



Managing Your GroupWise Email

January 2005

Table of Contents

- [GroupWise Desktop Client](#)
 - [Mailbox Size and Quota Information](#)
 - [Quota Alert Messages](#)
 - [Exceeding Your Quota](#)
 - [Clean Up Settings](#)
 - [Changing Your Clean Up Settings](#)
 - [Archiving](#)
 - [Setting Your Archive Path](#)
 - [Moving Your Archive](#)
 - [Archive Filename](#)
 - [Accessing Your Archive](#)
 - [Exiting Your Archive](#)
 - [Archive Toolbar Icon](#)
 - [Archive Trash](#)
 - [Manually Archiving and Un-archiving](#)
 - [Archive Folders](#)
 - [Shared Access](#)
 - [Shared Folders](#)
 - [Proxy Access](#)
 - [Archived Sent Items](#)
 - [Archived Calendar Entries](#)
 - [Archive Maintenance](#)
- [GroupWise Web Client](#)
 - [Mailbox Size and Quota Information](#)
 - [Quota Alert Messages](#)
 - [Exceeding your Quota](#)
 - [Clean Up Settings](#)
 - [Archiving](#)
- [GroupWise IMAP Access](#)
 - [Mailbox Size and Quota Information](#)
 - [Quota Alert Messages](#)
 - [Exceeding your Quota](#)
 - [Clean Up Settings](#)
 - [Archiving](#)

