Novell
Open Workgroup Suite Small Business Edition

9.3

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USER GUIDE

October 2007

Novell®

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About This Guide

Novell® Open Workgroup Suite Small Business Edition is an all-inclusive solution that contains several industry-leading Novell products such as iFolder®, GroupWise®, iPrint, and eDirectory™. It also includes open source components for you to use as well. These components deliver the same functionality and stability as their retail counterparts without the overhead cost to you. The open source applications include a helpdesk system, antivirus services, and the OpenOffice Suite, as well as desktop faxing.

- Chapter 1, "Desktop Applications," on page 9

Audience

This guide is intended for Novell Open Workgroup Suite Small Business Edition users.

Feedback

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

Documentation Updates

For the most recent version of the *Novell Open Workgroup Suite Small Business Edition User Guide*, visit the Novell Open Workgroup Suite Small Business Edition User Guide Web site (http://www.novell.com/documentation/nows/).

Additional Documentation

For documentation on Novell Open Workgroup Suite Small Business Edition, see the Novell Open Workgroup Suite Small Business Edition Documentation site (http://www.novell.com/documentation/nows/).

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Desktop Applications

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Novell® Open Workgroup Suite Small Business Edition is an all-inclusive solution that contains several industry-leading Novell products such as iFolder®, GroupWise®, iPrint, and eDirectory™. It also includes open source components for you to use as well. These components deliver the same functionality and stability as their retail counterparts without the overhead cost to you. The open source applications include a helpdesk system, antivirus services, and the OpenOffice Suite, as well as desktop faxing.

These components are explained in detail in the following sections to assist you to meet your business needs. Client software applicable to each of these services is available in the Desktop Downloads section of the Novell Open Workgroup Suite Small Business Edition Web interface.

- Section 1.1, "Personal File Backup (iFolder)," on page 9
- Section 1.2, "OpenOffice," on page 13
- Section 1.3, "Collaboration Groupware and Messaging," on page 14
- Section 1.4, "HylaFAX," on page 18
- Section 1.5, "OpenVPN," on page 21
- Section 1.6, "Helpdesk," on page 22

1.1 Personal File Backup (iFolder)

Novell iFolder allows your files to automatically follow you everywhere online, offline, all the time. It is a secure file storage solution that allows you to access your data from multiple workstations and locations. Your work environment now revolves around you, and your data is with you, wherever you are. You simply store your files in the iFolder directory on your workstation.

As you work, you can use iFolder to transparently synchronize changes through various workstations and network connections you might use.

- Section 1.1.1, "Key Features," on page 9
- Section 1.1.2, "Prerequisites," on page 10
- Section 1.1.3, "Logging In," on page 11
- Section 1.1.4, "Logging Out," on page 11
- Section 1.1.5, "Browsing Folders," on page 12
- Section 1.1.6, "Managing Folders and Files in iFolder," on page 12

1.1.1 Key Features

- "iFolder Client" on page 10
- "File Synchronization and File Management" on page 10
- "Shared Folders" on page 10
- "iFolder Account" on page 10
- "Synchronization Log" on page 10

iFolder Client

An iFolder is a local directory that selectively shares and synchronizes files via a central computer with a user-specified group of users. The iFolder files are accessible to all iFolder members and can be changed by those with the rights to do so.

The iFolder client integrates with your operating system to provide iFolder services in your native desktop environment. The iFolder client allows you to manage your own iFolders and to select which shared iFolders to set up on your computer.

For additional information on how to configure or install the iFolder Client, go to the iFolder Client Documentation Web site (http://www.novell.com/documentation/ifolder3/index.html?page=/documentation/ifolder3/user/data/prerequisites.html)

File Synchronization and File Management

When you set up an iFolder account, you can enable Remember Password so that iFolder can synchronize iFolder invitations and files in the background as you work.

You can configure the iFolder client to run automatically each time you log in to your computer's desktop environment. The session runs in the background as you work with files in your local iFolders, tracking and logging any changes you make.

You can synchronize the files at specified intervals or on demand.

Shared Folders

You can access your iFolders across multiple workstations and share them with others.

You work with iFolders directly in your file manager or in the iFolders browser that is part of the client. Within the iFolder, you can set up any subdirectory structure that suits your personal or corporate work habits. The subdirectory structure is constant across all member iFolders. When you share an iFolder, member users with the Write right can modify the directory structure, and those changes apply to all copies of the iFolder.

iFolder Account

You must configure at least one iFolder services account before you create iFolders. An iFolder session begins when you log in to an iFolder services account and ends when you log out, or when you exit the iFolder client. Your iFolders synchronize files with other active iFolders only when your session is active and you are working online. You can access data in your local iFolders at any time, whether you are logged in to the account or not.

Synchronization Log

The synchronization log displays a log of your iFolder background activity, such as uploading and downloading files for different iFolders.

