Novell
NetWare® 6.5

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VIRTUAL OFFICE CONFIGURATION GUIDE

Novell®

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About This Guide

This guide introduces Novell® Virtual Office for NetWare® 6.5 and explains the different components available to set up and use your Virtual Office workstation. Instructions on how to use the Virtual Office components are available through the software's online help.

Documentation Updates

For the most recent documentation on using Novell Virtual Office for NetWare 6.5, see the Novell NetWare 6.5 online documentation (http://www.novell.com/documentation/lg/nw65/index.html).

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1 Overview

Increasing employee productivity while reducing costs is a priority in your business organization. Novell® Virtual Office for NetWare® addresses the need for users to be self-sufficient with their workstation and team collaboration needs. Virtual Office lets users set up and manage many of their own networking, information sharing, and data backup processes. It also lets users organize projects, and collaborate with team members in real time from any location. Virtual Office optimizes the concept of self-service for users, which significantly reduces support calls.

Virtual Office is a useful tool for team collaboration. Users can create their own functional teams, called Virtual Teams, without needing any interaction or rights from the system administrator. Users who join a virtual team can access shared documents, discussion threads, bookmarks, and a team calendar. All users in a team have access to the information and services from anywhere. This significantly improves group productivity within your organization.

The following are some of the network administrative tasks users can do with Virtual Office:

- Locate and set up printers
- Set up and maintain passwords
- Back up information
- Communicate in real time with other users and groups
- Publish a personal Web page to provide valuable information to other users
- Access important information from any location using any device
- Bookmark Web pages

Virtual Office Case Studies

Example One

Four employees need to collaborate on a project. They all need immediate access to the same files and they need to correspond frequently. Two of the employees are in one office and the other two reside in other locations. They can use Virtual Office to successfully manage their project. Initially, the project lead can create a virtual team so all team members can do the following regardless of their location:

- Chat in real time
- Use Novell NetStorage for immediate access to stored files
- Use file sharing to upload or retrieve files
- Create a Web page to post messages and other important information for all team members
- Create bookmarks for immediate access to Web resources

Example Two

An employee on his way to a meeting discovers that the battery on his laptop is drained and does not have time to retrieve his charger. Still, he needs to access some of his files, print copies of the agenda, and look at his calendar. After arriving at the meeting, he borrows a laptop and uses Virtual Office to accomplish the following:

- Access his stored files through Novell NetStorage
- Locate a printer using iPrint and print the agenda for the meeting
- Review his e-mail for any important messages
- Use the calendar to review a schedule of events
- Use eGuide to locate a person who is not at the meeting
- Set up a chat session with someone who is not at the meeting

The following chapters in this document provide information on installing and configuring Virtual Office on your workstation:

- Chapter 2, "Virtual Office Installation," on page 11
- Chapter 3, "Virtual Office Configuration," on page 13

2 Virtual Office Installation

You can install NetWare® Virtual Office for NetWare® as an optional component when you install NetWare 6.5. When installing Virtual Office, you have two installation options, default and manual. For instructions on installing NetWare 6.5, see the *NetWare 6.5 Overview and Installation Guide* (http://www.novell.com/documentation/lg/nw65/index.html).

If you choose the Virtual Office manual installation option, you need to select all the components, such as iPrint, NetStorage, eGuide, and e-mail, that you want to use. The Virtual Office main page displays only the shortcut buttons for the features you select. The following is a list and description of components you can install:

Component	Description
eGuide	A Web application that provides a simple browser-based method of searching for all of the important people, places, and things users need to access, regardless of the location of your LDAP data source.
e-Mail	Lets you set up e-mail accounts for users from a variety of e-mail servers.
NetStorage	A NetWare feature that provides simple Internet-based access to file storage. It gives users secure file access from any Internet location, with nothing to download or install on the user's workstation.
iPrint	A software solution that lets users print from anywhere to anywhere on the network. Using the Internet Printing Protocol standard, iPrint lets users use a Web browser to install printers on their workstations.

What's Next

When you select the Virtual Office option during the NetWare 6.5 installation, all the components needed to use it install on your server. Use the following URL to launch Virtual Office:

http://*server_name*/vo

Replace *server_name* with the name of the server you installed Virtual Office on.

