Novell® GroupWise® 8: Raising the Bar on User Productivity

Novell

Table of Contents:

Raising the Bar on User Productivity

Novell raises the bar on user productivity with Novell® GroupWise® 8, a highly connected collaborative workspace that leverages Web resources to enhance user and team collaboration. The intelligent tools built into GroupWise 8 help users maximize their time with a rich and intuitive Home View that puts everything they need right up front. Nothing else plugs users into the Web 2.0 world as thoroughly—or makes it so easy and efficient once they're there—as GroupWise 8. It's the workspace that thinks and works like users do.

Novell GroupWise 8 combines the widest-possible range of collaborative tools to create a truly "plugged in" work environment. Users can easily customize different Home Views (or "personal productivity dashboards"), bringing to the forefront the traditional and Web 2.0 tools they interact with most for any given aspect of their job, such as e-mails from select people, daily appointments, prime contacts, and frequented blogs, wikis and team workspaces.

Users can make each dashboard workspace as vivid, visual and innovative as the world it connects to—presenting a panoramic and interactive view of all the tools, connections and Web-enabled applications they need to work efficiently on any given project.

Novell GroupWise 8 Benefits

Novell GroupWise 8 enables organizations to:

- *Transform e-mail from an isolated tool into an integrated environment that significantly boosts productivity*
- *Surpass linear communication with a personal networking environment that helps track, manage and build all-important business relationships*

- *Power productivity with a visual, intuitive dashboard where just about everything users need can be found in one place*
- *Free themselves from proprietary limitations and collaborate on the platforms and mobile devices of their choice—without increasing IT costs*
- *Cut costs through lower migration expenses, reduced downtime and the ability to integrate with existing IT resources*
- *Reduce risk with a vendor that takes security as seriously as they do*

With customer-requested innovations for Windows*, Linux*, Mac* and Web clients, Novell GroupWise 8 gives users and IT alike the power of choice with cross-platform support at every level, from server to desktop to mobile device. This choice helps organizations cut costs, reduce administrative burdens, and improve collaboration within and beyond organizational boundaries. With GroupWise 8, businesses can realize significant cost savings while giving users the personal productivity tools they need to be, and stay, productive.

These productivity gains are the result of significant enhancements in the following key areas:

- *Client Functionality*
- *Time Management*
- *Contact Management*
- *Task Management*
- *Attachment Indexing*
- *Novell Teaming Integration*
- *Simplified Administration*
- *Third-party Innovation*
- *Platform Support*

Client Functionality

The changes users will most readily notice in Novell GroupWise 8 are the enhancements to the GroupWise clients. The Novell GroupWise WebAccess client feels more like a native client, providing users with a richer, more interactive environment. The Linux and Mac clients enable users to enjoy most of the features that were available in the GroupWise 7 Windows client, as well as a host of new personal productivity capabilities unique to GroupWise 8. And the innovative changes in the GroupWise 8 Windows client bring together all daily activities and processes into an even more dynamic, powerful and customizable Home View.

Together, the improvements made to the Novell GroupWise clients elevate the way users manage their work and life, boost their ability to get things done, and ultimately drive their achievement and success. Whether on Windows, Linux, Mac or the Web, Novell GroupWise 8 gives users a powerful Home View that can dramatically enrich their user experience.

Windows Home View

The Home View made its debut in Novell GroupWise 7, revolutionizing productivity by bringing together all daily activities and processes into a single dashboard. The dashboard provides users with a dynamic workspace that connects them to the tools, services and Web-enabled applications they need to be productive. It also gives them the versatility to create and switch between multiple Home Views that they can tailor for maximum efficiency in their various work and personal roles.

■ **More Columns and More Dynamic Panels**
   The first major improvement to the Home

View is the increased number of available and fully customizable columns and panels. To allow users to fully leverage the ever-increasing screen size of today's laptops and desktop monitors, users can customize their Home View with up to 32 columns instead of only two, and they can essentially have as many panels within those columns as they want or need.

