

Users

IV

- ♦ Chapter 13, “Creating GroupWise Accounts,” on page 203
- ♦ Chapter 14, “Managing GroupWise Accounts and Users,” on page 217

Creating GroupWise Accounts

13

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.

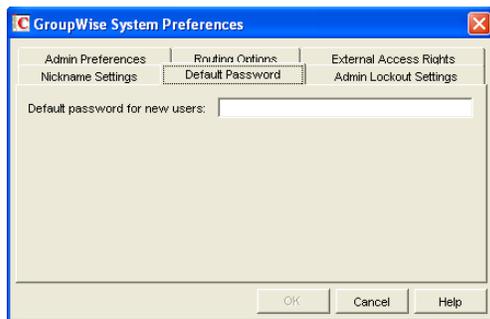
You can give GroupWise accounts to Novell[®] eDirectory[™] users during or after their creation in eDirectory. You can also give GroupWise accounts to users who do not have eDirectory accounts. Refer to the following sections for details:

- ♦ [Section 13.1, “Establishing a Default Password for All New GroupWise Accounts,” on page 203](#)
- ♦ [Section 13.2, “Creating GroupWise Accounts for eDirectory Users,” on page 204](#)
- ♦ [Section 13.3, “Creating GroupWise Accounts for Non-eDirectory Users,” on page 214](#)
- ♦ [Section 13.4, “Educating Your New Users,” on page 215](#)

13.1 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*

13.2 Creating GroupWise Accounts for eDirectory Users

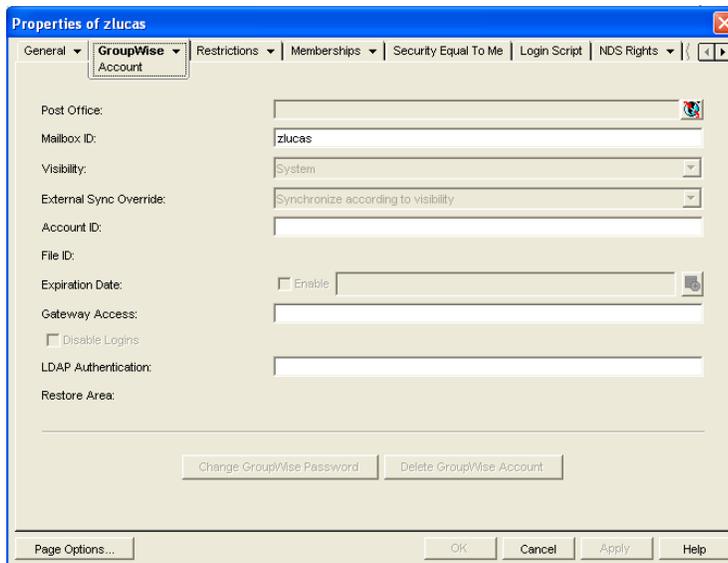
Depending on your needs, you can choose from the following methods to create GroupWise accounts for eDirectory users:

- ♦ **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.

13.2.1 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.



The screenshot shows the 'Properties of zluucas' dialog box with the 'GroupWise Account' tab selected. The fields are as follows:

Field	Value
Post Office:	
Mailbox ID:	zluucas
Visibility:	System
External Sync Override:	Synchronize according to visibility
Account ID:	
File ID:	
Expiration Date:	<input type="checkbox"/> Enable <input type="text"/>
Gateway Access:	
LDAP Authentication:	
Restore Area:	

Buttons at the bottom: Change GroupWise Password, Delete GroupWise Account, Page Options..., OK, Cancel, Apply, Help.

- 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 or username) defaults to the eDirectory username. You can change it if necessary.

Do not use any of the following invalid characters in the mailbox ID:

ASCII characters 0-13	Comma ,
Asterisk *	Double quote "
At sign @	Extended ASCII characters that are graphical or typographical symbols; accented characters in the extended range can be used
Braces { }	Parentheses ()
Colon :	Period .

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.x 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 [Section 14.10.2, "Expiring a GroupWise Account," on page 243](#).

Gateway Access: This option applies only if you have GroupWise gateways that support access restrictions. For more information, see your [GroupWise gateway documentation \(http://www.novell.com/documentation/gwgateways\)](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 [Section 14.9, “Disabling and Enabling GroupWise Accounts,” on page 240](#).

LDAP Authentication: This option applies only if you are using LDAP to authenticate users to GroupWise, as described in [Section 36.3.4, “Providing LDAP Authentication for GroupWise Users,” on page 501](#), and if the LDAP server is not a Novell LDAP server. If this is the case, specify 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 411](#).

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 [Section 13.1, “Establishing a Default Password for All New GroupWise Accounts,” on page 203](#).

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 [Section 14.10, “Removing GroupWise Accounts,” on page 241](#)

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 Address Book,” on page 85](#). 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 [Section 6.1.5, “Preventing the User Description Field from Displaying in the Address Book,” on page 89](#).

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

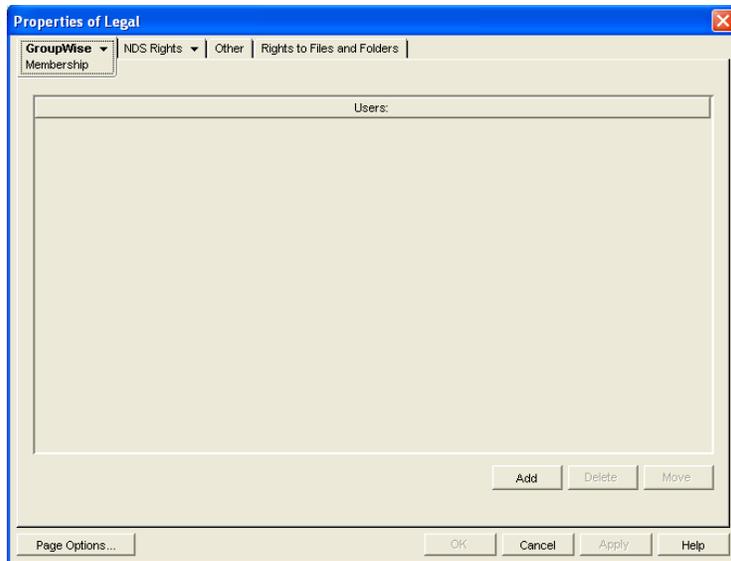
13.2.2 Creating Multiple GroupWise Accounts

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.



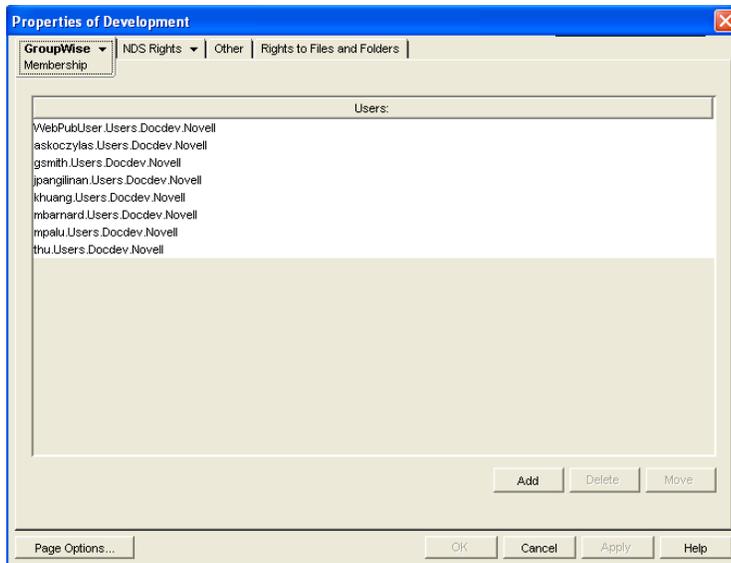
- 3 Click *Add*, select the eDirectory user you want to add to the post office, then click *OK* to add the user to the post office's membership list.

