

Oracle® Beehive

Oracle Beehive Extensions for Outlook Supplemental Help and Release Notes

Release 2 (2.0.1.6)

November 2011

Document updated November 4, 2011

Oracle Beehive Extensions for Outlook is Oracle's collaboration extension of Microsoft® Outlook®, providing Outlook users with direct access to Oracle Beehive collaboration features integrated with Outlook's e-mail, calendar, contact, and task functionality.

Note: This is a supplement to the online help provided with the Oracle Beehive Extensions for Outlook client.

About Oracle Beehive Extensions for Outlook

- What is Oracle Beehive Extensions for Outlook?
- What features are included in Oracle Beehive Extensions for Outlook?
- What operating systems does Oracle Beehive Extensions for Outlook support?

Getting Started

- How do I access Oracle Beehive Extensions for Outlook?
- Where do I download Oracle Beehive Extensions for Outlook?
- What is my username and password?

Oracle Beehive Extensions for Outlook Quick Tips

- What do the different sensitivities mean? (How do I manage sensitivities on my Calendar or task items?)
- How do I move or copy a folder from one workspace location to another within Oracle Beehive Extensions for Outlook?
- How do I move or copy a document into a workspace?
- How do I check my current server storage space usage?
- How do I start Oracle Beehive Extensions for Outlook offline?
- How do I configure synchronization settings in Microsoft Outlook 2003, 2007 or 2010?
- How can I turn off Calendar e-mail notifications?
- How do I purge deleted messages from my Inbox?

Troubleshooting and Limitations

Accessing Online Help

Known and Resolved Issues

Documentation Accessibility

About Oracle Beehive Extensions for Outlook

If you already use Microsoft Outlook as your default mail application, most of the Oracle Beehive Extensions for Outlook features will already be familiar to you as you perform your day-to-day business messaging and collaboration activities.

This section contains the following topics:

- [What is Oracle Beehive Extensions for Outlook?](#)
- [What features are included in Oracle Beehive Extensions for Outlook?](#)
- [What operating systems does Oracle Beehive Extensions for Outlook support?](#)

What is Oracle Beehive Extensions for Outlook?

Oracle Beehive Extensions for Outlook provides a more collaborative environment within Outlook's integrated e-mail, calendar, contact, and task-based functionality. Using Oracle's robust collaboration features, you can easily save, organize, find, and share your project content.

Through Oracle Beehive Extensions for Outlook, you can access Oracle Beehive team and personal workspaces, folders and documents remotely. If you like to access e-mail from your phone, you can even configure your mobile device to receive notifications sent to your Oracle Beehive Extensions for Outlook account.

For more information on how to configure your mobile device to receive Oracle Beehive notifications, see the [Configuring Mobile Devices Help](#) page.

What features are included in Oracle Beehive Extensions for Outlook?

Oracle Beehive Extensions for Outlook 2.0 includes the following features:

- Integrated Oracle Beehive Team Collaboration, including the ability to:
 - Start the Oracle Beehive Team Collaboration application
 - Set Beehive Team Collaboration as the workspace's default Home page
- Shortcuts (links) to Beehive documents and folders
- Document edit-in-place functionality
- New security model adjustments, including:
 - Improved folder permissions, and delegates user interface
 - Additional controls to limit user access to a specified folder
- Expanded resource characteristics (resource booking)
- Absolute reminders on day events
- Performance and user interface enhancements

What new features are included in Oracle Beehive Extensions for Outlook 2.0.1.6?

The following new features are included in the 2.0.1.6 patch release:

- Outlook 2010 (32-bit and 64-bit) is supported
- Outlook 2000 and 2002 is not supported
- Option to control the meeting invitation response dialog

- User control over Oracle Beehive server status notification pop-ups

Note: The new features for 2.0.1.6 will work only if you have installed the Oracle Beehive Extension for Outlook download available for the 2.0.1.6 patch release. For more information contact your system administrator.

What operating systems does Oracle Beehive Extensions for Outlook support?

Oracle Beehive Extensions for Outlook supports the following Microsoft® Windows® operating systems, running Microsoft Outlook 2003, 2007, or 2010:

- Windows XP - Home or Professional
- Windows 7 (32-bit and 64-bit editions) - Home Premium, Professional, Ultimate or Enterprise
- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2

Review the certification matrix on the My Oracle Support Web site for the most up-to-date list of certified hardware platforms and operating system versions. The My Oracle Support Web site is available at:

<http://support.oracle.com>

Note: You must register online before using My Oracle Support. After logging in, click **Certifications** from the menu options. On the Certifications page, use the Certification Search options to search by Product, Release, and Platform. You can also search using the Quick Link options such as Classic Certify & Product Roadmap, Product Availability, and Lifetime Support.