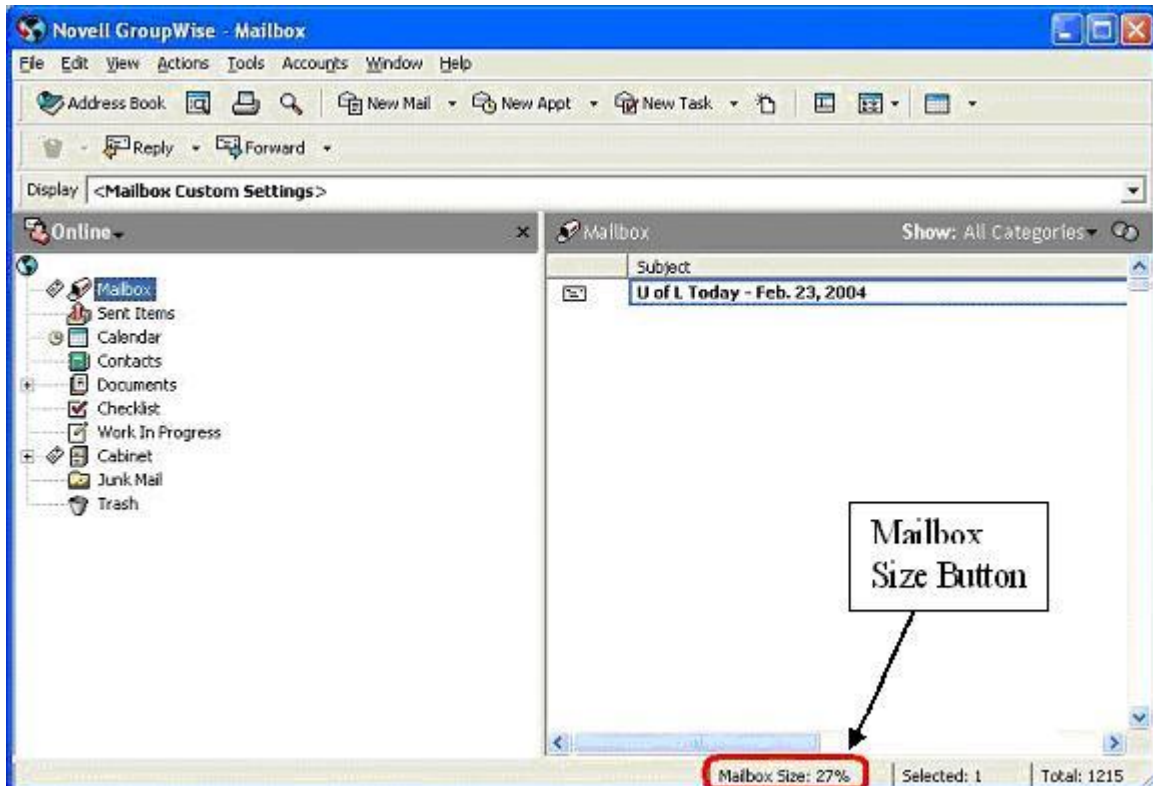
GroupWise Desktop Client

Mailbox Size and Quota Information

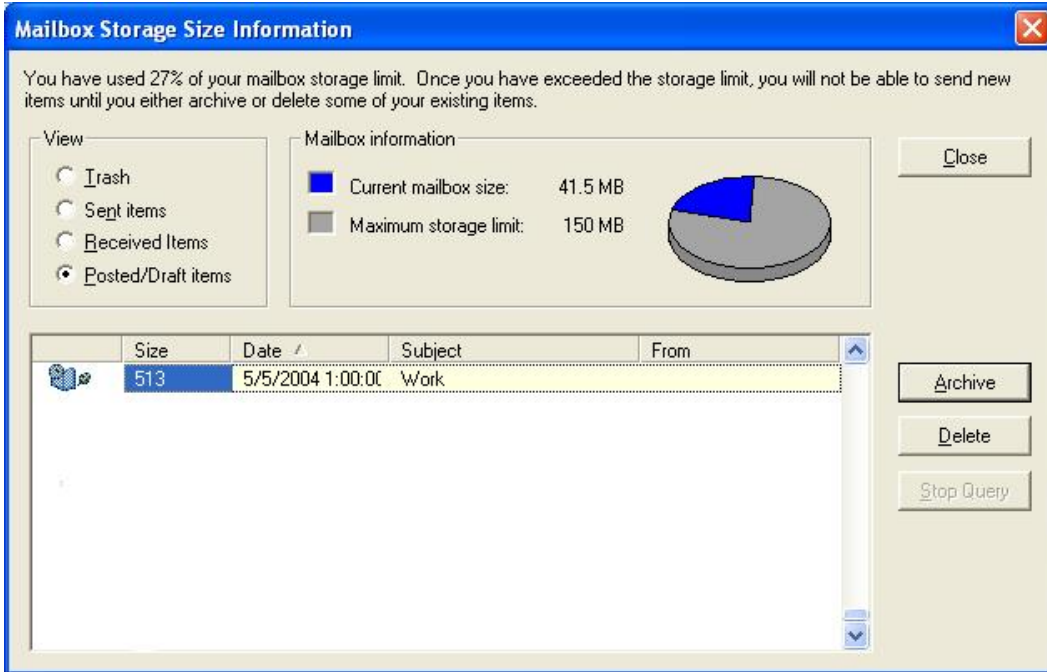
Although all GroupWise accounts will be given a 200MB storage limit, account holders are encouraged to stay within 100MB of disk quota. Account holders who exceed 200MB will be unable to send mail until items are deleted or archived to reduce the amount of disk storage below 200MB. All items contained within in your GroupWise account contribute to the quota:

- Email in the mailbox and cabinet folders
- File attachments
- Sent items
- Calendar entries
- Address books
- Trash that has not been emptied
- To Do List items
- Reminder Notes
- Phone messages
- Shared address books and folders for the owner

Use the Mailbox Storage Size Information window to view your mailbox size. Access the window by clicking on the Mailbox Size button in the status bar at the bottom of your GroupWise window.



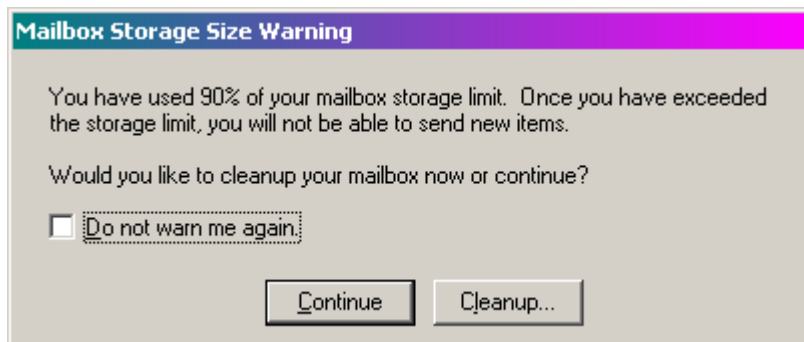
The Mailbox Storage Size Information window will provide the current percentage used of your mailbox storage limit or quota. The current mailbox size is displayed along with the amount of the maximum storage limit or quota.



Select from the standard folders of *Trash*, *Sent items*, *Received items*, and *Posted/Draft items* to view. When you select a view, GroupWise searches for items in the selected folder and displays them in descending order, from the largest file size to the smallest. You can also sort the displayed items by date, subject and who the item is from. Once you select a single item or multiple items, you can then either delete the item or send it to archive by clicking the desired button to the right. Deleting items will permanently remove them from your account without first sending them to the trash.

Quota Alert Messages

Once you are within 90% of your quota capacity, when you attempt to send new email you will receive a pop-up warning.



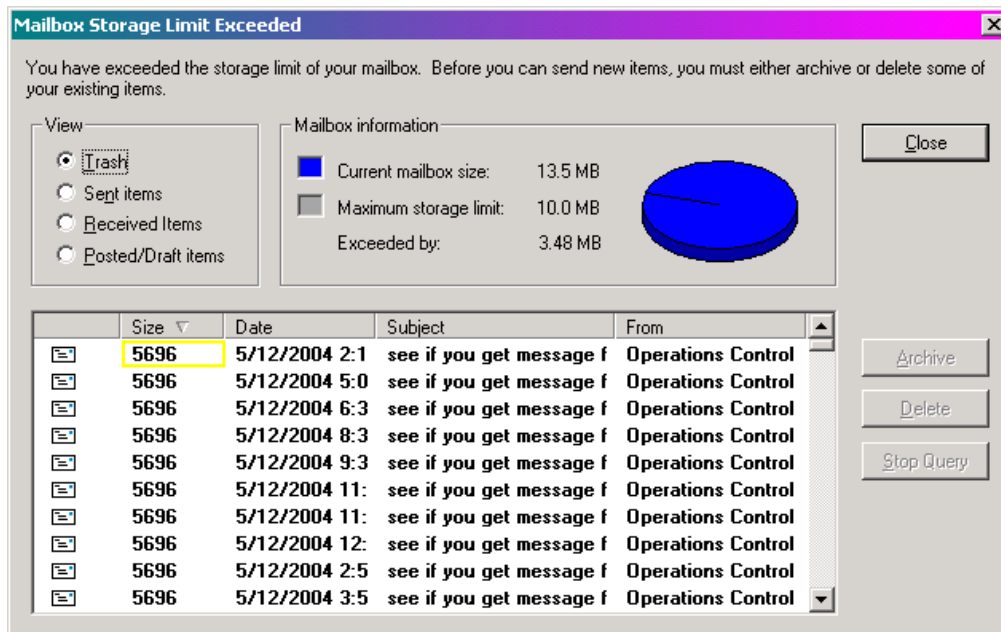
You have the option to take time to perform some clean up by selecting the Cleanup button. It will take you to the Mailbox Size Information window described above. Or if you desire, click the Continue button to proceed into the compose a new email window.

