



GroupWise® 5.5
Plug-In for Outlook

Novell®

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GroupWise 5.5 Plug-In for Outlook Overview

The GroupWise® 5.5 Plug-In for Outlook* provides GroupWise e-mail, calendaring, scheduling, and collaboration functions from within the Outlook 97/98/2000 client.

By making use of this plug-in, users can choose to use GroupWise or Outlook, or both. Outlook users can keep their existing data and don't have to learn a new product when the company moves to GroupWise. Likewise, GroupWise users can keep their existing data and don't have to learn a new product, for example, if the company integrates with a group of Outlook users or if part of the company prefers Outlook.

The network administrator's job of managing a Microsoft* desktop system or a mixed Novell® and Microsoft desktop system is simplified by the reliability, scalability, and manageability of the GroupWise message store and message transport. Administrators also have the choice of managing the entire collaboration environment with the stability, scalability, and lower cost of ownership of NetWare® and NDS®.

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Understanding

Choose from the following list of topics to learn more about the GroupWise® 5.5 Plug-in for Outlook*:

- ♦ [“What Is the Plug-In?” on page 9](#)
- ♦ [“How Does the Plug-In Work?” on page 9](#)
- ♦ [“Frequently Asked Questions \(FAQ\)” on page 10](#)

What Is the Plug-In?

The GroupWise 5.5 Plug-In for Outlook is your solution for accessing GroupWise mailboxes from within Outlook. You can also access your mailbox from within GroupWise.

How Does the Plug-In Work?

The GroupWise 5.5 Plug-In for Outlook uses MAPI to communicate to all the necessary GroupWise information services from within Outlook. MAPI is a specification that describes the communication between a messaging application (for example, GroupWise) and information services (also called service providers), defines the information services, and functions as the actual communication between the messaging application and the information services. Each information service performs a function, such as storing items or receiving items.

Windows Messaging Profiles and Information Services

A Windows Messaging (MAPI) profile contains information that is used by a messaging application, such as GroupWise or Outlook, to send and receive items, store items in folders, and obtain user address books. You can have multiple profiles.

A profile contains a list of information services. Information services include your message store, address books, or personal folders, and tell the messaging application where to find these components.

Frequently Asked Questions (FAQ)

To read the most current FAQ, see [TID 2957005 \(http://support.novell.com/cgi-bin/search/patlstfind.cgi?2957005\)](http://support.novell.com/cgi-bin/search/patlstfind.cgi?2957005).

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Setting Up

Choose from the following list of topics:

- ♦ “Minimum System Requirements” on page 11
- ♦ “Installing the Plug-In” on page 12
- ♦ “Uninstalling the Plug-In” on page 13

Minimum System Requirements

The minimum system requirements are as follows:

- ♦ GroupWise® 5.5 system with GroupWise 5.5.2 agents, including GroupWise Internet Agent 5.5.2.
- ♦ Internet Addressing must be enabled. For more information see the *Internet Addressing Guide* (<http://www.novell.com/documentation/lg/gw55/docui/index.html>).
- ♦ Outlook* 97/98/2000 Corporate or Workgroup (CW) installation. The Internet Mail Only (IMO) and the No E-mail installation options are not supported. Outlook Express is not supported.
- ♦ PC with a Pentium* 75 MHz or higher processor.
- ♦ Microsoft* Windows* 95 or later operating system, or Microsoft Windows NT* Workstation operating system version 4.0 Service Pack 3 or later.
- ♦ For Windows 95 or Windows 98: 32 MB of RAM.
- ♦ For Windows NT Workstation: 48 MB of RAM.
- ♦ 7 MB of available hard-disk space.

The GroupWise 32-bit client is not required in order to use the GroupWise Plug-In for Outlook.

