

GroupWise 6.5 SP1 Client 32 Introduction

Student Manual

GroupWise Overview

GroupWise is a messaging platform that includes e-mail/calendar/task manager & document management software. It is a GroupWare product that is designed for networked user/group interaction using their e-mail, calendar or documents. It gives the user the ability to share information to another authorized user in the GroupWise Post Office.

GroupWise Functions

| | |
|----------------|--|
| Mail | Send and receive intranet or internet messages. |
| Phone message | Send and receive information about a phone call. |
| Task | Create and view tasks that need to be completed. |
| Appointment | Post or schedule meetings. |
| Note | Post a reminder not for you or other users. |
| Document Store | Save documents in post office library. |

GroupWise Server Information

Our GroupWise Server's Name is DS1.

Platform is on Novell Netware 6.0 SP3.

Server Disk Storage is on a RAID drive configuration. Total storage space available is 125 GB.

Server IP Address is: 142.132.1.37

Post Office Port Number is: 1677

URL Address for WebAccess: <https://ds2.uwinnipeg.ca>

As of March 8th, 2004, user base is 950 consisting of Staff, Faculty, Retired, Research Assistants, Department/Special purpose email accounts.

GroupWise User Information

GroupWise Account Name is equivalent to the Network Account/Login Name.

GroupWise internal email (Internet format) address is

“Firstname.Lastname@ds1.uwinnipeg.ca” or “Network Login Name@ds1.uwinnipeg.ca”

GroupWise Internal address (Gwise native format) is “Network Login Name.tspo.uwmta”

For our users, a GroupWise Alias is created. This alias is equivalent to the IO Alias Database. The format is: FirstInitial.Lastname@uwinnipeg.ca

This GroupWise Alias is advertised to the internet email recipient as the sending account address so that when they reply, the reply address will be FirstInitial.Lastname@uwinnipeg.ca

This internet alias address is the official address format that should be included in your email's Signature Information.

IO Alias database is maintained by the Network Services Group. Sample entries in the IO alias is shown below:

x.xyz: xyz-x@ds1.uwinnipeg.ca

In the sample entry shown above, any email sent to x.xyz@uwinnipeg.ca goes to GroupWise.

NOTE: When sending an email to another GroupWise user, please use the GroupWise System Address Book instead of the internet alias address. This will save on storage, communication bandwidth, cpu cycles. Why? Because the email will not have to pass thru the ANTI-SPAM, ANTI-VIRUS engine it will not create multiple emails if addressed to multiple GroupWise users and will not be transmitted in and out of the system.

GroupWise Client Installation

Requirements

Pentium II or better computer with at least 64 MB Ram (recommended 128 MB and Above), 100 MB Free disk space, Windows 98 or Above Operating system, Internet connectivity.

GroupWise Client Installation Procedures

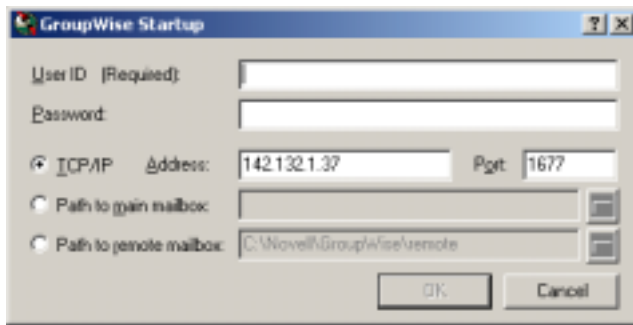
In Campus Workstation – The client can be installed from a remote server. We can also push it to the workstation using Zenworks. Distribution CDs are also available. Our technicians do in-campus installation.

Home Workstation – Distribution CDs are available. Client can be installed just like another Windows application. Installation procedures are included in the CD case. Help is available by calling the Help Desk @ 786-9149. Please ensure that your workstation is up to date on patches and protected by an Anti-Virus software. A lot of problems encountered are with unstable systems and virus infected units.

The client can be installed and used at home. The recommended Internet connection is via Broadband or high-speed Internet. However, dial-up will also work but at a slower speed. For most users, it is recommended that the Internet connection is running before starting GroupWise.

GroupWise Client Login Steps

Once the GroupWise client was installed successfully, the first time that the program is run, it will prompt the user with this screen:



Type the User ID, password, and GW Server TCP/IP address and port, then click OK.

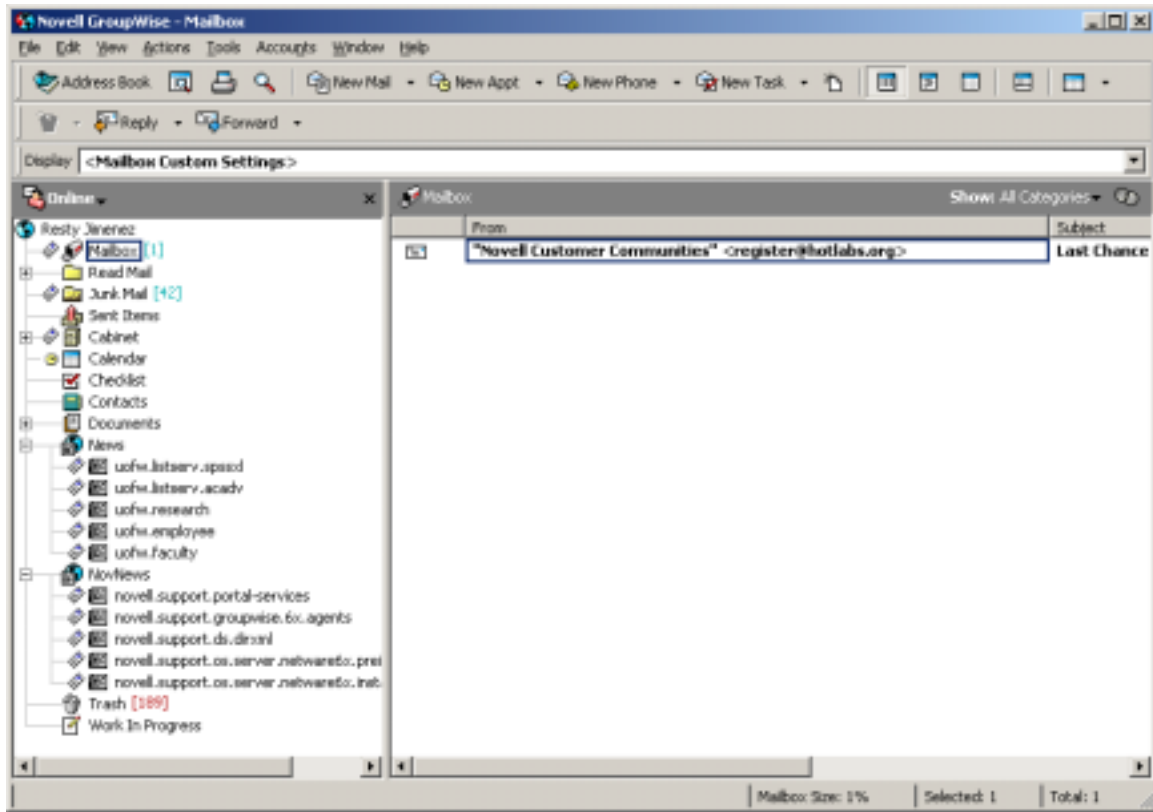
For home workstations, the next time that the user logged in the GroupWise, the client will remember who logged in last and will prompt only for the password.

For campus workstations, the Gwise client will check who is currently logged-in to the network, and it will automatically fill the user ID based on that logged in account, then prompt for the password only.

