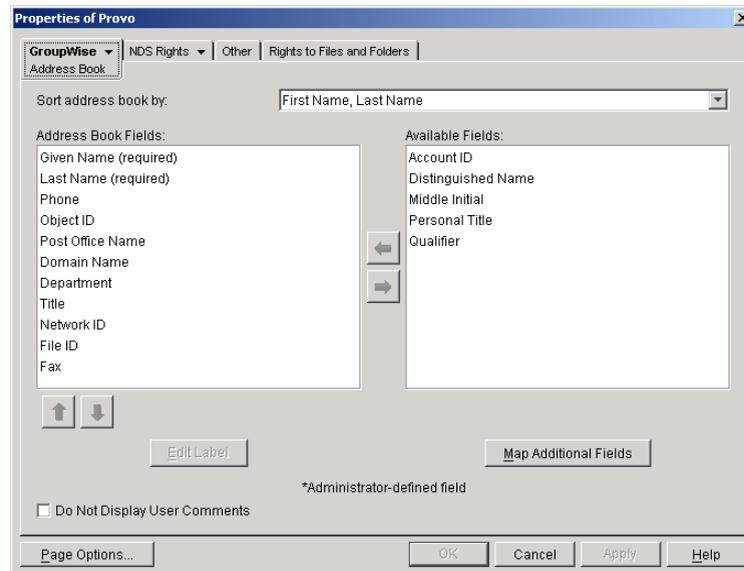
- 7 When you are finished, click OK (in the Address Book page) to save your changes.

Changing the Default Sort Order

The sort order determines how addresses in the Address Book are sorted. The sort order you establish becomes the default for the Address Book and remains in effect until individual users change it.

The preset default sort order for the Address Book is First Name/Last Name. You can change the default sort order to Last Name/First Name.

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

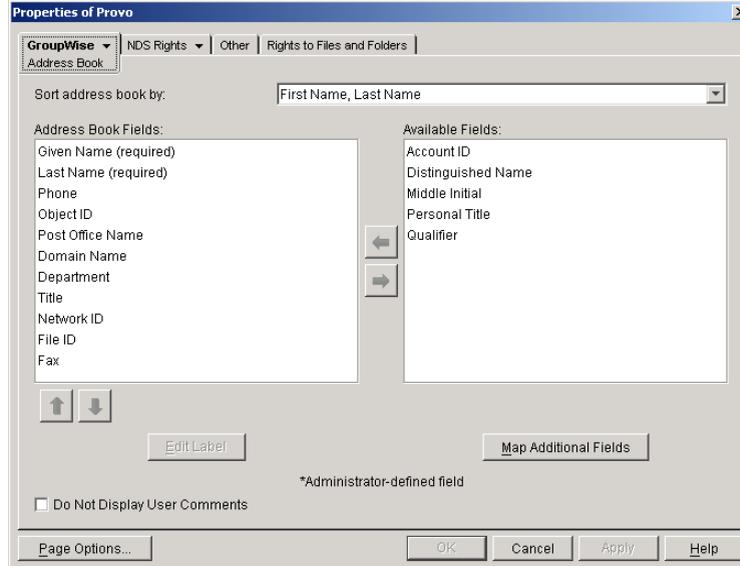


- 3 In the Sort Address Book By list, select the sort order you want to be the default.
- 4 Click OK to save your changes.

Changing the Default Field Order

The field order determines the order in which the GroupWise fields are displayed in the Address Book. The field order you establish becomes the default for the Address Book and remains in effect until individual users change the order.

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

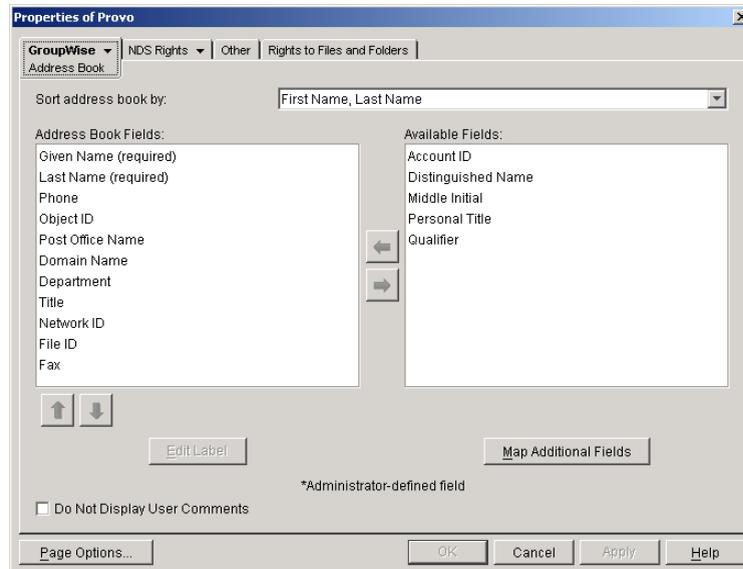


- 3 In the Address Book Fields list, select a field whose position you want to change, then use the up-arrow and down-arrow to move the field to its new position.
- 4 Repeat **Step 3** until you've established the field order you want.
- 5 Click OK to save your changes.