Installing the Plug-In

Choose from the following list of topics:

- ♦ “Procedure” on page 12
- ♦ “Installed Files” on page 12

Procedure

To download and install the GroupWise 5.5 Plug-In for Outlook,

- 1** Go to the [Novell Support Connection® Minimum Patch List \(http://support.novell.com/misc/patlst.htm\)](http://support.novell.com/misc/patlst.htm).
- 2** Download the GroupWise 5.5 Support Pack 2 and install the 5.5.2 agents, including GroupWise Internet Agent 5.5.2, on your GroupWise system.
- 3** Go to the [Novell Software Downloads site \(http://www.novell.com/download/#GroupWise\)](http://www.novell.com/download/#GroupWise).
- 4** Click GroupWise 5.5 Plug-In for Outlook and save the file to a new folder. Run GW55OL2.EXE to expand all the files into the folder.
- 5** Make sure you exit Outlook and GroupWise before installing the GroupWise Plug-In.
- 6** Run SETUP.EXE from the folder to install the GroupWise Plug-In.

You can also distribute the Plug-In using ZENworks™.

Installed Files

The Plug-In setup program installs the following files to the Windows System directory:

gwabp132.dll
gwabp1us.dll
gwabs132.dll
gwabs1us.dll
gwcma1.dll
gwcma1us.dll
gwcma2.dll
gwcma2us.dll
gwenv1.dll

gwmsp132.dll
gwmsp1us.dll
imagehlp.dll

Uninstalling the Plug-In

If you have both Outlook and GroupWise installed on your workstation, do not uninstall the Plug-In or some GroupWise files may be removed. Just change the profile you are using in Outlook by clicking Tools > Options > the Mail Services tab > selecting a different default profile.

If you have only GroupWise installed on your workstation, you do not need to uninstall the Plug-In.

If you have only Outlook installed on your workstation:

- 1** In the Windows Control Panel, double-click Add/Remove Programs.
- 2** Click GroupWise 5.5 Plug-In for Outlook.
- 3** Click Remove > Yes.

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Migrating Existing Messages and Address Book Information into the Plug-In

When you install the Plug-In, a new Windows* Messaging profile named Novell Default Settings is created. The profile lists the information services used by GroupWise®: Novell GroupWise Message Store, Novell GroupWise Address Book, and Novell Personal Address Book. When you start Outlook*, this profile will access your GroupWise mailbox. You may already have Outlook information services in existing profiles, such as Personal Folders, Outlook Address Book, or Microsoft Exchange Server. You may also have information services in existing POP or IMAP account profiles. To see these items when you use Outlook with the Plug-In, you need to add these information services to the Novell Default Settings profile.

To do this:

- 1** In the Windows Control Panel, double-click Mail.
or
In Outlook, click Tools > Services.
- 2** Make sure the dialog box is the Novell Default Settings Properties. If it is not, click Show Profiles > select Novell Settings in the drop-down list > click Close.
- 3** Click Add.
- 4** Select the information services you want to add > follow the prompts.

If you added a message store information service, you will see a new hierarchy of folders in your Folder List. If you added an address book information service, you will have an additional address book on the Show Names From The drop-down list in the Address Book.

To make sure all new items go into the Novell GroupWise Message Store and Novell GroupWise Address Book:

- 1** Start Outlook.
- 2** If you added a Message Store information service, use drag and drop to move the messages from your added hierarchy of folders into your Novell GroupWise Message Store folders.
- 3** If you added an Address Book information service, go to the Address Book > Shift+Click all entries in the added address book > click File > Add to Personal Address Book.

The entries will be added to the address book specified in Tools > Options > Keep Personal Addresses In.
- 4** Once you have moved all messages and/or address book entries out of the added information service, double-click Mail in the Windows Control Panel.
- 5** Select the information service you just completed moving all information out of > click Remove > Yes.

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Features in the Plug-In

Because Outlook* and GroupWise® are not identical products, it is impossible for all the features to match up after installing the Plug-In. Therefore, some features may work differently or may not work at all.

