

# **Client/Server Messaging System v3.28**

## **Server Manager's Guide**

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## 1 Glossary

Message	A text message sent to a Cellular/Mobile phone, Beeper or Pager.
Group	A list of recipients that are associated together under a single group name. This facilitates sending messages to multiple recipients quickly and simply.
Rota	A list of recipients and associated 'on' and 'off' times and dates. This allows a message to be sent to a Rota and for the software to identify the appropriate recipient(s) for that time and day.
Subscriber Number	A Subscriber Number is the number used to uniquely identify a particular pager. The Subscriber Number frequently, but not always, consists of 6 digits. Subscriber Numbers only contain numerical digits.
Callsign	Some pagers can be addressed with a Callsign, such as "FRED99", which is easier to remember than a Subscriber Number. Callsigns always start with a letter and end with a digit and can be up to ten characters long.
Pager ID	A pager ID is used to refer to either a Subscriber Number or a Callsign.
ODBC	Microsoft's uniform database connectivity technology. (Open DataBase Connectivity).

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## 2 Introduction

It is intended for use by System Managers – that is those of us who have to install and maintain the system. The information is sometimes of a technical nature. Configuration of the Client software is dealt with in the User Guide whilst all installation details can be found in the Installation Guide.

Your comments on this Guide are solicited. The more feedback you provide, the better the product can become. There is a "Feedback Form" on page 43 or you can email [support@csoft.co.uk](mailto:support@csoft.co.uk) with comments.

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### 3 What is the Messaging System?

The Messaging System lets people in the office send textual messages from their computer to cellular/mobile phones and beepers/pagers quickly, simply and efficiently.

With this system you only need one modem or Internet connection for your whole company. Messages are composed on each user's PC, sent over the corporate network to a central Server. The server processes the message where necessary and then sends it directly to the Service Provider who transmits it to the recipient's wherever they may be.

It is

- ◆ Fast
- ◆ Efficient
- ◆ Simple to use
- ◆ Cost Effective
- ◆ Well supported to ensure that it works the way you want it to

It is feature rich, offering

- ◆ Messages that can be automatically repeated until the recipient acknowledges receipt – to make sure that messages get through.
- ◆ Groups of users that can be defined and then contacted with a single address – e.g. SALES.
- ◆ Rotas that can be defined to reach different people at different times of the day or week – e.g. SECURITY.
- ◆ Interconnectivity with other programs. Applications can drop messages into a shared network directory for automatic transmission.
- ◆ Corporate, Departmental and Private Address Books.
- ◆ Detailed logs of all transactions.
- ◆ A highly degree of configuration in terms of how it handles messages.
- ◆ Licensing for 5, 50 or 500 users on your network.
- ◆ Client-Server connectivity over TCP/IP and IPX/SPX networks.
- ◆ Operating system flexibility; whilst the Server runs only under Windows NT 4.0, Client programs can run under Windows 95, 98 or NT 4.0.
- ◆ Backup routes that can be defined to cover the unlikely failure of a telephone line or Internet connection.
- ◆ Support. We offer a high degree of expertise to ensure that it works the way you want it to.
- ◆ Redundancy and scalability. Multiple servers can be supported.

---

### 4 What does it consist of?

- ◆ A Client program that runs on a user's PC to permit you to send messages. The Client sends messages to one or more Servers for onward transmission.
- ◆ A Server program running on a dedicated PC that delivers services to a group of users on a network.
- ◆ An InfoLink Receiver and cable to enable the Server to receive Messages. The Server program supports "Reply Requested" messaging whereby a recipient of a Message must acknowledge receipt of the Message by sending another Message to a dedicated receiver attached to the Server. If the Message is not acknowledged then the Message is re-sent.
- ◆ A Licence to permit multiple users. When initially supplied for evaluation, only one user is supported. Licences can be upgraded in minutes.

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## 5 Server Installation

The server installation is described in full in the Installation Guide. This is located in the Docs directory of the CD-ROM or under your chosen installation directory once you have installed the server.

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## 6 Server Configuration

### 6.1 Running the Server

As a precaution reboot your Server at this stage.

Log in as the person who will be the System Manager. This is very important the first time the system is run, since the person performing the installation will be granted System Manager authority.

The Server should start automatically.

Don't worry if you get the error "Infolink Receiver not found". You can easily fix that, as explained next.

### 6.2 Configuring the Server for the Infolink Receiver

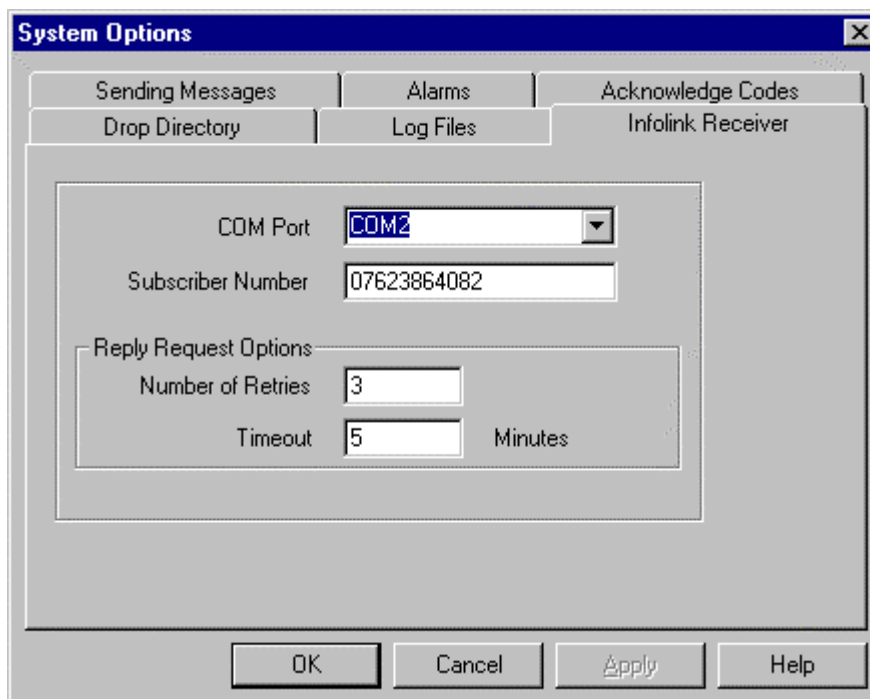
Before configuring the Infolink Receiver, make sure you know at least:

- Which COM port the receiver is connected to.
- The Subscriber Number for the receiver

From the File menu, choose Options; select the Infolink Receiver tab.

If you received the "Infolink Receiver not found" error, change the COM port setting to match the COM port that you connected the Infolink Receiver to.

Set the subscriber number. This is the Telephone number that users call to send Replies back to your server. Insert the Subscriber Number allocated to your Infolink Receiver. The person who supplied the system will tell you the Subscriber Number allocated to your Infolink receiver.



The Subscriber Number is added to all messages that are marked as "Reply Requested" to indicate to the recipient what number to call, to send an acknowledgement. Thus a message "Please call the office" will be sent as

```
RR 01523000000 0123 Please call the office
```

- ◆ RR indicates that this is a Reply Requested Message

- ◆ 0152300000 will be set to the Subscriber Number of your Infolink Receiver and is the telephone number that the recipient must call to Reply to the Message.
- ◆ 0123 is a Message Sequence Number that is different for each Reply Requested Message that is sent. The recipient sends this number when they call the above number. In practice, the recipient dials the phone number indicated and listens to the prompts. They then enter the Message Sequence Number followed by “#1” to send the Reply. In this example that would be 0123#1

The “No of Retries” entry controls how many times a message will be sent if no Reply is received from the recipient.

The “Timeout” entry controls the interval between repeat transmissions.

When you have finished press “OK” and the new details will be saved and come into effect straight away.

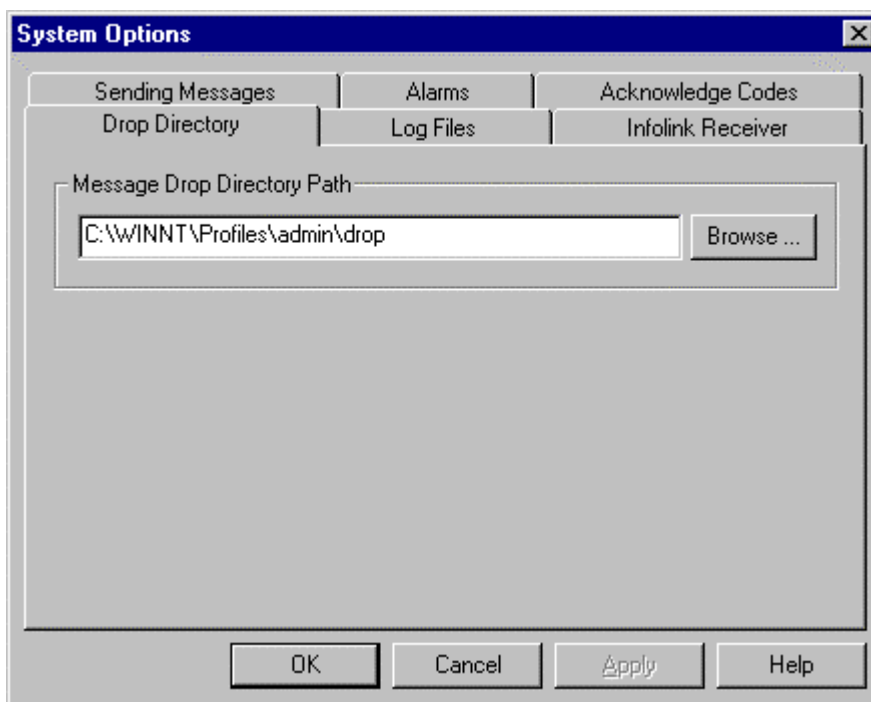
### 6.3 Drop Directory

The Drop directory is used by the Server to collect Message requests from non-Client applications. Sending a Message using the drop directory is a ‘drop and forget’ method of sending Message requests. You will not receive any replies to a Message request issued from the drop directory.