Removing Fields from the Address Book

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

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



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

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

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

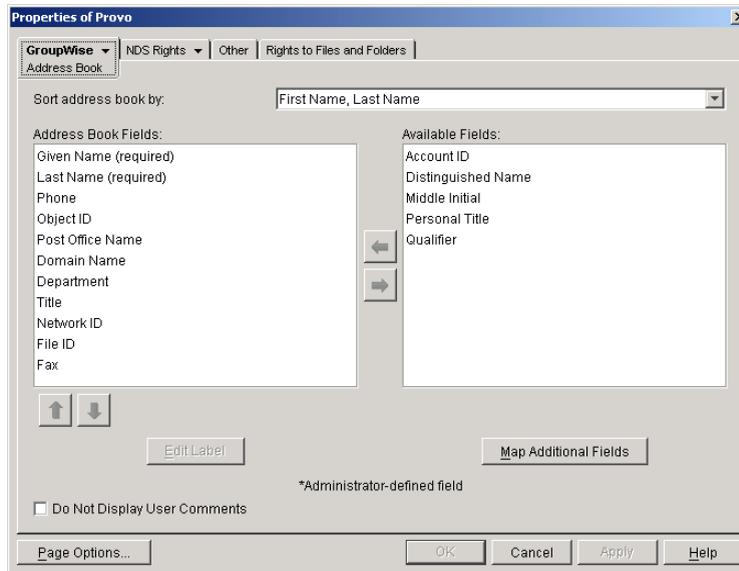
Preventing the User Description Field from Displaying in the Address Book

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

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

To prevent the user description from appearing the Address Book:

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



3 Enable the Do Not Display User Comments option.

4 Click OK to save your changes.

Controlling Object Visibility in the Address Book

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

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

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

You can choose from the following visibility levels:

- ◆ **System:** The object is visible in every post office Address Book throughout the system; if external system synchronization is turned on, it is also available for distribution to other GroupWise systems. This is the default for users, external users, resources, external resources, external entities, and nicknames.
- ◆ **Domain:** The object is visible only in the Address Book of the post offices located in the object's domain.
- ◆ **Post Office:** The object is visible only in the Address Book of the object's post office. This is the default for distribution lists, groups, and organizational roles.
- ◆ **None:** The object is not visible in the Address Book of any post offices.

For information about setting visibility, see:

- ◆ [“Changing a User's Visibility in the Address Book” on page 212](#)
- ◆ [“Changing a Resource's Visibility in the Address Book” on page 232](#)
- ◆ [“Changing a Distribution List's Visibility in the Address Book” on page 246](#)
- ◆ [“Changing a Group's Visibility in the Address Book” on page 253](#)
- ◆ [“Changing an Organizational Role's Visibility in the Address Book” on page 257](#)

Updating Address Book Information

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

If information in a post office's Address Book is out-of-date or missing, you can synchronize the missing information with eDirectory or rebuild the post office database to update the information.

The following sections provide details:

- ◆ [“Synchronizing Information” on page 87](#)
- ◆ [“Rebuilding the Post Office Database” on page 87](#)

Synchronizing Information

The information for each object (user, resource, distribution list, and so forth) in the GroupWise Address Book is contained in eDirectory. When an object's information is incorrect in a post office's Address Book, you can synchronize the object's information in the Address Book with the information stored in eDirectory. This causes the correct information to be replicated to each domain and post office database in the GroupWise system. For information about how to do this, see [Chapter 29, “Synchronizing Database Information,” on page 363](#).

Rebuilding the Post Office Database

If the post office Address Book is missing a lot of information, or you are having other difficulties with information in the Address Book, you might want to rebuild the post office's database. This causes all information to be replicated to the post office database from the domain database. For information about rebuilding a post office database, see [“Rebuilding Domain or Post Office Databases” on page 349](#).

Internet-Style Addressing

By default, GroupWise® uses a proprietary address format consisting of a user's ID, post office, and domain (*userID.post_office.domain*). However, if you have the GroupWise Internet Agent installed (see [“Internet Agent” on page 659](#)), GroupWise also supports native Internet-style addressing consisting of a username and Internet domain name (for example, *userID@Internet_domain_name*).

Internet-style addressing is the preferred addressing format if you are connected to the Internet, because with Internet-style addressing, users have the same address within the GroupWise system as they do outside the GroupWise system. For example, if John Smith's address at Novell® is *jsmith@novell.com*, this address can be used by users within the GroupWise system and users external to the system.

The following sections provide information to help you plan, set up, and troubleshoot any problems that might occur:

- ◆ [“Planning Internet Addressing” on page 88](#)
- ◆ [“Setting Up Internet Addressing” on page 91](#)

Planning Internet Addressing

The following sections help you prepare to set up Internet-style addressing on your GroupWise system:

- ◆ “Internet Agent Requirement” on page 88
- ◆ “Internet Agents Used for Outbound Messages” on page 88
- ◆ “Internet Domain Names” on page 88
- ◆ “Preferred Address Format” on page 89
- ◆ “Allowed Address Formats” on page 91
- ◆ “Override Options” on page 91

Internet Agent Requirement

Internet addressing requires you to have the GroupWise Internet Agent installed in your GroupWise system. The Internet Agent connects your GroupWise system to the Internet. To install the Internet Agent, see “Installing the GroupWise Internet Agent” in the *GroupWise 6.5 Installation Guide*.