- ◆ **E-mail:** Full e-mail capabilities are supported.
- ◆ **Personal Scheduling:** Full personal appointments and tasks are supported.
- ◆ **Group Scheduling:** Group scheduling is partially supported. Task information such as Due Date and Status appears in two places: above the Message field and in the Message field. The valid information is in the Message field.
- ◆ **Receiving an Appointment:** Recipients of an appointment receive the appointment and can accept it.
- ◆ **Receiving a Task in Outlook from an Outlook Sender:** Recipients of a task receive a normal mail message in their Mailboxes.
- ◆ **Receiving a Task in Outlook from a GroupWise Sender:** Recipients of a task receive a task in their Mailboxes. When the recipient opens the task, it is automatically accepted and placed in the task list.
- ◆ **Receiving a Task in GroupWise from an Outlook Sender:** GroupWise recipients of a task receive a normal mail message with an embedded task.
- ◆ **Recurring Appointments (Auto-Date):** Recurring (auto-date) appointments are not supported.
- ◆ **Notes:** Notes in Outlook and GroupWise are slightly different from each other. With the Plug-In in Outlook, notes function as they normally would in Outlook.

The message text of a note displays in the subject line of the note, and the subject text of the note does not display.

- ♦ **Free/Busy:** Free/Busy search is not supported.
- ♦ **Journaling:** Journaling is not supported. The Journal folder displays in the folder list, but Journaling should not be turned on.
- ♦ **Contacts:** Contacts are supported, with the exception of the Birthday and Anniversary fields.
- ♦ **Sent Items:** Without the Plug-In, Outlook places created items in the Out Box folder, and then moves them to the Sent Items folder once they are sent. With the Plug-In, all sent items in Outlook are placed in the Sent Items folder and the Out Box folder remains empty.
- ♦ **Distribution Lists (Groups):** You can send items to distribution lists (groups) that are created in GroupWise, but you cannot create or edit distribution lists in Outlook.
- ♦ **Rules:** Rules that are created in GroupWise are supported. Rules that are created in Outlook are not supported.
- ♦ **Find:** Advanced find is not supported. Simple find (Tools > Find) is supported and is very fast.
- ♦ **Folders:** In GroupWise, folders can be arranged in the order you choose, but in Outlook they are arranged alphabetically. In Outlook with the Plug-In, they will display alphabetically. You can create personal folders to add to your folder list.

Drafts and Work in Progress folders will both show draft messages, depending on whether you were using Outlook (Drafts) or GroupWise (Work in Progress) when you saved the draft.

Shared folders and query folders are not supported.

After Outlook and the Plug-In are installed, GroupWise will show three new folders: Drafts, Journal, and Notes. These should not be deleted.

- ♦ **GroupWise Password:** Outlook does not provide a way to set a password. If you would like a password for your GroupWise mailbox, you must set it in GroupWise.
- ♦ **Remote:** Remote is not supported in Outlook with the Plug-In. Install and use GroupWise Remote.
- ♦ **Delegates (Proxy):** Delegates is not supported.

- ♦ **Archiving:** Archiving as a feature is not supported. However, you can store items on your local drive if you add a Personal Folders information service to your Novell Default Settings profile. Double-click Mail in the Windows* Control Panel > click Show Profiles > select Novell Default Settings > click Add > follow the prompts to add the Personal Folders information service.
- ♦ **Document Management:** GroupWise document management is not available in Outlook.

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Using the Plug-In

When you start Outlook*, you may see a GroupWise® login dialog box. Enter your user ID, password, and mailbox location. Outlook will open and show all of your GroupWise folders and items.

Click a topic to learn about other options for using the Plug-In:

- ♦ [“Using GroupWise Startup Options” on page 23](#)
- ♦ [“Using Multiple Profiles” on page 24](#)

Using GroupWise Startup Options

To use a startup option:

- 1** Double-click Mail in the Windows* Control Panel.
or
In Outlook, click Tools > Services.
- 2** Select Novell GroupWise Message Store > click Properties.
- 3** Type one or more startup options in the GroupWise Command Line field.
- 4** Click OK.

