IV **Users**

13 Creating GroupWise Accounts

For users to be able to use GroupWise®, you must give them GroupWise accounts. A GroupWise account defines the user in the GroupWise system by providing the user with a GroupWise user ID and GroupWise mailbox.

You can give GroupWise accounts to Novell® eDirectory™ users during or after their creation in eDirectory. You can also give GroupWise accounts to users who do not have eDirectory accounts. Refer to the following sections for details:

Establishing a Default Password for All New GroupWise Accounts

To save time and energy when you are creating new GroupWise accounts, you can establish a default password to use for all new accounts.

1 In ConsoleOne®, click Tools > GroupWise System Operations > System Preferences > Default Password.
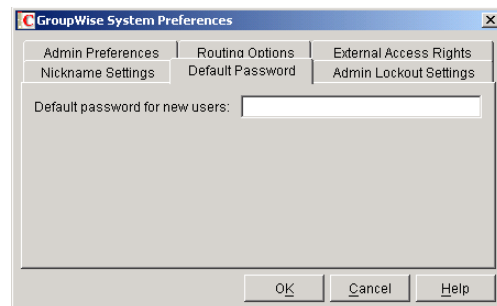
2 Type the password you want to use as the default, then click OK.

3 Explain to users how to set their own passwords in the GroupWise client, as described in:

- "Assigning Passwords to Your Mailbox" in the *"GroupWise 7 Windows Client User Guide"*
- "Assigning Passwords to Your Mailbox" in the *"GroupWise 7 Cross-Platform Client User Guide"*
- "Changing Your GroupWise Password" in the *"GroupWise 7 WebAccess Client User Guide"*

Creating GroupWise Accounts for eDirectory Users
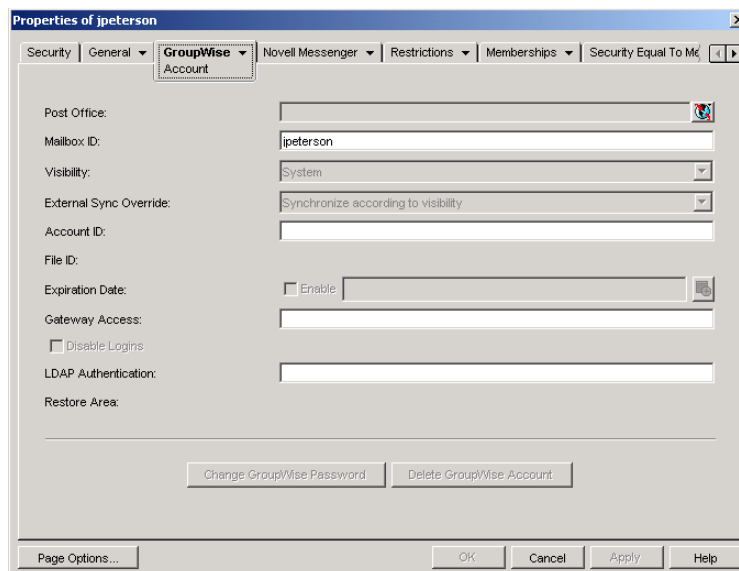
Depending on your needs, you can choose from the following methods to create GroupWise accounts for eDirectory users:

- Creating a Single GroupWise Account: You can create a GroupWise account for a single eDirectory user by editing the GroupWise information on his or her User object. This method lets you create the GroupWise account on any post office, select the GroupWise user ID, and configure optional GroupWise information. It provides the most flexibility in creating a user's GroupWise account.

- Creating Multiple GroupWise Accounts: You can create GroupWise accounts for multiple eDirectory users by editing the membership information on a Post Office object. This method allows you to quickly add multiple users to the same post office at one time. However, you cannot select the user's GroupWise user ID; instead, the user's eDirectory username is automatically used as his or her GroupWise user ID. In addition, to configure other optional GroupWise information for a user, you need to modify each User object.

- Using a Template to Create GroupWise Accounts: You can create a template to apply to new eDirectory User objects you create. The template can be configured to automatically assign the user to a post office.

- Creating GroupWise Accounts by Importing Users: You can import information from ASCII-delimited text files.

Creating a Single GroupWise Account

To create a GroupWise account for an eDirectory user:

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

2 Click GroupWise > Account to display the Account page.

3 Fill in the following fields:

Post Office: Select the post office where you want the user's mailbox created.

Mailbox ID: The Mailbox ID (also referred to as the GroupWise user ID) defaults to the eDirectory username. You can change it if necessary.

IMPORTANT: GroupWise mailbox IDs cannot contain periods. If the eDirectory username contains one or more periods, you must provide a mailbox ID that does not contain periods.

4 Click Apply to create the account.

You must create the account by clicking Apply (or OK) before you can modify any of the other fields, including the GroupWise password.

5 If desired, modify any of the following optional fields:

Visibility: Select the level at which you want the user to be visible in the Address Book. System enables the user to be visible to all users in your GroupWise system. Domain enables the user to be visible to all users in the same domain as the user. Post Office enables the user to be visible to all users on the same post office as the user. Setting the visibility level to None means that no users can see the user in the Address Book. However, even if the user is not displayed in the Address Book, other users can send messages to the user by typing the user's ID (mailbox ID) in a message's To field.

External Sync Override: This option applies only if your GroupWise system links to and synchronizes with an external system, as described in "Connecting to GroupWise 5.x, 6.x, and 7 Systems" in the *GroupWise 7 Multi-System Administration Guide*.

Select the Synchronize According to Visibility setting if you want the user information to be provided to the other system only if the user's visibility is set to System.

Select the Synchronize Regardless of Visibility setting if you always want the user information provided to the other system regardless of the user's visibility level.

Select the Don't Synchronize Regardless of Visibility setting if you never want the user information provided to the other system.

Account ID: This option applies only if you have a GroupWise gateway that supports accounting. For more information about gateway accounting, see your GroupWise gateway documentation (http://www.novell.com/documentation/gwgateways).

File ID: This three-letter ID is randomly generated and is non-editable. It is used for various internal purposes within the GroupWise system, including ensuring that files associated with the user have unique names.

Expiration Date: If you want the user's GroupWise account to no longer work after a certain date, specify the expiration date. This date applies to the user's GroupWise account only; it is independent of the eDirectory account expiration date (User object > Restrictions > Login Restrictions). For more information, see "Expiring a GroupWise Account" on page 224.

Gateway Access: This option applies only if you have GroupWise gateways that support access restrictions. For more information, see your GroupWise gateway documentation (http://www.novell.com/documentation/gwgateways).

Disable Logins: Select this option to prevent the user from accessing his or her GroupWise mailbox. For more information, see "Disabling and Enabling GroupWise Accounts" on page 221.

LDAP Authentication: This option applies only if you are using LDAP to authenticate users to GroupWise, as described in "Providing LDAP Authentication for GroupWise Users" on page 483, and if the LDAP server is not a Novell LDAP server. If this is the case, enter the user's LDAP authentication ID.

Restore Area: This field applies only if you are using the GroupWise backup and restore features. If so, this field indicates the location where the user's mailbox is being backed up. For details, see Chapter 32, "Restoring GroupWise Databases from Backup," on page 393.

Change GroupWise Password: Click this option to assign a password to the user's GroupWise account or change the current password. The user is prompted for this password each time he or she logs in to GroupWise.

To be able to skip this option by setting a default password, see "Establishing a Default Password for All New GroupWise Accounts" on page 189.

Delete GroupWise Account: Click this option to delete the user's GroupWise account. This includes the user's mailbox and all items in the mailbox. The user's eDirectory account is not affected. For more information, see "Removing GroupWise Accounts" on page 222

6 Click Apply to save the changes.

7 Click GroupWise > General > Identification to display the user's current eDirectory information.

This information appears in the GroupWise Address Book, as described in Chapter 6, "GroupWise Addressing," on page 79. If you keep private information in the Description field of the User object, you can prevent this information from appearing the GroupWise Address Book. See "Preventing the User Description Field from Displaying in the Address Book" on page 81.

8 Make sure that the user's eDirectory information is current, then click OK.

Creating Multiple GroupWise Accounts

If you have multiple eDirectory users who will have GroupWise accounts on the same post office, you can use the Post Office object's Membership page to quickly add the users and create their accounts. Each user's GroupWise user ID will be the same as his or her eDirectory username.

To create GroupWise accounts for multiple eDirectory users:

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

**2** Click GroupWise > Membership to display the Membership page.
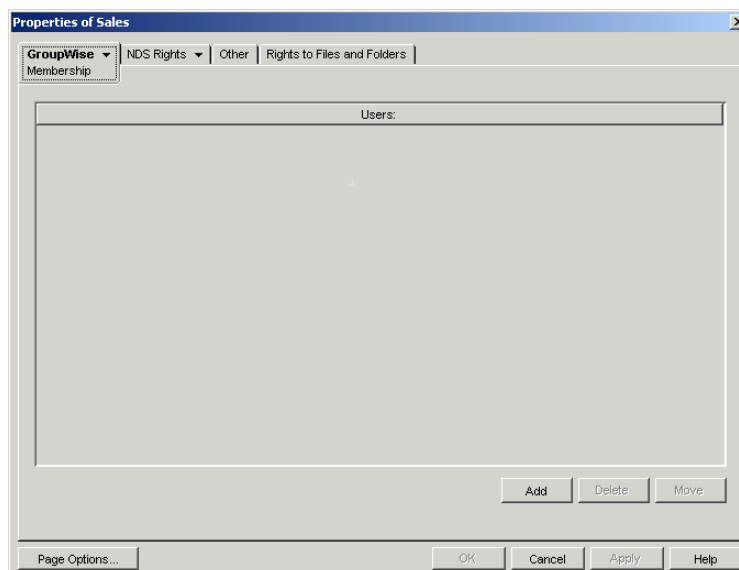
3 Click Add, select the eDirectory user you want to add to the post office, then click OK to add the user to the post office's membership list.

By default, the user's eDirectory username is used as the GroupWise ID.

IMPORTANT: GroupWise IDs cannot contain periods. If the any of the eDirectory usernames contain periods, you must provide GroupWise IDs that do not contain periods on the GroupWise Account page of each User object.

