# So, You've Just Been Migrated From Outlook…

## Your Immediate Questions

Let's dive right in, shall we? Below are brief answers to the questions you probably have right now.

**Q: Why does my login dialogue look different?**

**A:** In addition to GroupWise, we now also have NetWare servers. To use GroupWise, and other nifty features we plan to roll out later, you need to be able to log in to a NetWare server. Your old dialogue could only log in to NT servers, so now you have a new login dialogue.

You'll notice that even though the dialogue looks different, you still just type your username and password.

**Q: Why do I now have to type my username when I log in?**

**A:** Up to now, your username was probably pre-entered for you when you logged in. We've turned this setting off, so that you have to type your username every time you log in.

Again, this is because of your new need to log in to both NT and NetWare servers. The login dialogue tries to keep things simple, but there are actually *two* places where you must enter a username—one for NetWare, the other for NT—and therefore *two* places where your username is pre-entered. If we turn this setting off, then whatever you type for your username is automatically used in both places. If we leave it on, your username is stored separately in each place. We've therefore turned this setting off to prevent the confusion that results when trying to log in as someone else.

**Q: Why did my username change?**

**A:** The GroupWise migration also integrates us into the US network more closely than we have been before. Their standard is for user names not to exceed 8 characters. If your username was longer than 8 characters, it has now been truncated to 8.

**Q: When I'm on the road, how do I log in to my laptop?**

**A:** Well, you don't actually *have* to do anything different. You can just enter your username and password and click OK. However, note that this may wait for a long time, then give you an error message about being unable to find the tree. You can avoid this by choosing the appropriate profile for where you are from the **Location** drop-down list:

- **On Network:** Choose this profile when you are in the office, connected to the network.

- **Away From Network:** Choose this profile when you are not connected to the network (on the road, at home, in a hotel, etc).

Note that this has nothing to do with dialup access to iVB; this is just about how to log in to your laptop.

**Q: Where is my Exchange email?**

**A:** Messages, appointments, contacts etc that were in your Exchange mailbox have been migrated to your GroupWise mailbox.

- **Messages:** You've probably noticed by now that there are no migrated messages in your GroupWise Mailbox or Sent Items folders. Rather, expand your Cabinet folder. You'll find sub-folders called "Outlook Inbox", "Outlook Sent Items" etc. We put them in their own folders because, as migrated items, they don't behave exactly like regular GroupWise messages. As you get accustomed to GroupWise, the unexpected behaviour of these messages may cause confusion. Therefore we've separated them to help you know how to expect them to behave. You are, of course, free to reorganise them as you see fit; you can drag messages to different folders as you wish.

- **Appointments:** Your appointments will appear in your Calendar. You'll also find them in a folder in the Cabinet called "Outlook Calendar".

- **Contacts:** To find your Contacts, open the Group-Wise Address Book. Each separate Contacts folder you had will appear in its own tab in the Address Book. If you find this organisation cumbersome, you can copy contacts between address books by dragging them.

**Q: Where are my PSTs?**

**A:** Your PSTs have all been migrated into your GroupWise Archive. Unlike Outlook, GroupWise doesn't have a method for creating lots of separate files containing mail; rather, you use a single Archive.

To find your PSTs, open your Archive. In the Cabinet folder, you'll find a folder called "Outlook PSTs". Within this folder, we've created separate folders for each PST you had (so that their contents are still separate, not all mixed together). The folders have the same name as the PST did. For example, if you had a PST called MyStuff.pst, you'll now have a folder under "Outlook PSTs" called "MyStuff".

If you had an Outlook Archive, you'll also find it here.

**Q: Where is my Personal Address Book?**

**A:** Your Personal Address Book has not been migrated. This is only because they consist entirely of old Exchange addresses, which don't migrate usefully and would only have to be re-created manually anyway. (Note that this is not true of Contacts folders; these have been migrated. See above.)

**There's lots more migration information on the Intranet, at http://intranet/it/gw/exch2gw.html!**

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**Q: What do you mean, migrated mail doesn't behave quite the same?**

**A:** Your migrated Exchange mail didn't begin life as GroupWise messages, so they don't contain all the information a GroupWise message is expected to have. That information can't be retroactively created when your mail is migrated, so they'll never behave like perfect GroupWise messages.

This isn't a great hardship; content-wise, they're fine. You can still open and read them, and use their attachments etc. But you'll find that they have some behavioural quirks, including:

- **Replying:** If you reply to a migrated Exchange message, GroupWise can't work out who really sent you the message. The reply will be addressed *to you*. All you have to do is delete yourself from the recipient list and add the person who really sent it.

- **Sent Items:** Sent items don't act sent, they act more like received items. Again, not a great hardship.

- **Discussion Thread View:** In migrated Exchange messages, GroupWise can't work out which messages are replies to which other messages. Therefore, Discussion Thread View doesn't work properly; all migrated messages are treated as unrelated.

