

Novell® GroupWise 7 User's Handbook

By Eric Raff

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Overview

Novell GroupWise 7 User's Handbook is ideal for users providing information on the features of the GroupWise 7 client to solve collaboration and communication issues. You will be introduced to the significant new features of the new version of Novell GroupWise through step-by-step instructions. You will master the new version and increase your knowledge of GroupWise from the authoritative source, Novell Press.



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Dedication

I dedicate this book to Jalene, Bryanna, Dayton, and Jacob. You are all the light of my life.

Eric Raff

About the Author

Eric Raff has been working in the computer industry throughout his career. He formerly held the position of GroupWise Support Engineer at Novell for six years and is known worldwide as a leading authority in the GroupWise community. He has been a featured speaker and presenter for Novell Brainshare, as well as at each of the GroupWise Advisor conferences and GWAVACon 2004. He is also a coauthor of the Caledonia GroupWise 6.5 upgrade guide, is a technical editor for the Novell Press GroupWise 6 and 6.5 Admin guides, and is currently acting as a contributing editor for the GroupWise Advisor Magazine. He is the recipient of the Super Star award from the Software Support Professional Association (SSPA) and has consistently been an avid advocate in the GroupWise community. Eric is currently working as a Senior Messaging Engineer for one of Novell's largest customers.

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Introduction to GroupWise 7

Welcome to GroupWise 7! You have in front of you a tool to open the vast world of collaboration with your peers within your company and with your partners, vendors, suppliers, and customers regardless of your location.

Of course, email itself has been and continues to be a popular method of communication. GroupWise goes way beyond simple email (which it does very well) to act as a very effective collaboration tool, contact manager, daily planner, and document interface.

GroupWise is flexible enough to work for you at whatever level you feel comfortable with. If you just need email, fine! If you want to share a folder and build rules to automatically place all project emails in that shared folder, great! If you are a member of an Internet newsgroup and want access to those messages, excellent!

GroupWise fits the bill perfectly.

Chapter 1: Introduction to GroupWise 7

In this chapter, we introduce you to the overall functionality of GroupWise and discuss its interface, the main screen, and how to navigate through it. We focus on the Windows GroupWise program using the "New Look" of the GroupWise client (the web browser version, called GroupWise WebAccess, is covered in [Chapter 13](#), "GroupWise WebAccess"). Additional items covered in this chapter include starting GroupWise, using the "New Look" versus the "Classic Look," looking at how to use folders, and navigating through GroupWise. If you are a long-time user of GroupWise, this chapter is key to understanding the new user interface. When you finish this chapter, you will understand how the interface works and how you can use it to access the information sources covered in subsequent chapters.

Chapter 2: What's New in GroupWise 7

In this chapter, we look at all the new features for GroupWise 7. For this version, Novell put most of the development into the client software that you run to access the information in GroupWise. The goal was to make the client interface more intuitive with a clean, uncluttered look and feel. As a result of this development effort, you can now choose between the "New Look" or the "Classic Look" when working in the GroupWise client. Many new client features and enhancements make using the GroupWise client very exciting.

In addition, GroupWise 7 adds significant new features, such as Multiple Calendars, Instant Messaging presence awareness, HTML/multiple signatures, and spell check as you type. Also added to GroupWise 7 is the ability to edit system distribution lists from the client, making distribution list administration a task that can now be delegated to select users. There are also many enhancements that allow you to more fully customize the client in a simple, intuitive manner. This allows you to interact with the GroupWise content using your own style and preferences.

Chapter 3: Messaging Fundamentals

This chapter explains how to use the core features of GroupWise sending and receiving email messages. We cover the different GroupWise modes that are available; the different message types; and how to read, respond to, forward, and delete messages. Whether you have used email for years or are just beginning with GroupWise, you'll find that this chapter makes you much more productive with the most popular message type, email. Included in this chapter are many tips and notes that provide extra content and information that you should find very useful when using GroupWise.

Chapter 4: The GroupWise Address Book

In this chapter, we explore each aspect of the GroupWise Address Book and how to effectively use the Address Book and its features. We cover the Frequent Contacts address book and how it is different from other address books, how to manage the Name Completion Search capabilities, how to utilize multiple address books, and how to share personal address books. You will also find many other useful and time-saving tips and tricks for working with the GroupWise Address Book.

