Groupware Functions Available in MDaemon
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Abstract

The groupware functions of MDaemon provide facilities for sharing calendars, email, contacts and task lists, plus user-defined content contained in IMAP folders.

These functions make professional-quality group sharing available to budget-minded enterprises with or without IT personnel.

The groupware functions are available through the web mail applications of MDaemon’s World-Client at no additional cost.
Sharing with MDaemon’s WorldClient

Working Better Remotely and Together

When everyone on a team works with common information, there is less chance of overlooking some important element needed for success. Shared information also helps reduce wasteful overlapping or redundant work.

Years of industry experience with group sharing prove the value of collaborative work. The groupware functions of MDaemon make the benefits of sharing available to small to mid-size organizations.

These functions provide facilities for sharing calendars, email, contacts, and task lists, plus user-defined content contained in IMAP folders.

WorldClient, MDaemon’s web mail server, hosts the groupware functions. Because the groupware functions are implemented through MDaemon’s WorldClient web mail server, groups can work collaboratively even when scattered worldwide. Sharing data helps improve the outcome of any group effort.

WorldClient

Supplied with MDaemon at no additional cost, WorldClient provides web mail and groupware functions through almost any modern web browser.

It offers complete email services, such as sending and receiving messages, message filtering and mailbox sorting. It allows HTML composition of email and comes with a spell checker.

WorldClient has multiple user-interface themes, including the popular LookOut theme. It also benefits from the industry-leading security available in MDaemon.

Groupware Functions

Designed from the ground up for web access, the groupware functions in WorldClient work with most current web browsers with javascript capability. They have been tested with recent versions of Internet Explorer, Firefox, Safari, Opera, and OmniWeb running on Windows and Macintosh systems.

WorldClient’s LookOut theme requires Internet Explorer or Firefox.

As web browser applications, the groupware functions are accessible worldwide. You can quickly call up your calendar, task lists and other information from almost any computer with World Wide Web connectivity.
The groupware functions operate efficiently for both individual and group applications. They are designed to simplify work. For example, when you access a calendar or task list via the WorldClient web interface, it literally pops up quickly with your information.

Also, the groupware functions are easy to use. Almost anyone with Windows, Macintosh or X-Windows experience can quickly learn how to manage the calendar, task lists, email and contacts, just by trying things. All of the applications operate the way you would expect them to work, with tools for managing and viewing personal and group information.

The MDaemon functions are also very easy to use for the server administrator. Because of the flexibility of MDaemon, the groupware functions can serve one or multiple domains. For the calendar, the system administrator can specify unique options for each domain.

**Calendaring and Scheduling**

Electronic calendaring and group scheduling can help people remember important events such as meetings, appointments and deadlines.

Although the words are often used interchangeably, *calendaring* and *scheduling* are different, but related, processes.

Calendaring is mostly a personal process where individuals manage their events on a private calendar.

Scheduling is the process of setting up joint activities for two or more people in a group by finding common free times on the calendars of all participants.

The calendaring functions support both calendaring and scheduling, using the industry vCalendar and iCalendar protocols.
WorldClient displays the user’s choice of a calendar view—weekly or monthly for some themes and daily, weekly or monthly for the LookOut theme. The beginning day of the week in the weekly or monthly calendars can be any day—Sunday through Saturday. The server administrator sets the first day of the week for each email domain.

Contacts

Contacts consist mostly of names, addresses, telephone numbers and email addresses.

When people share contacts, there is more chance of getting the correct person to supply the needed information, product or service, for example.

With contact sharing, efforts such as communications, development, purchases, sales, service and support can be more consistent.

In addition, shared contacts are more easily kept current.

Task Lists

Publishing shared task lists helps get work done on time. This is especially important on critical-path projects where some tasks depend on others being completed first.
With the availability for task status information, it is easy to track the progress of individual jobs and group projects.

Mailboxes

Sharing of mailboxes is one of the most flexible functions of the groupware concept. This is because almost any type of information can be placed in a mailbox. This includes both email messages and any attachments.

Attachments can consist of documents, images and programs, for example. When placed in a shared mailbox, this type of content can be made available selectively or universally.
Mailboxes can be sorted by multiple criteria, including sender, recipient, subject, date and attachment size.

**Using Groupware Functions in MDaemon’s WorldClient**

**Server Side Configuration**

**Introduction**
Administrator-level options apply to the calendars of all users in an email domain. There are no server-side groupware configuration options for mailboxes, task lists or contacts.

**Requirements**
You need to know the items requested in the Calendar tab of the WorldClient dialog.

For each domain, the items on this dialog:

- Set whether a meeting must include a location.
- Establish the first day of the week for the monthly or weekly views.
- Determine if calendars will automatically process iCalendar attachments sent with emails. If automatic iCalendar processing is active, individual users can override this setting.

**How To**
You display the WorldClient dialog by using the WorldClient command from the Setup menu.

The instructions start with the WorldClient dialog displayed.

