

Intra2net Groupware Client Manual



Intra2net Groupware Client Manual

Intra2net AG

Publication date 24. May 2018

This manual describes the Intra2net Groupware Client. Information about Intra2net Business Server, Intra2net Security Gateway and Intra2net Network Security can be found in the Intra2net Administrator Manual [<https://www.intra2net.com/de/support/manual/administrator/>].

Liability: The contents of this manual have been prepared with care. However, the information in this manual does not constitute a warranty of product attributes. Intra2net AG shall only be liable to the extent of its sales and delivery conditions and shall not assume any liability for technical inaccuracies and/or omissions. The information in this manual is subject to change without notice. Additional information, as well as any changes and version information can be found online at <https://www.intra2net.com>

Trademarks: Intra2net and the Intra2net logo are registered trademarks of Intra2net AG. Company and product names are mostly trademarks of their respective companies or manufacturers.

Copyright © 2018 Intra2net AG. All rights reserved. No part of this manual may be reproduced or reused in any form whatsoever without prior written permission from Intra2net AG.

Intra2net AG
Mömpelgarder Weg 8
72072 Tübingen
Germany

Valid for Intra2net Groupware Client Version 3.2.1

1. Introduction	1
1.1. About this Manual	1
1.2. System Requirements	1
1.3. Overview of Features	2
1.4. Known Limitations	2
2. Installation	4
2.1. Installing the Program	4
2.2. Distributing the Program via Active Directory	5
3. Setting up a Profile	7
4. Account Configuration	10
4.1. Groupware Account	10
4.1.1. Activate Certificate Check	10
4.1.2. Deactivating the Search Indexer	11
4.2. Importing Existing Data	12
4.2.1. Importing Using Outlook Import	13
4.2.2. Importing Larger Amounts of Emails	16
4.3. Setting up Multiple Accounts and Email Addresses	18
4.3.1. Multiple Server Accounts	18
4.3.2. Multiple Outgoing Mail Identities	20
4.4. Converting Previous Installations of the Groupware Client	23
5. Sharing and Access to Shared Folders	28
5.1. Sharing Own Folders	28
5.1.1. Read Status Shared/Individual	29
5.2. Linking Shared Folders	29
6. Additional Features	32
6.1. Excluding Folders from Synchronization	32
6.2. Manually Connecting Folders	32
6.2.1. Switching to Manual Linking	32
6.2.2. Linking an Individual Folder	33
6.2.3. Removing a Folder Link	35
6.3. Folder Hierarchy and ibx_sub	35
6.4. Folder Options	36
6.5. Editing Server-Side Settings	38
6.6. Use Free/Busy Information	39
6.6.1. Outlook 2016, 2013 and 2010	39
6.6.2. Outlook 2007 and Outlook 2003	40
6.7. Marking as Private	42
6.8. Reminders in Shared Folders	43
6.9. User-Defined Fields in Contacts	44
6.10. Showing Item Source Text	44
6.11. Backup Folders	44
6.11.1. Server-Side Deleted Items	45
6.11.2. Backup Data after Restore	45
6.11.3. Backup of Local Data Before Folder Linking	46
6.12. Advice to the User	46
6.13. Log files	47
6.13.1. Submitting log files to support	47
7. Advanced Email Configuration	49
7.1. Retrieve Emails Completely or Only Headers	49
7.2. Notification of New Emails	49
7.3. Marking Moved Emails as Read	50
7.4. Email Reminders and Tracking	51
7.5. Read receipts	52

8. Compatibility and Collaboration	54
8.1. Personal firewalls on the Client	54
8.2. Virus Scanner on the Client	54
8.3. Compatibility with PDAs and Mobile Phones	54
8.4. Other Programs	55
8.4.1. Incompatible Addins	55
8.5. Automatic detection of compatibility problems	56
9. Migrating Emails with IMAPCopy	57
10. Migration from Microsoft Exchange	59
10.1. Offline Migration	59
10.1.1. Migration Step-by-step	59
10.2. Migration During Operation	60
10.2.1. Preparing for Migration	61
10.2.2. Migrating Individual Users	62
10.2.3. Shared Folders	62
10.2.4. Final steps	63
11. Reference Information	64
11.1. Synchronizable data	64
11.1.1. Tasks	64
11.1.2. Meetings	65
11.1.3. Notes	66
11.1.4. Contacts	66
11.1.5. Contact Groups	69
11.1.6. Emails	70
11.1.7. All Items	70
11.2. Advanced Registry Settings	70
11.2.1. Store Settings	71
11.2.2. Addin Settings	77
11.3. Data Formats	79
A. License	80
A.1. Intra2net Groupware Client License Agreement (EULA)	80
A.2. Licensed Software	84
A.2.1. Info-ZIP	84
A.2.2. JsonCpp	85
Index	86

1. Chapter - Introduction

1.1. About this Manual

This manual only covers the Intra2net Groupware Client.

The Intra2net system is explained in the Intra2net Administrator Manual. This can be found online [<https://www.intra2net.com/de/support/manual/administrator/>], on the Intra2net Business Server CD, and in the web interface of the Intra2net system under Information > Download.



1.2. System Requirements

Operating System	<ul style="list-style-type: none"> • Microsoft Windows 10 (32 and 64 Bit with Intel x86 Platform) • Microsoft Windows Server 2016 (64 Bit) • Microsoft Windows 8 (32 and 64 Bit with Intel x86 Platform) • Microsoft Windows Server 2012 R2 (64 Bit) • Microsoft Windows 7 (32 and 64 Bit) • Microsoft Windows Server 2008 (32 and 64 Bit) • Microsoft Windows Vista (32 and 64 Bit) • Microsoft Windows Server 2003 (32 and 64 Bit) • Microsoft Windows XP (32 Bit) <p>It is possible to operate in terminal server environments.</p>
Microsoft Outlook	<ul style="list-style-type: none"> • Microsoft Outlook 2016 (32 Bit) • Microsoft Outlook 2013 (32 Bit) • Microsoft Outlook 2010 (32 Bit) • Microsoft Outlook 2007 (minimum SP1) • Microsoft Outlook 2003 (minimum SP2)
Server	Intra2net Business Server version 6.0.0 or higher



Caution

Only one version of Microsoft Office products may be installed on the system. Different versions of Outlook and other Office components as well as different simultaneous versions of Outlook (as partially supported by Outlook 2013 and 2016, known as side-by-side installations) cannot be reliably used with the Groupware Client.

We also advise against using click-to-run installations of Microsoft Office 2013, as there have been some instances of click-to-run malfunctions. Use a complete local installation instead.

1.3. Overview of Features

- Shared access to emails, appointments, contacts, tasks and notes
- Folders of other users can be shown anywhere in Outlook and can be freely locally named
- Backup of groupware data and emails on the server
- Background synchronization of all folders
- Adjustable synchronization frequency by folder
- Simultaneous use of multiple server accounts and email addresses within one Outlook profile
- Simultaneous connections with several different servers, e.g. to share data between head office and branch offices
- Configuration of server-side out-of-office mode and email forwarding within Outlook
- Use and update of free/busy information together with the Intra2net system.
- Web access to emails, appointments, contacts, tasks and notes (Intra2net Business Server feature, see Intra2net Administrator Manual, 29. Chapter, „Introduction to Web Groupware“)
- Data synchronization with mobile devices via ActiveSync (Intra2net Business Server feature, see Intra2net Administrator Manual, 32. Chapter, „Connecting Mobile Devices using ActiveSync“)

1.4. Known Limitations

The following features supported by Microsoft Outlook cannot be used in conjunction with the Intra2net Groupware Client:

- The Intra2net Groupware Client cannot be used with a Microsoft Exchange data file on the same profile. However, it is possible to work together in different Outlook profiles on the same PC without any problems.
- Changed attendees of a recurring element in a recurring appointment
- Journal feature
- Linking groupware items with each other (e.g. between a contact and an appointment)
- Attaching files to groupware objects (not to emails). Files attached to groupware objects are not written to the server and are therefore not visible to other users or devices. If the object is modified by another device or user, the attachment is removed. They are also not included in the backup.

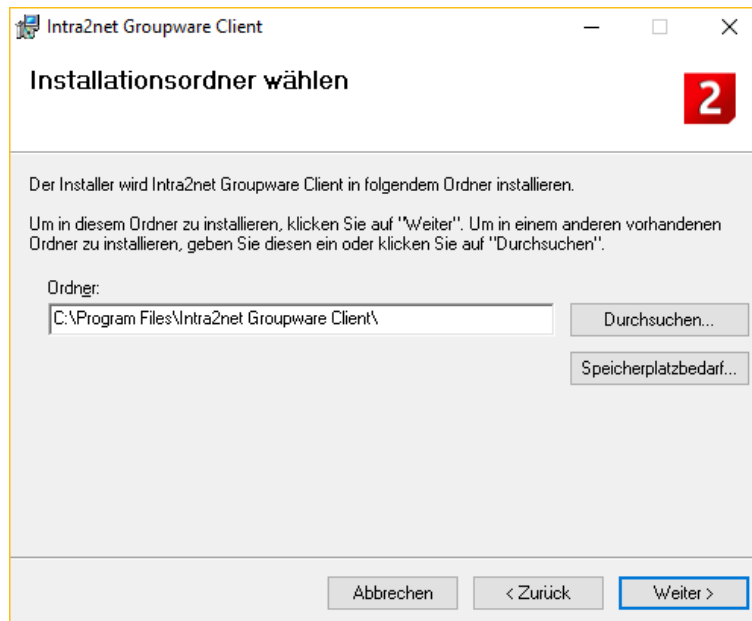
- Task assignments received by email cannot be processed
- Email tags for tracking and tracing with dates are not written to the server and are therefore not visible to other users or devices. It is also not included in the backup. Therefore, use the method described in Section 7.4, „Email Reminders and Tracking“ instead of the tag for tracking.
- If an email is both answered and forwarded, only one of the two is displayed as a status in Outlook.
- It is not possible to rename shared folders of other users. Only the owner can rename folders.
- No automatic execution of client-side sort rules in Outlook. Instead, use server-side sort rules as described in Section 6.5, „Editing Server-Side Settings“.
- Outlook's "undo" function is not supported
- Automatic response to read receipts requested by the sender of an email (Message Disposition Notification (MDN)). See Section 7.5, „Read receipts“.

Please also note the following Section 11.1, „Synchronizable data“.

2. Chapter - Installation

2.1. Installing the Program

1. Access the MSI file from the ZIP archive using Windows Installer.
2. Follow the instructions on the screen and read the End User License Agreement (EULA) carefully. This can also be found at Section A.1, „Intra2net Groupware Client License Agreement (EULA)“.
3. Select the directory for where the program should be installed and press Continue.



4. If no Outlook profile has been created for the groupware client so far, it is possible to create a suitable profile directly from the installation program. Enter the user and account data.

Enter the complete DNS name including the domain of the Intra2net Business Server under Server, do not enter any IP addresses. If the client should also be able to access from outside the local network, use the external DNS name of the Intra2net system. Again, do not use an IP address, but register a DNS name for your server with your domain provider or DynDNS provider.

Under Username, enter the login exactly as it is specified on the Intra2net Business Server under Usermanager > Users. In the Username field, do not add an @ and a domain name.

For correct operation, the data file must be stored on a local drive of the client PC. The use of network drives leads to disturbances in data synchronization and in sending emails.

If the groupware client needs to be configured later, the necessary steps are described in 3. Chapter, „Setting up a Profile“.

5. Continue with the setup in 4. Chapter, „Account Configuration“.



Hint

To enable all options for the Outlook profile generation, the installation program sets the following value in the registry:

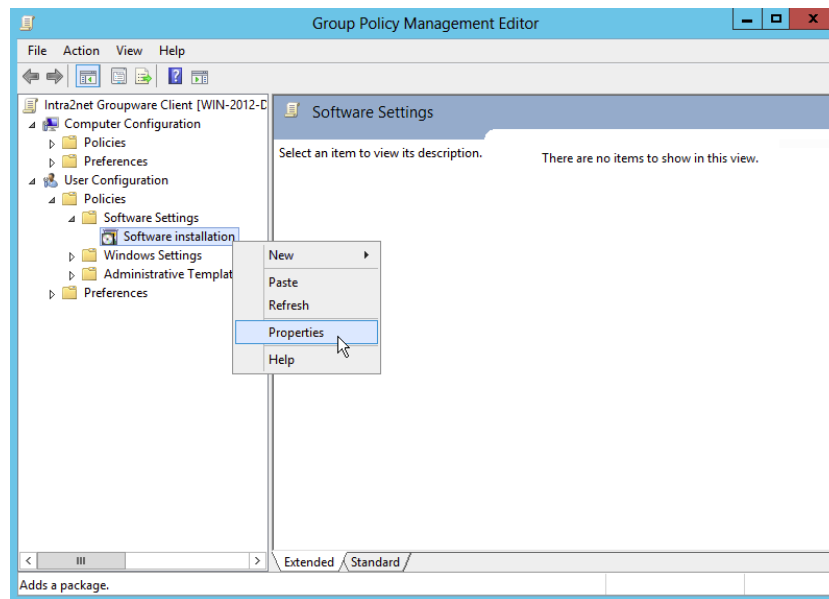
Key HKCU\Software\Policies\Microsoft\Office\16.0\Outlook\setup,
name DisableOffice365SimplifiedAccountCreation, type REG_DWORD,
value 1

2.2. Distributing the Program via Active Directory

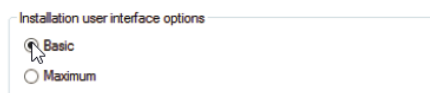
The program is delivered as an MSI file and can be distributed and updated via Active Directory on the computers of a Windows domain. Instructions for software distribution via Active Directory can be found at <http://support.microsoft.com/kb/816102>.

Note that the program must be installed with the Basic user interface option:

1. Start the Group Policy Management Editor and open the hierarchy tree up to Software Installation
2. Right click on Software installation and open Properties



3. Select the Basic user interface option.



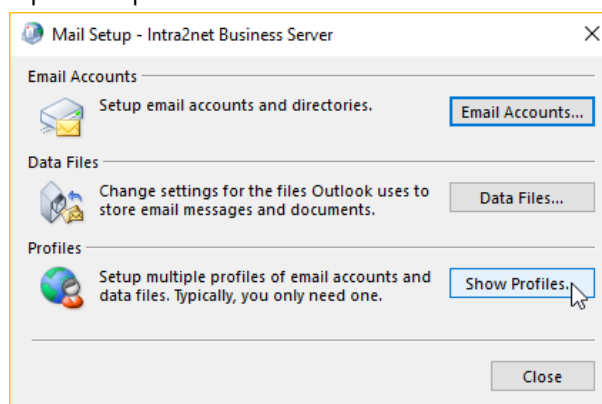
4. Only now add the MSI of the groupware client to the software installation policy.

3. Chapter - Setting up a Profile

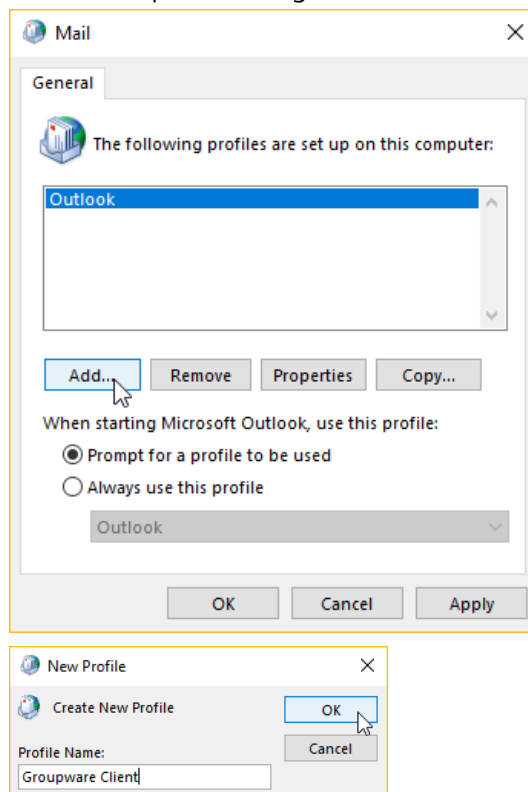
To use the groupware client, a new Outlook profile must be created. Largely independent of the installed version of Outlook, this is done through the control panel, and is described below.

Existing data can be imported into the new profile after the basic configuration. This is described in Section 4.2, „Importing Existing Data“. Adding the groupware client to an existing profile is not recommended.

1. After opening the Windows Control Panel, navigate to Mail (Microsoft Outlook), or Mail (32-Bit). The exact name of the menu item depends on the versions of Windows, Outlook and the chosen system language. For some versions of Windows, it may be necessary to first display all items in the Control Panel.
2. Open the profile editor



3. Add a new profile and give it a name



4. Select Manual setup or additional server types and then Other and Intra2net Business Server.

Add Account

Auto Account Setup
Manual setup of an account or connect to other server types.

☐ **Email Account**
Your Name:
Example: Ellen Adams
Email Address:
Example: ellen@contoso.com
Password:
Retype Password:
Type the password your Internet service provider has given you.

☒ **Manual setup or additional server types**

< Back Next > Cancel Help

Add Account

Choose Your Account Type

☐ **Office 365**
Automatic setup for Office 365 accounts
Email Address:
Example: ellen@contoso.com

☐ **POP or IMAP**
Advanced setup for POP or IMAP email accounts

☐ **Exchange ActiveSync**
Advanced setup for services that use Exchange ActiveSync

☒ **Other**
Connect to a server type that is listed below
Intra2net Business Server

< Back Next > Cancel Help

5. Enter the user and server data.

Enter the complete DNS name including the domain of the Intra2net Business Server under Server, do not enter any IP addresses. If the client should also be able to access from outside the local network, use the external DNS name of the Intra2net system. Again, do not use an IP address, but register a DNS name for your server with your domain provider or DynDNS provider.

Under Username, enter the login exactly as it is specified on the Intra2net Business Server under Usermanager > Users. In the Username field, do not add an @ and a domain name.

For correct operation, the data file must be stored on a local drive of the client PC. The use of network drives leads to disturbances in data synchronization and in sending emails.

Add new Intra2net Business Server account

User information

Your Name: John Doe

Email Address: johndoe@example.com

Server information

Server: intra.net.lan

Login information

Username: johndoe

Password: ••••••••

Storage location of data file

C:\Users\User\Documents\Outlook Files

OK Cancel

6. Outlook can open the newly created profile automatically on startup if desired.

Mail

General

The following profiles are set up on this computer:

- Groupware Client
- Outlook

Add... Remove Properties Copy...

When starting Microsoft Outlook, use this profile:

☐ Prompt for a profile to be used

☒ Always use this profile

Groupware Client

OK Cancel Apply

7. Continue with the setup in 4. Chapter, „Account Configuration“.

4. Chapter - Account Configuration

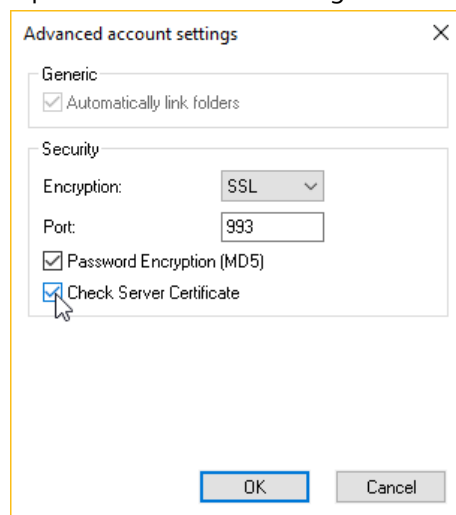
4.1. Groupware Account

To complete the installation, the settings described in the following sections must be configured.

4.1.1. Activate Certificate Check

Activate the certificate check when using an IMAP connection. This means that passwords are only sent using secure connections. This setting is especially important when connecting to the server over the Internet.

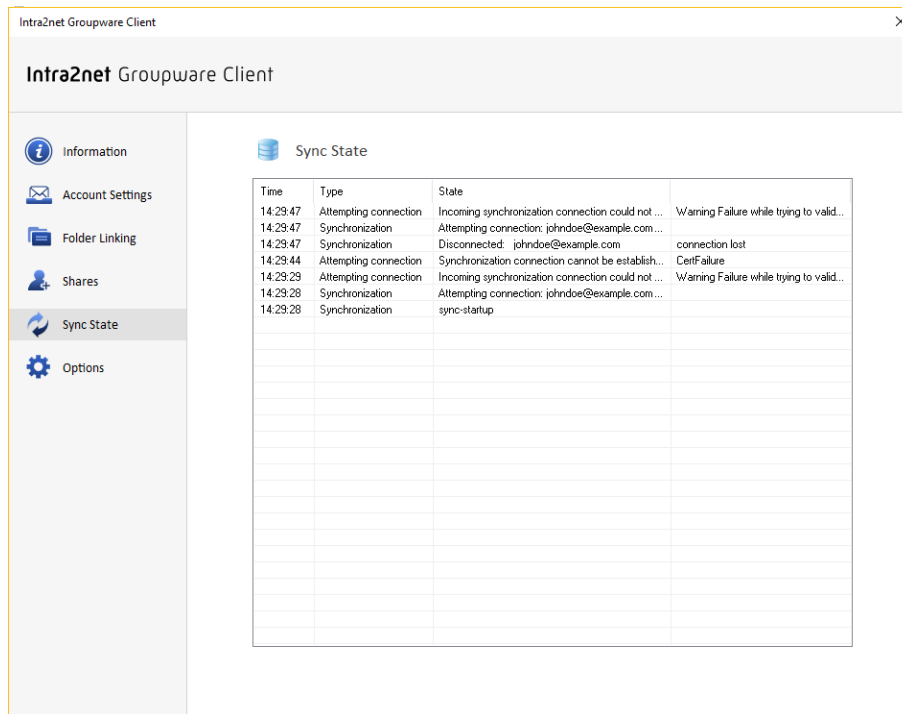
1. Start Microsoft Outlook and open the profile with the Intra2net Groupware Client.
2. Open the menu Groupware Client, Account settings.
3. Open the Advanced settings menu and select Check Server Certificate.



4. Click Save to save the settings.
5. Open the Sync State menu of the groupware client and check that the connection can still be successfully established.

4.1.1.1. Procedure for Certificate Errors

If a `CertFailure` is displayed in sync state, the server's certificate is not considered trustworthy.



