

Questions and Answers about GroupWise moves

Question:

Why am I being moved?

Answer:

The current GroupWise Environment is running out of space. You are being moved so that we can add space that is necessary for our continued use of the system. You are also being moved to improve the performance and reliability of GroupWise. Our current servers are older machines and are overloaded. The new servers are newer more powerful servers with more disk space.

Question:

What are the benefits of having my account moved?

Answer:

The main benefits of the move are to improve performance and to allow for future scalability.

Question:

Is everyone on campus being moved?

Answer:

Yes, every user with a GroupWise account will be moved to the new GroupWise environment.

Question:

Will I still have all my e-mail?

Answer:

Yes, all of your e-mail and GroupWise settings will be transferred during the move process.

Question:

Will my password change?

Answer:

No, your password will remain the same.

Question:

Will my GroupWise login ID change after I am moved?

Answer:

No, your GroupWise login ID will not change.

Question:

Will this affect accessing my e-mail through a third party application such as Netscape?

Answer:

No. With Netscape, you are accessing your e-mail through gwimap.hofstra.edu. This address will not change.

Question:

I am an owner of a resource. Will the resource be moved as well?

Answer:

Yes, the resource that you own will be moved on the same date your GroupWise account is moved.

Question:

What is a resource?

Answer:

A resource is an item in GroupWise that the system administrator defines that can be scheduled or reserved. Resources might include computer labs, conference rooms, pagers, and more.

Question:

When I try to proxy to a resource, I receive the error message "Not a valid user."

Answer:

The resource was moved to a new location, and the proxy information did not get updated. To fix this, remove the resource from the proxy list and then add it back.

Question:

When I try to proxy to a resource, I receive the error message "Access to user xxxxxx Denied."

Answer:

Upgrade to GroupWise 6. If this doesn't work, the owner of the resource will need to remove your proxy access and then reassign your rights to the resource.

Question:

I received a message in my inbox that my staff members who had received an appointment that I had sent to them before the move have declined it after the move. Did these users decline my future appointment, and do I need to resend them this appointment?

Answer:

Your staff members did not decline your appointment, and they also still have this appointment in their calendars. This is part of the cleanup process of the GroupWise account on the old post office. You should ignore these messages. They can be deleted with no effect on your future appointment with your staff members.

Question:

After I was moved to a new post office, it appears that some e-mail that I have already read is marked as unread

Answer:

This should be resolved approximately 24 hours after the move.

Question:

I am at home, and I use GroupWise remote. What do I need to change after I am moved?

Answer:

You must change your system information. To make this change:

Open GroupWise

Select Accounts→ Send/Retrieve→Account Options→Configure and from this screen click on the Server tab. At this screen, you must adjust your domain and post office information. If you do not know your new information, contact the Computer Center employee that moved you, and they will be able to provide you with this information.

Question:

I have multiple folders (Sent items, Calendar, Task list objects) ex: "Sent items" and "Sent items - 1". What should I do with these additional folders?

Answer:

The additional folders can be deleted.

Question:

Some of my mail was missing.

Answer:

The move is still in progress and is not complete. This should be resolved after the system has completed the move.

Question:

I don't need a password to login to GroupWise and I can't access GroupWise through WebAccess.

Answer:

The move is still in progress and is not complete. This should be resolved after the system has completed the move. If can not wait, have your password changed by the Computer Center employee who moved you.