After you install Virtual Office, you need to specify some configuration settings in iManager and review the Virtual Office features before you can use the product. For information about configuring Virtual Office, see Chapter 3, "Virtual Office Configuration," on page 13.

3 Virtual Office Configuration

Some of the Novell® Virtual Office for NetWare® Services and components need configuration before you can use them with your system. Services are the Virtual Office workstation tools that you use to collaborate with other users, such as online chats, calendars, and shared files. Services also include access to Internet resources, such as links to Web pages. The components are the items you configure to properly use the Virtual Office services with your system, such as containers, e-mail notification, and virtual teams. This section describes how to configure and use the Virtual Office services and components.

- "Virtual Office System Configuration" on page 13
- "E-Mail Configuration" on page 16

Virtual Office System Configuration

When you install Virtual Office (default or manual), it initially accepts default settings that let you use the product. For information about the installation methods, see Chapter 2, "Virtual Office Installation," on page 11.

You configure some of the services and components in Virtual Office; other configuration tasks are done in an administration tool available in Novell iManager. This document contains the iManager configuration instructions necessary for configuring the Virtual Office services and components. For more information about iManager, see the iManager online documentation (http://www.novell.com/documentation/lg/imanager20).

The configuration process requires you to specify your server IP address and DNS name. For information on these items, see the Installing network protocols and setting up domain name service sections of the *NetWare 6.5 Overview and Installation Guide* (http://www.novell.com/documentation/lg/nw65/index.html).

You need to configure the following components to ensure that Virtual Office works with your current system configuration and the services you use:

- **Portal containers** lets you determine the contexts that users can log in from. For instructions on configuring the Portal containers in iManager, see "Portal Containers Configuration" on page 14.

- **Team Configuration** lets you determine if the default location for file sharing is adequate or lets you specify another location. As you configure this setting, make sure you have the Common Internet File System (CIFS) protocol enabled. For information about CIFS, see the *Novell Native File Access Protocols Guide* (http://www.novell.com/documentation/lg/nw65/index.html). For information on team file sharing, see "Team Configuration" on page 14.

- **E-Mail Notification** lets you ensure that users receive e-mail notifications informing them of events such as team membership, changes in the news postings, and new discussions. You specify this server address information in the SMTP address field on the Team Configuration page. For information on e-mail notification, see "Team Configuration" on page 14.

◆ **Virtual Team Creation** determines which users have rights to create teams. The team management option lets you grant or deny team creation rights to specific users. By default, everyone can create teams. If you disable team creation, nobody (including administrators) can create teams. For more information on Virtual Team creation, see "Team Configuration" on page 14.

After you complete the necessary configuration tasks. Log in to Virtual Office and review the features on the task bar, such as iPrint, eGuide, NetStorage, and e-mail to make sure these services point to the correct servers. To open Virtual Office to test the features, specify the following URL:

http://*server_name*/vo

Replace *server_name* with the name of the server you installed Virtual Office on.

Portal Containers Configuration

This configuration setting sets up the contexts that users log in from. It also lets you determine your portal containers, portal locations (if you have multiple portal heads), and team creation rights.

NOTE: When configuring containers and adding users in Virtual Office, use the Environment Administration option in the iManager Roles and Tasks menu. You can use the configure button on the iManager taskbar, but this method requires more manual configuration procedures to get the services to appear in Virtual Office.

To configure portal containers:

1 Open iManager, then click Virtual Office Management > Environment Administration > Portal Information.

2 Complete the following settings:

Setting Name	Setting Value
Portal Containers	The portal containers that associate with the Portal Configuration object. This configuration is necessary to determine the contexts that users can log in from. By default, the container is set to where portal is. You need to add o=users to let users log in to Virtual Office.
Portal Locations	The number of portal heads. If you have multiple portal heads, we recommend that you have the Common Internet File System (CIFS) protocol enabled on another server so all the portal heads can point directly to the CIFS server. For information about enabling CIFS on a NetWare server, see the *Novell Native File Access Protocols Guide* (http://www.novell.com/documentation/lg/nw65/index.html).
Teams	List of all the virtual teams currently created in Virtual Office.

Team Configuration

A *virtual team* is a central location in Virtual Office where users can exchange information, share files, and maintain a calendar of events. Virtual Office lets you create your own teams and become members of other teams.

