

Novell Open Enterprise Server

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VIRTUAL OFFICE CONFIGURATION
GUIDE



Novell[®]

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About This Guide

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

Documentation Updates

For the most recent version of this documentation, see the [Novell Virtual Office online documentation \(http://www.novell.com/documentation/lg/virtual_office\)](http://www.novell.com/documentation/lg/virtual_office).

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

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented the way it should be typed in Linux. Users of other platform (such as NetWare®) should use the slashes required by their software.

User Comments

We want to hear your comments and suggestions about this guide and the other documentation included with Novell OES. Please use the User Comment feature at the bottom of each page of the OES online documentation.

Overview

Novell® Virtual Office lets users set up and manage many of their own networking, information sharing, and data backup processes. It also helps users organize projects and collaborate with team members in real time from any location. Virtual Office creates a self-service work environment, which significantly reduces support calls.

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

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

- Locate and set up printers
- Set up and maintain passwords
- Back up information
- Publish a personal Web page
- Access information from any location using any device
- Bookmark Web pages

1.1 Virtual Office Case Studies

Example One

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

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

Example Two

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

- Access his stored files through Novell NetStorage
- Locate a printer using iPrint and print the agenda for the meeting
- Review his e-mail for any important messages

- Use the calendar to review a schedule of events
- Use eGuide to locate a person who is not at the meeting

What's New

2

- [Section 2.1, “Enhancements for OES Support Pack 1,”](#) on page 11

2.1 Enhancements for OES Support Pack 1

The following changes and enhancements were added to Virtual Office for Open Enterprise Server Support Pack 1:

- Support for file storage size restrictions. See [Section 5.4.7, “Restricting File Storage Size,”](#) on page 36.

Getting Started with Virtual Office

Virtual Office is installed on your server when you install Open Enterprise Server (OES).

The following table describes the main components of Virtual Office:

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

3.1 Starting Virtual Office

Use the following URL to launch Virtual Office:

`http://server_name/vo`

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

You can also start Virtual Office by accessing the server and selecting Virtual Office from the server Welcome page.

3.2 Initial Tasks

After you install Virtual Office, you need to specify some configuration settings and review the Virtual Office features before you can use the product. Most of the Virtual Office services are installed with default settings that make it possible to start using Virtual Office right away. However, there are some specific tasks that you might want to perform before users start using Virtual Office:

- Create users in eDirectory™
- Configure NetStorage
- Disable unwanted services
- Disable virtual teams

The following sections explain how to perform these tasks.

3.2.1 Creating Users in eDirectory

Any user in your eDirectory tree can use Virtual Office. If you installed Virtual Office on a server with a new eDirectory tree, you must create a User object in the tree for each person who will use Virtual Office.

- 1 Open iManager on the server.

Enter the following URL:

```
http://server_name/iManager.html
```

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

- 2 From the Roles and Tasks menu on the left side of the iManager window, select Users.

- 3 Click Create User.

- 4 Fill in the fields on the Create User screen.

For more information about filling in the fields, click the help button on the Create User screen.

- 5 Click OK.

3.2.2 Configuring NetStorage

The NetStorage Web page displays the network files and folders you have access to. Storage Location objects are required for accessing files and directories on Linux servers and can also be used on NetWare® servers. For NetWare servers, NetStorage reads your NetWare login script to determine drive mappings, reads eDirectory User object properties to determine your home directory, then displays a list of files and folders based on mapped drives and home directories. If you usually log in to more than one eDirectory tree, you might have access to additional home directories in different eDirectory trees. If you have a Novell® iFolder® account, this account is also displayed. However, some NetStorage features such as Download for Editing are not available with Novell iFolder.

IMPORTANT: Users might have specific eDirectory rights to certain files and folders on your network but will not be able to access those files and folders using NetStorage unless storage location objects have been created, login script drive mappings exist to those folders, or the files and folders are in the user's home directory. If you want to provide users with NetStorage access to a specific folder, you must create a storage location object, or have a drive mapping command to that folder in a login script (container, profile, or user).

You can create a Storage Location object to display a specified name for a network directory in the NetStorage directory access list displayed through Microsoft Web Folders or a Web browser. Creating a Storage Location object is useful if users expect the directory to have a certain name. Unlike directories that are displayed from a login script, Home directory, or iFolder that have a name that cannot be altered, these directories can be specified by a Storage Location object name.

Creating a Storage Location Object

- 1 Start iManager.

The URL is `https://server_ip_address/iManager.html`. Replace *server_ip_address* with the IP address or DNS name of the server running NetStorage or the IP address for Apache-based services.

- 2 Type your username and password.
- 3 In the left column, click File Access (Net Storage), then click Storage Location: Create.
- 4 Specify the object name, display name, directory location, context, and a comment.

The object name is the name of the object in the eDirectory tree.

The display name is the name to be displayed in the NetStorage directory access list. This is the shortcut name and is seen by users. If you use the same display name for two different Storage objects, a digit is added to the names to make each name unique.

The directory location is the location of the directory on the file system. The location is a URL that includes the file system type, server name, volume, and directory path.

If the storage being accessed is on a NetWare server, the URL must be in the following format:

`ncp://server_name/volume/path_to_directory`

For example:

`ncp://server1.digitalair.com/mktg/reports`

or

`ncp://111.222.3.4/mktg/reports`

If the storage being accessed is on a Linux server, the URL must be in the following format:

`cifs://server_name/cifs_share_name`

If the file system is omitted, it is assumed that it is NCPTM.

The context is the directory context where the Storage Location object resides. Click the object selector to select the context.

The comment is entered by the administrator and is not displayed to users.

