Novell
GroupWise®

7

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GROUPWISE CLIENT FREQUENTLY ASKED QUESTIONS (FAQ)

Novell®

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About This Guide

This Novell® *GroupWise® 7 Client Frequently Asked Questions (FAQ)* is intended to help GroupWise client users who have not found the information they need in the GroupWise client online help or User Guides:

- "How Do I Find What I Need in the GroupWise Client Documentation?" on page 9
- "GroupWise Windows Client FAQ" on page 11
- "GroupWise Cross-Platform Client FAQ" on page 17
- "GroupWise WebAccess Client FAQ" on page 21
- "Non-GroupWise Clients FAQ" on page 25
- "GroupWise Client Comparison" on page 27
- "Where Do I Go for More Help?" on page 35
- "Documentation Updates" on page 37

Audience

This guide is intended for GroupWise users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation, or go to www.novell.com/documentation/feedback.html and enter your comments there.

Documentation Updates

For the most recent version of the *GroupWise 7 Client Frequently Asked Questions (FAQ)*, visit the Novell GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7).

Additional Documentation

For additional GroupWise documentation, see the following client guides at the Novell GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7):

- *GroupWise Windows Client User Guide*
- *GroupWise Cross-Platform Client User Guide*
- *GroupWise WebAccess Client User Guide*
- *GroupWise Connector for Microsoft Exchange Quick Start*
- *GroupWise PDA Connect Readme*

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In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

When a startup switch can be written with a forward slash for some platforms or a double hyphen for other platforms, the startup switch is presented with a forward slash. Users of platforms that require a double hyphen, such as Linux, should use double hyphens as required by your software.

How Do I Find What I Need in the GroupWise Client Documentation?

1

- ❑ Step 1: Online Help in the GroupWise Client
- ❑ Step 2: User Guides on the GroupWise Documentation Web Site
- ❑ Step 3: User Comments Link in the User Guides
- ❑ Step 4: GroupWise Support Forum

1.1 Step 1: Online Help in the GroupWise Client

All three GroupWise® clients offer online help.

- **Windows Client:** Click *Help* > *Help Topics* and *Help* > *Interactive Tutorial*.
- **Cross-Platform Client:** Click *Help* > *Help Topics*.
- **WebAccess Client:** Click *Help*.

The online help in all three clients offers three ways to access the information provided in the help:

- **Contents:** Provides task oriented ("How Do I") access to the help information. This is a great place for beginners to get started.
- **Index:** Provides alphabetical access to common tasks and features. This is a great help when you know what you want to do but you can't figure out how to do it.
- **Search:** Provides a full text search of the help information based on keywords. If the index doesn't have it, the full text search should.

If the online help doesn't help you, proceed to Step 2: User Guides on the GroupWise Documentation Web Site.

1.2 Step 2: User Guides on the GroupWise Documentation Web Site

All three GroupWise clients have a User Guide posted on the GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7) that is easy to access:

- **Windows Client:** Click *Help* > *User Guide*.
- **Cross-Platform Client:** Click *Help* > *User Guide*.
- **WebAccess Client:** Click *Help* > *User Guide*.

The User Guides are provided in both HTML and PDF format. Both formats are searchable and yield different kinds of search results.

- **HTML Search:** To search the HTML version of a User Guide, click the main link to the guide on the GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7),

then select the sections of the guide that you want to search in the left pane. All sections of the guide are selected by default. Type the word or phrase to search for, then click *Search Checked Items For*. Web search technology is used to return pages where the word or phrase is found in the User Guide, ranked according to the likelihood that the page is what you're looking for.

- **PDF Search:** To search the PDF version of a User Guide, click the PDF link to the guide on the GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7). Click *Find* (the binoculars icon), type the word or phrase to search for, then click *Find* to find the first instance. Click *Find Again* to continue searching through the document for instances of the word or phrase. This full text search procedure is more thorough than the Web search approach.

TIP: When you are in the HTML version of a User Guide, you can click *View PDF* at the top of any page to immediately open the PDF version of the User Guide.

If the User Guide doesn't help you, proceed to Step 3: User Comments Link in the User Guides.

1.3 Step 3: User Comments Link in the User Guides

If you have searched the online help and the User Guide for the GroupWise client you are using and you still cannot find the information you need, you can submit a user comment about the documentation. Just click *Add Comment* at the bottom of any page of the HTML version of the documentation.

IMPORTANT: For best results, submit your comment on the page of the User Guide where you tried to find the information.

