

Novell Virtual Office

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NOVELL VIRTUAL OFFICE

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About This Guide

This guide introduces Novell® Virtual Office™ and explains the different components available to set up and use your Virtual Office workstation.

Documentation Updates

For the most recent documentation on using Novell Virtual Office, see the [NetWare 6.5 Documentation \(http://www.novell.com/documentation/beta/nw65/\)](http://www.novell.com/documentation/beta/nw65/).

Documentation Conventions

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items within a cross-reference path.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as UNIX*, should use forward slashes as required by your software.

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Overview

Increasing employee productivity while reducing costs is often a priority in your business organization. Novell® Virtual Office™ is an end-user oriented solution that addresses the need for users to be self sufficient with their IT needs. Virtual Office lets users set up and manage many of their own networking, information sharing, and data backup processes. It also lets users create project teams, 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.

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 iFolder for immediate access to the same files
- ◆ Use file sharing to exchange information
- ◆ 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 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 and accomplishes the following:

- ◆ Accesses his files through iFolder

- ◆ Locates a printer using iPrint and prints the agenda for the meeting
- ◆ Reviews his e-mail for any important messages
- ◆ Uses the calendar to review a schedule of events
- ◆ Uses eGuide to locate a person who is not at the meeting
- ◆ Sets up a chat session with someone who is not present at the meeting

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Virtual Office Installation

You can install NetWare Virtual Office as an optional component when you install NetWare 6.5. You have two installation options you can choose when installing Virtual Office.

When you select the Virtual Office option during the NetWare 6.5 installation, all the components needed to use it install on your server. After the install, you need to set up the Virtual Office services you want to use. For information about setting up services, see [Virtual Office Configuration \(page 9\)](#).

Virtual Office Pattern Installation

This method of installing Virtual Office lets you install the product as you install NetWare 6.5. You can use this method if you want all the Virtual Office components to exist on the same server. After the installation, you need to set up eGuide and Web Mail.

- 1** On the list of components on the pattern installation screen, select Virtual Office.
- 2** Work through the NetWare 6.5 installation.
- 3** At the Welcome screen, click Virtual Office.

After you install Virtual Office, you need to configure some of the services. For instructions on configuring services, see [“Virtual Office Installation” on page 7](#).

Virtual Office Customized Option

This installation method lets you install Virtual Office for a configuration where the services exist on other servers. For example, you might have eGuide or your e-mail system on another server.

- 1** Select Customized NetWare Server, then click Next.
- 2** Check the Virtual Office check box when you install NetWare.
- 3** Select the options you want then click Next.

A summary screen displays the options you selected.

- 4** Make sure all the options you want are selected, then click Next.
- 5** At the Welcome screen, click Virtual Office.

After you install Virtual Office, you need to configure some of the services. For instructions on configuring services, see [“Virtual Office Installation” on page 7](#).

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Virtual Office Configuration

Some of the Virtual Office services need some configuration before you can use them with your system. This chapter describes how to configure and use the Novell Virtual Office services.

Administration

You can set up many of the Virtual Office features according to how you want to use them. You configure some of the services in Virtual Office, other services require an administration tool available in Novell iManager. For iManager documentation, see the *iManager Administration Guide* (<http://www.novell.com/documentation/beta/imanager20/index.html>).

NOTE: The instructions for using iManager to configure Virtual Office services are in this manual.

You can configure the following services in Virtual Office:

- ◆ [Bookmarks \(page 9\)](#)
- ◆ [Change Password \(page 10\)](#)
- ◆ [Virtual Teams \(page 13\)](#)
- ◆ [Public Web Pages \(page 16\)](#)

You use the administration tool in iManager for the following services:

- ◆ [eGuide \(page 10\)](#)
- ◆ [Files \(page 12\)](#)
- ◆ [Email \(page 11\)](#)
- ◆ [iPrint \(page 12\)](#)
- ◆ [News \(page 13\)](#)

You configure all the other services in Virtual Office.

