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Overview

Vertigo was designed to provide a simplified but powerful interface for managing GroupWise systems from a single to multi user level. It combines the everyday abilities of ConsoleOne with individual configuration options of a GroupWise mailbox on a mass or single user level into one clear, concise application.

Vertigo displays the GroupWise system to be viewed much like a file browser. On the left hand side is a tree view of the GroupWise system, domain(s), and post office(s) with their respective users, lists, and groups. The right hand side of the screen displays information on the selected object or user and allows configuration of settings.

System Requirements

Minimum:

Microsoft Windows 2000, XP, Server 2003, Server 2008, Vista, or Windows 7 Microsoft .NET Framework 3.5 SP 1 GroupWise 7 SP 3 Win 32 Client GroupWise 7 SP 2 HP GroupWise 8 SP 2 Recommended: Microsoft .NET Framework 3.0 (All security updates from Windows Update) GroupWise 7 SP 3

Preparation

Pre-installation and pre-configuration:

- Make sure that SOAP is enabled on the POA
- Know the address of the POA
- Know the active open ports for SOAP
- Have access to the domain database from the computer on which you are installing Vertigo. (Linux systems require a mapped drive through a Samba share.)
- Administrator access to the primary GroupWise wpdomain.db database (Authenticated as Admin through the Novell client to the GroupWise system)
- Installation
- Obtain / download the install files

Obtaining Vertigo

With the browser of your choice and browse to http://www.gwava.com/products/dev_downloadform.php.

Fill out the information form Agree to the evaluation license agreement Click the 'Try' or download icon for Vertigo

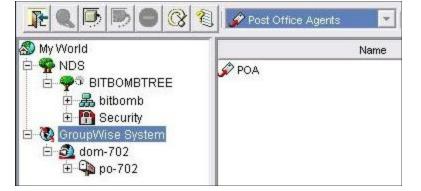


Save the download file.

POA SOAP SETTINGS

To enable SOAP on post offices, and to check the active SOAP port in ConsoleOne, select the GroupWise System and select the Post Office Agent from the view filter at the top.

From here, double click on the POA to access the properties, or right-click and select properties.



roperties of POA		In the properties, under the GroupWise tab,
GroupWise ▼ NDS Rights ▼ Other Agent Settings	Rights to Files and Folders	select Agent Settings.
Message File Processing: Message Handler Threads: IV Enable TCP/IP (for Client/Server)	All ▼ 6 ₹	If Soap is not enabled, enable SOAP and set the max SOAP threads to 20 (current max on 7.02)
TCP Handler Threads: Max Physical Connections: Max App Connections:	6 ↓ 1024 ↓ 2048 ↓	
🔽 Enable Caching		C.
CPU Utilization (NetWare):	85 🚔 percent	Properties of POA
Delay Time (NetVVare):	100 🚔 milliseconds	GroupWise NDS Rights Other Rights to File
Max Thread Usage for Priming and Moves:	20 🚔 percent	Network Address
🔽 Enable IMAP		TCP/IP Address: 10.1.1.101
Max IMAP Threads:	50 🚔	Proxy Server Address:
🔽 Enable SOAP		
Max SOAP Threads:	20 🚔	IPX/SPX Address:
		Bind Exclusively to TCP/IP Address

Under the same GroupWise tab, select Network Address.

The default SOAP port is 7191, but you can set this to whatever you like.

	Port	SSL
Message Transfer:	7101 🖨	Disabled 💌
HTTP:	7181 🖨	Disabled 💌
Local Intranet Client/Server:	1677 🗘	Disabled 💌
Internet Proxy Client/Server:	0 🖨	Disabled 💌
IMAP:	142 🗘	Disabled 💌
SOAP:	7191 🖨	Disabled 💌

Installation

Locate and run the Vertigo install file that you downloaded, or select Run from the download manager of your browser.



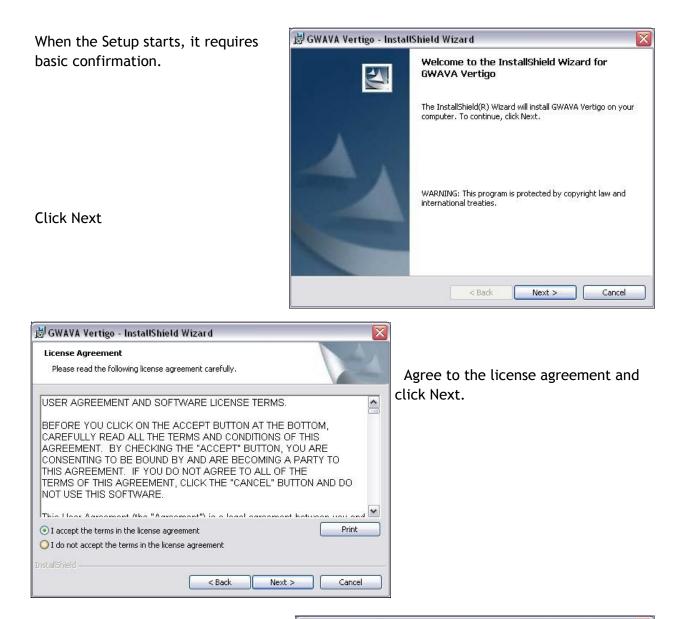
If installing and running under Windows 7, the setup must be installed as Administrator. (Right click, run as Administrator).



If you are challenged by the security warning, click Run to start the install.

Open Fil)pen File - Security Warning 🛛 🛛 🔀							
	blisher could not be verified. Are you sure you want to s software?							
	Name: Vertigo-setup-1.0.0.22.exe							
	Publisher: Unknown Publisher							
	Type: Application							
	From: C:\Documents and Settings\testuser\Desktop							
	Run Cancel							
🗹 Alwa	ys ask before opening this file							
8	This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. <u>How can I decide what software to run?</u>							

Wait for the setup window to initialize.



Vertigo allows you to select the install location. By default, Vertigo will be installed to the path shown.

If you wish to change this, clicking Change opens a basic browse-to window for you to select a new install location.



Now that Vertigo has gathered the required information for the install, you can continue.

Vertigo will not start the install process until you click Install on the following installation window.

🗒 GWAVA Vertigo - InstallShield Wizard 🛛 🛛 🔀
Ready to Install the Program The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
Install5hield Sack Install Cancel

Click Finish to complete the installation process.



If running on Windows 7, locate and right-click on the Vertigo.exe and set the program compatibility to run under Windows XP SP2, and always run as administrator.

Setup and Configuration

Vertigo needs to know where to find your GroupWise post office and domain database so it can synchronize settings and changes in the system.

Start Vertigo. The system will show up blank because has no connection to the system.

V 🔜	ertigo									
File	Actions	Settin	gs Help	5						
1	Connect	to GW	system	2	Refresh System View	80	Single User Mode	-	Multi-User Mode	🕼 Pri
			Conn	ect to	GW system					

Click connect to GW system

GWAVA Vertigo		
Enter the required information	GroupWise system	
Connection Settings	22	
GroupWise server address (POA):	10.1.1.101	
POA port:	1677 😭	
	7191 😭 🔲 Enable SOAP over SSL	
SOAP port:		
SOAP connection string:	http://10.1.1.101:7191	
Connection Method to connect to Gro	upWise Domain Database	-
O Live Connect	Z:\dom-7.02\	
⊙Cache Connect	Connect to a domain over a Samba share	
	Ok	Cancel

Enter in the correct server address and ports for the POA and SOAP. (The default SOAP port is 7191, and the default POA port is 1677.) Click 'Ok' to connect. You are now connected to your system and have the ability to view and change settings. (If you are connecting through a Samba share to a sles 10.1 or other Linux server, check the appropriate box) Cache connect creates a cache file in the domain directory of the GroupWise system tree. If any changes have been made to the GroupWise system, (new users, new post offices, new domain, etc...), then Live mode will need to be used to view and manage these new objects, after which, Cache Connect mode can be used again. Otherwise, Cache Connect mode will speed up the initial load process of Vertigo.

Interface

Vertigo splits the view of the system into two parts. The left side of the screen holds objects, users, resources, and lists while the right side has the information tied to any object selected. The left side of the window, the tree view, is only used for selecting objects to modify. Objects cannot be moved, and cannot be modified on this side of the screen.

The right side of the window holds all of the information on the object selected and allows modification. You must first select an object, (even if previously highlighted), before you can access, edit, view the object, rule, setting, or information.

Vertigo			
File Actions Settings Help			
👔 🔞 Connect to GW system 🛛 🍣 Refresh System View 🤱 S	ingle User Mode 🤐 Multi-L	Jser Mode 🍈 Print 🍈 Export items 🍃 🗌	
Contain C	System Properties Distri	bution Lists Resources Nicknames Users of s ry property of your GroupWise system. You ca	ge them accordingly.
Live connection for: bitterbomb to: Z:\dom-7.02\		GroupWise Client: 7.0.2.561	

The right side of the screen allows access to configuration through selectable tabs across the top of the right side and sub-tabs. When large amounts of information is displayed, it is formed into a 'grid' view, which allows customization according to columns, as well as custom filters. To access or act on the information shown in a grid, you must first select it with the mouse, once selected, you can edit, view, or organize the information.