Exceeding Your Quota

When your mailbox size exceeds the quota, you cannot send new email. The quickest way to regain your ability to send email is to free up needed disk space by deleting and archiving items from your GroupWise account until the size of your account is within the quota.

You will continue to receive new email. No email sent to your GroupWise account will be lost or undelivered because you are over quota.

You can use the Mailbox Storage Size Information window to manage items within your account to regain needed disk space. When your mailbox size exceeds the limit, the Mailbox Storage Size Information window automatically displays when you attempt to send a new email.



You will notice, along with the current mailbox size and the quota, the window will also display the amount of space you are exceeding the quota by and the graph is full.

Use the view buttons to view items in the selected folder in descending order, from the largest file size to the smallest. Use the archive and delete buttons to reduce the size of your mailbox until it is below the quota or maximum storage limit.

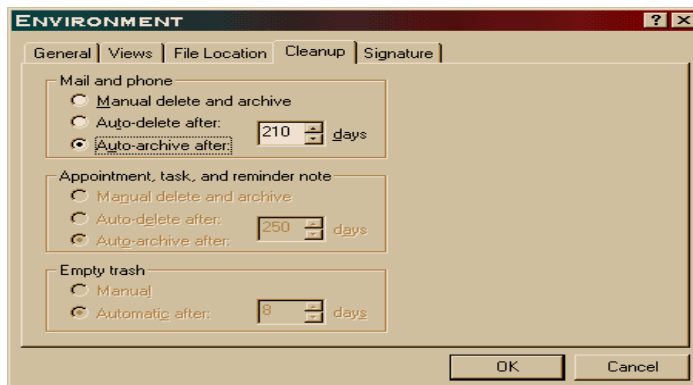
If you are having trouble identifying items you can delete to free up space, check the following areas to gain back quick amounts of disk space:

1. Mailbox Storage Size Information Window: Check disk usage and identify large items that can be deleted or archived
2. File Attachments: Save file attachments to a Local Area Network (LAN) home or shared directory (H or I drive) and delete the email and associated attachment from GroupWise.
3. Sent Items: Review and delete older sent items on a regular basis.

If you follow the above suggestions to cleanup and manage your account, you will notice the response time to perform actions within GroupWise will be improved and you will spend less time dealing with your mail.

Clean Up Settings

The GroupWise cleanup settings in the desktop client control how old mail items are handled, when GroupWise calendar items are automatically moved to archive and when the trash will be emptied.



The setting that controls mail entries is set at the system level and changeable by the user. The default setting is currently set to *Auto-archive* mail (and phone messages) once they become 210 days old. On January 14, 2005 this system setting will change to *Manual delete and archive*.

If your cleanup setting has not been changed from the default, after January 14th your cleanup setting will be the new manual delete and archive. Otherwise, if you have customized your cleanup setting it will remain unchanged and will continue to reflect your desired setting.

The settings that control calendar entries and the trash are set at the system level and are locked (grayed out). These settings are not changeable by the user. Calendar entries, which include appointments, tasks and reminder notes, will automatically archive when they reach an age of 250 days old (the maximum setting allowed) and the trash will automatically empty after 8 days.

Changing Your Clean Up Settings

Units and schools are encouraged to determine the appropriate cleanup settings for their employees and university related processes. University Archives staff are available to discuss university guidelines and policies regarding retention of electronic mail. Individual GroupWise account holders are advised to consult with their technology support staff to determine the appropriate clean up setting.

There are three options to choose from when changing your cleanup setting. Each option is explained in the table below along with words of caution.

Option	Caution
<p><i>Manual delete and archive:</i> This option will prevent anything from happening to your mail items automatically. You must manually delete or archive mail items as necessary.</p>	<p>This method provides the most control but places the responsibility for managing email entirely on the user. Users with this setting must delete and archive items on a regular basis to ensure the quota is not exceeded.</p>
<p><i>Auto-delete after a number of days:</i> Based on the number of days selected, when mail reaches the specified age it will be automatically deleted and moved into the trash.</p>	<p>Be aware mail items will be removed from all locations within your account (mailbox, cabinet folders, sent items, etc).</p>
<p><i>Auto-archive after a number of days:</i> Based on the number of days selected, when mail reaches the specified age it will automatically be moved into the archive. You may prefer to shorten the number of days to move items into your archive on a more frequent basis.</p>	<p>If you choose to automatically archive, over time your archive will grow and become large.</p> <p>There is a legal risk associated with retaining email that should more appropriately be destroyed.</p>

To change your cleanup setting:

1. Select **Tools** from the main toolbar
2. Choose **Options...**
3. Double click on **Environment**
4. Click on the **Cleanup** tab
5. Click the button next to the desired option, adjusting the number of days
6. Click **OK** and then **Close**

Archiving

Archive is the ability within the GroupWise client to store items in an alternate location for future reference. This allows you to keep your mailbox uncluttered by storing items that are not relevant at the present time but may be needed in the future.

