

# Intra2net Groupware Client Manual



# Intra2net Groupware Client Manual

Intra2net AG

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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/>].

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# 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"> <li>• Microsoft Windows 11 (64 Bit with Intel x86 Platform)</li> <li>• Microsoft Windows 10 (32 and 64 Bit with Intel x86 Platform)</li> <li>• Microsoft Windows Server 2016 (64 Bit)</li> <li>• Microsoft Windows 8 / 8.1 (32 and 64 Bit with Intel x86 Platform)</li> <li>• Microsoft Windows Server 2012 R2 (64 Bit)</li> <li>• Microsoft Windows 7 (32 and 64 Bit)</li> <li>• Microsoft Windows Server 2008 (32 and 64 Bit)</li> </ul> <p>It is possible to operate in terminal server environments.</p>
Microsoft Outlook	<ul style="list-style-type: none"> <li>• Microsoft Outlook 2021</li> <li>• Microsoft Outlook 2019</li> <li>• Microsoft Outlook 2016</li> <li>• Microsoft Outlook 2013</li> <li>• Microsoft Outlook 2010</li> <li>• Microsoft Outlook 2007 (minimum SP1)</li> </ul> <p>32- and 64-bit versions of Outlook are supported.</p>
Server	Intra2net Business Server version 6.0.0 or higher



### Caution

Only one version and bit variant of Microsoft Office products may be installed on the system. Different versions of Outlook and other Office components, as well as different versions of Outlook at the same time (as partially supported by Outlook 2013, so-called side-by-side installations), cannot be used reliably with the Groupware Client.

Also if Office related apps (including "My Office", "OneNote", and "Office Lens") are installed from the Microsoft Store, this can lead to an incompatible side-by-side installation. These apps are pre-installed on some versions of Windows and must be uninstalled via the Microsoft Store.

We also advise against using Click-to-Run installations of Microsoft Office 2013, as we have observed some Click-to-Run-related malfunctions in this version. Instead, use a fully local offline installation.

### 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*, 31. Chapter, „Introduction to Web Groupware“)
- Data synchronization with mobile devices via ActiveSync (Intra2net Business Server feature, see *Intra2net Administrator Manual*, 34. 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.
- Limitations on handling invitations when using the account on multiple devices or with shares.

Incoming invitation emails, appointments created from them and self-created appointments with invitations should only be accepted or edited with the Groupware Client

and only on one device. Otherwise the appointment may be duplicated, incorrect messages to the organizer or incorrect display of the invitation status may occur.

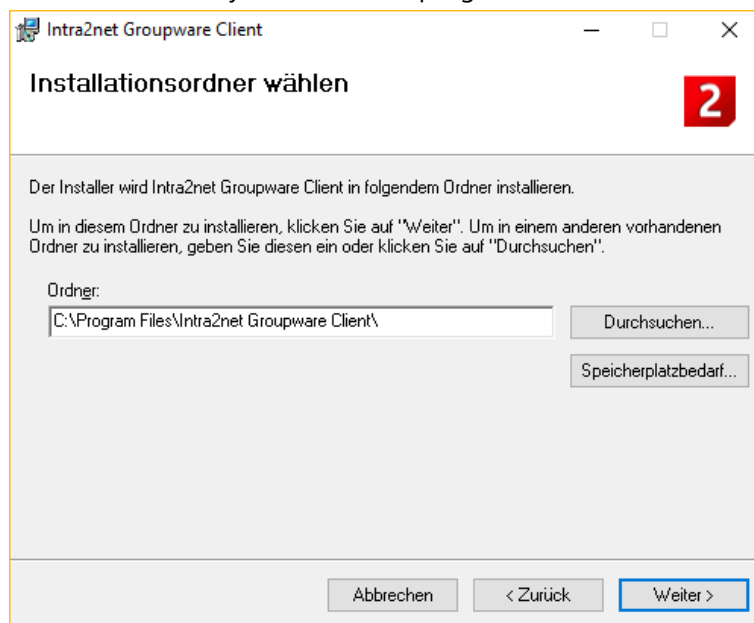
- Changed attendees of a recurring element in a recurring appointment
- Full-day appointments series that extend over several full days
- Journal feature
- Linking groupware items with each other (e.g. between a contact and an appointment)
- Attaching files to groupware objects (not to emails). Files 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 9.4, „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 8.3, „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 9.5, „Read receipts“.
- The maximum size of the data file is 50 GB (for Outlook 2007: 20 GB). The data file contains all linked folders, regardless of whether they are own or shared folders of other users. Using the option "Only headers" (see Section 9.1, „Retrieve Emails Completely or Only Headers“) you can save space in the data file.
- In the quick search function of Outlook (but not in the advanced search), while the search is running, search hits appear in random order first. Once the search is complete, it can be sorted. In addition, deleted items cannot be excluded from the quick search.
- Unable to use the "Notifications" folder name at the top level of the data file.
- Folder names that differ only by upper and lower case from other folder names on the same level as well as folder names that start or end with spaces are not supported. This is a limitation of Outlook.

Please also note the following Section 14.1, „Synchronizable data“.

## 2. Chapter - Installation

### 2.1. Installing the Program

1. Unpack the ZIP archive in which the program is delivered. It contains 2 MSI files. Use the file with the suffix `-win32` if Outlook is installed in the 32 bit version and the file with the suffix `-x64` for the 64 bit version. Call the corresponding MSI file with the 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:

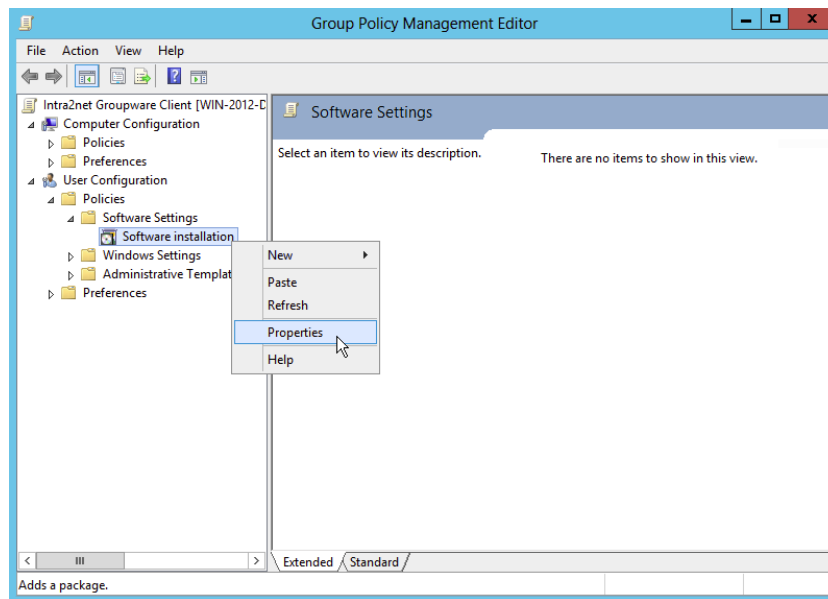
Key HKCU\Software\Policies\Microsoft\Office\16.0\Outlook\setup,  
name DisableOffice365SimplifiedAccountCreation, type REG\_DWORD,  
value 1

## 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.

## 2.3. Switch from 32 bit to 64 bit

If you have installed Outlook and the Groupware Client in the 32 bit version and now want to change to the 64 bit version or vice versa, please proceed as follows:

1. Close Outlook and all other components of Office
2. Uninstall the Groupware Client
3. Uninstall Microsoft Office
4. Install Microsoft Office in the new bit variant
5. Install the Groupware Client in the new bit variant

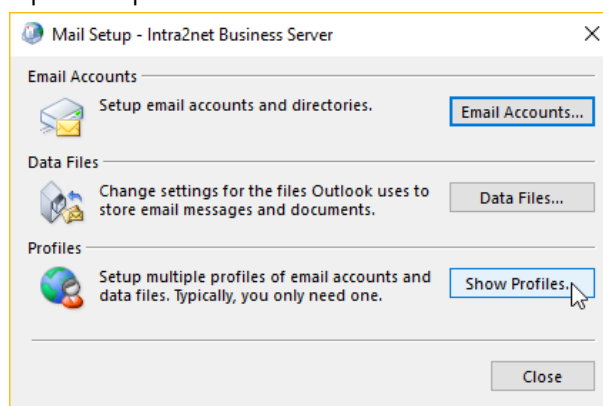
The Outlook profile and the data file(s) of the Groupware Client can be used unchanged. Only if you switch from a higher Outlook version to a lower one (e.g. from Outlook 2019 to Outlook 2013) at the same time, you have to create a new profile and data file to ensure the complete consistency of the data.

### 3. Chapter - Setting up a Profile

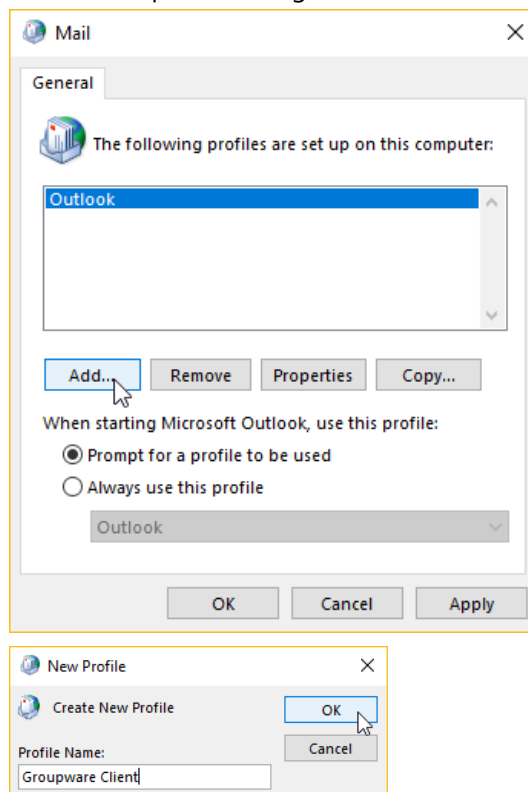
To use the groupware client, a new Outlook profile must be created. Largely independent of the installed version of Outlook, this is done through the control panel, and is described below.

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.

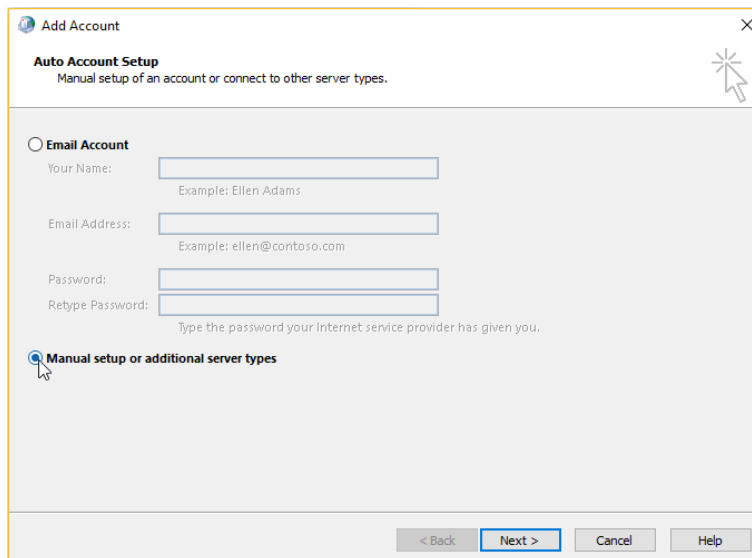
1. After opening the Windows Control Panel, navigate to "Mail (Microsoft Outlook)", or "Mail". The exact name of the menu item depends on the versions of Windows, Outlook and the chosen system language. For some versions of Windows, it may be necessary to first display all items in the Control Panel.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



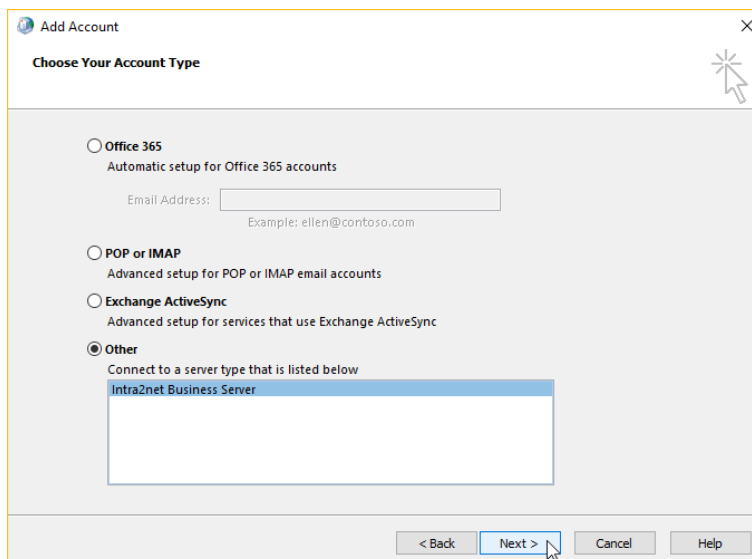
3. Add a new profile and give it a name



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



The screenshot shows the 'Add Account' dialog box with the 'Auto Account Setup' tab selected. The title bar says 'Add Account' and the subtitle is 'Auto Account Setup'. Below the subtitle, it says 'Manual setup of an account or connect to other server types.' There are two radio buttons: 'Email Account' (unselected) and 'Manual setup or additional server types' (selected). Under 'Email Account', there are fields for 'Your Name' (with example 'Ellen Adams'), 'Email Address' (with example 'ellen@contoso.com'), 'Password', and 'Retype Password' (with a note 'Type the password your Internet service provider has given you.'). At the bottom, there are buttons for '< Back', 'Next >', 'Cancel', and 'Help'.



The screenshot shows the 'Add Account' dialog box with the 'Choose Your Account Type' tab selected. The title bar says 'Add Account' and the subtitle is 'Choose Your Account Type'. There are four radio buttons: 'Office 365' (unselected), 'POP or IMAP' (unselected), 'Exchange ActiveSync' (unselected), and 'Other' (selected). Under 'Office 365', it says 'Automatic setup for Office 365 accounts' and has an 'Email Address' field (with example 'ellen@contoso.com'). Under 'POP or IMAP', it says 'Advanced setup for POP or IMAP email accounts'. Under 'Exchange ActiveSync', it says 'Advanced setup for services that use Exchange ActiveSync'. Under 'Other', it says 'Connect to a server type that is listed below' and has a list box containing 'Intra2net Business Server'. At the bottom, there are buttons for '< Back', 'Next >', 'Cancel', and '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.



#### Hint

If this dialog is not displayed, Microsoft Outlook is not installed correctly or in an incompatible configuration. Therefore, cancel at this point and fix the Outlook installation problem first. Then start again with step 1.

First check the Section 1.2, „System Requirements“, especially the point with side-by-side installations triggered by apps from the Microsoft Store (e.g. "My Office", "OneNote" and "Office Lens"). Then try a repair installation of Microsoft Office.

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

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

## 4. Chapter - Account Configuration

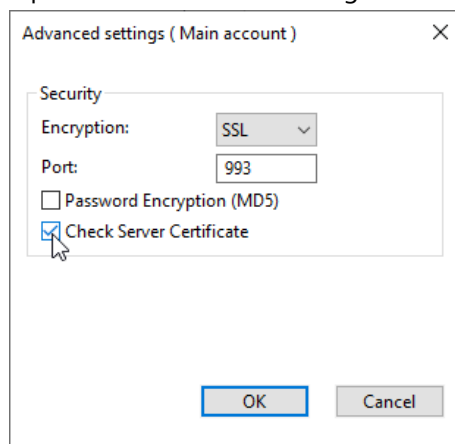
### 4.1. Groupware Account

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.

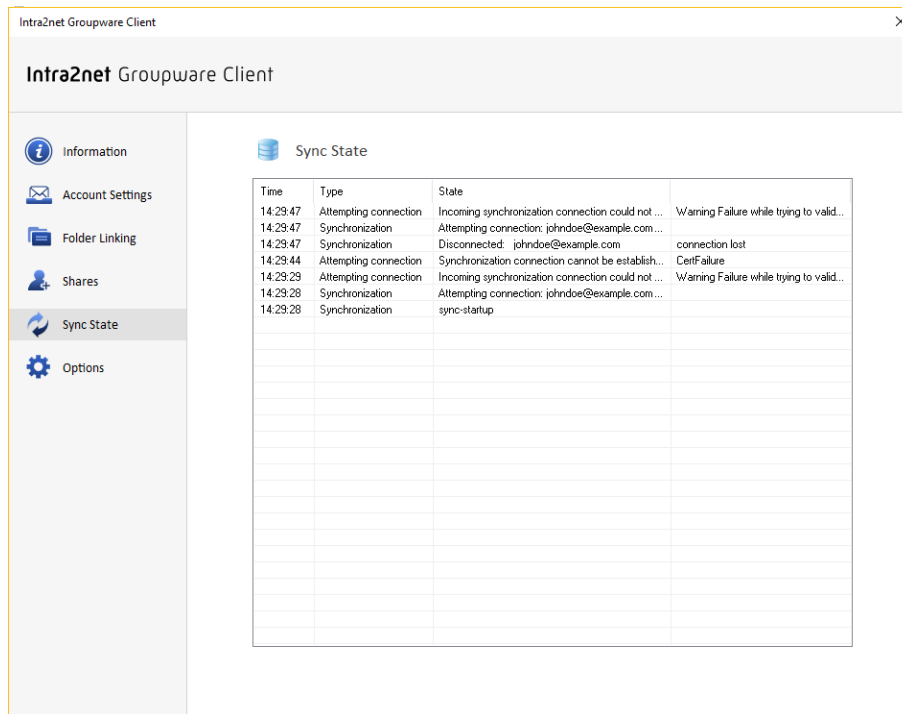
1. Start Microsoft Outlook and open the profile with the Intra2net Groupware Client.
2. Open the menu "Groupware Client", "Account settings".
3. Open the "Advanced Settings" menu and select Check Server Certificate.



