Novell
GroupWise®

7

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GROUPWISE CLIENT FREQUENTLY ASKED QUESTIONS (FAQ)

Novell®

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About This Guide

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

- "How Do I Find What I Need in the GroupWise Client Documentation?" on page 9
- "GroupWise Windows Client FAQ" on page 13
- "GroupWise Cross-Platform Client FAQ" on page 17
- "GroupWise WebAccess Client FAQ" on page 19
- "Non-GroupWise Clients FAQ" on page 21
- "GroupWise Client Comparison" on page 23
- "Where Do I Go for More Help?" on page 31

Audience

This guide is intended for GroupWise users.

Feedback

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

Documentation Updates

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

Additional Documentation

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

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

Documentation Conventions

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

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

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

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

1

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

1.1 Step 1: Online Help in the GroupWise Client

All three GroupWise® clients offer online help.

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

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

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

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

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

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

- **Windows Client:** Click *Help* > *User Guide*.
- **Cross-Platform Client:** Click *Help* > *User Guide*.
- **WebAccess Client:** Click *GroupWise 7 WebAccess Client User Guide*, then bookmark that page for future reference.

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

- **HTML Search:** To search the HTML version of a User Guide, click the main link to the guide on the GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7), then select the sections of the guide that you want to search in the left pane. All sections of the guide are selected by default. Type the word or phrase to search for, then click *Search Checked Items For*. Web search technology is used to return pages where the word or phrase is found in the User Guide, ranked according to the likelihood that the page is what you're looking for.
- **PDF Search:** To search the PDF version of a User Guide, click the PDF link to the guide on the GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7). Click *Find* (the binoculars icon), type the word or phrase to search for, then click *Find* to find the first instance. Click *Find Again* to continue searching through the document for instances of the word or phrase. This full text search procedure is more thorough than the Web search approach.

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

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

1.3 Step 3: User Comments Link in the User Guides

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

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

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

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

NOTE: Response times vary.

1.4 Step 4: GroupWise Support Forum

The GroupWise Support Forum (http://support.novell.com/forums/2gw.html) provides assistance from over 30 volunteer sysops from around the world, not to mention helpful GroupWise users from

around the world as well. If the GroupWise client isn't working for you as documented, post your problem on the GroupWise Support Forum for free assistance.

GroupWise Windows Client FAQ

2

- How do I customize the Home View?
- Help! I've had fun playing with my Home View. Now how do I put it back?
- How do I get rid of the little monthly calendars that weren't there in my GroupWise 6.5 Calendar Week view?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text, such as contact information, to the bottom of every message I send?
- How do I get notified of incoming messages?
- Can I set an alarm on a task?
- How do I schedule an annual event, like a birthday or anniversary?
- How do I change my default font for composing and viewing messages?
- What do all the little symbols next to my messages mean?
- Someone gave me proxy access to a mailbox. How do I access it?
- Help! My folder list has disappeared. How do I get it back?
- How do I turn on sound or change the sound of my appointment notifications?
- Can I delete attachments from a received message?
- In the Attach File dialog box, how do I set the default file listing to Details (to include file size, type, and date) instead of List (which just lists the filenames)?
- How do I forward all my mail from my GroupWise account to a personal e-mail account?
- Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?

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

How do I customize the Home View?

See "Understanding the Home View" and "Using Panels".

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

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

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

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

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

See "Creating a Vacation Rule or Auto Reply".

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

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

How do I get notified of incoming messages?

See "Running Notify".

Can I set an alarm on a task?

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

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

See "Scheduling Auto-Dates by Formula".

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

See "Changing the Font of Items You Send".

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

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

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

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

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

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

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

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

Can I delete attachments from a received message?

No. Not at the present time.

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

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

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

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

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

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

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

GroupWise Cross-Platform Client FAQ

3

- I'm used to the GroupWise Windows client. What differences am I going to see when I use the Cross-Platform client?
- Where's the Home View?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text, such as contact information, to the bottom of every message I send?
- How do I schedule an annual event, like a birthday or anniversary?
- How do I change my default font for composing and viewing messages?
- What do all the little symbols next to my messages mean?
- Can I delete attachments from a received message?
- Someone gave me proxy access to a mailbox. How do I access it?
- How do I forward all my mail from my GroupWise account to a personal e-mail account?

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

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

See Chapter 6, “GroupWise Client Comparison,” on page 23.

Where's the Home View?

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

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

See “Creating a Vacation Rule”.

