



grommunio

grommunio User Documentation

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grommunio GmbH

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Introduction

The grommunio user documentation helps users to configure grommunio accounts and work with grommunio on a daily basis. With the information in this document, users will be able to work with grommunio without administrator interaction. Since grommunio is easy to work with due to its basis on standards well known in the workplace, grommunio does not require special training, if the users already have a basic understanding of the clients used.

This documentation does not replace any sane client training for end users and does not replace documentation of the client uses, such as Microsoft Outlook or Mozilla Thunderbird. For clients which are non-exclusive to grommunio, refer to the documentation provided by the client software as provided by the vendor.

The goal of this document is to simplify the configuration effort for users and administrators as well as shine a light on the differences in configuration and handling compared to other solutions.

Since grommunio is a comprehensive communication and collaboration solution that includes e-mail, calendaring, contacts, tasks, notes, video meetings, chat and file management, not all clients are able to deliver the entire feature set provided by grommunio. Instead, some features are only available in some clients, while grommunio web provides a web-based possibility to have the features closer to each other.

grommunio features some cutting-edge collaboration features, only available in certain areas of the solution due to the platform limitations of some environments (such as desktop).

With its integration features, grommunio is anxious to deliver a most integrated solution to today's needs: Simplicity, Performance, Stability, Productivity.

The following chapters will show how to configure and setup grommunio accounts with the preferred client of choice (Microsoft Outlook, Android, Apple Mail (iOS), Apple Mail (macOS), Microsoft Mail, Mozilla Thunderbird). Since grommunio is focused on delivering its products according to well-established computer standards, the list of clients covered in this manual is not exhaustive. The chance, the client of choice not covered in this manual operating well with grommunio are very high, as long as the client respects established computer standards (RFCs) and/or documented protocol specifications.

For illustration purposes, grommunio provides step-by-step instructions on how to configure accounts, however, the illustrations shown might differ slightly from your environment. This documentation has been written with the sole intention of delivering the necessary steps to setup grommunio, with the intention of documenting the relevant portions which are in the very most cases version independent from a content perspective.

Note: While grommunio is determined to keep the documentation regularly up-to-date, computer standards regularly receive updates. While illustrations might differ slightly from the setup used, the content should allow a seamless configuration and setup.

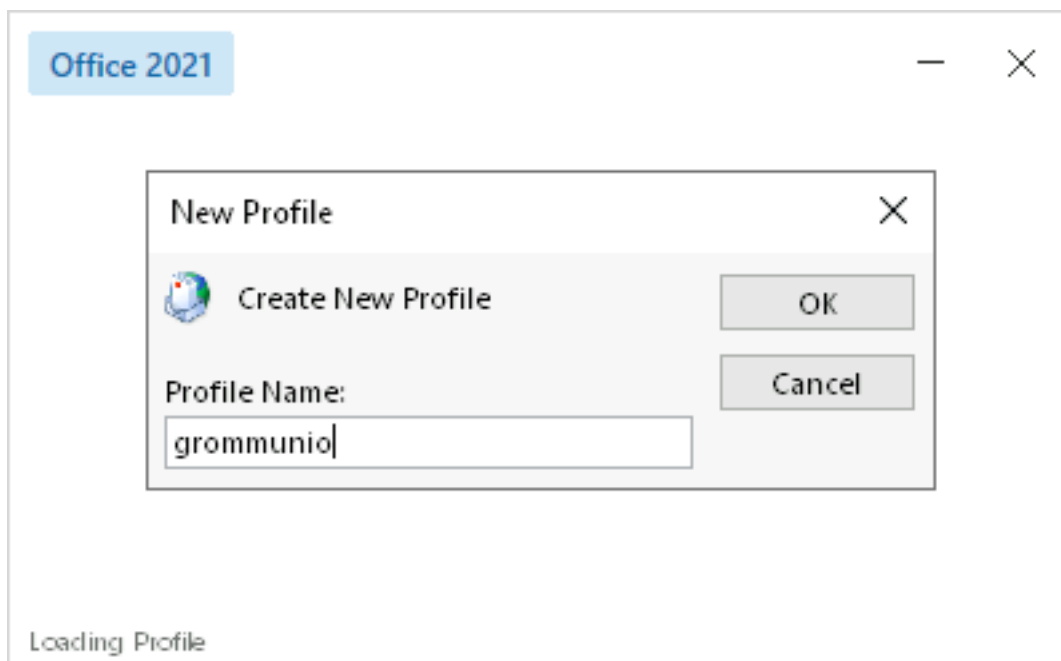
Important: Should you encounter any differences in your environment or specifically be unable to setup your account, we welcome any requests, additions or corrections at our community at <https://community.grommunio.com> or with a valid subscription at office@grommunio.com.

2.1 Microsoft Outlook

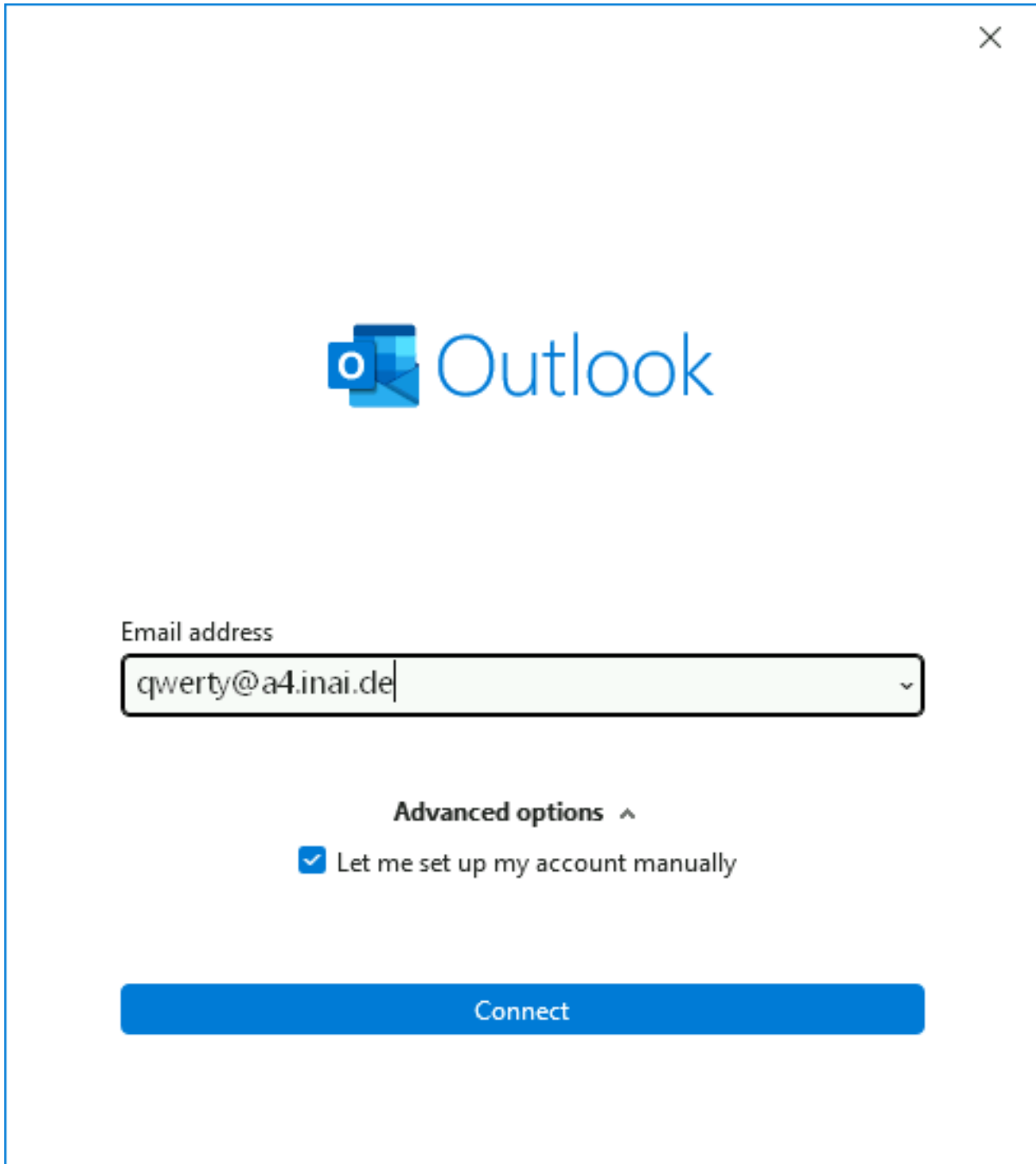
grommunio accounts can be configured for Microsoft Outlook, as grommunio natively supports the protocols used by Microsoft Outlook (RPC-over-HTTP and MAPI-HTTP).

In this configuration setup, it is assumed no profiles have been set up so far. If MAPI profiles already exist on the system, new profiles and accounts can be added by executing `outlook /profiles`.

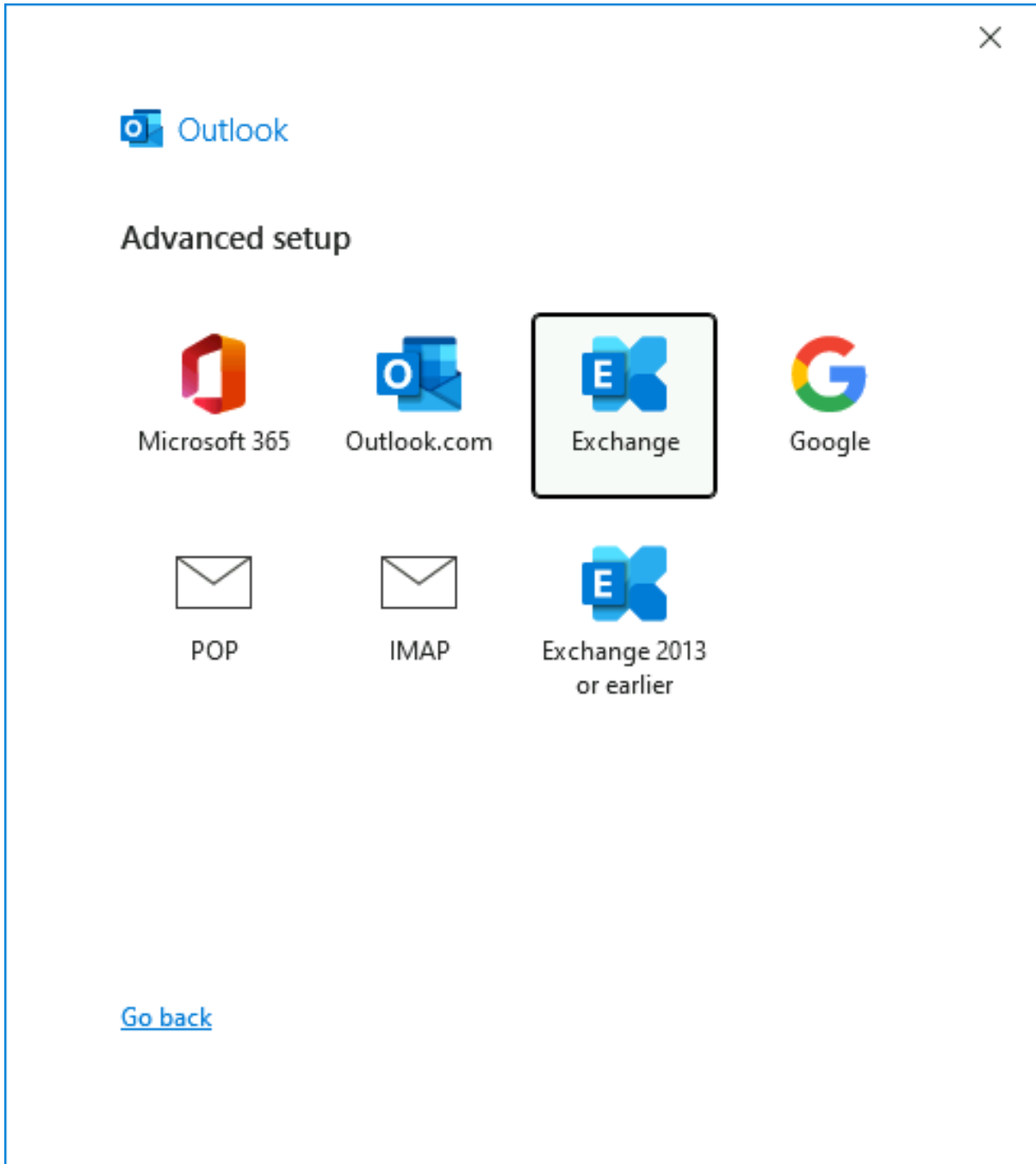
1. Select a name for the new profile and confirm.