Each time you start Outlook, the startup options will be used.

GroupWise Startup Options

You can specify the following GroupWise startup options:

- ◆ */@u-?*

Displays the GroupWise login dialog box whenever you open Outlook, so you can supply any necessary login information. This startup option allows multiple users to be prompted for login information if they share the same workstation for e-mail.

- ◆ */@u-user_ID*

Lets you use your GroupWise user ID to open Outlook as yourself on another user's computer. The other user remains logged on to the network.

- ◆ */ipa-ip_address*

Lets you specify the IP address.

- ◆ */ipp-ip_port*

Lets you specify the IP port.

- ◆ */la-network_ID*

Lets you specify your network ID to open Outlook as yourself on another user's computer. The other user remains logged on to the network.

- ◆ */ph-path_to_post_office*

Lets you specify the path to your post office.

Using Multiple Profiles

You can create multiple MAPI profiles on the same workstation, each with its own list of information services. For example, you might have Ranjo's Profile, Claudia's Profile, and Louie's Profile if all three share the same workstation for e-mail.

To create a profile based on the Novell Default Settings profile:

- 1** Double-click Mail in the Windows Control Panel.
- 2** Click Show Profiles.
- 3** Click Novell Default Settings > Copy.
- 4** Type a name for the profile > click OK.

5 In the drop-down list, specify the profile you want to use when starting Outlook.

6 Click Close.

You can also click Tools > Options > the Mail Services tab in Outlook to specify a default profile or to specify to be prompted to enter a profile each time you start Outlook.

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Troubleshooting

Choose from the following list of topics:

- ◆ “Known Issues” on page 27
- ◆ “Error Messages” on page 29
- ◆ “Determining the Version of the Plug-In” on page 30

Known Issues

- ◆ **Issue:** My Mailbox doesn't show new messages as they arrive. When I mark a task Complete, it doesn't appear to be marked Complete.

Explanation: Outlook* does not refresh your view automatically. You need to exit and restart Outlook to see these items.

- ◆ **Issue:** When I try to install the Plug-In, I get an error that GWMSPI32.DLL failed to register.

Explanation: GroupWise® was running in the background. Close GroupWise and GroupWise Notify, then run the Plug-In SETUP.EXE again. If this doesn't solve the problem, reboot the machine to be sure the GroupWise and the MAPI spooler are not loaded. Re-run the Plug-In SETUP.EXE.

- ◆ **Issue:** When I start Outlook after installing the Plug-In, I get an error that Outlook cannot start because MAPI32.DLL is corrupt or the wrong version.

Explanation: Rename the MAPI32.DLL file in your Windows* system directory and reinstall Outlook. You do not need to re-run the Plug-In SETUP.EXE.

- ♦ **Issue:** When I exit Outlook it crashes in EMALSCAN.DLL.
Explanation: This problem occurs on machines with McAfee VirusScan* installed and the Exchange scan add-in enabled in Outlook. A patch is available from Network Associates or you can disable the add-in in Outlook. See Microsoft's knowledgebase (Article ID: Q198063) for more information.
- ♦ **Issue:** When I accept an appointment, it stays in my Mailbox folder.
Explanation: Accepted appointments take a long time to "disappear" from the Mailbox folder. You can exit and restart Outlook if you need to get rid of them. They will display correctly in your calendar, even if they haven't yet disappeared from the Mailbox folder.
- ♦ **Issue:** When I accept an appointment, I get a message, "You cannot respond to a message without an organizer. You must add an organizer field to the item." I click OK and the appointment is accepted.
Explanation: Choose "Don't Send a Response" when prompted after clicking Accept. No message will appear.
- ♦ **Issue:** I perform an advanced find and never get any results back.
Explanation: Advanced find is not supported. Simple find (Tools > Find) is supported and is very fast.
- ♦ **Issue:** I send a recurring appointment but only the first occurrence is received.
Explanation: Recurring appointments or auto-dates are not supported in this release. The data for the recurring appointment displays in the message body or header of the appointment.
- ♦ **Issue:** I can't create or modify a distribution list. When I try to create a distribution list, I get a message, "A new entry could not be added."
Explanation: This is not supported. You can send to distribution lists (groups) that are created with the GroupWise client.
- ♦ **Issue:** When I change the color settings in Outlook, I get a General Protection Fault error in module OUTLIB.DLL or OUTLOOK.EXE.
Explanation: This is a known problem without a known workaround. The color settings cannot be changed.
- ♦ **Issue:** When I receive a note, the message text displays in the subject line, and the subject text of the note does not display.
Explanation: This is a known problem without a known workaround.