GroupWise Client Details

GroupWise Main Window

| | |
|------------------------|---|
| <i>Toolbar</i> | Contains control buttons (with tooltips) that enables you to perform common tasks, such as opening your Address Book or creating a new mail item. |
| <i>Folder List Box</i> | Lists your mailbox, personal folders, sent items, news boards. |
| <i>Item List Box</i> | Displays the contents of the highlighted folder. Contents may include appointments, mail, phone messages, notes, tasks or documents. |



Sample GroupWise main window.

Default Folders

When you start GroupWise, these folders are displayed automatically.

Mailbox, Sent Items, Calendar, Documents, Checklist, Contacts, Work in Progress, Cabinet, Trash.

Additional Personal Folders

Additional personal folders can be created and arranged in your folder list box.

Special Purpose Folders

New to GroupWise 6.5 is the Junk Mail folder. This is created when the user enables Junk Mail handling functions.

The News Bulletins are created when the user subscribes to Bulletin Boards.

Toolbar Buttons and Tool tips




The toolbar buttons enable you to open GroupWise functions that you will use

frequently. It includes tool tips that describes the function of the button. To activate tooltips, put your mouse pointer on top of the toolbar button. The toolbar can be customized by right-clicking while your mouse pointer is on the toolbar and choose “Properties”. A “Toolbar Properties” window will appear and you can customize your Toolbar.


Address Book



To open your GroupWise Address Books, click on the  icon. You will see the following books: Novell GroupWise System Address Book, Your Personal Address Book, Frequent Contacts, LDAP address book.

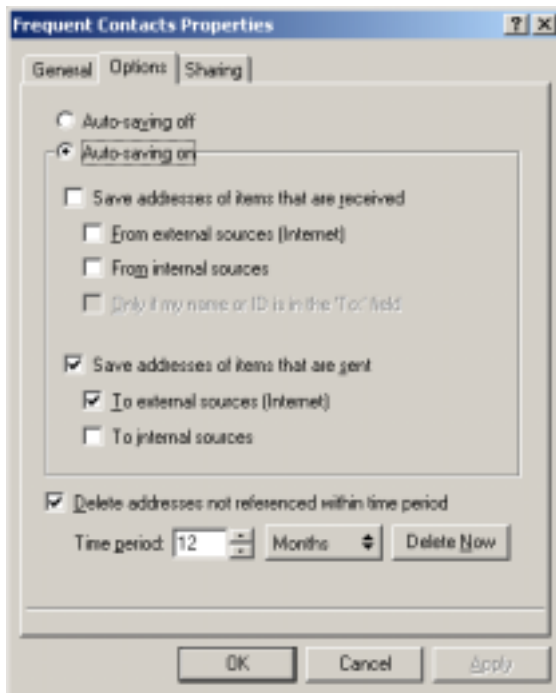
The Novell GroupWise Address Book lists all GroupWise users in the University of Winnipeg. This is a dynamic book. Everytime a new user is added to our Gwise Email System, that user will be entered in the Novell GroupWise Book. You can click and drag (copy) entries between your address books. Remember, you can not update entries on the Novell GroupWise System Address Book.

The address book can be run as a standalone program enabling you to use the Address Book as a handy contact list. To do this outside of GroupWise, click on “Start”, choose “Programs”, “Novell GroupWise”, “GroupWise Address Book”.

You can also use the Address Book from within your “Mail To:” window. When creating an e-mail, click  and click or drag the Address Item to the “TO” window in the address book. You can also click the CC: or BC: button while the address item is highlighted.

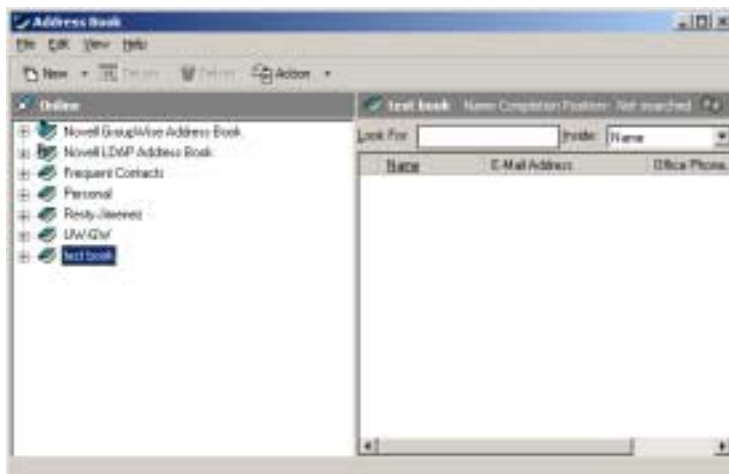
Name Completion Position

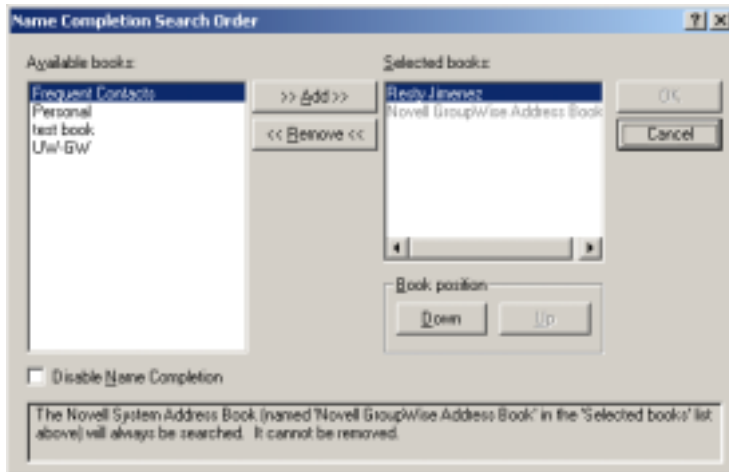
This function is important. A lot of confusion about contacts and addresses are generated by this function. You need to know what are your address books and what are they used for. The Frequent Contacts Book is a compilation of email contacts that have sent email to you and you have responded to. It continuously grows and there are settings that can be tweaked to manage it. Users should maintain their address book entries diligently.



Menu above used to change the properties of the Frequent Contacts book. This menu can be accessed by opening your address book, highlight the Frequent Contacts book, then choose properties.

By default, the Novell GroupWise address book is automatically searched when you start to type an entry into the TO:, CC:, or BC: fields. You can also set your other address books to be included in the automatic name completion search. Just remember, the Novell GroupWise address book is always the last book searched. To change the Name Completion Search order, click on the Name Completion Position: item in the address book then choose a book to include in the Selected books section of the Name Completion Search Order screen.

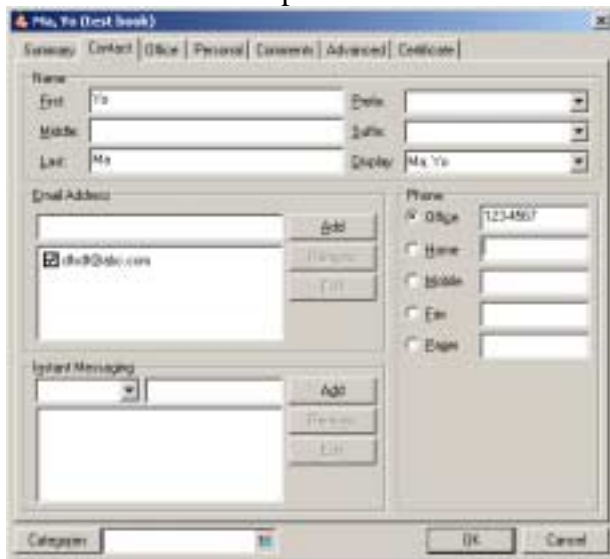




It is recommended that you remove the Frequent Contacts from the Selected Books list. Frequent Contacts is an un-controlled book.