- 5 Click Create, then click OK.

After you have created a Storage Location object, you must associate the object with a User, Group, Location, or Container object. Users will see the directory associated with the object the next time they click Files on their Virtual Office navigation bar.

Creating or Modifying a Storage Location List

After you create a Storage Location object, you must create a list of Storage Location objects that can be used with a specified User, Group, Profile, or Container object. Users will see the directory associated with the object the next time they log in. After this list is created, you can modify it from the same window by assigning additional Storage Location objects to the list or by deleting Storage Location objects from the list.

- 1 Start iManager.
The URL is `https://server_ip_address/iManager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.
- 2 Type your username and password.
- 3 In the left column, click File Access (NetStorage), then click Storage Location: Create/Modify List.
- 4 Click the Object Selector button; select the User, Group, Profile, or Container object that the list is to be created for; then click OK.

- 5 Click the Object Selector button, select the Storage Location objects you want included in this list, then click OK.

You can select multiple Storage Location objects in the Object Selector window. When you select multiple Storage Location objects, they appear in the Selected Objects list. If the list already contains Storage Location objects and you want to add more, ensure that the original objects are still in the list before clicking OK.

You can remove existing storage locations by deleting their names from the list before clicking OK.

- 6 When you are finished creating or modifying the list, click OK.

3.2.3 Disabling Unwanted Services

By default, Virtual Office is installed with all services enabled. If you do not want certain services to be available, you can disable those services.

- 1 Open Virtual Office on the server.

Enter the following URL:

`http://server_name/vo`

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

- 2 Click Services.
- 3 Disable unwanted services by clicking the tab for each unwanted service and unchecking its Enable check box.
- 4 Click OK.

3.2.4 Disabling Virtual Teams

By default, Virtual Office is installed with the Virtual Teams feature enabled. Virtual teams are one of the most powerful features of Virtual Office; however, you might want to disable this feature to preserve disk space or for other reasons. If you do not want users to create or use virtual teams, you can disable that feature.

- 1 Open Virtual Office on the server.

Enter the following URL:

`http://server_name/vo`

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

- 2 Click Environment > Team Configuration.
- 3 (Optional) To completely disable virtual teams, set Virtual Teams to Off.
- 4 (Optional) To disable access to any virtual teams that already exist on the server, set Allow Access to Existing Teams to Off.

TIP: If you want to disable virtual teams, but some teams already exist, you can set Virtual Teams to Off and Allow Access to Existing Teams to On, then tell the members of those teams that they have a certain amount of time to retrieve and save their data. When that time has passed, set this option to Off to disable access to existing teams.

- 5 (Optional) To disallow creation of virtual teams by users, set Enable Team Creation to Off.

6 Click OK.

3.2.5 Uninstalling Virtual Office

To uninstall Virtual Office:

- 1 Run the `vo_config.sh` script located at `/opt/novell/virtualoffice/bin` with these command line arguments: `-u -an admin_name_with_context -pw admin_password`. For Example if your admin name and context are `cn=admin,o=novell` and your password is `novell` you would enter this command:

```
sh /opt/novell/virtualoffice/bin/vo_config.sh -u -an
cn=admin,o=novell -pw novell
```

- 2 Uninstall the rpm as you normally would with YaST or the command line.

3.3 What's Next

For information about configuring Virtual Office, see [Chapter 4, “Configuring Virtual Office,”](#) on [page 19](#).

Configuring Virtual Office

Some of the Novell® Virtual Office services and components need to be configured before you can use them. Services are the Virtual Office workstation tools that you use to collaborate with other users (such as online chats, calendars, and shared files) as well as tools to access Internet resources (such as links to Web pages). For more information about Virtual Office services, see [Chapter 5, “Configuring Virtual Teams,” on page 33](#). The components are the items you configure to properly use the Virtual Office services (such as containers, e-mail notification, and virtual teams).

The tools you use in Virtual Office are called services. You can set up many of the Virtual Office services according to how you want to use them. The configuration process requires you to specify your server IP address and DNS name.

4.1 Virtual Office System Configuration

Virtual Office is installed with default settings that let you use the product. For information about the installation methods, see [Chapter 3, “Getting Started with Virtual Office,” on page 13](#).

The Virtual Office components can be configured in Virtual Office itself.

For information on configuring the services in Virtual Office, see the Virtual Office on-line help.

You configure the following services in Virtual Office:

- [Virtual Office Company Information \(page 21\)](#)
- [eGuide Configuration \(page 22\)](#)
- [E-Mail Configuration \(page 24\)](#)
- [iPrint Configuration \(page 23\)](#)
- [NetStorage Configuration \(Files\) \(page 23\)](#)
- [Section 4.1.2, “Integrating Password Self-Service with Virtual Office,” on page 27](#)

4.1.1 Configuring Virtual Office Services

This section contains the configuration instructions necessary for configuring the Virtual Office services and components.

The configuration process requires you to specify your server IP address and DNS name.

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

- `Portal Containers` lets you determine the contexts that users can log in from. For instructions on configuring the Portal containers, see [“Portal Containers Configuration” on page 20](#).
- `Team Configuration` lets you determine if the default location for file sharing is adequate and lets you specify another location if necessary. As you configure this setting, make sure you have the Common Internet File System (CIFS) protocol enabled. For information about CIFS, see the [Novell Native File Access Protocols Guide \(http://www.novell.com/documentation/lg/\)](http://www.novell.com/documentation/lg/)

[nw65/index.html](#)). For more information on team file sharing, see “[Configuring Virtual Teams](#)” on page 33.