1. Select the Calendar tab.
2. Activate the **Allow meetings** box if you want to allow meetings to be created without specifying a location.

3. Choose a domain from the **Select a domain** list.

4. Select a first day of the week for the chosen domain.

5. Activate the **Add iCalendar events** box if you want MDaemon to add incoming iCalendar events to users’ calendars. If this option is active, users can individually override it.

6. Use the **OK** button to exit.

**User Options**

**Introduction**

Users configure their options by clicking on the **Options** link in WorldClient and then selecting the **Calendar** option. User options apply only to their own calendars. There are no specific groupware options for tasks, mailboxes and contacts, however there are generic sharing options.

**Requirements**

You need to know the items requested in the **Calendar options** panel of WorldClient.
The Calendar options allow each user to:

- Set the type of time display—12-hour or 24-hour.
- Specify the default view for the calendar—weekly or monthly. Each calendar view contains a link for switching to the other view.
- Enable the processing of iCalendar events attached to emails. The user can do this only if the administrator has enabled iCalendar processing.
- Import or Export calendar information by using a comma delimited file.

**How To**

You display the Calendar options panel by using the Options link in WorldClient and then using the Calendar link.

The instructions start with the Calendar options panel displayed.

1. Activate the Display my hours... box if you want the calendar time in AM and PM format instead of 24-hour format.
2. Choose a default calendar view from the list.

3. Activate the **Always add iCalendar...** box if you want MDaemon to add incoming iCalendar events to users' calendars.

4. Use the **Save** command.

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**Share Your Calendar, Contacts, Task Lists or Mailboxes**

**Introduction**
When you share a groupware item, you can give others various levels of access, from read-only to full control.

**Requirements**
You need to know who will have access and what rights to give each person.

**How To**
The instructions start with WorldClient displayed. These instructions show how to share a calendar, but also apply to task lists, mailboxes and contacts.

1. Use the **Options** link.
2. Use the **Folders** link.
3. Use the **Share** button for the Calendar folder.
This displays a panel for giving to others access rights to your calendar.

By default this panel has an empty box for entering a new user email address.

4. If you want to add one user, type their email address in the empty box, set their **Permission Level** and use the **Save and Close** button.

5. If you want to add multiple users, type one email address in the empty box, set their **Permission Level** and use the **Add User** button to create another empty box.

6. Continue this process until you have added all users. Then use the **Save and Close** button.

7. If you want to give everyone in your domain access set the Permission Level for **Everyone**.
8. If you want to delete users, activate the box adjacent to the ones you want to remove, then use the **Delete Users** button.

9. When you are done, use the **Save and Close** button to exit.

**Work with Shared Calendars, Contacts, Task Lists or Mailboxes**

**Introduction**

When you work with a shared groupware item, you have various levels of access, from read only to full control.

**Requirements**

You need to know what level of access you have for the shared items.

**How To**

The instructions start with WorldClient displayed. These instructions show how to work with a calendar, but also apply to task lists, mailboxes and contacts.

1. Scroll to the bottom of your folders list and find the Shared Folders.
2. Click on the name of the user sharing a calendar.
3. Click on the Calendar.

You can now use the calendar information according to the permission level assigned to you by the calendar owner.

In the example, Mary can now work with James’ calendar. This includes the ability to change views.

The example also shows that Mary can work with James’ Inbox.

**Add a Calendar Event**

**Introduction**

Events are meetings and appointments. You can add, change and delete events. You can also invite others to attend events. Also, if you have shared your calendar for updating, others can add events to your calendar.

**Requirements**

None

**How To**

The instructions start with your calendar displayed.

1. To add an event, start with one of these:

   To add an event using the LookOut theme do any of these:

   - Select a day or time in your current calendar view and choose the Appointment command from the New menu.

   - Double-click on the day in the week or month views.

   - Double-click on the time in the day view.

To add an event using the other themes, click on the clock icon in the day.

Doing any of these displays a dialog for setting up the event.
2. Enter the requested information.

3. If you are inviting others to the event, use the **Attendees** tab.

4. Use the **New Attendee** button to add someone not in your contacts list.
5. Use the Contact Picker button to select attendees from your contacts list and and use the Save and Close command to return to the dialog for entering the event.

6. If this is a recurring event, use the Recurrence... command. This displays a dialog for setting up the frequency of the event.

7. Enter the requested information and use the Save and Close command to return to the dialog for entering the event.
8. Use the **Save and Close** command to finish setting up the event.

**Change a Calendar Event**

**Introduction**

You can change any Calendar event that belongs to you. You can also change events if the owner of a calendar gives you edit access.

**Requirements**

None

**How To**

The instructions start with the calendar displayed.

1. To change an event, start with one of these:

   For the LookOut theme, double-click on the event as displayed in the daily, weekly or monthly view of the calendar.
For the other themes:

- For the monthly view, click on the underlined date to display a list of the date’s events. Then click on **edit** for the event.

