**group@work
contacts**

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Content:

1. Introduction

Group@work contacts allows sharing of Microsoft Outlook® contacts in your network - independend of size or structure.

Users still work with Outlook® contacts without any difference. Group@work contacts as an add-in for Outlook® integrates smoothly and without any visual or handling difference - except an additional tool-bar.

Group@work contacts stores contacts in a centralized database in the background. All additions / changes / deletes of contacts a user makes are transferred to the database immediately and synchronized to other clients in definable time-intervals. Everything without user-intervention.

Group@work contacts is shipped with a predefined Microsoft Access® database for immediate use. But group@work contacts can be used with all mayor SQL-databases like Oracle®, SQLServer® and other ODBC-enabled databases.

Group@work contacts can work with any Outlook® contact folder. Therefore you can define a contact folder for private contacts and another contact folder for enterprise contacts.

Group@work contacts allows export of existing contacts into the database. Therefore it is not necessary to start from scratch with an empty database - you can simply import your existing contacts! With the embedded rights-management of group@work contacts you can define which user has export-rights.

Especially for notebook-users the synchronisation can be temporarily disabled when no connection to the network is present. So there will be no error messages, that the network is not available. When the notebook is connected again to the network, there will automatically start the import function and the notebook user is up to date again.

Group@work contacts needs no additional software, licenses or servers. Only a functional network connection and a Microsoft Outlook® version starting from Outlook® 2000 is required.

2. System requirements

Group@Work Contacts is working on a Windows operating system, with Microsoft Outlook® 2000, XP or 2003.
Microsoft Outlook® 97 and Microsoft Outlook® 98 are not supported.
A stable network is a precondition.

3. Installation

The descriptions below should be read through, to provide a faultless functionality of group@work contacts.

The installation process consists of 2 basic operations. **Both have to be executed!**

For the server- and client-installation you need local administration rights!

3.1. Server Installation

The downloaded gaw_contacts.exe file form www.groupatwork.com is the setup file for the server Installation.

Before you can start the setup file you have to attend some details:

For the server installation you don't need a server or a server operating system. You just have to decide for one computer in your network. This computer will act as the group@work contacts server and so this computer has to be switched on, if someone wants to use group@work contacts. Please remind of the fact that the synchronisation of group@work contacts doesn't work, if the server is switched off because of the missing connection to the database. So if you have a server you should install the server setup on the server (because this computer is always switched on).

The computer, which acts as the group@work contacts server can also be a group@work contacts client, if there has been installed Microsoft Outlook®!