- **E-Mail Notification** lets you ensure that users receive e-mails informing them of events such as team membership, news postings, and new discussions. You specify this server address information in the SMTP address field on the Team Configuration page. For more information on e-mail notification, see “[Configuring Virtual Teams](#)” on page 33.
- **Virtual Team Creation** determines which users have rights to create teams. The team management option lets you grant or deny team creation rights to specific users. By default, everyone can create teams. If you disable team creation, nobody (including administrators) can create teams. For more information on Virtual Team creation, see “[Configuring Virtual Teams](#)” on page 33.

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

`http://server_name/vo`

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

Portal Containers Configuration

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

NOTE: When configuring containers and adding users in Virtual Office, use the Environment Administration option in Virtual Office.

To configure portal containers:

- 1 On the Virtual Office main page, then click Environment > Portal Information.
- 2 Complete the following settings:

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

Logging Reports

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

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

- 1 Open Virtual Office, then click Environment > Logging.
- 2 Complete the following settings:

Setting	Description
Logging	Enables and disables logging.
Logging Level	Retrieves logging report messages. Select one of three options: <ul style="list-style-type: none">• High includes specific messages• Medium includes specific and some general messages• Low includes all messages
Logging Modules	Lists the modules that are included in the logging. If the field is blank, the logging includes all modules.
Logging to Standard Error	Enables logging to standard error. Standard error is the Tomcat logger screen on the server that displays the report.
Logging to Standard Out	Enables logging to standard out. Standard out is the Tomcat logger screen on the server that displays the report.
Logging to File	Sends the logging report to a log file. The location of the file depends on the server operating system. On NetWare: sys:\tomcat\4\webapps\vo\web-inf\debug.xml On Linux: /var/opt/novell/virtualoffice/vo/WEB-INF/debug.xml

Virtual Office Company Information

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

TIP: You can use your favorite HTML editor to create the HTML code for the information you want to display, then paste that code into the News field.

- 1 On the Virtual Office main page, click Services > Company Info.
- 2 Check the Enable check box.
If this box is unchecked, the Virtual Office news field does not appear on the home page.
- 3 Select a language.
- 4 Type the information (or insert the HTML code) in the Company Information field.
- 5 Click OK.

eGuide Configuration

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

eGuide is independent of platform or a particular application. It can be accessed by any user with rights to your Web server via a standard Web browser. In addition to searching Novell eDirectory™, you can use eGuide to search multiple LDAP data sources at the same time. This means, for example, that if your company purchases another company, you can easily provide a combined white pages view of both companies using eGuide to point to two separate directories at the same time. eGuide runs on the most widely used platforms and is compatible with such e-mail, instant messaging, and real-time collaboration tools as Microsoft* NetMeeting and AOL* Instant Messenger*. When users find the people they are looking for, eGuide lets them launch the type of communication that fits their current needs (e-mail, instant messaging, and even video conferencing).

For more information and instructions on how to use eGuide, see the *eGuide 2.1.2 Administration Guide* (<http://www.novell.com/documentation/lg/eguide212/index.html>).

IMPORTANT: Before you can access eGuide, you must run the eGuide configuration wizard. For instructions, see the Installation section of the *Novell eGuide 2.1.2 Administration Guide* (<http://www.novell.com/documentation/lg/eguide212/index.html>).

- 1 On the Virtual Office main page, click Services > eGuide.
- 2 Check the Enable check box.
If this box is unchecked, the eGuide icon does not appear in Virtual Office.
- 3 Select one of the following options to specify the URL to the eGuide Web page.

The option you use is determined by which server you have eGuide on.

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

`https://localhost:8080/eGuide/servlet/eGuide`

localhost is the same as the IP address of the host server.

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

`https://DNSorIP_Address/eGuide/servlet/eGuide`

- Enter a Custom URL to Launch eGuide: If eGuide is in a unique location, select this option.

4 Click OK.

The eGuide configuration tab also lets you set an optional proxy URL. This setting allows an internet proxy/accelerator, like Novell iChain, to correctly rewrite the specified proxy URL to the correct DNS name that will allow a user's browser to work properly through the proxy server. Specify a full URL to the eGuide servlet. For example, `http://eguide.novell.com/eGuide/servlet/eGuide`.

iPrint Configuration

iPrint is a software solution that lets users print from anywhere to anywhere on the network. Using the Internet Printing Protocol standard, iPrint lets users use a Web browser to install printers on their workstations. Then, users can print to iPrint printers through their applications just like using any other printer. These printers can be located anywhere in the same building or in a remote location.

1 On the Virtual Office main page, click Services > iPrint.

2 Check the Enable check box.

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

3 Select one of the following options to access the iPrint Web page.

The option you use is determined by which server you have iPrint on.

- Launch to This Server's iPrint Home Page: If iPrint is on the same server as Virtual Office, specify its local host and port to launch the iPrint home page. For example:

`https://localhost:443/ipp/`

localhost is the same as the IP address of the host server.

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

`https://DNSorIP_Address/ipp/`

- Enter a Custom URL to Launch iPrint: If iPrint is in a unique location, select this option.

4 Click OK.

NetStorage Configuration (Files)

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

1 On the Virtual Office main page, click Services > NetStorage.

2 Check the Enable check box.

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

3 Select one of the following options to specify the URL to the NetStorage Web page.

The option you use is determined by which server you have NetStorage on.

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

`https://localhost:8080/NetStorage`

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

`https://DNSorIP_Address/NetStorage`

- **Enter a Custom URL to Launch NetStorage:** If NetStorage is in a unique location, select this option.

4 Click OK.

Bookmarks Configuration

You can configure the Virtual Office Bookmarks service to specify whether the service appears on the button bar and what appears in the service.