When you submit a user comment, one of the following things happens:

- We know where the answer to your question is in the current documentation. We send a response to you to help you find the information you need.
- We know the answer to your question and we discover that it is not in the current documentation. We send a response to you and post the information on the page where you made your comment. The information will be added to the next version of the GroupWise documentation.
- We don't know the answer to your question. We find the answer to your question, then proceed as described above.
- We technical writers can't help you resolve problems with the GroupWise software. When GroupWise doesn't work for you the way it's supposed to, we refer you to Step 4: GroupWise Support Forum.

NOTE: Response times vary.

1.4 Step 4: GroupWise Support Forum

The GroupWise Support Forum (http://support.novell.com/forums/2gw.html) provides assistance from over 30 volunteer sysops from around the world, not to mention helpful GroupWise users from around the world as well. If the GroupWise client isn't working for you as documented, post your problem on the GroupWise Support Forum for free assistance.

GroupWise Windows Client FAQ 2

- How do I customize the Home View?
- Help! I've had fun playing with my Home View. Now how do I put it back?
- How do I get rid of the little monthly calendars that weren't there in my GroupWise 6.5 Calendar Week view?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text, such as contact information, to the bottom of every message I send?
- My personal information in the GroupWise Address Book is out of date. How do I update it?
- How do I change the way my name appears in messages?
- How do I display just my unopened items?
- How do I get notified of incoming messages?
- How do I turn on sound or change the sound of my appointment notifications?
- Can I set an alarm on a task?
- Can I send automatic e-mail reminders to other users?
- How do I schedule an annual event, like a birthday or anniversary?
- How do I change my default font for composing and viewing messages?
- How do I turn on or turn off the header on messages I print?
- What do all the little symbols next to my messages mean?
- Someone gave me proxy access to a mailbox. How do I access it?
- How do I change the ownership of a shared folder?
- Help! My folder list has disappeared. How do I get it back?
- Help! A column header has disappeared. How do I get it back? And how do I add more columns?
- Where is the Accounts menu that I need in order to set up a POP or IMAP e-mail account in GroupWise?
- Can I delete attachments from a received message?
- In the Attach File dialog box, how do I set the default file listing to Details (to include file size, type, and date) instead of List (which just lists the filenames)?
- How do I forward all my mail from my GroupWise account to a personal e-mail account?
- Can I send a message to a cell phone?
- How do I move my archive?
- Why are there discrepancies between the folder structure in my archive and in my Online or Caching mailbox?
- Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?
- How do I get GroupWise to start maximized?

- I’ve run out of space in my mailbox. I’ve deleted everything I can think of. Now what?

NOTE: External cross-references in the section are found in the *GroupWise 7 Windows Client User Guide*.

How do I customize the Home View?

See “Understanding the Home View” and “Using Panels”.

Help! I’ve had fun playing with my Home View. Now how do I put it back?

Right-click the *Home* icon, then click *Properties* > *Display* > *Customize Panels* > *Restore Defaults*.

How do I get rid of the little monthly calendars that weren’t there in my GroupWise 6.5 Calendar Week view?

Right-click the *Week* button on the Calendar View bar, then click *Properties*. Select *Week*, then click *Edit*. Select *Week* instead of *Week (Default)*, then click *OK*.

How do I set up an automated response to let people know that I’m on vacation or out of the office?

See “Creating a Vacation Rule or Auto Reply”.

How do I add text, such as contact information, to the bottom of every message I send?

See “Adding a Signature or vCard to Items You Send”.

My personal information in the GroupWise Address Book is out of date. How do I update it?

You cannot edit the information in the GroupWise Address Book yourself. You must contact your GroupWise administrator in order to update your personal information.

How do I change the way my name appears in messages?

See “Changing Your Display Name”. If the conditions described in this procedure do not apply to your circumstance, you must have your local GroupWise administrator use ConsoleOne® to change how your name appears.

How do I display just my unopened items?

The default Home View includes an Unread Items panel, as described in “Understanding the Home View”.

If you don’t use the Home View, you can create a Find Results folder, as described in “Understanding Find Results Folders”. Use an Advanced Find, and set it up so that Item Status does not include Opened (or any other status that you do not want listed in the Find Results folder). You can then look in this folder to see all your unopened items as a group.

How do I get notified of incoming messages?

See "Running Notify".

How do I turn on sound or change the sound of my appointment notifications?

When Notify is running, you have a *Notify* icon (a small globe with a letter) in your Windows notification area. Right-click the *Notify* icon, then click *Options* > *Alarms*. Select *Play Sound*, then select the sound file you want to play.

Can I set an alarm on a task?

At present, you can't set alarms on tasks. Alarms can only be set on items that appear in your Calendar.