4 Repeat Step 3 to create additional GroupWise accounts in the post office.
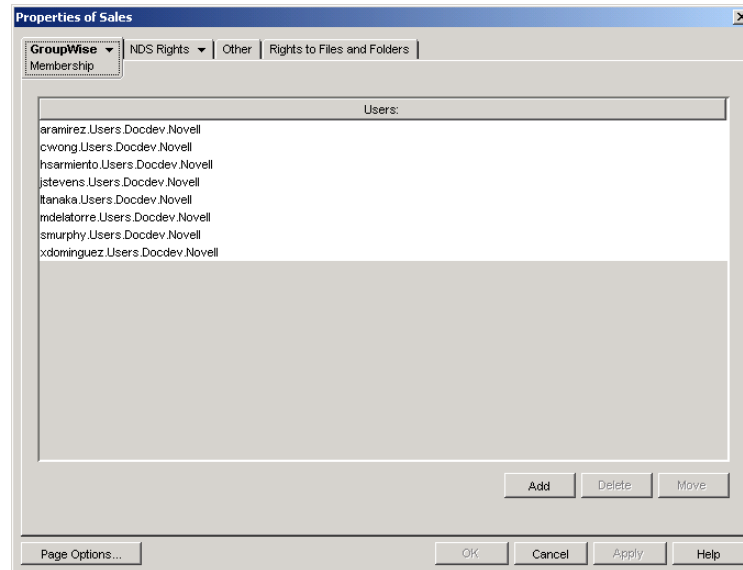
5 When finished, click OK to save the changes.

Using a Template to Create GroupWise Accounts

If you frequently create new users, you might want to create Template objects with the necessary GroupWise properties. This makes creating a new eDirectory user with GroupWise access a one-step process. However, you cannot use a Template object to give GroupWise properties to existing eDirectory users.

The steps to create a template with GroupWise properties include assigning the post office and setting up directory rights. Because a user can have membership in only one post office, a different template should be created for each existing post office. Further, for each post office, a template can be created for different categories of users, such as secretarial, accounting, administrative, human resources, development, sales, and manufacturing.

After one template has been created with eDirectory properties and post office directory rights, you can use it to quickly create templates for subsequent post offices.

Creating a Template

1 In ConsoleOne, right-click the Organizational Unit object where you want to create the Template object, then click New > Object to display the New Object dialog box.

Templates should be placed in the same organizational unit where they will be used because the browser first lists any templates in the current context. The template also inherits rights from the container the template is created in, further simplifying its setup.

2 In the Class list, select Template, then click OK to display the New Template dialog box.

3 Enter a name that describes the purpose for which the template will be used.

4 If you want to base the template on another Template or User object, select Use Template or User, then browse to and select the desired Template or User object.

5 Select Define Additional Properties.

6 Click Create to display the properties pages for the Template object.

7 Click GroupWise > Information.

8 Fill in the following fields:

Post Office: Select the post office the user will be assigned to.

Visibility: Select the level at which the user will be visible in the Address Book. System enables the user to be visible to all users in your GroupWise system. Domain enables the user to be visible to all users in the same domain as the user. Post Office enables the user to be visible to all users on the same post office as the user. Setting the visibility level to None means that no users can see the user in the Address Book. However, even if the user is not displayed in the Address Book, other users can send messages to the user by typing the user's ID (mailbox ID) in a message's To field.

Account ID: This field supports accounting for GroupWise gateways. For more information about gateway accounting, see your gateway documentation.

Expiration Date: Use this to set a date when the user's account will expire. The user cannot access the account after that date. For more information, see "Expiring a GroupWise Account" on page 224.

Gateway Access: This is used to grant or restrict access to some GroupWise gateways. See your GroupWise gateway documentation (http://www.novell.com/documentation/gwgateways) to determine if this field applies.

9 Modify information on any of the other tabs to configure the template, then click OK to save the template changes.

Creating a User Account from a Template

1 In ConsoleOne, right-click the container where you want to create a new eDirectory user, then click New > User.

2 Specify a Name, Surname, and Unique ID (all three are required).

3 Select the Use Template option, then browse to and select the template you want applied to this user.

4 Modify any of the other options you want.

5 Click OK to create the user's eDirectory and GroupWise accounts.

Creating GroupWise Accounts by Importing Users

You can use the GroupWise Import utility to quickly create multiple GroupWise users. The 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.

IMPORTANT: The Import/Export utility is not included on the GroupWise CDs. You can download the Import/ Export utility from TID 2960897 in the Novell Support Knowledgebase (http://support.novell.com/search/ kb_index.jsp). To install the Import/Export utility, follow the instructions provided with the download. After you have installed the Import/Export utility, the Import and Export menu items appear under Tools > GroupWise Utilities in ConsoleOne.

- ◆ "Using the Import Utility" on page 195
- ◆ "Using the Export Utility" on page 197

**NOTE:** The Import/Export utility is not available for use on Linux.

Using the Import Utility

In order 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, then click Tools > GroupWise Utilities > Import to display the GroupWise Import dialog box.
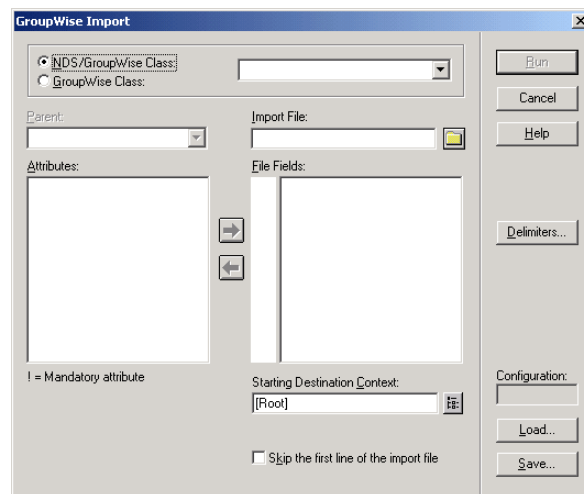
2 If you have previously defined and saved a configuration file, click Load to fill in the fields from the configuration files, then click Run to perform the import.

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 197.

3 For convenience, save the configuration for later user. See "Loading or Saving a Configuration File" on page 197.

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.

Using the Export Utility

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 CDs. You can download the Import/Export utility from TID 2960897 in the Novell Support Knowledgebase (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 Tools > GroupWise Utilities > Export to display the GroupWise Export dialog box.
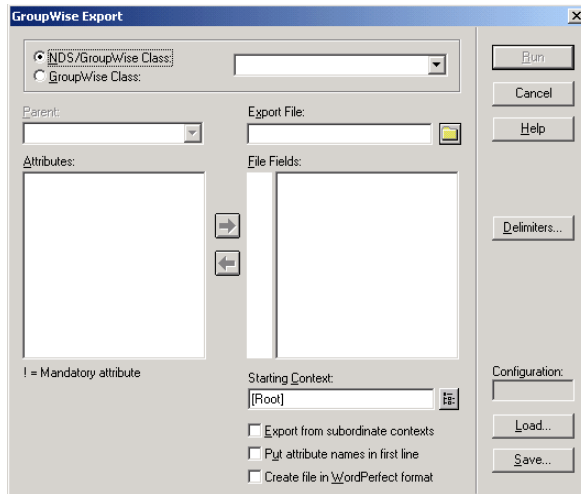
2 If you have previously defined and saved a configuration, click Load to fill in the fields from the configuration file, then click Run to perform the export.

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: Select this option 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: Select this option 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 197.
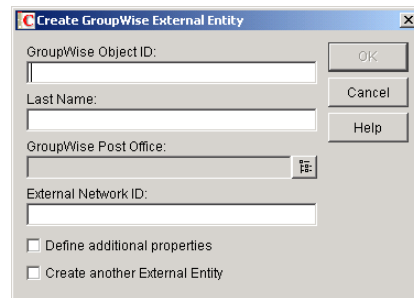
3 Click Run to perform the export.

Creating GroupWise Accounts for Non-eDirectory Users

If you have users who do not have eDirectory accounts, you can still assign them GroupWise accounts by defining them as GroupWise external entities in eDirectory. Defining a user as a GroupWise external entity provides the user with access to GroupWise only; it does not enable the user to log in to eDirectory. External entities have eDirectory objects, but they are not considered eDirectory users for licensing purposes.

To create a GroupWise account for a non-eDirectory user:

1 In ConsoleOne, right-click the eDirectory container where you want to create the user's GroupWise External Entity object, then click New > Object to display the New Object dialog box.

2 Select GroupWise External Entity, then click OK to display the Create GroupWise External Entity dialog box.

3 Fill in the following fields:

GroupWise Object ID: Enter the user's GroupWise ID. The user's ID along with the user's post office and domain, provide the user with a unique name within the GroupWise system (*userID.po.domain*). The GroupWise object ID cannot include periods.

Last Name: Enter the user's last name.

GroupWise Post Office: Select the post office where you want the user's mailbox.

External Network ID: Enter the user's network ID for the network that he or she logs in to.

4 Select Define Additional Properties, then click OK to display the GroupWise Identification page.
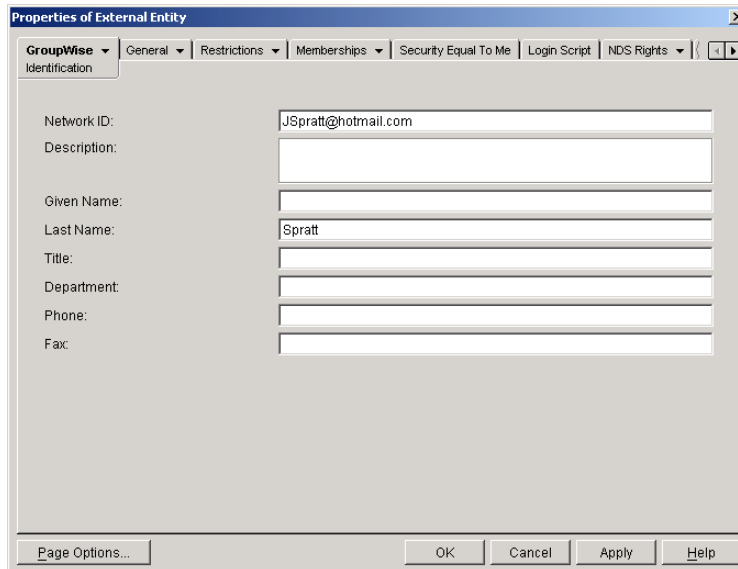
5 If desired, fill in any of the fields on the Identification page.

This information appears in the GroupWise Address Book, as described in "Customizing Address Book Fields" on page 79. If you want to keep private information in the Description field, you can prevent this information from appearing the GroupWise Address Book. See "Preventing the User Description Field from Displaying in the Address Book" on page 81.

6 Click OK to save the information.

The user is given a GroupWise mailbox in the post office you selected and can access his or her mailbox through the GroupWise client.

Because the external entity does not have an associated eDirectory User object, external entity users must access their mailboxes using GroupWise passwords. They cannot use eDirectory authentication or LDAP authentication to obtain mailbox access. For more information, see "Mailbox Passwords" on page 1083.