Bookmarks

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

If you use bookmarks in a virtual team setting, all members of your team have access to the bookmarks. For more information about virtual teams, see [“Virtual Teams” on page 13](#).

To view your bookmarks, click Bookmark on the button bar.

To create bookmarks:

- 1 On the button bar, click Bookmarks.

- 2** Click the personalize icon > 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 Save.

The site displays in your bookmark list.

Change Password

After you install and configure Virtual Office, you can let users change their passwords.

- 1** On button bar, click Change my Password.
- 2** Type your current password.
- 3** Type your new password, then retype your new password.
- 4** Click OK.

eGuide

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 suddenly purchases another company, you can easily provide a combined white pages view of both companies using eGuide pointing at two separate directories at the same time.

eGuide runs on the most widely used platforms and is compatible with e-mail, instant messaging, and real-time collaboration tools, such as Microsoft* NetMeeting* or 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 Administration Guide* (<http://www.novell.com/documentation/lg/eguide21/index.html>).

To set up eGuide:

- 1** Open iManager, then select Virtual Office Management > Server Administration > Service Administration > eGuide.
- 2** Click Enable.

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

- 3** Do one of the following to specify the URL to the eGuide Web:
 - ◆ **Launch to This Server's eGuide Home Page.** If eGuide is on the same server, 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.** Enter a custom URL to launch eGuide.

Email

To use e-mail, you need to configure it to access a valid location for all users.

NOTE: The e-mail system configuration is still under development.

The following is a list of e-mail systems you can use:

- ◆ Exchange
- ◆ GroupWise
- ◆ Netmail
- ◆ Notes
- ◆ Webmail service

To configure your e-mail system:

- 1** Open iManager, then select Virtual Office Management > Server Administration > Service Administration > eMail.
- 2** Click eMail > Enable.
If this box is unchecked, the eGuide icon does not appear in Virtual Office.
- 3** Complete the following options that you want for your e-mail system:

Option	Explanation
Email Server	<p>This icon opens a configuration wizard that lets you configure you e-mail system. You can use the following email servers:</p> <ul style="list-style-type: none"> ◆ Exchange ◆ GroupWise ◆ Netmail ◆ Notes ◆ Webmail <p>This option displays the server you are using. To configure the e-mail server, click the edit icon.</p>
Home Page Reduced eMail View	If you enable this option, Virtual Office displays only the last five messages on the home page.
IMAP Server	Under Development

- 4** Click OK.

Email Wizard

This e-mail wizard is under development.

Files

The Files service lets you access Novell® NetStorage™. Novell NetStorage is a feature of NetWare® 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](#).

- 1 Open iManager, then select Virtual Office Management > Server Administration > Service Administration > NetStorage.

- 2 Click Enable.

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

- 3 Do one of the following to specify the URL to the eGuide Web:

- ◆ **Launch to This Server's NetStorage Home Page.** If NetStorage is on the same server, 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.**

iPrint

iPrint is a software solution that lets users print from anywhere to anywhere. Using the Internet Printing Protocol standard, iPrint lets users use their Web browser to install printers on their workstations. Once installed, users can print to iPrint printers through their applications just like any other printer. These printers can be located anywhere in the same building or a remote location. For instructions on how to use iPrint, see the [iPrint Administration Guide](#).

To configure iPrint:

- 1 Open iManager, then select Virtual Office Management > Server Administration > Service Administration > iPrint.

- 2 Click Enable.

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:

- ◆ **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.**

News

The News feature lets you post information in the Virtual Office News field on the home page.

To create a message:

- 1** Open iManager, then select Virtual Office Management > Server Administration > Service Administration.
- 2** Click News.
- 3** Click Enable.
If this box is unchecked, Virtual Office news field does not appear on the home page.
- 4** Type the message you want in the News field.
You can use either plain text or HTML.
- 5** Click OK.

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.

When you create a virtual team, you become both the owner and a member. 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.

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. That means an owner can remove other owners from the community—even the person who created it.

Virtual Team Configuration

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

Creating a Virtual Team

- 1** In the Virtual Office main page, click Create Virtual Teams.
- 2** Type the team name.
- 3** (Optional) Type a description.
- 4** Click Create.