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

A GroupWise user ID cannot contain any of the following invalid characters:

ASCII characters 0-13	Comma ,
Asterisk *	Double quote "
At sign @	Extended ASCII characters that are graphical or typographical symbols; accented characters in the extended range can be used
Braces { }	Parentheses ()
Colon :	Period .

- 4 Repeat **Step 3** to create additional GroupWise accounts in the post office.



5 When finished, click *OK* to save the changes.

13.2.3 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” on page 208](#)
- ◆ [“Creating a User Account from a Template” on page 209](#)

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 Specify 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 [Section 14.10.2, "Expiring a GroupWise Account," on page 243](#).

Gateway Access: This is used to grant or restrict access to some GroupWise gateways. See your [GroupWise gateway documentation \(http://www.novell.com/documentation/gwgateways\)](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 *Use Template*, 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.

13.2.4 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 \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral). 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 210
- ◆ “Using the Export Utility” on page 212

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

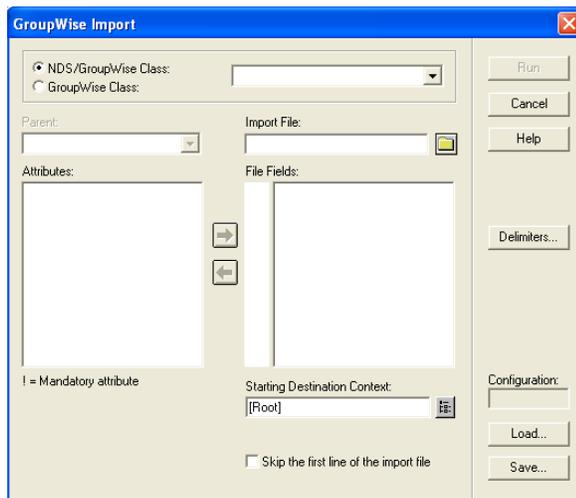
Using the Import Utility

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 <i>Object Name</i> field is added to the context specified in <i>Starting Destination Context</i> .
Object Name + Context from Starting + Starting Destination Context	Each object name in the <i>Object Name</i> field is added to the context obtained by concatenating the value in the <i>Context from Starting</i> field and the value specified in <i>Starting Destination Context</i> .
Object Name + Context from Root	Each object name in the <i>Object Name</i> field is added to the context read from the <i>Context from Root</i> 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 212](#).

- 3 For convenience, save the configuration for later use. See [“Loading or Saving a Configuration File” on page 211](#).
- 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.

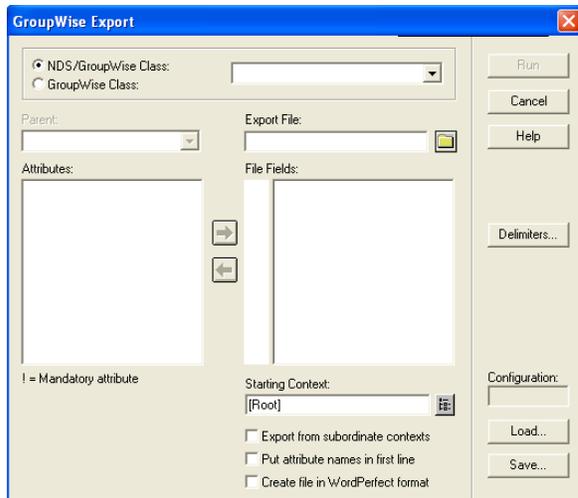
Using the Export Utility

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 \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral). 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 specify. 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 selected, objects belonging to contexts subordinate to the context specified 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 deselected, 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 select *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 212.

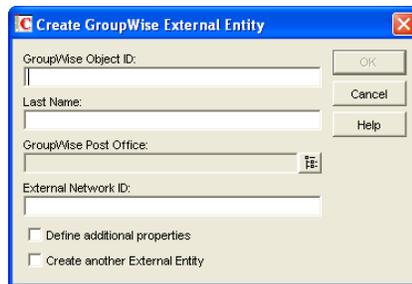
- 3 Click *Run* to perform the export.

13.3 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: Specify 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*).

Do not use any of the following invalid characters in the GroupWise object ID:

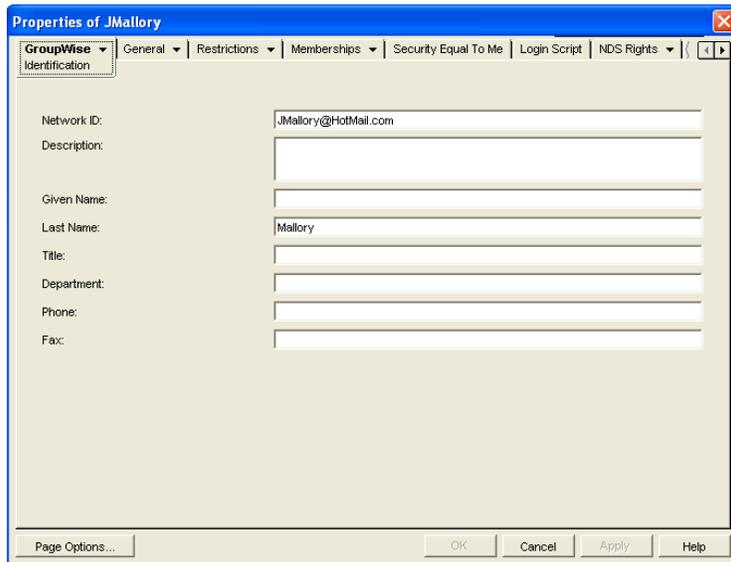
ASCII characters 0-13	Comma ,
Asterisk *	Double quote “
At sign @	Extended ASCII characters that are graphical or typographical symbols; accented characters in the extended range can be used
Braces { }	Parentheses ()
Colon :	Period .

Last Name: Specify the user’s last name.

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

External Network ID: Specify 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 [Section 6.1, “Customizing Address Book Fields,”](#) on page 85. If you want to keep private information in the Description field, you can prevent this information from appearing in the GroupWise Address Book. See [Section 6.1.5, “Preventing the User Description Field from Displaying in the Address Book,”](#) on page 89.

- 6 If you want the external entity user to be able to access his or her GroupWise mailbox using LDAP authentication, as described in [Section 36.3.4, “Providing LDAP Authentication for GroupWise Users,”](#) on page 501, click *GroupWise > Account*, then provide the fully distinguished name of the user’s External Entity object in LDAP format (for example, `cn=user_id,ou=orgunit,o=organization`).

- 7 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 [Section 70.1, “Mailbox Passwords,”](#) on page 1111.

