IV **Users**

13 Creating GroupWise Accounts

For users to be able to use GroupWise®, you must give them GroupWise accounts. A GroupWise account defines the user in the GroupWise system by providing the user with a GroupWise user ID and GroupWise mailbox.

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

- "Establishing a Default Password for All New GroupWise Accounts" on page 189
- "Creating GroupWise Accounts for eDirectory Users" on page 190
- "Creating GroupWise Accounts for Non-eDirectory Users" on page 195
- "Educating Your New Users" on page 196

Establishing a Default Password for All New GroupWise Accounts

To save time and energy when you are creating new GroupWise accounts, you can establish a default password to use for all new accounts.

1 In ConsoleOne®, click Tools > GroupWise System Operations > System Preferences > Default Password.
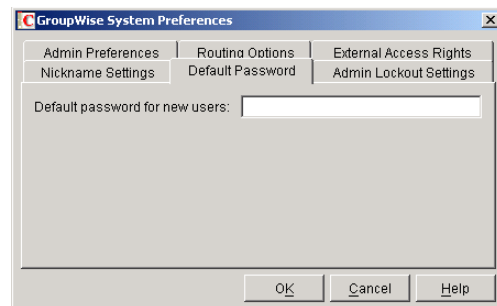
2 Type the password you want to use as the default, then click OK.

3 Explain to users how to set their own passwords in the GroupWise client, as described in "Assigning Passwords to Your Mailbox" in the *GroupWise 6.5 Windows Client User Guide*.

Creating GroupWise Accounts for eDirectory Users

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

- Creating a Single GroupWise Account: You can create a GroupWise account for a single eDirectory user by editing the GroupWise information on his or her User object. This method lets you create the GroupWise account on any post office, select the GroupWise user ID, and configure optional GroupWise information. It provides the most flexibility in creating a user's GroupWise account.

- Creating Multiple GroupWise Accounts: You can create GroupWise accounts for multiple eDirectory users by editing the membership information on a Post Office object. This method allows you to quickly add multiple users to the same post office at one time. However, you cannot select the user's GroupWise user ID; instead, the user's eDirectory username is automatically used as his or her GroupWise user ID. In addition, to configure other optional GroupWise information for a user, you need to modify each User object.

- Creating GroupWise Accounts by Importing Users: You can import information from ASCII-delimited text files.

- Using a Template to Create GroupWise Accounts: You can create a template to apply to new eDirectory User objects you create. The template can be configured to automatically assign the user to a post office.

Creating a Single GroupWise Account

To create a GroupWise account for an eDirectory user:

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

2 Click GroupWise > Account to display the Account page.
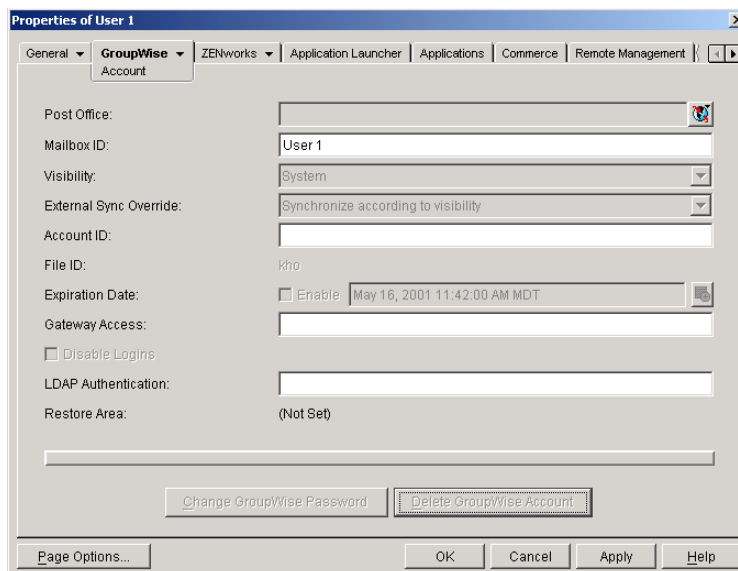
3 Fill in the following fields:

Post Office: Select the post office where you want the user's mailbox created.

Mailbox ID: The Mailbox ID (also referred to as the GroupWise user ID) defaults to the eDirectory username. You can change it if necessary.

IMPORTANT: GroupWise mailbox IDs cannot contain periods. If the eDirectory username contains one or more periods, you must provide a mailbox ID that does not contain periods.

4 Click Apply to create the account.

You must create the account by clicking Apply (or OK) before you can modify any of the other fields, including the GroupWise password.

5 If desired, modify any of the following optional fields:

Visibility: Select the level at which you want the user to be visible in the Address Book. System enables the user to be visible to all users in your GroupWise system. Domain enables the user to be visible to all users in the same domain as the user. Post Office enables the user to be visible to all users on the same post office as the user. Setting the visibility level to None means that no users will see the user in the Address Book. However, even if the user is not displayed in the Address Book, other users can send messages to the user by typing the user's ID (mailbox ID) in a message's To field.

External Sync Override: This option applies only if your GroupWise system links to and synchronizes with an external system.

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

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

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

Account ID: This option applies only if you have a GroupWise gateway that supports accounting. For more information about gateway accounting, see your GroupWise gateway documentation (http://www.novell.com/documentation/gw65/index.html).

File ID: This three-letter ID is randomly generated and is non-editable. It is used for various internal purposes within the GroupWise system, including ensuring that files associated with the user have unique names.

Expiration Date: If you want the user's GroupWise account to no longer work after a certain date, specify the expiration date. This date applies to the user's GroupWise account only; it is independent of the eDirectory account expiration date (User object > Restrictions tab > Login Restrictions page).

Gateway Access: This option applies only if you have GroupWise gateways that support access restrictions. For more information, see your gateway documentation (http://www.novell.com/documentation/gw6/index.html).

Disable Logins: Select this option to prevent the user from accessing his or her GroupWise mailbox.

LDAP Authentication: This option applies only if you are using LDAP to authenticate users to GroupWise (see "Providing LDAP Authentication for GroupWise Users" on page 461) and the LDAP server is not the Novell LDAP server. If this is the case, enter the user's LDAP authentication ID.

Restore Area: This field applies only if you are using the GroupWise backup and restore features. If so, this field indicates the location where the user's mailbox is being backed up. For details, see Chapter 32, "Restoring GroupWise Databases from Backup," on page 379.

Change GroupWise Password: Click this option to assign a password to the user's GroupWise account or change the current password. The user will be prompted for this password each time he or she logs in to GroupWise.

To be able to skip this option by setting a default password, see "Establishing a Default Password for All New GroupWise Accounts" on page 189.

Delete GroupWise Account: Click this option to delete the user's GroupWise account. This includes the user's mailbox and all items in the mailbox. The user's eDirectory account is not affected.

6 Click Apply to save the changes.

7 Click GroupWise > General > Identification to display the user's current eDirectory information.

This information will appear in the GroupWise Address Book, as described in Chapter , "Address Book," on page 81. If you keep private information in the Description field of the User object, you can prevent this information from appearing the GroupWise Address Book. See "Preventing the User Description Field from Displaying in the Address Book" on page 85.

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

Creating Multiple GroupWise Accounts

If you have multiple eDirectory users who will have GroupWise accounts on the same post office, you can use the Post Office object's Membership page to quickly add the users and create their accounts. Each user's GroupWise user ID will be the same as his or her eDirectory username.

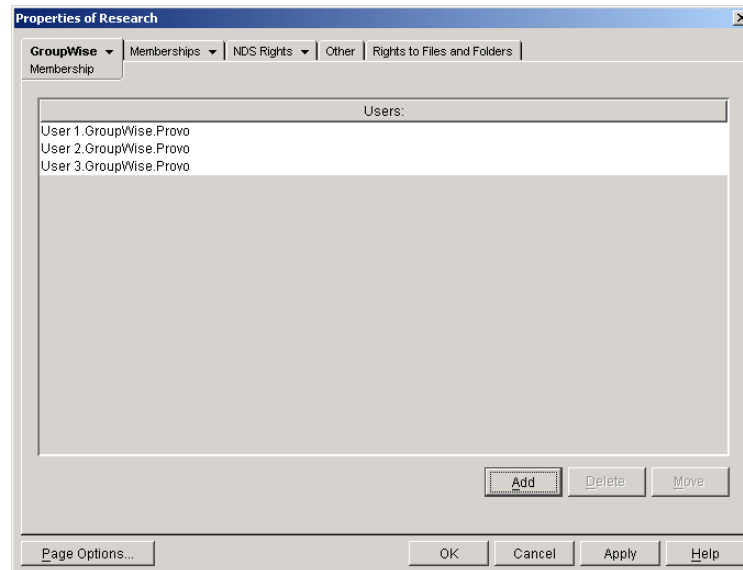To create GroupWise accounts for multiple eDirectory users:

1 In ConsoleOne, right-click the Post Office object, then click Properties.

2 Click GroupWise > Membership to display the Membership page.
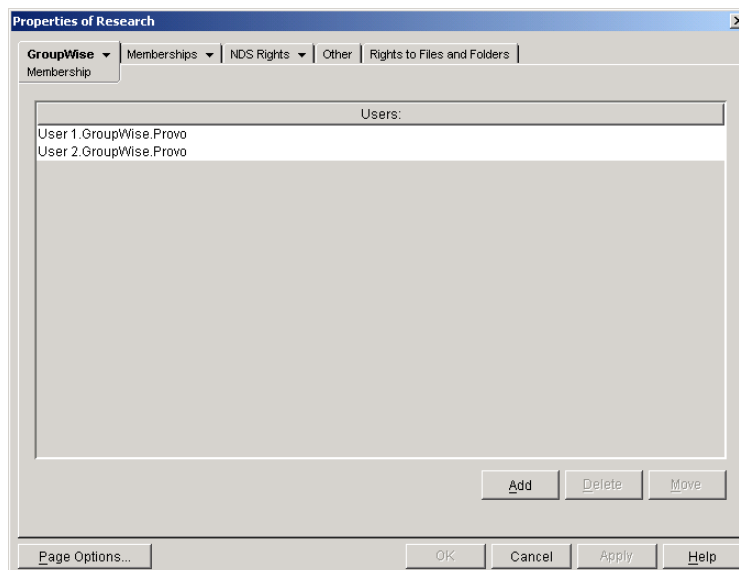
3 Click Add, select the eDirectory user you want to add to the post office, then click OK to add the user to the post office's membership list.

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

IMPORTANT: GroupWise IDs cannot contain periods. If the any of the eDirectory usernames contain periods, you must provide GroupWise IDs that do not contain periods on the GroupWise Account page of each User object.

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

5 When finished, click OK to save the changes.

Creating GroupWise Accounts by Importing Users

You can quickly create multiple GroupWise users by importing ASCII-delimited text files created by the GroupWise Export utility or by a third-party export. The text files provide the eDirectory and GroupWise attributes necessary for creating users. For information about using the GroupWise Import utility, see "Import" on page 68. For information about using the GroupWise Export utility, see "Export" on page 71.

Using a Template to Create GroupWise Accounts

If you frequently create new users, you might want to create Template objects with the necessary GroupWise properties. This makes creating a new eDirectory user with GroupWise access a one-step process. However, you cannot use a Template object to give GroupWise properties to existing eDirectory users.

The steps to create a template with GroupWise properties include assigning the post office and setting up directory rights. Because a user can have membership in only one post office, a different template should be created for each existing post office. Further, for each post office, a template can be created for different categories of users, such as secretarial, accounting, administrative, human resources, development, sales, and manufacturing.

After one template has been created with eDirectory properties and post office directory rights, you can use it to quickly create templates for subsequent post offices.

- ◆ "Creating a Template" on page 194
- ◆ "Creating a User Account from a Template" on page 194

Creating a Template

1 In ConsoleOne, right-click the Organizational Unit object where you want to create the Template object, then click New > Object to display the New Object dialog box.

Templates should be placed in the same organizational unit where they will be used because the browser first lists any templates in the current context. The template will also inherit rights from the container the template is created in, further simplifying its setup.

2 In the Class list, select Template, then click OK to display the New Template dialog box.

3 Enter a name that describes the purpose for which the template will be used.

4 If you want to base the template on another Template or User object, select Use Template or User, then browse to and select the desired Template or User object.

5 Select Define Additional Properties.

6 Click Create to display the properties pages for the Template object.

7 Click GroupWise > Information.

8 Fill in the following fields:

Post Office: Select the post office the user will be assigned to.

Visibility: Select the level at which the user will be visible in the Address Book. System enables the user to be visible to all users in your GroupWise system. Domain enables the user to be visible to all users in the same domain as the user. Post Office enables the user to be visible to all users on the same post office as the user. Setting the visibility level to None means that no users will see the user in the Address Book. However, even if the user is not displayed in the Address Book, other users can send messages to the user by typing the user's ID (mailbox ID) in a message's To field.

Account ID: This field supports accounting for GroupWise gateways. For more information about gateway accounting, see your gateway documentation.

Expiration Date: Use this to set a date when the user's account will expire. The user will not be able to access the account after that date. For more information, see "Expiring a GroupWise Account" on page 217.

Gateway Access: This is used to grant or restrict access to some GroupWise gateways. See your gateway documentation (http://www.novell.com/documentation/gw65/index.html) to determine if this field applies.

9 Modify information on any of the other tabs to configure the template, then click OK to save the template changes.

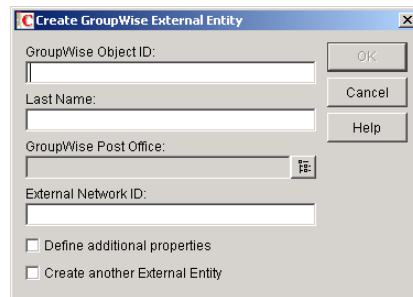## Creating a User Account from a Template

1 In ConsoleOne, right-click the container where you want to create a new eDirectory user, then click New > User.

2 Enter a Name, Surname, and Unique ID (all three are required).

3 Select the Use Template option, then browse to and select the template you want applied to this user.

4 Modify any of the other options you want.

5 Click OK to create the user's eDirectory and GroupWise accounts.

Creating GroupWise Accounts for Non-eDirectory Users

If you have users who do not have eDirectory accounts, you can still assign them GroupWise accounts by defining them as GroupWise external entities in eDirectory. Defining a user as a GroupWise external entity provides the user with access to GroupWise only; it does not enable the user to log in to eDirectory. External entities have eDirectory objects, but they are not considered eDirectory users for licensing purposes.

To create a GroupWise account for a non-eDirectory user:

1 In ConsoleOne, right-click the eDirectory container where you want to create the user's GroupWise External Entity object, then click New > Object to display the New Object dialog box.

2 Select GroupWise External Entity, then click OK to display the Create GroupWise External Entity dialog box.


3 Fill in the following fields:

GroupWise Object ID: Enter the user's GroupWise ID. The user's ID along with the user's post office and domain, provide the user with a unique name within the GroupWise system (*userID.po.domain*). The GroupWise object ID cannot include periods.

Last Name: Enter the user's last name.

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

External Network ID: Enter the user's network ID for the network that he or she logs in to.

4 Select Define Additional Properties, then click OK to display the GroupWise Identification page.
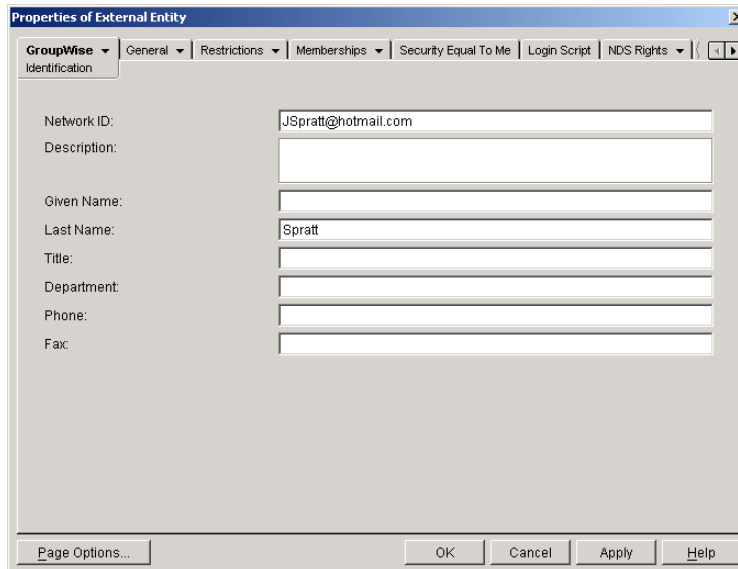
5 If desired, fill in any of the fields on the Identification page.

This information will appear in the GroupWise Address Book, as described in Chapter , "Address Book," on page 81. If you want to keep private information in the Description field, you can prevent this information from appearing the GroupWise Address Book. See "Preventing the User Description Field from Displaying in the Address Book" on page 85.

6 Click OK to save the information.

The user is given a GroupWise mailbox in the post office you selected and can access his or her mailbox through the GroupWise client.

Educating Your New Users

After users can log in to their GroupWise accounts, all of the GroupWise client's features are at their fingertips, but some new users do not know how to get started. You can give your users the following suggestions to encourage them to explore the GroupWise client:

* Click Help > Help Topics > Contents > How Do I to learn to perform common GroupWise tasks

* Click Help > What's New to learn about the latest new GroupWise features

* Click Help > User Guide to view the *GroupWise 6.5 Windows Client User Guide* in HTML format

* Print "Getting Started" in the *GroupWise 6.5 Windows Client User Guide* to keep handy by the workstation as a quick reference

For convenience in printing, the *GroupWise 6.5 Windows Client User Guide* is available in PDF format at the GroupWise 6.5 Documentation Web site (http://www.novell.com/documentation/gw65/index.html).