By default the Drop directory will be set to;

`C:\WINNT\Profiles\<>system administrator user name>\drop`

If you wish, change the Drop Directory. From the menu File->Options screen, select the “Drop Directory” tab.



You can enter the path to the “Drop directory” or you can press the “Browse” button and navigate to the location of the “Drop Directory”. Note that if the directory you select does not exist, it will *not* be created.

**NOTE:** The drop directory should also be available as a network share for client applications. See the Windows Help for details of how to do this.

The Drop-file format is explained in the User Guide.

## 6.4 Configuring Output Routes

An output route defines what device and protocol will be used to send a Message request to a Service Provider.

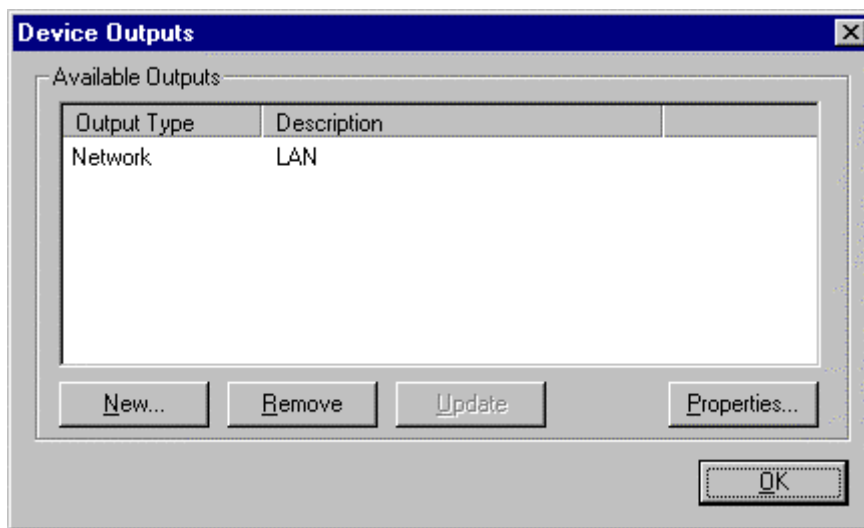
The system can be configured for every available device that exists on the machine upon which the server has been installed. The following device types are currently supported:

- Modem (dial-up)
- Network (Intranet/Internet)
- Serial
- DTMF

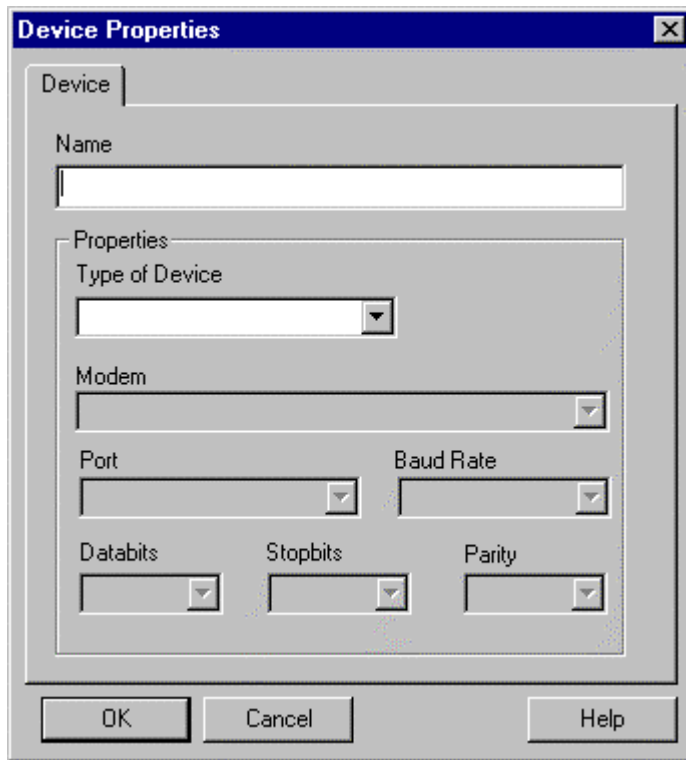
### 6.4.1 Configuring Devices

Before a device can be configured for use within the Server, it must be installed and configured on the machine upon which the Server runs.

To load the device list, select 'Edit->Device Outputs'. The Device Outputs screen will then load



To add a new device press the “New...” button this will then load a blank “Device Properties” screen.



When you have finished creating a device press the “OK” button. The new details will then be saved.

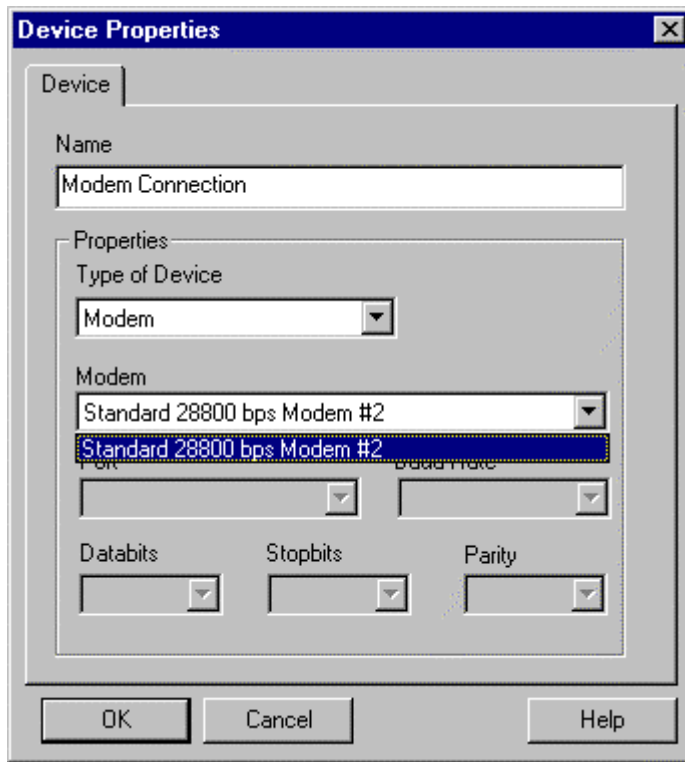
When you have finished defining output types the system will need to made aware of these new device types, this is done by pressing the “Update” button.

#### 6.4.1.1 Configuring a Modem Device

A Modem Device is an internal or external modem fitted in or to the Server.

Modems should be installed and configured according to the installation manual for the particular modem before attempting to configure the device within the system.

It is very important that you use the latest Modem Drivers with your modem. Be sure to visit the Modem manufacturer’s website to download the latest modem drivers. Not having the latest drivers correctly installed on your computer will probably cause problems. This is the single most common problem experienced when installing the Server. Please save yourself time by getting and installing the correct driver for your modem.



To configure a modem device

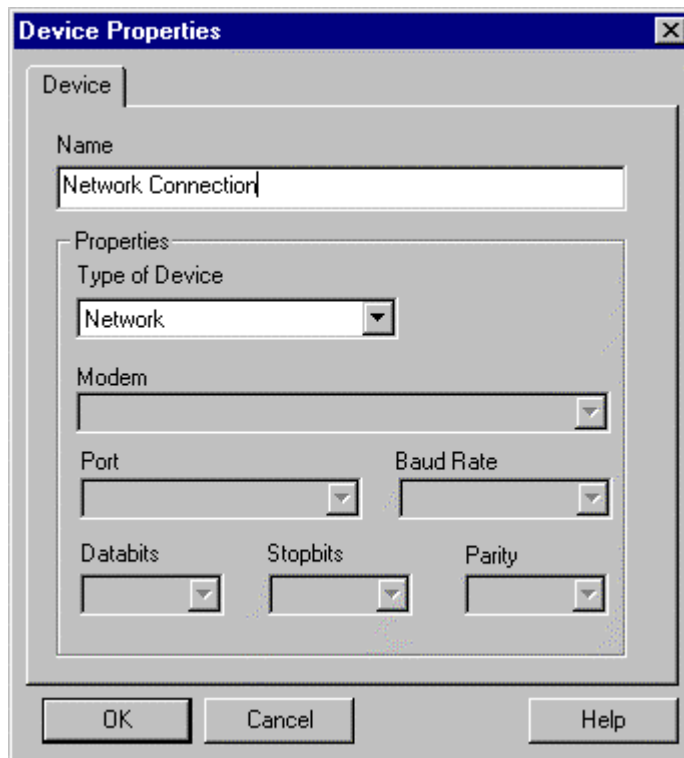
- Enter a “Name” for the device
- Select its device type
- Select the name of the modem to be used by this device

When you have finished press the “OK” button.