Using the mouse right-click is a quick and effective way of accessing different options for configuration and organizing the information, (especially in grids), by adding or removing filtering criteria or organizing by columns. To access these options, you need to right click in the grid area. The right-click also allows the administrative user to quickly generate reports and export data to .xls, .pdf, .xps, or plain text formats.

Use

Now we are connected, we can begin managing the GroupWise system. To view or edit the properties of any user, group, or list, you must first select them in the tree view.

🕻 🔞 Connect to GW system 🛛 🍣 Refresh System View 🧕	Single User Mode 🤱 Multi-User	Mode 🗊 Print 🎯 Export items 🥊		
B tterbomb	User Properties Address Bool	s Categories Custom Fields Environm	ent Folders Junk Mail	Junk Mail Handling Proxy Acce: < >
Government Government Government Government Government Government Government	User Properties Below you find every p	roperty of a user. You can review them, b	out also change them acco	ordingly.
craig (Sorenson)	Details for:			
	Given Name:			
	Last Name:	McDowell		
	Object ID:	4FCE4900-0F66-0000-807F-58CD10D383	15	
Rules (Rules)	Distinguished Name:			
Contain	Department:			
	FID: Gateway Access:	tf6 Disable Logins	External Entity	
	Expiration Date:	Enable	~	Clear
	Nicknames:		v	
	Phone Number:			
	Fax number:			
	Visibility:	System	~	
	Freeform Internet Address:			
	Resources:			
	Title:			
	Enter new password:			Clear Password
	Verify password:			Change Password
	L			Apply Refresh

The power of Vertigo lies in its ability to organize data into a viewable and easily manipulated format. The data window on the right side is setup to work with a set of tabs to generally categorize data, which can be narrowed down through the use of columns and criteria to the information that is desired. Again, the right-click menu in the information fields of the different tabs exposes options that would not otherwise be seen.

The **Report** views in **Multi-User Mode** may require you to click **Generate** to create the list of information before anything will be propagated into Vertigo's display.

When changes are made, the Apply changes button must be selected before switching the view for changes to be applied to the database. If the view is changed or a different user is selected before changes are applied, changes will be lost. Changes and settings will also be reverted to what is in the database by selecting the **Refresh** button as this polls the database for settings. Depending on system speed and the connection to the domain database, changes may take some time to be applied. *Vertigo is currently unable to change settings that were locked in ConsoleOne*.

Single User Mode

To use **Single User Mode**, select the mode button along the toolbar at the top of the program window and select a user to view or edit. Here we have selected the Admin user and are looking at the user properties, which is the default view when a user is first selected.

📕 Vertigo						
File Actions Settings Help	Single User Mode 🤐 Multi-U	lser Mode 🌀 Print	Export items			
bitterbomb dom-702 Op po-702 doministrator adminanator) Christ (McDowell)	User Properties Address User Properties Below you find eve		Custom Fields Environme			Proxy Acce: < >
craig (Sorenson)	Details for:					
George (Fansom) Josh (Fair) George (Fansom) Josh (Fair) Gamen (Ramen Premium) Ramen (Ramen Premium) Rules (Rules) Tom (Drwell) Contain	Given Name: Last Name:	McDowell				
	Object ID: Distinguished Name:	4FCE4900-0F66	-0000-807F-58CD10D383	15		
	Department:	tf6	Disable Logins	External Entity		
	Gateway Access:					_
	Expiration Date: Nicknames:	Enable		✓✓	Clear	

The different configuration tabs listed across the top of the information field allow access to the different facets of the GroupWise system. You may need to use the scroll buttons along the tab bar to access all of the tab functions.

User and Object Creation

Vertigo supports Object creation and Distribution list management as well as User management. To create a new user or object, select the Post Office where the user is to be created and right-click on the post office or in the user tree below the selected Post Office.

	🚯 bitterbomb	Post Office Properties Documer
	⊖ 0 dom-702 ⊖ 0 po-702	2 Document Properties Ma
From the right-click menu, select the object type you wish to create, (User, Distribution list, Resource, or External Entity).		Click on a Library or Look Details for:
	Josh Collapse All	
	Tom New	Create New Distribution List
		Create New External Entity
		Create New Resource
	marki Show External Entities	Create New User
	🗄 🧱 Sales 🗹 Show Resources	
	Show Users	

Depending on the type of object you wish to create, you will be confronted with a different properties window.

To complete creation, you must fill out all the required information, (the FID is optional for User creation), and select the container for the object.

The NDS selector window requires you to double-click on objects to expand them.

🐱 New User			
Create N	New User below:		
Details:			
Name: Given Name: Surname: FID (optional): Container: Password: Retype password:			
		Ok	Cancel

🔚 NDS Sel	ector			
10 M	NDS Selector Select node below:			
Refr	esh	(Ok	Cancel

After you have selected the container and filled-out the required information, the object will be created.

To set the password or change other settings for the object, (like adding members to a Distribution list), select them from the Group-Wise tree to bring up the properties of that object, and modify the ap-

propriate setting in the information window. (This will be handled later in the guide.)

To add members to a distribution list highlight the list from the tree view, select Add Member, and chose the desired members from the address book list.

🔯 bitterbomb	Distribution List Properties		
⊖ 💁 dom-702 ⊖ 🗣 po-702 - 🔓 admin (administrator adminanator)	Distribution List Prop Below you find every p	erties roperty of a distribution list.	
	Details for: accounting		
Erics (Mother)	Distinguished Name:	accounting.users.bitbomb	
George (Fansom) Josh (Fair)	Post Office: Description:	dom-702.po-702	
	Visibility:	Post Office	
	Membership:		
George Random	Name 😽 Domain		V Last Na Add Member
⊕ and marketing ⊕ PR ⊕ and Sales	chris dom-702 Contain dom-702	po-702 System Contain	McDow Contain Sorensc
	craig dom-702 Ramen dom-702		Sorensc Premiurr

User Properties

The Admin user has no nicknames, no expiration date, and is missing contact information which can be added from this program as well as changing password and other properties. The other user properties can be accessed and modified by selecting a different tab. The grayed-out information fields cannot be changed or populated, but the blank, white fields are quickly manipulated from the Vertigo interface.

Enter new password:	Clear Password
Verify password:	Change Password

For example, to change a password, **select the desired user** from the tree view, enter the new password and verify in the dialog provided at the bottom of the info screen, and click **Change Password**.

To change other options, populate the applicable fields with information for the specific user and select the **Apply** button to write the changes to the domain database. *Changes not applied before browsing off of the current configuration page are not saved and must be reentered and saved to the database to become effective.*

Address Books	Categories	Custom Fields	Environment	Folders	Junk Mail	Junk Mail H	Handlin	g Proxy Acces	s R	ules <
Addres The add		of the selected	user							
Address Books	a -									
A CONTRACT OF A	ent Contacts GroupWise Ad	Sec. 2012	ag a column f	neader he	re to gri	oup by that	colum	in.		
admini every	istrator admir one	hanator Nan	ne 🌱	First Nam	ie 🍾	Last Name	Ŷ	Organization	4	E-Mail Address
ales	ting									

Address Book

The Address Books tab shows which address books are owned or shared by which users, to how many and who. It also shows how many users, access, ownership and location of any selected address book

You can edit, view, and create reports on address books through the right click menu. (Address Book sharing requires GroupWise client 7.03, all other activities can be done with the 7.02 client.)

Categories

This view displays the color and settings for the different categories of mail that can come into their respective mailbox. The colors are represented by their code number.

If a company has specified colors to dictate the type of mail in a user's system, it can be copied through the rest of the system. To copy this client setting through the system, follow the same procedure you did for the Address book; select the desired setting, select copy, and then designate

ser Properties	s Ad	ddress Books	Ca	itegories	Cust
Categor The cate		ries list of the	sel	ected use	r
Categories:					
Drag a colu	mn	header here	e to	group b	y tha
Name	Y	Туре	7	Colour	4
Low priority		LowPriority		12632250	6
Urgent	į.	Urgent		255	
Follow-up		FollowUp		33023	

the users you wish to have the rule propagated to. You may specify multiple users at the same time.

Custom Fields

This reports on the selected users custom fields in their address book. This will be blank unless the users in your system have set these fields in their client options. Currently, this is not an editable setting.

Environment



This setting has its own set of sub-tabs, some which require 7.03 or higher to fully function. (File location, Signature) These sub-tabs are explained below.

General

The general tab shows the language and settings for POP and NNTP as well as messenger and spell check. Unless the setting is locked in ConsoleOne, you can modify these settings here.

General	File Location	Cleanup	Signature	Disk Space Management	Mailbox Size
Settings from the	GroupWise client:				
Interface Langua	ge:				
English (US)			~		
Show Messeng	er presence				
Check spelling	as you type/before s	end			
Settings from Clie	ent Options set in C1:				
Allow shared fo	older creation				
Allow shared a	ddress book creation				
Allow use of PC	OP and IMAP accounts	in the Online Mai	lbox		
Allow use of ne	ews (NNTP) accounts i	n the Online Mailb)0X		

File Location

The location of the Archive directory can be viewed here for each user in your system. (Vertigo requires GroupWise 8, codename 'bonsai', to edit path.)

