

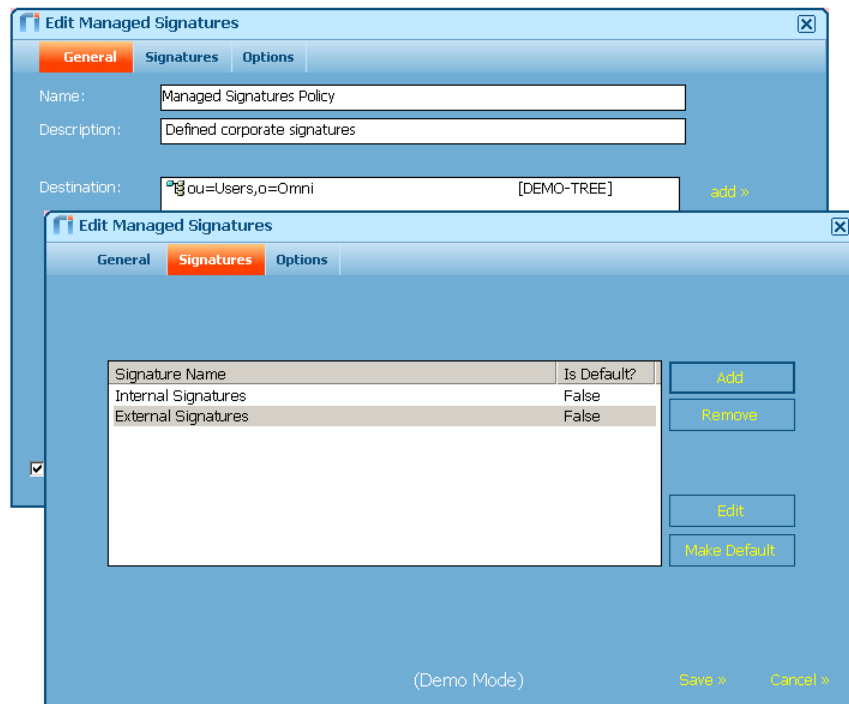


GroupWise Collaboration Integration Suite Managed Signatures Application Guide

This Guide

Welcome to Riva Managed Signatures, a policy-driven method of creating formatted user signatures in GroupWise using “boilerplates” that use eDirectory LDAP values to populate the unique user identity information as the signature is added to the user’s GroupWise account environment options.

This guide provides information to show how to create and manage Riva Managed Signature application policies.



Riva “Managed Signatures” application makes use of the Riva platform which must be installed and configured. Please refer to the following **Riva** documents for installation, configuration and licensing instructions:

- **Riva Setup and Configuration Guide** - for instructions to install the Riva platform application and to run the Connection wizards to create the necessary system connectors.
- **Riva Licensing Guide** - for information on how to request trial or full licences for Riva, and instructions on how to install the license files.

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Use Managed Signature Policies

How Managed Signature Policies Work

The **Managed Signatures** policy wizard is used to identify and configure the eDirectory attribute values to be included in the signature and create the signature format. After creating the managed signatures policies and previewing the results with a limited number of selected accounts, you can run a report to preview all signatures that will be managed by a specific policy.

Update Riva

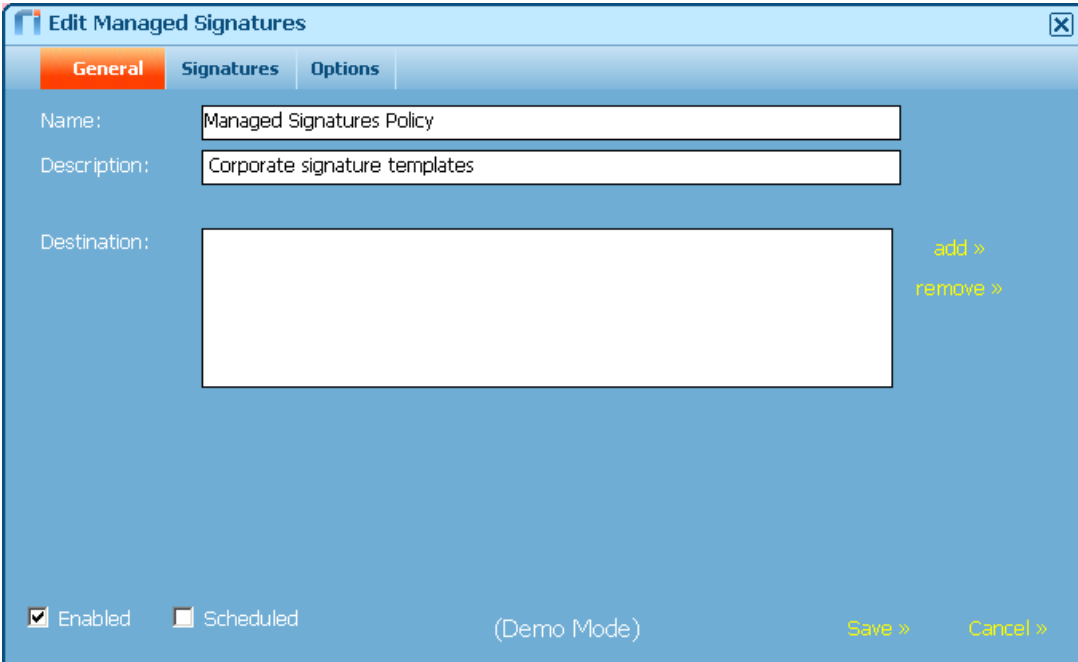
To ensure that all of the html support is available, users must perform a “**Check for Updates**”. You can confirm the installed version of Riva by double-clicking on the Riva icon in the top left corner of the Riva application.



Creating Multiple Signatures Using a Managed Signature Policy

To create a Managed Signature policy:

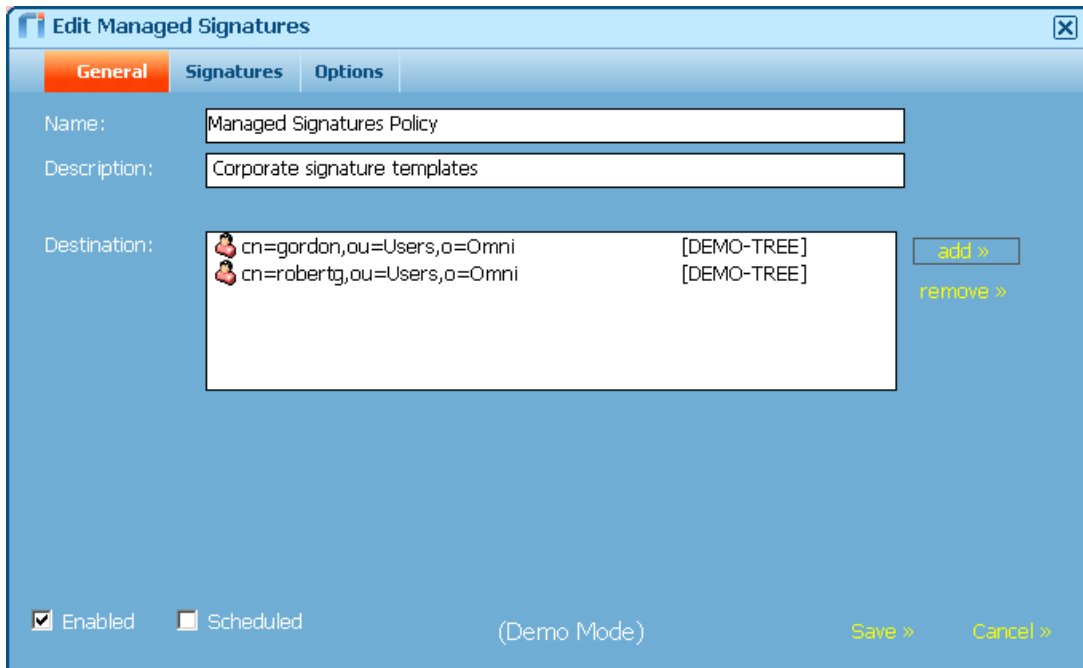
1. In the **Policies** page, click the **Managed Signatures** policy wizard link.
2. Provide a short name and description for the policy.

A screenshot of the 'Edit Managed Signatures' dialog box. The dialog has a title bar with a close button. It contains three tabs: 'General' (selected), 'Signatures', and 'Options'. Under the 'General' tab, there are three text input fields: 'Name:' with the value 'Managed Signatures Policy', 'Description:' with the value 'Corporate signature templates', and 'Destination:' which is currently empty. To the right of the 'Destination:' field are two buttons: 'add >' and 'remove >'. At the bottom of the dialog, there are two checkboxes: 'Enabled' (checked) and 'Scheduled' (unchecked). The text '(Demo Mode)' is displayed in the bottom center. On the bottom right, there are two buttons: 'Save >' and 'Cancel >'.

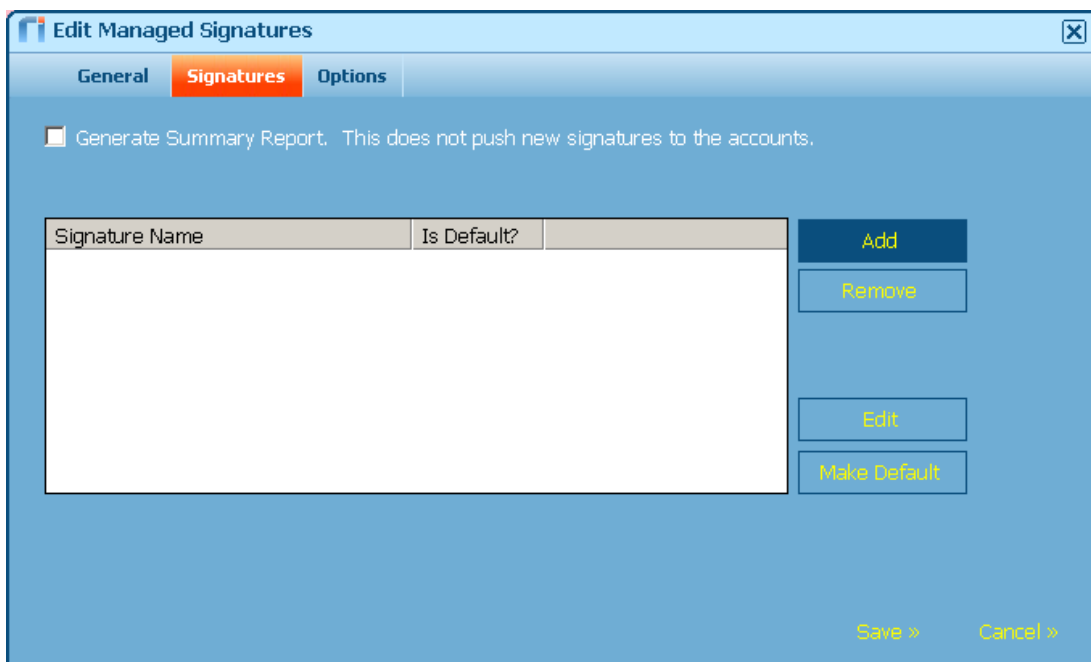
3. Click **add >>** to open the eDirectory browse window for the Destination: objects. Select the desired eDirectory user, group, container, or GroupWise resource, post office or domain objects to identify the destination users where managed signatures will be added. One or more destination objects can be selected for this policy.

For this particular example, we are creating signatures for a technical support team, so the Destination(s): will be modified to match that requirement.

Click **OK>>** to save the destination objects.



