GroupWise Client
Frequently Asked Questions (FAQ)
GroupWise 8

July 14, 2010

Novell.

Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export, or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the Novell International Trade Services Web page (http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2005-2010 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc.
1800 South Novell Place
Provo, UT 84606
U.S.A.
www.novell.com

Online Documentation: To access the online documentation for this and other Novell products, and to get updates, see the Novell Documentation Web site (http://www.novell.com/documentation).

Novell Trademarks

For Novell trademarks, see the Novell Trademark and Service Mark list (http://www.novell.com/company/legal/trademarks/tmlist.html).

Third-Party Materials

All third-party trademarks are the property of their respective owners.

Contents

About This Guide

Audience

This Novell *GroupWise 8 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:

Feedback

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

Additional Documentation

For additional GroupWise documentation, see the following client guides at the Novell GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8):

- *GroupWise Windows Client User Guide*
- *GroupWise Linux/Mac Client User Guide*
- *GroupWise WebAccess Client User Guide*

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

- ❏ Step 1: Online Help in the GroupWise Client
- ❏ Step 2: Online Training and Tutorials in the GroupWise Windows Client
- ❏ Step 3: User Guides on the GroupWise Documentation Web Site
- ❏ Step 4: User Comments Link in the User Guides
- ❏ Step 5: GroupWise Support Forum

1.1 Step 1: Online Help in the GroupWise Client

All three GroupWise clients offer online help.

- ◆ **Windows Client:** Click *Help > Help Topics* and *Help > Training and Tutorials*.
- ◆ **Linux Client:** Click *Help > Help Topics*.
- ◆ **Mac Client:** Click *Help > GroupWise Help*.
- ◆ **WebAccess Client:** Click *Help*.

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

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

If the online help doesn't help you, proceed to Step 2: Online Training and Tutorials in the GroupWise Windows Client or Step 3: User Guides on the GroupWise Documentation Web Site.

1.2 Step 2: Online Training and Tutorials in the GroupWise Windows Client

If you are using the GroupWise Windows client, click *Help > Training and Tutorials* for additional assistance. By default, this option displays the GroupWise 8 End-User Training (http://www.brainstorminc.com/gw8-demo.aspx) page provided by BrainStorm, Inc. However, your GroupWise administrator can customize the URL that displays when you click *Help > Training and Tutorials*. It might be more in-depth training provided by BrainStorm, or it might be customized training provided by your GroupWise administrator. Make sure you are familiar with the contents of the Training and Tutorials feature.

1.3 Step 3: User Guides on the GroupWise Documentation Web Site

All GroupWise clients have an easy-to-access User Guide posted on the GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8):

- ◆ **Windows Client:** Click *Help > User Guide*.
- ◆ **Linux Client:** Click *Help > User Guide*.
- ◆ **Mac Client:** Click *Help > User Guide*.
- ◆ **WebAccess Client:** Click *Help > Novell GroupWise 8 Documentation Web site > GroupWise WebAccess Client 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 8 Documentation Web site (http://www.novell.com/documentation/gw8), then select the sections of the guide that you want to search in the left pane. All sections of the guide are selected by default. Type the word or phrase to search for, then click *Search Checked Items For*. Web search technology is used to return pages where the word or phrase is found in the User Guide, ranked according to the likelihood that the page is what you're looking for.
- ◆ **PDF Search:** To search the PDF version of a User Guide, click the PDF link to the guide on the GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8). In the *Find* field, type the word or phrase to search for, then press Enter to find the first instance. Click *Find Forward* to continue searching through the document for instances of the word or phrase. This full text search procedure is more thorough than the Web search approach.

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

If the User Guide doesn't help you, proceed to Step 4: User Comments Link in the User Guides.

1.4 Step 4: User Comments Link in the User Guides

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

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

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

- ◆ We know where the answer to your question is in the current documentation. We send a response to you to help you find the information you need.
- ◆ We know the answer to your question and we discover that it is not in the current documentation. We send a response to you and post the information on the page where you made your comment. The information will be added to the next version of the GroupWise documentation.

- We don't know the answer to your question. We find the answer to your question, then proceed as described above.
- We technical writers can't help you resolve problems with the GroupWise software. When GroupWise doesn't work for you the way it's supposed to, we refer you to Step 5: GroupWise Support Forum.

NOTE: Response times vary.