- 1** On the Virtual Office main page, click Services > Bookmarks.
- 2** If you want the Bookmarks button to appear in the Virtual Office button bar, check the Bookmarks Link Enable check box.
- 3** If you want bookmarks to appear on user home pages, check the Home Page Bookmarks Enable check box.
- 4** (Optional) Add additional bookmarks.
- 5** Click OK.

You can also specify bookmarks that appear by default when a user starts Virtual Office. Click Add to add a bookmark. Select a book mark and click edit to change the name or URL of that bookmark. Select a bookmark and click delete to remove that bookmark from the list.

E-Mail Configuration

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

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

- [“Exchange E-Mail Server Configuration” on page 24](#)
- [“NetMail E-Mail Server Configuration” on page 25](#)
- [“GroupWise E-Mail Server Configuration” on page 25](#)
- [“Lotus Notes E-Mail Server Configuration” on page 26](#)
- [“iMAP/POP3 E-mail Server Configuration” on page 26](#)

Exchange E-Mail Server Configuration

- 1** On the Virtual Office main page, click Services > e-Mail.
- 2** Check the Enable check box.

- 3** From the e-mail Server menu, select Microsoft Exchange.
- 4** Click the Edit button.
- 5** Specify the Microsoft Exchange URL.
- 6** Select Synchronized with Virtual Office Tree or Different Than the Virtual Office Tree depending on where the user credentials are.
- 7** Click OK.
- 8** (Optional) Check the Enable check box in the Home Page Reduced e-Mail View.
To use this option, you need to configure your e-mail server to support POP3 or iMap protocols. To select the protocol you are using, click the Edit button, and then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your e-mail list.
- 9** Click OK.

NetMail E-Mail Server Configuration

- 1** On the iManager main page, click Virtual Office Management > Services Administration > eMail.
- 2** Check the Enable check box.
- 3** From the E-mail Server menu, select NetMail.
- 4** Click the Personalize icon.
- 5** Specify the NetMail URL.
- 6** Select Synchronized with Virtual Office Tree or Different Than the Virtual Office Tree, depending on where the user credentials are.
- 7** Click OK.
- 8** (Optional) Check the Enable check box in the Home Page Reduced e-Mail View.
To use this option, you need to configure your email server to support POP3 or iMap protocols. To select the protocol you are using, click the Personalize icon, and then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your e-mail list.
- 9** Click OK.

GroupWise E-Mail Server Configuration

- 1** On the Virtual Office main page, click Services > e-Mail.
- 2** Check the Enable check box.
- 3** From the e-mail Server menu, select Novell GroupWise.
- 4** Click the Edit button.
- 5** Specify the GroupWise® WebAccess URL.
- 6** Select Synchronized with Virtual Office Tree or Different Than the Virtual Office Tree, depending on whether the user credentials (username and password) are stored in the same tree.
- 7** Click OK.
- 8** (Optional) Check the Enable check box in the Home Page Reduced e-Mail View.

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

- 9 Click OK.

Lotus Notes E-Mail Server Configuration

- 1 On the Virtual Office main page, click Services > e-Mail.

- 2 Check the Enable check box.

- 3 From the e-Mail Server menu, select Lotus* Notes*.

- 4 Click the Edit button.

- 5 Specify the Lotus Notes URL.

- 6 Specify the proxy URL.

- 7 Click OK.

- 8 (Optional) Check the Enable check box in the Home Page Reduced e-Mail View.

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

- 9 Click OK.

iMAP/POP3 E-mail Server Configuration

- 1 On the Virtual Office main page, click Services > e-Mail.

- 2 Check the Enable check box.

- 3 From the e-mail Server menu, select iMAP/POP3.

- 4 Click the Edit button.

- 5 Select the mail server type you want (iMAP or POP3).

- 6 Specify the DNS name for the server.

- 7 Specify the SMTP Server DNS name.

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

- 9 Click OK.

- 10 (Optional) Check the Enable check box in the Home Page Reduced e-Mail View.

To use this option, you need to configure your e-mail server to support POP3 or iMap protocols. To select the protocol you are using, click the Edit button, and then check the POP3 or iMap check box. If you enable this option, only the last five messages appear on your e-mail list.

- 11 Click OK.

Change Password

Use the Change Password tab to specify whether users can change their Virtual Office passwords.

- 1 On the Virtual Office main page, click Services > Change Password.

- 2 If you want users to be able to change their Virtual Office password, check the Change Password Link Enable check box.
If enabled, the Change Password button appears in the Virtual Office button bar. If Change Password is not enabled, users cannot change their Virtual Office password.
- 3 Click OK.

4.1.2 Integrating Password Self-Service with Virtual Office

In Open Enterprise Server, Virtual Office supports all the features of Password Self-Service. However, there are some steps to complete before you can use the features.

After completing the procedures in this section, the following features are available to the user:

- When users log in, they are prompted to create a password that complies with the Password Policy, if the current password does not comply. In addition, if the Password Policy specifies that Forgotten Password Self-Service is available, users are prompted to set up Forgotten Password Self-Service according to the action specified in the policy, such as creating a Password Hint and answering Challenge Questions. This feature is called post-authentication services.
- On the log-in screen, the “Forgot your password?” link appears.
- When users click the Universal Password icon in Virtual Office, the following gadgets are displayed:
 - Change Password (this task works even if Universal Password is not turned on)
 - Define Password Hint
 - Answer Challenge Questions

These gadgets allow them to initiate a password change.

The following figure is an example of the Universal Password icon: 

The next time users log in through Virtual Office, the post-authentication features prompt them to comply with the Password Policy.

