

GroupWise 7 Client Overview

With the upgrade to GroupWise 7 it is important to understand the different ways for you to access your groupware. There are now three ways: 1) Desktop Client, 2) WebAccess, and 3) Intellisync Mobile Suite. Here is a quick list of features which may help you decide what will work best for you.

Desktop Client

- Installs on your desktop or laptop computer
- Provides greatest functionality
- Limits use of email and calendars to the installed PC
- Requires installation of client software

Suggested use: If you spend most of your time at your desk and do not have a need for email or calendars when away.

WebAccess (<http://gwweb.louisville.edu>)

- No special software needed
- Available anywhere there is a web browser (for example: Internet Explorer or Mozilla) and an Internet connection
- Provides most functions found with the desktop client including: email, calendars, proxy ability, file folders, disk quota, archive

Suggested use: Excellent tool while you are traveling or if you work at a site remote to the university campus.

Intellisync Mobile Suite (<http://gwmobile.louisville.edu>)

- Synchronizes your data, so you can edit the data on your PC, your handheld device, your web-enabled phone, or on the Email Accelerator server via a web browser
- Ability to automatically forward email, calendar, tasks and contact information to your handheld device or web-enabled phone
- Individual Intellisync licenses no longer needed for mobile devices
- Requires installation of client software on your mobile device

Suggested use: A must have for highly mobile people who need information even when away from their desks.

New Features in GroupWise 7

Audience: University Community

This document provides you with an overview of some of the new features implemented with the University of Louisville's upgrade to GroupWise v 7. The upgrade is scheduled to take place in mid-summer 2006.

Web Access Enhancements

The web version will look and feel more like the Windows client. You will have the ability to drag and drop items, right-click items to display menus, tabbed navigation and name completion in your Frequent Contacts address book. The Cross-Platform (Macintosh) client has added many features including spell checking, rules, junk mail handling, cleanup tools for your mailbox, backup and restore, and the ability to set your default views, create all day events, and control inline quotations.

Windows Client Enhancements

A new default view, Home, has been added for the desktop client. This view provides three sections: 1) the folder list, 2) panels, and 3) QuickViewer. The folder list displays a condensed list from your Cabinet. Panels display your calendar, check list times and unread items. QuickView shows a selected item in a separate area. Home view is customizable allowing you to add the panels you want to see.

To allow for quick access to your most used folders, GroupWise 7 has added a Navigation bar. It contains shortcuts to your Home view, Mailbox, Calendar, Sent Items and Contacts.

Additional functions are:

- Quick Spell Checker: checks your spelling as you type
- HTML Signatures: allows you to add graphics, background images and tables to your signature
- Unicode support: subject and message body of an item can be viewed in properly in a variety of languages
- Inline quotations: when replying to a message you can select how the original text appears
- Prevent images from appearing in HTML messages: to help prevent malicious attacks images are not shown by default
- Search attachments: GroupWise Find now searches the contents of attachments.

- Multiple Calendars: you can create multiple calendars with each calendar having an assigned color. You have a variety of ways to view the calendars by selecting which ones you want to view.
- All day events: all day events are now displayed at the top of the calendar view
- Group Labels display items in groups with a date header. For example, items you received today are all grouped together with today's date as their label

Mobile Device Enhancements

If you use a Palm, Treo, HP iPAQ or Dell Axim Pocket PC, Nokia, Motorola or any of the other 400-plus devices supported by Intellisync, GroupWise 7 will sync collaboration information between the server and your device. (*Blackberry devices will continue to be supported under the current Blackberry Enterprise Server*) You will have secure access to e-mail, appointments, tasks and notes from anywhere. You can view almost any type of attachment (word processing documents, spreadsheets or presentations) in graphical format. And with integrated "push" technology, GroupWise can push data to the mobile device (through a wireless carrier of your choice or over WiFi) as soon as it arrives in your inbox.

GroupWise 7 Frequently Asked Questions

1. What's [new](#) in GroupWise 7?
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15. I've written some rules and made other [customizations](#) to my GroupWise 6.5 Windows client. Will all of them stay the same or will I have to redo them?