For example, you might create a community specific to Human Resources. All information and files shared through that community can be directly related to human resource tasks. When you create a virtual team, you become both the owner and a member.

Virtual teams can have multiple owners. If you want to grant another user administration rights to your team, you must make that user an owner. Owners have equal rights, this means an owner can remove other owners from the community—even the person who created it.

All teams are visible in the Virtual Teams list, but access to these teams is available only to team members.

The Team Configuration settings let you determine if users can create Virtual teams, the location of files for file sharing, and the SMTP address for e-mail notification.

1 Open iManager, then click Virtual Office Management > Environment Administration > Team Configuration.

2 Complete the following settings:

Setting Name	Setting Value
Enable Team Creation	Lets you enable virtual team creation. By default, all users can create teams. Selecting Off prevents everyone (including administrators) from creating teams. For example, you might want to use only the Virtual Office desktop without the team functionality. To grant or deny team creation rights to specific users, use the Manage Team Access setting.
Manage Team Access	Determines who has rights to set up virtual teams. This setting lets you grant team creation rights to specific users. Complete the following steps for each user: 1. Click Edit on the Manage Team Access field. 2. Search for a user, then click Select. 3. Click On or Off, then click Save.
Team File Share	When users have rights to create teams, they can share files with other team members. When configuring Virtual Office on a local server, specify the path that it uses to store information in the file system. For example, *myserv/sharepoint/teamsharefolder* You must have Common Internet File System (CIFS) protocol enabled at the file location for this feature to work. For information about enabling CIFS on a NetWare server, see the *Novell Native File Access Protocols Guide* (http://www.novell.com/documentation/lg/ nw65/index.html). If you do not have CIFS enabled at the default location (webapps\nps\web-inf\communitystore), click Team Configuration, then click Edit on Team File Share and specify a path to a CIFS share. For example, data:/*teamfilesharefolder*
SMTP Address	Address of the SMTP server. This is necessary for sending e-mail notifications.
Chat Server IP Port	The Chat service port for applet-to-server communication.

Logging

This section lets you determine the type of information you want to appear on logging reports. This is helpful for tracking usage and diagnosing problems. There are three levels of information you can obtain from the logging report, low, medium, and high. The low setting provides all available information. With this level, you might need to sort through a lot of information to find what you need. The medium setting narrows the report output to include more specific information, but also includes some general information. The high setting provides only the specific information you might need.

You can use the logging tool to help locate and diagnose errors. If you need to contact technical support, your representative can use the information from this report to help resolve issues. When you are using Virtual Office in a production environment, we recommend that you turn off the logging feature because it does consume memory while it's in operation.

1 Open iManager, then click Virtual Office Management > Environment Administration > Logging.

2 Complete the following settings:

Setting Name	Setting Value
Logging	Enables and disables logging.
Logging Level	Retrieves logging report messages. Select one of the options. High includes specific messages, Medium includes specific and some general messages, Low includes all messages.
Logging Modules	Lists the modules that are included in the logging. If the field is blank, the logging includes all modules.
Logging to Standard Error	Enables logging to standard error. Standard error is the Tomcat logger screen on the server that displays the report.
Logging to Standard Out	Enables logging to standard out. Standard out is the Tomcat logger screen on the server that displays the report.
Logging to File	Sends the logging report to the sys:\tomcat\4\webapps\nps\web-inf\debug.xml file.

E-Mail Configuration

You can use Virtual Office with a variety of e-mail services. To use e-mail, you need to configure it to access a valid location for all users.

See the following sections to select the e-mail server you want to set up:

- "Exchange E-Mail Server Configuration" on page 17
- "GroupWise E-Mail Server Configuration" on page 17
- "NetMail E-Mail Server Configuration" on page 17
- "Lotus Notes E-Mail Server Configuration" on page 18
- "IMAP/POP 3 E-Mail Server Configuration" on page 18

Exchange E-Mail Server Configuration

1 On the iManager main page, click Virtual Office Management > Services Administration > eMail.

2 Check the Enable check box.

3 From the E-mail Server menu, select Microsoft Exchange.

4 Click the Personalize icon.

5 Specify the Microsoft Exchange URL.

6 Select Synchronized with Virtual Office Tree or Different than the Virtual Office Tree depending on where the user credentials are.

7 Click OK.

8 (Optional) Check the Enable check box in the Home Page Reduced eMail View.

