

# Novell GroupWise®

6.5

February 6, 2006

GROUPWISE CLIENT  
FREQUENTLY ASKED QUESTIONS (FAQ)

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GroupWise 6.5 Client Frequently Asked Questions (FAQ)

February 6, 2006

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# About This Guide

This Novell® *GroupWise*® 6.5 *Client Frequently Asked Questions (FAQ)* is intended to help GroupWise client users who have not found the information they need in the GroupWise client online help or User Guides:

- ♦ “How Do I Find What I Need in the GroupWise Client Documentation?” on page 9
- ♦ “GroupWise Windows Client FAQ” on page 11
- ♦ “GroupWise Cross-Platform Client FAQ” on page 15
- ♦ “GroupWise WebAccess Client FAQ” on page 17
- ♦ “Non-GroupWise Clients FAQ” on page 21
- ♦ “GroupWise Client Comparison” on page 23
- ♦ “Where Do I Go for More Help?” on page 29

## Additional Documentation

For additional GroupWise documentation, see the following guides at the [Novell GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65):

- ♦ *GroupWise Windows Client User Guide*
- ♦ *GroupWise Cross-Platform Client User Guide*
- ♦ *GroupWise WebAccess Client User Guide*
- ♦ *GroupWise PDA Connect Readme*

## Documentation Updates

For the most recent version of the *GroupWise 6.5 Client Frequently Asked Questions (FAQ)*, visit the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65).

## Documentation Conventions

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

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

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

## **User Comments**

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



# 1

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

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

### Step 1: Online Help in the GroupWise Client

All three GroupWise® clients offer online help.

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

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

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

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

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

All three GroupWise clients have a User Guide posted on the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65) that is easy to access:

- ◆ **Windows Client:** Click Help > User Guide.
- ◆ **Cross-Platform Client:** Click Help > User Guide.
- ◆ **WebAccess Client:** Click Help > User Guide.

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

- ◆ **HTML Search:** To search the HTML version of a User Guide, click the main link to the guide on the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/\)](http://www.novell.com/documentation/)

[gw65](#)), then go to the left pane and select the sections of the guide that you want to search. All sections of the guide are selected by default. Type the word or phrase to search for, then click Search Checked Items For. Web search technology is used to return pages where the word or phrase is found in the User Guide, ranked according to the likelihood that the page is what you're looking for.

- ◆ **PDF Search:** To search the PDF version of a User Guide, click the PDF link to the guide on the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65). Click the binoculars icon, type the word or phrase to search for, then click Find to find the first instance. Click Find Again to continue searching through the document for more instances of the word or phrase. This full text search procedure is more thorough than the Web search approach.

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

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

## Step 3: User Comments Link in the User Guides

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

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

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

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

Response times vary.

## Step 4: GroupWise Support Forum

The [GroupWise Support Forum \(http://support.novell.com/forums/2gw.html\)](http://support.novell.com/forums/2gw.html) provides assistance from over 30 volunteer sysops from around the world, not to mention helpful GroupWise users from around the world as well. If the GroupWise client isn't working for you as documented, post your problem on the GroupWise Support Forum for free assistance.

# 2

## GroupWise Windows Client FAQ

- ♦ How do I set up an automated response to let people know that I'm on vacation or out of the office?
- ♦ How do I forward all my mail from my GroupWise account to a personal e-mail account?
- ♦ How do I add text, such as contact information, to the bottom of every message I send?
- ♦ How do I display just my unopened items?
- ♦ How do I get notified of incoming messages and upcoming appointments?
- ♦ How do I change the sound of my notifications?
- ♦ Can I set an alarm on a task or note?
- ♦ How do I schedule an annual event, such as a birthday or anniversary?
- ♦ How do I change my default font for composing and viewing messages?
- ♦ What do all the little symbols next to my messages mean?
- ♦ Someone gave me proxy access to a mailbox. How do I access it?
- ♦ Help! My folder list has disappeared. How do I get it back?
- ♦ How do I add another column to a list of items?
- ♦ Where is the Accounts menu that I need in order to set up a POP or IMAP e-mail account in GroupWise?
- ♦ Why, when I send a recurring appointment, do the recipients get a separate appointment for each occurrence? Do they have to accept each one individually?
- ♦ Can I retrieve an item that I have emptied from the Trash?
- ♦ Can I delete attachments from a received message?
- ♦ Can I transfer ownership of my shared folders and personal address books to another user?
- ♦ In the Attach File dialog box, how do I set the default file listing to Details (to include file size, type, and date) instead of List (which just lists the filenames)?
- ♦ Why are there discrepancies between the folder structure in my archive and my Online or Caching mailbox?
- ♦ Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?
- ♦ How do I get GroupWise to start maximized?