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

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

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

At present, you can't schedule annual events in a single action. You must use the AutoDate feature. On the *Dates* tab, select the date, move to the next year, select the date again, and so forth, for as many years as desired.

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

See “Changing the Font of Items You Send”.

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

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

Can I delete attachments from a received message?

No. Not at the present time.

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

See “Managing Someone Else's Mailbox or Calendar”.

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

See “Creating a Rule to Forward All Mail to a Private Mail Account”

GroupWise WebAccess Client FAQ

4

- I'm used to the GroupWise Windows client. What differences am I going to see when I use the WebAccess client?
- I'm used to the GroupWise Windows client. What differences am I going to see when I use the WebAccess client?
- How do I stop my password from being automatically provided on the WebAccess login page?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text like contact information to the bottom of every message I send?
- What do all the little symbols next to my messages mean?
- Can I delete attachments from a received message?
- Someone gave me proxy access to a mailbox. How do I access it?

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

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

See Chapter 6, “GroupWise Client Comparison,” on page 23.

Where's the Home tab?

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

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

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

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

See “Using Rules”.

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

See “Automatically Adding A Signature to Items You Send”.

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

See “Understanding the Item List”.

Can I delete attachments from a received message?

No. Not at the present time.

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

See “Proxying Another User's Mailbox”.

Non-GroupWise Clients FAQ

5

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

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

See “Mobile Devices” in “Non-GroupWise Clients” in the *GroupWise 7 Interoperability Guide*.

How do I access my GroupWise mailbox from Microsoft Outlook?

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

How do I access my GroupWise mailbox from Evolution?

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

GroupWise Client Comparison

6

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

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

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

- Section 6.1, “Message Tasks,” on page 23
- Section 6.2, “Calendar Tasks,” on page 27
- Section 6.3, “Address Book Tasks,” on page 28
- Section 6.4, “Folder Management Tasks,” on page 28
- Section 6.5, “Proxy Tasks,” on page 29
- Section 6.6, “Document Management Tasks,” on page 29

6.1 Message Tasks

- Mailbox Types
- Item Types
- Message Handling
- Message Composition
- Tools
- Send Options

6.1.1 Mailbox Types

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

6.1.2 Item Types

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

6.1.3 Message Handling

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

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Prevent HTML Message Images from Displaying	☑			☑
Encrypt/Unencrypt Messages	☑			
Notify	☑			☑

6.1.4 Message Composition

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

6.1.5 Tools

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

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

6.1.6 Send Options

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

6.2 Calendar Tasks

- Scheduling
- Views

6.2.1 Scheduling

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

6.2.2 Views

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

6.3 Address Book Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Address Book	☑	☑	☑	☑
Groups	☑	☑	☑	☑
Create New Address Book	☑	☑	☑	☑

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

6.4 Folder Management Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
Search	☑	☑	☑	☑
Add/Delete Folders	☑	☑	☑	☑
Share Folders	☑	☑	☑	☑
Move Folders	☑	Limited		☑
Execute Search Folders	☑	☑		☑
Create Search Folders	☑			☑
Link Messages to Folders	☑			☑
Group Labels	☑			☑
Home Folder	☑			Today View

6.5 Proxy Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess	Outlook Connector
User Proxy	☑	☑	☑	☑
Change Proxy Settings	☑	☑	☑	☑
Multiuser View	☑			☑

6.6 Document Management Tasks

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

Where Do I Go for More Help?

7

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

- Novell® Support Knowledgebase (http://support.novell.com/search/kb_index.jsp)
- Novell GroupWise Support Forum (http://support.novell.com/forums/2gw.html)
- Novell GroupWise Support Community (http://support.novell.com/products/groupwise/)
- Novel GroupWise Cool Solutions (http://www.novell.com/coolsolutions/gwmag)
- Novell GroupWise product site (http://www.novell.com/products/groupwise)

Documentation Updates

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

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

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

- Section 8.1, "November 30, 2005," on page 33

8.1 November 30, 2005

Location	Change
GroupWise Windows Client FAQ	
"Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?" on page 15	Added a new question and answer.
GroupWise Client Comparison	
Chapter 6, "GroupWise Client Comparison," on page 23	Added a summary of the four GroupWise clients.
Chapter 6, "GroupWise Client Comparison," on page 23	Added a new column for the GroupWise Connector for Outlook.
Section 6.1.4, "Message Composition," on page 25	Added Global Signatures to the comparison chart.
Entire Guide	Page design reformatted to comply with revised Novell® documentation standards.