1.1.2 Prerequisites

You need the following:

- A connection to your network.
- A supported browser (Mozilla* Firefox* 2.0, Microsoft* Internet Explorer 7.

- The name of the server to which you will be connecting your iFolder client (see your administrator for this information).
- A link to iFolder Web Access (see your administrator for this information).
- You, or your system administrator, need to install the client on your computer from Novell Open Workgroup Suite Small Business Edition administrator Web page under *Desktop Downloads*.

1.1.3 Logging In

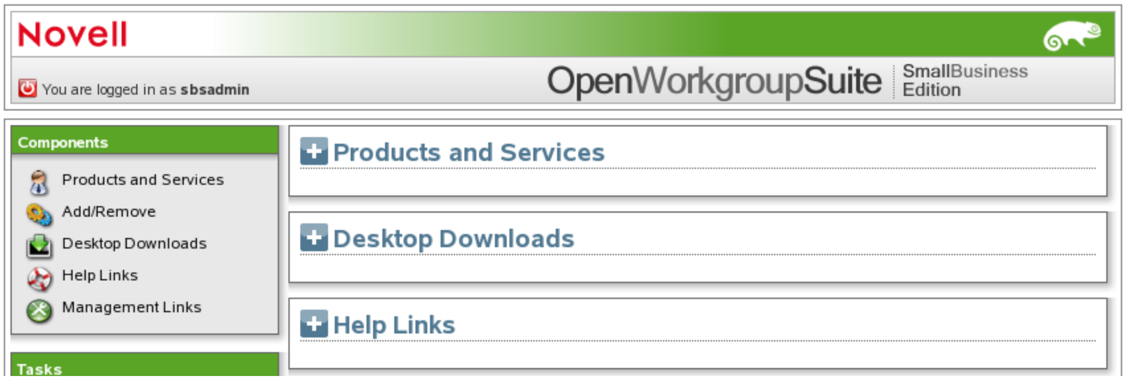
You log in to Novell iFolder 3.x Web Access to gain access to folders and files in any of your iFolders available to you in your Novell iFolder enterprise server account. This includes iFolders that you participate in but have not set up on a local computer. The enterprise server specified in the URL authenticates your username against the server's LDAP directory services.

You can also specify which of the supported localized interfaces to use. This is typically the language code of the iFolder enterprise server. Make sure to configure your browser's Languages setting to support the desired language.

1. In a supported Web browser, enter the URL of the iFolder server where your iFolders reside. For example: http://servername.example.com.
2. In the left navigator of the welcome page, click *iFolder 3.x* to open the iFolder 3.x welcome page.
3. In *iFolder Links*, click the link to Web Access to open the login page.
4. On the iFolder 3.x Web Access Login page, specify the username and password for your account.
5. Use the Languages drop-down list to specify which language you want to use to access your files.
6. Click *OK*.

1.1.4 Logging Out

To log out, click the red square icon to the left of *You are logged in as* in the header area, then close your browser. If you do not log out, your session remains open until your session times out, which can be a security risk.


Novell
You are logged in as sbsadmin
OpenWorkgroupSuite
SmallBusiness Edition
Components
Products and Services
Add/Remove
Desktop Downloads
Help Links
Management Links
Tasks
Products and Services
Desktop Downloads
Help Links

If the system connection times out when you are working in your iFolders, Web Access returns you to the log in again to resume working without closing your browser.

1.1.5 Browsing Folders

The iFolders page lists all iFolders available to you in the current domain. Available iFolders include those you own and those that others have made available to you. You can access iFolders through Web Access even if you have not set up the iFolder on a local computer. To help you locate the iFolder you seek, the Owner column identifies the name of the person who owns the iFolder. Click the iFolder's name to view a list of its folders and files, upload and download files, create folders, and delete folders and files.

1.1.6 Managing Folders and Files in iFolder

- "Downloading a File" on page 12
- "Creating a New Folder" on page 12
- "Deleting Folders or Files" on page 12
- "Uploading a File" on page 12
- "Helpful Links" on page 13

Downloading a File

1 Click *Open* or *Save*.

NOTE: iFolder 3.x Web Access does not support uploading and downloading of 10 MB or larger files.

- **Open:** Click *Open* to view the file's contents. You must have a compatible application on your computer to open the file. The file is downloaded to a temporary folder where Internet files are saved, such as Temporary Internet Files in Windows, and then opened with your local application. If you plan to work in the file, it is best to save the file locally, modify the file, and then upload it.
- **Save:** Click *Save* to save the file locally or to a mapped drive. Navigate to the location where you want to place the file, then click *Save*. The file is downloaded to your computer.

Options on the page might differ slightly, depending on the Web browser you use.

Creating a New Folder

In the *New Folder* field, specify the name of the new folder, then click *Create*. Folder names are case sensitive. When the page refreshes, the folder appears alphabetically in the list.

