GroupWise Connector for Outlook

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1 Overview

The GroupWise® Connector for Outlook* allows you to access GroupWise while maintaining your current Outlook behaviors. Instead of connecting to a Microsoft* Exchange server, you are connecting to a GroupWise collaboration system.

Because Outlook and GroupWise are two different collaboration systems, some interface changes were necessary. See the GroupWise Connector Help for additional information. To access the help, click *Help* > *Novell GroupWise Connector Help*.

GroupWise Connector for Outlook* 3 Support Pack 1 includes features such as the ability to share contact lists and display Internet headers. Additional error messages and stability fixes were also added to the GroupWise Connector for Outlook.

2 System Requirements

- Any of the following desktop operating systems for the GroupWise Connector for Outlook:
  - Windows* 2000 on a Pentium* 200 or higher with at least 128 MB of RAM
  - Windows XP Professional on a Pentium 300 or higher with at least 128 MB of RAM
  - Windows 2003 on a Pentium 300 or higher with at least 128 MB of RAM
- Microsoft Outlook XP/2003

3 Installation

1. Download the GroupWise client installation file (`gw301olc.exe`), then follow the instructions to download the file into a temporary directory.
2. Extract the `.exe` file into a directory at the root of your local drive or to a network server drive.

   The compressed file contains directory paths that could exceed DOS limits.
3. In Windows, click *Start* > *Run* > *Browse*.
4. Select the `setup.exe` file in the connector directory on the local or network drive.
5. Click *OK* to run the GroupWise Connector for Outlook Installation program.
6. Follow the on-screen instructions provided in the GroupWise Connector for Outlook Installation program to install the software.

4 Known Issues

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4.1 Sending Appointment Updates Causes an Error in Older Versions of Outlook

An error occurs in Outlook versions older than 2003 SP1 when you add recipients to an appointment, then click *Send* or *Save*, then select to send the appointment to new recipients. The error states that a resource is busy or that you lack sufficient permissions. The GroupWise connector for Outlook sets a special property that Outlook 2003 SP1 honors to disable the option to send updates only to new attendees.

4.2 Pocket PC Synchronization

If you install a previous version of the GroupWise Sequoia beta client after installing Outlook (even if you have then uninstalled the GroupWise Sequoia beta client), synchronization with a Pocket PC does not work correctly. To resolve the problem, reinstall Outlook.

4.3 Error Occurs When Autopicking Free Time with a Resource

If you try to Autopick free time on a meeting request that includes a resource among the recipients, an error message displays reading “Outlook is not able to find any free time.” To correct the problem, add the resource as a Required or Optional attendee instead of a Resource.

4.4 Error Occurs When Shutting Down Outlook

When shutting down Outlook 2003 after making modifications to the calendar, you might get an error message, “Unable to update public free/busy information.” To resolve the problem, update to Outlook 2003 SP2.

4.5 Search Folders Do Not Auto-Refresh Their Results in Outlook 2003

After the first time you access a search folder, new items do not display unless you restart Outlook.

4.6 Cannot Send Signed or Encrypted Messages

Currently you cannot send a signed or encrypted message with the GroupWise Connector for Outlook.

4.7 No Notification for New Mail in Outlook 2003

When you receive a new message with Outlook already open, you do not receive a notification. You do receive notification of new mail when you initially open Outlook.You can create a rule from the *Tools* menu that can alert you of incoming messages.

4.8 Task Requester Does Not Receive Updates When the Owner of a Task Modifies Task Fields or Accepts a Task

If the owner of a task modifies a task field or accepts the task, the task requester does not receive an update to the task that is sent.

4.9 The GroupWise Connector for Outlook is Only Supported in 22 GroupWise Languages

Currently, the GroupWise Connector for Outlook is supported in 22 GroupWise languages. If you use Outlook in other languages that are not supported, the parts of the Outlook interface that are specific to the GroupWise Connector for Outlook display in English. The following is a list of the supported languages.

Arabic
Chinese Simplified
Chinese Traditional
Czech
Danish
Dutch
English-United States
Finnish
French-National
German-Germany
Hebrew

Hungarian
Italian
Japanese
Korean
Norwegian
Polish
Spanish
Swedish
Thai
Turkish

4.10 Caching Mode Does Not Work Unless You Have a Caching Password

You must have a GroupWise caching password for the GroupWise Connector for Outlook to work properly in caching mode.