For more information about the features, see “Managing Passwords Using Password Policies” and “Password Self-Service” in the *Nsure Identity Manager 2 Administration Guide* (<http://www.novell.com/documentation/dirxml20/admin/data/ampxjj0.html>).

NOTE: Identity Manager (formerly DirXML) is not required for using Password Management and Self-Service features in Virtual Office. However, Identity Manager is required if you want to apply policy to connected systems, or synchronize or set passwords on connected systems.

In this section:

- “Prepare Your Environment for Universal Password” on page 28
- “Create a Password Policy” on page 28
- “Configure Notification for Password Self-Service” on page 30
- “Enable Change Universal Password in Virtual Office” on page 30
- “Test-Drive Password Self-Service” on page 31

Prepare Your Environment for Universal Password

1 Upgrade your environment to support Universal Password.

For more information, see “Deploying Universal Password” in the *Novell Modular Authentication Services (NMAS) 2.3 Administration Guide* (<http://www.novell.com/documentation/nmas23/index.html>).

2 Upgrade your client environment to support Universal Password.

- Novell Client (If you are using it, you must upgrade it to version 4.9 SP 2 or later. However, using the Novell Client is not required.)
- NT Client
- Web browser. If you use no client at all, and users log in through a Web browser, you need to make sure they have one of the browsers that supports iManager 2.0.2 or later.

For instructions, see “Deploying Universal Password” in the *Novell Modular Authentication Services (NMAS) 2.3 Administration Guide* (<http://www.novell.com/documentation/nmas23/index.html>).

Create a Password Policy

You must create at least one Password Policy with Universal Password enabled. You must assign this Password Policy to the users that you want to have access to the new Password Management features in Virtual Office. If desired, you can create multiple Password Policies assigned to different parts of the tree.

The steps to follow are different depending on whether you have used Universal Password before

- If you have not used Universal Password before, follow the instructions in “**New Universal Password Users: Creating a Password Policy**” on page 28.
- If you deployed Universal Password previously with NetWare 6.5, follow the instructions in “**Previous Universal Password Users: Re-Creating Universal Password Assignments and Creating Password Policies**” on page 28.

Password Policies contain several new features, such as Advanced Password Rules and Forgotten Password actions.

For more information about Password Policies, see the online help in iManager, and “Managing Passwords Using Password Policies” in the *Novell eDirectory 8.7.3 Administration Guide* (<http://www.novell.com/documentation/edir873/index.html?page=/documentation/lg/edir873/edir873/data/amijij0.html>).

New Universal Password Users: Creating a Password Policy

- 1 In iManager, click Password Management > Manage Password Policies.
- 2 Click New and follow the steps in the wizard to create a new Password Policy. Make sure to enable Universal Password, choose the Forgotten Password action to help users remember forgotten passwords, and assign the Password Policy to the correct part of the tree.

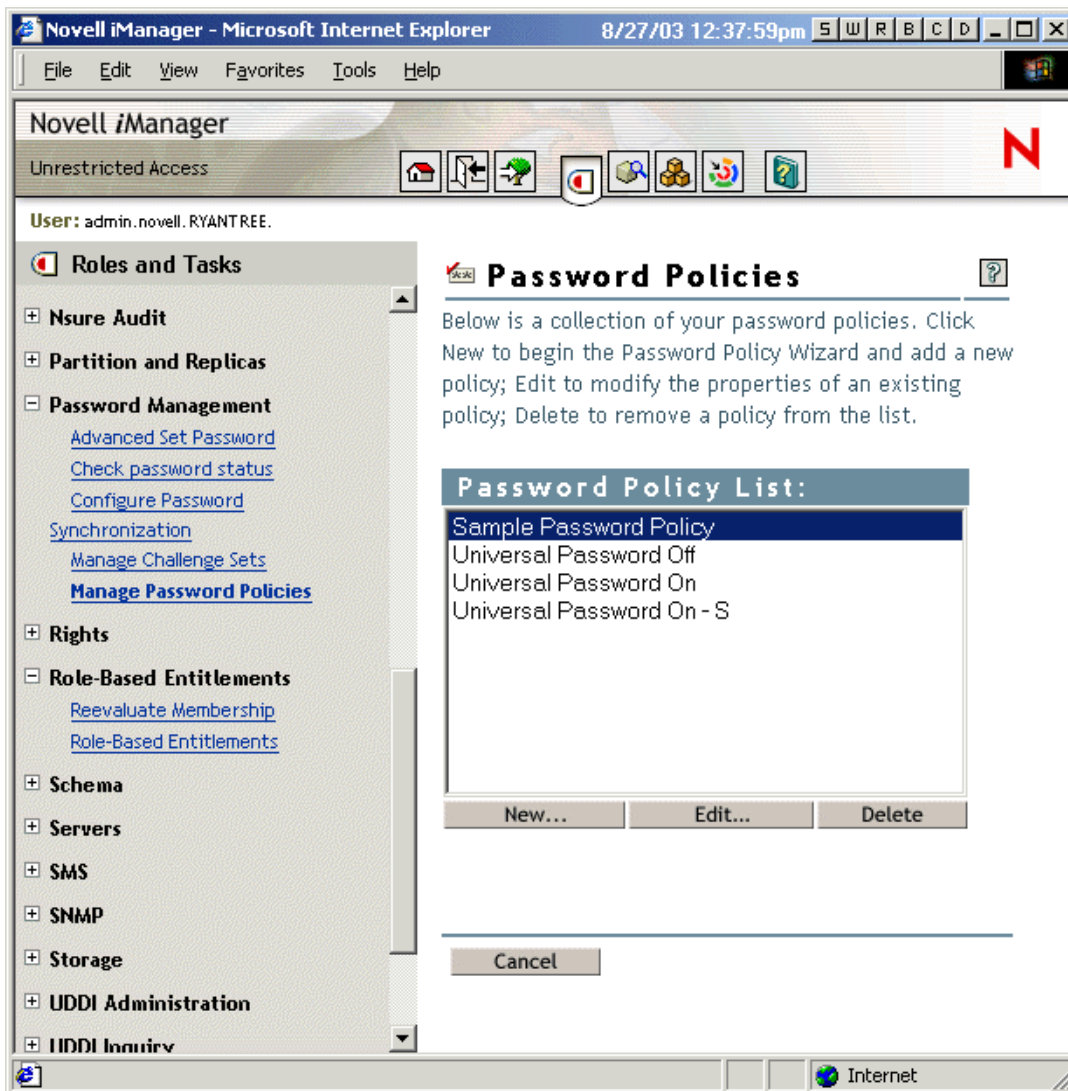
Previous Universal Password Users: Re-Creating Universal Password Assignments and Creating Password Policies