1.5 Step 5: GroupWise Support Forum

The GroupWise Support Forum (http://forums.novell.com/forumdisplay.php?&f=356) 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 change my password when I know my current password?
- I've forgotten my password or username. How do I access my account?
- How do I customize the Home View?
- Help! I've had fun playing with my Home View. Now how do I put it back?
- How do I get rid of the little monthly calendars that weren't there in my GroupWise 6.5 Calendar Week view?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text, such as contact information, to the bottom of every message I send?
- My personal information in the GroupWise Address Book is out of date. How do I update it?
- How do I change the way my name appears in messages?
- How do I display just my unopened items?
- How do I get notified of incoming messages?
- How do I turn on sound or change the sound of my appointment alarms?
- Can I set an alarm on a task?
- Can I send automatic e-mail reminders to other users?
- How do I schedule an annual event, like a birthday or anniversary?
- How do I change my default font for composing and viewing messages?
- How do I turn on or turn off the header on messages I print?
- What do all the little symbols next to my messages mean?
- Someone gave me proxy access to a mailbox. How do I access it?
- How do I change the ownership of a shared folder?
- Help! My folder list has disappeared. How do I get it back?
- Help! A column header has disappeared. How do I get it back? And how do I add more columns?
- Where is the Accounts menu that I need in order to set up a POP or IMAP e-mail account in GroupWise?
- Can I delete attachments from a received message?
- In the Attach File dialog box, how do I set the default file listing to Details (to include file size, type, and date) instead of List (which just lists the filenames)?
- How do I forward all my mail from my GroupWise account to a personal e-mail account?
- Can I send a message to a cell phone?
- Why have my items disappeared out of my mailbox?
- How do I move my archive?

- Why are there discrepancies between the folder structure in my archive and in 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?
- I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

NOTE: External cross-references in the section are found in the *GroupWise 8 Windows Client User Guide*.

How do I change my password when I know my current password?

See "Assigning a Password to Your Mailbox".

I've forgotten my password or username. How do I access my account?

Contact your organization's GroupWise administrator.

How do I customize the Home View?

See "Understanding the Main GroupWise Window" and "Using Panels to Organize Your Home Folder".

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

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

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

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

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

See "Creating a Vacation Rule or Auto Reply".

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

See "Adding a Signature or vCard".

My personal information in the GroupWise Address Book is out of date. How do I update it?

You cannot edit the information in the GroupWise Address Book yourself. You must contact your GroupWise administrator in order to update your personal information.

How do I change the way my name appears in messages?

See "Changing Your Display Name". If the conditions described in this procedure do not apply to your circumstance, you must have your local GroupWise administrator use ConsoleOne to change how your name appears.

How do I display just my unopened items?

The default Home View includes an Unread Items panel, as described in "Understanding the Main GroupWise Window".

If you don't use the Home View, 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?

See "Starting Notify".

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

See "Setting How to Be Notified for Calendar Alarms". To change the sound that plays when a new item arrives in your mailbox, see "Setting Notification for New Items".

Can I set an alarm on a task?

At present, you can't set alarms on tasks.

Can I send automatic e-mail reminders to other users?

For a single message, you could use the Delay Delivery feature to have a message delivered on a specified day at a specified time. See"Delaying Delivery of an Item". However, the Delay Delivery feature cannot be used in conjunction with recurring items. If you want to remind others of something every two weeks, for example, you must set up each reminder individually.

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

See "Scheduling Auto-Dates by Formula" if you want to use reminder notes, or see "Scheduling an Appointment for Yourself" if you want to use all day events.

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

See the following sections:

- "Selecting the Default Compose View"
- "Selecting the Default Read View"

How do I turn on or turn off the header on messages I print?

For a Plain Text formatted message, right-click the message, then click *View*. Click *Print (Preview) Options*, then select or deselect *Print Header* as needed.

For an HTML formatted message, the message displays and prints according to your current Internet Explorer browser settings (*File > Page Setup > Headers and Footers*).

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

See "Identifying Icons Appearing Next to Items".

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

See "Mailbox/Calendar Access for Proxy Users".

How do I change the ownership of a shared folder?

At present, there is not an easy way to transfer ownership of a shared folder from one user to another. As a workaround, one of the users with whom the folder is shared can create a new folder and move the contents of the shared folder into it, then share that new folder with the other users, thus becoming the owner of the newly shared copy of the original shared folder. The new owner must have full rights to the original shared folder.

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

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

Help! A column header has disappeared. How do I get it back? And how do I add more columns?

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 availably only if your GroupWise administrator has enabled this feature, as described in "Modifying Environment Options" in "Client" in the *GroupWise 8 Administration Guide*. Ask your GroupWise administrator to enable the feature. Your GroupWise administrator might also require you to be in Caching mode in order to add accounts.

