



# organiziQ for iQ.Suite 7 Lotus Notes

*End User Manual*

### **Editor's Note**

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# 1 Preface

## 1.1 Quality Assurance

We thank you for choosing iQ.Suite. Before being released, all of our products pass through rigorous tests. No product is issued without having been subjected to an extensive test performed by our QA Team.

## 1.2 Copyright

GROUP Technologies AG, hereafter referred to as GROUP, is the owner of the full commercial copyright of this documentation protected by law. All rights not explicitly granted remain the property of GROUP.

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## 1.3 Warranty

GROUP is unable to guarantee, either explicitly or tacitly, the quality, execution, standardization or suitability for a specific purpose.

The product descriptions are general and descriptive in nature. They can be interpreted neither as a promise of specific properties nor as a declaration of guarantee or warranty. The specifications and design of our products can be changed at any times without prior notice, especially to keep pace with technical developments. For information updates, please contact our Sales Department.

## 1.4 License Agreement

Please read our license agreement supplied with the product CD.

## 1.5 Third-Party Copyright Notes

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## 2 Introduction

### 2.1 The Aim of this Guide

As you will naturally want to make optimum and skilful use of your new application software, we wish to give you the help you need. We have therefore tried to make this guide as easy to use and as understandable as possible. We would be grateful for any suggestions you have on how we can make further improvements. Please send an e-mail to:  
[manual@group-technologies.com](mailto:manual@group-technologies.com)

### 2.2 Structure of this Guide

This guide uses the following conventions:

|                |   |
|----------------|---|
| <b>Bold</b>    | Menu names and entries, window names, entry and list boxes, messages, file names and important information are shown in <b>bold</b> type. |
| <i>Italics</i> | Entries that the Administrator must make are written in <i>italics</i> .  |
| Fixed width    | Program code, paths and folder names are written in fixed width font.   |
| <u>Links</u>   | Underlined text is a <a href="#">hyperlink</a> . It is usually blue.  |

The following symbols are used:



The eye means "Attention!" Be careful! It indicates important passages in the text that must be observed in order to avoid any loss of data, damage to your system or any other unpleasant occurrences. Read these passages with particular care and attention.



The info symbol is used to indicate special points that must be observed for trouble-free use of your system.



A little gift to help you! Here, we give you support on particular problems, we provide tips and tricks or alternative solutions and special points.

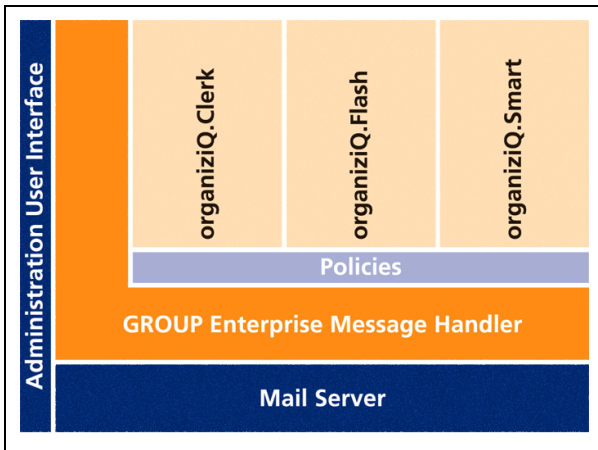
Please refer to the [“Glossary” on page 265](#).

## 2.3 **organiziQ**

Intelligence for e-mail organization

The complete organizational packet saves you valuable time and increases productivity every day:

- Time-optimized sending of e-mail
- Advanced forwarding and delegation control
- Ability to prioritize delivery of e-mails
- Ability to delegate administration



### 2.3.1 **organiziQ.Clerk**

organiziQ.Clerk forwards your electronic mail arriving within specified periods to freely selectable persons or groups. e-mails from various senders or Internet domains can be forwarded or redirected to different deputies or representatives. Forwarding can be disabled where confidential information is involved. If

required, notifications and confirmations of receipt are sent to senders, recipients and deputies. `organiziQ.Clerk` can be activated on a central basis.

- Easily configurable, central e-mail forwarding by authorized users and administrators
- Freely definable deputies and deputy groups
- Freely definable forwarding periods
- Specific disabling of forwarding for confidential or encrypted e-mails and for specified senders
- Confirmations of receipt by deputies sent to absentees
- Central overview of all absentees for authorized users
- Internal and external e-mail forwarding restricted to authorized persons
- Freely editable notification messages with %variables% for senders and deputies
- Automatic identification of new e-mail boxes

### 2.3.2 **organiziQ.Flash**

e-mails appear at irregular intervals, which makes it difficult to choose the optimum interval for Notes Client to check for new mails. If too short an interval is selected, the network is burdened unnecessarily; if the interval is too long, the user may receive an important message too late. `organiziQ.Flash` notifies the user in a matter of seconds that a new e-mail has arrived at the server. The mails are listed at the workstation with sender, subject and message text without being tied to a Notes Client. Various actions can be performed when an e-mail arrives at the client. `organiziQ.Flash` consists of two parts: The [server](#) part, which is installed on the Notes server, and the [client](#) part, which runs on the workstation PC.

- Notification about incoming messages
- Immediate, simultaneous support of multiple e-mail databases, including mail-in databases
- Alternative notification in case of absence
- Playing of any WAV files
- Support for system speakers
- Selectable prioritisation

### **2.3.3 organiziQ.Smart**

organiziQ.Smart efficiently contributes to load management within Domino infra-structures. It also allows e-mail users to carry out their correspondence under timing/scheduling aspects. Furthermore, the resolution of DocLinks allows to transmit Notes text documents also to users of other e-mail systems.

- Reliable options to reduce server and traffic load caused by large-sized e-mails and attachments
- Flexible options for end users to manage scheduled e-mail transmissions
- Notification of sender regarding time-shifted e-mail transmission
- Automatic e-mail messages to the administrator in case of errors
- Safe archival of e-mails which could not be sent
- Basis for further application possibilities such as "four eyes" principle

## 3 organiziQ.Clerk - General

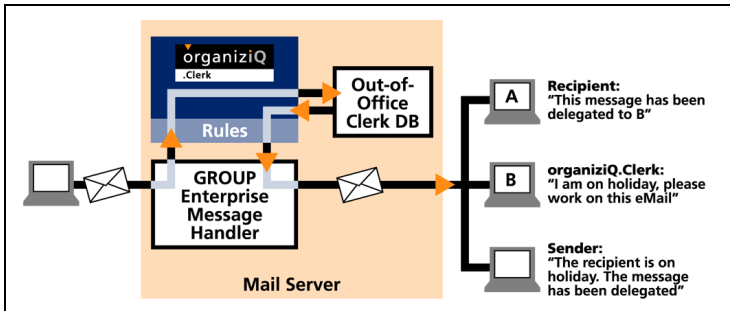
### 3.1 Basics

organiziQ.Clerk is the [module](#) for

- Absence management (Forward), and the
- Electronic clerk (Redirect)

Clerk consists of two components: One component is the administration module, controlled on the server by the Notes administrator. In the second component, the separate Clerk database (**g\_del.nsf**), each user can individually configure his or her delegation and forwarding options (depending on his or her authorization).

Represented graphically, organiziQ.Clerk works as follows:

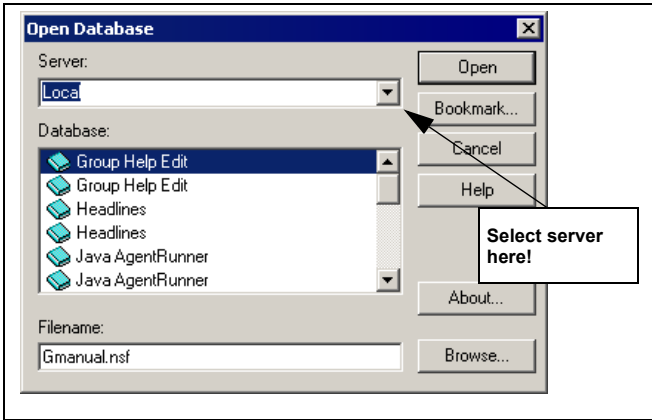


This chapter explains in detail how to set up forwarding and redirection options.