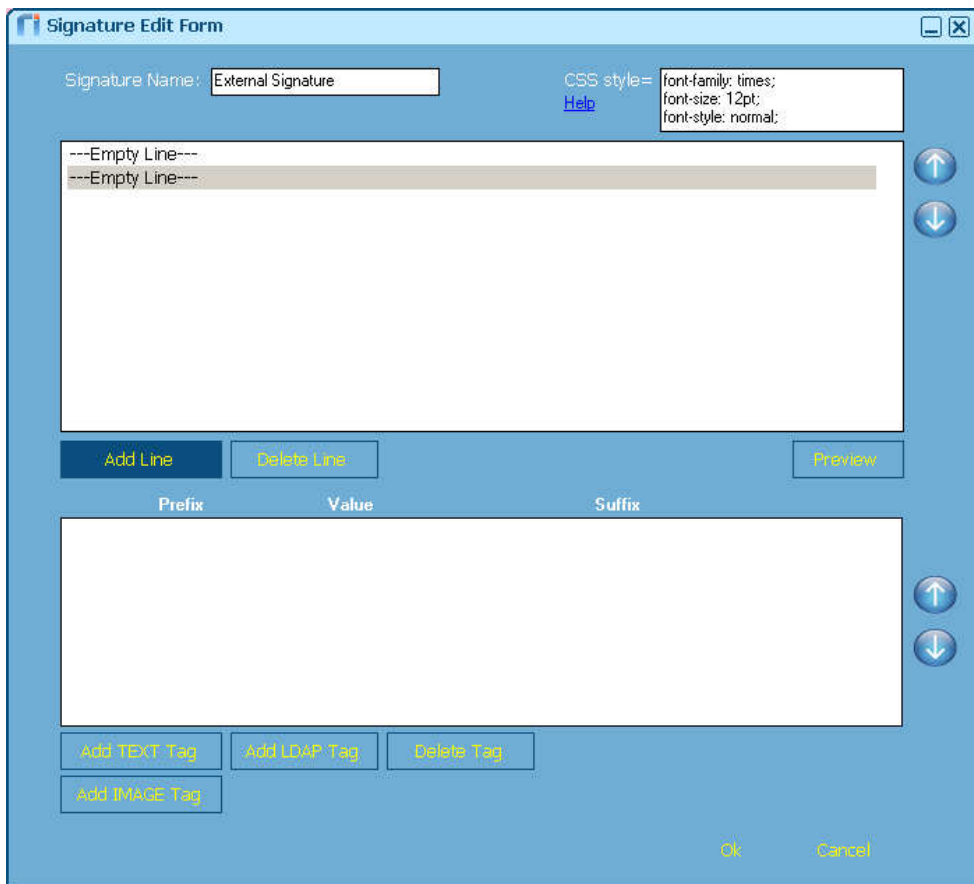
4. Select **Signatures** and click **Add** to create a managed signature.



5. Enter a unique signature name and click **Ok >>**.

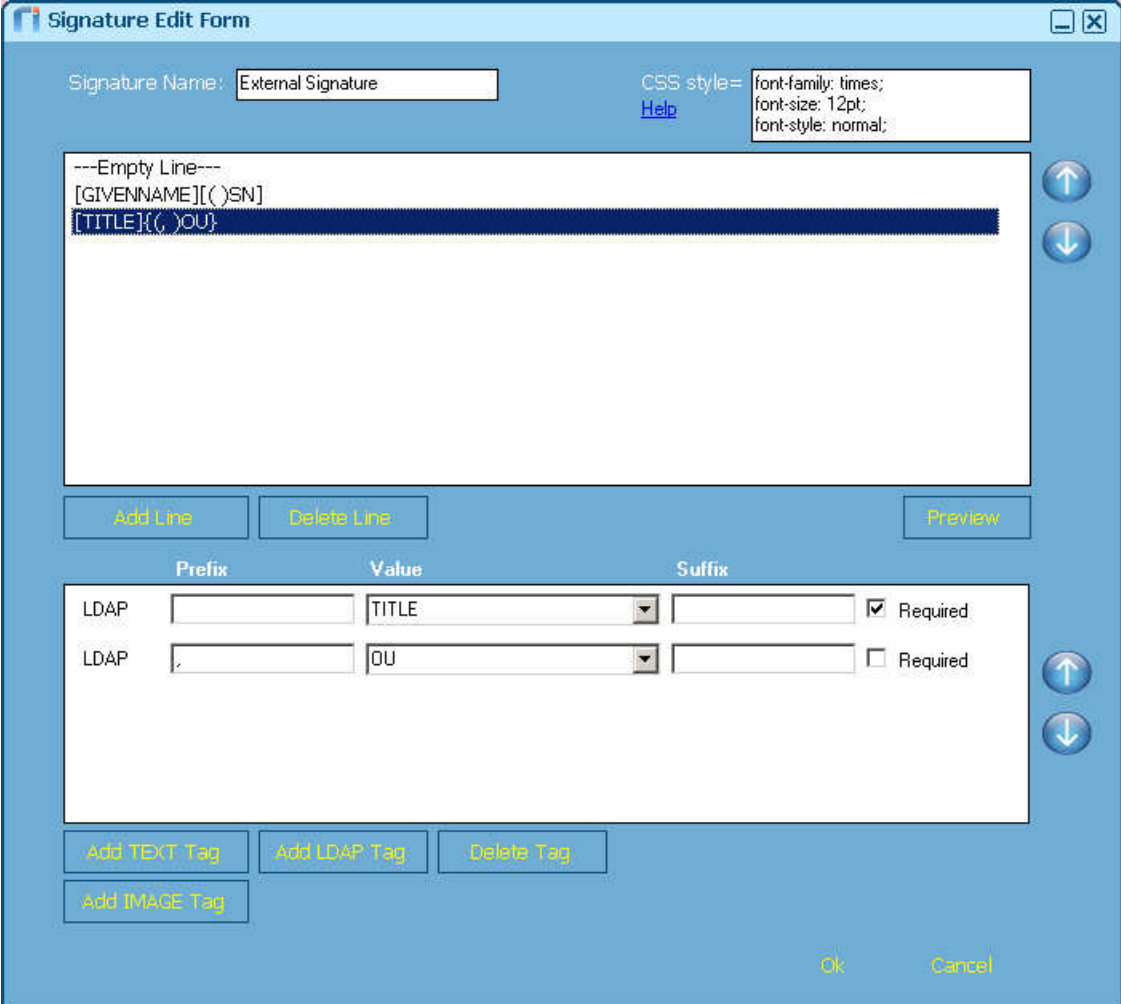


6. The concept in the “Signature Edit Form” is to add a line and then modify the line to include one or more tags which will write the necessary information to the managed signature. This example shows how to create an external signature that can be used for email being sent outside of the GroupWise system. The signature boilerplate will support both text and html view signatures.



- a. Click **Add Line** twice to add two **---Empty Line---**.
- b. Highlight the second **---Empty Line---**, click **Add LDAP Tag**. This will add a LDAP type tag line in the Edit Line: table. As you fill in the information in the Edit Line: table, it will be displayed in the pane above the **Add Line** button.
 - “Prefix” is used to add special characters or text before the LDAP value. A blank space will be displayed as ()

- e. Click **Add Line** to add the next **---Empty Line---**. Select it and add two LDAP tags:



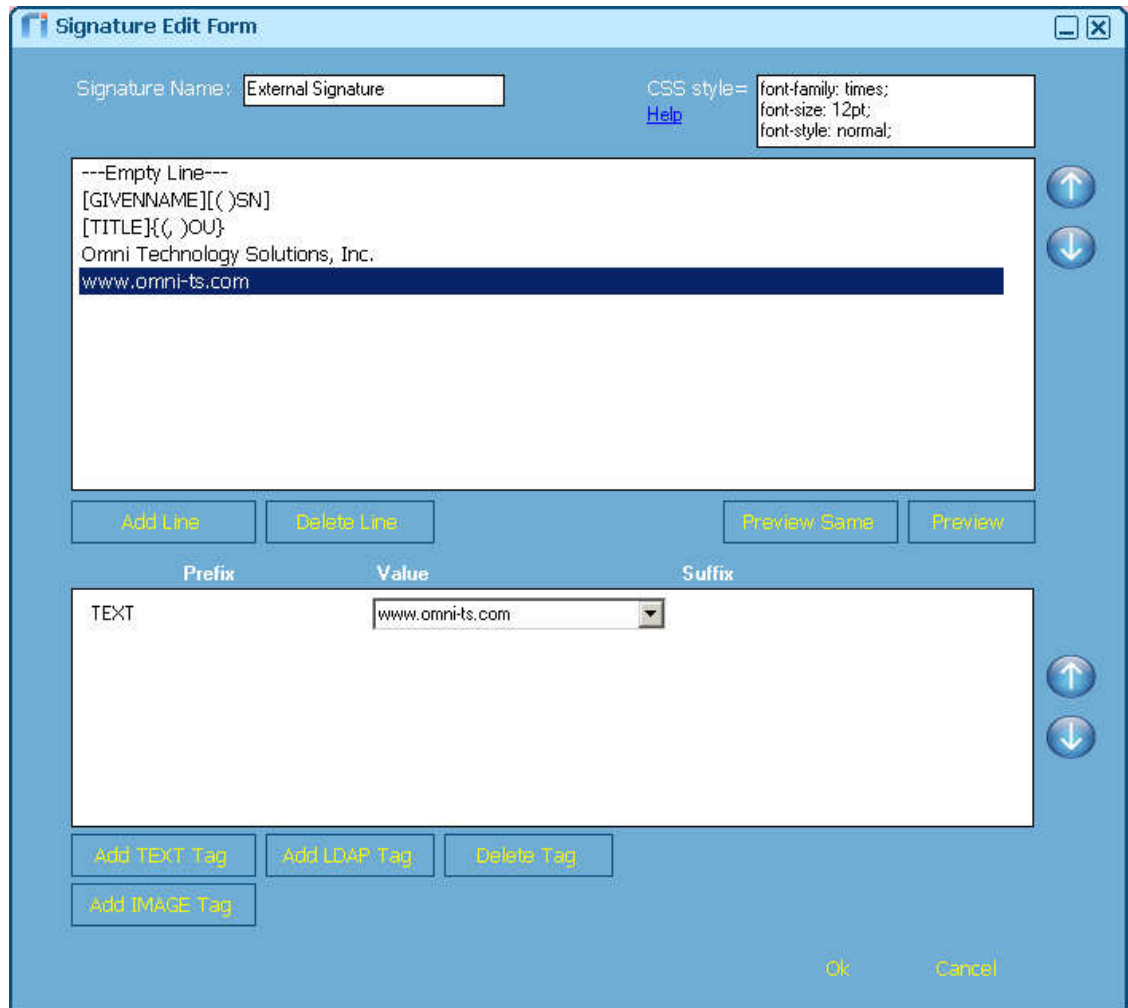
The screenshot shows the 'Signature Edit Form' window. At the top, the 'Signature Name' is 'External Signature' and the 'CSS style' is 'font-family: times; font-size: 12pt; font-style: normal;'. The main text area contains the signature template: `---Empty Line---`, `[GIVENNAME][()SN]`, and `[TITLE][(,)OU]`. Below the text area are buttons for 'Add Line', 'Delete Line', and 'Preview'. A table below these buttons allows for adding LDAP tags:

	Prefix	Value	Suffix	Required
LDAP		TITLE		<input checked="" type="checkbox"/>
LDAP	,	OU		<input type="checkbox"/>

At the bottom of the form are buttons for 'Add TEXT Tag', 'Add LDAP Tag', 'Delete Tag', and 'Add IMAGE Tag'. The 'Ok' and 'Cancel' buttons are at the bottom right.

- The **TITLE** tag is required.
- The Prefix of the **OU** tag contains a comma followed by a space, and is not required.
- This produces a line that displays as `[TITLE][(,)OU]` . For this line, if the **TITLE** value is blank, the line will not be printed regardless of the value for **OU**. If the **OU** value is blank, then the **TITLE** only will print.