Educating Your New Users

After users can log in to their GroupWise accounts, all of the GroupWise client's features are at their fingertips, but some new users do not know how to get started. You can give your users the following suggestions to encourage them to explore the GroupWise client:

- Click Help > Help Topics > Contents > How Do I to learn to perform common GroupWise tasks
- Click Help > What's New to learn about the latest new GroupWise features
- Click Help > User Guide to view the *"GroupWise 7 Windows Client User Guide"* in HTML format
- Print "Getting Started" in the *"GroupWise 7 Windows Client User Guide"* to keep handy by the workstation as a quick reference
- Refer to the *"GroupWise 7 Client Frequently Asked Questions (FAQ)"* as needed

For convenience in printing, the *"GroupWise 7 Windows Client User Guide"* is available in PDF format at the GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7).

14 Managing GroupWise Accounts and Users

As your GroupWise® system grows, you will need to add users and manage their GroupWise accounts.

- ◆ "Adding a User to a Distribution List" on page 201
- ◆ "Allowing Users to Modify Distribution Lists" on page 202
- ◆ "Adding a Global Signature to Users' Messages" on page 203
- ◆ "Moving GroupWise Accounts" on page 204
- ◆ "Renaming Users and Their GroupWise Accounts" on page 212
- ◆ "Managing Mailbox Passwords" on page 213
- ◆ "Managing E-Mail Addresses" on page 217
- ◆ "Checking GroupWise Account Usage" on page 221
- ◆ "Disabling and Enabling GroupWise Accounts" on page 221
- ◆ "Removing GroupWise Accounts" on page 222

See also "Maintaining Domain and Post Office Databases" on page 359, Chapter 27, "Maintaining User/Resource and Message Databases," on page 367, and "Backing Up GroupWise Databases" on page 389. Proper database maintenance and backups allow recovery from accidental deletions, as described in "Restoring Deleted Mailbox Items" on page 395 and "Recovering Deleted GroupWise Accounts" on page 398.

Adding a User to a Distribution List

GroupWise distribution lists are sets of users and resources that can be addressed as a single entity. When a GroupWise user addresses an item (message, appointment, task, or note) to a distribution list, each user or resource that is a member receives a copy of the item.

To add a user to a distribution list:

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

2 Click GroupWise > Distribution Lists to display the Distribution Lists page.
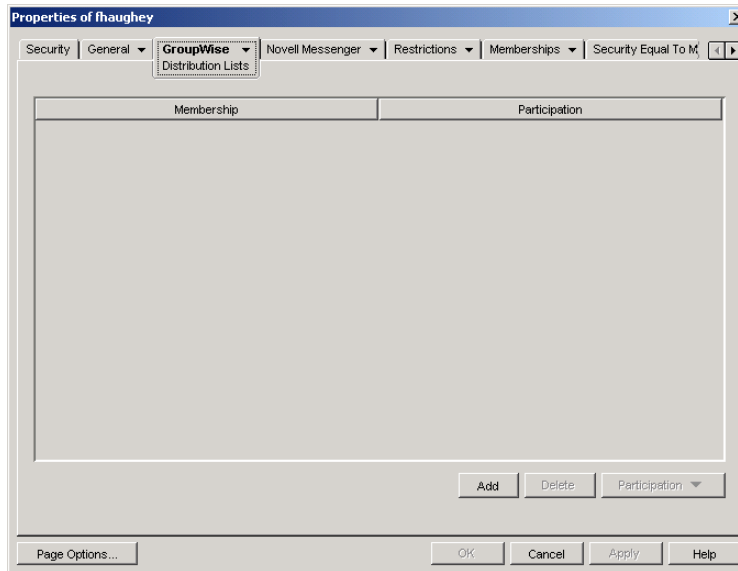
3 Click Add, select the distribution list that you want to add the user to, then click OK.
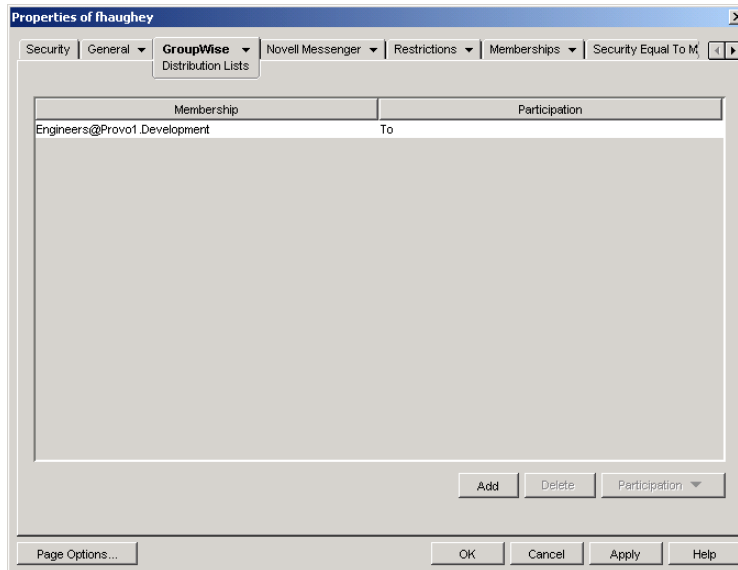
By default, the user is added as a primary recipient (To: recipient).

4 If you want to change the resource's recipient type, select the distribution list, click Participation, then click To, CC, or BC.

5 Click OK to save your changes.

Allowing Users to Modify Distribution Lists

Because distribution lists are created in ConsoleOne, users by default cannot modify them. However, in ConsoleOne, you can grant rights to selected users to modify specific distribution lists. For setup instructions, see "Enabling Users to Modify a Distribution List" on page 254.

Adding a Global Signature to Users' Messages

You can build a list of globally available signatures that can be automatically appended to messages sent by GroupWise Windows client users. The global signature is appended to messages after any personal signatures that users create for themselves. Global signatures are created in HTML format. For users who prefer the Plain Text compose view in the GroupWise client, a plain text version of the signature is appended instead of the HTML version. When this occurs, HTML formatting and embedded images are lost.

Global signatures are appended by the Windows client after the user clicks Send. Therefore, if encryption is enabled, global signatures are encrypted along with rest of the message.

- "Creating Global Signatures" on page 203
- "Assigning Global Signatures to Users" on page 204

Creating Global Signatures

1 Click Tools > GroupWise System Operations > Global Signatures.

2 Click Create to create a new global signature.
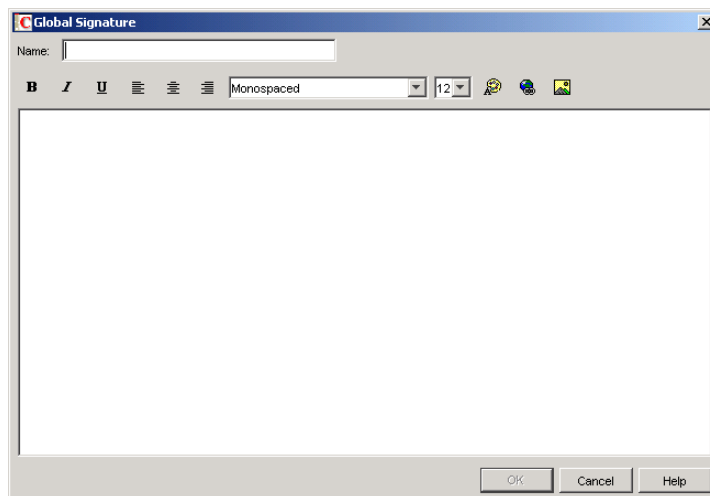
3 Specify a descriptive name for the signature.

4 Compose the signature using the using the basic HTML editing tools provided, then click OK to add the new signature to the list in the Global Signatures dialog box.

5 Click OK in the Global Signatures list dialog box to save the list.

6 Continue with Assigning Global Signatures to Users.

Assigning Global Signatures to Users

1 Browse to and select the domain, post office, or users to which you want to assign a global signature.

2 Click Tools > GroupWise Utilities > Client Options.

3 Double-click Send.
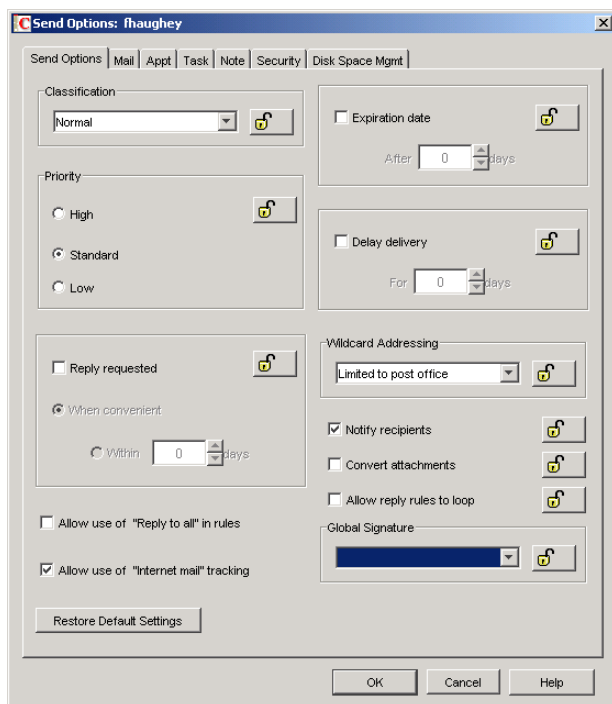
4 In the Global Signature drop-down list at the bottom of the Send Options tab, select the global signature that you want to use, then click OK.

Moving GroupWise Accounts

Expansion or consolidation of your GroupWise system can make it necessary for you to move GroupWise accounts from one post office to another.

When you move a GroupWise account, the user's mailbox is physically moved from one post office directory to another. The user's Novell® eDirectory™ object, including the GroupWise account information, remains in the same eDirectory container.

The following sections provide information you should know before performing a move and instructions to help you perform the move.

Live Move vs. File Transfer Move

GroupWise 6.*x* and later support two types of moves: a live move and a file transfer move.

A live move uses a TCP/IP connection between Post Office Agents (POAs) to move a user from one post office to another. In general, a live move is significantly faster (approximately 5 to 10 times) than a file transfer move. However, it does require that both POAs are version 6.*x* or later and that TCP/IP is functioning efficiently between the two POAs. A file transfer move uses the transfer of message files (using POAs and MTAs) rather than a TCP/IP connection between POAs. A file transfer move is required if you are moving a user to a post office that is not using a GroupWise 6.*x* or later POA or if you are moving a user across a WAN link where TCP/IP might not be efficient.

By default, when you initiate a move from a GroupWise 6.*x* or later post office, the post office's POA attempts to establish a live move session with the destination post office's POA. If it cannot, a file transfer move is used instead.