Can I delete attachments from a received message?

No. Not at the present time. However, there are third-party applications that can do this for you. See the Novell Partner Product Guide (http://www.novell.com/partnerguide) for suggestions.

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

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

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

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

Can I send a message to a cell phone?

Most cell phones include an e-mail address for SMS messages. If you want to forward your messages to your own cell phone, you need to contact your carrier to determine the e-mail address of your phone. If you want to send a message to someone else's cell phone, you need to know the e-mail address of that person's phone.

Why have my items disappeared out of my mailbox?

This has to do with your personal cleanup options. Keep in mind that your administrator can override your personal settings for cleanup options.

See "Archiving Items Automatically".

How do I move my archive?

In the Windows client, click *Tools > Options > Environment > File Location*, then look at the *Archive directory* path to see where your archive is right now. Delete the current location and save the blank setting of no archive directory, so that no archiving can be performed while you are moving the archive. Copy your archive directory to the desired location, then go back to *Tools > Options > Environment > File Location* and provide the new location. Make sure you can access your archive in the new location, then delete the archive from the original location to conserve disk space.

Why are there discrepancies between the folder structure in my archive and in 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 in 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 can copy it from the CD back into a read-write environment in order to access it.

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

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. If you want GroupWise permanently maximized, you can right-click the GroupWise desktop icon, then click *Properties*. In the *Run* drop-down list, select *Maximized*.

I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

You need to actually empty the Trash before your disk space consumption goes down.

3 GroupWise Linux/Mac Client FAQ

- I'm used to the GroupWise Windows client. What differences am I going to see when I use the Linux/Mac client?
- How do I change my password when I know my current password?
- I've forgotten my password or username. How do I access my account?
- How do I set up an automated response to let people know that I'm on vacation or out of the office?
- How do I add text, such as contact information, to the bottom of every message I send?
- My personal information in the GroupWise Address Book is out of date. How do I update it?
- How do I change the way my name appears in messages?
- How do I schedule an annual event, like a birthday or anniversary?
- How do I change my default font for composing and viewing messages?
- What do all the little symbols next to my messages mean?
- How do I add another column to a list of items?
- Can I delete attachments from a received message?
- Someone gave me proxy access to a mailbox. How do I access it?
- How do I change the ownership of a shared folder?
- How do I forward all my mail from my GroupWise account to a personal e-mail account?
- Can I send a message to a cell phone?
- Why have my items disappeared out of my mailbox?
- How do I move my archive?
- I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

NOTE: External cross-references in the section are found in the *GroupWise 8 Mac/Linux Client User Guide*.

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

See "GroupWise Client Comparison" on page 27.

How do I change my password when I know my current password?

See "Assigning a Password to Your Mailbox".

I've forgotten my password or username. How do I access my account?

Contact your organization's GroupWise administrator.

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

See "Creating a Vacation Rule or Auto Reply."

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

See "Adding a Signature or vCard."

My personal information in the GroupWise Address Book is out of date. How do I update it?

You cannot edit the information in the GroupWise Address Book yourself. You must contact your GroupWise administrator in order to update your personal information.

How do I change the way my name appears in messages?

See "Changing Your Display Name." If the conditions described in this procedure do not apply to your circumstance, you must have your local GroupWise administrator use ConsoleOne to change how your name appears.

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

See "Scheduling Recurring Items" if you want to use reminder notes, or see "Scheduling an Appointment for Yourself" if you want to use all day events.

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

See the following sections:

- "Selecting the Default Compose View and Font"
- "Selecting the Default Read View and Font"

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

See "Identifying the Icons Appearing Next to Items."

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.

Can I delete attachments from a received message?

No. Not at the present time. However, there are third-party applications that can do this for you. See the Novell Partner Product Guide (http://www.novell.com/partnerguide) for suggestions.

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

See "Becoming a Proxy User in Another User's Mailbox."

How do I change the ownership of a shared folder?

At present, there is not an easy way to transfer ownership of a shared folder from one user to another. As a workaround, one of the users with whom the folder is shared can create a new folder and move the contents of the shared folder into it, then share that new folder with the other users, thus becoming the owner of the newly shared copy of the original shared folder. The new owner must have full rights to the original shared folder.

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

See "Creating a Rule to Forward Mail to Another Account."

Can I send a message to a cell phone?

Most cell phones include an e-mail address for SMS messages. If you want to forward your messages to your own cell phone, you need to contact your carrier to determine the e-mail address of your phone. If you want to send a message to someone else's cell phone, you need to know the e-mail address of that person's phone.

