

Resources



- [Chapter 15, “Creating Resources,” on page 261](#)
- [Chapter 16, “Managing Resources,” on page 265](#)

A resource is an item or place, such as a computer, company vehicle, or conference room, that users can schedule or check out.

- ♦ [Section 15.1, “Understanding Resources,” on page 261](#)
- ♦ [Section 15.2, “Planning Resources,” on page 262](#)
- ♦ [Section 15.3, “Creating a New Resource,” on page 262](#)

15.1 Understanding Resources

The following sections provide information to help you learn about GroupWise® resources:

- ♦ [Section 15.1.1, “Resource Objects,” on page 261](#)
- ♦ [Section 15.1.2, “Resource Types,” on page 261](#)
- ♦ [Section 15.1.3, “Resource Mailboxes,” on page 261](#)
- ♦ [Section 15.1.4, “Resource Owners,” on page 262](#)

15.1.1 Resource Objects

Each resource you want to make available must be added as a Resource object in Novell® eDirectory™. The name that you give the Resource object becomes the name by which the resource is displayed in the GroupWise Address Book.

Resource objects can be located in any eDirectory container that is in the same tree as the resource’s domain.

15.1.2 Resource Types

You can identify the resource as a general resource or as a place. When a user schedules a resource that is defined as a place, the resource name is automatically added to the *Place* field in the appointment.

15.1.3 Resource Mailboxes

Like a user, a resource must be assigned to a post office so that it can be given an account (address, mailbox, and so forth). You assign the resource to a post office when you create the Resource object.

A resource’s account enables it to receive scheduling requests (sent as appointments). The owner assigned to the resource can access the resource’s mailbox to accept or decline the requests. For example, you might want to have all your conference rooms defined as resources. When sending a meeting appointment, users can schedule the conference room as well as the meeting attendees. The resource, just like the other users scheduled for the meeting, receives an appointment in its mailbox which can be accepted or declined by the owner.

When scheduling a resource, users can perform a busy search to see when the resource is available.

Even though a resource is assigned to a single post office, all users in your GroupWise system can schedule the resource.

Resources can receive all item types (mail messages, phone messages, appointments, tasks, and notes). Generally, if your purpose in defining resources is to allow them to be scheduled through GroupWise, they only receive appointments.

Resources can also send items. If a resource sends an item to an Internet user, both the *To* field and the *From* field are populated with the resource name when the Internet user receives the message.

15.1.4 Resource Owners

When you create a resource, you assign an owner to it. The owner must belong to the same post office as the resource and is responsible for accepting or declining requests to schedule the resource. The owner can do this by proxying the resource's mailbox and physically opening the scheduling requests, or by setting up rules to manage the resource automatically.

The owner automatically receives proxy rights to the resource's mailbox. The owner can also grant proxy rights to another user to manage the resources.

NOTE: Owners cannot log in directly to a resource mailbox because resource mailboxes do not have passwords. Unless post office security is set to Low, meaning that passwords are not required, login access is denied. The Proxy feature in the GroupWise client should always be used to access resource mailboxes.

For information about how owners can manage resources, see:

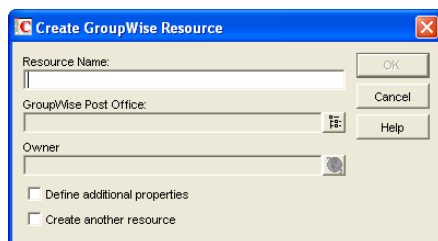
- ♦ “Managing Resources” in “Contacts and Address Books” in the *GroupWise 8 Windows Client User Guide*
- ♦ “Managing Resources” in “Contacts and Address Books” in the *GroupWise 8 Linux/Mac Client User Guide*

15.2 Planning Resources

Before creating a new resource, make sure that the user who will own the resource has been created and belongs to the same post office where you are planning to create the resource.

15.3 Creating a New Resource

- 1 In ConsoleOne[®], right-click the container where you want to create the Resource object, then click *New > Resource* to display the Create GroupWise Resource dialog box.