To use this option, you need to configure your email server to support POP3 or iMap protocols. To select the protocol you are using, click the personalize icon, then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your email list.

9 Click OK.

GroupWise E-Mail Server Configuration

1 On the iManager main page, click Virtual Office Management > Services Administration > eMail.

2 Check the Enable check box.

3 From the E-mail Server menu, select Novell GroupWise.

4 Click the Personalize icon.

5 Specify the GroupWise WebAccess URL.

6 Select Synchronized with Virtual Office Tree or Different than the Virtual Office Tree depending on where the user credentials are.

7 Click OK.

8 (Optional) Check the Enable check box in the Home Page Reduced eMail View.

To use this option, you need to configure your email server to support POP3 or iMap protocols. To select the protocol you are using, click the personalize icon, then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your email list.

9 Click OK.

NetMail E-Mail Server Configuration

1 On the iManager main page, click Virtual Office Management > Services Administration > eMail.

2 Check the Enable check box.

3 From the E-mail Server menu, select NetMail™.

4 Click the Personalize icon.

5 Specify the NetMail URL.

6 Select Synchronized with Virtual Office Tree or Different Than the Virtual Office Tree depending on where the user credentials are.

7 Click OK.

8 (Optional) Check the Enable check box in the Home Page Reduced eMail View.

To use this option, you need to configure your email server to support POP3 or iMap protocols. To select the protocol you are using, click the personalize icon, then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your email list.

9 Click OK.

Lotus Notes E-Mail Server Configuration

1 On the iManager main page, click Virtual Office Management > Services Administration > eMail.

2 Check the Enable check box.

3 From the E-mail Server menu, select Lotus* Notes*.

4 Click the Personalize icon.

5 Specify the Lotus Notes URL.

6 Select Synchronized with Virtual Office Tree or Different than the Virtual Office Tree depending on where the user credentials are.

7 Click OK.

8 (Optional) Check the Enable check box in the Home Page Reduced eMail View.

To use this option, you need to configure your email server to support POP3 or iMap protocols. To select the protocol you are using, click the personalize icon, then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your email list.

9 Click OK.

IMAP/POP 3 E-Mail Server Configuration

1 On the iManager main page, click Virtual Office Management > Services Administration > eMail.

2 Check the Enable check box.

3 From the E-mail Server menu, select IMAP/POP 3.

4 Click the Personalize icon.

5 Select the mail server type you want (IMAP or POP 3).

6 Specify the DNS name for the server.

7 Specify the SMTP Server DNS name.

8 Select Synchronized with Virtual Office Tree or Different than the Virtual Office Tree depending on where the user credentials are.

9 Click OK.

10 (Optional) Check the Enable check box in the Home Page Reduced eMail View.

To use this option, you need to configure your email server to support POP3 or iMap protocols. To select the protocol you are using, click the personalize icon, then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your email list.

11 Click OK.

4 Virtual Office Services Configuration

The tools you use in Virtual Office are called services. You can set up many of the Virtual Office services according to how you want to use them using either Virtual Office or iManager. For detailed information about iManager, see the *iManager* (http://www.novell.com/documentation/lg/imanager20) online documentation.

The configuration process requires you to specify you server IP address and DNS name. For information on these items, see Installing Networking Protocols and Setting Up Domain Name Service in the *NetWare 6.5 Overview and Installation Guide*.

You configure the following services in Virtual Office:

- Bookmarks (page 21)
- Change Password (page 22)
- Public Web Pages (page 24)
- Virtual Teams (page 25)
- Virtual Team Services (page 29)

You configure the following services using iManager.

- Company Information (page 22)
- eGuide Configuration (page 22)
- E-Mail Configuration (page 16)
- iPrint Configuration (page 23)
- NetStorage Configuration (Files) (page 24)
- ZENWorks (page 30)

Bookmarks

Virtual Office lets you create and maintain Web page bookmarks for immediate access to Web sites.

1 On the button bar, click View and Manage my Bookmarks.

2 Click the Personalize icon, then click Add.

3 Type a name for the Web site, then specify the site's URL.

4 Select the number of columns you want for the bookmarks to display in.

5 Click OK > Save.

The site displays in your bookmark list.

Change Password

This feature lets users change their passwords.

