Take Control

of What's New in

Entourage 2004

by Tom Negrino

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Take Control of What's New in Entourage 2004

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INTRODUCTION

With the possible exception of programs written by Apple and included with new Macs, no software package is more popular than Microsoft Office. Despite the enduring myth that the majority of Mac users work in a creative field such as graphic design or music, in reality the vast majority of Macs are used by business and home users. Meat (or for you vegetarians, tofu) and potatoes applications such as word processing, email, and spreadsheets are used by many more people than will ever touch Adobe Photoshop or QuarkXPress. In short, like its Windows equivalent, Microsoft Office for the Mac holds the dominant position in productivity applications.

Microsoft Office 2004 brings major new features to the four main Office applications: Word, Entourage, Excel, and PowerPoint. New features bring new questions, and I thought a Take Control book was a great way to answer those questions right away, without needing to wait to publish a traditional printed book. Happily, the TidBITS folks agreed.

Using this book, you can Take Control of new features in Microsoft Entourage 2004. I start with the enhancements to Entourage's Email section. Then I move into the big addition to Entourage 2004, the Project Center. I touch on some changes Microsoft made to the Calendar, and finish with new ways to archive information you no longer need everyday.

NOTE One thing you won't find in this ebook is a discussion of the improvements in Entourage 2004's Exchange email support. Exchange is a Windows-based email and personal information server that works with email, calendar items, and contacts. It's used mainly by larger businesses.

FUTURE UPDATES TidBITS Electronic Publishing may publish minor updates to this ebook to account for errata, software updates, new information, or other reasons. Such updates will be offered at no extra charge; click here to check for update information.

TERMINOLOGY AND CONVENTIONS

In reading this ebook, you may encounter a few unfamiliar terms and conventions. To get the most out of this ebook, please note the following:

Path Syntax

This ebook occasionally uses a *path* to show the location of a file or folder in your file system. Path text is formatted in bold type. For example, Panther stores most utilities, such as StuffIt Expander, in the Utilities folder. The path to Stuffit Expander is: **/Applications/Utilities/StuffIt Expander**.

The front slash at the start of the path tells you to start from the root level of the disk. You will also encounter paths that begin with **~** (tilde). The tilde is a shortcut for any user's home directory. For example, if a user wants to install fonts that only he can access, he would install them in his **~/Library/Fonts** folder, which (to a person with the user name **tom**) is just another way of writing **/Users/tom/Library/Fonts.**

Opening Entourage Preference Panes

To open Entourage's preferences (not to be confused with the system-wide settings found in the System Preferences application), choose Entourage > Preferences (Command-Comma). In the Preferences dialog, view an individual preference pane by clicking its name in the column at the left. Instead of writing out detailed directions each time I want you to open a preference pane, I use an abbreviated notation such as "open the Security preference pane."

READING AND PRINTING TIPS

This ebook was designed to be read onscreen or printed. Here are a few tips for enhancing your online reading experience in Adobe Acrobat 5, Adobe Reader, and Panther's Preview 2.1.

Onscreen reading tips:

- In Adobe Acrobat 5, the Take Control default settings on the View menu are Fit in Window and Continuous. For most people with larger monitors, those should be fine. To focus only on reading, in Acrobat 5, choose View > Full Screen, or in Acrobat 6, choose Window > Full Screen View. (Press Esc to leave full screen mode.) Preview ignores our default settings, but to emulate our defaults, choose View > Continuous Scrolling and select Scale Pages to Fit Display in the PDF tab of Preview's Preferences window.

- In Acrobat, you can increase the size of the text by clicking the window's Zoom button to make the window as wide as possible, and then choosing View > Fit Width. You can eke out more horizontal width by closing the Bookmarks tab (click the Bookmarks tab at the far left of the Acrobat window). In Preview, resize the window manually and click the Zoom In button; to save more horizontal space, close the bookmarks drawer (Command-T).

- To scroll using keyboard shortcuts you must first click in the main text area. The Page Up and Page Down keys may be the easiest (and they scroll by screen when you are viewing less than a full page). In Acrobat, the Left and Right arrow keys scroll to the previous and next page starts.