Getting Started

This section includes the following topics:

- [How do I access Oracle Beehive Extensions for Outlook?](#)
- [Where do I download Oracle Beehive Extensions for Outlook?](#)
- [What is my username and password?](#)

How do I access Oracle Beehive Extensions for Outlook?

Oracle Beehive Central provides direct access to all Oracle Beehive hosted applications.

Follow the steps described in the section "[Where do I download Oracle Beehive Extensions for Outlook?](#)" to download the Oracle Beehive Extensions for Outlook client.

To access Oracle Beehive Extensions for Outlook, users must provide credentials for authentication.

Where do I download Oracle Beehive Extensions for Outlook?

Oracle Beehive Central provides links to each Oracle Beehive application available for download.

To download Oracle Beehive Extensions for Outlook:

1. Access the Download Center by clicking **Downloads**.
2. On the Download Center page, click to download Oracle Beehive Extensions for Outlook.
3. After downloading, locate the downloaded Oracle Beehive Extensions for Outlook client .exe on your system, and double-click the .exe to begin installing.

What is my username and password?

Your company will have assigned each user specific credentials to use for Oracle Beehive Extensions for Outlook. Your username is typically your e-mail address. Check with your Oracle Beehive system administrator for your assigned password.

Oracle Beehive Extensions for Outlook Quick Tips

This section describes some additional tips and information not included in the Oracle Beehive Extensions for Outlook Online Help.

This section includes the following topics:

- [What do the different sensitivities mean? \(How do I manage sensitivities on my Calendar or task items?\)](#)
- [How do I move or copy a folder from one workspace location to another within Oracle Beehive Extensions for Outlook?](#)
- [How do I move or copy a document into a workspace?](#)
- [How do I check my current server storage space usage?](#)
- [How do I start Oracle Beehive Extensions for Outlook offline?](#)
- [How do I configure synchronization settings in Microsoft Outlook 2003, 2007 or 2010?](#)
- [How can I turn off Calendar e-mail notifications?](#)
- [How do I purge deleted messages from my Inbox?](#)

What do the different sensitivities mean? (How do I manage sensitivities on my Calendar or task items?)

In Oracle Beehive Extensions for Outlook, when you create a new Calendar or Task list, you can apply one or more of the following sensitivities. Sensitivities are limitations based on what level of access you want other users to have when they view your information.

For advanced users who want to vary the level of access for a particular sensitivity, the definitions can be changed. See the section "[How do I set/change sensitivities?](#)" for more information.

Sensitivity Levels

When you allow users access, the following default sensitivities are available to assign to new items in your Calendar or Task list:

- **Normal** – Allows users to discover items, but denies read, write, delete access, and prohibits sending items to any user
- **Public** – Allows users to discover and read items, but denies write, delete access, and prohibits sending items to any user
- **Confidential** – Allows users to discover items, but denies read, write, delete access, and prohibits sending items to any user
- **Private** – Allows users to discover items, but denies read, write, delete access, and prohibits sending items to any user
- **Personal** – Allows users to discover items, but denies read, write, delete access, and prohibits sending items to any user

Note: **Normal**, **Confidential**, **Private**, and **Personal** sensitivities are the same. Only **Public** allows users to not only discover, but also read items on your behalf. However, all sensitivities prohibit the user from sending items to any other user.

Depending on what sensitivities you select for your Calendar or Task list items, users will only be able to access (read and/or discover) items marked with those sensitivities.

How do I set/change sensitivities?

If you are an advanced user, you can change access for one or more users for each sensitivity, by assigning different permissions other than the default for those sensitivities.

Note: Before you change default sensitivities, be sure you fully understand the meaning of each sensitivity, and what level of access you allow when those sensitivities are applied.

To change default sensitivities:

1. In the Permissions tab of the Properties dialog for a selected Calendar or Task list, select one or more users or **All Users**, and click **More**.
2. In the Permissions dialog for the selected user(s), under the Permission Level column, click to select a different permission, or select **More** for additional access types.
3. Click **OK** to close each dialog.

How do I move or copy a folder from one workspace location to another within Oracle Beehive Extensions for Outlook?

To move or copy a folder from one workspace location to another, simply right-click the folder, and select **Copy “[folder name]”** or **Move “[folder name]”**. In the Copy [or Move] Folder window, select the new folder location, then click **OK**.

How do I move or copy a document into a workspace?