### 6.4.1.2 Configuring a Network Device

A Network Device is an Intranet/Internet connection to a Service Provider.

An Intranet/Internet should already be configured before you attempt to configure the network device.



To configure a network device

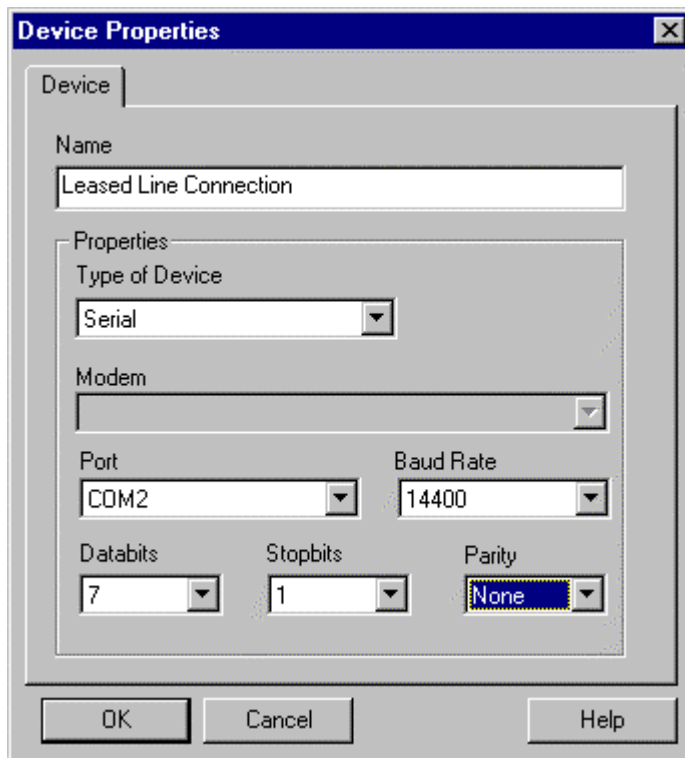
- Enter a "Name" for the device
- Select its device type

When you have finished press the "OK" button.

### 6.4.1.3 Configuring a Serial Device

A Serial Device is either a Leased line or permanent serial connection to a Service Provider.

COM ports should already be fitted and configured before you attempt to configure the device within the system.



To configure a network device

- Enter a “Name” for the device
- Select its device type
- Select the “Port”
- Select the “Baud Rate”
- Select the Databits to be used
- Select the Stopbits
- Select the Parity

When you have finished press the “OK” button.

## 6.4.2 Configuring Service Providers

The Server needs to know the available routes and protocols for a service provider.

To load the list of Service Providers, select “Edit”->Providers. The Service Provider screen will then load. If no providers have been defined yet, and your installation does not come with one configured, you will receive a warning that “There are no Service Providers Defined”. Click “OK” on this warning.

Some distributions are installed with one Service Provider defined (such PageLinkII) whilst others will not have any service providers at start-up. If your service providers are not defined, then you will need to create entries for them prior to creating/assigning output routes.

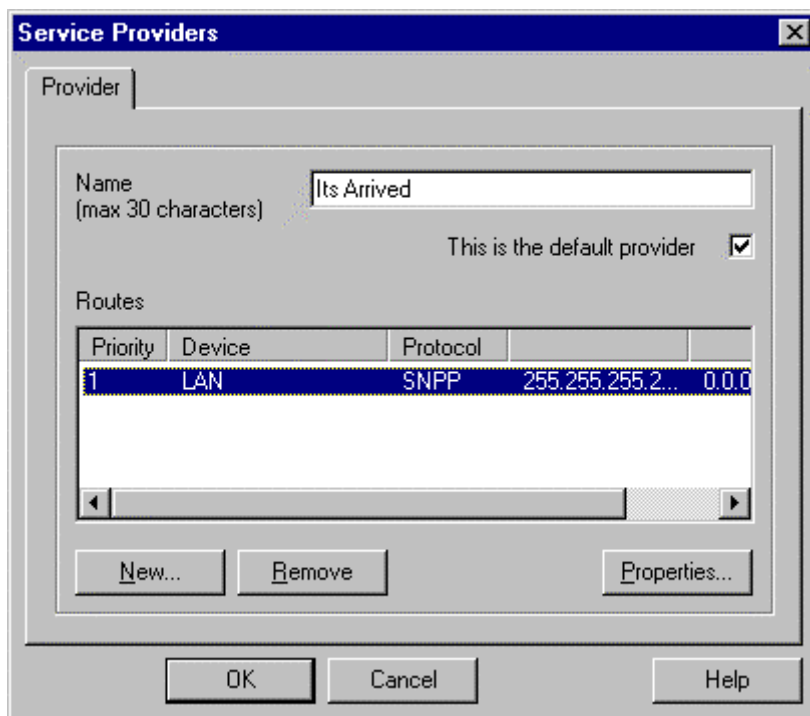


To create a new Service Provider, select the “New...” button. Enter the Name for the Service Provider and tick the check box if this is the Default Provider. Click “OK” and the new Service Provider will appear in the list now. Repeat this for all of the Service Providers you need to Specify.

### 6.4.3 Configuring Service Provider Routes

To create new output routes for the Service Provider select their name in the list and then press the “Properties” button. This will then load the “Service Provider Properties” screen.

The “Service Provider Properties” screen allows you to specify the output routes for a service provider



To add a new output route, press the “New...” button this will then load the “Route Details” screen. This will then allow you to specify the details of the output route.

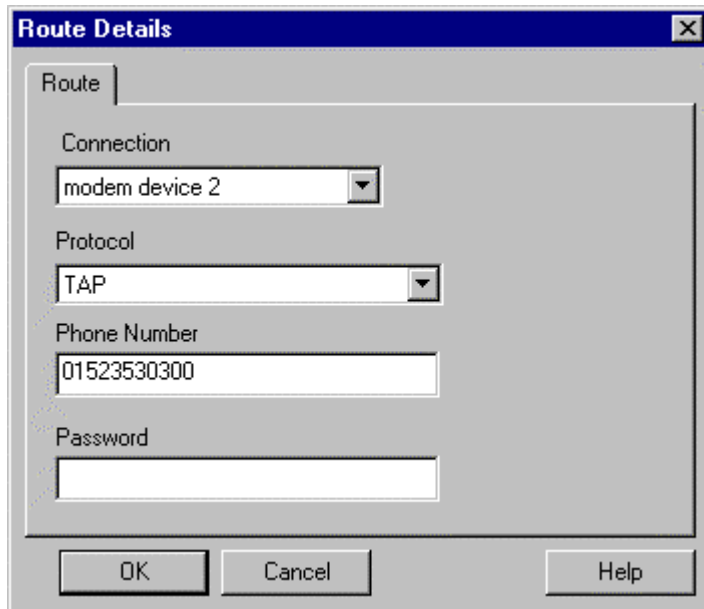
When you have finished specifying details for a Service Provider, press the “OK” button. If you have created, amended or deleted details for a Service Provider you will be asked if you wish to update the Service Provider routing information. If you click the “YES” button the system be informed of the new changes

#### 6.4.3.1 Configuring the Route

##### 6.4.3.1.1 Modem Device type

To set up a modem route correctly

- Select the modem device to be used
- Select the Protocol (this defaults to TAP which is most common, but your Service Provider can tell you which Protocol to use)
- Enter the Phone Number for the service provider
- Enter your password for this Service Provider route. This is not always required and your Service Provider can supply this information.

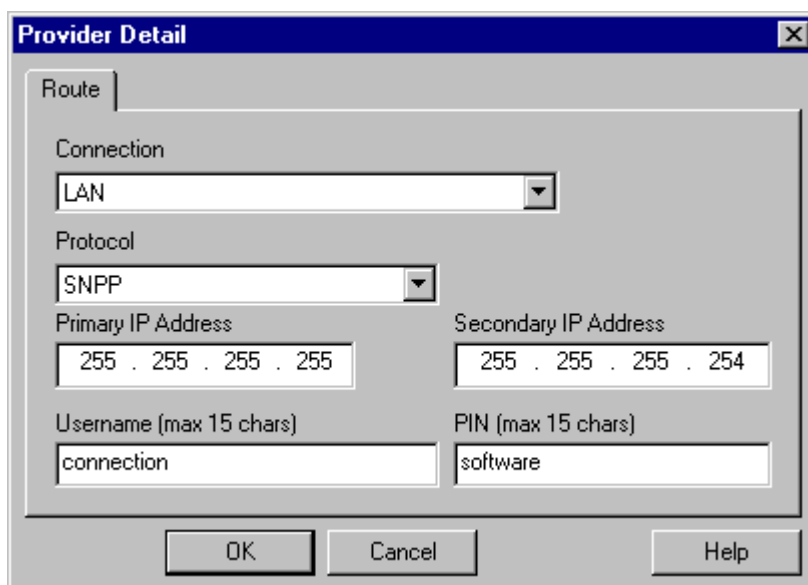


When you have completed the route press the “OK” button

#### 6.4.3.1.2 Network Device Type

To set up a network route correctly;