13.4 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 their 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
- ◆ 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 \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

Managing GroupWise Accounts and Users

14

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

- ◆ [Section 14.1, “Adding a User to a Distribution List,” on page 217](#)
- ◆ [Section 14.2, “Allowing Users to Modify Distribution Lists,” on page 218](#)
- ◆ [Section 14.3, “Adding a Global Signature to Users’ Messages,” on page 219](#)
- ◆ [Section 14.4, “Moving GroupWise Accounts,” on page 222](#)
- ◆ [Section 14.5, “Renaming Users and Their GroupWise Accounts,” on page 231](#)
- ◆ [Section 14.6, “Managing Mailbox Passwords,” on page 231](#)
- ◆ [Section 14.7, “Managing E-Mail Addresses,” on page 235](#)
- ◆ [Section 14.8, “Checking GroupWise Account Usage,” on page 240](#)
- ◆ [Section 14.9, “Disabling and Enabling GroupWise Accounts,” on page 240](#)
- ◆ [Section 14.10, “Removing GroupWise Accounts,” on page 241](#)

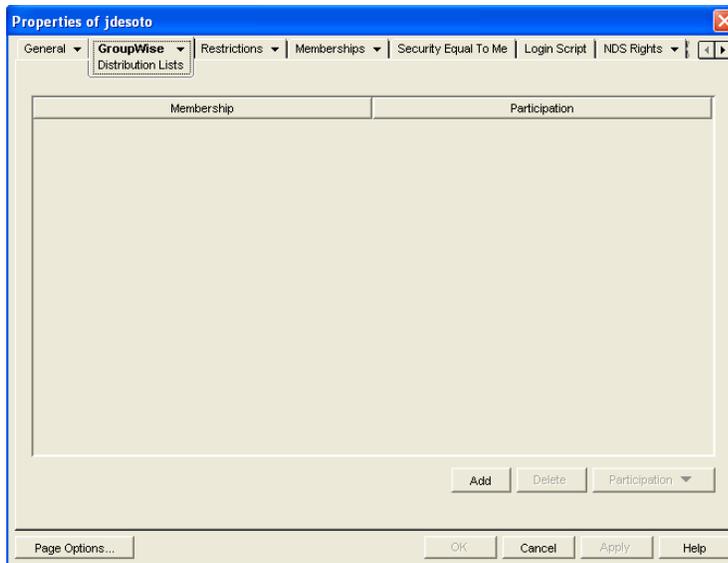
See also [Section 26, “Maintaining Domain and Post Office Databases,” on page 377](#), [Chapter 27, “Maintaining User/Resource and Message Databases,” on page 385](#), and [Section 31, “Backing Up GroupWise Databases,” on page 407](#). Proper database maintenance and backups allow recovery from accidental deletions, as described in [Section 32.5, “Restoring Deleted Mailbox Items,” on page 413](#) and [Section 32.6, “Recovering Deleted GroupWise Accounts,” on page 416](#).

14.1 Adding a User to a Distribution List

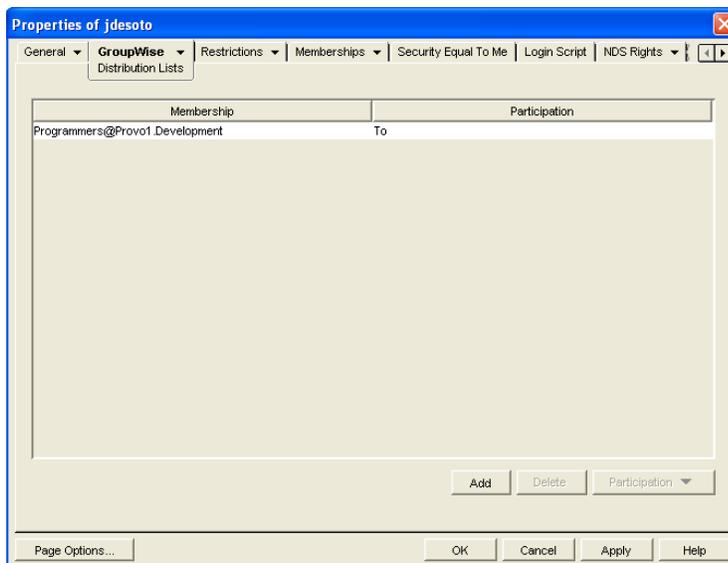
GroupWise distribution lists are sets of users and resources that can be addressed as a single entity. When a GroupWise user addresses an item (message, appointment, task, or note) to a distribution list, each user or resource that is a member receives a copy of the item.

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.

14.2 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 [Section 18.6, "Enabling Users to Modify a Distribution List," on page 270](#).

14.3 Adding a Global Signature to Users' Messages

You can build a list of globally available signatures to be automatically appended to messages sent by GroupWise client users. 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, but you can customize the plain text version as needed to compensate for the loss of HTML formatting.

For Windows client users, the global signature is appended by the client to messages after any personal signatures that users create for themselves. It is appended after the user clicks Send. If S/MIME encryption is enabled, the global signature is encrypted along with the rest of the message. Windows client users can choose whether global signatures are appended only for recipients outside the local GroupWise system or for all recipients, local as well as external. For Windows client users, you can assign a global signature based on users, resources, post offices, and domains.

For all client users, the Internet Agent can append global signatures to the end of messages for recipients outside the local GroupWise system. However, the Internet Agent does not append global signatures to S/MIME-encoded messages, nor does it duplicate global signatures already appended by the Windows client. You can assign a default global signature for all users in your system and then override that default by editing the properties of each Internet Agent object

- ◆ [Section 14.3.1, “Creating Global Signatures,” on page 219](#)
- ◆ [Section 14.3.2, “Selecting a Default Global Signature for All Outgoing Messages,” on page 220](#)
- ◆ [Section 14.3.3, “Assigning Global Signatures to Internet Agents,” on page 221](#)
- ◆ [Section 14.3.4, “Assigning Global Signatures to Windows Client Users,” on page 221](#)
- ◆ [Section 14.3.5, “Excluding Global Signatures,” on page 222](#)

For information about users' personal signatures, see:

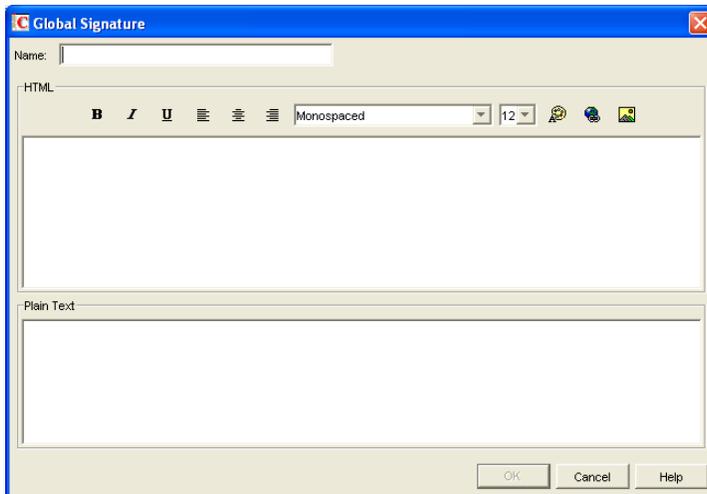
- ◆ [“Adding a Signature or vCard to Items You Send” in “Working with Items in Your Mailbox” in the *GroupWise 7 Windows Client User Guide*](#)
- ◆ [“Adding a Signature or vCard to Items You Send” in “Working with Items in Your Mailbox” in the *GroupWise 7 Cross-Platform Client User Guide*](#)
- ◆ [“Adding A Signature to Items You Send” in “Working with Items in Your Mailbox” in the *GroupWise 7 WebAccess Client User Guide*](#)

14.3.1 Creating Global Signatures

- 1 Click *Tools > GroupWise System Operations > Global Signatures*.



- 2 Click *Create* to create a new global signature.