Deleting Folders or Files

Select the check box next to one or more folders or files you want to delete, then click *Delete*. Click *Confirm* to confirm the deletion.

Uploading a File

In the *Upload File* field, click *Browse*, locate a local folder you want to upload, then click *Open* > *Upload*. When the page refreshes, the file appears alphabetically in the list.

The maximum file size for the upload limit is configured by the administrator. By default, the limit is set to 10 MB; the limit for your server might differ.

Helpful Links

For troubleshooting, see the iFolder Documentation Web site (http://www.novell.com/documentation/ifolder3/user/data/front.html).

1.2 OpenOffice

OpenOffice is a cross-platform suite of office applications including a word processor, presentation and spreadsheet applications, an HTML editor, and a drawing tool. This version of OpenOffice is extensively compatible with Microsoft Office, allowing you to better share files between platforms. It provides capabilities for creating, processing, reviewing, and revising the documents required in daily business.

OpenOffice also exports documents in Adobe* portable document format (PDF) and allows font matching when opening documents originally composed in Microsoft Office.

1.2.1 Starting OpenOffice

The OpenOffice Suite should be installed on your desktop.

You can access OpenOffice from the icon on your desktop or from the list of applications installed on your computer. When the file is open, you can begin writing your document, spreadsheet, or presentation.

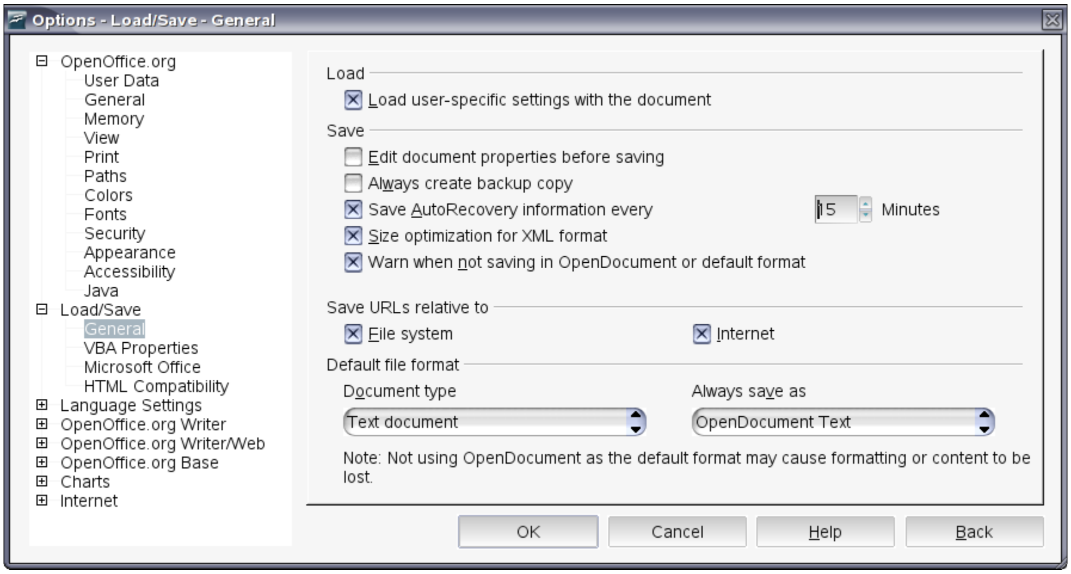
- OpenOffice Writer equivalent to Microsoft Word
- OpenOffice Base equivalent to Microsoft Access
- OpenOffice Impress equivalent to Microsoft PowerPoint*
- OpenOffice Calc equivalent to Microsoft Excel*

1.2.2 Saving Files

OpenOffice is much the same as other office applications. To save a file, you click *File* > *Save*.

OpenOffice saves files in the OpenDocument format by default unless you manually choose another option. If you find that you consistently need to save in another format, such as MSWord (`.doc`), you can change this default with the following procedure:

1 Click *Tools* > *Options* > *Load/Save* > *General*.


Options - Load/Save - General
OpenOffice.org
User Data
General
Memory
View
Print
Paths
Colors
Fonts
Security
Appearance
Accessibility
Java
Load/Save
General
VBA Properties
Microsoft Office
HTML Compatibility
Language Settings
OpenOffice.org Writer
OpenOffice.org Writer/Web
OpenOffice.org Base
Charts
Internet
OK
Cancel
Help
Back

Load

☒ Load user-specific settings with the document

Save

☐ Edit document properties before saving

☐ Always create backup copy

☒ Save AutoRecovery information every 15 Minutes

☒ Size optimization for XML format

☒ Warn when not saving in OpenDocument or default format

Save URLs relative to

☒ File system ☒ Internet

Default file format

Document type: Text document

Always save as: OpenDocument Text

Note: Not using OpenDocument as the default format may cause formatting or content to be lost.