Why have my items disappeared out of my mailbox?

This has to do with your personal cleanup options. Keep in mind that your administrator can override your personal settings for cleanup options.

See "Archiving Items Automatically".

How do I move my archive?

In the Linux/Mac client, click *Tools > Options > Environment > File Location*, then look at the *Archive directory* path to see where your archive is right now. Delete the current location and save the blank setting of no archive directory, so that no archiving can be performed while you are moving the archive. Copy your archive directory to the desired location, then go back to *Tools > Options > Environment > File Location* and provide the new location. Make sure you can access your archive in the new location, then delete the archive from the original location to conserve disk space.

NOTE: On a Mac, click *GroupWise > Preferences* instead of *Tools > Options*.

I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

You need to actually empty the Trash before your disk space consumption goes down.

4 GroupWise WebAccess Client FAQ

- ◆ I've forgotten my password or user name. How do I access my account?
- ◆ I'm used to the GroupWise Windows client. What differences am I going to see when I use the WebAccess client?
- ◆ I just got a new iPad, and the WebAccess client doesn't work correctly on it. What can I do?
- ◆ Where's the Home tab?
- ◆ How do I stop my password from being automatically provided on the WebAccess login page?
- ◆ What do I do if my session times out while I'm working on a message?
- ◆ How do I set up an automated response to let people know that I'm on vacation or out of the office?
- ◆ How do I add text like contact information to the bottom of every message I send?
- ◆ My personal information in the GroupWise Address Book is out of date. How do I update it?
- ◆ How do I change the way my name appears in messages?
- ◆ What do all the little symbols next to my messages mean?
- ◆ Why do messages keep disappearing from my mailbox?
- ◆ How do I block unwanted messages from my mailbox?
- ◆ Can I delete attachments from a received message?
- ◆ Someone gave me proxy access to a mailbox. How do I access it?
- ◆ How do I forward all my mail from my GroupWise account to a personal e-mail account?
- ◆ Can I send a message to a cell phone?
- ◆ I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

NOTE: External cross-references in the section are found in the *GroupWise 8 WebAccess Client User Guide*.

I've forgotten my password or user name. How do I access my account?

Contact your organization's GroupWise administrator.

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

See *"GroupWise Client Comparison" on page 27*.

I just got a new iPad, and the WebAccess client doesn't work correctly on it. What can I do?

The WebAccess client does not yet support touchscreen technology. There are three ways to access your GroupWise mailbox from a touchscreen device:

- Use the Novell Data Synchronizer Mobility Pack to synchronize data between GroupWise and mobile devices including an iPad. For installation and usage instructions, see the Novell Data Synchronizer Documentation Web site (http://www.novell.com/documentation/ datasynchronizer1).

- Use an IMAP e-mail client on the iPad to access your GroupWise mailbox. The iPad offers setup options for several common e-mail clients. Select *Other* to set up an IMAP connection to your GroupWise mailbox. You must provide your GroupWise user ID and password, and the IP address and port number of the POA for your post office. You also need to know whether the POA requires an SSL connection with e-mail clients. An IMAP account provides access to e-mail in your GroupWise mailbox, but it does not provide contacts or calendaring features.

- Use the WebAccess basic interface when you log in to WebAccess in the Web browser on your iPad. For usage instructions, see the *GroupWise 8 WebAccess Basic Interface Quick Start* (http:// www.novell.com/documentation/gw8).

Where's the Home tab?

The Home folder was a new feature in the GroupWise 7 Windows client. It is now available in the Linux/Mac client in GroupWise 8. It is not yet available in the WebAccess client.

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

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

What do I do if my session times out while I'm working on a message?

If your GroupWise administrator has configured WebAccess as described in "Setting the Timeout Interval for Inactive Sessions" in "WebAccess" in the *GroupWise 8 Administration Guide*, you should not lose a message your are working on when your session times out. If you do lose messages under these conditions, contact your GroupWise administrator.

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

See "Creating a Vacation Rule or Auto Reply."

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

See "Adding a Signature."

My personal information in the GroupWise Address Book is out of date. How do I update it?

You cannot edit the information in the GroupWise Address Book yourself. You must contact your GroupWise administrator in order to update your personal information.

How do I change the way my name appears in messages?

You must have your local GroupWise administrator use ConsoleOne to change how your name appears.

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

See "Identifying the Icons Appearing Next to Items."

Why do messages keep disappearing from my mailbox?