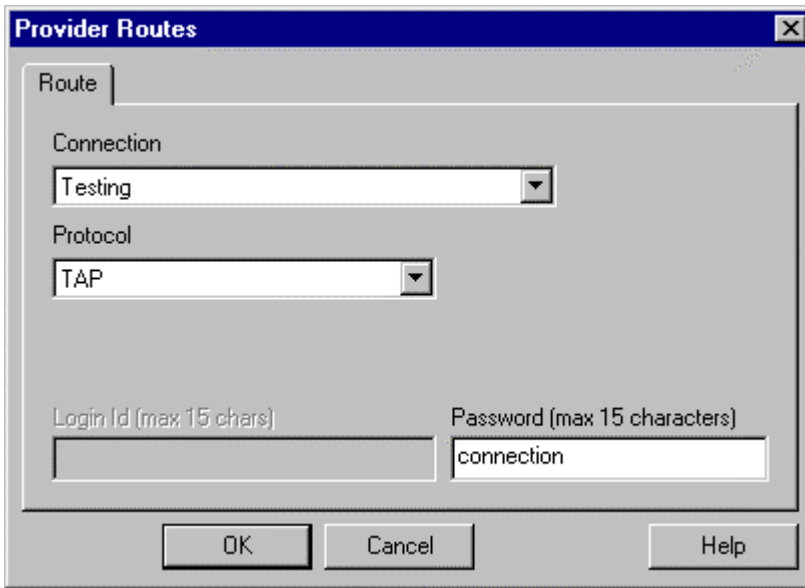
- Select the Connection to be used
- Select the Protocol (this is SNPP by default, but your Service Provider can tell you which Protocol you should use).
- Enter the Primary IP address to be used. (Ask your Service Provider for this information, sometimes referred to as the TCP/IP address).
- Enter the Secondary IP Address to be used. (This is optional and your Service Provider can tell you if it needed, and also what it is, if necessary).
- Enter your Login Id/Username (for SNPP Protocol connections) for this Service Provider route. Consult your Service Provider to find out if you need to enter a value here.
- Enter your Password/PIN (for SNPP Protocol connections) for this Service Provider route. Consult your Service Provider to find out if you need to enter a value here.



When you have completed the route press the “OK” button

### 6.4.3.1.3 Serial Device Type

To set up a serial route;



- Select the connection to be used. The connection must have been defined first to appear in the list.
- Select the protocol (this is TAP by default, but your service provider can tell you which protocol you should use).
- Enter your password/PIN (for TAP protocol connections) for this service provider route. Consult your service provider to find out if you need to enter a value here.

When you have completed the route press the “OK” button.

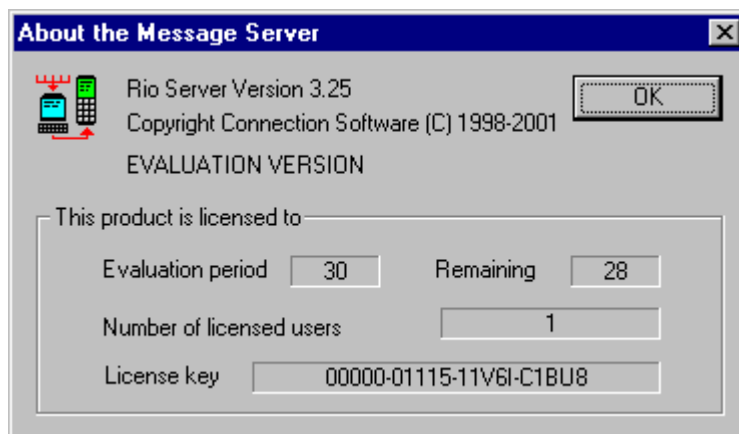
## 6.5 Licensing

By default the demonstration version of the system supports just one client and a predefined Evaluation period of 30 days. It is possible however to request from Connection software that the number of Evaluation users and/or the Evaluation period be extended should you require it.

Licences can be purchased for additional or unlimited Client numbers from Connection Software or your supplier.

Licence upgrades are transmitted directly to the server via the Infolink Receiver or can be supplied by telephone, email, fax, mail, etc.

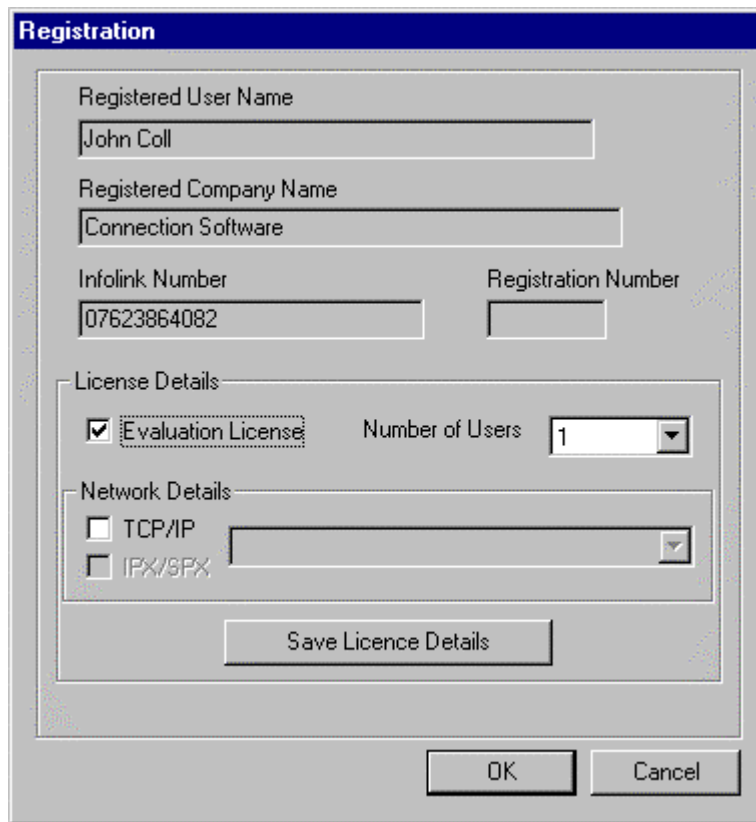
To view license details from the “Help” menu, select “About”, this will load a screen similar to



## 6.5.1 Requesting a license upgrade

You can obtain a new License key from Connection Software, by Fax, Email, Phone or post. But before Connection Software can issue a new license you will need to create a License request file. This license request file will contain all the information needed by Connection Software to produce the license key.

To produce the license request file, from the “Help” menu select “Register”, this will load the following screen:



The Registration dialog box has a blue title bar with the text "Registration". It contains several input fields and checkboxes. The "Registered User Name" field contains "John Coll". The "Registered Company Name" field contains "Connection Software". The "Infolink Number" field contains "07623864082". The "Registration Number" field is empty. The "License Details" section has a checked checkbox for "Evaluation License" and a "Number of Users" dropdown menu set to "1". The "Network Details" section has two unchecked checkboxes: "TCP/IP" and "IPX/SPX". A "Save Licence Details" button is located below the "Network Details" section. At the bottom of the dialog are "OK" and "Cancel" buttons.

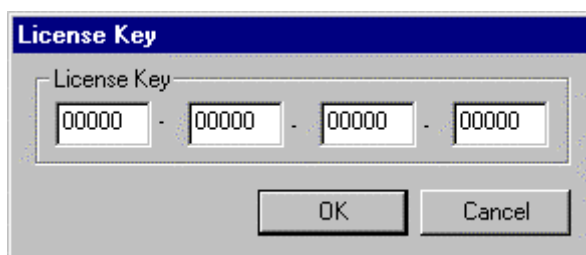
You will need to specify the number of required users and the Network Details. When you have finished entering the details press the “Save Licence Details” button. This will load a directory-browsing dialog; select the location where the file will be saved and press “OK”. This file can now be faxed, emailed or posted to Connection Software.

If you wish to talk to someone at Connection Software about the license upgrade, please open the license request file in a text editor (such as notepad).

## 6.5.2 Entering a new License key by hand

Generally, when an upgrade to a license is performed, the new key is sent to the Server’s attached Infolink receiver and is processed automatically. But, it is also possible to enter a new license key manually.

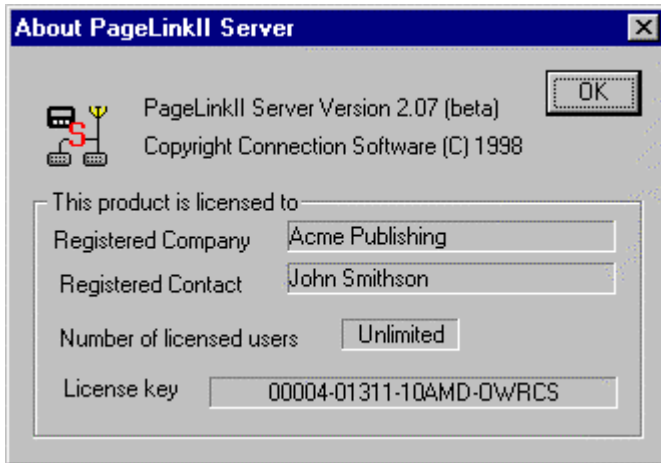
If you do not have an InfoLink receiver in operation with the Server you can enter new license key details by selecting from the “Help” menu “Set License Key”, this will load the license key screen.