- Blue text indicates links. You can click any item in the Table of Contents to jump to that section. Cross-references are also links, as are URLs and email addresses.

- Work with the Bookmarks tab or drawer showing so you can always jump to any main topic by clicking its bookmark.

Printing tips:

- In the unlikely event that Adobe Acrobat or Adobe Reader cannot successfully print this PDF, try Preview; several readers have solved printing problems by using Preview.

- If you prefer a tighter layout that uses fewer pages, check your printer options for a 2-up feature that prints two ebook pages on one piece of paper. For instance, your Print dialog may have an unlabeled pop-up menu that offers a Layout option. Choose Layout, then choose 2 from the Pages per Sheet pop-up menu. You may also wish to choose Single Hairline from the Border menu.

- When printing on a color inkjet printer, to avoid using a lot of color ink (primarily on the yellow boxes we use for tips and figures), look for an option to print entirely in black-and-white.

WHAT'S NEW IN ENTOURAGE 2004 QUICK START

I organized this book in the order that you'll likely encounter Entourage 2004's new features. Because many people use Entourage as a mail program first and foremost, I begin there, then discuss the rest of the changes. You need not read this book in any particular order, but you may find it helpful to read each major section from the start.

Work with email:

- Discover new email viewing options. See Viewing and Arranging Your Email.

- Set up the updated Junk Email Protection feature. See Slowing Down Spam.

- Learn how to use Microsoft Word to compose your email. See Write Email in Word.

- Send and receive digitally signed or encrypted email. See Use Secure Email.

Create a project:

- Learn about Entourage projects. See Understanding Projects and Using the New Project Wizard.

- Add events, tasks, email, contacts, or documents to a project. See Add Items to Your Project and Work With Project Folders and Documents.

- Share projects with colleagues. See Share Your Project.

- View and change projects from other Office applications. See Use the Project Palette.

Work with the calendar:

- Filter the calendar view by project. See Change Calendar Filtering.

- Learn the new calendar printing options. See Print Your Calendar.

Archive older information:

- Learn how to archive and remove from Entourage information you no longer need at your fingertips. See Archiving Entourage Data.

VIEWING AND ARRANGING YOUR EMAIL

Entourage 2004 is a capable PIM (personal information manager), but it truly shines as an email program. The changes to the email part of Entourage focus on making it easier for you to view your mail, and give you some new tools to arrange message lists to your liking.

Three Column View

The biggest news in email is the new Three Column View. This puts the Message List in a column between the Folder List and the Preview Pane (**Figure 1**).

FIGURE 1
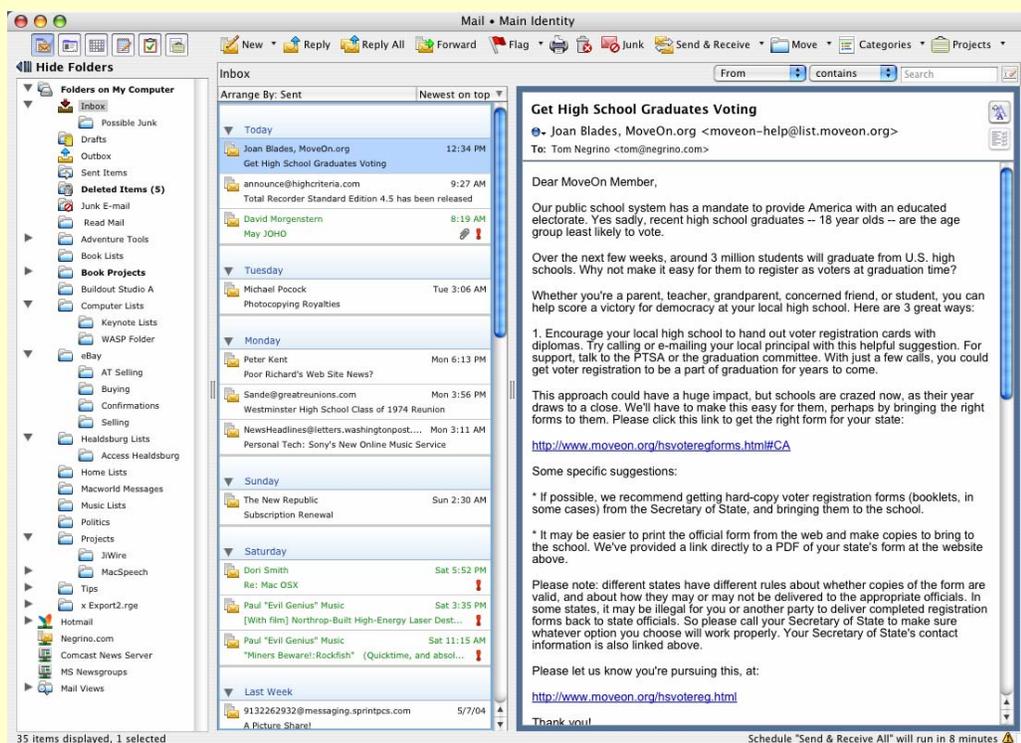
The new Three Column View is a rearrangement of, from left to right, the Folder List, the Message List, and the Preview Pane.