If you have chosen one computer for the server setup, you can start there the setup file (gaw_contacts.exe).
The installation program will attend you through setup process.
After accepting licence agreements you arrive at the dialog „Select destination folder".
The setup program is proposing the installation path (for example „C:\ \Group@Work\Contacts Server"). You can also change this path. Choose a folder, which you can find easily again in your windows explorer and which can be enabled for every user in the network.
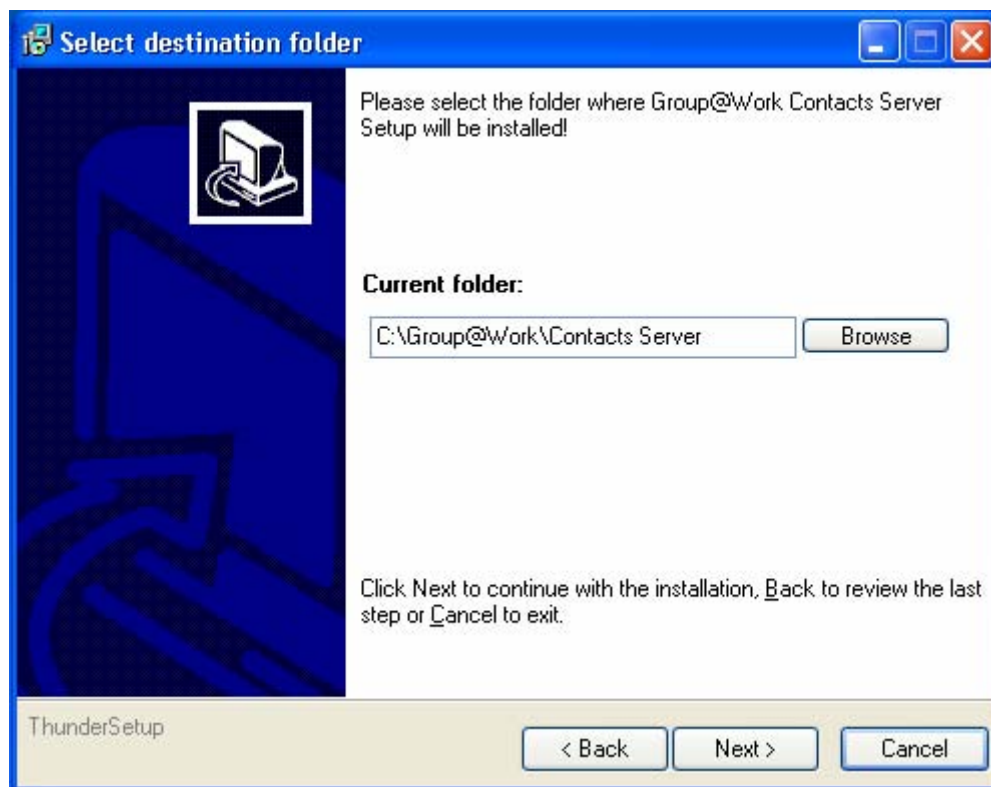

Continue the installation and follow the instructions of the setup program!

After finishing the installation, you have to define some settings.

Open your windows explorer (right click on button „start" --> „explore")!
Now you have to search the folder, where you have even installed
group@work contacts server setup.

At this folder are 3 files (group@work_contacts.mdb, ReadMe.doc,
group@work setup.exe).

So you have to click with the right mouse button on this folder and choose
"properties". A new window will appear.
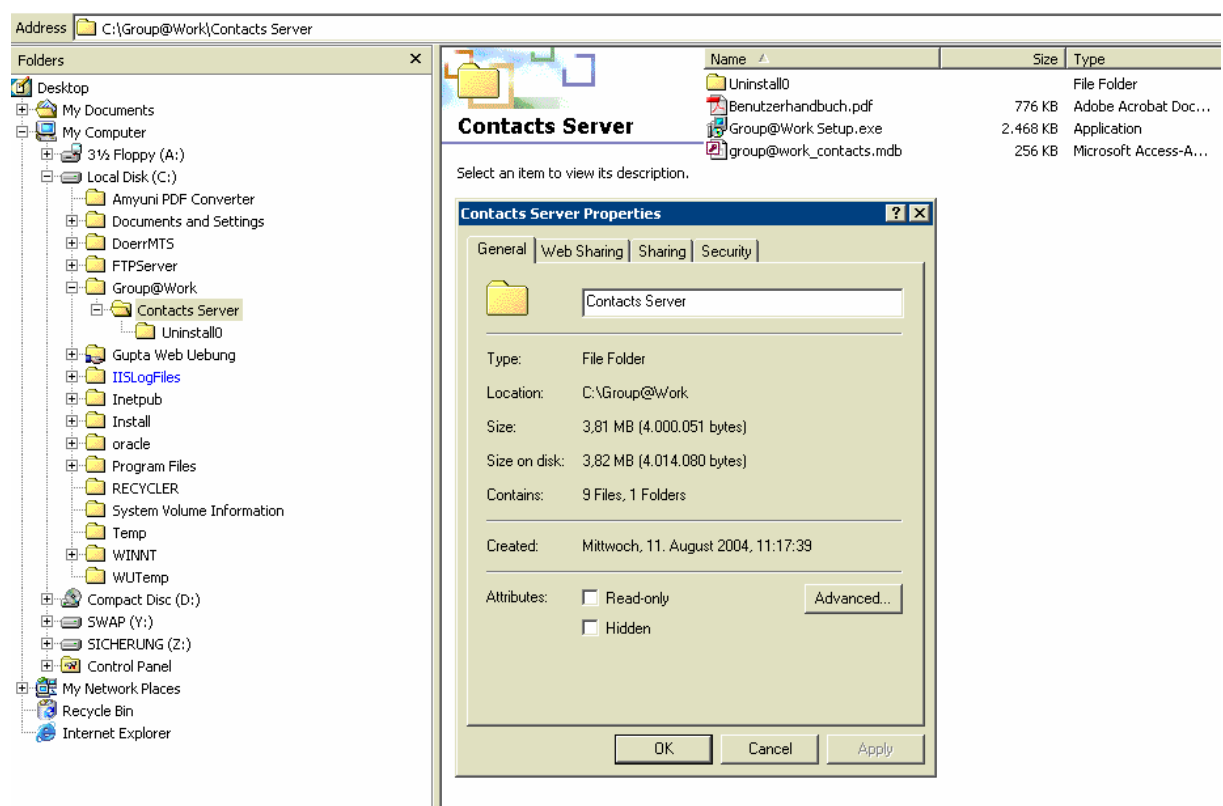
On the index folder "General" you should control that the read only
attribute is not checked!