General	File Location	Cleanup	Signature	Disk Space Ma
File Location				
Archive directo	inv:			

Cleanup

The cleanup tab reveals the deletion and archiving settings for each user in the system. You can change the settings here by modifying the settings and clicking apply.

Signature

Further options for the signatures require GroupWise 7.0.3, but 7.0.2 systems can view and delete signatures according to company policy. The Signature can also be copied to all the users in the system, like rules can; click **Copy**, select the users desired from the address book and confirm by selecting **Ok**.

General	File Location	Cleanup	Signature
Cleanup Options			
Mail and Phone			
⊛Manual dele ○Auto-delete ○Auto-archi		0 🧔 days	
Appointment, to	ask and reminder n	ote	
⊙Manual dek ○Auto-deleta ○Auto-archi		0 😂 days	
Empty trash			
⊘Manual ⊗Automatic	after:	7 🛃 days	

Signature settings support variables to insert user-specific data into signature text. You may add these variables into the text box and copy them to all accounts. Admin defined fields are supported, but must be defined in ConsoleOne. The default supported variables are:

[[NGW:FullName]] [[NGW:GivenName]] [[NGW:Surname]] [[NGW:Department]] [[NGW:Title]] [[NGW:PhoneNumber]] [NGW:FaxNumber]] [[NGW:Name]] [[NGW:NetID]] [[NGW:Domain]] [[NGW:PostOffice]] [[NGW:PrefEMailID]]

Will produce a signature that bears the name of each individual

A signature text that reads:

Sincerely,

user, looking like this:

[[NGW:GivenName]] [[NGW:Surname]]

Sincerely, Tom Orwell

General	File Location	Cleanup	Signature	Disk Space Managem	ent Mailbox Size
Signatures:					
Name		😙 Default	😚 Global 🛛 🐬	Display Flag 🛛 😚	Delete
general					Rename
					Сору

Folders

This reveals all the folders, and the item count of each, in a user's mailbox in order to deliver immediate and effective reporting on mailbox population without viewing any actual messages.

The folder structure is not available for system propagation at the moment, but is planned for subsequent releases and would be accomplished by the same process as the address book.

User Properties Address Books Categories Custom Fields Environment Folders 👔 Mailbox Below you see all folders of one's mailbox. The counter states the number of Details for: 🖯 🏠 Bitter 📇 Mailbox [5] 🙈 Sent Items [0] 🛅 Calendar [0] Contacts [0] 🕀 🔡 Documents [0] Checklist [0] 🞯 Work In Progress [0] 😑 🔄 Cabinet [0] 675309 [0] 📄 marketing mail [1] 📄 stuff (0) Junk Mail [1] Trash [0]

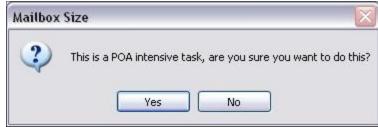
Junk Mail

Lists the contents of the Junk Mail mailbox. This allows general monitoring and also provides identification of any good mail which has been erroneously tagged as junk and placed in the Junk mail folder by the system.

Iser Properties	Addre	ess Books	Categories	Custom Fields	Environmer	nt Folders	Junk Mail	Ju
🔞 Junk Mai	il							
Junk Mail	items							
Junk Mail:								
Drag a colum	in hea	ider here	to group b	y that column				
Name	4	Subject		5	Date	9		
A DESCRIPTION OF A DESCRIPTION OF A DESCRIPTION	ne	110 11		n Bat Cave!!	12/19/200	-		

Disk Space Management

Size limit restrictions are reported here for the different users. The values here can be edited, but cannot be saved in this version. The code is currently being added to the system.



Mailbox Size

This tab polls the post office for the physical size of the selected user's mailbox. This is a demanding and intensive process for the post office, but allows immediate reporting on the disk usage of each individual user. This is purely an informational tab. You can specify what is displayed for the mailbox, (all, sent, received, trash, or posted/draft items), to simplify the view. Remember, even though Vertigo may look like it is not working, this is a POA intensive task, it takes a bit of time to show-up.

General	File Location	Cleanup	S	ignature		Disk Space Management	Mailbox Size
Mailbox Storage	Size Information						
View		Mailbox Information	1				
 All Trash Sent Item: Received I Posted/Dr 	Items	Current mailbox s Maximum storage				7.38MB nlimited	
	and the strength of	group by that col	-		4		
Folder Mailbox	7 Delivered 12/19/2007	 Messagetype Mail 	7	Size 40687049	7	ID 4768DE2F.dom-702.po-702.100	172454 4 40 404
Mailbox	12/19/2007	Mail		978	_	4768DD55.dom-702.po-702.100	and the second second second
Mailbox	12/19/2007	Mail		834		4768DCE6.dom-702.po-702.100	
Mailbox	12/19/2007	Mail		539253		4768DCD8.dom-702.po-702.100	
Mailbox	12/18/2007	Mail		823		4767B777.dom-702.po-702.100	
Mailbox	12/19/2007	Mail		39905911		4768DE0D.dom-702.po-702.100	
marketing mail	12/19/2007	Mail		870		4768DD7D.dom-702.po-702.100	
marketing mail	12/19/2007	Mail		1135		4768DD30.dom-702.po-702.100	
<							>

Junk Mail Handling

It has always been a challenge to populate the black lists while still receiving all the valid mail. The junk mail handling tab allows quick access to change and view the Junk, Block, and Trust lists and the active settings of any mailbox.

The settings tab allows the activation of the Junk Mail Handling system. Changes can be applied by selecting the **Apply** button.

The individual lists, Junk, Block, and Trust lists, can be accessed through the sub tabs, and allow full editing, creation, and removal of any particular domain or address. It also displays the count to indicate effectiveness in the list.

	Move to Trust	100000000000000000000000000000000000000	Edit	New	Addresses	Show:
	[move to Hast				🗹 Domains	
an gmail.com 12/19/2007 10:18:47 PM 0	Count	Count	Last Used		dress/Domain	Ade
	i.	:47 PM 0	12/19/2007 10:18		ail.com	🖹 gm
ahoo.com 12/19/2007 10:18:47 PM 0	t .	:47 PM 0	12/19/2007 10:18		noo.com	🚉 yat

Proxy Access

This list shows the users that are allowed to proxy into the selected user's mailbox, and which rights they can exercise as proxy. The proxy list can be completely managed from this window.

E W bitterbomb	Address Books	Categories	Custom Fields	Environment	Folders Junk Ma	ail Junk Mail Handling Pro	oxy Access	Rules <
dom-702 po-702 doministrator adminanator) chris (McD owell)	Orrection Proxy in The list		e access rights 1	for:				
craig (Sorenson)	Access List fo	or:						
	Name		5	Address		3	v •	Add User
George (Fansom) Josh (Fair) Bandy (Smith) Bandy (Smith) Bandy (Rules) Tom (Orwell) Contain Band accounting Band accounting	<all acce<="" td="" user=""><td><228</td><td></td><td></td><td></td><td></td><td></td><td>Remove User</td></all>	<228						Remove User

To add a proxy rights to a user, **select the user** you wish to proxy to from the tree view on the left, select the **Proxy Access** tab, then click add user. **Select the user** or users you wish to grant proxy rights to and click **Ok**. (*The users in the add user window will not be selected unless they are selected with the mouse, even if they are highlighted already.*) After the users are added to the Access list, you can **modify the rights** they are granted.

	Access List for:				
	Name	Y Addres:	5	∇γ [Add User
	<all access="" user=""></all>			ſ	Remove User
ight clicking ext to the ghts allows ou to select r deselect II.	administrator adminanator	admin.¢	io-702.dom-702		
	Proxy Access rights for		NH -][>]	
	Mail/Phone				
		Read			
	Appointments	Read			
	Reminder Notes	Read			
	Tasks				
	TON'S	Read	I 🗹 Write		
	Subscribe to my alarms	M Read	i 🕑 write		
		Read	i 🕑 write		
	Subscribe to my alarms	[♥] Read	i 🕑 whte		
	 Subscribe to my alarms Subscribe to my notifications 	M Read	i 🕑 whte		

Rules

Rules can be viewed and manipulated from this area. Clicking on the checkbox will *not* toggle the active status of a rule. To disable a rule, select it and then select the **disable** button on the right side.



Viewing a rule is simple; select the rule and then the **view** button to see all the properties of that rule.

The recommended use for rule sets is to create a dummy resource account to hold or create rules with through the client and ensure they are working, and then use Vertigo to propagate those rules to other users. To keep things organized, a resource for rules, address books, and signatures, could be created for each department or group desired.

For example, a resource called 'sales' could be created to hold all the rules for the sales team members, which could be used to make and then propagate all of the rules to the other users in the Group-Wise system.