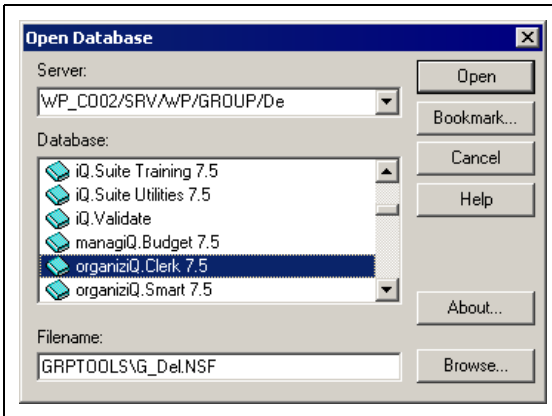
### 3.2 Starting organiziQ.Clerk

Start your Notes client and open the Clerk database (**g\_del.nsf**). To do so, proceed as follows:

Click on **File** → **Database** → **Open** and select the server on which the current organiziQ.Clerk database is to be found.

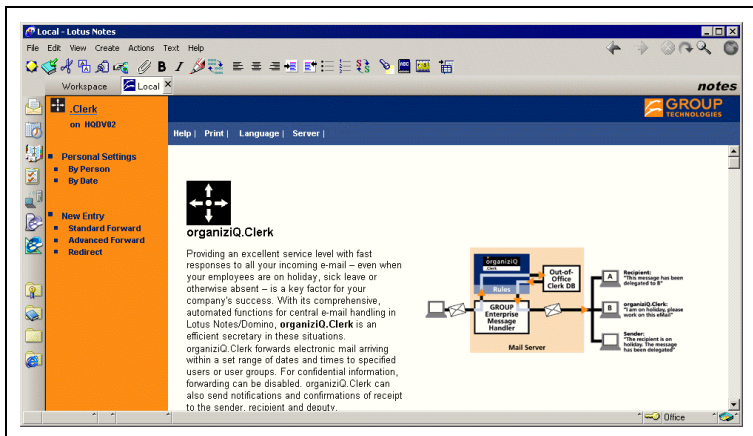


For the name of the server (and, if required, the appropriate directory on the server), please contact your administrator. Now select the organiziQ.Clerk 7.5 or 7.6 database and click on **Open**.



### 3.3 The organiziQ.Clerk Database User Interface

When initially opening the database, the following screen will be displayed:



After opening the database, click on **Language** to select your preferred language.

The key screen components are then displayed in the selected language.

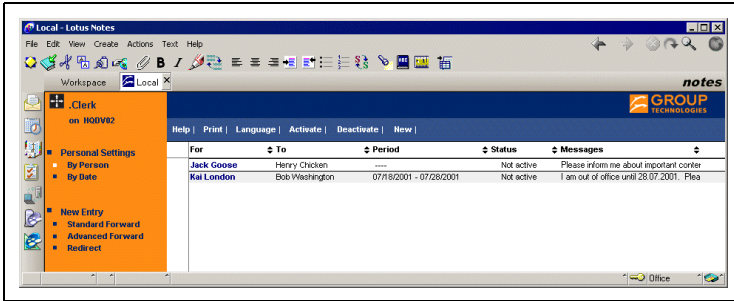
Further information on all tabs and fields is provided in the context-sensitive online help. To display help text on the menu currently selected, click on **Help**.

Also, a printing options window is displayed when you click on **Print**.

On the left side, there is a menu subdivided into **Personal Settings** and **New Entry**. The options available will vary according to the authorization of the current user. Those belonging to the group of experienced organiziQ.Clerk users (GROUP-TOOLS-POWUSER) will see both **Advanced Forward** and **Redirect**. Standard users can only use **Standard Forward**.

Under **Personal Settings - By User** and **Personal Settings - By Date**, you will receive, as a standard user, a list of documents pertaining to you, i.e., documents for which you were designated as author/forwarder or deputy. You may view these documents by double-clicking. However, only the author (creator) is permitted to modify them. Experienced Clerk users may view all forwarding/redirect documents.

Typically, this list will look like the following:



Under **New**, you can create a new control document with **Standard Forward**, **Advanced Forward** or **Redirect** settings.

For information on authorization and membership in the group of experienced Clerk users, please contact your administrator.

### 3.4 Closing organiziQ.Clerk

To close the database, use **ESC** or the **File** menu.

For further information on how to use the Lotus Notes Client, please refer to your Lotus Notes documentation.

## 4 **organiziQ.Clerk - Absence Management**

### **4.1 Overview**

The absence management system is designed to handle holiday and sickness leaves or business trips. You may name a deputy **D** for the period from **S** to **E**. **D** will receive a copy of every e-mail sent to you within the period you have defined. This copy will be provided with an automatic notification that you are absent and that **D** should deal with the matter concerned. At the same time, the sender **X** of the e-mail will automatically receive a notification that you are currently not available at your company.

The following can be configured as required:

- All notifications and messages
- Deputy **D**
- Start time **S**
- End time **E**

The control documents can be viewed and edited by others (e.g. by the secretary), provided they are authorized to do so (refer to the authorization section on [page 9](#)). This option will be useful in the event of sickness when an employee cannot come to work in order to activate the absence management system, or when employees are frequently out of office.

Each user can create and configure his or her standard-forwarding documents in the organiziQ.Clerk database while authorized users may also create and configure advanced-forwarding and redirect documents. For a more detailed description, please refer to "[Organizing Deputies for Holiday and Sickness Leave](#)" on [page 12](#) and "[Setting Up the Electronic Clerk](#)" on [page 19](#).

The two types of forwarding are:

- A standard forwarding document:
  - is for an individual user (the author!),
  - goes to one or several deputies simultaneously (a notice of absence without forwarding is possible),
  - sets the period in days,
  - sets the texts (messages),

- enables to manually specify further persons as authors (separated by comma!).
- An advanced forwarding document:
  - has all the functions of the standard document,
  - additionally enables to define forwarding/deputy exceptions for specific senders,
  - allows to select document authors from the Notes address book,
  - allows to set forwarding options for other persons.

## 4.2 Organizing Deputies for Holiday and Sickness Leave

If you want to organize a deputy to handle a holiday or sickness leave, you must configure and activate the Personal Settings. You then have the choice between standard and advanced forwarding.

### 4.2.1 Advanced Forward

Only members of the experienced organiziQ.Clerk users group are allowed to set Advanced Forward options (also refer to the authorization section on [page 9](#)).

The organiziQ.Clerk database version originally supplied contains two sample entries for Personal Settings. As almost all employees will have access to the Clerk database, these examples may well have been changed and therefore no longer be available.

In this case, please select **New Entry --> Advanced Forward** and create a new document, using the example described below as reference. Once you have created the document, you can update your own entry any time by selecting it from the list (double-click).

Further information on individual fields and their options is provided in the Online Help, available under the **Help** menu.

1. Select: **Personal Settings --> By Person**

| For        | To             | Period                  | Status     | Messages  |
|------------|----------------|-------------------------|------------|---|
| Jack Goose | Henry Chicken  | ----                    | Not active | Please inform me about important contents                     |
| Kai London | Bob Washington | 18.07.2001 - 28.07.2001 | Not active | I am out of office until 28.07.2001. Please deal with my mail |

From the list displayed next, select (double-click) **Kai London** and change the document (--> **Edit**).