The License Key dialog box has a blue title bar with the text "License Key". It contains a "License Key" label and four input fields, each containing "00000", separated by hyphens. At the bottom of the dialog are "OK" and "Cancel" buttons.

Enter the new license key supplied by Connection Software and press “OK”. The new key will come into effect straight away.

Once the License has been upgraded you can view the new license details by selecting from the “Help” menu “About”; this will load a screen similar to



## 6.6 Users

After your system Licence has been upgraded to permit multiple users, you should add additional users. As the System Manager you need to let other people use the system.

You can configure the Server to match your organisations departmental structure very easily. Specifying the departments will allow you to select which departments your users are in and also means you will be better able to set up departmental address books.

To specify departments from the “Edit” menu select “Departments”, this will load the “Departments” list. From this screen you will be able to Create, Modify and Delete department names.

To view the User list, select from the “Edit” menu “Users”, this will then load the “Users” list screen. From this screen you will be able to Create, Modify and Delete user details.

To add new users see the section on *Maintaining Users* in the “Using the Messaging Server” portion of this manual.

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## 7 Using the Messaging Server

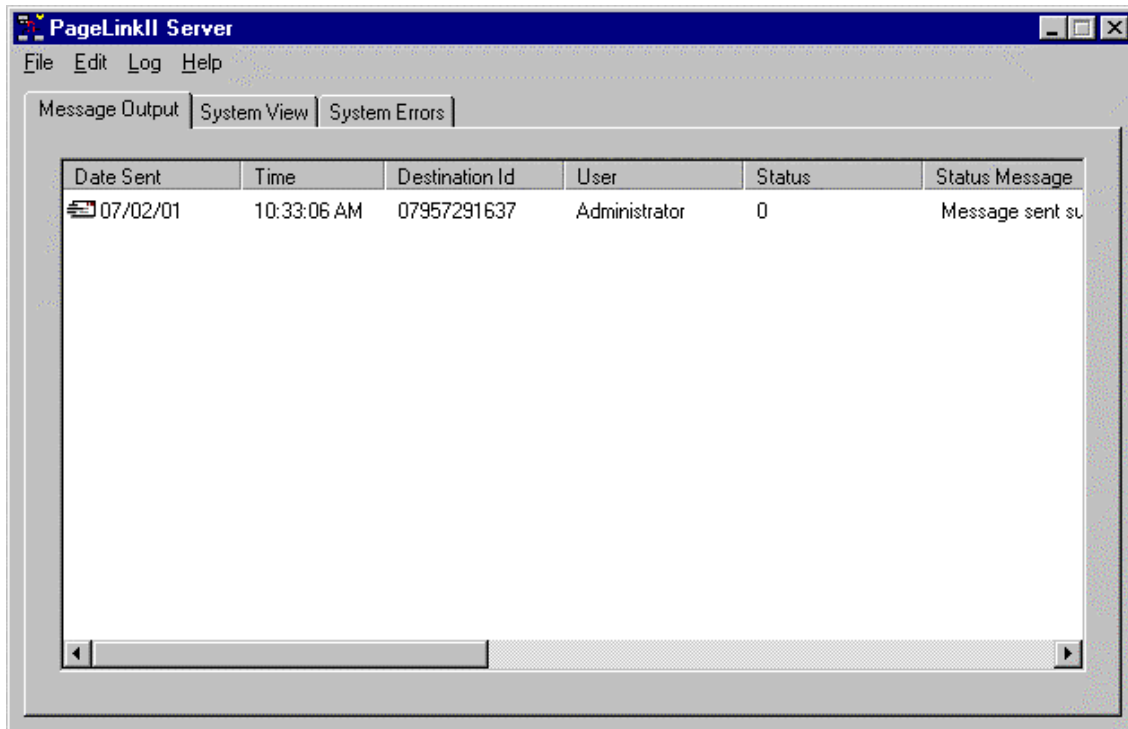
This section of the Managers Guide is intended to show the different modules of the Messaging Server and how they function and work together.

With the Messaging Server it is possible to view the history of Message requests that have been received and processed by the server and view the current activity of the Server itself.

### 7.1 The Main Screen

The Main Screen of the Messaging Server gives you access to the two main views; the “Messaging Output” view and the “System View”, as well as various configuration dialogs designed to tune the Server to your requirements.

## 7.1.1 Messaging Output



This tab allows you to view the history of all the Message requests dealt with by the Server. It is possible from this screen to see quickly whether a Message has been sent (or not) and if problems were encountered when sending a Message.

In order to quickly identify the status of a Message the interface makes use of the following symbols



The Message has been sent successfully



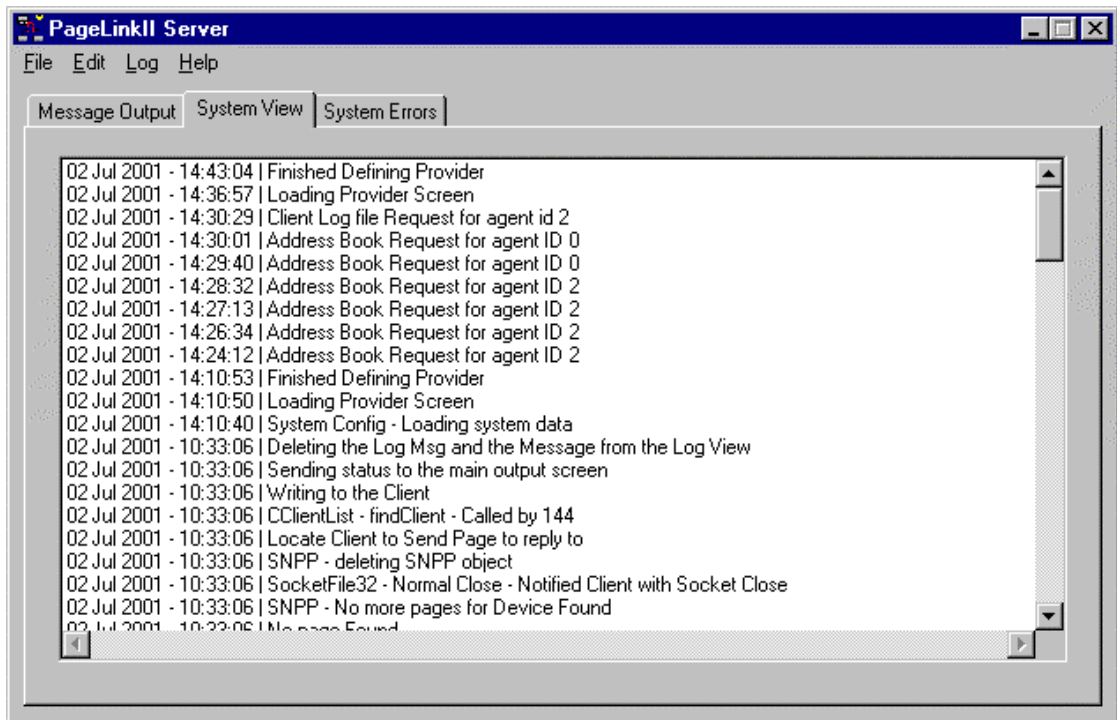
The Message has not been sent



The Message failed, but is being retried

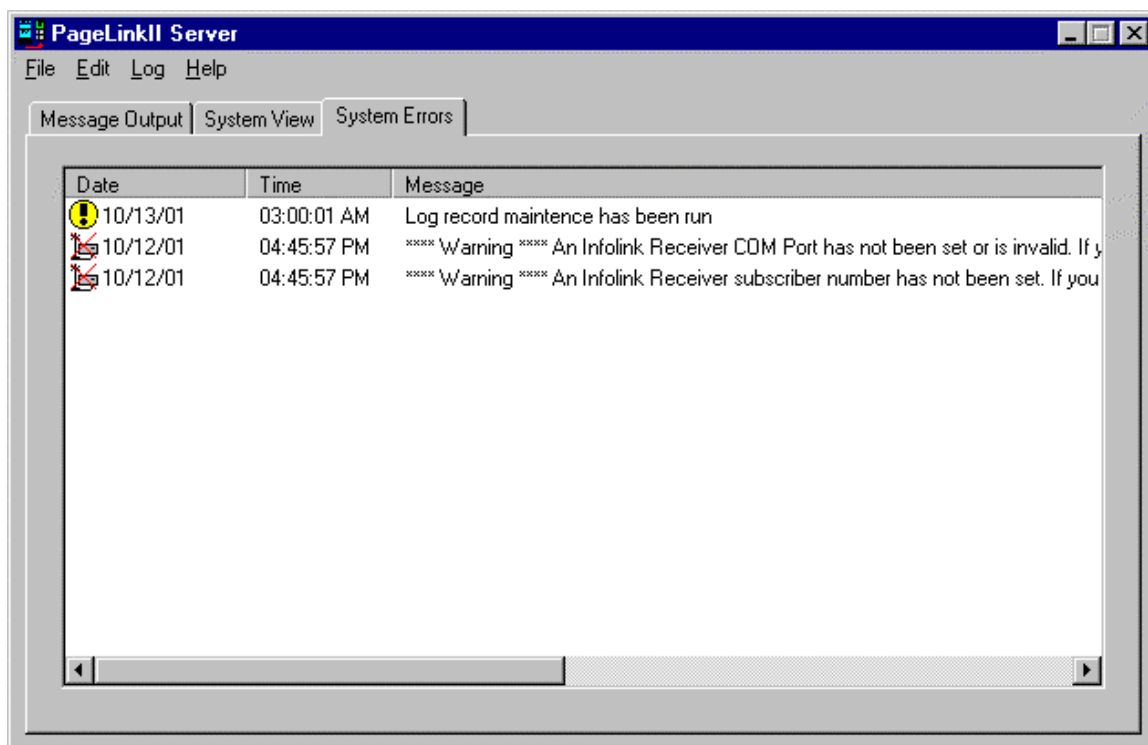
## 7.1.2 System View

This view allows you to monitor the current activity within the Server. From this screen you can see when a user logs into the System, the current status of devices, when a Message request has been received, and when a user has requested address book facilities. The details displayed in the “System View” are also written to a text based log file, which is stored in the Server program directory, and is called paginsvr.log.