- f. Click **Add Line** twice to add two **--Empty Line--**. These lines will be used to add TEXT tags that will print exactly as shown. In this example the first TEXT tag is used for the company name and the second TEXT tag is used for the web site URL.



Signature Name: External Signature

CSS style= font-family: times; font-size: 12pt; font-style: normal; [Help](#)

--Empty Line--
 [GIVENNAME][()SN]
 [TITLE][()OU]
 Omni Technology Solutions, Inc.
 www.omni-ts.com

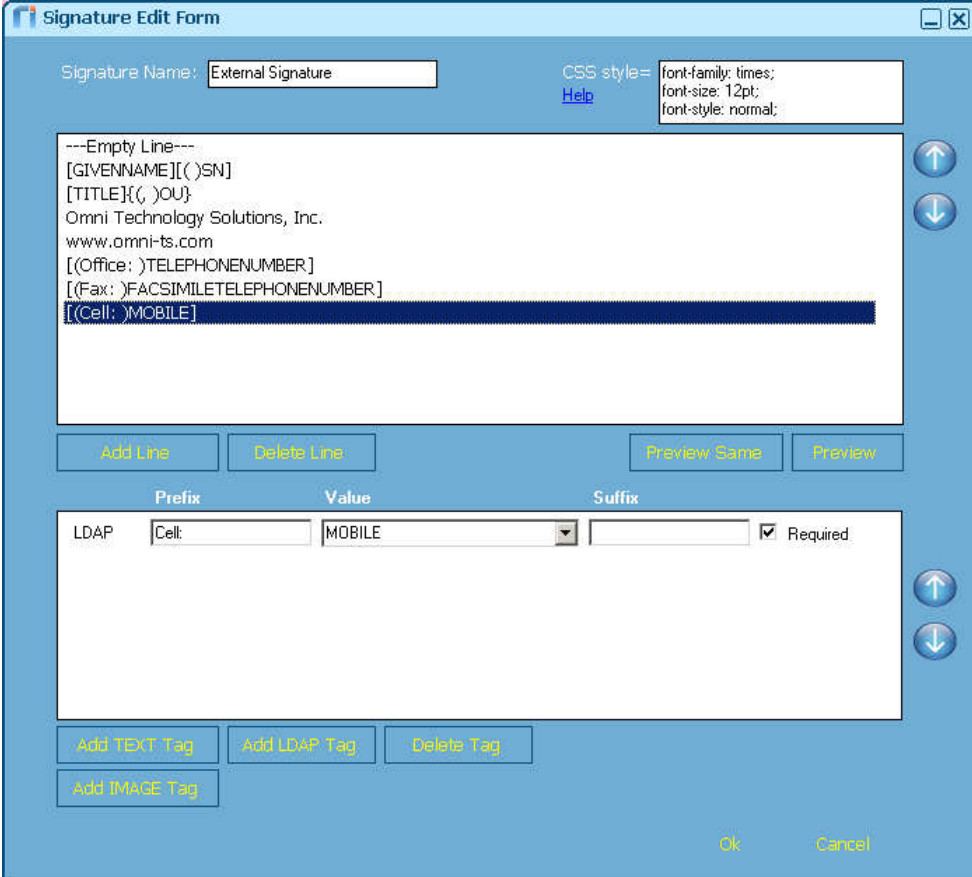
Add Line Delete Line Preview Same Preview

Prefix	Value	Suffix
TEXT	www.omni-ts.com	

Add TEXT Tag Add LDAP Tag Delete Tag Add IMAGE Tag

Ok Cancel

- g. Click **Add Line** three times to add the next three **---Empty Line---**. These will be used to add LDAP tags for telephone, fax and cell numbers. Notice that each tag uses a Prefix to identify the type of number being printed.



The screenshot shows the 'Signature Edit Form' window. At the top, the 'Signature Name' is 'External Signature' and the 'CSS style' is 'font-family: times; font-size: 12pt; font-style: normal;'. The main text area contains the following text:

```

---Empty Line---
[GIVENNAME][ ( )SN]
[TITLE][ ( )OU]
Omni Technology Solutions, Inc.
www.omni-ts.com
[(Office: )TELEPHONENUMBER]
[(Fax: )FACSIMILETELEPHONENUMBER]
[(Cell: )MOBILE]
    
```

Below the text area are buttons for 'Add Line', 'Delete Line', 'Preview Same', and 'Preview'. A table below these buttons is used to configure LDAP tags:

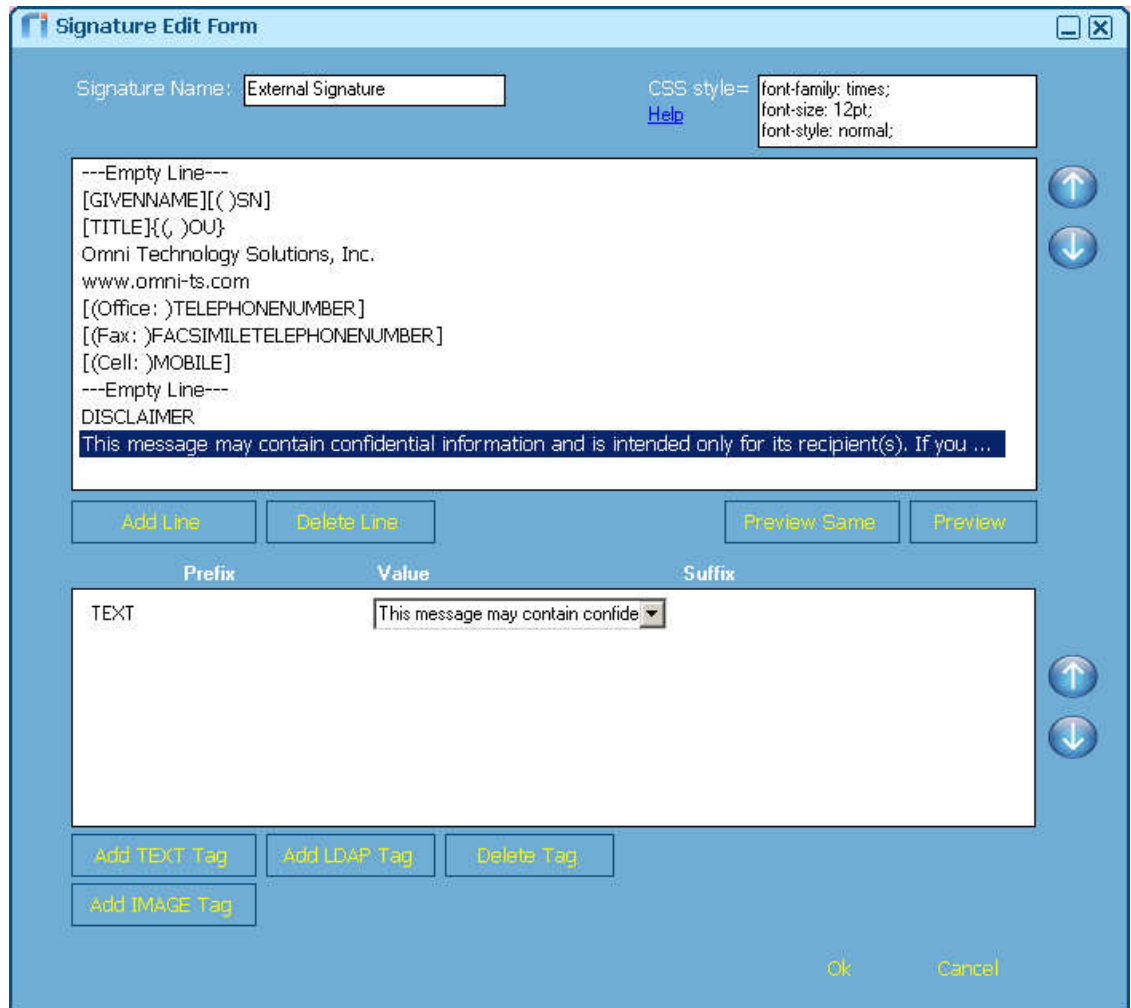
	Prefix	Value	Suffix	Required
LDAP	Cell:	MOBILE		<input checked="" type="checkbox"/>

At the bottom of the form are buttons for 'Add TEXT Tag', 'Add LDAP Tag', 'Delete Tag', and 'Add IMAGE Tag'. 'Ok' and 'Cancel' buttons are at the very bottom right.

The LDAP values used are:

- **TELEPHONE** for business phone number.
- **FACSIMILENUMBER** for the business fax number
- **MOBILE** for the cell number

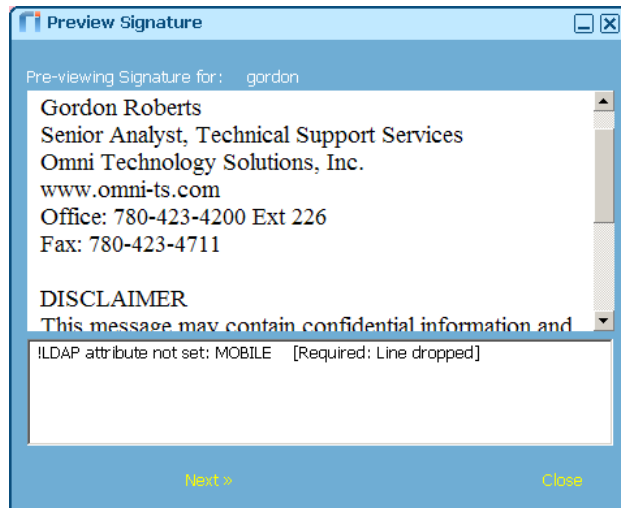
- h. Click **Add Line** three times to add the next three **---Empty Line---**. The first line is left alone. The second line is used for a TEXT tag for the DISCLAIMER title. The third line is used for the corporate disclaimer text.



Example disclaimer text

This message may contain confidential information and is intended only for its recipient(s). If you have received this email by error, please notify the sender immediately and delete this e-mail from your system. You should not distribute or copy this e-mail. E-mail transmission cannot be guaranteed to be secure. The sender does not accept liability for any errors or omissions in the contents of this message.

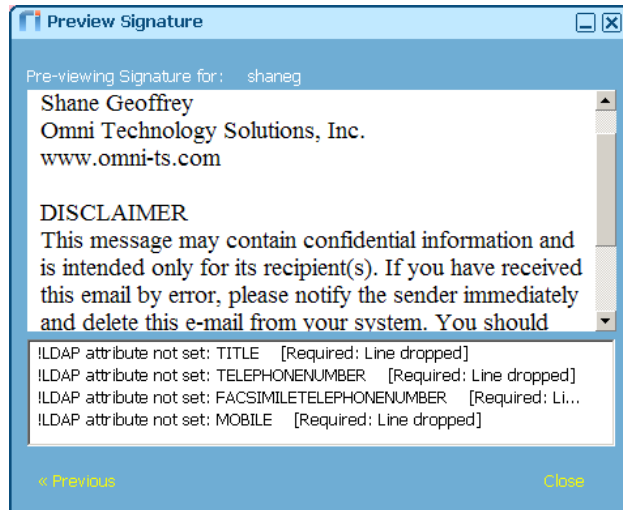
- i. The next step would be to preview the signatures using a sample of users. Click the **Preview** button, select the desired users (in this example we will look at three users) and preview the signatures.