When items are archived the email is removed from your account and stored in a special directory, which is specified in the archive path. Archive files are encrypted and are only readable by the GroupWise client.

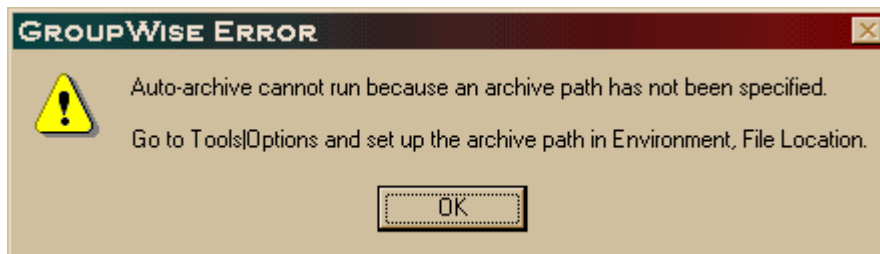
When or if you require access to the archived items you may view or print them from archive. If you wish to work with the item (reply, forward, etc...) you must first unarchive it, which removes the item from archive and stores it back in your active account.

Archiving takes place the first time you log into the GroupWise desktop client software for the day, the automatic archive, if selected, will move all items from your active account into the archive that have met the specified criteria.

If an archive path has not been defined or access to the directory is not available, the archiving action will not take place. Those items will be moved into archive the next time the client is accessed with the appropriate access or after the archive path has been specified.

Setting Your Archive Path

Archiving cannot take place unless an archive path has been specified. If you do not have an archive path defined you will receive a message whenever you log in.

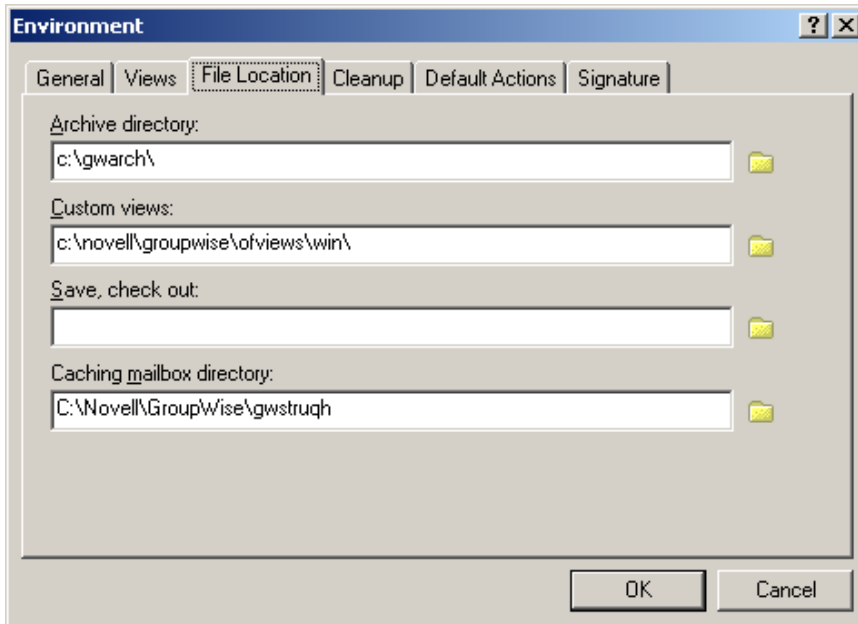


Click **OK** to remove the message. You may ignore this message if you do not wish to archive. If you do wish to archive, then you must first define the archive path specifying the drive location of where you want your archive stored.

To see where your archive path is pointing or to set an archive path if you don't have one:

1. Select **Tools** from the mail toolbar
2. Choose the **Options...** selection
3. Double click on the **Environment** icon

4. Click on the **File Location** tab
5. Type the new path in the **Archive directory:** field
6. Click **OK**
7. Click **Close**



It is strongly recommended that you store or locate your archive on a network drive such as a home directory (H drive) so it is centrally protected and backed up.

Moving Your Archive

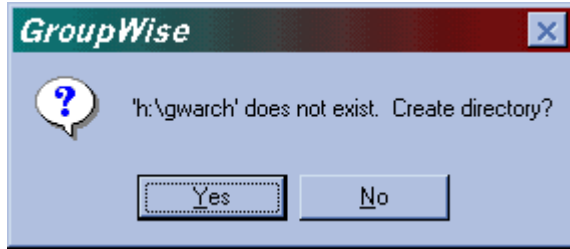
When changing the location of your archive, you must first determine if you have enough disk space available at the new location.

Once you have verified you have enough disk space, you can use Windows Explorer commands to copy and paste your archive directory to the new location. Afterwards, change the archive path in the client to point to the new archive location.

Archive Filename

Your archive items are stored in a directory, which can be named anything you wish. A typical archive path would look like: **h:\gwarch** which indicates the archive will be stored in a folder called gwarch on the H drive.