### 7.1.3 System Errors

The System Errors screen displays errors, warnings, and informational messages pertaining to the system hardware or status, not related directly to messages being sent. This screen should be checked to verify the overall health of the system.



### 7.1.4 Configuration Options

The Server configuration options are:

- ◆ Message Parameters
- ◆ Drop Directory Location
- ◆ Log Files Parameters
- ◆ Infolink Receiver
- ◆ Devices
- ◆ Message Providers
- ◆ Provider Routes
- ◆ Departments
- ◆ Users

For the Server to achieve optimal operation, each of these items should be reviewed to see if the default settings are the most appropriate for your requirements. The following table lists the menus through which these options can be reached and what section of the guide deals with each option.

Option	Menu	Sub Menu	Section in Guide
Messaging Parameters	File	Options	General Configuration Options
Drop Directory Location	File	Options	Drop Directory
Log File Parameters	File	Options	General Configuration Options
Infolink Receiver	File	Options	Configuring the Server for the Infolink Receiver
Devices	Edit	Devices	Configuring Output Routes

Service Providers	Edit	Providers	Configuring Output Routes
Provider Routes			Configuring Output Routes
Departments	Edit	Device	Maintaining Users
Users	Edit	Users	Maintaining Users

## 7.2 Maintaining Users

In order for the client application to be able to use the Message facilities offered by the Server, a User entry has to be created within the System. This also allows the system to track which client has requested a Message request and where to send a response when a Message request has completed.

To view the current list the Users. Select the “Users” entry from the “Edit” menu. This will then load the “Users” list screen.



From this screen it is possible to Add, Modify and Delete user details.

**NOTE:** The number of concurrent users is defined by the License you have. This also governs the number of users that can exist within the system. If you wish to upgrade the number of concurrent users, please refer to the section on Licensing contained within this guide.

## 7.2.1 Adding a new user

To add a new User press the “New” button, this will then load the “User Properties” screen.

The screenshot shows the 'User Properties' dialog box. The 'User Details' section has a 'User Id' text box containing 'Administrator', an 'Access Level' dropdown menu set to 'System Manager', and a 'Department Responsible for' dropdown menu. The 'Department' section is a large empty text box. The 'Message Options' section has three checkboxes: 'Pop up on error', 'Confirm Sent', and 'Send Signature', all of which are unchecked. At the bottom of the dialog are 'OK', 'Cancel', and 'Help' buttons.

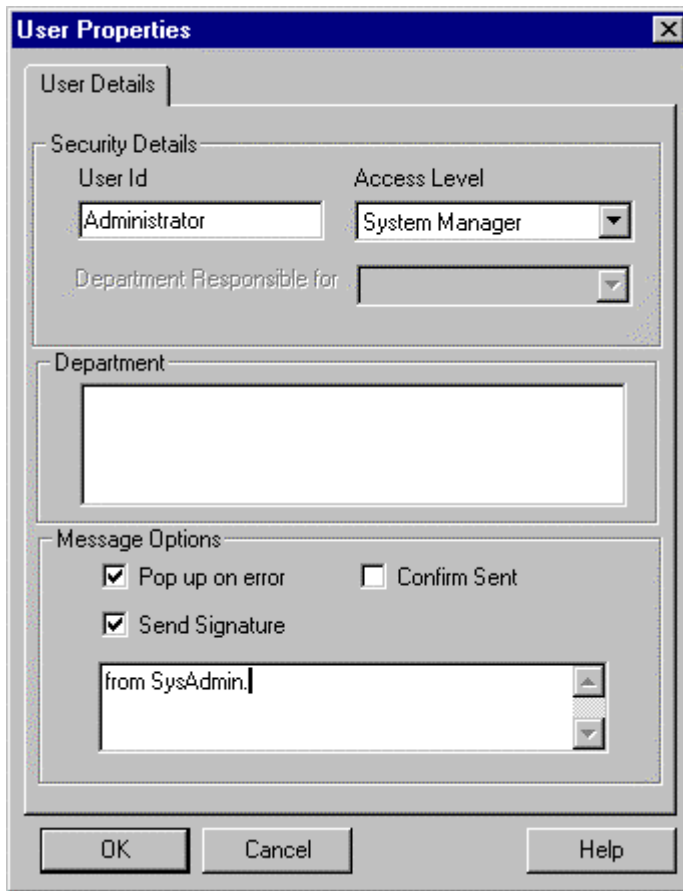
To create the details for a new user you will need to enter:

- ◆ Their User Id, this needs to be their network logon id
- ◆ Select the Access Level for the user
- ◆ If they are to be set as a “Department Head” then you will need to specify the Department they are responsible for
- ◆ If they are to have “User” access level you will need, in the Department list, to specify what departments they are a part of
- ◆ Set their Message options

When you have finished setting their details press the “OK” button. This will now return to the main user list.

## 7.2.2 Modifying a user

To modify existing user details, select the name of the user in the User list and press the “Properties” button; this will then load the “User Properties” screen.



The image shows a Windows-style dialog box titled "User Properties". It has a blue title bar with a close button (X) in the top right corner. The dialog is divided into three main sections: "User Details", "Department", and "Message Options".

- User Details:** This section contains a "Security Details" group box. Inside, there are three fields: "User Id" with a text box containing "Administrator", "Access Level" with a dropdown menu showing "System Manager", and "Department Responsible for" with an empty dropdown menu.
- Department:** This section contains a large, empty text box for entering a department name.
- Message Options:** This section contains three checkboxes: "Pop up on error" (checked), "Confirm Sent" (unchecked), and "Send Signature" (checked). Below these is a text box containing "from SysAdmin," with vertical scroll arrows on the right side.

At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

Make the required changes and then press “OK”. These new details will then be saved to the Server database.

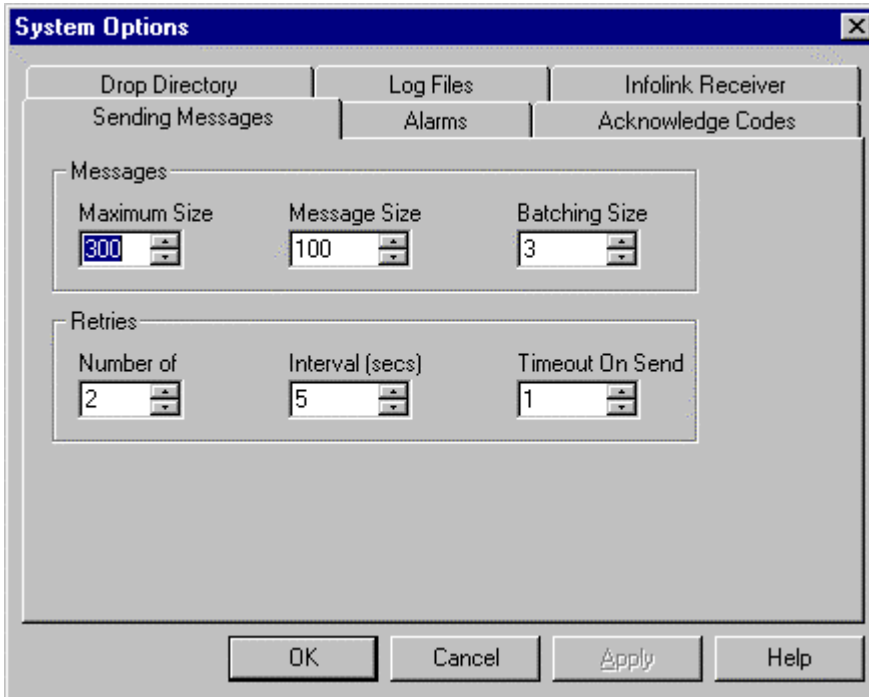
## 7.2.3 Deleting a user

To delete a user from the system, select their name in the User list and press the “Remove” button. You will then be asked to confirm your choice.

## 7.3 General Configuration Options

You can use the System Options to configure how the Server operates. These rules include how many log records can be stored within the system, the maximum size of a Message allowed by the system, and the location of the Drop directory.