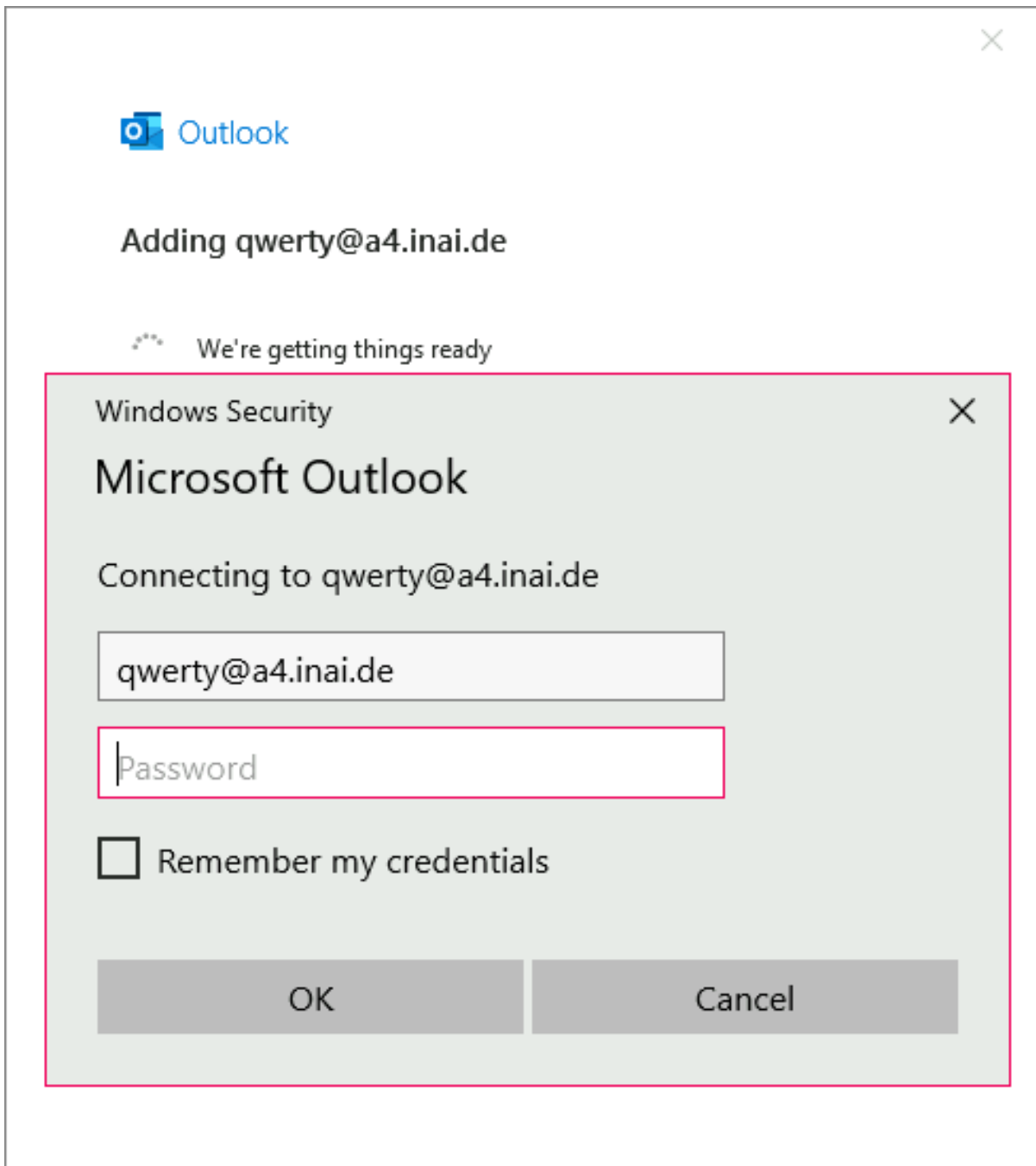
2. In the following dialog, the Outlook profile assistant will request your email address. It is recommended to check "Let me set up my account manually", to ensure the correct protocol is chosen, as some Outlook versions otherwise choose a non-native protocol like IMAP, which would incur feature limitations.



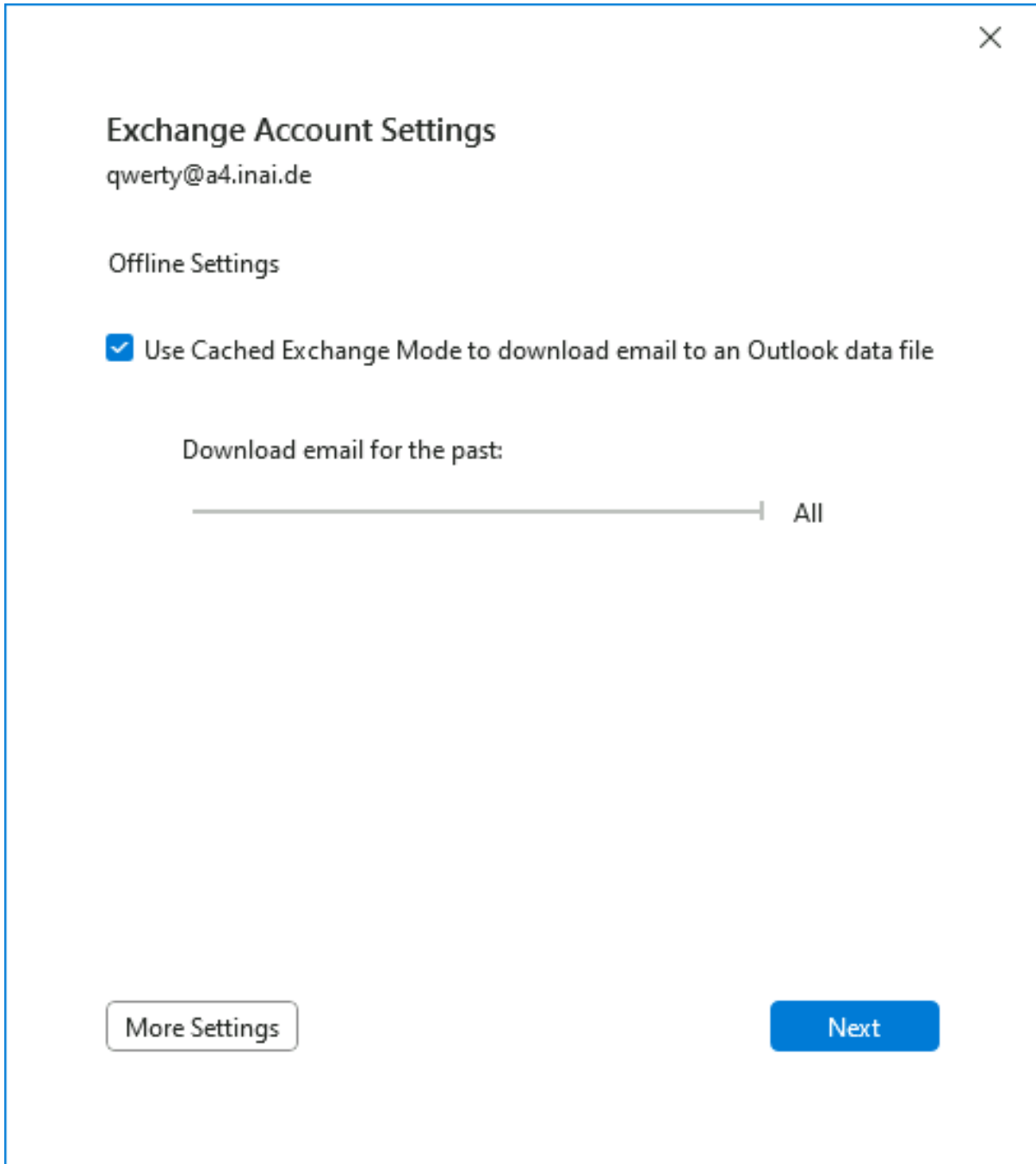
3. The account type / protocol choice dialog. For grommunio, select "Exchange".



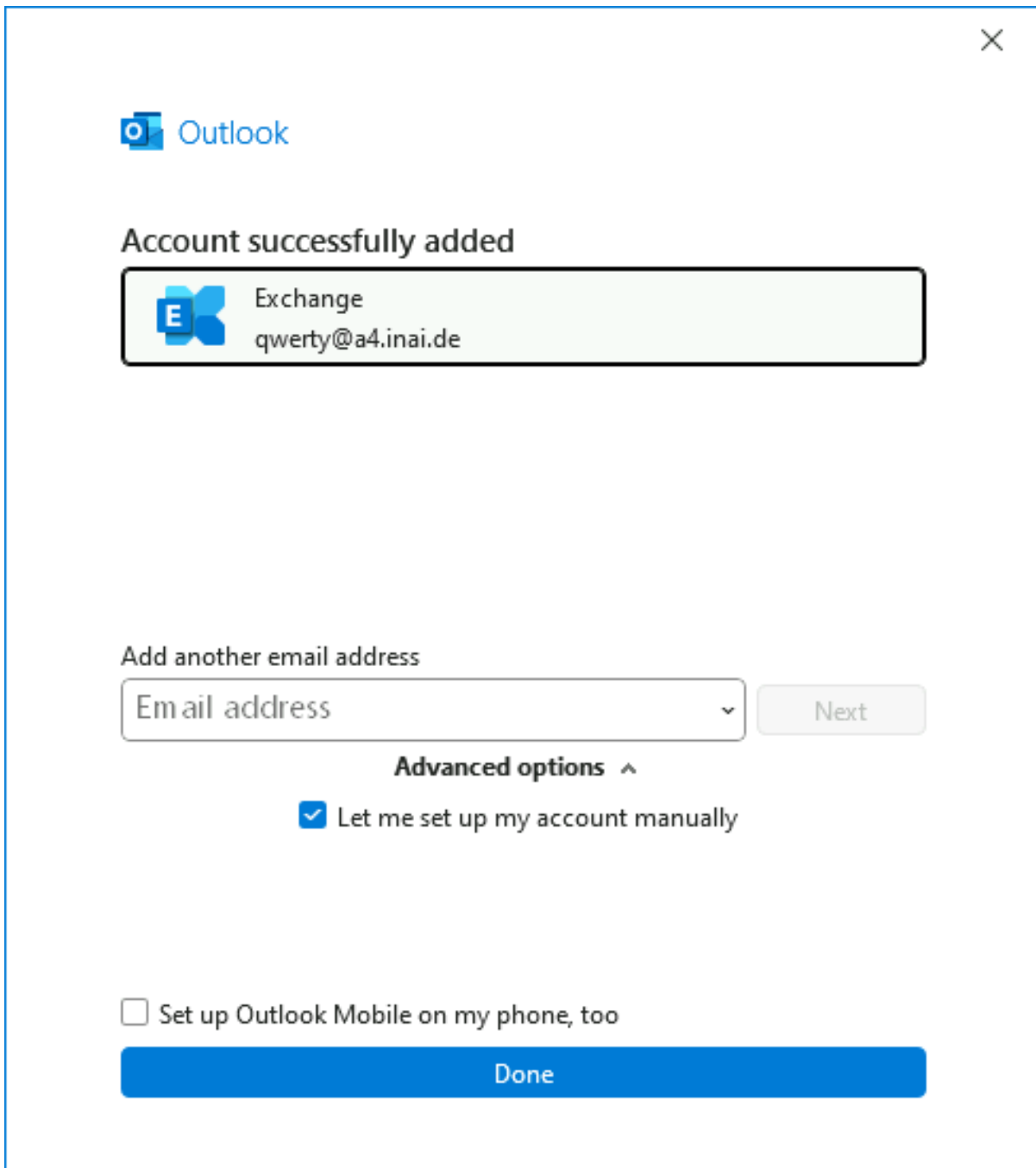
4. The following progress dialog might take a few seconds, since Outlook is now attempting to contact the mailbox for the first time and populate the Outlook profile. In that process, it will ask for credentials. Select "Remember my credentials" to save the password for this user identity in the Windows system. Anytime Outlook requests access to the mailbox it can do so without prompting again.



5. As part of the manual setup, the wizard will display another page with Offline Settings. You can switch between Online Mode and Cached/Offline mode here. When offline mode is enabled, Outlook keeps a copy of the mailbox locally and uses forth-and-back synchronization. A slider is shown to specify the timeframe of messages to synchronize. Older versions of Outlook allow choosing from a handful of options for the timeframe, e.g. 1 day, 1 week, 2 weeks, ... 3 months and "All". Contemporary version of Outlook (circa 2019 and onwards) are somehow defective, and the slider is greyed out, leaving only full synchronizatio for the offline mode.



7. The profile has now been set up and ready for use.



Note: By default, the account setup will show "Microsoft Exchange" account type. The setup procedure of Microsoft Outlook with grommunio Groupware does not differ from a setup with Microsoft Exchange. As with Microsoft Exchange, the default profile is set up for Offline/Cached Mode, which synchronizes the mailbox for offline usage. grommunio Groupware supports Offline/Cached Mode. However, this might not be preferred in some use cases and should be disabled, e.g. with most Remote Desktop Server environments.