In this case, the following points should be verified:

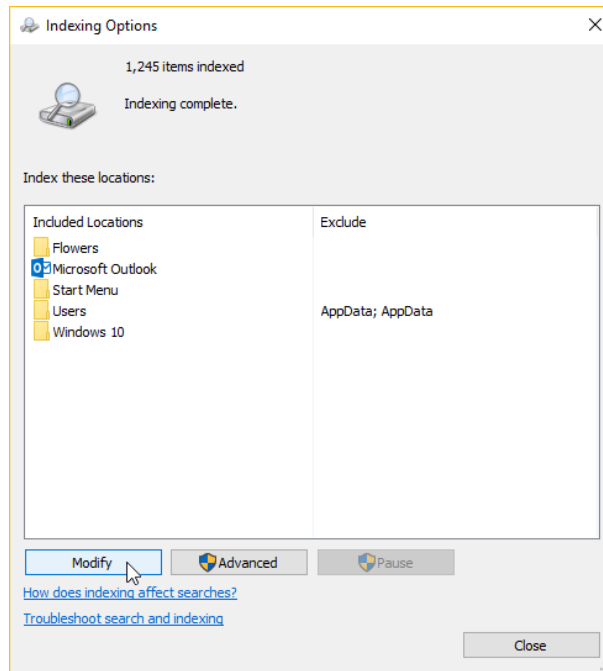
1. First check that the complete DNS name of the server, including the domain, is specified in the groupware client, as opposed to an IP.
2. If the DNS name is a local domain or if the certificate was not created by an external certification authority, the certificate must be registered as trusted in Windows. Follow the steps described in Intra2net Administrator Manual, Section 10.3, „Installing Certificates on Clients“.
3. Lastly, check that the server's certificate was created correctly. See Intra2net Administrator Manual, Section 10.2, „Correctly Creating Certificates“

4.1.2. Deactivating the Search Indexer

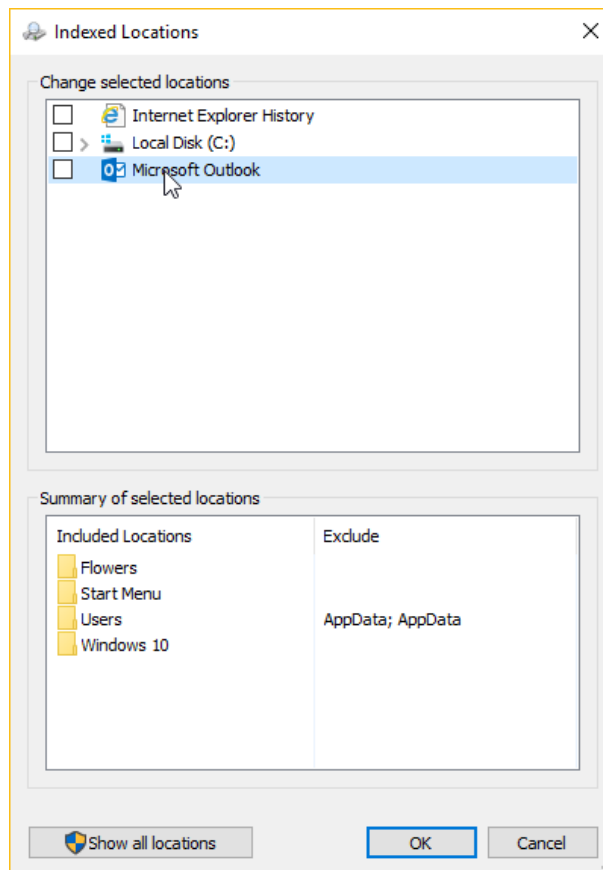
Windows has a central service for indexing user data, which can then be searched through the system wide search function. This service is called Search Indexer.

By default, the search indexer also attempts to index data from Outlook, but this is not supported by the Groupware client in this way. In many cases, this leads to performance bottlenecks and a sluggish response to user interaction in Outlook. Most importantly, the startup process of Outlook will also be prolonged. Therefore, we advise against allowing the search indexer to index Outlook. Proceed as follows:

1. Open the Windows Control Panel, then Indexing Options, or Email (32-bit).
2. Select Modify.



3. Uncheck Microsoft Outlook.



4. Confirm the settings with Ok and close the indexing options.

4.2. Importing Existing Data

If Outlook was previously used with a different profile and it is required to continue with the pre-existing data on Intra2net Groupware Client, proceed as described below.

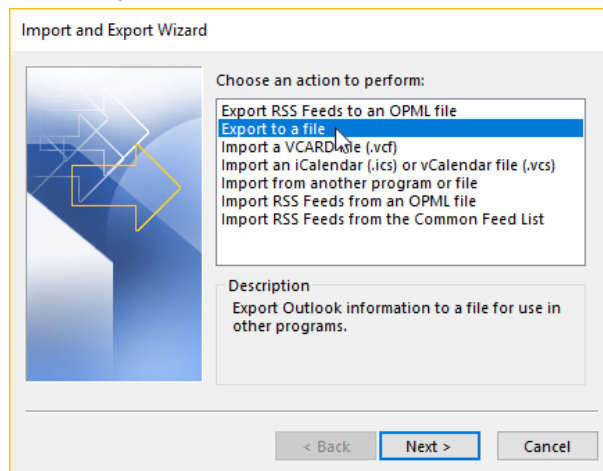
When using Outlook with Microsoft Exchange, the complete migration process is described under 10. Chapter, „Migration from Microsoft Exchange“.

4.2.1. Importing Using Outlook Import

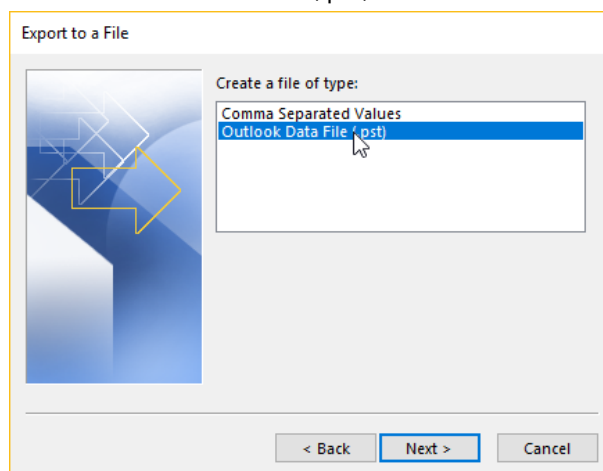
If the data to be imported has a size of up to about 1 GB, it can be easily imported into the Groupware Client using the procedure described here. If the emails to be transferred have sum up to a larger amount, this method can still be used, but will take longer. A faster import is then normally possible with the method described under Section 4.2.2, „Importing Larger Amounts of Emails“.

4.2.1.1. Exporting Current Data

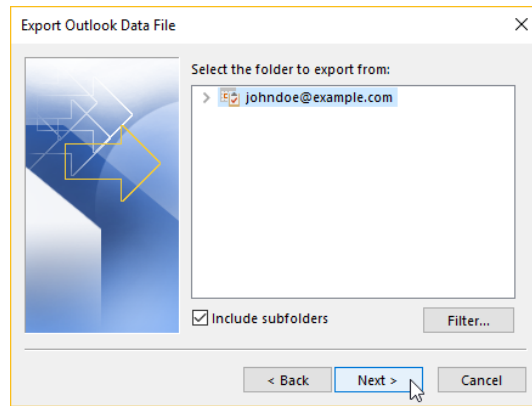
1. Open Outlook with the old profile containing the data to be imported. The Outlook profile may have to be opened using the Windows control panel, under Mail (Microsoft Outlook 2016), or Email (32-Bit). Switch to Email setup (32-bit).
2. Open File, Open Export, Import/Export.
3. Select Export to a file.



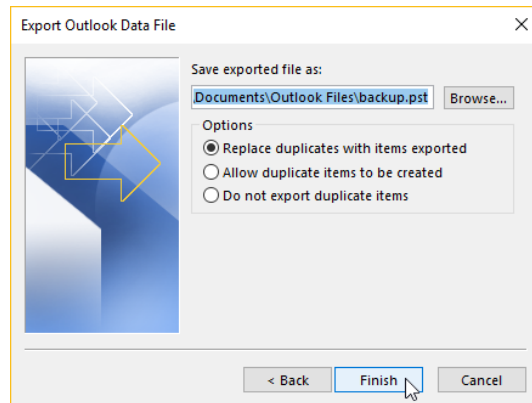
4. Select Outlook Data File (.pst).



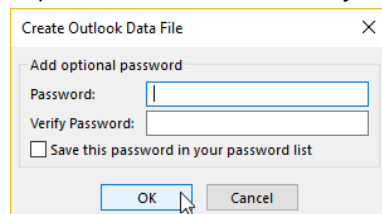
5. Select the required data file, including subfolders.



6. Select the directory and file to which you want to export the data.



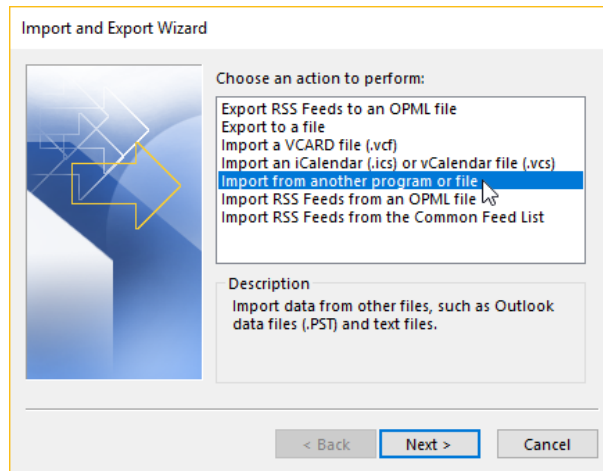
7. A password is not necessary



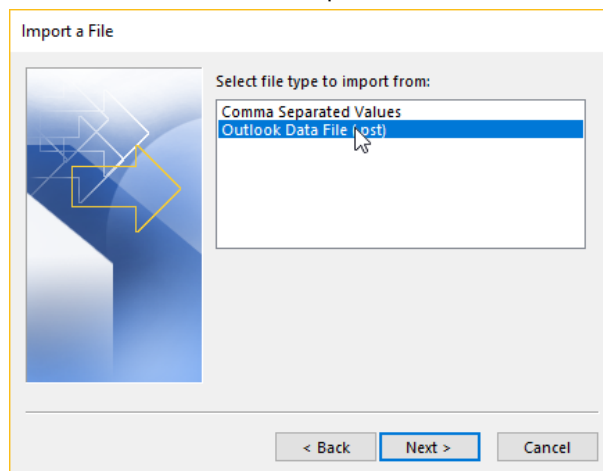
8. Wait until Outlook has exported all data.
9. Close Outlook.

4.2.1.2. Importing to the Groupware Client

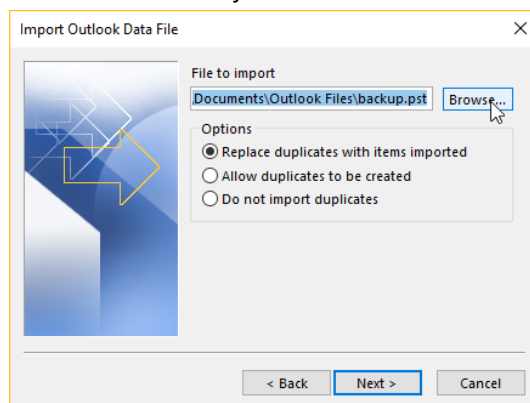
1. Open Outlook with the Groupware Client profile. It may be necessary to open the Outlook profile using the Windows control panel, under Mail (Microsoft Outlook 2016), or Email (32-Bit). Switch to Email setup (32-bit).
2. Open File, Open Export, Import/Export.
3. Select Import from another program or file.



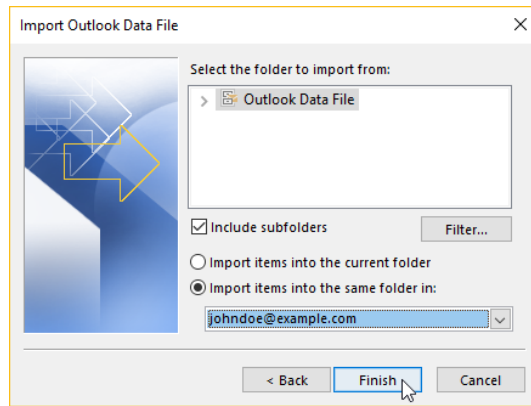
4. Select Outlook Data File (.pst).



5. Select the directory and file into which the data was exported.



6. Import the data including subfolders to the current data file, into the same folder.



7. Wait until Outlook has imported all data.
8. The Groupware Client starts to write the data to the server in the background during the import. However, this usually takes longer than importing the file into Outlook and therefore continues to run in the background even after the import is completed. The progress can be followed in the Groupware Client, Sync State menu.

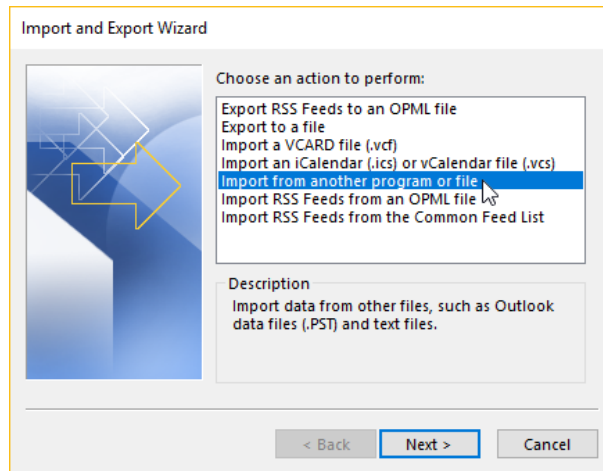
4.2.2. Importing Larger Amounts of Emails

To use existing data with the Groupware Client which contains large amounts of emails, the method described here is recommended.

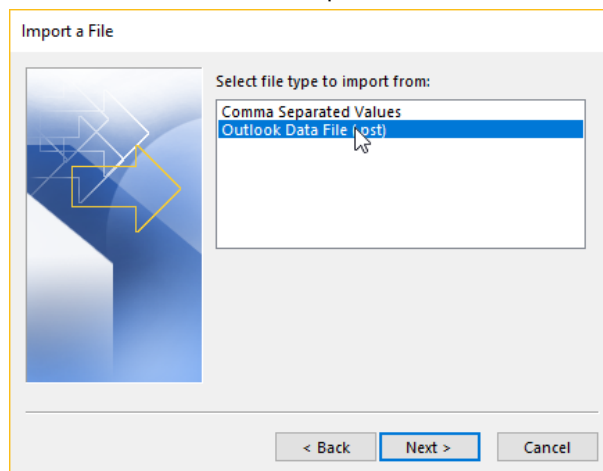
It is necessary that the emails are on an IMAP accessible server. Most email servers are reachable by IMAP by default, or at least this feature can be activated as an option. Using an additional program, the emails can be copied directly from the previous server to the Intra2net system via Outlook. However, only the emails can be copied via IMAP, not the groupware data. The groupware data (calendar, contacts, tasks and notes) is usually not so large and can therefore be transferred via the import/export function of Outlook.

Should the data volume be less than approximately 1 GB, or the emails are not on a server accessible via IMAP, use the method described under Section 4.2.1, „Importing Using Outlook Import“.

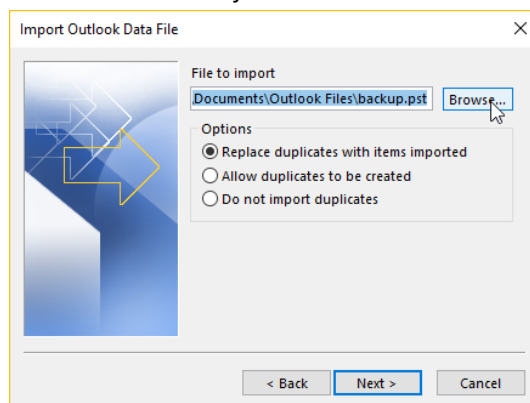
1. Transfer the emails from the previous server as described in 9. Chapter, „Migrating Emails with IMAPCopy“.
2. Export the data from the existing Outlook profile as described in Section 4.2.1.1, „Exporting Current Data“.
3. Open Outlook with the Groupware Client profile. It may be necessary to open the Outlook profile using the Windows control panel, under Mail (Microsoft Outlook 2016), or Email (32-Bit). Switch to Email setup (32-bit).
4. Open File, Open Export, Import/Export.
5. Select Import from another program or file.



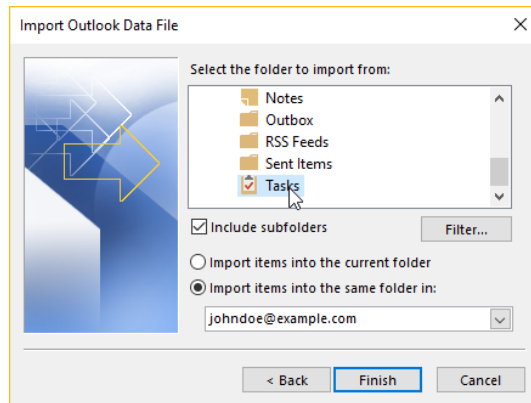
6. Select Outlook Data File (.pst).



7. Select the directory and file into which the data was exported.



8. Do not import all data, just the folders with groupware data (calendar, contacts, tasks and notes). Select the first folder with groupware data, in this example `Tasks`.



9. Repeat the import process for all other groupware folders.

4.3. Setting up Multiple Accounts and Email Addresses

It is possible to use multiple accounts on the server and multiple email addresses simultaneously within one Outlook profile. This is useful, for example, to connect a company-wide account such as "info" or to be able to effectively represent a colleague.

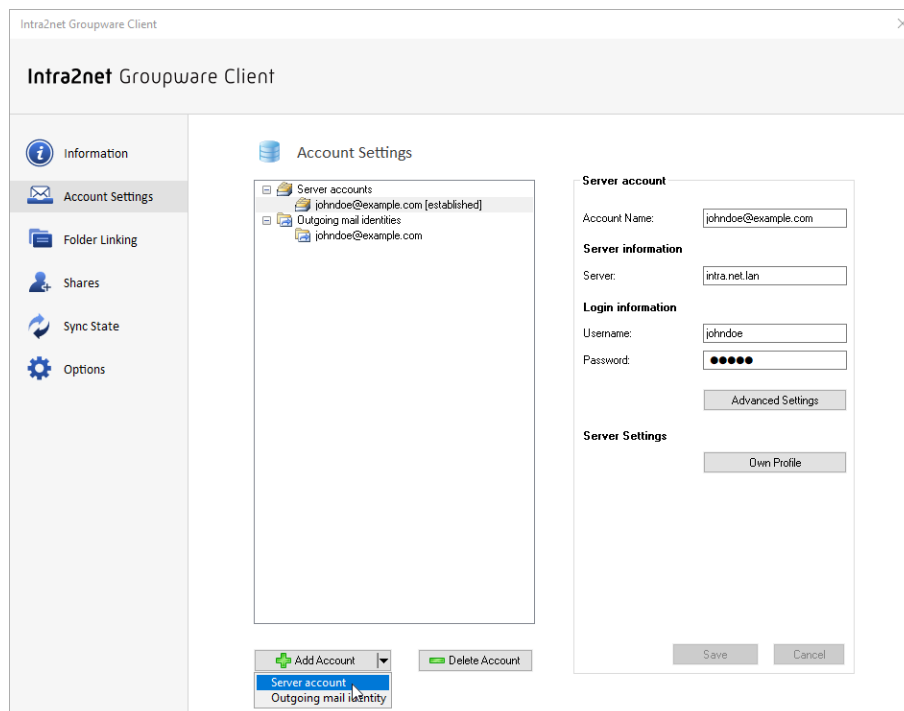
4.3.1. Multiple Server Accounts



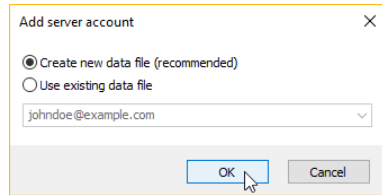
Caution

Only use the Groupware Client menus described below to configure accounts. Do not use Outlook's account settings.

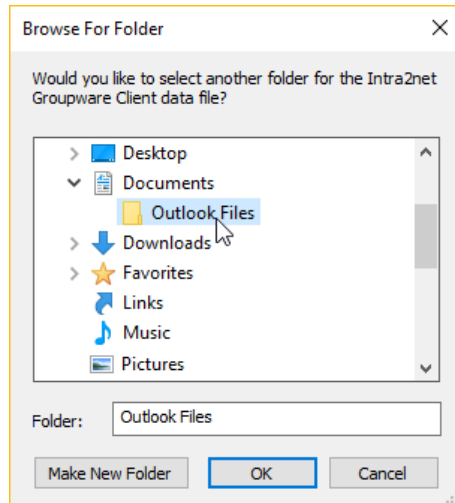
1. Open the menu Groupware Client, Account settings.
2. Under Add Account, select Server Account.



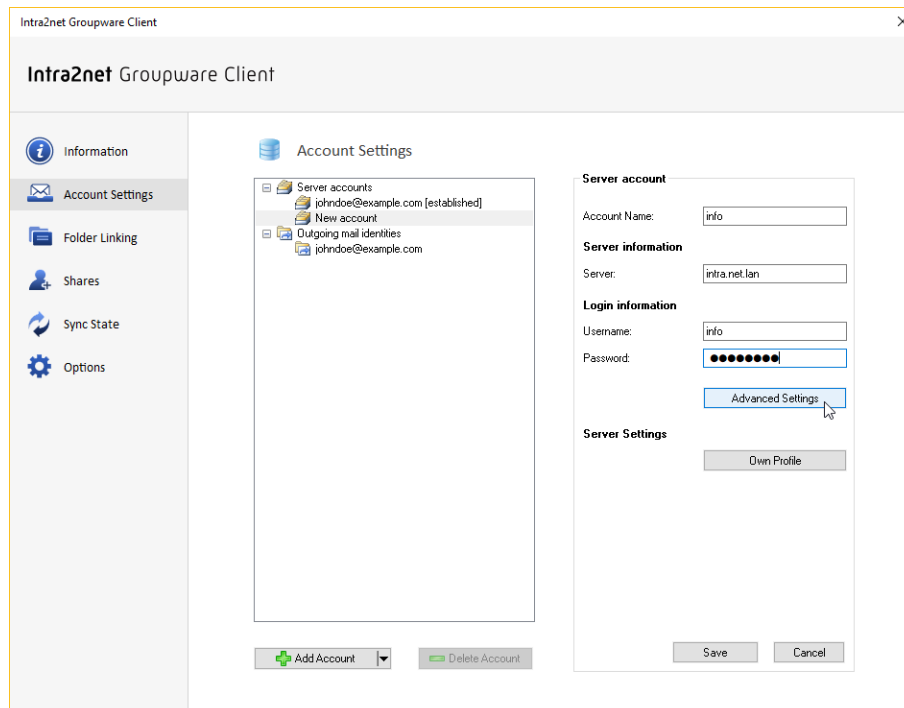
3. Select Create new data file if you want to insert the entire account as an additional data file. The Use existing data file option is intended for cases where only individual folders of the new account are to be connected in the Shared folders directory.



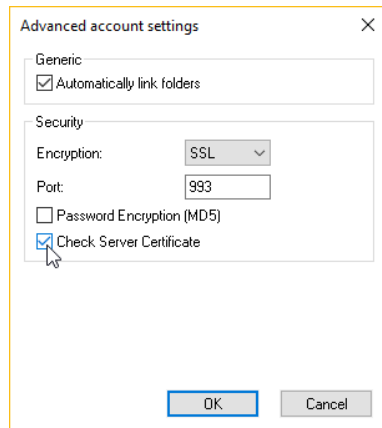
4. Select the folder in which you want to store the new data file.



5. Enter the full server name, login and password and assign an account name.



6. Open Advanced settings and turn on the server certificate check.



7. Save the settings.

4.3.2. Multiple Outgoing Mail Identities

It is possible to configure any number of different email sender addresses, regardless of the number of server accounts. If necessary, different folders can be defined for storing the emails sent for these sender addresses.