- 2 Fill in the following fields:

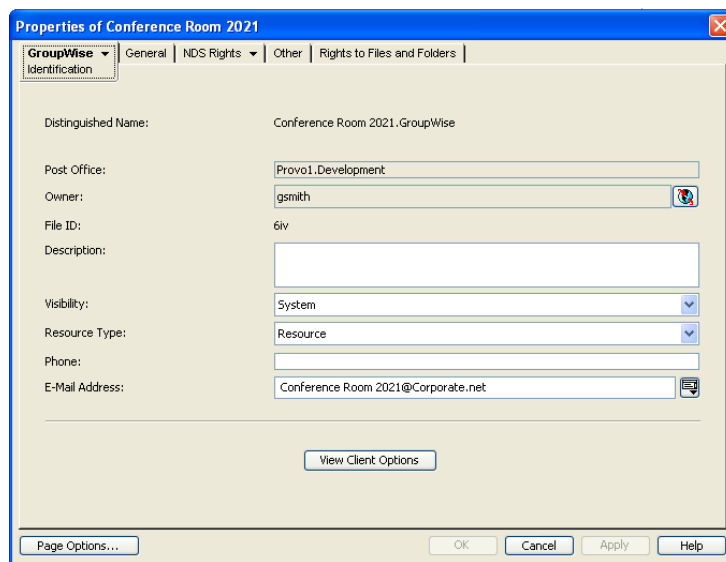
Resource Name: Specify a descriptive name. Because the name is used as part of the resource's GroupWise address, do not use any of the following invalid characters in the resource name:

ASCII characters 0-31	Comma ,
Asterisk *	Double quote "
At sign @	Extended ASCII characters that are graphical or typographical symbols; accented characters in the extended range can be used
Backslash \	Parentheses ()
Braces { }	Period .
Colon :	

GroupWise Post Office: Select the post office where the resource will be located.

Owner: Select the user who will be responsible for accepting or declining requests to use the resource. The owner must have a GroupWise account on the same post office as the resource.

- 3 Select *Define Additional Properties*, then click *OK*.



- 4 On the Identification page, fill in the following fields:

Description: Specify a description to help users identify the use of the resource. The description will be displayed if the user chooses to view information about the resource in the Address Book.

If you define the resource type as a place, the description is automatically added to the *Place* field in the appointment. A good description can help users locate the place more easily.

Visibility: Select the level at which the resource will be visible in the Address Book. *System* causes the resource to be visible to all users in your GroupWise system. *Domain* causes the resource to be visible to all users in the same domain as the resource. *Post Office* causes the resource to be visible to all users on the same post office as the resource. *None* causes the

resource to not be visible at any level. However, even if the resource is not displayed in a user's Address Book, he or she can schedule the resource by typing the resource name in an appointment's *To* field.

Resource Type: You can identify the resource as a general resource or as a place. When a user schedules a resource that is defined as a place, the resource description is automatically added to the *Place* field in the appointment.

Phone: If the resource has a telephone number associated with it, such as a conference room with a telephone number, specify the phone number.

E-Mail Address: Displays the default e-mail address for the resource. Click the drop-down list to specify a custom e-mail address. For example, if you created a resource with spaces in its name, you need to remove the spaces to create a valid e-mail address.

View Client Options: Click *View Client Options* as a convenient shortcut for *Tools > GroupWise Utilities > Client Options* in order to modify client options for the currently selected resource. For more information, see [Chapter 69, "Setting Defaults for the GroupWise Client Options," on page 1085](#).

- 5 Click *OK* to save the resource information.

The following sections provide information to help you manage the resources in your GroupWise® system:

- ◆ [Section 16.1, “Changing a Resource’s Owner,” on page 265](#)
- ◆ [Section 16.2, “Adding a Resource to a Distribution List,” on page 266](#)
- ◆ [Section 16.3, “Moving a Resource,” on page 267](#)
- ◆ [Section 16.4, “Renaming a Resource,” on page 268](#)
- ◆ [Section 16.5, “Deleting a Resource,” on page 268](#)
- ◆ [Section 16.6, “Managing E-Mail Addresses,” on page 268](#)