2 In the *Default file format* section, choose the *Documentation type* you will be working in, then choose the document format you want to use from the *Always save* as drop-down menu.

3 Click *OK* to save your changes.

1.2.3 Sharing Files with Microsoft Office Users

With OpenOffice, you can simply save your documents in the Microsoft Office format so that Microsoft Office users can easily share documents.

1.2.4 Helpful Links

For further information on how to use the OpenOffice Suite, follow the link below:

http://documentation.openoffice.org/manuals/oooauthors2/0600MG-MigrationGuide.pdf

1.3 Collaboration Groupware and Messaging

Novell GroupWise is an enterprise collaboration system that provides secure e-mail, calendaring, scheduling, and instant messaging. GroupWise also includes task management, contact management, document management, and other productivity tools. GroupWise can be used on your desktop on Linux, Windows*, or Macintosh*; in a Web browser anywhere you have an Internet connection; and even on mobile devices.

- Section 1.3.1, “Understanding Groupwise Item Types,” on page 15
- Section 1.3.2, “GroupWise Icon Types,” on page 16
- Section 1.3.3, “Sending Mail,” on page 17

- Section 1.3.4, “GroupWise Messenger,” on page 18
- Section 1.3.5, “HelpFul Links,” on page 18

1.3.1 Understanding Groupwise Item Types

- “Starting the Groupwise Client” on page 15
- “Getting Acquainted with the Groupwise Main Window” on page 15

Starting the Groupwise Client

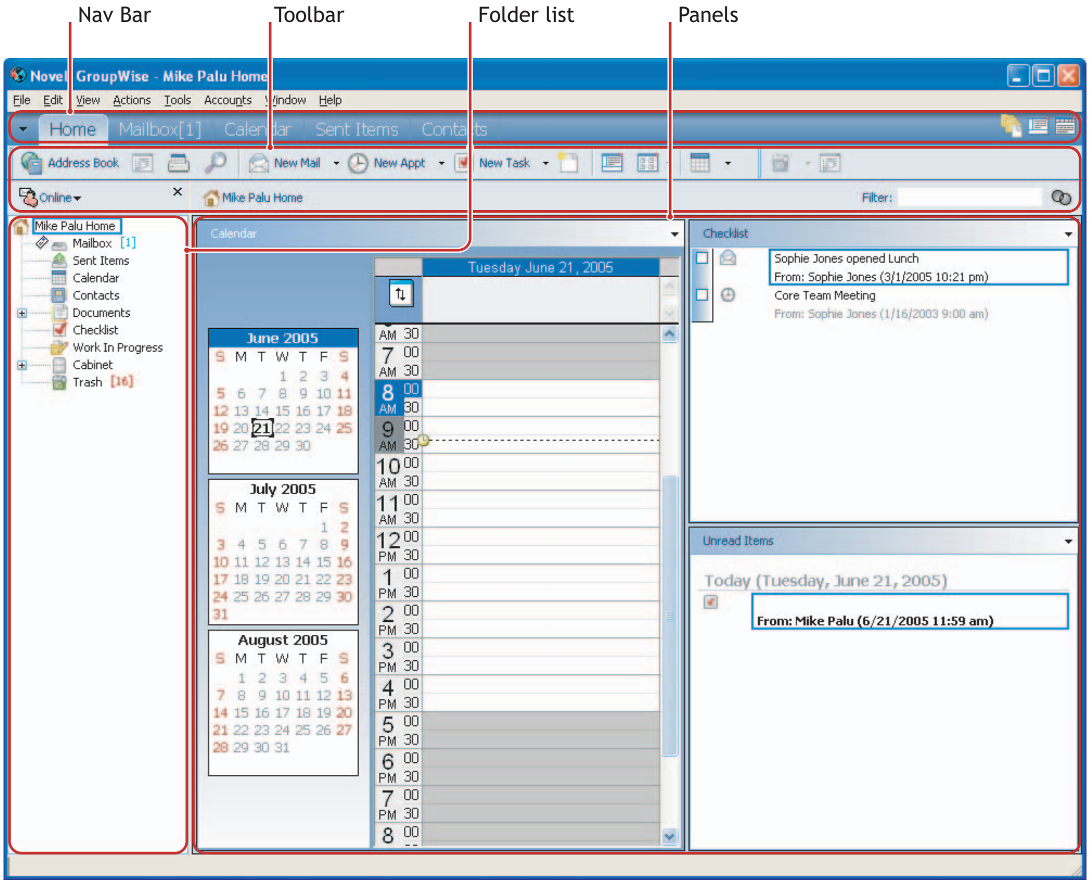
The GroupWise should be installed on your desktop. To launch the client, click the GroupWise icon:

Getting Acquainted with the Groupwise Main Window

Your main work area in GroupWise is called the Main Window, where you can read your messages, schedule appointments, view your calendar, manage contacts, and more.