Adding Contacts in Personal Address Book

To add entries in your Personal Address Book, click on “New”, choose the Type “Contact”, click “Ok”. The screen below will appear. Fill in the necessary entries as shown in the example below then click “OK” when finished.



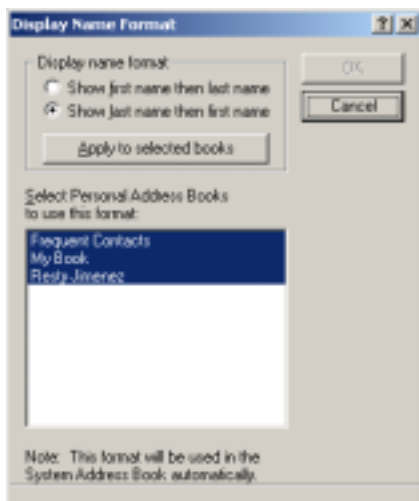
Creating Distribution Lists or Groups

To create distribution lists or groups, make sure that the members of this group exists in your address book. Highlight the Book where you want this Group to exist. Right-click on the book, choose “Group”, then Type over the name of the Group. To add users to the Group, right-click on the Group, then choose “Details”. Click “Add” which will bring up the menu shown below.



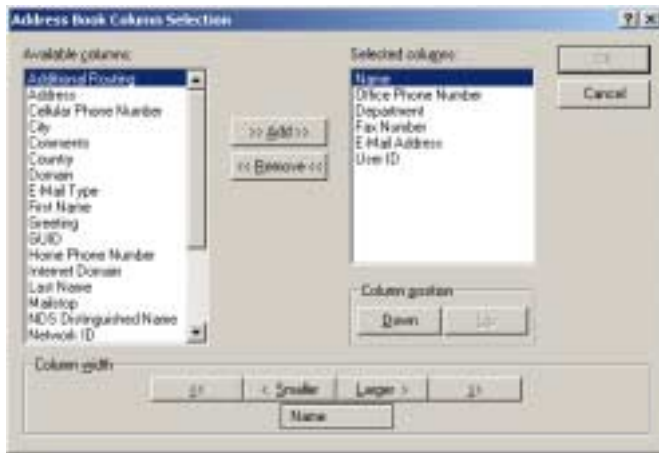
From this screen, click and drag any entry you want to the “Selected” screen. You can choose “To”, “CC”, or “BC” for that particular entry.

Viewing Information in the Address Book.



Information in the address books can be tailored to your personal preferences. You can change the display name format as shown above. To change the display name format while in the Address Book screen, click on “View”, then choose “Name Format ...”.

You can also choose the columns that will appear in the Books. Right click on any of the columns titles, choose “more columns” and the screen below will appear. You can then add/remove items in the Selected columns: field. Click “OK” when finished.



By right-clicking on the Column title, you can also define the sort specifications. You can sort descending or ascending. You can also sort by department. The column with an Underlined title is the current sort column.

Filtered View

Address book entries can be viewed based on filter parameters. Users can create a filter to view specific entries. Users can also use pre-defined filters such as distribution groups, organization, contacts, resources.

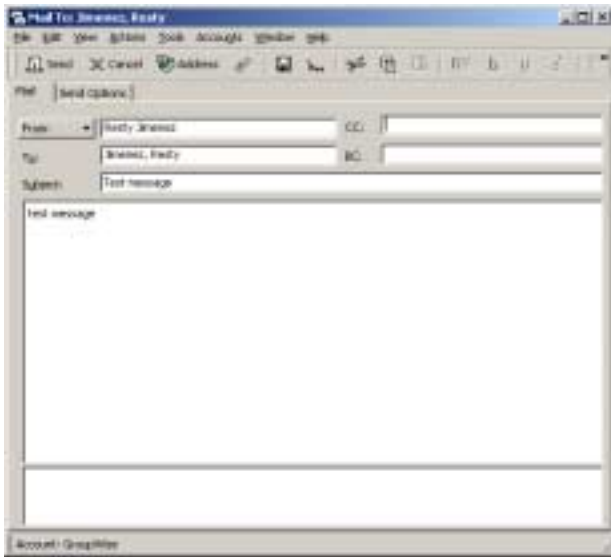
Note: Common mistake – User turned on filtered view accidentally. Now all entries in address book are gone. The fix – turn off filtered view.

Creating and Sending an E-Mail

When you create an e-mail, you will need to provide the recipient address or display name as listed in your address book. In our GroupWise system, sending an e-mail/task or appointment to another Gwise user using that users display name as listed in the Novell GroupWise Address Book is a lot more efficient than addressing it to the internet address (first initial.lastname@uwinnipeg.ca). E-mail addressed using NGWise Address Book can be retracted. It is faster and won't use multiples of the same message if addressed to multiple recipients within our GroupWise System.

Creating and Sending Messages

To create a message, click on . The “Mail To:” screen will appear.



Fill the To: field, Subject field, Message, and click “Paper Clip” button if you want to Include an attachment file. CC: field is Carbon Copy field, and BC: is Blind Copy field. Click “Send” button when done.

SEND OPTIONS

While creating an e-mail, you can click on the “Send Options” tab to define your message properties. The screen below will appear, and you can modify the Send Options settings such as the Priority, Reply Requested, Delay Delivery. You can also modify the Status Tracking such as Return Notifications, and Security.




Priority Settings

This setting affects how fast the Post Office will process your message. High Priority messages are processed immediately and will be received with a Red Envelope Icon.

Delay Delivery

As the name implies, the message will be sent by the Post Office as specified in your settings. This is important when sending bulk e-mail messages. Sending bulk messages is recommended during off-hours.

Reply Requested

This setting is good only for email sent to another GroupWise user. The recipient will receive an email with a REPLY REQUESTED: field added to the message itself. The mail icon when receive will look like this: 

Return Notification

This setting applies to any type of message, appointment or task and is applicable only if the message is sent to another Gwise user. If the recipient declines an invitation for an appointment, the sender will receive mail that the recipient had declined and deleted the appointment. Any comments entered by the recipient will be in the notification mail. Without this return notification, the only way to check a sent item status is to Right-click on the item in the Sent Items folder, then choose properties.

Security

You can digitally encrypt, digitally sign your email messages. To use this function, you should know how to use digital certificates. You should also have a copy of the recipients key certificates.

Concealed Subject

You can choose to conceal the Subject header in the recipient mailbox. The message Subject header will be visible when the recipient opens your message.

Require Password to Complete Routed Item

This is used to confirm that the recipient actually read and completed the routed item. The password required is the recipients GroupWise Password.

This setting will only work on Routed Messages. To create a routing slip, click on “Action” in the Mail To: menu, then choose “Routing Slip”.

Retracting Mail Messages

GroupWise allows you to retract messages from the GroupWise recipients mailboxes. The only rules are, the email was sent to a GroupWise user using the local Novell GroupWise Address and the recipient had not opened the email yet.

To retract e-mail, open the Sent Items Folder. Select the message and right-click on it.


Choose “Delete”, and select “Delete from Recipients Mailbox” or “Delete from all mailboxes”.