In the first example, the Cell: line was dropped because the value for MOBILE was empty and it is a required value. Click **Next >>**



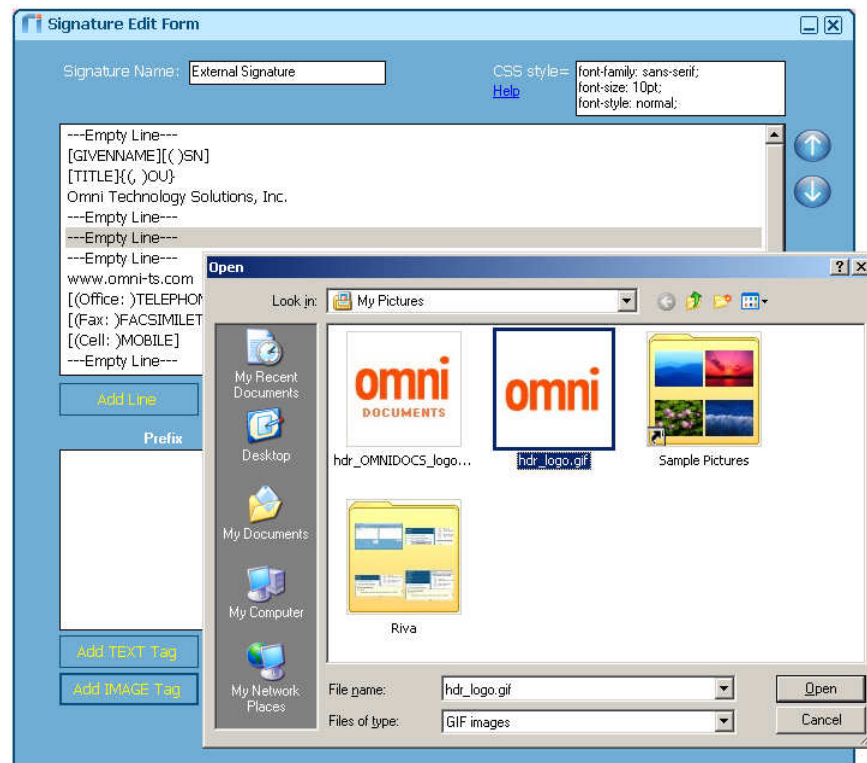
In the second example, the OU tag is not printed because the value is empty for this user. Both the Office: and Fax: lines are dropped because the respective values are empty and the tags are required.



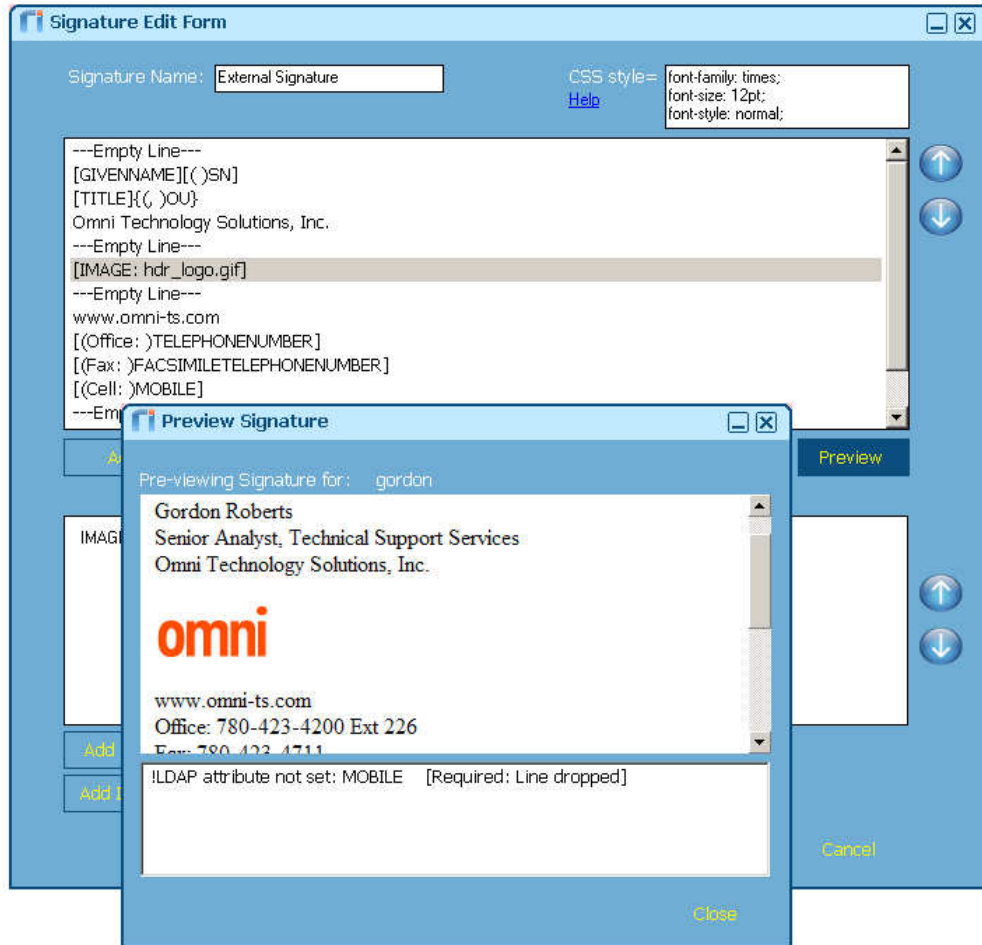
In the third example, the Title & Department line is dropped because the required TITLE value is empty. All the telephone lines are dropped because their respective values are empty and each .

Click **Close** to close the Preview Signature window.

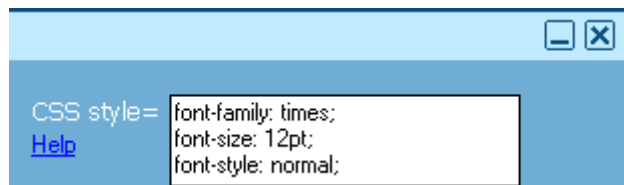
- j. In the Signature Edit Form window, Click **Add Line** three times to add the next three **–Empty Line–**. Use the up arrow button to move those lines to immediately above the **www.omni-ts.com** line.
- k. Select the middle **–Empty Line–** and click the **Add IMAGE Tag** button. Browse and select the desired .JPG or .GIF image file of the logo that you want to insert into the signature boilerplate.



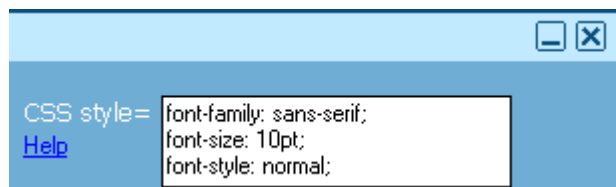
- I. Click the **Preview Same** button to preview the same three signatures as before.



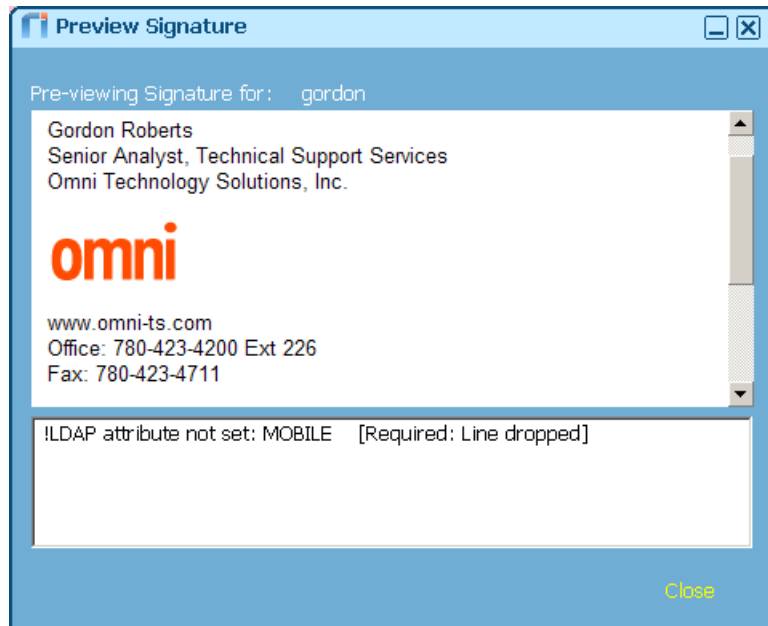
- m. The font family, type and size are controlled using the **CSS Style=** pane in the top right corner.



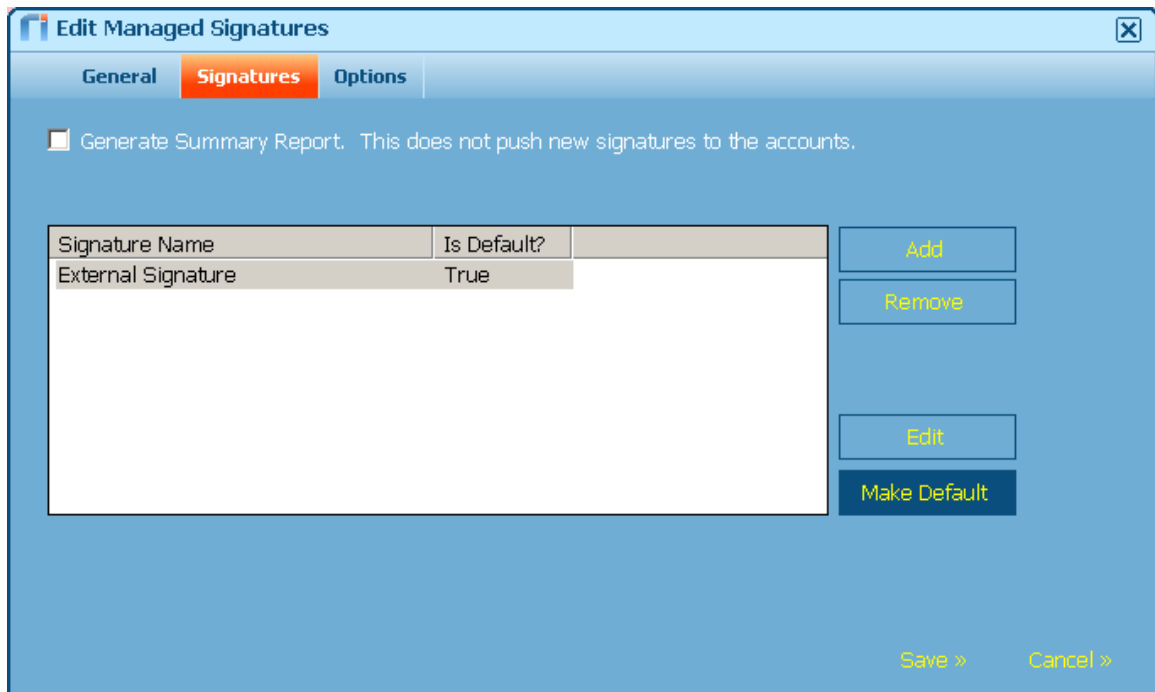
To adjust the signature so that it will match the default for the GroupWise client, make the necessary adjustments.