Rule Name:								
When event is:	private mail							
New Item -	And items are: 🗹 Received	Sent Posted Draft						
If conditions are (opt	cional):							
Item types:								
Mail Appointment Task	Act on items where (Item Type is contains 'Dark Knight'	Mail Appointment Task) and subject						
 Reminder Note Phone Message 	Appointment conflicts exists: Does not matter (Yes or No)							
Then actions are:								
Add Action 🝷	Move To Folder: Cabinet							
Edit Action								
Delete Action								

Multiple User Mode

The Multi-User mode allows the selection of all or certain users to be modified at the same time. Multiple user mode has three tabs across the top of the information window; **Reports**, **Proxy Access**, and **User Properties**.

The different areas in the Multiple User mode are similar, if not identical, to the corresponding single user mode, except that they modify Multiple users. The display of all the data in a large system can quickly get overwhelming, which is where organization becomes very important.

Moving the different column headers to organize the results to a workable amount of data, and knowing where to move them to gain the best results, will depend entirely on the data desired and the system that Vertigo is managing.

ddress Books	Archi	ve Path	Cleanu	up Options [Disk	Space Management	Folders	Jur	ik Mail 🛛 J	unk M	ail Lists	Junk M	lail Seti	<
User Name	1.9	der here	to g	roup by tha	t co	lumn.								
Jser Name	19	Display N	ame		8	Folder Name		8	System	7	Shared	8	Туре	1
admin		administr	ator	adminanator	8	administrator admi	inanator		Image: Second		2]	System	F.
admin	www.exal	administr	ator	adminanator		Mailbox			4]	System	Fe
admin		administr	ator	adminanator		Sent Items			~]	System	Fc
admin		administr	ator	adminanator		Calendar			~]	System	Fc
admin		administr	ator	adminanator		Contacts			~]	Contac	tf
admin		administr	ator	adminanator		Documents			~]	System	Fc
admin		administr	ator	adminanator		Authored]	QueryF	0
admin		administr	ator	adminanator		Default Library]	QueryF	0
admin		administr	ator	adminanator		Checklist					1]	System	Fc
										222	-	7		1

To organize the columns, simply drag the desired column header into the space provided, directly above. The red arrows appear around the area where you should drop the header.

This process can be repeated as many times as desired to achieve the organization desired.

Address Books	Archive Path	Cleanup Options	Disk Space Management	Folders	Junk Mail	Junk Mail Lists	Junk Mail Sett	<
System 🖉	Folder Name	• 7						
😑 System : Fals	se (4 items)							
🗄 Folder Na	me : Alerts (1	item)						
🗄 Folder Na	me : Authored	(12 items)						
🕀 Folder Na	me : Default L	ibrary (12 items)						
🕀 Folder Na	me : personal	mail (1 item)						
🗄 System : Tru	e (22 items)							

For instance, here vertigo is organized according to the criteria desired. To quickly find out which users have unshared private folders other than the system defaults, and the folder names, we have dragged the appropriate columns into the organization header.

Address Books	Archive Path	Cleanup Options	Disk Space Management	Folders Junk Mail	Junk Mail Lists	Junk Mail Settir	< >
Shared /	System 🛆	User Name	Folder Name				
🕀 Shared : Fals	e (2 items)						-
😑 System : F	False (12 items	;)					
😑 User N	ame : admin (3	3 items)					
🕀 Fold	ter Name : Aler	rts (1 item)					
🕀 Fold	ler Name : Aut	hored (1 item)					
🕀 Fold	ler Name : Def	ault Library (1 iter	n)				
🗉 User N	ame : chris (3	items)					
🕀 User N	ame : Contain	(2 items)					
🕀 User N	ame : craig (2	items)					
🕀 User N	ame : David (2	titems)					
🕀 User N	ame : Frank (2	2 items)					
🕀 User N	ame : George I	(2 items)					
🕀 User N	ame : Josh (2 i	items)					
🕀 User N	ame : lindy (2 i	items)					
🗉 User N	ame : Ramen (:	2 items)					
🗉 User N	ame : Rules (2	items)					
🗉 User N	ame : Tom (2 i	tems)					
🗄 System : 1	Frue (12 items))					
<			Ш				

To reverse this, simply drag and drop the column header back into the info field.

You can also **Right Click** and select **Reset Grouping**, which will reset the information view to the original settings in Vertigo.



Reports

The reports screen looks very similar to the single user mode screen, except that the function tabs are now sub-tabs. All of the same information that was available in the single user mode under these tabs is available here, but it will be generated according to the users selected in the tree view on the left side of the Vertigo window.



The Reports tab is the function that allows the admin to create system wide reports. *Settings cannot be changed through the Reports screen; it is used for generating reports only.* In the reports screen, system-wide reports can be created on every tab from the Single User Mode, and printed directly or exported to .xml, xps, and raw text formats.

This function is immensely useful for finding and eliminating problems and bad settings in a large GroupWise System, by polling the entire database and reporting all the settings for each user at a glance.

To export data from Vertigo, generate a report on any given tab. Either select **export** from the top menu bar or from the **right click** menu.

Then chose which file type you wish to export the data to, (.pdf, .xml, ..xps, or .txt), and select the desired name and location to save the data. Vertigo will attempt to open the newly created file with the appropriate program.

Proxy Access and **User Properties** are interfaces for manipulating system-wide proxy rights as well as general properties for users. These will be demonstrated in the application section.

Web Tool Integration

Network administrators can also integrate different tools from their GroupWise system and GWAVA Beginfinite program suite directly into the Vertigo console. This is done from the top

🚾 Vertigo						
File Actions Settings Help	🖁 Single User Mode 📪 Print 🧐 E	xport items 💂				ni ore
	Distribution Lists Resources Nicknames Users G http://localhost:6910	WAVA 4 Management Console Go	e Redline Reloa	d Retain	BES Server	< >
admin (administrator adminanator) chris (McDowell) craig (Sorenson) David (Brance) Frank (Blunt)	This program cannot d	lisplay the webp	age			1

of the GroupWise system in Vertigo. The products and tools available for integration are: Gwava4, Redline, Reload, Retain, and BES server. Also available are the web consoles for the MTA and POA.

To integrate Gwava4, or any other Beginfinite product, **select** the **GroupWise system** in **Single User mode**, and **click on the appropriate tab**, (in this case, Redline).

					. 0 >
gle User Mode 🔹 Multi-User Mode 🕥 Print 💿 Export items 💂					
Distribution Lists Resources Nicknames Users GWAVA 4 Management Console	Redline	Reload	Retain	BES Server	< >
http://10.1.1.101:49282/public/login.shtml Go	Save				
					~

To get to the management console, the appropriate address needs to be defined. On default, the address is set to localhost, which is most likely incorrect.

Set the correct address, either a direct ip address or a dns name, and select Go. If the correct page is displayed, select Save to remember the setting the next time this tabe is selected. Repeat with the rest of the desired integrated products.

E 🔯 bitterbomb	Domain Properties MTA Web Console
 2 dom-702 2 po-702 3 admin (administrator adminanator) 	http://10.1.1.101:7180/ Go Save
chris (McDowell) craig (Sorenson) a David (Brance)	GroupWise 7.0.3 Beta MTA - dom-702
George (Fansom)	Status Configuration Environment Log Files Links Message Tracking Help
	Up Time: 4 Days 20 Hrs 57 Mins Total Closed

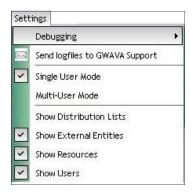
GroupWise web console integration takes the same process, only the **Domain**, or **Post Office** is selected in **Single User Mode**, instead of the GroupWise system. **Select the appropriate tab** in the information page, either MTA or POA web console, and **input the correct address** of the agent. Test using the **Go** button, then **save** when settings are correct.

Application

The hypothetical company below has several problems with the mail that need to be corrected; first, the new users that have been added need to have their rules and proxy rights added to their accounts. Next, we need to perform the routine check to make sure that the users have not created rules that go against company policy, or that they are receiving the mail that they requested. Finally, we are also going to set limits to the mailbox sizes and generate reports as to which accounts have come close to the size limit in the mail system.

📕 Vertigo				X
File Actions Settings Help				
👔 🔞 Connect to GW system 🛛 🍣 Refresh System View 🤱 Si	ingle User Mode 😂 Multi-L	lser Mode 🍈 Print 😳 Export items 🍃		
(0) bitterbomb (0) dom-702 (0) po-702 (0) po-702	System Propertie Below you find eve	s ry property of your GroupWise system. You can re	AVA 4 Management Console Redline Reload Retail	•
	Details for GroupWise sy	stem:		_
Frank (Blunt) George (Fansom)	Connected Domain:	dom-702		
	API Version:	2.0		
a lindy (Smith)	NWLogin:	False		
Rules (Rules) 	Description:			
accounting	Name:	bitterbomb		
- 🔒 chris - 🤪 Contain	Last Modified By:	(BITBOMBTREE) admin.bitbomb		
- 2 craig - 2 Ramen - 2 marketing	Domains:	dom-702	~	
🗌 🤤 Contain	Post Offices:	po-702		
David	Users:	admin	×	
George	Resources:	Contain	~	
⊜ 🧱 PR ⊚ Contain	Distribution Lists:	accounting	~	
- S Josh - S lindy	Nicknames:		~	
⇔ as Sales Contain Sales George Ramen				
			Apply Refresh	
Live connection for: bitterbomb to: Z:\dom-7.02\		GroupWise Client: 7.0.2.561		.::

(To show distribution lists, resources, or other entities, select them from the Settings menu. Here you can edit your GroupWise system tree view options.)