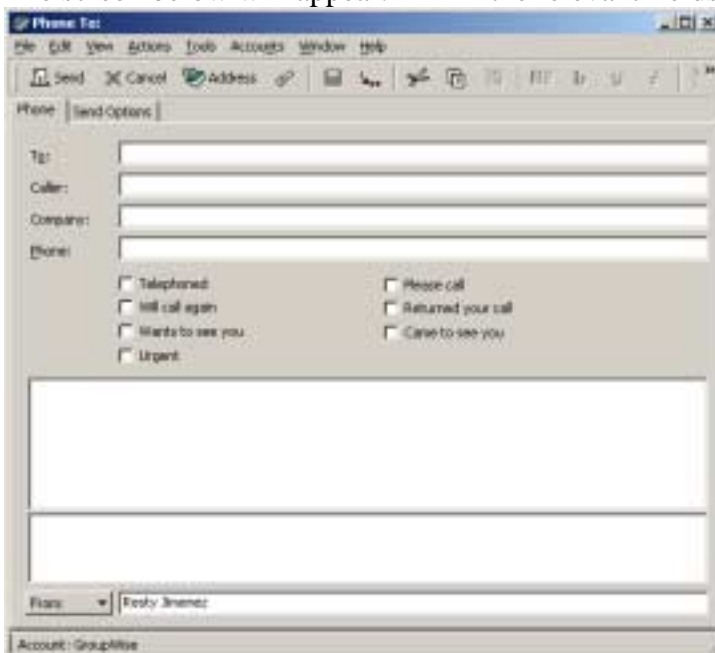
Work In Progress

In GroupWise, you can save an unfinished e-mail in the Work In Progress folder. To do this, while in the “Mail To:” screen, click on “Cancel”, then “Save”, the screen below will appear. Click “OK” button to save the message in the Highlighted folder. To open the saved message, go to your Work In Progress folder, double-click on the saved message item, then proceed with creating the message.



Creating a Phone Message

To create a phone message, click on “File”, “New”, “Phone Message”, or this icon . The screen below will appear. Fill in the relevant fields and click “Send”.



The recipient mailbox will receive the following as shown below:

 **Resty Jimenez** **Mr. John Caller (204)123-456 03/03/01 01:28PM**






Note the phone Icon, the Caller's Name and Phone numbers are shown.

Routed Message (Routing Slip)

In GroupWise, you can create a message and send it to a list of recipients in routed form. The message will be received sequentially as listed in your Route: field. To do this, click on Create New Mail, click "Actions", click "Routing Slip". The "TO:" field will change to "Route:" field. The recipients will be numbered sequentially as you type it.

Reading an incoming mail

All items you receive in your mailbox contain an icon. The icons change appearance when the message has been opened. Unread item details are in bold text.

| | | | | | |
|---------------|---|-------------------|---------------|--|-------------------|
| Mail Message |  | Top Icon – Opened | Reminder Note |  | Top Icon - Opened |
| Phone Message |  | Top Icon – Opened | Appointment |  | Top Icon - Opened |
| Task |  | Top Icon – Opened | | | |

To see the contents of an incoming item, double-click to open it.


Refresh Interval

Your mailbox client will automatically check the Post Office for new mail messages. Go to "Tools", "Options", double-click on Environment Icon. Our system-wide setting is 3 minutes.



Printing Items

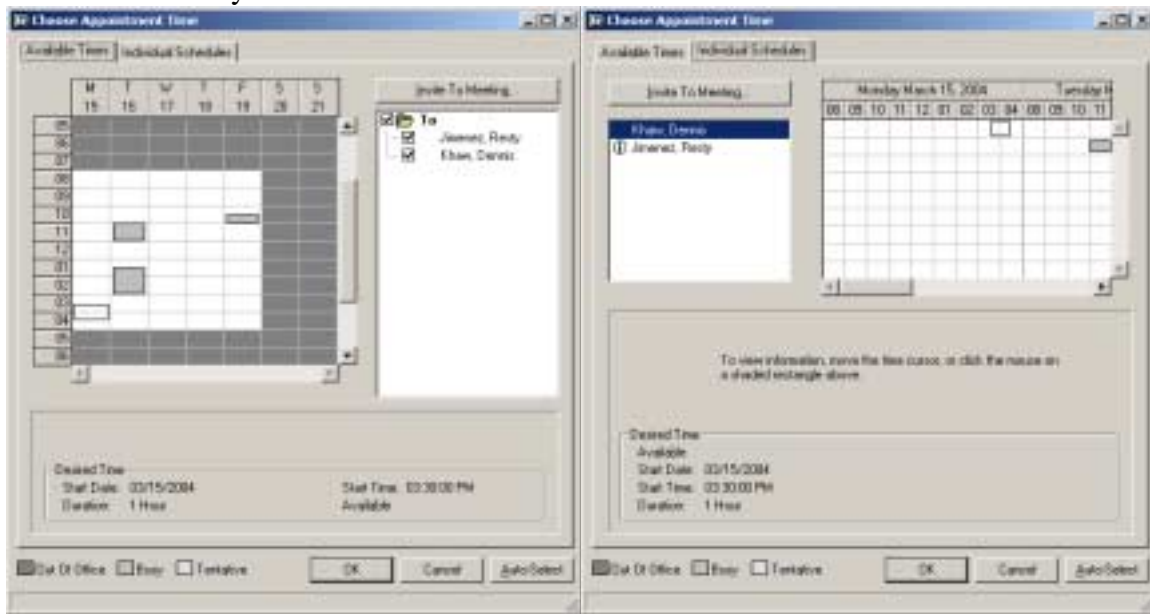
To print an item, select the message and right-click on it. Choose print. You can also press (CTRL+P), or Choose "File", "Print" in the menu bar.

Responding to incoming mail or phone message

To reply to an incoming mail, click on  button in the Mail From: window. You can also right-click on the message itself and choose "Reply".

Creating an Appointment

To invite others for an appointment, click on  the toolbar. Fill in the TO: field with the names of the invited individuals. For recipients who are UofW GroupWise users, you can use the *Busy Search button*  to check available time blocks. If you are inviting a few individuals, you can use the “Auto-select” button in the Busy Search screen to find the earliest available time-block for everyone. The “Auto-select” settings can be set by clicking on the “Invite to Meeting” button, and then specify the Start date and number of days for the “Auto-select” function.




Non GroupWise Recipients will receive a standard email message detailing the invitation for an appointment. GroupWise recipients will receive an appointment item for them to Accept or Decline with comments. Gwise recipients calendar will automatically be updated once they accepted the appointments. Notify will remind the recipients five minutes before the appointment schedule.

Sender Notification (Status Tracking)

Sender will be notified if the status tracking setting for the particular appointment was set before it was sent. Manual status tracking can be done by checking the sent item properties.

Creating a Task

To assign a task, click on , fill in the TO: field, Subject and message fields, then click “Send” button. You can also create a routed task similar in function to a routed

message. Recipients of a task will receive a Task notification with Accept or Decline options. Their Task Manager will automatically update.

Working with Folders

You can create additional folders and rearrange the folder list in the Folder List Window. Folders allows you to logically arrange you message/document items. All your GroupWise Mail, Appointments, Tasks are contained in one Big Blob (binary large objects) database. Folders gives you a view of a specific set of data (according to the folder properties) from this one Blob. One example is the Sent Items Folder. This folder contains Sent Items only as defined in its properties. However, you can view the same Sent Item messages in another folder if you defined that that folder will show Sent Item messages.

Creating Personal Folder

To create a personal folder, right-click on your Name or on a folder (if you want this to be a sub-folder), then choose “New folder”, choose “Personal Folder” then click “Next”. Name the folder and choose its position as shown below. Click “Next”, review what should this folder contain, then click “Finish”.

Creating a Shared Folder

A personal folder can be converted to a shared folder by right-clicking on the folder and choosing “Sharing”. The screen below will appear. Click on “Shared With” button.



Type the name or click on the Address book button, click “Add User” and Check Additional Access rights. You can define if this user can add, edit or delete entries in the shared folder.

You can also create a shared folder by right-clicking on your name or a folder, choose “New Folder”, choose “Shared Folder”, Type the “Folder Name”, click “Next”, Enter the names of the people who will share this folder, click “Add user”, define rights, click

“Next” and choose position, click “Finish”.

Sharing Concept NOTE

Because GroupWise is a collaboration and groupware product, this sharing function can be done on a lot of items existing in your GroupWise Mailbox. You can share your Address Book, Folders, Documents to other users.