- For the weekly view, scroll to the event and click on **edit**.

Doing any of these displays a dialog for editing the event.
2. You can change information on this dialog, including the dates.
3. If you want to add or delete attendees, use the Attendee tab.
4. You can change the recurring settings by using the Recurrence command. If you change the settings in the middle of a sequence of recurring events, the settings change beginning with the date of the selected event.

Delete a Calendar Event

Introduction
You can delete any Calendar event that belongs to you. You can also delete events if the owner of a calendar gives you edit access.

Requirements
None

How To
The instructions start with the calendar displayed.

1. To delete an event for the LookOut theme, click on the event as displayed in the daily, weekly or monthly view of the calendar.
2. Use the **Delete** button.

3. Use the **OK** button when asked to confirm the deletion.

4. For the other themes:
   - For the monthly view, click on the underlined date to display a list of the date’s events. Then click on **delete** for the event.
   - Use the **OK** button when asked to confirm the deletion.
   - For the weekly view, scroll to the event and click on **delete**.
Add a Task

Introduction
Tasks contain information for helping you track important things to do. In addition to the name, tasks show due dates, start dates and progress percentages. If you have shared your task list for updating, others can add tasks to your list.

Requirements
None

How To
The instructions start with WorldClient displayed.

1. To add a task in any theme, select the Tasks folder to display the task list.

2. In the LookOut theme, choose Task from the New menu.
In the other themes, select the **New Task** link.

Doing either of these displays a panel for setting up the task.
3. Enter the information for the panel. There are two tabs for collecting content, status and historical details.

   The only required information is the **Subject** Name.

4. Use the **Save and Close** button to create the task and exit from the dialog.

**Change a Task**

**Introduction**

Updating tasks in progress helps you track their status. If you have shared your task list, others can also track or update the status.

**Requirements**

None

**How To**

The instructions start with WorldClient displayed.

1. To edit a task in any theme, select the Tasks folder to display the task list.
2. In the LookOut theme, double-click the task you want to edit.

In the other themes, select the task link.

Doing either of these displays a panel for editing the task.
3. Update the information for the panel.

4. Use the Details tab to collect information about the work involved, including company and billing data.

5. Use the Save and Close button to update the task and exit from the dialog.
Delete a Task

Introduction
You can delete any task that belongs to your list. You can also delete tasks if the owner of a list gives you that level of access. If you have shared your task list for updating, others can also delete your tasks.

Requirements
None

How To
The instructions start with WorldClient displayed.

1. To delete a task in any theme, select the Tasks folder to display the task list.

2. In the LookOut theme select the task from the list and use the **Delete** button.
3. In the other themes, select the **Delete** link.

**Add a Contact**

**Introduction**

Contacts contain information about your vendors, customers, clients, friends and more. The contact information in WorldClient is comprehensive, containing numerous details. If you have shared your contact list for updating, others can add contacts to your list.

**Requirements**

None

**How To**

The instructions start with WorldClient displayed.

1. To add a contact in any theme, select the Contacts folder to display the contact list.
2. In the LookOut theme, choose **Contact** from the **New** menu.

In the other themes, select the **Create a contact** (or similar) link.
Doing either of these displays a panel for setting up the contact. The panel has three tabs for storing detailed information about each person, including general information, addresses and business-related details.
3. Enter any information for each tab.
4. Use the **Save and Close** button to create the contact and exit from the dialog.

   The contact’s name now appears in the list. If you enter only a company name, that name appears in the list. Any comments are also in the list.

### Change a Contact

#### Introduction

You can change any contact that belongs to you. You can also change contacts in other lists if the owner of a list gives you edit access. If you have shared your contact list, others can update the information.

#### Requirements

None

#### How To

The instructions start with WorldClient displayed.

1. To edit a contact in any theme, select the Contacts folder to display the contact list.

2. In the LookOut theme, double-click the contact you want to edit.
In the other themes, select the edit link.

Doing either of these displays a panel for editing the contact.

3. Update the information on any of the tabs.

4. Use the **Save and Close** button to update the contact and exit from the panel.
Delete a Contact

Introduction
You can delete any contact that belongs to your list. You can also delete contacts if the owner of a list gives you that level of access. If you have shared your contact list for updating, others can also delete your contacts.

Requirements
None

How To
The instructions start with WorldClient displayed.

1. To delete a contact in any theme, select the Contacts folder to display the contact list.

2. In the LookOut theme select the contact from the list and use the **Delete** button. Use the **OK** button on the confirmation dialog.
3. In the other themes, select the **Delete** link.

**Future Development**

Alt-N is a responsive, flexible company with all ears listening at our customers. When customers talk we listen and try to meet their needs.

The groupware functions were the result of listening to the needs of our customers. Every feature was requested by someone.

Every release of MDaemon and its associated programs go through extensive beta testing. The betas are stable enough that some customers run them as production software.

Alt-N plans on continuing development of the groupware functions of MDaemon by providing useful tools as customer requirements change.