Can I send automatic e-mail reminders to other users?

For a single message, you could use the Delay Delivery feature to have a message delivered on a specified day at a specified time. See "Delaying Delivery of an Item". However, the Delay Delivery feature cannot be used in conjunction with recurring items. If you want to remind others of something every two weeks, for example, you must set up each reminder individually.

How do I schedule an annual event, like a birthday or anniversary?

See "Scheduling Auto-Dates by Formula" if you want to use reminder notes, or see "Scheduling an Appointment for Yourself" in you want to use all-day events.

How do I change my default font for composing and viewing messages?

See "Changing the Font of Items You Send", "Changing the Font of Items You Receive", and "Setting the Default View".

How do I turn on or turn off the header on messages I print?

For a Plain Text formatted message, right-click the message, then click *View*. Click *Print (Preview) Options*, then select or deselect *Print Header* as needed.

For an HTML formatted message, the message displays and prints according to your current Internet Explorer browser settings (*File* > *Page Setup* > *Headers and Footers*).

What do all the little symbols next to my messages mean?

See "Icons Appearing Next to Items in Your Mailbox, Sent Items Folder, and the Calendar".

Someone gave me proxy access to a mailbox. How do I access it?

See "Managing Someone Else's Mailbox or Calendar".

How do I change the ownership of a shared folder?

At present, there is not an easy way to transfer ownership of a shared folder from one user to another. As a workaround, one of the users with whom the folder is shared can create a new folder and move the contents of the shared folder into it, then share that new folder with the other users,

thus becoming the owner of the newly shared copy of the original shared folder. The new owner must have full rights to the original shared folder.

Help! My folder list has disappeared. How do I get it back?

Click *View* > *Folder List*. If you're in a context where that doesn't work, click *Tools* > *Options* > *Environment* > *Appearance* > *Display Folder List*.

Help! A column header has disappeared. How do I get it back? And how do I add more columns?

Right-click an existing column heading, click *More Columns*, then select the columns you want to display.

Where is the Accounts menu that I need in order to set up a POP or IMAP e-mail account in GroupWise?

The *Accounts* menu is availably only if your GroupWise administrator has enabled this feature, as described in "Modifying Environment Options" in "Client" in the *GroupWise 7 Administration Guide*. Ask your GroupWise administrator to enable the feature.

Can I delete attachments from a received message?

No. Not at the present time.

In the Attach File dialog box, how do I set the default file listing to Details (to include file size, type, and date) instead of List (which just lists the filenames)?

Unfortunately, you cannot change the default list presentation in GroupWise® or in the Windows* operating system environment.

How do I forward all my mail from my GroupWise account to a personal e-mail account?

See "Creating a Rule to Forward All Mail to a Private Mail Account".

Can I send a message to a cell phone?

Most cell phones include an e-mail address for SMS messages. If you want to forward your messages to your own cell phone, you need to contact your carrier to determine the e-mail address of your phone. If you want to send a message to someone else's cell phone, you need to know the e-mail address of that person's phone.

How do I move my archive?

In the Windows client, click *Tools* > *Options* > *Environment* > *File Location*, then look at the *Archive directory* path to see where your archive is right now. Delete the current location and save the blank setting of no archive directory, so that no archiving can be performed while you are moving the archive. Copy your archive directory to the desired location, then go back to *Tools* > *Options* > *Environment* > *File Location* and provide the new location. Make sure you can access your archive in the new location, then delete the archive from the original location to conserve disk space.

Why are there discrepancies between the folder structure in my archive and in my Online or Caching mailbox?

Theoretically, the folder structure in your archive should match the folder structure in your mailbox. However, over time, you have probably renamed folders, deleted folders, and moved folders as your worked on your mailbox. The archive does not keep up with all these changes to the mailbox folder structure. Therefore, sometimes items aren't archived where you expect them to be archived. Sometimes you need to use the Find feature to locate archived items.

This issue is more frequent with users whose GroupWise archives date back through numerous GroupWise releases.

Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?

If you copy your GroupWise archive onto a CD, it is marked read-only. At present, GroupWise cannot open a read-only archive. You can copy it from the CD back into a read-write environment in order to access it.

You set your archive location using *Tools > Options > Environment > File Location > Archive Directory*. You need to be careful that your archive location is always set to the correct directory where you want ongoing automatic archiving to take place. At present, we do not recommend or support multiple archive locations, although it is possible.

How do I get GroupWise to start maximized?