Creating a Results Folder

A results folder contains items that are results of specific interaction with GroupWise. An example is the Sent Items Folders. If a user inadvertently deleted the Sent Items Folder, it can be recreated by creating a pre-defined folder. Procedure is similar to creating a personal folder.

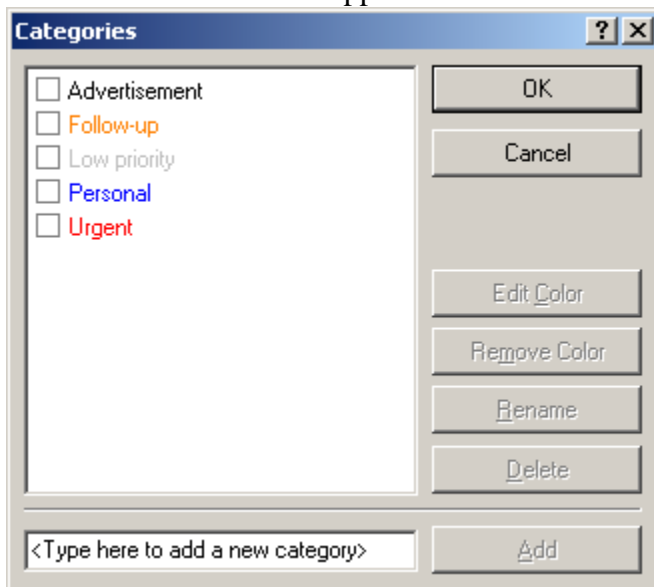
Working with your email items

New to GroupWise 6.5 is the Categories function.



Using this tool, items inside a folder can be viewed based on a Category that you specified for a specific email items. Categorized items will also be colour coded for easy viewing. To Categorize an email item, right-click on it, choose “Categories”, then select the option. Default categories are: Personal, Follow-up, Low priority, Urgent.

You can add additional categories by clicking on “Show: All Categories” then choose “More”. This menu will appear:





Type the new Category in the space shown above “<Type here ...>”, then click on Add. A colour code can be chosen.

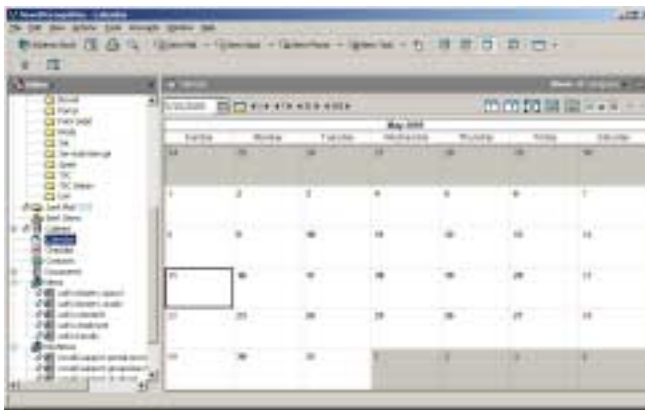


Categories can also be applied to your Contacts list.

Working with your Calendar

In your calendar, you can view your Appointments, Tasks, and Reminder Notes. Any appointment or task assigned to you and accepted by you will automatically appear in your calendar. You can also post your own posted personal appointments or tasks.

To open your calendar, click on this icon  Calendar in your Folder list. You can also open a separate Window (larger) if you click this icon  on your toolbar.



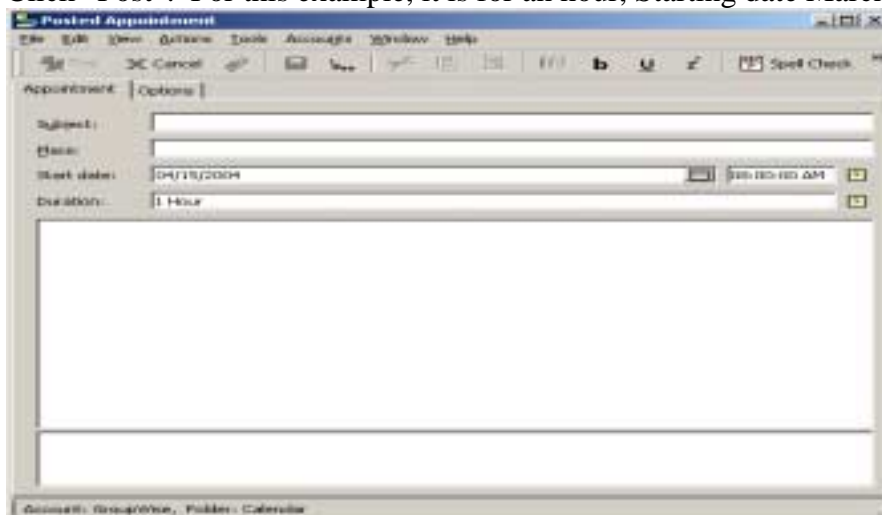
Calendar View using Folder List



Calendar view using Toolbar Icon

Posted Appointment

To post a personal appointment, double-click on Appointment Window. Type the details of your appointment as shown in example below. Check the duration, start date/hour. Click "Post". For this example, it is for an hour, Starting date March 6, 2001, 12 N.

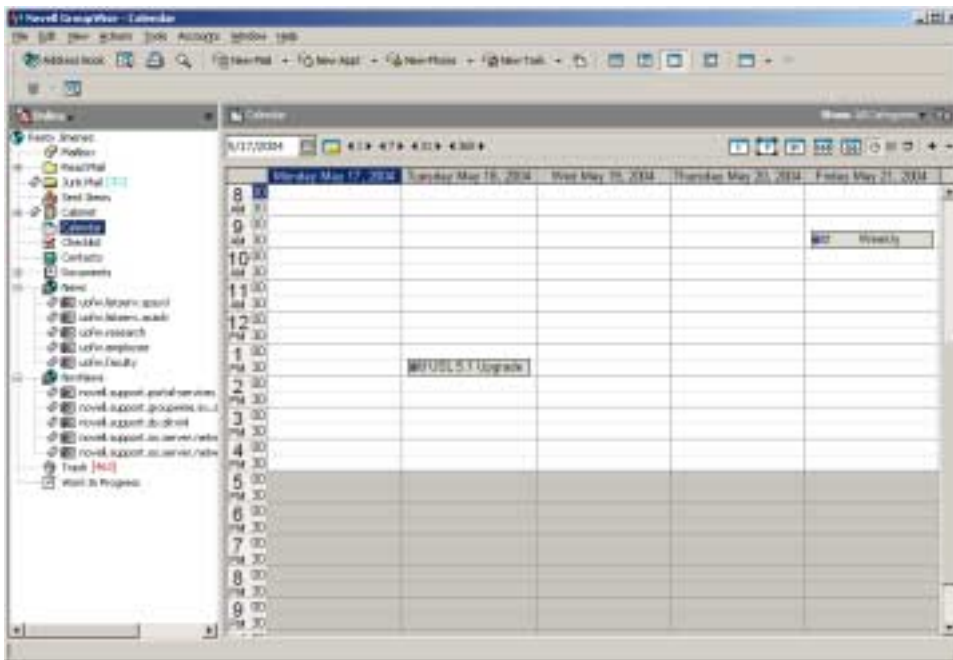


Auto-Date

For a recurring appointment, you can auto-date it by clicking on the Calendar Icon, then select “Recurring”. The menus below will appear. You can auto-date by example, by formula, or manual as shown below.



Appointment View



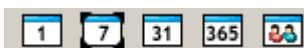
Sample Appointment View by week.



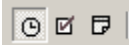
This is the Calendar Selection Bar.



This is the Calendar Date Browser/Selection portion.