If desired, you can disable the live move capability on a GroupWise 6.*x* or later post office (Post Office object > GroupWise > Identification). Any moves to or from the post office would be done by file transfer.

Moves Between GroupWise 6.*x* or Later Post Offices

When you move a user's account from one GroupWise 6.*x* or later post office to another, all items are moved correctly and all associations (proxy rights, shared folder access, and so forth) are resolved so that the move is transparent to the user. Occasionally, some client options the user has set (GroupWise client > Tools > Options) might be lost and must be re-created for the new mailbox.

Moves Between GroupWise 6.*x* or Later and GroupWise 5.*x* Post Offices

Moves that include a GroupWise 5.*x* post office are performed at the level supported by the 5.*x* post office. This means that users might experience the following:

- Rules need to be re-created.
- Folders do not appear in the same order as in the original mailbox.
- The Address Book contains more than one of the same type of address book (for example, Frequent Contacts).
- Folders and personal address books shared with others are no longer shared. They must be shared again.
- Shared folders and personal address books received from others are no longer available. They must be shared again.
- Proxy rights to other mailboxes are lost. The rights must be reestablished.
- Folders' sort order and column settings are lost. They must be reset.
- Query folders no longer work. The query must be performed again.

◆ Replies (from other users) to items sent by the moved user before the user moved are undeliverable.

◆ Messages sent to the moved user from Remote client users are undeliverable until the Remote client users download the Address Book again.

Preparing for a Move

Consider the following before moving a user's GroupWise account:

◆ Make sure the POAs for the user's current post office and destination post office are running. Make sure the Message Transfer Agent (MTA) for the user's current domain and destination domain (if different) are running.

◆ A user who owns a resource cannot be moved. If the user owns a resource, reassign ownership of the resource to another user who is on the same post office as the resource. You can do this beforehand (see "Changing a Resource's Owner" on page 235) or when initiating the move.

◆ (Optional) To reduce the number of mailbox items that must be moved, consider asking the user to clean up his or her mailbox by deleting or archiving items.

◆ (Optional) Have the user exit the GroupWise client and GroupWise Notify before you initiate the move. When the move is initiated, the user's POA first creates an inventory list of all information in the user's mailbox. This inventory list is sent to the new post office's POA so that it can verify when all items have been received. If the user has not exited when the move begins, the user is automatically logged out so that the inventory list can be built. However, after the move has been initiated, the user can log in to his or her new mailbox even if the move is not complete.

Moving a GroupWise Account to Another Post Office in the Same eDirectory Tree

The following steps apply only if the user's current post office and destination post office are located in the same eDirectory tree. If not, see "Moving a GroupWise Account to Another Post Office in a Different eDirectory Tree" on page 207.

To move a user's GroupWise account to a different post office in the same eDirectory tree:

1 In ConsoleOne in the GroupWise View, right-click the User object or GroupWise External Entity (in the GroupWise view), then click Move to display the GroupWise Move dialog box.

If you want to move multiple users from the same post office to another post office, select all the User objects, right-click the selected objects, then click Move.
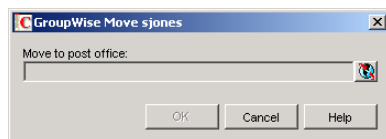
2 Select the post office to which you want to move the user's account, then click OK.

If the user owns a resource, the following dialog box appears.

3 Select a new owner for the resource, then click OK.

4 Keep track of the user move process using the User Move utility. See "Monitoring User Move Status" on page 209

Resolving Addressing Issues Caused By Moving an Account

The user's new address information is immediately replicated to each post office throughout your system so that the GroupWise Address Book contains the user's updated address. Any user who selects the moved user from the GroupWise Address Book can successfully send messages to the user.

However, some users might have the user's old address (GroupWise user ID) in their Frequent Contacts Address Book. In this case, if the sender types the moved user's name in the To field rather than selecting it from the Address Book, GroupWise uses the old address stored in the Frequent Contacts Address Book instead of the new address in the GroupWise Address Book. This results in the message being undeliverable. The POA automatically resolves this issue when it performs its nightly user upkeep (see "Performing Nightly User Upkeep" on page 495). During the nightly user upkeep process, the POA ensures that all addresses in a user's Frequent Contacts Address Book are valid addresses in the GroupWise Address Book.

If you want to ensure that messages sent to the user's old address are delivered even before the POA cleans up the Frequent Contacts Address Book, you can create a nickname using the old GroupWise user ID. For information about creating a nickname, see "Creating a Nickname for a User" on page 220. To have a nickname created automatically when the user is moved, see "System Preferences" on page 49.

Moving a GroupWise Account to Another Post Office in a Different eDirectory Tree

A GroupWise system can span multiple eDirectory trees, provided that all components for a single domain (post offices, users, resources, and so forth) are all in the same eDirectory tree. For example, a user cannot be located in one tree and his or her post office in another.

If necessary, you can move a user's account from a post office in one eDirectory tree to a post office in another eDirectory tree as long as the post offices are in the same GroupWise system. This requires the user to have a User object (or GroupWise External Entity object) in the eDirectory tree to which his or her GroupWise account is being moved.

To move a user's GroupWise account to a post office in a different eDirectory tree:

1 Make sure the user has a User object or GroupWise External Entity object in the eDirectory tree to which his or her GroupWise account is being moved.

2 In ConsoleOne, right-click the User object or GroupWise External Entity object (in the GroupWise View) > click Move to display the GroupWise Move dialog box.

If you want to move multiple users from the same post office to another post office, select all the User objects, right-click the selected objects > click Move.
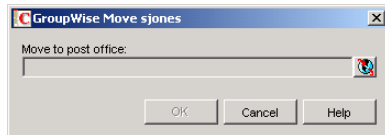
3 Select the post office to which you want to move the user's account, then click OK.

If the user owns a resource, the following dialog box appears.
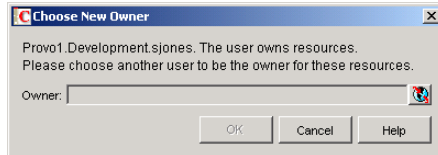
4 Select a new owner for the resource, then click OK.

5 Keep track of the user move process by using the User Move utility to determine when the user has been successfully moved. See "Monitoring User Move Status" on page 209

6 In the destination eDirectory tree, right-click the User object or GroupWise External Entity object where the GroupWise account will be assigned. This is the object referred to in Step 1.

7 Click GroupWise > Account to display the Account page.
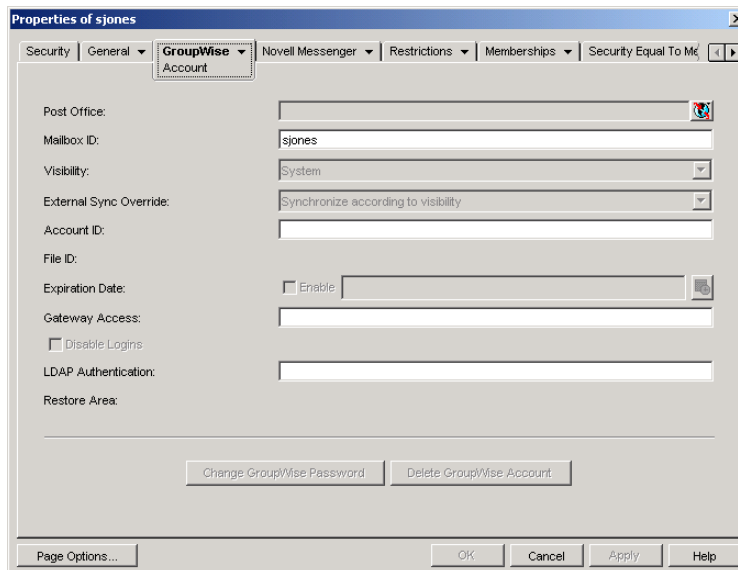
8 In the Post Office field, select the post office that the user's GroupWise account was moved to.

9 In the Mailbox ID field, make sure that the mailbox ID is the same as the user's mailbox ID (GroupWise user ID) on his or her original post office.

10 Click OK.

A dialog box appears asking if you want to match the GroupWise account to this eDirectory user.

11 Click Yes.

Resolving Addressing Issues Caused By Moving an Account

The user's new address information is immediately replicated to each post office throughout your system so that the GroupWise Address Book contains the user's updated address. Any user who selects the moved user from the GroupWise Address Book can successfully send messages to the user.

However, some users might have the moved user's old address (GroupWise user ID) in their Frequent Contacts Address Book. In this case, if the sender types the moved user's name in the To field instead of selecting it from the Address Book, GroupWise uses the old address stored in the Frequent Contacts Address Book instead of the new address in the GroupWise Address Book. This results in the message being undeliverable. The POA automatically resolves this issue when it performs its nightly user upkeep (see "Performing Nightly User Upkeep" on page 495). During the nightly user upkeep process, the POA ensures that all addresses in a user's Frequent Contacts Address Book are valid addresses in the GroupWise Address Book.

If you want to ensure that messages sent to the user's old address are delivered even before the POA cleans up the Frequent Contacts Address Book, you can create a nickname using the old GroupWise user ID. For information about creating a nickname, see "Creating a Nickname for a User" on page 220. To have a nickname created automatically when the user is moved, see "System Preferences" on page 49.

Monitoring User Move Status

The User Move Status utility helps you track progress as you move users and resources from one post office to another. It displays the user moves associated with the object you selected before displaying the User Move Status dialog box. For example, if you selected a Domain object, all user moves for the selected domain are displayed, but not user moves for other domains.

While a GroupWise user account is being moved, the POA in the source post office and the POA in the destination post office communicate back and forth. You can track the move process progresses through various steps and statuses:

1 In ConsoleOne, select a Post Office or Domain object.

   All moves occurring within the selected location will be listed.