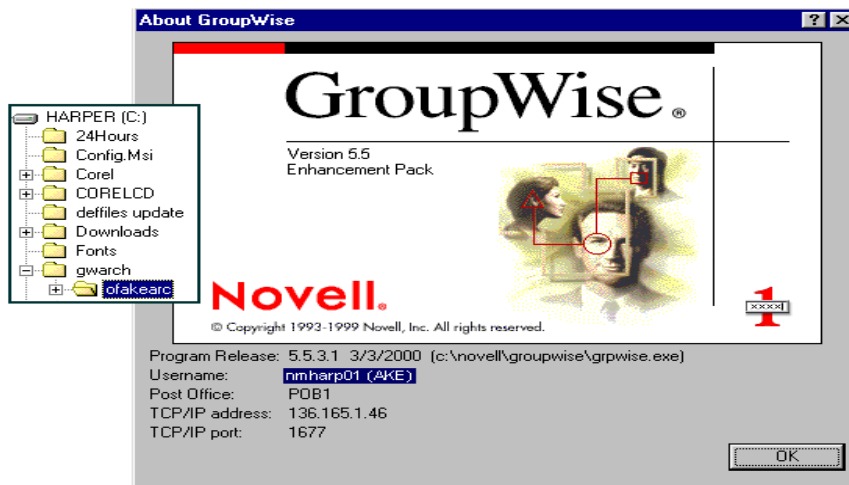
Name the archive directory in the archive path and click **OK**. GroupWise will prompt you with a message indicating the directory does not exist and ask if you would like to create it. Click **Yes** to proceed.



Within this directory there will be one file named with the format **ofxxxarc**, where xxx is the unique identifier for the owning account.

To determine your unique identifier:

1. Log into the GroupWise client,
2. Click on the **Help** option of the toolbar,
3. Select the **About GroupWise** option, and
4. Note the three characters in parentheses following the username.

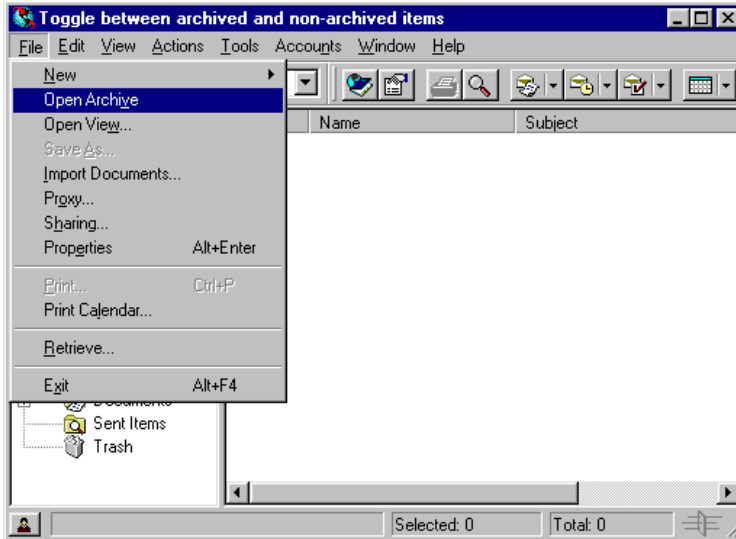


Regardless of where the archive directory is stored, only the owning GroupWise account (the account with the corresponding unique identifier) can access the archived files.

Accessing Your Archive

To access your GroupWise archive:

1. Select the **File** option from the main toolbar, and
2. Select **Open Archive**

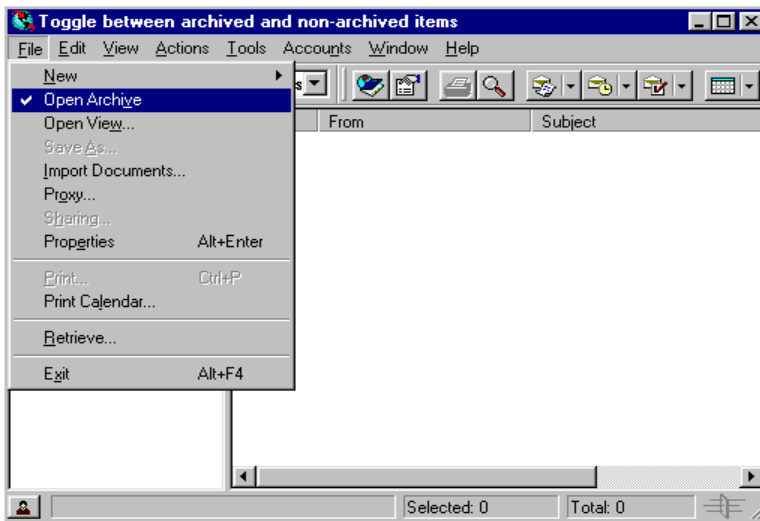


Notice the description on the GroupWise window title will change to **(Archive) – GroupWise – account holder’s name**

Exiting Your Archive

To leave your archive and return to your active account:

1. Select **File** from the main toolbar, Open Archive will have a check next to it
2. Select **Open Archive**.



You will notice the description on the GroupWise window title will change back to **GroupWise – account holder’s name**

Archive Toolbar Icon

You can also customize your GroupWise account tool bar to include an icon that will toggle you between your active account and your archive. To customize your toolbar:

1. Right click on the blank area of the toolbar,
2. Select **Proprieties**,
3. Select the **Customize** tab
4. The archive icon is in the **File** category - picture of a file cabinet drawer with a blue arrow
5. Drag the new icon button to the toolbar or click **Add** and click **OK**



Archive Trash

The trash in archive does not automatically empty. Once you have completed deleting mail items from your archive you must manually empty the trash of your archive by right clicking on the trash folder and selecting the empty trash option.