Internet Agents Used for Outbound Messages

Each domain in your GroupWise system must be assigned an Internet Agent for outbound messages. A domain’s assigned Internet Agent handle all outbound messages sent by the domain’s users.

If your GroupWise system includes only one Internet Agent, that Internet Agent must be assigned to all domains and will be used for all outbound messages.

If your GroupWise system includes multiple Internet Agents, you must decide which Internet Agent you want to be responsible for outbound messages for each domain. You must select one Internet Agent as your system’s default Internet Agent, but you can override the default at each domain.

Internet Domain Names

You must associate at least one Internet domain (novell.com, gw.novell.com, support.novell.com, or so forth) with your GroupWise system. These Internet domains need to exist in the domain name service (DNS).

After you have associated Internet domains with your GroupWise system, all users in your system can be addressed using any of the domains (for example, jsmith@novell.com, jsmith@gw.novell.com, and jsmith@support.novell.com). The addresses can be used both internally and externally.

Preferred Internet Domain Name

You must assign each GroupWise user a preferred Internet domain. GroupWise uses the preferred Internet domain name when constructing the e-mail address that are displayed in the GroupWise Address Book and in the To field of sent messages.

To make this process easier, GroupWise lets you assign a preferred Internet domain to be used as the default for your GroupWise system (for example, novell.com). The system’s preferred Internet domain is applied to all users in your GroupWise system. However, you can override the system’s preferred Internet domain at the domain, post office, or user level, meaning that different users

within your GroupWise system can be assigned different preferred Internet domains. For example, users in one domain can be assigned gw.novell.com as their preferred Internet domain while users in another domain are assigned support.novell.com.

Preferred Address Format

You must choose a preferred address format for your GroupWise users. GroupWise uses the preferred address format, along with the preferred Internet domain, to construct the e-mail addresses that are published in the GroupWise Address Book and in the To field of sent messages.

GroupWise supports the following address formats:

userID.post_office.domain@internet_domain_name

userID.post_office@internet_domain_name

userID@internet_domain_name

firstname.lastname@internet_domain_name

lastname.firstname@internet_domain_name

firstinitial lastname@internet_domain_name

As with the preferred Internet domain, you must assign a preferred address format to be used as the default for your GroupWise system. The system's preferred address format is applied to all users in your GroupWise system. However, you can override the system's preferred address format at the domain, post office, and user/resource level.

The following sections explain some of the advantages and disadvantages of each address format:

- ◆ “[userID.post_office.domain@internet_domain_name](#)” on page 89
- ◆ “[userID.post_office@internet_domain_name](#)” on page 89
- ◆ “[userID@internet_domain_name](#)” on page 90
- ◆ “[firstname.lastname@internet_domain_name](#)” on page 90
- ◆ “[lastname.firstname@internet_domain_name](#)” on page 90
- ◆ “[firstinitial lastname@internet_domain_name](#)” on page 90

userID.post_office.domain@internet_domain_name

Advantages

- ◆ Reliable format. GroupWise guarantees that each address is unique.
- ◆ Identical usernames can be used in different post offices.

Disadvantages

- ◆ Addresses tend to be long and hard to remember.
- ◆ Addresses might change over time as users are moved from one post office to another.

userID.post_office@internet_domain_name

Advantages

- ◆ Guarantees uniqueness if all your post offices have unique names.
- ◆ Identical usernames can be placed in different post offices.

Disadvantages

- ◆ Addresses tend to be long and hard to remember.
- ◆ Addresses might change over time as users are moved from one post office to another.

userID@internet_domain_name

Advantages

- ◆ Addresses are short and easy to remember.
- ◆ Backwards-compatible with previous versions of GroupWise. (Users won't need to update their business cards.)
- ◆ Addresses do not change as users are moved.

Disadvantages

- ◆ Because GroupWise cannot guarantee unique user IDs, the system administrator is responsible for guaranteeing that the first and last names are unique.

firstname.lastname@internet_domain_name

Advantages

- ◆ Addresses are intuitive and easy to remember.
- ◆ Addresses do not change as users are moved.

Disadvantages

- ◆ Because GroupWise cannot guarantee unique first and last names, the system administrator is responsible for guaranteeing that the first and last names are unique.
- ◆ Probability of conflicts increases if any user's first and last names match any GroupWise domain or post office name, if any two users have the same first and last names, or if any two users have the opposite first and last names (such as James Dean and Dean James).

lastname.firstname@internet_domain_name

Advantages

- ◆ Addresses are intuitive and easy to remember.
- ◆ Addresses do not change as users are moved.

Disadvantages

- ◆ Because GroupWise cannot guarantee unique first and last names, the system administrator is responsible for guaranteeing that the first and last names are unique.
- ◆ Probability of conflicts increases if any user's first and last names match any GroupWise domain or post office name, if any two users have the same first and last names, or if any two users have the opposite first and last names (such as James Dean and Dean James).

firstinitial lastname@internet_domain_name

Advantages

- ◆ Addresses are intuitive and easy to remember.
- ◆ Addresses do not change as users are moved.

Disadvantages

- ◆ Because GroupWise cannot guarantee unique first initials and last names, the system administrator is responsible for guaranteeing that firstinitial lastname addresses are unique.

Allowed Address Formats

The preferred Internet domain and preferred address format apply to user addresses as displayed in the GroupWise Address Book or sent messages.