Checking and Granting Proxy Rights

After selecting **Multi-User Mode**, mark the post office to select all the users in the system, click on **Reports** and **Proxy Access List** and finally click the **Generate** button to create the report on who has access rights to who's account.

rbomb dom-702	Re	eports	ile and a second		Proxy Access		L L	ser Properties	
Com-702 Sympole Com-702 Sympole Com-702 Sympole Com-702 Sympole Com-702 Sympole Com-702 C	Disk Space Mana	geme	nt Folders Jur	nk Ma	ers on the left and click Refre 11 Junk Mail Lists Junk Mail			Rules List	<
	User Name	STREET, ST	Display Name		Proxy Account	7	Address	7 Read Mail Phone	5
V Smith)	chris	1.1	McDowell		administrator adminanator		admin@ibuycrap.org	Image: A start of the start	
🔽 💈 Ramen (Ramen Premium)	Contain				administrator adminanator		admin@ibuycrap.org		
🗹 🌄 Rules (Rules) 🔽 🧝 Tom (Orwell)	craig		Sorenson		Blunt		Frank@ibuycrap.org		
Contain	David		Brance		administrator adminanator		admin@ibuycrap.org		
	Frank		Blunt		administrator adminanator		admin@bitter.com	~	
	George		Fansom		administrator adminanator		admin@ibuycrap.org		
	Josh		Fair		administrator adminanator		admin@ibuycrap.org		
	lindy		Smith		administrator adminanator		admin@ibuycrap.org		
	Ramen		Ramen Premium		administrator adminanator		admin.po-702.dom-702		
	Rules		Rules		administrator adminanator		admin@ibuycrap.org	~	
	Tom		Orwell		administrator adminanator		admin@ibuycrap.org		

This report shows us first the user name, their GroupWise ID, who has proxy rights to their account (and their address), and finally what proxy rights they have been granted.

The immediately alarming thing is that Frank Blunt has access to Craig Sorenson's account. The next thing we notice is that Admin does not have proxy access to Craig's account, as is company policy. We can fix both these problems.

First, while still in **Multi-User Mode**, click on **Proxy Access**. This screen allows us to add proxy rights for the Administrator for all the accounts at the same time. When the screen comes up, it shows a blank Access list because no one user has common access to

i 🗌 💽 bitterbomb	Reports	Proxy Access	User Properties
dom-702 dom-702 vog po-702 vog admin (administrator adminanator) vog chris (McDowell) vog craig (Sorrenson)	Proxy Access After selected the target u	sers in the treeview, you can select to which user	mailbox these users will get access to.
- 🔽 🤱 David (Brance) - 🔽 🤱 Frank (Blunt)	Access List for:		
- 🖂 🛜 George (Fansom)	Name	😚 Address	🗸 🖓 🛛 Add User
Use Josh (Fair) Use Josh (Fair) Use Ramen (Ramen Premium) Use Rules (Rules) Use Tom (Orwell) Use Contain	<all access="" user=""></all>		Remove User
	<	int.	>

Select the Add **User** button and then select the Administrator from the user list that is generated. Click **OK**.

Name	∀ Ac	ddress		V 9	Add User
<all access="" user=""></all>				(-
administrator adminanator	ac	dmin.po-70	02.dom-702		Remove User
د]		100			
•1					
Proxy Access rights for					
Mail/Phone		Read	Write		
Mail Frione					
		Read	Write		
Appointments		Read Read	Write		
Appointments Reminder Notes Tasks					
Appointments Reminder Notes		Read	Write		
Appointments Reminder Notes Tasks		Read	Write		
Appointments Reminder Notes Tasks Subscribe to my alarms		Read	Write		

Now select the administrator user in the access list and select the desired boxes to grant Proxy Access Rights to the Admin user. Click **Apply** to make the changes permanent before moving on.

The administrator now has full proxy rights to every user in the system.

If you are running GroupWise 7.02 instead of 7.03, you may be confronted with this information message:



Re-select the **Apply** button in order to finish affecting the change in your system.

To remove Frank's access rights to Craig's account, enter **Single User Mode** and **select Craig Sorenson** from the GroupWise system tree.

🔤 Vertigo						X
File Actions Settings Help						
👔 💽 Connect to GW system 🛛 🍣 Refresh System View 🤱 Sir	ngle User Mode 🤹 Multi-User Mode 🎲 I	Print 🥥 Expo	rt items 💂			
E- 😻 bitterbomb	Address Books Categories Custom Field	s Environment	Folders Junk M	ail Junk Mail Handling Proxy A	ccess Rules <	>
e o po-702 e o po-702 a domini (administrator adminanator) chris (McDowell)	Proxy rights The listed users have access right:	; for:				
	Access List for:					
Frank (Blunt)	Name	Y Address		å	Add User	
	<all access="" user=""></all>				Remove User	
Josh (Fair) Indy (Smith) Ramen (Ramen Premium) Rules (Rules) Tom (Orwell)	Blunt	Frank@ibuy	crap.org	>		
	Proxy Access rights for					
	Mail/Phone	Read	Vrite			
	Appointments	Read	Write			
	Reminder Notes	Read	Write			
	Tasks	Read	Write			
	Subscribe to my alarms					
	Subscribe to my notifications					
	Modify options/rules/folders					
	Read items marked private					
				Apply	Refresh	5
Live connection for: bitterbomb to: Z:\dom-7.02\	Groupiti	ise Client: 7.0.2	561		1	

Select the **Proxy Access** tab to bring up the proxy rights configuration. Select the offending user, Frank Blunt in this case, and select **Remove User**.

Click **Ok** to confirm proxy rights removal and then click **Refresh** to verify that the proxy rights have been removed.

If you attempt to add duplicate users to the proxy access list, you will be notified and the double entry will not be added to the system.

Generating Reports

The legal department requires regular reports on the access abilities of the different users in the company. To export or print a report that you have generated in Vertigo, format the different columns by dragging the desired organizational criteria to the column header.

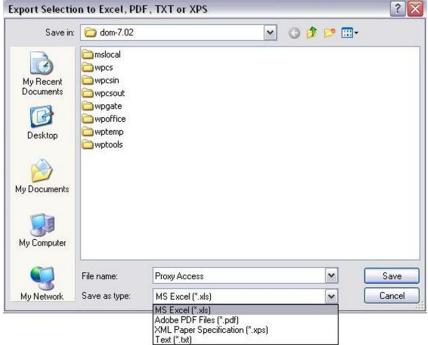
bitterbomb	Re	ports			Proxy Access			User Properties	
Image: Control of the second secon	Disk Space Mana	geme	nt Folders Jur	ik Ma	ers on the left and click 'Refre II Junk Mail Lists Junk Mail			Rules List	۲.
George (Fansom)	The second secon	COLUMN 1			by that column.				
- 🔽 💈 Josh (Fair)	User Name	8	Display Name	X	Proxy Account	3	Address	Y Read Mail Phone	7
	chris		McDowell		administrator adminanator		admin@ibuycrap.org		_
Rules (Rules)	Contain				administrator adminanator		admin@ibuycrap.org	~	
Tom (Orwell)	craig		Sorenson		Blunt		Frank@ibuycrap.org		
🧉 Contain	David		Brance		administrator adminanator		admin@ibuycrap.org		
	Frank		Blunt		administrator adminanator		admin@bitter.com	v	
	George		Fansom		administrator adminanator		admin@ibuycrap.org		
	Josh		Fair		administrator adminanator		admin@ibuycrap.org		
	lindy		Smith		administrator adminanator		admin@ibuycrap.org		
	Ramen		Ramen Premium		administrator adminanator		admin.po-702.dom-702		
	Rules		Rules		administrator adminanator		admin@ibuycrap.org	~	
	Tom		Orwell		administrator adminanator		admin@ibuycrap.org		

Right click in the middle of the organized information and select **Export Items** or select **Export** from the program menu at the top of the window.

Select the save location and desired format to continue exporting the information for further formatting or for archive purposes.

You can also select **Print** from the **Right Click** menu or the top menu bar and select the desired printer and formatting.

9	Clear Filters	
	Columns	۲
	Reset Grouping	
۲	Export items	
	Print	

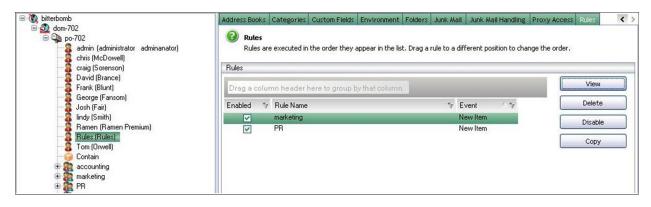


Rule Propagation

Now we move to our second task, making sure that the rules in the system are appropriate for the system and propagating the rule-set for the different departments to the new users.

The ability to copy rules between users requires GroupWise 7.03 running on the Post Office.