14 Managing GroupWise Accounts and Users

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

See also "Maintaining Domain and Post Office Databases" on page 345, Chapter 27, "Maintaining User/Resource and Message Databases," on page 353, and "Backing Up GroupWise Databases" on page 375. Proper database maintenance and backups allow recovery from accidental deletions, as described in "Restoring Deleted Mailbox Items" on page 381 and "Recovering Deleted GroupWise Accounts" on page 384.

Adding a User to a Distribution List

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

To add a user to a distribution list

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

2 Click GroupWise > Distribution Lists to display the Distribution Lists page.
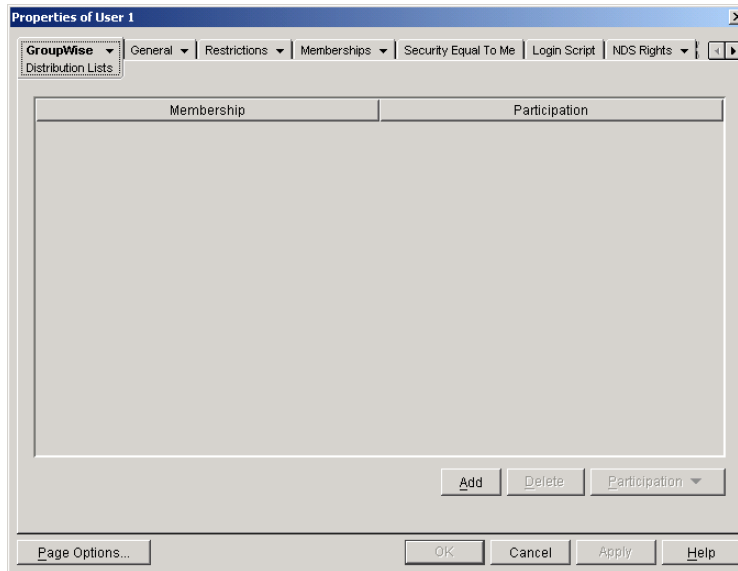
3 Click Add, select the distribution list that you want to add the user to, then click OK.
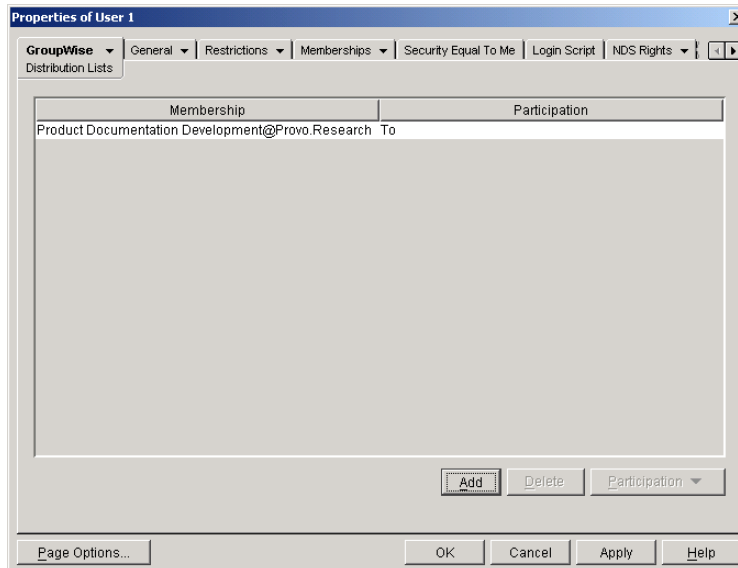
By default, the user is added as a primary recipient (To: recipient).

4 If you want to change the resource's recipient type, select the distribution list, click Participation, then click To, CC, or BC.

5 Click OK to save your changes.

Moving GroupWise Accounts

Expansion or consolidation of your GroupWise system can make it necessary for you to move GroupWise accounts from one post office to another.

When you move a GroupWise account, the user's mailbox is physically moved from one post office directory to another. The user's Novell® eDirectory™ object, including the GroupWise account information, remains in the same eDirectory container.

The following sections provide information you should know before performing a move and instructions to help you perform the move.

Live Move vs. File Transfer Move

GroupWise 6.*x* supports two types of moves: a live move and a file transfer move.

A live move uses a TCP/IP connection between Post Office Agents (POAs) to move a user from one post office to another. In general, a live move is significantly faster (approximately 5 to 10 times) than a file transfer move. However, it does require that both POAs are version 6.*x* and that TCP/IP is functioning efficiently between the two POAs. A file transfer move uses the transfer of message files (using POAs and MTAs) rather than a TCP/IP connection between POAs. A file transfer move is required if you are moving a user to a post office that is not using a GroupWise 6.*x* POA or if you are moving a user across a WAN link where TCP/IP might not be efficient.

By default, when you initiate a move from a GroupWise 6.*x* post office, the post office's POA attempts to establish a live move session with the destination post office's POA. If it cannot, a file transfer move is used instead.

If desired, you can disable the live move capability on a GroupWise 6.*x* post office (Post Office object > GroupWise tab > Identification page). Any moves to or from the post office would be done by file transfer.

Moves Between GroupWise 6.*x* Post Offices

When you move a user's account from one GroupWise 6.*x* post office to another, all items are moved correctly and all associations (proxy rights, shared folder access, and so forth) are resolved so that the move is transparent to the user. Occasionally, some client options the user has set (GroupWise client > Tools menu > Options) might be lost and must be re-created for the new mailbox.

Moves Between GroupWise 6.*x* and GroupWise 5.*x* Post Offices

Moves that include a GroupWise 5.*x* post office are performed at the level supported by the 5.*x* post office. This means that users might experience the following:

- Rules need to be re-created.
- Folders do not appear in the same order as in the original mailbox.
- The Address Book contains more than one Frequent Contacts list or system address books.

- Folders and personal address books shared with others will no longer be shared. They will need to be shared again.

- Shared folders and personal address books received from others will no longer be available. They will need to be shared again.

- Proxy rights to other mailboxes are lost. The rights will need to be reestablished.

- Folders' sort order and column settings are lost. They will need to be reset.

- Query folders no longer work. The query will need to be performed again.

- Replies (from other users) to items sent by the moved user before the user moved will be undeliverable.

- Messages sent to the moved user from Remote client users will be undeliverable until the Remote client users download the Address Book again.

Preparing for a Move

Consider the following before moving a user's GroupWise account:

- Make sure the POAs for the user's current post office and destination post office are running. Make sure the Message Transfer Agent (MTA) for the user's current domain and destination domain (if different) are running.

- A user who owns a resource cannot be moved. If the user owns a resource, reassign ownership of the resource to another user who is on the same post office as the resource. You can do this beforehand (see "Changing a Resource's Owner" on page 227) or when initiating the move.

- (Optional) To reduce the number of mailbox items that must be moved, consider asking the user to clean up his or her mailbox by deleting or archiving items.

- (Optional) Have the user exit GroupWise and GroupWise Notify before you initiate the move. When the move is initiated, the user's POA first creates an inventory list of all information in the user's mailbox. This inventory list is sent to the new post office's POA so that it can verify when all items have been received. If the user remains logged in, any changes to the mailbox (received items, sent items, and so forth) after the inventory list is created will not be moved to the user's new mailbox. After the move has been initiated, the user can log in to his or her new mailbox even if the move is not complete.

Moving a GroupWise Account to Another Post Office in the Same eDirectory Tree

The following steps apply only if the user's current post office and destination post office are located in the same eDirectory tree. If not, see "Moving a GroupWise Account to Another Post Office in a Different eDirectory Tree" on page 201.

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

1 In ConsoleOne®, right-click the User object or GroupWise External Entity (in the GroupWise view) > click Move to display the GroupWise Move dialog box.

If you want to move multiple users from the same post office to another post office, select all the User objects, right-click the selected objects > click Move.
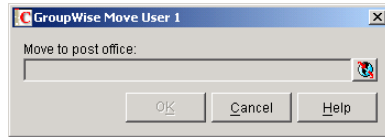
2 Select the post office to which you want to move the user's account, then click OK.

If the user owns a resource, the following dialog box appears.
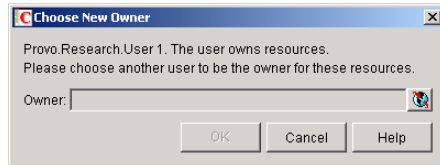
3 Select a new owner for the resource, then click OK.

4 Keep track of the user move process using the User Move utility. See "Monitoring User Move Status" on page 203

Resolving Addressing Issues Caused By Moving an Account

The user's new address information is immediately replicated to each post office throughout your system so that the system address book contains the user's updated address. Any user who selects the moved user from the system address book will be able to successfully send messages to the user.