In addition, we cover a new and very useful feature of the GroupWise System Address Book that allows you to manage and update system distribution lists from within your GroupWise Address Book.

Chapter 5: Message Management

The amount of information that people receive and send on a daily basis in the form of email is staggering, and it never seems to lessen. You get more and more email every day, and this chapter focuses on how to manage that influx of information. Organizing messages using the Cabinet, managing outgoing messages, and deleting messages are all covered in this chapter. This chapter also deals with how to locate information; using filters, printing, and archiving messages are also covered.

Chapter 6: Personal Calendaring and Task Management

In this chapter, we discuss how to leverage the Calendar system within GroupWise 7 to effectively manage your personal time using appointments, tasks, and reminder notes. We introduce you to the Calendar interface and walk you through creating posted appointments, tasks, and reminder notes. You will also learn all the ins and outs of setting up and working with multiple calendars, making it a snap to keep business versus personal appointments, tasks, notes, and so on, separated and easily distinguishable.

In addition, we show you several easy and convenient methods to manage your calendar, including rescheduling and changing Calendar entries from one type to another.

Chapter 7: Group Calendaring and Task Management

Taking personal calendaring to the next level, this chapter deals with collaborating with others using meetings, delegating tasks, and sending reminder notes to others. We show you how to monitor those invitations, how to retract or reschedule them, and how to set up recurring events. Finally, we cover additional Calendar topics, such as how to view multiple calendars at the same time and how to print a calendar using the many different printing formats built in to GroupWise 7.

Chapter 8: Advanced Features

This is the chapter that really sets you apart as a true GroupWise 7 power user. It covers the advanced features of GroupWise that allow you to use the program to its fullest potential. We cover such topics as GroupWise rules, Proxy, discussions, Junk Mail Handling, and advanced security options. You will also find configuration options for customizing the appearance of GroupWise, using message notification, managing your mailbox size, repairing your mailbox, and using other new advanced features. Finally, we cover accessing other email accounts with GroupWise, including how to import settings, email, and addresses into GroupWise from other mail accounts.

Chapter 9: Document Management

The built-in document management system (DMS) in GroupWise 7 allows you to tightly integrate your information management of everyday documents, spreadsheets, and presentations into your GroupWise program. Using GroupWise DMS, you can create, open, and share your documents with other users, as well as

leverage powerful features such as version control, historical access, and document security. We also show you how to import your existing documents into document libraries with GroupWise.

Chapter 10: Remote Access

In today's mobile society, accessing information regardless of your location is a key requirement for many users. GroupWise offers several different options on remote access. This chapter covers using the primary Windows-based GroupWise client in remote and cache modes, allowing you to work on your messages, appointments, and documents while disconnected from the network. When you once again have a network connection, the GroupWise client will synchronize with the master mailbox, keeping everything in sync. GroupWise cache and remote modes are extremely valuable to users who are mobile and use a laptop as their primary computer.

This chapter covers how to prepare GroupWise for remote access and how to use GroupWise in remote and cache modes.

Chapter 11: Customizing GroupWise

Out of all the chapters in this book, you're sure to find this chapter to be the most fun because it deals with customizing GroupWise to suit your tastes. For example, if you would like the three functions you use most often as the only buttons on the Toolbar, we show you how to accomplish this. We also show you how to customize your Home view, allowing you to place only the content you deem most important on this view. In addition, we discuss how to customize your folders; set default fonts and views for reading and sending messages; and display messages in different formats, such as discussion threads.

Chapter 12: GroupWise on a PDA

This chapter discusses how you can use the new GroupWise PDA Connect program to synchronize your Palm or PocketPC device to your GroupWise mailbox.

In addition, we discuss how to access your GroupWise mailbox over the Internet from a number of wireless devices, including personal digital assistants (PDAs), cell phones, and other devices dedicated to messaging (such as BlackBerry's RIM devices). We show you how GroupWise automatically senses the device you are connecting with and formats the information appropriately.