2. In the **Basics** tab, set the Personal Settings Status to **Active**.

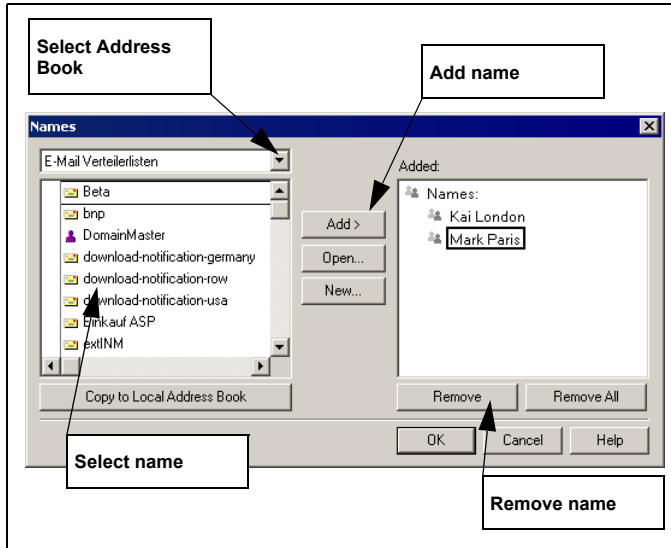
| Basics                   | Operations   | Advanced | Misc. | Comments |
|--------------------------|--|----------|-------|----------|
| <b>Basics</b>            |  |          |       |          |
| Status                   | <input type="radio"/> Active <input checked="" type="radio"/> Not active   |          |       |          |
| Forwarding for           | <input type="checkbox"/> Kai London<br><input type="checkbox"/> Mark Paris   |          |       |          |
| Forwarding recipient     | <input type="checkbox"/> Bob Washington  |          |       |          |
| Start Forwarding at      | 18.07.2001   | 16       |       |          |
| Stop Forwarding at       | 28.07.2001   | 16       |       |          |
| Sender notification mode | <input checked="" type="radio"/> Always notify<br><input type="radio"/> Never notify<br><input type="radio"/> Notify if encrypted<br><input type="radio"/> Notify if redirecting |          |       |          |

**Click on the arrow to select a name**

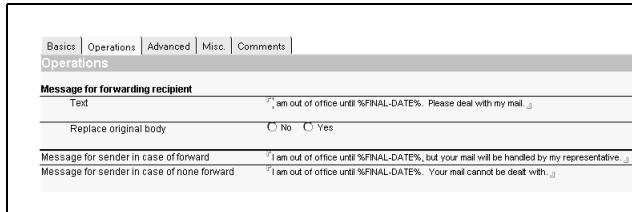
Bob Washington is designated as deputy for the users Kai London and Mark Paris for the period from 18.07.2001 to 28.07.2001 included. Senders will be notified that their e-mails have been forwarded. Use these fields to change the user names for which forwarding is to be set up and to specify the deputy for this period.

If you enter an asterisk (\*) in the **Forwarding recipient** field, e-mails will not be systematically forwarded. In this case, forwarding is limited to the exceptions specified under **Conditioned forward** in the **Advanced** tab. The number sign (#) has the same effect, except that the sender of the e-mail additionally receives the notification specified under the **Message for sender in case of non-forwarding** field in the **Operations** tab. You can thus use organizQ.Clerk as an auto-reply system without having to activate forwarding.

For a forwarding, you may select one or several names from the Notes address book. Simply **Add** or **Remove** names from the selection displayed when you click on the arrow:



3. Now select the **Operations** tab.



This tab is used to define the notification texts for the recipients and senders of forwarded e-mails. These messages are attached to the original mail. Modify the settings according to your requirements, change the message wording or simply use the default settings and just enter a date for the %FINAL-DATE% placeholder.



If you do not want the original message text to be available to your deputy, set the **Replace original body** to **Yes**. Your deputy then receives your messages only with the subject and your own message text. Keep in mind, however, that this makes it impossible for your deputy to reply to the message.

In the **Advanced** tab, enter the exceptions you wish to make.

| Advanced  |  |   |
|---|--|---|
| Run on server <input type="checkbox"/> <input type="checkbox"/> |  |   |
| Conditioned forward   | Sender condition   | Forward to  |
| <b>Person</b>   | <input type="checkbox"/> Leo Miller <input type="checkbox"/> | <input type="checkbox"/> * <input type="checkbox"/> |
| <b>Group</b>  | <input type="checkbox"/> Customers <input type="checkbox"/>  | <input type="checkbox"/> # <input type="checkbox"/> |
|   | <input type="checkbox"/> Suppliers <input type="checkbox"/>  | Markus Bayer/Einkauf/HAL <input type="checkbox"/>   |
| <b>Domain</b>   | <input type="checkbox"/> <input type="checkbox"/>            | <input type="checkbox"/> <input type="checkbox"/>   |

Use the **Person**, **Group**, and **Domain** fields to define exceptions to the rule and forward any e-mails from these senders to other persons.

In this example, the following exceptions have been defined:

- a) E-mails coming from *Leo Miller* are not forwarded but sent to you personally (\* entered).
- b) E-mails from the *Customers* group are not forwarded, the sender only receives the absence notification as set in the **Message for sender in case of non-forwarding** field in the **Operations** tab (# entered).
- c) E-mails from the *Suppliers* group are forwarded to Markus Bayer from Purchasing and not to the general deputy specified in the **Basics** tab.



You can use a \* (asterisk) or a # (hash) character **to suppress forwarding e-mails from specified persons, groups or domains.**

The messages of senders marked with an asterisk (\*) will be sent to you irrespective of your absence. You can use this, for example, if you are expecting a confidential message from a particular sender and do not want this message to be received by someone else. The # means that the sender receives an absence notification, the \* that the sender is not notified.



**To suppress notification of external senders**, set up two documents: one for internal senders with notifications enabled and the other for external senders with notifications disabled altogether (**Basics** tab, **Notify sender** option set to → **Never notify**).



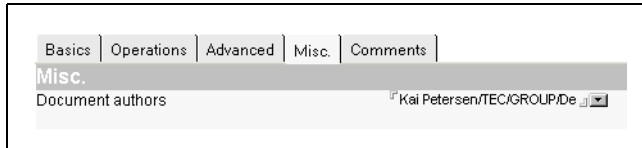
In case of absence, you can also use the \* and # options to **send a notification to the sender without forwarding the mails**:

1. In the **Basics** tab, enter a hash (#) in the **Forwarding recipient** field.
2. In the **Sender notification mode** field, enable the **Always notify** option.
3. In the **Operations** tab, enter the text for the sender in the **Message for sender in case of none forward** field and set the **Replace original body** option to **No**.



4. In the **Advanced** tab, define the **exceptions for notification without forwarding**, i.e. the senders that are not to be notified, e.g. mailing lists:
  - a. Under **Sender condition** in the **Person** field, enter the e-mail address(es) not to be notified. Enter each address in a separate line.
  - b. Under **Forward to** in the **Person** field, enter an asterisk (\*) in the corresponding address line.
  - c. Proceed similarly in the **Group** and **Domain** fields to exclude a group from the Addressbook or an entire domain.

4. Under **Document authors** in the **Misc.** tab, you can specify an authorized person for this document, i.e. authorized to edit the forwarding settings. As in the **Basics** tab, you may select a person from the Notes address book.



The screenshot shows a tabbed interface with five tabs: Basics, Operations, Advanced, Misc., and Comments. The 'Misc.' tab is active. Below the tabs, there is a label 'Document authors' followed by a dropdown menu. The dropdown menu is open, showing the selected value 'Kai Petersen/TEC/GROUP/De'.



In a standard-forward document, the address book field is not available. However, you can nonetheless specify multiple document authors. To do so, enter the addresses manually in the **Document authors** field, separated by comma.

5. Select the **Comments** tab and enter a short description of your document to provide a quick overview on its contents.
6. Save your settings with **Save**.

#### 4.2.2 Standard Forward

Standard forwarding options are basically set in the same way as advanced forwarding options. The difference is that standard forwarding options do not allow for exceptions (set in the **Advanced** tab). In addition, no other names may be entered in the **Forwarding for** field. For all other options, refer to the detailed description under [“Advanced Forward” on page 12](#).

To create a standard forward document select **New Entry --> Standard Forward**.

As for Advanced Forward, set the dates and select a deputy from the address book. Then set the document to **Active**.

Save your settings with **Save**.







## 5 organiziQ.Clerk - Redirection

### 5.1 Overview

The redirection function can be described as an "electronic clerk" since the available settings go far beyond simple redirection.