**Q: What about migrated contacts?**

**A:** Contacts in your migrated address books may require some attention. Internet addressees will be fine, but if you had saved addresses of *internal Exchange users*, GroupWise won't know what to do with their address; they'll look something like "o=Brite/ou=Manchester/cn=lisa.nelson", and they won't work. The easiest way to fix Exchange addresses is just to delete them and re-add them from the GroupWise address book.

**Q: What do I need to do, or be aware of, right away?**

**A:** A few things.

- **Trash automatically empties:** By default, Group-Wise empties deleted items automatically after they've been in the trash for 7 days. Items in the trash won't hang around indefinitely!

- **Setting a mailbox password:** You must decide whether to set a password on your mailbox, and if so, whether that password must be entered every time you start GroupWise. Be aware that your mailbox *must* have a password in order to use WebAccess or Group-Wise Remote.

- **Set a signature:** You should set a signature on your mailbox.

**Q: Other staff tell me that mail they send me is bouncing. Why?**

**A:** Your new GroupWise mailbox is a completely different account than your old Exchange mailbox. You may feel the same, but as far as Exchange and GroupWise are concerned, you're a completely different person. Problems can arise if staff reply to messages they received from you *before you were migrated.* Those replies are trying to go to a mailbox that doesn't exist any more. The same thing will happen if users send to a personal distribution list that includes your old address.

The common denominator here is people trying to send to your old address. Senders should simply remove your name from the message recipient list and re-add you from the Address Book to ensure that they have your current address. They should also update any personal distribution lists.

Note that incoming Internet email is not affected. Your Internet address hasn't changed.

**Q: Other staff tell me that I appear in the Address Book twice. Why?**

**A:** While we are actually in the process of migrating your mailbox, both your mailboxes (Exchange and GroupWise) are visible to the Address Book. This situation doesn't last more than an hour or two. The good news is, they both work, so it doesn't actually matter which mailbox a sender eventually decides to use.

**Q: Where do I go from here?**

**A:** This document has given you the kind of basic information you need just to get started. But there's a lot more! To continue learning about GroupWise, or your other new capabilities, see the main EMEA GroupWise Migration page at **http://intranet/it/gw/index.html**.

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## Some Things You Might Like About GroupWise

- When you send a message, you can track what recipients have done with it. You can even get status information just by looking in the Sent Items folder.
- As you type a recipient's name, GroupWise fills in the rest of the name for you.
- You don't have to run GroupWise to be notified when new items arrive—just run Notify.
- Internet correspondents are automatically added to your Frequent Contacts Address Book.
- GroupWise's WebAccess is much closer to being a full email client than Exchange's was. For example, you can get into *all* your mailbox folders in WebAccess, not just the Inbox.
- GroupWise includes a basic document management system. If your group would like to try it, contact the Help Desk and we'll set you up with a library and help you get started.
- Less vulnerability to viruses. Many major viruses these days propagate by emailing themselves to everyone in your Address Book—*but they only work in Outlook*. (Don't get me wrong, you still must be vigilant; but at least if you do get a virus, you won't email it to everyone you know.)

You can learn more about these features at **http://intranet/it/gw/gw.html**.

Also, as iVB finishes its migration to a single email system, you can look forward to:

- No more downtime to the US; the fragile Exchange-to-GroupWise connector can go away.
- Appointments will show the correct time; no more being scrambled by conversion to the other system.

## Some Things You Might Like About NetWare

- You can salvage deleted files.
- There is a scheduling app you can use to schedule tasks to run on your computer.
- You can send quick pop-up messages to other NetWare users.
- You get your own personal web space.
- We now have newsgroups.

Learn more at **http://intranet/it/gw/nwclient.html**.

## Outlook-to-GroupWise Dictionary

They are both email packages, so it's no great surprise that GroupWise and Outlook have a lot of the same features. But they don't always call them by the same name! If you're looking for an equivalent for an Outlook feature and can't find it, it may just have a different name. Check the list below.

| Outlook Feature | Comparable GroupWise Feature |
| --- | --- |
| PST | Archive |
| Offline Folders (OST) | GroupWise Remote |
| Synchronize | Hit the Road |
| Contacts | Personal Address Book |
| Distribution List | Distribution List or Personal Group |
| Check Names | Name Completion |
| Deleted Items | Trash |
| Mark As Unread | Read Later |
| Drafts | Work In Progress |
| Public Folders | Shared Folders |
| Post in this folder | Posted Message |
| Meeting Request | Appointment |
| Appointment | Posted Appointment or Personal Appointment |
| Attendee Availability | Busy Search |
| Appointment Recurrence | Auto-Date |
| Reminder | Alarm |
| Preview Pane | Quick Viewer |
| View by conversation topic | Discussion Thread View |
| Delegate | Proxy |
| Out of Office Assistant and Rules Wizard | Rules |
| Junk Email | No equivalent |
| Flag for Follow-Up | No equivalent |

**There's lots more migration information on the Intranet, at http://intranet/it/gw/exch2gw.html!**