If you have previously set up Universal Password for use with NetWare 6.5, you must remove the old password policies, and use the new Password Management plug-ins to create Password Policies.

- After you install the passwordmanagement.npm, the NMAS plugins that were used in NetWare 6.5 for Universal Password are no longer available. Instead you use Password Management > Manage Password Policies, which offers more features.
- The first time you use the Manage Password Policies task in the new plug-ins, you see three policy objects in the list that cannot be edited:
 - Universal Password On
 - Universal Password Off
 - Universal Password On - S

These objects were used for the initial NetWare 6.5 implementation of Universal Password. To take advantage of the additional benefits of Password Policies provided by the passwordmanagement.npm, you need to remove them.

The following figure shows an example:



To remove the old policy objects and re-create your policies using Password Policies:

- 1 Decide where you want Universal Password enabled in your tree.

- If you want it turned on for the same containers as when you set up Universal Password the first time with the NetWare 6.5 plugins, continue with **Step 2**.
 - If you want it turned on everywhere in your tree, simply create a new Password Policy with Universal Password enabled, and assign it to the Login Policy object. Then continue with **Step 4** to remove the old policies.
- 2** Find out where in the tree you had previously enabled Universal Password when you set it up using the plug-ins that shipped with NetWare 6.5.
- This step is necessary because the plug-ins do not display where the assignments were made using the old plug-ins. Instead, you find out by searching the tree.
- 2a** Search the tree for objects that have the nspmPasswordPolicyDN attribute populated with one of the following values:
- Universal Password On
 - Universal Password On - S
- 2b** Make a note of all the containers that are the results of the search. These are the containers where Universal Password is turned on.
- 3** If you want Universal Password assigned in the same containers where you had assigned it previously, create one or more new Password Policies with Universal Password enabled, and assign them to the same containers.
- Refer to the list of containers from **Step 2**, to make sure your assignments match.
- 4** Go into Password Management > Manage Password Policies and remove the policy objects that remain from the first NetWare 6.5 implementation:
- Universal Password Off
 - Universal Password On
 - Universal Password On - S

Configure Notification for Password Self-Service

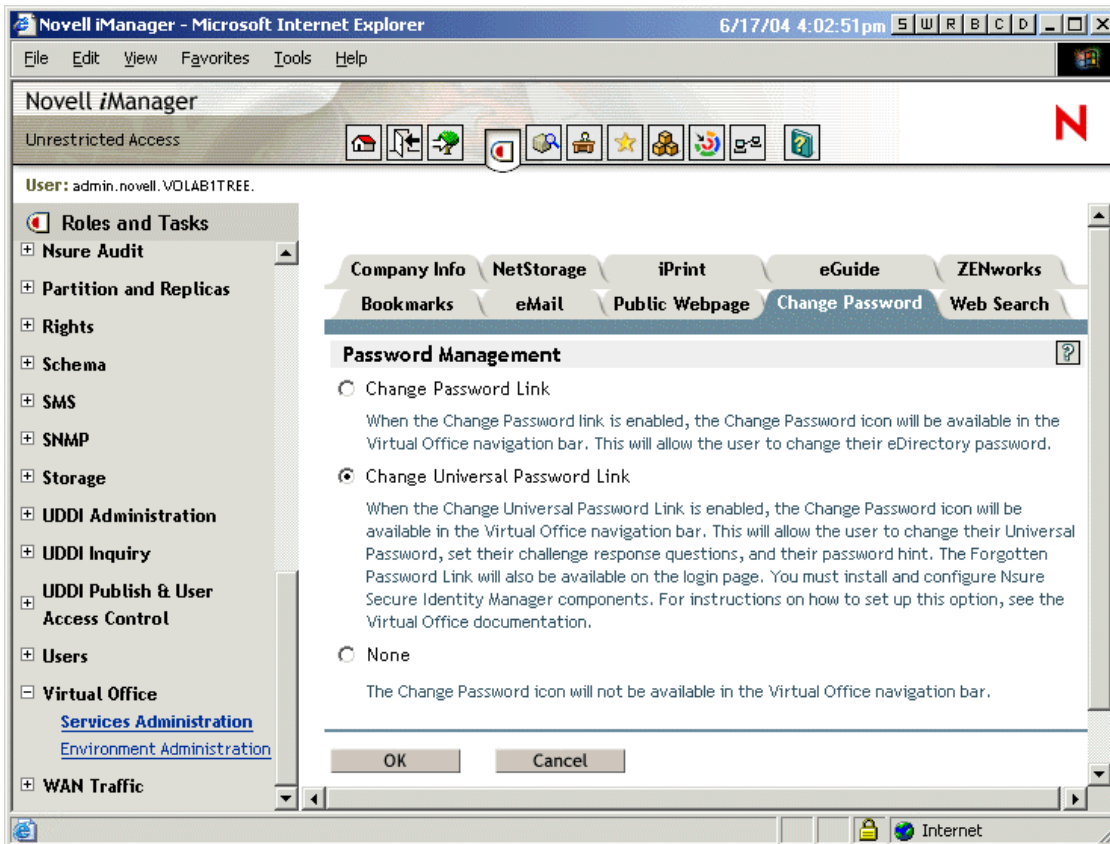
If the Password Policy you created specifies a Forgotten Password action that uses e-mail (“E-mail current password to user” or “E-mail hint to user”), make sure that your eDirectory users have the Internet EMail Address attribute populated.