You can move a document from one location either in or outside of Oracle Beehive Extensions for Outlook to an Oracle Beehive workspace by using drag-and-drop, or cut-and-paste functionality. To copy a document, you can simply copy and paste, leaving the original document in place, with a copy pasted into an Oracle Beehive Extensions for Outlook workspace.

To move (drag and drop) a document into a workspace:

1. Locate and select the document you want to move, either within Oracle Beehive Extensions for Outlook, or in another location on your system.
2. In Oracle Beehive Extensions for Outlook, drag and drop the document (such as from Windows Explorer Folders view) into the workspace folder you select (such as **Documents**) in the Oracle Beehive Extensions for Outlook folder list.

To move (cut and paste) a document into a workspace:

1. Locate and select the document you want to move, then use the **Ctrl+X** keyboard shortcut to cut the document from the current location. Optionally, in Oracle Beehive Extensions for Outlook, click the **Edit** menu, and select **Cut**.
2. In the selected workspace folder, use the **Ctrl+V** keyboard shortcut to paste the document into the new location. Optionally, click the **Edit** menu, and select **Paste**.

To copy (copy and paste) a document into a workspace:

1. Locate and select the document you want to copy, then select the document and use the **Ctrl+C** keyboard shortcut to cut the document from the current location. Optionally, in Oracle Beehive Extensions for Outlook, click the **Edit** menu, and select **Copy**.
2. In the selected workspace folder, use the **Ctrl+V** keyboard shortcut to paste the document into the new location. Optionally, click the **Edit** menu, and select **Paste**.

How do I check my current server storage space usage?

You can periodically check the current storage space usage by looking at your workspace quota within Oracle Beehive Extensions for Outlook.

To check your current workspace quota:

1. In the **Tools** menu, select **Workspaces**, then **Workspace Quota**.
The **Total Allocated Space**, **Used Space**, and **Free Space** for the workspace is displayed.
2. Click **Close**.

How do I start Oracle Beehive Extensions for Outlook offline?

To switch to offline mode in Oracle Beehive Extensions for Outlook, from the **File** menu, select **Work Offline**.

How do I configure synchronization settings in Microsoft Outlook 2003, 2007 or 2010?

When connected to the network, Oracle Beehive Extensions for Outlook refreshes folders automatically based on notifications from the Oracle Beehive server whenever changes in data occur. However, whether you are online or offline, you can change settings such as how frequently synchronizations occur and which folder or folder items you want to synchronize.

For information on configuring offline settings and synchronizing between online and offline states, see the section “Working Offline” in the Oracle Beehive Extensions for Outlook Online Help.

Note: By default, Oracle Beehive Extensions for Outlook profiles are configured to synchronize both local and server data.

To set up synchronization with Oracle Beehive using Outlook 2003, 2007 or 2010:

1. From the **Tools** menu, select **Send/Receive** then **Send/Receive Settings**, then **Define Send/Receive Groups**.
2. In the Send/Receive Groups window, ensure that the **Include this group in send/receive (F9)** option is selected.
3. Optionally, if you want synchronization to occur at scheduled intervals (versus manual synchronization), then select the **Schedule an automatic send/receive every** option, and select a time interval in the **minutes** box.

Note: In most cases, you will not need to manually synchronize your data because the Oracle Beehive server is configured to notify all Oracle Beehive clients and automatically reconciles changes.

4. Select the **All Accounts** group and click **Edit**.
5. Optionally, in the Send/Receive Settings window for the selected group, under Account Options, choose from the following manual synchronization options.
 - If you want to only perform manual synchronizations, then select **Refresh folder when notified**.
 - If you want the refresh to occur in scheduled intervals then select the **Refresh folder every** option, and select a time interval in the **minutes** box.
6. In the Folder Options window, select the folders/items and their subfolders/items you want to synchronize, and set the synchronization levels for each item:
 - **None:** No items in the folder are synchronized.
 - **Headers:** Only item headers are synchronized. This option is only available for e-mail folders and document folders.
 - **Full:** All data, including attachments, for items in the folder are synchronized.
7. When finished, click **OK**, then **Close**.

How can I turn off Calendar e-mail notifications?

1. From the **Tools** menu, select **Options**.

2. Click the **Beehive** tab.
3. Under Notifications, click **Notify Options**.
4. Clear the **I want to receive notifications** option.
5. Click **OK**.

How do I purge deleted messages from my Inbox?

From the **Tools** menu, select **Expired Messages**, then choose either **Delete Permanently**, or **Clear Expiry Flag**.