This portion is the Day/Week/Month/Year/Multi-User Calendar View selector.



This portion is the Show/Hide selector for Appointments, Tasks, Notes on the Calendar.

You can view your appointment, task, reminder list by day, week, or month. Just choose and click on the appropriate tabs. Week view is preferred if you are going to reschedule an appointment.


Adjusting the Duration and Rescheduling Appointments

Adjusting the duration and rescheduling of Appointments can be done by click and drag. Place your mouse pointer at the bottom of your appointment until the pointer changes to a double bar with an up/down arrow. Click and drag. To reschedule it for another day, in Week view, click and hold on the appointment, then drag it to the appropriate day/time slot.

Mailbox Cleanup

As part of our general mailbox maintenance, it is recommended that users be vigilant in cleaning up their individual mailboxes. Users should refrain from using the mail server as a tool to transfer files. The mail server is one of the busiest servers we have on campus and the coordinated effort of every mailbox user in maintaining a clean mailbox and properly using it will help the system maintain its speed and stability.

Trash Can

Any item deleted from your message database will be placed in the trashcan  Trash. It will stay in the trashcan for a period of 7 days (counted from the item delete time). Any item can be undeleted if it is still in the trash. Once the trashcan is emptied or the item purged, that item is gone.

The cleanup settings can be changed by going to “Tools”, “Options”, “Environment”, “Cleanup Tab”.

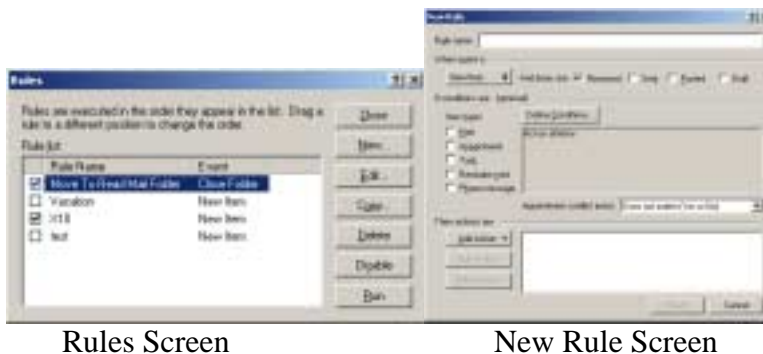


Automating GroupWise

Individual GroupWise Mailboxes can be automated to do some repetitive tasks using the rules generator. It can be configured to automatically reply, delegate a task, sort or trash an incoming message.

Rules

In your GroupWise 6.5 Client 32, you can create rules. Click “Tools”, “Rules”, and this will open the Rules window as shown below. Example shows four rules, and the two with check marks are active. To activate or deactivate rules, just click on the box to toggle with a check mark or blank.

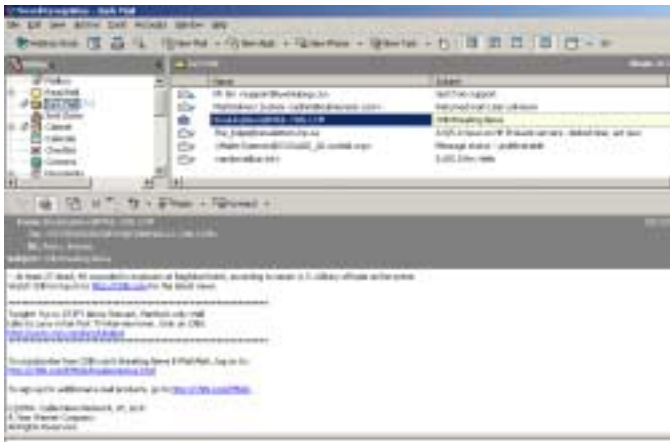


To create a rule, click on the “New..” button, and a New Rule screen will appear. Type a name for the rule, choose the event (ex. New Item – Received), check item types (ex. Mail), Define condition (ex. TO: contains your Surname), then choose the Action required (ex. Reply). Save the rule, then Close the rules screen.

You can create up to 25 rules. The rules are executed sequentially starting from the top of the list.

QuickViewer

To quickly open any item in your mailbox, you can click on the QuickViewer Icon. This is a convenient way of looking at the email messages and their attachments. Any item highlighted in your mailbox is automatically opened.



Mailbox with QuickViewer open.

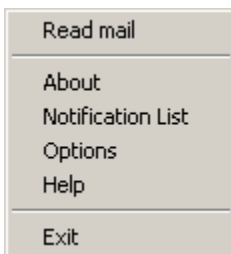
Please note that any item opened by the Quick Viewer is considered a “Read” item. If a virus or worm (that activates when an email is opened) managed to get past the anti-virus tools\anti-spam tools, it may be get activated.

GroupWise Notify

On your windows taskbar, you will see the GroupWise Notify Icon. This is the program that prompts you for a password for GroupWise when your system is started. Once you are logged in to Notify, you are actually logged in to GroupWise. This is the reason why GroupWise will not prompt you for a password when you open up your mailbox. When an email arrives in your mailbox or when an appointment is due, Notify will pop a message window with details about the message. This window will automatically disappear in 15 seconds. A small envelope will appear on your notify icon, meaning there is incoming information for you.

Notification List

To check your notification list, right-click on the notify icon. Choose “Notification List”.

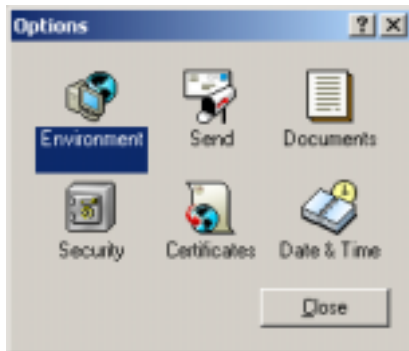


To change your notification settings, right-click on the notify icon. Choose “Options”. You can change the duration of the Notify dialog window, Alarm sounds, and dialog boxes.

Customizing your GroupWise Client

“Tools”, “Options” Screen

To open the screen below, click “Tools”, “Options”.



Options Screen



Environment Screen

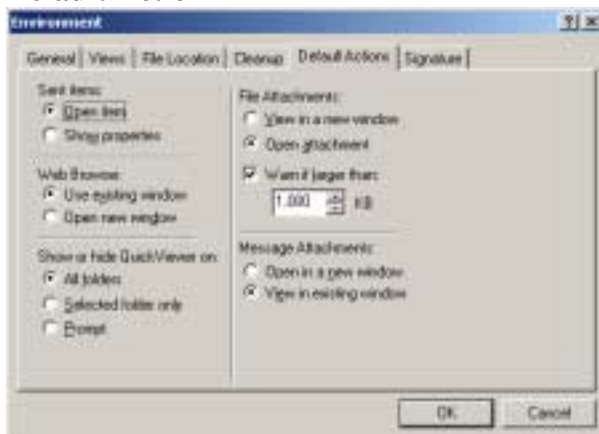
Signature File

To create a signature, double-click the Environment Icon. Choose the “Signature Tab” and type your Signature. Check Electronic Business Card if you want Gwise to attach a VCF electronic card to your message. By default, Gwise will prompt you to add the signature before it will send the message.

GroupWise Password

To change your GroupWise password, double-click “Security” icon. It will ask you to type your current password and the replacement password twice. Click “OK” when finished.