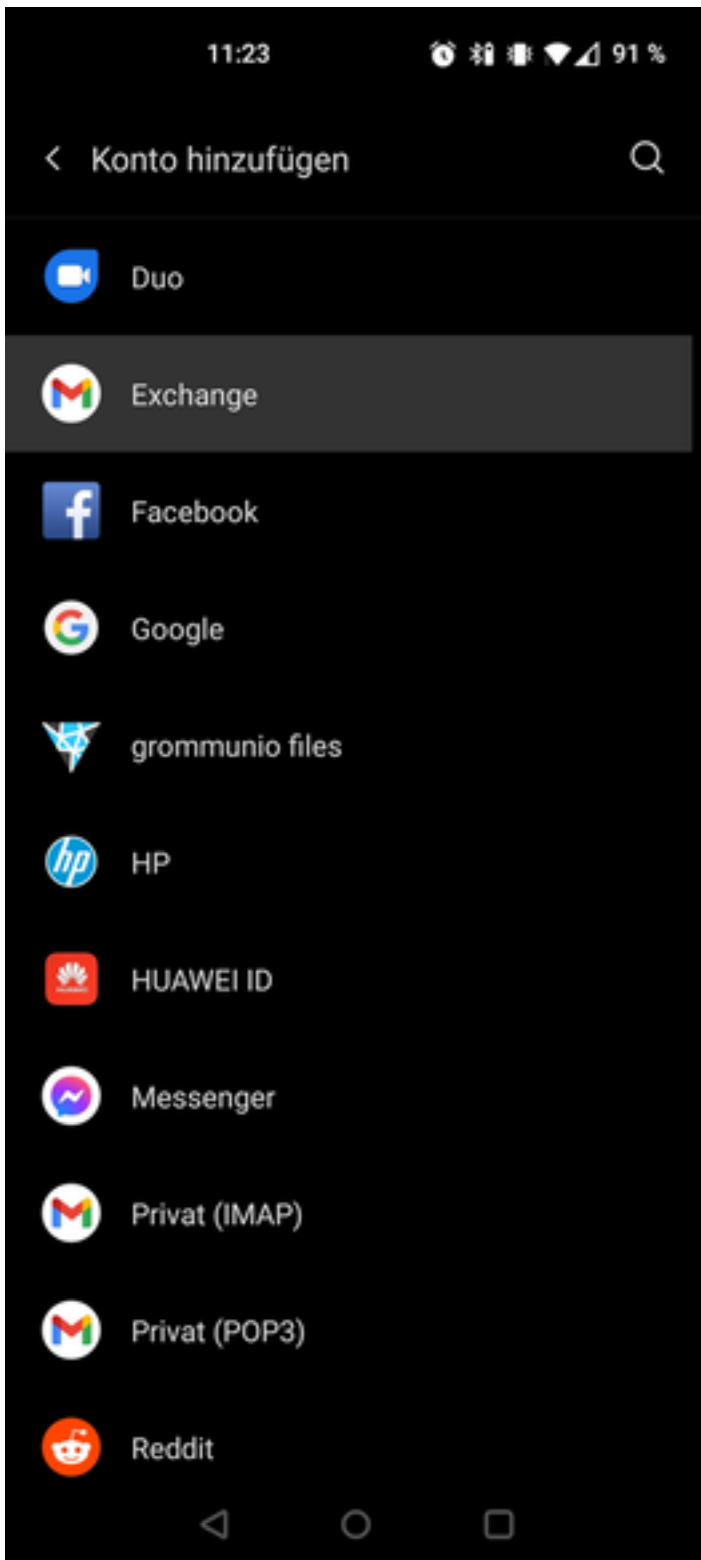
Important: For the groupware features of grommunio, no separate software needs to be installed. However, the exact Microsoft Outlook setup procedure might differ from what is depicted above, depending on the version used. When setting up the Outlook account with grommunio Groupware in use, proceed with the client installation as if it were to be configured with Microsoft Exchange. For automation purposes, third-party software may be used for account and profile creation, so long as

the compatibility of the third party software includes Microsoft Exchange.

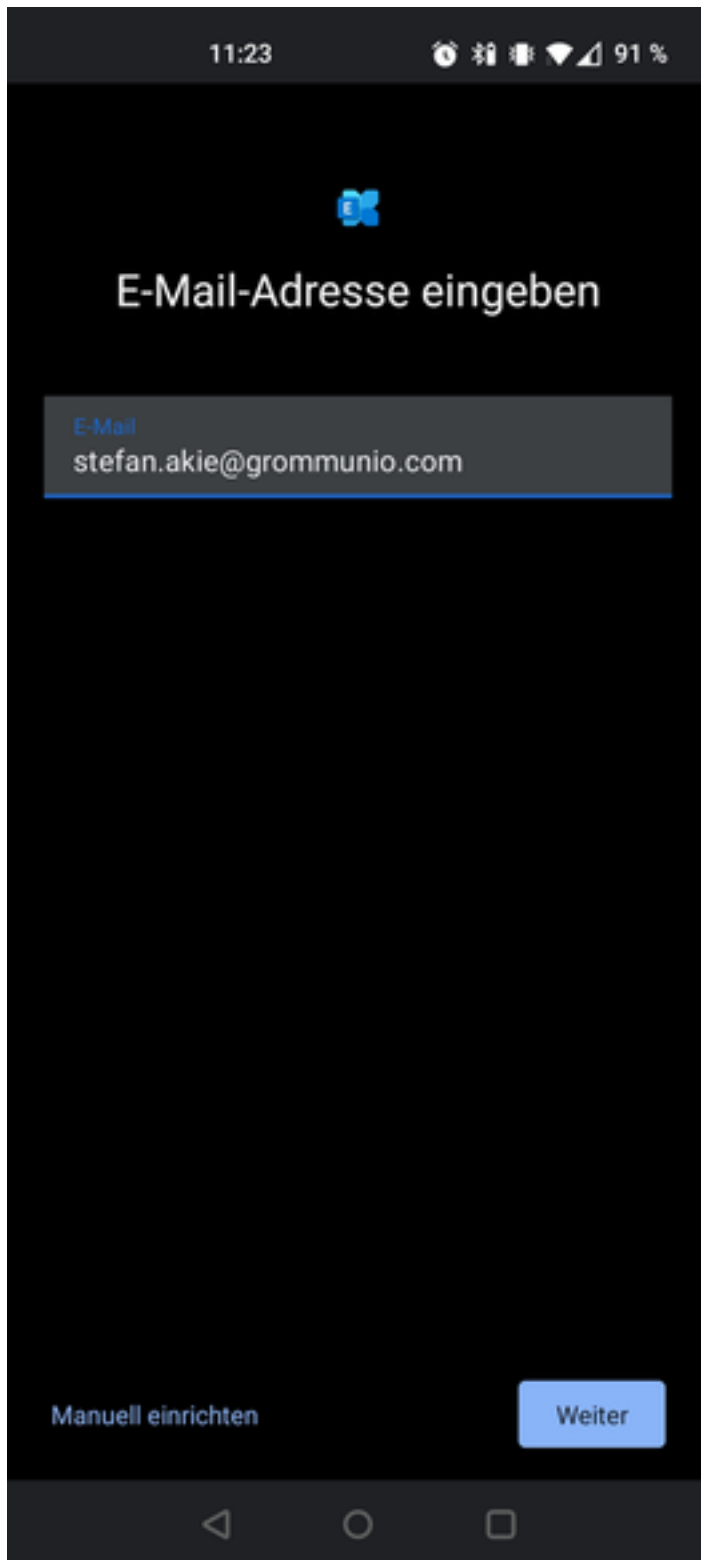
2.2 Android

grommunio Accounts can be easily added to Android devices, as they natively support the Microsoft Exchange ActiveSync (EAS) protocol.

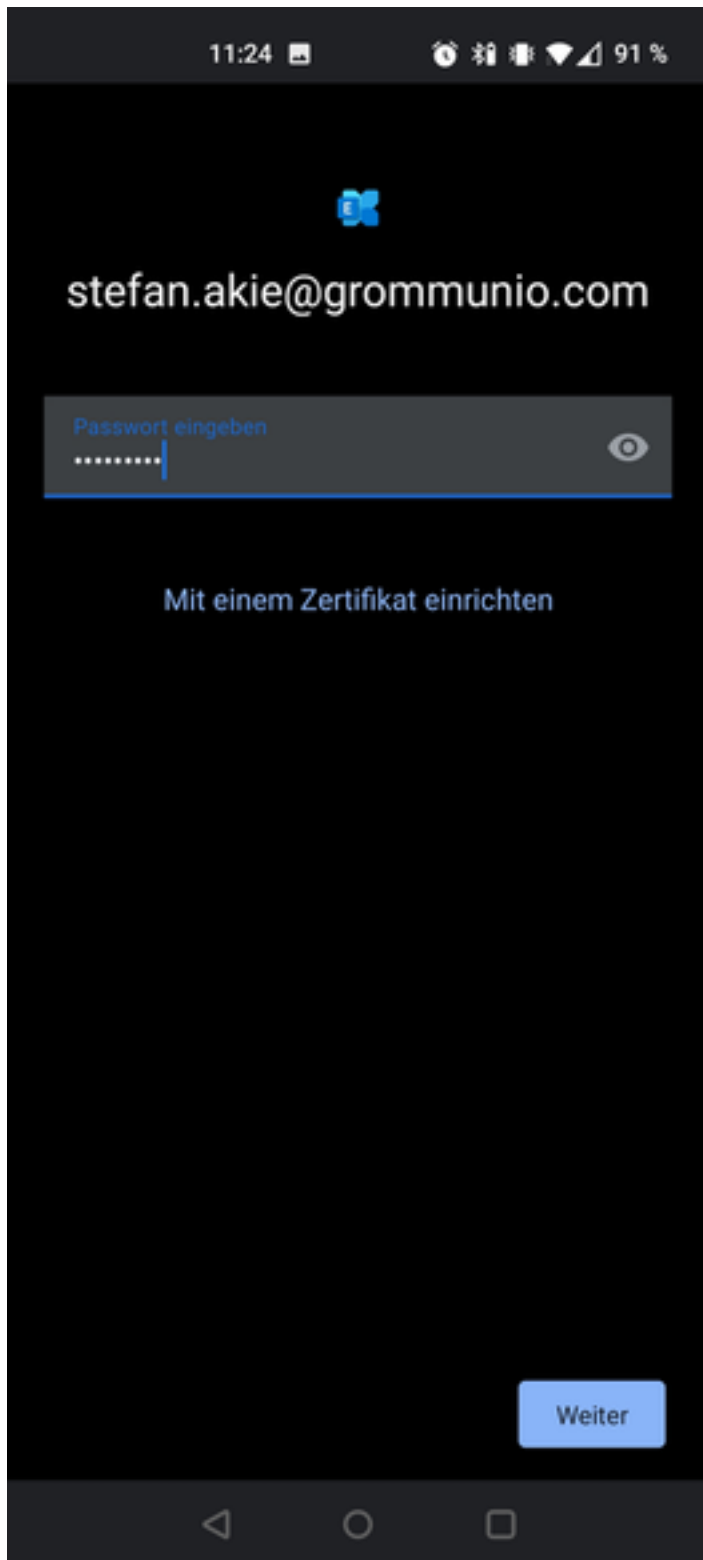
1. To add your grommunio account to your Android device, navigate to Settings -> Accounts page, and select Exchange



2. In the following setup dialog, enter your email address, select Next



3. In the following setup dialog, enter your password, select Next



4. After finishing the account setup your data is being synchronized in the background.

Depending on the grommunio backend configuration, you might be requested to accept a corporate policy setting to finish and accept the configuration. Note that this (depending on your configuration) might allow system administrators (and yourself through grommunio web) to setup specific policies or handle the device through mobile device management. The rights you are to be granting by this so-called provisioning step are shown in the subsequent dialog. The possibilities of profile settings vary from Android versions and OEM configurations (brand of mobile device).