Novell GroupWise 8 also expands the type of information that can be managed from the Home View with the introduction of Web panels. While panels can still point to data located in a user's mailbox, Web panels use an embedded browser to serve up data from any designated URL or Web 2.0 tools like blogs, wikis and RSS feeds. With the ability to automatically refresh on a regular basis, the information presented in Web panels is always current.

Web panels let users populate their Home Views with their most-frequented Web sites, including any Web-based applications such as ERP or CRM systems, Web portals or even Novell Teaming + Conferencing workspaces. For example, salespeople could have their Web-based sales manage-ment tool in one panel with their Novell GroupWise contacts folder in a panel beside it. Support people could have their call tracking system in a panel next to their support-related e-mails. GroupWise administrators can have gwmonitor running in one of their Home View panels (as well as any other Web-based administration utilities), so they can always see the status of their GroupWise agents.

With the addition of Web panels and multiple Home Views, GroupWise becomes a fully dynamic and customizable personal productivity tool—an effective "home base" that users won't need to leave to get their work done.

Novell GroupWise 8 users have an even more powerful Home View with Web panels and RSS feeds.

■ **Optimized Screen Usage**
The new Home View creates more usable screen space without requiring the purchase of a bigger monitor. Users have the flexibility to place panels where they want and size them as needed. Additionally, users can have a single panel temporarily occupy all the space in the Home View—an extremely helpful feature when users want to see all the detail in a certain panel. To do this they simply double-click on the panel's header. Double-clicking the header again will return it to its normal size and location.

One key screen-optimizing feature new in Novell GroupWise 8 is the folder list— used to track issues and sort and file e-mail. When users hide a folder list, another folder or panel will take up the vacated screen real estate. And, moving items to a hidden folder list is easier than before. Users simply drag an item to the left edge of the screen, and the folder list temporarily pops up to allow them to drop the item into the appropriate folder.

■ **Customized Home View Look and Feel**
Users can define their workspace environments with drag-and-drop ease. Panels can be arranged in users' Home Views in whatever shape, size and order they find most efficient.

When defining panels, there are three main attributes users can configure to tailor the look and feel of their Home View:

– **Panel types**—Users can configure a panel as a folder, address book or Web page. If it's a folder panel or address book, users simply select which folder or address book in their folder tree the panel will represent. If it's a Web page, they enter the URL.

– **Panel display settings**—The display settings let users decide whether to view a panel in detail, business card mode, or as a discussion thread, calendar or task list. Users can choose to display received, sent, posted or draft items. They can also choose what type of items to display, including mail, appointments, tasks, notes, phones messages and documents. The same display settings available to folders are also available for customizing panels.

– **Filters**—The filter setting gives users granular control over the content displayed within each panel. For example, in a task list users might want to only show incomplete tasks. With this filter, a record of the task is maintained, but once marked complete, it is no longer displayed. In the Inbox, some users might only want to display messages that are unread, from a specific sender or related to a certain subject. The filters give users extensive and flexible control over what displays in their panels.

■ **Real-time Panel Feeds**
Novell GroupWise 8 gives users the ability to have RSS feed panels, enabling them to receive live, real-time updates on information or news items critical to their work. They can also subscribe to RSS feeds that originate from their Novell Teaming + Conferencing workspaces, giving them automatic updates and the ability to take action on team projects without ever leaving their Home View.

■ **Panel Interactivity**
Panels are also highly interactive with other panels, allowing users to easily move items from one panel to another. For example, an e-mail message can be easily dragged into a task folder, where it will appear with all the appropriate attributes, including

the new percentage complete indicator discussed later in this paper.

■ **Multiple Home Views**

With Novell GroupWise 8, users can customize and maintain multiple Home View variations. Any folder or combination of folders can be saved as a Home View. Users can easily switch between their different Home Views by simply clicking on the appropriate Home View tab, enabling them to be as productive as possible in their different work modes, projects or settings.

