

Parallelspace Corporation

Evaluation Guide

Parallelspace eMail™ 2.0

The Fully Integrated Microsoft Outlook™ Experience for Groove Workspace™

Abstract

Parallelspace eMail is the fully integrated Microsoft Outlook™ experience for Groove Workspace™. Parallelspace eMail brings together the best of Outlook's personal collaboration features with the best of the group collaboration features of Groove Workspace. With Parallelspace eMail 2.0, users can instantly copy one or more Outlook items to an existing tool in a Groove shared space in as few as 3 clicks of the mouse.

Parallelspace eMail 2.0, the second major release of this Groove solution from Parallelspace, adds three key new capabilities:

- **Save Any Outlook Item to Any Groove Tool:** The Courier feature in Professional Edition enables users to copy any Outlook item to any of the "Top 5" Groove tools in any existing shared space. The "Top 5" tools include the Calendar, Contacts, Discussion, Files and Notepad Groove tools.
- **View All of Your Outlook Data:** Standard and Professional Editions enables users to access all of their Outlook eMail accounts and all of the standard and personal folders in each account.
- **Bypass Learning A New Application:** Preview, Standard and Professional Editions use a familiar three-pane user interface: account and folder selection pane, item selector pane and item preview pane. Users of Microsoft Outlook will feel very much at home using Parallelspace eMail 2.0 as a tool inside Groove Workspace.

© Copyright 2002. Parallelspace Corporation. All rights reserved.

The information contained in this document represents the current view of Parallelspace Corporation on the issues discussed as of the date of publication. Because Parallelspace must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Parallelspace, and Parallelspace cannot guarantee the accuracy of any information presented after the date of publication.

This White Paper is for informational purposes only. PARALLELSPACE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Parallelspace is either a registered trademark or trademark of Parallelspace Corporation in Canada, USA and/or other countries.

Other product and company names mentioned herein may be the trademarks of their respective owners.

Parallelspace Corporation • Richmond Hill (Toronto), Ontario, Canada.

CONTENTS

PARALLELSPACE EMAIL 2.0	2
Overview	2
WHAT'S NEW	3
Parallelspace eMail 2.0 Editions	3
Feature Summary by Edition	3
Folder Tree for Accessing All of Your eMail Accounts and Folders	4
Preview Pane	4
Professional Edition Courier Feature	4
Outlook Item and Groove Tool Compatibility Matrix	4
Courier Options	5
HOW IT WORKS	7
INSTALLATION	8
Software Prerequisites	8
Injection	9
A Note for Norton AntiVirus 2002 Users	9
Adding Parallelspace eMail to a Shared Space	10
Activating Parallelspace eMail	10
SoftPass Installation	10
SoftPass Root Certificate Installation	11
Evaluation SoftPasses for Parallelspace eMail	11
Co-existence with Parallelspace eMail 1.2	11
USAGE SCENARIOS	13
Viewing Calendar Appointments, Contacts, Email Messages, Journal Entries and Tasks	13
Printing Outlook Items	13
Selecting Different Email Accounts and Personal Folders	13
Couriering Outlook Items to a Groove Tool	13
Copying a Customer eMail to the Groove Discussion and Contacts Tools	13
Copying a Outlook Calendar Item to the Groove Calendar and Discussion Tools	13
Copying an eMail with Attachments to the Groove Discussion and Files Tools	14
Copying Outlook Contact Items to the Groove Contact and Notepad Tools	14
MORE INFORMATION	15
Frequently Asked Questions	15
For More Information	16