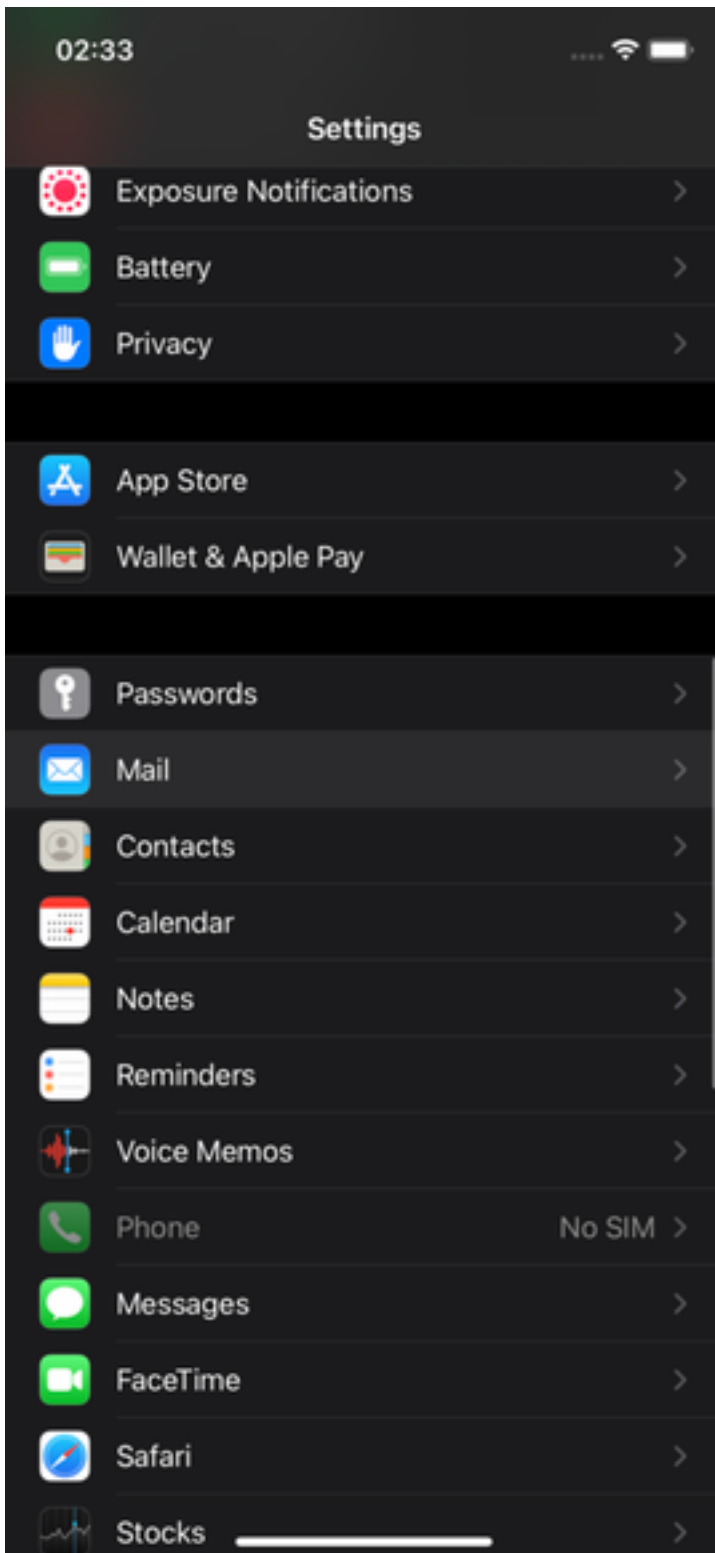
After having setup the device, your new account will show up at *Settings* -> *Accounts*, with the possibility to setup more configuration options with your profile (such as signatures, synchronization periods, and more). The possibilities of configuration settings vary by Android versions and OEM configurations (brand of mobile device).

With the configuration of your mobile device with an exchange account, your mobile device has access to the data of your account through the personal information manager (PIM) interface. This allows you to use your grommunio mailbox with a variety of applications of your choice, such as a mail or calendar application of your preference.

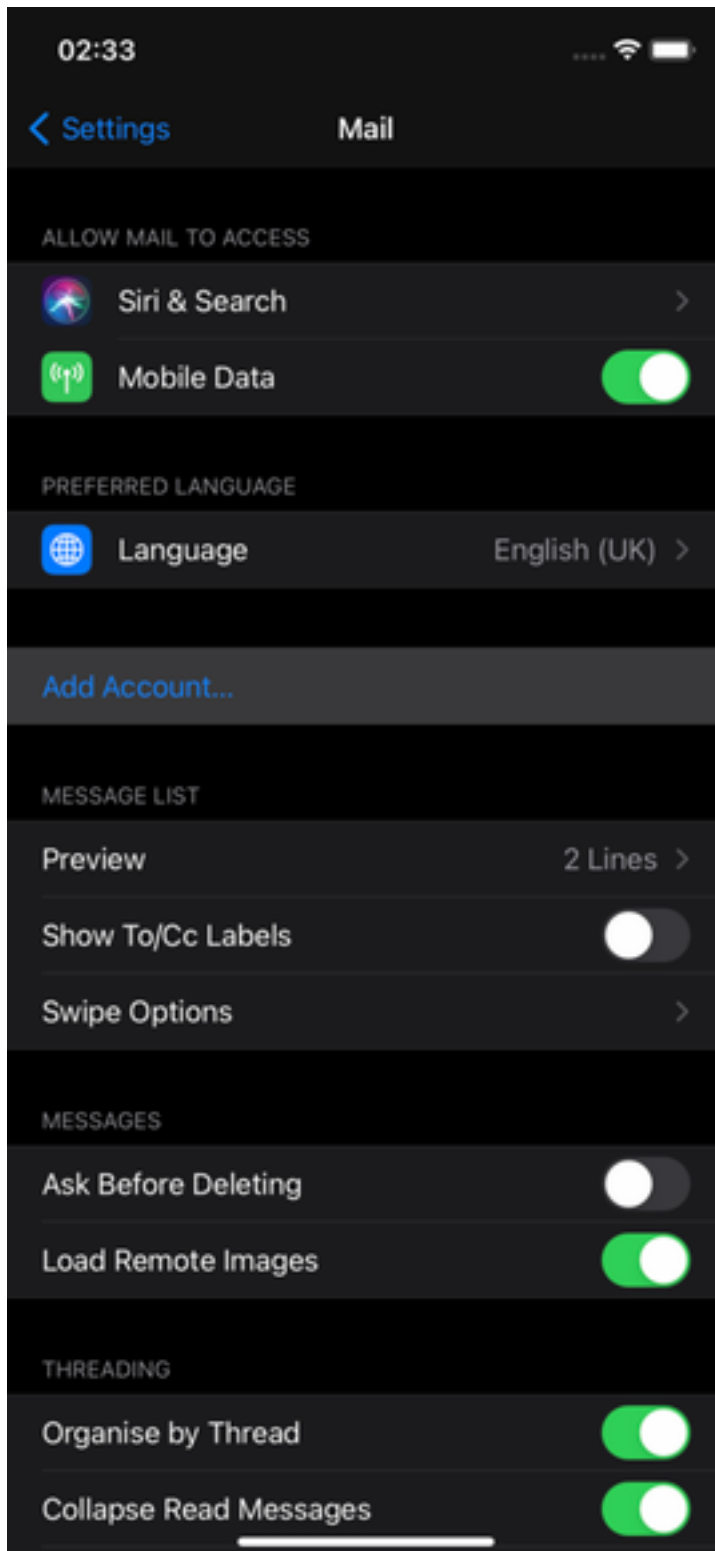
2.3 Apple iOS

grommunio Accounts can be easily added to iOS devices (such as iPhone or iPad), as they natively support the Microsoft Exchange ActiveSync (EAS) protocol.

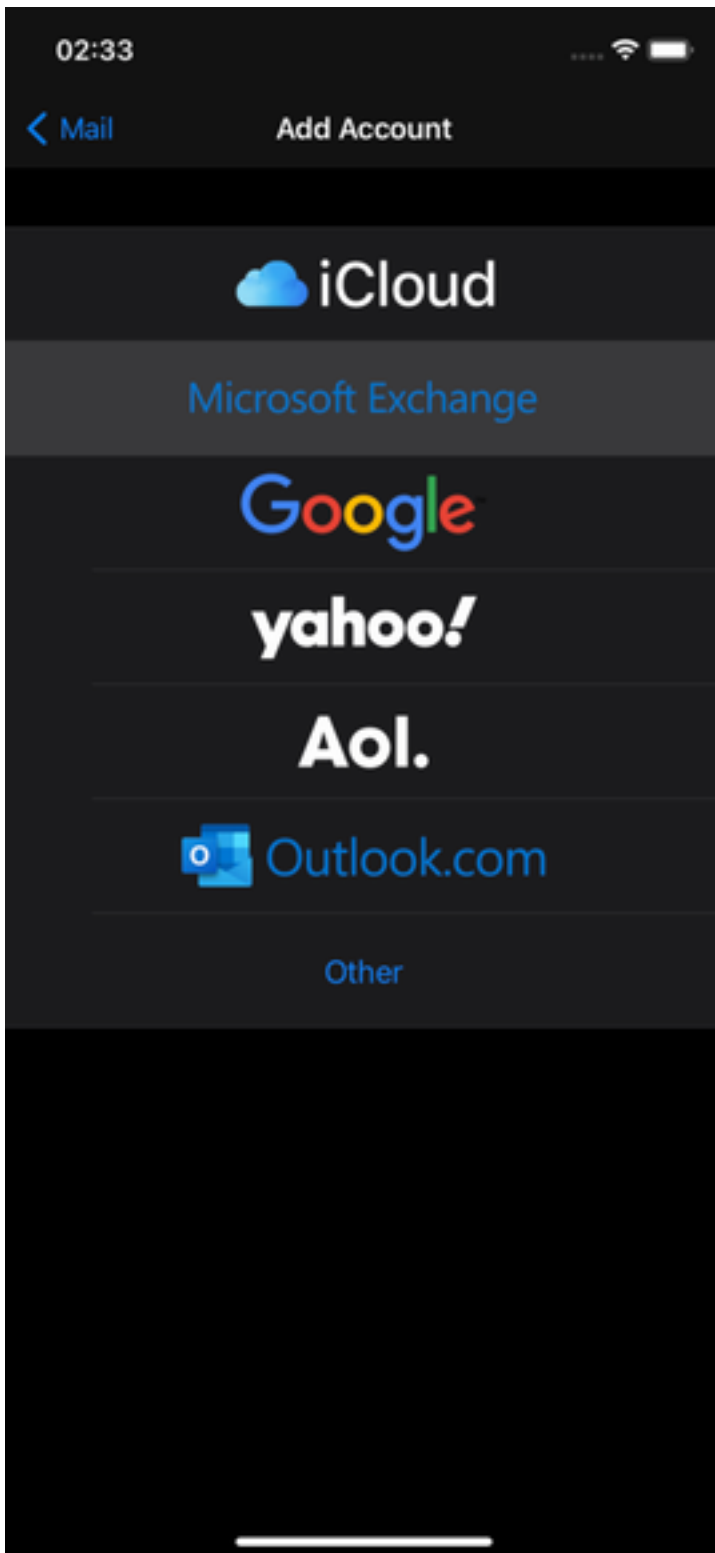
1. To add your grommunio account to your iOS device, navigate to *Settings* page, and select *Mail*



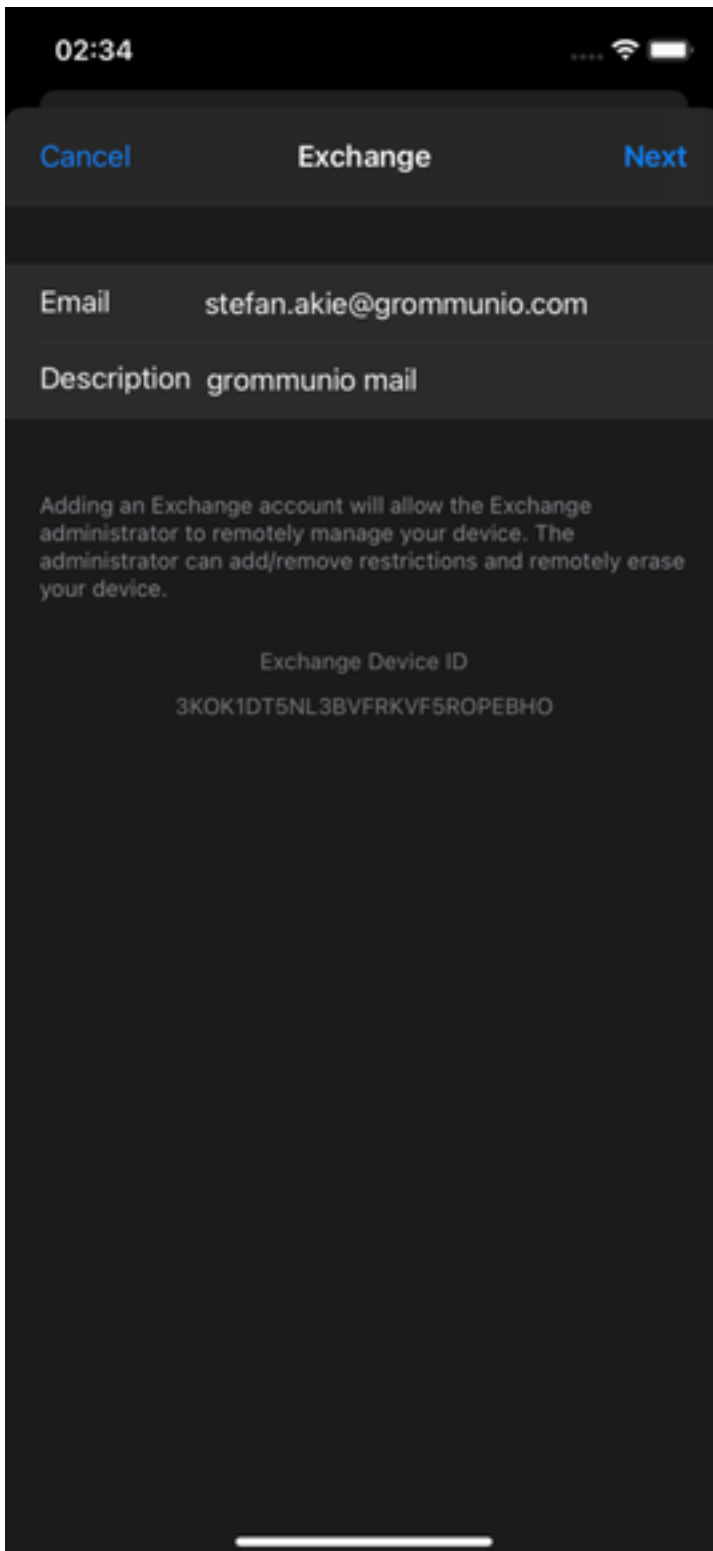
2. In the Mail settings, select Add Account