For instance, a user might have a corporate job by day, but teach a university class at night. In this case, the Home View at the office might include a project calendar, the week's tasks, a team workspace, an RSS news feed, unread e-mail and a few favorite Web sites. However, the user might want a different Home View for the university that shows a monthly class schedule, a student address book (complete with student photos), a discussion thread of questions students have submitted via e-mail, and a documents folder that contains a syllabus, handouts and slideshows.

Novell GroupWise 8 also allows users to share their Home View settings with others. This capability provides a way to easily share best practices for personal productivity. It also helps IT organizations maintain corporate standards, since they can easily provide employees with Home Views tailored to the specific needs of their roles and then allow fine-tuning for even greater levels of efficiency.

■ **Other New Features**

The Windows client in Novell GroupWise 8 includes the following additional new features:

– Auto-save
– Simplified folder lists
– Conversation thread that shows all responses to an originating message

– Edit or compose items using OpenOffice* or Microsoft* Word
– Ability to edit attachments
– Preview parts of a message body within the message list
– Multi-line edit field for adding personalized notes to an e-mail or item
– Personalization of any received item by being able to categorize, attach files, add notes, change the subject or associate the item with a contact
– Performance improvements
– Use of Adobe* PDF viewer, Microsoft Office or OpenOffice in Quick Viewer
– Simplified vacation rule
– Print message list
– Left-click categorization and support for foreground and background colors on categories
– Control over including full distribution lists when printing an e-mail
– Reply to selected text
– Auto-accept a user's own scheduled appointments
– Simpler Find interaction and integration between Filter and Find
– Update attendee list to sent appointments

Linux and Mac Clients

Updates to the Mac and Linux clients include many features from the Novell GroupWise 7 Windows client, plus an array of all-new features. Both clients allow users to take advantage of the Home View with its Web panels and toolbar and panel customization. Additionally, they provide improved find/filter capabilities, item personalization, item type modification, multiple calendars, calendar selection for appointment acceptance, shared calendars, support for categories, updated calendar views, import/export calendars, print calendars, date/time format modification, CASA login support, auto-save protection against message loss, support

for external accounts (POP, IMAP and NNTP) and notification of incoming items.

Novell GroupWise WebAccess Client

The Novell GroupWise 8 WebAccess client leverages Web 2.0 technologies to process data faster and to provide a richer user experience, similar to what would be expected from an installed client. It has an updated look and feel and enhancements that include scrollable lists, right-click context menus, improved contact management, interactive graphical calendars with multiple calendar support, drag-and-drop appointments, HTML message editing, auto-save, quick filter, dynamic time zone detection, name completion, improved spell checking, e-mail history and more. The WebAccess client provides the core functionality that many users need, giving organizations a rich collaboration environment that is easy to deploy and maintain.

Time Management

Calendaring enhancements in Novell GroupWise 8 let users collaborate more effectively with their contacts—wherever they are and on whatever system they're using. These time management features allow users to achieve whole-life management, balancing their ability to be effective at work, while making the most of their personal time.

While the support for multiple calendars in Novell GroupWise 7 enabled users to better manage the demands on their time from work, home and the community, Novell GroupWise 8 extends that ability, empowering users to further improve time management with cross-boundary calendaring and external calendar subscribe and publish capabilities.

Calendar Subscribe

Subscribing to a calendar in Novell GroupWise 8 is similar to the Calendar Import capability in GroupWise 7. Whether users

want calendars of industry events, national holidays, a team workspace or the schedule of their favorite sports team, the Import feature made it easy for users to merge those calendars into their own system. However, that data was static. If it changed, a user might not find out until it was too late. And if it was updated on regular basis, it had to be imported on a regular basis.

Providing the ability to dynamically subscribe to calendars, through support for the iCal standard, solves those problems. Instead of importing calendar data into their Home View repeatedly, they receive real-time calendar updates. This means that changes made to the public calendar are automatically reflected in the user's subscribed calendar.

It's important to note that calendar data received via subscription is read-only and cannot be modified by end users. If users want the ability to modify their calendar data, they will need to use the Calendar Import capability. However, a user can drag and drop an appointment from a subscribed calendar into a personal calendar, which in essence imports the appointment and makes it available for modification or deletion by the user.