The allowed address formats, on the other hand, determine which address formats are accepted by the Internet Agent. There are five possible allowed formats:

userID.post_office@internet_domain_name

userID@internet_domain_name

firstname.lastname@internet_domain_name

lastname.firstname@internet_domain_name

firstinitial lastname@internet_domain_name

If you select all five formats, the Internet Agent accepts messages addressed to users in any of the formats. For example, John Peterson would receive messages sent using any of the following addresses:

jpg Peterson.research@novell.com

jpg Peterson@novell.com

john.peterson@novell.com

Peterson.john@novell.com

jpg Peterson@novell.com

You must designate the allowed address formats to be used as the default formats for your GroupWise system. The system's allowed address formats are applied to all users in your GroupWise system. However, you can override the system's allowed address formats at the domain, post office, and user/resource level.

For example, assume you have two John Petersons with userIDs of jpg Peterson and jpg Peterson. The *userID.post_office* and *userID* address formats do not cause message delivery problems, but the *firstname.lastname*, *lastname.firstname*, and *firstinitial lastname* address formats do. To overcome this problem, you could disallow the three problem formats for these users at the user level.

Override Options

In spite of the best planning, some e-mail addresses do not fit the rules and are not processed correctly. You can handle such addresses by overriding the regular address processing, as described in [“Overriding Internet Addressing Defaults” on page 94](#).

Setting Up Internet Addressing

The following sections help you to set up Internet addressing:

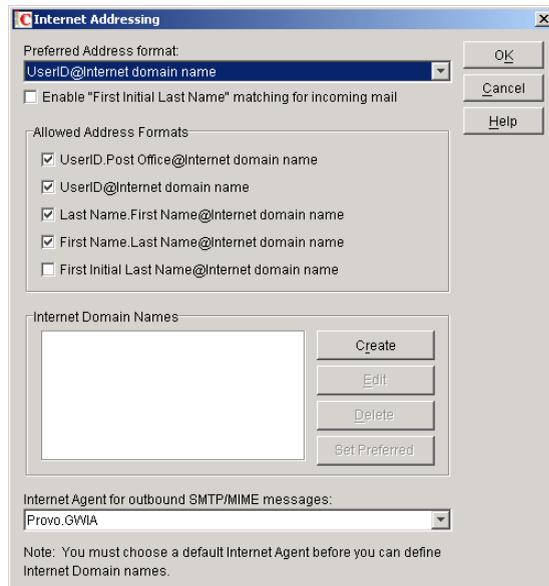
- ◆ [“Installing the Internet Agent” on page 92](#)
- ◆ [“Enabling Internet Addressing” on page 92](#)
- ◆ [“Overriding Internet Addressing Defaults” on page 94](#)

Installing the Internet Agent

Before you can set up Internet addressing, you must install the GroupWise Internet Agent. If you have not already installed the agent, see [“Installing the GroupWise Internet Agent”](#) in the *GroupWise 6.5 Installation Guide*.

Enabling Internet Addressing

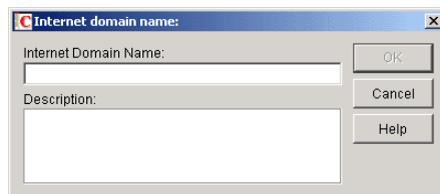
- 1 In ConsoleOne, click the Tools menu > GroupWise System Operations > Internet Addressing.



- 2 In the Internet Agent for Outbound SMTP/MIME Messages list, select the Internet Agent to use as the default Internet Agent for your system.

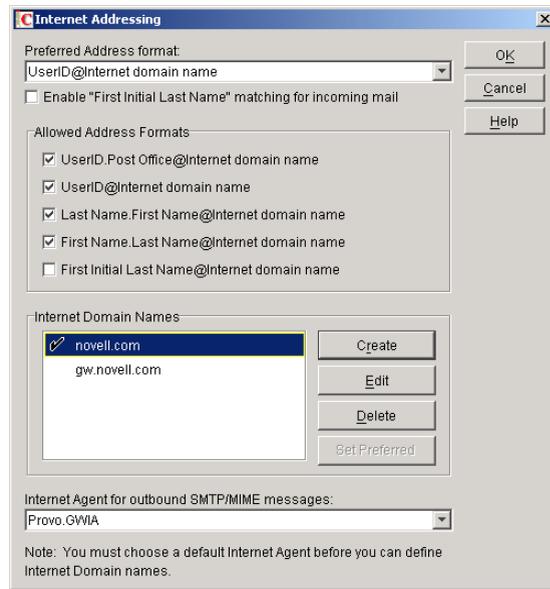
By default, each domain uses this Internet Agent for outbound messages sent by users in the domain. If you have multiple Internet Agents in your GroupWise system, you can override the default setting at the domain level. For more information, see [“Domain Overrides”](#) on [page 94](#).

- 3 To define an Internet domain, click Create to display the Internet Domain Name dialog box.



- 4 Enter the Internet domain you want to define in your GroupWise system, then click OK to add it to the list of Internet domains.
- 5 Repeat [Step 3](#) and [Step 4](#) for each Internet domain you want to define.

When you’ve finished, all Internet domains you want to define should be listed in the Internet Domain Names box.