Manually size the GroupWise client window by dragging its borders to occupy your full screen. Do not use the *Maximize* button. If you want GroupWise permanently maximized, you can right-click the GroupWise desktop icon, then click *Properties*. In the Run drop-down list, select *Maximized*.

I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

You need to actually empty the Trash before your disk space consumption goes down.

GroupWise Cross-Platform Client FAQ

3

- I'm used to the GroupWise Windows client. What differences am I going to see when I use the Cross-Platform client?
- Where's the Home View?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text, such as contact information, to the bottom of every message I send?
- My personal information in the GroupWise Address Book is out of date. How do I update it?
- How do I change the way my name appears in messages?
- How do I schedule an annual event, like a birthday or anniversary?
- How do I change my default font for composing and viewing messages?
- What do all the little symbols next to my messages mean?
- How do I add another column to a list of items?
- Can I delete attachments from a received message?
- Attachments open as read only. Is this correct?
- Someone gave me proxy access to a mailbox. How do I access it?
- How do I change the ownership of a shared folder?
- How do I forward all my mail from my GroupWise account to a personal e-mail account?
- Can I send a message to a cell phone?
- How do I move my archive?
- I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

NOTE: External cross-references in the section are found in the *GroupWise 7 Cross-Platform Client User Guide*.

I'm used to the GroupWise Windows client. What differences am I going to see when I use the Cross-Platform client?

See "GroupWise Client Comparison" on page 27.

Where's the Home View?

The Home View is a new feature in the GroupWise® 7 Windows client. It is not yet available in the Cross-Platform client.

How do I set up an automated response to let people know that I'm on vacation or out of the office?

See "Creating a Vacation Rule".

How do I add text, such as contact information, to the bottom of every message I send?

See "Adding a Signature or vCard to Items You Send".

My personal information in the GroupWise Address Book is out of date. How do I update it?

You cannot edit the information in the GroupWise Address Book yourself. You must contact your GroupWise administrator in order to update your personal information.

How do I change the way my name appears in messages?

See "Changing Your Display Name". If the conditions described in this procedure do not apply to your circumstance, you must have your local GroupWise administrator use ConsoleOne® to change how your name appears.

How do I schedule an annual event, like a birthday or anniversary?

See "Scheduling a Recurring Item by Dates" if you want to use reminder notes, or see "Scheduling an Appointment for Yourself" in you want to use all-day events.

How do I change my default font for composing and viewing messages?

See "Changing the Font of Items You Send" and "Setting the Default View".

What do all the little symbols next to my messages mean?

See "Icons Appearing Next to Items in Your Mailbox and Calendar".

How do I add another column to a list of items?

Right-click an existing column heading, click *More Columns*, then select the columns you want to display.

Can I delete attachments from a received message?

No. Not at the present time.

Attachments open as read only. Is this correct?

Yes, that's true. Attachments open read-only. To edit an attachment, save it and open it in the application used for editing that document.

Someone gave me proxy access to a mailbox. How do I access it?

See "Managing Someone Else's Mailbox or Calendar".

How do I change the ownership of a shared folder?

At present, there is not an easy way to transfer ownership of a shared folder from one user to another. As a workaround, one of the users with whom the folder is shared can create a new folder and move the contents of the shared folder into it, then share that new folder with the other users,

thus becoming the owner of the newly shared copy of the original shared folder. The new owner must have full rights to the original shared folder.

How do I forward all my mail from my GroupWise account to a personal e-mail account?

See "Creating a Rule to Forward All Mail to a Private Mail Account"

Can I send a message to a cell phone?

Most cell phones include an e-mail address for SMS messages. If you want to forward your messages to your own cell phone, you need to contact your carrier to determine the e-mail address of your phone. If you want to send a message to someone else's cell phone, you need to know the e-mail address of that person's phone.

How do I move my archive?

In the Cross-Platform client, click *Tools* > *Options* > *General*, then look at the *Archive directory* path to see where your archive is right now. Delete the current location and save the blank setting of no archive directory, so that no archiving can be performed while you are moving the archive. Copy your archive directory to the desired location, then go back to *Tools* > *Options* > *General* and provide the new location. Make sure you can access your archive in the new location, then delete the archive from the original location to conserve disk space.

I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

You need to actually empty the Trash before your disk space consumption goes down.