Calendar Publish

The Calendar Publishing agent in Novell GroupWise 8 enables users to collaborate more effectively with their contacts, regardless of where they are or what system they're using. Whether the person runs the Windows, Linux, Mac or Novell GroupWise WebAccess client, the Calendar Publishing agent can dynamically generate an HTML version of any user's personal calendars and then publish them as Web services. In addition, it allows groups or organizations to publish more general-use calendars such as conference room schedules, class schedules, company holiday schedules, team project calendars and more.

Once a calendar is published, it's exposed as an iCal-standard calendar, giving others the ability to access or subscribe to it from any iCal-supported system, including Novell GroupWise, Exchange* and Notes*. GroupWise administrators have the ability to control what type of calendar data their users can publish.

Cross-boundary Free/Busy Search

The combination of the calendar publish and subscribe capabilities enables users to enjoy one of the most dramatic time management improvements to Novell GroupWise—free/busy searching of people external to their organization or internal people on a different system. In the past, cross-boundary appointment scheduling often required significant effort and a string of back-and-forth e-mails.

Novell GroupWise 8 greatly reduces this effort by allowing users to easily publish their free/busy calendar and then provide the URL for that calendar to their external contacts—or even internal contacts that might be on a different system as result of a merger or acquisition. Users from different organizations or systems can then subscribe to each other's calendars and busy search them to schedule appointments.

To make cross-boundary free/busy searches even easier, Novell GroupWise 8 has a new contact field where users can insert the URL for a contact's published calendar. When a user does a free/busy search that includes this contact, GroupWise will automatically recognize the individual as an external contact, pull down the free/busy information and incorporate it into the overall free/busy results.

One of the most important aspects of the cross-boundary free/busy search is that, through its support of the iCal standard, users may now conduct free/busy searches on people using any major collaboration system—including Novell GroupWise,

Users can publish calendars and free/busy schedules, as well as subscribe to calendars published on the Web, enabling them to coordinate schedules more easily with people in other organizations, and keep better track of events that matter to them.

Exchange and Notes—who have published their free/busy calendar information. This greatly facilitates users' cross-boundary collaboration with their key external contacts, including partners, suppliers and clients.

Additionally, Novell GroupWise has simplified how meetings are scheduled among dispersed teams by providing the option to display two time zones side-by-side in the calendar. This allows users to easily see common free times and ensure that they're scheduling meetings at reasonable times for all attendees. Finally, users can configure GroupWise to automatically accept any valid appointments they receive, as well as have appointments accepted into their calendars of choice.

More Time Management Enhancements

Novell GroupWise 8 has an array of other new features to enhance time management. One is the ability to let users aggregate their shared calendars. This gives them the flexibility to overlay their personal calendars with shared calendars to give them a better overall view of everything they have going on and need to do.

Another new feature is the integration between users' personal calendars and dated events associated with their contacts. For example, when a user enters a birthday or anniversary in one of their contact entries, that event will automatically display in the calendar. This can be especially helpful in

The new contact management capabilities in the Novell GroupWise client enhance users' ability to manage their personal networks, track important events, store multiple addresses and phone numbers, view interaction history and more.

enabling users to foster better relationships with their contacts.

To help organizations improve performance and scalability, Novell GroupWise 8 lets organizations deploy multiple calendar servers in different geographic locations. This can be extremely helpful if certain locations have limited bandwidth.

New Time Management Feature Summary

- *Calendar subscribing*
- *Calendar publishing*
- *Cross-boundary free/busy search*
- *Aggregation of shared calendars into the main calendar*
- *Contact event calendar integration*
- *Improved .ics file import*
- *Dual time zone display*
- *Dynamic response to workstation time zone changes*
- *Multiple calendar servers*

Contact Management

The enhancements to contact management represent some of the most obvious changes in Novell GroupWise 8. The solution has moved from an address book concept toward contact folders with a new look and feel designed to improve users' abilities to manage their personal contacts. Users can now choose to use the traditional list view of their contacts, or the new default business card view, which provides at-a-glance contact summary information. With a quick double-

click, users can employ the whole screen to view their contact information. It's easy to resize the window, drag and drop information, and change the view.