- **Nav Bar:** Provides access to all commands and options that can be performed in GroupWise.
- **Toolbar:** Provides quick access to common tasks such as composing a new mail message.
- **Folder List:** Shows the different objects and folders for your GroupWise account. Items listed here would include your cabinet of saved e-mails, trash, a sent items folder, and your calendar.
- **Panels:** Shows you the contents of the item that you have selected. The default is e-mail messages.

Figure 1-1 *GroupWise Work Area*


Nav Bar
Toolbar
Folder list
Panels
Novell GroupWise - Mike Palu Home
File Edit View Actions Tools Accounts Window Help
Home Mailbox[1] Calendar Sent Items Contacts
Address Book New Mail New Appt New Task
Online
Mike Palu Home
Filter:
Mike Palu Home
Mailbox [1]
Sent Items
Calendar
Contacts
Documents
Checklist
Work In Progress
Cabinet
Trash [16]
Calendar
Tuesday June 21, 2005
June 2005
July 2005
August 2005
Checklist
Unread Items

Sophie Jones opened Lunch
From: Sophie Jones (3/1/2005 10:21 pm)
Core Team Meeting
From: Sophie Jones (1/16/2003 9:00 am)

Today (Tuesday, June 21, 2005)
From: Mike Palu (6/21/2005 11:59 am)

1.3.2 GroupWise Icon Types

The icons that appear next to items in your mailbox, sent items folder, and the calendar show information about the items. The following table explains what each icon means.

Table 1-1 *Icon Descriptions*

Icon	Description
	Next to an item you have sent in Remote or Caching mode, this icon indicates that the item has been queued, but the queue has not been uploaded. After the item has been uploaded, this icon indicates that status information has not been received about the item being delivered to the destination post office or transferred to the Internet. Next to the Sent Items folder, this icon indicates that there is at least one item that has been queued but the queue has not been uploaded.
🕒	Appears next to an item you have sent. If the item has been opened by at least one person, this icon appears until all recipients have 1) opened the mail, phone message, or reminder note; 2) accepted the appointment; or 3) completed the task.
?	Appears next to an item you have sent. The item couldn't be delivered to the destination post office or it failed to transfer to the Internet.

Icon	Description
▣	Appears next to an item you have sent. Next to an appointment or task, this icon indicates that at least one person has declined or deleted the item. Next to a mail message, phone message, or reminder note, this icon indicates that at least one person has deleted the item without opening it.
📎	One or more attachments are included with the item.
✎	One or more sound annotations are included with the item, or the item is a voice mail message.
✎	Draft item.
➦	Appears next to an item you have sent.
➔	Appears next to an item you have replied to.
↳	Appears next to an item you have forwarded.
■	Posted item.
✉ ✉ ✉!	Unopened mail message with a low, standard, or high priority.
🕒 🕒 🕒!	Unopened or opened appointment with a low, standard, or high priority.
☑ ☑ ☑!	Unopened or opened task with a low, standard, or high priority.
▭ ▭ ▭!	Unopened reminder note with a low, standard, or high priority.
☎ ☎ ☎!	Unopened phone message with a low, standard, or high priority.
⏰	An icon in your Calendar indicating that an alarm is set for the item.

1.3.3 Sending Mail

A mail message has primary recipient, subject line, date, and can be carbon copied and blind copied to other users. You can also attach files, document references, sounds, movies and other objects to your mail messages.

1. Click *New Mail* on the toolbar.

2 In the *To* field, type a user name, then press *Enter*. Repeat for additional users. If necessary, specify usernames in the *CC* and *BC* fields.

or

To select usernames from a list, click *Address* on the toolbar, double-click each user, the click *OK*.

3 Type a subject for your message.

4 Type the text of your message

5 To include attachments, click the paper clip icon on the toolbar.

6 When you have completed your message and entered your addressees, click *Send* on the toolbar.

1.3.4 GroupWise Messenger

Novell GroupWise Messenger is corporate instant messaging product that uses eDirectory for its user database.

You can create a Contact List, send instant messages, create an archive of messages, allow and block others from seeing your availability, and more.

- **Menu Bar:** Used to send e-mails and to configure your Messenger.
- **Status Bar:** Shows logged-in users and their status on Messenger.
- **Contact List:** The listing of people in your list of contacts. It also shows a status of sent and received messages from each contact.
- **Action Menu:** Enables you to quickly send messages, add contacts, etc.