The preferred Internet domain is indicated by a check mark. This is the Internet domain name that is used when GroupWise constructs a user's preferred e-mail address. A preferred e-mail address is the address that is published in the system address book and in the To field of sent messages. You can override the preferred Internet domain name at the domain, post office, and user/resource levels. For more information, see [“Overriding Internet Addressing Defaults” on page 94](#).

- 6** If the Internet domain you want to be the default preferred domain for your GroupWise system is not already selected, select the desired Internet domain, then click Set Preferred Name.
- 7** In the Preferred Address Format list, select your system's default Internet address format.

This is the format that is used when displaying addresses in the GroupWise Address Book and in a message's From box if it is not overridden at a lower level. For a list of the available addressing formats and their respective advantages and disadvantages, see [“Preferred Address Format” on page 89](#).

You can override the preferred address format at the domain, post office, and user/resource levels. For more information, see [“Overriding Internet Addressing Defaults” on page 94](#).

- 8** If desired, turn on the Enable "First Initial Last Name" Matching for Incoming Mail option.

This option allows the Internet Agent to resolve addresses for incoming messages by performing "first initial last name" lookups on the username portion of the address. When doing so, the Internet Agent uses the first letter of the username as the first initial and the remainder of the username as the last name. It then resolves the address to any GroupWise users whose Last Name field (in their eDirectory User object record) contains the last name and whose Given Name field starts with the first initial.

For example, if the recipient's address is jpeterson@novell.com, the first initial would be J and the last name would be Peterson. The address would resolve to the user whose Last Name field is Peterson and Given Name field starts with J. If more than one user's given name starts with J (for example, John and Janice), the message is undeliverable.

This option is useful if you want to be able to use the UserID@Internet_domain_name format but your userIDs do not really reflect your users' actual names (for example, John Peterson's user ID is 46789 so his address is 46789@novell.com). In this case, you could publish users' addresses as their first initial last name (for example, jpeterson@novell.com) and enable this option so that the Internet Agent resolves the addresses to the appropriate users.

- 9 In the Allowed Address Formats list, select the address formats that you want to be supported for incoming messages. GroupWise will deliver a message to the recipient if any of the allowed formats have been used in the address.

You can override the allowed address formats at the domain, post office, and user/resource levels. For more information, see [“Overriding Internet Addressing Defaults” on page 94](#).

- 10 Click OK to save your changes.

If you changed the preferred address format, you are prompted to update the Internet e-mail address (General tab > Identification page > E-Mail Address field) for all affected users. The Internet e-mail address is the address returned in response to LDAP queries to eDirectory. It is recommended that you allow this update; however, performing it for the entire GroupWise system might take a while.

At this point, Internet addressing is enabled.

Overriding Internet Addressing Defaults

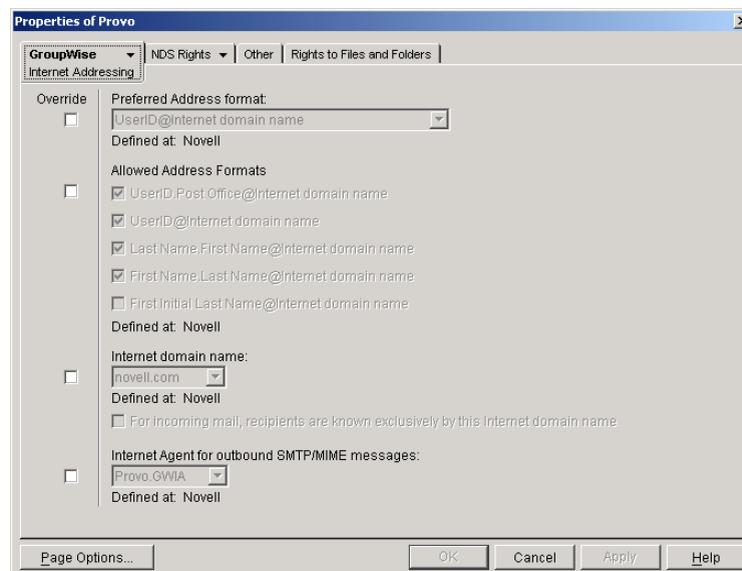
All domains, post offices, and users/resources in your GroupWise system inherit the defaults (Internet Agent for outbound messages, preferred Internet domain name, preferred address format, and allowed address formats) you established when enabling Internet addressing for your system. However, if desired, you can override these defaults for individual domains, post offices, or users/resources.

- ◆ [“Domain Overrides” on page 94](#)
- ◆ [“Post Office Overrides” on page 95](#)
- ◆ [“User/Resource Overrides” on page 96](#)

Domain Overrides

At the domain level, you can override all Internet addressing defaults assigned to your GroupWise system.

- 1 In ConsoleOne, right-click a Domain object, then click Properties.
- 2 Click GroupWise > Internet Addressing.



- 3 To override one of the options, select the Override box, then select the option you prefer for this domain.

If you need additional information about any of the fields, click Help.