Redirection is not restricted to a specified period of time. It is used to **always** redirect the e-mails to the specified deputies **D**. A typical example: You do not wish to receive e-mails unless they come from your secretary. You would then have to make the following settings in your document:

-  redirect each mail to secretary (except those from secretary)
-  if e-mail is from secretary, then send

As the mails are redirected, the original recipient does not receive a copy. Also, no notification is sent to the recipient or the deputy, as this will normally not be necessary with redirected e-mails. Example:

You have included your address in a mailing list and wish to store the e-mails you receive via this list in a public folder and thus forward them immediately to the mailing database. You therefore redirect all the mails coming from this mailing list to the public folder and, of course, do not wish to see any of these e-mails in your own mailbox. Also, do not wish to automatically notify the sender (i.e. the mailing list) that you have redirected these e-mails.

### 5.2 Setting Up the Electronic Clerk

Only members of the experienced organiziQ.Clerk users group are allowed to set Redirection options (also refer to the authorization section on [page 9](#)).

The organiziQ.Clerk database version originally supplied contains two sample entries for Personal Settings. As almost all employees will have access to the Clerk database, these examples may well have been changed and therefore no longer be available.

In this case, please select **New Entry --> Redirect** and create a new document, using the example described below as reference. Once you have created the

document, you can update your own entry any time by selecting it from the list (double-click).

Further information on individual fields and their options is provided in the Online Help, available under the **Help** menu.

1. Select: **Personal Settings --> By Person**

| For        | To              | Period                  | Status     | Messages   |
|------------|-----------------|-------------------------|------------|--|
| Jack Goose | Henry Chicken   | ----                    | Not active | Please inform me about important contents                      |
| Kai London | Bob Wischington | 19.07.2001 - 28.07.2001 | Not active | I am out of office until 28.07.2001. Please deal with my mail. |

From the list displayed next, select (double-click) **Jack Goose** and change the document (--> **Edit**).

2. In the **Basics** tab, set the Personal Settings Status to **Active**.

Basics | Operations | Advanced | Misc. | Comments

Basics

Status  Active  Not active

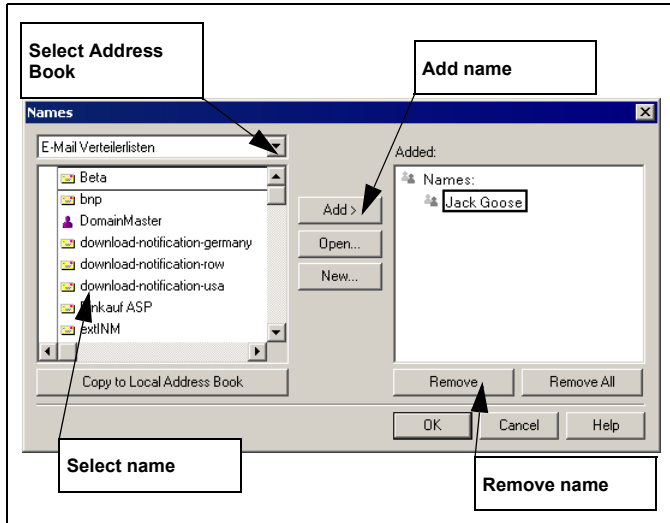
Redirection for

Redirect to

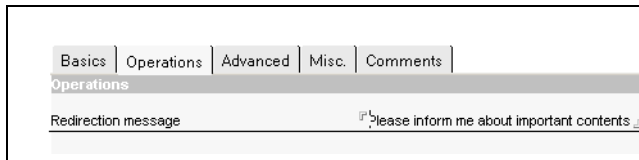
Click on the arrow to select a name

In the **Redirection for** field, enter the name of the user whose mail is to be redirected. You may select a name from the Notes address book. If you enter an asterisk (\*) in the **Redirect to** field, e-mails will not be systematically redirected. In this case, redirection is limited to the exceptions specified under **Conditioned redirection** in the **Advanced** tab. This allows to redirect e-mails coming from specific persons, groups or domains to specific persons or groups. The number sign (#) may not be used in this field.

In the case of a systematic redirection, neither senders nor recipients will be sent notifications. You may select names from the Notes address book. Simply **Add** or **Remove** names from the selection displayed when you click on the arrow:



3. Now select the **Operations** tab.



This tab is used to define the only notification text available for redirected mail. This message is sent to the deputy of the user to tell him or her that the e-mail has been redirected and that you require a message from the deputy if the matter is urgent. Modify the settings according to your requirements, change the message wording or simply use the default settings.

4. In the **Advanced** tab, enter the exceptions you wish to make.

|                                |                         |          |                       |          |
|--------------------------------|-------------------------|----------|-----------------------|----------|
| Basics                         | Operations              | Advanced | Misc.                 | Comments |
| <b>Advanced</b>                |                         |          |                       |          |
| <b>Conditioned Redirection</b> |                         |          |                       |          |
| <b>Person</b>                  | <b>Sender condition</b> |          | <b>Redirection to</b> |          |
|                                | Donald Bull             |          | *                     |          |
| <b>Group</b>                   | farmers                 |          | Dolly Hunter          |          |
|                                | butchers                |          | Mickey Sheep/CDE      |          |
| <b>Domain</b>                  |                         |          |                       |          |

Use the **Person**, **Group**, and **Domain** fields to define exceptions to the rule and redirect any e-mails from these senders to other persons.

In this example, the following exceptions have been defined:

- a) E-mails coming from *Donald Bull* are not redirected but sent to you personally (\* entered).
- b) E-mails from the *farmers* group are redirected to Dolly Hunter and not to the general redirection address specified in the **Basics** tab.
- c) E-mails from the *butchers* group are redirected to Mickey Sheep and not to the general redirection address specified in the **Basics** tab.



Use the \* character to suppress the redirection of e-mails coming from specified persons, groups or domains. E-mails from senders marked with an asterisk will be sent to you regardless of the general redirection settings. You can thus make sure that you always personally receive the e-mails from selected persons.



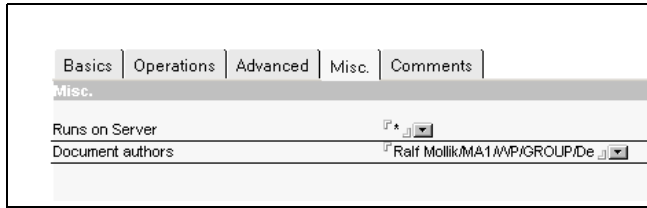
The number sign (#) cannot be used in this field.

5. As for forwarding options, the **Document authors** field in the **Misc.** tab is used to specify an authorized person for this document, i.e. authorized to edit the redirection settings<sup>1</sup>. As in the **Basics** tab, you may select a per-

---

1. For information on authorization, please contact your administrator.

son from the Notes address book. Please do not change any settings in the **Server** field.



The screenshot shows a configuration window with a tabbed interface. The tabs are 'Basics', 'Operations', 'Advanced', 'Misc.', and 'Comments'. The 'Misc.' tab is currently selected. Below the tabs, there are two rows of configuration fields. The first row is labeled 'Runs on Server' and has a dropdown menu with a small icon to its right. The second row is labeled 'Document authors' and has a dropdown menu containing the text 'Ralf Mollik/MA1/WP/GRUUP/De'.

6. Select the **Comments** tab and enter a short description of your document to provide a quick overview on its contents.
  
7. Save your settings with **Save**.



## 6 organiziQ.Smart

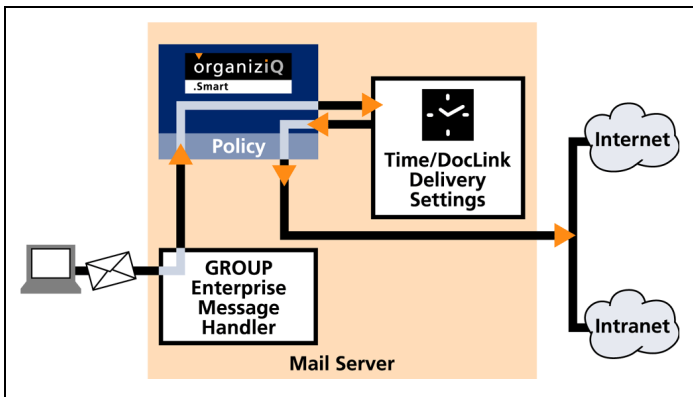
### 6.1 Basics

Do you want to hold back specific messages addressed to multiple recipients and send them at a later time?

organiziQ.Smart is the [module](#) for deferred (delayed) sending.