On the index folder sharing you have to click on "share this folder". After clicking on the button "permissions" you have to adjust for the user group "everyone" the option "full control".
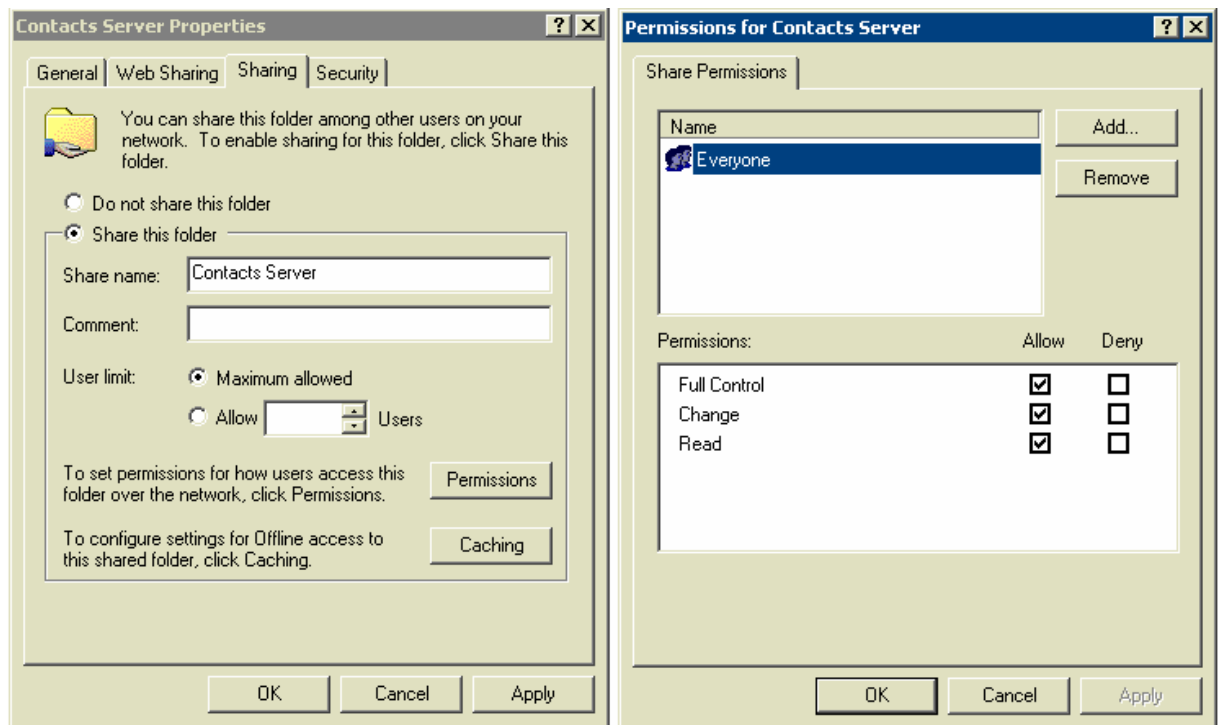
After clicking on „OK" you have to choose accepting for this folder, all subfolders and files.
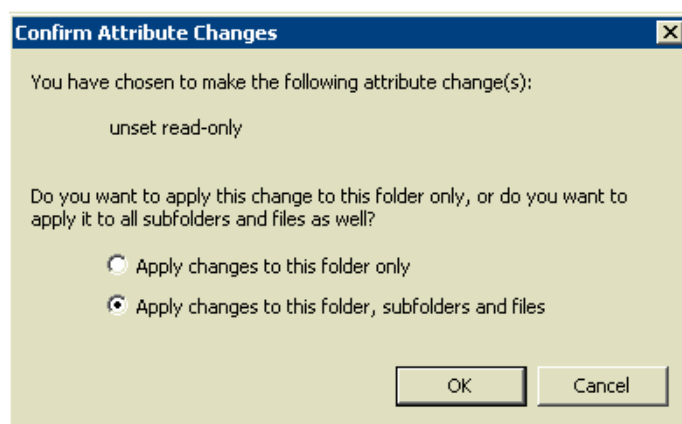
You can identify the shared folder by a blue hand below the folder.