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:

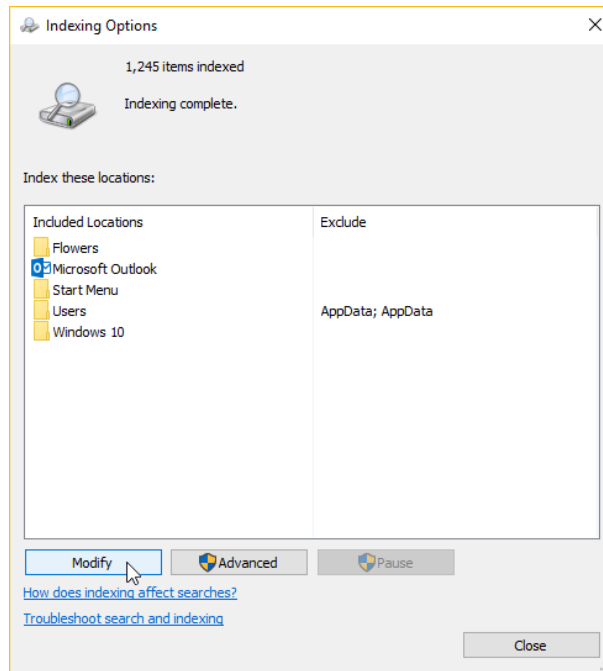
1. First check that the complete DNS name of the server, including the domain, is specified in the groupware client, as opposed to an IP.
2. If the DNS name is a local domain or if the certificate was not created by an external certification authority, the certificate must be registered as trusted in Windows. Follow the steps described in *Intra2net Administrator Manual*, Section 9.3, „Installing Certificates on Clients“.
3. Lastly, check that the server's certificate was created correctly. See *Intra2net Administrator Manual*, Section 9.2, „Correctly Creating Certificates“

#### 4.1.2. Deactivating the Search Indexer

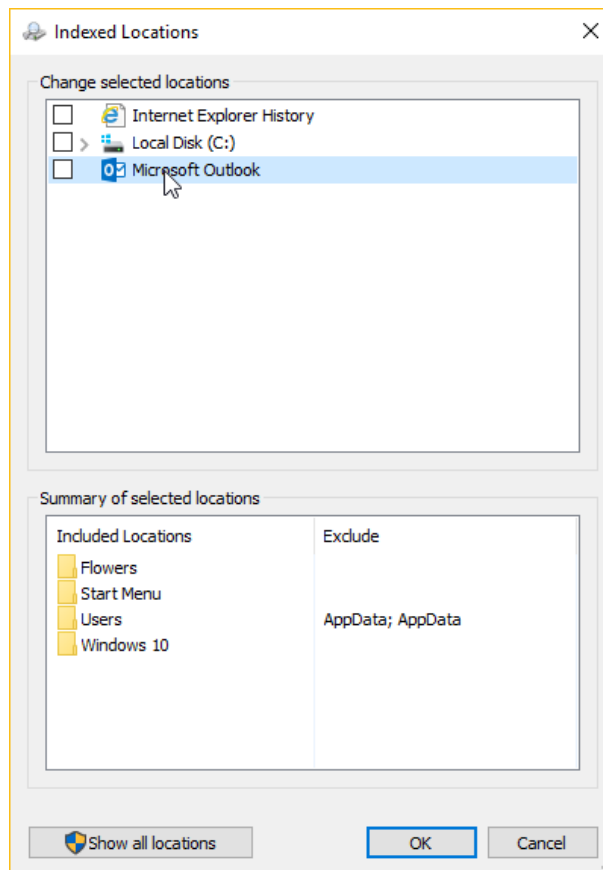
Windows has a central service for indexing user data, which can then be searched through the system wide search function. This service is called Search Indexer.

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".
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.



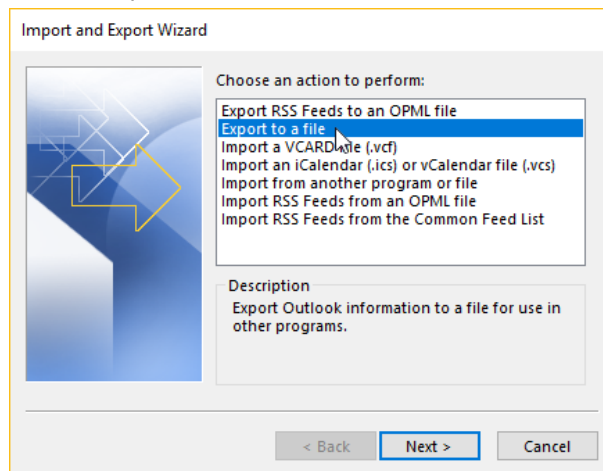
When using Outlook with Microsoft Exchange, the complete migration process is described under 13. Chapter, „Migration from Microsoft Exchange“.

#### 4.2.1. Importing Using Outlook Import

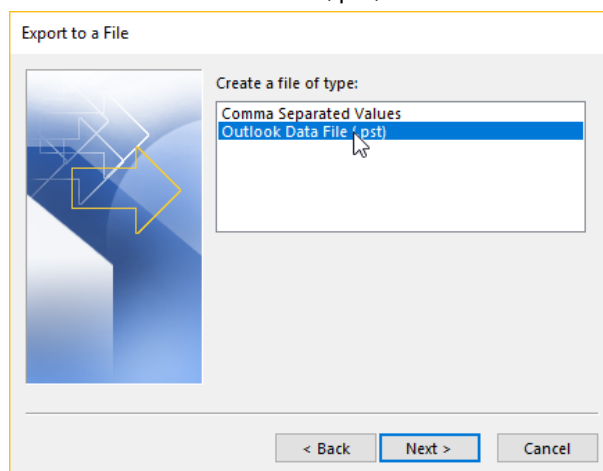
If the data to be imported has a size of up to about 1 GB, it can be easily imported into the Groupware Client using the procedure described here. If the emails to be transferred have sum up to a larger amount, this method can still be used, but will take longer. A faster import is then normally possible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

##### 4.2.1.1. Exporting Current Data

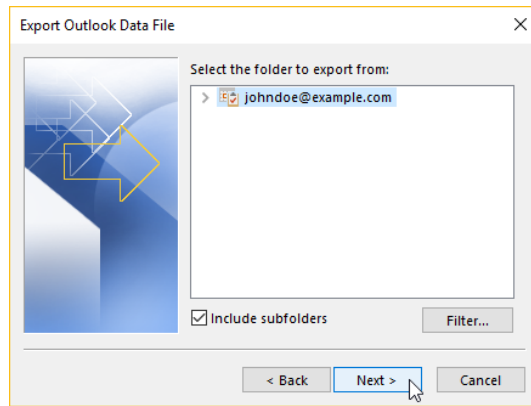
1. Open Outlook with the old profile containing the data to be imported. It may be necessary to change the profile that is opened by Outlook using the Windows control panel, under "Mail (Microsoft Outlook)", or "Email "
2. Open "File", "Open Export, Import/Export."
3. Select "Export to a file".



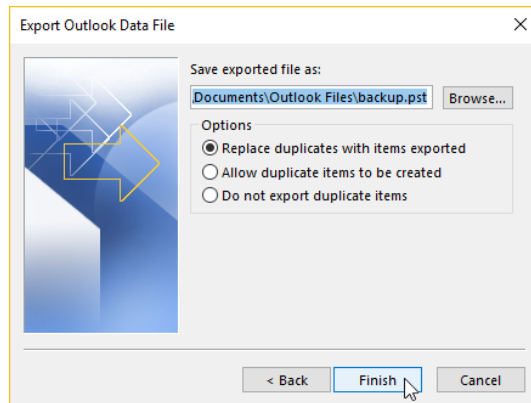
4. Select "Outlook Data File (.pst)".



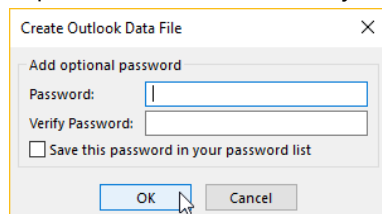
5. Select the required data file, including subfolders.



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



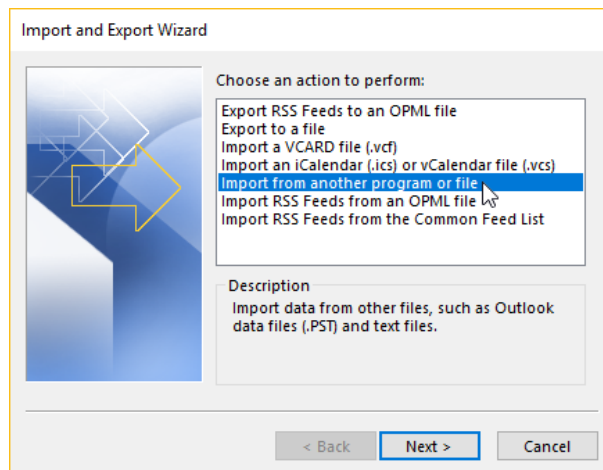
7. A password is not necessary



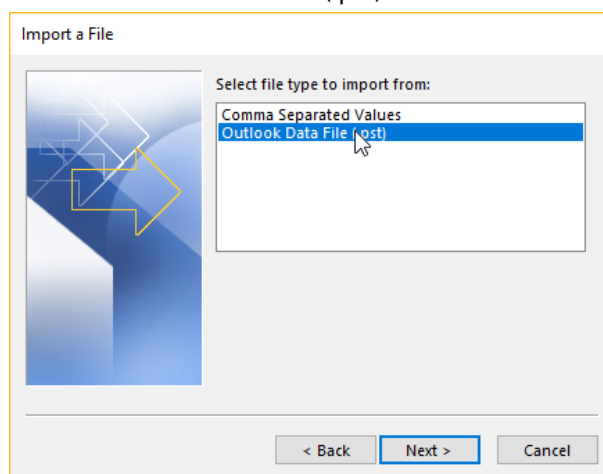
8. Wait until Outlook has exported all data.
9. Close Outlook.

#### 4.2.1.2. Importing to the Groupware Client

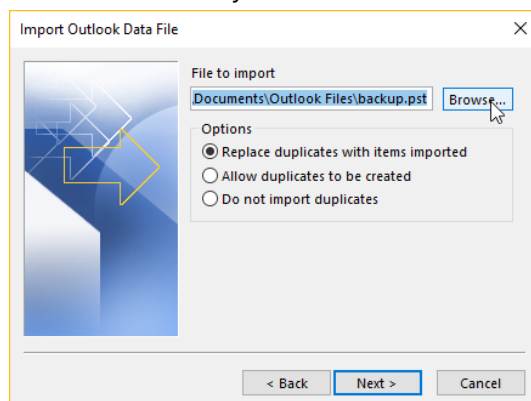
1. Open Outlook with the Groupware Client profile. It may be necessary to change the profile that is opened by Outlook using the Windows control panel, under "Mail (Microsoft Outlook)", or "Email "
2. Open "File", "Open Export, Import/Export."
3. Select "Import from another program or file".



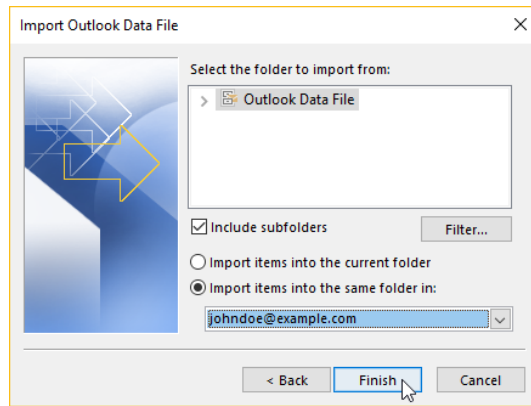
4. Select "Outlook Data File (.pst)".



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.

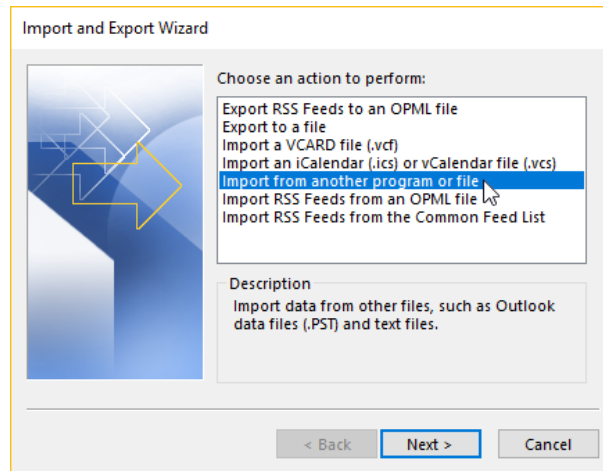
#### 4.2.2. Importing Larger Amounts of Emails

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

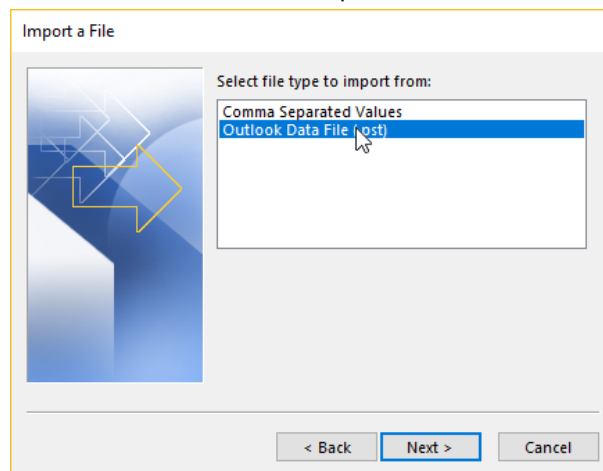
It is necessary that the emails are on an IMAP accessible server. Most email servers are reachable by IMAP by default, or at least this feature can be activated as an option. Using an additional program, the emails can be copied directly from the previous server to the Intra2net system via Outlook. However, 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“.

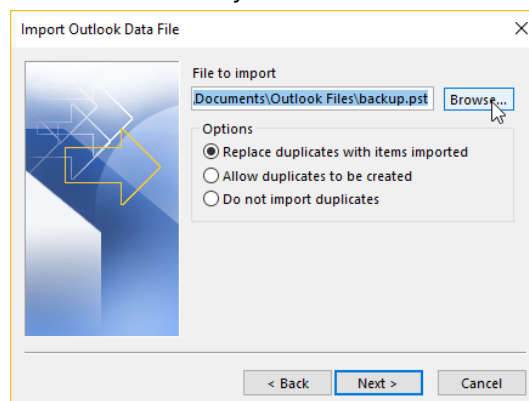
1. Transfer the emails from the previous server as described in 12. Chapter, „Migrating Emails with IMAPCopy“.
2. Export the data from the existing Outlook profile as described in Section 4.2.1.1, „Exporting Current Data“.
3. Open Outlook with the Groupware Client profile. It may be necessary to change the profile that is opened by Outlook using the Windows control panel, under "Mail (Microsoft Outlook)", or "Email "
4. Open "File", "Open Export, Import/Export."
5. Select "Import from another program or file".



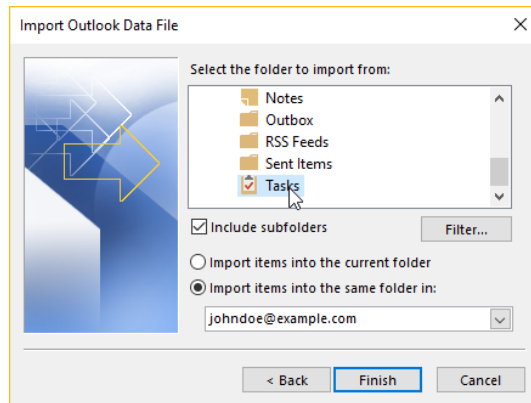
6. Select "Outlook Data File (.pst)".



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.

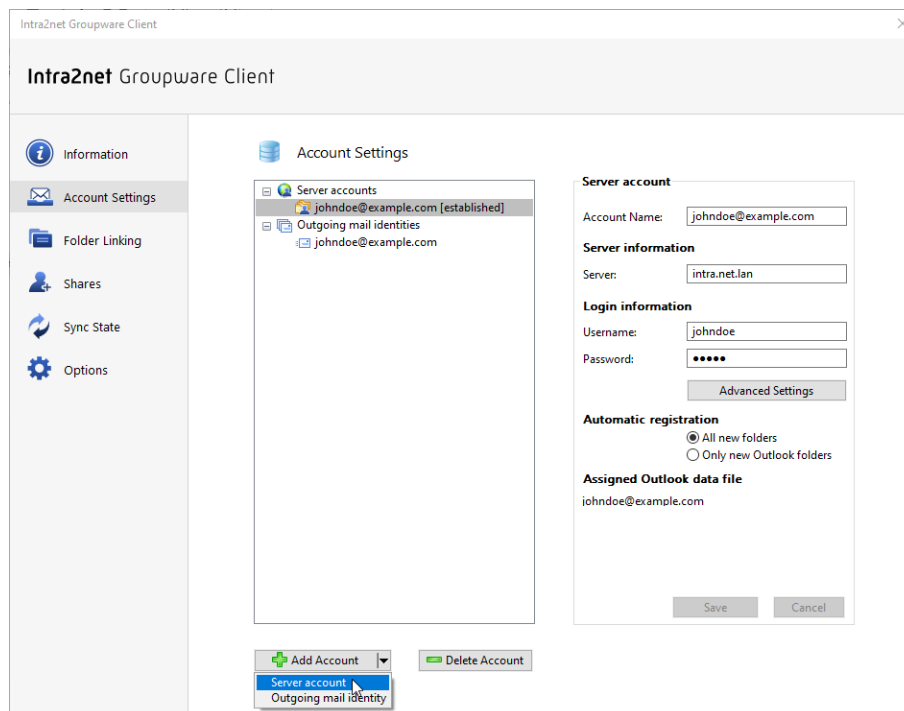
#### 4.3.1. Multiple Server Accounts



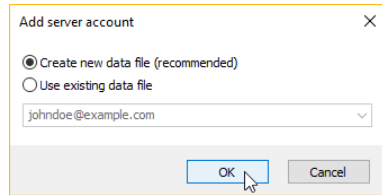
Caution

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

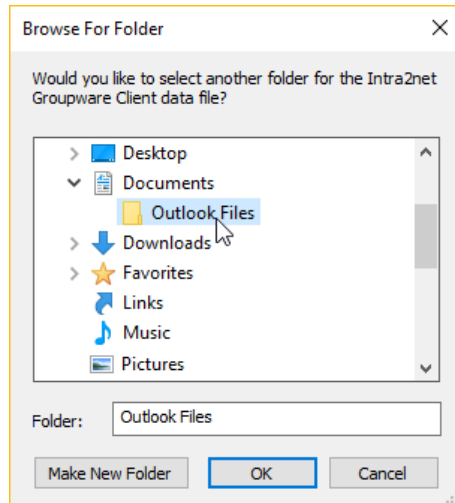
1. Open the menu "Groupware Client", "Account settings".
2. Under "Add Account", select "Server Account".