2 Click Tools > GroupWise Utilities > User Move Status.
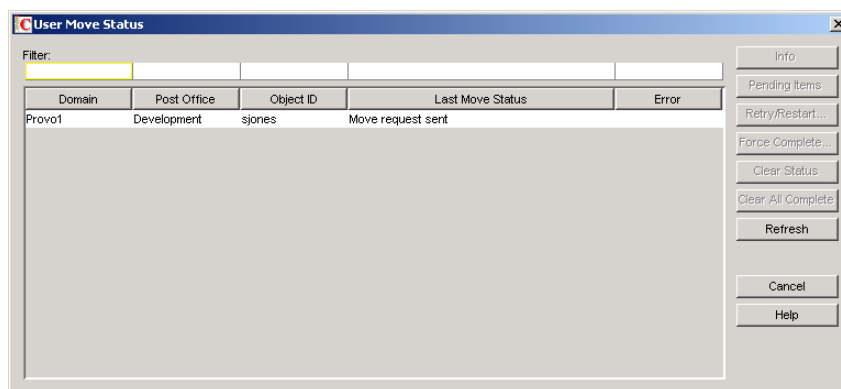
At the beginning of the move process, most buttons are dim, because it would not be safe for you to perform those actions at that point in the move process. When those actions are safe, the buttons become active.
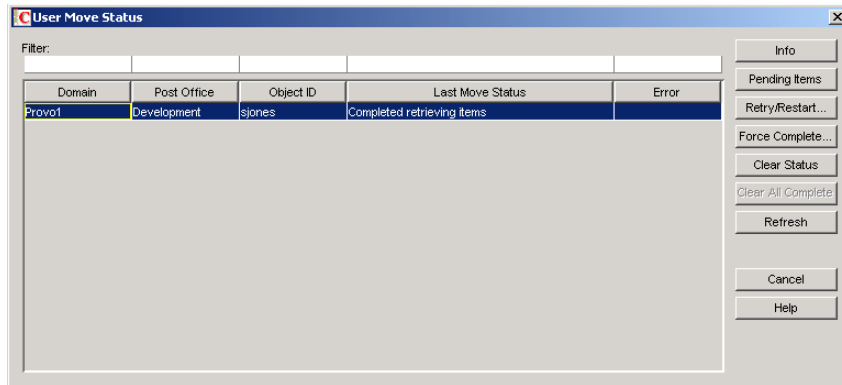
3 To restrict the number of users and resources in the list, type distinguishing information in any of the Filter fields, then press Enter to filter the list.

4 During the move, click Refresh to update the status information.

IMPORTANT: The list does not refresh automatically.

During the move, you might observe some of the following statuses:

- ❖ **Destination post office updated:** The destination POA has updated the destination post office database with the user's account information. At this point, the user account exists in the new location and appears in the Address Book with the new location information.

- ❖ **Source post office updated:** The source POA has updated the user in the source post office database to show the new destination post office. At this point, the user can no longer access the mailbox at the old location.

- ❖ **Moving mailbox information:** The POAs have finished exchanging administrative information and are ready to move items from the old mailbox to the new mailbox.

- ❖ **Sending mailbox inventory list:** The source POA sends the destination POA a list of all the mailbox items that it should expect to receive.

- ❖ **Send item request:** The destination POA starts requesting items from the source POA and the source POA responds to the requests

- ❖ **Retry mailbox item retrieval:** The destination POA was unable to retrieve an item and is retrying. The POA continues to retry every 12 hours for 7 days, then considers the move complete. To complete the move without waiting, click Force Complete. Typically, items that cannot be moved were not accessible to the user in the first place, so nothing is missed in the destination mailbox.

- ❖ **Completed retrieving items:** The destination POA has received all of the items on its mailbox inventory list.

- ❖ **Move completed:** After all of the user's mailbox items have arrived in the destination post office, the user's original account in the source post office is deleted and the user move is finished.
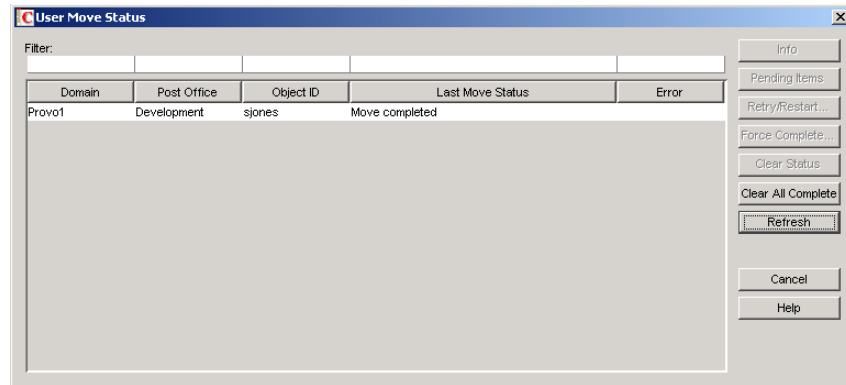
The User Move Status utility cannot gather status information for destination post offices that are running POAs older than GroupWise 6.5. Status information for users moving to older post offices displays as Unavailable.

5 If something disrupts the user move process, select the problem user or resource, then click Retry/Restart.
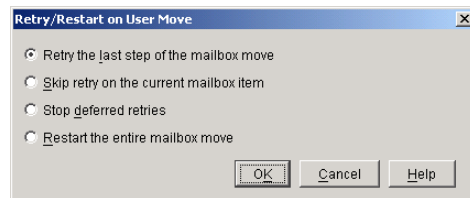
6 Select the option appropriate to the problem you are having, then click OK.

Retry the Last Step of the Mailbox Move: Select this option to retry whatever step the user move process has stopped on. This is equivalent to performing one of the POA's automatic retries manually and immediately. Ideally, the step completes successfully on the retry and processing continues normally.

Skip Retry on the Current Mailbox Item: Select this option to skip a particular mailbox item that cannot be successfully moved. The need for this action can usually be avoided by running Mailbox/Library Maintenance on the mailbox before moving the user account. Ideally, the user move processing should continue normally after skipping the problem item.

Stop Deferred Retries: Select this option to stop the POA from retrying to send items that have not been successfully received. This completes the user move process even though some individual items have not been moved successfully.

Restart the Entire Mailbox Move: Select this option if something major disrupts the user move process and you want to start over from the beginning. Because nothing is deleted from the source mailbox until everything has been received in the destination mailbox, you can safely restart a move at any time for any reason.

After you have moved a user in ConsoleOne, you can display detailed information about items belonging to that account that have not yet been moved to the destination post office, perhaps because problems were encountered when trying to move them. This information can help determine the importance of moving residual items that are still pending after all other items have been successfully moved.

7 Assess the importance of items that are still pending.

7a Select an account for which the move has not completed, then click Pending Items.

You can determine the record type (item, folder, Address Book contact, and so on), the item type (mail, appointment, task, and so on), how old the item is, the sender of the item, and the Subject line of the item. Not all columns in the Pending Items dialog box apply to all record types and item types, so some columns might be empty.

7b Click Request to request pending items.

Pending items are retrieved in groups of 25.

7c Click Yes to request the first group of pending items, then click OK.

You might need to wait for a while before the pending item lists displays because the request goes out through the destination domain to the source domain to the source post office, where the source POA sends the requested information back to the destination domain. Do not click Request again before the list appears or you receive the same list twice.

When the pending items appear, you can select an item, then click Info to display detailed information about the item. You can also click Refresh to reread the domain database to determine if additional items have been moved.

7d If you and the user whose mailbox is being moved decide that the pending items are expendable, click Force Complete to finish the move process.

Renaming Users and Their GroupWise Accounts

When you rename a user, the user's GroupWise user ID (mailbox ID) changes but the user remains in the same post office. All of the user's associations remain unchanged. For example, the user retains ownership of any resources and documents while other users who had proxy rights to the user's mailbox retain proxy right.

1 Make sure the user has exited the GroupWise client and GroupWise Notify.

2 Make sure the domain's MTA and post office's POA are running.

3 In the GroupWise View, right-click the User object, then click Rename to display the GroupWise Rename dialog box.
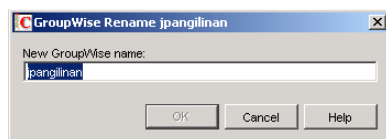
4 Enter the GroupWise user ID.

5 Click OK to rename the user.

Resolving Addressing Issues Caused By Renaming a User

The user's new information is immediately replicated to each post office throughout your system so that the GroupWise Address Book contains the user's updated address. Any user who selects the renamed user from the GroupWise Address Book can successfully send messages to the renamed user.

However, some users might have the user's old address (GroupWise user ID) in their Frequent Contacts Address Book. In this case, if the sender types the renamed user's name in the To field instead of selecting it from the Address Book, GroupWise uses the old address stored in the Frequent Contacts Address Book instead of the new address in the GroupWise Address Book. This

results in the message being undeliverable. The POA automatically resolves this issue when it performs its nightly user upkeep (see "Performing Nightly User Upkeep" on page 495). During the nightly user upkeep process, the POA ensures that all addresses in a user's Frequent Contacts Address Book are valid addresses in the GroupWise Address Book.

If you want to ensure that messages sent to the user's old address are delivered even before the POA cleans up the Frequent Contacts Address Book, you can create a nickname using the old GroupWise user ID. For information about creating a nickname, see "Creating a Nickname for a User" on page 220.

Managing Mailbox Passwords

The following sections provide information to help you manage GroupWise mailbox passwords:

- "Creating or Changing a Mailbox Password" on page 213
- "Removing a Mailbox Password" on page 214
- "Bypassing the GroupWise Password" on page 215

For background information about GroupWise passwords, see Chapter 72, "GroupWise Passwords," on page 1083.

Creating or Changing a Mailbox Password

As administrator, you can use ConsoleOne to create a user's mailbox password or change a user's existing password. If a user can log in to GroupWise, he or she can also change the mailbox password through the Security Options dialog box (GroupWise Windows or Cross-Platform client > Tools > Options > Security) or on the Passwords page (GroupWise WebAccess client > Options > Password.

To create or change a user's mailbox password:

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.
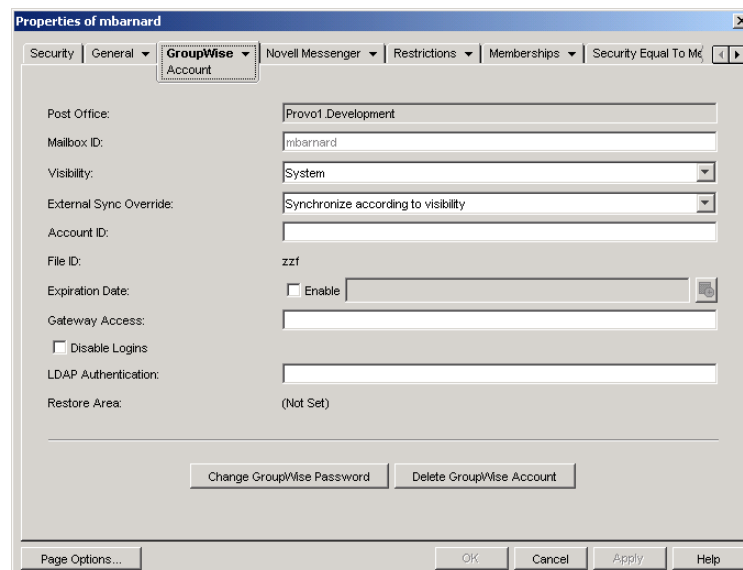
3 Click Change GroupWise Password to display the Security Options dialog box.
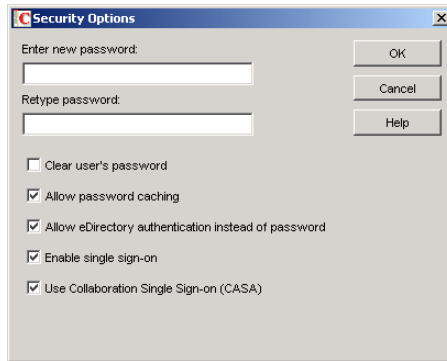
**4** Enter and reenter a new password.