The messages to be deferred are temporarily buffered and then sent to the mail server at the date and time specified.

Represented graphically, organiziQ.Smart works as follows:



This chapter explains in detail how to use the organiziQ.Smart functions.

### 6.2 Deferred Sending of E-mails

You can send e-mails on particular days and/or times of day. A user might, for example, want to send an e-mail on a particular day (offers, birthday wishes, etc.), but knows he will be out of office on that day. He can nonetheless send the message immediately, with a note in the header that it is to be sent by the mail server on day X at time Y. This note is set by way of a keyword named `<DELAY %PATTERN%>`, where the %Pattern% metasymbol is replaced with the number of minutes the mail is to be deferred or with the time and date on which the message is to be sent. Depending on the server setting selected by the administrator, one of two options will be available:



## 7 organiziQ.Flash

### 7.1 Basics

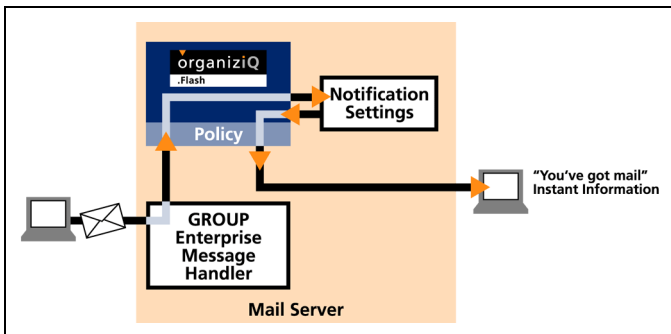
organiziQ.Flash is the [module](#) for

- instant notification, and
- receiving mails without Notes [client](#)

organiziQ.Flash provides you with immediate notification when an e-mail arrives on the Domino [server](#). A Notes [client](#) is not required and you can receive notifications for several [e-mail](#) addresses simultaneously.

Flash consists of two components: The first component is the administration module managed on the server by the Notes Administrator. The second one, the separate Flash client, is installed on the user workstation [MS Windows (all versions supported except for Terminal Server)] and instantly informs the user of any new message.

Represented graphically, organiziQ.Flash works as follows:



This chapter explains in detail how to use the Flash client. If you have any problems or questions related to Flash, please contact your administrator.

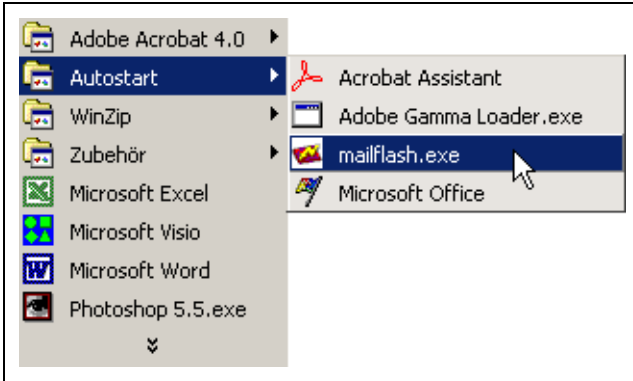
## 7.2 The Flash Client

### 7.2.1 Installing organiziQ.Flash

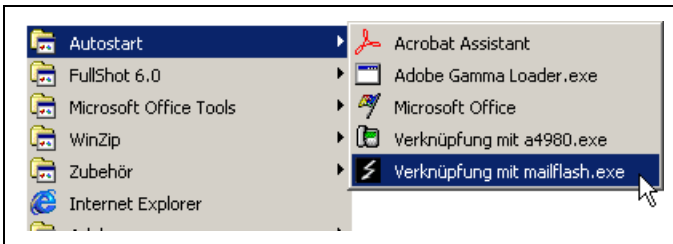
First copy the file **mailflash.exe** from the CD to the Notes program directory, e.g. C:\Lotus\Notes. Also copy any sound files you want to use and which are specified in the Flash job on the mail server to the Notes directory. Right-click on

the **mailflash.exe** file to create a link which you can then drag into the **Startup** folder (**Start --> Programs --> Startup**) so that the Flash client is automatically loaded when the PC is started.

Your Start menu should look like the following under **Startup**:



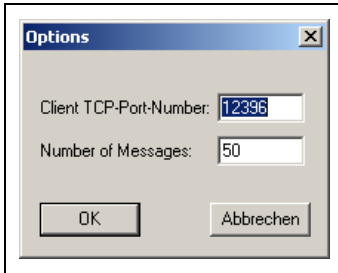
Another icon is displayed as of iQ.Suite 7:



If included in the Startup folder, Flash is automatically started when the PC is booted. Should this not be the case, make sure the link to the **mailflash.exe** file is set correctly. Of course, you may also call the program manually using the Start menu or the Windows Explorer.

### 7.2.2 First Steps

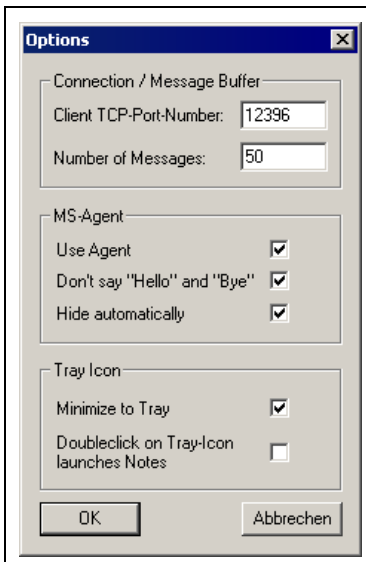
For all versions up to 5.2, please check the following entries under **Options**:



The **Client TCP-Port-Number** is preset and can usually remain unchanged. On each client, this number must match the number already used on the server.

Under **Number of Messages**, specify the number of messages that can arrive at the same time.

Additional options as of Version 7:



### MS-Agent

If you enable the **Use Agent** checkbox, a small wizard (the MS Agent) will pop up to provide assistance and - if set accordingly on the server - read out incoming messages. The Microsoft Agents are a standard feature as of Windows 2000

(and higher). If your operating system does not include the **msagent.exe** program - usually located in the **msagent** directory under the system directory (e.g. **WINNT**) - it can be downloaded from the MS Agent website:

<http://www.microsoft.com/products/msagent/downloads.htm>

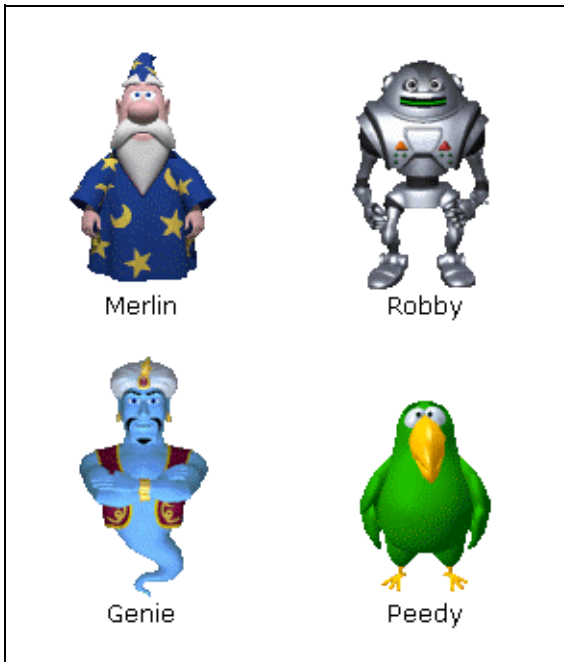
The **Downloads** section contains various files enabling a customized setup of different components.



Using the MS Agent language option under Windows XP requires the **SAPI 4.0 Runtime Support**, which can also be downloaded from the Microsoft Download website above.

The **msagent.exe** file must, in any case, be installed and available. You may also select further wizards and language libraries, for instance another wizard than the preset one.

Four different characters can be downloaded from the Microsoft website:



Once downloaded, simply run the files to install them.

To use another character, copy the selected **acs** file (e.g. **merlin.acs**) to the **chars** directory under the **msagent** directory. Remove the previous character by moving it to another location (in case you want to re-use it later).