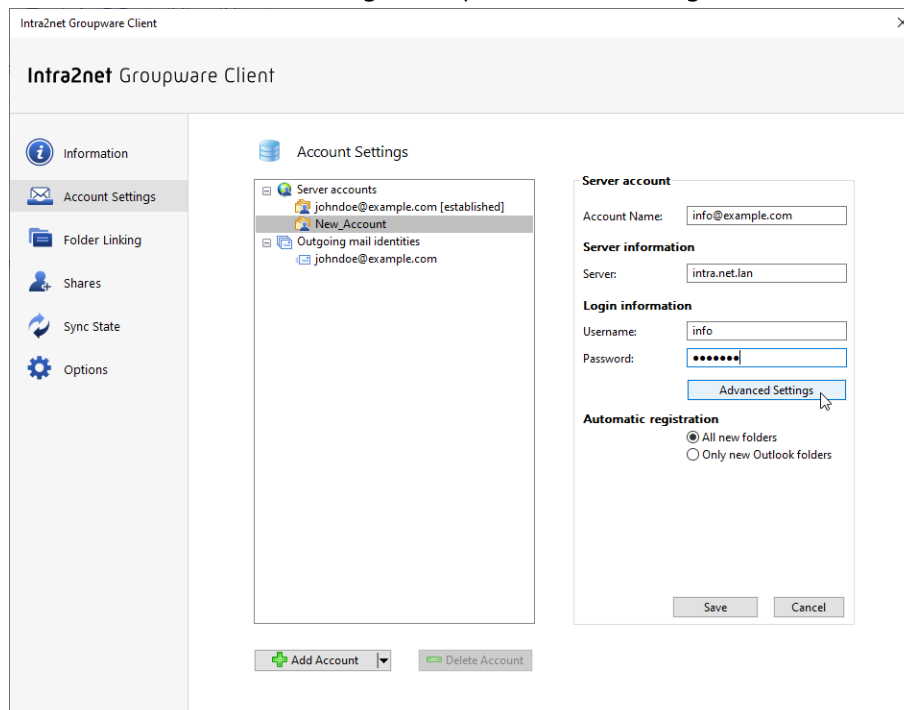
3. Select "Create new data file" if you want to insert the entire account as an additional data file. The "Use existing data file" option is intended for cases where only individual folders of the new account are to be connected in the "Shared folders" directory.



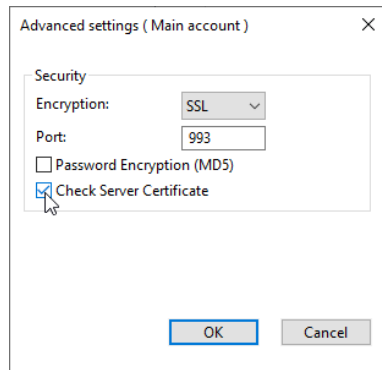
4. Select the folder in which you want to store the new data file.



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.

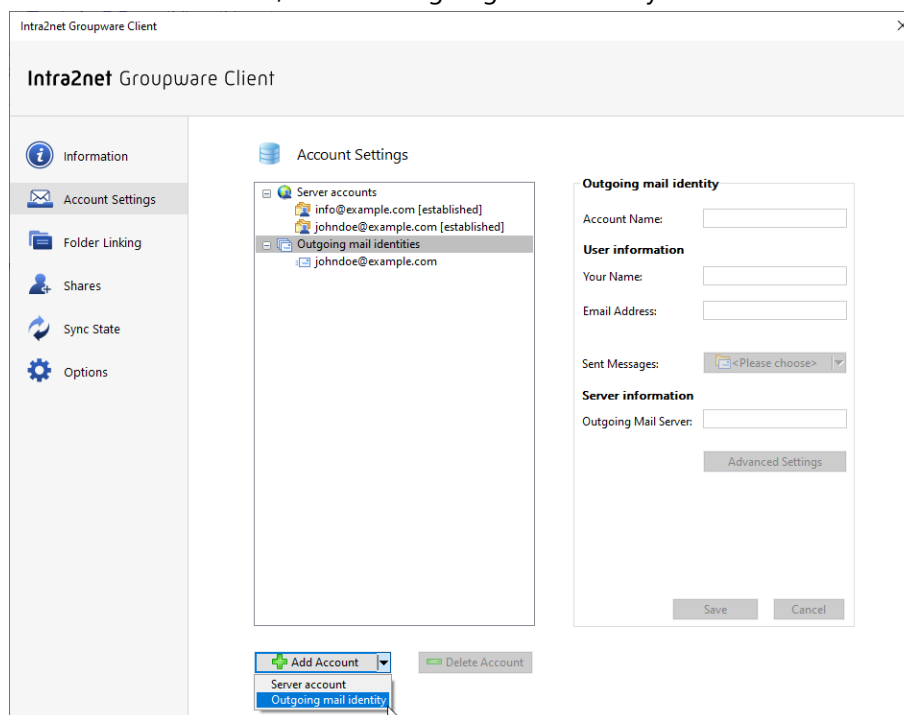


#### Caution

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

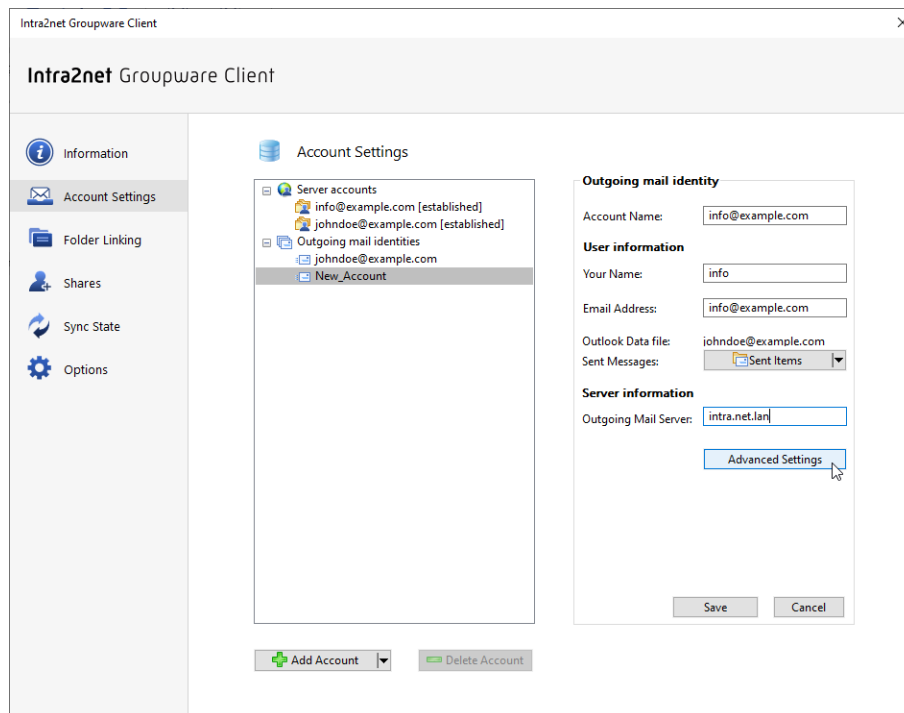
Proceed as described below to create new sender addresses.

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



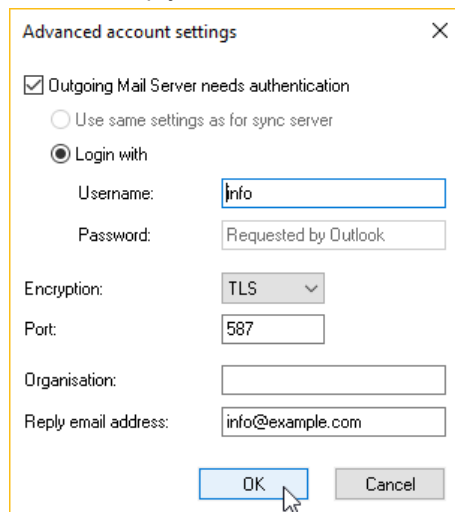
3. Enter the user name, email address, outgoing mail server, and assign an account name.



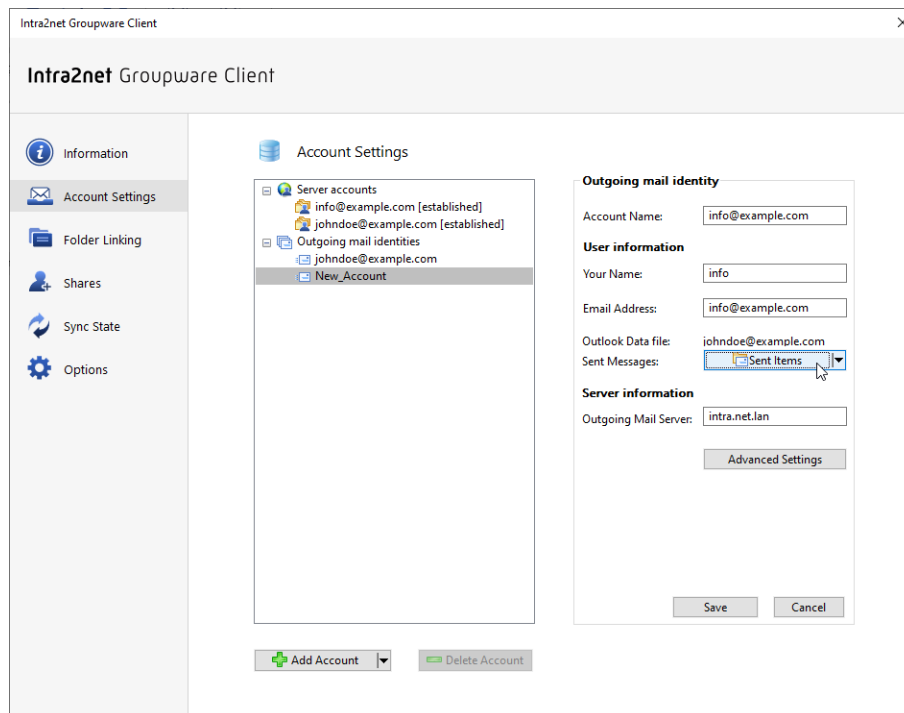


4. Open "Advanced Settings", activate encryption via TLS and set the port used to 587.

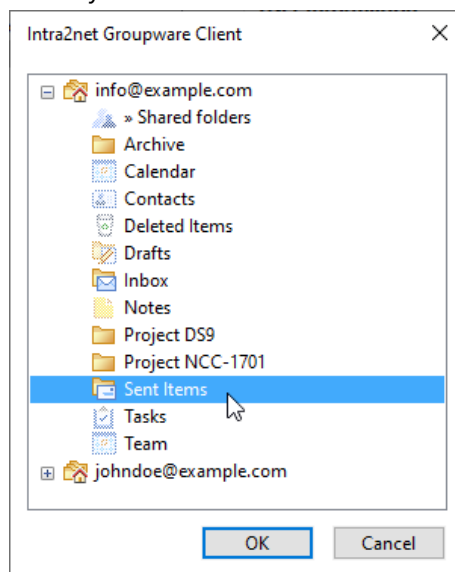
If necessary, authentication can also be activated and an organization name and a different reply address can be entered.



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". Synchronization in the opposite direction, i.e. from the server, still takes place.
- 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.

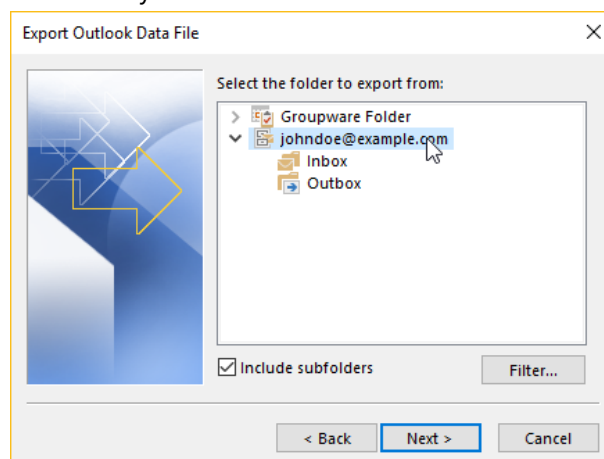
In this case, set folders other than "Sent Items" for all outgoing mail identities.

#### 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.



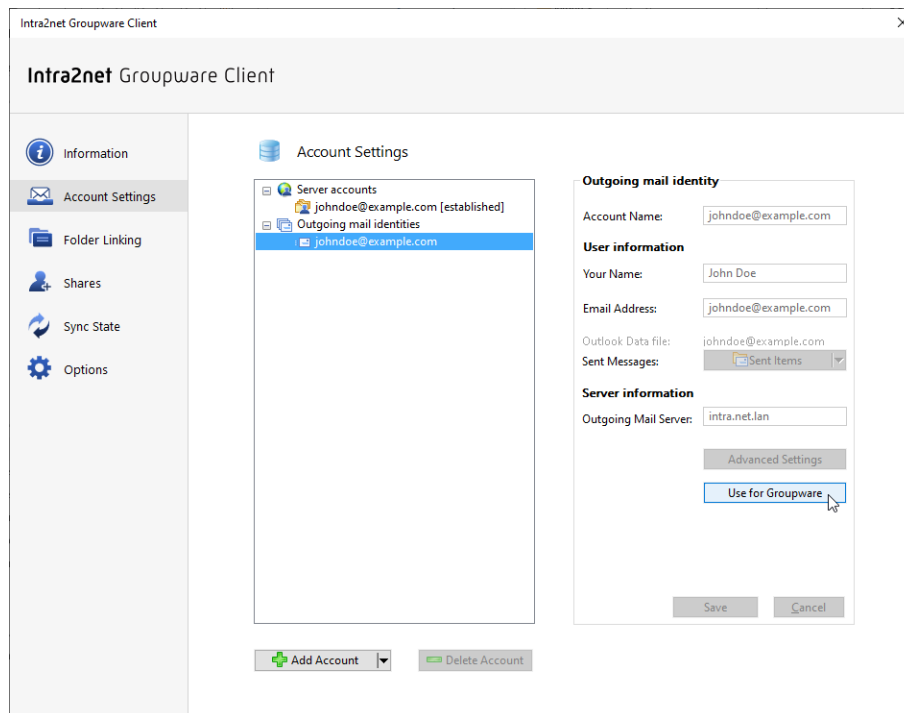
2. Open the newly exported backup copy by going to "File", "Open and Export", "Outlook data file" and check if it contains all email folders and if they are complete. Then close it again.



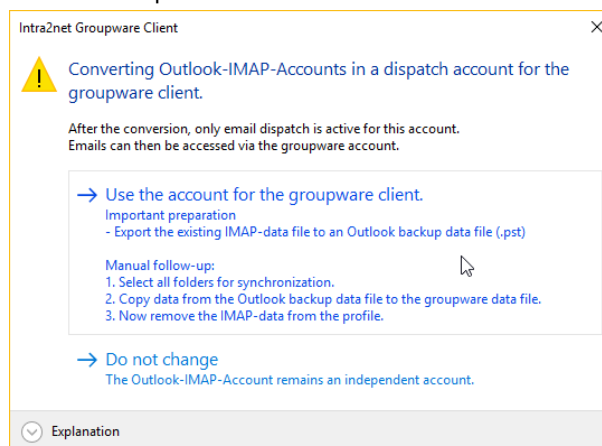
Caution

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

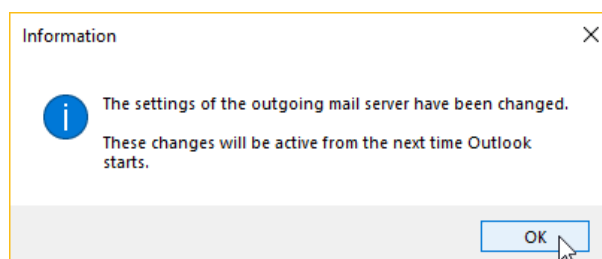
3. Open the menu "Groupware Client", "Account settings".
4. Under "Outgoing mail identities" select the previous IMAP account and click "Use for Groupware".



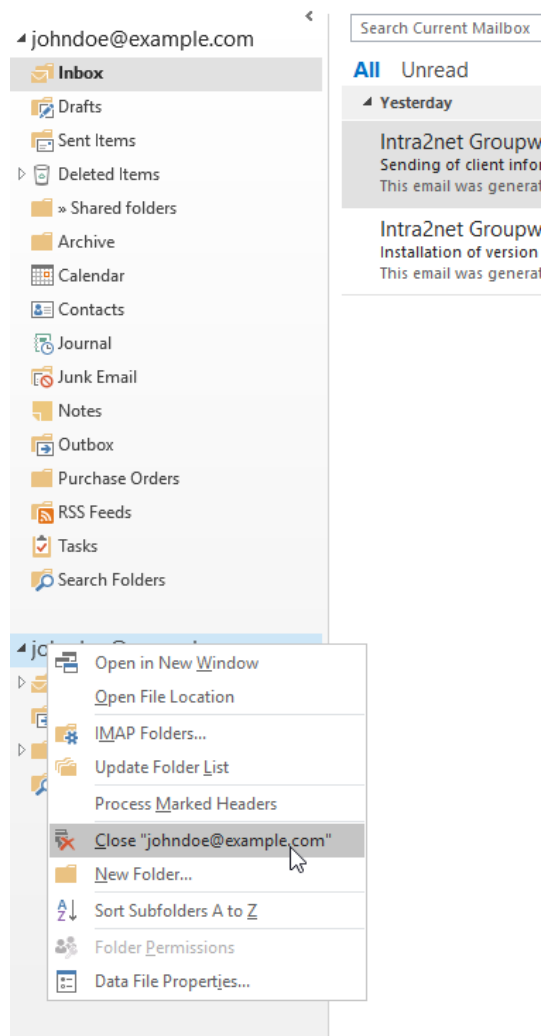
5. Having created a backup copy of the email data beforehand, the confirmation prompt can be accepted with "Yes".