GroupWise WebAccess Client FAQ

4

- I'm used to the GroupWise Windows client. What differences am I going to see when I use the WebAccess client?
- Where's the Home tab?
- How do I stop my password from being automatically provided on the WebAccess login page?
- What do I do if my session times out while I'm working on a message?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text like contact information to the bottom of every message I send?
- My personal information in the GroupWise Address Book is out of date. How do I update it?
- How do I change the way my name appears in messages?
- What do all the little symbols next to my messages mean?
- Why do messages keep disappearing from my mailbox?
- How do I block unwanted messages from my mailbox?
- Can I delete attachments from a received message?
- Someone gave me proxy access to a mailbox. How do I access it?
- How do I forward all my mail from my GroupWise account to a personal e-mail account?
- Can I send a message to a cell phone?
- I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

NOTE: External cross-references in the section are found in the *GroupWise 7 WebAccess Client User Guide*.

I'm used to the GroupWise Windows client. What differences am I going to see when I use the WebAccess client?

See "GroupWise Client Comparison" on page 27.

Where's the Home tab?

The Home view is a new feature in the GroupWise® 7 Windows client. It is not yet available in the WebAccess client.

How do I stop my password from being automatically provided on the WebAccess login page?

This functionality is being provided by your Web browser, not by the WebAccess client. Consult your Web browser documentation for instructions on disabling this feature.

What do I do if my session times out while I'm working on a message?

If your GroupWise administrator has configured WebAccess as described in "Setting the Timeout Interval for Inactive Sessions" in "WebAccess" in the *GroupWise 7 Administration Guide*, you should not lose a message your are working on when your session times out. If you do lose messages under these conditions, contact your GroupWise administrator.

How do I set up an automated response to let people know that I'm on vacation or out of the office?

See "Using Rules".

How do I add text like contact information to the bottom of every message I send?

See "Adding A Signature to Items You Send".

My personal information in the GroupWise Address Book is out of date. How do I update it?

You cannot edit the information in the GroupWise Address Book yourself. You must contact your GroupWise administrator in order to update your personal information.

How do I change the way my name appears in messages?

You must have your local GroupWise administrator use ConsoleOne® to change how your name appears.

What do all the little symbols next to my messages mean?

See "Understanding the GroupWise WebAccess Main Window".

Why do messages keep disappearing from my mailbox?

GroupWise performs cleanup activities on you mailbox, such as archiving or deleting old messages, on a regular basis. When you use the WebAccess client, items are archived or deleted according to the default settings provided by your GroupWise administrator in ConsoleOne® or according to settings you provide in the GroupWise Windows client or the Cross-Platform client, as described in:

- "Archiving Items Automatically" in "Managing Your Mailbox" in the *GroupWise 7 Windows Client User Guide*
- "Archiving Items Automatically" in "Managing Your Mailbox" in the *GroupWise 7 Cross-Platform Client User Guide*

How do I block unwanted messages from my mailbox?

In the WebAccess client, you are dependent on whatever your GroupWise administrator has set up for your GroupWise system, as described in "Blocking Unwanted E-Mail from the Internet" in "Internet Agent" in the *GroupWise 7 Administration Guide*.

When you use the GroupWise Windows client, you have more control over what you allow into your own mailbox, as described in "Handling Unwanted Mail" in "Working with Items in Your Mailbox" in the *GroupWise 7 Windows Client User Guide*.

If you have a small number of specific addresses that you want to block, you can set up a rule, as described in "Using Rules".

Can I delete attachments from a received message?

No. Not at the present time; however, there are free, third-party attachment-strippers. See Cool Solutions (http://www.novell.com/coolsolutions/gwmag/) for more information.

Someone gave me proxy access to a mailbox. How do I access it?

See "Using Proxy".

How do I forward all my mail from my GroupWise account to a personal e-mail account?

See "Forwarding Your E-mail to Another Account".

Can I send a message to a cell phone?

Most cell phones include an e-mail address for SMS messages. If you want to forward your messages to your own cell phone, you need to contact your carrier to determine the e-mail address of your phone. If you want to send a message to someone else's cell phone, you need to know the e-mail address of that person's phone.

I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

You need to actually empty the Trash before your disk space consumption goes down.

Non-GroupWise Clients FAQ

5

- How do I access my GroupWise mailbox from a handheld device?
- How do I access my GroupWise mailbox from Microsoft Outlook?
- How do I access my GroupWise mailbox from Evolution?

How do I access my GroupWise mailbox from a handheld device?

See "Mobile Devices" in the *GroupWise 7 Interoperability Guide*.

Can I synchronize the Address Book with Palm OS?

See "Mobile Devices" in the *GroupWise 7 Interoperability Guide*.

How do I access my GroupWise mailbox from Microsoft Outlook?

See "Outlook Express" and "Microsoft Outlook" in "Non-GroupWise Clients" in the *GroupWise 7 Interoperability Guide*.

How do I access my GroupWise mailbox from Evolution?