**NOTE:** External cross-references in this section are found in the *GroupWise 6.5 Windows Client User Guide*.

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

See [“Creating a Vacation Rule or Auto Reply”](#).

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

See [“Creating a Rule to Forward All Mail to a Private Mail Account”](#).

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

See [“Adding a Signature or vCard to Items You Send”](#).

## How do I display just my unopened items?

You can create a Find Results folder, as described in [“Understanding Find Results Folders”](#). Use an Advanced Find, and set it up so that Item Status does not include Opened (or any other status that you do not want listed in the Find Results folder). You can then look in this folder to see all your unopened items as a group.

## How do I get notified of incoming messages and upcoming appointments?

See [“Running Notify”](#).

## How do I change the sound of my notifications?

See [“Setting the Alarm Options”](#).

## Can I set an alarm on a task or note?

At present, you can't set alarms on tasks or notes. Alarms can only be set on items that are associated with a particular time of the day.

## How do I schedule an annual event, such as a birthday or anniversary?

See [“Scheduling Auto-Dates by Formula”](#).

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

If you are using Plain Text view, the Windows\* system default font is used for your message text. When the recipient opens the message, the recipient's Windows system default font is used. In the Mail From window, the recipient can click Edit > Font > Font, then select a larger size to make reading easier if necessary.

If you are using the HTML view, see [“Changing the Default Font in the HTML View”](#). The recipient views the message in the same font and size as you composed the message.

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

See [“Icons Appearing Next to Items in Your Mailbox and Calendar”](#).

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

See [“Managing Someone Else's Mailbox or Calendar”](#).

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

Click View > Folder List.

## How do I add another column to a list of items?

Right-click an existing column heading, click More Columns, then select the columns you want to display.

## Where is the Accounts menu that I need in order to set up a POP or IMAP e-mail account in GroupWise?

The Accounts menu is available only if your GroupWise administrator has enabled this feature, as described in [“Modifying Environment Options”](#) in [“Client”](#) in the *GroupWise 6.5 Administration Guide*. Ask your GroupWise administrator to enable the feature.

## Why, when I send a recurring appointment, do the recipients get a separate appointment for each occurrence? Do they have to accept each one individually?

That's just the way it is in GroupWise® right now. Recipients can accept all occurrences with a single click. An advantage of this approach to recurring appointments is that you can delete a single occurrence if necessary.

## Can I retrieve an item that I have emptied from the Trash?

No. However, if it is extremely important, your GroupWise administrator should be able to restore it from a backup copy of your mailbox.

## **Can I delete attachments from a received message?**

No, not at the present time.

## **Can I transfer ownership of my shared folders and personal address books to another user?**

No, not at the present time.

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

You cannot change the default GroupWise file list presentation or in the Windows operating system environment.

## **Why are there discrepancies between the folder structure in my archive and my Online or Caching mailbox?**

Theoretically, the folder structure in your archive should match the folder structure in your mailbox. However, over time, you have probably renamed folders, deleted folders, and moved folders as you worked on your mailbox. The archive does not keep up with all these changes to the mailbox folder structure. Therefore, sometimes items aren't archived where you expect them to be archived. Sometimes you need to use the Find feature to locate archived items.

This issue is more frequent with users whose GroupWise archives date back through numerous GroupWise releases.

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

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

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

## **How do I get GroupWise to start maximized?**

Manually size the GroupWise client window by dragging its borders to occupy your full screen. Do not use the Maximize button.

# 3

## GroupWise Cross-Platform Client FAQ

- ♦ I'm used to the GroupWise Windows client. What differences am I going to see when I use the Cross-Platform client?
- ♦ How do I add text, such as contact information, to the bottom of every message I send?
- ♦ How do I schedule an annual event, such as a birthday or anniversary?
- ♦ How do I change my default font for composing messages?
- ♦ What do all the little symbols next to my messages mean?
- ♦ How do I add another column to a list of items?
- ♦ How do I get notified of incoming messages and upcoming appointments?
- ♦ Can I delete attachments from a received message?
- ♦ Can I retrieve an item that I have emptied from the Trash?
- ♦ Someone gave me proxy access to a mailbox. How do I access it?
- ♦ Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?

**NOTE:** External cross-references in this section are found in the *GroupWise 6.5 Cross-Platform Client User Guide*.

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

See [Chapter 6, "GroupWise Client Comparison,"](#) on page 23.