Chapter 13: GroupWise WebAccess

One of the strongest and most versatile features of GroupWise 7 is the ability to access all your information using a web browser without having to sacrifice the most powerful features of the full Windows-based client. GroupWise 7 WebAccess allows you to open a web browser from anywhere in the world and operate almost exactly as though you were in front of your computer in the office. New features such as right-click functions, autaname completion, and drag-and-drop capabilities are now integrated into GroupWise WebAccess. We

show you this easy-to-use interface and describe how to access your messages, folders, Calendar information, address books, and documents. We also discuss accessing rules, proxy, signature lines, and send options from the WebAccess interface.

Appendix A: GroupWise Cross-Platform Client

Appendix A discusses the GroupWise Cross-Platform client that runs on either the Macintosh or Linux platform. The Cross-Platform client allows users on either of these platforms to enjoy the benefit of a full feature-rich client to interact with their mail. Because of the differences between the Mac/Linux and Windows environments, there are a few differences between the Windows GroupWise client and the Cross-Platform client. These differences are discussed and identified.

Appendix B: GroupWise Startup Options

This appendix covers the options that allow the GroupWise client to operate in online, cache, or remote mode. Also, other relevant startup switches that affect the client load behavior are explained.

Appendix C: Additional GroupWise Resources

This appendix provides numerous additional resources for finding more GroupWise information sources on the Internet, within the GroupWise Help facility, and in the "Cool Solutions" community.

Appendix D: POP Versus IMAP Accounts

This appendix provides a quick and easy reference on what POP and IMAP accounts are. It explains what these protocols are, how they are used by the GroupWise client, and how you can identify which protocol may work the best for accessing your Internet mail accounts.

Chapter 1. Introduction to GroupWise 7

In this chapter, you learn about the GroupWise 7 client interface. The GroupWise client is the software you use to interact with a GroupWise system or another type of email system. This interface is the user's view of a program (it's what you, the user, interact with to control the program). This chapter briefly introduces you to the main parts of the GroupWise client interface.

Different Versions of GroupWise

The GroupWise 7 client is supported on Microsoft Windows 2000, Windows XP, and Windows 2003.

GroupWise also has a special WebAccess client that can be used through any of the popular Internet-browsing programs, such as Microsoft Internet Explorer and Mozilla Firefox. Using the WebAccess client, you access your GroupWise account from other operating systems that support web browsing, such as Macintosh, UNIX, and Linux. You can also use a personal digital assistant (PDA) or a wireless telephone to access information in a GroupWise system. No matter which one you use to access GroupWise, each client or device has basically the same features, but the way you use those features can vary depending on the capabilities of the environment.

In this book, we emphasize the GroupWise client for the Microsoft Windows platform. We also devote several pages to the GroupWise WebAccess client. These are the two most commonly used means of accessing your GroupWise account. [Appendix A](#), "GroupWise Cross-Platform Client," discusses the GroupWise Cross-Platform client that you can run on a Macintosh or Linux workstation.

No matter which method you use to interact with GroupWise, all GroupWise users deal with common message formats. It doesn't matter which version of the client you use to create a message, and it doesn't matter which version of the client the recipient uses to read the message. (In fact, if you are communicating through the Internet with users outside your company's GroupWise installation, those users are very likely using completely different email systems.) The point is that you can send messages to people using different email systems, different computing platforms, and different email interfaces without knowing anything about those other systems, platforms, or interfaces.

Starting GroupWise

You can launch the GroupWise program in different ways. The most common is to simply double-click the GroupWise icon located on your Windows desktop. If the icon is not available on your desktop, you can navigate to the Start menu and then choose Programs, Novell GroupWise, GroupWise. Normally, when you perform one of these actions, GroupWise simply opens your mailbox.

NOTE

This book was written based on a GroupWise 7 default client installation running on Windows XP Professional. If you are running a different version of Windows, or if you or your administrator has customized the installation, you might use a slightly different procedure to launch GroupWise.