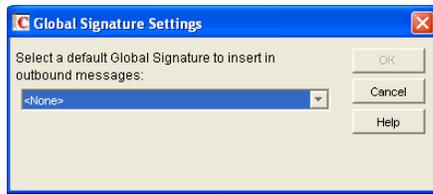


- 3 Specify a descriptive name for the signature.
- 4 Compose the signature using the using the basic HTML editing tools provided, then click *OK* to add the new signature to the list in the Global Signatures dialog box.
- 5 If you want to check or edit the text version of the signature that was automatically generated:
 - 5a Select the new signature, then click *Edit*.
 - 5b Modify the text version of the signature as needed, then click *OK*.
- 6 Click *OK* in the Global Signatures list dialog box to save the list.
- 7 Continue with [Assigning Global Signatures to Windows Client Users](#).

14.3.2 Selecting a Default Global Signature for All Outgoing Messages

If you want the Internet Agent to append a global signature to all outgoing messages:

- 1 Click *Tools > GroupWise System Operations > Global Signatures*.
- 2 Click *Settings*.

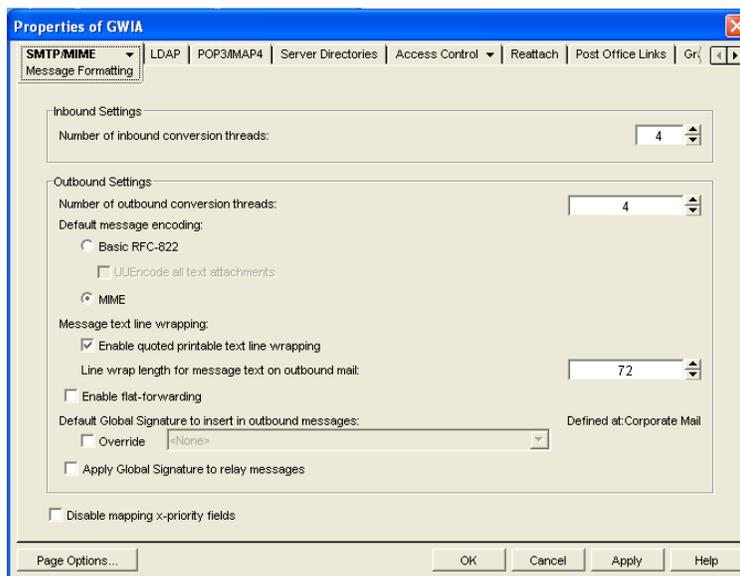


- 3 In the drop-down list, select the default global signature, then click OK.

14.3.3 Assigning Global Signatures to Internet Agents

If your organization needs more than one global signature on outgoing messages, you can assign different global signatures to Internet Agents as needed.

- 1 Browse to and right-click an Internet Agent object, then click *Properties*.
- 2 Click *SMTP/MIME > Message Formatting*.

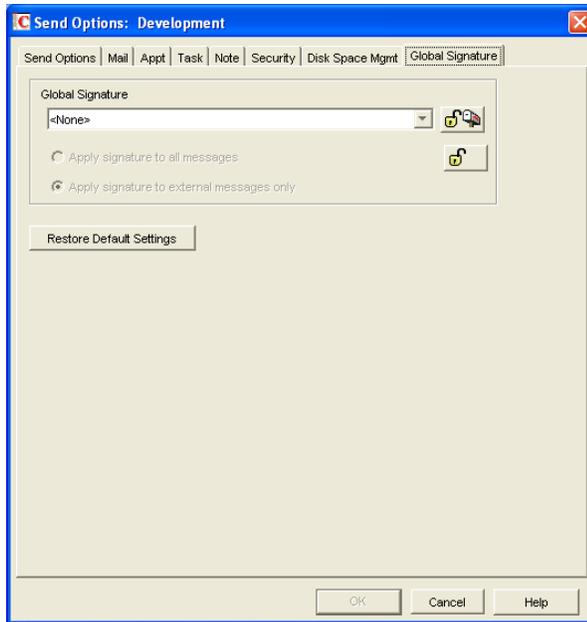


- 3 Under *Default Global Signature to Insert in Outbound Messages*, select *Override*, then select the global signature that you want this Internet Agent to append to messages.
- 4 Click *OK* to save the setting.

14.3.4 Assigning Global Signatures to Windows Client Users

For Windows client users, you can assign different global signatures to different sets of 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*, then click *Global Signature*.



- 4 In the *Global Signature* drop-down list, select the global signature that you want to use.
By default, the selected signature is applied only to messages that are being sent outside your GroupWise system.
- 5 Select *Apply Signature to All Messages* if you want to also use global signatures internally.
- 6 Click *OK* to save the settings.

14.3.5 Excluding Global Signatures

You might have a domain, post office, or set of users where you do not want the global signature to be added to messages. You can suppress global signatures at the domain, post office, or user level.

- 1 Browse to and select the domain, post office, or users for which you want to suppress a global signature.
- 2 Click *Tools > GroupWise Utilities > Client Options*.
- 3 Double-click *Send*, then click *Global Signature*.
- 4 In the *Global Signature* drop-down list, select *<None>*, then click *OK*.

14.4 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.

- ◆ [Section 14.4.1, “Live Move vs. File Transfer Move,” on page 223](#)

- ◆ Section 14.4.2, “Moves Between GroupWise 6.x or Later Post Offices,” on page 223
- ◆ Section 14.4.3, “Moves Between GroupWise 6.x or Later and GroupWise 5.x Post Offices,” on page 223
- ◆ Section 14.4.4, “Preparing for a User Move,” on page 224
- ◆ Section 14.4.5, “Moving a GroupWise Account to Another Post Office in the Same eDirectory Tree,” on page 225
- ◆ Section 14.4.6, “Moving a GroupWise Account to Another Post Office in a Different eDirectory Tree,” on page 226
- ◆ Section 14.4.7, “Monitoring User Move Status,” on page 228

14.4.1 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.

14.4.2 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.

14.4.3 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.

14.4.4 Preparing for a User 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. See [Chapter 37, "Monitoring the POA," on page 515](#).
- ◆ Configure both POAs for verbose logging, in case troubleshooting is required during the user move process. See [Section 37.3, "Using POA Log Files," on page 538](#).
- ◆ If you are performing the user move during off hours, optimize both POAs for the user move process. On the Agent Settings property page of the POA object in ConsoleOne, set *Max Thread Usage for Priming and Moves* to 80%. Set *TCP Handler Threads* to 40. If you must move multiple users during regular work hours, you can set up additional POA instances customized for the user move process, as described in [Section 38.2.2, "Configuring a Dedicated Message File Processing POA," on page 553](#). This would prevent the user move process from impacting users' regular activities in their mailboxes.
- ◆ Make sure the Message Transfer Agent (MTA) for the user's current domain and destination domain (if different) are running. See [Chapter 42, "Monitoring the MTA," on page 645](#).
- ◆ Make sure that all links between POAs and MTAs are all open. See [Section 10.2, "Using the Link Configuration Tool," on page 143](#), [Section 61.3.1, "Link Trace Report," on page 1002](#), and [Section 61.3.2, "Link Configuration Report," on page 1003](#).
- ◆ Make sure that all domain databases along the route for the user move are valid. See [Section 26.1, "Validating Domain or Post Office Databases," on page 377](#).
- ◆ Make sure that the mailbox to move is valid. See [Section 27.1, "Analyzing and Fixing User and Message Databases," on page 385](#). Select the *Structure*, *Index*, and *Contents* options in GroupWise Check (GWCheck) or in Mailbox/Library Maintenance in ConsoleOne.
- ◆ Enable automatic creation of nicknames for moved users, so that replies and forwarded messages can be delivered successfully after the user has been moved. See [Section 4.2.4, "Nickname Settings," on page 57](#).
- ◆ 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, as described in [Section 16.1, "Changing a Resource's Owner," on page 253](#), or when initiating the user 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.