Use this view if it works in your screen size and enhances your working style. With Three Column View active, you can see more of the selected message in the Preview Pane at once; depending on your screen resolution and the length of the message, you may be able to see the entire message without the hassle of scrolling. This view is great for owners of Apple Cinema Displays and other widescreen displays, such as the 15-inch and 17-inch PowerBooks. If your monitor resolution is smaller, you may find the view less useful.

Junk email, or *spam*, has reached epidemic proportions, and with no end in sight, any email program worth its salt must provide robust tools to identify and quarantine spam. The idea is to prevent junk mail from making it to your In box. Spammers get more clever (and maddening) every day, so winnowing the spam from the good email is an increasingly difficult proposition. Solutions that worked fine as little as a year ago may be of little use today. So it is with the Junk Mail Filter in the previous version of Entourage, Entourage X. When it was released, it did a decent job of identifying junk mail, but now it is of hardly any use.

That's why the Junk Mail Filter in Entourage 2004 is interesting and useful. It uses an entirely different spam detection system than Entourage X. And it's much better, too: with Entourage X, I needed to use an external utility, the $40 Spamfire Pro, by Matterform Media (see http://www.matterform.com/?page=spamfire/). With the combination of Entourage 2004's Junk Mail Filter and some of its Mail Rules, I don't need Spamfire Pro anymore, as Entourage alone does a good enough job of catching my spam and routing it to oblivion. Though Spamfire Pro did a creditable job, it has some drawbacks that I'm happy to be rid of.

The improved junk mail protection is one way in which Microsoft's research for their Windows products benefits Mac users. The junk mail protection engine in Entourage 2004 is shared by Microsoft Outlook 2003 for Windows. When Microsoft updates the junk mail protection engine for Outlook, they will update it for Entourage as well.

Microsoft AutoUpdate

That updating will happen via one of Office 2004's other new features, Microsoft AutoUpdate, software that queries a Microsoft server for program updates, much as Apple's Software Update does for Mac OS X and Apple applications. You can tell AutoUpdate to check for software updates automatically on a daily, weekly, or monthly basis, or you can choose to check for updates manually.

To take advantage of automatic updating, make sure that AutoUpdate is set. In any Office 2004 program, choose Help > Check for Update,

USE SECURE EMAIL

Entourage 2004 includes new tools that allow you to attach a *digital ID* to your messages (which verifies that a message is from you), and to encrypt messages so they can't be read unless the recipient has the right digital key to unlock their contents. Let's talk about email security a bit before we dive into those new features.

You know, there's not enough stress in the world. Just when we thought it was safe to sit down at the keyboard, security geek doomsayers tell us that our email is horribly insecure, because it's normally sent as plain text across a network or the Internet. Evildoers can intercept your mail in transit and read it, or they can even fake your identity and send messages that appear to be from you.