The first time you run GroupWise, however, you might see the GroupWise Startup screen. You use this screen to provide GroupWise with your user ID, post office information, and TCP/IP settings. Don't panic if you encounter this screen. Your system administrator can give you all the necessary information. For the rest of the chapter, we assume that you don't need to deal with the Startup screen.

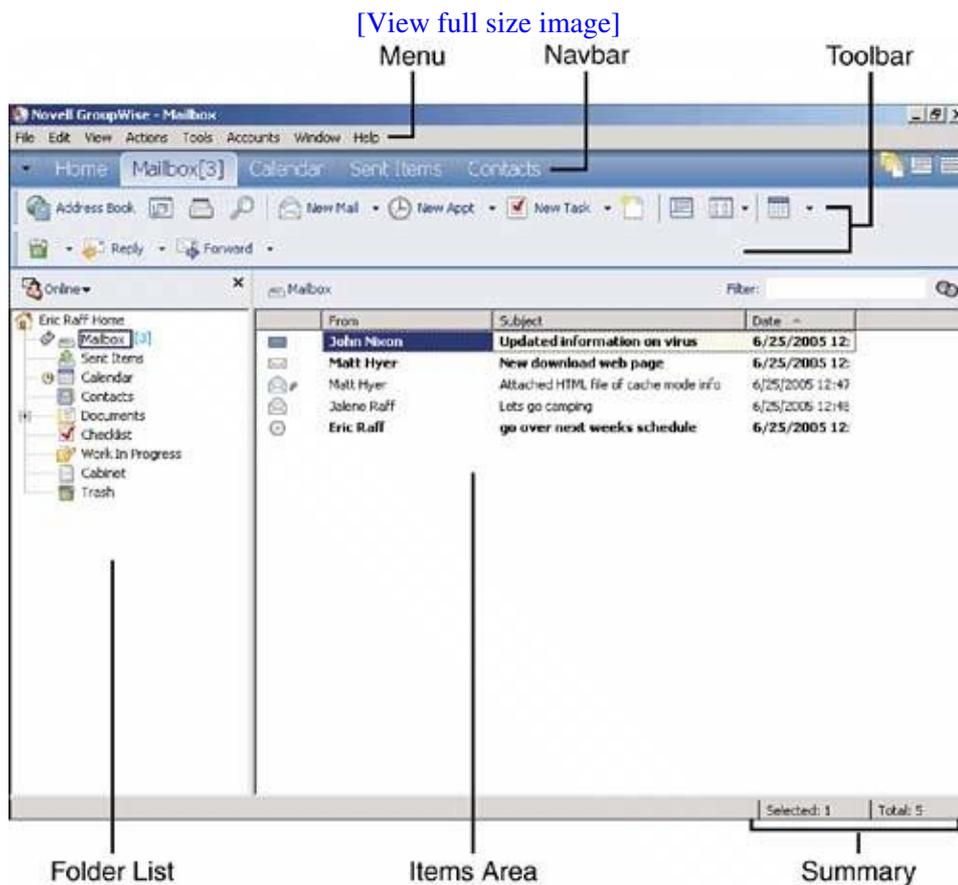
NOTE

[Appendix B](#), "GroupWise Startup Options," provides more information about the Startup screen.

The Main GroupWise Screen

When you open the GroupWise 7 client for the first time, the screen shown in [Figure 1.1](#) appears automatically. You access all the GroupWise features from this screen. We call this part of the interface the main GroupWise screen. From the main GroupWise screen, you access your incoming messages, outgoing messages, deleted messages, documents stored in a GroupWise library, and any items on your calendar. You can also access other email accounts you might happen to use. (We explain how to set up these features in [Chapter 8](#), "Advanced Features.") The GroupWise interface looks similar to other Windows applications. In particular, it bears close resemblance to Windows Explorer, and it functions in much the same way.

Figure 1.1. The GroupWise interface provides access to all GroupWise features.



NOTE

You can open multiple GroupWise windows and customize each one with a different view of your GroupWise information.

As you can see in [Figure 1.1](#), the main screen has six principal areas:

- **Main menu** The GroupWise Options menu, under the title bar. This can be hidden, so you may not see it by default. If it is hidden, you can access the main menu options by clicking on the black down arrow on the far left of the Nav bar.