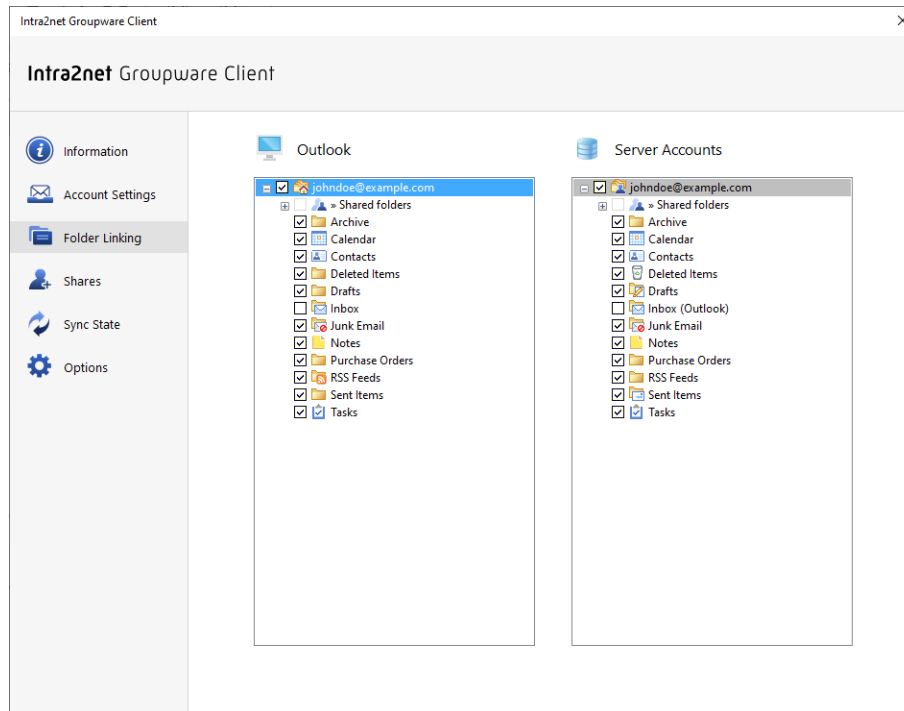
6. Quit Outlook, wait until the Outlook process is truly finished (see Task Manager) and restart it afterwards.



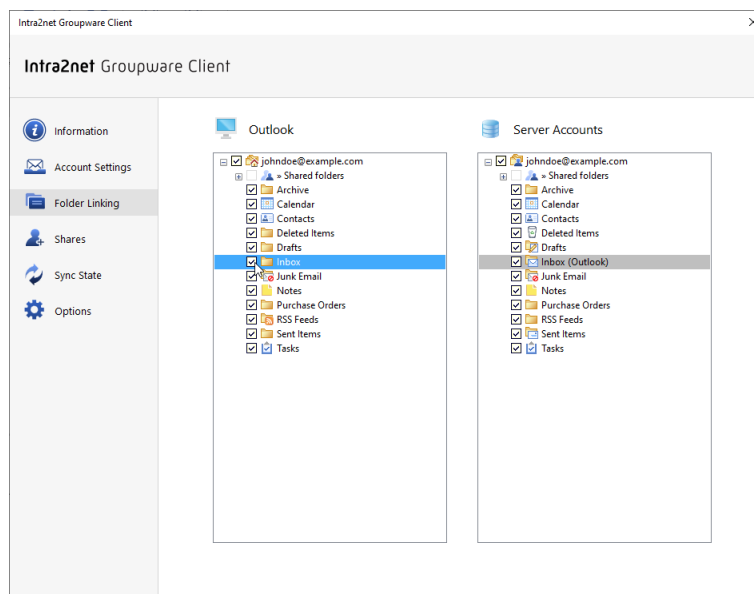
7. In the folder tree on the left-hand side of Outlook, the data file for the email account may still be displayed in some cases. This must then be removed. To do this, right-click on the data file and select "Close 'data file name'". The previous IMAP data file is recognizable by the fact that it *does 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. Click on the checkbox in front of the folder name on the left side (Outlook) and check the box.



11. Repeat the previous step for all email folders.
12. You can follow the progress in the menu "Groupware Client", "Sync State".
13. After the synchronization is finished, check the content of the email folders for completeness.

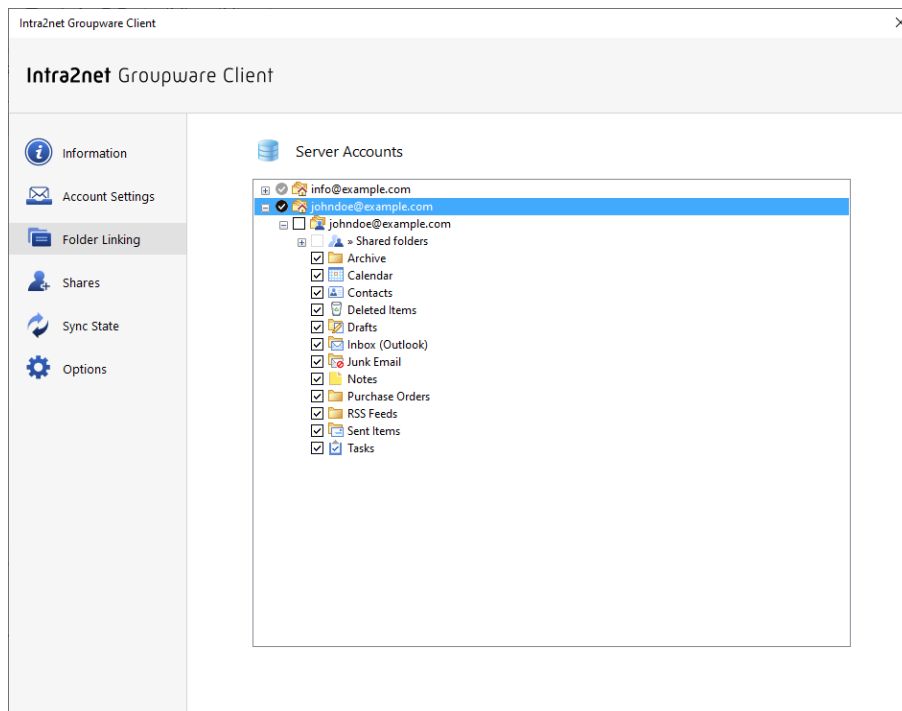
If entire folders or individual emails are missing, they can be copied from the backup created at the beginning. To do this, open the backup copy as an additional data file ("File", "Open", "Open Outlook Data File") and drag drop the missing data into the other data file. Do not use the import function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

## 5. Chapter - Linking Folders

The menu "Groupware Client > Folder Linking" controls which folders on the server account should be linked to the local Outlook data file.

This menu always displays the list of folders on the server. Linked folders (marked by set checkbox icon) then appear at the corresponding place in the folder hierarchy also within the local Outlook data file.

When a folder is linked, it means that all contents are synchronized between the local Outlook folder and the server folder.

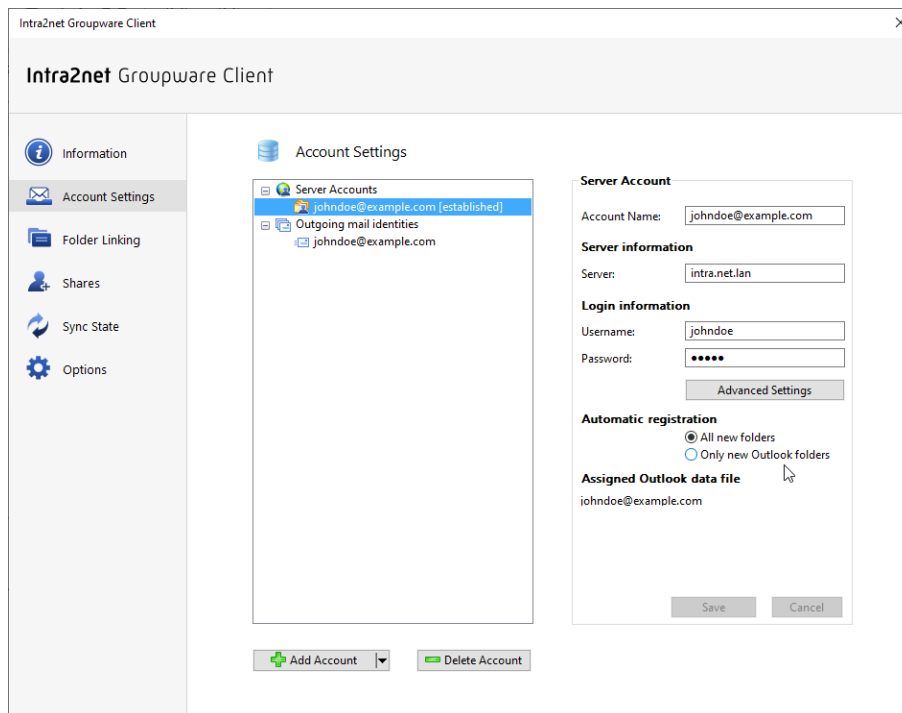


This chapter describes the standard mode for folder connections. Alternatively, there is also the expert mode, which is described in the 7. Chapter, „Folder Linking Expert Mode“.

### 5.1. Linking Own Folders

#### 5.1.1. Automatic registration

By default, all folders owned by the server account are linked to the Outlook data file and, conversely, all new folders created locally are also created and linked on the server. This corresponds to the "All new folders" option in "Automatic registration" in the "Groupware Client > Account Settings" menu.



In some cases it may make sense that newly created folders on the server are not automatically connected and synchronized with the Outlook data file. E.g. if this would make the data file too large. In this case you can switch to "Only new Outlook folders". Folders newly created locally in Outlook will then continue to be automatically linked, but folders newly created on the server will no longer be linked. You will then have to click on them individually in the "Folder Linking" menu to link them.

If own folders are deleted, renamed or moved in Outlook, this change is always immediately applied to the server as well.

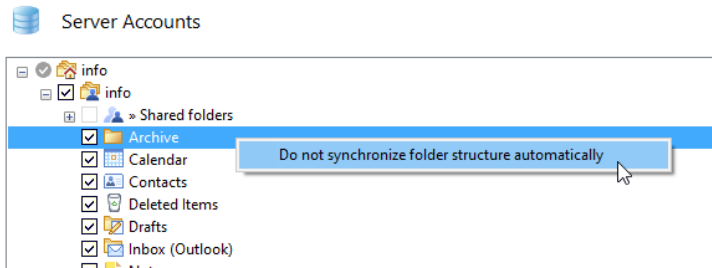
### 5.1.2. Excluding Folders from Synchronization

It may be useful to keep folders only locally in the Outlook data file and not synchronize them with the server. E.g. it can speed up the deletion process if you do not synchronize Deleted Items with the server. Another example is the Drafts folder, the synchronization of which can conflict with the automatic saving of emails opened for editing and not yet sent.

Another desired configuration can be to automatically synchronize new folders created on the server by default, but to exclude a few parts of the folder hierarchy.

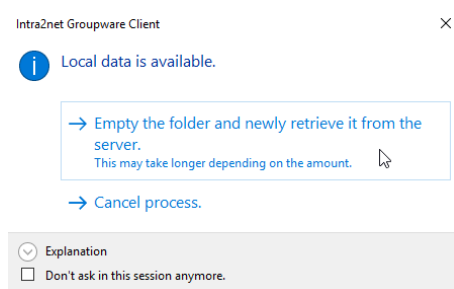
For both you can use the function "Do not synchronize folder structure automatically". You can find this in the menu "Groupware Client > Folder Linking" if you right-click a folder there.





Note that a folder configured in this way always remains in the local Outlook data file with its contents, but the folder and its subfolders are exclusively local and are no longer synchronized with the server. If necessary, the subfolders can be deleted in Outlook. However, the folder itself must remain in order to get the exception from synchronization. If the folder were deleted from the local Outlook data file, it would be created again the next time the folder structure is synchronized, and its contents would be re-synchronized from the server.

If you want to undo the setting, set the checkbox of the folder again. In order to resume synchronization, all locally existing data and all subfolders must first be deleted and replaced by the content on the server. The user is informed about this in a dialog and must launch the deletion.



### 5.1.3. Update folder list

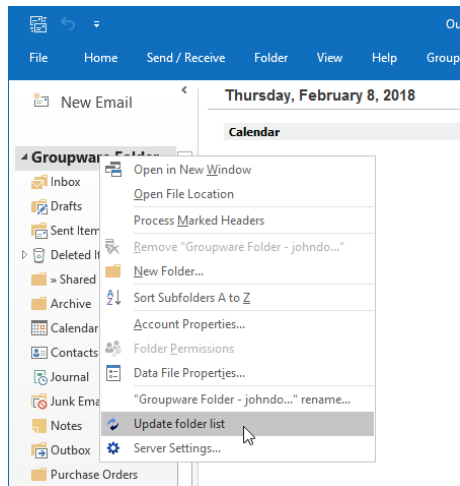
Server-side changes to the folder structure, e.g. folders newly created or renamed on the server, are detected in the background when Outlook is started and periodically thereafter and applied to the local Outlook data file. This process runs every 60 minutes



#### Hint

This only affects the folder structure itself, but not the content of the folders. For synchronization of the contents see Section 8.2, „Folder Options“.

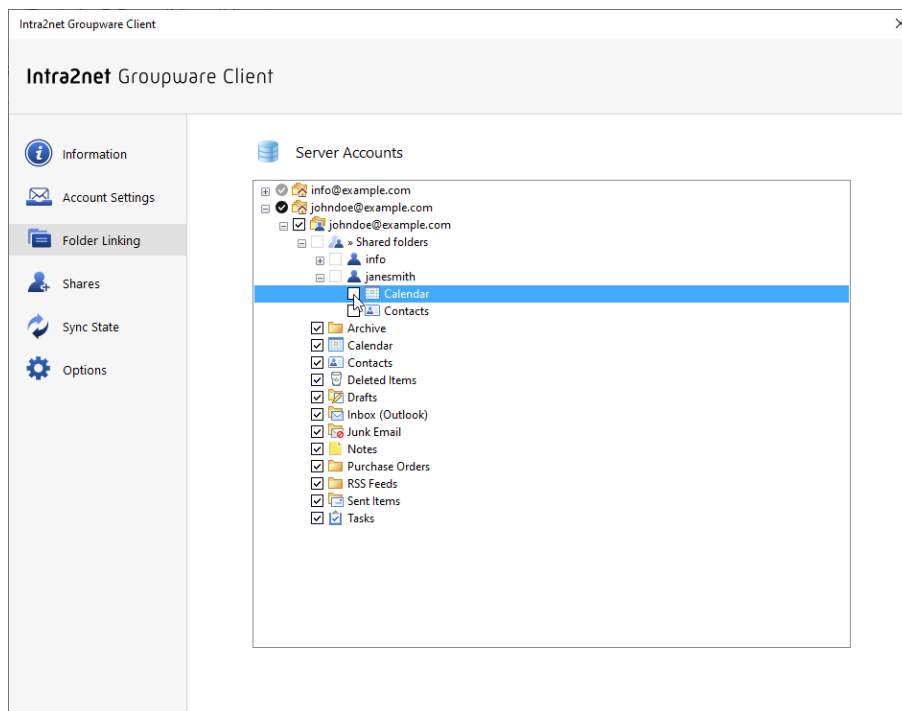
You can instruct the Groupware Client to update the folder structure immediately by right-clicking in the folder list to open the context menu of a folder managed by the Groupware Client and selecting the "Update folder list" option. This will update the folder structure of the entire Outlook data file.



## 5.2. Linking Shared Folders

If a folder has been shared with you or a group of which you are a member, you will see a notification about it in the Inbox the next time you start Outlook. Unlike own folders, new shared folders are not automatically linked.

Use the menu "Groupware Client > Folder Linking" and there the item "»Shared folders" to link shared folders and thus make them usable in Outlook. Click the checkbox icon to link or unlink a folder.



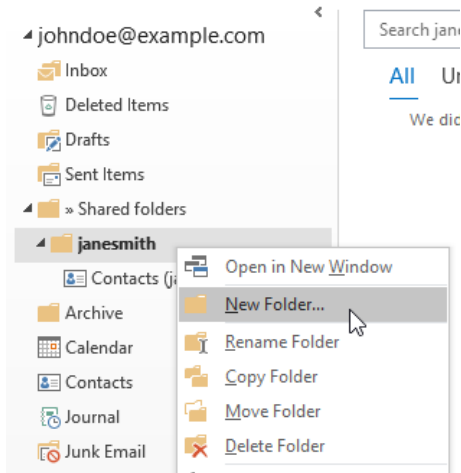
If you have the "Folder" right to a shared folder, you can delete the folder or create new subfolders. It is not possible to rename shared folders. Only the owner of the folder can do this. To delete subfolders, you need the "Folder" right for each subfolder.



### Caution

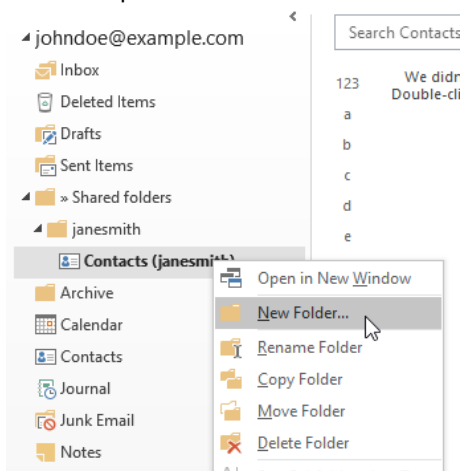
Creating and moving shared folders is not possible on the top folder level of a user account. Even if Outlook allows to create folders in this level, they are not linked to the server and are located purely locally in the Outlook data file.