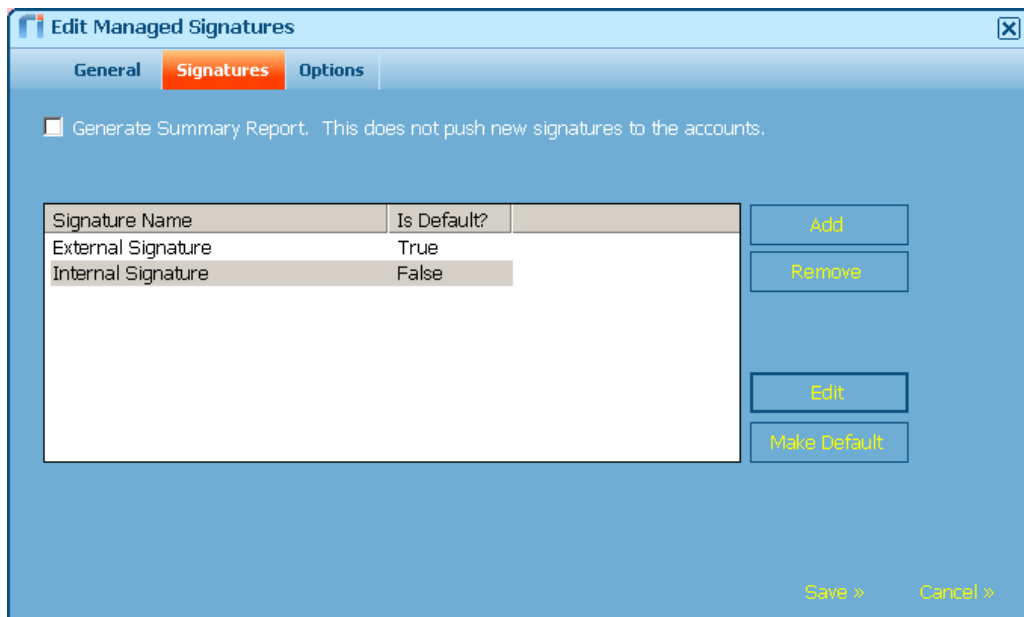
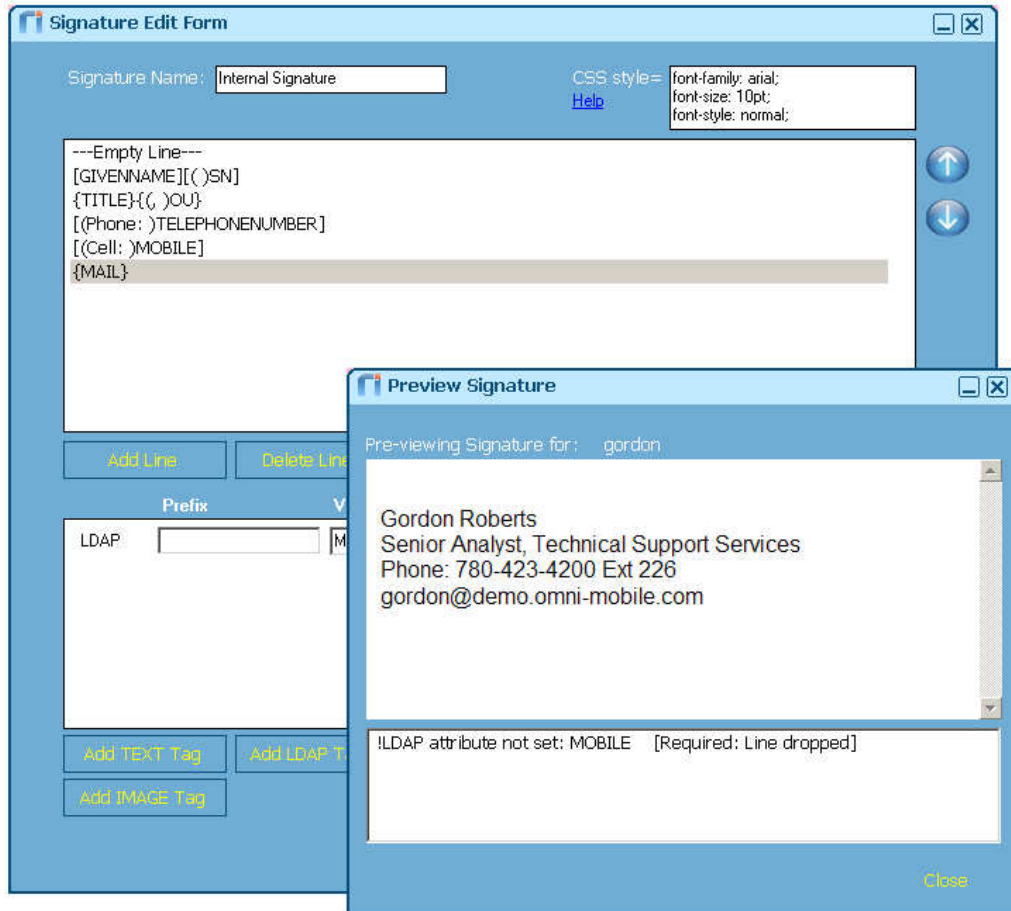
If you perform another **Preview Same** it will show the difference.



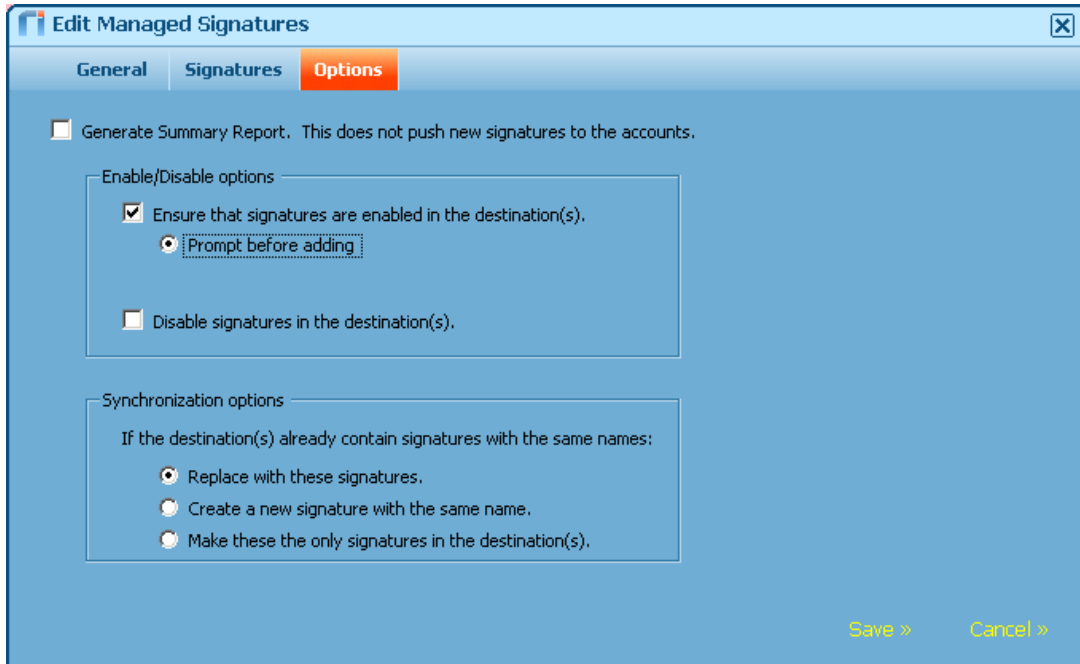
7. **(Optional)** To set a signature as the default, select it from the list and click **Make Default**.



- (Optional)** To create additional signatures, click **Add** in the “Edit Managed Signatures” window and use steps similar to those described above. In this example, the lines and tags are shown for a typical “Internal Signature”.



9. The next step is to set the global options for the policy. Click **Options**.



- a. **Enable/Disable options** - managed signatures can be:

- **Ensure that signatures are enabled in the destination(s)**
 - If there will be multiple signatures (managed or personal) select **Prompt before adding** which will prompt the user to select the desired signature, or not add a signature.
- **Disable signatures in the destination(s)** will disable all signatures in the destination's GroupWise client.
- If both **Ensure that that signatures are enabled in the destination(s)** and **Disable signatures in the destination(s)** are not selected, then Riva will not change the enable/disable state, e.g. if the user has signatures disabled, then that state will remain as signatures disabled.

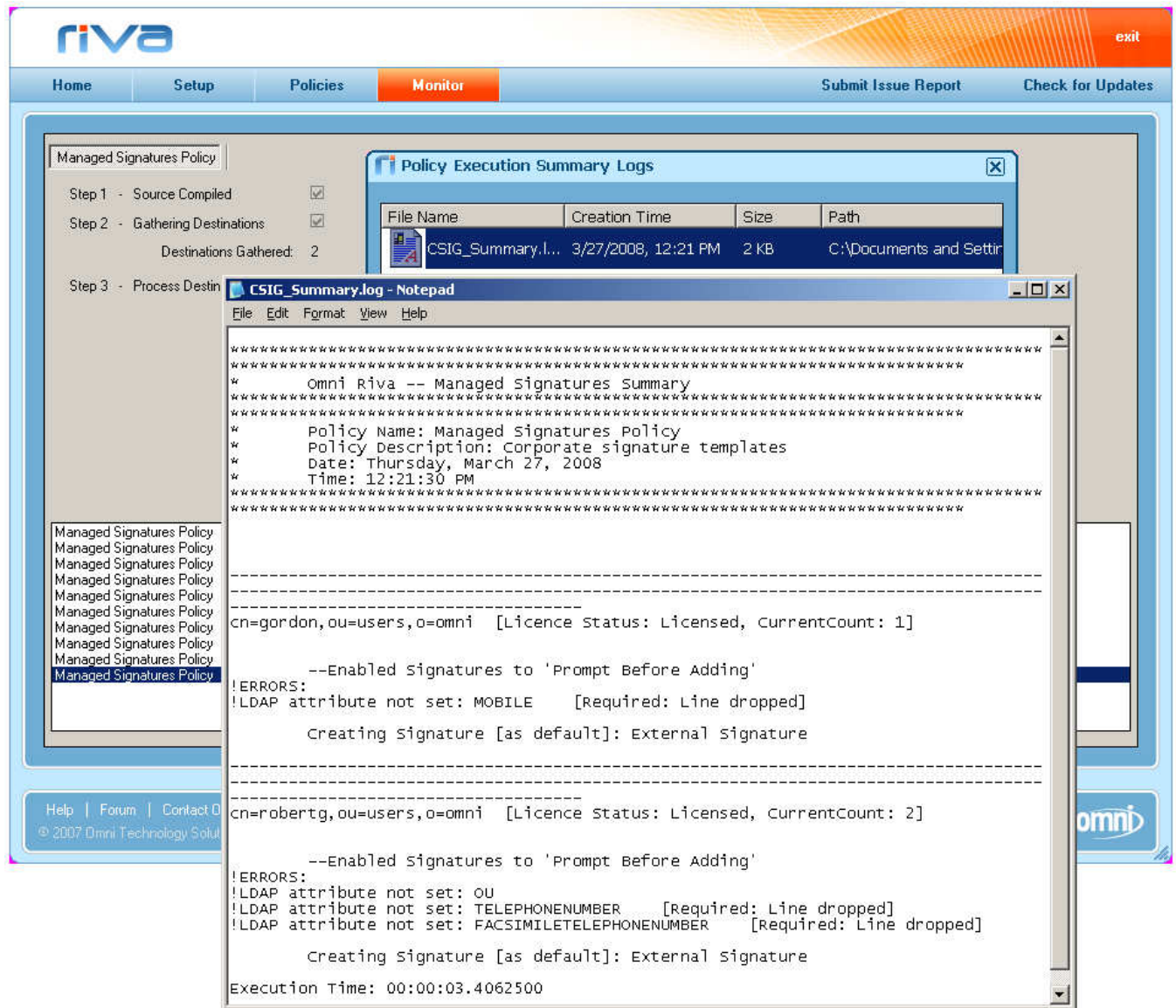
- b. **Synchronization options** - control how managed signatures are "pushed" to destination(s). If a signature with the same name as a managed signature already exists:

- Use **Replace with these signatures** to replace the personal signatures with the managed signature.
- Use **Create a new signature with the same name** to create the managed signature with the same name as the personal signature
- Use **Make these the only signatures in the destination(s)** to remove personal signatures and use only managed signatures.