Contact Photos

To further enrich their ability to manage and improve contact relationships, users can associate photos with their contacts with a simple drag of a .bmp or .jpg file. When displaying contacts in business card mode, the contacts' photos appear in conjunction with their key summary information.

Contact Fields

Novell GroupWise 8 allows multiple phone numbers, e-mail addresses and IM addresses to be assigned to each contact. To provide users more options and flexibility in managing their contacts, a significant number of other new fields have been added to GroupWise 8, including support for all the contact fields found in Outlook*, such as profession, manager's name and assistant's name. Users can also quickly find a specific contact by performing searches by field. For example, to find a contract resource to help with a new project, a user can search by "profession" to easily locate the right individual for the job.

Contact History

The History tab on a contact allows users to quickly view all e-mails, appointments or tasks associated with that contact. To help users manage the personal aspect of their relationships, they can also associate contacts with birthdays, anniversaries, hobbies and interests, the names of a spouse and children, or other relevant information.

Contact Notes

One of the most powerful new features added to contact management deals with notes. For example, while users are on the phone with one of their contacts they can bring up their Contact View and enter notes

about the conversation. The notes they make are contextually linked to the time and date the notes were entered. This makes it easy for a user to maintain and review contact history. Users can also look at their calendar to quickly see all the contacts they've talked to on a specific date and easily bring up notes on those conversations.

Contact Scheduling

Another productivity enhancer associated with contact management focuses on the ability to publish and subscribe to calendars. If users' external contacts have published free/busy search information, they simply insert the calendar's URL into a new contact field. When a user does a free/busy search that includes this contact, GroupWise will automatically recognize the individual as an external contact, pull down the free/busy information and incorporate this into the overall free/busy results.

Other Contact Management Improvements

Each contact in Novell GroupWise 8 has a View Map action, which automatically displays a Google* map based on the contact's address. Also, Novell has added the ability to import and export both vCard and CSV files. The import capability includes a wizard that enables field matching on CSV files and facilitates merge operations, while the vCard export capability makes it easy for users to pass along contact information to their colleagues and partners.

New Contact Management Feature Summary

- *Business card view*
- *Integrated contact notes*
- *Contact history*
- *Contact photos*
- *Cross-boundary free/busy search*
- *Contact event calendar integration*
- *Contact View Map option*

- *New Properties dialogs*
- *Contact index with lettered tabs*
- *Multiple contacts folders*
- *More fields for phone numbers, addresses, e-mail, etc.*
- *Multiple e-mail addresses in name completion*
- *Improved contacts import and export*
- *CSV format file import and export*
- *Improved vCard support*
- *Ability to easily e-mail a contact's data to others*
- *Busy search a contact or group directly from the Contact/Group Properties dialog*

Task Management

Making it even easier for users to get things done, Task Management in Novell GroupWise 8 has been enhanced with a more powerful set of tools that improve personal productivity and overall user effectiveness. The first indicator of these improvements is in the renaming of Checklists to Tasks. But the enhancements go well beyond semantics. While it shouldn't be viewed as a full project management tool, GroupWise 8 takes a significant step in enabling users to manage their personal to-dos with integrated checklists and tasks, subtasks and percent complete graphical indicators. These capabilities, combined with the ability to nest tasks within other tasks, make it even easier for users to more effectively and productively manage their work.

Users can prioritize tasks, show all the steps needed to complete a project, drag e-mails into tasks, and apply categories to tasks and associated e-mails. They can assign color-coded categories to tasks to more easily find and access related items. Tasks can also be sorted by due date, or the user can apply various filters to display tasks that meet certain criteria. These enhancements let users manage tasks, and their related items, in more flexible and productivity-enhancing ways than ever before.