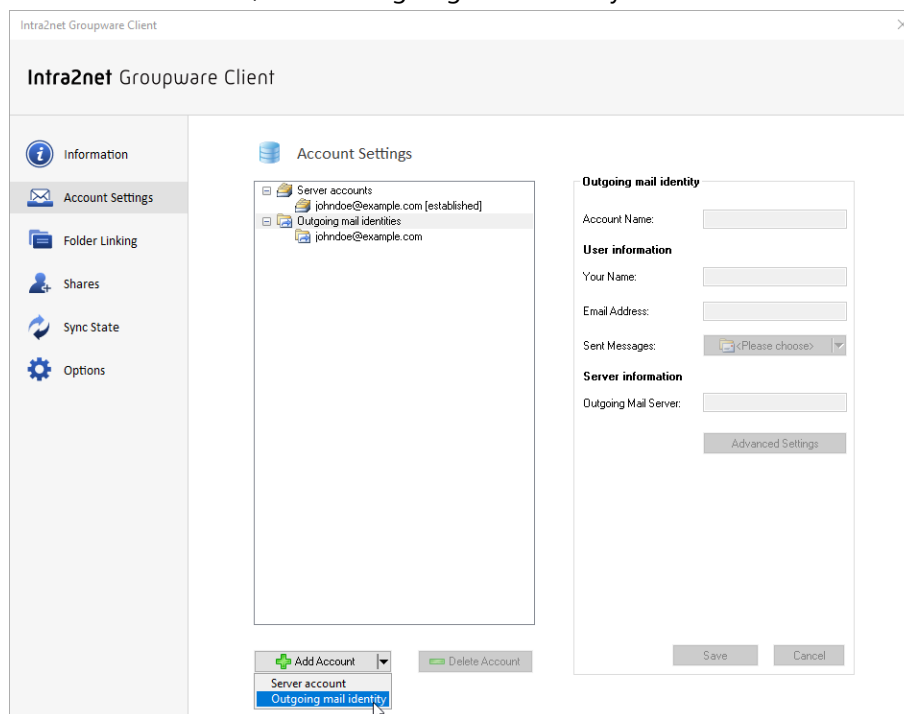


Caution

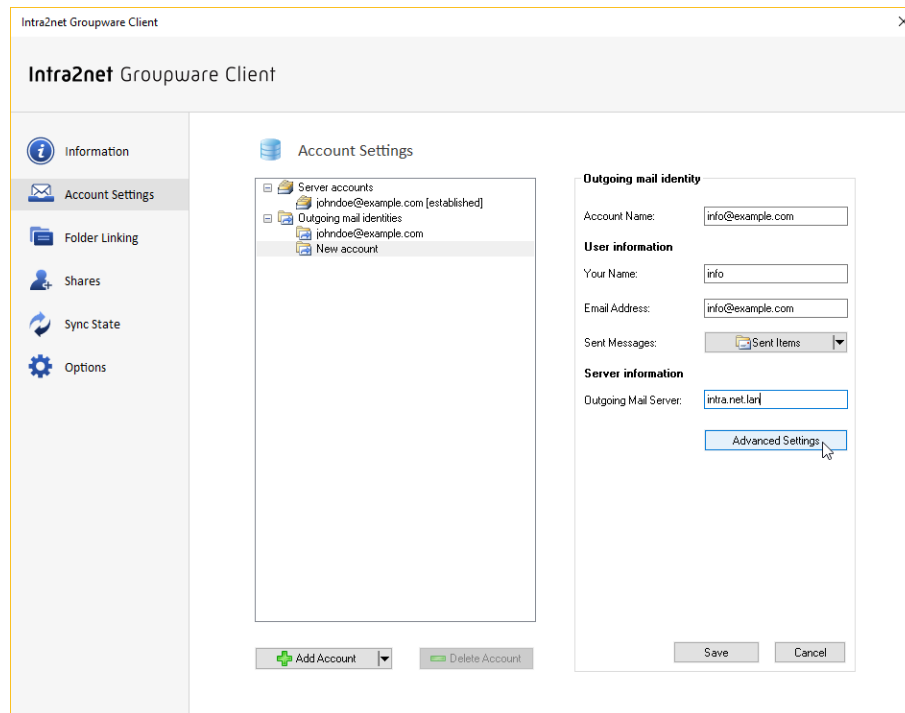
Only use the Groupware Client menus described below to configure accounts. Do not use Outlook's account settings.

Proceed as described below to create new sender addresses.

1. Open the menu Groupware Client, Account settings.
2. Under Add Account, select Outgoing Mail Identity.

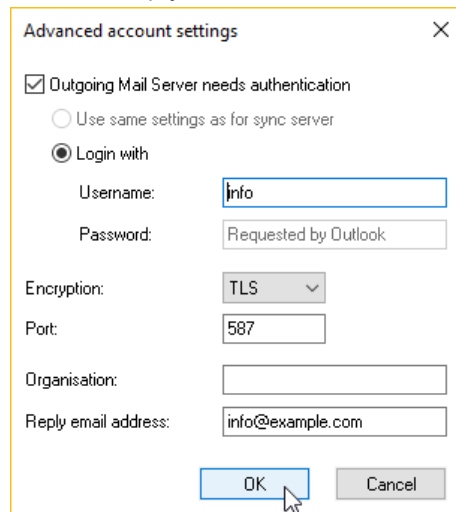


3. Enter the user name, email address, outgoing mail server, and assign an account name.

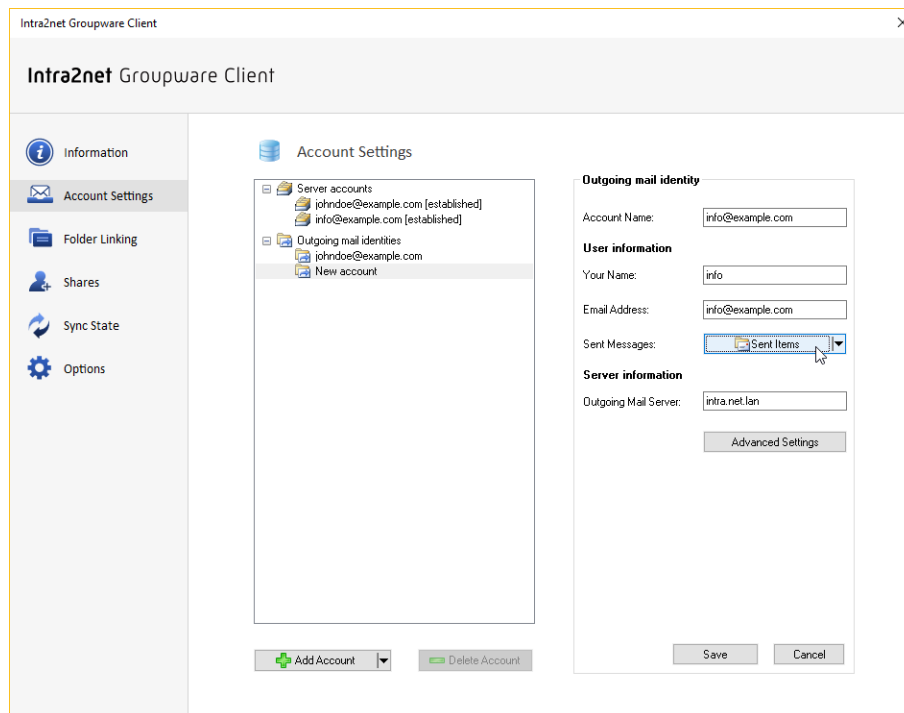


4. Open Advanced settings, activate encryption via TLS and set the port used to 587.

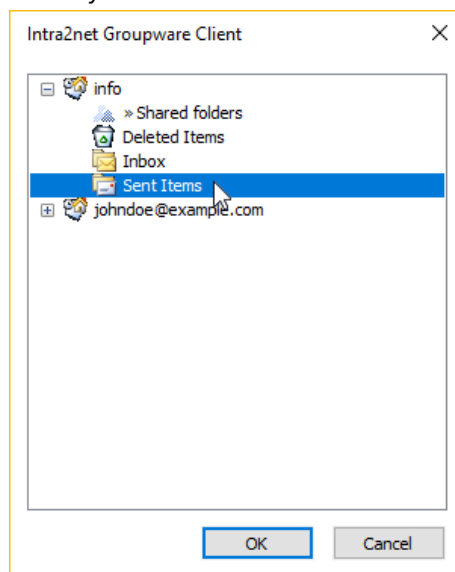
If necessary, authentication can also be activated and an organization name and a different reply address can be entered.



5. Click on the selection box beside Sent messages.



6. Select the folder in which you want to store messages sent with this Outgoing mail identity.



7. Save the settings and restart Outlook.

4.3.2.1. Folder Selection for Sent Messages

If several different sender addresses have been configured for a server account, it is often advisable to store the sent messages in different folders depending on the sender address used. If one sender address is used by several users, it may be advisable to store the sent messages in a shared folder. To do this, the folder for the sent messages can be selected differently for each outgoing mail identity.

The following specifics apply if sent messages are to be stored in a folder other than Sent Items:

- Sent emails are first stored in the Sent Items folder. A few minutes later, they are automatically moved to the selected folder.
- The Sent Items folder is automatically excluded from synchronization with the server. Therefore, make sure that other users of this account on the server do not continue to use Sent Items.
- It is not possible for an outgoing mail identity to use the Sent Items folder while another outgoing identity uses a different folder in the same data file to store sent emails.

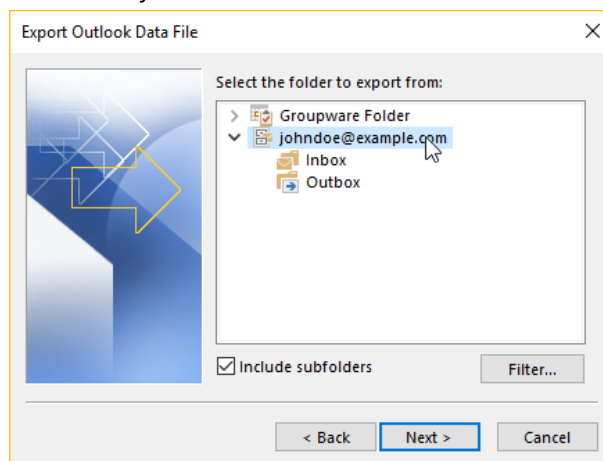
In this case, set folders other than Sent Items for all outgoing mail identities.

4.4. Converting Previous Installations of the Groupware Client

If the Intra2net Groupware Client was previously only used to synchronize the groupware data, and a separate IMAP data file managed by Outlook was used for emails, it is possible to switch the email processing to the groupware client.

The following describes how to make this conversion.

1. Use the Import/Export function to create a backup copy of the local data file for the emails. The export steps can be found under Section 4.2.1.1, „Exporting Current Data“. Only select the data file used for emails as the data source.



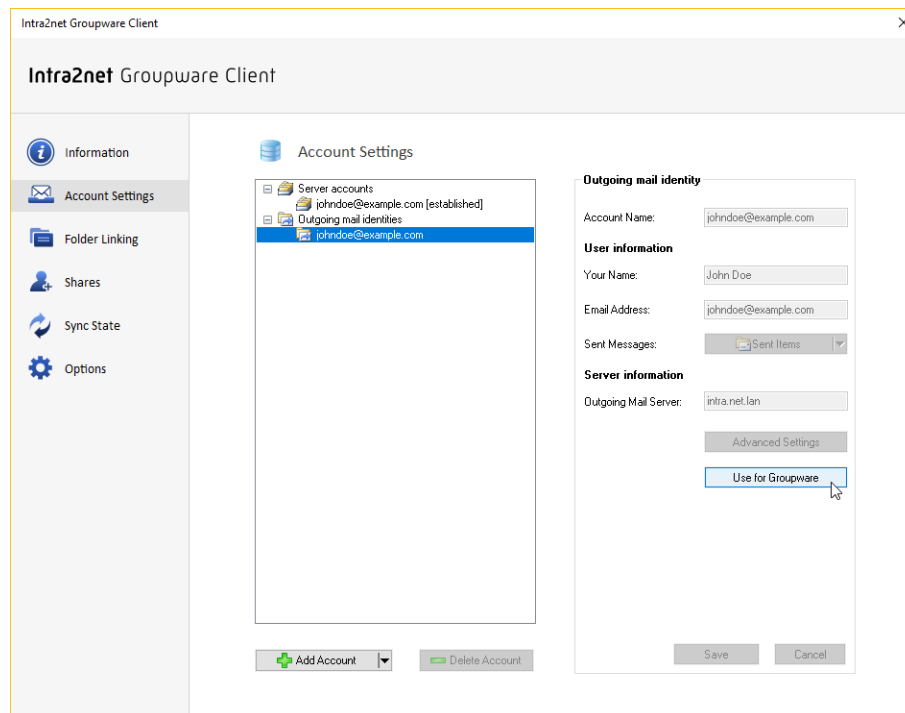
2. Open the newly exported backup copy by going to File, Open and Export, Outlook data file and check if it contains all email folders and if they are complete. Then close it again.



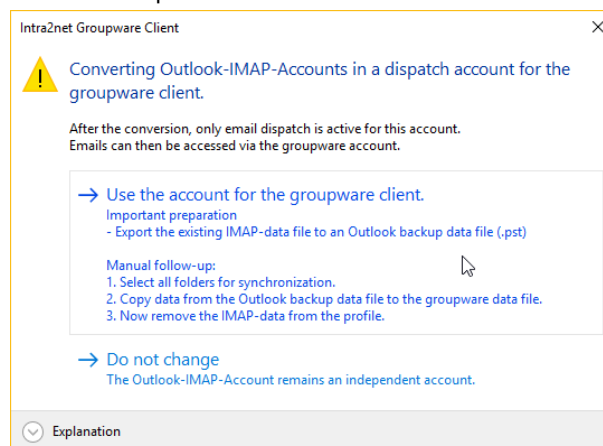
Caution

Without a complete backup, it is possible that emails may be lost.

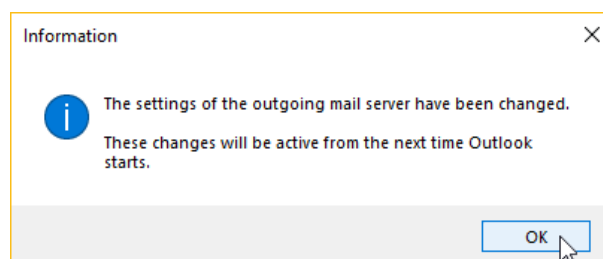
3. Open the menu Groupware Client, Account settings.
4. Under Outgoing mail identities select the previous IMAP account and click Use for Groupware.



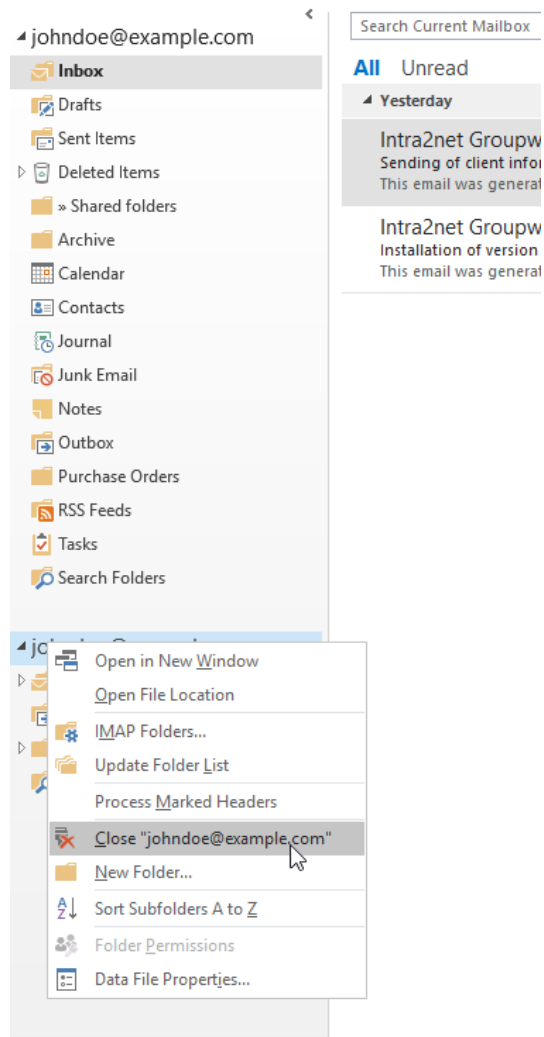
5. Having created a backup copy of the email data beforehand, the confirmation prompt can be accepted with Yes.



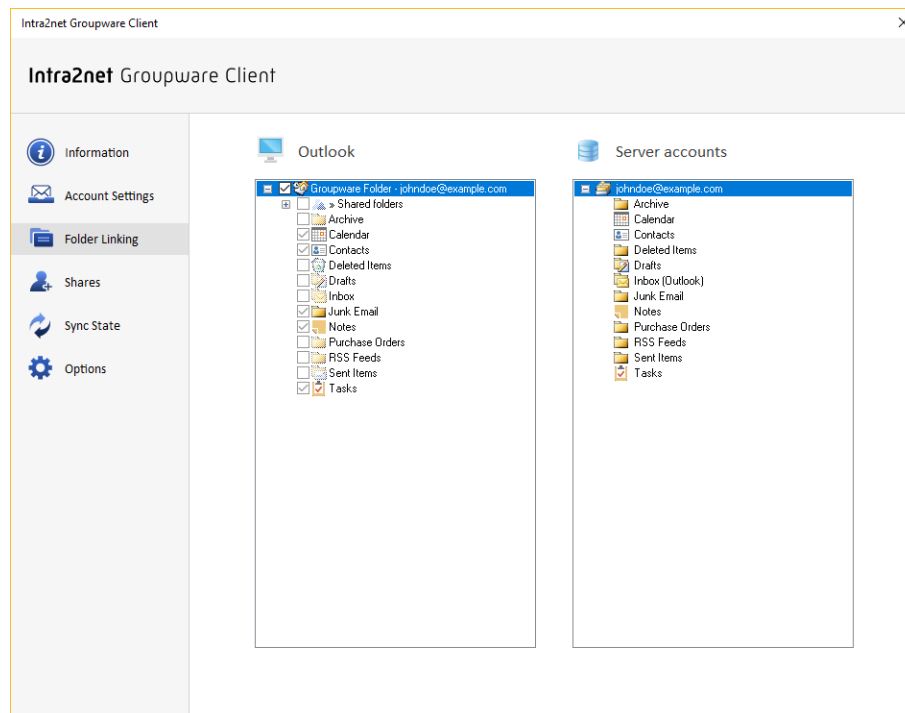
6. Quit Outlook, wait until the Outlook process is truly finished (see Task Manager) and restart it afterwards.



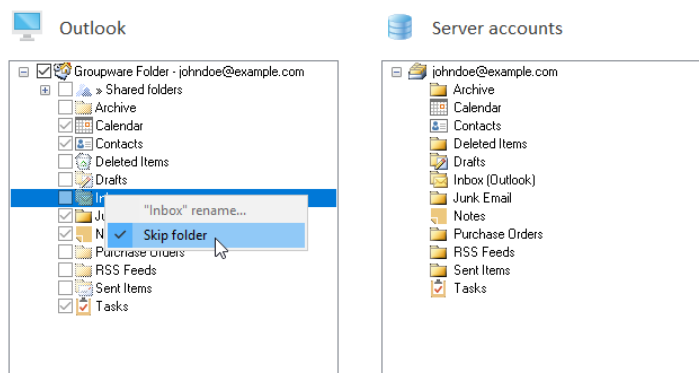
7. In the folder tree on the left-hand side of Outlook, the data file for the email account may still be displayed in some cases. This must then be removed. To do this, right-click on the data file and select 'Close "data file name"'. The previous IMAP data file is recognizable by the fact that it does not contain a 'Shared folders' folder.



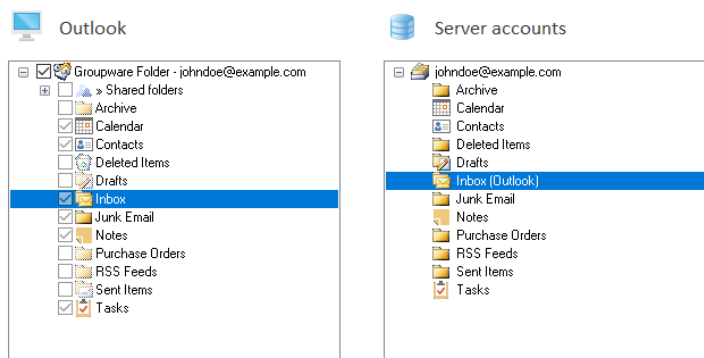
8. Open the Groupware Client menu, and click Folder Linking.
9. The missed checkmarks in front of the email folders indicate that they are not synchronized by the groupware client. This can be amended as follows:



10. Right-click on the first email folder. Uncheck the option Skip folder.



11. The folder is now displayed with a check mark on the front of it.



12. Repeat the last two steps for all email folders.
13. Quit Outlook, wait until the Outlook process is truly finished (see Task Manager) and restart it afterwards.

14. After restarting, the groupware client will start scanning the email folders from the server. It is possible to follow the progress in the Groupware Client, Sync State section.
15. After the synchronization is finished, check the content of the email folders for completeness.

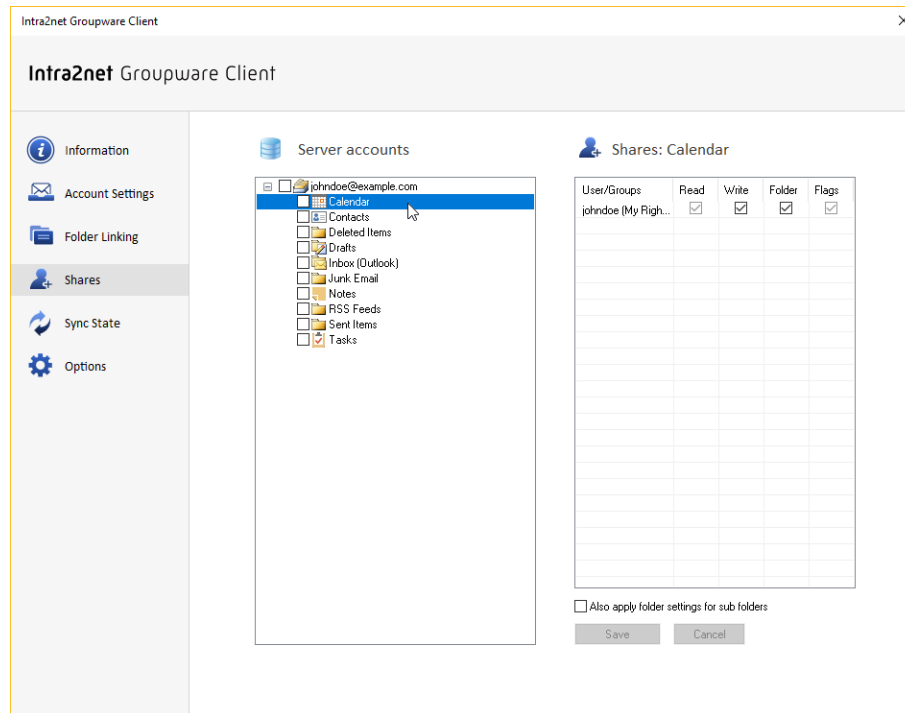
If entire folders or individual emails are missing, they can be copied from the backup created at the beginning. To do this, open the backup copy as an additional data file (File, Open, Open Outlook Data File) and drag drop the missing data into the other data file. Do not use the import function of Outlook, as this can lead to malfunctions in the imported folders.

5. Chapter - Sharing and Access to Shared Folders

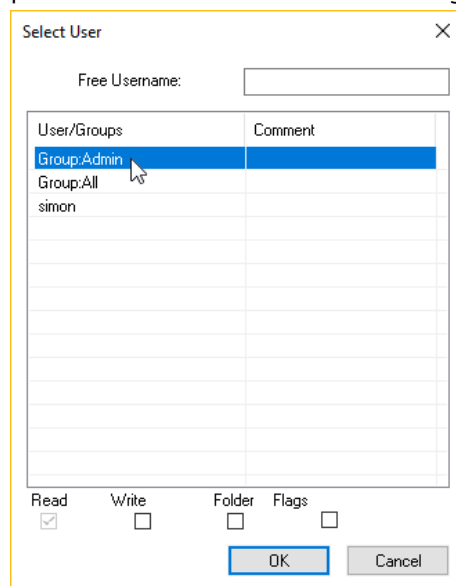
5.1. Sharing Own Folders

To allow other users to access a folder, the owner must first share it as follows:

1. Open the Groupware Client > Shares menu.
2. On the left side (server accounts) click on the folder to be shared.



3. Double click on the right side (shares) of the screen. The dialog for a new share appears. Select the user name or user group with which the folder is to be shared.



4. Use the checkboxes at the bottom of the dialog to select the rights that are to be granted to other users.

- Click Save to add the new rights to the server.