Troubleshooting and Limitations

This section includes the following troubleshooting topics and known limitations:

- [Why does my quota in the Folder Size option appear inaccurate?](#)
- [Is Windows Desktop Search supported? \(Why do some messages appear to be missing?\)](#)
- [Why do I get a “Your server is slow...” message?](#)
- [What is the difference between Deleted Items and Trash folders?](#)
- [How do I recover from upload errors?](#)
- [How do I resolve a meeting scheduling error?](#)
- [What should I do if I suspect Outlook folder contents are not in sync with the server?](#)
- [How do I reduce my Quota usage?](#)
- [Why does my Global Address List show only some users and not the complete directory?](#)
- [Why aren't my working hours that I changed in Oracle Beehive Central reflected in Outlook?](#)
- [I don't see the Document Actions menu option. How do I check in/out \[or lock/unlock\] documents?](#)
- [I moved/copied a document to the Public folder, but users cannot access it.](#)
- [I upgraded to Microsoft 2007, and now Outlook won't start.](#)
- [How do I upgrade my version of Oracle Beehive Extensions for Outlook?](#)
- [I can't get Oracle Beehive Extensions for Outlook to shut down completely. The icon still appears in my Task bar.](#)
- [I'm unable to send e-mail in Rich Text format in Oracle Beehive Extensions for Outlook.](#)
- [What is the limit for the number of attendees I can add to a Calendar meeting invite?](#)
- [Can I view the e-mail MIME headers in Oracle Beehive Extensions for Outlook?](#)
- [Why can't I access the folders in my resource calendar?](#)
- [Why can't I access any content in a team workspace?](#)
- [Why am I unable to view/ modify a team workspace event with groups?](#)

Why does my quota in the Folder Size option appear inaccurate?

In Oracle Beehive Extensions for Outlook, the Folder Size feature is designed to provide information on the size of data stored in the selected workspace. However, when selecting the Folder Size option within a workspace's properties, a dialog displays a list of folders and corresponding sizes, which may reflect inaccurate sizing information. A folder within the workspace may show an incorrect size, misrepresenting the actual total quota on the workspace.

To determine whether this issue may be present in your folders, perform the following check:

1. Create a new e-mail message, then attach a sizeable file (larger than 1 MB).
2. Address the message to yourself, and click **Send**.
3. After the e-mail is sent, verify that it appears in your Inbox folder and that the attachment is also present.
4. In your Folders view, right-click your workspace folder, and select **Properties for My workspace...**
5. In the Properties dialog, in the General tab, click **Folder Size**.

The Folder Size window appears, listing each folder in the workspace and corresponding sizes. Note that your Inbox folder size may appear incorrect.

When inaccurate quota information is displayed, on an Inbox folder for example, it is a misrepresentation of the actual space that the messages in the folder occupy. Folder size should reflect data stored on the server. However, an inaccurate folder size only represents the space occupied on a user's system.

Is Windows Desktop Search supported? (Why do some messages appear to be missing?)

Yes, the Windows Desktop Search feature is supported in Oracle Beehive Extensions for Outlook. However, some limitations are associated with receiving results. When using Windows Desktop Search with Oracle Beehive Extensions for Outlook, extensive user input is necessary, initiating a more complex search which can result in slower system performance.

By design, additional limitations are expected when Windows Desktop Search is used with an extension application such as Oracle Beehive Extensions for Outlook. In Outlook 2007 or 2010, the Instant Search functionality does not properly reflect that all messages have been indexed. As a result, users will not know whether their search results are incomplete, due to un-indexed messages. Thus, if your search results appear to be incomplete, it is most likely due to new messages which have not yet been indexed. All missing messages should appear in the results after indexing is complete.

Why do I get a "Your server is slow..." message?

Occasionally, when the server is busy processing requests you may notice a pop-up message that appears above your system tray. The message notifies you of possible temporary delays in downloading new items from the server or delays in synchronizing/uploading local changes to the server. You can continue to use the Oracle Beehive Extensions for Outlook without any issues while this occurs.

What is the difference between Deleted Items and Trash folders?

When you delete an item in Outlook, the item is moved to the Deleted Items folder. However, different applications use different folder names for deleted contents. If you delete an item in an IMAP application (such as Thunderbird), the item is moved to the Trash folder. The Trash folder is the default folder for items being deleted in Thunderbird, whereas the Deleted Items folder is the default folder for items being deleted in Microsoft Outlook.

Note: If you have migrated to Oracle Beehive from the Oracle Collaboration system, then you may also see a folder called **Deleted Items 1** which contains the items from your Oracle Collaboration Deleted Items folder.

How do I recover from upload errors?