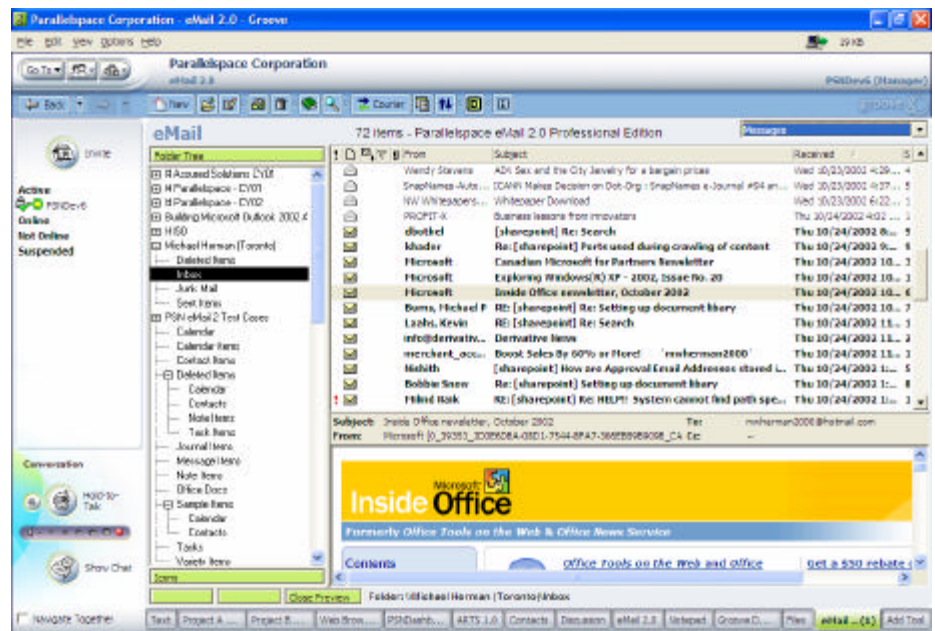
PARALLELSPACE EMAIL 2.0

Overview

Parallelspace eMail is the fully integrated Microsoft Outlook™ experience for Groove Workspace™. Parallelspace eMail brings together the best of Outlook's personal collaboration features with the best of the group collaboration features of Groove Workspace. With Parallelspace eMail 2.0, users can instantly copy one or more Outlook items to an existing tool in a Groove shared space in as few as 3 clicks of the mouse.

Parallelspace eMail 2.0, the second major release of this Groove solution from Parallelspace, adds three key new capabilities:

- **Save Any Outlook Item to Any Tool:** The Courier feature in Professional Edition enables users to copy any Outlook item to any of the "Top 5" Groove tools in any existing shared space. The "Top 5" tools include the Calendar, Contacts, Discussion, Files and Notepad Groove tools.
- **View All of Your Outlook Data:** Standard and Professional Editions enables users to access all of their Outlook eMail accounts and all of the standard and personal folders in each account.
- **Bypass Learning A New Application:** Preview, Standard and Professional Editions use a familiar three-pane user interface: account and folder selection pane, item selector pane and item preview pane. Users of Microsoft Outlook will feel very much at home using Parallelspace eMail 2.0.



WHAT'S NEW

Parallelspace eMail 2.0 Editions

Parallelspace eMail 2.0 adds Professional Edition to the existing line-up of Preview and Standard Editions.

Preview Edition continues to be the free email tool for Groove Workspace that enables full email functionality with access to your Inbox, Draft Items, Deleted Items, Outbox, Sent Items, Journal and Notes folders. To enable access to Outlook's Calendar, Contacts and Tasks as well as your personal Outlook folders, users need to upgrade to the Standard or Professional Edition of Parallelspace eMail.

Parallelspace eMail 2.0 Standard Edition provides access to all of your email accounts as well as all of the standard and personal Outlook folders in each account. This is a significant new capability in Parallelspace eMail 2.0.

Parallelspace eMail 2.0 Professional Edition is the "groovy" edition of Parallelspace eMail. Professional Edition enables the ability to save any Outlook item to any of the "Top 5" Groove tools: Calendar, Contacts, Discussion, Files and Notepad. Professional Edition enables a number of new scenarios that are described in the Usage Scenarios of this guide.

Feature Summary by Edition

Parallelspace eMail 2.0, the second major release of this Groove solution from Parallelspace, is available in three editions: Preview, Standard and Professional.