We advise against sharing with individual users, but with user groups on the Intra2net system. This simplifies the management of shared folders, especially during user fluctuation and restructuring.

The meanings of the various rights are as follows:

Read	The user can see the folder and all of its contents.
Write	The user can create new entries in this folder and change or delete existing ones.
Folder	The user can delete, rename, and create new subfolders within this folder. Additionally, the user gets administration rights to the folder and can change the sharing rights for other users.
Flags	The user may change the read, reply, and flagged flags of the existing content.

The set rights normally only apply to the selected folder itself. With the corresponding option, the rights set for the selected folder can also be applied to all subfolders. Not only the currently changed rights are adjusted, but the complete rights set for the selected folder are set for all subfolders exactly the same as for the selected folder.

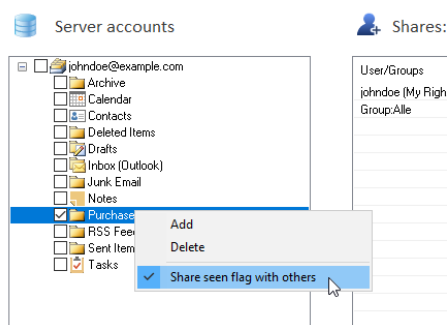
Newly created folders always adopt the rights of their parent folder when they are created.

5.1.1. Read Status Shared/Individual

The Intra2net system enables the management of the "read" or "unread" status of newly received emails either for all users or for each user with individual access rights to this folder. Which method is more suitable depends on the situation and the reason for sharing an email folder with other users. Therefore, both options can be selected.

If a new share to other users is configured in the menu Groupware Client > Shares with the right "Flags", the shared read status is automatically activated.

If the read status is to be managed individually for each user, open the context menu of the folder with a right click and deactivate the Share seen flag with others option.

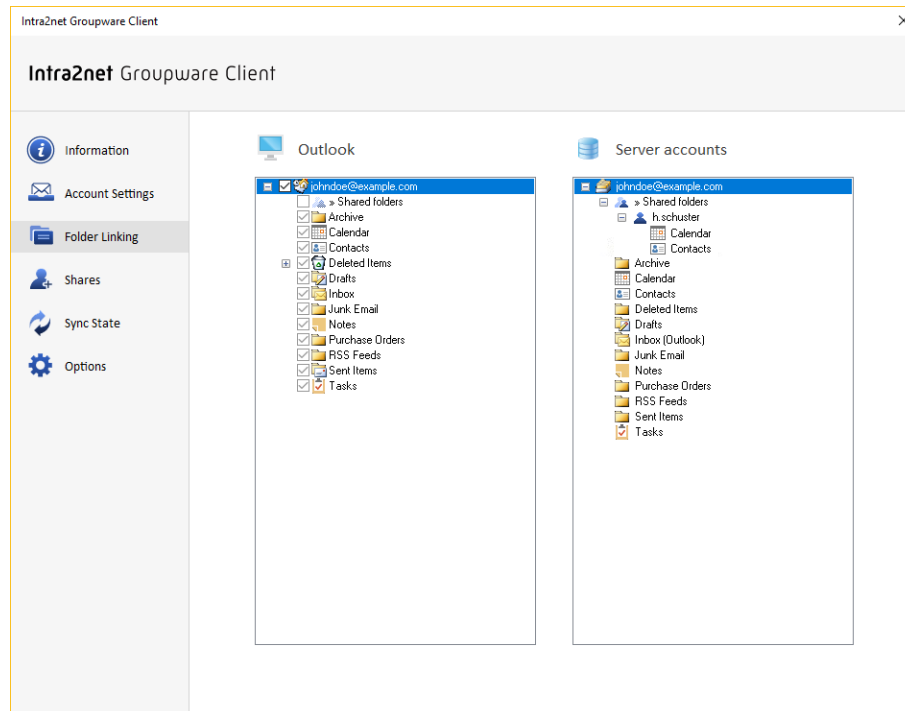


5.2. Linking Shared Folders

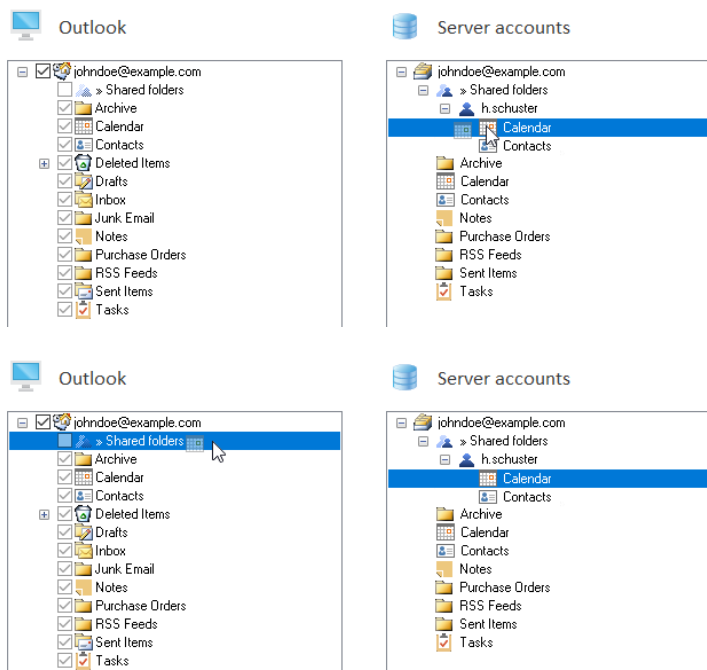
To link folders that other users have shared, follow these steps:

- Open the menu Groupware Client > Folder Linking.

- On the right side (server accounts) the shared folders appear below » Shared folders.

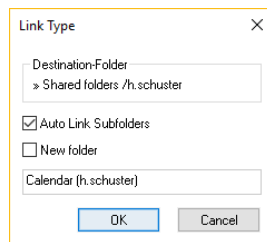


- Click, and with the mouse button held down, drag the desired folder on the right side to » Shared folders on the left side (Outlook). Release the mouse button once it is there.

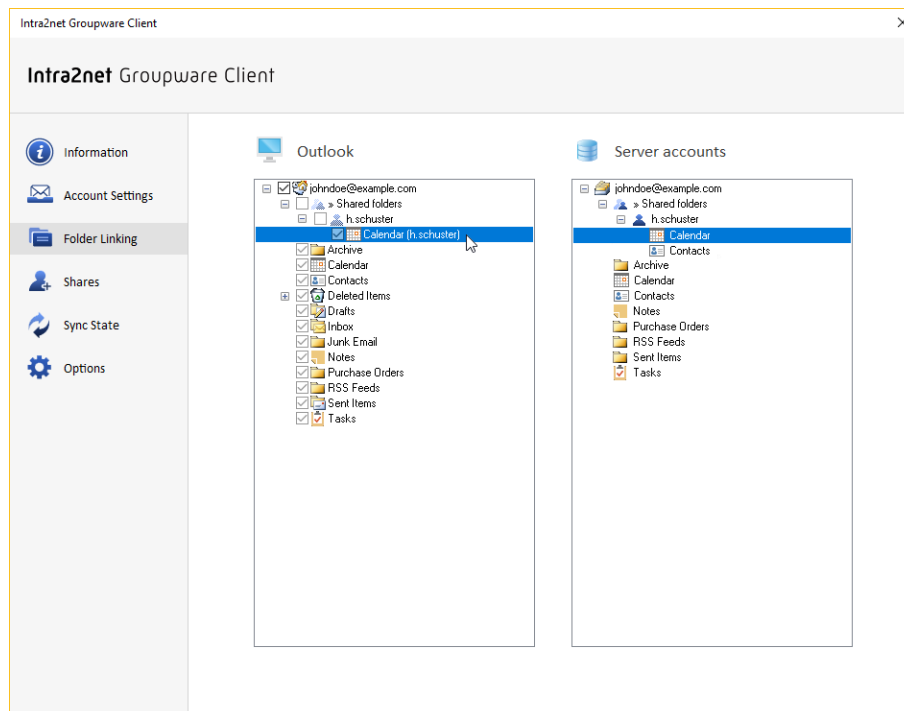


- A dialog appears asking how the connection should be created. By default, the selected folder and all of its shared subfolders are connected. If new subfolders are created or shared on the server at a later stage, they will be automatically connected. Alternatively it is possible to connect only the selected folder without subfolders by unchecking this option.

Some folder views in Outlook, such as the calendar view, do not display the folder hierarchy, but only a list of folder names. Therefore, it is recommended to give these folders unique names. The suggested name for a local folder includes the user name of the owner.



5. The connected folder now appears on the left side (Outlook) below » Shared folders and the user name.

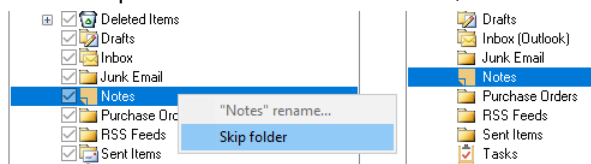


6. Chapter - Additional Features

6.1. Excluding Folders from Synchronization

Normally, all folders in Outlook are linked to their corresponding folders on the server. However, as described below, individual folders can be excluded from synchronization and completely unlinked.

1. Go to Groupware Client > Folder Linking.
2. On the left side (Outlook) right click on the appropriate folder. A context menu will open.
3. Enable Skip folder to unlink this folder, or disable the option to link the folder again.



It will always apply to the folder itself and all of its subfolders.



Hint

This procedure only works for automatically linked folders. For a folder that is linked individually, proceed as described in Section 6.2.3, „Removing a Folder Link“ instead.

6.2. Manually Connecting Folders

Normally, the Intra2net Groupware Client automatically links its own folders between the server and Outlook:

- Folders created on the server will automatically appear in Outlook
- Folders created in Outlook are automatically created on the server and linked to it.
- Folders deleted locally are also deleted on the server
- Folders deleted on the server are moved locally to the Saved data folder.
- Folder names and their hierarchy are identical in Outlook and on the server

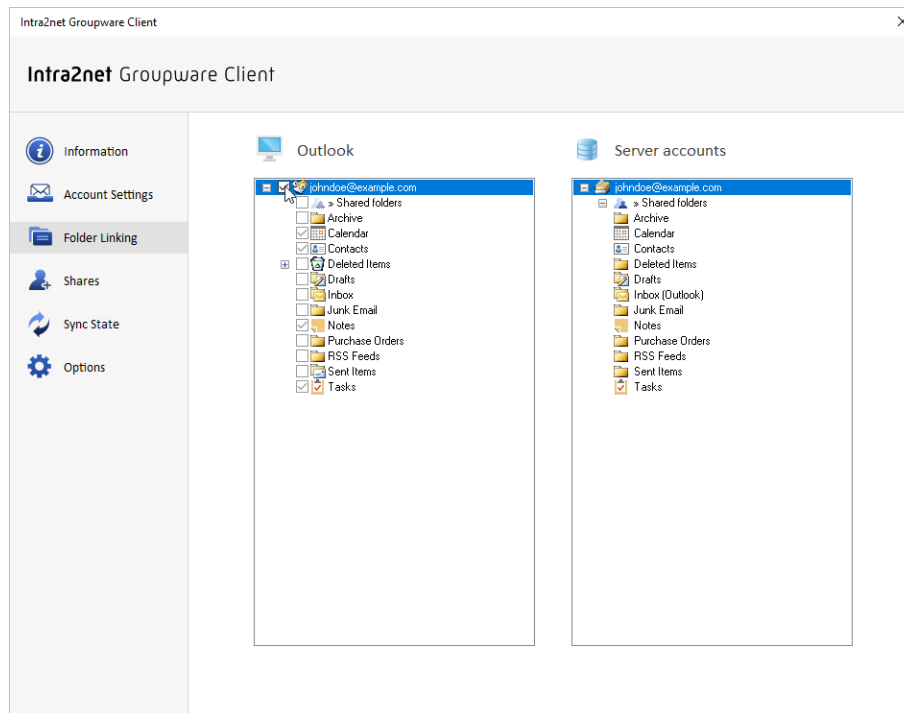
The user doesn't have to manually link folders individually, but doesn't have the option to locally reorganize or rename the folder hierarchy in Outlook, differently from the server.

6.2.1. Switching to Manual Linking

For facilitate this, it is possible to switch off the automatic system and link the folders manually. To do so, proceed as follows:

1. Go to Groupware Client > Folder Linking.

2. Click the root folder on the left side (Outlook) and uncheck the checkbox in front of the name.

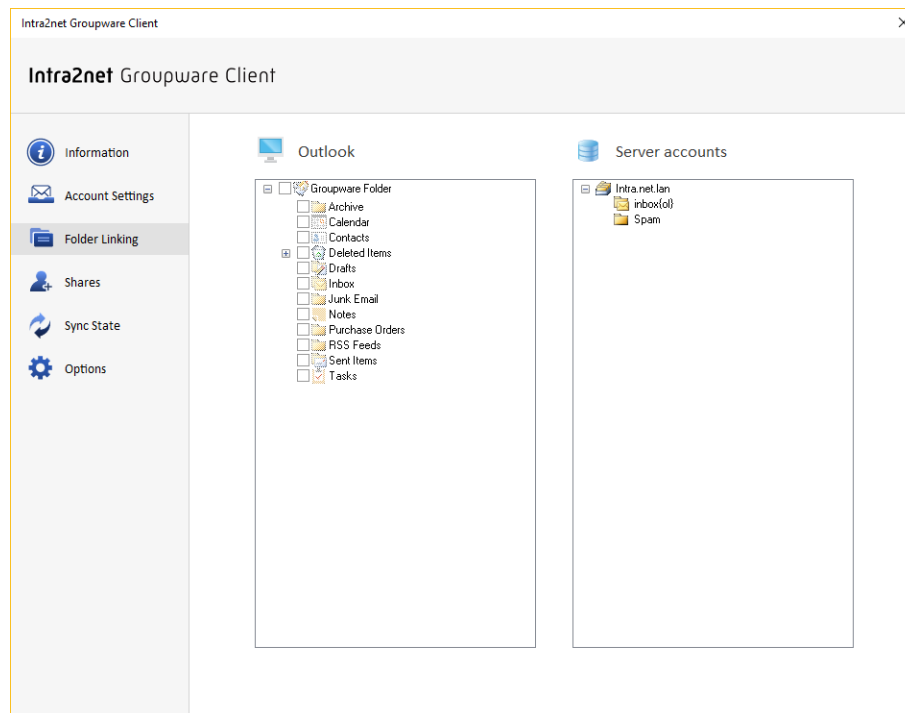


3. You will be asked if you really want to remove the link. Answer with OK.

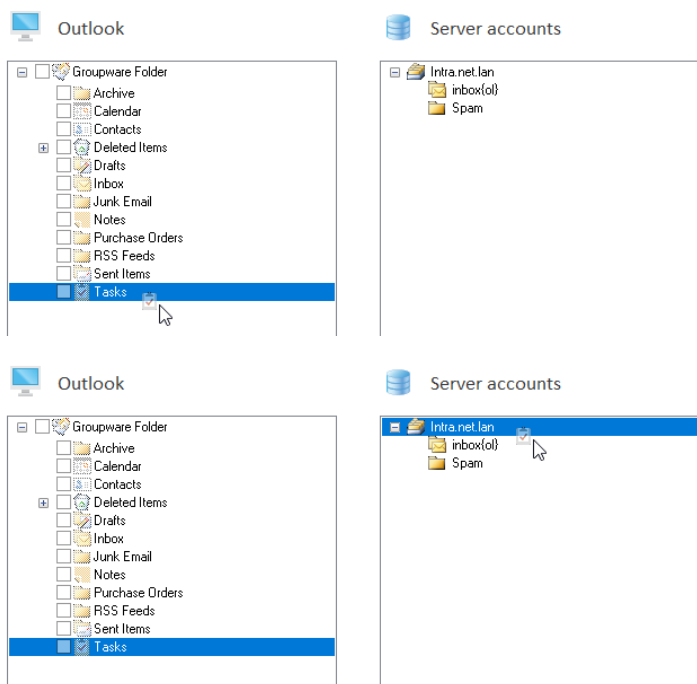
The individual subfolders are still linked as before. However if any new folders are created at the highest folder level, locally or server-side, they will need to be manually linked (if necessary) from this point onward. It is also now possible to unlink individual folders or link them at a different location in the local folder hierarchy than on the server.

6.2.2. Linking an Individual Folder

1. Go to Groupware Client > Folder Linking.
2. On the right side, the user account is displayed on the server, and on the left side, the local folder hierarchy in Outlook.



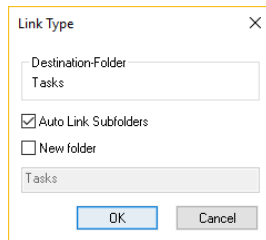
- Click and hold the mouse button on the appropriate folder from the Outlook side (in this case Tasks) and move it to the root folder on the right side of the Outlook page, while ensuring the mouse button is always held down (drag drop). If the folder to be linked is on the server, simply reverse the method.



There will now be a choice of how the link should be configured:

Auto-Link Subfolders	If active, the folder itself and all of its subfolders are linked. If new folders are added or deleted locally in Outlook or on the server, the change is made on the other side.
----------------------	---

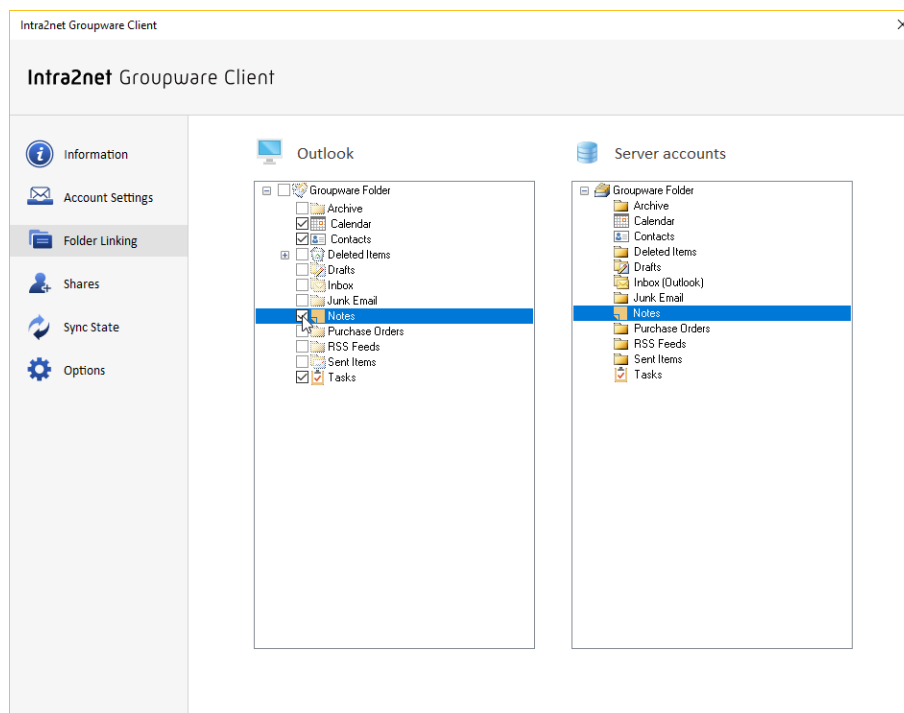
New folder	If enabled, a new folder is created inside the previously indicated folder and connected to the server.
Folder name	If a new folder is to be created, the name can be set here. This allows different names for the same folder to be used locally in Outlook and on the server. For example, the <code>Calendar</code> folder of the user <code>John</code> can be called <code>Calendar John</code> locally in Outlook.



6.2.3. Removing a Folder Link

To unlink a folder, proceed as follows:

1. Go to Groupware Client > Folder Linking.
2. Select the folder which is to be unlinked on the left side (Outlook).
3. Uncheck the checkbox in front of the folder name.



4. Confirm the unlinking

6.3. Folder Hierarchy and `ibx_sub`

In Outlook, the `Inbox` folder is usually found on the same hierarchy level as `Calendar`, `Contacts`, etc. On the IMAP server, the `Inbox` is the root folder of a user, with all other folders such as `Calendar`, `Contacts` etc. as subfolders of the `Inbox`.

The Groupware Client translates these two different concepts and displays the Outlook folders according to the standard Outlook format.

In Outlook, however, it is possible to create subfolders in the Inbox. On the IMAP server, however, there are no differences between subfolders of the Inbox and folders at the same level of the Inbox. If this happens, the groupware client creates a folder called `ibx_sub` on the IMAP server, and stores all Outlook inbox subfolders inside it.

6.4. Folder Options

In the Groupware Client > Options menu, connection options can be set for the email accounts. In particular, it is possible to set the frequency at which individual folders are synchronized with the server in the background.

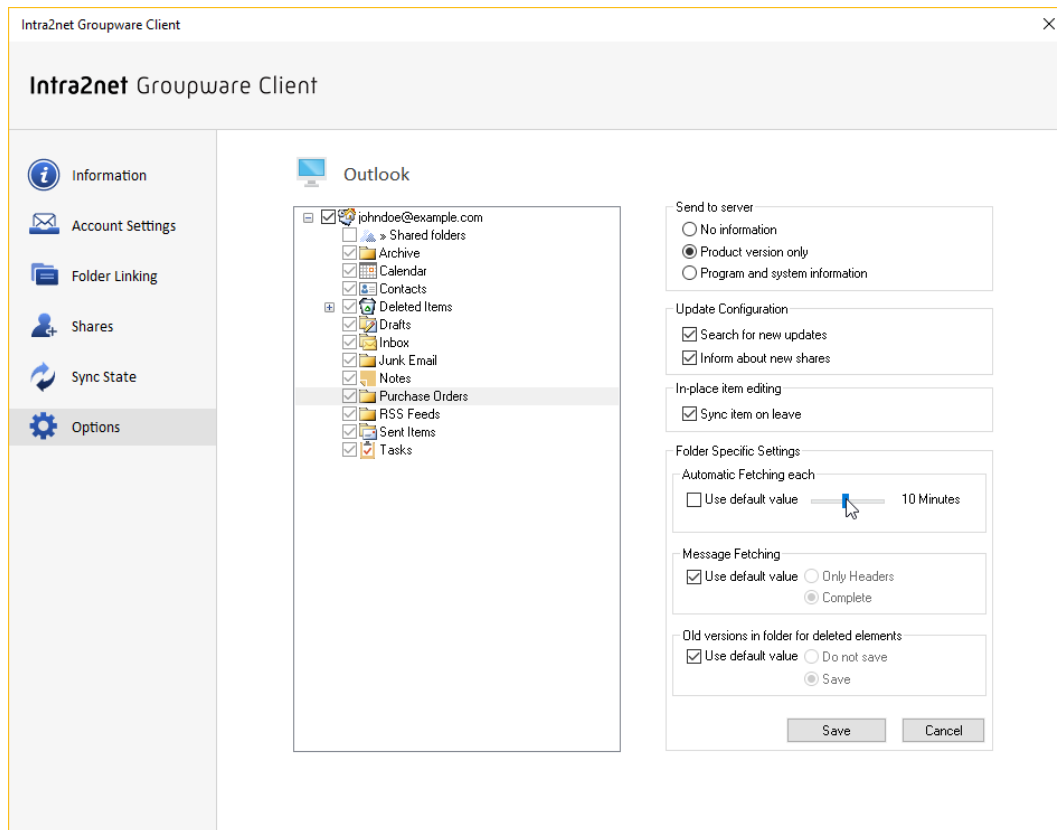
Generally, each folder is synchronized, regardless of the settings here, as soon as the user opens it in Outlook. The currently opened folder is then updated every 5 minutes. In addition to this, all folders are synchronized with the server in the background, at the interval defined for automatic fetching.

By default, each folder adopts the settings of its parent folder. The default synchronization of the root folder is every 45 minutes. To adjust the frequency at which a folder is synchronized in the background, select the folder, uncheck Use default value and set the desired time. All subfolders of this folder automatically adopt the specified time.