The other options in this dialog box are explained in following sections.
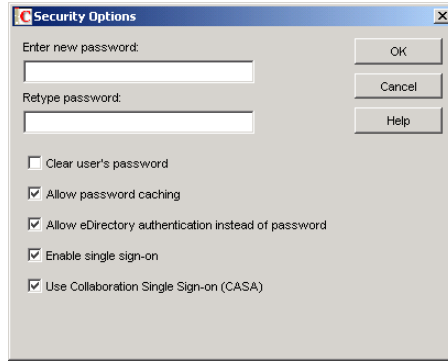
5 Click OK.

Removing a Mailbox Password

If you want to remove a user's mailbox password but not assign a new password, you can clear the password.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.
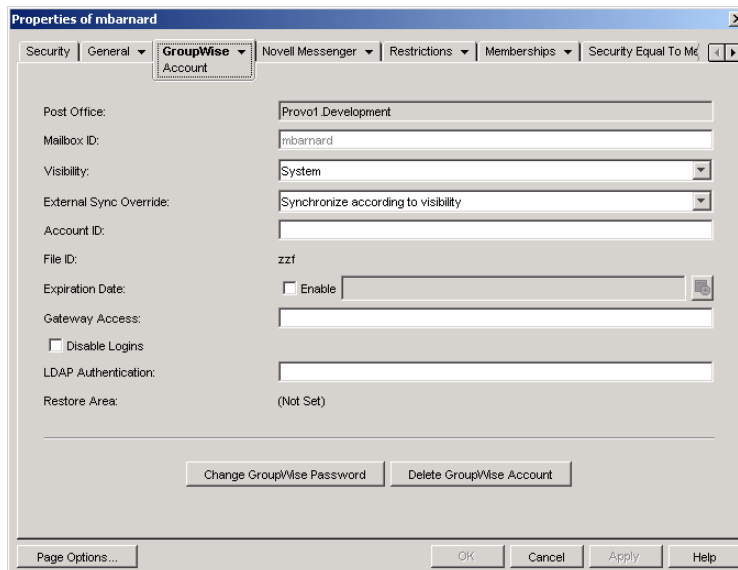
3 Click Change GroupWise Password to display the Security Options dialog box.

4 Select the Clear User's Password option.

The other options in this dialog box are explained in following sections.

5 Click OK.

NOTE: A mailbox with no password cannot be accessed using the WebAccess client.

Bypassing the GroupWise Password

By default, if a user must enter a password when logging in to GroupWise, he or she is prompted for the password.

The GroupWise client includes several options that users can choose from to enable them to log in without providing a password. These options, located on the Security Options dialog box (GroupWise client > Tools > Options > Security), are described in the following table.

GroupWise Client Option	Description
Remember My Password	This option is available only when running an earlier GroupWise client on Windows 95/98. The GroupWise 7 Windows client is not supported on Windows 95/98.
	The GroupWise password is stored in the Windows password list. When GroupWise starts, it pulls the password from the list.
No Password Required with eDirectory	This option is available only when logged in to Novell eDirectory.
	When GroupWise starts, it automatically logs in to the GroupWise account associated with the user who is logged in to eDirectory at the workstation. No GroupWise password is required.
Use Single Sign-On	This option is available only when using Novell Single Sign-on 2.0 and SecureLogin 3.0 and later products.
	When GroupWise starts, it uses the GroupWise password stored by Novell Single Sign-on or SecureLogin.

As shown in the table, these options appear only if certain conditions are met, such as the user running on a Windows 95/98 workstation or having Novell Single Sign-on or SecureLogin installed. If you don't want the option available to users even if the condition is met, you can disable the option. Doing so removes it from the GroupWise client's Password dialog box.

To disable one or more of the password options:

1 In ConsoleOne, click a Domain object if you want to disable password options for all users in the domain.

or

Click a Post Office object if you want to disable password options for all users in the post office.
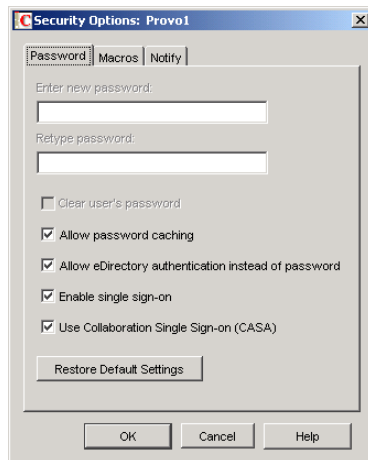
or

Click a User object or GroupWise External Entity object if you want to disable password options for the individual user.

2 With the appropriate GroupWise object selected, click Tools > GroupWise Utilities > Client Options to display the GroupWise Client Options dialog box.
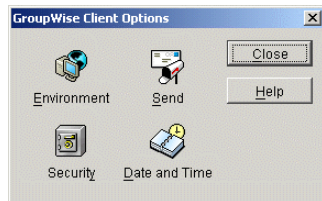
3 Click Security to display the Security Options dialog box.

4 On the Password tab, deselect Allow Password Caching if you don't want Windows 95/98 users to be able to use the GroupWise client's Remember My Password option.

5 Deselect Allow eDirectory Authentication Instead of Password if you don't want eDirectory users to be able to use the GroupWise client's No Password Required with eDirectory option.

6 Deselect Allow Novell Single Sign-on if you don't want Single Sign-on or SecureLogin users to be able to use the GroupWise client's Use Novell Single Sign-on option.

7 Deselect Use Collaboration Single Sign-On (CASA) if you don't want users of Novell collaboration products (GroupWise, Messenger, iFolder, and iPrint) to be able to use the same password for all collaboration products.

8 Click OK to save your changes.

For more information about addressing formats, see Chapter 47, "Configuring Internet Addressing," on page 689.

Managing E-Mail Addresses

To ensure that user addresses meet your needs, GroupWise enables you to determine the format and visibility of addresses, as well as create additional names for users. The following sections provide details:

- "Ensuring Unique E-Mail Addresses" on page 217
- "Changing a User's Internet Addressing Settings" on page 217
- "Changing a User's Visibility in the Address Book" on page 219
- "Creating a Nickname for a User" on page 220

Ensuring Unique E-Mail Addresses

Starting with GroupWise 7, you can use the same e-mail ID for more than one user in your GroupWise system, provided each user is in a different Internet domain. Rather than requiring that each e-mail ID be unique in your GroupWise system, each combination of e-mail ID and Internet domain must be unique. This provides more flexibility for handling the situation where two people have the same name.

When adding or changing users' e-mail addresses you can check to make sure that the e-mail address you want to use for a particular user is not already in use.

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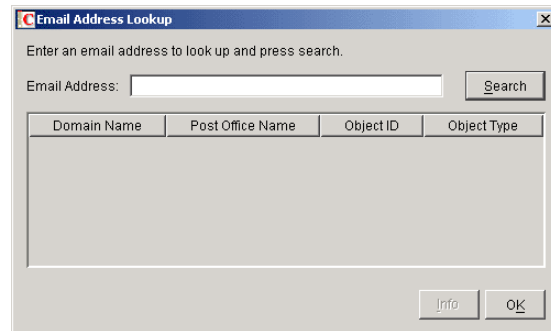

2 In the Email Address field, enter the e-mail address. You can enter the username only (for example, jsmith) or the entire address (for example, jsmith@novell.com).

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.

Changing a User's Internet Addressing Settings

By default, a user inherits his or her Internet address settings (preferred Internet address format, allowed address formats, and Internet domain name) from the user's post office, domain, or GroupWise system. For more information, see Chapter 47, "Configuring Internet Addressing," on page 689.

If necessary, you can override these settings for individual users.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Internet Addressing to display the Internet Addressing page.
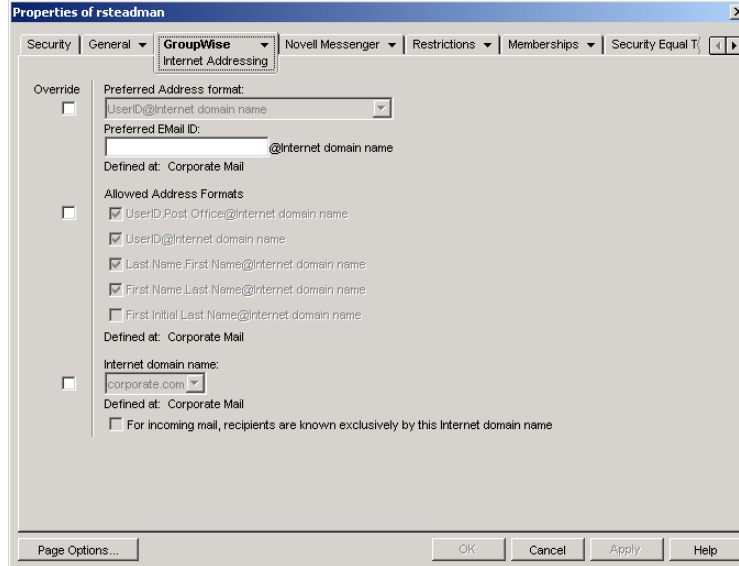
3 To override one of the settings, select the Override box, then change the setting.

Preferred Address Format: The preferred address format determines how the user's address is displayed in the GroupWise Address Book and in sent messages.

Preferred E-Mail ID: 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). The username portion must be unique within its Internet domain. This means that a username can be used multiple times in your GroupWise system, if it is used only once in each Internet domain.

If you have two users with the same name in the same Internet domain, you can further modify the username portion. 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 in the same Internet domain, you would have two users with the same address (John.Peterson@novell.com). You could use this field to differentiate them by including their middle initials in their addresses (John.S.Peterson@novell.com and John.A.Peterson@novell.com).

Allowed Address Formats: The allowed address formats determine which address formats can be used to send messages to the user. For example, using John Peterson as the user, Research as the post office, and novell.com as the Internet domain, if you select all five formats, John Peterson would receive messages sent using any of the following addresses:

jpeterson.research@novell.com
jpeterson@novell.com
john.peterson@novell.com
peterson.john@novell.com
jpeterson@novell.com

Internet Domain Name: The Internet domain name, along with the preferred address format, is used when constructing the e-mail address that is displayed in the GroupWise Address Book and in the To field of sent messages.