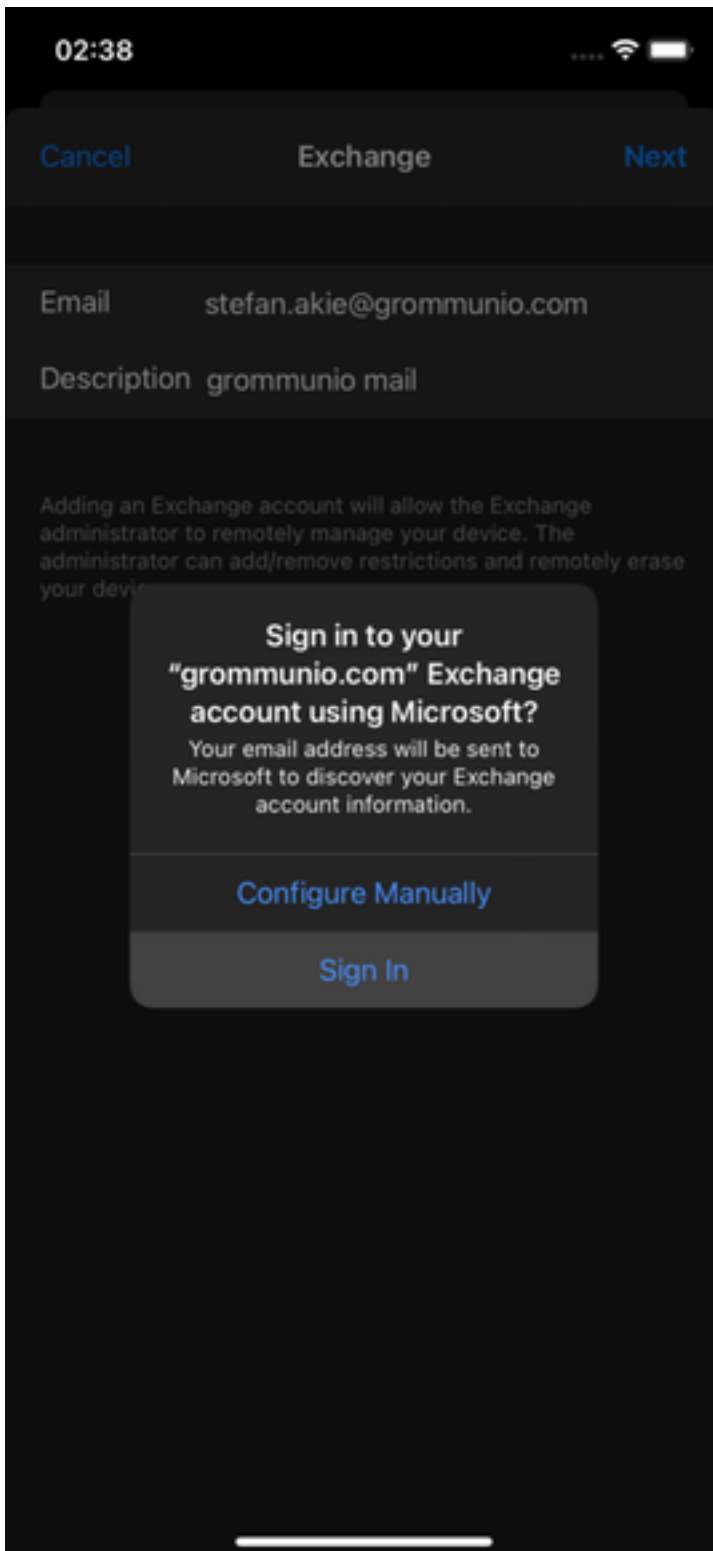
3. In the following setup dialog, select Microsoft Exchange as account type



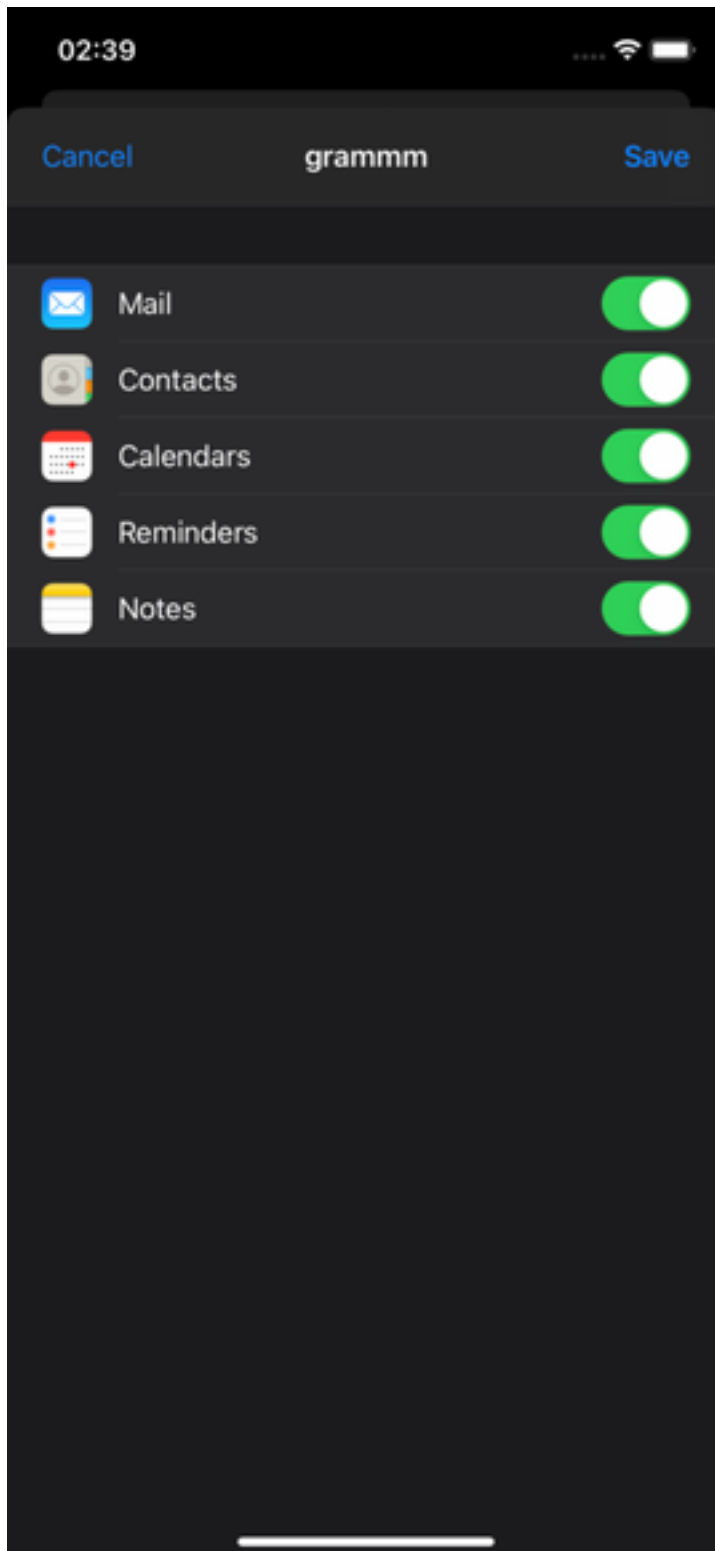
4. In the following setup dialog, enter your email address, choose an account description, and select Next



5. After confirming your account information, you will be requested whether you want to sign-in by using Microsoft, or manually want to configure your account information. Since grommunio is equipped with AutoDiscover technology, both possibilities are available.



6. With the following dialog, your credentials (which you are requested to enter) could be verified correctly, and you can select which information should be synchronized with your iOS device, namely Mail, Contacts, Calendar, Reminders and Notes. After hitting **Save** your account setup has finished and your data is being synchronized in the background.



7. After finishing the account setup your data is being synchronized in the background.

Depending on the grommunio backend configuration, you might be requested to accept a corporate policy setting to finish and accept the configuration. Note that this (depending on your configuration) might allow system administrators (and yourself through grommunio web) to setup specific policies or handle the device through mobile device management. The possibilities of profile settings vary by different iOS versions.

With the configuration of your mobile device with an exchange account, your mobile device has access to the data of your account through the personal information manager (PIM) interface. This allows

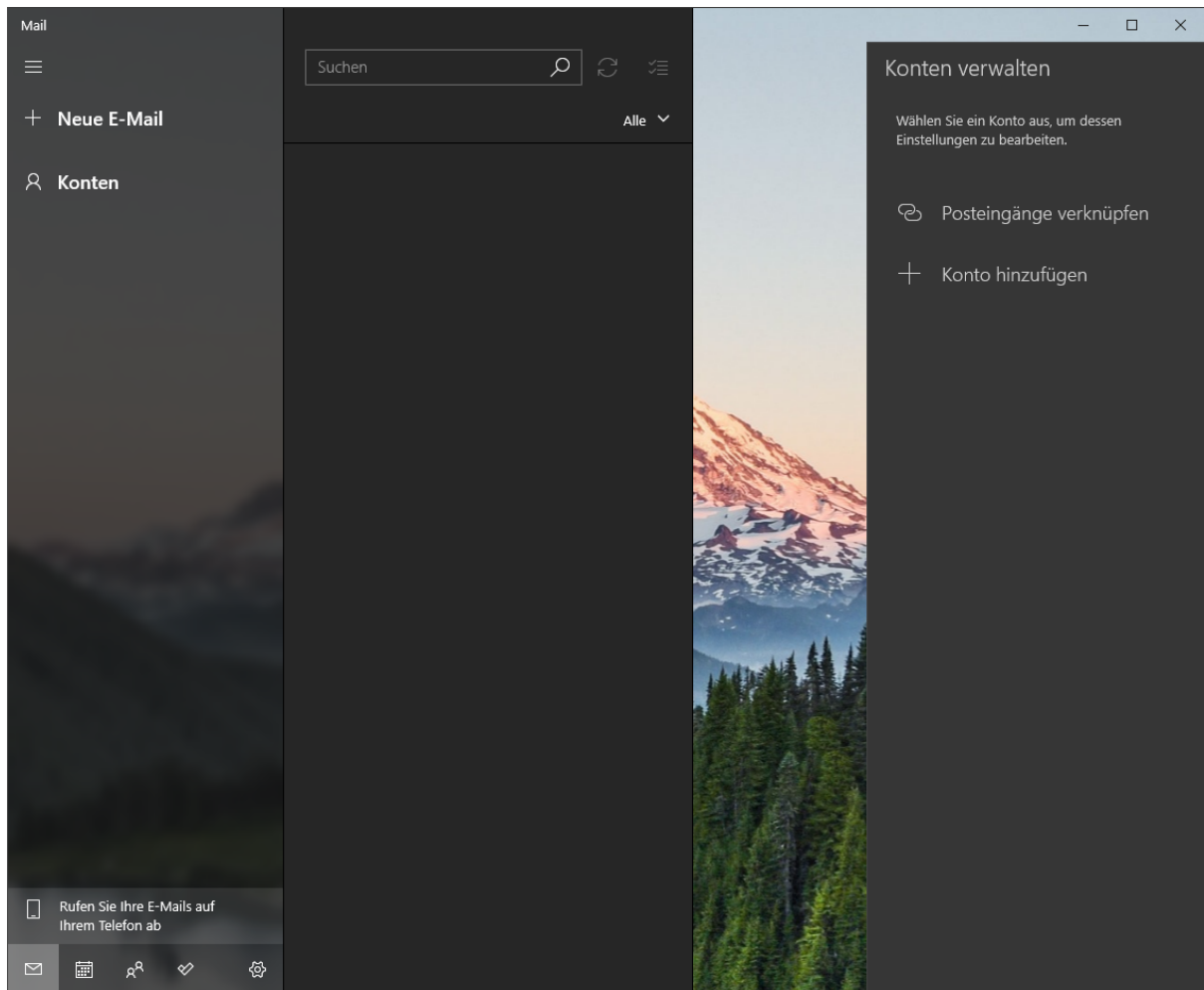
you to use your grommunio mailbox with a variety of applications of your choice, such as a mail or calendar application of your preference.