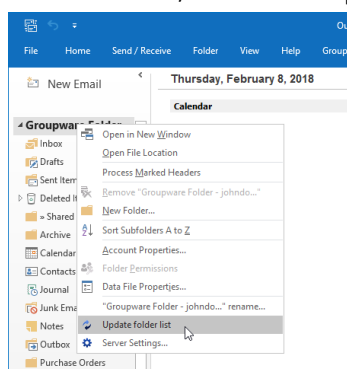
Caution

Synchronizing many folders results in significant load on the server. It is therefore important to ensure that only one or very few folders are synchronized at short intervals per user. If all folders are synchronized every few minutes, the server can easily be overloaded by a few users.



The update interval settings here only affect the synchronization of changes on the server to local Outlook. Changes made locally in Outlook are always immediately written to the server.

The settings for the update intervals here only affect the contents of the folders, not changes to the folder structure. Regardless of the interval set here, these are always synchronized when Outlook is started and every 45 minutes afterwards. The Groupware Client can be instructed to update the folder structure immediately by right clicking on a folder in the Outlook folder list which is managed by the Groupware Client, opening the context menu, and select Update folder list.

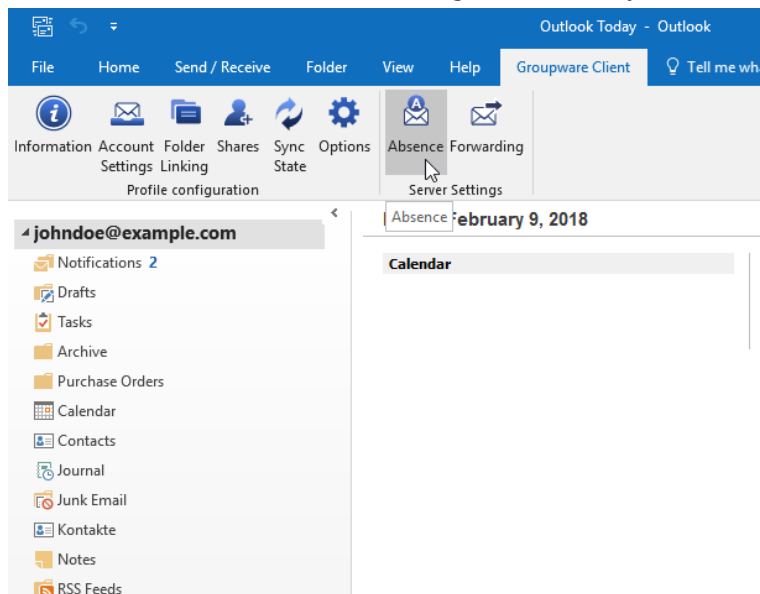


Additional settings for synchronization can be made using the registry. These can be found in Section 11.2, „Advanced Registry Settings“.

6.5. Editing Server-Side Settings

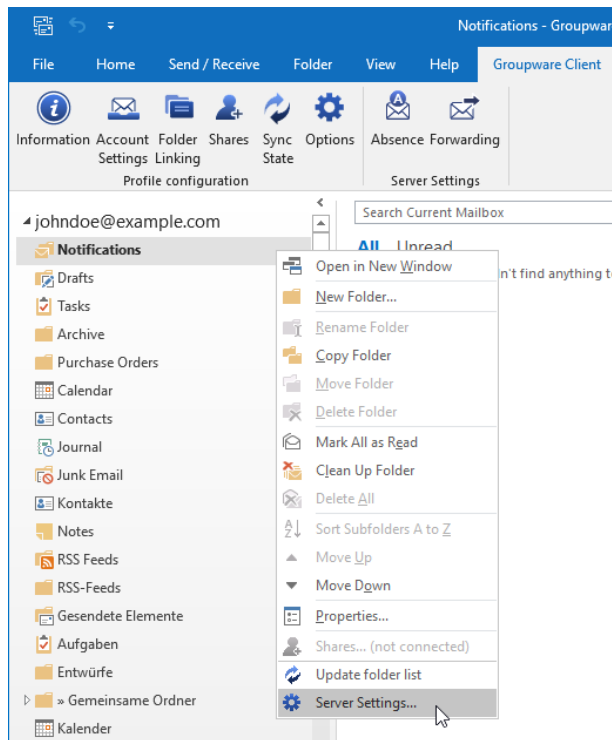
The Groupware Client provides an easy way for users to access their server-side user settings from Outlook. The features such as absence mode, email forwarding, sorting rules and the user-dependent spam filter of the Intra2net system can be configured.

Access is possible through the office menu bar Groupware Client and the corresponding entries in the Server Settings area. These elements open a web browser which displays the corresponding menu items on the Intra2net system. The session is opened directly with the user's access data, so no login is necessary.



If multiple server accounts (data files) are configured, the user is asked in a dialog for which server settings they want to open.

Alternatively, the server settings can be opened using the context menu of each folder in the folder list (right clicking on the folder name) and then using Server Settings option.



For multiple server accounts, the server settings for the account associated with the selected folder are opened.

It is necessary, of course, that the Intra2net system administrator has allowed individual users to configure these settings. This can be set on the server through the Usermanager > Groups : Administration rights menu, e.g. in the `ALL` Group, by adding the pages under Usermanager > Own Profile to the allowed pages.

In addition, a correct SSL encryption configuration is required for access. For errors with the encryption, proceed as described in Section 4.1.1.1, „Procedure for Certificate Errors“.

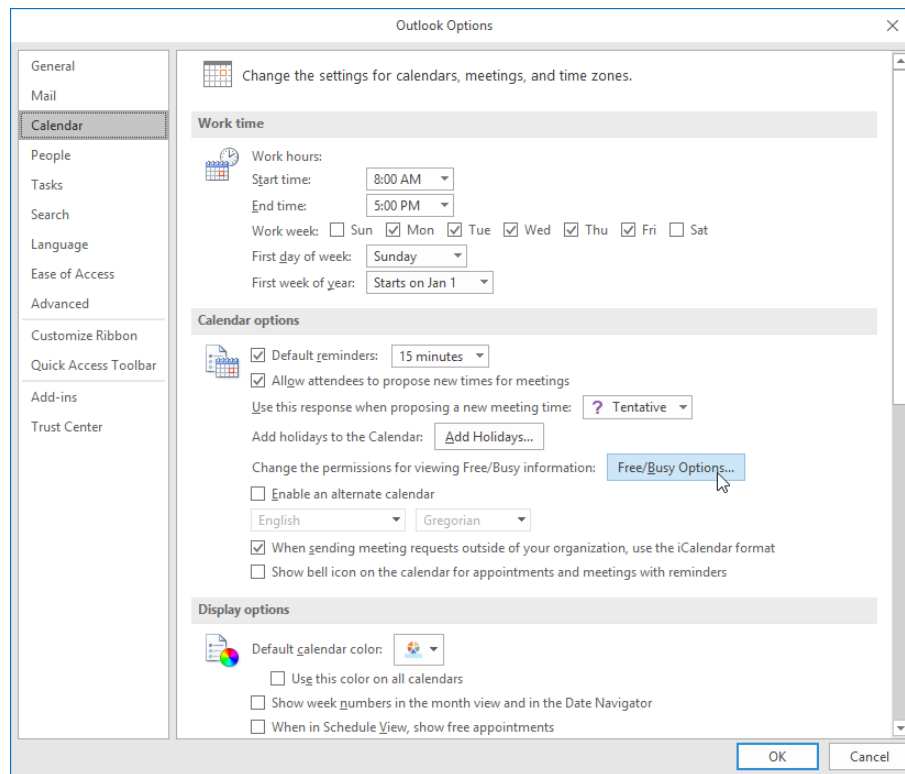
6.6. Use Free/Busy Information

If colleagues have not released their calendars for viewing, it is still possible to determine when they have not entered any other appointments in their calendars, to organize a common appointment. This information is available through the free/busy system.

Before the free/busy data can be used, the correct address must first be specified in Outlook, so it can be retrieved. Proceed as follows:

6.6.1. Outlook 2016, 2013 and 2010

1. In Outlook, go to File and select Options.
2. Go to the Calendar section.
3. Now click on the Free/Busy Options button.

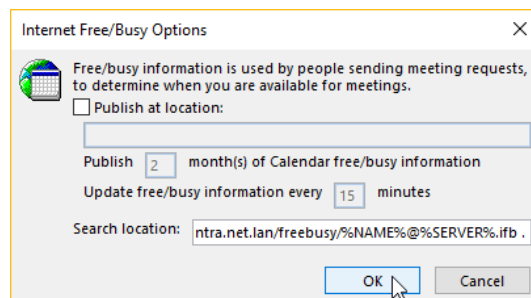


4. Enter the search path into Search location.

The address is **https://intra.net.lan/freebusy/%NAME%@%SERVER%.ifb**.

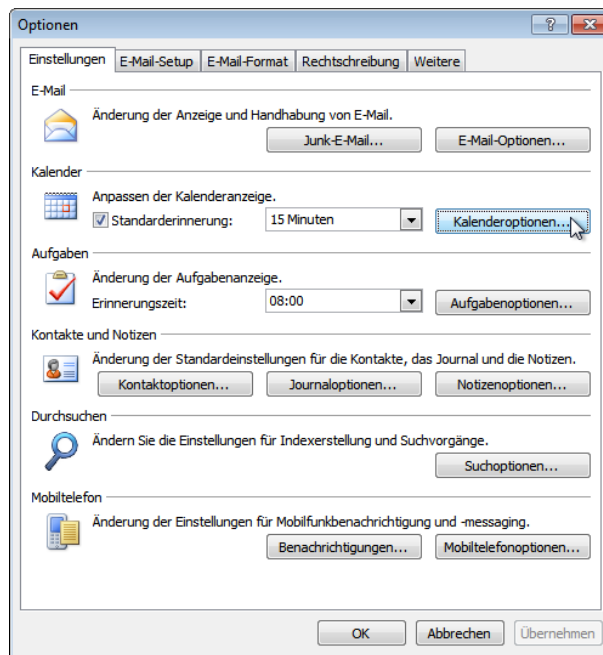
Use the name of the Intra2net system and enter the address as shown here.

Since the Intra2net system automatically generates the free/busy information, the Publish at location check box must be unchecked.

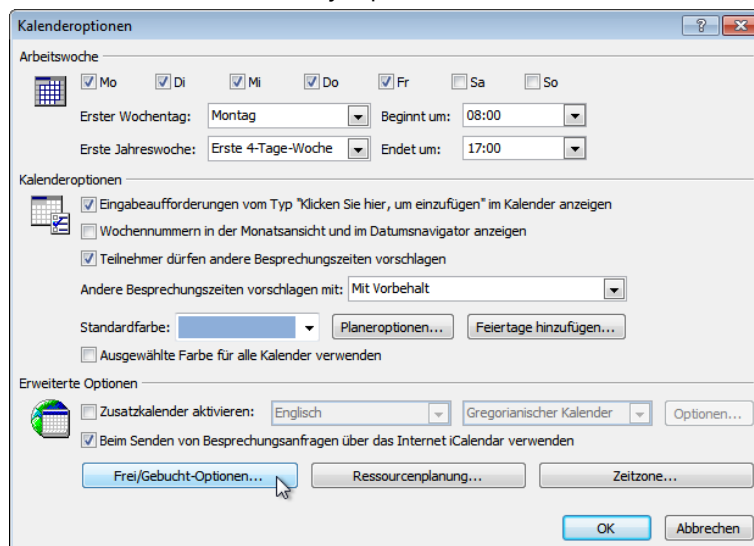


6.6.2. Outlook 2007 and Outlook 2003

1. In Outlook, go to Extras and select Options.
2. Click on the Calendar Options button.



3. Now click on the Free/Busy Options button.

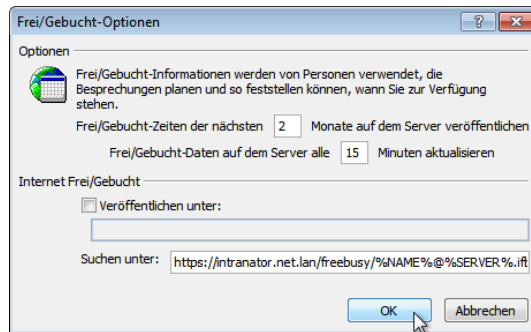


4. Enter the search path into Search location.

The address is **`https://intra.net.lan/freebusy/%NAME%@%SERVER%.ifb`**.

Use the name of the Intra2net system and enter the address as shown here.

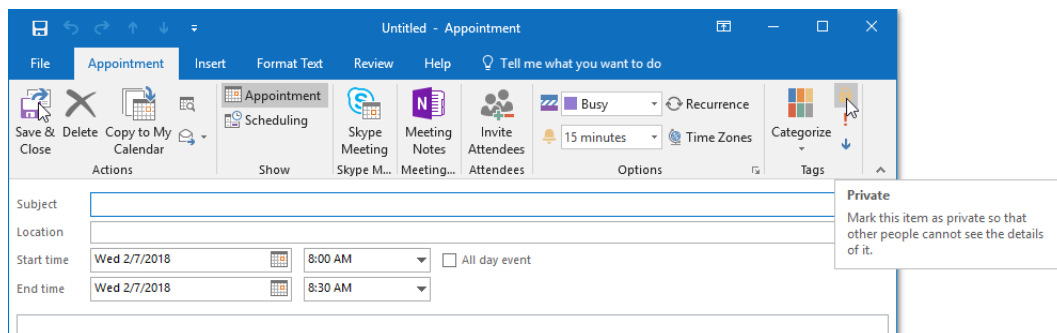
Since the Intra2net system automatically generates the free/busy information, the Publish at location check box must be unchecked.



6.7. Marking as Private

Appointments, tasks and contacts can be marked as "private" in Outlook. Regardless of the access rights to the folder, this data is only visible to the person who set the private identifier. The owner of the data is identified by the user login.

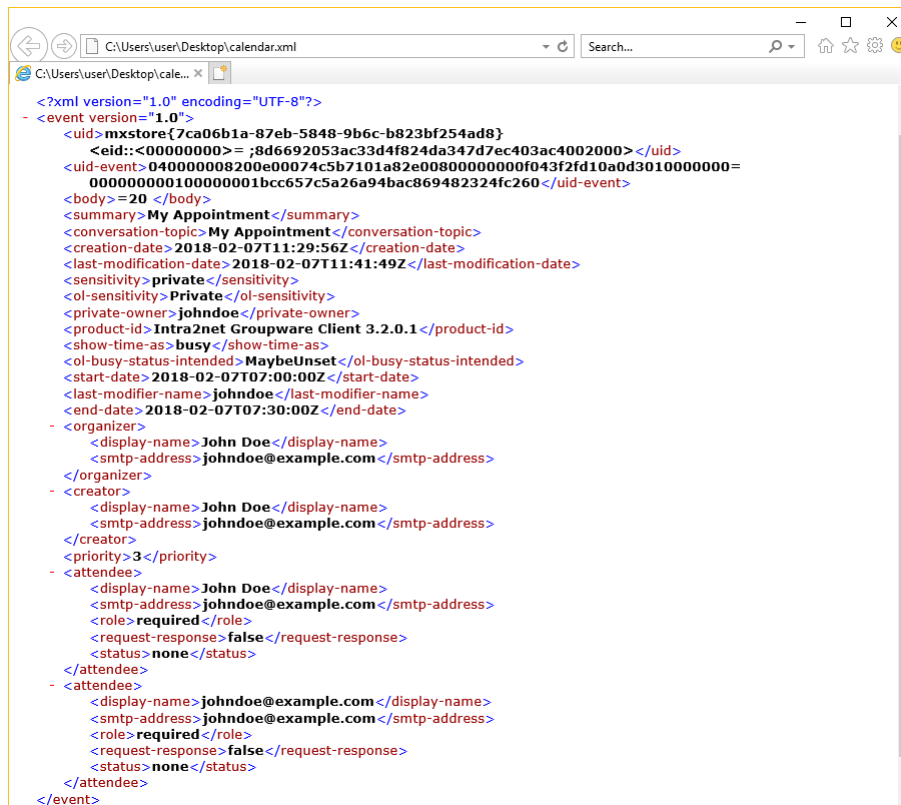
For other users, the data is completely hidden, or for appointments only a placeholder is displayed. See also the settings for CalPrivatePlaceholder in Section 11.2.1, „Store Settings“.



Caution

The private data is only hidden for other users with access rights to the folder, and is not displayed in Outlook. However, this does not mean that others cannot access this data. Marking as private therefore does not meet the usual requirements for security and data protection.

Other users with access rights to the folder can read the data as an XML file via IMAP. The following example shows a private appointment from a calendar that was subscribed to in an email account in Outlook.



As one can see, apart from some not intuitively understandable information, all relevant dates of the appointment are readable in plain text.

As a secure alternative, it is advisable to alternatively create a separate folder for private data, and not to share it.

6.8. Reminders in Shared Folders

Outlook can give reminders of deadlines for appointments and tasks. If a folder is shared by several users, the reminders are handled individually for each user.

Each user can place any number of reminders on each groupware item, and they will appear only on their own due date. The user login is used to identify the user, so the reminders also work if a user works at different PCs.

The only exception is when a user creates a new appointment or task and enables reminders at the same time. In this case, the reminder is made for the creating user, and one for the owner of the folder. This way, for example, a secretary can create an appointment with a reminder for their boss.

A later change to the reminder only affects the user who made the change.

The values **InitialReminderSetting** and **ReminderChangesHandling** in the registry can be used to further change functionality. Details can be found in Section 11.2, „Advanced Registry Settings“.

6.9. User-Defined Fields in Contacts

Outlook allows users to create custom fields for contacts in addition to the predefined fields (Menu bar Contacts > Show > All fields, select from *User-defined fields in this item*). These can be created by contact folder and then filled with specific content for individual contacts.

The Intra2net Groupware Client can also synchronize these user-defined fields to the server and thus make them usable across different workstations or users. However, a definition file for these fields must be available on all workstations before they can be used for the first time.

The definition file is an XML file, called `userdefined_sync_fields.xml`, and by default it is located in the program folder where the Intra2net Groupware Client is installed. However, the path of this file can be changed in the registry by setting **syncTemplates-FilePath** (see Section 11.2, „Advanced Registry Settings“).

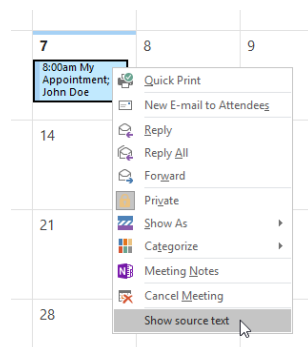
With the Intra2net Groupware Client, an example file is provided as `user-defined_sync_fields_template.xml`, which contains a detailed description and examples of how to create user-defined fields. Copy this template file to `user-defined_sync_fields.xml` and open it with an XML editor (such as Oxygen [<http://www.oxygenxml.com/>], EditiX [<http://www.editix.com/>] or XMLSpy [<http://www.altova.com/xmlspy.html>]). Everything else is described in the sample file.

The user-defined fields can currently only be accessed with the Intra2net Groupware Client. They cannot be edited or displayed in the web groupware or via ActiveSync.

6.10. Showing Item Source Text

To analyze coding problems and other similar matters, it is possible to view the items in the source text. The header of the items is also displayed here.

To display the source text, right-click the item to open the context menu and select Show source text.



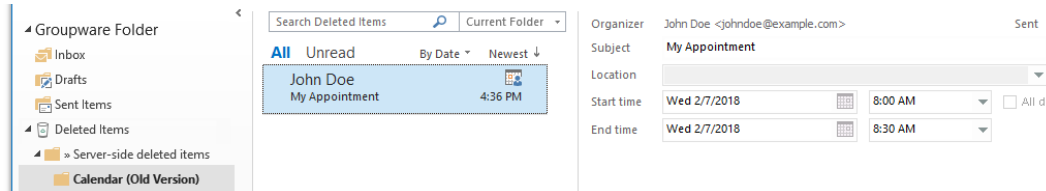
6.11. Backup Folders

If local items are deleted or changed by server functions or linking operations with the server, the Intra2net Groupware Client saves the original versions to special folders. The different types of backup folders for this feature are described below.

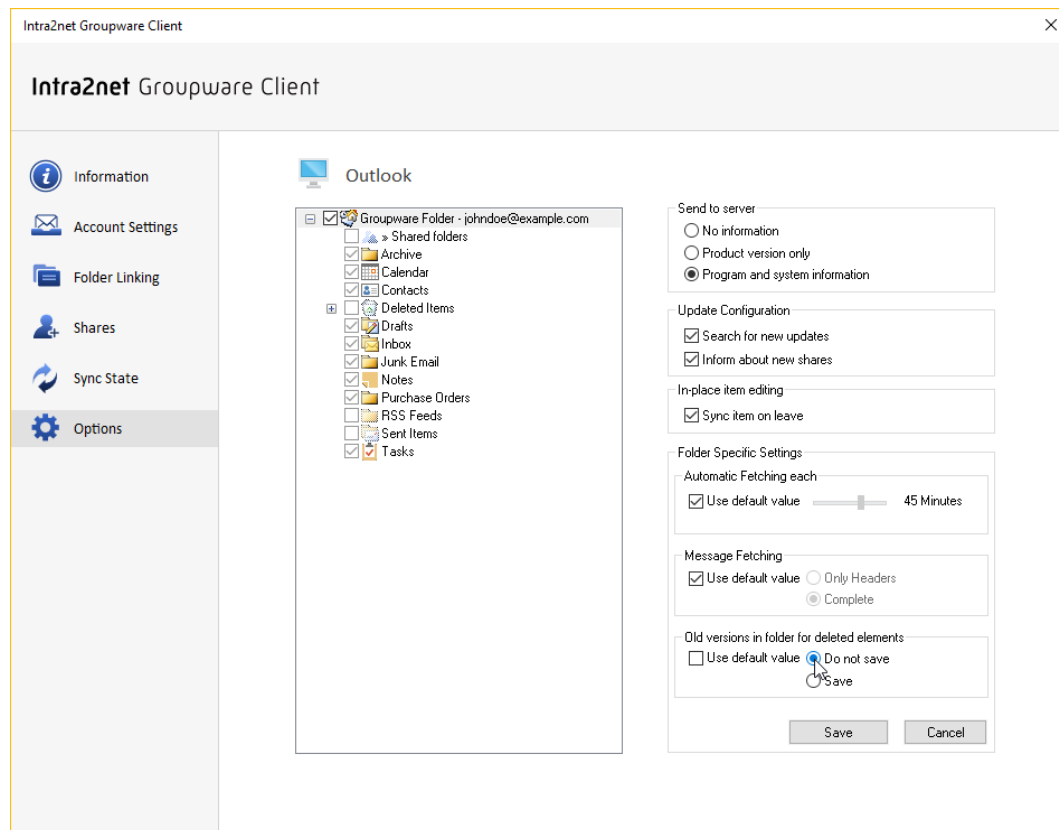
6.11.1. Server-Side Deleted Items

If an item is deleted or modified at another computer, the original item is saved locally. For this purpose, a Deleted Items folder and a folder with the name of the original folder with an (Old Version) identifier are created. This is where the old version is stored. If necessary, the old versions can be restored from these folders using Drag & Drop.

Since these folders are located within Deleted Items, the normal Outlook system works to clean up these folders regularly (deleting items on closing or deleted by AutoArchiving).



If server modified items are not to be saved locally this function can be disabled. This is done using the Old versions in folder for deleted items in the Groupware Client > Options menu. There, the properties can be configured for each folder individually, or by changing the root folder for all folders.