3.1. Client Installation

The setup file for the client installation with the name "group@work setup.exe" should be at the destination folder of the server installation (where you can also find the database).


The Client installation has to be made on every client!

Now you have to go to another computer. There you have to open the windows-explorer. You have to click on „Tools" and then „Map Network Drive".
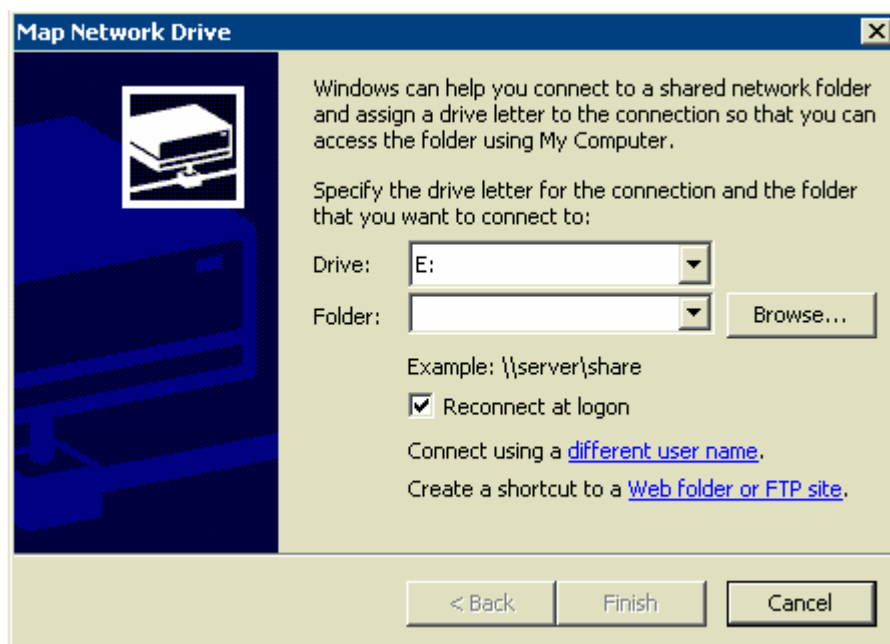
Choose a drive letter and click on the button "Browse"!
Now you have to find the computer in the network, where you have installed the server setup! There you can find the shared group@work contacts folder from the server setup.
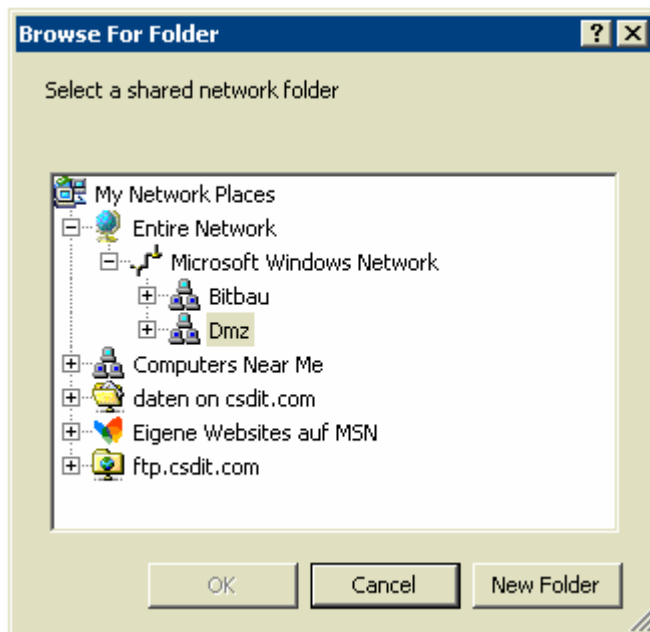
Click OK.