However, some users might have the user's old address (GroupWise user ID) in their Address Book's Frequent Contacts list. In this case, if the sender types the moved user's name in the To field rather than selecting it from the system address book, GroupWise uses the old address stored in the Frequent Contacts list instead of the new address in the system address book. This will result in the message being undeliverable. The POA automatically resolves this issue when it performs its nightly user upkeep (see "Performing Nightly User Upkeep" on page 472). During the nightly user upkeep process, the POA ensures that all addresses in a user's Frequent Contacts list are valid addresses in the system address book.

If you want to ensure that messages sent to the user's old address are delivered even before the POA cleans up the Frequent Contacts List, you can create a nickname using the old GroupWise user ID. For information about creating a nickname, see "Creating a Nickname for a User" on page 213. To have a nickname created automatically when the user is moved, see "System Preferences" on page 44.

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

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

If necessary, you can move a user's account from a post office in one eDirectory tree to a post office in another eDirectory tree as long as the post offices are in the same GroupWise system. This requires the user to have a User object (or GroupWise External Entity object) in the eDirectory tree to which his or her GroupWise account is being moved.

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

1 Make sure the user has a User object or GroupWise External Entity object in the eDirectory tree to which his or her GroupWise account is being moved.

2 In ConsoleOne, right-click the User object or GroupWise External Entity object (in the GroupWise View) > click Move to display the GroupWise Move dialog box.

If you want to move multiple users from the same post office to another post office, select all the User objects, right-click the selected objects > click Move.
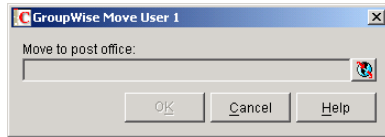
3 Select the post office to which you want to move the user's account, then click OK.

If the user owns a resource, the following dialog box appears.
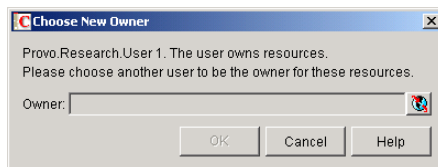
4 Select a new owner for the resource, then click OK.

5 Keep track of the user move process by using the User Move utility to determine when the user has been successfully moved. See

6 In the destination eDirectory tree, right-click the User object or GroupWise External Entity object where the GroupWise account will be assigned. This is the object referred to in Step 1.

7 Click GroupWise > Account to display the Account page.
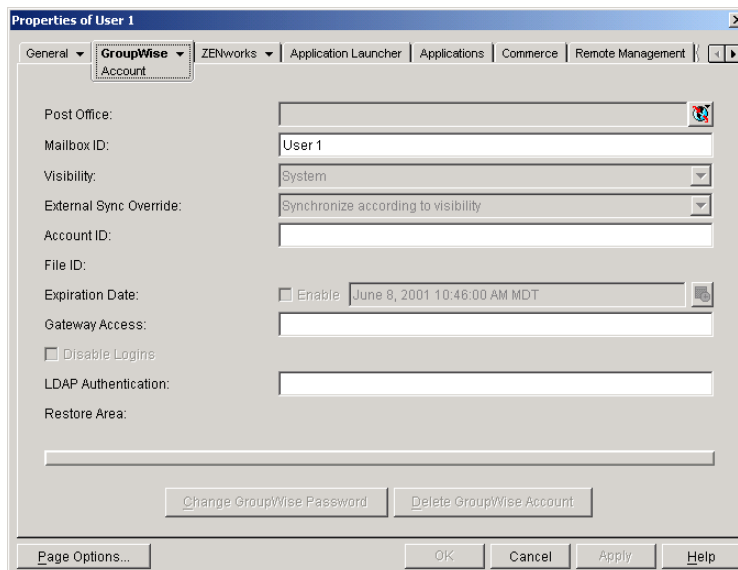
8 In the Post Office field, select the post office that the user's GroupWise account was moved to.

9 In the Mailbox ID field, make sure that the mailbox ID is the same as the user's mailbox ID (GroupWise user ID) on his or her original post office.

10 Click OK.

A dialog box appears asking if you want to match the GroupWise account to this eDirectory user.

11 Click Yes.

Resolving Addressing Issues Caused By Moving an Account

The user's new address information is immediately replicated to each post office throughout your system so that the system address book contains the user's updated address. Any user who selects the moved user from the system address book will be able to successfully send messages to the user.

However, some users might have the moved user's old address (GroupWise user ID) in their Address Book's Frequent Contacts list. In this case, if the sender types the moved user's name in the To field instead of selecting it from the system address book, GroupWise uses the old address stored in the Frequent Contacts list instead of the new address in the system address book. This will result in the message being undeliverable. The POA automatically resolves this issue when it performs its nightly user upkeep (see "Performing Nightly User Upkeep" on page 472). During the nightly user upkeep process, the POA ensures that all addresses in a user's Frequent Contacts list are valid addresses in the system address book.

If you want to ensure that messages sent to the user's old address are delivered even before the POA cleans up the Frequent Contacts List, you can create a nickname using the old GroupWise user ID. For information about creating a nickname, see "Creating a Nickname for a User" on page 213. To have a nickname created automatically when the user is moved, see "System Preferences" on page 44.

Monitoring User Move Status

The User Move Status utility helps you track progress as you move users and resources from one post office to another. It displays the user moves associated with the object you selected before displaying the User Move Status dialog box. For example, if you selected a Domain object, all user moves for the selected domain are displayed, but not user moves for other domains.

While a GroupWise user account is being moved, the POA in the source post office and the POA in the destination post office communicate back and forth. You can track the move process progresses through various steps and statuses:

1 In ConsoleOne, select a Post Office or Domain object.

All moves occurring within the selected location will be listed.

2 Click Tools > GroupWise Utilities > User Move Status.
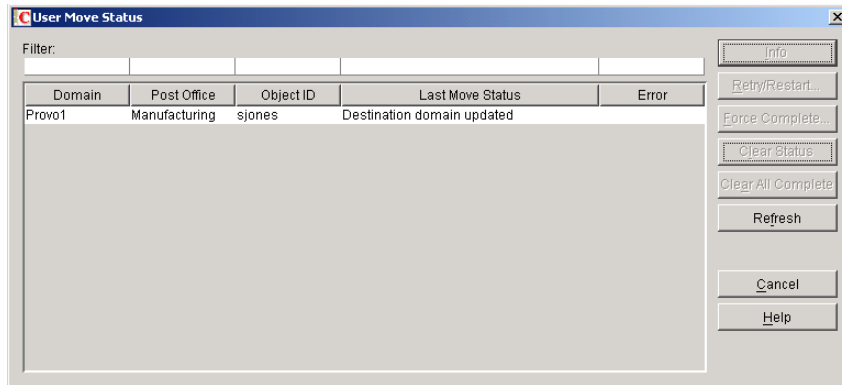
At the beginning of the move process, most button are dim, because it would not be safe for you to perform those actions at that point in the move process. When those actions become safe, the buttons become active.
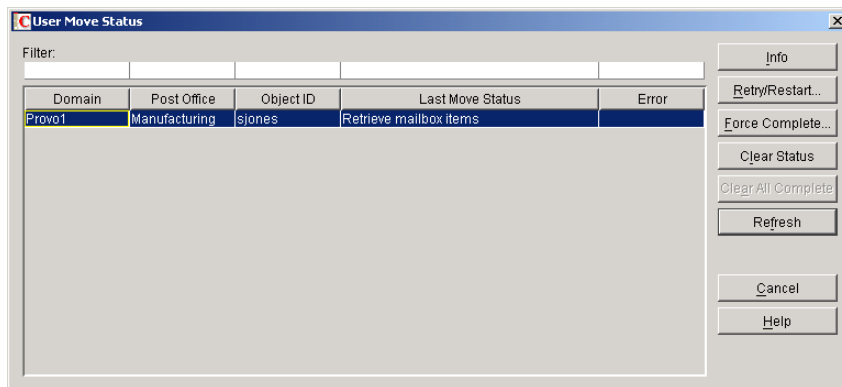
3 To restrict the number of users and resources in the list, type distinguishing information in any of the Filter fields, then press Enter to filter the list.

**4** During the move, click Refresh to update the status information.

IMPORTANT: The list does not refresh automatically.

During the move, you might observe some of the following statuses:

♦ **Destination post office updated:** The destination POA has updated the destination post office database with the user's account information. At this point, the user account exists in the new location and appears in the Address Book with the new location information.

♦ **Source post office updated:** The source POA has removed the user from the source post office database. At this point, the user can no longer access the mailbox at the old location.

♦ **Moving mailbox information:** The POAs have finished exchanging administrative information and are ready to move items from the old mailbox to the new mailbox.

♦ **Sending mailbox inventory list:** The source POA sends the destination POA a list of all the mailbox items that it should expect to receive.