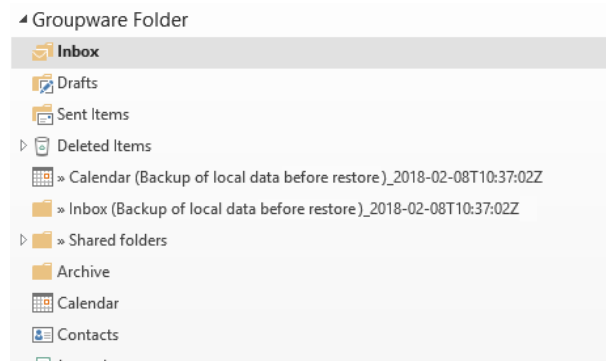
6.11.2. Backup Data after Restore

If a folder on the server is deleted and replaced by a new folder with the same name, the Groupware Client detects this. This happens especially when a backup has been restored on the server, which replaces the user's previous data.

All local items will then be moved to the backup folder and everything that is now available on the server will be freshly downloaded. A folder called Backup of local data before restore is created in Outlook. Inside this folder are the backup folders with the name of the ori-

ginal folder and a timestamp. The timestamp specifies the time at which the groupware client detected the folder restore on the server and not the time at which the folder restore on the server took place.

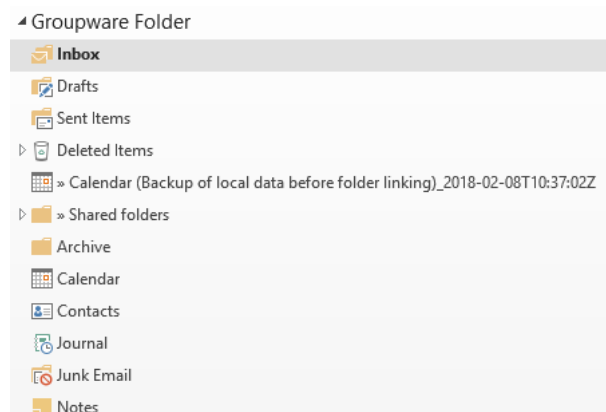
These backup folders on the client are not automatically deleted. After restoring a backup on the server, we therefore recommend waiting for several days before asking users whether they have all of their data. Afterwards, the backup folders should be manually deleted on all clients.



6.11.3. Backup of Local Data Before Folder Linking

If folders are re-linked, a locally existing folder must be empty before it can be connected to a folder on the server. If the local folder is not empty, the user can either abort the link process or create a local backup folder. If the user decides to link and create a backup folder, it appears locally in the same hierarchy level as the linked folder. It receives (backup of local data before folder linking) and a time stamp attached as identifier.

This backup folder contains all of the data that existed in the local folder before the link was made. We recommend that the user manually goes through this backup folder and drags missing data on the server to the folder that is now connected to the server. The backup folder on the client should then be deleted. The backup folder is not automatically deleted on the client.



6.12. Advice to the User

The Groupware Client informs the user about special events, errors etc. by creating emails to the user in the inbox. These emails are identified by the special sender "Intra2net Groupware Client".

For example, such notices are generated when new rights are given to the user:

Intra2net Groupware Client

Permissions: Overview of access rights to server folders for: johndoe

Conversation Access rights
Posted On Tue 2/20/2018 12:39 PM
Posted To Inbox

This email was generated automatically by the Intra2net Groupware Client.

Overview of the access rights for the account johndoe
on the server intra.net.lan:993

Available permissions:

- /user/t.schuster/Calendar
 - johndoe: Read, Write, Folder, Flags

The notes on new rights can be configured with ACL_ChangeNotification in the registry. See Section 11.2.1, „Store Settings“.

The emails with notes are only stored locally in the Groupware Client and are not synchronized to the server.

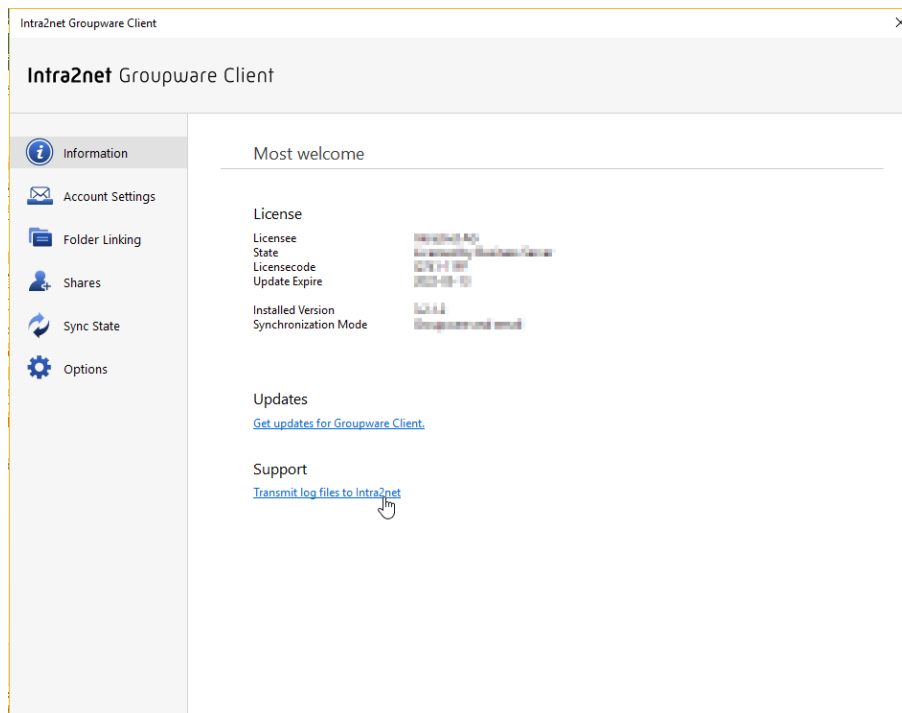
6.13. Log files

By default, the groupware client logs internal details about the user's accounts, shares, data synchronization and user actions. In the event of an error, this data is the basis for reconstructing the events, the possible causes and possibly the recovery of data.

By default, the log files are stored in %LOCALAPPDATA%\Intra2net, which usually points to the hidden directory AppData\Local\Intra2net below the user's profile directory. The files are rotated daily, or if you exceed 170 MB, and kept for 14 days by default. The default values and the scope of the logs can be adjusted via the registry, see Section 11.2, „Advanced Registry Settings“.

6.13.1. Submitting log files to support

If Intra2net Support asks you to send the log files of the groupware client, the easiest way is to use a special function in the menu Groupware Client > Information. You need the ticket number of the support case.



7. Chapter - Advanced Email Configuration

7.1. Retrieve Emails Completely or Only Headers

Using the Message Fetching button in the Groupware Client > Options menu, it is possible to specify whether new emails in a folder should be retrieved immediately or only the headers. As soon as the user clicks and opens an email in Outlook with only the headers, the download of the complete content automatically starts in the background.

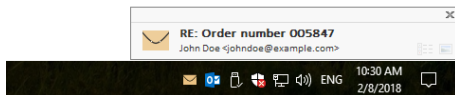
Each email folder allows for individual selection of whether new emails are always downloaded completely or only the headers. The default setting for newly connected folders is Complete. To change the default setting, adjust the root folder settings.

The advantage of only downloading headers is that they require less space in the data file on the local system. A smaller data file often results in faster response times from Outlook.

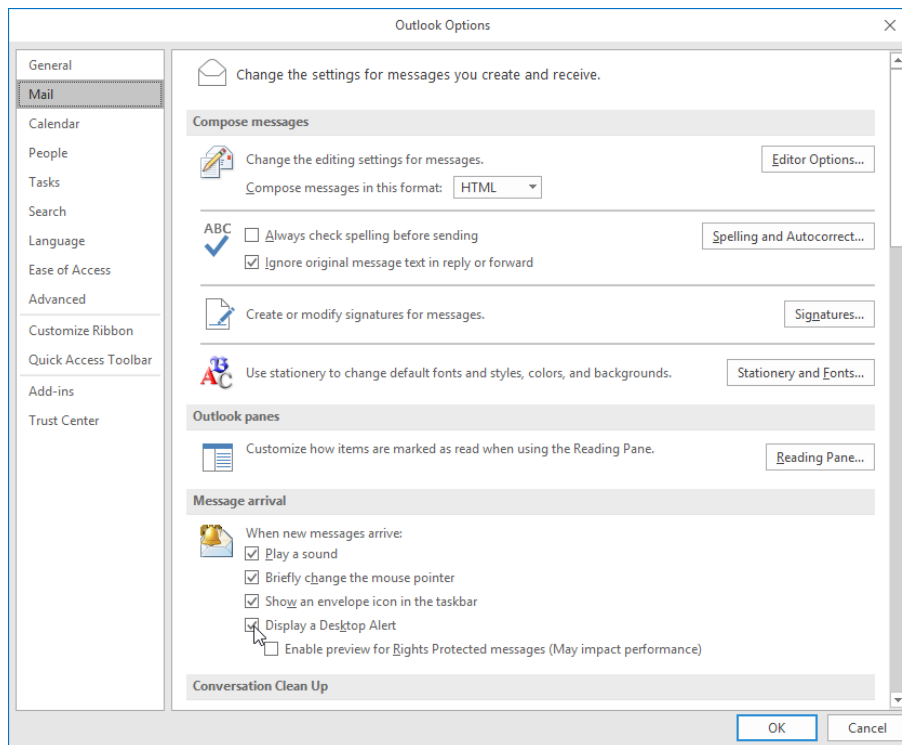
The disadvantage of downloading only as headers is that Outlook cannot search the content of emails that have not yet been downloaded completely. A connection to the Intra2net system is also necessary for reading an email. Moving or copying emails to or from another data file or folder of another server account is only possible once the complete email is locally available.

7.2. Notification of New Emails

The user can be notified with desktop notifications when new emails arrive at one of the Inbox folders. They appear at the bottom right of the screen and display the sender and subject of the newly received emails.



Desktop notifications can be enabled or disabled under File, Options, Mail, in the Message arrival section



Desktop notifications display a maximum of 3 new emails. If new emails arrive within 60 seconds of the last desktop notification being displayed, no further desktop notification will be displayed for them, to avoid distracting the user with too many notifications. No notification is displayed for emails that are already marked as read. This also applies to emails that have been on the server for more than 2 hours.

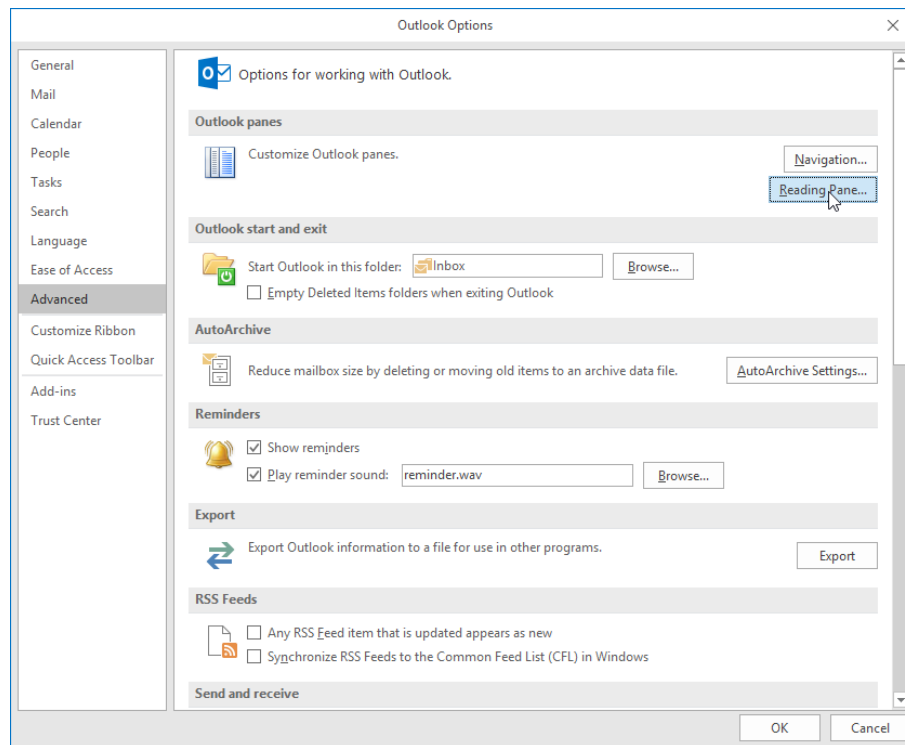
These settings can be adjusted through the registry, see Section 11.2.2, „Addin Settings“.

7.3. Marking Moved Emails as Read

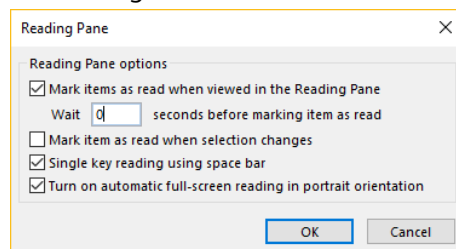
By default, Outlook will mark an email as read once it has been displayed as a preview, and the user has selected another email. However, if the next email is not directly selected, but the currently displayed email is moved to a different folder, the still unread-marked email will be moved. The moved email will then continue to be marked as unread, even if another email is selected.

In order to avoid this scenario, the Read Marker options need to be adjusted as follows:

1. Open File, Options, and go to the Advanced tab.
2. In Outlook Panes, open Reading Pane.



3. Enable Mark items as read when viewed in the Reading Pane and select a waiting time of e.g. 0 seconds to immediately mark as read.



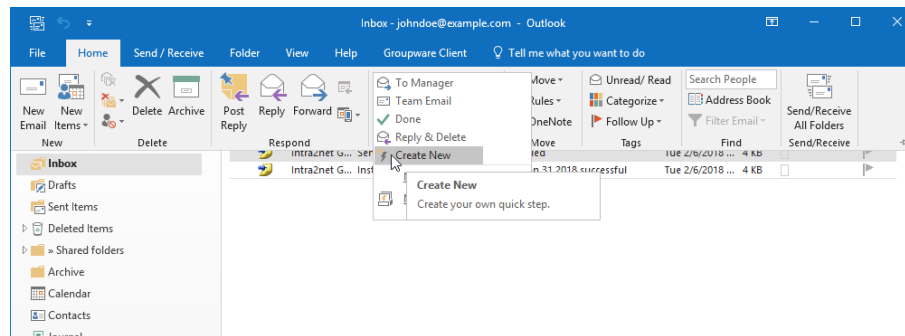
7.4. Email Reminders and Tracking

Outlook provides the ability to define email reminders and create a list of emails to be processed at a later date (tracking feature). This is not possible with the groupware client. In addition, such reminders and tracking information generally cannot be relayed to mobile devices.

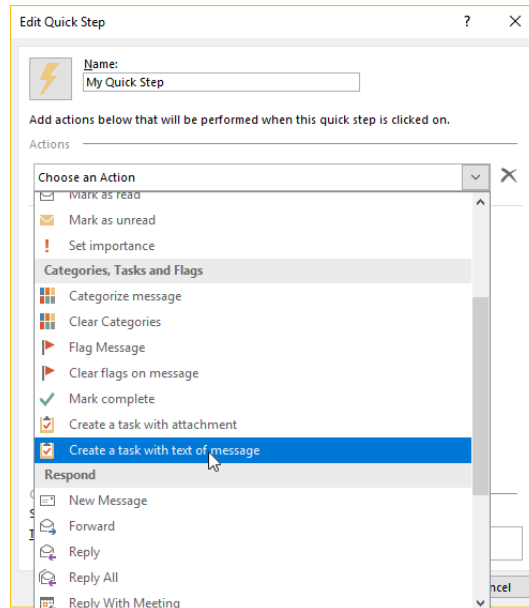
Therefore, we recommend creating a separate task for the email, instead of using the Tracking feature. This can then be used in Outlook, the web groupware, and on devices connected via ActiveSync. If necessary, it can even be shared with and edited by other users, e.g. in case of substitution.

With Outlook 2010 and later, it is possible to automate the creation with QuickSteps function. Proceed as follows for the one-time setup:

1. Right click on any existing QuickStep and select Create New.

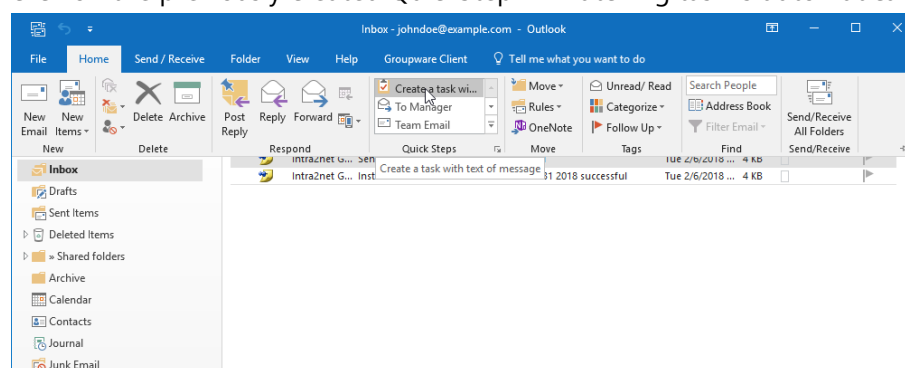


2. Choose Create a task with text of message.



3. Save the QuickStep by clicking Finish.

The QuickStep is now set up and ready to use. To do so, open the relevant email and click on the previously created QuickStep. A matching task is automatically created.



7.5. Read receipts

The SMTP standard provides that a sender of an e-mail can request an automatic read confirmation (Message Disposition Notification (MDN)) from the recipient. Outlook supports this and offers the possibility to set the handling in the e-mail options. By default, the user is asked whether a read confirmation should be sent or not.

However Intra2net has experienced that Outlook does not fully consider this option and in some cases still sends read confirmations to the sender without being asked. This was mainly observed with regard to moving or deleting e-mails. Outlook then answered old e-mails with "Your message has been deleted without being read" without asking the user.

In addition, the groupware client has to delete emails for a correct function and replace them with new versions, e.g. if another user or device has changed the email. This method does not work for emails with read confirmation, since Outlook would ask the user to send the read confirmation each time such a change is made to an email.

Therefore, the Groupware Client removes the request for read receipts from all incoming emails.

If the sending of read confirmations should be absolutely desired, the removal of the read confirmations can be suppressed at the user's own risk by setting the registry value `Md-nAllow`. For more information about the registry, see Section 11.2.1, „Store Settings“.

8. Chapter - Compatibility and Collaboration

8.1. Personal firewalls on the Client

The Intra2net Groupware Client must be able to access the Intra2net system via IMAP/IMAPS, SMTP and HTTP/HTTPS from the Outlook process. Therefore, the corresponding ports must be opened in the firewall of the client.

If the firewall is running in learning mode, please note that HTTP/HTTPS is only required for calendar changes, requests of free/busy lists, and configuration of forwarding and absence automation.

8.2. Virus Scanner on the Client

Virus scanners installed on the client often interfere with the system in an attempt to catch viruses. This can lead to conflicts with the Intra2net Groupware Client.

If there is a problem synchronizing and an anti-virus scanner is running on the client, try disabling IMAP scanning first. New emails first pass through the Intra2net system and its own virus scanner, so there is no additional risk.

Find more detailed information about several products (without guarantee):

Developer	Product	Necessary Procedure
Avast	All Antivirus Products	No change necessary
AVG	Antivirus Business Edition	Disable personal email scanner (for all other email applications)
Avira	All Antivirus Products	Disable scanning of the IMAP protocol, disable Outlook add-in
Eset	NOD32 Antivirus	Disable scanning of the IMAP protocol, disable Outlook add-in
F-Secure	Internet Security	No change necessary
G Data	All Antivirus Products	Disable Outlook Add-in
Kaspersky	Internet Security	Disable Outlook Add-in
McAfee	All Antivirus Products	No change necessary, as it is no longer scanning at IMAP level (McAfee KB52786)
Symantec	Norton AntiVirus	No change necessary, as it is no longer scanning at IMAP level
TrendMicro	Titanium	No change necessary, as it is no longer scanning at IMAP level

8.3. Compatibility with PDAs and Mobile Phones

If possible, use the Intra2net system's ActiveSync function to establish a direct connection between the Intra2net system and the mobile device without going through Outlook. This allows data on the mobile device to be updated while on the move. Furthermore, Outlook will not need an add-in which may cause problems.

The configuration of ActiveSync between the Intra2net system and mobile devices can be found explained in Intra2net Administrator Manual, 32. Chapter, „Connecting Mobile Devices using ActiveSync“.

8.4. Other Programs

We recommend that you do not use the Intra2net Groupware Client together with the Microsoft Business Contact Manager, as synchronization problems may occur with certain configurations.

Using programs that synchronize data stored in Outlook with other databases in either direction can lead to undesired results when using the Groupware Client. Typical effects in this context are permanent changes, duplicates, and the loss of changes made in Outlook.

Compatibility with other add-ins or plugins for Outlook is not guaranteed.

8.4.1. Incompatible Addins

The following Outlook add-ins have shown errors:

- Avira Antivirus Premium
- CardScan Microsoft Outlook Add-In
- d.3 Smart Outlook (d.Velop AG)
- Emsisoft Anti-Malware
- Evernote for Outlook Add-In
- G Data AntiVirus
- iTunes Outlook AddIn (Apple)
- Kaspersky Small Office Security
- Nuance PDF Converter Add-In
- Outlook Change Notifier AddIn (Apple)
- Panda Internet Security Antivirus Add-In
- Powerbird
- Skype Meeting Add-In
- TeamViewer Meeting Add-In
- TrendMicro Worry Free Business Security

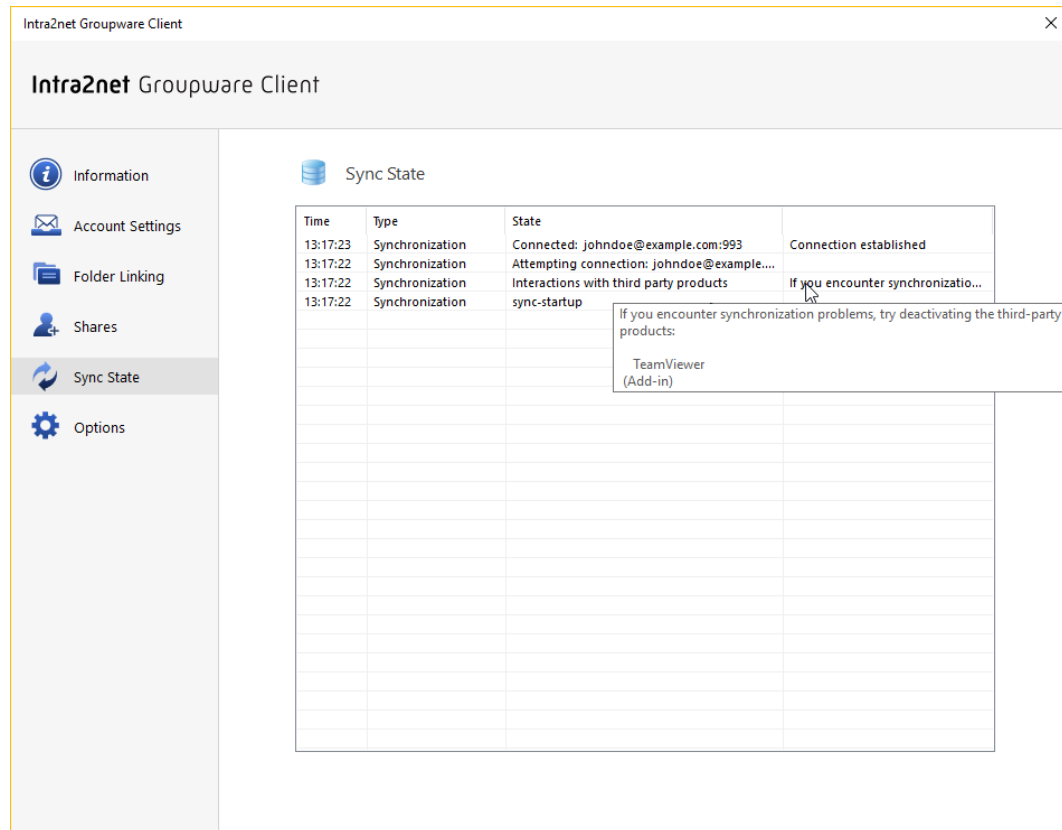
We advise against using these add-ins together with the Groupware Client.