In general, upload errors occur when items could not be successfully updated on the server from Outlook. Upload errors are uncommon. However, in cases of intermittent network/server instability, these errors may occur more frequently. Other cases in which an upload error may occur may include when a meeting cannot be created due to a resource that was already booked.

Note: See the section "[How do I resolve a meeting scheduling error?](#)" for more information on the upload errors due to booking conflicts with resources.

Error Details

The Upload Errors dialog appears when you encounter an issue. A synchronization icon is also displayed in the system tray. This dialog box can also be opened from the **View, Upload Errors** menu if you have an existing upload error. When you experience an upload error, first view the details provided for the error in this dialog. The Error Details section explains what operation could not be completed, and describes the cause for the error.

Recovering from the Error

To view other available options, you can expand the Upload Errors dialog box (if not already expanded) by clicking **More Options**. From the items listed in the Upload Errors dialog box, you can begin to resolve the errors by taking one or more of the following actions:

- **Retry** – Attempts to re-upload changes to the server. In some cases, this may resolve the issue and it will be removed from the issue list. If the reason for issue has not changed, then the issue will persist.
- **Discard** – Reverses the change and removes the item(s) from the issue list.
- **Open** – Opens the selected item(s) in question to allow you to view or make changes. If there is nothing to open in the issue, then no action results.

How do I resolve a meeting scheduling error?

Most meeting scheduling errors are caused by booking conflicts with resources or in rare cases, inviting attendees who set the option not to be invited to any meetings. In

the latter case, a system tray notification appears. Clicking the pop-up notification shows the upload error item in the Upload Errors dialog box.

From the Upload Errors dialog box, you can determine the cause of the issue for that meeting by viewing the Error Details section. If the cause of the upload error is due to a booking conflict with a resource, the Error Details section lists the name of the meeting causing the issue, and show the reason (in this case, which resource could not be booked), and provide ways to troubleshoot the issue.

Resource Conflicts – For issues with a resource conflict, try one of the following actions:

- Move the meeting to another time when the resource is not booked.
- Remove the resource from the meeting.

Note: A new or updated meeting that results in an upload error is not updated on the server, and invitees (if any) have not received any meeting requests or updates.

What should I do if I suspect Outlook folder contents are not in sync with the server?

If you suspect that your Outlook folder or its contents may not be synchronized with the server (new messages or folders are not being downloaded, and/or modified, or moved messages are not uploaded to the server), then try the following actions to verify and correct the inconsistency:

- **Open Webmail** – On a supported browser, open the Oracle Beehive Webmail application on the same machine to connect to Oracle Beehive. You should be able to verify the contents of the Outlook folder.

Note: If no changes were saved to the server (not seen in Oracle Beehive Webmail), or if you are not seeing changes in Outlook that are present in Oracle Beehive Webmail, then try resetting the folders by checking folder Properties.

- **Check folder Properties** – If you have changes that have not been saved on the server, copy the items (cached locally) to a backup .pst (personal) file, then reset the folders:
 1. Right-click the folder, and select **Properties**.
 2. Click the **Administration** tab.
 3. Under Folder Actions, click **Reset**.

After all contents are downloaded, copy the backup items in the server folder of Outlook.

Note: If the folder and its content still appear to be inconsistent after the reset, then copy any changes you have made locally into a .pst (personal) folder, then reset the Outlook profile. See the section “Modifying a Profile” in the Oracle Beehive Extensions for Outlook client Online Help. After the profile is reset, copy the same local changes from the .pst folder back to your Outlook profile. You may want to contact your administrator for further assistance.

How do I reduce my Quota usage?

The best way to reduce the quota usage is to archive old messages from your server folders into to a .pst (personal) folder by using Outlook's Auto Archive feature.

Auto Archiving

You can configure Auto Archive with the same settings for all folders, or you can customize settings on a folder-by-folder basis.

To access the Auto Archive feature, from the **Tools** menu, select **Options**, then **Other**, and then **AutoArchive**.

Client-side Rules

You can also have a local .pst folder and move messages to the folder manually, or setup client-side rules to automatically move messages.

To set up client-side rules, go to **Tools**, **Rules Wizard**, and then **Client-Side Rules**.

Why does my Global Address List show only some users and not the complete directory?

Oracle Beehive Extensions for Outlook provides administrators with an option to control what users/groups are initially downloaded to the Global Address List in Outlook. By default, all new (or migrated) users see only an initial list that includes their manager, peers, direct reports, and groups. Additional contacts are downloaded and added to the local Global Address List as required by the task, such as when users send and receive e-mail.

Note: An administrator can configure Oracle Beehive Extensions for Outlook to enable the download of the full corporate directory to Outlook's Global Address List. For more information, see the Oracle Beehive Extensions for Outlook Online Help.