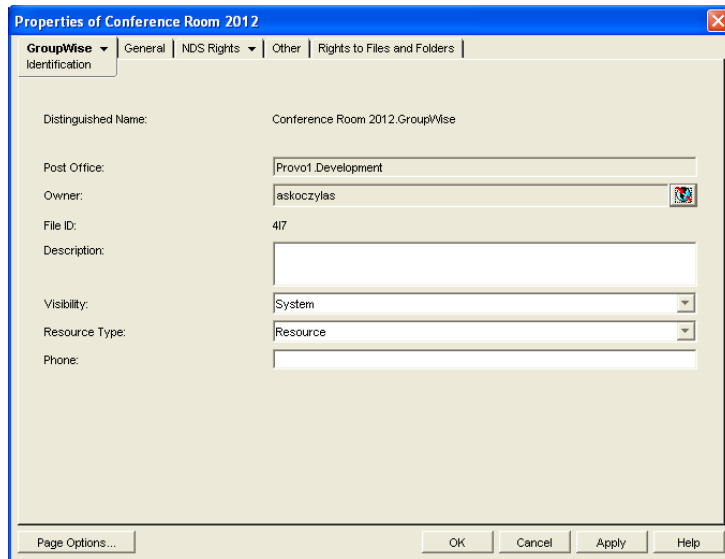
A resource’s mailbox, just like a user’s mailbox, is a combination of the information stored in its user database and the message databases located at its post office. Occasionally, you might want to perform maintenance tasks on the resource’s mailbox to ensure the integrity of the databases. For details about performing maintenance on a resource’s mailbox, see [Chapter 27, “Maintaining User/Resource and Message Databases,” on page 401](#).

16.1 Changing a Resource’s Owner

You can change a resource’s owner whenever necessary. The owner must be a user assigned to the same post office as the resource. If you need to give ownership of the resource to a user on a different post office, you must move the resource to that post office. For details, see [Section 16.3, “Moving a Resource,” on page 267](#).

The new owner automatically receives proxy rights to the resource’s mailbox. Proxy rights are removed for the old owner.

- 1 In ConsoleOne®, right-click the Resource object, then click *Properties*.
- 2 On the Identification page, browse to and select the new owner, then click *OK* to display the user’s name in the *Owner* field.

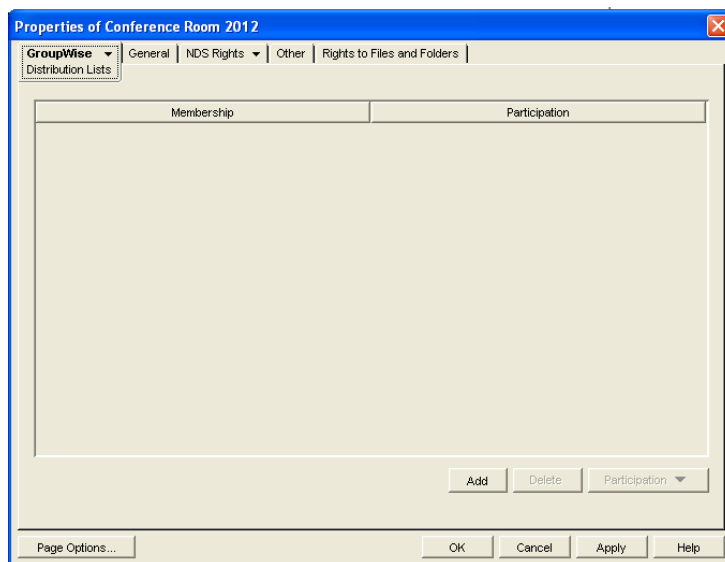


3 Click *OK* to save your changes.

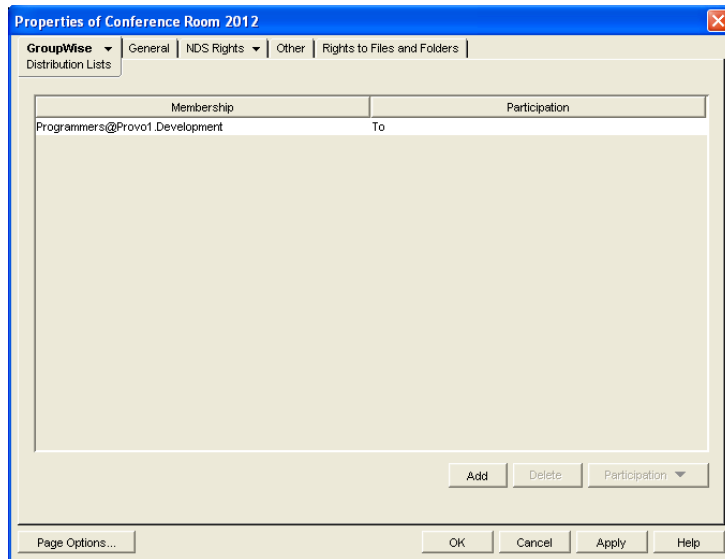
16.2 Adding a Resource to a Distribution List

Just like users, resources can be added to distribution lists.