Feature	Description
Preview Edition	
Bypass Learning A New Application	*NEW* Preview, Standard and Professional Editions use a familiar three-pane user interface: account and folder selection pane, item selector pane and item preview pane. Users of Microsoft Outlook will feel very much at home using Parallelspace eMail 2.0.
Preview Pane	*NEW* The preview pane appears at the bottom of Parallelspace eMail and displays the currently selected calendar, contact, email or task item. The preview pane supports plain text, rich text and HTML formatted email messages.
Toolbar	The toolbar provides access to all of the most commonly used calendar, contact, email or task item commands: New Item, Open, Reply, Print, Delete, Address Book, Search, Courier, Move Item, Send/Receive, OverDrive, About Box. Clicking OverDrive displays the following additional commands: Flag Item, Select Columns, Refresh and New Window.
View Your Default Folders in Your Default eMail Account	The Preview Edition enables the full functionality of an eMail client with access to the Inbox, Draft Items, Deleted Items, Outbox, Sent Items, Journal and Notes folders. To enable access to Outlook's Calendar, Contacts and Tasks as well as your personal folders, users need to upgrade to the Standard or Professional Edition of Parallelspace eMail.
Standard Edition	All of the Preview Edition Features plus

View of All of Your Data	*NEW* Standard and Professional Editions enables users to access all of their Outlook eMail accounts and all of the standard and personal folders in each account. This is enabled through a new Folder Tree that is used to display all the email accounts configured into Outlook as well as the standard and private Outlook folders in each email account.
Professional Edition	All of the Preview and Standard Edition Features plus
Save any Outlook Item to Any Groove Tool	*NEW* The Courier feature in Professional Edition enables users to copy any Outlook item to any of the "Top 5" Groove tools in any existing shared space. The "Top 5" Groove tools include Calendar, Contacts, Discussion, Files and Notepad.

Folder Tree for Accessing All of Your eMail Accounts and Folders

In addition to version 1.2's Folder Icons for selecting which Outlook folder is to be displayed, Parallelspace eMail 2.0 Standard and Professional Editions add a Folder Tree to provide access to all of your email accounts and for selecting any of the standard or personal folders in an account. In Standard and Professional Editions, clicking on the heading at the top or bottom of the Folder Icons or Folder Tree will switch from one to the other.

Preview Pane

The Parallelspace eMail Preview Pane is a custom developed solution for previewing all of your Outlook items. In addition to supporting all Outlook item types, the Preview Pane supports all content types including plain text, rich text and HTML. Clicking on the Open Preview and Close Preview button controls whether the Preview Pane is visible or not.

Professional Edition Courier Feature

Outlook Item and Groove Tool Compatibility Matrix

Outlook Item	"Top 5" Groove Tools				
	Calendar Tool	Contacts Tool	Discussion Tool	Files Tool	Notepad Tool
Mail Messages		Native ^a	Text ^a , RTF ^a , Attachments ^b	Text, RTF, Attachments	Text, RTF
Calendar Appointments	Native		Text, RTF	Text, RTF	Text, RTF
Contacts		Native, Text, RTF	Text, RTF	Text, RTF	Text, RTF
Tasks			Text, RTF	Text, RTF	Text, RTF

Table Footnotes

^a Native means that the Courier feature supports copying the Outlook item to a native Groove item type. If the Groove Workspace does not have a corresponding native item type (e.g. Mail Messages), Courier will create a plain text (Text) or rich text (RTF) item type.

^b If the Outlook item and the Groove tool both support attachments, Courier will copy the Outlook item attachments to the Groove tool. Attachments are supported for the Groove 2.1 Discussion and Files tools. Attachments are not supported for the Groove 2.0 Discussion tool. Parallelspace eMail 2.0 does not require that an extra Files tool be created in the shared space for storing attachments.