The **chars** directory must not contain more than one **acs** file!

Which language the Agent speaks, and whether it speaks at all, is set by the administrator on the mail server!

For further information on MS Agent, refer to Microsoft under:

<http://www.microsoft.com/products/msagent/default.htm>

**Don't say "Hello" and "Bye"**: Enable this checkbox if you do not wish to be welcomed and dismissed by the Agent.

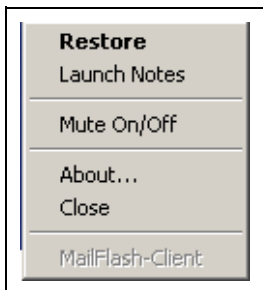
**Hide automatically**: If enabled, the Agent automatically disappears after having done whatever it was supposed to do.



The **Tray Icon** options allow to include a Flash icon in the Task Bar.

**Minimize to Tray**: Moves Flash to the Tray (right-hand corner, next to the clock), from where it can be restored by double-clicking on the icon.

**Doubleclick on Tray-Icon launches Notes**: With this checkbox enabled, double-clicking on the icon in the Tray does not call the Flash client but directly starts the Notes client.

The following menu is displayed when you right-click on the icon in the Tray:



The **Mute On/Off** switch is used to enable/disable the Agent. If disabled, the icon color changes from green  to red . In this case, only the subject line of new messages is displayed, the message itself is not read out.

All mails arriving while the client is set to Mute are added to the list with a red mail symbol. The current Mute setting is saved and automatically re-used when Flash is restarted.



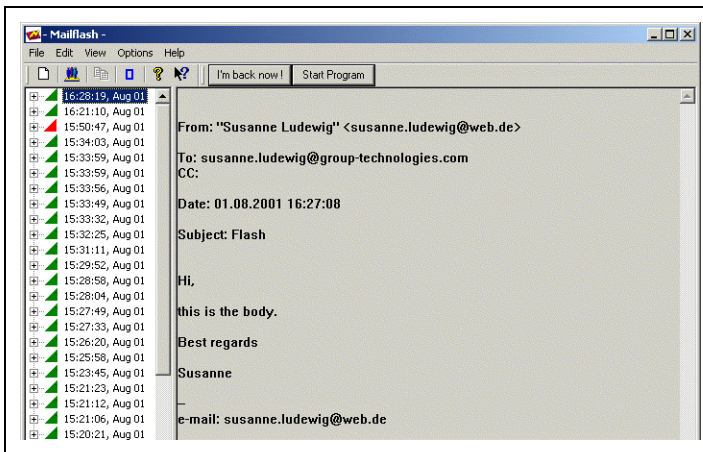
To be able to start Notes from the Flash client, the **mailflash.exe** file must be stored in the Notes program directory. Otherwise an error message is returned!

### 7.2.3 Using organiziQ.Flash

In the start-up screen, the column on the left displays the date and time of each message, while the details and the message body are shown in the large frame.



The message body is only displayed if this option has been directly set on the server.



Flash only displays current messages, i.e. the messages just coming in on the server. Mails received in your mailbox before the Flash client was started are not shown.

If you want your deputy (to be set on the server) to receive the notification normally sent to your PC, click on the **I'm leaving!** button.

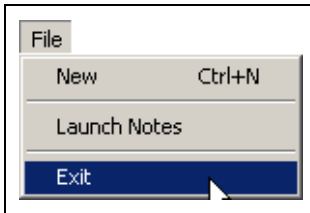


When you are back and ready to receive new messages, click on **I'm back now!**.



## 7.2.4 Closing organiziQ.Flash

Click on **File --> Exit**:



Once the Flash client is closed, the e-mails are removed from the display to keep messages up-to-date and avoid confusion caused by too many e-mails displayed. If you want to re-read an earlier e-mail, you have to open the Notes client.



## Glossary

### **ACL (Access Control List)**

List of entries in a database which controls access rights.

### **API**

Application Programming Interface. Software user interface with which program functions can be called and data exchanged.

### **archive**

See [compression](#).

### **ASP**

Application Service Provider; Single-source provider of [IT](#) services at an agreed price.

### **back office**

General term for business areas responsible for processing business information and correspondence (for example secretary's office and order processing).

### **bitmap**

A bitmap is an uncompressed, pixel-based image format for graphics and photos. Fax servers use image formats to generate the faxed image. If an image file is split up into rows and columns, the result is a raster graphic. Each dot is saved as a bit sequence with its color information. The bitmap file format (\*.BMP files) is not commonly used in the Internet because it cannot be compressed. Graphics saved in the [GIF](#) or [JPEG](#) format significantly reduce the data volume.

### **business-to-business**

Electronic interaction, communication and trade between businesses.

### **business-to-customer**

Electronic interaction, communication and trade between business and customer.

### **client**

General term for computers and application programs that access the services and resources of a [server](#).

### **client/server systems**

The [server](#) is a program which provides a service and a [client](#) is a program which uses this service. These services can work together on a single computer or be distributed across a network consisting of at least one central computer (the server), which makes its data, programs and any other connected devices available to one or more other computers (the clients).

### **compression**

Size reduction of files to reduce network load, reduce transmission times and/or save on storage space. Several files can also be compressed into a single archive. A number of compression types are available, including self-extracting ones. They include ZIP, TAR, ARJ, GZip, ARC and LZH. Different types are used on different computer systems. On UNIX systems, GZip and TAR tend to be used, while on Windows systems, ZIP and ARJ are the preferred choice (also see [packer](#)). Because viruses can easily hide in archives - especially nested ones -, [content security](#) tools must be able to perform recursive analyses, i.e. decompress the files repeatedly to scan them in their original state.

### **content security**

The management and scanning of the content of digital correspondence. Content security products protect computer networks and users from dangerous content that is either deliberately or accidentally embedded in [e-mails](#) or [Internet](#) transmissions.

### **customizing**

Adapting software solutions to customer-specific requirements.

### **DatabaseGrabber**

Processes the documents in the database, mostly time-controlled, but also event-controlled. Also see [MailGrabber](#).

### **data integrity**

The data is authentic, i.e. it has not been subjected to unauthorized changes, either manually or automatically.

### **decompressor**

Program for decompressing files. Also see [compression](#).

**DHCP**

Dynamic Host Configuration Protocol - server administration of [IP addresses](#).

This protocol is used for exchanging configuration information for a [TCP/IP](#) network between a [server](#) and its [clients](#). For instance, DHCP is used for the dynamic allocation of IP addresses within a LAN.

**DNS (Domain Name Service)**

The DNS assigns the logic names of computers on the [Internet](#) to corresponding [IP addresses](#).

**domain**

The domain is a part of an address, which conforms to the conventions of the [DNS \(Domain Name Service\)](#). In the address, the domain levels are each separated with a period, for example [www.group-technologies.de](#). German domains are, for example, often registered with DENIC eG ([www.denic.de](#)) under the top level domain "DE" and can be viewed by all Internet users. Domain names can contain letters and numbers. The only allowed special (non alpha-numeric) character is the hyphen; accented and other special characters, such as ä, é and ß must be replaced with, for example ae, e and ss. The name must consist of at least three characters and contain at least one letter of the alphabet. Otherwise it could be mistaken for an [IP address](#).

**dynamic link library**

Short: DLL. DLLs are Windows files which contain objects that are loaded dynamically. In other words, they are loaded into memory only when an application needs them. While this method is also used to save memory, its main purpose is to provide libraries of standard objects that can be accessed by many applications.

**e-business**

Electronic business. Business processes using electronic means of communication; includes all stages in the value-added chain that take place electronically - from simple word processing through [e-mail](#) to complex databases and global networking.

**e-business enabling**

Establishing the prerequisites for [e-business](#).

**e-business organization**

The rule-based organization of inbound, outbound and internal information in [e-business](#).

**e-business security**

Rule-based information protection and maintenance of [data integrity](#) in [e-business](#).

**electronic mailbox**

[e-mail](#) inbox and outbox, which only one specific user on a mail [server](#) is authorized to access.