See "Evolution" in "Non-GroupWise Clients" in *GroupWise 7 Interoperability Guide*.

GroupWise Client Comparison

6

The GroupWise® product includes four clients for accessing your GroupWise mailbox:

- **Windows Client:** A proven e-mail client for over a decade, the GroupWise Windows client is a robust, full-featured access point from your Windows desktop to your GroupWise mailbox. It offers a wide array of features to meet the needs of basic to advanced users.
- **Cross-Platform Client:** First introduced in 2004, the relatively young GroupWise Cross-Platform client offers the most vital GroupWise features to Linux* and Macintosh* users, with additional GroupWise functionality being added with each new GroupWise release.
- **WebAccess Client:** The WebAccess client provides access to your GroupWise mailbox in any environment (Windows, Linux, and Macintosh) where a browser and an Internet connection are available. In addition, using the WebAccess client, you can access your GroupWise mailbox from wireless devices such as phones, Palm OS* devices, and Windows CE devices. Some GroupWise functionality is limited because of the difficulty of implementing it in a browser-based environment. However, some advanced functionality has been implemented using Java* applets.
- **Outlook Connector:** First introduced in GroupWise 7, the GroupWise Connector for Outlook* allows you to access you to use Outlook to access your e-mail, calendar, and other collaboration data that is stored in a GroupWise mailbox. With the GroupWise Connector for Outlook, you can continue working in the Outlook environment you are accustomed to without being trained on using GroupWise.

The following tables compare the tasks that can be performed in the various GroupWise clients:

- Section 6.1, “Message Tasks,” on page 27
- Section 6.2, “Calendar Tasks,” on page 31
- Section 6.3, “Address Book Tasks,” on page 32
- Section 6.4, “Folder Management Tasks,” on page 32
- Section 6.5, “Proxy Tasks,” on page 33
- Section 6.6, “Document Management Tasks,” on page 33

For a comparison of GroupWise versions 6, 6.5, and 7 SP1, see the *Novell GroupWise 7 Feature Comparison* (http://www.novell.com/products/groupwise/compare.html).

6.1 Message Tasks

- Section 6.1.1, “Mailbox Types,” on page 28
- Section 6.1.2, “Item Types,” on page 28
- Section 6.1.3, “Message Handling,” on page 28
- Section 6.1.4, “Message Composition,” on page 29
- Section 6.1.5, “Tools,” on page 29
- Section 6.1.6, “Send Options,” on page 30

6.1.1 Mailbox Types

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Caching	☑	☑		☑
Archive	☑	☑		.pst file
Remote	☑			
POP/IMAP/NNTP	☑			POP/IMAP

6.1.2 Item Types

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Task	☑	☑	☑	☑
Reminder Note	☑	☑	☑	☑
Discussion Note	☑	☑	☑	Displays as reminder note
Phone Message	☑	☑	☑	View only
Routing Slip	☑		View only	

6.1.3 Message Handling

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Send/Receive E-Mail	☑	☑	☑	☑
Move Messages	☑	☑	☑	☑
Retract Messages	☑	☑	☑	
Resend Messages	☑	☑	☑	
Sort Messages	☑	☑		☑
Change Default Font for Viewed Text Messages	☑	☑		☑
Change Default Font for Viewed HTML Messages	☑			☑
Prevent HTML Message Images from Displaying	☑			☑

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Change Message To	☑			
Encrypt/Unencrypt Messages	☑			
Notify	☑			☑

6.1.4 Message Composition

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Signature	☑	☑	☑	☑
HTML Composition	☑	☑		☑
Change Font for HTML Composed Messages	☑	☑		☑
Change Font for Text Composed Messages	☑	☑		☑
Change Default Font for Text Composed Messages	☑	☑		☑
Change Default Font for HTML Composed Messages	☑	☑		☑
Inline Quotation Options	☑	☑		☑
Digitally Sign Messages	☑			
Multiple Signatures	☑			☑
Global Signatures	☑			
Conceal Subject	☑			
Discussion Threads	☑			

6.1.5 Tools

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Search	☑	☑	☑	☑
Checklist	☑	☑	☑	☑
Spell Check	☑	☑	☑	☑
Change Password	☑	☑	☑	☑