16. Is there a way to display [images](#) without having to 'Click here to display the image' on each email? I have my view as HTML but it still makes me confirm.
17. Help says I can go to File > New > [Instant Message](#) to send an instant message. How do I use this kind of messaging from GroupWise?
18. I'd like more details on GroupWise 7. Where can I get additional [information](#)?

ANSWERS

1. What's new in GroupWise 7?

There is a new default view for the Windows client. Web access looks and feels more like the Windows client. Intellisync Mobile Suite is available to sync information between the server and your handheld. Additional information is available at:

<https://docushare/dsweb/View/Collection-2659>

2. What are the system requirements for the desktop client?

Microsoft Windows Client

Any of the following Windows versions with the latest service pack:

- Windows 2000 on a Pentium 200 or higher with at least 128 MB of RAM
- Windows XP Professional on a Pentium 300 or higher with at least 128 MB of RAM
- Windows 2003 on a Pentium 300 or higher with at least 128 MB of RAM

60 MB of free disk space to install the Windows client

Cross-platform Client

Any of the following operating systems with the latest support pack:

- Macintosh OS 10.3 (Panther) or Macintosh OS 10.4 (Tiger)
- Novell Linux Desktop, plus the KDE desktop or the GNOME desktop
- Red Hat Desktop 4 or Red Hat Enterprise Linux WS 4
- Java Virtual Machine (JVM) 1.4.2 or later

40 MB of free disk space to install the cross-platform client

3. Do I need to uninstall the GroupWise 6.5 Client to install the GroupWise 7 Client?

It is recommended that you uninstall the old GroupWise 6.5 client and reboot before installing the GroupWise 7 client.

4. Can I use my handheld device with GroupWise 7?

If you use a Dell Axim, Palm, Treo, HP iPAQ pocket PC or a Nokia, Motorola or any of the other 400-plus devices supported by Intellisync, GroupWise 7 will sync collaboration information between the server and your device. (*Blackberry devices will continue to be supported under the current Blackberry Enterprise Server.*)

GroupWise 7 does require the installation of Intellisync Mobile Suite to your handheld device. Instructions can be found at <https://docushare/dsweb/View/Collection-4139>

5. Will my Blackberry device sync directly with GroupWise 7?

Blackberry devices will continue to be supported by the Blackberry Enterprise Server (BES). This server provides syncing for email, calendars and tasks.

For information on how to add your Blackberry to BES view: https://www.louisville.edu/it/dcs/blackberry/blackberry_details.html. You will need to login using your ULink userid and password to view this document.

6. When do I need to upgrade to the GroupWise 7 client?

A 90 day window is provided to install the upgrade. GroupWise 6.5 clients must be upgraded to version 7 before October 27, 2006

7. Is there a GroupWise 7 client for Apple Macintosh or Linux operating systems?

Yes, there is a cross-platform client for Apple Macintosh and for limited Linux OS. The client can be downloaded for free at Software Resales, <http://softwareresales.louisville.edu>. CDs are also available, for a charge, at Software Resales.

Note: The cross-platform client has been tested on the Mac Mini (Intel processor Apple Macintosh). It has **not** been tested on the Apple MacBook or Apple MacBook Pro. We do not anticipate any problems since they are similar to the Apple Mac Mini. The cross-

platform client has also been tested on a SUSE 10 Linux. It appears to install without problems.

System requirements can be viewed at <https://docushare.louisville.edu/dsweb/View/Collection-4160>

8. I'm concerned about having to learn another way of reading my email. How much different will GroupWise 7 be from version 6.5?

In Windows full client a home page has been added to allow you to see multiple functions at once (unread mail, your calendar and your tasks, for example). However, by selecting the Mailbox, Calendar or Sent Items from the navigation bar, it will look like your GroupWise 6.5 desktop. You will be able to learn to use the new functions of your home page at your convenience.

9. In GroupWise 7 the names in the To: field seem to be coming up in a different order than they did in GroupWise 6.5. What happened when I upgraded?

As in previous upgrades, some items may revert to system defaults during the upgrade. The only address books selected for you in the *Name Completion Search Order* are the Novell GroupWise Address and Frequent Contacts books.