GroupWise performs cleanup activities on you mailbox, such as archiving or deleting old messages, on a regular basis. When you use the WebAccess client, items are archived or deleted according to the default settings provided by your GroupWise administrator in ConsoleOne or according to settings you provide in the GroupWise Windows client or the Linux/Mac client, as described in:

- ◆ "Archiving Items Automatically" in the *GroupWise 8 Windows Client User Guide*
- ◆ "Archiving Items Automatically" in the *GroupWise 8 Mac/Linux Client User Guide*

How do I block unwanted messages from my mailbox?

In the WebAccess client, you are dependent on whatever your GroupWise administrator has set up for your GroupWise system, as described in "Blocking Unwanted E-Mail from the Internet" in the *GroupWise 8 Administration Guide*.

When you use the GroupWise Windows client, you have more control over what you allow into your own mailbox, as described in "Handling Unwanted E-Mail (Spam)" in the *GroupWise 8 Windows Client User Guide*.

If you have a small number of specific addresses that you want to block, you can set up a rule, as described in "Creating a Rule."

Can I delete attachments from a received message?

No. Not at the present time. However, there are third-party applications that can do this for you. See the Novell Partner Product Guide (http://www.novell.com/partnerguide) for suggestions.

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

See "Accessing a Mailbox or Calendar as a Proxy."

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

See "Forwarding E-Mail to Other People".

Can I send a message to a cell phone?

Most cell phones include an e-mail address for SMS messages. If you want to forward your messages to your own cell phone, you need to contact your carrier to determine the e-mail address of your phone. If you want to send a message to someone else's cell phone, you need to know the e-mail address of that person's phone.

I've run out of space in my mailbox. I've deleted everything I can think of. Now what?

You need to actually empty the Trash before your disk space consumption goes down.

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 Evolution?

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

See "Mobile Devices" in the *GroupWise 8 Interoperability Guide*.

How do I access my GroupWise mailbox from Microsoft Outlook?

See "Outlook Express" and "Microsoft Outlook" in "Non-GroupWise E-Mail Clients" in the *GroupWise 8 Interoperability Guide*.

How do I access my GroupWise mailbox from Evolution?

See "Evolution" in "Non-GroupWise E-Mail Clients" in *GroupWise 8 Interoperability Guide*.

6 GroupWise Client Comparison

GroupWise 8 includes three native clients for accessing your GroupWise mailbox:

- **Windows Client:** A proven e-mail client, 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.

- **Linux/Mac Client:** First introduced in 2004, the GroupWise Linux/Mac 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.

7 Where Do I Go for More Help?

In addition to the GroupWise product documentation, the following resources provide additional information about GroupWise 8:

- Novell Support Knowledgebase (http://www.novell.com/support)
- Novell GroupWise Support Forum (http://forums.novell.com/forumdisplay.php?&f=356)
- 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/for-business/train-by-product/novell.aspx)

A Documentation Updates

This section lists updates to the *GroupWise 8 Client Frequently Asked Questions (FAQ)* that have been made since the initial release of GroupWise 8. The information helps 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 8 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 8 Client Frequently Asked Questions (FAQ)* has been updated on the following dates:

A.1 July 14, 2010 (GroupWise 8 SP2)

Location	Change
GroupWise Windows Client FAQ	
"How do I change my password when I know my current password?" on page 12	Added instructions for changing your password.
"I've forgotten my password or username. How do I access my account?" on page 12	Added instructions for retrieving a forgotten password.
"Why have my items disappeared out of my mailbox?" on page 15	Explained the need for setting Cleanup options.
GroupWise Linux/Mac Client FAQ	
"How do I change my password when I know my current password?" on page 12	Added instructions for changing your password.
"I've forgotten my password or username. How do I access my account?" on page 12	Added instructions for retrieving a forgotten password.
"Why have my items disappeared out of my mailbox?" on page 15	Explained the need for setting Cleanup options.
GroupWise Linux/Mac Client FAQ	
"I just got a new iPad, and the WebAccess client doesn't work correctly on it. What can I do?" on page 22	Explained the alternatives for accessing your GroupWise mailbox from an iPad.

A.2 August 31, 2009 (GroupWise 8 SP1)

Location	Change
GroupWise Windows Client FAQ	
"How do I schedule an annual event, like a birthday or anniversary?" on page 13	Added instructions for using all day events.
GroupWise Linux/Mac Client FAQ	
"How do I schedule an annual event, like a birthday or anniversary?" on page 13	Added instructions for using all day events.