The user in which holds the rules for three of the organizations (Marketing, Complaints, Public Relations) is the general user the admin has created to hold rules. (This can be any user; admin, or a dummy user. Rules must be created from the GroupWise client before Vertigo can copy them to other users in the system.)



In **Singe User Mode** select the **user** which holds your rule set and then select the **Rules** tab. (You may need to scroll the function tabs using the scroll arrows at the top right.)

Here we have selected the desired rules to be copied. Select **Copy.** (Tip: In the tree view, open the distribution list containing the users who need these rules to keep track of who to copy the rules to.)

Now we can **select the appropriate users** to copy the marketing rules to and select **Ok.** Your rule has been copied to the other users. Select the other users and Rules tab to verify that the rules have been copied over correctly.

	s Bool			barran anna an				1.0		
ame	8	User ID	8	E-Mail Address	8	Domain	V \$	Post Office	8	ObjectType
dministrator adminanator		admin	_	admin@ibuycrap.org	-	dom-702		po-702	<u> </u>	Contact
lunt		Frank		Frank@ibuycrap.org		dom-702		po-702		Contact
rance		David		David@ibuycrap.org		dom-702		po-702		Contact
ontain		Contain		Contain@ibuycrap.org		dom-702		po-702		Resource
air		Josh		Josh@ibuycrap.org		dom-702		po-702		Contact
ansom		George		George@ibuycrap.org		dom-702		po-702		Contact
cDowell		chris		chris@ibuycrap.org		dom-702		po-702		Contact
rwell		Tom		Tom@ibuycrap.org		dom-702		po-702		Contact
amen Premium		Ramen		Ramen@ibuycrap.org		dom-702		po-702		Contact
ules		Rules		Rules@ibuycrap.org		dom-702		po-702		Contact
mith		lindy		lindy@ibuycrap.org		dom-702		po-702		Contact
orenson		craig		craig@ibuycrap.org		dom-702		ро-702		Contact

(If you are using GroupWise 7.02, you will encounter this message and reminder.)



We also want to check the rules that are active in the system. Select **Multi-User Mode**, **Reports**, and the **Rules** tab. Make sure you have all the desired users selected. (Selecting the post office will automatically select everything in that post office.) Click **Generate**.

Drag a column h	eader here to grou	up by that (olumn.							
User Name 🔥	Display Name	😵 Rule Nar	ne 🐬	Enabled	Ŷ	Event *	Y Mail	4	Appointment	÷.
chris	McDowell	private	mail	V		New Item				
Contain		PR		V		New Item	V		V	
Frank	Blunt	PR				New Item				
Ramen	Ramen Premium	PR				New Item				
Rules	Rules	marketi	ng			New Item	\checkmark			
Rules	Rules	PR				New Item			~	
Tom	Orwell	PR				New Item			~	

If any user has rules which need to be removed or disabled, we can edit those properties from the **Single User Mode**. **Select the user** in question, and the **Rules** tab.

We can see that the rule is enabled. Select the rule and then the **Delete** or **Disable** button.

bitterbomb dom-702 po-702 doministrator adminanator) chris (McDowell)	Q Rules	vironment Folders Junk Mail Junk Mail Handling Proxy Access	Rules < >
craig (Sorenson)	Rules		0
Frank (Blunt)	Drag a column header here to group by th	at column.	View
	Enabled 😙 Rule Name	∜ Event △ Ÿ	Delete
- 📓 lindy (Smith)	✓ marketing	New Item	Disable
Bamen (Ramen Premium) Rules (Rules) Tom (Orwell) Contain Raccounting Raccounting	PR PR	New Item	Сору

Block and Junk Mail Lists

The users were instructed a couple weeks ago to create their own block lists to cut down on the amount of unwanted mail in their mailboxes. One of the users has complained that they cannot get mail from one of their customers. We want to check if the users in this system have created their own block lists and also to see if a block list could be the cause of the missing mail for this user.

In Multi-User Mode with the Post office selected, click on Reports and Junk Mail Lists then click Generate.

We are going to organize this according to the user name in order to see which users have created their own block lists as instructed. **Drag** the **User Name** column to the empty header directly above. Now we can see that only user that has created a junk list is Admin. Admin has also not been getting all the mail that it should.

Admin has blacklisted several domains that would keep him from getting quite a bit of mail. We need to remove them. In **Single User Mode**, **select the desired user**, Admin, and click

Ditterbomb	Repo	orts		Proxy Access	: (-			User	Prop	erties	
Com-702 C	Reports Select domain	n, post offices and/or us	ers on the I	eft and click '	Refr	esh' to update t	he re	sult list.			
🚽 🛃 craig (Sorenson)	Address Books Are	chive Path Cleanup Opt	ions Disk	Space Manage	emen	t Folders Jur	nk Ma	il Junk Mail L	ists	Junk Mail Set	- < -
- V S David (Brance) - V S Frank (Blunt) - V S George (Fansom)	Drag a column H	eader here to group	by that co	lumn.							
Josh (Fair)	User Name	7 Display Name	7	List Type	4	Match Type	4	Item	4	Use Count	8
🖂 🖉 🔓 lindy (Smith)	admin	administrator admin	anator	block		domain		aol.com		0	
- 🔽 🎖 Ramen (Ramen Premium) - 🔽 🎖 Rules (Rules)	admin	administrator admin	anator	block		domain		hotmail.com	_	0	2
Tom (Drwell)	admin	administrator admin	anator	junk		domain		gmail.com		0	
Contain	admin	administrator admin	anator	junk		domain		vahoo.com		0	

on the Junk Mail Handling tab. Select Junk or Block List.

User Properties Address Books Categories Cu	stom Fields Environment Folde	ers Junk Mail Junk Mail H	landling Proxy Acc <
Junk Mail Handling Click the tab			
Settings Junk List Block List Trust List			
Show: Addresses	New Edit	Delete	Nove to Junk
Domains		N	love to Trust
Address/Domain	Last Used	Count	
aol.com	12/18/2007 4:	21:19 PM 0	
🔐 gmail.com	12/18/2007 4:		
🚉 hotmail.com	12/18/2007 4:	21:19 PM 0	
A THE GRADUIT CONT			

Highlight all the entries that we want to remove and click delete.

now: 🗹 Addresses	New	Edit Del	ete Nove to Junk
Conains			Move to Trus
Address/Domain		Last Used	Count
aol.com		12/18/2007 4:21:19 PM	0
gmail.com		12/18/2007 4:21:19 PM	0
totmail.com		12/18/2007 4:21:19 PM	0
vahoo.com		12/18/2007 4:21:19 PM	0

You can also move, edit, and create domains and entries from this configuration page by selecting those options.

We are finished with the configuration changes we needed to complete.

Vertigo License

To install a license (.pem) file for Vertigo, first claim the license file from the website, licenses.gwava.com. Start Vertigo and **select Licensing** from the **Help** menu. This will check for a license, and report on the current user status of a system.

Click **Import License** and browse to the license location and select **Open**. This will install the Vertigo license for unlimited use.

Help	0
•	Check for Updates
Z	Licensing
	Vertigo Product Webpage
	Vertigo Support Forum
•	About Vertigo

igo license
bitterbomb
11
Running in evaluation mode
Close

Vertigo Logs

The logs for Vertigo are stored locally in different directories depending on the version of Windows it is installed on. For Windows XP, 2000, and Server 2003, the logfiles are located at:

C:\Documents and Settings\All Users\Application Data\GWAVA Vertigo\Tracelogs

For Windows Vista, Windows 7, and Server 2008, the log files are located at: C:\ProgramData\GWAVA\Veritgo\Tracelogs

The Log files provide valuable support information regarding all operations and debugging.

The support staff may request	Settings Help	
these logs for support pur- poses. The log settings are	Debugging +	Enable .NET Tracing
located under Debugging , in the Settings menu.	Send logfiles to GWAVA Support	Trace Errors Trace Info
Vertigo enables logging by	Single User Mode	Trace Warnings
default on installation.	Show Distribution Lists	Enable SOAP Tracing
	Show External Entities	
	Show Resources	
	Show Users	

Send log files to support

It may be necessary to send your logs to support for debugging info and for system information.

To send your logs to Vertigo Support, you must first have **.NET tracing** enabled in the logging settings.

Under the **Settings** menu, select the debugging option and enable **.NET Tracing** in the joining menu.



Vertigo re-

Settings Help

Debugging

Auditing

Single User Mode

Multi-User Mode

Show Resources

Show Users

Show Distribution Lists

Show External Entities

Send logfiles to GWAVA Support

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 \checkmark

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Enable .NET Tracing

Trace Errors

Trace Warnings

Enable SOAP Tracing

Trace Info

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 \checkmark

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~

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quires a restart to start the .NET trace log. It will do this automatically for you when you click **yes**.

To Send your log files to support, open the **Settings** menu and select **Send Log Files to Support.** You can select this option even if you have not yet connected to the GroupWise system.

Vertigo will open a mail composition window to send the log files to support. By default, the minimum addresses are automatically filled-out for you. If you desire more address added to the recipient list, you may specify them.



You must select log files in the attachment field in order to send them.