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Create/Modify/Delete Rules	☑	☑	Can modify only rule types supported in WebAccess	☑
Unicode* Support	☑	☑	☑	☑
Set Time Zone	☑		☑	Uses Windows
Filters	☑	Limited		☑
New Message Count	☑	☑		☑
Mark Private	☑	☑		
QuickViewer	☑	☑		☑
Date/Time Options	☑	☑		☑
View Attachment Viewer	☑	☑		☑
Back Up Mailbox	☑	☑		.pst file
Junk Mail Handling	☑	☑		☑
Cleanup Options	☑	☑		☑
Quick Speller	☑	☑		☑
Navigation Bar	☑		☑	☑
Messenger Presence	☑			
Search Attachment Text	☑		☑	☑

6.1.6 Send Options

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Classifications	☑	☑	☑	☑
Reply Requested	☑	☑	☑	☑
Return Notification	☑	☑	☑	☑
Message Priority	☑	☑	☑	☑
Message Status Tracking	☑	☑	☑	E-mail return receipts
Appointment Status Tracking	☑	☑	☑	☑
Expiration Date	☑			☑

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Delay Delivery	☑			

6.2 Calendar Tasks

- Section 6.2.1, “Scheduling,” on page 31
- Section 6.2.2, “Views,” on page 31

6.2.1 Scheduling

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Personal Calendaring	☑	☑	☑	☑
Appointment Scheduling	☑	☑	☑	☑
Free/Busy Search	☑	☑	☑	☑
Retract Appointments	☑	☑	☑	☑
Resend Appointments	☑	☑	☑	☑
Recurring Appointments	☑	☑		☑
All Day Appointments	☑	☑	View only	☑
Set Work Schedule	☑			☑
Multiple Calendars	☑			☑

6.2.2 Views

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Day View	☑	☑	☑	☑
Week View	☑	☑	☑	☑
Month View	☑	☑	☑	☑
Year View	☑	☑		☑

6.3 Address Book Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Address Book	☑	☑	☑	☑
Groups	☑	☑	☑	☑
Create New Address Book	☑	☑	☑	☑
Modify Address Book	☑	☑	☑	☑
Name Completion	☑	☑	☑	☑
Share Address Book	☑	☑		☑
Add Contact from Message Address Field	☑	☑		☑
Filters	☑	Limited		☑
LDAP Address Book Lookup	☑		☑	☑
Contact Management	☑			☑
Edit Corporate Distribution Lists	☑			

6.4 Folder Management Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Search	☑	☑	☑	☑
Add/Delete Folders	☑	☑	☑	☑
User-Defined Folder Ordering	☑	☑	☑	
Alphabetize Subfolders	☑	☑		☑
Share Folders	☑	☑	☑	☑
Move Folders	☑	Limited		☑
Execute Query Folders	☑	☑	☑	☑
Create Query Folders	☑			☑
Link Messages to Folders	☑			☑
Group Labels	☑			☑
Home Folder	☑			Today View
Unopened Items Folder	Unread Items panel		☑	Unread Mail search folder

6.5 Proxy Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
User Proxy	☑	☑	☑	☑
Change Proxy Settings	☑	☑	☑	☑
Multiuser View	☑			☑
Multiple Proxy Windows	Through new main windows		☑	

6.6 Document Management Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Search Document Management System	☑	☑	☑	
Archiving	☑	☑		
Manage Documents Folder	☑	☑		
Modify Document Properties	☑	☑		
Check Out Documents	☑			
Check In Documents	☑			
Update Version	☑			

Where Do I Go for More Help?

7

In addition to the GroupWise® product documentation, the following resources provide additional information about GroupWise 7:

- Novell® Support Knowledgebase (http://www.novell.com/support)
- Novell GroupWise Support Forum (http://support.novell.com/forums/2gw.html)
- Novell GroupWise Support Community (http://support.novell.com/products/groupwise/)
- Novel GroupWise Cool Solutions (http://www.novell.com/coolsolutions/gwmag)
- Novell GroupWise product site (http://www.novell.com/products/groupwise)
- BrainStorm, Inc.*, the Novell End-User Training Partner (http://www.brainstorminc.com/vendors/default.asp)

Documentation Updates

A

This section lists updates to the *GroupWise 7 Client Frequently Asked Questions (FAQ)* that have been made since the initial release of GroupWise® 7. The information helps you to keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *GroupWise 7 Client Frequently Asked Questions (FAQ)* was republished. Within each dated section, the updates are listed by the names of the main table of contents sections.