The general configuration options required by the Server can be reached by selecting from “Options” the “Edit” menu. This will then load the following screen.



## 7.4 Message Parameters

### 7.4.1 Message

This controls the parameters that will be used when a Message is being sent

#### Messages

Maximum Size	The Maximum size of a Message that a client application can send
Message Size	The Maximum size of a Message that can be sent to a Mobile/Cell phone or Beeper/Pager
Batching Size	If using dialup the number of Messages to hold before transmitting them.

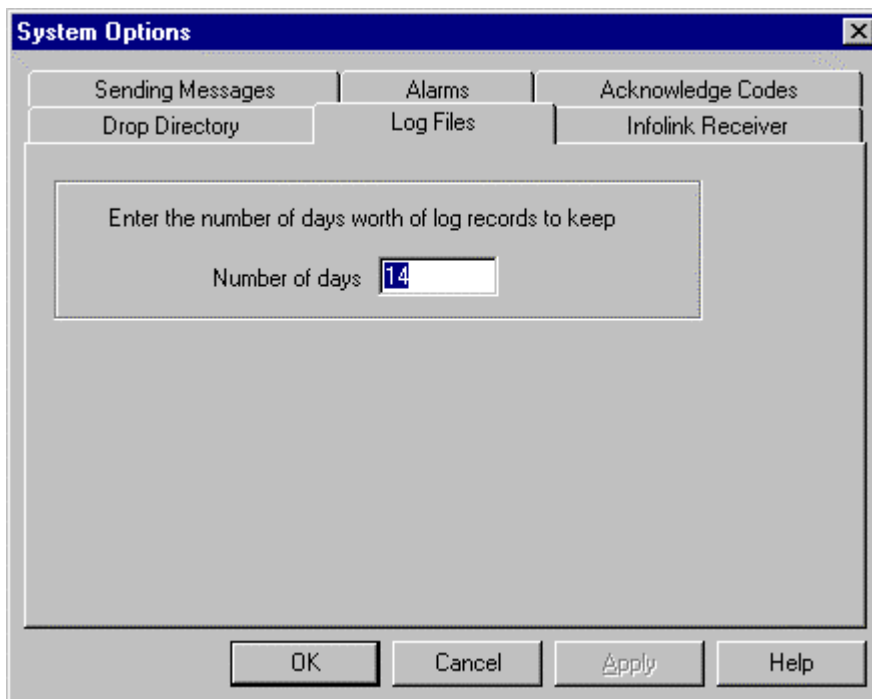
#### Retries

Number of	the number of retries that can be performed before reporting an error (0 to 20)
Interval	the number of seconds to wait before attempting to retry again (0 to 600)
Timeout on Send	The length of time to wait before a timeout occurs (0 to 120)

**NOTE:** If a Message exceeds the maximum allowed size for a Message, the server will split that Message into sections and send it as two separate Messages.

## 7.4.2 Log Files

The Log Files section allows you to set how many records will exist within the system database. This is important to ensure that logging does not exceed your disk-based storage.

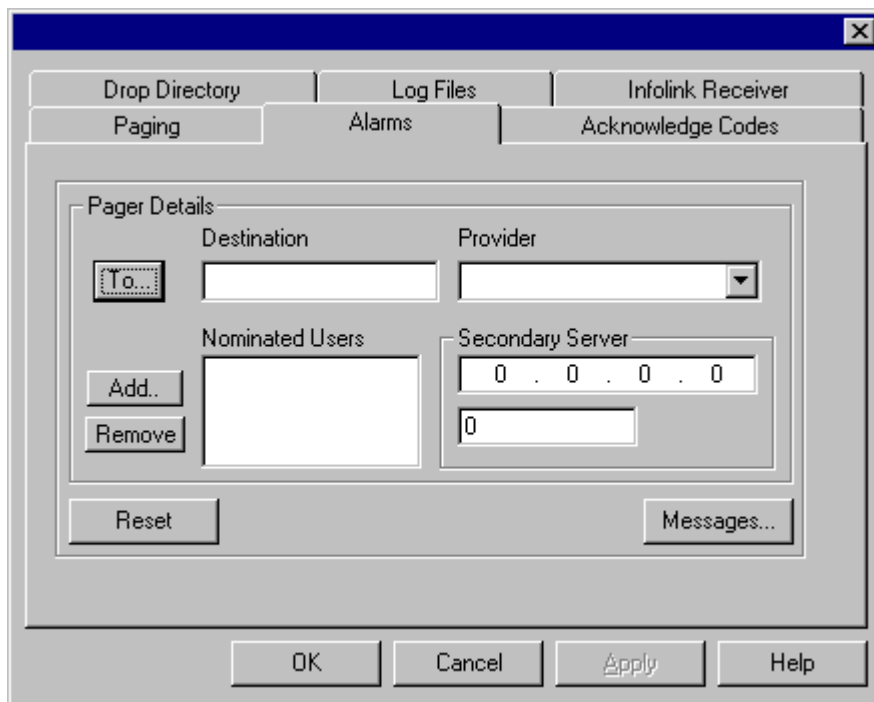


You can change the number of days of logging to be recorded here. This defaults to 4000. In order to avoid larger log files than is necessary System Managers are strongly advised to consider the actual duration that logs need to be kept for and adjust this figure accordingly. Ignoring this will result in overly large log files which could impact your system performance unnecessarily.

### 7.4.3 Alarm Messaging

Alarm Messaging allows a system administrator to configure the Server to alert a nominated recipient of any problems that occur during the operation. The recipient can be a Cellular/Mobile Phone, Bleeper/Pager, or a user of the System.

To configure Alarm Messaging select the Alarm Tab, you will then see the following screen:



On this screen you can

- Select or enter a Destination Cellular/Mobile or Bleeper/Pager number (and Service Provider to handle the sending)
- Select the Nominated Users of the system that will be notified of any alarms that occur.
- View and configure the Alarm message

#### 7.4.3.1 Specifying a Alarm Destination

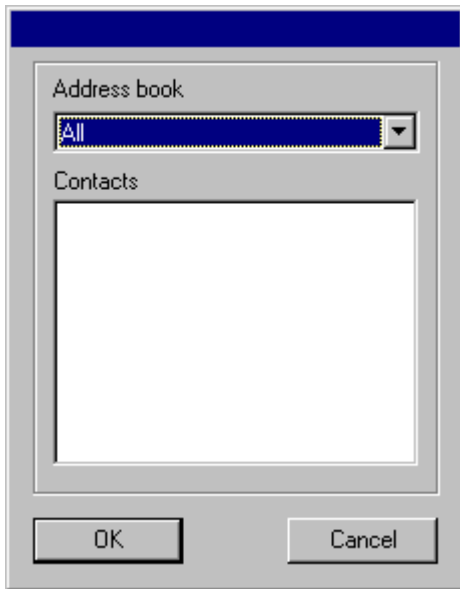
It is possible using the system to send an Alarm message to either a single cellphone/mobile phone or bleeper or pager, a Corporate contact in the address book or to a Rota Group.

##### 7.4.3.1.1 Sending to a cellphone/mobile phone or bleeper/pager

To send an Alarm Message to a cellphone/mobile or bleeper/pager you will need to enter in the Destination field the Pager ID and then select the Service Provider of that cellphone/mobile or bleeper/pager.

##### 7.4.3.1.2 Sending to a Contact or Rota

To select a contact or Rota, on the Alarm Messaging screen press the “To...” button, this will the load the contact list screen



From this screen you will be able to select either an individual Corporate Contact or select the name of a Rota Group. When you have selected the contact press the OK button and you will be returned to the Alarm Messaging Screen. The name of the contact will then be displayed in the Destination field.

#### 7.4.3.2 Selecting users

It is possible to send notification of an Alarm to a user of the System. To do this click the “Add” button, this will load the following screen.



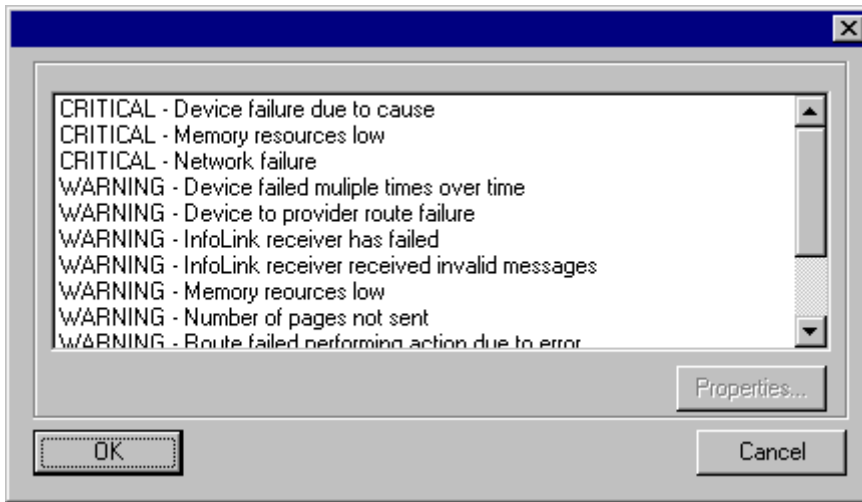
Select the names of the users that will be notified when an Alarm occurs and press the OK button. The selected users will then be displayed in the Nominated Users list.