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

See ["Adding a Signature or vCard to Items You Send"](#).

### How do I schedule an annual event, such as a birthday or anniversary?

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

## How do I change my default font for composing messages?

See [“Changing the Font of Items You Send”](#).

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

See [“Icons Appearing Next to Items in Your Mailbox and Calendar”](#).

## How do I add another column to a list of items?

Right-click an existing column heading, click More Columns, then select the columns you want to display.

## How do I get notified of incoming messages and upcoming appointments?

The Cross-Platform client does not currently include the Notify feature.

## Can I delete attachments from a received message?

No, not at the present time.

## Can I retrieve an item that I have emptied from the Trash?

No. However, if it is extremely important, your GroupWise administrator should be able to restore it from a backup copy of your mailbox.

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

See [“Managing Someone Else's Mailbox or Calendar”](#).

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

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

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



# 4

## GroupWise WebAccess Client FAQ

- ♦ I'm used to the GroupWise Windows client. What differences am I going to see when I use the WebAccess client?
- ♦ How do I stop my password from being automatically provided on the WebAccess login page?
- ♦ How do I change the font size of my message text?
- ♦ How do I set up an automated response to let people know that I'm on vacation or out of the office?
- ♦ How do I reschedule an appointment?
- ♦ How do I archive messages?
- ♦ How do I add text, such as contact information, to the bottom of every message I send?
- ♦ How do I edit a personal group?
- ♦ What do all the little symbols next to my messages mean?
- ♦ Can I retrieve an item that I have emptied from the Trash?
- ♦ Can I delete attachments from a received message?
- ♦ Someone gave me proxy access to a mailbox. How do I access it?
- ♦ How do I increase the amount of idle time before I am automatically disconnected from GroupWise?
- ♦ Can I download my GroupWise mailbox to my handheld device?
- ♦ Can I access my GroupWise mailbox using Microsoft Outlook or other e-mail program?
- ♦ Can I access other e-mail accounts using GroupWise WebAccess?

**NOTE:** External cross-references in this section are found in the *GroupWise 6.5 WebAccess Client User Guide*.

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

See [Chapter 6, "GroupWise Client Comparison,"](#) on page 23.

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

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

## How do I change the font size of my message text?

The font size is set by your Web browser, not by the WebAccess client. Consult your Web browser documentation for instructions on changing the font size.

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

See [“Using Rules”](#).

## How do I reschedule an appointment?

In the WebAccess client, you cannot edit an existing appointment. You can use the Windows or Cross-Platform client to reschedule the appointment, or you can delete the existing appointment and schedule a new one in WebAccess.

## How do I archive messages?

In the WebAccess client, you cannot manually archive items, access archived items, or change your cleanup (delete and archive) settings. You must use the Windows client for all archiving tasks, and whatever cleanup settings you establish in the Windows client are in effect when you use the WebAccess client. Your GroupWise® administrator can set cleanup settings that might override your personal settings.

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

See [“Automatically Adding A Signature to Items You Send”](#).

## How do I edit a personal group?

See [“Editing a Personal Group”](#).

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

See [“Understanding the Item List”](#).

## Can I retrieve an item that I have emptied from the Trash?

No. However, if it is extremely important, your GroupWise administrator should be able to restore it from a backup copy of your mailbox.

## Can I delete attachments from a received message?

No, not at the present time.

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

See “[Proxying Another User's Mailbox](#)”.

## How do I block junk mail from entering my mailbox?

The WebAccess client does not have the Junk Mail Handling feature that the Windows client does. However, you can set up rules to automatically delete incoming messages based on the contents of the From, To, Subject, and Message fields. See “[Using Rules](#)”.

## How do I increase the amount of idle time before I am automatically disconnected from GroupWise?

You can't. Contact your GroupWise administrator.

## Can I download my GroupWise mailbox to my handheld device?

Yes, you can use PDA Connect, available from [Novell Downloads page \(http://download.novell.com/index.jsp\)](http://download.novell.com/index.jsp). For documentation, see the [GroupWise PDA Connect Readme \(http://www.novell.com/documentation/gw65/readmeen\\_pda\\_connect/readmeen\\_pda\\_connect.html\)](http://www.novell.com/documentation/gw65/readmeen_pda_connect/readmeen_pda_connect.html).

## Can I access my GroupWise mailbox using Microsoft Outlook or other e-mail program?

If your GroupWise administrator has configured your GroupWise system to allow access from POP and IMAP e-mail clients, you can use these clients to access your GroupWise mailbox. See “[Non-GroupWise Clients](#)” in the [GroupWise 6.5 Interoperability Guide](#).