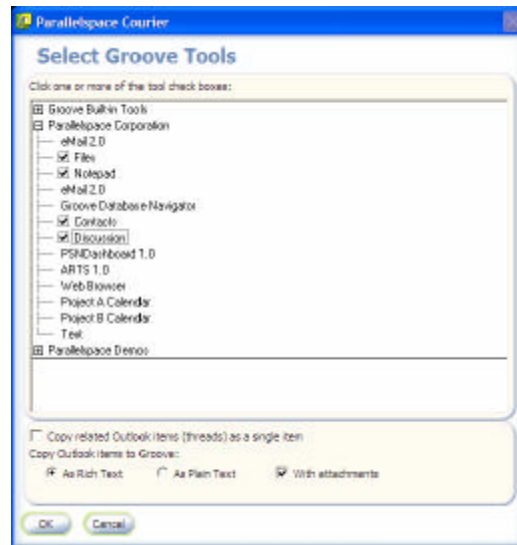
Courier Options

The Courier button on the Parallelspace eMail toolbar enables the selected items in the current Outlook folder to be copied to one or more of the “Top 5” Groove tools (see the above chart). Outlook items can be copied in as few as 3 clicks of the mouse.

When the Courier button is clicked, the Select Groove Tools dialog box displays the list of shared spaces in your Groove account. Clicking on a shared space displays a list of tools that have been added to the shared space.

If the shared space tool is one of the “Top 5” tools and is compatible with the selected Outlook item, a checkbox will appear to the left of the tool’s name.

Example: The user selects 5 email messages in Parallelspace eMail and then clicks on the Courier button in the toolbar. The following Select Groove Tools dialog box lists the 3 shared spaces in the users account: Groove Built-in Tools, Parallelspace Corporation and Parallelspace Demos. Clicking on the Parallelspace Corporation shared space lists the tools in the space. Five of these tools are compatible with Outlook email message items and a checkbox appears beside the name of each of these tools.



When the Outlook items are copied to the selected tools, a number of options are available to control the way the items are copied:

- **Copy Related Outlook items (threads) as a single item**

Selecting this option will search the current Outlook folder for all messages that are related to each of the selected messages. The related messages are analyzed, sorted by date and merged into a single message that represents all of the correspondence about that subject. One merged item is created for each unique email subject. When this option is enabled, copying with attachments is disabled.

- **Copy Outlook items to Groove as Rich Text**

- **Copy Outlook items to Groove as Plain Text**

This pair of options control whether the item is copied to the Groove tool(s) as rich text or plain text.

- **Copy Outlook items to Groove with Attachments**

When this option is enabled, attachments are automatically copied to the Groove tool if the tool supports the storage of attachments. This includes the Files tool and the Groove 2.1 Discussion tool. If this option is enabled, the “Copy Related Outlook items as a single item” option is disabled.

NOTE: Parallelspace eMail 2.0 does not require an extra copy of a Groove Files tool to store attachments. They are stored directly into the Discussion tool or Files tool that you selected.

HOW IT WORKS

Parallelspace eMail communicates directly with the copy of Microsoft Outlook that is installed on your computer. All calendar, contact, email and task items continue to be stored in Outlook's OST and PST files on your local computer or on the email server(s). The latter is determined by the Outlook configuration on your computer. Parallelspace eMail does not create a separate database of your Outlook data in Groove or elsewhere.