2.4 Apple macOS

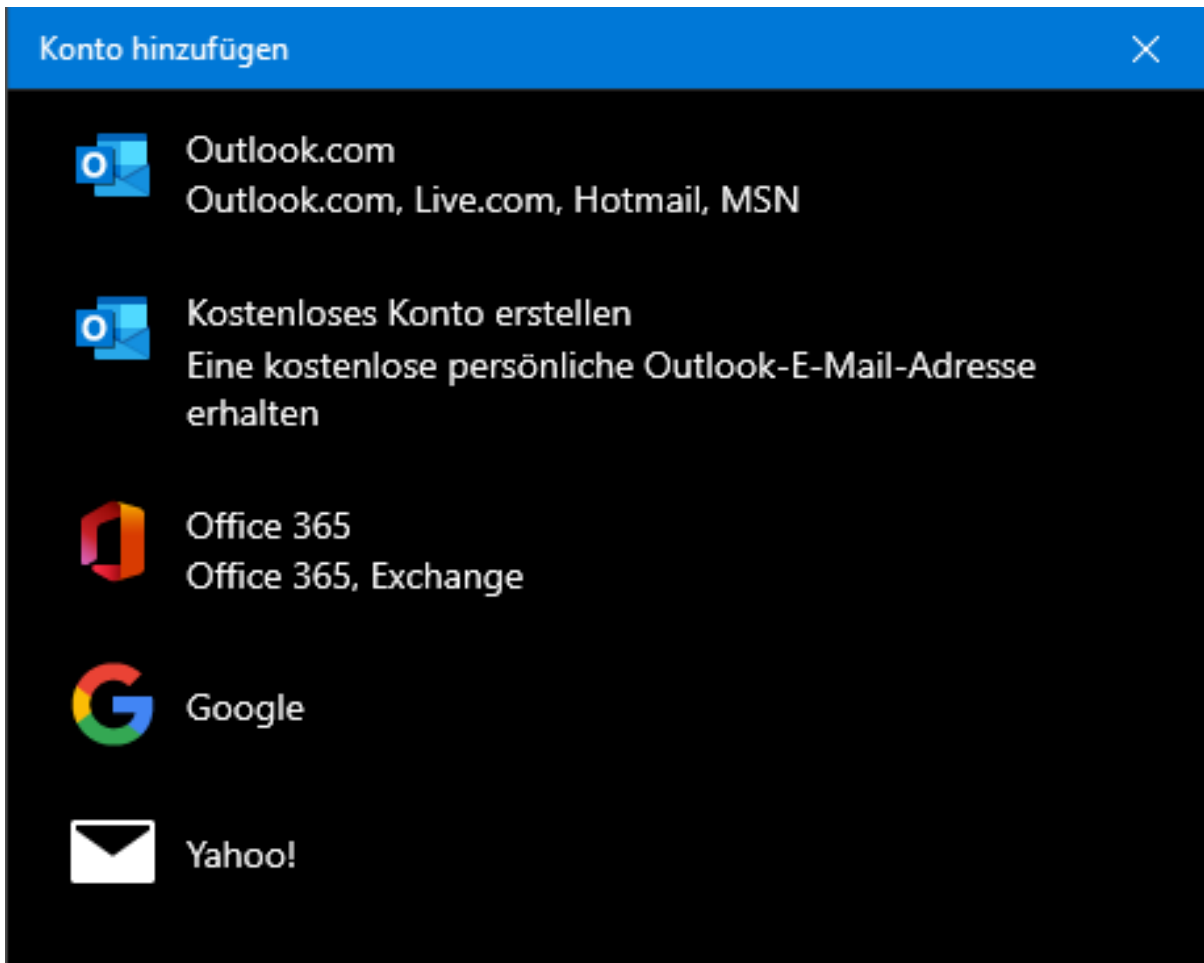
2.5 Microsoft Mail

grommunio Accounts can be easily added to Microsoft Mail, as grommunio natively supports the protocols used by Microsoft Mail.

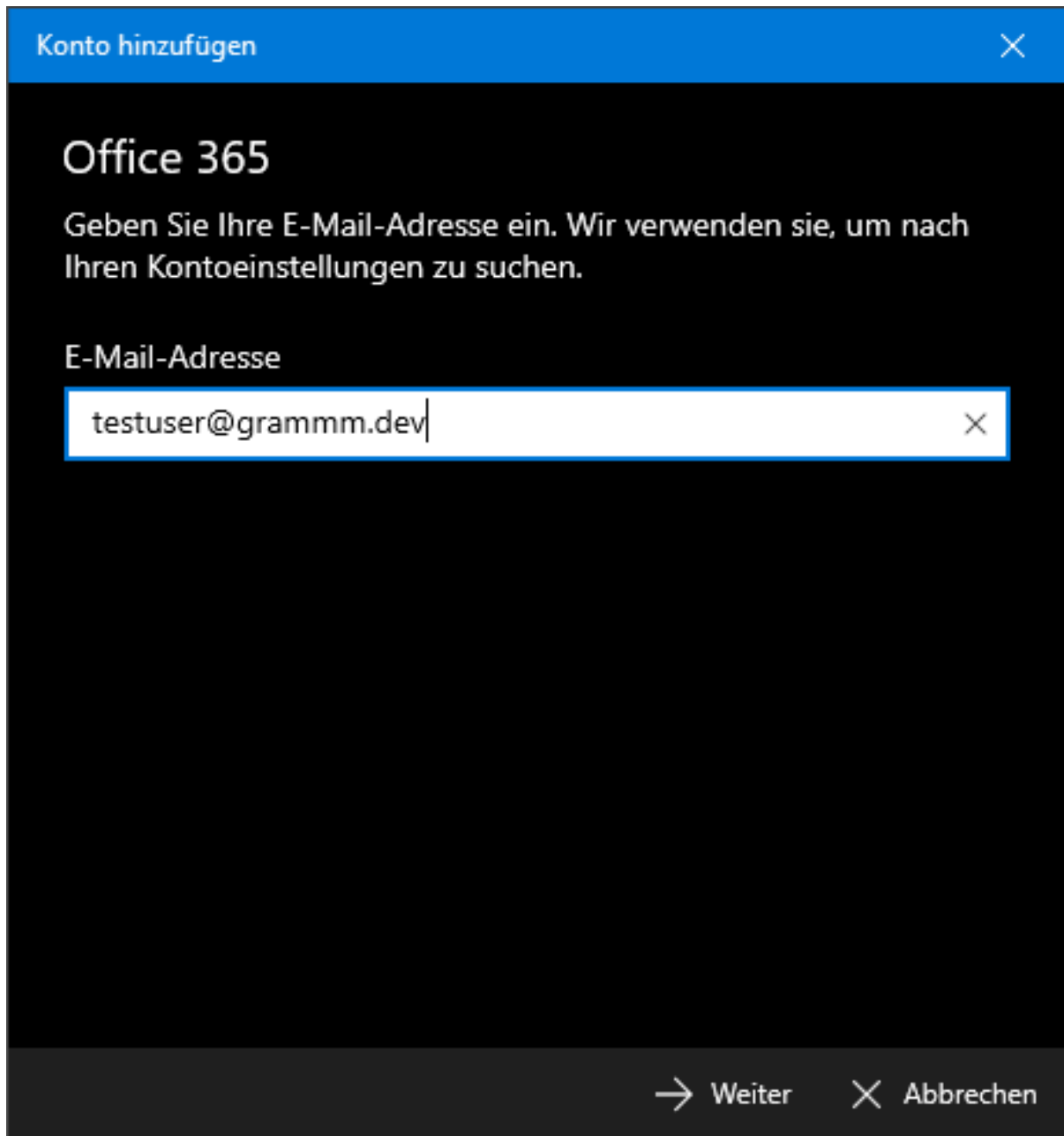
1. To add your grommunio account to Microsoft Mail, open Microsoft Mail and select **Accounts** in the left menu and after that **Add account** on the account management pane on the right side.



2. In the following dialog the Microsoft Mail account assistant select Office 365 account type from the list.



3. The following dialog requests the entry of the email address, which should be entered here, select **Next** to continue.



4. After a few seconds, the next dialog requests the password of the account, select Logon after entry.

Konto hinzufügen ✕


Office 365

Für einige Konten sind zusätzliche Schritte zum Anmelden erforderlich.

[Mehr erfahren](#)

E-Mail-Adresse

Kennwort

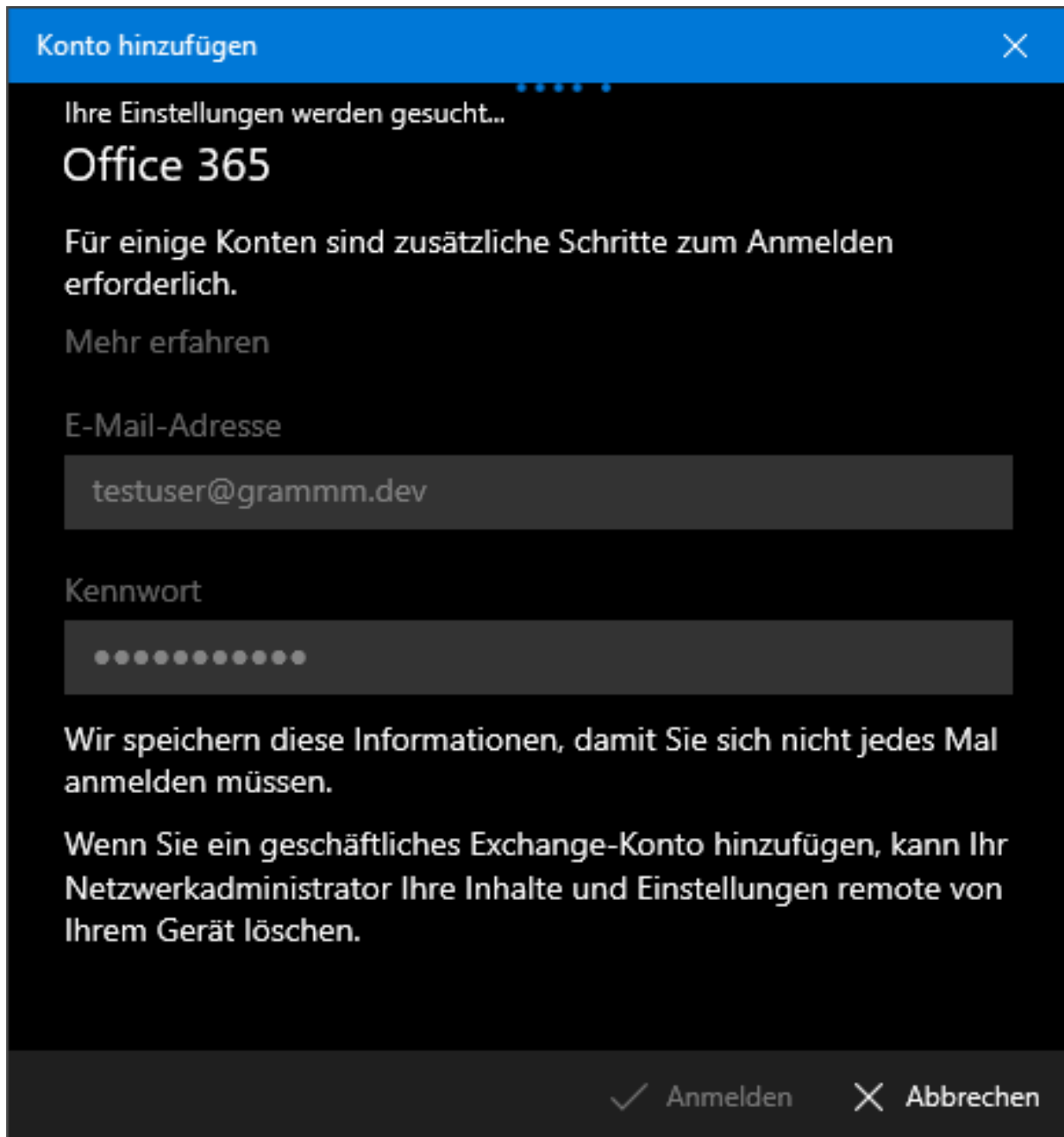
 

Wir speichern diese Informationen, damit Sie sich nicht jedes Mal anmelden müssen.