14.4.5 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 [Section 14.4.6, "Moving a GroupWise Account to Another Post Office in a Different eDirectory Tree,"](#) on page 226.

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

- 1 In ConsoleOne, connect to the domain that owns the destination post office where you are moving the user.
- 2 In the GroupWise View, right-click the User object or GroupWise External Entity, 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*.



- 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 using the User Move utility. See [Section 14.4.7, "Monitoring User Move Status,"](#) on page 228

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 [Section 36.4.3, “Performing Nightly User Upkeep,” on page 513](#)). 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 [Section 14.7.4, “Creating a Nickname for a User,” on page 239](#). To have a nickname created automatically when the user is moved, see [Section 4.2, “System Preferences,” on page 53](#).

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

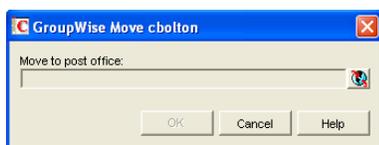
A GroupWise system can span multiple eDirectory trees, provided that all components for a single domain (post offices, users, resources, and so forth) are all in the same eDirectory tree. For example, a user cannot be located in one tree and his or her post office in another.

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*.



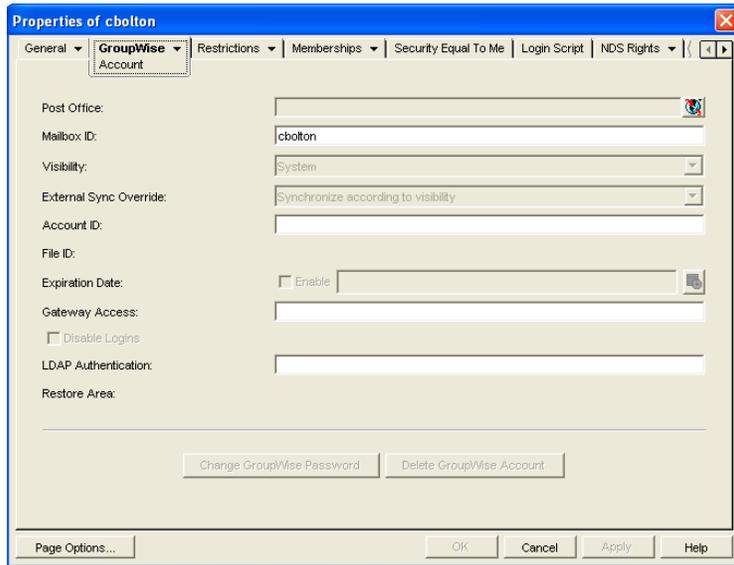
- 3 Select the post office to which you want to move the user’s account, then click *OK*.

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 [Section 14.4.7, “Monitoring User Move Status,” on page 228](#).
- 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 [Section 36.4.3, “Performing Nightly User Upkeep,” on page 513](#)). 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.

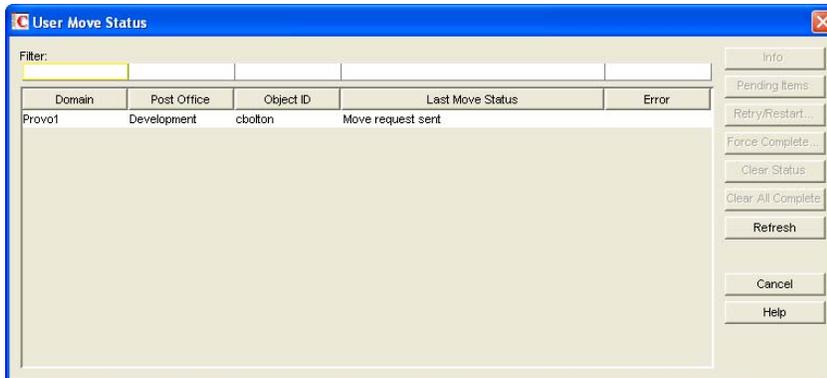
If you want to ensure that messages sent to the user’s old address are delivered even before the POA cleans up the Frequent Contacts Address Book, you can create a nickname using the old GroupWise user ID. For information about creating a nickname, see [Section 14.7.4, “Creating a Nickname for a User,” on page 239](#). To have a nickname created automatically when the user is moved, see [Section 4.2, “System Preferences,” on page 53](#).

14.4.7 Monitoring User Move Status

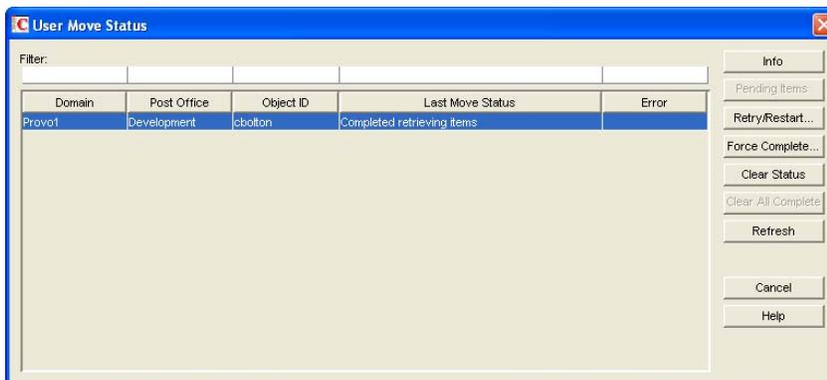
The User Move Status utility helps you track progress as you move users and resources from one post office to another. It displays the user moves associated with the object you selected before displaying the User Move Status dialog box. For example, if you selected a Domain object, all user moves for 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.

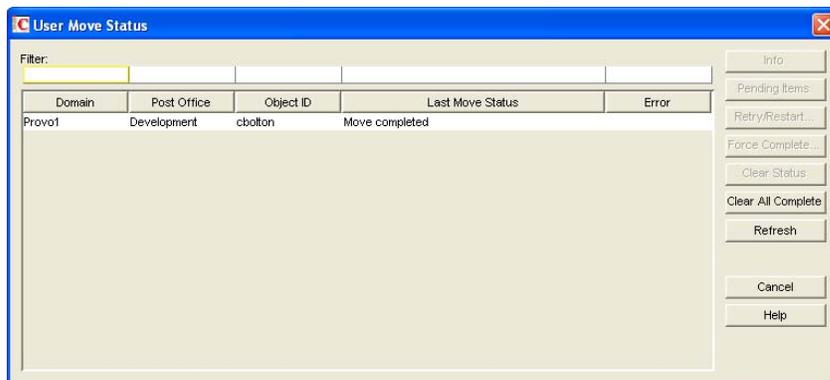


- 3 To restrict the number of users and resources in the list, type distinguishing information in any of the *Filter* fields, then press Enter to filter the list.
- 4 During the move, click *Refresh* to update the status information.

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.

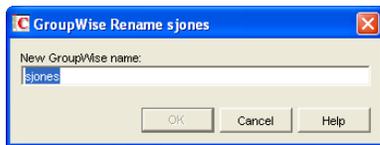
When the pending items appear, you can select an item, then click *Info* to display detailed information about the item. You can also click *Refresh* to reread the domain database to determine if additional items have been moved.

- 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.

14.5 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 Specify 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 Books. 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 [Section 36.4.3, "Performing Nightly User Upkeep," on page 513](#)). 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 [Section 14.7.4, "Creating a Nickname for a User," on page 239](#).