Why aren't my working hours that I changed in Oracle Beehive Central reflected in Outlook?

Oracle Beehive Extensions for Outlook does not currently synchronize with working hours stored on the Oracle Beehive server. Therefore, any changes you make to your working hours preferences in Oracle Beehive Central will not be reflected in the Oracle Beehive Extensions for Outlook client.

I don't see the Document Actions menu option. How do I check in/out [or lock/unlock] documents?

The Document Actions menu option becomes available from the Actions menu only when versioning on the parent folder or workspace is enabled. Follow these steps to enable versioning on your selected workspace or folder. For more information, see the section "Configuring Versioning" in Oracle Beehive Extensions for Outlook Online Help.

To set versioning on a workspace or folder:

1. Right-click the folder or workspace containing the documents you want to set up for versioning, and select **Properties**. If you select a workspace, the menu will show **Properties for "Workspace - [name]"**.
2. Click the **Versioning** tab.
3. Select the type of versioning you want to apply to all documents in the selected folder or workspace, then click **OK**.

Continue with steps to check in/out or lock/unlock your document as described in the section "Document Control and Management" in Oracle Beehive Extensions for Outlook Online Help.

I moved/copied a document to the Public folder, but users cannot access it.

Moving or copying a document to the Public folder does not automatically make the document available to all users. To ensure other users can access your document, you must manually set the sensitivity on the document to **Public**.

I upgraded to Microsoft 2007, and now Outlook won't start.

Oracle Beehive Extensions for Outlook must be installed on the new operating system before your Microsoft Outlook will start. Download the latest version of the Oracle Beehive Extensions for Outlook client from the Download Center on Oracle Beehive Central. See also the Beehive Central Help.

How do I upgrade my version of Oracle Beehive Extensions for Outlook?

You will be notified when new software updates are available through your Windows system tray (lower right corner of your screen).

I can't get Oracle Beehive Extensions for Outlook to shut down completely. The icon still appears in my Task bar.

Check your Windows Task Manager for Microsoft Outlook processes that may still be currently running, and end those processes.

To end all Outlook processes to close Outlook:

1. Access your Windows Task Manager by using the **Ctrl+Alt+Delete** keyboard shortcut, then click **Task Manager**.
2. Click the **Processes** tab.
3. Select the **OUTLOOK.EXE** process, then click **End Process**.

I'm unable to send e-mail in Rich Text format in Oracle Beehive Extensions for Outlook.

Oracle recommends changing your Microsoft Outlook option for e-mail composition format from Rich Text to HTML.

To change e-mail formats:

1. From the **Tools** menu, select **Options**.
2. In the Options window, click the **Mail Format** tab.
3. Under the Message format section, choose **HTML** from the message format list.
4. Click **OK**.

All Rich Text formats will be converted to plain text using Oracle Beehive Extensions for Outlook.

What is the limit for the number of attendees I can add to a Calendar meeting invite?

You can create a meeting with up to 5000 attendees. The meeting can be either a single occurrence with the maximum number of attendees, or a recurring meeting totalling the maximum number of attendees at the end of the final occurrence. For example you may schedule a recurring meeting with 100 occurrences each with 50 attendees.

Can I view the e-mail MIME headers in Oracle Beehive Extensions for Outlook?

Oracle Beehive Extensions for Outlook does not use MIME to display e-mail in Microsoft Outlook, nor use IMAP/SMTP to submit e-mail to the server. Rather, Oracle Beehive Extensions for Outlook uses a proprietary Oracle/Beehive XML type encoding as payload of all its data between the client and the server.

If you need to access detailed MIME data, you can obtain header information by pointing an IMAP client to the same e-mail account. You can also use the **Message Source** option from the View menu to view email source as MIME as well as XML. The MIME format shows the header information for the message. Check with your system administrator if you need further assistance.

Why can't I access the folders in my resource calendar?

When adding a resource calendar to your list of calendars that you frequently access, other folders are added automatically in the folder list under that resource, such as contacts, tasks, inbox. However, by default, you do not automatically have access to the content in those folders.

Why can't I access any content in a team workspace?

You must be added as a team member to a workspace in order to access any of its content. Check with the team workspace owner to be sure you are added as a member and granted access to that workspace.

Why am I unable to view/ modify a team workspace event with groups?

When attempting to add a group (by typing group's e-mail) as an attendee to an existing team workspace event, the team workspace e-mail appears as an external attendee with no corresponding event in the team workspace calendar. Similarly, when an existing event is viewed in a team workspace calendar, no team workspace attendees are shown in the attendee area.