Well. As if you needed something else to pump up your paranoia level. Is your mail really that subject to attack? Are cybercriminals preying on you even as you read this? Should you spend nights awake in bed worrying? Uh, no.

First, the bad news: those security geeks are correct, at least in terms of the capabilities of the bad guys. Whether those bad guys are an evil hacker sucking down his 25th Mountain Dew of the day, or the U.S. National Security Agency, if someone is motivated enough to get at your email as messages are sent or received, they can probably do so.

But the real questions are how *likely* it is that your email is being compromised and what's the *liability* if someone does read your mail. To answer these questions, ask yourself how important your email is. There's little incentive for someone to snoop on your conversations with your Aunt Tillie, and there's little or no downside if they did. But if you regularly discuss confidential business plans, or work on national security documents, then you have legitimate concern for the security and safety of your email. In my opinion, most people shouldn't worry. I've sent tens of thousands of email messages in the past 20 years, since I bought my first Mac. Besides test messages when I was writing about software, I've encrypted exactly three messages in all that time (because I belonged to a bulletin board service that had a system operator I didn't trust). You'll need to evaluate the potential importance of your email to other people, and decide if taking security measures is worth the extra effort.

UNDERSTANDING PROJECTS

The big addition to Entourage 2004 is the Project Center, which enables you to create and organize projects using information within and outside Entourage. Once you create a project (see Using the New Project Wizard), the Project Center offers seven tabs that cover the project's calendar and tasks; associated email; files (which can be any files; you're not limited to Office files); contacts from Entourage's Address Book; clippings from the Office Scrapbook; and Entourage Notes, plus an Overview tab that shows you the current week, upcoming tasks, and recent project email and files (see **Figure 6**). Project Center's Overview lets you jump to the information associated with a project with a single click, no matter where it resides, whether in Entourage, elsewhere on your hard disk, or on networked file servers.

FIGURE 6
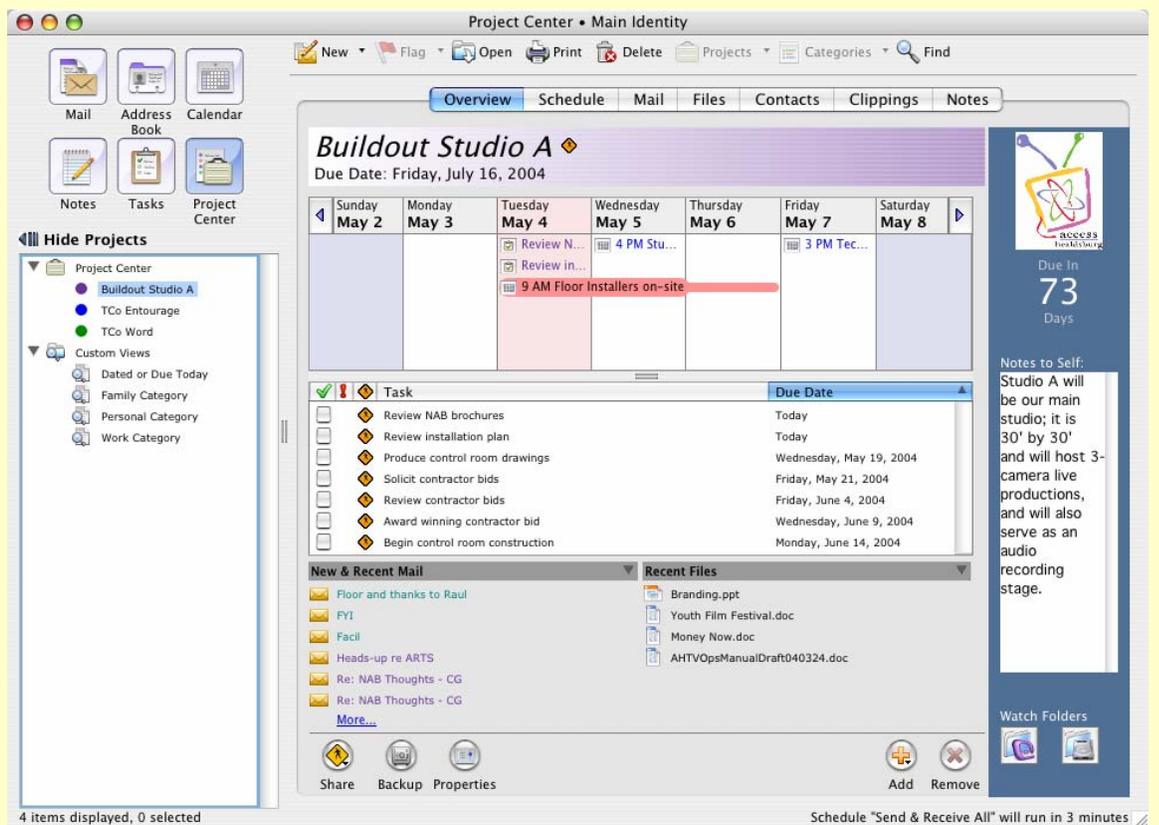
The Project Center's Overview tab gives you easy access to most of the current information in your project. Items in this view automatically update as project items change.