**e-mail**

Electronic mail. Communication medium with which information (text, speech, images, graphics, etc.) can be transmitted electronically.

**e-mail account**

Registered electronic post-box.

**EMH (Enterprise Message Handler)**

Interface between the GROUP base technology and individual [modules](#).

**encryption**

Making a message illegible to prevent it from being read by unauthorized people. A range of different encryption methods can be used. Also see [PGP](#) and [S/MIME](#).

**fingerprint**

Unique feature of a file, by which it can be identified. It is composed of the file's content or, if this is not possible, by a filename pattern, such as the file extension. Fingerprints are used to determine whether files should be forbidden or allowed. They can be generated by the user to allow Watchdog to identify the file type of an attachment.

**Freeware**

Free-of-charge software, typically to be downloaded from the [Internet](#) or available on sample CDs.

**Front-end/back-end configuration**

Separate groups of [servers](#) for handling protocols ([POP3](#), etc.) and data stores. The [clients](#) access front-end protocol servers, which connect, one after the other, with back-end database servers to query the required data.

**GIF**

Graphics Interchange Format. Standard graphics format developed by CompuServe for the Internet. The GIF format compresses image data with color depth of 256 colors (8 bits per pixel). Compressing files reduces the amount of data sent across a network and results in shorter transmission times. Unlike with the [JPEG](#) format, color transitions are sharp. Interlaced GIF files - a variant of the GIF format - allow a low-resolution preview while the image is loaded. For image files from the GIF89a format (another GIF variant), one color can be defined as alpha channel, which appears transparent. This feature is used to place images on colored backgrounds on web pages. Also see [compression](#).

**Global Settings**

General settings applying to the entire iQ.Suite.

**groupware**

Software that provides information and communication support for workgroups. It consists of integrated solutions for [e-mail](#), a group calendar and scheduler, information exchange, electronic conferencing and document and work management functions.

**hotline**

Central customer phone-in service unit.

**hyperlink**

Hyperlinks, also called URLs (Uniform Resource Locators), are links to a document in another location or another location in the current document, for example to Internet web pages. They can be clicked with the mouse.

**IAB**

Internet Activities Board - coordination board for Internet research activities; consisting of [IETF](#) and [IRTF](#).

## **IETF**

Internet Engineering Task Force: standardization body for [Internet](#) standards, responsible for developing the [TCP/IP](#) protocols.

## **implementation**

Putting a design or concept into practice by means of an executable program.

## **information stores for public folders**

Part of the Information Store used to manage information in public folders. An information store for public folders consists of a Rich Text file (.EDB file) and a system-specific streaming Internet content file (.STM file), also see [MIME](#).

## **infrastructure**

In the context of [groupware](#), all hardware and software components, communication equipment and organizational measures required for operating a groupware.

## **Integrated Collaborative Environment Software**

See [groupware](#).

## **Internet**

Internet is the overall term for a worldwide information network (World Wide Web = www) and the associated technology, based on special standards, which give the Internet its independence from hardware and operating systems.

## **Intranet**

Corporate data and communication network for information exchange, based on Internet technology ("private [Internet](#)"). Used, for example, for shared databases, info pools and phone directories.

## **IP address**

Unique Internet Protocol address: the protocol used for the network layer of the Internet, used by computers to address each other. The address is represented by sequence of numbers, for example 129.13.64.5.

## **IRTF**

Internet Research Task Force. Part of the [IAB](#); supervises long-term development work of [Internet](#) technology.

**ISP**

Internet Service Provider. Provides end [clients](#) with [Internet](#) access and related services. ISPs manage the Internet access points (points of presence).

**ISP/ASP**

See [ASP](#) and [ISP](#).

**IT**

Information Technology. Covers all technologies used for creating, storing, exchanging and using all types of electronic information.

**job**

A job defines a sequence of actions which are performed when a particular event takes place or according to particular [selection rules](#). A job can be active or inactive. Several Jobs can be created for each GROUP [module](#), which are then processed according to their assigned priority for all modules. There are two job types: mail jobs, which process inbound and outbound [e-mails](#), and database jobs, which run on the selected databases. Mail and database jobs run independently of each other and are never, therefore, listed in the same view.

**JPEG**

Also JPG. Abbreviation for Joint Photographic (Experts) Group format, pronounced "jayepeg". JPEG is the standard [Internet](#) format for photo realistic images. The JPEG format compresses image data to a color depth of 16 777216 colors (24 bits per pixel). Compressing files reduces the amount of data sent across a network and results in shorter transmission times. Unlike the [GIF](#) format, the JPEG format is especially well suited for photorealistic images with many colors. Higher compression ratios result in a reduced image quality, but in practice this loss is often barely noticeable. Scanned photos and images from digital cameras are often saved in JPEG format, and many fax servers also use this format. Also see [compression](#).

**junk mail**

All forms of unwanted [e-mail](#) that were not requested by the recipient, such as invitations to view websites, images, chain letters, hoax virus warnings, and advertising of the "make money faster" variety. Junk mails cost the company resources and the recipient time. Also see [spam](#) (often used in a similar sense).

### **Knowledge Management System**

System by which a company collects, organizes, sorts and analyses knowledge to support its aims.

### **LDAP**

Lightweight **D**irectory **A**ccess **P**rotocol. The LDAP [Internet](#) protocol was developed to encourage the adoption of the X.500 directory standard, as the original DAP (Directory Access Protocol) had been too complex to use for simple Internet clients. LDAP defines a relatively simple protocol for updating and searching directories running over [TCP](#) and thus enables manufacturer-independent access to directory services. Such a directory service could for instance include an institution's names, [e-mail](#) addresses, phone numbers, etc. E-mail clients with LDAP support have direct access to the addresses on the [server](#). The number of addresses output is limited to 50 at a time.

### **LDIF**

LDAP **D**ata **I**nterchange **F**ormat. LDIF is mainly used for exchanging address data on [LDAP](#) servers. LDIF is a text-based format (ASCII) that can be easily edited using standard editors. LDIF is supported by many [e-mail](#) clients for importing/exporting address books (e.g. Outlook, Outlook Express, Netscape, The Bat!).

### **macro virus**

Infect documents of the widely-used MS Office applications (Word, Excel, Access and PowerPoint). MS Office applications can be controlled using the [VBA](#) programming language, which is embedded in Office documents in the form of macros. HTML documents created with Word can also contain macro viruses. Macro viruses can even spread across different operating systems, since MS Office - not the operating system - interprets and executes the macro.

### **mail flooding**

Mail flooding is the sending of a large number of [e-mail](#) messages, usually from a single domain, to a mail [server](#) at intervals of a few seconds. These "attacks" result in the mail server becoming overloaded as it has to deal with the mail messages, which severely affects its performance. These messages are usually unwanted mail sent with malicious intent (also see [spam](#)).

**MailGrabber**

Module for processing [e-mails](#). The MailGrabber processes e-mails sent by the Domino [server](#) on which the MailGrabber is installed. For each e-mail, it calls the correspondingly configured function [modules](#), for example Watchdog.

**messaging platforms**

Hardware and software platforms for [e-mail](#) or electronic communication.

**MIME**

Multipurpose Internet Mail Extensions. Originally a method for encrypting non-text objects to allow their transmission using [SMTP](#) and [e-mail](#). This method is used today universally with [Internet](#) transmissions and provides further possibilities of transmitting e-mail through the definition of special control codes for special characters such as accents and attachments of any file type. Also see [S/MIME](#).

**module**

A program unit with definable boundaries and action, which is embedded in an overall system as an independent, autonomous program component e.g. securiQ with the modules Watchdog and Wall.

**mount**

To connect to the file system (drive) of another computer system.

**OEM**

Original Equipment Manufacturer. Company that buys other manufacturers' products or components and incorporates these in other products that it sells under its own name.

**packer**

Compression program; see [compression](#).

**PGP**

Pretty Good Privacy. A program for encrypting e-mails. Can also be used to electronically sign documents. Guarantees the recipient of such a document that the sender is the real author and the document was not sent or modified by another user. PGP is [Freeware](#) and therefore freely available from many shareware

archives. In the context of [e-mail](#), PGP is a standard like [S/MIME](#). PGP is platform-independent. Also see [encryption](#).