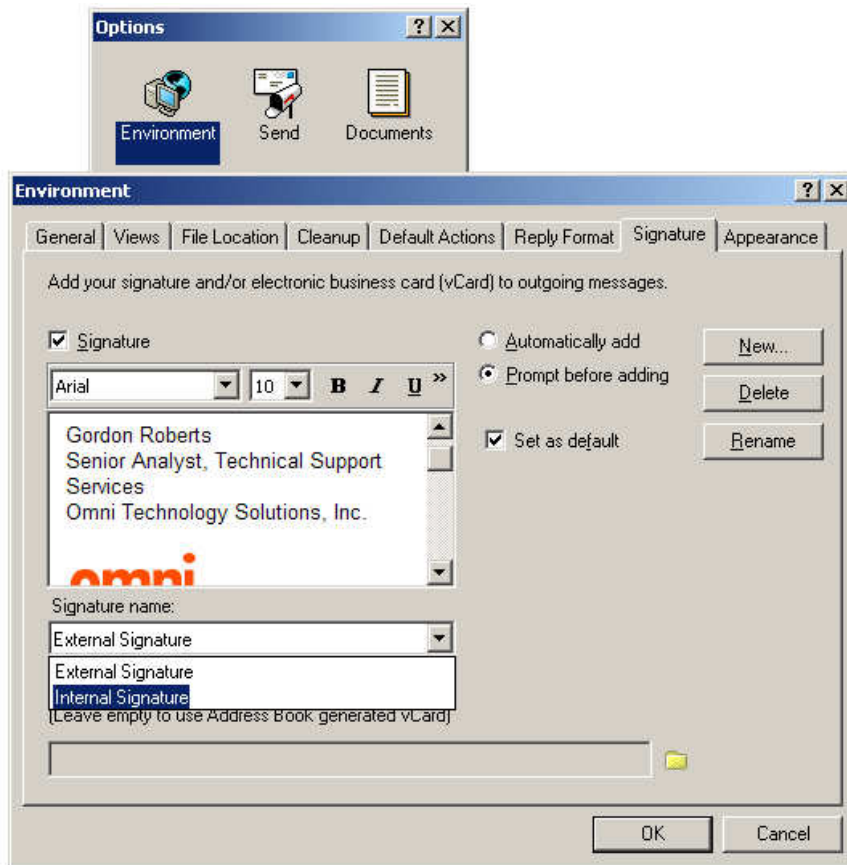
10. Click **Save >>** to save the policy settings.

Executing Managed Signature Policies

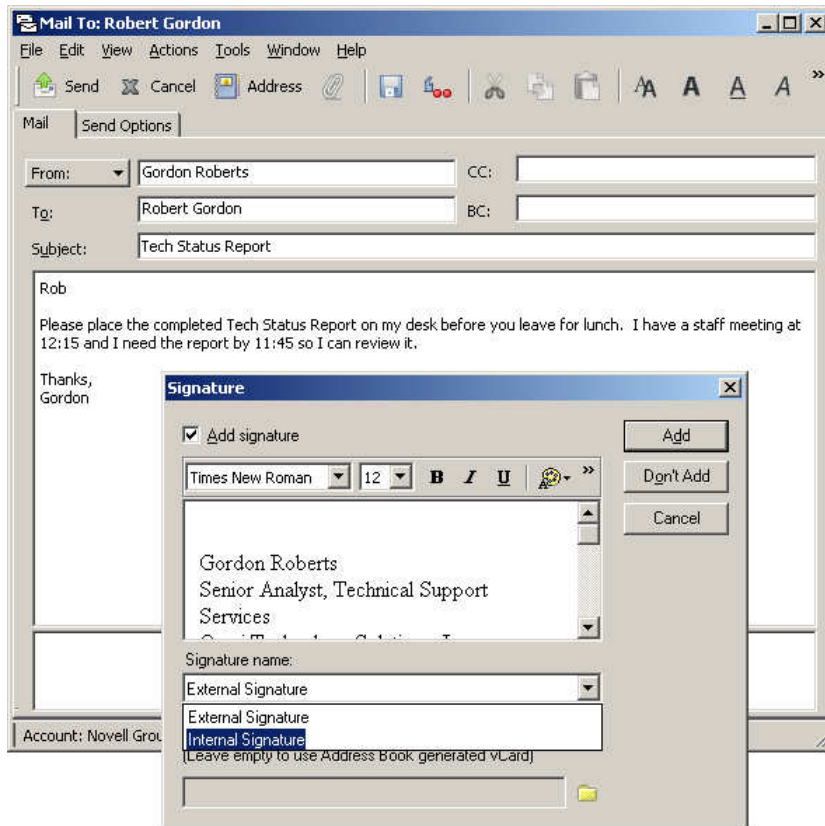
When a Managed Signature policy is executed, a “Policy Execution Summary Logs” window will open and list the log file(s). Click the **Show** button to open the log file.



When the user logs into GroupWise and checks the **Tools > Options > Environment > Signature** they can confirm that managed signatures have been added.



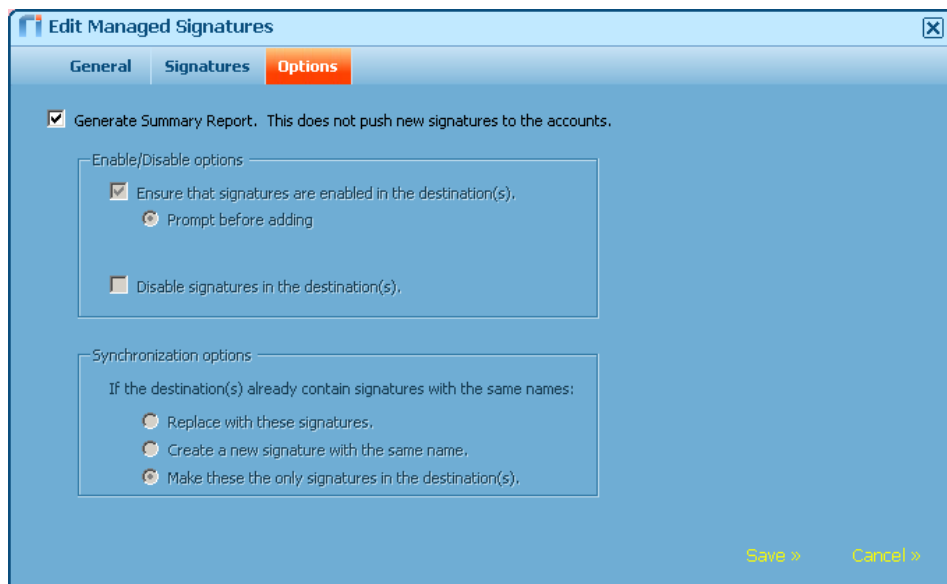
The user would see the "Signature" open when sending an email.



Produce a Summary Report Only

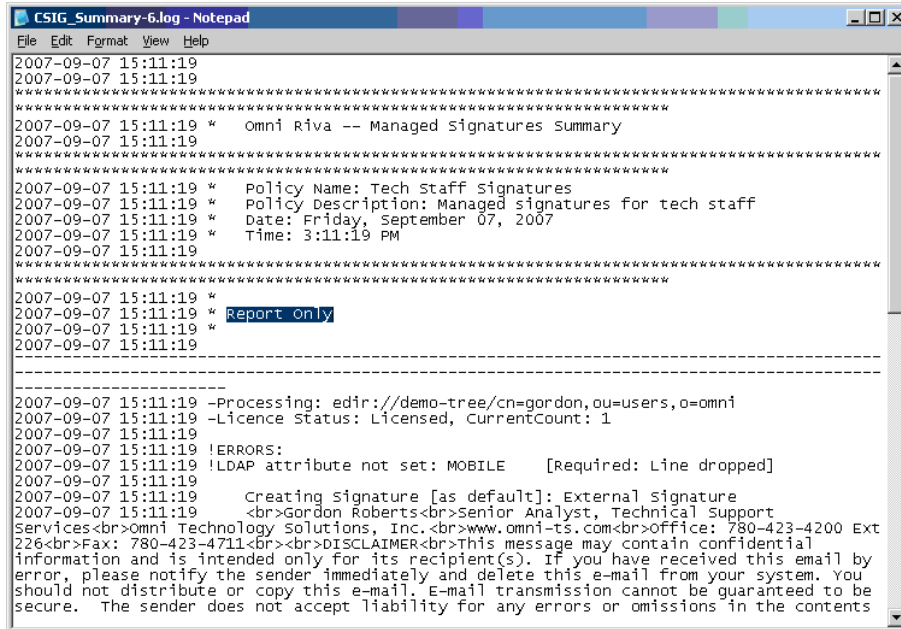
Any Managed Signature policy can be modified to produce a summary report of what changes that policy will enforce when it is executed.

1. Open the desired Managed Signature policy.
2. Select **Options** and check **Generate Summary Report**.



When this option is selected, the policy will not push new signatures to the destination(s). It will produce a report of what would happen if the policy is executed.

3. Click **Save >>**.
4. Execute the policy to produce the report.

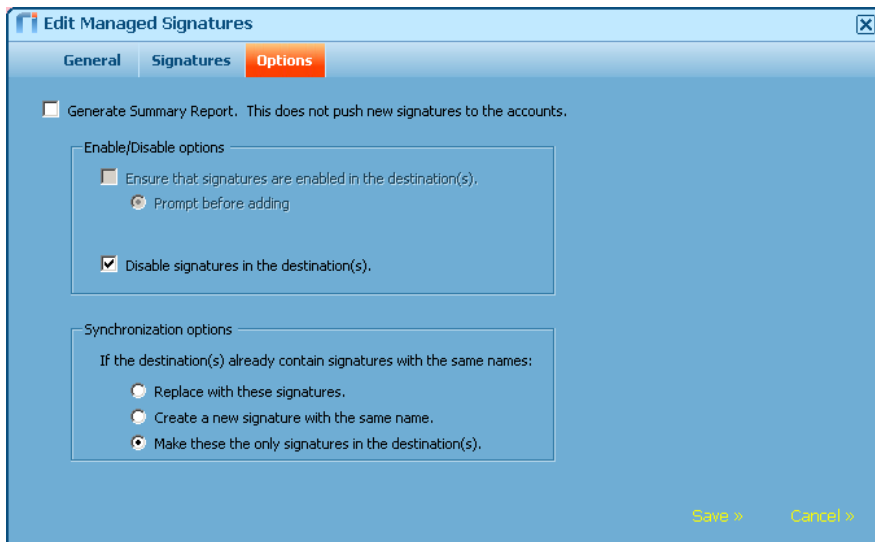


5. Ensure that the **Generate Summary Report** option is unchecked before executing the policy to enforce managed signatures.

Disable Signatures Using a Managed Signature Policy

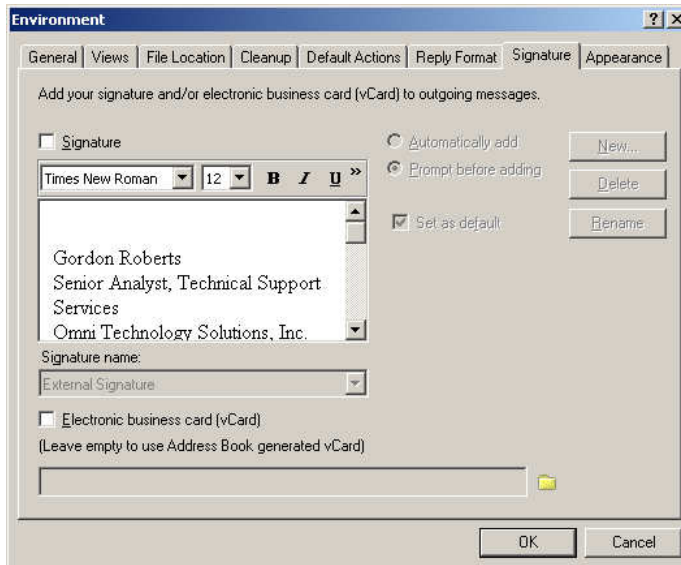
Any Managed Signature policy can be modified to disable signatures of the destination accounts when it is executed.