Note: If you are not a member of a team workspace, how you view and modify team workspace events may be different, depending on which time management application you are using. (This process occurs using any Oracle Beehive-supported time management application, whenever the user is not a member of the team workspace.)

The following is a summary of behavior in the Oracle Beehive 2.0.1.6 release:

- If user is a member of team workspace, it is possible to view/modify team workspace event with groups in the team workspace calendar. A team workspace member can create a meeting in the team workspace calendar with team workspace as attendee either by typing the e-mail address of the team workspace or by name. Also, it is possible to create a meeting and invite TeamWorkspace.Participants group in the team workspace calendar. In both cases members of the team workspace receive meetings invites in their Personal Workspace and view meetings under the team workspace calendar folder.
- A user who is not a member of team workspace, cannot access the team workspace calendar. If this user receives a meeting invite containing team workspace or TeamWorkspace.Participants group he is not a member of, the user will see a dialog with the message `The attempted operation failed. An object could not be found.`

Accessing Online Help

To access online Help, in Oracle Beehive Extensions for Outlook, from the **Help** menu, select **Beehive Help and Support**, and then **Help**.

Known and Resolved Issues

This section contains a list of issues related to Oracle Beehive Extensions for Outlook that are currently open, and those that were resolved in the 2.0 release and the 2.0.1.x patch releases.

Known Issues

This section includes the following known issue:

[Organization User Not Displayed in GAL if Connected user is Enterprise User](#)

Organization User Not Displayed in GAL if Connected user is Enterprise User

Bug 7565824. Users scoped at the organization level do not show up in the Global Address List (GAL) of those connected as Enterprise users.

Resolved Issues

This section includes the following issues that have been resolved in the 2.0 release and the 2.0.1.x patch releases:

- Issues fixed in the 2.0 release:
 - Copying a Folder Only Copies Part of its Contents (Particular Scenario)
 - Delegate May Still Be Able to Access Delegator's Items After Delegate Has Been Removed
 - Documents Opened in Preview Pane Do Not Show Changes Made By Others
 - Changing Start Date of a Recurring Meeting or Day Event Unexpectedly Generates a Withdrawn Notification
 - Outlook Folder Sync Issue Due to Possible MisMatched Folder IDs with the Server
 - Cannot Save Rescheduled Imported iCal Meeting
 - Attachment Not Visible After Moving Messages without Downloading Full Body First
 - Deleted Workspaces Still Show in Other (Subscribing) Users' Folder List
 - Cannot Move Folder Tree with Non-Downloaded Items From a Personal Workspace to a Team Workspace
 - Regression From Prior Version Bug May Cause Deployment Issue
 - Flag Message Dialog Remains in English in Non-English Environments
 - External E-Mail Addresses Within LDAP Could Not Be Found Using "Find" Feature
 - Items Disappear From Contacts When Collapsing Last Category in Outlook 2007
- Issues fixed in the 2.0.1.x patch releases:
 - Provide Check Box for Online Conference for Easier Understanding
 - Oracle Beehive Extensions for Outlook Cannot Export Folder Under Deleted Items to a .pst File
 - Message Size Does Not Update When Attachments Are Removed
 - Message Stuck in Outbox in Specific Scenario After Migration to Oracle Beehive Extensions for Outlook
 - Provide User Method of Identifying Which E-Mail Messages Contain Viruses
 - Oracle Beehive Extensions for Outlook Needs to Throttle Concurrent Writes to the Same Beehive Service

Copying a Folder Only Copies Part of its Contents (Particular Scenario)

Bug 8857650. In a specific scenario, when a particular type of folder containing over 1000 e-mail messages was copied, only the first 1000 messages were copied. However, regular documents in the folder were retained and unaffected.

Delegate May Still Be Able to Access Delegator's Items After Delegate Has Been Removed

Bug 8369097. When a delegate, who had been granted manage all access privileges to the grantor's workspace folders, is removed, the delegate may still have access to these same items in the delegator's workspace. This may still occur regardless of attempts to refresh or reset the folder list for the delegator's workspace.

Documents Opened in Preview Pane Do Not Show Changes Made By Others

Bug 8317248. If a document is opened in the Preview pane, changes made in other clients, such as being locked/unlocked, or checked out/checked in do not appear. To view changes made by others, click **Actions**, select **Document Actions**, and then **Redownload This Document**.

Changing Start Date of a Recurring Meeting or Day Event Unexpectedly Generates a Withdrawn Notification

Bug 7457652. Whenever the start date is changed on a recurring meeting or all day event, a Withdrawn notification is generated.