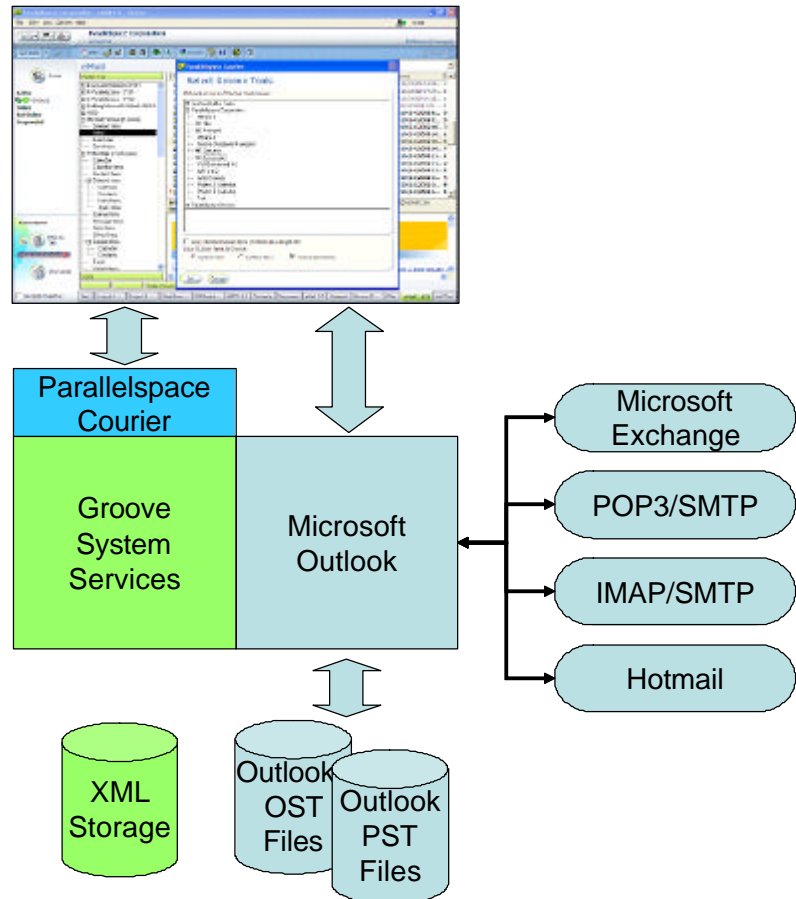


Figure 1. Parallelspace eMail and Microsoft Outlook

INSTALLATION

Software Prerequisites

Parallelspace eMail 2.0 has been tested with and is supported on computers with the following Microsoft Windows, Microsoft Outlook and Groove Workspace configurations:

- Microsoft Windows 2000 SP2 or Windows XP
- Microsoft Outlook 2002 SP2 or Office XP SP2 (Office XP does not require Windows XP)
- Groove Workspace 2.1a (build 1564) or later

NOTE: The latest Microsoft Office service packs can be downloaded from <http://office.microsoft.com/ProductUpdates/default.aspx>.

NOTE: The initial release of Parallelspace eMail 2.0 is not compatible with Microsoft Outlook 2000. Outlook 2000 users should continue to use Parallelspace eMail 1.2.

Injection

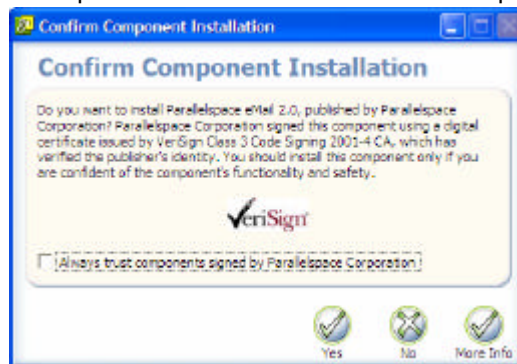
Injection is the name of the process by which a Groove tool is downloaded and installed into the Add Tool list of tools. The downloading of the components of a Groove tool begins by clicking on a link on the software publisher's web site.

To download and inject Parallelspace eMail, open the following web page in Internet Explorer and register to download Parallelspace eMail 2.0

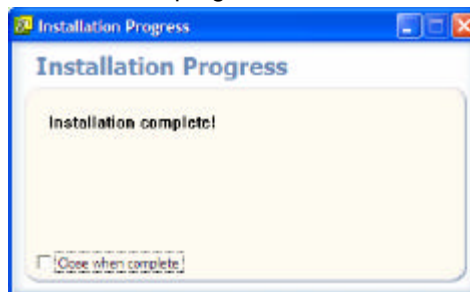
<http://www.parallelspace.net/downloads>

Once you have registered, the Parallelspace solutions download page will be displayed. Click on the link for Parallelspace eMail 2.0.