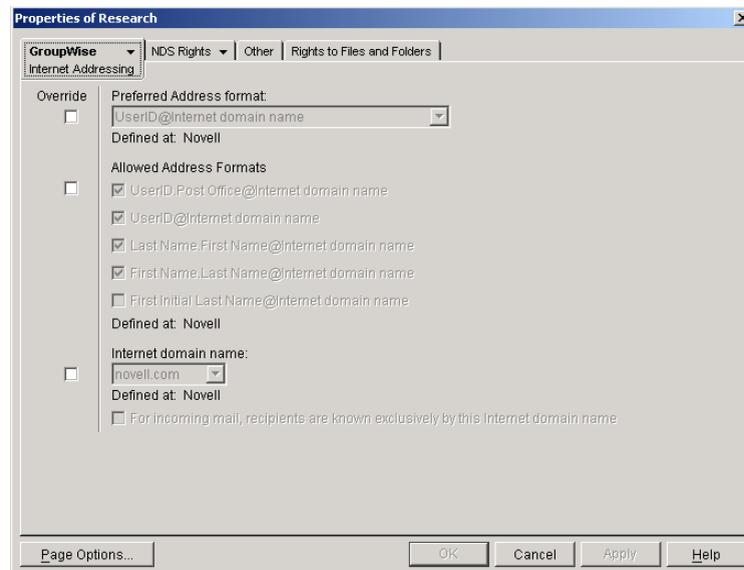
- 4 Click OK to save the changes.

If you changed the preferred address format, you are prompted to update the Internet e-mail address (General tab > Identification page > E-Mail Address field) for all affected users. The Internet e-mail address is the address returned in response to LDAP queries to eDirectory. We recommend that you allow this update; however, performing it for an entire GroupWise domain might take a while.

Post Office Overrides

At the post office level, you can override the preferred Internet domain name, preferred address format, and allowed address formats the post office has inherited from its domain. You cannot override the Internet Agent that is assigned to handle outbound messages.

- 1 In ConsoleOne, right-click a Post Office object, then click Properties.
- 2 Click GroupWise > Internet Addressing.



- 3 To override one of the options, select the Override box, then select the option you prefer for this post office.

If you need additional information about any of the fields, click Help.

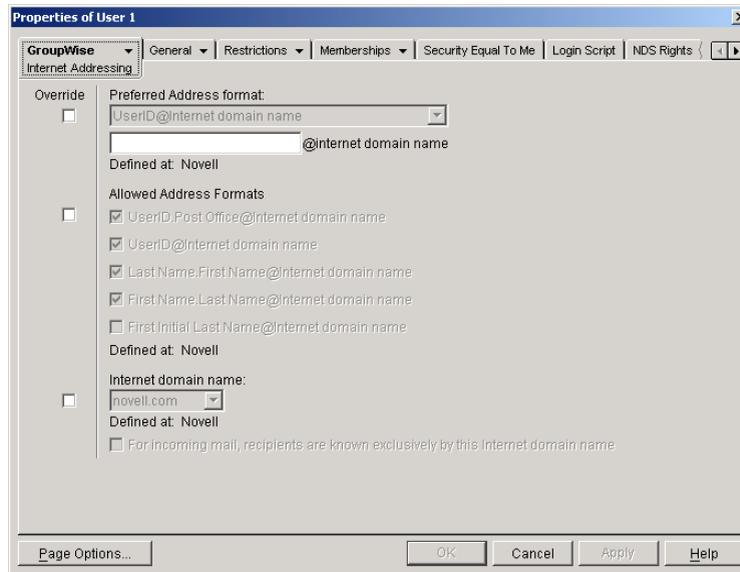
- 4 Click OK to save the changes.

If you changed the preferred address format, you are prompted to update the Internet e-mail address (General tab > Identification page > E-Mail Address field) for all affected users. The Internet e-mail address is the address returned in response to LDAP queries to eDirectory. We recommend that you allow this update; however, performing it for an entire GroupWise post office might take a while.

User/Resource Overrides

At the user and resource level, you can override the preferred Internet domain, preferred address format, and allowed address formats that the user/resource has inherited from its post office. You cannot override the Internet Agent that is assigned to handle outbound messages.

- 1 In ConsoleOne, right-click a User or Resource object, then click Properties.
- 2 Click GroupWise > Internet Addressing.



- 3 To override one of the options, select the Override box, then select the option you prefer for this user or resource.

At the user and resource level, the preferred address format can be completely overridden by explicitly defining the user portion of the address format (*user@Internet domain name*). The user portion can include any RFC-compliant characters (no spaces, commas, and so forth).

For example, if you've selected *First Name.Last Name@Internet domain name* as your system's preferred address format and you have two John Petersons, each on a different post office in your system, you would end up two users having the same address (John.Peterson@novell.com). You could use this field to differentiate them by including their middle initials in their address (John.S.Peterson@novell.com and John.A.Peterson@novell.com).

If you need additional information about any of the fields, click Help.

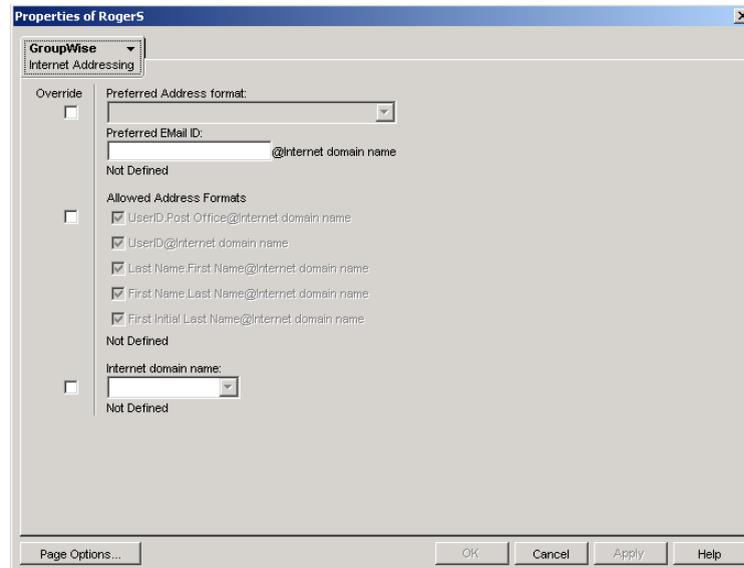
- 4 Click OK to save the changes.