Outlook Folder Sync Issue Due to Possible Mismatched Folder IDs with the Server

Bug 8850503. A synchronization error may occur, preventing messages from being updated on the server properly. This could be caused when the server and client folder identification numbers no longer match.

Cannot Save Rescheduled Imported iCal Meeting

Bug 8912534. An error is displayed when users attempt to save or accept rescheduled meeting invitations received as an iCal attachment from external calendar systems.

Attachment Not Visible After Moving Messages without Downloading Full Body First

Bug 8923584. This issue occurs in Outlook 2007, (though may not be version-specific) when messages in the Inbox are configured for Send/Receive with headers only. Attachments may not be visible in new/unread messages received as part of an ongoing e-mail conversation after being moved to a sub-folder.

Deleted Workspaces Still Show in Other (Subscribing) Users' Folder List

Bug 8742680. Workspaces that had been deleted were appearing in other subscribed users' folder list. A detection method is added to see whether a workspace is still accessible, and remove the workspace from the view if necessary.

Cannot Move Folder Tree with Non-Downloaded Items From a Personal Workspace to a Team Workspace

Bug 8694016. An error occurs in attempting to move a mail folder tree from a personal workspace to a team workspace, when the folder and its sub-folders have messages that have not been downloaded.

Regression From Prior Version Bug May Cause Deployment Issue

Bugs 9052450, 8499009. An indexing error introduced in a related issue from a prior version of Oracle Beehive Extensions for Outlook may cause an installation failure upon deployment.

Flag Message Dialog Remains in English in Non-English Environments

Bug 9033200. The Flag Message dialog appearing in a Server-Side Rules Wizard remains in English despite Oracle Beehive Extensions for Outlook user working in an environment using a language other than English, such as French or German.

External E-Mail Addresses Within LDAP Could Not Be Found Using "Find" Feature

Bug 8901210. Within a specific directory protocol, Oracle Beehive Extensions for Outlook users are unable to locate other external users' e-mail addresses using the Find feature in the Global Address List (GAL).

Items Disappear From Contacts When Collapsing Last Category in Outlook 2007

Bug 7352536. Items contained in users' Contacts sub-folder may disappear. This occurs when the last category appearing in the list is collapsed.

Provide Check Box for Online Conference for Easier Understanding

Bug 12530248. Provide check box option for setting up an online conference in Oracle Beehive Extensions for Outlook.

Oracle Beehive Extensions for Outlook Cannot Export Folder Under Deleted Items to a .pst File

Bug 12781035. Oracle Beehive Extensions for Outlook cannot export subfolders under deleted items to a .pst file. Only the top-level folders are exported.

Message Size Does Not Update When Attachments Are Removed

Bug 9263581. The size of an e-mail message may appear unchanged even after attachments are removed from that message. This is unexpected, as the message size should be updated after attachments are deleted.

Message Stuck in Outbox in Specific Scenario After Migration to Oracle Beehive Extensions for Outlook

Bug 9283631. In specific cases, this issue occurs after migrating to Oracle Beehive Extensions for Outlook from Oracle Connector for Outlook. When replying to, or forwarding messages migrated from Oracle Connector for Outlook, the message may get stuck in the Outbox in Oracle Beehive Extensions for Outlook. As a result, the stuck message also prevents all subsequent messages in the Outbox from being sent.

This issue only impacts users who were originally running Oracle Connector for Outlook, and who backed up messages into an external .pst file that were, at some point, replied to/forwarded using Oracle Connector for Outlook. Additionally, these messages, which may have been backed up from the Sent Items folder (or any other folder containing such sent messages), were then later migrated to Oracle Beehive Extensions for Outlook.

Provide User Method of Identifying Which E-Mail Messages Contain Viruses

Bug 9167912. Anti-virus software periodically and repeatedly displays warnings when certain e-mail messages include an attachment that contains a virus. Oracle Beehive Extensions for Outlook must provide users a way to quickly identify which e-mail messages are prompting these anti-virus warnings.

Oracle Beehive Extensions for Outlook Needs to Throttle Concurrent Writes to the Same Beehive Service

Bug 9262800. Oracle Beehive Extensions for Outlook must provide an efficient method for controlling concurrent writes to the same Oracle Beehive service.

Currently, Oracle Beehive Extensions for Outlook allows up to three writes to occur concurrently, without a method of preventing writes to the same Beehive service. This occurs when users import data from another system, or perform another type of bulk operation. This concurrency can cause unexpected server-side issues, as additional writes can consume limited resources.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Oracle Beehive, Release 2 (2.0.1.6)

Copyright © 2008, 2011 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