Default Action




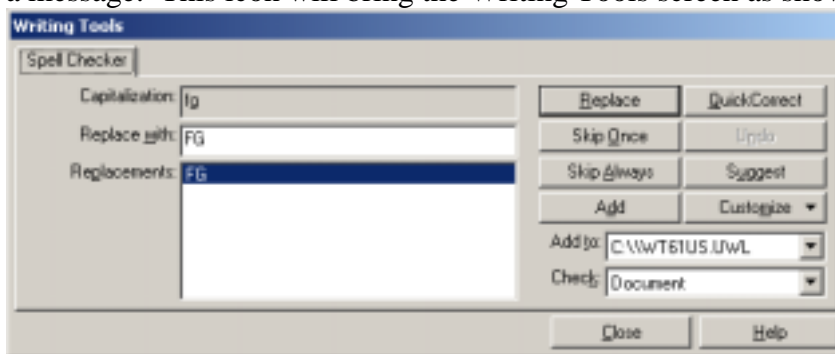
Default Action on Sent Items: and Attachments defines what the Gwise client will do when you double-click on the item or attachment. Open Attachment will start the application (ex. WordPerfect) associated with the document. View Attachment will start the Gwise INSO Viewer.

Enabling Spell Checker before Send

In the General tab (Environment Screen), locate “Check spelling before Send” and click on the box beside it to activate automatic spell checker.

Spell Checker

Spell Check  icon is also available in the “Mail To” screen when composing a message. This icon will bring the Writing Tools screen as shown:



With the Writing Tools screen, you can add entries and customize your dictionary.

Cleanup Settings

In the Environment, cleanup tab, you can specify the number of days a deleted message will stay before it is purged from the email system.



The number of days when the email was received is the value that will be referred to by the Manual or Automatic Deletion, Cleanup, or Archive of Mail, Phone, Appointment, Task, Reminder Note and Trash.

Proxy Access

Other GroupWise Account holders can be given proxy rights to your message database. Depending on the rights given to the user, they can connect to your email and work on your mailbox. You can assign these rights by double-clicking the Security Icon under the Options screen. Choose the Proxy Access tab, then type the user name. Click on the appropriate rights then press OK.

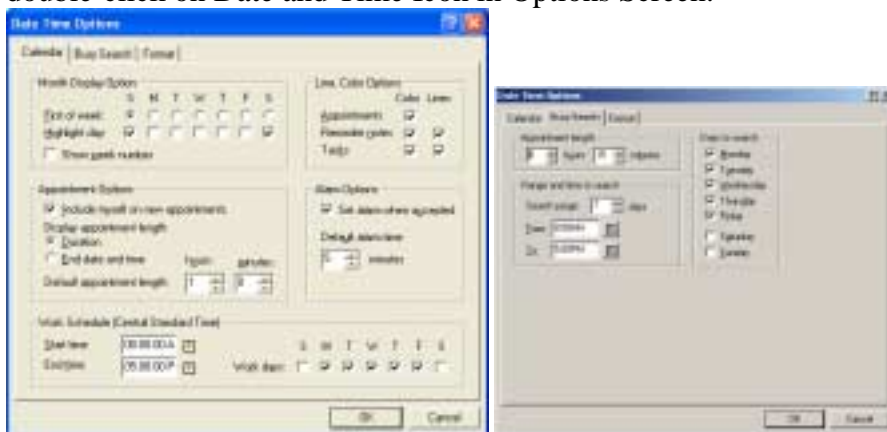
Tip: When defining who will have access rights, use the Address book button.



Note: Common Mistake - Highlight “Minimum User Access” and make sure that there are no access rights granted. Otherwise, all groupwise users will inherit all the selected rights.

Date and Time Settings


To change pre-defined date and time settings for appointment alarms, mail, busy search, double-click on Date and Time Icon in Options Screen.

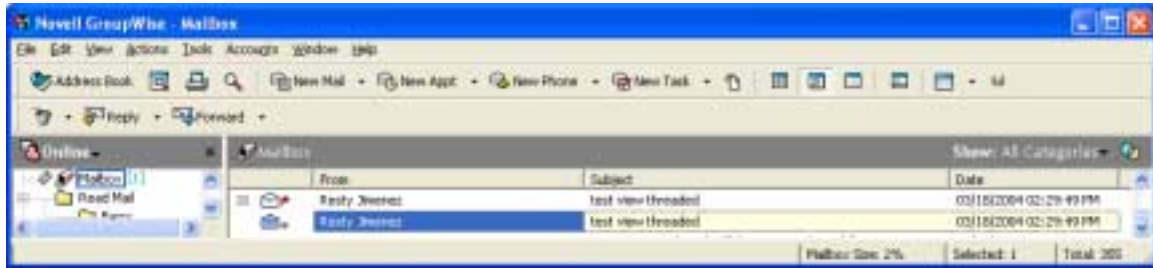


Alarm options defines the number of minutes before the alarm goes off. In the busy search tab, you can permanently set the default number of search days. All of these settings are predefined for you already.

Discussion Thread

In GroupWise, you can view your mailbox using the Discussion Thread view. To enable

it, click on the Discussion Thread Icon . The mail view will change to the screen below.



Tip: One of the applications for a discussion thread is a common discussion folder shared to a group of users. The folder may contain specific communications designed for viewing by a group of individuals.

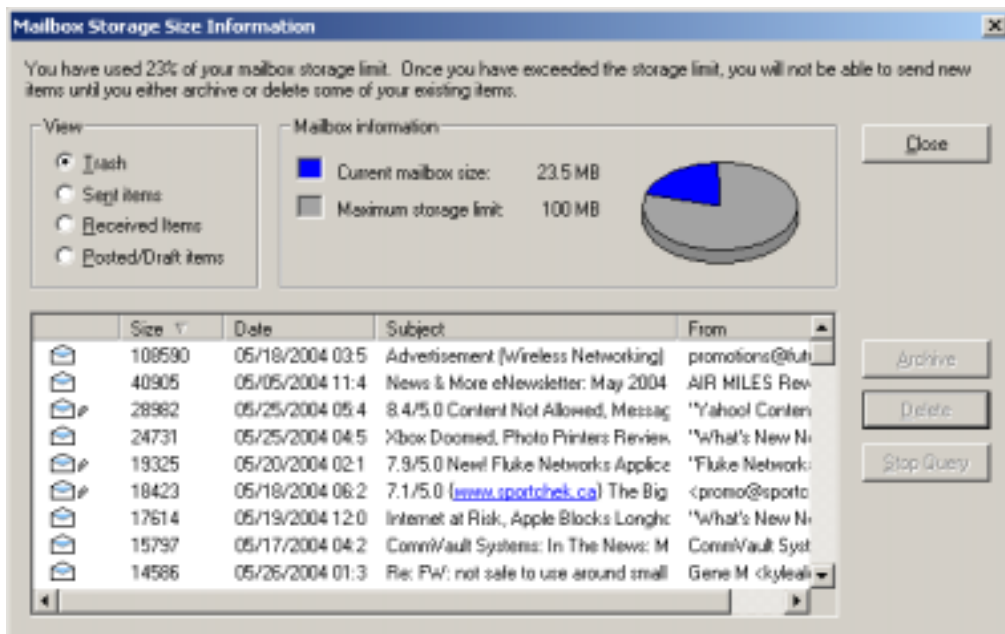
Other Tools

Mailbox Cleanup Tool

A mailbox cleanup tool will be available to users once a mailbox quota is applied. Shown below is the mailbox usage statistics button.



Clicking this button will bring up the menu below. This menu will list items based on size which will be useful in helping you to decide which emails should be deleted.



Date Difference Calculator

To calculate date differences, click on “Tools”, “Date Difference”.



Choose the start date and end date and the system will automatically calculate the difference.


Hit the Road

The “Hit the Road” option is useful for laptop computer users or remotely connected users. This option downloads a copy of your database in GroupWise Flaim database format into your local drive. You can then compose or read messages offline. Once your connection to the server was re-established, it will synchronize your remote and live message databases.

A “Hit the Road” Wizard Menu will appear to help you configure the remote datastore. You can choose what items you want that should be updated in your remote mailbox.