Wenn Sie ein geschäftliches Exchange-Konto hinzufügen, kann Ihr Netzwerkadministrator Ihre Inhalte und Einstellungen remote von Ihrem Gerät löschen.

Anmelden Abbrechen

5. After entering the credentials, Microsoft Mail will automatically (based on AutoDiscover technology) detect your settings after a few seconds.



Konto hinzufügen ✕

Ihre Einstellungen werden gesucht...

Office 365

Für einige Konten sind zusätzliche Schritte zum Anmelden erforderlich.

[Mehr erfahren](#)

E-Mail-Adresse

testuser@grammm.dev

Kennwort

●●●●●●●●●●

Wir speichern diese Informationen, damit Sie sich nicht jedes Mal anmelden müssen.

Wenn Sie ein geschäftliches Exchange-Konto hinzufügen, kann Ihr Netzwerkadministrator Ihre Inhalte und Einstellungen remote von Ihrem Gerät löschen.

Anmelden Abbrechen

6. After completed setup of the account, Microsoft Mail will confirm the successful account creation and synchronize all information with your Microsoft Windows device.

Konto hinzufügen ✕

Alles erledigt!

Ihr Konto wurde erfolgreich eingerichtet.

 testuser@grammm.dev

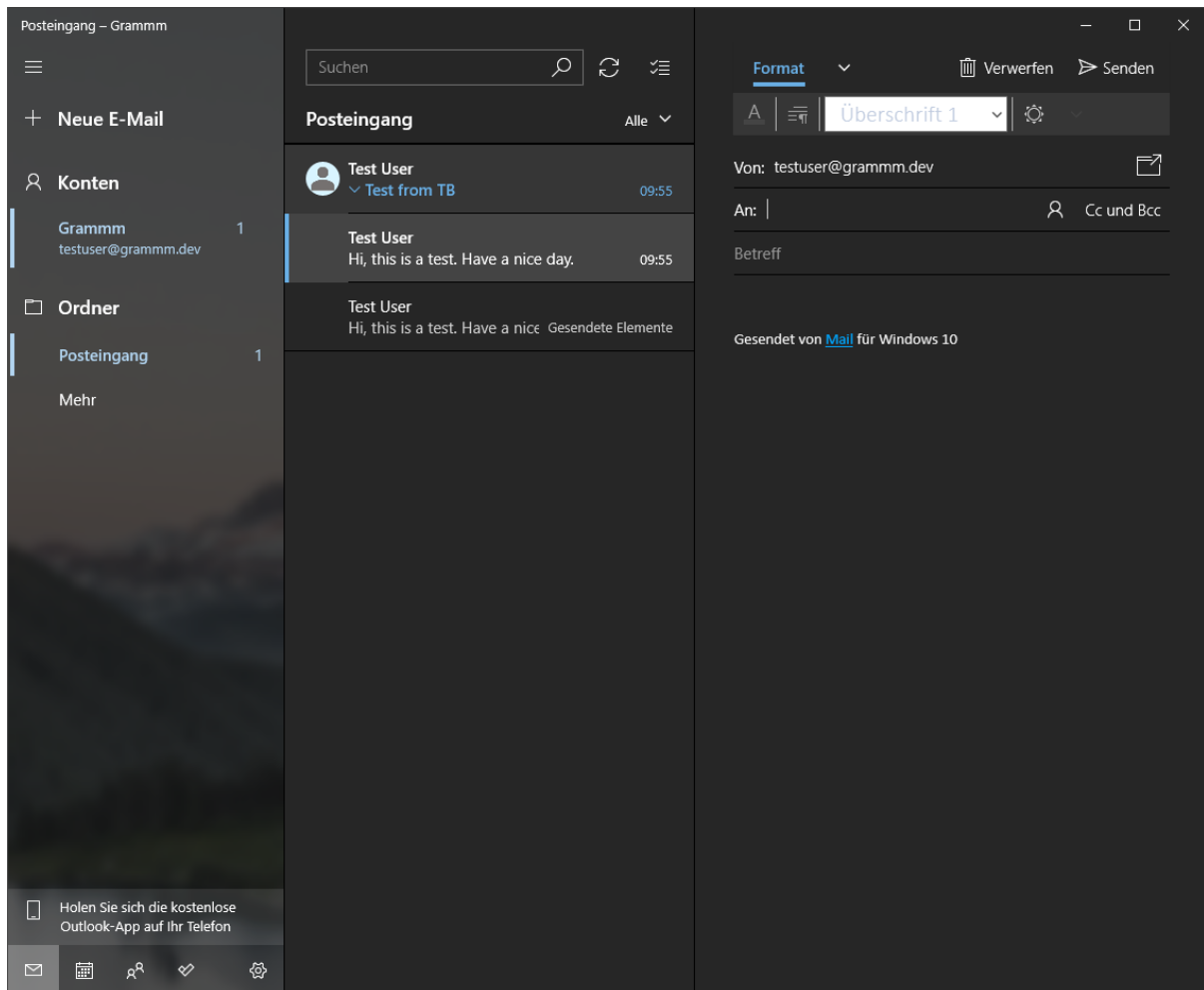
Mail wird noch besser mit Outlook auf dem Smartphone

Verbinden Sie sich mit jedem E-Mail-Konto, und greifen Sie unterwegs auf geschäftliche und persönliche Kalender zu. Es ist kostenlos!

[App abrufen](#)



✓ Fertig



Note: Microsoft Mail will automatically store the credentials without the option to deselect this feature. The password hereby is stored in the Microsoft Windows user profile used for the account creation.

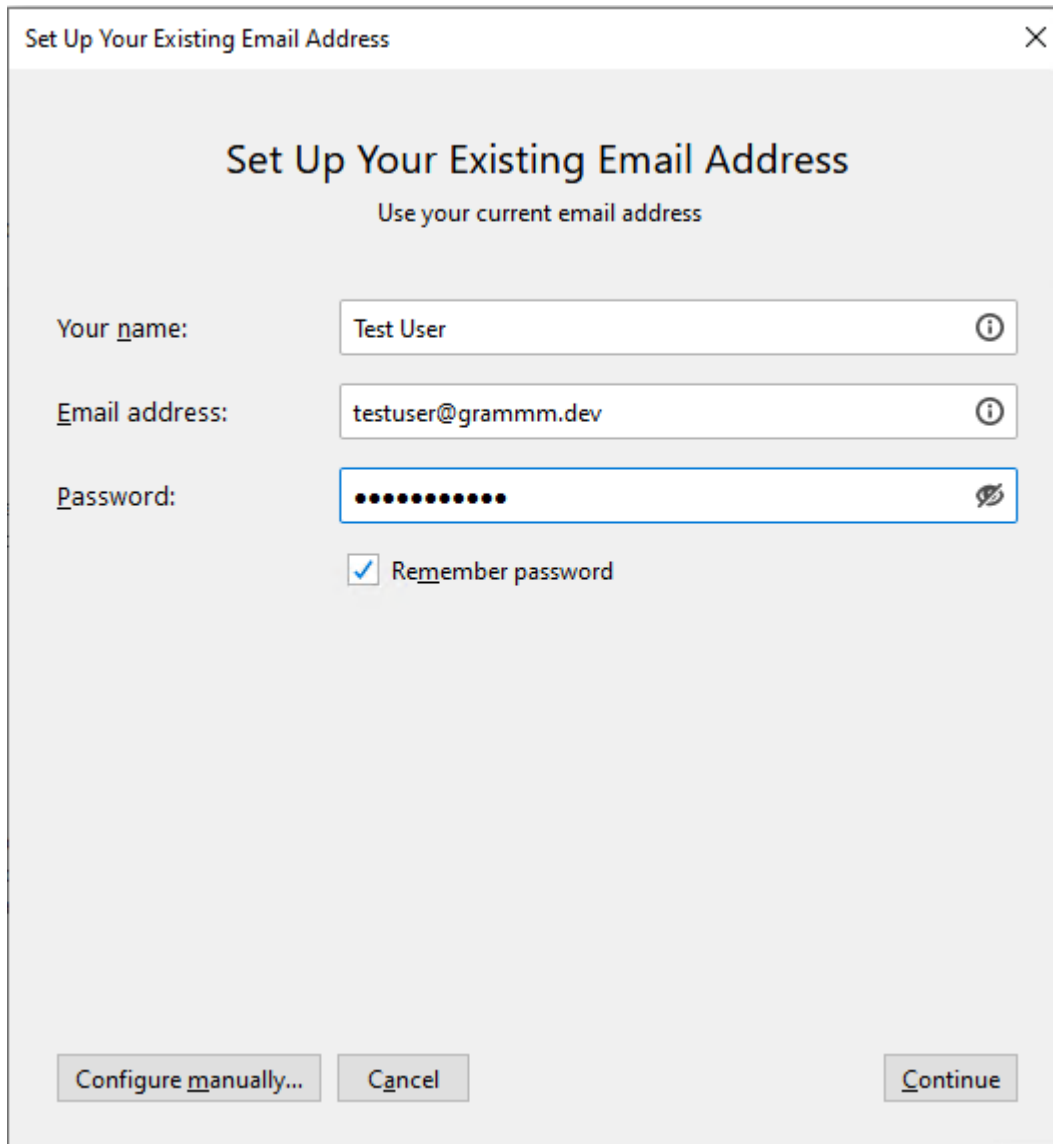
Important: With the account creation in Microsoft Mail, the Windows default Apps People and Calendar automatically have access to the same account information and automatically synchronize your grommunio account with the Microsoft Windows device.

2.6 Mozilla Thunderbird

Mozilla is a free and open-source cross-platform email and personal information manager. grommunio fully supports Mozilla Thunderbird with its primary protocols, IMAP(s), POP3(s), SMTP(s) as well as CalDAV(s). Additionally, with full support for CardDAV(s) by grommunio, the official Mozilla Thunderbird plugin named "CardBook" can be used for synchronization of contacts.

2.6.1 Thunderbird: E-Mail

1. To setup an email account with Mozilla Thunderbird, choose File -> New -> Existing Mail Account... and fill in your personal mail account settings:



Set Up Your Existing Email Address

Set Up Your Existing Email Address

Use your current email address

Your name: Test User

Email address: testuser@grammm.dev

Password: ●●●●●●●●

Remember password

Configure manually... Cancel Continue

If you want your authentication information to be stored on your system, use the Remember password option, so it will not prompt you the next times you open Mozilla Thunderbird.

Press Continue when you have your confirmed your information to be correct.

Set Up Your Existing Email Address
✕

Set Up Your Existing Email Address

Use your current email address

Your name: ⓘ

Email address: ⓘ

Password: ⓘ

Remember password

⚠ Config found, but no addons known to handle the config

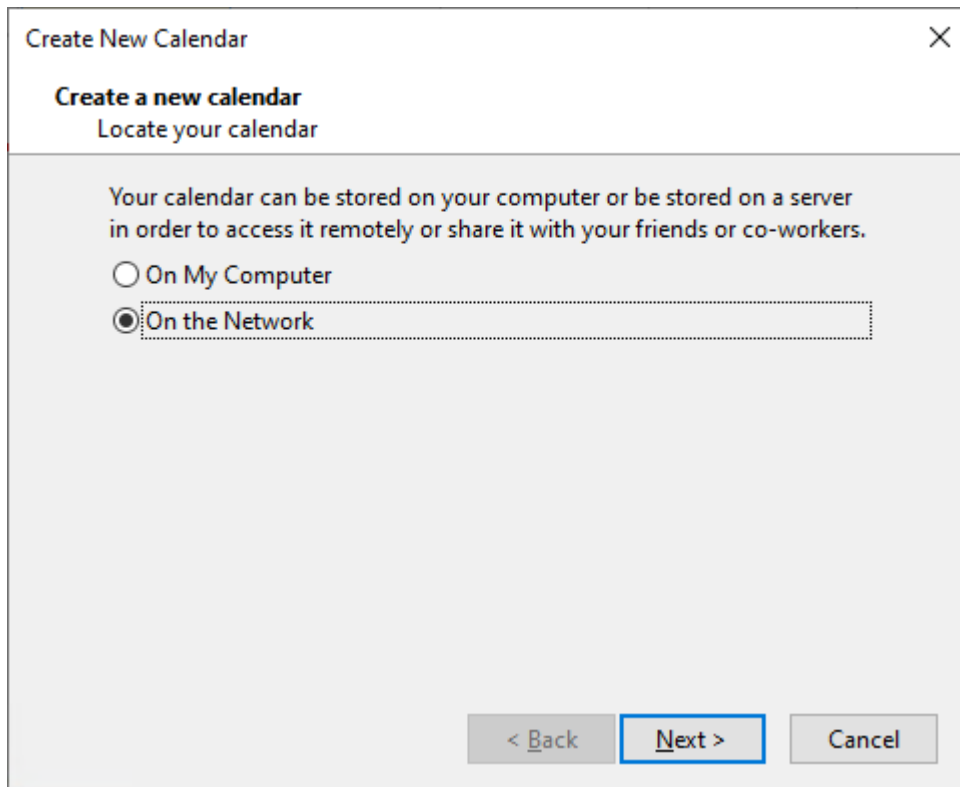
Protocol: IMAP (remote folders)
 POP3 (keep mail on your computer)
 Exchange

Incoming: **IMAP** srv-dev-01.grammm.dev STARTTLS
Outgoing: **SMTP** srv-dev-01.grammm.dev STARTTLS
Username: testuser@grammm.dev

2. The summary page will provide you with the functionality available for Mozilla Thunderbird. During configuration, the warning Configuration found, but no addons known to handle the config might show up. You can safely ignore this hint, since Mozilla Thunderbird does not understand all protocols available by grommunio, which is the reason for this warning to show up. Mozilla Thunderbird automatically detects the correct mail server information for you and sets the protocol encryption for you. With the choice of your favorite protocol, select Done and your account is setup.