Now you have made a new network drive where you can find the files of the network installation.

Afterwards you have to search the setup file ("group@work setup.exe"). **Before you can start the setup file you should close all other applications, particularly Microsoft Outlook®!**

The installation tool of the client setup will bring you through the remaining process...
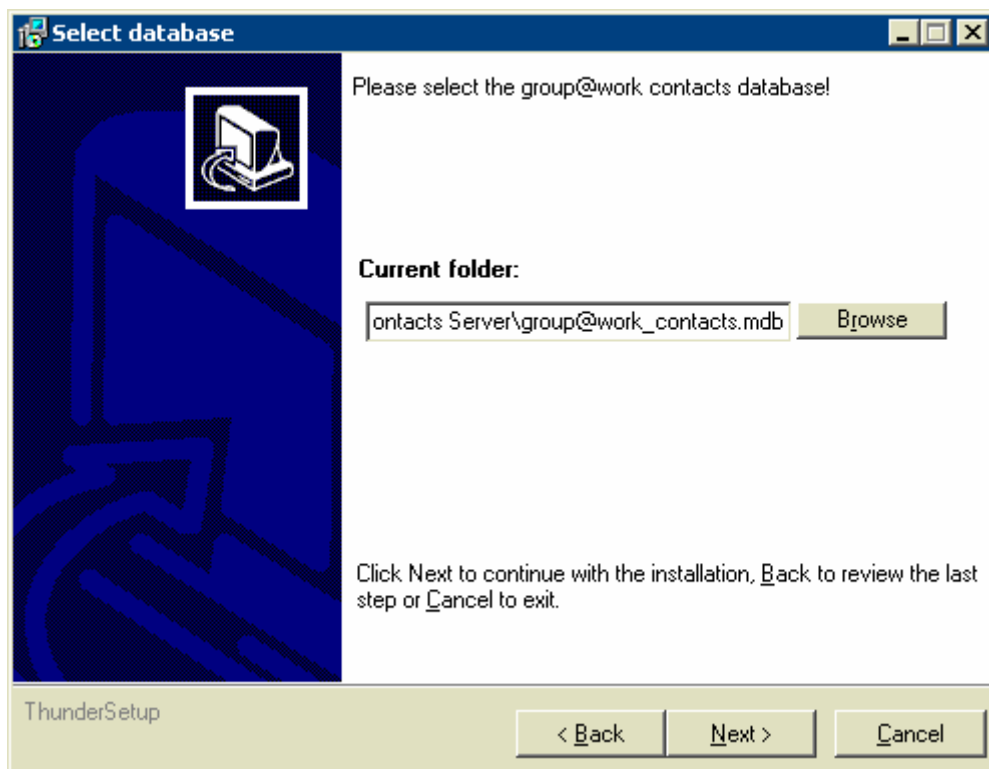
During the client setup there should be paid attention to the dialog, where you have to choose the database.