4.11 E-mail Notification for Recalled Messages

When a user selects to receive notification of all successfully recalled messages, the notification is never sent back to the sender of the message.

4.12 Complex Searches and Sorts Do Not Display Properly

When trying to view items using complex searches or sorts, the items might not display properly.

4.13 Expanding Distribution Lists

When trying to expand a distribution list, some of the contacts in the distribution list might not display if the GroupWise Connector for Outlook is using a third party address book.

4.14 Junk Folder Displays Items in Text

Items that are in the Junk Folder only display as text.

4.15 List Server Digest Messages Attachment Names

When a message is received from a list server digest, the digest is received as a single message with multiple attachments. Currently all the attachments are named messages, there is no way to differentiate the different attachments.

4.16 Items Sent from Draft Folder Dates are Not Updated

When sending an item from the draft folder, the items date is not updated to the date that the item was actually sent on.

4.17 Items Sent With Non-Standard Address Are Moved to the Sent Folder

Items that are sent to non-standard address are moved to the Sent folder, and no error message is received in forming the user that the address is a non-standard address.

4.18 Accepting Appointments as Tentative

When accepting an appointment as tentative, the user is not given the option to not send a notification of when the appointment will be accepted.

4.19 Lock File Prevents Caching Mailbox from Updating

If the GroupWise Connector for Outlook crashes while updating the Caching Mailbox, a `LOCKFILE` is created in the Caching Mailbox directory. The lock file must be deleted before the Caching Mailbox can update.

4.20 User Name Not Displayed in Calendar Heading

When a shared calendar is viewed, the user name of the owner of the calendar is not displayed in the calendar heading.

5 Defect Fixes

- Fixed the defect that prevented the Free/Busy information from displaying in Caching mode.
- Fixed the defect that prevented shared folders from displaying if the shared folder had a subfolder.
- Fixed the defect that displayed more rights to a shared Contacts folder than are actually available. Now you can only choose *Read* or *Read/Write*.
- Fixed the defect that caused an error to occur when installing the GroupWise Connector for Outlook if Outlook was not the default mail client.
- Fixed the defect that prevented notification in the Windows Notification area for Outlook 2003.
- Fixed the defect that caused an error to occur when viewing a shared folder notification.
- Fixed the defect that caused the *Tools* > *Options* window to not display the *Delegates* and *Password* tabs.
- Fixed the defect that caused only some linked activities in a Contact to display in the *Activities* tab.
- Fixed the defect that caused an error to display when opening a GroupWise 6.5 client after installing the GroupWise Connector for Outlook.
- Fixed the defect that caused an accepted meeting message in Outlook to display `This meeting is not in the Calendar`.
- Fixed the defect that prevented a user from marking all messages read in a search folder.
- Fixed the defect that caused calendar folders to not display as a calendar if the calendar folder was created at the root of the account.
- Fixed the defect that caused an `Insufficient memory` message to display.

- Fixed the defect that allowed all users to see the contents of a distribution list of the distribution list was in the BCC field.
- Fixed the defect that prevented users from using the *Follow Up* flag.
- Fixed the defect that prevented a user from renaming the subject of a received message.
- Fixed the defect that caused attachments to not copy correctly from folder to folder or when imported from a `.pst` file.
- Fixed the defect that caused all instances of a recurring item to be deleted instead of the single occurrence.
- Fixed the defect that could cause the wrong search results to display on the *Activities* tab of the Contact window.
- Fixed the defect that caused an accepted shared folder to be added to the wrong tree.
- Fixed the defect that caused an error to occur in the GroupWise Windows client when delegating an appointment created in the GroupWise Connector for Outlook.
- Fixed the defect that caused meeting requests with attachments to fail.
- Fixed the defect that created a message that can't be displayed when proposing a new time for a meeting request.
- Fixed the defect that caused newly added folders to synchronize slowly.
- Fixed the defect that caused folders that were copied from an IMAP account to a GroupWise account to not display until Outlook was restarted.
- Fixed the defect that caused messages from shared folders to not be deleted.
- Fixed the defect that would cause Outlook to crash when the Sent Items folder was selected.
- Fixed several defects that could cause a memory leak in the GroupWise Connector for Outlook.
- Fixed the defect that caused the Out of Office and forwarding rules to send the message to the wrong recipient.
- Fixed the defect that caused all shared folders in Outlook to appear as mail folders.
- Fixed the defect that caused an error to display when copying between shared folders.
- Fixed the defect that prevented the Status and Details fields of tasks from being sent from the owner back to the originator of the task.
- Fixed the defect that caused reminders to display after they are dismissed.
- Fixed the message size limit error to display additional information.
- Fixed the defect that prevented a proxy user from posting to a proxied calendar because of insufficient rights.
- Fixed the defect that prevented draft items from being edited in Outlook if they were created in GroupWise.
- Fixed the defect that prevented items with a custom message class from being read.
- Fixed the defect that prevented users from recalling a message.
- Fixed the defect that prevented items from being displayed if the item contained two or more USER_STATUS fields.
- Fixed the defect that prevented an error message from displaying when trying to save changes to a received item.