14.6 Managing Mailbox Passwords

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

- ♦ [Section 14.6.1, "Creating or Changing a Mailbox Password," on page 232](#)

- ◆ Section 14.6.2, “Removing a Mailbox Password,” on page 233
- ◆ Section 14.6.3, “Bypassing the GroupWise Password,” on page 233

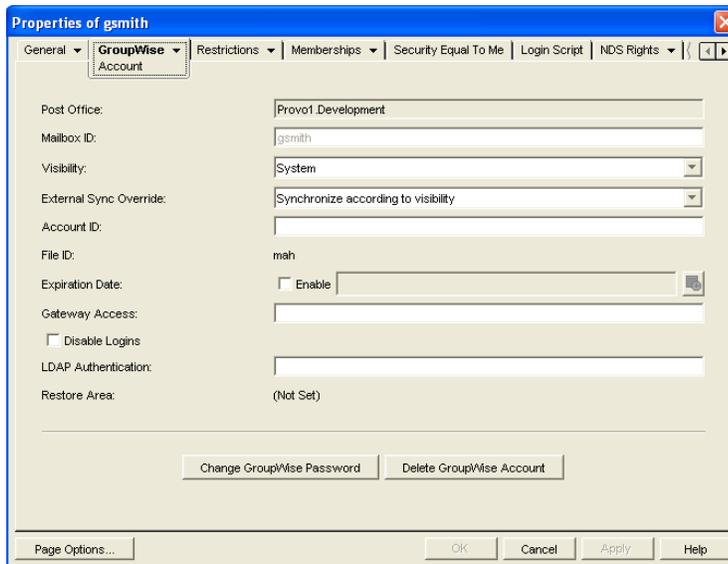
For background information about GroupWise passwords, see [Chapter 70, “GroupWise Passwords,” on page 1111](#).

14.6.1 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.

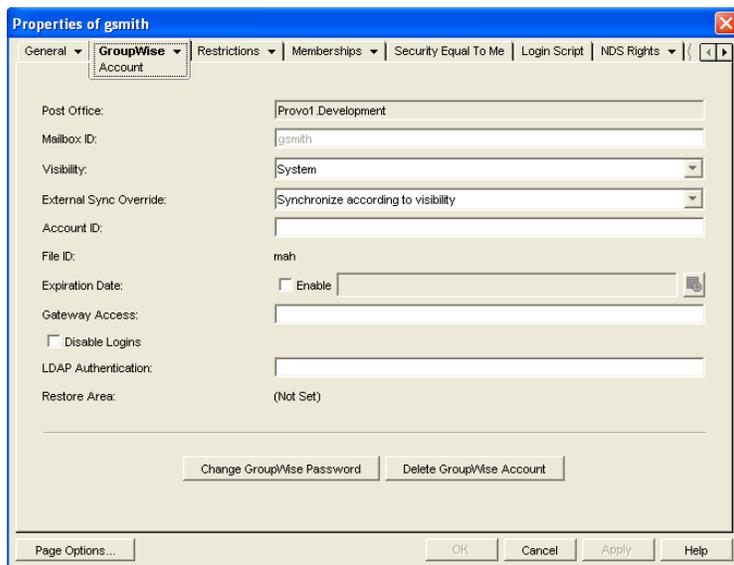


- 4 Enter and reenter a new password.
- 5 Click *OK*.

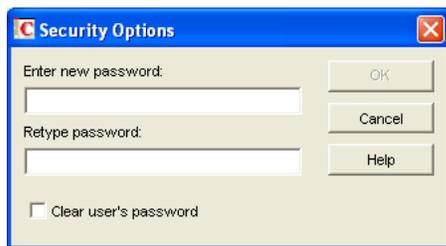
14.6.2 Removing a Mailbox Password

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.
- 5 Click *OK*.

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

14.6.3 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.

Table 14-1 Options for Bypassing a Password

GroupWise Client Option	Description
<i>Remember My Password</i>	<p>This option is available only when running an earlier GroupWise client on Windows 95/98. The GroupWise 7.x Windows client is not supported on Windows 95/98.</p> <p>The GroupWise password is stored in the Windows password list. When GroupWise starts, it pulls the password from the list.</p>
<i>No Password Required with eDirectory</i>	<p>This option is available only when logged in to Novell eDirectory.</p> <p>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.</p>
<i>Use Single Sign-On</i>	<p>This option is available only when using Novell Single Sign-on 2.0 and SecureLogin 3.0 and later products.</p> <p>When GroupWise starts, it uses the GroupWise password stored by Novell Single Sign-on or SecureLogin.</p>
<i>Use Collaboration Single Sign-On (CASA)</i>	<p>This option is available only when using Novell Common Authentication Services Adapter (CASA) 1.0 and later.</p> <p>When GroupWise starts, it uses the GroupWise password stored by Novell CASA.</p>

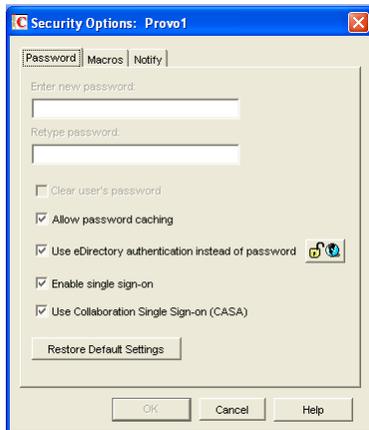
As shown in the table, these options appear only if certain conditions are met, such as the user running on a Windows 95/98 workstation or having Novell Single Sign-on or SecureLogin installed. If you don't want the option available to users even if the condition is met, you can disable the option. Doing 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 45, "Configuring Internet Addressing," on page 703](#).

14.7 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:

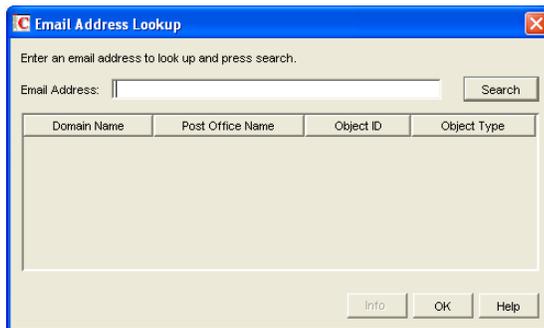
- ♦ [Section 14.7.1, "Ensuring Unique E-Mail Addresses," on page 236](#)
- ♦ [Section 14.7.2, "Changing a User's Internet Addressing Settings," on page 236](#)
- ♦ [Section 14.7.3, "Changing a User's Visibility in the Address Book," on page 238](#)
- ♦ [Section 14.7.4, "Creating a Nickname for a User," on page 239](#)

14.7.1 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.



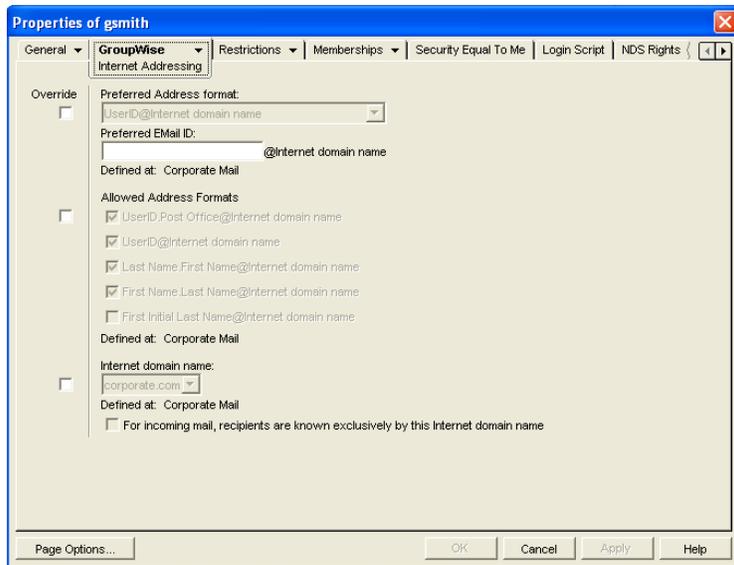
- 2 In the *Email Address* field, specify the e-mail address. You can specify the user ID only (for example, jsmith) or the entire address (for example, jsmith@novell.com).
 - 3 Click *Search*.
- All objects whose e-mail address match the one you specified are displayed.
- 4 If desired, select an object, then click *Info* to see details about the object.