- 1 In ConsoleOne, right-click the Resource 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 resource to, then click *OK*.



By default, the resource 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.

16.3 Moving a Resource

If necessary, you can move a resource from one post office to another. For example, you might need to move a resource if you are removing the resource's post office or if you need to reassign ownership of the resource to a user on another post office.

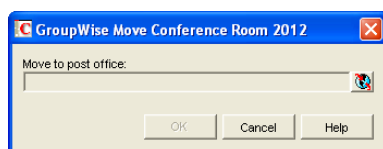
The resource retains the same name in the new post office as it has in the current post office. If another user, resource, or distribution list assigned to the new post office has the same name, you will need to rename one of them before you move the resource. For details, see [Section 16.4, "Renaming a Resource,"](#) on page 268.

When you move the resource, all items in its mailbox are moved to the new post office, which means that all schedules for the resource are kept intact.

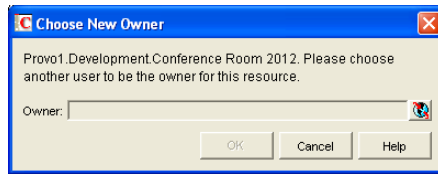
To move a resource:

- 1 In ConsoleOne, right-click the Resource object in the GroupWise View, then click *Move* to display the GroupWise Move dialog box.

IMPORTANT: You must select the Resource object in the GroupWise View. If you select the object in the standard ConsoleOne View, you will move the Resource object from one container to another, not the resource from one post office to another.



- 2 Select the post office to which you want to move the resource, then click *OK* to display the Choose New Owner dialog box.

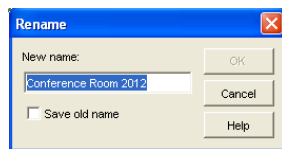


- 3 Select the user who will be the resource's owner, then click *OK* to move the resource.

16.4 Renaming a Resource

Situations might arise where you need to give a resource a new name. For example, you might need to move the resource to another post office that already has a user, resource, or distribution list with the same name.

- 1 In ConsoleOne, right-click the Resource object in the GroupWise View, then click *Rename* to display the *Rename* dialog box



- 2 In the *New Name* field, specify the new name for the resource.
- 3 Make sure the *Save Old Name* box is not selected.
Saving the old name causes duplicate resources to appear in the Address Book.
- 4 Click *OK* to rename the resource.

16.5 Deleting a Resource

When you delete a resource, all information is removed for the resource, including any schedules that have been established for the resource.

- 1 In ConsoleOne, right-click the Resource object in the GroupWise View, then click *Delete*.
- 2 Click *Yes* to confirm the deletion.

16.6 Managing E-Mail Addresses

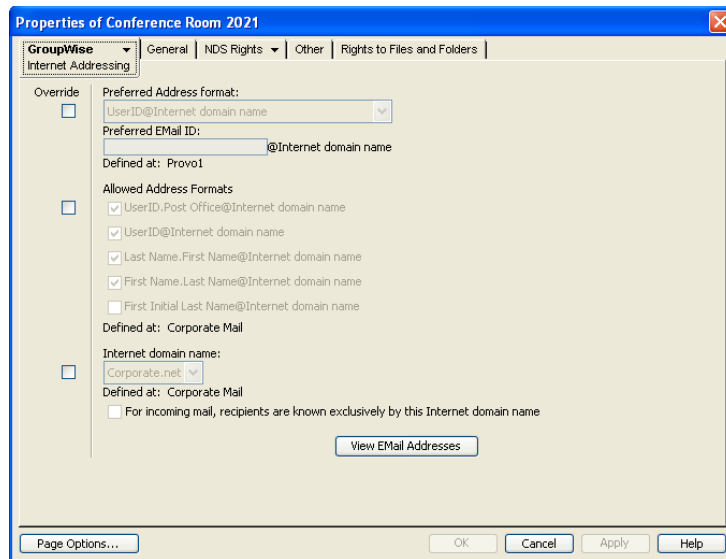
To ensure that resource addresses meet your needs, GroupWise enables you to determine the format and visibility of addresses, as well as create additional names for resources. The following sections provide details:

- ♦ [Section 16.6.1, “Changing a Resource’s Internet Addressing Settings,” on page 269](#)
- ♦ [Section 16.6.2, “Changing a Resource’s Visibility in the Address Book,” on page 270](#)
- ♦ [Section 16.6.3, “Creating a Nickname for a Resource,” on page 271](#)

16.6.1 Changing a Resource's Internet Addressing Settings

By default, a resource inherits its Internet address settings (preferred Internet address format, allowed address formats, and Internet domain name) from its post office, domain, or GroupWise system. If necessary, you can override these settings.

- 1 In ConsoleOne, right-click the Resource object, then click *Properties*.
- 2 Click *GroupWise*, then click *Internet Addressing* to display the Internet Addressing page.



- 3 To override one of the settings, select the *Override* box, then change the setting.

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

At the resource level, only three preferred address formats are available. The address formats that include first name, last name, and first initial do not apply to resource, so they are not available.

You can completely override the address format by explicitly defining the user portion of the address (*user@Internet domain name*). The user portion can include any RFC-compliant characters (no spaces, commas, and so forth). The resource name portion must be unique within its Internet domain. This means that a resource name can be used multiple times in your GroupWise system, if it is used only once in each Internet domain.

Allowed Address Formats: The allowed address formats determine which address formats can be used to send messages to the resource.

Only the *UserID.Post Office@Internet domain name* and *UserID@Internet domain name* formats are valid for resources. The formats that include first name, last name, and first initial are not valid.

For example, using R1 as the resource ID, Research as the post office, and novell.com as the Internet domain, if you select the two valid formats, the resource receives messages sent using either of the following addresses:

r1.research@novell.com
r1@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 717](#).

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 resource to be able to receive messages addressed with this Internet domain name. If you don't enable this option, the resource receives messages addressed using any of the Internet domain names assigned to your GroupWise system.

View E-Mail Addresses: Click *View E-Mail Addresses* to display a list of the various e-mail address formats that can successfully deliver e-mail to this resource, including any nicknames or gateway aliases that have been defined for this resource. For more information, see:

- ♦ [Section 45.1.4, “Preferred Address Format,” on page 718](#) and [Section 45.1.5, “Allowed Address Formats,” on page 721](#)
- ♦ [Section 14.7.4, “Creating a Nickname for a User,” on page 250](#)
- ♦ [Section 45.3, “Transitioning from SMTP Gateway Aliases to Internet Addressing,” on page 727](#)

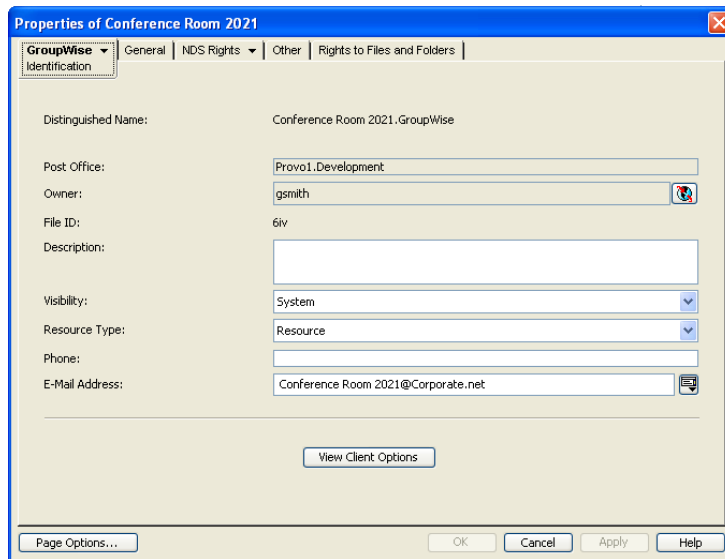
4 Click *OK* to save your changes.