1 On the button bar, click Change My Password.

2 Type your current password.

3 Type your new password, then retype your new password.

4 Click OK.

Company Information

The Virtual Office News feature lets you post information for all users in the Virtual Office News field on the home page. You can draft messages in plain text or HTML. For example, if the information you want to display is in the form of a Web site, you can display the information as it would appear on the Web site.

To create a message:

1 Open iManager, then click Virtual Office Management > Services Administration > Company Info.

2 Check the Enable check box.

If this box is unchecked, the Virtual Office news field does not appear on the home page.

3 Select a language.

4 Type or insert the message you want in the News field.

5 Click OK.

eGuide Configuration

Novell® eGuide is a Web application that provides a simple browser-based solution to search for all of the important people, places, and things your users need to know, regardless of the location of your LDAP data source.

eGuide is independent of platform or a particular application. It can be accessed by any user with rights to your Web server via a standard Web browser.

In addition to searching Novell eDirectory®, you can use eGuide to search multiple LDAP data sources at the same time. This means, for example, that if your company purchases another company, you can easily provide a combined white pages view of both companies using eGuide to point to two separate directories at the same time.

eGuide runs on the most widely used platforms and is compatible with such e-mail, instant messaging, and real-time collaboration tools as Microsoft* NetMeeting and AOL* Instant Messenger*. When users find the people they are looking for, eGuide lets them launch the type of communication that fits their current needs (e-mail, instant messaging, and even video conferencing).

For more information and instructions on how to use eGuide, see the *eGuide 2.1.1 Administration Guide* (http://www.novell.com/documentation/lg/eguide211).

IMPORTANT: Before you can access eGuide, you must run the eGuide configuration wizard. For instructions, see the Installation section of the *eGuide 2.1.1 Administration Guide* (http://www.novell.com/documentation/lg/eguide211).

1 Open iManager, then click Virtual Office Management > Services Administration > eGuide.

2 Check the Enable check box.

   If this box is unchecked, the eGuide icon does not appear in Virtual Office.

3 Select one of the following options to specify the URL to the eGuide Web page. The option you use is determined by which server you have eGuide on:

   ◆ **Launch to This Server's eGuide Home Page.** If eGuide is on the same server as Virtual Office, specify the URL and port to launch the eGuide home page. For example:

      https://*localhost*:8080/eGuide/servlet/eGuide

   ◆ **Launch to a Remote Server's eGuide Home Page.** If eGuide is on a remote server, specify the DNS or IP address of the remote server. For example:

      https://*DNSorIP_Address*/eGuide/servlet/eGuide

   ◆ **Enter a Custom URL to Launch eGuide.** Use this option if eGuide is in a unique location.

4 Click OK.

iPrint Configuration

iPrint is a software solution that lets users print from anywhere to anywhere on the network. Using the Internet Printing Protocol standard, iPrint lets users use a Web browser to install printers on their workstations. Then, users can print to iPrint printers through their applications just like using any other printer. These printers can be located anywhere in the same building or in a remote location. For instructions on how to use iPrint, see the *iPrint Administration Guide* (http://www.novell.com/documentation/lg/nw65/index.html?page=/documentation/lg/nw65/iprint/data/front.html).

1 Open iManager, then click Virtual Office Management > Services Administration > iPrint.

2 Check the Enable check box.

   If this box is unchecked, the iPrint icon does not appear in Virtual Office.

3 Select one of the following options to access the iPrint Web page. The option you use is determined by which server you have iPrint on:

   ◆ **Launch to This Server's iPrint Home Page.** Select this if iPrint is on the same server as Virtual Office. For example:

      https://*localhost:port*/ipp/

   ◆ **Launch to a Remote Server's iPrint Home Page.** If iPrint is on a remote server, specify the DNS name or IP address of the remote server. For example:

      https://*DNSorIP_Address*/ipp/

   ◆ **Enter a Custom URL to Launch iPrint.** Use this option if iPrint is in a unique location.

4 Click OK.

NetStorage Configuration (Files)

The Files service lets you access Novell NetStorage, a NetWare feature that provides simple Internet-based access to file storage. It is a Net services software solution that bridges a company's protected Novell network and the Internet. It gives users secure file access from any Internet location, with nothing to download or install on the user's workstation. Users can access files and folders on a Novell network using either a browser or Microsoft Web Folders.