(Optional) If you want to customize the e-mail templates, follow the instructions in “Configuring E-Mail Notification” in the *Nsure Identity Manager 2 Administration Guide* (<http://www.novell.com/documentation/dirxml20/admin/data/bnpdcy4.html>). The templates used for Forgotten Password e-mail notifications are basically the same for Virtual Office as for Identity Manager.

Enable Change Universal Password in Virtual Office

After completing all the other procedures in this section, you can turn on the Change Universal Password option for Virtual Office. This is a simple task.

- 1** In iManager, click Virtual Office > Services Administration.
- 2** Click the Change Password tab, then select Change Universal Password Link.



3 Click OK to save the change.

Test-Drive Password Self-Service

To verify that the features are set up correctly, you can complete the following tasks as part of testing Password Self-Service:

- 1 Create a policy with the following characteristics:
 - Enable Forgotten Password
 - Require Challenge Set
 - Select the option to verify that the Challenge Response and Hint are configured on login
 - Assign the Password Policy to a container with at least one user you can use to test with, a user who has the e-mail address indicated on the user object in the Internet EMail Address attribute.
- 2 Make sure you have another user to test with who does not have a Password Policy assigned, such as a user in a different container.
- 3 Log to Virtual Office as a user with the Password Policy assigned and verify that you are taken through the post-authentication steps of answering the challenge questions and setting a hint.
- 4 Return to the Virtual Office login page again, and click “Forgot your password?” With the user ID for the same user, verify that the challenge questions are correctly presented and that answering them correctly executes the correct action (display hint, allow user to reset password, etc.).

- 5 Return to the iManager self-service console login page again, and click “Forgot your password?” Enter the User ID for the user who does not have a Password Policy assigned. Verify that the appropriate errors are given, advising the user that Forgotten Password functionality is not available to them.

Configuring Virtual Teams

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

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

Virtual teams can have multiple owners. If you want to grant administration rights to another user, you must make that user a team owner. Owners have equal rights. That means an owner can add and remove other owners from the team—even the person who created it. For more information about team configuration see [Section 5.1, “Configuring Virtual Teams,” on page 33](#).

5.1 Configuring Virtual Teams

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

- 1 On the Virtual Office main page, click Environment > Team Configuration.
- 2 Complete the following settings:

Setting	Description
Virtual Teams	Lets you enable or disable the virtual teams feature. Select On to enable virtual teams. If you do not want to allow users to create and use virtual teams, select Off.
Allow Access to Existing Teams	Determines whether or not access to existing teams is allowed. Select On to allow access to existing teams, even if Enable Team Creation is set to Off.
	TIP: If you want to disable virtual teams, but some teams already exist, you can set Virtual Teams to Off and Allow Access to Existing Teams to On, then tell the members of those teams that they have a certain amount of time to retrieve and save their data. When that time has passed, set this option to Off to disable access to existing teams.
Enable Team Creation	Lets you enable virtual team creation. By default, all users can create teams. Selecting Off prevents everyone (including administrators) from creating teams. For example, you might want to use only the Virtual Office desktop without the team functionality. To grant or deny team creation rights to specific users, use the Manage Team Access setting.

Setting	Description
Manage Team Access	<p>Determines who has rights to set up virtual teams. This setting lets you grant team creation rights to specific users. Complete the following steps for each user:</p> <ol style="list-style-type: none"> 1. Click Edit next to the Manage Team Access field. 2. Search for a user, then click Select. 3. Click On or Off, then click Save.
Team File Share	<p>When users have rights to create teams, they can share files with other team members. When configuring Virtual Office on a local server, specify the path that it uses to store information in the file system for example, <i>myserv/sharepoint/teamsharefolder</i></p> <p>You must have Common Internet File System (CIFS) protocol enabled at the file location for this feature to work. For information about enabling CIFS on a NetWare server, see the Novell Native File Access Protocols Guide (http://www.novell.com/documentation/lg/nw65/index.html).</p> <p>If you do not have CIFS enabled at the default location (<i>webapps\nps\web-inf\communitystore</i>), click Team Configuration, then click Edit next to Team File Share and specify a path to a CIFS share.</p> <p>For example, <i>myserv/sharepoint/teamsharefolder</i></p>
SMTP Address	Address of the SMTP server. This is necessary for sending e-mail notifications.
Chat Server IP Port	Service port for applet-to-server communication.

5.2 Creating a Virtual Team

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

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

5.3 Requesting Team Membership

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

- 1 On the Virtual Office main page, click Join a Virtual Team.
- 2 Select the team you want to join.
- 3 Click Join.

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

- 4 Click OK.