Accepting or Denying Virtual Team Memberships

You use this service to accept or decline virtual team memberships. You can also view and manage virtual team memberships

You use this gadget to do the following:

- ◆ Join virtual teams
- ◆ Accept or reject invitations to virtual teams
- ◆ Locate and view virtual team memberships

Joining a Virtual Team

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** In 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:

- ◆ [Show Team Members](#)
- ◆ [Invite Users to a Team](#)
- ◆ [Show or Add Team Owners](#)
- ◆ [Block Users from a Team](#)
- ◆ [Edit Team Properties](#)
- ◆ [Set Notify Preferences](#)
- ◆ [Delete a Virtual Team](#)
- ◆ [Accept Team Membership Requests](#)

Team members can only remove their own virtual team membership.

Show Team Members

You can view a list of the members of your Virtual Team.

- 1** In the Team Membership column, click Show Team Members.
This opens the Community Manager gadget.
- 2** Click Membership.

Invite Users to a Team

When you invite a user to join a virtual team, that user has the option to accept or reject the invitation. Only administrators can assign users to a team.

- 1 Open your team.
- 2 In the Team Membership column, click Invite a User > Add.
- 3 Type or search for the name of the user you want to add, then click Add.
- 4 (Optional) Send an Invitation by Email.

Show or Add Team Owners

You can view a list of team owners by clicking Show Team Owners in the Team Membership column. To add an owner:

- 1 In the Team Membership column, click Show Team Owners > Add.
- 2 Type or search for the name you want, then click Add.

Block Users from a Team

Virtual Office lets team owners prevent some users from accessing a team.

You can view a list of blocked users by clicking Show Blocked Users in the Team Membership column.

To block a user:

- 1 In the Team Membership column, click Show Blocked Users.
- 2 Click Block Users > Add.
- 3 Type or search for the user you want, then click Add.

Edit Team Properties

Team properties include a list of team members and the services that team can access. After you set up and configure a Virtual Team, you can modify your property settings later to reflect any changes or updates.

- 1 In the Team Membership column, click Show Team Properties.
- 2 You can change the name, description, and services of the team.
- 3 Click Save.

Set 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 some or all of these tasks.

To set the notify preferences:

- 1 In the Team Membership column, click Set Notify Preferences.

- 2 Check the check box for the following items you want to notify team members about:

Set Notification Preferences

Event	Explanation
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.
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.
Sent To:	Team member's e-mail address. This is the address that all notifications are sent to.

- 3 Click Save.

Delete a Virtual Team

If you are a team owner, you can delete the team you own.

- 1 In the Team Membership column, click Delete this Team.
- 2 Click Delete > Delete.

Accept Team Membership Requests

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 In the Communities gadget, click Memberships.
- 2 Select the community you want to join.
- 3 Click Join to accept the invitation or Remove to reject the invitation.

Public Web Pages

A public Web page is a personal page that users create in Virtual Office. Users can create public Web pages to display information, bookmarks, and files for other users. 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 [“Searching for Public Web Pages” on page 17](#).

- 1 On the button bar, click Manage My Web Pages.
This screen shows the information that displays on your Web page.
- 2 Click Edit.
- 3 Check the check boxes on the items you want to display.

Publish Details	Explanation
User Information	Checking this check box 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.
Common Name	Displays the user's common name.
Full Name	Displays the user's full name.
eMail	Displays the user's email address.
Telephone Number	Displays the user's telephone number.
Cell Number	Displays the user's cell phone number.

Publish Details	Explanation
Team Member	Makes the site available for display.
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 17.
Published Files	Shows the files the user has downloaded.

4 After you make your selections, click OK.

Adding Bookmarks to a Web Page

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

To create a bookmark:

- 1** On the button bar, click Manage My Web Page > 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 want to access a file a user has downloaded and made available.

- 1** In eGuide service, specify a name or click Search.
- 2** Click the icon to the right of the name.

This opens the user's public Web page.