1.3.5 HelpFul Links

GroupWise 7 User Guide (http://www.novell.com/documentation/gw7/gw7_userwin/index.html)

GroupWise Web Access FAQs (http://www.novell.com/documentation/gw7/gw7_userfaq/index.html?page=/documentation/gw7/gw7_userfaq/data/bwx4645.html)

GroupWise FAQs for the Windows Client (http://www.novell.com/documentation/gw7/gw7_userfaq/index.html?page=/documentation/gw7/gw7_userfaq/data/bwx44i2.html)

GroupWise FAQs for More Help (http://www.novell.com/documentation/gw7/gw7_userfaq/index.html?page=/documentation/gw7/gw7_userfaq/data/a20gkue.html)

1.4 HylaFAX

With the Novell Open Workgroup Suite, you have easy access to connect to a network printer.You can also send and receive faxes directly from your desktop.

- Section 1.4.1, “Faxing HylaFAX,” on page 19
- Section 1.4.2, “Helpful Links,” on page 20

1.4.1 Faxing HylaFAX

HylaFAX is an open source desktop faxing system that enables you to send and receive faxes without getting up and going to the fax machine. It also provides you with the security and convenience of receiving faxes in a common location on your network. This means no more lost faxes or sensitive faxes being delivered or seen by unauthorized personnel.

- "Receiving a Fax" on page 19
- "Sending a Fax" on page 19

Receiving a Fax

You need to set up HylaFAX to receive faxes:

The list of received faxes is the first screen you see when you open JHylaFAX to review received faxes.

1. Go to *Settings* and specify connection configuration settings. The port number is preconfigured.
   - **Host:** IP address of your Novell Open Workgroup Suite Small Business Edition server.
   - **Port:** Preconfigured port number.
   - **Username:** Used to log in to the server.
2. Click *Next*.
3. Specify sender and notification settings.
   - **Name:** Specify your first and last name. This is used to identify you to fax recipients.
   - **E-Mail:** Address to receive notification when a fax has been sent or cancelled.
4. Click *Next*.
5. Configure external viewer programs to display received and sent faxes. Specify the path of a program.

   or

   For HylaFAX to populate a list of all PDF files, click *Search* and specify $f. For example, xpdf ~/$f.pdf. $f is a placeholder for the path of the PDF file that the program displays.
   - **Fax Viewer:** Path of a program that can handle TIFF G3 files.
   - **Document Viewer:** Path of a program that can handle PostScript* files.
6. Click *Finish* to complete your JHylaFAX configuration.