The *GroupWise 7 Client Frequently Asked Questions (FAQ)* has been updated on the following dates:

- Section A.1, "March 14, 2008 (GroupWise 7 SP3)," on page 37
- Section A.2, "April 16, 2007 (GroupWise 7 SP2)," on page 37
- Section A.3, "September 29, 2006," on page 38
- Section A.4, "June 15, 2006 (GroupWise 7 SP1)," on page 38
- Section A.5, "November 30, 2005," on page 39

A.1 March 14, 2008 (GroupWise 7 SP3)

Location	Change
GroupWise Windows Client FAQ	
"How do I schedule an annual event, like a birthday or anniversary?" on page 13	Added instructions for using all-day events.
"Help! A column header has disappeared. How do I get it back? And how do I add more columns?" on page 14	Added instructions for what to do when a column header has disappeared.
GroupWise Cross-Platform Client FAQ	
"How do I schedule an annual event, like a birthday or anniversary?" on page 13	Added instructions for using all-day events.

A.2 April 16, 2007 (GroupWise 7 SP2)

Location	Change
GroupWise Windows Client FAQ	
"How do I move my archive?" on page 14	Added a new question and answer.
GroupWise Cross-Platform Client FAQ	
"How do I move my archive?" on page 14	Added a new question and answer.

A.3 September 29, 2006

Location	Change
GroupWise Windows Client FAQ	
"How do I change the way my name appears in messages?" on page 12	Added a new question and answer.
"Can I send automatic e-mail reminders to other users?" on page 13	Added a new question and answer.
GroupWise Cross-Platform Client FAQ	
"How do I change the way my name appears in messages?" on page 12	Added a new question and answer.
GroupWise WebAccess Client FAQ	
"How do I change the way my name appears in messages?" on page 12	Added a new question and answer.
GroupWise Client Comparison	
Chapter 6, "GroupWise Client Comparison," on page 27	Added a link to the chart of GroupWise 6, 6.5, and 7 SP1 feature comparisons.
Section 6.3, "Address Book Tasks," on page 32	Updated the chart to show that the Outlook Connector now supports shared address books.

A.4 June 15, 2006 (GroupWise 7 SP1)

Location	Change
GroupWise Windows Client FAQ	
"My personal information in the GroupWise Address Book is out of date. How do I update it?" on page 12	Added a new question and answer.
"How do I display just my unopened items?" on page 12	Added a new question and answer.
"How do I turn on or turn off the header on messages I print?" on page 13	Added a new question and answer.
"Help! A column header has disappeared. How do I get it back? And how do I add more columns?" on page 14	Added a new question and answer.
"Where is the Accounts menu that I need in order to set up a POP or IMAP e-mail account in GroupWise?" on page 14	Added a new question and answer.
"Why are there discrepancies between the folder structure in my archive and in my Online or Caching mailbox?" on page 15	Added a new question and answer.

Location	Change
“How do I get GroupWise to start maximized?” on page 15	Added a new question and answer.
GroupWise Cross-Platform Client FAQ	
“My personal information in the GroupWise Address Book is out of date. How do I update it?” on page 12	Added a new question and answer.
“How do I add another column to a list of items?” on page 18	Added a new question and answer.
GroupWise WebAccess Client FAQ	
“My personal information in the GroupWise Address Book is out of date. How do I update it?” on page 12	Added a new question and answer.
“Why do messages keep disappearing from my mailbox?” on page 22	Added a new question and answer.
GroupWise Client Comparison	
Section 6.1.4, “Message Composition,” on page 29	Added message threads to the comparison chart; removed HTML composition for the WebAccess client
Section 6.1.5, “Tools,” on page 29	Clarified WebAccess client rule limitations, added navigation bar and searching attachment text for the WebAccess client.
Section 6.2.1, “Scheduling,” on page 31	Added retracting appointments, resending appointments, and viewing all day events for the WebAccess client
Section 6.3, “Address Book Tasks,” on page 32	Added LDAP address book lookup for the WebAccess client.
Section 6.4, “Folder Management Tasks,” on page 32	Added user-defined folder ordering and subfolder alphabetization to the comparison chart; added executing query folders for the WebAccess client.
Section 6.5, “Proxy Tasks,” on page 33	Added multiple proxy windows to the comparison chart.
Where Do I Go for More Help?	
Chapter 7, “Where Do I Go for More Help?,” on page 35	Added BrainStorm, Inc.*

A.5 November 30, 2005

Location	Change
GroupWise Windows Client FAQ	
“Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?” on page 15	Added a new question and answer.

Location	Change
GroupWise Client Comparison	
Chapter 6, “GroupWise Client Comparison,” on page 27	Added a summary of the four GroupWise clients.
Chapter 6, “GroupWise Client Comparison,” on page 27	Added a new column for the GroupWise Connector for Outlook.
Section 6.1.4, “Message Composition,” on page 29	Added Global Signatures to the comparison chart.
Entire Guide	Page design reformatted to comply with revised Novell® documentation standards.