Entourage makes setting up projects easy (see Using the New Project Wizard, next page) and makes it as simple as possible to associate files and information with projects, either manually or automatically, using quite a number of techniques. (See Add Items to Your Project and Work With Project Folders and Documents to learn about the many ways to associate items with your project.)

If you work with other people on projects, you can choose to share your project with colleagues by placing the project information on a file server or iDisk (see Share Your Project). Entourage automatically updates and synchronizes all the project participants' items. You can share contacts, calendar items, tasks, and files, but not email. You choose which of these items you want to share; you don't have to share all of your contacts, for example, just the ones relevant to the project.

You'll only get the full use of projects if you use Entourage for all your PIM (personal information manager) needs; there's no integration with other PIM software such as Apple's Address Book and iCal. Users of Now Software's Now Up-To-Date & Contact are similarly out of luck. If you do use other PIM software, you can still use projects in Entourage, of course, but you won't gain the benefits of integrating contact and calendar management with the rest of the project.

With that limitation, I found the new projects facility to be very useful. I was pleasantly surprised to discover that being able to open any document with a single click from the Overview tab, rather than going back to the Finder, was the part I used the most.

> **TIP** Users of other PIM software have a clunky workaround available. Entourage can import contact and calendar data from other PIM programs, so you can continue to work in the other PIM software, and periodically import that information into Entourage for use in the project.

ARCHIVING ENTOURAGE DATA

Some people like to keep all their mail around forever. Some of us prefer to sweep away mail and other information relating to long-completed projects. Entourage 2004 is flexible enough for either approach. With its new expanded limit for the size of the Entourage database (see the Sidebar, More Room for Your Information), data packrats will be happy. And the new Archiving feature helps those of us who like to store old information outside of Entourage.

Archiving creates a new kind of file, called, not surprisingly, an *Entourage archive*. These files can contain most types of Entourage data (the exceptions are Address Book Groups and Scrapbook clips). You can select items for addition to an archive file by either category or project, and once selected, the data can be either copied or moved out of the Entourage database.

Of course, if you choose to *copy* data, you can use the archiving facility to back up projects (though you should also always back up the entire Entourage database as part of your usual backups—you *do* back up your machine, don't you?). In fact, the Backup button at the bottom of the Project Center's Overview tab runs the Export process, as detailed in "Archive Your Data," next.

> **NOTE** An Entourage archive file (file extension: `.rge`) is really just a Mac OS X package file that contains folders for each type of data you export, plus some files with metadata about the package and its structure. Within each folder, you'll find the data files for that type. To look inside an Entourage archive file, select it in the Finder, Control-click, and choose Show Package Contents from the contextual menu. I suggest that you do not modify the package contents, however, as you could prevent the archive from being imported correctly in the future. You could copy folders and files out of the package, but you shouldn't move them.