Mail	X Cancel			
From:	administrator adminanator	CC:	vertigo@gwava.com	
o:	support@gwava.com			
Subject:	Vertigo support issue			
Dear sirs Please hav	e a look at the attached tracelog file(s)			
	e a look at the attached tracelog file(s)	Size	Modified	
Please have	e a look at the attached tracelog file(s) ne v	Size 3856 847	Modified 01/23/2008 01/22/2008	

Fill out the requisite information, such as contact information, a description of your problem, and, ensuring that your have checked logs to send, click **Send**.

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Auditing Support and Options

Vertigo supports two types of Auditing support, through Redline or simple text file auditing. To Enable auditing, open the **Settings** menu and select **Auditing**.

The simple text file auditing support places a text file where you configured the system to save the file, the **Auditing directory**. This file will contain information on all activities in Vertigo; con-

🝺 VERTIGO-AUDIT-20080124-admin.bitbomb	- Notepad	_ 🗆 🔀
File Edit Format View Help		
	Action, TargetFullName, IPAddress, TargetID, adminanator, admin®ibuycrap.org, List Categ adminanator, admin®ibuycrap.org, List Categ adminanator, admin®ibuycrap.org, List Categ adminanator, admin®ibuycrap.org, List Categ	
<	Ш	:::

Setting Help Debugging
Send logfiles to GWAVA Support Auditing Single User Mode Multi-User Mode Show Distribution Lists Show External Entities Show Resources Show Users

figuration, viewing, editing, and which user(s) were effected.

The audit log file will look similar to this one, and formatted the same way, with the format key at the top. (date, time, account full name, account ID, action, etc...) As you can see, in this log, Admin accessed the categories tab on two users, (Sorenson and Brance), with one user accessed three times.

For Redline Auditing, a connection and license information for the Redline server is required. No agent is required for this setup. Select the Redline auditing choice that works best for

Configure Auditing		
e Configure auditing		
	it trail in in order to enforce existing business and legal polici	ies.
Decide which auditing method to use		
Use Redline for auditing, If unavailable,	uuto-fallback to textfile auditing.	
Use Redline for auditing. If unavailable, :		
OUse simple textfile auditing only.		
●No Auditing		
Configure Redline auditing settings		
Server IP address:		
	10.1.1.39	
Server port:	690 📚	
Server timeout (ms):	300 🚖	
Registration details:		
-		
Registration name:		
Registration code:		
Configure textfile auditing settings		
Auditing directory:	C:\Documents and Settings\testuser\Wy Documen	ts
Maximum logfile size (MB):	10	
Winimum free disk space (MB):	1000	
	Ok	Cancel

your system, and fill in the appropriate information. The default for the port is 6900, and timeout 300ms. The registration Details is asking for the redline license file (which allows you to browse), the name and code are settings found in the Redline Control Center, under configuration.

When you have finished configuration for your choice, click **OK** to complete. Vertigo does not require a restart for Auditing to become active.

Samba Installation (OES, OES2)

We must first verify that the Samba server package is installed and ready to use.

Launch YaST from the Programs menu in your preferred GUI. (Gnome is shown)

Select the Software category in YaST, and then launch the Software Management tool (OES2) or the Add and Remove Programs (OES). (Depending on how you are logged-in, you may be required to enter the root password in order to



start YaST.) Change the Filter option to Search, and search for Samba.

		YaST2@oes2					- 9
ile <u>P</u> ackage <u>E</u> xtras <u>H</u> elp							
i <u>l</u> ter: Search	Package	Summary Size	Avail. Ver.	nst. Ver. Sc	ource		
Searc <u>h</u> :							
samba 🗸 🗸							
Search in							
Name Summary							
Description RPM "Provides"							
RPM "Reguires"							
search <u>M</u> ode:							
Contains			*************		**********	******	
Case Sensiti <u>v</u> e	Description	Technical Data	Dependencies	Versions	File List	Change Log	
ame Disk Usage Used Free Total							
9% 1.7 GB 16.3 GB 18.0 GE	3						
	Check [Autocheck				Cancel	Accep
= (
Computer YaST Control Cent	ter 📃	YaST2@oes2			6	🗋 🗐 🖪 Thu Jan 1	10, 15:23

Your Samba search should come up with a list similar to this:

ilter: Search	▼ Package	Summary	Size	Avail. Ver.
	kdebase3-s	amba KDE Base package: Windows Connection Mo	dule 168.2 K	3.5.1-69.52
Search:	libmsrpc	Samba msrpc Library	1.8 M	3.0.24-2.23
	Tibsmbclier	nt Samba Client Library	1.8 M	3.0.24-2.23
samba	nautilus-sh	are A Quick and Easy Way to Share Folders in N	lautilus via Samba 96.4 K	0.6.4-31.8
Searc	h 💡 🖌 samba	A SMB/ CIFS File, Print, and Authentication	Server 8.0 M	3.0.24-2.23
	samba-clie	ent Samba Client Utilities	21.0 M	3.0.24-2.23
-Search in	samba-doo	Samba Documentation	23.2 M	3.0.24-2.23
X Name	samba-krb	-printing Wrapper binary for kerberized printing	5.5 K	3.0.24-2.23
🕱 Su <u>m</u> mary	samba-pdt	b PDB-Modules	6.4 K	3.0.24-2.23
Description	samba-pyt	hon Samba Python Modules	14.4 M	3.0.24-2.23
C Description	samba-vsc	an On-Access Virus Scanning with Samba	531.2 K	0.3.6b-42.4
RPM " <u>P</u> rovides"	samba-win	ibind Winbind Daemon and Tool	3.9 M	3.0.24-2.23
RPM "Reguires"	yast2-samb	a-client YaST2 - Samba Client Configuration	269.8 K	2.13.36-0.8
	yas2-samb	a-server YaST2 - Samba Server Configuration	345.0 K	2.13.22-0.8
Search <u>M</u> ode:	i a			•

Make sure you have selected the main Samba package, called Samba, as well as the yast2 packages. (yast2-samba-server, yast2-samba-client) Without the yast-samba-server package, you cannot configure samba through Yast. If you desire to configure Samba on your own, this package is not needed.

The other packages can be installed or ignored according to your desired setup.

Click accept at the bottom of the install page. You may need to agree to any dependencies that were automatically added. If you have any broken dependencies or conflicts, resolve them according to your system setup.

It is highly recommended that you download/ install the approved and released version for your distribution of linux. If you are not running SLES 9, 10, 10.1, OES, or OES2, then search for the appropriate site for documentation and downloads for the source files of Samba.

If you desire to download and manually install Samba for your server, please visit <u>http://</u><u>samba.org</u> to find specific instructions and download locations for your distribution.

Some good sites for full documentation and instruction

In general:

http://www.mtusysadm.mtu.edu/samba/

For Novell Products:

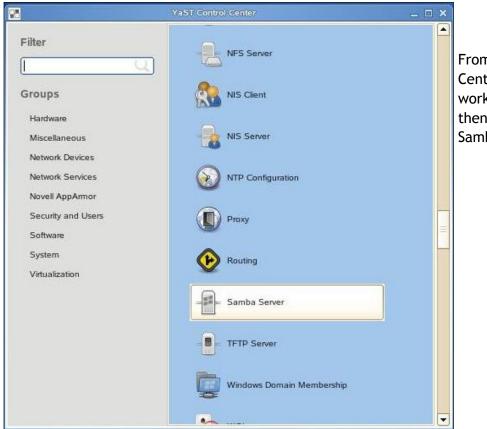
OES - <a href="http://www.novell.com/documentation/oes/samba_admin/index.html?page=/documentation/oes/samba_admin/index

OES2 - http://www.novell.com/documentation/oes2/file_samba_cifs_lx/index.html?page=/documentation/oes2/file_samba_cifs_lx/data/bway05g.html

OES 2 Samba Configuration

From the GUI of your choice, select and open YaST from the applications list.





From the YaST Control Center, Select the Network Services category then find and select the Samba Server object. After the Samba Server Configuration starts, you will be asked for some basic information on your network setup. The first step is to either join an existing windows workgroup or create a new workgroup for your Samba share to broadcast in.

	Ya512(d)ce52	- • ×
Workgroup or Domain Selection All available workgroups or domains found on your network are listed here. Select one of them or type your own new name and click Next.	Samba Installation: Step 1 of 2 Workgroup or Domain Name TUX-NET Abo <u>r</u> t	Next

For our purposes, and to keep this share somewhat anonymous, create a new workgroup, named anything you like.

	YaST2@oes2	_ = ×
Samba Server Type A domain controller allows Windows clients to log in to a Windows domain.	Samba Installation: Step 2 of 2 Current Domain Name: BHOME	
The backup controller uses another domain controller for validation. The primary controller uses its own information about users and their passwords.	Samba Server Type	
The options available in the configuration dialogs depend on the settings in this selection.	Backup Domain Controller (BDC)	

The Samba Server needs to know if it is going to be the Domain Controller for the Workgroup or not. Since we created our own workgroup, select Primary Domain Controller. Set the Startup to During Boot so that the share will be available when the server is up.

Switch to the Shares tab in the configuration window.