5.4 Managing Virtual Teams

Team owners can do the following virtual team management tasks:

- [Viewing Team Members \(page 35\)](#)
- [Inviting Users to Join a Team \(page 35\)](#)
- [Approving or Denying a Membership Request \(page 35\)](#)
- [Adding Team Owners \(page 36\)](#)
- [Blocking Users from a Team \(page 36\)](#)
- [Editing Team Properties \(page 36\)](#)
- [Setting Notify Preferences \(page 37\)](#)
- [Deleting a Virtual Team \(page 38\)](#)

Team members can remove only their own virtual team membership.

5.4.1 Viewing Team Members

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Show Team Members.
- 3 Click Membership.

5.4.2 Inviting Users to Join a Team

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Invite a User > Add.
- 3 Type or search for the name of the user you want to add.
- 4 (Optional) Check the Send an Invitation by E-mail check box.
- 5 Select the name, then click Add > Send.

5.4.3 Approving or Denying a Membership Request

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Approve a Request.
- 3 Select the request, then click Approve or Deny.

5.4.4 Adding Team Owners

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Show Team Owners > Add.
- 3 Type or search for the name you want, then click Add.
- 4 Click Close.

5.4.5 Blocking Users from a Team

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Show Blocked Users.
- 3 Click Block Users > Add.
- 4 Type or search for the user you want, then click Add.
- 5 Click Close.

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

5.4.6 Editing Team Properties

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Show Team Properties.
- 3 Change the name or description of the team.
- 4 Click Save.

5.4.7 Restricting File Storage Size

You can restrict the amount of space used to store files. File storage restrictions can be global (for all teams on the server), specific for each team, or both.

Setting Global File Storage Restrictions

To restrict the file storage size for all teams on the server:

- 1 Log in to Virtual Office as Admin.
- 2 Click Portal > Configuration > All Settings.
- 3 For the Maximum Total Team Size (in MB) parameter, enter the maximum number of megabytes that teams can use for file storage.

If no limit is specified, file storage is limited only by the server's storage capacity.

All teams are restricted to the amount of file storage specified. Team messages and calendar events do not count against the specified limit. If the team is already beyond the storage limit, no more files can be added to the file store until enough files have been deleted to put the team's file store below the specified size limit.

- 4 Click Save.

Setting Specific Team's File Storage Restrictions

Whether or not you have specified a global file storage size restriction, you can set the maximum amount of file storage for an individual team. The team setting overrides the global setting.

- 1 Log in to `http://server_name_or_IP_address/vo/admin.html`, using the full LDAP context and password for the Admin User object.
- 2 Click Communities.
- 3 Select a community (the name of the virtual team whose file storage restriction you want to set).
- 4 Click Edit > Properties.
- 5 For the Maximum Total Team Size (in MB) parameter, enter the maximum number of megabytes that teams can use for file storage.
Specify 0 (zero) for unlimited file storage.
- 6 Click Save.

5.4.8 Setting Notify Preferences

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

- Post discussions to communicate with members
- Post event notices
- Add files to share with members

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Set Notify Preferences.
- 3 Check the corresponding check box for each of the following items that you want to notify team members about:

Event	Description
Events Are Created	Notifies team members when a new event is created.
Files Are Uploaded	Notifies team members when a file is uploaded in the Files service.
New Discussion Posts	Notifies team members when the owner posts a new message in the Discussion service.

Event	Description
New Discussion Posts for Threads I'm In	Notifies team members when someone responds to the discussion message. A notification is sent for every response to a message.
Sent To:	Team member's e-mail address. This is the address that all notifications are sent to.

4 Click Save.

5.4.9 Deleting a Virtual Team

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

- 1 On the Virtual Office main page, open your team.
- 2 In the Team Membership column, click Delete This Team.
- 3 Click Delete > Delete.

5.5 Virtual Team Services

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

Discussion

Lets virtual team members participate in online discussions and exchange messages.

Calendar

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

Files

Lets virtual team members do the following:

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

Links

Lets virtual team members create and display links to Web pages.

Advanced Management

6

This chapter explains how to use Novell® ZENworks® to perform certain advanced management tasks.

6.1 ZENWorks

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

- Automate distribution applications, patches, and virus updates.
- Provide self healing of applications.
- Manage workstations remotely, including file transfers and real-time diagnostics.
- Maintain hardware and software inventory for both troubleshooting and auditing.
- Deliver desktop, thin-client (terminal server), and Web applications.

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

For more information about ZENworks, see the [Novell ZENworks documentation \(http://www.novell.com/documentation/lg/npls\)](http://www.novell.com/documentation/lg/npls).

- 1 Open Virtual Office, then click Services > ZENworks.
- 2 Check the Enable check box.
- 3 Specify the URL for the ZENworks Web page.
- 4 Click OK.

6.2 Uploading Files With Japanese Filenames

When using Internet Explorer on Windows to upload files to a Virtual Team, files with a Japanese filename might not upload with the correct filename. To work around this problem, perform the following steps on your Linux server:

- 1 Run YaST Control Center.
- 2 Select System, then click Selection Language.
- 3 Select Japanese as the system language, then click Details.
- 4 From the Locale Settings for User Root drop-down list, select Yes.
- 5 Restart Apache and Tomcat.



Documentation Updates

This guide has been updated with the following changes:

- [September 19, 2005 - OES SP1 Update \(page 41\)](#)

A.1 September 19, 2005 - OES SP1 Update

Changes were made to the following sections:

Location	Change
"E-Mail Configuration" on page 24	Outdated information about NetMail [®] configuration was removed.
Section 5.4.7, "Restricting File Storage Size," on page 36	New sections documenting file storage size restrictions were added.
Chapter 2, "What's New," on page 11	New section listing changes and enhancements to Virtual Office was added.