Manually Archiving and Un-archiving

To archive an item:

1. Highlight the item
2. Select **Actions** from the main toolbar
3. Choose **Archive** or right click on the item and select **Archive**

To un-archive an item:

1. Open your archive (as described above under Accessing Your Archive)
2. Highlight the item
3. Select **Actions** from the main toolbar
4. Choose **Archive** (it will have a checkmark next to it) or Right click on the item and select **Archive**

When you archive or unarchive items, they remain in the same folder location within your account both in your Mailbox and archive. When you un-archive a note, it will be placed back into your active account in the same folder. If the folder no longer exists, it will automatically be created.

Archive Folders

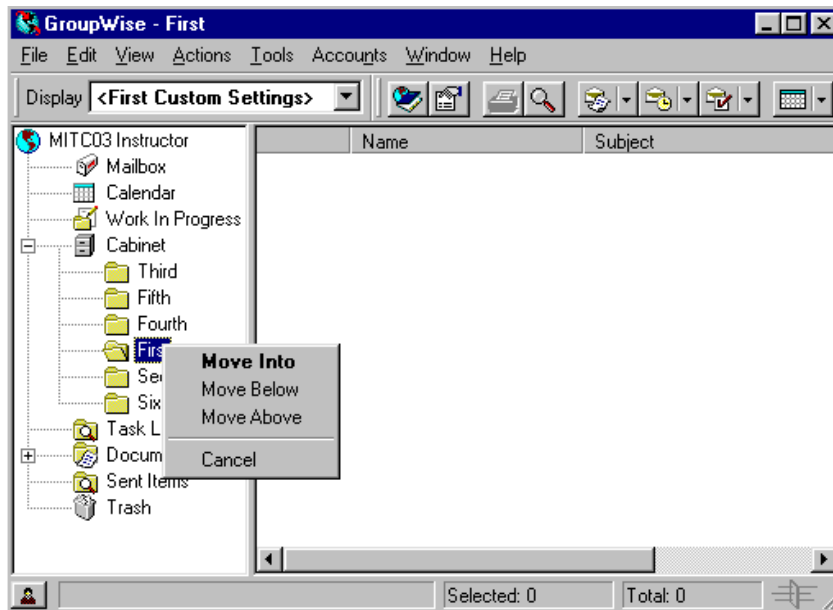
The folders within archive are not stored or sorted in what seems to be any specific order. Actually the last folder created in archive will be the first folder.

To reorder the folders within archive:

1. Right click on the folder to be moved and drag it to the new location
2. When you release the mouse you will be presented with a selection box asking you if you want to:

Move Into,
Move Below, or
Move Above

3. Select the appropriate choice based on your desired location
4. The folder will be moved.



Note: If you change the order of your folder list in your active account or move existing folders to be subfolders under an existing folder, these changes will not automatically be made for you in your archive. To keep the cabinet structure the same, you must make the changes in both places.

Shared Access

GroupWise provides several ways you can share access to data within your account. They are shared folders and proxy access. GroupWise archive impacts the accessibility to mail for both of these functions.

- Shared Folders

The owner of a folder can share it with others in GroupWise. In the owner's GroupWise account the shared folder will have a hand pointing to the right with a blue sleeve. In the recipient's GroupWise account the shared folder will have a hand pointing to the left with a red sleeve. The archived items from a shared folder are stored in the owner's archive. The folder appears as a normal folder within their archive cabinet. Once the items are archived, they are no longer shared or accessible to anyone except the owner.

- Proxy Access

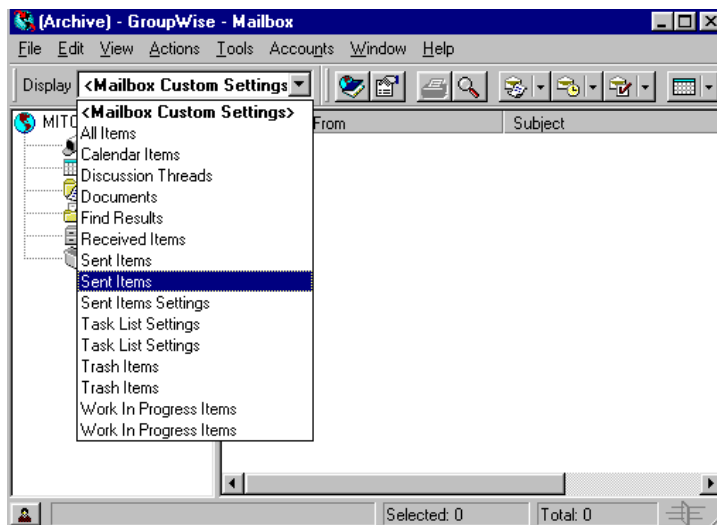
An individual can grant various levels of proxy access to the different item types within GroupWise. For example, you can set proxy access to allow everyone to have view access of your calendar. Likewise, you can define proxy access to allow individuals to access your mail.

When you are proxied into another GroupWise account, archive is not an available option. If you right click on an item to archive it, the **Archive** option is not listed. If you select **Actions** from the toolbar, the **Archive** option is grayed out. Likewise, if you select **File** from the toolbar, **Open Archive** is grayed out. Only the owner of the GroupWise account can access the archive. Once the owner of the account has archived items, they are no longer accessible to the individual proxy-ing into the account.

Archived Sent Items

Although your sent items are archived, the Sent Items folder does not appear in the archive folder list. To view your archived sent items:

1. Make sure your archive Mailbox is highlighted in the list on the left,
2. Click on the down arrow of the **Display** drop-down box, and
3. Select **Sent Items**.