## Can I access other e-mail accounts using GroupWise WebAccess?

No. You can only access your GroupWise mailbox.



# 5

## Non-GroupWise Clients FAQ

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

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

See “Mobile Devices” in “Non-GroupWise Clients” in the *GroupWise 6.5 Interoperability Guide*.

### How do I access my GroupWise mailbox from Microsoft Outlook?

See “Outlook Express” and “Microsoft Outlook” in “Non-GroupWise Clients” in the *GroupWise 6.5 Interoperability Guide*.



# 6

## GroupWise Client Comparison

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

- ♦ **Windows Client:** A proven e-mail client for over a decade, the GroupWise Windows client is a robust, full-featured access point from your Windows desktop to your GroupWise mailbox. It offers a wide array of features to meet the needs of basic to advanced users.  
**Cross-Platform Client:** First introduced in 2004, the relatively young GroupWise Cross-Platform client offers the most vital GroupWise features to Linux\* and Macintosh\* users, with additional GroupWise functionality being added with each new GroupWise release.
- ♦ **WebAccess Client:** The WebAccess client provides access to your GroupWise mailbox in any environment (Windows, Linux, and Macintosh) where a browser and an Internet connection are available. In addition, using the WebAccess client, you can access your GroupWise mailbox from wireless devices such as phones, Palm OS\* devices, and Windows CE devices. Some GroupWise functionality is limited because of the difficulty of implementing it in a browser-based environment. However, some advanced functionality has been implemented using Java\* applets.

The following tables compare the tasks that can be performed in the GroupWise Windows, Cross-platform, and WebAccess clients:

- ♦ “Message Tasks” on page 23
- ♦ “Calendar Tasks” on page 26
- ♦ “Address Book Tasks” on page 27
- ♦ “Folder Management Tasks” on page 28
- ♦ “Proxy Tasks” on page 28
- ♦ “Document Management Tasks” on page 28

### Message Tasks

#### Mailbox Types

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess Client
Tasks	☑	☑	☑
Notes	☑	☑	☑
Search	☑	☑	☑

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Phone Message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Archive	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Caching	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
POP/IMAP/NNTP	<input checked="" type="checkbox"/>		
Routing Slip	<input checked="" type="checkbox"/>		
Remote	<input checked="" type="checkbox"/>		

## Message Handling

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Send/Receive E-Mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Move Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Retract Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Resend Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Save Unfinished Messages (Work in Progress Folder)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Change Message To	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Sort Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Encrypt/Unencrypt Messages	<input checked="" type="checkbox"/>		
Change Default Font for Viewed Text Messages	<input checked="" type="checkbox"/>		
Change Default Font for Viewed HTML Messages	<input checked="" type="checkbox"/>		

## Message Composition

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Signature	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTML Composition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Change Font for HTML Composed Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Change Font for Text Composed Messages	<input checked="" type="checkbox"/>		
Change Default Font for Text Composed Messages	<input checked="" type="checkbox"/>		
Change Default Font for HTML Composed Messages	<input checked="" type="checkbox"/>		
HTML Signature	<input checked="" type="checkbox"/>		
Digitally Sign Messages	<input checked="" type="checkbox"/>		
vCard* Attachment	<input checked="" type="checkbox"/>		
Conceal Subject	<input checked="" type="checkbox"/>		
Discussion Threads	<input checked="" type="checkbox"/>		

## Tools

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Search	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Checklist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Spell Check	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Create/Modify/Delete Rules	<input checked="" type="checkbox"/>		Can only modify rules created in WebAccess
Filters	<input checked="" type="checkbox"/>	Limited	
Set Time Zone	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
New Message Count	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Mark Private	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
QuickViewer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Date/Time Options	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Change Password	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
View Attachment Viewer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Back Up Mailbox	<input checked="" type="checkbox"/>		
Junk Mail Handling	<input checked="" type="checkbox"/>		
Cleanup Options	<input checked="" type="checkbox"/>		
Mailbox Limits	<input checked="" type="checkbox"/>		

## Send Options

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Classifications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reply Requested	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Return Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Message Priority	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Status Tracking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	E-mail verification only
Expiration Date	<input checked="" type="checkbox"/>		
Delay Delivery	<input checked="" type="checkbox"/>		

## Calendar Tasks

### Scheduling

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Personal Calendaring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Appointment Scheduling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Free/Busy Search	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Retract Appointments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Reschedule Appointments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Multiuser Calendar	<input checked="" type="checkbox"/>		