Example:



Only the owner of an account is able to create folders on the top folder level or move them there.

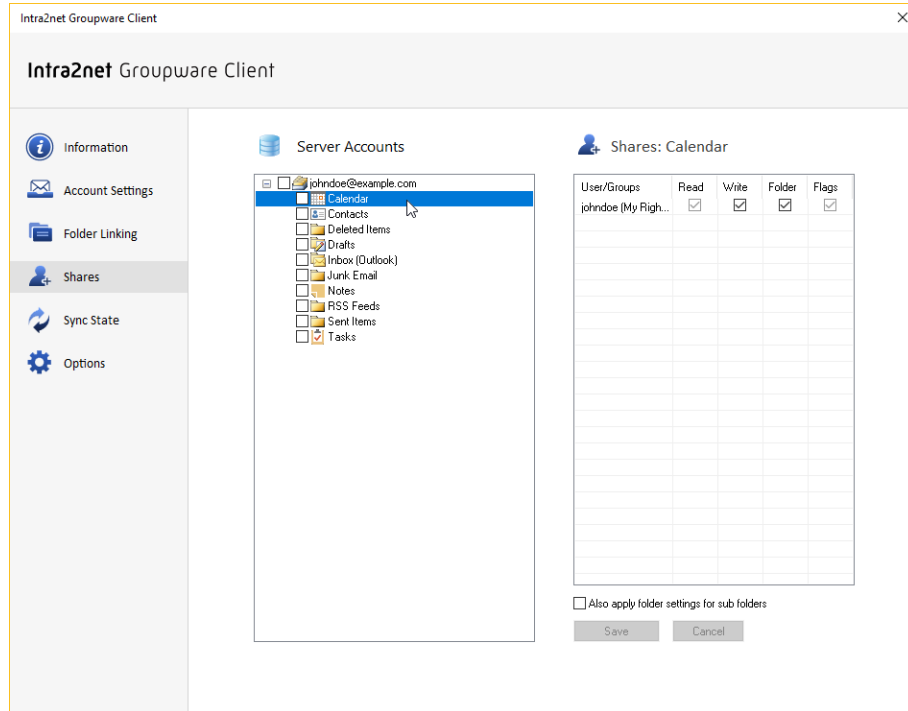
However, the creation of folders below a linked folder are synchronized to the server. In the example, a new folder is created below "Contacts".



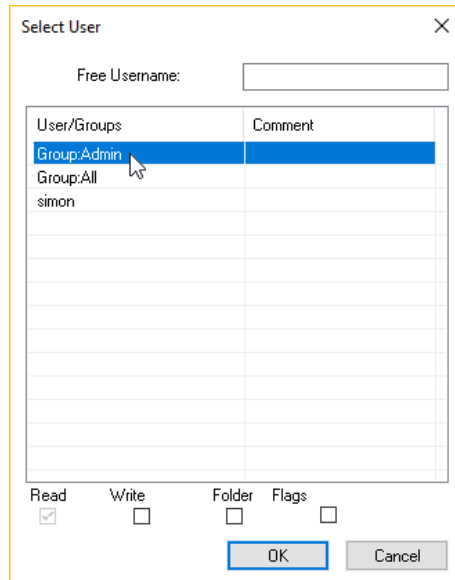
## 6. Chapter - Sharing Folders

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) to open the dialog for a new share. 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. Close the dialog with "Ok".
5. Click "Save" to add the new rights to the server.

After that, other users can link the shared folders as described in Section 5.2, „Linking Shared Folders“.

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.

## 6.1. Rights

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.  To delete folders with existing content, the user also needs the "Write" permission.
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.

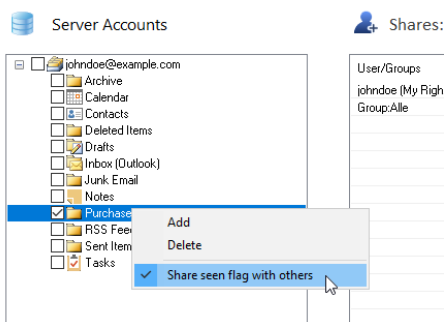
Newly created folders always adopt the rights of their parent folder when they are created.

## 6.2. 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.

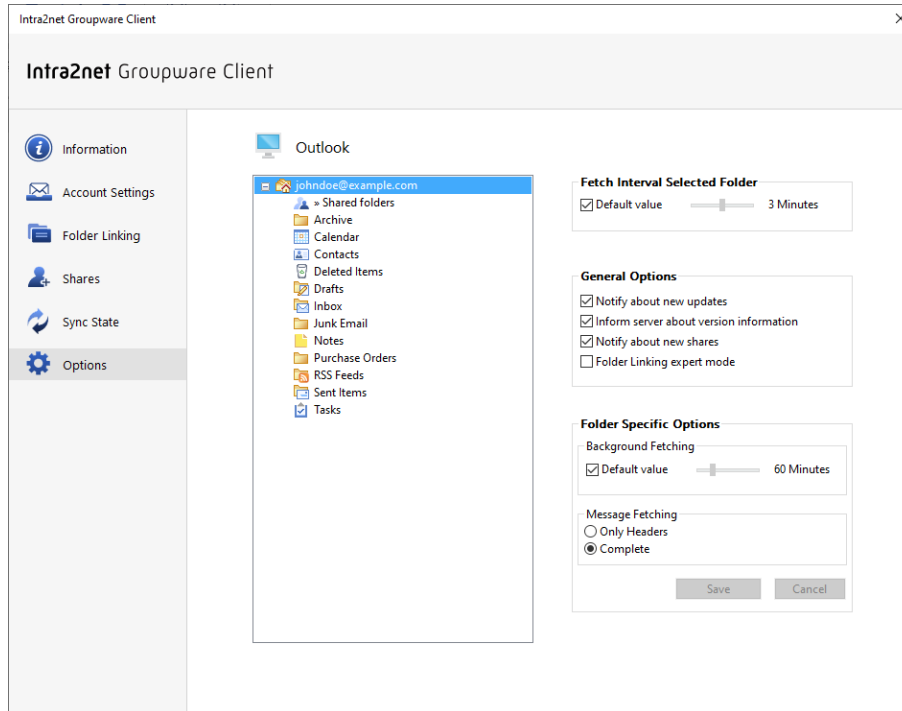
If the read status is to be managed individually for each user, open the context menu of the folder with a right click and deactivate the "Share seen flag with others" option.



## 7. Chapter - Folder Linking Expert Mode

The expert mode for folder links displays two folder trees in the "Groupware Client > Folder Linking" menu, one for the local Outlook side and one for the server accounts. This allows both finer control of which folders to connect to where, and different modes when dealing with new subfolders.

The expert mode for folder links can be switched on and off via the corresponding option in the "Groupware Client > Options" menu:

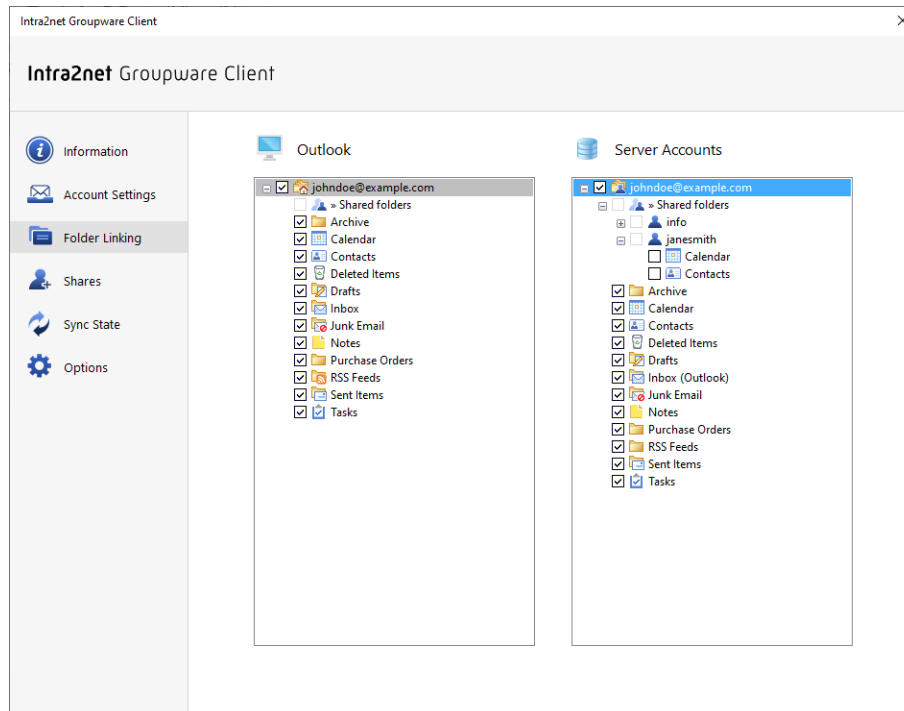


Up to and including Intra2net Groupware Client version 4.0.2 the expert mode for folder linking was always active, only since version 5 there is a choice between the modes.

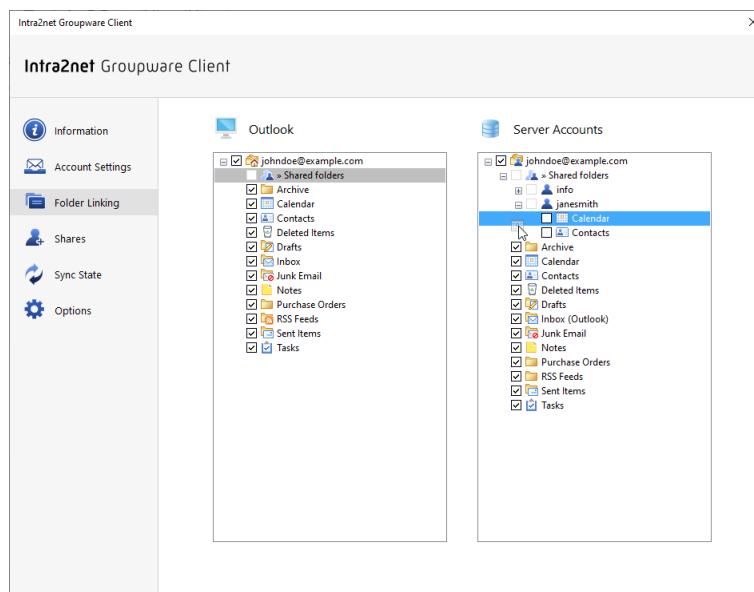
### 7.1. Linking Shared Folders

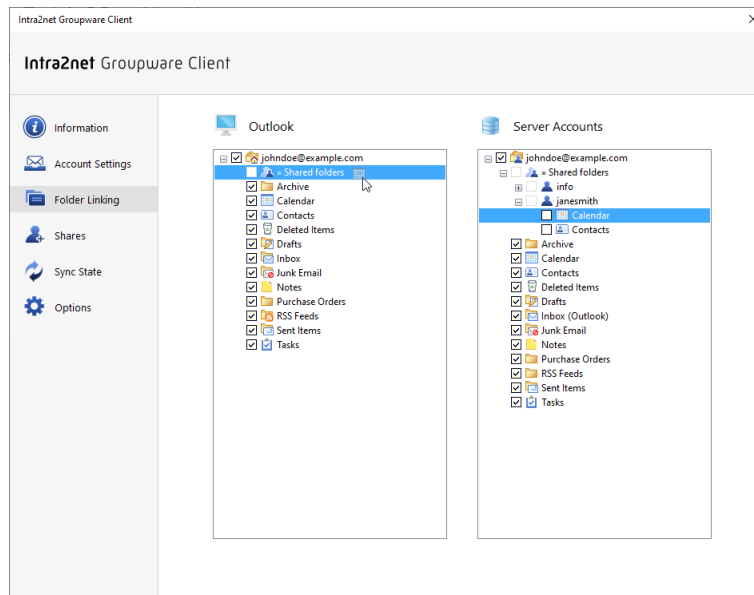
In expert mode, follow the steps below to link folders that other users have shared with you:

1. Go to "Groupware Client > Folder Linking".
2. On the right side (server accounts) the shared folders appear below "» Shared folders".



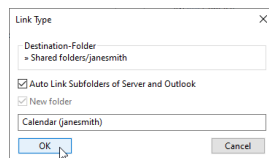
- Click, and with the mouse button held down, drag the desired folder on the right side to "» Shared folders" on the left side (Outlook). Release the mouse button once it is there.





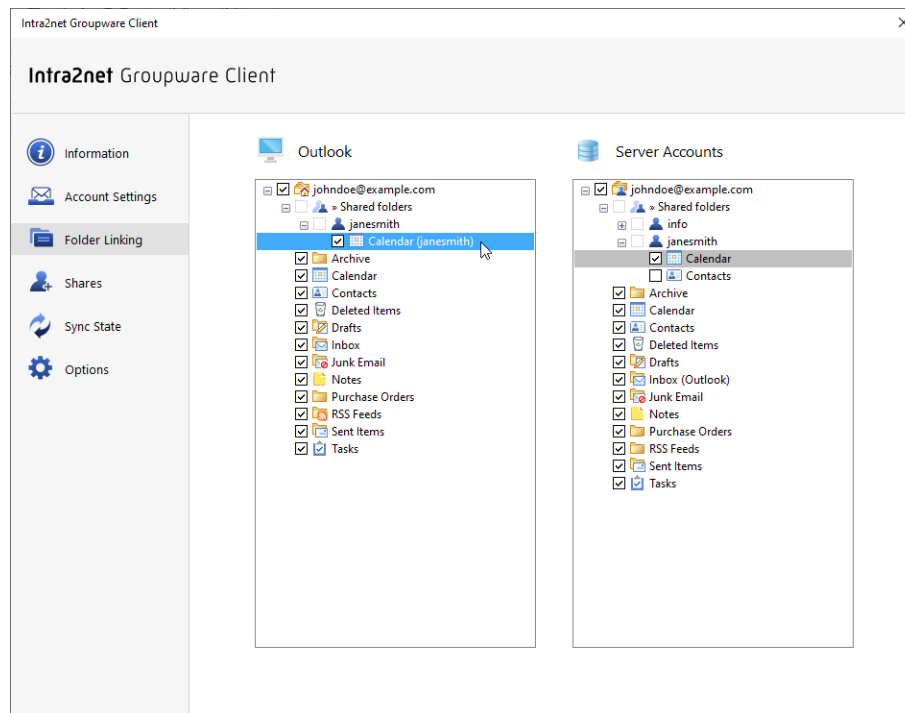
4. A dialog appears asking how the link should be created. By default, the selected folder and all of its shared subfolders are linked. If new subfolders are created or shared on the server at a later stage, they will be automatically linked. Alternatively it is possible to link only the selected folder 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 linked folder now appears on the left side (Outlook) below "» Shared folders" and the user name.





The difference between expert mode and the standard mode described in the 5. Chapter, „Linking Folders“ is that the shared folders linked in expert mode have the additional option of automatically linking subfolders newly created on the server. In standard mode, you must always link shared folders individually.

Another feature that only the expert mode offers is to give the folders a different name locally than on the server. It is also possible to link folders on another hierarchy level below "»Shared folders".

In the expert mode it is also possible to create the folder link in the same way as in the standard mode. To do this, simply click the checkbox in front of the respective folder name on the "Server Accounts" side instead of using the drag method described above.

## 7.2. Manual folder linking

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

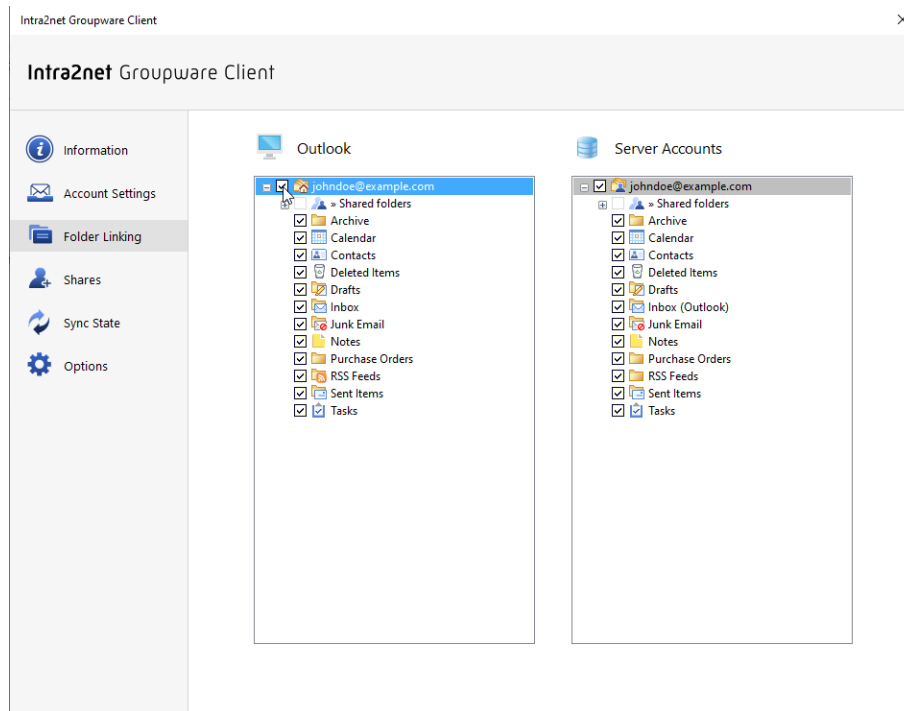
- Folders newly created on the server will automatically appear in Outlook
- Folders created in Outlook are automatically created on the server and linked to it
- Folders deleted locally are also deleted on the server
- Folders deleted on the server are also deleted locally
- Folder names and their hierarchy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

### 7.2.1. Switching to Manual Linking

To make this possible there is also the option to switch off the automatic mode and to link the folders manually. To do this, proceed as follows:

1. Go to "Groupware Client > Folder Linking".
2. Click the root folder and uncheck the box in front of the name.

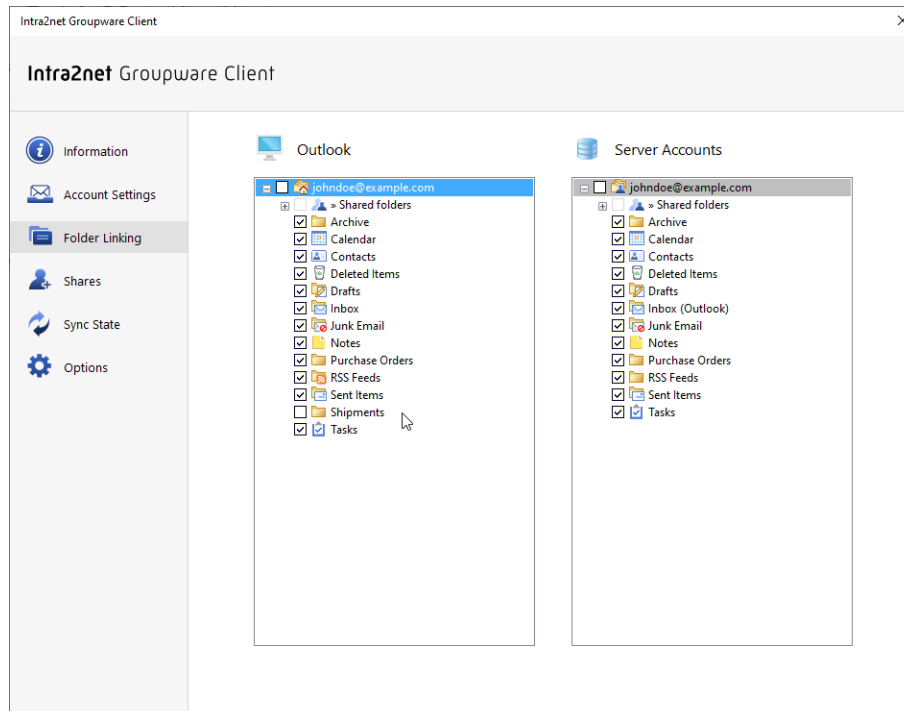


3. You will be asked if you really want to remove the link. Answer with "OK".

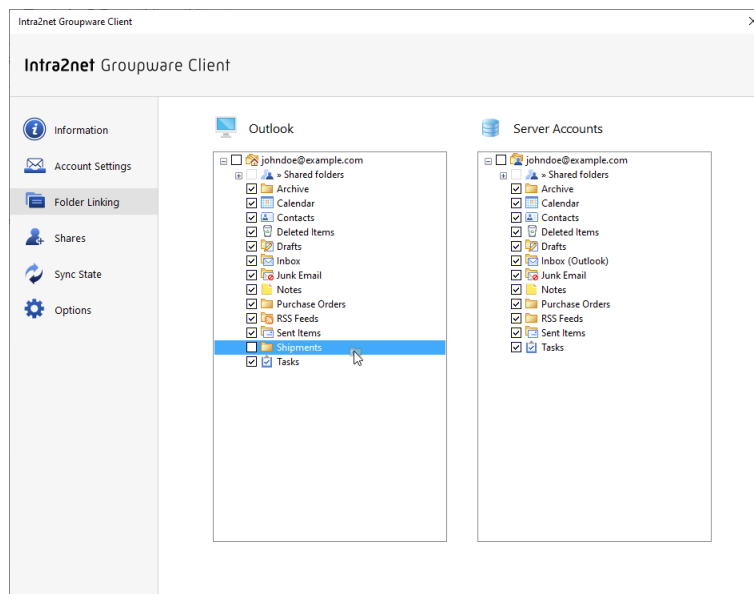
The individual subfolders are still linked at first. Namely, the individual folders on the top folder level are linked using the "All new folders" mode. If new folders are created locally or on the server on the top folder level, they must be linked manually from now on (if desired). In addition, it is now possible to unlink individual folders or to link them at a different location in the folder hierarchy than on the server.

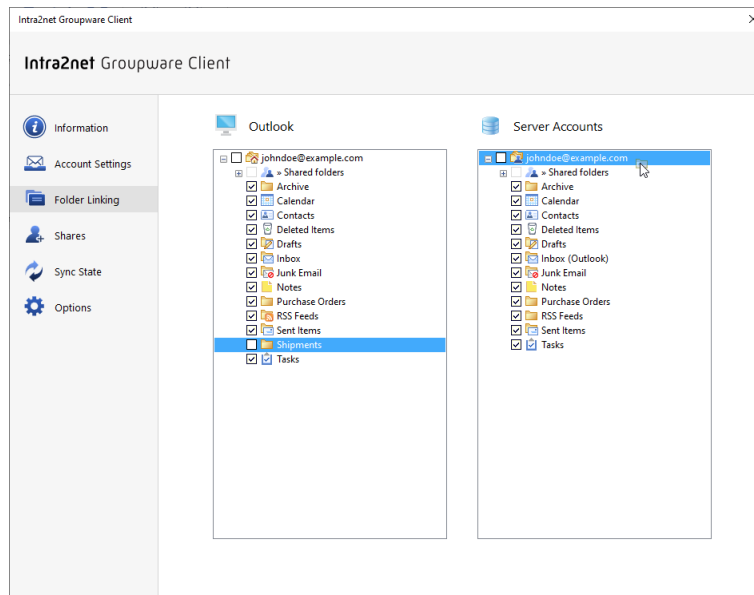
### 7.2.2. Linking an Individual Folder

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.



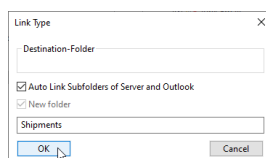
3. Drag the desired folder on the Outlook side, here "Shipments", to the root folder of the account on the right side with the mouse button pressed and release the mouse button there (drag & drop). If the folder to be linked is on the server side, drag it in the other direction.





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

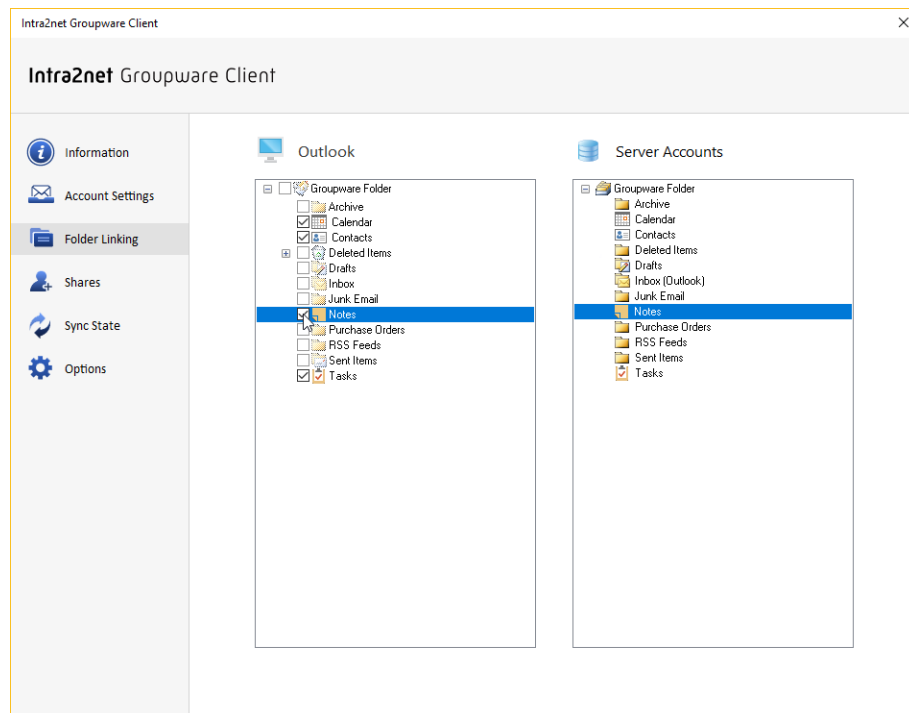
Auto-Link Subfolders	If active, the folder itself and all of its subfolders are linked. If new folders are added or deleted locally in Outlook or on the server, the change is made on the other side, too.
New subfolder	If enabled, a new folder is created inside the previously indicated folder and linked 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.



### 7.2.3. Unlinking a folder

To remove the link of a folder, proceed as follows:

1. Go to "Groupware Client > Folder Linking".
2. Click the checkbox in front of the folder name to uncheck it.



3. Confirm that you want to remove the link.

## 8. Chapter - Additional Features

### 8.1. Folder Hierarchy and ibx\_sub

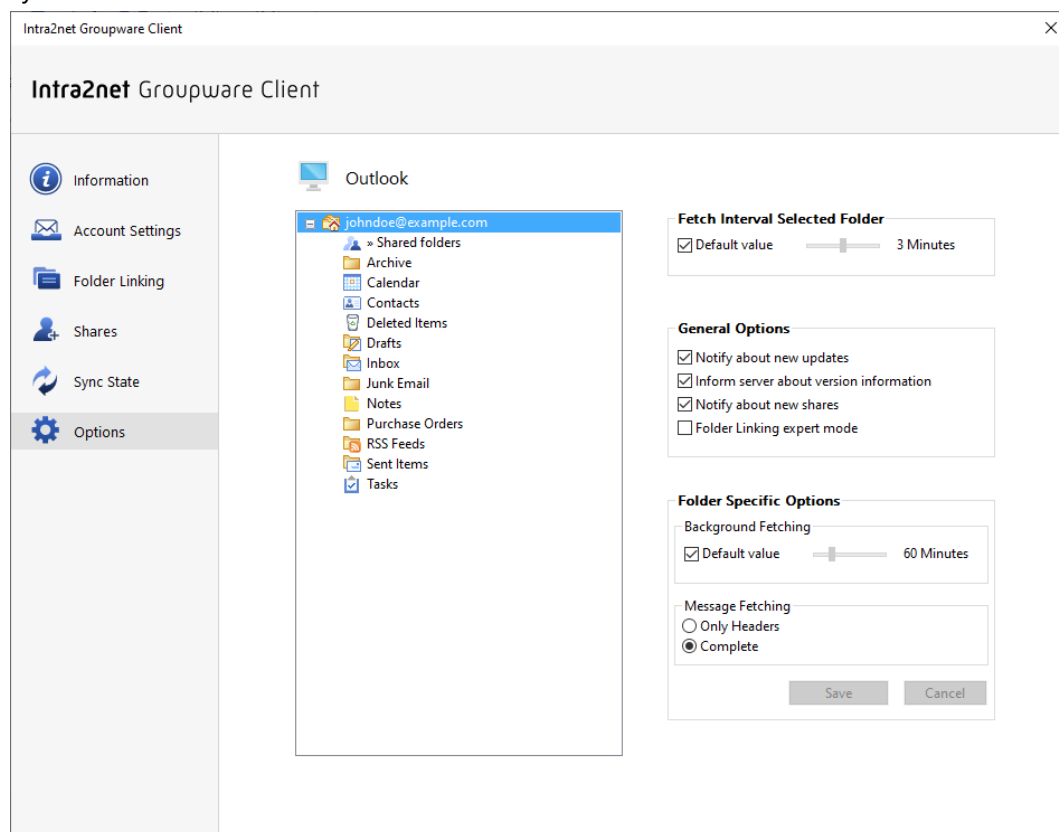
In Outlook, the `Inbox` folder is usually found on the same hierarchy level as `Calendar`, `Contacts`, etc. On the IMAP server, the `Inbox` is the root folder of a user, with all other folders such as `Calendar`, `Contacts` etc. as subfolders of the `Inbox`.

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.

### 8.2. 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.



The folders currently opened or selected in Outlook are updated every 3 minutes by default. This interval can be adjusted globally in the dialog.

In addition, all folders are synchronized with the server in the background at the set interval. If you want to adjust this interval, select the folder, deactivate the control panel "Use default value " and set the desired time. All subfolders of this folder automatically accept the set time, unless you explicitly specify a different value for a subfolder.

**Caution**

Synchronizing many folders results in significant load on the client and the server. It is therefore important to ensure that only one or very few folders are synchronized at short intervals in the background per user. If all folders are synchronized every few minutes, Outlook can react sluggishly and 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 written to the server promptly and without waiting for an interval.

**Hint**

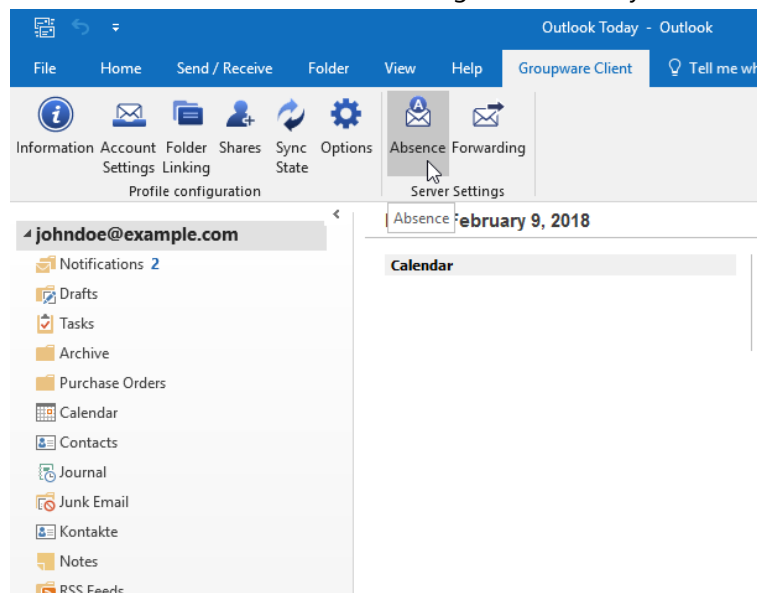
The settings for the update intervals in this menu only affect the contents of the folders, not changes to the folder structure. For folder structure synchronization, see Section 5.1.3, „Update folder list“.

Additional settings for synchronization can be made using the registry. These can be found in Section 14.2, „Advanced Registry Settings“.

### 8.3. Editing Server-Side Settings

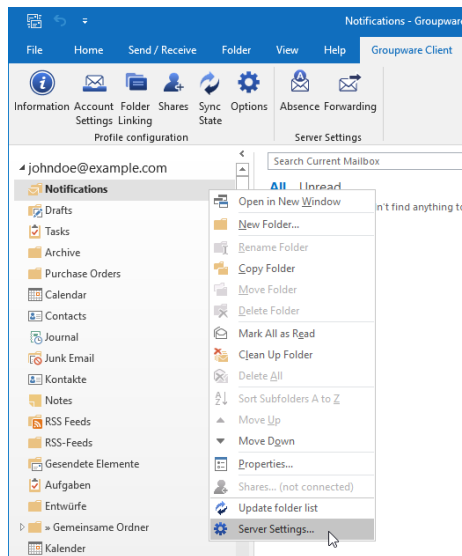
The Groupware Client provides an easy way for users to access their server-side user settings from Outlook. The features such as absence mode, email forwarding, sorting rules and the user-dependent spam filter of the Intra2net system can be configured.

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 **A11** 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“.

## 8.4. Use Free/Busy Information

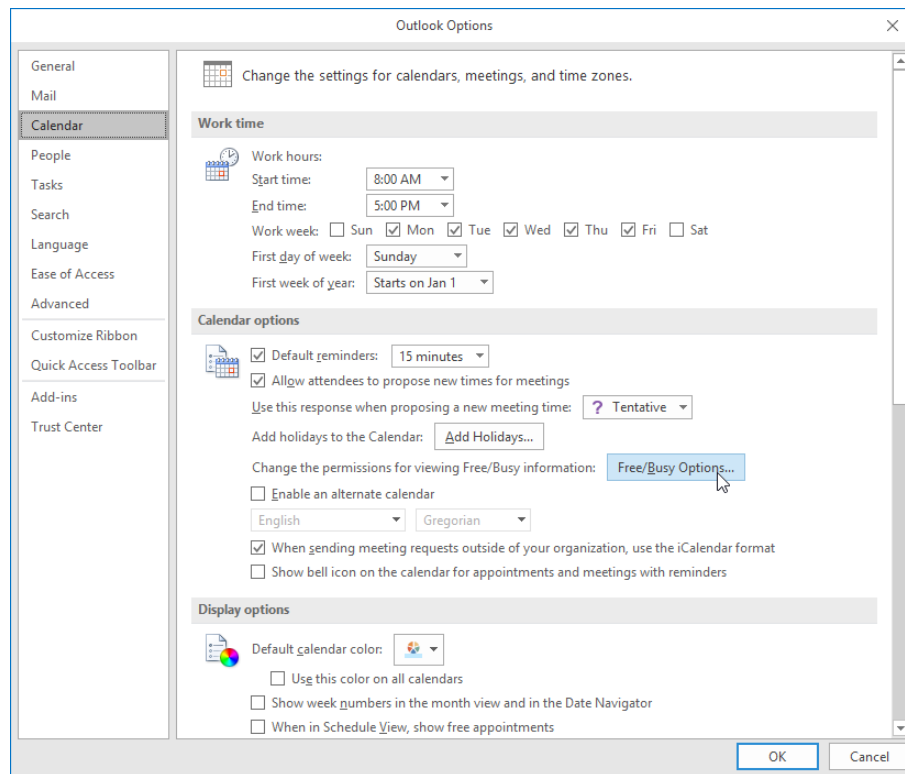
If colleagues have not released their calendars for viewing, it is still possible to determine when they have not entered any other appointments in their calendars, to organize a common appointment. This information is available through the free/busy system.