♦ **Send item request:** The destination POA starts requesting items from the source POA and the source POA responds to the requests

♦ **Retry mailbox item retrieval:** The destination POA was unable to retrieve an item and is retrying. The POA continues to retry every 12 hours for 7 days, then considers the

move complete. To complete the move without waiting, click Force Complete. Typically, items that cannot be moved were not accessible to the user in the first place, so nothing is missed in the destination mailbox.

- ◆ **Completed retrieving items:** The destination POA has received all of the items on its mailbox inventory list.

- ◆ **Move completed:** After all of the user's mailbox items have arrived in the destination post office, the user's original account in the source post office is deleted and the user move is finished.
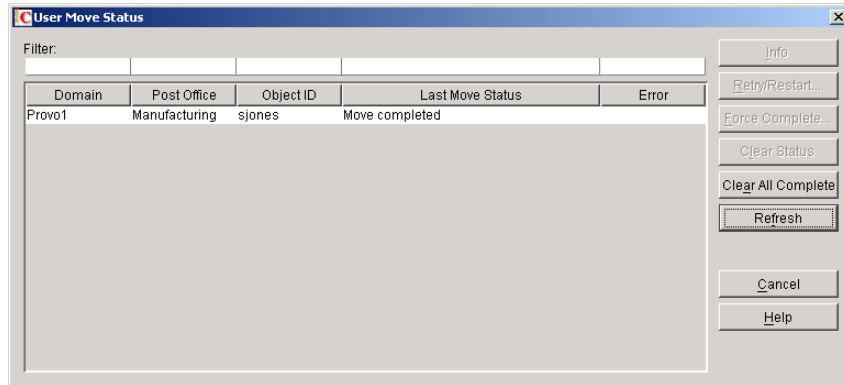
The User Move Status utility cannot gather status information for destination post offices that are running POAs older than GroupWise 6.5. Status information for users moving to older post offices displays as Unavailable.

5 If something disrupts the user move process, select the problem user or resource, then click Retry/Restart.
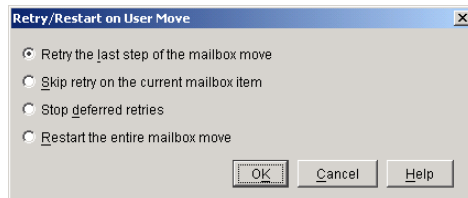
6 Select the option appropriate to the problem you are having, then click OK.

Retry the Last Step of the Mailbox Move: Select this option to retry whatever step the user move process has stopped on. This is equivalent to performing one of the POA's automatic retries manually and immediately. Ideally, the step will complete successfully on the retry and processing will continue normally.

Skip Retry on the Current Mailbox Item: Select this option to skip a particular mailbox item that cannot be successfully moved. The need for this action can usually be avoided by running Mailbox/Library Maintenance on the mailbox before moving the user account. Ideally, the user move processing should continue normally after skipping the problem item.

Stop Deferred Retries: Select this option to stop the POA from retrying to send items that have not been successfully received. This completes the user move process even though some individual items have not been moved successfully.

Restart the Entire Mailbox Move: Select this option if something major disrupts the user move process and you want to start over from the beginning. Because nothing is deleted from the source mailbox until everything has been received in the destination mailbox, you can safely restart a move at any time for any reason.

Renaming Users and Their GroupWise Accounts

When you rename a user, the user's GroupWise user ID (mailbox ID) changes but the user remains in the same post office. All of the user's associations remain unchanged. For example, the user retains ownership of any documents and resources while other users who had proxy rights to the user's mailbox retain proxy right.

1 Make sure the user has exited GroupWise and GroupWise Notify.

2 Make sure the domain's MTA and post office's POA are running.

3 In the GroupWise View, right-click the User object > click Rename to display the GroupWise Rename dialog box.
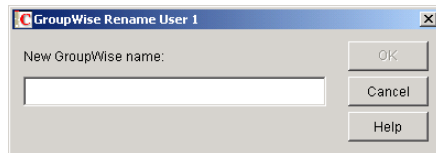
4 Enter the GroupWise user ID.

5 Click OK to rename the user.

Resolving Addressing Issues Caused By Renaming a User

The user's new information is immediately replicated to each post office throughout your system so that the system address book contains the user's updated address. Any user who selects the renamed user from the system address book will be able to successfully send messages to the renamed user.

However, some users might have the user's old address (GroupWise user ID) in their Address Book's Frequent Contacts List. In this case, if the sender types the renamed user's name in the To field instead of selecting it from the system address book, GroupWise uses the old address stored in the Frequent Contacts List instead of the new address in the system address book. This will result in the message being undeliverable. The POA automatically resolves this issue when it performs its nightly user upkeep (see "Performing Nightly User Upkeep" on page 472). During the nightly user upkeep process, the POA ensures that all addresses in a user's Frequent Contacts List are valid addresses in the system address book.

If you want to ensure that messages sent to the user's old address are delivered even before the POA cleans up the Frequent Contacts List, you can create a nickname using the old GroupWise user ID. For information about creating a nickname, see "Creating a Nickname for a User" on page 213.

Managing Mailbox Passwords

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

* "Creating or Changing a Mailbox Password" on page 207
* "Removing a Mailbox Password" on page 208
* "Bypassing the GroupWise Password" on page 208

For background information about GroupWise passwords, see Chapter 79, "GroupWise Passwords," on page 1033.

## Creating or Changing a Mailbox Password

As administrator, you can use ConsoleOne to create a user's mailbox password or change a user's existing password. If a user can log in to GroupWise, he or she can also change the mailbox password through the Security Options dialog box (GroupWise Windows client > Tools menu > Options > Security) or on the Passwords page (GroupWise WebAccess client > Options > Password.

To create or change a user's mailbox password:

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.
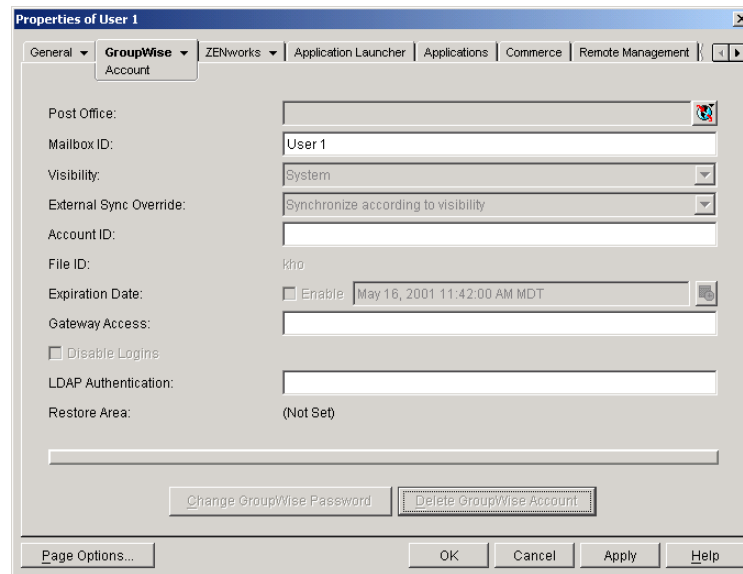
3 Click Change GroupWise Password to display the Security Options dialog box.
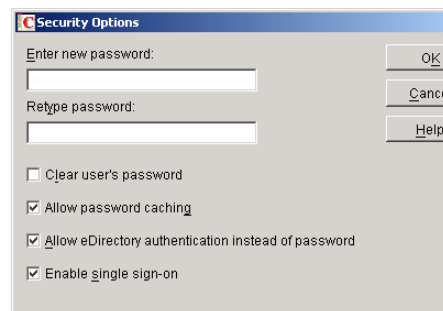
**4** Enter and reenter a new password.

The other options in this dialog box are explained in following sections.
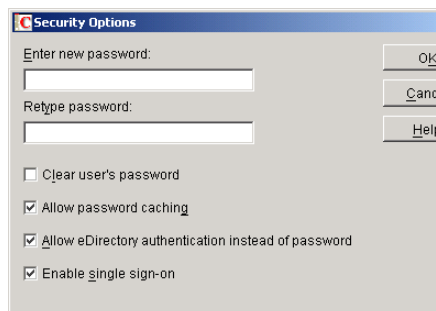
5 Click OK.

Removing a Mailbox Password

If you want to remove a user's mailbox password but not assign a new password, you can clear the password.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.
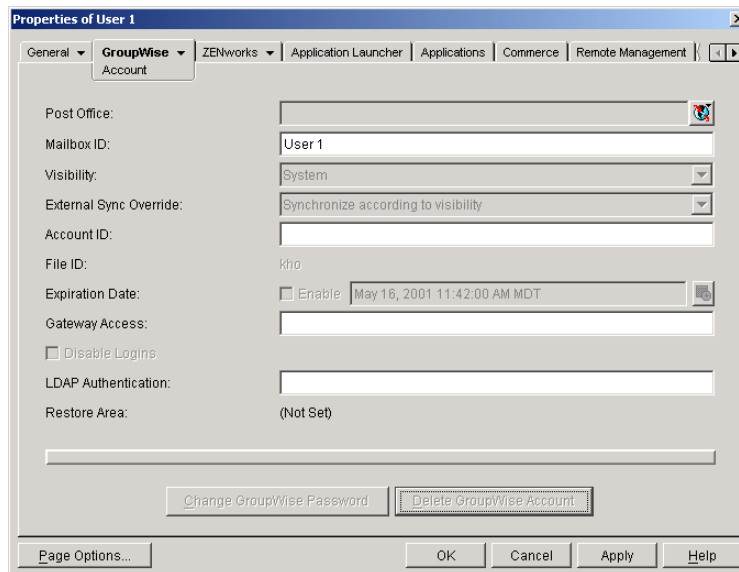
3 Click Change GroupWise Password to display the Security Options dialog box.

