

17 Differences between Outlook and GroupWise

1

Silently Retract Messages

Outlook can retract messages, but whether successful or not, the recipient knows that the attempt was made (and the attempt includes the subject line).

2

Tracking Sent Items

Outlook sends copies of messages to every recipient. Therefore, if you want to know if someone opened or received your email, you must ask for a receipt at the time you send it. Not getting a receipt back, however, does not mean the email delivery failed. It could be that the recipient's system doesn't want to give you a receipt (Outlook users can make that choice themselves).

3

Viewing Attachments

In Outlook, attachments must be opened or saved. So if you receive an attachment created with a program you don't have, you are out of luck. IT-savvy folks will figure out a way around it, but regular users won't know to save it, then "Open With" a compatible program because there is no "Open With" in Outlook.

4

Losing Attachments When Changing Type

If you try to change an email to an appointment by dragging it from the mailbox to the calendar, the attachment disappears—only the contents of the email stay intact. Outlook keeps the email in the mailbox and copies it in the calendar.

5

Recurring Appointment Patterns

Not all recurring appointments follow a pattern (every Monday, the last Friday of the month, every 14 days, etc.). Some are random, like taking vacation days. To use the recurring feature in Outlook, there must be a pattern.

6

Sending Appointments

When an Outlook appointment is sent, a copy of the appointment—not a link to the appointment—is sent. Therefore when the organizer changes the appointment, an additional message is sent to the original recipient to alert them. If the recipient deletes that email message, the calendar item is not updated. The same thing applies when deleting an item: the recipient must click "Remove from Calendar" or the item will stay on the calendar forever. Also, for any update, if the recipient acknowledges the update on the calendar, the matching email stays in the Inbox until the user deletes it.

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Deleting Recurring Appointments

If you delete a recurring appointment in Outlook, it does not go into the Trash. It is not recoverable.

8

Calendar Tool Tips

In Outlook, there are no tool tips, so details like from, to, cc, place, time, and subject are only visible when you open the item.

9

Tracking Calendar Items that Were Sent

There is no sent item when an appointment/task is sent in Outlook. The organizer of the appointment automatically gets a copy of the appointment on their own calendar, which becomes the tracking copy. If that tracking copy is deleted (removed from Deleted Items), there is no way to manage that item. If an appointment/task needs to be changed or removed, it must be done on each recipient's account.

10 Recipients of Meetings Can Move the Item

Recipients of meetings can move them in Outlook because only copies of meetings are sent to recipients, not links. So recipients of appointments (group meetings) may accidentally drag that appointment to a new place/time on their own calendar by simply clicking and dragging the appointment without receiving any warning that they have moved the meeting. After opening the item, there is no way to tell what the original date/time was. The only workaround is for the organizer of the appointment to send an update.

11 Tasks

In Outlook, tasks sent to multiple people cannot be managed by the person who sent them (called the Organizer). Remember only copies of tasks are sent to the recipient and changes to tasks require an update message sent. For tasks, apparently Outlook is unable to update tasks if sent to multiple people. Therefore if you sent a task to two or more individuals and then you need to change the task or recall it, you cannot. That change (or recall) would have to be done individually for each recipient.

12 Viewing Tasks in the Calendar

You cannot view future tasks on your calendar in Outlook. The task list that appears on the Day or the Week View is a static list of tasks for that day. Clicking on a day in the future changes only the appointments, not the tasks. Therefore to see future tasks, you must look at the task list (where there is no calendar).

13 Discussion Threads

The relationships of posted items in a discussion thread are lost when converted from GroupWise and cannot be reestablished.

14 Dragging Contacts to an Email

In Outlook, you cannot drag contacts from the Contacts folder and drop them on the mailbox to begin a new email message.

15 Resources

“Resources” are set up as a public folder in Outlook, however there are many resources that will require an actual account in Exchange. All accounts in Exchange require a license, even if those accounts are not real people.

16 Proxy Rights

Instead of “proxy rights,” Outlook uses delegates which are more granular. Outlook is folder-based which allows you to give rights to your Inbox, but not your Sent Items or Deleted Items.

17 Document Management

Outlook allows you to send a document from the library in an email that can be addressed to both internal and external individuals, but they must be done in separate emails. So for an internal person to receive a copy of the document, one email must be sent internally and one email must be sent externally with a copy of the document. If the internal person modifies the attachment and applies the changes, the changes are applied only to the file that is attached to that email, not to the document in the DMS.