There you must choose the mdb-file of the server installation! (group@work_contacts.mdb).

After finishing the setup tool, you have to execute this installation from every client.

4. Application

You have executed the installation with local administration rights!
If you want to use Group@Work Contacts with another user (for example
without administration rights) you have to log on as this user and execute the
Activation Tool (Start – Programs - Group@Work - Contacts Client) before you
can start Microsoft Outlook®.

After successful installations, you can start Microsoft Outlook®.
Afterwards you can find a new toolbar with 4 buttons.

4.1. Button – Properties

When clicking on properties a new window will be opened.

– *Activate group@work contacts*

This check box is responsible for the activation and deactivation of the
program. For applying group@work contacts this box has to be checked.
If you don't want to use group@work contacts for a while (for example a
notebook, which won't be a network member for a view days or weeks),
you can deactivate it. **In that case you should keep in mind, that after**
activating group@work contacts again, you have to make an import!

– *Choosing the network shared contacts folder*

Here you have to choose the group@work contacts folder. Advisable
would be an own folder for the network and a private folder (for example
the standard contacts folder of Outlook). The new folder has to be
created.* With that you can separate private and public contacts.

* Right click on „Personal folder" and choose „new folder".
   Allocate a name and set the type "contacts".

– *Activate automatic synchronisation*

When this box is checked your contacts in the group@work folder will be
refreshed. The time slice of the synchronization you have to enter in the
text field among.

– *User administration*

The first user of group@work contacts, which has clicked on "Accept
settings" has administration rights. He can make an export and open the
user administration. The user administration consists of a table within all
group@work users. You cannot change the username, because it's the
windows user name. Therefore every username in the network should be

distinct. The settings of the columns Administrator, Active and Synchronisation you can change by clicking on the row. The time slice can be changed by entering the time in minutes. You can also delete users. When you click on „Refresh" you will get the actual database information again. **After closing the window, all changes will be saved.** An administrator can allocate and recapture administrator rights. Advisable is a small group of administrators, because of the danger of the export or deleting contacts and users. **However at least one user has to be administrator!**

- *Register*

  To change the 30 days test version into a bought full-version (depending on the number of users!) you have to enter name company and registration code. This information you will get after buying the full version. After the registration by an administrator the full version is installed for every member in the group@work network.
  For increasing the number of users the registration will be also available after the registration.

4.2. Button – Synchronisation

This button is responsible for the manual synchronisation.

4.3. Button – Import contacts

After starting the import, all contacts will be removed from the group@work contacts folder. Afterwards all contacts of the database will be imported into the folder. Please note that you should check your properties (especially the group@work contacts folder) before you make an import.

4.4. Button – Export contacts

The export functionality is realisable for administrators only.
When clicking on export, all contacts of the database will be deleted and the contacts of the group@work folder will be copied into the database. You should take the export functionality with a pinch of salt, because of deleting the contacts of the database.
Important: If someone executes the export, all other users have to make an import!

5. Distribution Lists

From version 1.5 of group@work contacts distribution lists are supported. If you apply a new distribution list or if you change a consisting list in the group@work contacts folder, it will be automatically synchronised.
Also the import/export functionality takes care of distribution lists, which are in the group@work contacts folder.
It must be pointed out, that the members of the distribution list have to exist as a contact or address entry on every client. The members of a distribution list in Microsoft Outlook® are pointer on contacts or E-Mail addresses. Therefore every member of the distribution list has to exist locally in Microsoft Outlook®. If there are contacts in the list which do not exist or are duplicate, Microsoft Outlook® cannot allocate the member and the E-Mail address will not be found.