Only the Internet domain names that have been defined are displayed in the list. Internet domain names must be defined at the system level (Tools > GroupWise System Operations > Internet Addressing). For more information, see "Configuring Internet Addressing" on page 689.

If you override the Internet domain name, the For Incoming Mail, Recipients are Known Exclusively by This Internet Domain Name becomes available. Enable this option if you only want the user to be able to receive messages addressed with this Internet domain name. If you don't enable this option, the user receives messages addressed using any of the Internet domain names assigned to your GroupWise system.
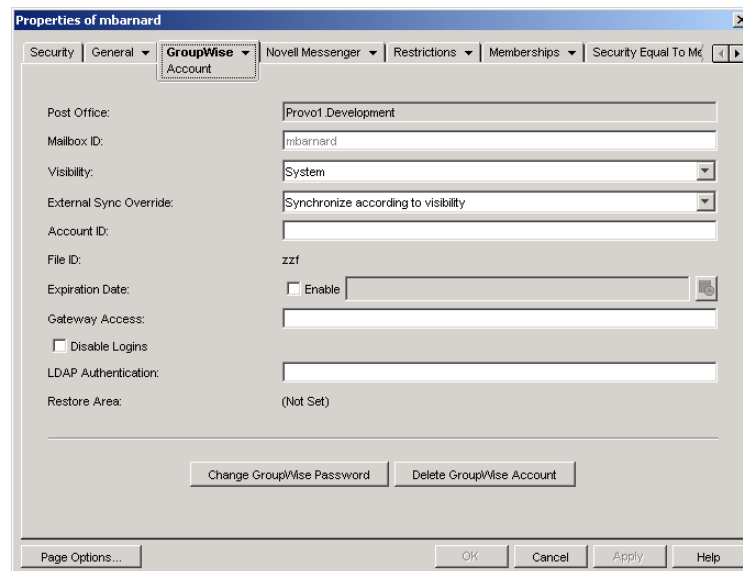
4 Click OK to save your changes.

Changing a User's Visibility in the Address Book

A user's visibility level determines the extent to which the user's address is visible throughout your GroupWise system. You can make the user visible in the Address Book throughout your entire GroupWise system, you can limit visibility to the user's domain or post office only, or you can make it so that no users can see the user in the Address Book.

Making a user visible in the Address Book simply makes it easier to address items to the user. Regardless of a user's visibility, other users can send items to the user if they know the user's GroupWise user ID.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.

3 In the Visibility field, select the desired visibility level.

System (Default): All users in your GroupWise system can see the user's information in the Address Book.

Domain: Only users in the same domain as the user can see the user's information in the Address Book.

Post Office: Only users in the same post office as the user can see the user's information in the Address Book.

None: No users can see the user's information in the Address Book. Users need to know the user's GroupWise user ID to send items to him or her.

**4** Click OK to save your changes.

Creating a Nickname for a User

Each user has a specific GroupWise address consisting of the user's ID, post office, and domain (*user_ID.post_office.domain*). You can assign one or more nicknames to a user to give the user an alternate address. Each part of the address (*user_ID*, *post_office*, and *domain*) can be different than the user's actual address.

For example, you might want to create a nickname for a user you have just moved (see "Moving GroupWise Accounts" on page 204) or renamed (see "Renaming Users and Their GroupWise Accounts" on page 212). The nickname, which would be the user's old address, would ensure that any use of the old address would result in the new address being used instead.
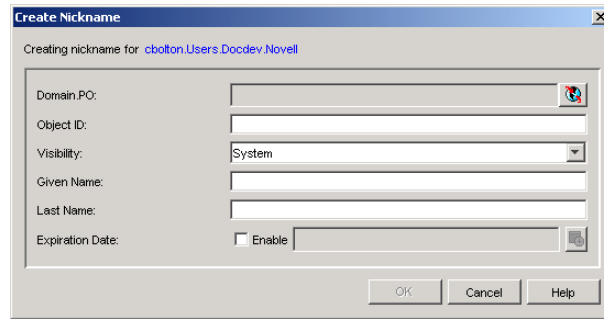
Nicknames are not displayed in the Address Book, which means users need to know the nickname to use it.

To manually create a nickname for a user:

1 In ConsoleOne, right-click the User object or GroupWise External Entity object, then click Properties.

2 Click GroupWise > Nicknames to display the Nicknames page.
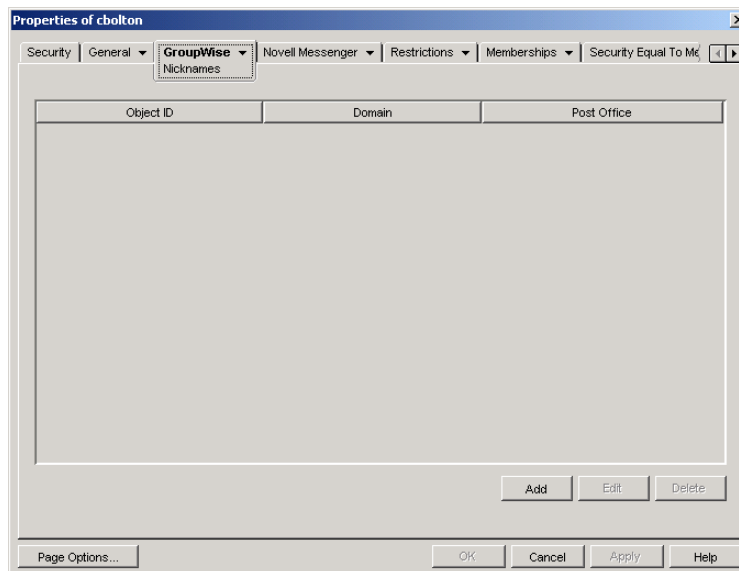
3 Click Add to display the Create Nickname dialog box.

4 Fill in the following fields:

Domain.PO: Select the post office where you want to assign the nickname. This can be any post office in your GroupWise system; it does not have to be the user's post office.

Object ID: Specify the name to use as the *user_ID* portion of the nickname. The nickname must be unique.

Visibility: This field does not apply to nicknames. Nicknames are not displayed in the Address Book. To use a nickname, a message sender must specify the nickname's address.

Given Name: Specify the user's given (first) name.

Last Name: Specify the user's last name.

Expiration Date: If you want the nickname to no longer work after a certain date, select Enable and then select the desired date.

5 Click OK to add the nickname to the list.

6 Click OK to save the changes to the User object or GroupWise External Entity object.

To have nicknames created automatically whenever you move a user, see "System Preferences" on page 49.

Checking GroupWise Account Usage

You can identify GroupWise accounts that have been inactive for a specified period of time. See "Auditing Mailbox License Usage in the Post Office" on page 179.

You can measure message traffic from individual GroupWise mailboxes. See "User Traffic Report" on page 986.

Disabling and Enabling GroupWise Accounts

You can disable a GroupWise account so that the user cannot access his or her mailbox until you enable the account again. This might be necessary if you need to perform database maintenance on the user's mailbox or when a user leaves the company and no longer needs access to the mailbox.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.
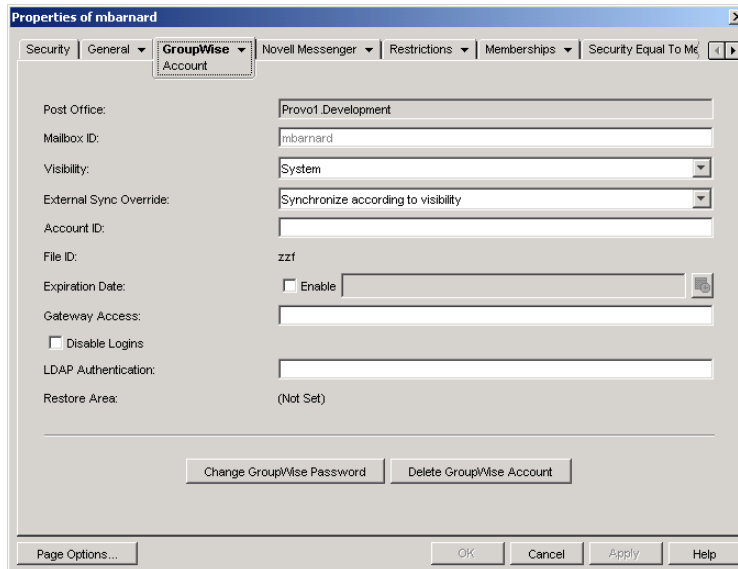
3 Select Disable Logins, then click OK.

4 To enable the user's account when access is again permitted, deselect Disable Logins, then click OK.

While a user's account is disabled, other users to whom proxy rights have been granted can still access the mailbox. This is convenient for reviewing the contents of the mailbox of a departed employee and pulling out those messages that are of use to the incoming employee.

Removing GroupWise Accounts

You can remove a user's GroupWise account by deleting or expiring it. Deleting an account removes the entire account (address, mailbox, items, and so forth) from the GroupWise system. Expiring an account deactivates the account so that it cannot be accessed, but does not remove it from the system. The following sections provide information to help you delete or expire GroupWise accounts

- "Deleting a GroupWise Account" on page 222
- "Expiring a GroupWise Account" on page 224
- "Managing Expired or Expiring GroupWise Accounts" on page 225

If you delete a GroupWise account by accident, or need to retrieve a deleted account for some other reason, see "Recovering Deleted GroupWise Accounts" on page 398.

NOTE: When you remove a GroupWise account, any personal databases, such as an archive, a Caching mailbox, or a Remote mailbox, that are associated with the account are unaffected by the account deletion. Such databases are not located where ConsoleOne could delete them, so they must be deleted manually.
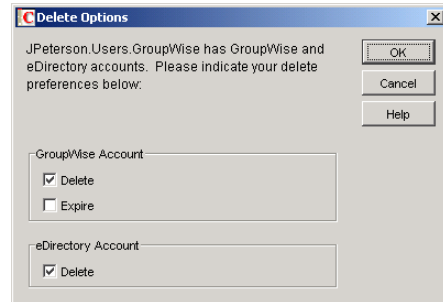
Deleting a GroupWise Account

When you delete a user's GroupWise account, the user's mailbox is deleted and the user is removed from the GroupWise system. If the user owns library documents, see "Ensuring that a User's Library Documents Remain Accessible" on page 224 before deleting the user. Otherwise, refer to one of the following sections:

- "Deleting an eDirectory User's GroupWise Account" on page 223
- "Deleting a Non-eDirectory User's GroupWise Account" on page 223

Deleting an eDirectory User's GroupWise Account

1 Make sure the user has exited the GroupWise client and GroupWise Notify.

2 Make sure the POA for the user's post office is running.

If the POA is not running, the user mailbox is not deleted until the next time the POA runs.