All tasks can have subtasks. When a parent task is finished, all of the subtasks are automatically marked as complete. As tasks are completed, the default setting moves them to the bottom of the list, placing uncompleted tasks at the top. Users can also choose to hide completed tasks immediately or on the day after completion. Additionally, users can associate rule triggers with tasks, so that a pre-defined rule will automatically execute once a task is completed.

New Task Management Feature Summary

- *Checklist and task integration*
- *Task prioritization*
- *Multiple Task Filter and Sort options*
- *Nested subtasks*
- *Color-coded task categories*
- *Assign the order in which tasks need to be completed*
- *Move completed items to bottom of checklist*
- *Hide completed items immediately or next day*
- *Graphical display of tasks' percent complete*
- *Task Complete rule triggers*
- *Non-calendar checklist items displayed as tasks in the calendar*
- *Task list printing*

Broader Indexing of Attachments

To make it easier for users to search and locate previously received e-mail attachments, Novell has re-architected the document indexer in Novell GroupWise 8 to inherit the capabilities of the Stellent* document viewer used in the Windows and Novell GroupWise WebAccess client. This gives users a broader array of file types that GroupWise will index for attachment searching purposes, including OpenOffice, PDF and Office 2007 files. This new indexing feature basically means that users can find any attachments they can view. While this re-design delivers immediate

support for a broader base of existing file types, perhaps its biggest impact is that it gives Novell GroupWise a greater ability to keep up with and support new file types as they're released and then supported by the Stellent viewer.

Novell Teaming Integrations

To bring users the next-generation collaboration benefits offered by Novell Teaming, Novell GroupWise 8 provides key integration points with the Teaming solution right within the GroupWise Windows client. The first of these integrations is the new My Teams folder. This displays users' Novell Teaming workspaces, along with their associated teams and folders. When users click on one of their workspaces from within My Teams, they are presented with the associated workspace Web page embedded inside the GroupWise message list area.

From within My Teams, users can also easily e-mail an entire team by simply right-clicking on the team name and selecting *Send Email to Team*. Novell GroupWise will create a new message with all of the team members' e-mail addresses automatically filled in.

Right-clicking on a team under My Teams also gives users the ability to easily subscribe to that team's calendars. Subscribing to team calendars allows users to view them alongside their other Novell GroupWise calendars.

Users can also right-click a team name to subscribe to its RSS feeds, so they can be easily kept up-to-date on project status or changes in their team workspaces without ever leaving Novell GroupWise.

Users can choose to have their Novell Teaming workspaces be a permanent part of their Home View by simply configuring their Web panels to point to their Novell Teaming workspace links.

When users highlight a contact in Novell GroupWise 8 that has a personal workspace in Novell Teaming, they'll be presented with a link to view that user's personal workspace. This can be extremely helpful when users receive an e-mail from an unfamiliar source. They can simply highlight the contact's name and click on the option to view their Teaming workspace to learn more about who they are.

Simplified Administration

Novell GroupWise 8 introduces a number of improvements that simplify administration, including the following:

- *Streamlined Installation*
- *GWIA Management*
- *E-mail Address Publishing*
- *Centralized Frequent Contact Management*
- *Help Menu Customization*
- *User-level Audit Information*

Streamlined Installation

The installation process in Novell GroupWise 8 has been improved to streamline the creation, configuration and updating of GroupWise backend systems. There is now one install for Admin, Agents, GWIA, Novell GroupWise WebAccess and Monitor. As a result, system creation can be accomplished in one install. Additionally, the number of system creation dialogs has been reduced from 22 to five.

Administrators can now save, reuse or repeat their installation options to minimize human intervention. The tools leveraged by the installation process have also been upgraded, allowing for better support of newer tech-nologies. And to provide more standardized language support, all of the install processes in Novell GroupWise 8 use the ISO standard.

GWIA Management

A number of improvements have been made to the Novell GroupWise Internet Agent (GWIA), such as:

Novell GroupWise integrates more deeply with Novell Teaming, providing users with a sophisticated set of tools to help teams collaborate more easily and effectively.