The following dialog box will appear at the start of the injection process. Click Yes to begin the Parallelspace eMail download and installation process.



The following Installation Progress dialog box will appear once injection process is complete. Click on the X in the top-right corner to close this dialog.



Parallelspace eMail 2.0 has been injected and now appears in the Add Tool tool list and is ready to be added to a shared space.

A Note for Norton AntiVirus 2002 Users

The latest Norton AntiVirus 2002 (version 8.02.6) installs with Script Blocking enabled and this is known to cause problems when downloading and installing Groove tools from the Internet.

Some tools such as Groove Network's Project Management Tool run scripts when accessed. Many web sites also run scripts when accessed. When Script Blocking is enabled, Norton AntiVirus 2002 assumes these scripts are malicious and will generate this message:

Alert: Malicious script detected

You may receive this alert with a file of "Groove.exe" any time you attempting to

enter a Groove shared space which includes the Project Management Tool.

To avoid this situation, disable Script Blocking within Norton AntiVirus 2002 by following this procedure:

- At the top of the Norton AntiVirus main window, click Options
- Under System, click Script Blocking.
- Clear the checkbox by Enable Script Blocking

After installing Parallelspace Mail 2.0, Norton AntiVirus users need to re-enable Script Blocking.

Adding Parallelspace eMail to a Shared Space

To add Parallelspace eMail to a shared space, click on the Add Tools tab in the shared space and select eMail 2.0 from the list of tools. Then click the Add Tool button.

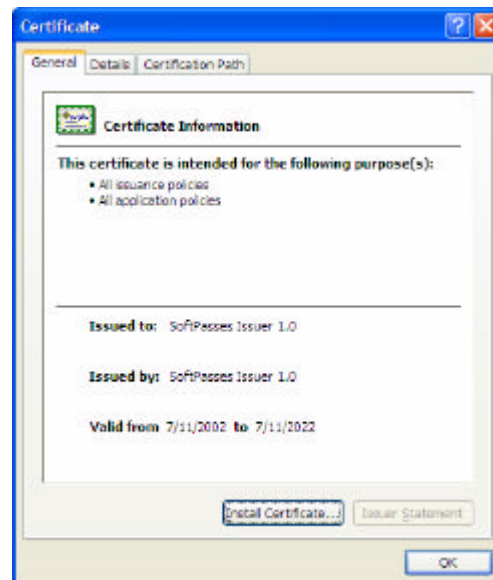
Parallelspace eMail will be added to the shared space and will automatically display the email accounts and folders for your current Outlook configuration. If you have configured multiple Outlook profiles, you will be prompted to select the profile you want to use.

Activating Parallelspace eMail

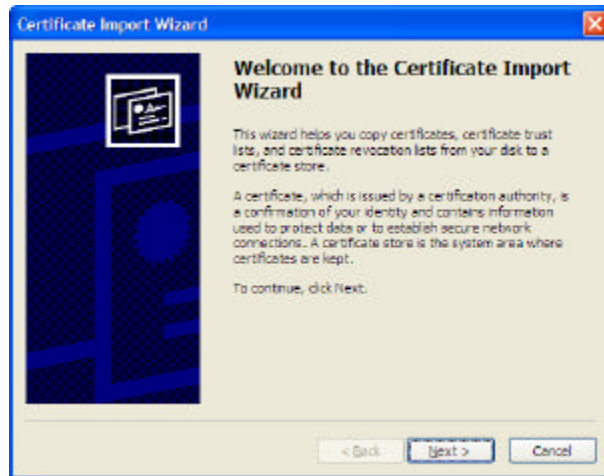
When Parallelspace eMail is downloaded and installed for the first time, it, by default, is enabled with the Preview Edition set of features. To enable the Standard Edition or Professional Edition features, you need to purchase and install a SoftPass activation file for the edition of Parallelspace eMail you want to use.