If you changed the preferred address format for a user, you are prompted to update the user's Internet e-mail address (General tab > Identification page > E-Mail Address field). The Internet e-mail address is the address returned in response to LDAP queries to eDirectory. We recommend that you allow this update.

Nickname Overrides

At the nickname level, you can override the preferred Internet domain, preferred address format, and allowed address formats that the user/resource has inherited from its post office. You cannot override the Internet Agent that is assigned to handle outbound messages.

- 1 In the GroupWise View of ConsoleOne, select Nicknames in the GroupWise Object list.
- 2 Right-click a nickname, then click Properties.
- 3 Click GroupWise > Internet Addressing.



- 4 To override one of the options, select the Override box, then select the option you prefer for this nickname.
- 5 Click OK to save the changes.

If you changed the preferred address format for a nickname, you are prompted to update the user's Internet e-mail address (General tab > Identification page > E-Mail Address field). The Internet e-mail address is the address returned in response to LDAP queries to eDirectory. We recommend that you allow this update.

For more information about nicknames, see [“Creating a Nickname for a User” on page 213](#).

Addressing Rules

Addressing rules let you search for text in an address and replace it with other text. Most addressing rules are used in conjunction with GroupWise® gateways to simplify addressing syntax. For specific details, see your GroupWise gateway guide. For an example of an addressing rule used with the Internet Agent, see [“Creating a Customized Addressing Rule” on page 700](#).

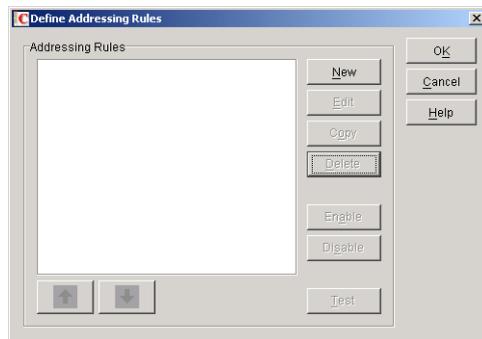
Addressing rules are created at the system level and enabled by domain.

- ◆ [“Creating an Addressing Rule” on page 98](#)
- ◆ [“Enabling an Addressing Rule” on page 99](#)

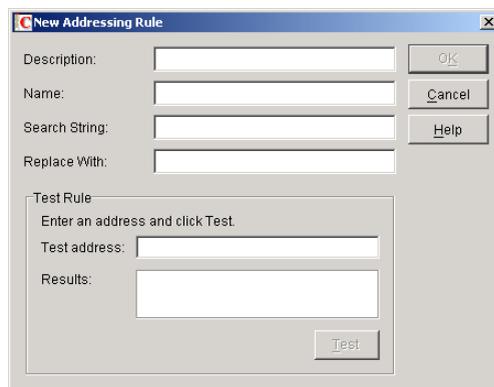
If you are using Internet-style addressing (see [Chapter , “Internet-Style Addressing,” on page 87](#)), any addressing rules that include an @ in the search string and a colon (:) in the replacement string is ignored.

Creating an Addressing Rule

- 1 In ConsoleOne[®], click the Tools menu > GroupWise System Operations > Addressing Rules.



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



- 3 Fill in the following fields:

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

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

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

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

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

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

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

The rule is automatically enabled, which means that it is available for use. To apply it to a domain, however, you need to enable it in the domain. For instructions, see “[Enabling an Addressing Rule](#)” on page 99.

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

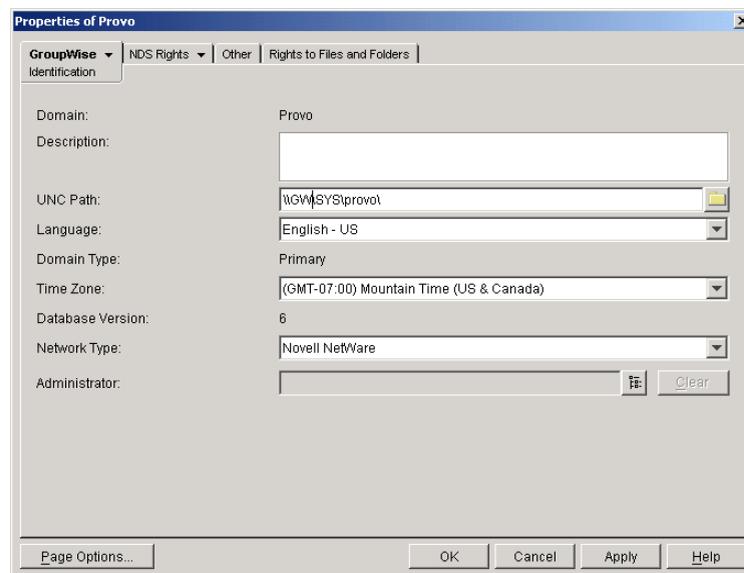
Addressing rules are executed in the order they are listed. When an addressing rule is applied to an address, no further addressing rules are applied.