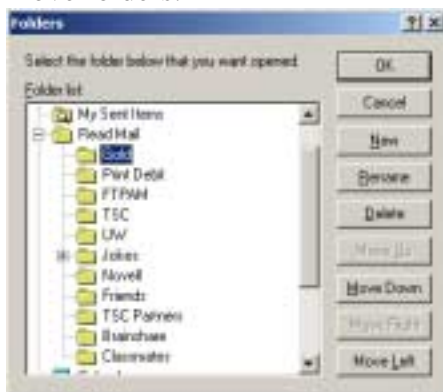
Print Calendar

Click on this icon  in the Toolbar to print your calendar. You can choose different options for printing as well as different form types.



Edit or Move Folders

Click “Edit”, choose “Folders”. With the screen below, you can rename, delete, create, move folders.



Edit Folders Screen



Edit Move/Link to folder

Move/Link to Folders

Highlight a message, click “Edit”, choose “Move/Link to folder”, and the screen above will appear. Choose a folder and click Move or Link. Link will make a copy of that message into the selected folder.

Client Based Junk-Mail Handling

GroupWise Client 6.5 now has a Junk-Mail Handling function. It is available under “Tools”. When enabled, a Junk Mail Folder is automatically created. Depending on the settings chosen, incoming Internet emails will automatically move to this folder. The user can decide what to do with unwanted Internet e-mail. The user will have the capability to block or allow an incoming email based on the sender’s address. However, most Internet Spam messages source address are spoofed, so Spam blocking based on

incoming mail address is not efficient except for real Spam that consistently comes from a known address. The best way to utilize this tool is to weed out valid email by using the “Trust function”. All internal emails are not eligible for Junk Mail Handling.



As an initial install, it is recommended that the user choose the Enable Junk Mail using personal address book. All Internet email whose sender address is not listed in any address book will be placed in the Junk Mail Folder. If a legitimate email was found in the Junk Folder, right click on that email and choose to Trust the sender and/or add the sender in your address books. The next time an email arrives with this senders address, it will go to your main mailbox.

It is also recommended to enable the Automatic delete of items based on the number of days you have received the email. Recommended number of days before auto-delete is 4 days.

Server Based Anti-SPAM and Anti-Virus Software

More than a year ago, we have installed an Anti-Spam/Anti-Virus software in our Groupwise System. This was done because of the increase of incoming Virus and Spam messages. Some users have lost their entire workstation drive because of Virus infection, and our Client Technology Group was inundated with these type of calls. The Help Desk was also receiving a lot of complaints about embarrassing emails (i.e. academic degrees for a fee, porn messages, scams, etc.). On the other hand, our GroupWise system's email database size have increased exponentially in the past year and a half due in part to the increase in Spam. In fact, it was recently announced (March 2004) on TV that the overall Canadian SPAM volume have increased by as much as 516% last year alone and according to a Canadian polling agency 68% of an average user's email are unsolicited.

The Anti-Spam and Anti-Virus solution that is in-place was specifically designed for GroupWise and Netmail Systems. We have configured it to maintain the privacy and security of your email in transit.

Our GroupWise Server automatically analyses all incoming Internet e-mails for Viruses and Spam Probability. It will check for viruses using the server's Trend Anti-Virus Software. All incoming Internet e-mails are analyzed and rated based on industry standard Anti-Spam tools i.e Spam Assassin, Real Time Blackhole Listings (maintained by an Anti-Spam Organization), our own Blacklist (To/From) and Whitelist (From) entries, anti-virus specific filters. Based on the total rating from all of these tools, the email is allowed (without a tag), allowed (with probable spam rating, user to decide whether it is Spam or not, local quarantine equivalent using client based tools – rules or junk mail handling), deleted (most likely Spam). Since there is a chance that a legitimate email will be deleted, the auto-delete rating is constantly being monitored. Based on user reports of a missing email, we will try to identify the reason why it was lost since there are a lot of factors that can contribute to a lost email. Some of these factors are as follows: Sender Mail client malfunction, sender error (wrong address, missing dot in an email address, etc.), failure in source mail system, deleted in source mail system's anti-spam/anti-virus engine, lost due to communication link problem, deleted in destination system's anti-spam/anti-virus engine, failure in destination mail system, mistake by recipient, recipient mail client malfunction.

Once we have pinpointed the source of mail delivery failure, we will take the proper corrective action if the problem is within our system. If a legitimate email was rated high and was deleted, we will either place that source address in our Whitelist from, review our auto-delete rating, investigate and adjust a certain rule, etc.

This system is also frequently updated to maintain its efficacy. All the ratings that are currently in-place were based on Industry recommended settings plus we incorporated our own unique requirements.

To help our users deal with their Spam email, additional tools will be available in the GroupWise 6.5 client. The Rules function in any GroupWise client is still functional and can be used to help manage Spam. However, once the GroupWise 6.5 client is installed, we prefer that users utilize the new Junk Mail Handling function. With this in place, we can easily make adjustments to the System's Anti-SPAM ratings without affecting rules that are based on Tagging.

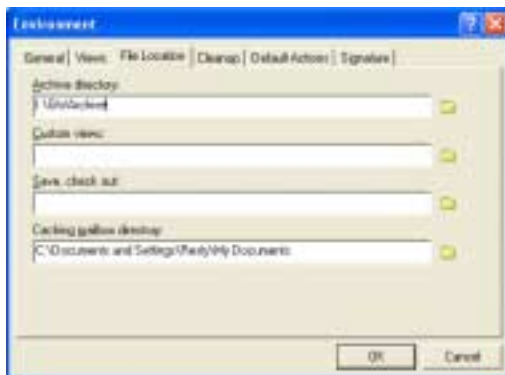
GroupWise Old Email Archiving

One of the maintenance tools available to our users is the Archiving function in GroupWise. Any email can be archived and it can be configured to do so automatically. Archiving old messages is important because it speeds up your access to your email, and if everyone will use it, it will help everyone including TSC in maintaining the email system. Currently, across campus, our mail server is the busiest. Our normal connection load is approximately 1000 in a given moment. The server also contains 100 GB of

email data. Since the server is actively sending and receiving data 24/7, working with this big database is becoming a hurdle. We are requesting that all users clean up their mailboxes regularly. The email system should also not be used for regular file transfers. If it was used for this function, please remove the email or emails with these attachments. Don't forget to check and clean your sent items folder too.

Archived data can be stored anywhere. However, we recommend that it be stored in your I: drive (your personal network storage). This network drive is backed up regularly. Once you have compiled 300 MB worth of Archived email, we can assist you in cutting it up on CD for permanent storage. Copies of the data on CD can be stored on your local machine and a minor tweak on your GroupWise client will give you access to that data when needed.

It is also recommended that you maintain less than 100 MB in your live email database.



The screen above shows the Archive Directory path. The GWArchive folder should be created in your home directory. Please contact the Help Desk to adjust your storage quota accordingly. This screen is accessed by clicking on "Tools", "Options", "Environment", then choose the "File Location tab".



The screen above shows the cleanup settings for your mailbox. This is the "Cleanup tab" under the "Environment" settings.

Help Guides

Click "Help", "User's Guide", to open a Web Based GroupWise 6.5 User's Guide. The Screen shown below will appear.



Help Topics

Help Topics can be run by clicking F1 or Choosing “Help”, “Help Topics”. These Help Topics includes a “What’s New” and “How Do I” Content based answers to user questions. Indexed search for information about the client is also available.

Help Resources

Links to GroupWise Coolsolutions and GroupWise Home Page are also available in the Help Button.

For additional Help, our Help Desk is available to answer your questions. They can be reached at 786-9149. If the problem cannot be fixed over the phone, a call-ticket will be assigned to you and a technician will contact you at the earliest possible time.