4 Select the Clear User's Password option.

The other options in this dialog box are explained in following sections.

5 Click OK.

Bypassing the GroupWise Password

By default, if a user must enter a password when logging in to GroupWise, he or she is prompted for the password.

The GroupWise client includes several options that users can choose from to enable them to log in without providing a password. These options, located on the Security Options dialog box (GroupWise client > Tools menu > Options > Security), are described in the following table.

GroupWise Client Option	Description
Remember My Password	This option is available only when running the GroupWise client on Windows 95/98.
	The GroupWise password is stored in the Windows password list. When GroupWise starts, it pulls the password from the list.
No Password Required with eDirectory	This option is available only when logged in to Novell eDirectory.
	When GroupWise starts, it automatically logs in to the GroupWise account associated with the user who is logged in to eDirectory at the workstation. No GroupWise password is required.
Use Novell Single Sign-On	This option is available only when using the Novell Single Sign-on product.
	When GroupWise starts, it uses the GroupWise password stored by Novell Single Sign-on.

As shown in the table, these options will appear only if certain conditions are met, such as the user running on a Windows 95/98 workstation or having Novell Single Sign-on installed. If you don't want the option available to users even if the condition is met, you can disable the option. Doing so removes it from the GroupWise client's Password dialog box.

To disable one or more of the password options:

1 In ConsoleOne, click a Domain object if you want to disable password options for all users in the domain.

or

Click a Post Office object if you want to disable password options for all users in the post office.

or

Click a User object or GroupWise External Entity object if you want to disable password options for the individual user.

2 With the appropriate GroupWise object selected, click Tools menu > GroupWise Utilities > Client Options to display the GroupWise Client Options dialog box.
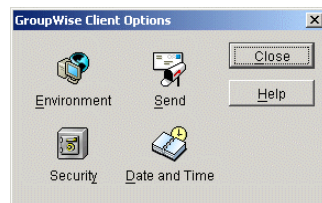
3 Click Security to display the Security Options dialog box.

4 On the Password tab, deselect Allow Password Caching if you don't want Windows 95/98 users to be able to use the GroupWise client's Remember My Password option.

5 Deselect Allow eDirectory Authentication Instead of Password if you don't want eDirectory users to be able to use the GroupWise client's No Password Required with eDirectory option.

6 Deselect Allow Novell Single Sign-on if you don't want Single Sign-on users to be able to use the GroupWise client's Use Novell Single Sign-on option.

7 Click OK to save your changes.

For more information about addressing formats, see Chapter , "Internet-Style Addressing," on page 87.

Managing E-Mail Addresses

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

- "Changing a User's Internet Addressing Settings" on page 210
- "Changing a User's Visibility in the Address Book" on page 212
- "Creating a Nickname for a User" on page 213

Changing a User's Internet Addressing Settings

By default, a user inherits his or her Internet address settings (preferred Internet address format, allowed address formats, and Internet domain name) from the user's post office, domain, or GroupWise system. If necessary, you can override these settings for individual users.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Internet Addressing to display the Internet Addressing page.
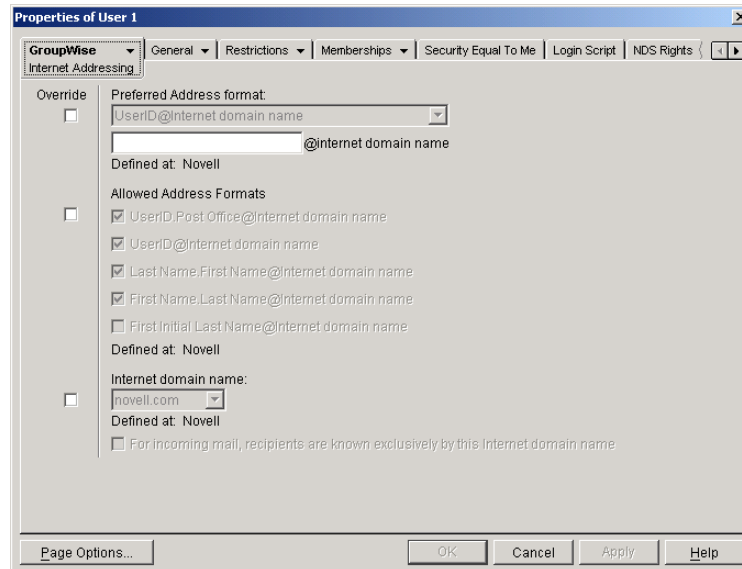
3 To override one of the settings, select the Override box, then change the setting.

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

At the user and resource level, the preferred address format can be completely overridden by explicitly defining the user portion of the address format (*user@Internet domain name*). The user portion can include any RFC-compliant characters (no spaces, commas, and so forth).

For example, if you've selected *First Name.Last Name@Internet domain name* as your system's preferred address format and you have two John Petersons, each on a different post office in your system, you would end up two users having the same address (John.Peterson@novell.com). You could use this field to differentiate them by including their middle initials in their addresses (John.S.Peterson@novell.com and John.A.Peterson@novell.com).

Allowed Address Formats: The allowed address formats determine which address formats can be used to send messages to the user. For example, using John Peterson as the user, Research as the post office, and novell.com as the Internet domain, if you select all five formats, John Peterson would receive messages sent using any of the following addresses:

jpeterson.research@novell.com
jpeterson@novell.com
john.peterson@novell.com
peterson.john@novell.com
jpeterson@novell.com

Internet Domain Name: The Internet domain name, along with the preferred address format, is used when constructing the e-mail address that is displayed in the GroupWise Address Book and in the To field of sent messages.

Only the Internet domain names that have been defined are displayed in the list. Internet domain names must be defined at the system level (Tools menu > GroupWise System Operations > Internet Addressing). For more information, see "Internet-Style Addressing" on page 87.

If you override the Internet domain name, the For Incoming Mail, Recipients are Known Exclusively by This Internet Domain Name becomes available. Enable this option if you only

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

4 Click OK to save your changes.

Changing a User's Visibility in the Address Book

A user's visibility level determines the extent to which the user's address is visible throughout your GroupWise system. You can make the user visible in the Address Book throughout your entire GroupWise system, you can limit visibility to the user's domain or post office only, or you can make it so that no users can see the user in the Address Book.

Making a user visible in the Address Book simply makes it easier to address items to the user. However, regardless of a user's visibility, other users can send items to the user if they know the user's GroupWise user ID.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.
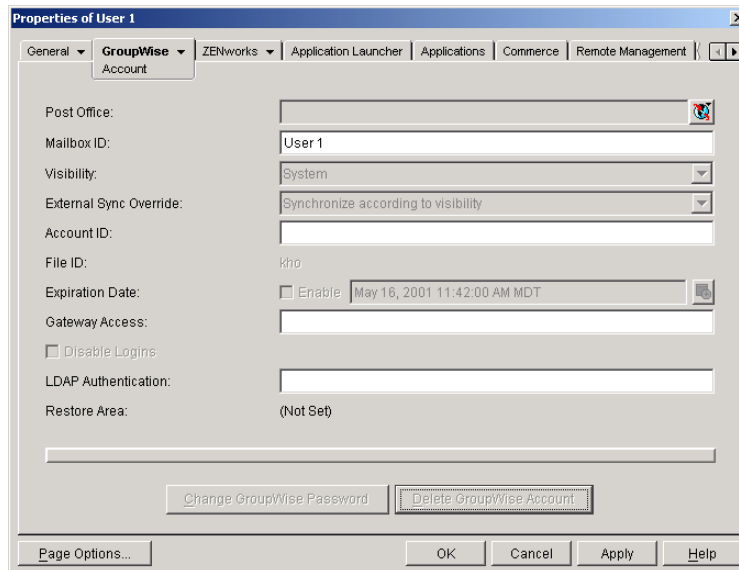
3 In the Visibility field, select the desired visibility level.

System (Default): All users in your GroupWise system will be able to see the user's information in the Address Book.

Domain: Only users in the same domain as the user will be able to see the user's information in the Address Book.

Post Office: Only users in the same post office as the user will be able to see the user's information in the Address Book.

None: No users will be able to see the user's information in the Address Book. Users will need to know the user's GroupWise user ID to send items to him or her.