- *More administrative control and flexibility in managing how mail flows to and from the Internet*
- *Ability to designate an Internet Domain as being external so messages can be routed via defined links and not be automatically sent via the GWIA*
- *Greater control over rule-generated replies and forwards, including the ability to block or allow them based on administrator-defined exception lists*
- *Notification of e-mail status when an outbound message has been delayed*
- *Status page display of thread and queue information*
- *Configuration page display of ConsoleOne® settings.*

E-mail Address Publishing

To further reduce spam, Novell GroupWise 8 publishes all possible combinations of valid e-mail addresses to the LDAP directory used by third-party spam filters. (Previously, only default e-mail addresses had been published.) Publishing all combinations of valid e-mail addresses to LDAP, such as aliases, nicknames and various last and first name combinations, eliminates many of the loopholes that spammers employ in their attempts to get around filters. These valid address combinations are also available to third-party filtering solutions via the GroupWise SOAP interface.

Centralized Frequent Contact Management

Previous settings for frequent contact management (management of e-mail addresses collected by users) have

been stored in a user's registry. In Novell GroupWise 8, these management settings are available in ConsoleOne, enabling administrators to uniformly manage and control these settings for all users at the system, post office or domain level. While the option is still available to configure these settings at the user level, administrators now have the ability to override those settings. By centralizing the administration of these settings, organizations can lower help desk costs and better control their outgoing contact information.

Help Menu Customization

The Help menu in Novell GroupWise 8 features an interactive tutorial link that takes users to an external Web site hosted by Novell training partner, BrainStorm. GroupWise 8 gives an administrator the ability to direct that URL to another site of their choice. For example, if they have already purchased or developed their own training tutorials, the Help menu link can be modified to point to this location.

Additional Administrative Features

The following represent a few additional administrative improvements provided in Novell GroupWise 8:

- **User-level audit data**—*To facilitate audit and compliance efforts, several new pieces of user-level data can be provided about a system, such as client version and language.*
- **POA performance snapshots**—*To facilitate the troubleshooting of performance issues, the new POA Performance Snapshot feature allows administrators to collect a wide array of statistical information every minute and output that information to an HTML file.*
- **Streamlined database purges**—*Eliminates issues associated with users enabling auto-archive on Novell GroupWise systems.*
- **MIME encoding character set**— *Administrators now have the ability to set the default MIME encoding character set.*

- **Cross-platform GWCheck Options file**— *The options file for GWCheck now uses the same XML format across Novell Open Enterprise Server, Linux and Windows, allowing organizations to use the same options file on any platform.*

Innovative Third-party API Support

To enable a greater breadth of partner innovations, Novell has enhanced a number of APIs in Novell GroupWise 8. One of the most significant provides integration with third-party e-mail retention services. The API leverages stub references used by e-mail archival solutions to indicate the new location of an e-mail message that has been moved from the GroupWise database to an archive database. With this API, when users perform searches from the GroupWise Windows client, GroupWise not only returns results of matches in the GroupWise database, but it also returns and aggregates matches in the third-party archival database.

When organizations utilize solutions that take advantage of this API, it gives them better control over their disk storage management, enabling them to:

- *Improve performance and scalability of Novell GroupWise post office databases by reducing the size of the data store*
- *Lower disk storage costs by enabling the transfer of older messages to low-cost storage*
- *Archive older messages while making them accessible to users in a transparent fashion*
- *Simplify management of all Novell GroupWise-related data, as well as facilitate compliance efforts related to e-mail retention*

Several third-party e-mail retention solution providers are actively developing products to support this API. Along with a number of

other providers, Messaging Architects* has already done significant work in this area and participated in the Novell GroupWise 8 beta with a supporting solution. GWAVA* is also actively working on a supported solution to be released shortly after the launch of GroupWise 8.