If one or more of these add-ins are installed or active in Outlook, deactivate them under File, Options, Add-Ins before you set up the Groupware Client.

8.5. Automatic detection of compatibility problems

The groupware client contains a module that tries to automatically detect possible compatibility problems with third-party products. If a possible incompatibility is detected, the user receives a one-time message with the names of the affected programs or add-ins in the inbox.

Additionally, possible compatibility problems and the affected programs are always displayed in the menu Groupware Client > Sync State.



The detection of possible compatibility problems can be deactivated via the registry, see Section 11.2.1, „Store Settings“.

9. Chapter - Migrating Emails with IMAPCopy

If large amounts of emails are to be transferred from an existing email server to the Intra2net system, IMAPCopy is usually the fastest way. IMAPCopy automatically copies the emails from one IMAP server to another, and can process multiple accounts at once.

This means that the existing email server must be accessible via IMAP protocol. For some groupware servers, such as Tobit David or Microsoft Exchange, the IMAP service may need to be activated first.

IMAPCopy is open source and can be downloaded from the following URL:<http://ardiehl.de/imapcopy/index.html>.



Unpack the program into a separate directory. It is managed by the `ImapCopy.cfg` file. A suitable sample file is included. Open it with a text editor and edit it. Lines starting with `#` are comment lines and are ignored by the program.

Customize the following commands in the file:

SourceServer	The DNS name or IP of the source server from which the emails are to be retrieved
SourcePort	The TCP port used to communicate with the IMAP service on the source server. Usually <code>143</code> .
DestServer	The DNS name or IP of the destination server. The name of the Intra2net system.
DestPort	The TCP port for the IMAP service of the destination server. For the Intra2net system it is always <code>143</code> .
skipfolder	Folders on the source server that are not to be copied. If necessary, one or more items can be added to prevent deleted emails from being copied. For each folder to be excluded, use a "skipfolder" command in a separate line.
copyfolder	If only certain folders are to be copied, activate this command and specify the folders to be copied in individual "copyfolder" commands. If no "copyfolder" command is specified, all visible folders within <code>INBOX</code> are automatically copied.
DenyFlags	Use the default value <code>"\Recent"</code> because this flag cannot be copied.
Copy	Specify each account to be copied in a "Copy" command and replace the example lines with foo and bar. The 1. parameter is the user's login on the source server The 2. parameter is the password of the user on the source server The 3. parameter is the login of the user on the Intra2net system The 4. parameter is the password of the user on the Intra2net system Several copy commands are processed one after the other.

To run IMAPCopy, open a console with `cmd` and use `cd` to go to the directory where IMAPCopy was unpacked.

First test the basic configuration by entering `imapcopy -t`.

The program progress and any error or success messages are displayed on the console. Only if you have opened IMAPCopy as described in a separate console, you can still see these messages after the program has finished.

The program now checks the availability of the source and target server as well as the logins. If errors are displayed, adjust the configuration file and test it again.

Test the folder structure detection by entering `imapcopy -0`.

The program now tries to import all folders from the source server and create them on the Intra2net system. However, no emails are copied yet. Using the Intra2net system's web groupware, check whether all of the folders have been created correctly. If necessary, adjust the configuration on IMAPCopy.

Now start the actual email transfer by entering `imapcopy`.

10. Chapter - Migration from Microsoft Exchange

To migrate from Microsoft Exchange to the Intra2net Business Server and Groupware Client, there are 2 possibilities:

The first is offline migration, where neither of the two servers can be used during the migration. The migration must be carried out in a single step and cannot be interrupted. This variant is simpler and faster, but can usually only be implemented outside of normal business hours.

Alternatively, there is the migration during operation. This variant is somewhat more complex, but can be implemented during operation and with only very minor restrictions for the users. This moves one user at a time. This means that the migration can be extended over a period of several days.

10.1. Offline Migration

With this method of migration, neither the existing Exchange nor the new Intra2net system can be used for email and groupware, and new emails cannot be received. Therefore, make sure that the relevant users coordinate the date well in advance and schedule enough time.

Requirements:

- Fully functional Microsoft Exchange Server
- Intra2net Business Server in default configuration
- Administrator rights for Exchange Server, Active Directory Domain and Intra2net Business Server
- List of all users and their passwords in the local Active Directory
- Access to the existing Outlook installations of all users
- When fetching emails from an external provider via POP3: List of all logins and passwords for email retrieval.

10.1.1. Migration Step-by-step

1. Set up the Intra2net Business Server to have at least one IP on the LAN, DNS, appropriate local SSL certificate and access to the Internet. It requires a different IP than the former Exchange Server so that both can communicate with each other during migration. The configuration of the individual points is described in the Intra2net Administrator Manual, Part 2, „General Functions“.
2. Create an account on the Intra2net system for all users. If required, create user groups. This is especially recommended to make it easier to organize sharing emails and groupware folders at a later stage.
3. Browse each user in Active Directory and take over existing email alias addresses to Usermanager > Users : Addresses on the Intra2net system.

4. Deactivate the receipt of any new emails and access via OWA. Do not allow any user to open Outlook. From this moment on, no user can make further changes to the groupware or email data.
5. Create a backup of all emails and groupware data on the Exchange Server.
6. Wait until the backup has been fully created and copy it to another server, for safety reasons.
7. If it is not already done, configure and enable access to emails on the Exchange Server via IMAP protocol.
8. Use IMAPCopy to copy the emails of all users from Exchange to the Intra2net system. A description of how to use IMAPCopy is described in 9. Chapter, „Migrating Emails with IMAPCopy“.
9. Open the Outlook installation of the first user.
10. Create a local Outlook data file that contains all groupware folders (not necessarily the user's email folders). To do this, use the Outlook Import/Export function.
11. Install the Intra2net Groupware Client on the user's PC.
12. Create a new Outlook profile for this user and configure it for use with the Intra2net Groupware Client as described in Section 2.1, „Installing the Program“ and the following sections.
13. Transfer the groupware data from the previously created local Outlook data file as described in Section 4.2.1.2, „Importing to the Groupware Client“.
14. Check if there are users from the local domain in the contacts folders. If so, then the email addresses of these users must be changed from internal Exchange addressing to normal email addresses.
15. Repeat steps 9 to 14 for all users.
16. Migrate the public folders as described in Section 10.2.3, „Shared Folders“.
17. Disable Exchange Server completely, and permanently.
18. Configure how to send and receive new emails in the Intra2net system as described in Intra2net Administrator Manual, 15. Chapter, „Email“.

10.2. Migration During Operation

With this variant of the migration, users can continue to work almost as usual during the migration. The users are migrated one by one from Exchange to the Intra2net system.

The only limitation is that the individual user currently being migrated cannot work in Outlook during their migration. However, it is still possible for them to receive emails. The emails received during the migration can then be used as normal. In addition, during the migration phase, shared resources such as public folders or shared folders cannot be accessed across system boundaries.

Requirements:

- Fully functional Microsoft Exchange Server
- Intra2net Business Server in default configuration
- Administrator rights for Exchange Server, Active Directory Domain and Intra2net Business Server
- List of all users and their passwords in the local Active Directory
- Access to the existing Outlook installations of all users
- When fetching emails from an external provider via POP3: List of all logins and passwords for email retrieval.

10.2.1. Preparing for Migration

1. Set up the Intra2net Business Server to have at least one IP on the LAN, DNS, appropriate local SSL certificate and access to the Internet. It requires a different IP than the former Exchange Server so that both can communicate with each other during migration. The configuration of the individual points is described in the Intra2net Administrator Manual, Part 2, „General Functions“.
2. Ensure that on the Intra2net system, under User manager > Users, no accounts have been created yet for normal users.
3. Configure email dispatch via the Intra2net system, see Intra2net Administrator Manual, Section 15.1, „Email Relay“.
4. In Exchange, store the Intra2net system as a relay server for sending all emails to the Internet.
5. Configure receiving emails via the Intra2net system and forward the emails to the Exchange. See Intra2net Administrator Manual, Section 15.3, „Receive emails using the Intra2net system“ and Intra2net Administrator Manual, Section 15.4, „Forwarding of entire domains“.
6. Test the receipt and dispatch of emails with the new configuration.
7. Test sending internal emails from Exchange to the Intra2net system. Use the login as the address and the fully certified local DNS name of the Intra2net system as the domain, e.g. `admin@intra.net.lan`. Check the Intra2net system's web groupware to see if the test email arrived.
8. If it is not already done, configure and enable access to emails on the Exchange Server via IMAP protocol.
9. If one or more users have mobile devices connected to the Exchange Server via ActiveSync, prepare them for ActiveSync use with the Intra2net system as described in Intra2net Administrator Manual, 32. Chapter, „Connecting Mobile Devices using ActiveSync“.
10. Configure email archiving on the Intra2net system by going to Services > Email > Archiving. Archive either in a dedicated archiving system or at least in a separate email account. This will serve as a backup for newly received emails if something goes wrong during the migration.

11. Create a backup of all emails and groupware data on the Exchange Server.
12. Wait until the backup has been fully created and copy it to another server, for safety reasons.

10.2.2. Migrating Individual Users

Perform the following steps for each individual user.

1. Create the user with their access data and group membership on the Intra2net system.
2. Configure the user's email addresses under User Manager > Users : Addresses. Specifically, select the domains forwarded to the Exchange. From this moment on, new emails from the Internet to this user will arrive at the Intra2net system account and no longer on the Exchange.
3. On Exchange, set up an email forwarding for this user to their account on the Intra2net system. Use the login as the address and the fully certified local DNS name of the Intra2net system as the domain, e.g. `john.doe@intra.net.lan`. From this moment on, local emails to this user will also arrive at the Intra2net system and no longer at the Exchange.
4. During the migration, ensure that this user is no longer allowed to work in Outlook or OWA. Also deactivate all mobile devices that access this account via ActiveSync.
5. Use IMAPCopy to copy the emails of this one user from Exchange to the Intra2net system. The usage of IMAPCopy is described in 9. Chapter, „Migrating Emails with IMAPCopy“.
6. Open the user's Outlook installation.
7. Create a local Outlook data file that contains all groupware folders (not necessarily the email folders). To do this, use the Import/Export function of Outlook.
8. Install the Intra2net Groupware Client on the user's PC.
9. Create a new Outlook profile for this user and configure it for use with the Intra2net Groupware Client as described in Section 2.1, „Installing the Program“ and the following sections.
10. Transfer the groupware data from the previously created local Outlook data file as described in Section 4.2.1.2, „Importing to the Groupware Client“.
11. Check if there are users from the local domain in the contacts folders. If so, then the email addresses of these users must be changed from internal Exchange addressing to normal email addresses.
12. For this user, reconfigure any existing mobile devices so that they are now using the Intra2net system for ActiveSync.

10.2.3. Shared Folders

1. Open an Outlook installation with an Exchange profile that has full access rights to the shared folders.

2. Create a local Outlook data file that contains all public folders. To do this, use Import/Export on Outlook.
3. Create a general user account on the Intra2net system, such as **info**.
4. Set up a temporary Outlook profile on a PC for use with the Intra2net Groupware Client. Use the newly created user account.
5. Import the previously created data file into this Outlook profile.
6. Share folders with the Groupware Client to groups or individual users as required. See Section 5.1, „Sharing Own Folders“.
7. Give at least one user the Folder right for all folders of the account. This user can manage access to the account.
8. Open the Groupware Client > Sync State menu and wait for all data to be written to the server.
9. Close Outlook. The newly created Outlook profile is no longer needed and can be deleted.
10. Users who want to access the shared folders can now subscribe to them. The necessary steps are described in Section 5.2, „Linking Shared Folders“.

10.2.4. Final steps

1. Deactivate the domain(s) forwarding to Exchange under Services > Email > Domains.
2. Disable Exchange Server completely, and permanently.
3. Configure Services > Email > Archiving to either change the permanent archiving system or deactivate archiving.

11. Chapter - Reference Information



Hint

The information in this chapter is only valid for the Intra2net Groupware Client. Information about web groupware and activesync can be found under Intra2net Administrator Manual, 35. Chapter, „Reference Information“.

11.1. Synchronizable data

The Intra2net Groupware Client synchronizes the following data from Outlook with the server. All settings and data not listed here can be changed locally in Outlook, but cannot be synchronized to the server. They are therefore not visible to other users and are not included in the backup.

11.1.1. Tasks

11.1.1.1. Supported Items

- Subject
- Categories (Excl. Colors)
- Text/Content (text only)
- Creation Date
- Sensitivity and Private Marking
- % Complete
- Status: In Progress,...
- Mileage
- Billing Information
- Total Expense
- Actual Cost
- Assignment
- Owner
- Due date
- Start date
- Reminder
- Expiry
- Organizer
- Creator

- Priority/Importance
- Company
- Recurring tasks except for recurring tasks in which the following task is created in a defined period after completion of the previous task
- Completion date
- Follow Up

11.1.1.2. Unsupported Items

No guarantee of integrity. In case of doubt, only the elements explicitly listed as supported are supported.

- Text/Content (formatted rich text)

11.1.2. Meetings

11.1.2.1. Supported Items

- Subject
- Categories (Excl. Colors)
- Text/Content (text only)
- Sensitivity and Private Marking
- Busy Status / Display as
- Start and end time or full day
- Time Zones for Start End Time
- Organizer
- Creator
- Priority
- Location
- Reminder (with user-specific assignment)
- Attendees marked with Send meeting to this attendee.
- Recurring meetings except for those that exceed the daily limit in the selected time zone.

The following exceptions can be used for individual recurring meetings:

- Deleting a single meeting
- Changing subject

- Changing text/contents (text only)
- Changing location
- Changing the time within the same day

11.1.2.2. Unsupported Items

No guarantee of integrity. In case of doubt, only the elements explicitly listed as supported are supported.

- Text/Content (formatted rich text)
- Confirmation status of individual attendees
- Freely selectable time zones: The current time zone is always used
- Attendees who are not marked with Send meeting to this attendee.

The following exceptions cannot be used for individual recurring meetings:

- Changing attendees
- Changing to another date
- Meetings that exceed the daily limit in the selected time zone (ending on a date other than the start date)

11.1.3. Notes

11.1.3.1. Supported Items

- Subject
- Categories (Excl. Colors)
- Text/Contents

11.1.4. Contacts

11.1.4.1. Supported Items

- Full Name
- Title
- First Name
- Middle Name
- Last Name
- Suffix
- Initials
- Birthday

- Anniversary
- Spouse/Partner
- Nickname
- Sensitivity and Private Marking
- Company
- Web Page
- FTP-Site
- IM address
- Department
- Office
- Profession
- Position
- Manager
- Assistant
- Children
- Language
- Billing Information
- Hobbies
- Account
- Organizational ID Number
- Government ID Number
- Mileage
- E-Mail 1 to E-Mail 3
- Business Address
- Private Address
- Other Address
- Location
- Mailing Address
- Categories (Excl. Colors)

- Note (text only)
- Business Phone (1 and 2)
- Private Phone (1 and 2)
- Car Phone
- Radio Phone
- Primary Phone
- Mobile Phone
- Pager
- Callback Phone
- Assistant Phone
- Business Phone
- Text Telephone
- Other Phone
- Business Fax
- Private Fax
- Other Fax
- ISDN
- Telex
- User Field 1 to 4
- User defined fields, see Section 6.9, „User-Defined Fields in Contacts“

11.1.4.2. Picture

Contacts can be assigned a picture. The following image formats (MIME types) are supported:

- image/jpeg
- image/png
- image/bmp, image/x-bmp and image/x-ms-bmp
- image/gif
- image/tiff
- image/x-wmf

- image/x-emf
- image/x-icon

Note that Outlook 2010 and older will only display JPG images in the overview, the other image formats will only be displayed in the contact view. From Outlook 2013 onwards, the other image formats will also be displayed in the contact list.

Outlook 2003 cannot send contact images to the server. If a contact with a picture is changed in Outlook 2003, the picture will be deleted.

11.1.4.3. Unsupported Items

No guarantee of integrity. In case of doubt, only the elements explicitly listed as supported are supported.

- Internet Free Busy Address
- Certificates for encrypting/signing messages
- Email sending options (email address type, Internet format)
- Business card display options
- File as (save under)
- Note (Rich Text Format)
- Follow Up

11.1.5. Contact Groups

11.1.5.1. Supported Items

- Contact Group Name
- Display name of group members
- Email address of group members
- Contact Group notes (text only)

11.1.5.2. Unsupported Items

No guarantee of integrity. In case of doubt, only the elements explicitly listed as supported are supported.

- Fax number of group members
- Contact Group notes (Rich Text Format)
- Follow Up

11.1.6. Emails

11.1.6.1. Supported Items

- Sender
- Recipient
- CC
- BCC
- Subject
- Sent Time
- Time of Receipt
- Priority
- Web Headers
- Content (text, HTML and rich text format)
- Attachments
- Categories (Excl. Colors)

11.1.6.2. Unsupported Items

No guarantee of integrity. In case of doubt, only the elements explicitly listed as supported are supported.

- Reminders
- Follow Up

11.1.7. All Items

In general, the following items cannot be synchronized with the Intra2net Groupware Client:

- Disabling Auto-Archiving
- Attaching other Outlook items or files (except for emails)
- Linking to contacts

11.2. Advanced Registry Settings

The Intra2net Groupware Client can be further customized with the following adjustments in the Windows registry.

All registry keys can be found on 32-bit operating systems under `HKLM\SOFTWARE\Intra2net AG\Intranator Groupware Client` and on 64-bit operating systems under `HKLM\SOFTWARE\Wow6432Node\Intra2net AG\Intranator Groupware Client`.

If the Intra2net Groupware Client was installed for only one user, the corresponding key is under HKCU instead of HKLM.

Most entries are not created automatically during installation. As long as the entries are not created, the standard values listed on the table are used. Create an entry with the name shown on the table with regedit to change the values.

11.2.1. Store Settings

The store settings can be found in the `mxstore_Store` key.

Entry (and data type)	Default Value	Description
DelayNonStandardFolders (REG_DWORD)	0	If this is enabled, synchronization will be slowed for all folders except for the standard Outlook folders (inbox, calendar, contacts,...). This means the user will receive new content in the standard folders faster.
SkipPrc (REG_SZ)	SearchProtocolHost.exe	File names of processes whose actions are not logged to avoid unnecessarily increasing the size of the log files. Several entries can be separated by semicolons.
Trace (REG_DWORD)	0x00004800	If normal process tracing is active, the events to be logged are selected. For further information please contact our support.
TraceAttr (REG_DWORD)	0x0000001b	Selects the columns that are output in the trace for a logged event. For further information please contact our support.
TracerDisabled (REG_DWORD)	0	Selects whether only starts and errors are logged (value 1) or also normal processes in operation (value 0).
PathLog (REG_SZ)		The complete path in which the log files are stored. If the entry does not exist, it is created in the %LOCALAPPDATA%\Intra2net directory.
TraceSzMax (REG_DWORD)	170	Maximum size for a log file in megabytes. If this size is exceeded, the file is rotated.
TraceDaysToRemember (REG_DWORD)	14	Maximum number of days that log files are retained.
TrgMin_FldChanged (REG_DWORD)	300	Shortest interval (in seconds), which can be set by the user in update intervals for Folder changed.
TrgMin_FldTreeChanged (REG_DWORD)	300	Shortest interval (in seconds), which can be set by the user in update intervals for Folder tree changed.
TrgMin_MailChanged (REG_DWORD)	60	Shortest interval (in seconds), which can be set by the user in update intervals for Content changed.

Entry (and data type)	Default Value	Description
TrgDefault_FldChanged (REG_DWORD)	2700	Default interval (in seconds) for Folder changed if the user has not specified otherwise.
TrgDefault_FldTreeChanged (REG_DWORD)	2700	Default interval (in seconds) for Folder tree changed if the user has not specified otherwise.
TrgDefault_MailChanged (REG_DWORD)	2700	Default interval (in seconds) for Content changed if the user has not specified otherwise.
TrgDefault_Always (REG_DWORD)	0	If 1, the intervals set with the TrgDefault_ entries are always used, regardless of what the user has set. This allows the administrator to specify the update intervals for users.
TrgDefault_Ctx_InFocus (REG_DWORD)	300	Interval (in seconds) in which the contents of the folder currently open in Outlook is synchronized.
Trigger_Reset (REG_DWORD)	0	If 1, the next time it is started, the trigger settings for all folders are reset to their default values. This value is then reset to 0 in the registry.
CalPrivatePlaceholder_Default (REG_DWORD)	1	<p>If 1, placeholders are displayed for newly created or changed calendar entries marked as private for other users. If 0, calendar entries marked as private are completely hidden from other users.</p> <p>This value is only retrieved and transferred to a new data file with Outlook the first time it is opened. Existing data files are not affected by this setting.</p>
CalPrivatePlaceholder_ResetOnOpen (REG_DWORD)	0	If 1, the CalPrivatePlaceholder_Default setting is applied not only when opening a data file for the first time, but on every start.
MemLoad_SyncOff (REG_DWORD)	90	<p>The threshold value in percent of the total system memory. If more memory is used, synchronization is temporarily deactivated. This will avoid errors caused by running out of memory. A value of more than 100 deactivates this function.</p> <p>This is a protective function that ensures correct functionality. If it is set too high or even deactivated, this can lead to data loss, inconsistencies and program crashes. Therefore, deviating from the default value is strongly discouraged.</p>
IMAP ID: ALLOW Send Id Info To Server (REG_DWORD)	1	If 1, the Groupware Client sends information about the locally installed version and the

Entry (and data type)	Default Value	Description
		host via IMAP ID command to the IMAP server and via HTTPS to rss.intra2net.com. The amount of information sent depends on the other IMAP ID: keys.
IMAP ID: Send ONLY Product Version (REG_DWORD)	1	If 1, the groupware client uses the IMAP ID command to only send information about the Groupware Client itself, but not about the host.
IMAP ID: Send ALL Plattform-Information (REG_DWORD)	0	If 1, the groupware client uses the IMAP ID command to send information about the groupware client, the Outlook version, the operating system used and the hardware specifications of the computer.
ACL_ChangeNotification (REG_DWORD)	1	If 1, the user receives a notification in their Inbox as soon as access rights to folders have changed. 0 disables this function.
ACL_ChangeNotification-Scope (REG_DWORD)	5	Selects the type of changes to access rights the user is notified of. Bit field, therefore add the values for the desired options. 1 Notification for other users' folders 2 Notification for own folders 4 Notification only for changes to own rights
ACL_ChangeNotificationView (REG_DWORD)	0	Selects the way in which the user is notified of new access rights. 0 Simplified description 1 Complete ACLs as short text 4 Complete IMAP-ACLs as letters (RFC 4314)
KeepOutlookInboxName (REG_DWORD)	0	If 0, a unlinked inbox folder is named <code>Messages</code> . If 1, the folder retains the name <code>Inbox</code> even in disconnected state. When the folder is connected to the server, it is always <code>Inbox</code> regardless of this option.
SyncTemplatesFilePath (REG_SZ)	Groupware Client installation folder	Full directory path of the folder from which the <code>userdefined_sync_fields.xml</code> file is loaded for specifying user-defined fields.
DoLastAuthorTagging (REG_DWORD)	1	If 1, the user name of the most recent editor is stored as a class for each object.
AutoSkipNewRemoteEmail-Folder (REG_DWORD)	1	If 0, new email folders found on the server will be automatically connected when an account is connected 1:1. If 1, only newly

Entry (and data type)	Default Value	Description
		detected Groupware folders are automatically connected.
DontMoveOldVersionsToDeleted (REG_DWORD)	0	If 0, new email folders found on the server will be automatically connected when an account is connected 1:1. If 1, only newly detected Groupware folders are automatically connected.
StateSICompletion_Default (REG_DWORD)	0x01	<p>Default mode for downloading new emails.</p> <p>0x01 Only headers 0x07 Entire content</p> <p>The settings can still be configured for each folder using the method described in Section 7.1, „Retrieve Emails Completely or Only Headers“.</p>
StateSICompletion_Fixed (REG_DWORD)	0	If 1, only the mode defined by StateSICompletion_Default is used for downloading emails. The user is no longer able to adjust the mode by using the Options menu.
UseRemotelcon (REG_DWORD)	0	If 1, emails which were previously only available as headers are marked with a special icon (depicting a phone) in the folder view. This value is only checked when a new email is fetched from the server with headers only. Changing this setting does not affect existing emails.
IconPreferAnsweredOverForwarded (REG_DWORD)	1	If 1, the Replied icon is displayed for emails forwarded and answered. If 0, the Forwarded icon is displayed.
InitialReminderSetting (REG_SZ)	Creator,Owner	<p>Defines which users are given a reminder when creating a meeting or task.</p> <p>Creator User who creates the appointment Owner Owner of the folder in which the meeting is saved</p> <p>The values are separated by commas and entered without spaces. This setting only applies to the creation of a new meeting or task, not to changing existing ones.</p> <p>If only "Owner" is set and a new meeting with a reminder is created in a shared folder, a reminder is always stored locally in the user's Outlook, in addition to the server-side reminder for the owner of the folder. This is necessary for technical reasons. If it is not</p>

Entry (and data type)	Default Value	Description						
		desired, the user can remove it after creating the meeting without affecting the reminder for the owner.						
ReminderChangesHandling (REG_SZ)	(empty)	<p>Specifies how reminders should be managed in other users' folders.</p> <p>SharesInitFromOwner means that when a meeting or task is fetched from the server for the first time, the folder owner's reminder settings are applied once. After that, the reminder for the local user is handled completely independently of the owner of the folder.</p> <p>SharesAsOwner means that the reminders for the local user are always treated exactly the same as for the owner of the folder.</p>						
CntMaxFldToAllowAllBackground (REG_DWORD)	600	If more folders are connected than the specified threshold value when Outlook is started, only the folders at the top level will be synchronized automatically and periodically, with all others synchronized only when the folder is opened by the user in Outlook. If too many folders are synchronized automatically, the set interval is no longer sufficient to process all folders, causing delays in synchronization.						
PeriodicRecoverDelayMax (REG_DWORD)	0x001b7740 (= 30min)	Interval in milliseconds, in which the default calendar is checked for local changes not yet made on the server.						
SendSyncOutDelayMax (REG_DWORD)	0x001b7740 (= 30min)	Interval in milliseconds, in which the default folder for sent emails of each data file is searched for emails not yet saved on the server.						
RegMailAttrForBackGround (REG_SZ)	Mail,Groupware,MailBckGrnd,GroupwareBckGrnd	<p>Controls which folder types are synchronized with the server. Using flags, properties such as read/unread, marked, deleted, etc. of individual items can be assigned. Deactivating this synchronization can improve performance.</p> <table><tr><td>Mail</td><td>Currently selected folders with emails.</td></tr><tr><td>Groupware</td><td>Currently selected folders with groupware data</td></tr><tr><td>MailBckGrnd</td><td>Unselected folders with emails.</td></tr></table>	Mail	Currently selected folders with emails.	Groupware	Currently selected folders with groupware data	MailBckGrnd	Unselected folders with emails.
Mail	Currently selected folders with emails.							
Groupware	Currently selected folders with groupware data							
MailBckGrnd	Unselected folders with emails.							