14.7.2 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 45, "Configuring Internet Addressing," on page 703](#).

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.



- 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 user portion must be unique within its Internet domain. This means that a user 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 user 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 [Section 45, “Configuring Internet Addressing,”](#) on page 703.

If you override the Internet domain name, the *For Incoming Mail, Recipients are Known Exclusively by This Internet Domain Name* option 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.

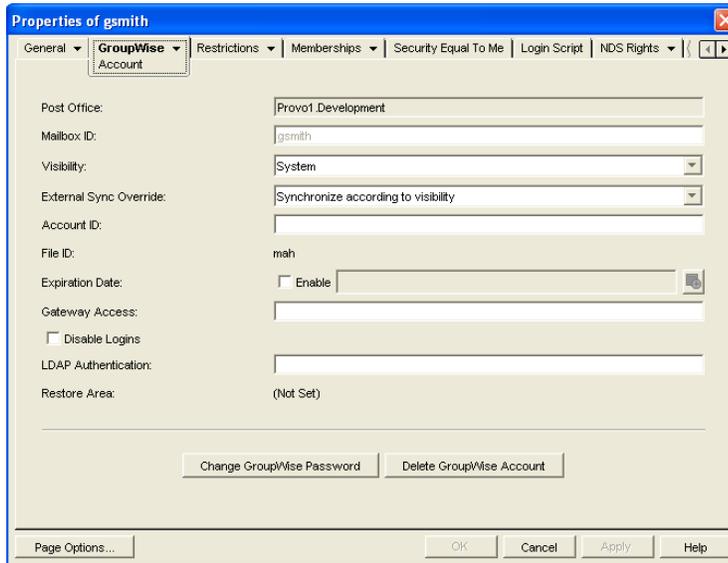
- 4 Click *OK* to save your changes.

14.7.3 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.

14.7.4 Creating a Nickname for a User

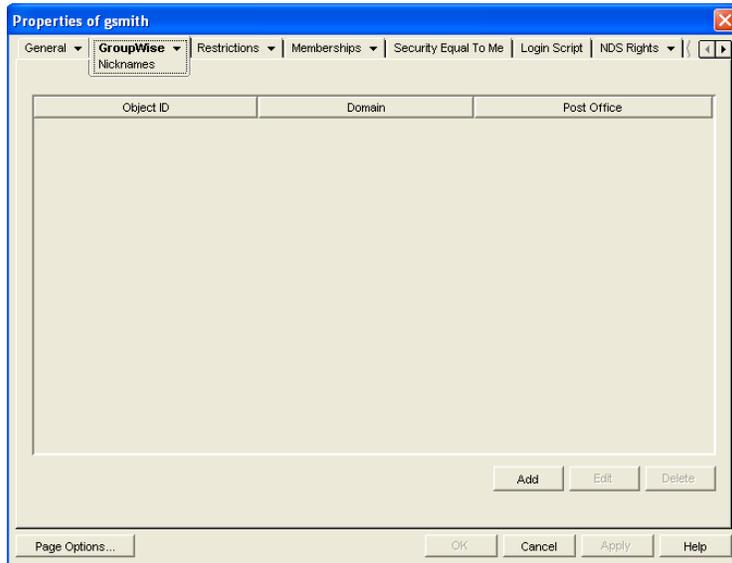
Each user has a specific GroupWise address consisting of the user’s ID, post office, and domain (*user_ID.post_office.domain*). You can assign one or more nicknames to a user to give the user an alternate address. Each part of the address (*user_ID*, *post_office*, and *domain*) can be different than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

For example, you might want to create a nickname for a user you have just moved (see [Section 14.4, “Moving GroupWise Accounts,” on page 222](#)) or renamed (see [Section 14.5, “Renaming Users and Their GroupWise Accounts,” on page 231](#)). 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.

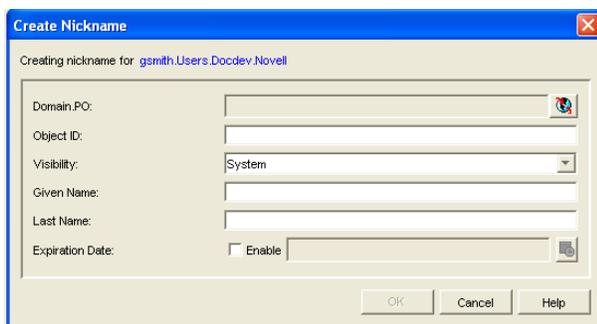
Nicknames are not displayed in the Address Book, which means users need to know the nickname to use it.

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 be removed by the Expire Records feature after a certain date, as described in [Section 14.10.3, "Managing Expired or Expiring GroupWise Accounts," on page 244](#), select *Enable*, 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 [Section 4.2, "System Preferences," on page 53](#).

14.8 Checking GroupWise Account Usage

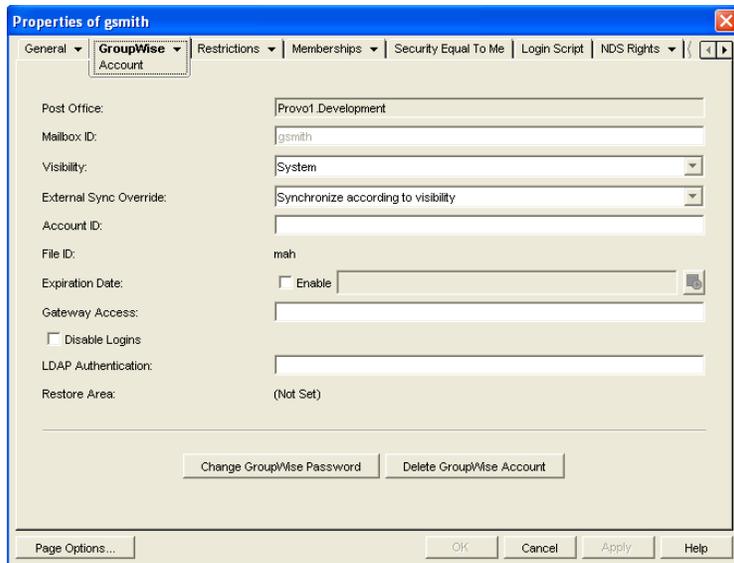
You can identify GroupWise accounts that have been inactive for a specified period of time. See [Section 12.4, "Auditing Mailbox License Usage in the Post Office," on page 191](#).

You can measure message traffic from individual GroupWise mailboxes. See [Section 61.3.5, "User Traffic Report," on page 1009](#).

14.9 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.

14.10 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

- ◆ [Section 14.10.1, "Deleting a GroupWise Account," on page 241](#)
- ◆ [Section 14.10.2, "Expiring a GroupWise Account," on page 243](#)
- ◆ [Section 14.10.3, "Managing Expired or Expiring GroupWise Accounts," on page 244](#)

If you delete a GroupWise account by accident, or need to retrieve a deleted account for some other reason, see [Section 32.6, "Recovering Deleted GroupWise Accounts," on page 416](#).