Platform Support

In addition to its superior security and reliability over competing collaboration solutions, Novell GroupWise 8 provides greater freedom of choice, delivering the interoperability and flexibility organizations need to support greater user productivity. It offers more freedom on where users collaborate, how they collaborate and who they can collaborate with. GroupWise 8 also provides more options on how and where organizations can deploy the solution.

Novell GroupWise 8 Server Support

Novell GroupWise 8 can be deployed on the following server operating systems with their latest service packs installed:

- *NetWare® 6.5*
- *SUSE® Linux Enterprise Server 10*
- *Novell Open Enterprise Server 2.0*
- *Windows 2003 Server*

Novell GroupWise 8 Client Support

Novell GroupWise 8 supports the following client operating systems with their latest service packs installed:

- *SUSE Linux Enterprise Desktop 10*
- *Windows XP Professional*
- *Windows Vista**
- *Windows 2003 Server (for partners who use OAPI)*
- *Windows 2008 Server (for partners who use OAPI)*
- *Mac OS 10.4—Power PC and Intel*
- *Mac OS 10.5 32-bit—Power PC and Intel*

Novell GroupWise 8 Mobility Support

Leveraging Novell GroupWise Mobile Server, Novell GroupWise 8 gives users secure access to e-mail, appointments, contacts, tasks and notes from anywhere, using the handhelds of their choice (i.e., Palm* Treo*, BlackBerry* and Pocket PC devices). They can also view most types of attachments in their native format, including word processing documents, spreadsheets, presentations and more.

Additional Platform Support

Novell GroupWise 8 supports the following browsers:

- *Firefox* 3.x and 2.x on Linux, Windows and Mac operating systems*
- *Internet Explorer* 7 and Internet Explorer 6 on Windows*
- *Safari on Mac operating systems*

Novell GroupWise 8 agents can run on the following virtual services as long as those services are GroupWise-supported operating systems:

- *VMware* ESX*
- *VMware GSX*
- *Xen**
- *Microsoft Hyper-V*

Novell GroupWise 8 is supported by the following clustering solutions:

- *Novell Cluster Services™ on Novell Open Enterprise Server 2 for Linux*
- *Novell Business Continuity Clustering on Linux and NetWare*
- *Novell Cluster Services on NetWare*

Refer to the Novell GroupWise 8 documentation at www.novell.com/groupwise for more details.

Summary

Novell GroupWise 8 transforms e-mail from an isolated tool to an integrated environment that significantly boosts productivity. It puts everything users need to maximize their time into a rich and intuitive Home View. This personal productivity dashboard gives users the ability to create and switch between multiple Home Views that reflect their work style and preferences, even as it connects them to all the Web-enabled applications, tools and resources they need to get things done. GroupWise 8 is visual. It's intuitive. And it makes work—whether it's at the end user or the administrative level—easier than ever.

Novell combines 25 years of expertise in collaboration software with new tools to enable the flow of creative ideas that help fuel business success. Now, Novell offers the fastest and safest path to a new generation of enterprise-ready collaboration solutions founded on a core of highly connected and proven collaboration tools. With Novell, organizations can deliver the Web 2.0 technologies that vital workforces need to reach their full potential. They can remove the communication barriers that prevent their teams from achieving the radical productivity breakthroughs they're capable of.

Earlier releases of Novell GroupWise laid the foundation for many front-end innovations and brought efficiencies to the back end that have set new standards for management, security and conserving vital IT resources. GroupWise 8 carries that innovation forward by making ever-greater strides to the user interface. The way people use collaborative tools takes a great leap forward in this release, but the product offers enough familiarity to be completely intuitive.

With the strongest security and reliability track record in the collaboration market, Novell GroupWise 8 delivers the personal productivity tools that elevate the way users manage their work and life, empowering them to get things done smarter, faster and with greater success. It's yet another way that Novell is making IT work as one.

Contact your local Novell Solutions Provider, or call Novell at:

1 800 714 3400 U.S./Canada
1 801 861 1349 Worldwide
1 801 861 8473 Facsimile

Novell, Inc.
404 Wyman Street
Waltham, MA 02451 USA

Novell