Entry (and data type)	Default Value	Description
		<p>GroupwareBckGrnd Unselected folders with groupware data</p> <p>Individual values are separated by commas.</p>
NoAutoIMAPAbol (REG_DWORD)	0	If 1, an IMAP subscription is not created or cancelled when connecting and disconnecting an email folder.
FolderCollisionHandling (REG_SZ)	LikeOL	<p>Controls how name conflicts are handled when renaming or moving folders.</p> <p>Query The user is asked</p> <p>Add The folder is given a number appended to the name</p> <p>LikeOL The folder is given a number appended to the name</p> <p>Merge The contents of the two folders with the same name are merged.</p>
ApplyClassicFolderMove (REG_DWORD)	0	If 1, moving folders is performed locally and transferred to the server as delete and add operations for the individual objects. This is much slower.
MailSourceCacheOff (REG_DWORD)	0	<p>Controls how long the original source text of an object read by the server is retained. Deleting this information saves space in the data file.</p> <p>0 Original source text and meta information is retained up to a size limit</p> <p>1 The original source text is not retained, but meta information such as UID and synchronization time is retained.</p> <p>2 Source code and meta information are deleted</p>
FixDisabledAddIn (REG_DWORD)	1	If 1, the Groupware Client addin (GUI) is automatically activated on startup.
NoWarnOnUnmappedStores (REG_DWORD)	0	If 1, the user will not be warned at startup if there is a Groupware Client data file where no folders are connected to a server.
OnSrvSideFldDel_DelLocalAlways (REG_DWORD)	1	Controls how Outlook is managed when a root folder is deleted on the server side.

Entry (and data type)	Default Value	Description												
		<p>If 0, the root folder on the Outlook side is retained and only the connection is removed.</p> <p>If 1, the root folder is also deleted on the Outlook side. This does not apply to the standard folders of Outlook such as <code>Contacts</code>, <code>Calendar</code> etc., since they cannot be deleted.</p>												
MdnAllow (REG_DWORD)	0	If 1, requests for read receipts (MDNs) are not removed from incoming emails.												
AutoAddToAddressBook (REG_DWORD)	1	If 1, newly linked contact folders are automatically registered as Outlook Address Book.												
NotifyThirdParties (REG_DWORD)	1	If 1, potential compatibility problems with third-party programs or add-ins are reported to the user.												
DisableSyncDialogs (REG_SZ)	(empty)	<p>Permanently disables dialog boxes with specific notes and questions to the user.</p> <table><tr><td>All</td><td>All dialogs disabled</td></tr><tr><td>SlowFolderRenameIndication</td><td>Hint that folder renaming takes longer</td></tr><tr><td>RenameFolderAlsoOnServer</td><td>Ask if a folder should be renamed only locally or also on the server</td></tr><tr><td>MoveHandleAsCopyIndication</td><td>Hint that a copy operation is performed instead of a move</td></tr><tr><td>MergeFolders</td><td>Ask if a folder should be copied or merged with an existing one</td></tr><tr><td>FolderRenewIndication</td><td>Hint about creating a backup copy of folders renewed on the server</td></tr></table> <p>The values of the dialogs to be deactivated are separated by commas and entered without spaces and hyphens.</p>	All	All dialogs disabled	SlowFolderRenameIndication	Hint that folder renaming takes longer	RenameFolderAlsoOnServer	Ask if a folder should be renamed only locally or also on the server	MoveHandleAsCopyIndication	Hint that a copy operation is performed instead of a move	MergeFolders	Ask if a folder should be copied or merged with an existing one	FolderRenewIndication	Hint about creating a backup copy of folders renewed on the server
All	All dialogs disabled													
SlowFolderRenameIndication	Hint that folder renaming takes longer													
RenameFolderAlsoOnServer	Ask if a folder should be renamed only locally or also on the server													
MoveHandleAsCopyIndication	Hint that a copy operation is performed instead of a move													
MergeFolders	Ask if a folder should be copied or merged with an existing one													
FolderRenewIndication	Hint about creating a backup copy of folders renewed on the server													

11.2.2. Addin Settings

The settings for the Outlook addin (GUI) can be found in the `mxstore_GUI` key.

Entry (and data type)	Default Value	Description
Trace (REG_DWORD)	0x00004800	If normal process tracing is active, the events to be logged are selected. For further information please contact our support.

Entry (and data type)	Default Value	Description
TraceAttr (REG_DWORD)	0x0000001b	Selects the columns that are output in the trace for a logged event. For further information please contact our support.
TracerDisabled (REG_DWORD)	0	Selects whether only starts and errors are logged (value 1) or also normal processes in operation (value 0).
PathLog (REG_SZ)		The complete path in which the log files are stored. If the entry does not exist, it is created in the %LOCALAPPDATA%\Intra2net directory.
TraceSzMax (REG_DWORD)	170	Maximum size for a log file in megabytes. If this size is exceeded, the file is rotated.
TraceDaysToRemember (REG_DWORD)	14	Maximum number of days that log files are retained.
AllowOwnRightsEdit (REG_DWORD)	1	If this is active, a user can edit their own rights to a folder.
AllowShareOwnerRightsEdit (REG_DWORD)	0	If the value is 1, a user can edit the owner's rights to a folder. To do this, the user must have the Folder permission for this folder.
ShowAdvancedOptions (REG_DWORD)	1	If this setting is active, the options dialog will be displayed (e.g. for setting the synchronization frequency).
NotifyNewMail (REG_DWORD)	1	At 1, new email notifications are enabled.
NotifyNewMailMaxInterval (REG_DWORD)	60	The number of seconds in which no further notification is displayed after a new email notification.
NotifyNewMailMaxItems (REG_DWORD)	3	Maximum number of emails displayed in a new email notification.
NotifyNewMailTimeOn-MouseOverMs (REG_DWORD)	1000	Time in milliseconds after which a new email notification closes when the mouse pointer is in the notification area.
NotifyNewMailInitialDelay (REG_DWORD)	5	Waiting time in seconds until a notification is displayed after a new email has been received.
NotifyNewMailMaxAge (REG_DWORD)	120	Maximum age in minutes for unread emails to be displayed as new email notifications. The time of receipt on the server is used to calculate this age.
SyncStateFetchInterval (REG_DWORD)	5	Frequency in seconds in which the display in the Sync status menu is refreshed.
UpdateCheckEnabled (REG_DWORD)	1	At 1, a check is made when the Groupware Client is started to see whether a new version is available. The check is done via HTTPS to rss.intra2net.com , maximum once per day.

Entry (and data type)	Default Value	Description
EnableIncellEditClose (REG_DWORD)	1	At 1 directly edited items in the overview screen are forced to close when quitting which allows them to be synchronized to the server.

11.3. Data Formats

All groupware items are stored on the IMAP server as individual emails. The groupware data is coded XML and stored as an attachment in the email.

The XML format used is based on the Kolab Storage Format Version 2.0, the specification of which can be found at <https://www.intra2net.com/de/download/handbuch/kolabformat-2.0.pdf>.

Additionally, the Intra2net Groupware Client stores application specific data as email headers. Their names begin with `x-mxstore` and `x-sync`. The format of these headers may change at any time without notice. These headers should therefore not be interpreted by other software.

Appendix A. License

A.1. Intra2net Groupware Client License Agreement (EULA)

Version 2.0 from 01. September 2016

This license agreement grants a non-exclusive right to use the Groupware Client developed by Intra2net AG under the following license conditions. By installing the software you agree to the following license terms.

§ 1 Object of the Contract

1) The object of the contract is the "Intra2net Groupware Client", which comprises a MAPI Storage Provider application. This application can only be used in combination with Microsoft Outlook.

2) Intra2net AG grants the Licensee the non-exclusive right to use the above-mentioned and purchased "Intra2net Groupware Client" on a permanent basis and only in accordance with the following provisions. The software is protected by copyright (§§ 69a ff. UrhG).

§ 2 Authorized Use

1) A license for a specific number of users is issued to a natural or legal person. This license is part of the "Intra2net Business Server" or "Intra2net Enterprise Edition" license, is bound to it, and applies to the number of users listed there.

2) Simultaneous installation, storage or use is only permitted in the amount up to the number of licensed users.

§ 3 Restrictions of Use

1) The licensee must prevent repeated use beyond the maximum number of purchased users. If this number of users is exceeded, the functionality can be reduced for the surplus logged in users.

2) The licensee is not entitled to use the "Intra2net Groupware Client" or individual components thereof for hazardous applications which require faultless continuous operation with corresponding systems. Hazardous applications include, in particular, high-risk and high-availability activities such as the operation of nuclear power facilities, weapon systems, aeronautical navigation or communication systems, transport systems, hospital and healthcare equipment and other applications relevant to people's lives and health.

3) The Licensee shall observe the Licensor's instructions regarding the "Intra2net Groupware Client" operating environment, the approved versions of the operating system, Microsoft Outlook and Microsoft Outlook configurations that differ from the basic version. This applies in particular to the use of additional Outlook plugins and addins.

§ 4 Additional Services

If the license entitles the right to time-limited services (e.g. update service), their term is bound to the license of the "Intra2net Business Server" or the "Intra2net Enterprise Edition".

§ 5 Evaluation license

1) If no license has been purchased from an end customer, they are entitled to an evaluation period of 30 days, which grants them the right to install and test the software in non-production-critical environments under these license conditions. If a non-self-purchased license is entered, the evaluation license expires immediately.

2) The evaluation license or another, time-limited license may only be used for the corresponding period after installation and can only be extended with the written consent of Intra2net AG. The remaining time is displayed on the user interface of the software.

3) At the end of this period, the software terminates functionality. The customer is responsible for securing all data in advance.

4) An evaluation license does not entitle the licensee to warranty claims, except in cases where the licensor is responsible for intent or gross negligence.

§ 6 Decompiling and Program Changes

1) The re-translation of the provided program code into other code forms (decompilation), as well as other types of redevelopment at the different stages of production in the software (reverse engineering), including program modification, are only permitted in the following cases.

2) The consent of the rights holder shall not be required if the reproduction of the code or the translation of the code form is essential in order to either a) meet the conditions of the LGPL or b) obtain the information necessary to establish the interoperability of an independently created computer program with other programs, provided that the following conditions are met:

1. The actions are carried out by the licensee or by another person authorized to use a copy of the program or on their behalf by an authorized person;
2. the information necessary for establishing interoperability is not yet readily available to the persons referred to in point 1;
3. the actions are limited to those parts of the original software which are necessary to achieve interoperability.

In the case of information obtained from such acts referred to in (a) and (b), it shall not be permitted to

1. be used for purposes other than to achieve interoperability of the independently created programme,
2. provided to third parties unless this is necessary for the interoperability of the independently created programme,
3. used for the development, production or marketing of a program with substantially similar purposes or for any other acts infringing copyright.

3) Copyright notices, license codes, serial numbers and other features used to identify the program may not be removed or changed under any circumstances.

4) If the "Intra2net Groupware Client" is modified, warranty or guarantee claims can only be asserted if the customer can prove that the defects are not related to the modifications.

§ 7 Resale and Rental

1) The Licensee may sell or give away the Software, including the User Manual and other accompanying material, to third parties on a permanent basis, provided that the acquiring third party agrees to the continuation of these Terms and Conditions of Contract. In the event of transfer, the Licensee must hand over to the new Licensee all copies of the program, including any backup copies that may be available, or destroy the copies that have not been handed over. As a result of the transfer, the right of the old licensee to use the program expires.

2) The Licensee may not rent the Software, including the accompanying material, to third parties.

3) The Licensee may not transfer the software to third parties if there is a reasonable reason to suspect that the third party will violate the contractual terms and conditions, in particular if it produces illegal copies. This also applies to employees of the licensee.

§ 8 Warranty

1) Defects in the software programmed by Intra2net AG, including the accompanying documents, will be remedied by the licensor within the warranty period of 24 months for consumers or 12 months for companies from the time of delivery after notification by the licensee. This shall be done at the discretion of the licensor by subsequent repair or delivery of a replacement.

2) In the event of two unsuccessful repair or replacement deliveries, the Licensee may withdraw from the contract or demand compensation for damages. Subject to § 9, the statutory regulations apply.

§ 9 Liability

1) The following provisions apply to all claims for damages made by the Licensee, irrespective of their legal basis, whether due to culpability at the time the contract was concluded, or due to other breaches of obligation, criminal, or other circumstances.

2) Intra2net AG is liable in full for damages resulting from injury to life, limb or health caused by an intentional or negligent breach of obligations by the legal representatives or persons employed by Intra2net AG.

3) Intra2net AG shall be liable in full for any other damages resulting from an intentional or grossly negligent breach of obligation by its legal representatives or persons employed in the performance of its obligations.

4) Intra2net AG is fully liable for the absence of a guaranteed quality of the promised service and for fraudulent concealment of a defect.

5) Intra2net AG shall be liable for the remaining damages arising from any culpable breach of fundamental obligations. Fundamental obligations are defined as contractual obligations, the fulfilment of which makes the correct performance of the contract possible and on whose adherence contractual partners may regularly rely. In such cases Intra2net AG shall be held liable to the extent limited to compensation for damages which were typical and foreseeable at the time of conclusion of the contract.

6) Liability under the Product Liability Act remains unaffected.

7) Otherwise, the liability of Intra2net AG is excluded.

8) Any negligence on the part of the Licensee as a result of insufficient participation, delayed notification of damages, the use of unreleased software or for other reasons shall be attributed to the Licensee.

9) Intra2net AG shall not be liable for the loss of data and/or programs insofar as the damage is due to the Licensee's failure to carry out the necessary data backups or to regularly check the integrity of the data backups and thereby ensure that lost data can be restored with justifiable effort.

10) For damages caused by any additional installed software Intra2net AG is only liable in case of delivery and installation.

11) No liability is accepted for the compatibility of the software with versions of the operating system, Microsoft Outlook and configurations of Microsoft Outlook that deviate from the basic version not explicitly approved by Intra2net AG. This applies in particular to the use of other Outlook plugins and addins.

§ 10 Obligation to check and give notice of defects

1) The Licensee shall inspect the delivered software including the documentation within eight working days after delivery, in particular with regard to the integrity of the data storage and manuals as well as the functionality of basic software functionality. Defects that are discovered or identifiable must be reported to the licensor within a further eight working days. The notification of defects must include a thorough description of the defects.

2) Defects that cannot be detected within the scope of the described examination must be reported within eight working days of discovery, in compliance with the notification requirements set out.

3) In the event of a breach of the obligation to check and give notice of defects, the software shall be deemed to have been approved in view of the defect in question.

§ § 11 Written Form

All agreements that include a change, amendment or specification of these contractual conditions as well as special assurances and agreements must be made in writing. If they are issued by the Licensor's representatives or assistants, they shall only be binding if the Licensor provides written consent.

§ 12 Governing Law

The parties agree to accept the application of the law of the Federal Republic of Germany with regard to all legal relationships arising from this contractual relationship, excluding the UN Convention on Contracts for the International Sale of Goods.

§ 13 Place of Jurisdiction

Insofar as the Licensee is a trader within the definition of the German Commercial Code (Handelsgesetzbuch), a legal entity under public law or a special asset under public law or has no place of jurisdiction in Germany, Stuttgart shall be agreed as the place of jurisdiction for all disputes arising in connection with the establishment, performance and termination of this contractual relationship.

§ 14 Severance Clause

Should individual terms and conditions be or become invalid, ineffective or contestable, they shall be interpreted or supplemented in such a way that the intended economic purpose is achieved in a legally permissible manner as closely as possible; the remaining terms and conditions shall remain unaffected. This shall also apply correspondingly to any omissions requiring further attention.

A.2. Licensed Software

Parts of the Intra2net Groupware Client are subject to other licenses. If these licenses are required to be mentioned in the documentation, you will find them in the following section.

A.2.1. Info-ZIP

Copyright © 1990-1999 Info-ZIP. All rights reserved.

For the purposes of this copyright and license, "Info-ZIP" is defined as the following set of individuals:

Mark Adler, John Bush, Karl Davis, Harald Denker, Jean-Michel Dubois, Jean-loup Gailly, Hunter Goatley, Ian Gorman, Chris Herborth, Dirk Haase, Greg Hartwig, Robert Heath, Jonathan Hudson, Paul Kienitz, David Kirschbaum, Johnny Lee, Onno van der Linden, Igor Mandrichenko, Steve P. Miller, Sergio Monesi, Keith Owens, George Petrov, Greg Roelofs, Kai Uwe Rommel, Steve Salisbury, Dave Smith, Christian Spieler, Antoine Verheijen, Paul von Behren, Rich Wales, Mike White

This software is provided "as is", without warranty of any kind, express or implied. In no event shall Info-ZIP or its contributors be held liable for any direct, indirect, incidental, special or consequential damages arising out of the use of or inability to use this software.

Permission is granted to anyone to use this software for any purpose, including commercial applications, and to alter it and redistribute it freely, subject to the following restrictions:

1. Redistributions of source code must retain the above copyright notice, definition, disclaimer, and this list of conditions.
2. Redistributions in binary form must reproduce the above copyright notice, definition, disclaimer, and this list of conditions in documentation and/or other materials provided with the distribution.
3. Altered versions -- including, but not limited to, ports to new operating systems, existing ports with new graphical interfaces, and dynamic, shared, or static library versions -- must be plainly marked as such and must not be misrepresented as being the original source. Such altered versions also must not be misrepresented as being Info-ZIP releases -- including, but not limited to, labeling of the altered versions with the names "Info-ZIP" (or any variation thereof, including, but not limited to, different capitalizations), "Pocket UnZip", "WiZ" or "MacZip" without the explicit permission of Info-ZIP. Such altered versions are further prohibited from misrepresentative use of the Zip-Bugs or Info-ZIP e-mail addresses or of the Info-ZIP URL(s).
4. Info-ZIP retains the right to use the names "Info-ZIP", "Zip", "UnZip", "WiZ", "Pocket UnZip", "Pocket Zip" and "MacZip" for its own source and binary releases.

The Intra2net Groupware Client contains customized ("altered") parts of the program code of Info-ZIP.

A.2.2. JsonCpp

The JsonCpp library's source code, including accompanying documentation, tests and demonstration applications, are licensed under the following conditions:

Baptiste Lepilleur and The JsonCpp Authors explicitly disclaim copyright in all jurisdictions which recognize such a disclaimer. In such jurisdictions, this software is released into the Public Domain.

In jurisdictions which do not recognize Public Domain property (e.g. Germany as of 2010), this software is Copyright © 2007-2010 by Baptiste Lepilleur and The JsonCpp Authors, and is released under the terms of the MIT License (see below).

In jurisdictions which recognize Public Domain property, the user of this software may choose to accept it either as 1) Public Domain, 2) under the conditions of the MIT License (see below), or 3) under the terms of dual Public Domain/MIT License conditions described here, as they choose.

The full text of the MIT License follows:

Copyright © 2007-2010 Baptiste Lepilleur and The JsonCpp Authors

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Index

A

- Active Directory
 - Software Distribution, 5-6

B

- Backup
 - Backup, 45

C

- Configuring Outlook, 7-9

D

- Data, Import Existing Data, 12-18

E

- Email
 - Header, 44
 - Read Status, 29
 - Source Text, 44
- Email folder (IMAP)
 - Shared, 28-29
- Email Folder (IMAP)
 - Synchronization Frequency, 36-37
- Emails
 - Tracking, 51
- Exchange
 - Migration from, 59-63

F

- Folder
 - Linking shares, 29-31
 - Shared, 28-29
- Folder (IMAP)
 - Synchronization Frequency, 36-37
- Free/Busy, 39-42

G

- Groupware data
 - Import Existing, 12-18

I

- ibx_sub, 35-36
- IMAP Folder
 - Linking shares, 29-31
 - Shared, 28-29
 - Synchronization Frequency, 36-37
- Import
 - Existing Groupware Data, 12-18

L

- License
 - Groupware Client, 80-84

M

- Microsoft Exchange
 - Migration from, 59-63
- Migration
 - from Microsoft Exchange, 59-63

O

- Outlook Profile, 7-9

P

- Private Marking, 42-43

R

- Registry, 70-79
- Reminders, 43

S

- Search Indexer, 11-12
- Shared
 - from Email Folders, 28-29
- Shared Folders
 - Linking, 29-31
 - Reminders, 43
- Synchronization Frequency
 - Groupware Folder, 36-37

T

- Tracking Function, 51

V

- Version, 1