2.6.2 Thunderbird: Calendar

1. To setup a calendar account with Mozilla Thunderbird, choose File -> New -> Calendar... and select On the Network as the location of your calendar.



2. In the upcoming dialog choose CalDAV as Format, enter your Username and set the location appropriately. Per default, your personal Calendar is reachable under "<https://<Server URL>/dav/calendars/<Username>/<Calendar Name>>". If you do not have this information, contact your administrator to provide you with this information accordingly. In most cases, the server URL matches your grommunio Web URL. Checking the checkbox Offline Support will make sure you can access your calendar information also without an active connection to your provider.

Create New Calendar ×

Create a new calendar
Locate your calendar

Provide info about what is needed to access your remote calendar

Format: iCalendar (ICS)
 CalDAV

Username:

Location:

Offline Support

Note: Since grommunio support multiple calendars in a Mailbox, the <Calendar Name> is needed to be specified explicitly. Note that this URL is sensitive to correct spelling, which means a users mailbox' calendar is most likely to be named *Kalender* in german, for example.

3. The next dialog in the CalDAV account setup will give you options to setup your Calendar account, such as giving it a specific name, color and activate reminders. It is recommended to choose the corresponding email account correctly - This ensures appointment handling is matching the correct calendar/mailbox pairing.

4. As final dialog you will be presented to provide your credentials to be able to access your calendar. You can identify being connected to the correct server URL by seeing the prompt: The site says: "grommunio dav". Use the same credentials as with your email account to access your calendar information.

2.6.3 Thunderbird: Contacts

1. To setup a contacts account with Mozilla Thunderbird, it is first required to install a plugin with Mozilla Thunderbird. The well-known plugin "CardBook" is fully tested and supported with grommunio, and available at the following location: <https://addons.thunderbird.net/de/thunderbird/addon/cardbook/>. Download the plugin and install it, to make your Mozilla Thunderbird installation to support contacts management based on the vCARD standard. To install it, you need to download and install the plugin (an XPI archive) or download it directly within Mozilla Thunderbird via File -> Add-Ons and search for the Add-on CardBook and select Add to Thunderbird. It will be automatically installed and with installation it will request you for the necessary permissions, which need to be accepted for proper operation of the plugin.

**CardBook** FEATURED

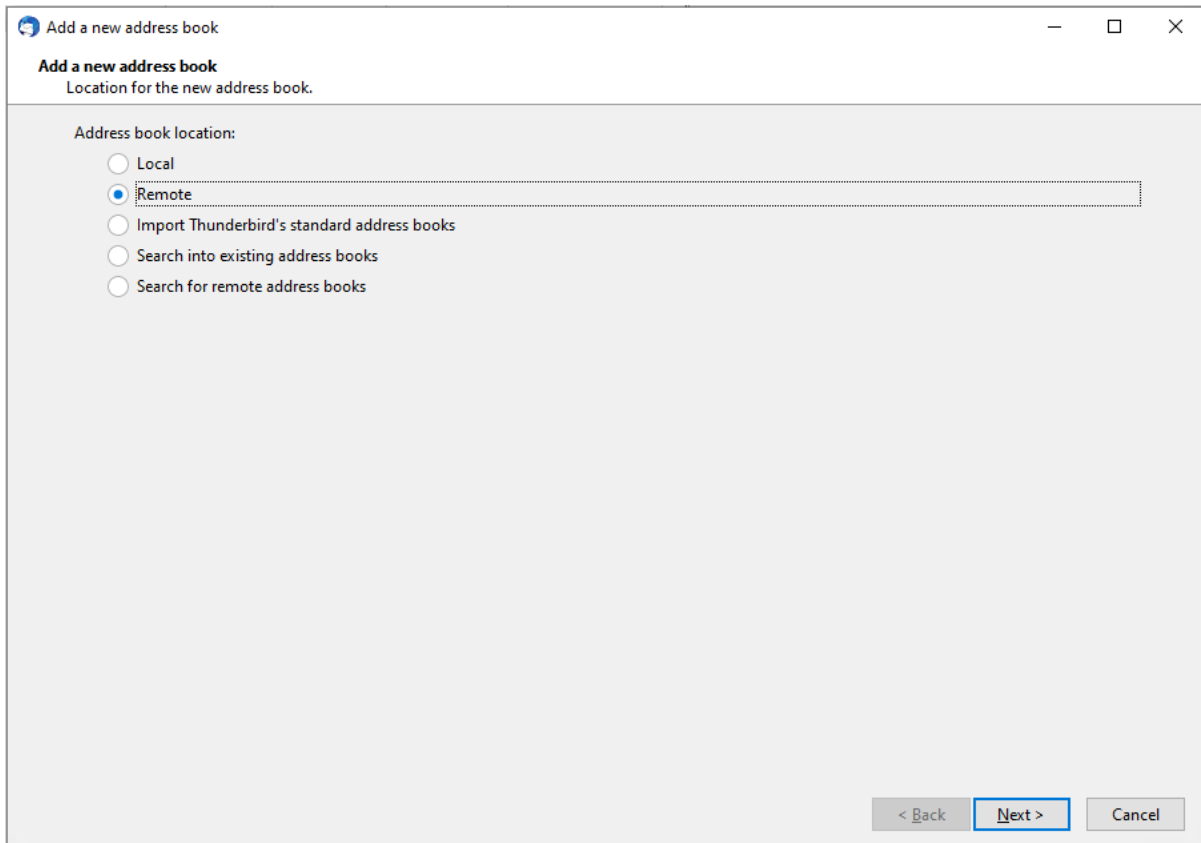
A new Thunderbird address book based on the CardDAV and vCard standards.

Twitter: [@CardBookAddon](#)

★★★★☆ (353) · 66,845 users

[+ Add to Thunderbird](#)

2. After installation, choose the CardBook Tab from Mozilla Thunderbird, and within CardBook, choose Addressbook -> New Addressbook and select Remote as address book location and select Next >.



3. For setting up your grommunio Contacts folder, choose CardDAV as your remote address book type. Per default, your personal Calendar is reachable under "<https://<Server URL>>". In most cases, the server URL matches your grommunio Web URL. After entering your credentials (Username and Password) you can validate your correct configuration with the button Validate.

Add a new address book
Type and location of the new remote address book.

Type
What is the type of your remote address book (Caution: Google does NOT conform to vCard standards)?

CardDAV
 Google
 Apple
 Yahoo!

Connection
For a CardDAV type, enter the URL of your remote address book. You may try to use a partial URL (example : http(s)://carddav.example.org). For a Google address book, don't specify this field.

URL:

Enter the credentials for accessing your address book. For a Google address book, the username should be your Google email.

Username:

Password:

Use Password Manager to remember this password.

4. After successful validation, select **Next >** to continue your address book configuration.

Add a new address book
Type and location of the new remote address book.

Type
What is the type of your remote address book (Caution: Google does NOT conform to vCard standards)?

CardDAV
 Google
 Apple
 Yahoo!

Connection
For a CardDAV type, enter the URL of your remote address book. You may try to use a partial URL (example : http(s)://carddav.example.org). For a Google address book, don't specify this field.

URL:

Enter the credentials for accessing your address book. For a Google address book, the username should be your Google email.

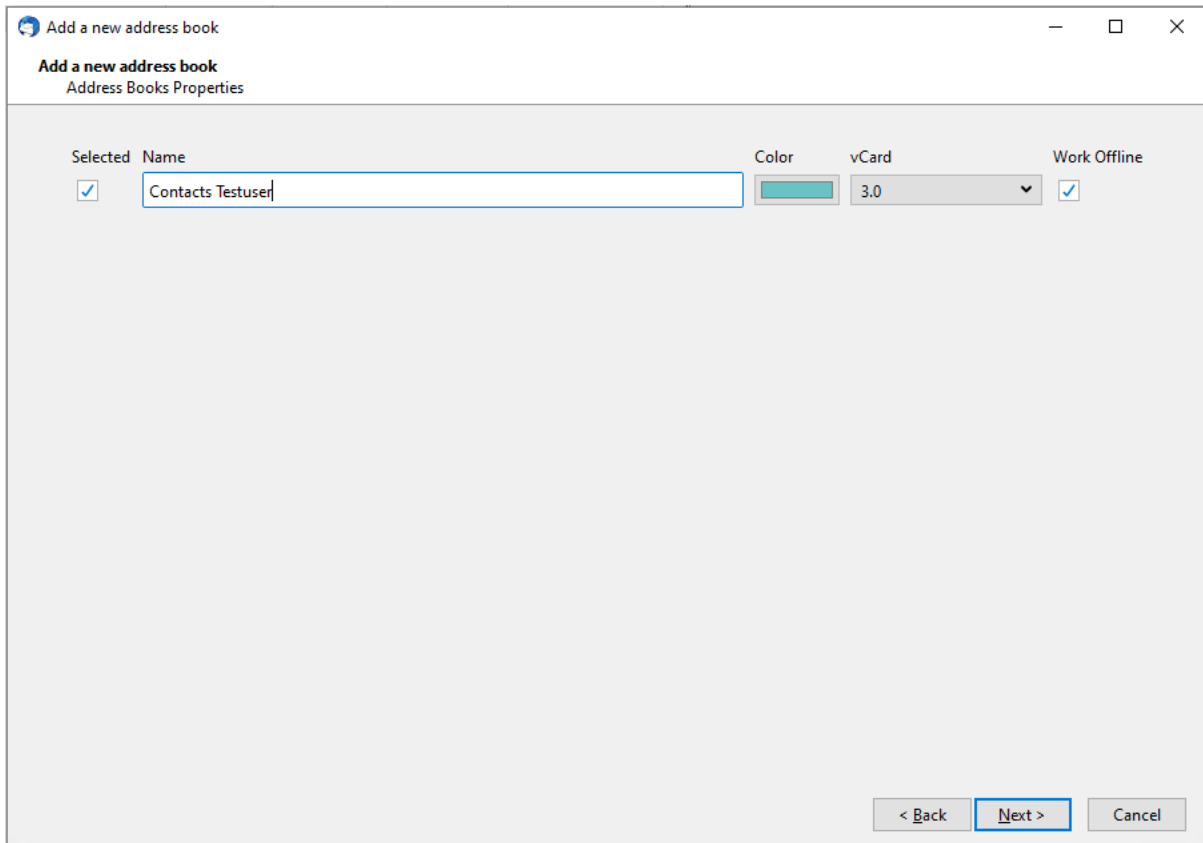
Username:

Password:

Use Password Manager to remember this password.

5. The final dialog will give you options to setup your address book account, such as giving it a specific name and color. Checking the checkbox **Work Offline** will make sure you can access your

calendar information also without an active connection to your provider.



2.7 Evolution

2.8 grommunio Web

grommunio Web provides the primary web interface for accessing your mailbox and other communication tools with just a browser.

Important: For grommunio Web, we have crafted a dedicated standalone documentation, which you can find here: [grommunio Web documentation](#)

Note: This documentation is also referenced directly from grommunio Web, which allows your users to use the most recent version of the documentation online.

3.1 Meetings via web

3.2 Android

3.3 Apple iOS

4.1 Chat via web

4.2 Chat via Desktop

4.3 Android

4.4 Apple iOS

5.1 Files via web

5.2 Files via desktop

5.3 Android

5.4 Apple iOS

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