16.6.2 Changing a Resource's Visibility in the Address Book

A resource's visibility level determines which users see the resource in their Address Books. You can control the availability of a resource by displaying it in the Address Books of all users in your GroupWise system, in the Address Books of those users in the resource's domain only, in the Address Books of those users on the resource's post office only, or in no Address Books. Even if the resource is not displayed in their Address Books, users can schedule the resource if they know the resource's name.

To change a resource's visibility:

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



2 In the *Visibility* field, select the desired visibility level.

System: The resource is displayed in the Address Books of all users in your GroupWise system.

Domain: The resource is displayed in the Address Books of all users in the resource’s domain.

Post Office: The resource is displayed in the Address Books of all users on the resource’s post office.

None: The resource is not displayed in any Address Books. Users need to know the resource’s name to schedule it.

3 Click *OK* to save your changes.

16.6.3 Creating a Nickname for a Resource

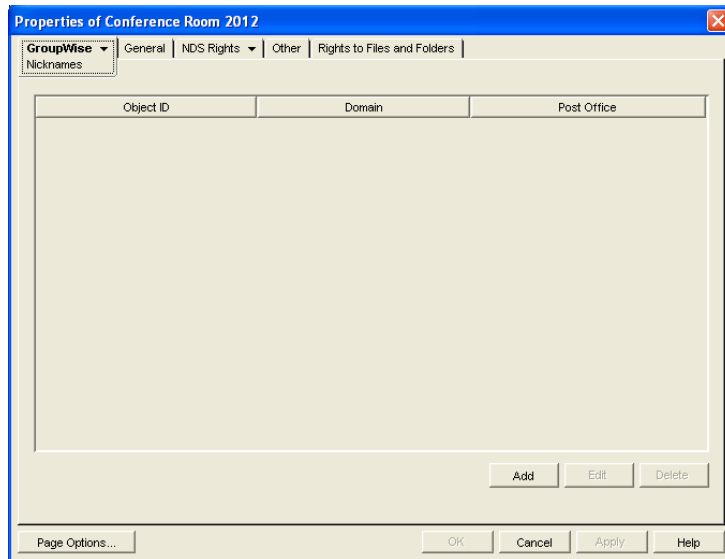
Each resource has a specific GroupWise address consisting of the resource’s name, post office, and domain (*resource_name.post_office.domain*). You can assign one or more nicknames to a resource to give it an alternate address. Each part of the address (*resource_name*, *post_office*, and *domain*) can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

For example, you might want to create a nickname for a resource you have just moved, as described in [Section 16.3, “Moving a Resource,” on page 267](#) or renamed, as described in [Section 16.4, “Renaming a Resource,” on page 268](#). The nickname, which would be the resource’s old address, would ensure that any appointments sent to the old address would be routed to the new address.

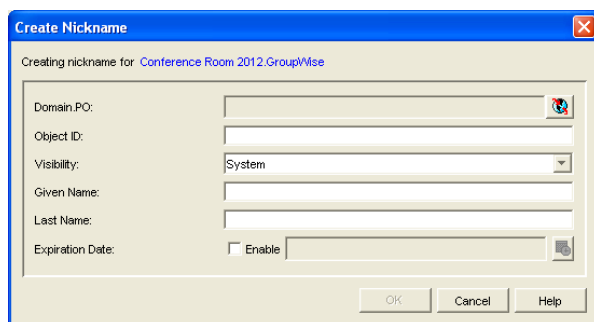
Nicknames are not displayed in the Address Book, which means users will need to know the nickname to use it.

To create a nickname for a resource:

- 1 In ConsoleOne, right-click the Resource 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 to which you want to assign the nickname. This can be any post office in your GroupWise system; it does not need to be the resource's post office.

Object ID: Specify the name to use as the *resource_name* portion of the nickname.

Visibility: Nicknames are not displayed in the Address Book. To use a nickname, a message sender must specify the nickname's address. However, nickname visibility does affect nickname replication to other GroupWise systems.

External Sync Override: This option applies only if your GroupWise system links to and synchronizes with an external system, as described in "[Connecting to Other GroupWise Systems](#)" in the *GroupWise 8 Multi-System Administration Guide*.

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

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

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

Given Name: Ignore this field. It is not used for resource nicknames.

Last Name: Ignore this field. It is not used for resource nicknames.

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

- 5 Click *OK* to add the nickname to the list.
- 6 Click *OK* to save the changes to the Resource object.