Longtime Entourage users know that the program keeps all its information in a database. Occasionally, that database needs maintenance or repair, and Office 2004 introduces the Database Utility, a new program designed specifically for the job. This program lets you *verify* the integrity of the Entourage database; *compact* the database so that it takes up less room on your hard disk; and *rebuild* the database to verify, repair, compact, and backup the database file. You can even set a preference to have Entourage perform a database integrity check in the background, and automatically launch Database Utility to rebuild the database if it finds problems.

TIP Wondering where your Entourage database is on your hard disk? Wonder no more: you'll find it in `~/Documents/Microsoft User Data/Office 2004 Identities/identity name/`. Entourage always looks in this path for its data, so it's best to leave these files where Entourage puts them. If you absolutely must move them, leave an alias to their new location in the Office 2004 Identities folder.

Running Database Utility

Database Utility is located in `~/Applications/Microsoft Office 2004/Office`, and you can start it in one of two ways:

- Hold down the Option key as you launch Entourage.

- Double-click the Database Utility icon.

NOTE Because all the Office 2004 programs access Entourage's database (for things like the Project Palette and Office Notifications), you must quit all Office programs before you run the Database Utility. If you launch Database Utility and it detects that other Office programs are running, it offers to quit them before continuing.

Read this section to learn more about the author, the Take Control series, and the publisher.

About the Author

Tom Negrino began writing for *Macworld* in 1987, where he was a contributing editor until 2004.

Tom has been writing books about computers since 1994, and has authored 22 books since, for Peachpit Press, O'Reilly and Associates, Microsoft Press, Wiley, and others. Some selected titles include *Mac OS X Unwired* (with Dori Smith); *Macromedia Contribute 2 for Windows & Macintosh: Visual QuickStart Guide*; *Keynote Visual Quick-Start Guide*; and *Microsoft Office v. X Inside Out*.

He lives in Northern California's wine country with his wife Dori Smith (http://www.dori.com/), their teenage son Sean, and Pixel the Cat (http://www.pixel.mu/).

You'll find Tom's home page at http://www.negrino.com/.

Author's Acknowledgements

As usual, even though this book was written by one person, many people helped bring it to you. Thanks to the following folks who helped this book come to life:

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- The participants in the Control Freaks mailing list.

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- The musical influences for this book, brought to me in the office by the terrific SliMP3 device (http://www.slimdevices.com/), included Mary Chapin Carpenter, Liz Phair, Alanis Morisette, the Ramones, and some bouncy pop music that I refuse to identify.

Take Control of Panther: The Series

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Adam and Tonya are well-known in the Macintosh world as writers, editors, and speakers, and they have written innumerable online and print publications. They are also parents to Tristan, who is five years old and thinks ebooks about trains, clipper ships, and dinosaurs would be cool.

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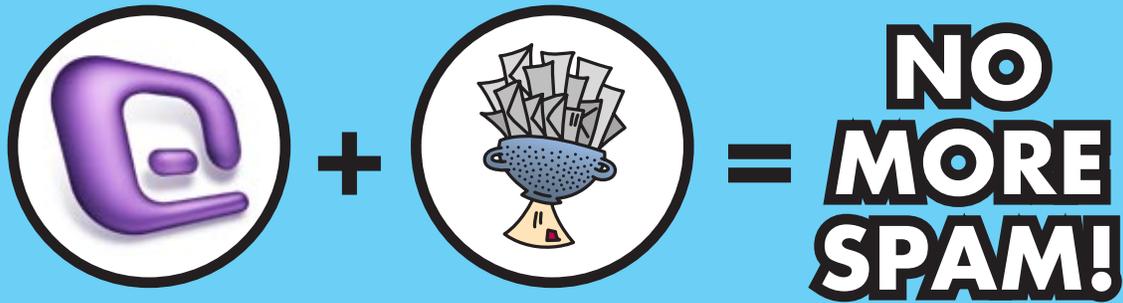**Tonya's home page:** http://www.tidbits.com/tonya/

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