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

Enabling an Addressing Rule

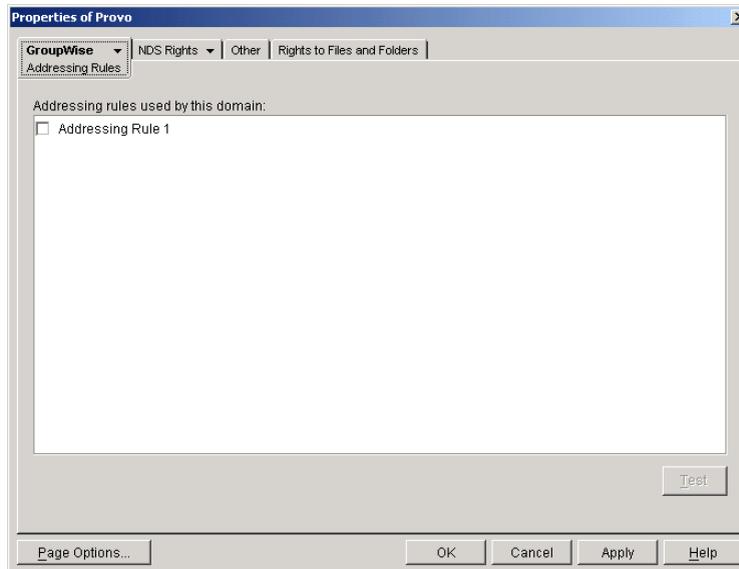
After you create an addressing rule, you need to enable it in the domains where you want it applied.

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



- 2 Click GroupWise > Addressing Rules.

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



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

Wildcard Addressing

Wildcard addressing enables users to send items to all users in a post office, domain, GroupWise[®] system, or connected GroupWise system by inserting asterisks (*) as wildcards in e-mail addresses.

You can limit wildcard addressing to a specific level (post office, domain, system) or allow unlimited wildcard addressing. The default is to limit the wildcard addressing to post office only, meaning that a user can use wild card addressing to send to all users on his or her post office only. You can change the default for individual users, post offices, or domains.

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

- ◆ [“Setting Wildcard Addressing Levels” on page 100](#)
- ◆ [“Wildcard Addressing Syntax” on page 102](#)

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

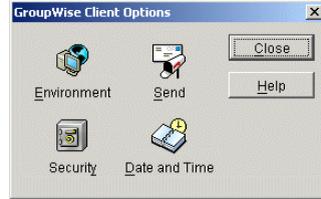
Setting Wildcard Addressing Levels

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

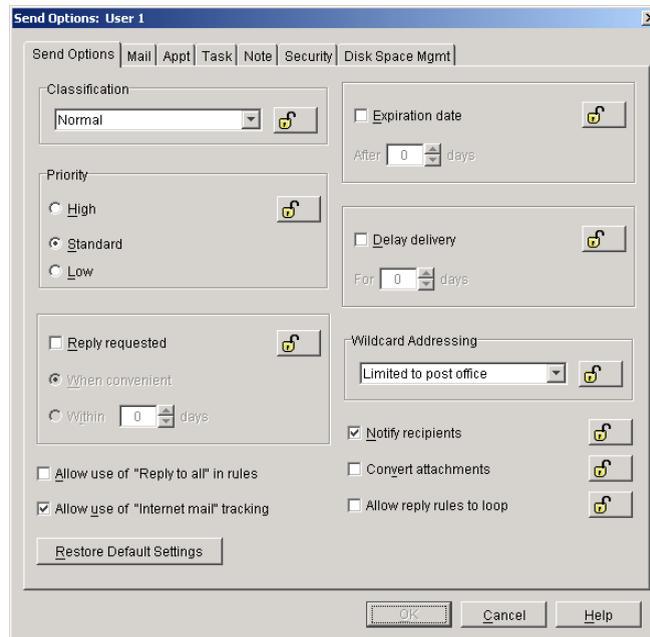
Wildcard addressing levels can be applied to a single user, to all users in a post office, or to all users in a domain.

To set wildcard addressing defaults:

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



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



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

Wildcard Addressing Syntax

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

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

7

Multilingual GroupWise Systems

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

- ◆ “Client Languages” on page 103
- ◆ “Administration Languages” on page 104
- ◆ “International Character Considerations” on page 104
- ◆ “Multi-Language Workstations” on page 105

Client Languages

You can run the GroupWise client in the following languages:

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

Users can select the languages they want when they install the GroupWise client. If users have access to the GroupWise client media, they can choose from all languages. If users are installing from a software distribution directory, they can choose from the languages you installed in the software distribution directory, as described in “GroupWise Languages” in “Installing a Basic GroupWise System” in the *GroupWise 6.5 Installation Guide*. The maximum disk space required to store all the GroupWise software components for one language is approximately 500 MB.

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

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

Administration Languages

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

- English
- French
- German
- Spanish
- Portuguese

All available administration languages are automatically installed.

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

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

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

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

International Character Considerations

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

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

Multi-Language Workstations

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

On Windows XP:

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

On Windows 2000:

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

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