6. Uninstall

For uninstalling group@work contacts (Server as well as Client) choose Start --> Programs --> Group@Work … and in each case „Uninstaller".

You can also choose Start --> Settings --> Control Panel --> Software. There you have to find group@work contacts!

After uninstalling the client version you have to delete the group@work toolbar at Microsoft Outlook®. You have to choose View --> tollbars --> adjust… A new window will appear. There you have to choose "Group@Work Contacts" and "Delete"!

7. Report of problems

➢ The database connection failed!

   ✓ Group@Work Contacts was not installed correctly:
     Execute the uninstallation and then the installation again.
   ✓ The ODBC connection can't find the database:
     Choose Start--> Settings --> Control panel --> Administrative tools
     --> Data Sources (ODBC).
     At System-DNS has to be an entry like "GroupAtWork DB". Click
     on Configure and check the data source name (GroupAtWork
     DB) as well as the database (…\group@work_contacts.mdb)!
   ✓ The network connection doesn't work.

➢ When clicking on a button of the group@work contacts toolbar there is no
reaction!

   ✓ The 30 days test version is out of days
   ✓ The number of users in the Group@work contacts network is bigger
     then the number of users of the bought version.
   ✓ Someone wanted to change the registration code in the mdb-file.
   ✓ After an exit of Microsoft Outlook®, the program wasn't able to
     unload itself. Exit Microsoft Outlook® and open the taskmanager
     (right click on the taskbar or entering Str+Alt+Del --> Task Manager…).
     At Processes you have to search „OUTLOOK.EXE" and end this
     process.
   ✓ Microsoft Outlook® has deactivated the add-in. Close Microsoft
     Outlook® and then start the Activation Tool (Start-Programs-
     Group@Work-Contacts Client-Activation Tool).
     Start again Microsoft Outlook®!
   ✓ The client installation was not installed correctly. Execute the client
     uninstallation and then the installation again.

➢ The synchronisation of contacts or contact properties is very slow!

   ✓ Maybe you have problems with your network connection.
   ✓ The window of the user administration is opened for a long time. The
     database is blocked. Close your user administration window after
     making changes.

➢ The group@work toolbar cannot be found or the Add-In is not loaded!

    ✓ Close Microsoft Outlook® and start the Activation Tool (Start-Programs-Group@Work-Contacts Client-Activation Tool).
Start again Microsoft Outlook®!

    ✓ If you use Microsoft Outlook® 2003, click at the menu on „?"-„Info". There you have to click on „Deactivated elements". If you can find there „Group@Work Contacts", select it and click on „Activate".

    ✓ If the Activation Tool doesn't succeed, you can load the Add-In manually. Therefore you have to copy a file: So you have to search at the Windows-Explorer the group@work programs folder. (Norm.: „C:\Program files\Group@Work\Contacts Client") There you can find the file „GAW_Contacts.dll". Copy the file (right mouse click - Copy)!
Now you have to start Microsoft Outlook® and click at the menu on „Tools – Options…". Change the index folder to „Other" and click on „Advenced Options". A new window appears. Click there on „COM-Add-Ins".
If you can find there the entry „Group@Work Contacts", delete it. Afterwards click on „Add...". A „Open-Dialog" appears. Now you have to paste there the copied GAW_Contacts.dll – file and click on "OK". So there has to be a new entry in the COM-Add-Ins List. Close all opened windows by clicking on „Ok" and restart Microsoft Outlook®.
If also the manual loading of the add-in doesn't succeed, you have to remove the client program and install it again.

➢ You have installed group@work contacts with local administration rights, but now you want to run the program as another user!

    ✓ Before you can use Group@Work Contacts with another user account, you have to execute the Activation Tool (Start – Programs - Group@Work - Contacts Client)! Afterwards you can start Microsoft Outlook®.