SoftPass Installation

To install a SoftPass, double-click on the SoftPass file that was emailed to you and Windows will display the following Certificate dialog box.

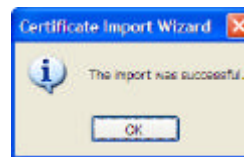


Click Install Certificate to enable Windows to install the SoftPass for you. The following Windows Certificate Import Wizard will be displayed.



Accept the wizard's default settings by clicking Next, Next and Finish on each of the wizard dialog boxes that appear.

The last Windows dialog box will confirm that the SoftPass has been installed:



Click OK to close this dialog box. Click OK on the original Windows Certificate dialog box to close that dialog. The SoftPass has now been installed by Windows.

Parallelspace eMail 2.0 recognizes new SoftPasses almost immediately and enables the corresponding features. There is no need to restart Groove Workspace or re-install Parallelspace eMail.

SoftPass Root Certificate Installation

If this is the first time you have installed a Groove tool that uses SoftPass to enable a tool's different feature sets, you need to install the SoftPass Root Certificate. This is something that needs to be done once for a particular computer.

The SoftPass Root Certificate will be emailed to you with your Parallelspace eMail SoftPass and it is installed exactly the same way using the above instructions.

Evaluation SoftPasses for Parallelspace eMail

Evaluation SoftPasses are available for Parallelspace eMail. These passes are installed like regular SoftPasses. They are typically enabled for 30 days.

Co-existence with Parallelspace eMail 1.2

Parallelspace eMail 2.0 does not replace or upgrade Parallelspace eMail 1.2. Both of these solutions can run side-by-side within the same shared space.

To migrate from Parallelspace eMail 1.2 to Parallelspace eMail 2.0, add Parallelspace eMail 2.0 to the shared space(s) where you have Parallelspace eMail 1.2 installed. Then delete Parallelspace eMail 1.2. Because Parallelspace eMail 1.2 does not store any of its data or your personal information in Groove, no data is

lost when a copy of Parallelspace eMail is deleted.

USAGE SCENARIOS

Viewing Calendar Appointments, Contacts, Email Messages, Journal Entries and Tasks

To view an Outlook item in one of your email accounts, select the folder and then select the item you want to view. The item will appear in the Preview Pane at the bottom of Parallelspace eMail.

To view the full contents of the item, double-click on the item or click on the Open Item button on the toolbar.

Printing Outlook Items

To print an Outlook item in one of your email accounts, select the folder and then select the item you want to print. Click on the Print button on the toolbar.

Selecting Different Email Accounts and Personal Folders

To view different calendar, contact, email messages or tasks in a different email account or folder, select the Folder Tree and then select the email account and a folder within that account. Parallelspace eMail 2.0 Standard Edition or Professional Edition is required to enable this feature.

Couriering Outlook Items to a Groove Tool

“Courier” is the name of the technology that Parallelspace Corporation has developed for “couriering” or copying information from one Groove tool to another Groove tool. The following scenarios illustrate the benefits how users of Parallelspace eMail 2.0 Professional Edition benefit from Courier.

Copying a Customer eMail to the Groove Discussion and Contacts Tools

Outlook users often receive email from customers that need to be acted upon after consideration and a decision by a project team or customer account team. Parallelspace eMail 2.0 makes it very easy to copy this email item to an existing shared space that is being used to manage these project or customer related tasks.

In this case, the email would be copied to both a Groove Discussion tool and a Groove Contacts tool so that the email message can be discussed by the team and a decision and reply formulated. Any member of the shared space would also have quick access to the customer’s email contact information in the Groove Contact tool.

Copying a Outlook Calendar Item to the Groove Calendar and Discussion Tools

A team needs to prepare for a budget meeting scheduled one week from now. The CFO has sent out an Outlook meeting request to each department with the meeting details: date, time, place and the agenda outline that each department team is expected to use for their presentation.