## Views

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess Client
Day View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Week View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Month View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Year View	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Printing	<input checked="" type="checkbox"/>	Limited	Limited

## Address Book Tasks

Task	GroupWise Windows Client	GroupWise Cross-Platform Client	GroupWise WebAccess Client
Address Book	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Create Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Create New Address Book	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Modify Address Book	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Share Address Book	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Edit Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Name Completion	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Filters	<input checked="" type="checkbox"/>	Limited	
LDAP Address Book Lookup	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Add Contact from Message Address Field (Frequent Contacts Address Book)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Contact Management	<input checked="" type="checkbox"/>		
Import Address Book	<input checked="" type="checkbox"/>		

## Folder Management Tasks

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Search	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add/Delete Folders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Share Folders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Execute Search Folders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Create Search Folders	<input checked="" type="checkbox"/>		
Move Folders	<input checked="" type="checkbox"/>		
Link Messages to Folders	<input checked="" type="checkbox"/>		

## Proxy Tasks

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
User Proxy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change Proxy Settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Multiuser View	<input checked="" type="checkbox"/>		

## Document Management Tasks

Task	GroupWise Windows Client	GroupWise Cross- Platform Client	GroupWise WebAccess Client
Search Document Management System	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Modify Document Properties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Check Out Documents	<input checked="" type="checkbox"/>		
Check In Documents	<input checked="" type="checkbox"/>		
Update Version	<input checked="" type="checkbox"/>		

# 7

## Where Do I Go for More Help?

In addition to the GroupWise® product documentation, the following resources provide additional information about GroupWise 6.5:

- ♦ Novell® Support Knowledgebase ([http://support.novell.com/search/kb\\_index.jsp](http://support.novell.com/search/kb_index.jsp))
- ♦ Novell GroupWise Support Forum (<http://support.novell.com/forums/2gw.html>)
- ♦ Novell GroupWise Support Community (<http://support.novell.com/products/groupwise/>)
- ♦ Novel GroupWise Cool Solutions (<http://www.novell.com/coolsolutions/gwmag>)
- ♦ Novell GroupWise product site (<http://www.novell.com/products/groupwise>)
- ♦ BrainStorm, Inc.\*, the Novell End-User Training Partner (<http://www.brainstorminc.com/vendors/default.asp>)



# 8

## Documentation Updates

This section lists updates to the *GroupWise 6.5 Client Frequently Asked Questions (FAQ)* that have been made since the initial release of the FAQ. The information will help you to keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *GroupWise 6.5 Client Frequently Asked Questions (FAQ)* was republished. Within each dated section, the updates are listed by the names of the main table of contents sections.

The *GroupWise 6.5 Client Frequently Asked Questions (FAQ)* has been updated on the following dates:

- ♦ “February 6, 2006 (GroupWise 6.5 SP6)” on page 31
- ♦ “October 31, 2005” on page 32

### February 6, 2006 (GroupWise 6.5 SP6)

Location	Change
<b>GroupWise Windows Client FAQ</b>	
“How do I display just my unopened items?” on page 12	Added a new question and answer.
“How do I add another column to a list of items?” on page 13	Added a new question and answer.
“Where is the Accounts menu that I need in order to set up a POP or IMAP e-mail account in GroupWise?” on page 13	Added a new question and answer.
“Why are there discrepancies between the folder structure in my archive and my Online or Caching mailbox?” on page 14	Added a new question and answer.
“How do I get GroupWise to start maximized?” on page 14	Added a new question and answer.
<b>GroupWise Cross-Platform Client FAQ</b>	
“How do I add another column to a list of items?” on page 16	Added a new question and answer.

Location	Change
<b>GroupWise Client Comparison</b>	
<a href="#">“Message Composition” on page 24</a>	Added message threads to the table, indicating that they are available only in the Windows client.
<b>Where Do I Go for More Help?</b>	
<a href="#">“Where Do I Go for More Help?” on page 29</a>	Added BrainStorm, Inc.*

## October 31, 2005

Location	Change
<b>GroupWise Windows Client FAQ</b>	
<a href="#">“Can I transfer my GroupWise archive onto a CD to save space on my workstation and then access it from the CD when I need to refer to old items?” on page 14</a>	Added a new question and answer.
<b>GroupWise Cross-Platform Client FAQ</b>	
<a href="#">“GroupWise Cross-Platform Client FAQ” on page 15</a>	Added a new question and answer.