For information about using NetStorage, see the *NetStorage Administration Guide* (http://www.novell.com/documentation/lg/nw65/index.html).

1 Open iManager, then click Virtual Office Management > Services Administration > NetStorage.

2 Check the Enable check box.

> If this box is unchecked, the Files icon does not appear in Virtual Office.

3 Select one of the following options to specify the URL to the NetStorage Web page. The option you use is determined by which server you have NetStorage on:

- ◆ **Launch to This Server's NetStorage Home Page.** If NetStorage is on the same server as Virtual Office, specify the URL and port to launch the NetStorage home page. For example:

  https://*localhost*:8080/NetStorage

- ◆ **Launch to a Remote Server's NetStorage Home Page.** If NetStorage is on a remote server, specify the DNS or IP address of the remote server. For example:

  https://*DNSorIP_Address*/NetStorage

- ◆ **Enter a Custom URL to Launch NetStorage.** Use this option if NetStorage is in a unique location.

4 Click OK.

Public Web Pages

A public Web page is a personal page that users create in Virtual Office. Users can create these Web pages to display information, bookmarks, and files for other users. For example, a user might have a document file that several other users need at some point. This file can be placed on a personal Web page so other users can download it from there. When you create Web pages, you can display or hide any of the options available in the configuration wizard.

For instructions on searching for a user's public Web page, see .

1 On the button bar, click View and Edit My Webpage.

> This window shows the information that displays on your Web page.

2 Click Edit.

3 Check the check box for each of the following items you want to display:

Publish Details	Description
Cell Number	Displays the user's cell phone number.
Common Name	Displays the user's common name.

Publish Details	Description
eMail	Displays the user's e-mail address.
Full Name	Displays the user's full name.
Published Favorites	Shows the Web sites the user has bookmarked. For instructions on adding bookmarks to a page, see "Adding Bookmarks to a Web Page" on page 25.
Published Files	Shows the files the user has downloaded.
Team Member	Makes the site available for display for all team members.
Telephone Number	Displays the user's telephone number.
User Information	Selects everything in the in the User Information section. When someone opens the user's Web site, all the information listed in this section appears.

4 Click OK.

Adding Bookmarks to a Web Page

Users can bookmark Web pages and make the links available to other users.

1 On the button bar, click View and Edit my Webpage > Edit.

2 In the Published Favorites section, click Edit > Add.

3 Type a name for the Web page.

4 Specify a URL for the Web page.

5 Click OK.

Searching for Public Web Pages

All users can search for and access Web pages that are made public. This is helpful if you need contact information or if you want to access a file a user has downloaded and made available.

1 In the eGuide service, type or search for a name.

2 Click the icon to the right of the name.

This opens the user's public Web page.

Virtual Teams

A *virtual team* is a central location in Virtual Office where users can exchange information, share files, and maintain a calendar of events. Virtual Office lets you create your own teams and become members of other teams.

For example, you might create a team for a Human Resources department. All information and files shared through that team can be directly related to human resource tasks. When you create a virtual team, you become both the owner and a member.

Virtual teams can have multiple owners. If you want to grant administration rights to another user, you must make that user a team owner. Owners have equal rights. That means an owner can add and remove other owners from the community—even the person who created it. For more information about team configuration see .

Creating a Virtual Team

You can create only protected virtual teams. This means that all teams are visible in the Virtual Teams list, but access to these teams is available to only members.

1 In the Virtual Office main page, click Create Virtual Teams.

2 Type the team name.

3 (Optional) Type a description.

4 Click Create.

Requesting Team Membership

All members can request membership to virtual teams. You must be a member of a team to have access to information and services in that team.

1 On the Virtual Office main page, click Join a Virtual Team.

2 Select the team you want to join.

3 Click Join.

Because Virtual Team access is restricted to members, you must request membership from the owner of the team. This screen lets you request a virtual team membership. After the owner approves your request, you become a member of the team.

4 Click OK.

Managing Virtual Teams

Team owners can do the following virtual team management tasks:

Team members can remove only their own virtual team membership.

Showing Team Members

You might want to view a list of all the members of your team to ensure that it includes all the users you want as members.

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Show Team Members.