- Fixed the defect that caused an `Can't open this item. Out of memory or system resources. Close some windows or programs and try again` error to display when the postmaster sends a return message if a user is not found.
- Fixed the defect that prevented an item from being sent correctly if the address contained more than three periods.
- Fixed the defect that caused a crash when viewing a large folder with recurring items.
- Fixed the defect that allowed items to be sent without a To field.
- Fixed the defect that prevented attachments from being forwarded if they were opened in Word.
- Fixed the defect that displayed posted recurring appointments at the wrong time if they were changed in the GroupWise client.
- Fixed the defect that caused changes to recurring appointments to disappear from attendees's calendars if they were made using drag and drop method.
- Fixed the defect that prevented search folders from refreshing correctly.
- Fixed the defect that caused messages received from the GroupWise Chinese Client to never appear as opened.
- Fixed the defect that prevented users from accepting appointments scheduled in the past.
- Fixed the defect that caused recurring appointments that occurred on the last Friday of the month to revert to the fourth Friday of the month, but still be highlighted on the last Friday of the month.
- Fixed the defect that prevented users from synchronizing accounts in Caching mode if the account password was changed.
- Fixed the defect that caused the Birthday field to not display correctly when synchronizing contacts.
- Fixed the defect that caused newly created subfolders to disappear when the parent folder is collapsed.
- Fixed the defect that prevented a calendar folder from being created underneath a calendar folder.
- Fixed the error message to display better information about a bad LDAP password.
- Fixed the defect that prevented users from creating a folder in a proxy account when sufficient rights have been granted.
- Fixed the defect that caused messages received from the Evolution™ client to appear as expired.
- Fixed the defect that prevented the name from displaying correctly from mail received externally.
- Fixed the defect that prevented delayed delivery items from honoring the delivery time.
- Fixed the defect that caused a fatal error if an item only had a BCC recipient.
- Fixed the defect that caused a recurring appointment to appear as every day in the *When* field when it actually was scheduled for once a month.
- Fixed the defect that caused all recurring appointments to have an exception icon in Caching mode.
- Fixed the defect that caused the CSV export to crash.
- Fixed the defect that prevented correctly marking an item as read or opened correctly.
- Fixed the defect that caused 100 percent utilization, causing Outlook to hang.

- Fixed the defect that could cause the import utility to crash when importing on a Swedish workstation.
- Fixed the defect that prevented an item from being dragged from a PST import to a GroupWise folder.
- Fixed the defect that could cause the GroupWise Post Office Agent to abend.
- Fixed the defect that caused an error message to occur and changes to a note to not be saved.
- Fixed the defect that caused appointments to appear in GroupWise but not in Outlook.
- Fixed the defect that could cause a crash or memory corruption for recurring appointments.
- Fixed the defect that caused an error when adding a contact to an imported distribution list.
- Fixed the defect that caused an exception when accessing proxy folders.
- Fixed the defect that caused an error message to appear when composing an item.
- Fixed the defect that caused an error when an item is created but not sent for a very long time.
- Added the colon to the Properties dialog box for certain languages.
- Fixed the defect that caused recurring appointments in different time zones to appear at the wrong time.
- Fixed the defect that caused replies to messages that were forwarded from an external addresses to reply to the wrong person.

6 Unsupported Features

The following items are currently unsupported in the GroupWise Connector for Outlook:

- The ability to create a follow-up reminders for received items.
- The ability to create a new appointment time request.
- The ability to view items by Group Mail, Sender, or ID.
- The ability to use the Out of Office Assistant.
- The ability to use server side rule execution.

7 Documentation Conventions

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

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