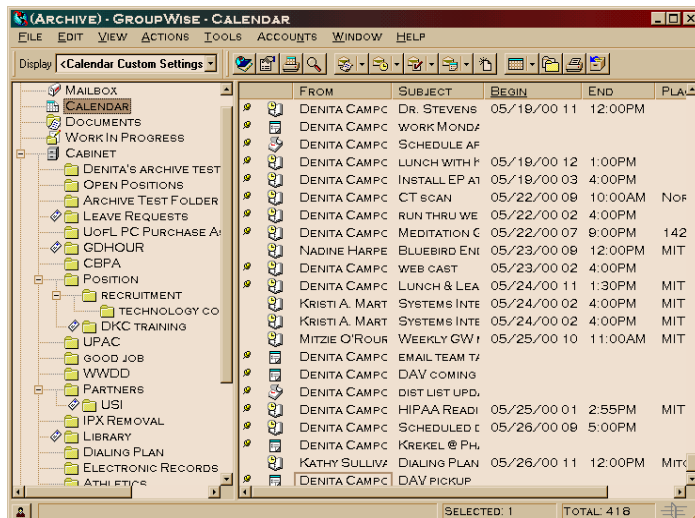


Archived Calendar Entries

Calendar entries are automatically archived once they reach an age of 250 days old. To easily identify and remove calendar entries from your archive, can change the calendar display to a list where you can then highlight and delete multiple entries at a time by using the SHIFT or CTRL keys.

To change your archive calendar display to a list:

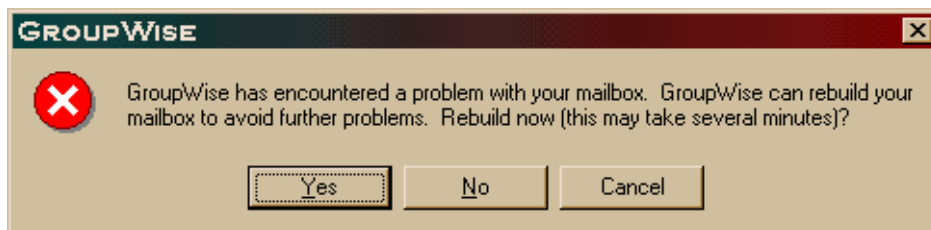
1. Right click on the archive calendar located on the left side of your window
2. Select **Properties**
3. Select the **Display** tab
4. Choose **Details** from the **View By:** pull down list
5. Click **OK**
6. Next you will receive the **Display Setting Save As** window
7. Click **OK**



Once you have finished your archive calendar cleanup, follow the above steps to return your calendar display back to the calendar format.

Archive Maintenance

There is a GroupWise tool that will check and repair the archives. To run this utility, hold the **CTRL+SHIFT** keys while selecting **File** then **Open Archive**. You will receive a prompt message to rebuild your mailbox.



Click **Yes** to perform the rebuild. It is suggested this utility be run at least once a month to prevent problems.

GroupWise Web Client

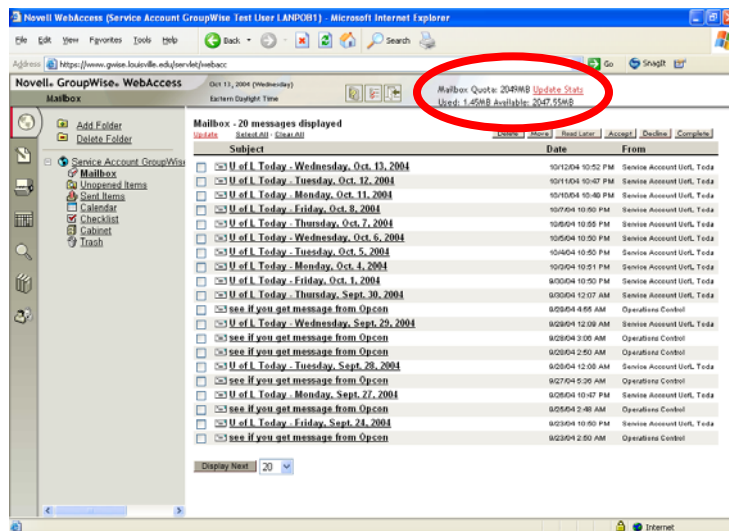
The GroupWise web client is located at: <http://www.gwise.louisville.edu>

Mailbox Size and Quota Information

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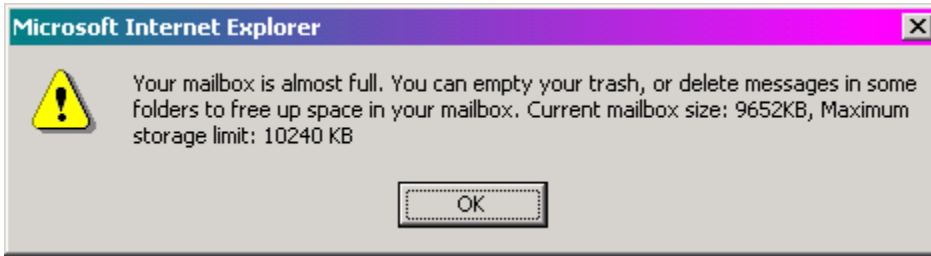
- Email in the mailbox and cabinet folders
- File attachments
- Sent items
- Calendar entries
- Address books
- Trash that has not been emptied
- To Do List items
- Reminder Notes
- Phone messages
- Shared address books and folders for the owner

The web client main window provides mailbox size information including the size of the quota and the amount of used and available space. The Update Stats link is a button that is used to refresh the information.