3 Click Membership.

Inviting Users to Join a Team

After you create a team, you can invite other users to become members of that team. When you invite a user to join a virtual team, that user has the option to accept or reject the invitation.

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Invite a User, then click Add.

3 Type or search for the name of the user you want to add.

4 (Optional) Check the Send an invitation by E-mail check box.

5 Select the name, click Add, then click Send.

Approving or Denying a Membership Request

Virtual Office notifies you when you are invited to join a virtual team. Unless you are assigned to the team, you have the option to accept or reject the invitation.

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Approve a Request.

3 Select the request, then click Approve or Deny.

Adding Team Owners

Virtual Office lets you grant ownership to other users. For example, you might want to delegate some of the team management tasks to someone else. All team owners have the same team management rights.

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Show Team Owners, then click Add.

3 Type or search for the name you want, then click Add.

4 Click Close.

Blocking Users from a Team

Virtual Office lets team owners prevent users from accessing a team. For example, you might create a virtual team for a specific department that has some temporary employees who you do not want to have access to the shared files.

To view a list of blocked users, click Show Blocked Users in the Team Membership column.

To block a user:

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Show Blocked Users.

3 Click Block Users, then click Add.

4 Type or search for the user you want, then click Add.

5 Click Close.

Editing Team Properties

Team properties include a list of team members and the components they can access. After you set up and configure a virtual team, you can modify your property settings to reflect any changes or updates. For example, you might not use the Chat feature so you can remove it from the page.

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Show Team Properties.

3 Change the name, description, or services of the team.

4 Click Save.

Setting Notify Preferences

As you manage a virtual team, you might need to do some of the following tasks:

  ◆ Post discussions to communicate with members

  ◆ Post event notices

  ◆ Add files to share with members

You can notify team members through e-mail when you do any of these tasks.

To set the notify preferences:

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Set Notify Preferences.

3 Check the check box for each of the following items you want to notify team members about:

Event	Description
Events Are Created	Notifies team members when a new event is created.
Files Are Uploaded	Notifies team members when a file is uploaded in the File service.
New Discussion Posts	Notifies team members when the owner posts a new message in the Discussion service.
New Discussion Posts for Threads I'm In	Notifies team members when someone responds to the discussion message. A notification is sent for every response to a message.
Sent To:	Team member's e-mail address. This is the address that all notifications are sent to.

4 Click Save.

Deleting a Virtual Team

If you are a team owner, you can delete the team you own. For example, you might create a team for a specific project. When that project is complete, you can delete the team.

1 On the Virtual Office main page, open your team.

2 In the Team Membership column, click Delete this Team.

3 Click Delete, then click Delete again.

Virtual Team Services

This section lists the services that are available only in a virtual team setting. For instructions on configuring and using these services, see the Virtual Office Configuration section in the software's online help.

Discussion

Lets users in a team participate in online discussions and exchange messages.

Calendar

Lets you schedule events and appointments and share this information with team members.

Files

This service is a file sharing tool that is available for members of a virtual team. It lets you do the following tasks:

- Browse directories
- Create directories in the current path or directory
- Upload files
- Remove files
- Share files with other users on a team

Chat

Lets members of a virtual team communicate through instant messaging.

NOTE: The Chat service does not translate languages. This service uses an applet, which uses only the language of the operating system.

You can do the following with the Chat service:

- Chat with other users
- Save or print conversations
- Invite users to join a chat session
- Turn sounds on or off
- Indicate that you are away from your workstation

Links

Lets you create and display links to Web pages.

ZENWorks

Novell® ZENworks® provides directory-based management of desktops, handheld devices, and servers. The following is a list of some of the tasks you can do with ZENworks:

- Automate distribution applications, patches, and virus updates.

- Provide self healing of applications.

- Manage workstations remotely, including file transfers and real-time diagnostics.

- Maintain hardware and software inventory for both troubleshooting and auditing.

- Deliver desktop, thin-client (terminal server), and Web applications.

IMPORTANT: To activate ZENworks, you need to locate the version that is supported in a NetWare 6.5 environment.

For more information about ZENworks, see the Novell ZENworks documentation (http://www.novell.com/documentation-index/index.jsp?category=ZENworks).

1 Open iManager, click Virtual Office Management > Services Administration > ZENworks.

2 Check the Enable check box.

3 Specify the URL for the ZENworks Web page.

4 Click OK.