1. Open the desired Managed Signature policy.
2. Select **Options** and check **Disable signatures in the destination(s)**.



When this option is selected, the **enable options** are greyed out. The **Synchronization options** will work as selected. For example, if **Disable signatures in the destination(s)** is selected and the **Make these the only signatures in the destination(s)** is selected, the result of running this policy is that all existing signatures would be replaced with the signatures in this policy and all signatures would be disabled in the GroupWise client.

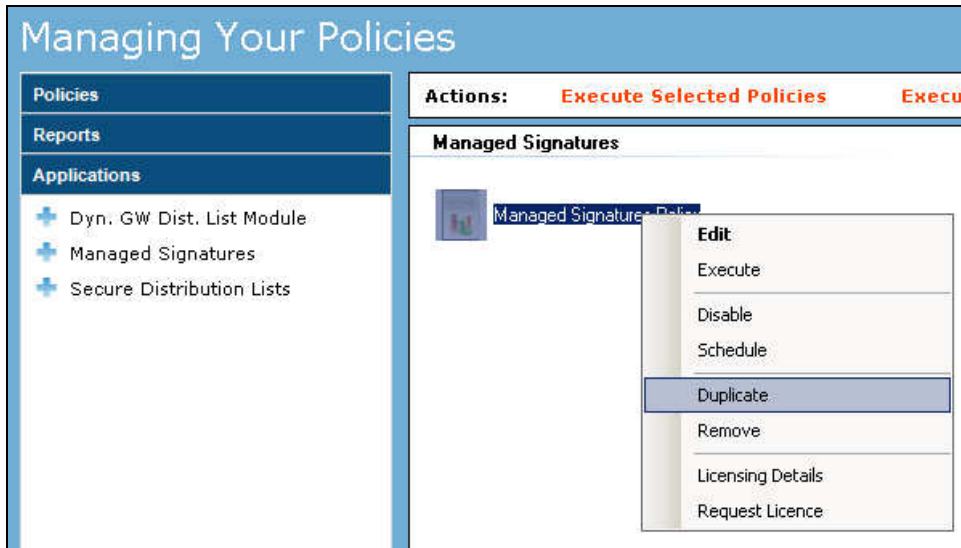
3. Click **Save >>**.
4. Execute the policy to disable signatures. The users will notice that their signatures are disabled in their GroupWise client.



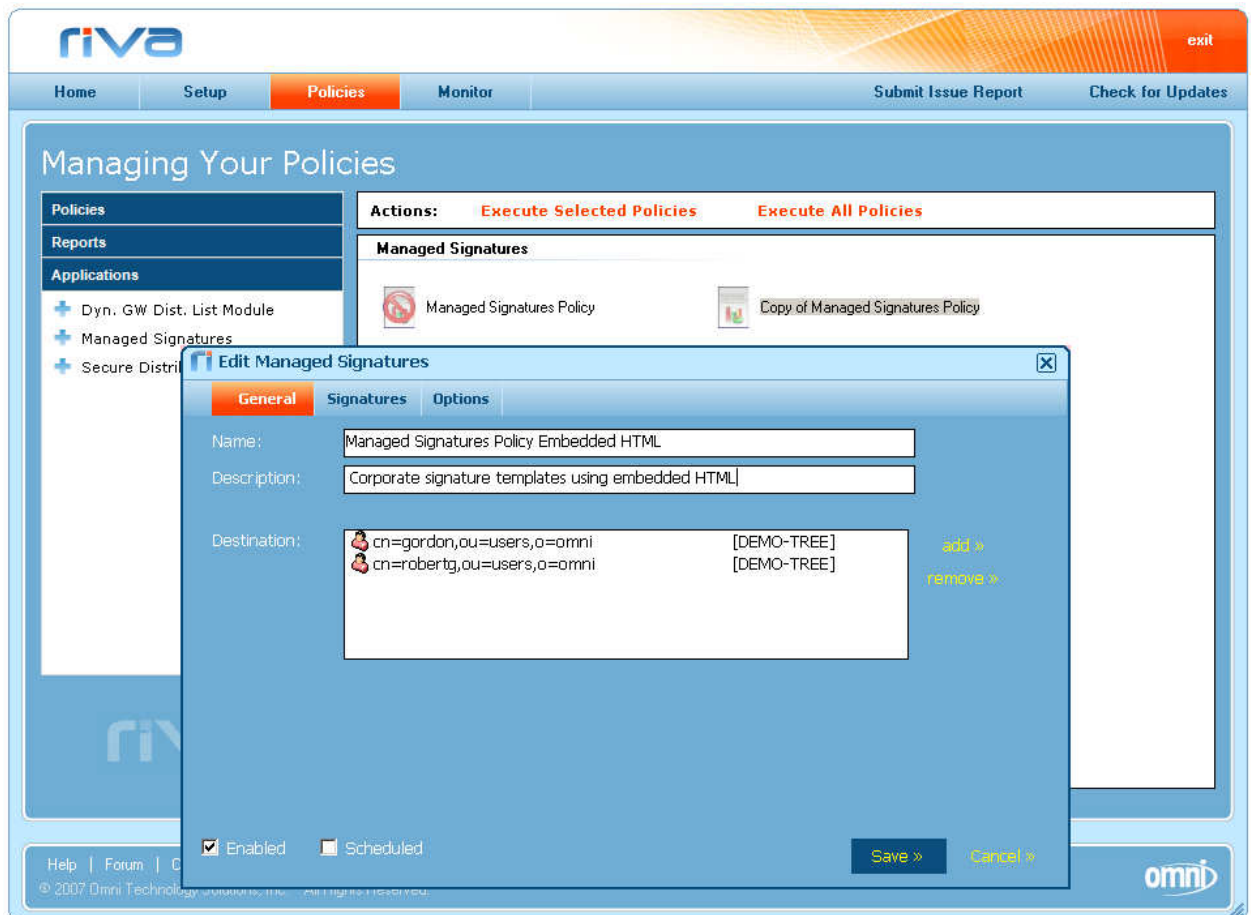
Format Signatures Using Embedded HTML

It is possible to embed html tags to better control the display of the logo graphic beside the signature. To do this, you can copy the existing Managed Signature Policy and make the necessary adjustments:

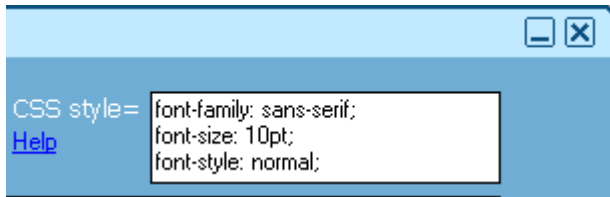
1. Right-click the desired Managed Signature policy and select **Duplicate**. This will create a "Copy of ..." the selected policy.



2. Right-click the original Managed Signature policy and select **Disable** to prevent it from being executed in the future.
3. Open the "Copy of .." policy and modify the "Name:" and "Description:" information.



4. Choose the **Signatures** tab, select the **External Signature** and click **Edit**.
5. Modify the current signature boilerplate by embedding an html table using TEXT tags.

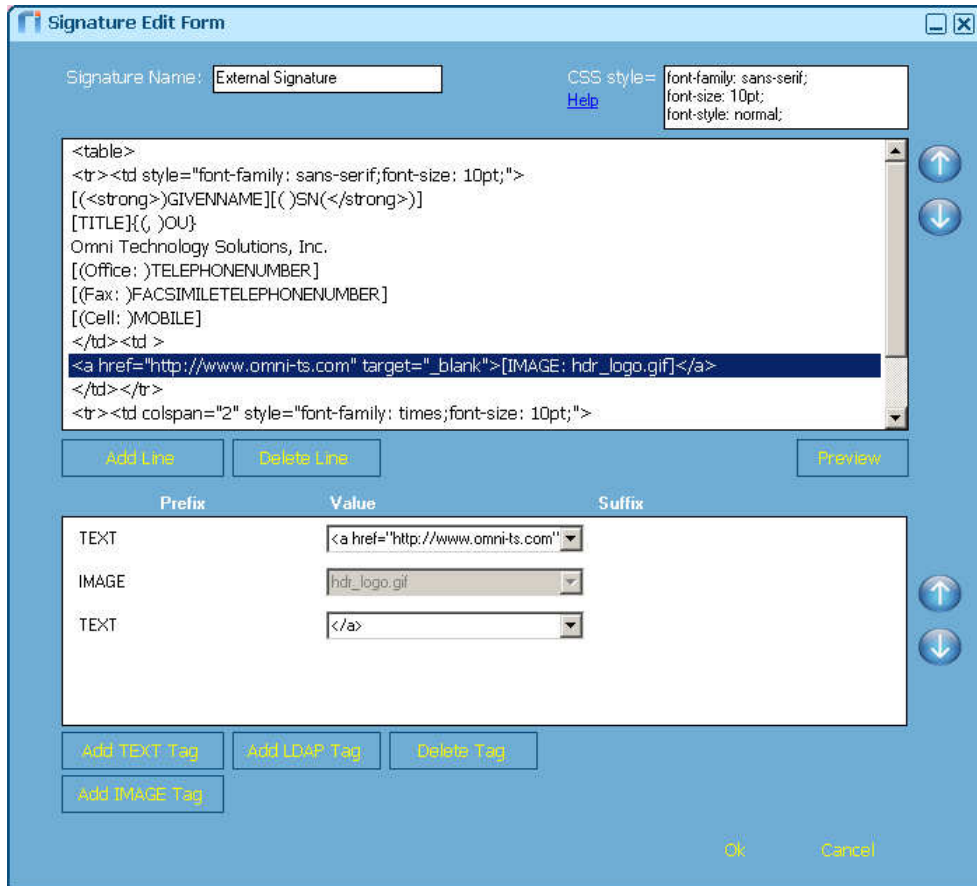


Note: The **CSS style=** pane settings will not apply to the content inside the table, so all CSS style settings must be added to the applicable `<td>` tag for the content that you need the style to apply to. This permits bolding of specific lines and using two or more font families within the boilerplate.

In this example, the new boilerplate will look like:

```
<table>
<tr><td style="font-family: sans-serif;font-size: 10pt;">
[(<strong>)GIVENNAME][ ( )SN(</strong>]
[TITLE]{(, )OU}
Omni Technology Solutions, Inc.
[(Office: )TELEPHONE]
[(Fax: )FACSIMILETELEPHONENUMBER]
[(Cell: )MOBILE]
</td><td>
<a href="http://www.omni-ts.com" target="_blank">[IMAGE: hdr_logo.GIF]</a>
</td></tr>
<tr><td colspan="2" style="font-family: times;font-size: 10pt;">
DISCLAIMER
This message may contain confidential information and it intended only for its recipient(s), If you ...
</td></tr></table>
```

Note: This boilerplate will automatically add a `
` tag at the end of each line. If you place the `<tr><td>` tags on separate lines in the boilerplate, you may end up with unwanted blank lines inside the cells of the table. It is highly recommended to use multiple html tags on the same lines as displayed in the example above.