3 In ConsoleOne, right-click the User object, then click Delete.

or

Select multiple User objects, right-click the selected object, then click Delete.

4 Click Yes to display the Delete User Options dialog box.

5 In the GroupWise Account box, select Delete.

6 In the eDirectory Account box, deselect Delete.

7 Click OK to delete the eDirectory user's GroupWise account.

or

If you selected multiple User objects, click OK to All to apply the same deletion options to all accounts. If you click OK rather than OK to All, you can select deletion options for each account individually as it is deleted.

8 If a user was a resource owner, the following dialog box appears. Select a new user to be the resource's owner, then click OK.

Deleting a Non-eDirectory User's GroupWise Account

Non-eDirectory users are given GroupWise accounts by adding the users to eDirectory as GroupWise external entities (see "Creating GroupWise Accounts for Non-eDirectory Users" on page 199). You remove a non-eDirectory user's GroupWise account by deleting the user's GroupWise External Entity object from eDirectory.

NOTE: Remember that external entities do have eDirectory objects, but they are not considered eDirectory users for licensing purposes.

As with eDirectory users, when you remove a non-eDirectory user's GroupWise account, the user's mailbox is deleted and the user is removed from the GroupWise system.

To delete a non-eDirectory user's GroupWise account:

1 Make sure the user has exited the GroupWise client and GroupWise Notify.

2 Make sure the POA for the user's post office is running.

If the POA is not running, the user's mailbox will not be deleted until the next time the POA runs.

3 In ConsoleOne, right-click the user's GroupWise External Entity object, then click Delete.

4 Click Yes to confirm the deletion.

Ensuring that a User's Library Documents Remain Accessible

When you delete a user's GroupWise account, GroupWise does not delete any library documents to which the user has Author or Creator status. These documents remain in the library as "orphaned" documents, meaning that no one can access the documents.

If you or other users need access to the documents, you have the following choices:

◆ Rather than deleting the user, change the user's GroupWise mailbox password so that he or she can't log in. Other users can continue accessing the documents, and you can log in as the user to manage the documents. For information about changing a user's password, see "Creating or Changing a Mailbox Password" on page 213.

◆ Rather than deleting the user or changing the user's password, disable the user's ability to log in. This is done on the user's GroupWise Account page (User object > GroupWise > Accounts > Disable Logins).

◆ Delete the user, then reassign the orphaned documents to another user. For information, see "Analyzing and Fixing Library and Document Information" on page 374.

Expiring a GroupWise Account

Rather than delete a user's GroupWise account, you can expire the account. The account, including the user's mailbox and all items, remains in GroupWise but cannot be accessed by the user. If necessary, the user's account can be reactivated at a later date, as described in "Managing Expired or Expiring GroupWise Accounts" on page 225. This option is useful for providing GroupWise accounts to temporary or contract employees who come and go.

You can set a user's GroupWise account to expire immediately or at a future date and time.

1 Make sure the user has exited the GroupWise client and GroupWise Notify.

2 In ConsoleOne, right-click the User object or GroupWise External Entity object with the account you want to expire, then click Properties.

3 Click GroupWise > Account to display the Account page.
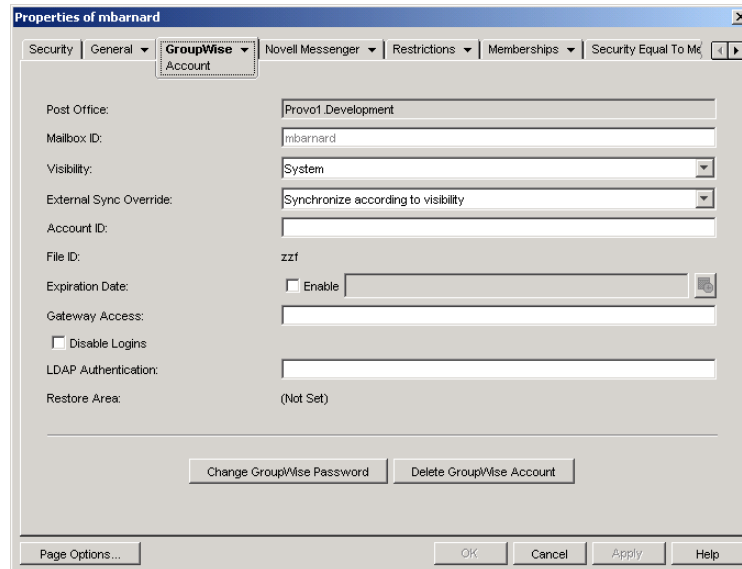
4 In the Expiration Date field, select the Enable check box to turn on the option.

5 If you want the account to expire immediately, leave the date and time set to the current date and time.

or

If you want the account to expire at a later date, select the desired date and time.

6 Click OK.

NOTE: To immediately expire an account assigned to an eDirectory user, you can also right-click the User object, click Delete, select the Expire GroupWise Account option, then click OK. This method is not available for non-eDirectory (GroupWise External Entity object) users.

Managing Expired or Expiring GroupWise Accounts

Expired GroupWise accounts remain expired until you reactivate them or delete them. Refer to the following sections for information to help you manage expired accounts:

Identifying Expired or Expiring Accounts

Rather than search through all your User or GroupWise External Entity objects in eDirectory to identify which ones have expired or expiring accounts, you can use the Expired Records option to quickly list expired accounts for your entire system, a single domain, or a single post office. Depending on the date you choose, you can see expired accounts only or both expired and expiring accounts.

1 In the GroupWise View, select the post office, domain, or GroupWise system that contains the accounts you want to view.

2 Click Tools > GroupWise Utilities > Expired Records to display the Expired Records dialog box.
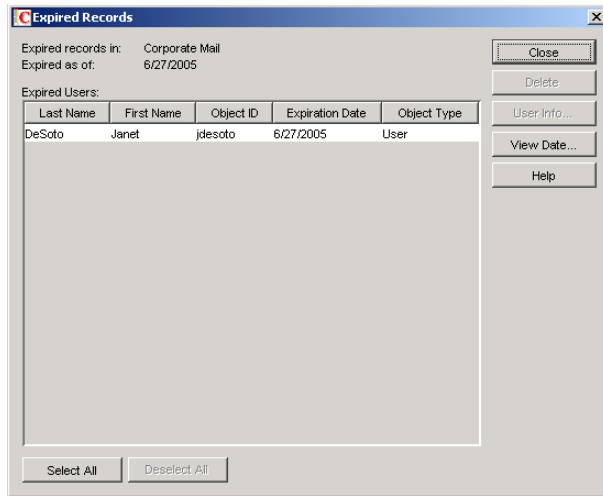
The Expired As Of field defaults to the current date. Only accounts that have expired as of this date are displayed in the list. To see accounts that will expire in the future, you need to change the date in the Expired As Of field.

3 To change the date in the Expired As Of field, click View Date, enter the desired date, then click OK.

For example, in the dialog box shown above, the current date is 6/27/2005 (June 27, 2005). To see what accounts will expire by June 30, 2005, you would change the Expired As Of date to 6/30/2005.

4 When finished viewing expired or expiring accounts, click OK to close the Expired Accounts dialog box.

Changing an Account's Expiration Date
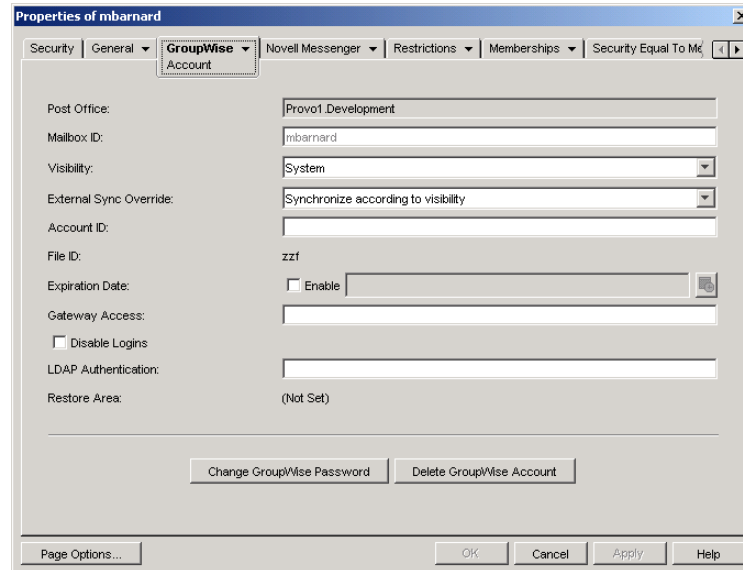
1 In ConsoleOne, right-click the User object or GroupWise External Entity object, then click Properties.

2 Click GroupWise > click Account to display the Account page.
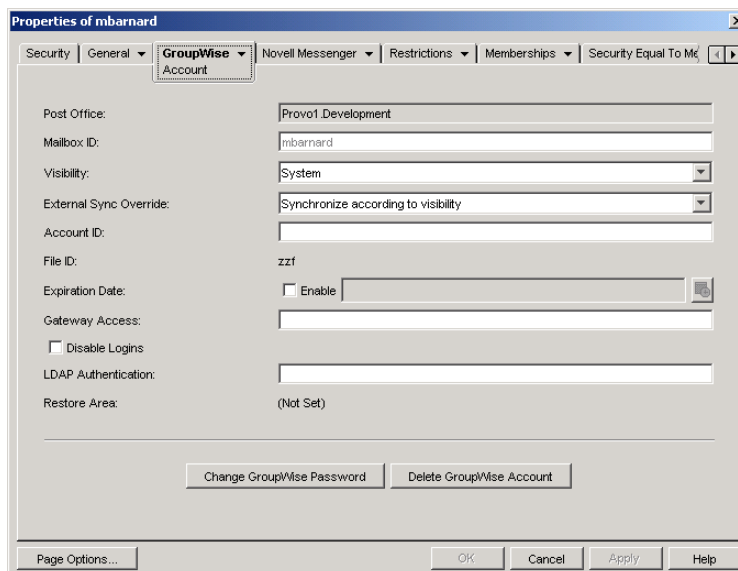
3 In the Expiration Date field, change the time and date.

4 Click OK.

Reactivating an Expired Account

1 In ConsoleOne, right-click the User object or GroupWise External Entity object with the expired GroupWise account, then click Properties.

2 Click GroupWise > Account to display the Account page.

3 In the Expiration Date field, deselect the Enable check box to turn off the option.

4 Click OK.