		8	aST2@o	a s 2		_ 0
Shares	Samba	Configur	ation			
This is a list of already configured shares, whether they are enabled or disabled, and	Start-Up	Shares	Identity	Trusted Domains	LDAP Settings	
some basic information about them.	Available	Shares	-		117 - 2441 ₁ 4	Fi <u>l</u> ter 🔻
A share can be enabled or disabled. A disabled share is not accessible, but its	Status	Read-Only	Name	Path	Comment	
configuration is still written into the	Enabled	No	users	/home	All users	
onfiguration file. So the share can be later	Enabled	No	homes	116 - 119	Home Directories	1111
nabled again.	Enabled	Yes	printers	/var/tmp	All Printers	1 h h
	Enabled	Yes	print\$	/var/lib/samba/drivers	Printer Drivers	
ome of the shares are special. For example, the share Homes is a special system share for	Enabled	No	groups	/home/groups	All groups	
ccessing home directories of users. The system	Enabled	Yes	netlogon	/var/lib/samba/netlogo	n Network Logon Service	-
hares can be hidden from the table by			2.0			
electing Do Not Show System Shares in the	<u>A</u> dd	Ed <u>i</u> t.	D	elete		Toggle Status
Filter menu.						
Jse Add to add a new share, Edit to modify	-Sharing	by Users —				
Iready existing share, and Delete to remove				20.00.00		
he information about a share.	Alle	www.Users to St	hare Their	Directories		
	Perm	itted Group				
llow Users to Share Their Directories	Liser	5				
nables members of the group in Permitted Froup to share directories they own with other		5 52 A	3415.0			
sers. For example, users for a local scope or	Man	mum Numbe	e of Share	5		
OMAIN Users for a domain scope. The user	100					A V
lso must make sure that the file system						
ermissions allow access.	-					
With Maniford Manufacture Colonia United	100					

We are not currently sharing the necessary folder to access the domain database. Select Add.

		YaST2@oes2	_ = ×
Add a New Share Here, enter the basic information about a share to add.	New Share		
Share Name is used for accessing the share from clients. Share Description describes the purpose of the share.			
There are two types of shares. A Printer share is presented as a printer to clients. A Directory share is presented as a network disk. Share Path must be entered for a directory share.			
		Identification	
If Read-Only is checked, users of a service may not create or modify files in the service's		Share <u>N</u> ame	
directory.		mail	
Inherit ACLS can be used to ensure that if		Share Description	
default ACLs exist on parent directories, they		mail	
are always honored when creating a subdirectory.		Share Type Printer Directory	
		Share Path	
		/path.to.domain.database.dir Browse	
		Read-Only	

The Share Name is what will show as the name of the folder in your Windows browser The share description is what will show in the properties, or mouse-over in a Windows browser

Make sure you have Directory selected in the Share type, and select Inherit ACL's. Vertigo will need the rights to edit the database, make sure that Read-Only is not selected. Enter the absolute path, or browse to your domain directory in the Share Path dialog box.

Select Identity

		1	YaST2@oe	52		_ = ×
Identity These options allow setup of the identity of the	Samba Configuration					
server and its primary role in the network.	Start-Up	Shares	Identity	Trusted Domains	LDAP Settings	
The base settings set up the domain and the server role. Backup Domain Controller and Primary Domain Controller allow Windows clients to log in to a Windows domain. The backup controller uses another domain controller for validation. The primary controller uses its own information about users and their passwords. If the server should not participate as a domain controller, choose the Not a DC value. WINS is a network protocol for mapping low-level network identification of a host (for example, IP address) to a NetBIOS name. The Samba server can be a WINS server or can use another server for its queries. In the latter case, choose Remote WINS server and enter the IP address of the WINS server. Optionally, set a Server NetBIOS Name. The NetBIOS name is the name the server uses in the SMB network. Advanced Settings provides access to detailed configuration, such as LDAP settings, user authentication sources, and expert global settings.	Base Settings <u>W</u> orkgroup or Domain Name BHOME Domain <u>C</u> ontroller Primary (PDC)				WINS WINS Server Support Remote WINS Server Name	
	NetBIOS <u>H</u> ostname					

Since we created our own workgroup, we need to enable WINS Server Support.

Select Finish from the bottom right.

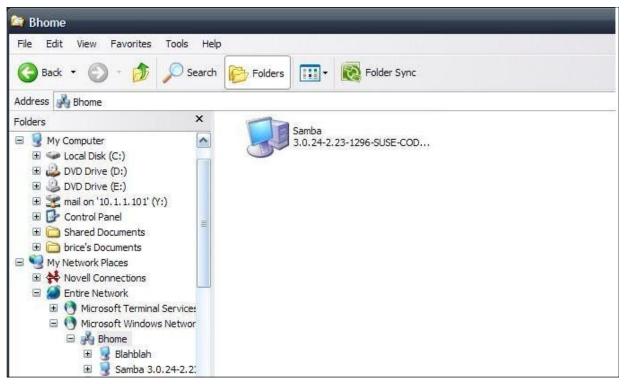
You should be asked to specify a Samba root Password. Enter the root password, verify, and click OK Allow YaST to finish creating the share and start the Samba Service. This should be done automatically. Return to your Windows workstation and open an explorer browser.

	×
For a proper function, Samba ser	rver needs an
administrative account (root). It will be created now.	
Parameter Instrumenter State	
Samba root Password	
Verify Password	
OK Cancel	

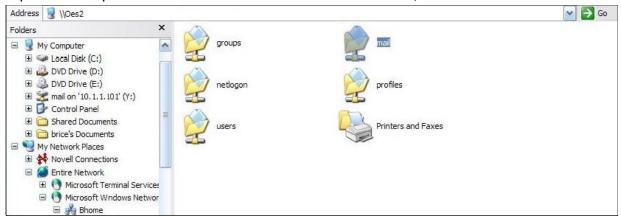
😂 My Com	nputer	_ 🗆 🔀
File Edit	View Favorites Tools Help	
G Back	- 🕥 - 🏂 🔎 Search 🔊 Folders 📰 - 🔯 Folder Sync	
Address	\\10.1.1.102	Go 🔁 🔁
Folders	\\10.1.1.102 \\10.1.1.102\sys\	
🕝 Desktop		
🕀 🔔 My D	ocuments computer Documents Documents	

There are two ways to connect to your samba share. The first way, and usually the quickest way, is to enter the ip address of the server with the share in the format //<ip address> or you can also use the hostname, //<hostname>. (ie. //10.1.1.102 or //oes2)

The second way to connect to the share is to browse to the server through the My Network Places tree.



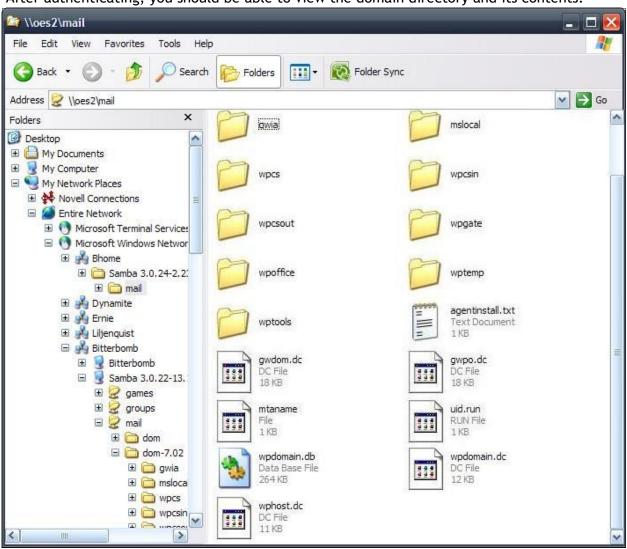
The share should show up like the pictured system above, under the workgroup you created. Open the computer and locate the desired share. In this case, we called the share 'mail'.



Double-click on the share containing your domain database. You should be required to authenticate to the Samba system.

Enter the user 'root' and the samba password you entered earlier.





After authenticating, you should be able to view the domain directory and its contents.

Now you know that your system is working. Right-click on the shared directory, in this case, 'mail'.

Select the Map Network Drive Option.



Assign the desired drive letter to your mapped Samba share to the GroupWise domain database.

	and assig access th Specify t	can help you connect gn a drive letter to th he folder using My Co the drive letter for the want to connect to:	e connection mputer.	so that you car
	Drive:	V:	~	
	Folder:	\\Oes2\mail	~	Browse
		Example: \\server\share Reconnect at logon Connect using a <u>different user name</u> . <u>Sign up for online storage or connect to a</u> <u>network server</u> .		

Select Finish to complete the setup of the mapped drive.

Sample Configuration File for Samba

WARNING: This sample file has no security whatsoever, but simply enables sharing of the desired directory. This essentially opens your directory to anyone who can see your network.

This sample configuration file is to be adapted and placed into the samba folder in your Unix system, for Suse, this is located at /etc/samba/smb.conf, other distributions may have this located at /usr/samba/lib/smb.conf.

```
[global]
workgroup = WORKGROUP <name of your desired workgroup>
[domain] <name of your share - folder name in windows explorer>
comment = this comment will show up in windows properties
path = /mail/domain <absolute path to domain database>
read only = no
guest ok = yes
```