Signature Name: CSS style= [Help](#)

```

<table>
<tr><td style="font-family: sans-serif;font-size: 10pt;">
[(<strong>)GIVENNAME][(<strong>)]
[TITLE][(<strong>)]
Omni Technology Solutions, Inc.
[(Office: )TELEPHONENUMBER]
[(Fax: )FACSIMILETELEPHONENUMBER]
[(Cell: )MOBILE]
</td><td >
<a href="http://www.omni-ts.com" target="_blank">[IMAGE: hdr_logo.gif]</a>
</td></tr>
<tr><td colspan="2" style="font-family: times;font-size: 10pt;">

```

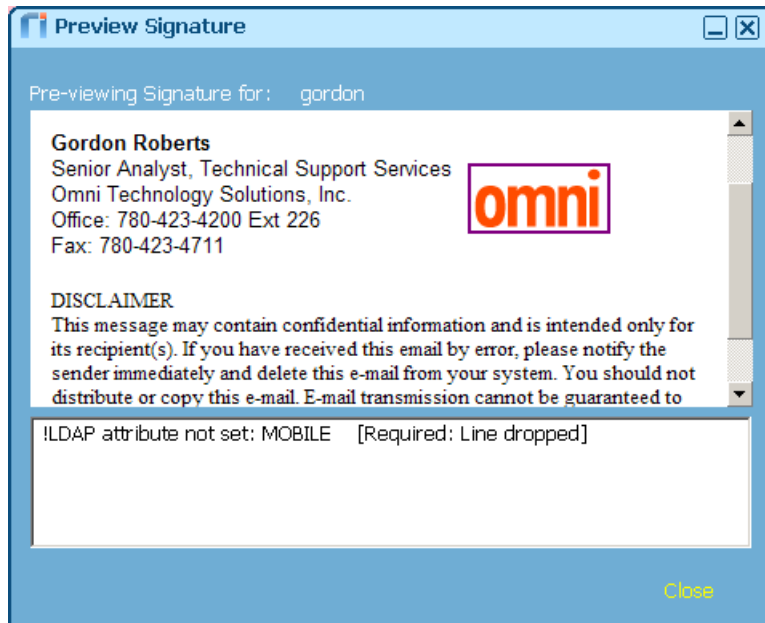
Buttons: Add Line, Delete Line, Preview

Prefix	Value	Suffix
TEXT	<input type="text" value="	
IMAGE	<input type="text" value="hdr_logo.gif"/>	
TEXT	<input type="text" value=""/>	

Buttons: Add TEXT Tag, Add LDAP Tag, Delets Tag, Add IMAGE Tag


Buttons: OK, Cancel

6. Click **Preview** or **Preview Same** to view the results.



Pre-viewing Signature for: gordon

Gordon Roberts
 Senior Analyst, Technical Support Services
 Omni Technology Solutions, Inc.
 Office: 780-423-4200 Ext 226
 Fax: 780-423-4711

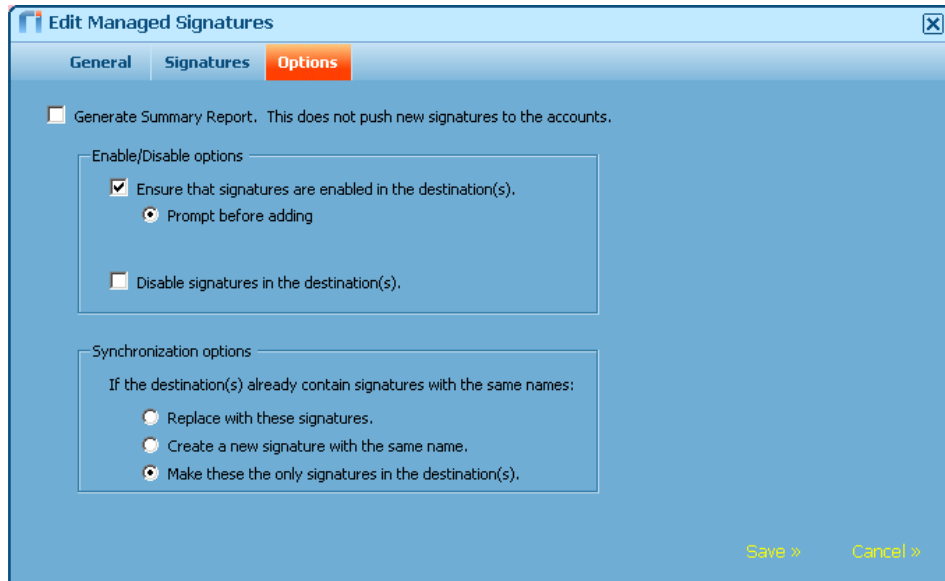


DISCLAIMER
 This message may contain confidential information and is intended only for its recipient(s). If you have received this email by error, please notify the sender immediately and delete this e-mail from your system. You should not distribute or copy this e-mail. E-mail transmission cannot be guaranteed to

!LDAP attribute not set: MOBILE [Required: Line dropped]

Close

7. Select the **Options** tab and ensure that under either **Replace with these signatures** or **Make these the only signatures in the destination(s)** synchronization options are selected. When this policy is executed, it either of those options will remove the previous signatures and add the new embedded html signatures.



Best Practices for Managed Signature Policies

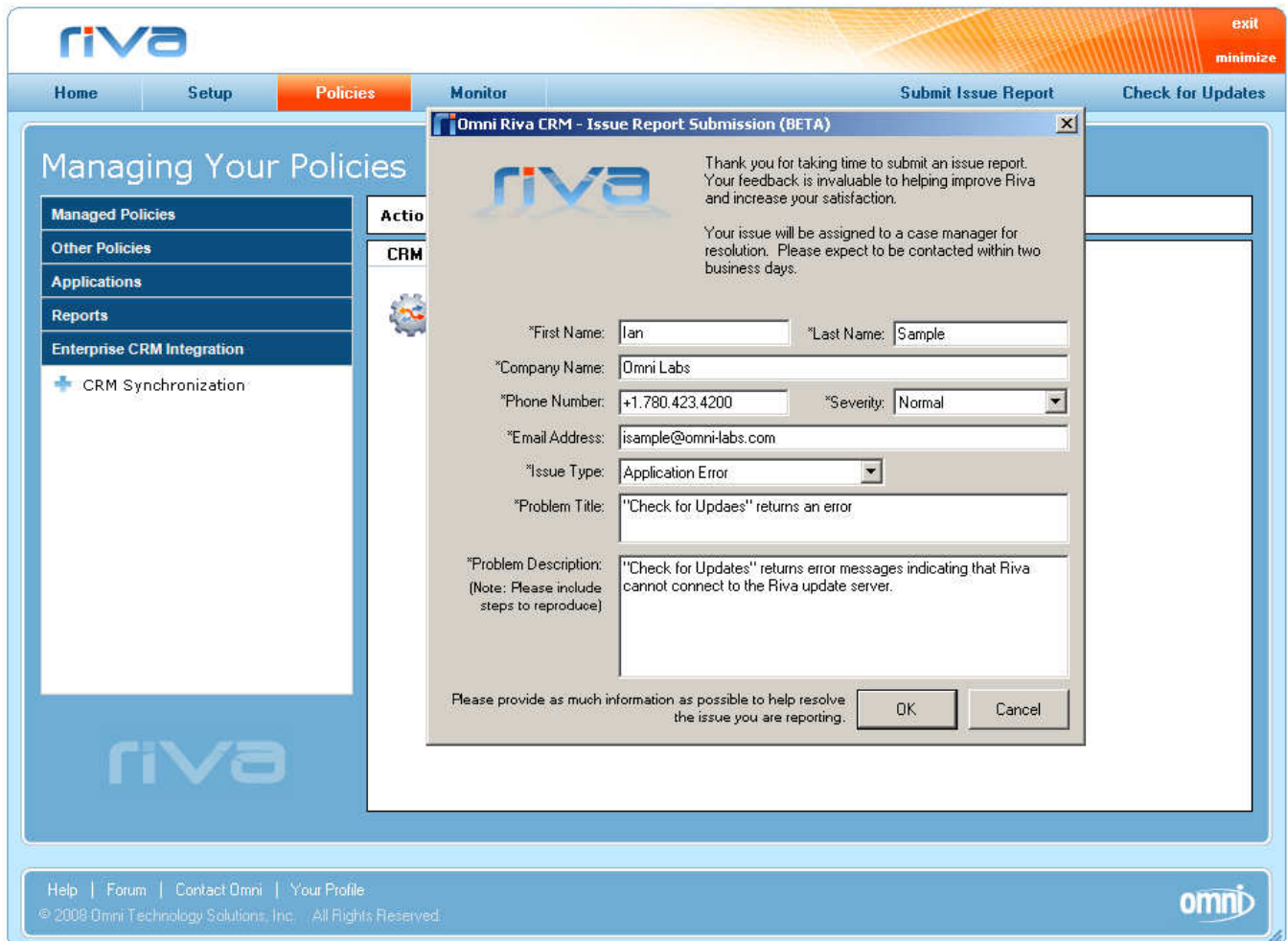
Here are recommended best practices:

- Test, test, and test. When creating or modifying a Managed Signature policy, use a sample destination user account to test creation and / or deletion of folders.
- Use eDirectory objects for destination. Although Managed Signature policies allow the use of GroupWise objects (post offices and domains), using GroupWise objects as destinations are less efficient than using eDirectory objects. This functionality was created specifically to support environments that have GroupWise only accounts that are not linked to an eDirectory account. Using eDirectory accounts as source and destination objects will provide significantly faster policy execution.

Support for Riva

Reporting a Technical Issue

Riva CRM Enterprise Edition includes a “Submit Issue Report” feature in the program. If you experience a problem with the application, click the **Submit Issue Report** link and complete the form. Please ensure that you include the correct contact information. Once the **OK** button is clicked, Riva CRM Enterprise Edition will send this issue and a copy of the application logs to our technical support team.



The screenshot shows the Riva CRM application interface with the 'Submit Issue Report' dialog box open. The dialog box contains the following information:

- Title:** Omni Riva CRM - Issue Report Submission (BETA)
- Message:** Thank you for taking time to submit an issue report. Your feedback is invaluable to helping improve Riva and increase your satisfaction. Your issue will be assigned to a case manager for resolution. Please expect to be contacted within two business days.
- Form Fields:**
 - *First Name: Ian
 - *Last Name: Sample
 - *Company Name: Omni Labs
 - *Phone Number: +1.780.423.4200
 - *Severity: Normal
 - *Email Address: isample@omni-labs.com
 - *Issue Type: Application Error
 - *Problem Title: "Check for Updaes" returns an error
 - *Problem Description: "Check for Updates" returns error messages indicating that Riva cannot connect to the Riva update server.
- Buttons:** OK, Cancel
- Footer:** Please provide as much information as possible to help resolve the issue you are reporting.

Upgrade and Maintenance Support Agreements

Customers who have current upgrade and maintenance support contracts are eligible to receive full email and telephone support Monday to Friday between 9:00 a.m. and 5:00 p.m. Mountain Time. Limited email support may be available during extended hours. Email and telephone support is also available to customers who are evaluating Riva. 365x7x24 support is available for optional purchase.

Free Support

Free support is limited to information available from our support forum, our web site and information contained in the user manual. Telephone and email support for customers who do not have a current support contract can be provided on a fee per incident or fee per hour basis, whichever is greater.

Contacting Support

You can contact support using the following methods. Please include as many details as possible when requesting support:

Use the “Contact Us” link in the top right corner of any page of our website and complete the online form or go to www.omni-ts.com/contact-us.html.

:: contact form

Topic:

Subject:

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Call or fax us:

Phone: **1-780-423-4200**
Fax: 1-780-423-4711

Online Resources

Online resources for Riva include:

- **Product Documentation:** Go to www.omni-ts.com select **Support**, follow the link for **Documentation** and select **Messaging Documentation**
- **Riva Flash Tutorials:** will be added to www.omni-ts.com/quicktours
- **Support Forum:** Go to www.omni-ts.com/Forum and:
 - Select the **Riva for GroupWise ~ Installing, Using, Support** forum
 - “**Riva Tips**” available at www.omni-ts.com/forum/post--2055--page-1.html is a collection of forum articles to provide troubleshooting and advanced management steps
- **Product FAQ:** Go to www.omni-ts.com/integration and select **Frequently Asked Questions**