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.

14.10.1 Deleting a GroupWise Account

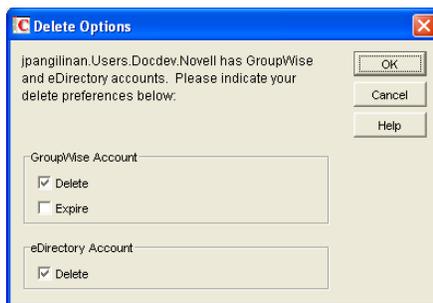
When you delete a user's GroupWise account, the user's mailbox is deleted and the user is removed from the GroupWise system. If the user owns library documents, see ["Ensuring that a User's Library](#)

Documents Remain Accessible” on page 243 before deleting the user. Otherwise, refer to one of the following sections:

- ♦ “Deleting an eDirectory User’s GroupWise Account” on page 242
- ♦ “Deleting a Non-eDirectory User’s GroupWise Account” on page 242

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 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 [Section 13.3, “Creating GroupWise Accounts for Non-eDirectory Users,” on page 214](#)). 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:

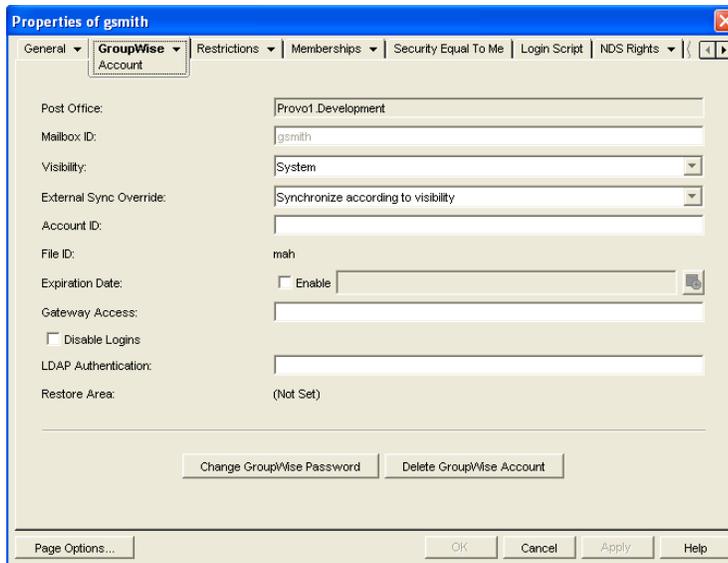
- ♦ Rather than deleting the user, change the user's GroupWise mailbox password so that he or she can't log in. Other users can continue accessing the documents, and you can log in as the user to manage the documents. For information about changing a user's password, see [Section 14.6.1, "Creating or Changing a Mailbox Password," on page 232](#).
- ♦ 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 [Section 28.2, "Analyzing and Fixing Library and Document Information," on page 392](#).

14.10.2 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 [Section 14.10.3, "Managing Expired or Expiring GroupWise Accounts," on page 244](#). 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.

14.10.3 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:

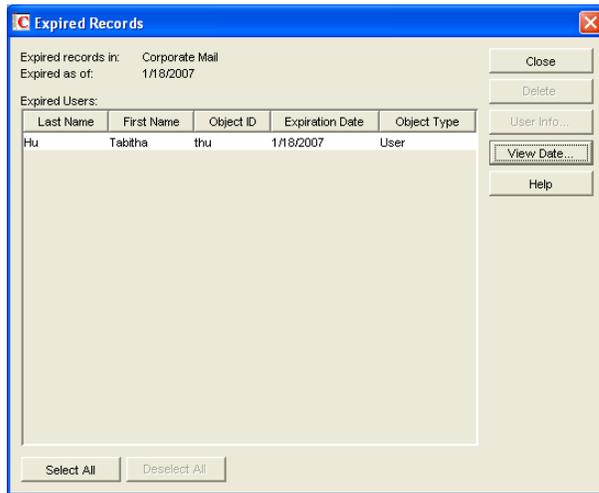
- ◆ [“Identifying Expired or Expiring Accounts” on page 244](#)
- ◆ [“Changing an Account’s Expiration Date” on page 245](#)
- ◆ [“Reactivating an Expired Account” on page 246](#)

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.

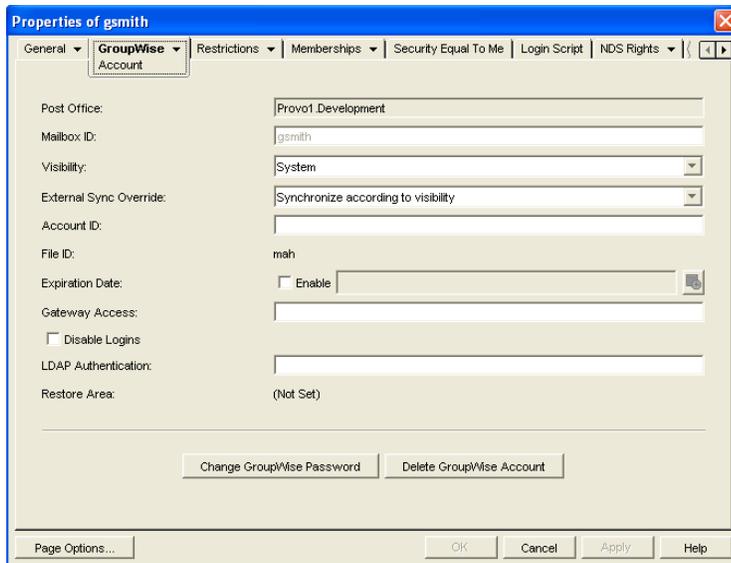
- 3 To change the date in the *Expired As Of* field, click *View Date*, specify the desired date, then click *OK*.

For example, in the dialog box shown above, the current date is 1/18/2007 (January 1, 2007). To see what accounts will expire by June 30, 2007, you would change the *Expired As Of* date to 6/30/2007.

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

Changing an Account's Expiration Date

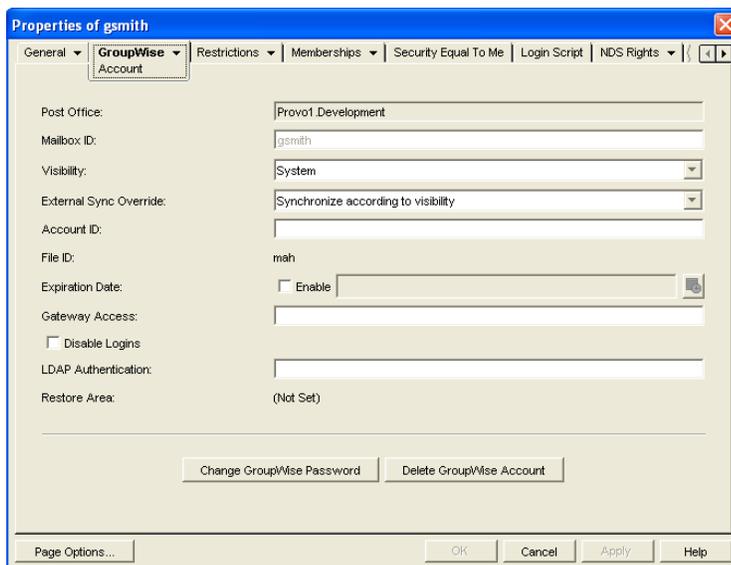
- 1 In ConsoleOne, right-click the User object or GroupWise External Entity object, then click *Properties*.
- 2 Click *GroupWise > Account* to display the Account page.



- 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*.