To reset address books to your desired search order:

- Go to your address book
- Select **Name Completion Search Order** from the File drop down menu
- Move desired **Available books** to the **Selected books** field
- Remove unwanted books (like Frequent Contacts) from the Selected books field
- Select the order in which you wish to search by moving the books up/down in the Selected books field

10. After I upgraded to GroupWise 7 my signature file looked different, what happened?

In GroupWise 7 signature files have mandatory HTML attributes. This may have changed your signature file if you used line breaks or other formatting in your GroupWise 6.5 signature file.

To make changes:

- Select Options from the Tools drop down menu

- Double click on the Environment icon
- Select the Signature tab
- Make desired changes and click OK

11. What are the different methods can I use to access my GroupWise email?

There are five ways to access your university email:

- Full client (Windows or cross-platform)
 - Free download from Software Resales
 - Install from NAL Novell Application Launcher (Windows only)
 - CD, available for a charge, from Software Resales
- GroupWise WebAccess at <http://gwweb.louisville.edu>
 - Use web browsers like Internet Explorer or Mozilla
 - No client software required
- Intellisync Mobile Suite <http://gwmobile.louisville.edu>
 - For most handheld devices and web-enabled phones
 - Client installation required on the mobile device
- Blackberry Enterprise Server
 - For authorized Blackberry devices
 - See question 5 for adding your Blackberry to BES
- IMAP for email clients like Eudora or Outlook
 - Incoming mail server type is **IMAP**
 - Incoming mail address ***imap.gwise.louisville.edu***

12. When I click on the GroupWise icon on my desktop it doesn't prompt me for my userid, just my password. How can I get it to prompt for my userid?

GroupWise assumes that you use the same userid all the time for your email account. To be prompted for a userid and password:

- Right click on the **GroupWise icon**
- Left click on **Properties**
- Select the **Shortcut** tab
- In the **Target** field add **/@u-?** to the end of the groupwise.exe command
- You need to leave a space between exe and /

13. What training is available for GroupWise 7?

On-line training is available under GroupWise Basics at:

<http://academictechnology.louisville.edu/instructionaltechnology/training/gw>

Classes are available through IT Academic Technology. To register for a class

- Go to:
<http://academictechnology.louisville.edu/atsforms/traininregistration>
- Select the GroupWise Introduction or Advanced class at the desired time and location
- Enter required information and click the submit button

14. In the old client I could move forward or backward by a day/week/month/ or year. Why can I only move forward by one day/week in the new calendar?

There is a different default setting for calendars in GroupWise 7. To change your default:

- Right click on the **navigation bar** (the gray bar with the date, Today and calendar views)
- Left click on **Properties**
- Click the **Extended Navigation** radio button at the bottom of the pop up window
- Click **OK** and the 1,7,31 and 365 day options will appear

15. I've written some rules and made other customizations to my GroupWise 6.5 Windows client. Will all of them stay the same or will I have to redo them?

In our testing most rules and customizations upgraded without problems. However, you should check your signature, Name Completion Search Order and calendar settings after upgrading. The defaults changed on these functions and this will change some of your customizations.

16. Is there a way to display images without having to 'Click here to display the image' on each email? I have my view as HTML but it still makes me confirm.

When an HTML message is received, the images are not shown by default for security reasons. This helps prevent viruses and other malicious attacks through email messages.

You may remove this option by selecting Tools > Options > Environment > Default Actions. In the column headed *HTML external images* select the 'Never show warning' radio button.

17. Help says I can go to File > New > Instant Message to send an instant message. How do I use this kind of messaging from GroupWise?

GroupWise Messenger options are available **only if** GroupWise Messenger is installed and running on the servers. It is being tested for use, but it is not available for general use at this time.

18. I'd like more details on GroupWise 7. Where can I get additional information?

The Novell GroupWise Client Frequently Asked Questions (FAQ) has information for users who have not found the information they need in the on-line help or user guides. These FAQ can be found at:

http://www.novell.com/documentation/gw7/index.html?page=/documentation/gw7/gw7_userfaq/data/a20gkue.html