Quota Alert Messages

Once you have reached 90% of your quota capacity, the next time you login to your GroupWise account you will receive the following pop-up message alert notifying you that you are approaching your maximum storage limit.

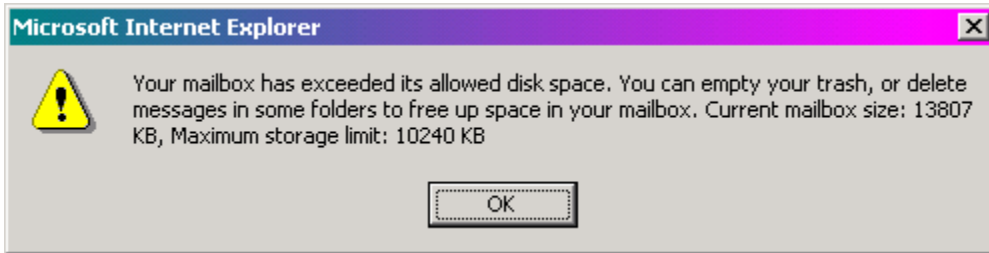


Exceeding Your Quota

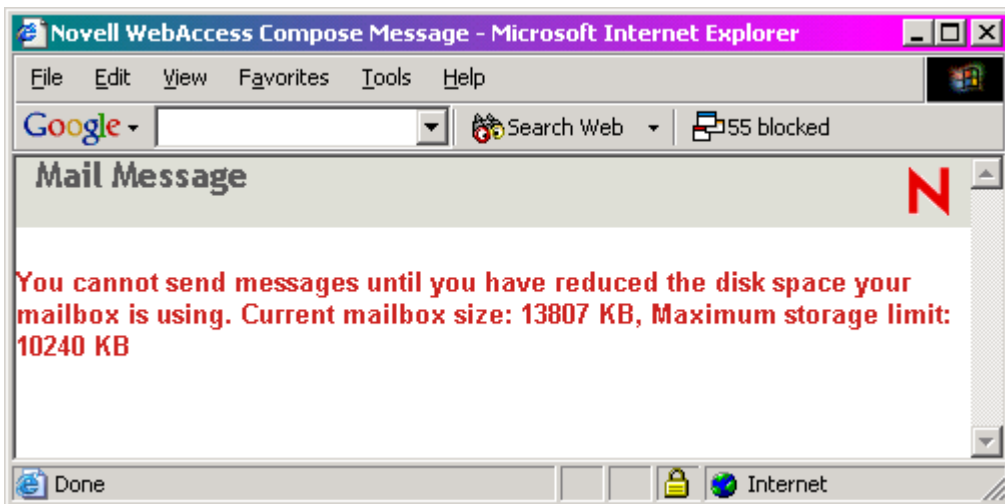
When your mailbox size exceeds the quota, you cannot send new email. The quickest way to regain your ability to send email is to free up needed disk space by deleting and archiving items from your GroupWise account until the size of your account is within the quota.

You will continue to receive new email. No email sent to your GroupWise account will be lost or undelivered because you are over quota.

Once you have exceeded your quota, when you login to the web client you will receive the following message:



Likewise, when you are over your quota and attempt to compose a new email note you will receive the following message:



If you are having trouble identifying items you can delete to free up space, check the following areas to gain back quick amounts of disk space:

4. Mailbox Storage Size Information Window: Check disk usage and identify large items that can be deleted or archived
5. File Attachments: Save file attachments to a Local Area Network (LAN) home or shared directory (H or I drive) and delete the email and associated attachment from GroupWise.
6. Sent Items: Review and delete older sent items on a regular basis.

If you follow the above suggestions to cleanup and manage your account, you will notice the response time to perform actions within GroupWise will be improved and you will spend less time dealing with your mail.

Clean Up Settings

The web client does not provide automated clean up settings for email or calendars that you find in the GroupWise desktop client. The setting for the trash is set at the system level and will automatically empty every 8 days.

Archiving

The web client does not provide archiving capabilities as the desktop client does. To archive or save email from the web client you must save them manually and individually. If an email has an associated file attachment, be sure and save the attachment separately because it will not be saved with the email.

GroupWise IMAP Access

Mailbox size and Quota Information

Although all GroupWise accounts will be given a 200MB storage limit, account holders are encouraged to stay within 100MB of disk quota. Account holders who exceed 200MB will be unable to send mail until items are deleted or archived to reduce the amount of disk storage below 200MB. All items contained within in your GroupWise account contribute to the quota:

- Email in the mailbox and cabinet folders
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- Calendar entries
- Address books
- Trash that has not been emptied
- To Do List items
- Reminder Notes
- Phone messages
- Shared address books and folders for the owner

There is no way for GroupWise IMAP client users to determine their current mailbox size or quota usage from within an IMAP client. It is recommended that IMAP users log into their GroupWise account via the web client to view their quota usage information.

Quota Alert Messages

Individuals that use an IMAP client to access their GroupWise email will not receive quota alert messages.

Exceeding Your Quota

IMAP users will be able to continue to send and receive email when their quota is exceeded. The quota will impact IMAP users in that their mailbox size will continue to increase and be subject to charges for disk space used over the quota each month.

Clean Up Settings

IMAP clients do not provide the automated clean up settings for email, calendars or trash that you find in the GroupWise desktop client.

Archiving

It is the responsibility of the IMAP user to determine the best method to retain copies of their emails for storage and retention purposes.