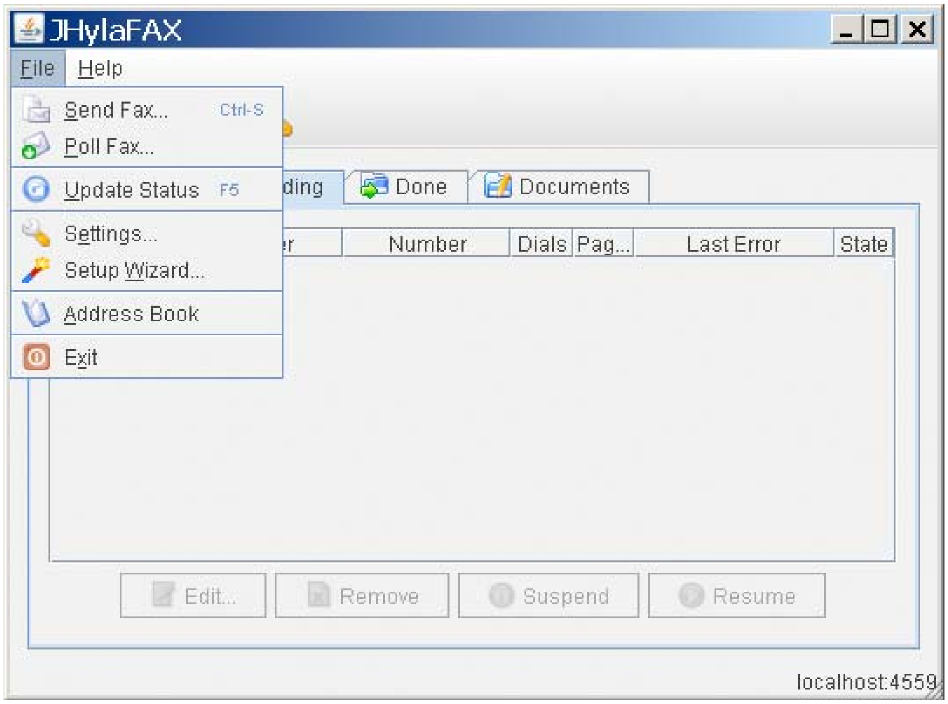
Sending a Fax

1. To use JHylaFAX run the following command at the Linux command prompt: `java -jar jhylafax-1.3.10-app.jar`.

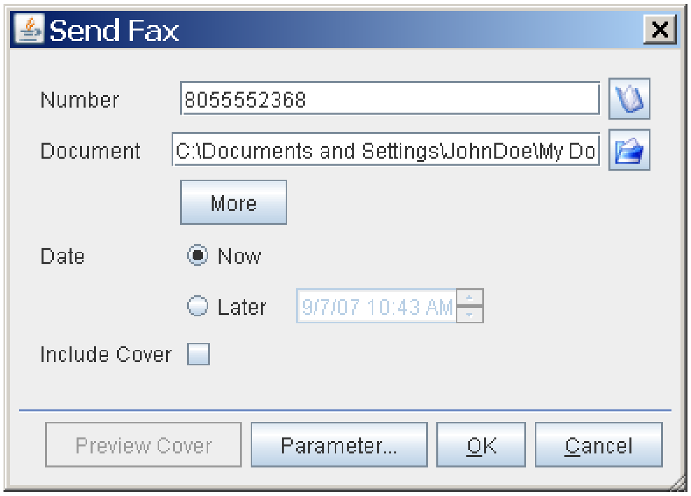
   To launch JHylaFAX in OS X or Windows click the icon on your desktop.

   The following directions are applicable to Linux, OS X, and Windows.

2 Click *File* > *Send Fax*.


JHylaFAX
File
Help
Send Fax... Ctrl-S
Poll Fax...
Update Status F5
Settings...
Setup Wizard...
Address Book
Exit
ding
Done
Documents
Number
Dials
Pag...
Last Error
State
Edit...
Remove
Suspend
Resume
localhost:4559

3 Specify the phone number, then click the folder icon to select a document to send.


Number 8055552368

Document C:\Documents and Settings\JohnDoe\My Do

Date ● Now

○ Later 9/7/07 10:43 AM

Include Cover ☐
Send Fax
More
Preview Cover
Parameter...
OK
Cancel

4 To send a fax, click *OK*.

1.4.2 Helpful Links

JHylaFAX Manual (http://jhylafax.sourceforge.net/manual.html)

JHylaFAX Client Information (http://jhylafax.sourceforge.net/)

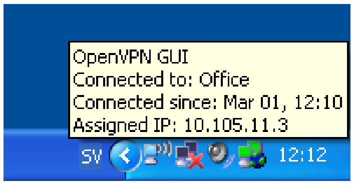
HylaFAX Server Documentation (http://www.hylafax.org/content/Documentation)

1.5 OpenVPN

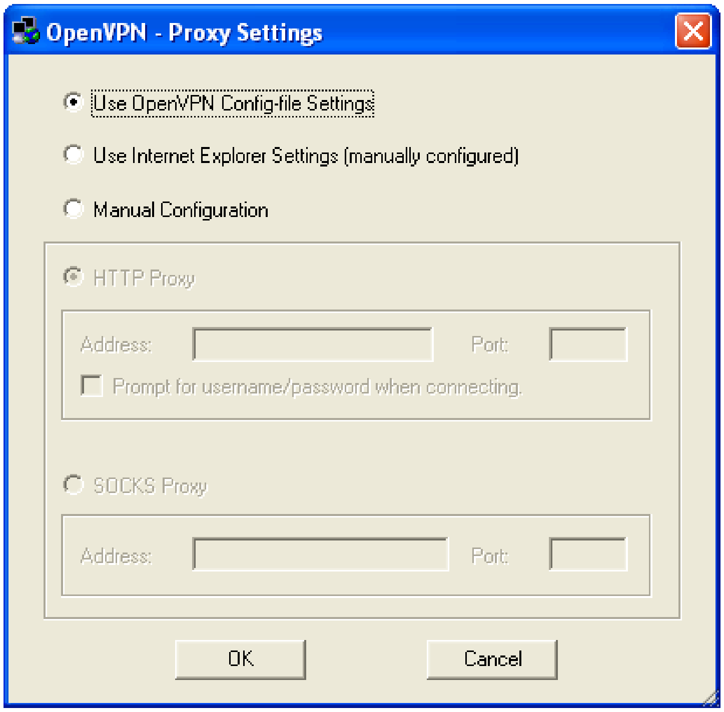
- Section 1.5.1, “Launch OpenVPN,” on page 21

1.5.1 Launch OpenVPN

1 Click the OpenVPN icon.


OpenVPN GUI
Connected to: Office
Connected since: Mar 01, 12:10
Assigned IP: 10.105.11.3

2 Click *Use OpenVPN Config-file Settings*, then click *OK*.


OpenVPN - Proxy Settings

● Use OpenVPN Config-file Settings

○ Use Internet Explorer Settings (manually configured)