**4** Click OK to save your changes.

Creating a Nickname for a User

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

For example, you might want to create a nickname for a user you have just moved (see "Moving GroupWise Accounts" on page 198) or renamed (see "Renaming Users and Their GroupWise Accounts" on page 206). The nickname, which would be the user's old address, would ensure that any use of the old address would result in the new address being used instead.
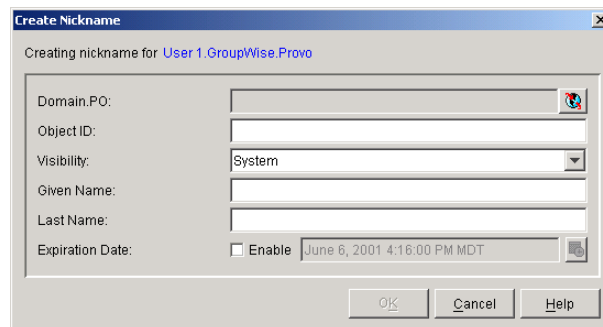
Nicknames are not displayed in the Address Book, which means users will need to know the nickname to use it.

To manually create a nickname for a user:

1 In ConsoleOne, right-click the User object or GroupWise External Entity object, then click Properties.

2 Click GroupWise > Nicknames to display the Nicknames page.
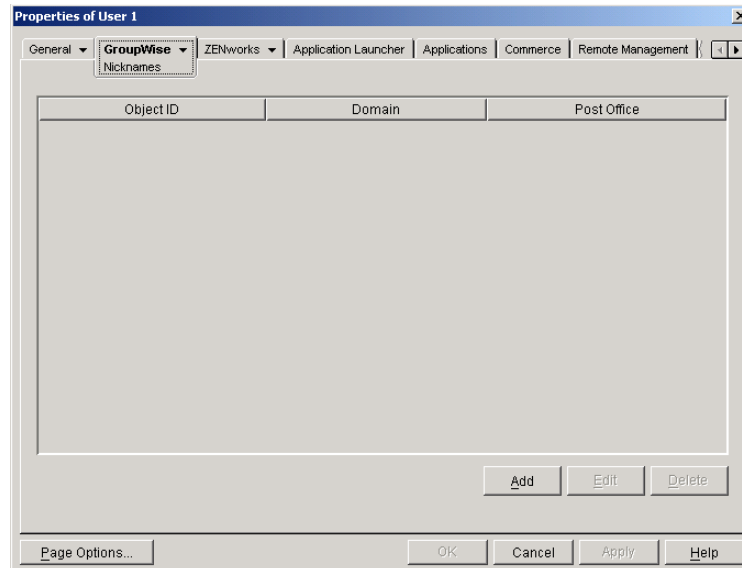
3 Click Add to display the Create Nickname dialog box.

4 Fill in the following fields:

Domain.PO: Select the post office where you want to assign the nickname. This can be any post office in your GroupWise system; it does not have to be the user's post office.

Object ID: Enter the name to use as the *user_ID* portion of the nickname. The nickname must be unique.

Visibility: This field does not apply to nicknames. Nicknames are not displayed in the Address Book. To use a nickname, a message sender must enter the nickname's address.

Given Name: Enter the user's given (first) name.

Last Name: Enter the user's last name.

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 User object or GroupWise External Entity object.

To have nicknames created automatically whenever you move a user, see "System Preferences" on page 44.

Checking GroupWise Account Usage

You can identify GroupWise accounts that have been inactive for a specified period of time. See "Auditing Mailbox License Usage in the Post Office" on page 180.

You can measure message traffic from individual GroupWise mailboxes. See "User Traffic Report" on page 933.

Disabling and Enabling GroupWise Accounts

You can disable a GroupWise account so that the user cannot access his or her mailbox until you enable the account again. This might be necessary if you need to perform database maintenance on the user's mailbox or when a user leaves the company and no longer needs access to the mailbox.

1 In ConsoleOne, right-click the User object (or GroupWise External Entity object), then click Properties.

2 Click GroupWise > Account to display the Account page.
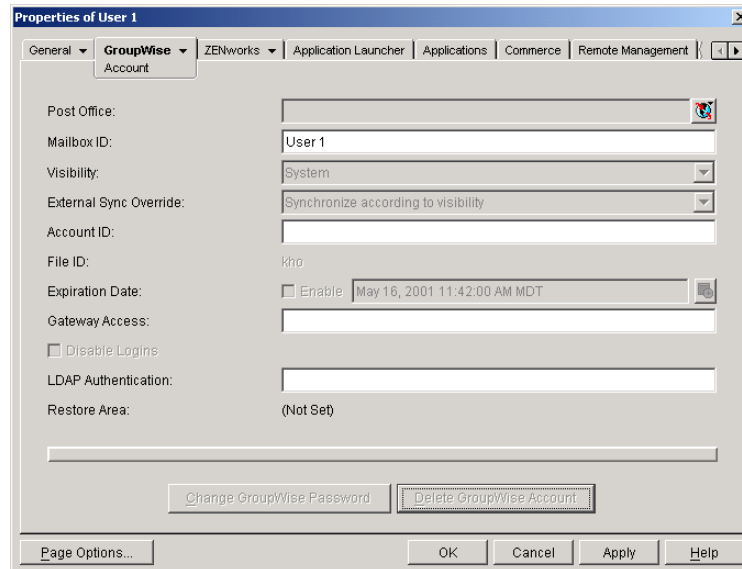
3 Select Disable Logins, then click OK.

4 To enable the user's account when access is again permitted, deselect Disable Logins, then click OK.

While a user's account is disabled, other users to whom proxy rights have been granted can still access the mailbox. This is convenient for reviewing the contents of the mailbox of a departed employee and pulling out those messages that are of use to the incoming employee.

Removing GroupWise Accounts

You can remove a user's GroupWise account by deleting or expiring it. Deleting an account removes the entire account (address, mailbox, items, and so forth) from the GroupWise system. Expiring an account deactivates the account so that it cannot be accessed, but does not remove if from the system. The following sections provide information to help you delete or expire GroupWise accounts

NOTE: When you remove a GroupWise account, any personal databases, such as an archive, a Caching mailbox, or a Remote mailbox, that are associated with the account are unaffected by the account deletion. Such databases are not located where ConsoleOne could delete them, so they must be deleted manually.

Deleting a GroupWise Account

When you delete a user's GroupWise account, the user's mailbox is deleted and the user is removed from the GroupWise system. If the user owns library documents, see "Ensuring that a User's Library Documents Remain Accessible" on page 216 before deleting the user. Otherwise, refer to one of the following sections:

### Ensuring that a User's Library Documents Remain Accessible

When you delete a user's GroupWise account, GroupWise does not delete any library documents to which the user has Author or Creator status. These documents remain in the library as "orphaned" documents, meaning that no one can access the documents.

If you or other users need access to the documents, you have the following choices:

◆ Rather than deleting the user, change the user's GroupWise mailbox password so that he or she can't log in. Other users will be able to continue accessing the documents, and you can log in as the user to manage the documents. For information about changing a user's password, see "Creating or Changing a Mailbox Password" on page 207.

◆ Rather than deleting the user or changing the user's password, disable the user's ability to log in. This is done on the user's GroupWise Account page (User object > GroupWise tab > Accounts page > Disable Logins).

◆ Delete the user, then reassign the orphaned documents to another user. For information, see "Analyzing and Fixing Library and Document Information" on page 360.

Deleting an eDirectory User's GroupWise Account

1 Make sure the user has exited GroupWise and GroupWise Notify.

2 Make sure the POA (for the user's post office) is running. If the POA is not running, the user's mailbox will not be deleted until the next time the POA runs.

3 In ConsoleOne, right-click the User object, then click Delete.

or

Select multiple User objects, right-click the selected object, then click Delete.

4 Click Yes to display the Delete User Options dialog box.
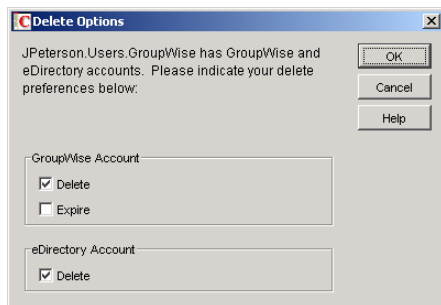
5 In the GroupWise Account box, select Delete.

6 In the eDirectory Account box, deselect Delete.

7 Click OK to delete the eDirectory user's GroupWise account.

or

If you selected multiple User objects, click OK to All to apply the same deletion options to all accounts. If you click OK rather than OK to All, you can select deletion options for each account individually as it is deleted.