- ◆ **Issue:** I get an Opened notification when recipients open a message I sent to them. My tracking options are turned off.
Explanation: Currently, you cannot turn this off in the Outlook client. The Plug-In will always generate the opened notification.
- ◆ **Issue:** I am always included in the To: line when I reply to all.
Explanation: You need to manually remove your name if you do not want to receive your reply.
- ◆ **Issue:** I cannot view HTML messages.
Explanation: HTML messages will not display as text in the Message field, but will be attached to the message. Double-click the attachment to launch your browser and read the message.

To see the most current list of Known Issues, see [TID 2957005 \(http://support.novell.com/cgi-bin/search/patlstfind.cgi?2957005\)](http://support.novell.com/cgi-bin/search/patlstfind.cgi?2957005).

Error Messages

In the event of an error in GroupWise, a GroupWise error message is generated that is taken by MAPI to Outlook*. Because MAPI has a much smaller set of error messages, some messages may not match the original GroupWise error message. The MAPI messages that may be matched with the original GroupWise error messages include the following:

| MAPI Error Message | Description |
|--------------------------|---|
| MAPI_E_NOT_ENOUGH_MEMORY | Any time a memory function call fails in the GroupWise engine or the Novell® GroupWise Message Store information service, this is the error. This includes bad (corrupt) memory as well as out of memory situations. |
| MAPI_E_INVALID_PARAMETER | When a bad parameter is received from Outlook in the Message Store information service, this is the error. For example, Outlook could pass the Novell GroupWise Message Store information service a bad pointer or bad address. |
| MAPI_E_UNKNOWN_FLAGS | Many of the functions that Outlook calls in the Novell GroupWise Message Store information service have flags as parameters. This error is returned if the flags passed by Outlook are not recognized. |
| MAPI_E_CALL_FAILED | This is a generic error message, with many possible causes. Most of the GroupWise engine errors are mapped into this error. |

| MAPI Error Message | Description |
|---------------------|---|
| MAPI_E_NO_ACCESS | This error is returned to Outlook from the Message Store information service when the current user does not have permission to perform the current action. |
| MAPI_E_NO_SUPPORT | This error is returned to Outlook from the Message Store information service when a user tries to perform an action or use a feature that GroupWise doesn't support. |
| MAPI_E_NOT_FOUND | This error is returned to Outlook from the Message Store information service when Outlook attempts to locate a folder or message and it is not found. |
| MAPI_E_LOGON_FAILED | This error is returned during login to the Novell GroupWise Message Store information service if the login information given did not authenticate properly. |
| MAPI_E_TOO_COMPL EX | This error is returned to Outlook from the Novell GroupWise Message Store information service when Outlook has requested filter or selection criteria that are too complicated to handle. |

You will not see the MAPI error messages listed above, because they in turn trigger an Outlook error message depending on the context of the error. The error message displayed by Outlook will be similar to but may not exactly match the MAPI error message.

Determining the Version of the Plug-In

To find out the version of the Plug-In you have installed:

- 1** On the Windows desktop, click Start > Find > Files or Folders.
- 2** Type `gwmsp132.dll` > click Find Now.
- 3** When the file is found, right-click the filename > click Properties.

The date of this file indicates the version of the Plug-In.