○ Manual Configuration

● HTTP Proxy

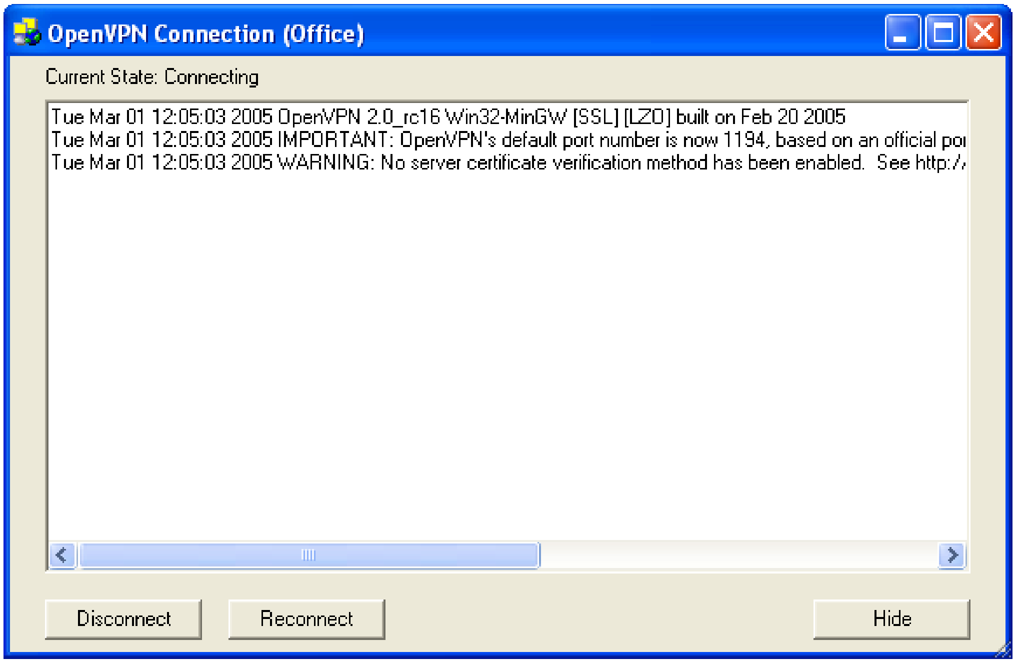
Address: Port:

☐ Prompt for username/password when connecting.

○ SOCKS Proxy

Address: Port:

3 You are now connected to OpenVPN. To disconnect from OpenVPN, click *Disconnect*.



```
Tue Mar 01 12:05:03 2005 OpenVPN 2.0_rc16 Win32-MinGW [SSL] [LZO] built on Feb 20 2005
Tue Mar 01 12:05:03 2005 IMPORTANT: OpenVPN's default port number is now 1194, based on an official po
Tue Mar 01 12:05:03 2005 WARNING: No server certificate verification method has been enabled.  See http:/
```

1.6 Helpdesk

Helpdesk provides an online resource for you to report problems, check the status of your submitted Helpdesk tickets, and research previously submitted tickets. Helpdesk gives you the reassurance that your incident has been received, and allows you to track the progress of your incidents.

- Section 1.6.1, “Logging In,” on page 22
- Section 1.6.2, “Submitting Incidents,” on page 22
- Section 1.6.3, “Helpful Links,” on page 23

1.6.1 Logging In

To log into the Helpdesk application, you must first have an account created in eDirectory. Contact your system administrator to verify this access.

1 Go to the Helpdesk Web site that has been specified by your system administrator. Specify your username and password in the space provided. Your Helpdesk username and password is the same as your eDirectory username and password.

2 Click *Login* to access your Helpdesk page. After you log in, the you are directed to the Add Incident page.

1.6.2 Submitting Incidents

A Helpdesk ticket can be submitted for a wide range of work-related problems you might encounter. The ticket is an efficient way for you to notify your business of your problem.

1 To begin reporting an incident, click *Add*.

2 In the *Problem* field, specify a description of your error. Be sure to write a detailed and accurate description of the problem to allow for a speedier solution to be provided.

3 In the *Queue* field, select the appropriate category for your problem:

- **General:** Miscellaneous problems. Port connectivity issues.
- **Network:** Problems pertaining to account setup on the server.
- **Server:** Problems pertaining to account setup on the server.
- **Workstation:** Problems pertaining to your issued laptop or desktop.

4 In the *Priority* field, select the appropriate rank for your problem:

- **Fatal:** Lost capability to critical systems.
- **Critical:** Lost capability to non-critical systems.
- **Urgent:** Important conflict not pertaining to work.
- **High:** Concerns relating to items needed for productivity.
- **Medium:** Concerns relating to access needed.
- **Low:** Nice to have, but not needed to accomplish tasks.
- **Informational:** A communication that does not need any action, such as Account deactivation.

5 If applicable, click *Browse* in the *Attachment* field and insert an attachment, such as a screen shot of the error message you received, or a log file.

6 Click *Open Incident* to submit Helpdesk ticket.

1.6.3 Helpful Links

For further user information see the Helpdesk User Guide Web site (http://www.novell.com/documentation/beta/nows/pdfdoc/nows_helpdesk_user_guide/nows_helpdesk_user_guide.pdf)