8 If a user was a resource owner, the following dialog box appears. Select a new user to be the resource's owner, then click OK.
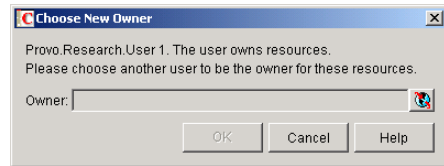
Deleting a Non-eDirectory User's GroupWise Account

Non-eDirectory users are given GroupWise accounts by adding the users to eDirectory as GroupWise external entities (see "Creating GroupWise Accounts for Non-eDirectory Users" on page 195). You remove a non-eDirectory user's GroupWise account by deleting the user's GroupWise External Entity object from eDirectory. (Remember that external entities do have eDirectory objects, but they are not considered eDirectory users for licensing purposes.)

As with eDirectory users, when you remove a non-eDirectory user's GroupWise account, the user's mailbox is deleted and the user is removed from the GroupWise system.

To delete a non-eDirectory user's GroupWise account:

1 Make sure the user has exited GroupWise and GroupWise Notify.

2 Make sure the POA (for the user's post office) is running. If the POA is not running, the user's mailbox will not be deleted until the next time the POA runs.

3 In ConsoleOne, right-click the user's GroupWise External Entity object, then click Delete.

4 Click Yes to confirm the deletion.

Expiring a GroupWise Account

Rather than delete a user's GroupWise account, you can expire the account. The account, including the user's mailbox and all items, remains in GroupWise but cannot be accessed by the user. If necessary, the user's account can be reactivated at a later date (see "Managing Expired or Expiring GroupWise Accounts" on page 218). This option is useful for providing GroupWise accounts to temporary or contract employees who come and go.

You can set a user's GroupWise account to expire immediately or at a future date and time.

1 Make sure the user has exited GroupWise and GroupWise Notify.

2 In ConsoleOne, right-click the User object or GroupWise External Entity object with the account you want to expire, then click Properties.

3 Click GroupWise > Account to display the Account page.
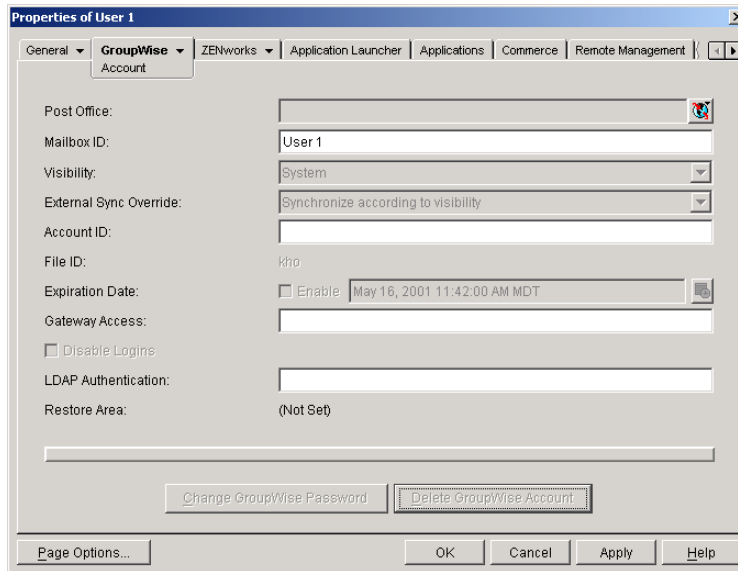
4 In the Expiration Date field, select the Enable check box to turn on the option.

5 If you want the account to expire immediately, leave the date and time set to the current date and time.

or

If you want the account to expire at a later date, select the desired date and time.

6 Click OK.

NOTE: To immediately expire an account assigned to an eDirectory user, you can also right-click the User object, click Delete, select the Expire GroupWise Account option, then click OK. This method is not available for non-eDirectory (GroupWise External Entity) users.

## Managing Expired or Expiring GroupWise Accounts

Expired GroupWise accounts remain expired until you reactivate them or delete them. Refer to the following sections for information to help you manage expired accounts:

Identifying Expired or Expiring Accounts

Rather than search through all your User or GroupWise External Entity objects in eDirectory to identify which ones have expired or expiring accounts, you can use the Expired Records option to quickly list expired accounts for your entire system, a single domain, or a single post office. Depending on the date you choose, you can see expired accounts only or both expired and expiring accounts.

1 In the GroupWise View, select the post office, domain, or GroupWise system that contains the accounts you want to view.

2 Click Tools > GroupWise Utilities > Expired Records to display the Expired Records dialog box.
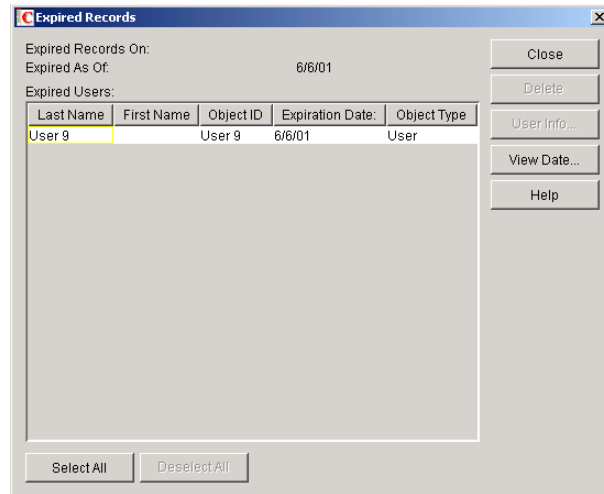
The Expired As Of field defaults to the current date. Only accounts that have expired as of this date are displayed in the list. To see accounts that will expire in the future, you need to change the date in the Expired As Of field.

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

For example, in the dialog box shown above, the current date is 6/6/01 (June 6, 2001). To see what accounts will expire by June 30, 2001, you would change the Expired As Of date to 6/30/01.

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

Changing an Account's Expiration Date

1 In ConsoleOne, right-click the User object or GroupWise External Entity object, then click Properties.

2 Click GroupWise > click Account to display the Account page.
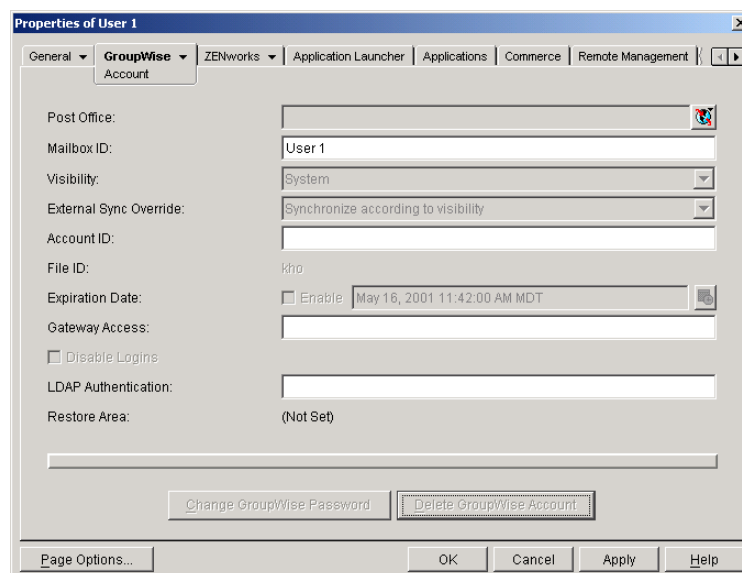
3 In the Expiration Date field, change the time and date.

4 Click OK.

Reactivating an Expired Account

1 In ConsoleOne, right-click the User object or GroupWise External Entity object with the expired GroupWise account, then click Properties.

2 Click GroupWise > Account to display the Account page.
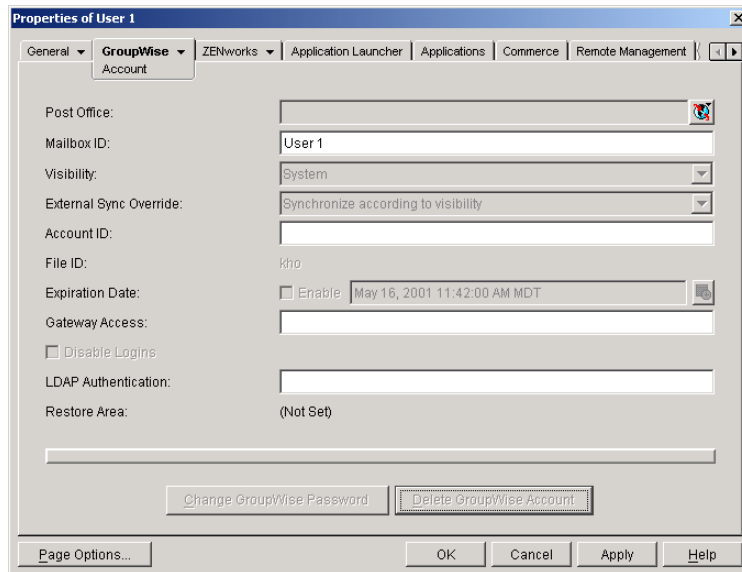
3 In the Expiration Date field, deselect the Enable check box to turn off the option.

4 Click OK.