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:

### 8.4.1. Outlook 2010 to 2021

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



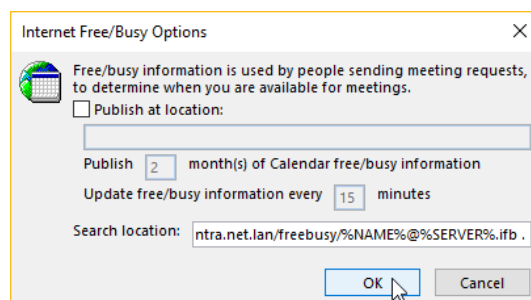


4. Enter the search path into "Search location".

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

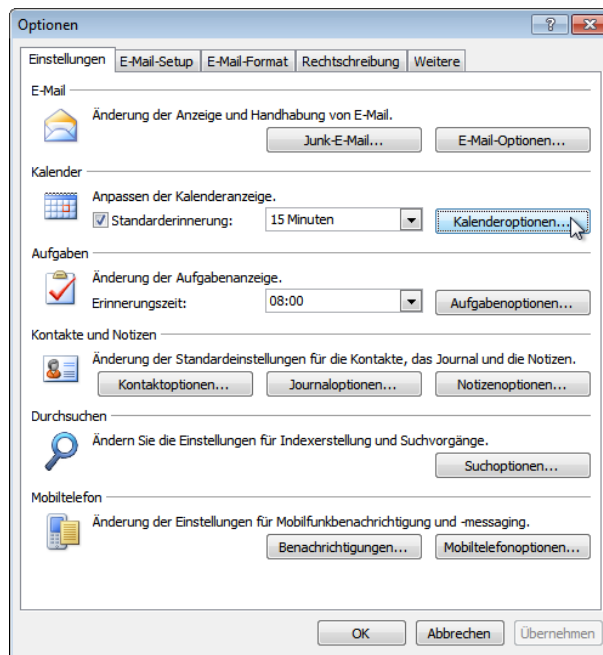
Use the name of the Intra2net system and enter the address as shown here.

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

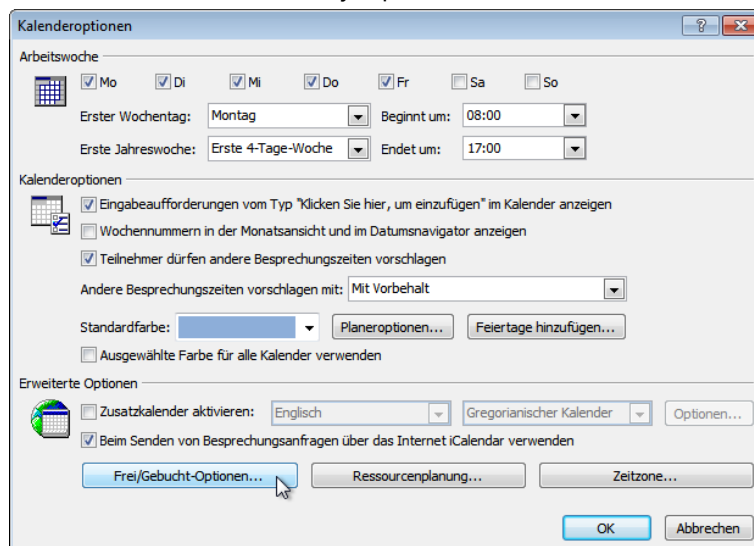


#### 8.4.2. Outlook 2007

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.

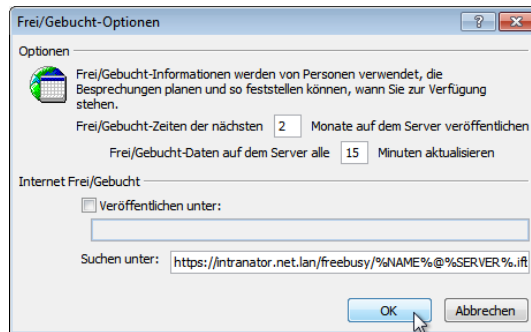


4. Enter the search path into "Search location".

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.

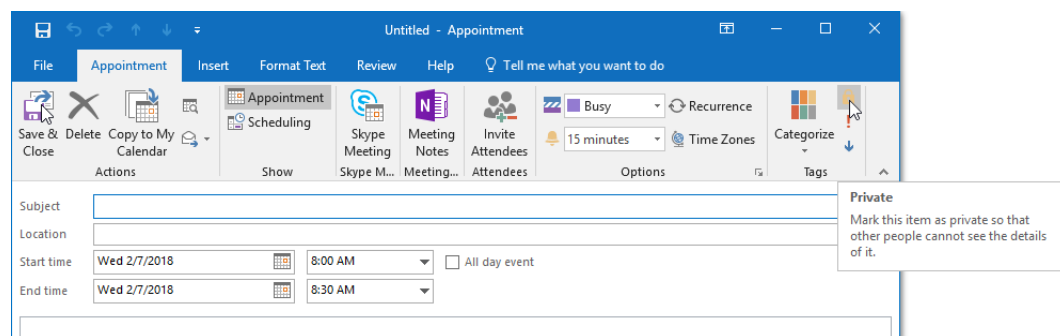
Since the Intra2net system automatically generates the free/busy information, the "Publish at location" check box must be unchecked.



## 8.5. 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 object is identified by the user login that originally set the state to "private".

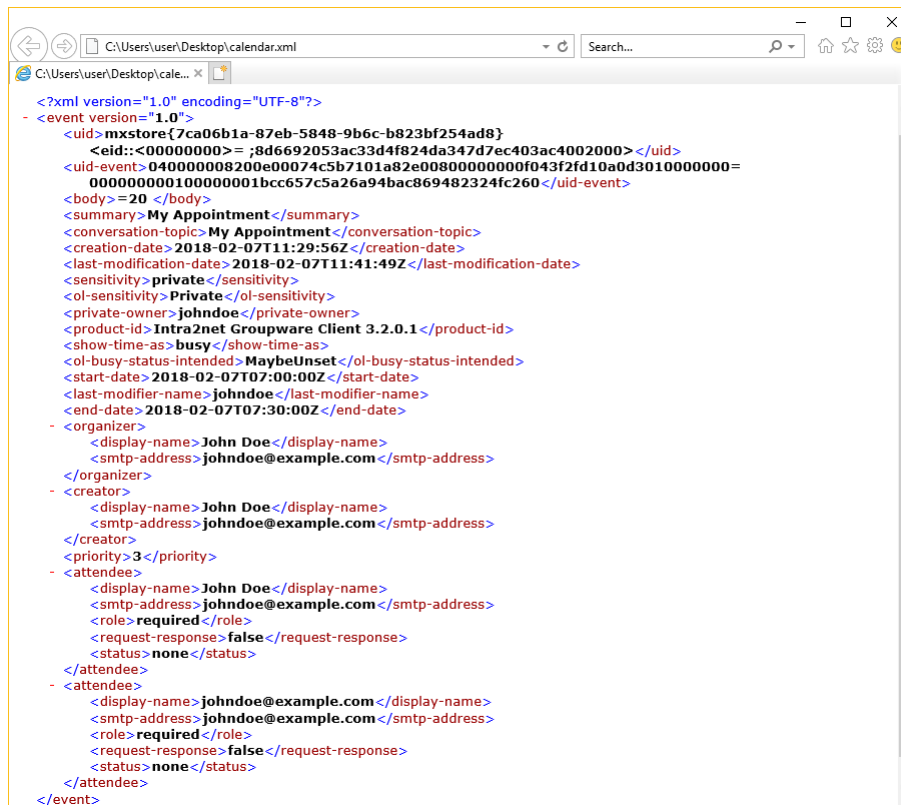
For other users, the data is completely hidden, or for appointments only a placeholder is displayed. See also the settings for CalPrivatePlaceholder in Section 14.2.1, „Store Settings“.



### 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.

## 8.6. 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 14.2, „Advanced Registry Settings“.

## 8.7. 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 14.2, „Advanced Registry Settings“).

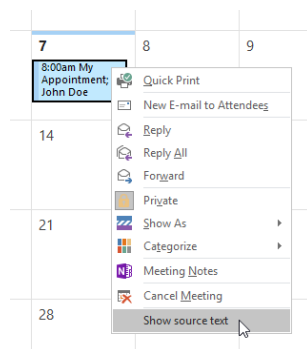
With the Intra2net Groupware Client, an example file is provided as `user-defined_sync_fields_template.xml`, which contains a detailed description and examples of how to create user-defined fields. Copy this template file to `user-defined_sync_fields.xml` and open it with an XML editor (such as Oxygen [<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.

## 8.8. 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".



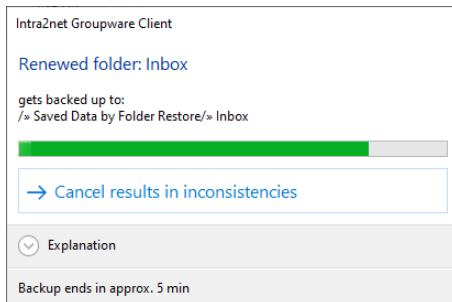
## 8.9. Backup Folders

If local items are deleted by restoring a backup on the server 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.

### 8.9.1. 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 recognizes this (using the internal *UIDVALIDITY* identifier of IMAP). This is especially the case if a backup has been restored on the server that replaces the user's previous data.

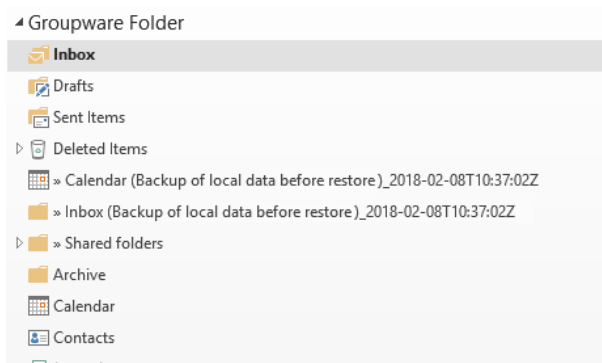
All local items are moved to backup folders. This process must not be interrupted by the user, otherwise inconsistencies will occur in the data file. The user is notified of this with a dialog.



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 original 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.

Once the local backup folders have been created, the data can be freshly synchronized from the server. To avoid overloading the server, this does not happen automatically for all folders, but only for those opened by the user in Outlook. Alternatively, the user can restart Outlook. In the new Outlook session, the normal behavior of the Groupware Client with synchronization of all folders in the background takes effect again.

The backup folders on the client are not automatically deleted. Therefore, after restoring a backup on the server, we recommend that you wait a few days and then ask users if their data is complete. After that, the backup folders should be manually deleted on all clients.

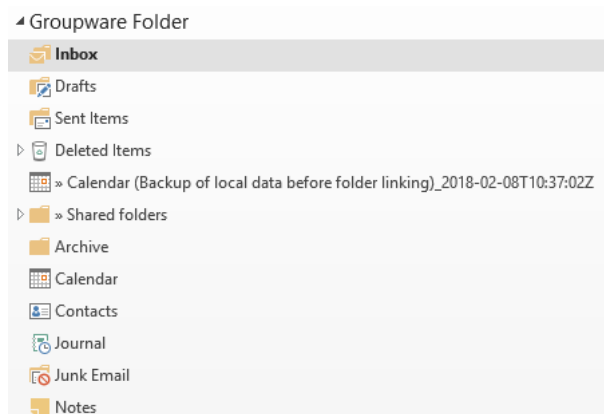


### 8.9.2. Backup of local data when resetting to automatic mode

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 delete the local data.

If you switch back from manual link mode to automatic link mode (back from the one described in Section 7.2.1, „Switching to Manual Linking”), this affects a large number of folders. Therefore, in this case, backup folders are created from the locally available data. These folders appear locally on the same hierarchy level as the connected folder. It gets "(backup of local data before folder linking)" and a time stamp attached as identifier.

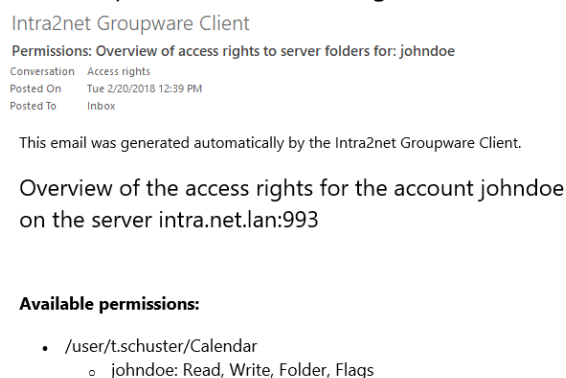
This backup folder contains all of the data that existed in the local folder before the link was made. We recommend that the user manually goes through this backup folder and drags missing data on the server to the folder that is now connected to the server. The backup folder on the client should then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



## 8.10. 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:



The notes on new rights can be configured with ACL\_ChangeNotification in the registry. See Section 14.2.1, „Store Settings”.

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

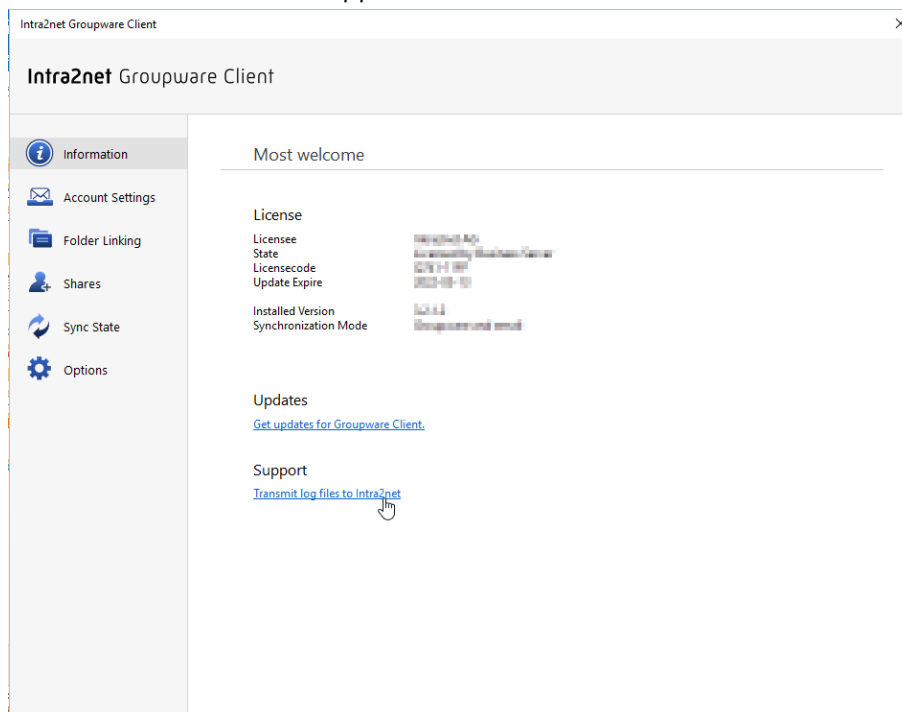
## 8.11. Log files

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 14.2, „Advanced Registry Settings“.

### 8.11.1. 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.





## 9. Chapter - Advanced Email Configuration

### 9.1. 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.

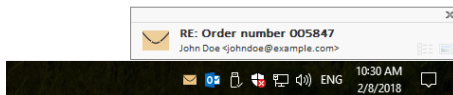
Each email folder allows for individual selection of whether new emails are always downloaded completely or only the headers. The default setting for newly connected folders is "Complete". To change the default setting, adjust the root folder settings.

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.

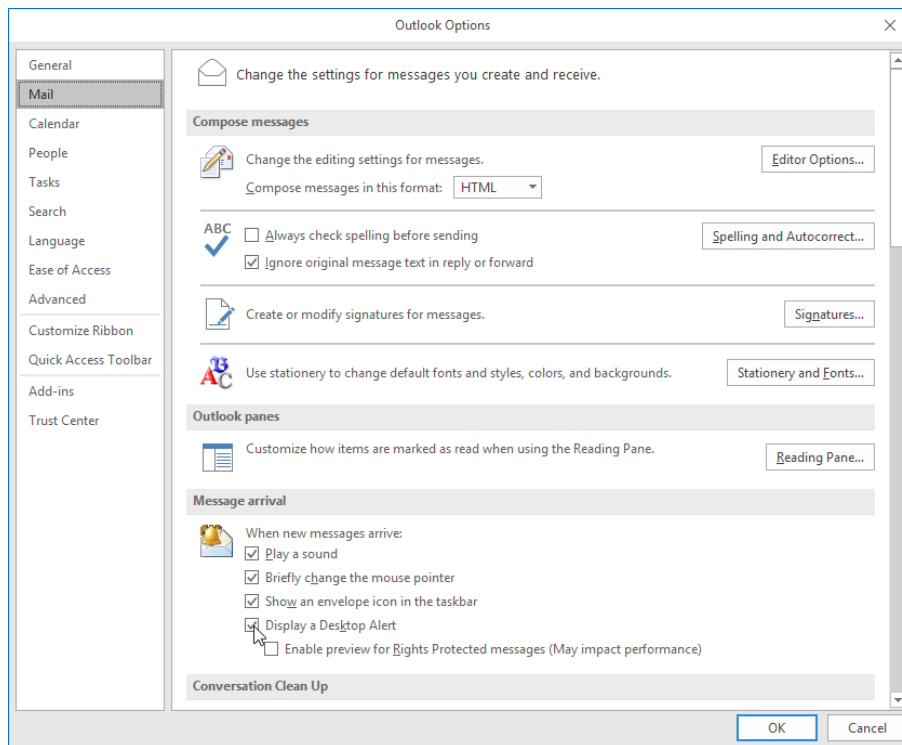
The disadvantage of downloading only as headers is that Outlook cannot search the content of emails that have not yet been downloaded completely. A connection to the Intra2net system is also necessary for reading an email. Moving or copying emails to or from another data file or folder of another server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

### 9.2. 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.

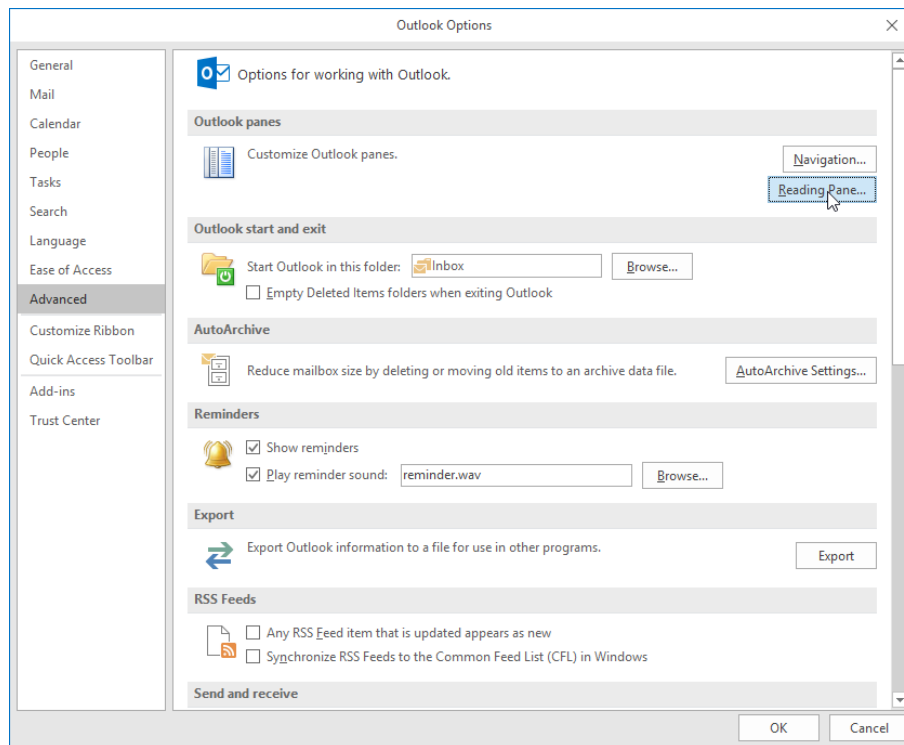
These settings can be adjusted through the registry, see Section 14.2.2, „Addin Settings“.