### **platform**

System (software), for example Lotus Notes or Microsoft Exchange (as well as operating systems), on which other applications or processes - such as iQ.Suite - can be run.

### **POP3**

Abbreviation for Post Office Protocol 3 (the number 3 stands for the protocol version). POP3 is a transfer protocol used for controlling receipt of [e-mail](#) from a remote mail [server](#), on which messages are stored until they are retrieved by their recipient. POP3 uses a [TCP/IP](#) connection. The protocol has been developed specifically for receiving e-mail, and, unlike [SMTP](#), does not need a dedicated line.

### **Policy**

A policy is a combination of [rules](#) and [jobs](#), i.e. the configuration settings in the iQ.Suite.

### **Quarantine**

Exchange: An archive folder in which virus-infected and/or forbidden files are stored and where they can be accessed by authorized persons.

Domino: An archive database in which virus-infected and/or forbidden files are stored and where they can be accessed by authorized persons.

### **RemoteGrabber**

A [MailGrabber](#) which is installed on a Notes [client](#) PC, not, unlike the MailGrabber, on the Domino server. The RemoteGrabber is used to scan e-mails across the network on a remote Domino [server](#) (e.g. for [viruses](#)). Only [e-mails](#) with the corresponding status (see [RemoteRequester](#)) are processed.

### **RemoteRequester**

A function module for the [MailGrabber](#), which makes the [e-mails](#) to be processed available to the [RemoteGrabber](#). It assigns a special status to the e-mails that are to be processed by the RemoteGrabber, which retrieves the mails from the [client](#) and processes them there.

**replication**

Synchronization of data between two identical databases on two different [servers](#).

**reseller**

Dealership which, in addition to the software itself, offers its own services to customers.

**RFC 821**

Abbreviation for Request for Comments. RFC 821 defines the [SMTP](#) protocol and is today the basis for transporting [e-mails](#) on the [Internet](#). This standard was developed in 1982 as RFC 821 and RFC 822. RFC 822 defines the format of e-mail messages. A series of RFC documents created by the [IAB](#) are available.

**Rich Text Format (RTF)**

A generic file format used for transferring formatted text between applications, even between different operating systems.

**RSA**

Commonly used encryption method named after its inventors – **R**ives, **S**hamir and **A**dleman. RSA is also used with [PGP](#). In RSA encryption, two large prime numbers are linked to form an even larger single prime number, which is then used for encryption. From a certain bit width (about 100 bit), not even the fastest supercomputers can crack this encryption. The required processing capacity is doubled with every additional bit.

**rule**

See [selection rules](#).

**rule-based**

The execution of electronic processes or functions on the basis of particular [rules](#) defined by the system administrator.

**scalability**

The adaptability of an [IT](#) system to user requirements regarding processing speed storage capacities and the number and type of connected workstations.

**selection rules**

Selection rules restrict the number of [e-mails](#) or databases that are checked by iQ.Suite. The rules filter the mails and databases according to user-defined

[Policy](#), which allows operators to optimally adapt the software to their corporate security concept, see [rule](#).

### **server**

Central system (hardware or applications; in general a universally accessible computer) which provides a particular service that can be used by the workstations ([clients](#)) connected to the network à [client/server systems](#).

### **server-based**

Programs are installed on a [server](#) and are also executed there.

### **shareware**

Software provided by its developer for a trial period. If the user decides to continue using the software, a registration fee must be paid to the author. The trial version of a shareware program may be restricted in its functionality. On payment of the registration fee the user receives the full, unrestricted version.

### **S/MIME**

Secure Multi-purpose Internet Mail Extensions. A secure version of [MIME](#).

S/MIME is the industry standard for the [encryption](#) of [e-mails](#) sent between the same and different types of e-mail systems. S/MIME can use a range of signature and encryption algorithms. Also see [PGP](#).

### **SMTP**

Abbreviation for Simple Mail Transfer Protocol. Transmission protocol to [RFC 821](#) for receiving and sending [e-mail](#). SMTP belongs to the [TCP/IP](#) family of protocols. SMTP messages consist of a head containing at least a sender and recipient ID, and the actual message. The message is forwarded from the sender by an e-mail program - the user agent (UA) - to the network's own mail [server](#) - the Message Transfer Agent (MTA) - which, in turn, forwards the message to other MTAs along the transmission path according to the "Store and Forward" principle, until the message reaches its recipient. SMTP works with 7-bit ASCII, which means that accented and extended characters cannot be represented and unauthorized access cannot be prevented. ESMTP, in contrast, uses 8 bits for message transmission. Unlike the Post Office Protocol ([POP3](#)), SMTP needs a dedicated line for receiving mail.

**spam**

Unwanted [e-mails](#), which are generally sent to a large distribution list. Spam includes advertising mail. Also see [junk mail](#).

**SSL**

Secure Socket Layer – developed by Netscape, provides secure data transmission through a network. With SSL, data can be encrypted for transmission ([RSA](#) encryption) to protect it from third-party access. Used, for example, for sending credit card information.

**Stored Forms**

Templates and graphic elements within Lotus Notes.

**suite**

A set of applications from a manufacturer which are sold as a package, for example, [e-business security](#).

**supported applications**

Commercially available programs and [tools](#) (e.g. WinZip, Sophos Virus Scanner, [PGP](#), etc.).

**system architecture**

Structure of an [IT](#) system, consisting of hardware and software components.

**system integrator**

Provider who integrates hardware and software products from different manufacturers and its own components into overall solutions.

**TCP**

Abbreviation for Transmission Control Protocol. Next to IP, this is the main protocol used on the [Internet](#). It provides applications with a connection-oriented, reliable duplex service in the form of a data stream.

**TCP/IP**

Combination of [TCP](#) and IP (abbreviation for Transmission Control Protocol/Internet Protocol); originally developed for UNIX networks, it is today used as the main network protocol of the [Internet](#). It splits data into convenient packages and sends them across the network, using [IP addresses](#) (Internet Protocol addresses) to

find their destination. There, TCP reassembles the data packets again. In addition, several Internet applications can be run using a single modem or ISDN line.

**tools**

Small programs and accessory software.

**trusting domain**

A [domain](#) that trusts another. This domain assigns rights to the trusted domain and allows users from this trusted domain to access its resources.

**trusted domain**

A [domain](#) that is trusted. Users in trusted domains can, for example, access the resources or receive user rights in a trusting domain.

**Universal Naming Convention (UNC)**

A naming convention for files and other resources. The two backslashes (\) at the beginning of a name indicate that the corresponding resource is located on a network station. UNC names have the syntax *\\server name\shared resource*.

**VBA**

Visual Basic for Applications. With this programming language from Microsoft, MS Office programs, such as Word, Access and Excel can be controlled.

**virus scanner**

Program for finding viruses.

**virus**

A virus is program code that can be transmitted from one file or object to another. Viruses are defined by their ability to reproduce themselves. Viruses can infect other programs by copying themselves into another file or the boot sector of a disk drive.

**web**

Synonymous with [Internet](#), whereby the focus is on its worldwide presence.

**web connect**

Connection to the [Internet](#).

**wildcard**

A character which represents another character or a character string. The best known wildcards are the question mark and the asterisk, which are used by the DOS command interpreter. The question mark (?) represents an individual letter or number, the asterisk (\*) represents a string.

**worm**

A self-executing program which can replicate itself. Unlike a [virus](#), a worm does not need a container file (.com, .exe or Visual Basic within a document) to spread; [macro viruses](#) are often worms.

**XML (Extensible Mark-up Language)**

Meta-language for defining mark-up languages (such as HTML).

**ZIP of Death**

"ZIP of Death" refers to recursively packed ZIP files originating from a rather small 42 KB e-mail that, as such, is neither dangerous nor virus-infected. However, it contains over 1 million packed files that, once unpacked, add up to 49,000,000 Gigabytes. When processed by a virus scanner decompression tool, this inconspicuous e-mail initiates virtually endless loops usually resulting in a system crash. This not only affects the virus scanners of client computers but also the mail servers which usually crash and paralyze the entire e-mail traffic within a few minutes.