With Parallelspace eMail 2.0 Professional Edition, the department manager simply copies the calendar appointment item to the Groove Calendar tool and the Groove Discussion tool in the shared space she has created for the budget presentation.

Copying an eMail with Attachments to the Groove Discussion and Files Tools

Two days before the budget presentation, the CFO's assistant sends out a Microsoft PowerPoint template that the team needs to use for their presentation. No problem; the manager simply copies the email message to the Groove Discussion or Groove Files tool in the shared space and the PowerPoint attachment is automatically copied into the shared space.

The Files tool Show Preview feature enables users to quickly view the contents of the email message and PowerPoint attachment that have been copied to the Files tool.

Copying Outlook Contact Items to the Groove Contact and Notepad Tools

A sales team has identified five key individuals at prospective client that need to be convinced that the sales team has the right set of solutions and services to meet the client's needs. The account executive for the team has the contact information for each of the five key influencers stored in Microsoft Outlook.

In Parallelspace eMail 2.0 Professional Edition, the account executive selects the Outlook Contacts folder where the contacts are stored. While pressing Ctrl key, she scrolls through and clicks on each of the five Outlook Contact items; then clicks the Courier button on the Parallelspace eMail toolbar.

The Courier button displays the Select Groove Tools dialog box where the account executive selects the shared space she created for her client sales team. The account executive then selects the checkboxes beside the Groove Contact and Notepad (or Discussion) tools and the Outlook Contact items are automatically copied to each of those tools.

1. Where does Parallelspace eMail store my email? Is it stored in a shared space?

Answer: Parallelspace eMail does not read your Outlook information directly. Parallelspace eMail accesses your calendar, contacts, email and tasks by communicating with the copy of Outlook installed on your computer. Parallelspace eMail works this way to insure the privacy and security of your personal information. Parallelspace eMail does not copy any of your calendar entries, contacts, emails or tasks to a tool in a shared space unless you specifically copy these items yourself.

To copy one or more emails, calendar entries, contacts or tasks to a Groove tool in a shared space, use the Courier button on the eMail toolbar to copy the Outlook items to any of the "Top 5" Groove tools (Calendar, Contacts, Discussion, Files and Notepad).

2. If I use Parallelspace eMail in a shared space to view my calendar, contacts, email and tasks, can other members of the shared space also see my personal calendar, contacts, email tasks?

Answer: No. Each person will see their calendar, contacts, email and tasks for the email accounts that are configured on their particular machine. The other members of the shared space can not see your personal information. They will only be able to see their own Outlook data.

3. If my Groove account is installed on multiple computers using the Groove multiple computer account (MCA) feature, will I be able to view my Outlook eMail from both computers.

Answer: No. This release of Parallelspace eMail 2.0 doesn't store your calendar, contacts or email in Groove storage. Parallelspace eMail will display the email accounts and folders that are configured on each particular computer. To have the same calendar, contacts and email data available on each of your MCA computers, make sure Outlook is configured with the same group of email accounts.

In Professional Edition, the Courier feature can be used to copy any calendar, contact, email message or task item to a tool in a Groove shared space.

4. Does Parallelspace eMail use Groove encrypted storage?

Answer: Parallelspace eMail only uses Groove encrypted storage when the Courier feature is explicitly used to copy one or more calendar, contact,

email or task items from Outlook to Groove. Other than this scenario, your personal information remains in Outlook's local OST and PST files or on your email service depending on your Outlook email account configuration. Parallelspace eMail does not keep a separate copy of your calendar, contact, email or task items in Groove storage or elsewhere.

5. Why do Groove users need an integrated email tool?

Answer: This is a question of user convenience and user preference. There is a strong tendency for people who use Groove to begin to "live in Groove" and with that tendency, the need to have access to all of your personal, group, corporate and external information. Parallelspace eMail 2.0 is the first of a series of Parallelspace Groove solutions that is addressing this need for a fully integrated Groove Workspace environment.

For More Information

For more information on Parallelspace eMail, visit
<http://www.parallelspace.net/products/eMail.htm>