### 9.3. Marking Moved Emails as Read

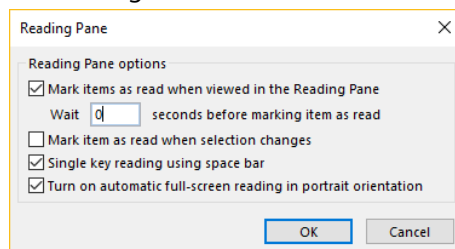
By default, Outlook will mark an email as read once it has been displayed as a preview, and the user has selected another email. However, if the next email is not directly selected, but the currently displayed email is moved to a different folder, the still unread-marked email will be moved. The moved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



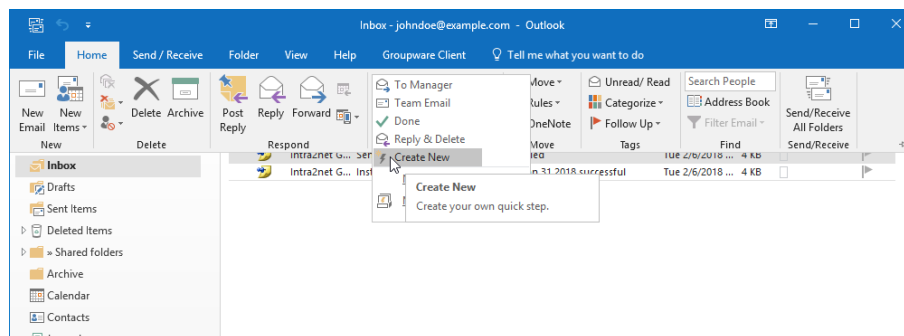
## 9.4. Email Reminders and Tracking

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.

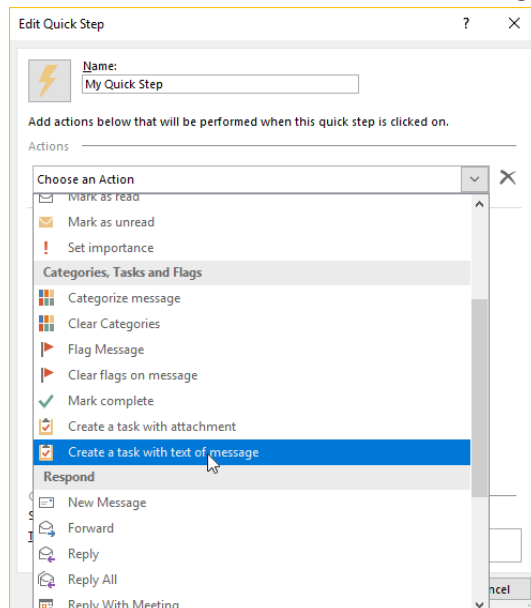
Therefore, we recommend creating a separate task for the email, instead of using the Tracking feature. This can then be used in Outlook, the web groupware, and on devices connected via ActiveSync. If necessary, it can even be shared with and edited by other users, e.g. in case of substitution.

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".

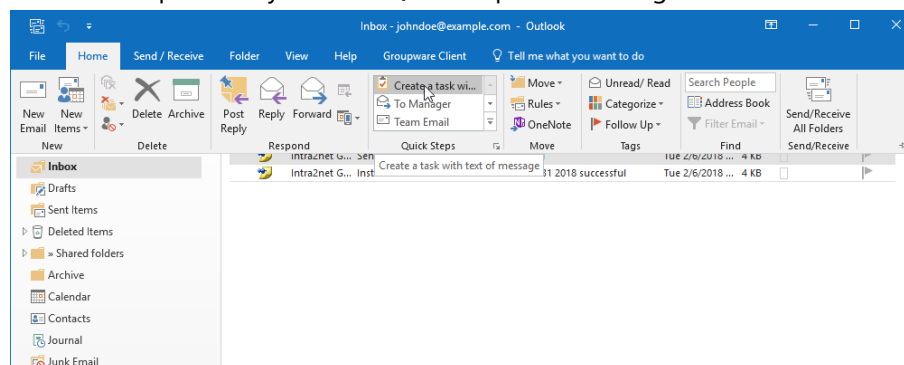


2. Choose "Create a task with text of message".



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.



## 9.5. 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 14.2.1, „Store Settings“.

## 10. Chapter - Compatibility and Collaboration

### 10.1. 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.

### 10.2. 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
Eset	Endpoint Antivirus	Disturbs network communication even without Outlook add-in and in deactivated state, must be uninstalled
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 not scanning at IMAP level
TrendMicro	Titanium	No change necessary, as it is not scanning at IMAP level

### 10.3. 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*, 34. Chapter, „Connecting Mobile Devices using ActiveSync“.

## 10.4. 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.

### 10.4.1. Incompatible Addins

The following Outlook add-ins have shown errors:

- Avira Antivirus Premium
- CardScan Microsoft Outlook Add-In
- CodeTwo CatMan
- 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

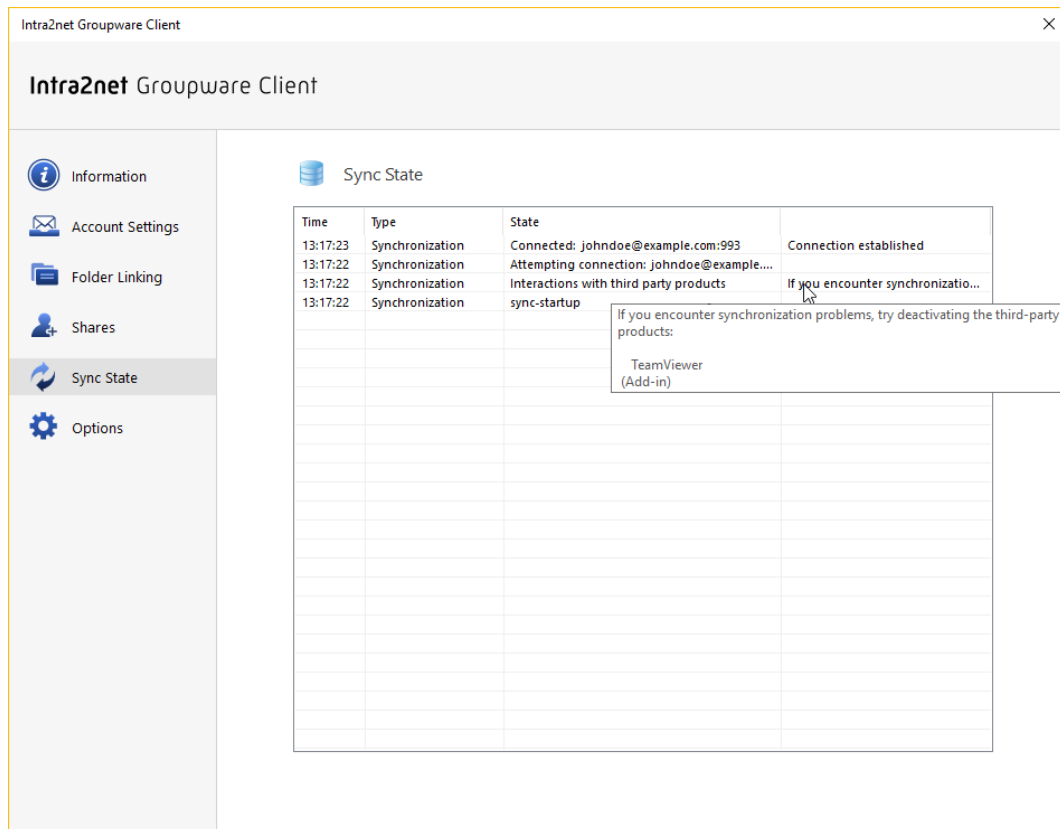
We advise against using these add-ins together with the Groupware Client.

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.

## 10.5. 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 14.2.1, „Store Settings“.

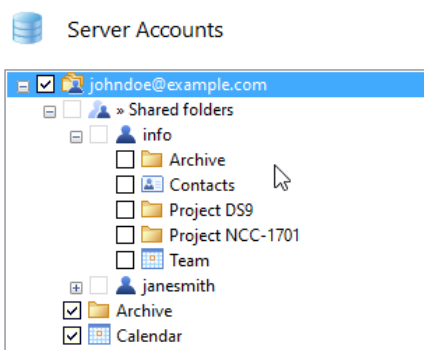


## 11. Chapter - Concept for public folders

Public folders are email and groupware folders that are not assigned to one person, but are shared by multiple or all users of a company. In the Intra2net system, this concept is implemented by creating an additional, normal user account and folders are shared from this account via user groups.

For example, "info" can be used as the name for a user account used by all users, otherwise names matching the group, such as "sales" or "service".

Within this user account, subfolders with any folder type (email, calendar, contacts, tasks,...) can be created. In addition to a general email mailbox, you can also create a vacation calendar, manage resources such as meeting rooms or service vehicles, maintain customer addresses, maintain employee contact data, and so on.



### 11.1. Setup

Proceed as follows to set up public folders:

1. Create a new user account on the Intra2net system in the menu " Usermanager > Users". For details see *Intra2net Administrator Manual*, Section 13.2, „User“.
2. If you don't want all users to have equal access rights to the public folders, create one or more user groups in the menu " Usermanager > Groups" and add the appropriate users as members.
3. Create an additional Outlook profile on a PC to manage the public folders. Proceed as described in 3. Chapter, „Setting up a Profile“. Use the access data of the user account that was just created.
4. Start Outlook with the newly created management profile.
5. Create the desired folders in Outlook and share them with the desired user groups as described in 6. Chapter, „Sharing Folders“.
6. Individual users can now link the just shared folders in their Groupware Client as described in Section 5.2, „Linking Shared Folders“.

### 11.2. Emails

The public folder user account can receive and send email just like any other user account.

To give employees access to incoming e-mails, you share the inbox of the account and link it among the users.

To enable employees to use the public folder as the sender's address, set up a suitable outgoing mail identity for the employees as described in Section 4.3.2, „Multiple Outgoing Mail Identities“. You should also define the subfolder "Sent items" of the public folder as a folder for sent messages, so that these can also be managed centrally and viewed by all employees.

## 12. 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 <b>143</b> .
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 <b>143</b> .
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`.

## 13. 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.

### 13.1. 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.

#### 13.1.1. 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 12. 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. Check the Calendar and Task folders whether there are future appointments or open tasks in which other participants from the local domain are invited. These other participants are stored in the form of internal Exchange addressing and must be converted to normal email addresses.
16. Repeat steps 9 to 15 for all users.
17. Migrate the public folders as described in Section 13.2.3, „Shared Folders“.
18. Disable Exchange Server completely, and permanently.
19. Configure how to send and receive new emails in the Intra2net system as described in *Intra2net Administrator Manual*, 14. Chapter, „Email“.

## 13.2. 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.

### 13.2.1. 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 14.1, „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 14.3, „Receive emails using the Intra2net system“ and *Intra2net Administrator Manual*, Section 14.4, „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.1an`. 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*, 34. 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.

### 13.2.2. 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 12. 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. Check the Calendar and Task folders whether there are future appointments or open tasks in which other participants from the local domain are invited. These other participants are stored in the form of internal Exchange addressing and must be converted to normal email addresses.
13. For this user, reconfigure any existing mobile devices so that they are now using the Intra2net system for ActiveSync.

### 13.2.3. 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 6. Chapter, „Sharing Folders“.
7. Give at least one user the "Folder" permission 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“.

### 13.2.4. 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.

## 14. 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*, 37. Chapter, „Reference Information“.

### 14.1. 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.

#### 14.1.1. Tasks

##### 14.1.1.1. 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

#### 14.1.1.2. Unsupported Items

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

- Text/Content (formatted rich text)

### 14.1.2. Meetings

#### 14.1.2.1. 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 appointments

The following exceptions can be used for individual recurring meetings:

- Deleting a single meeting
- Changing subject
- Changing text/contents (text only)

- Changing location
- Changes to date and time

#### 14.1.2.2. 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

#### 14.1.3. Notes

##### 14.1.3.1. Supported Items

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

#### 14.1.4. Contacts

##### 14.1.4.1. 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 8.7, „User-Defined Fields in Contacts“

#### 14.1.4.2. 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.

#### 14.1.4.3. 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

#### 14.1.5. Contact Groups

##### 14.1.5.1. Supported Items

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

##### 14.1.5.2. 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

#### 14.1.6. Emails

##### 14.1.6.1. 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)

#### 14.1.6.2. Unsupported Items

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

- Reminders
- Follow Up

#### 14.1.7. 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

### 14.2. 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 below `HKLM\SOFTWARE\Intra2net AG\Intranator Groupware Client`. If a 32-bit Outlook was installed on a 64-bit operating system, they can be found below `HKLM\SOFTWARE\Wow6432Node\Intra2net AG\Intranator Groupware Client` instead.

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.



### 14.2.1. 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 for "Background fetch" in subfolders.
TrgMin_MailChangedRoot (REG_DWORD)	1800	Shortest interval (in seconds) which can be set by the user in the root folder for "Background fetch".
TrgDefault_FldChanged (REG_DWORD)	3600	Default interval (in seconds) for "Folder changed" if the user has not specified otherwise.

Entry (and data type)	Default Value	Description
TrgDefault_FldTreeChanged (REG_DWORD)	3600	Default interval (in seconds) for "Folder tree changed" if the user has not specified otherwise.
TrgDefault_MailChanged (REG_DWORD)	3600	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)	180	Default interval (in seconds) by 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 host via IMAP ID command to the IMAP server and via HTTPS to <a href="https://rss.intra2net.com">rss.intra2net.com</a> . The amount of information sent depends on the other <b>IMAP ID:</b> keys.

Entry (and data type)	Default Value	Description
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 detected Groupware folders are automatically connected.
StateSICompletion_Default (REG_DWORD)	0x01	Default mode for downloading new emails.  0x01 Only headers

Entry (and data type)	Default Value	Description
		<p>0x07 Entire content</p> <p>The settings can still be configured for each folder using the method described in Section 9.1, „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 desired, the user can remove it after creating the meeting without affecting the reminder for the owner.</p> <p>This value only affects newly created appointments or tasks. Changing this setting does not affect existing appointments or tasks.</p>
ReminderChangesHandling (REG_SZ)	(empty)	Specifies how reminders should be managed in other users' folders.

Entry (and data type)	Default Value	Description								
		<p><b>SharesInitFromOwner</b> 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><b>SharesAsOwner</b> means that the reminders for the local user are always treated exactly the same as for the owner of the folder.</p> <p>This value only affects newly fetched appointments or tasks from the server. Changing this setting does not affect existing appointments or tasks.</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><tr><td>GroupwareBckGrnd</td><td>Unselected folders with groupware data</td></tr></table>	Mail	Currently selected folders with emails.	Groupware	Currently selected folders with groupware data	MailBckGrnd	Unselected folders with emails.	GroupwareBckGrnd	Unselected folders with groupware data
Mail	Currently selected folders with emails.									
Groupware	Currently selected folders with groupware data									
MailBckGrnd	Unselected folders with emails.									
GroupwareBckGrnd	Unselected folders with groupware data									

Entry (and data type)	Default Value	Description
		Individual values are separated by commas.
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	Controls how name conflicts are handled when renaming or moving folders.  Query    The user is asked Add      The folder is given a number appended to the name LikeOL   The folder is given a number appended to the name Merge    The contents of the two folders with the same name are merged.
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	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.  0      Original source text and meta information is retained up to a size limit 1      The original source text is not retained, but meta information such as UID and synchronization time is retained. 2      Source code and meta information are deleted
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.  If 0, the root folder on the Outlook side is retained and only the connection is removed.  If 1, the root folder is also deleted on the Outlook side. This does not apply to the

Entry (and data type)	Default Value	Description												
		standard folders of Outlook such as <code>Contacts</code> , <code>Calendar</code> etc., since they cannot be deleted.												
MdnAllow (REG_DWORD)	0	If 1, requests for read receipts (MDNs) are not removed from incoming emails.  This value only affects new emails fetched from the server. Changing this setting does not affect existing 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>MoveHandledAsCopyIndication</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	MoveHandledAsCopyIndication	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
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SlowFolderRenameIndication	Hint that folder renaming takes longer													
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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													

### 14.2.2. 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 <a href="https://rss.intra2net.com">rss.intra2net.com</a> , 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.
OlReceiveRulesEnabled (REG_DWORD)	0	The value 1 activates the client-side sort rules. This only makes sense in exceptional cases and involves risks such as duplicates. Instead, use server-side sort rules.
DfltLinkMode (REG_SZ)	OlHide,SrvOwnAuto,SrvShareTree,SrvOwnTree,SrvOwnRooted	Controls the folder view in the "Folder Linking" dialog. The value "OlHide,SrvOwnAuto,SrvShareTree,SrvOwnTree,SrvOwnRooted" corresponds to expert mode off, "SrvOwnAuto,SrvShareTree,SrvOwnTree,SrvOwnRooted" corresponds to expert mode on.

### 14.3. 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 2.1 from 07. December 2021

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" 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".

### § 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

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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:

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