To Remove a user from the list on the Alarm Messaging screen select the name of the user to be removed and press the “Remove” button.

#### 7.4.3.3 View and Configure Alarm Messages

You can configure when and how frequent an Alarm Message should occur.

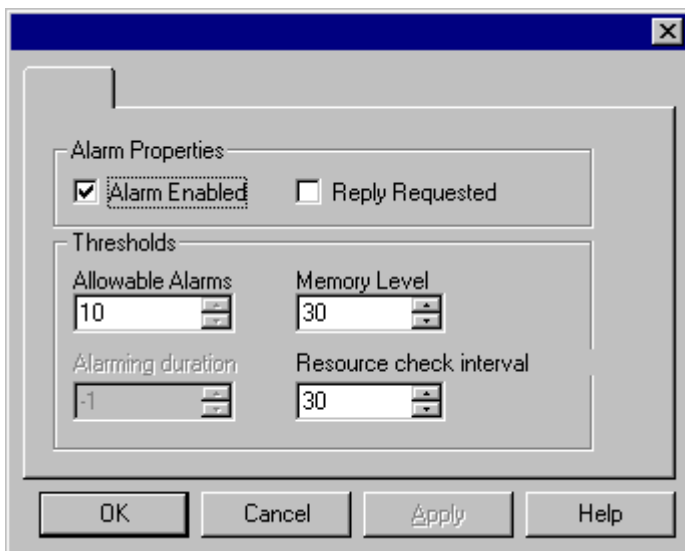
To view the currently available Alarm Messages press the “Messages...” button on the Alarm Messaging screen. This will then load the list of available Alarms:



On this it is possible to

- Enable / Disable an Alarm
- Specify if an Alarm should be reply to
- How many times an Alarm is allowed to occur before a message is sent
- How long over time an Alarm is allowed to occur for
- What the allowable memory resources are

To view and modify the properties for an Alarm, select the alarm you wish to view and press the “Properties...” button. This will then load the Alarm Properties window. When you have finished setting the values for an Alarm press the OK button to save the details.



When you have finished configuring the Alarms in the System, when you press on on the Alarm Messages window, the system will automatically update the Alarming values so that they become effective immediately.

---

## 8 Address Book Exporting and Importing

This section of the manual is intended to show how it is possible to export and import data to/from the address books.

The Server currently supports exporting and importing of the following address books;

Address Book	Export	Import
All address books	Yes	No
Corporate	Yes	Yes
Department	Yes	Yes
Private	Yes	Yes

### 8.1 Format of the Address Book Import/Export file

Import/Export of the address books uses a Comma Separated Values (CSV) file.

The format of this file is very specific:

```
firstname,surname,subid,Pagertype,msgsize,provider,booktype
Steve,Smith,2323,Alpha Numeric,12,Mercury Paging,Department book Servicing
Pete,Purvis,780161,Alpha Numeric,240,Mercury Paging,Personnal book for scott
Timothy,Cunningham,TimCun99,Alpha Numeric,240,PageOne Communication,Corporate
```

The first line of the CSV file is the column titles of the fields. These have been included to make it easier for you as a user to display or create this information in a third party application such as Microsoft Excel or Microsoft Access and are ignored by the Server.

When you are importing data into the address books, the CSV file must start with column title line. It is not necessary to include a column title entry for the address book booktype, but the first line must still contain the column name.

If a field contains quotes it is possible to wrap that field in quotes e.g.

```
firstname,surname,subid,pagertype,msgsize,provider,booktype
"Steve","Smith",2323,Alpha Numeric,12,Mercury Paging,Department book Servicing
```

If a field does not contain a value then you must still include a column for that field e.g.

```
firstname,surname,subid,pagertype,msgsize,provider,booktype
Steve,Smith,2323,,,,
```

You can see from this example that the line to be imported does not contain a pagertype, msgsize, provider or booktype. For the first three fields that system will use default values and the forth field does not require a value. But as you can see the field still exists.

## 8.2 Exporting data from the address books

To export an address book, from the file menu select Address Book and then Export. This will then load the export screen:



You can choose to export any of the following address books

- ◆ All contacts in all of the address books
- ◆ The Corporate Address Book
- ◆ A Departments Address Book
- ◆ A Private Address book

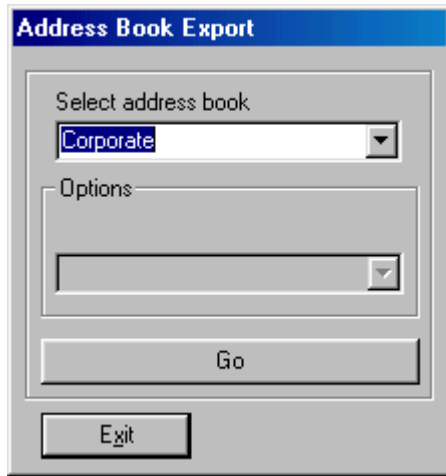
### 8.2.1 Exporting all Contacts

To export all the contacts select in the “Select address book” field choose “All contacts” and then press the “Go” button. The “Save As” dialog will be displayed to allow you to select the location to save the exported address book to.



## 8.2.2 Exporting the Corporate Address Book

To export the Corporate contacts select in the “Select address book” field “Corporate” and then press the “Go” button. The “Save As” dialog will be displayed to allow you to select the location to save the exported address book to.



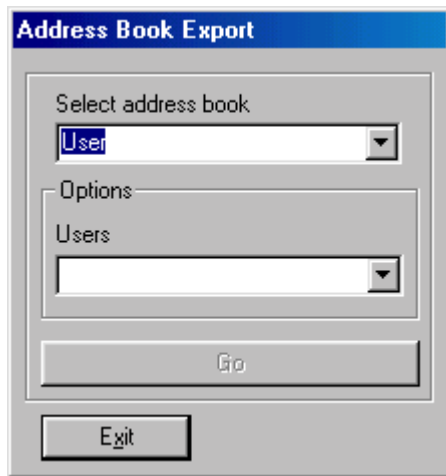
## 8.2.3 Exporting Department Contacts

To export a Departments contacts select in the “Select address book” field “Department” and then select the name of the Department to export and press the “Go” button. The “Save As” dialog will then be displayed to allow you to select the location to save the exported address book to.



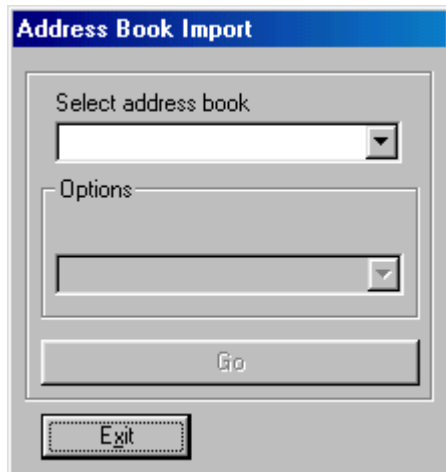
## 8.2.4 Export User Contacts

To export a Users contacts select in the “Select address book” field “User” and then select the name of the user to export and press the “Go” button. The “Save As” dialog will be displayed to allow you to select the location to save the exported address book to.



### 8.3 Importing data to the address books

To Import data into an address book from CSV file, from the file menu select Address Book and then Import. This will then load the export screen.

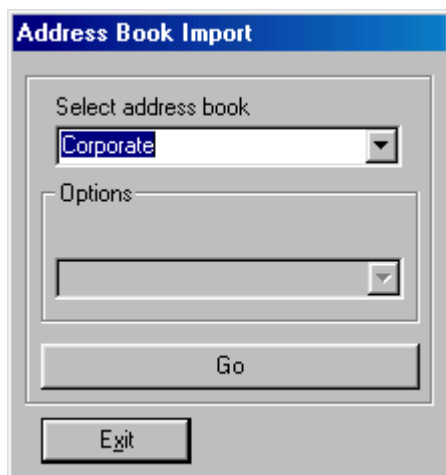


From this screen it is possible to import data into the following address books

- ◆ The Corporate address book
- ◆ A Departments address book
- ◆ A Private address book

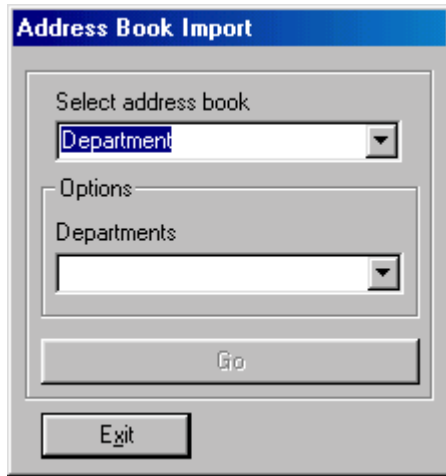
#### 8.3.1 Importing into the Corporate Address Book

To import into the Corporate address book select in the “Select address book” field “Corporate” and press the “Go” button. The “Open” dialog will be displayed, use this screen to select the file to import.



### 8.3.2 Importing into a Departments address book

To import into a Departments address book select in the “Select address book” field “Department” and then select the name of the Department to import to and press the “Go” button. The “Open” dialog will be displayed, use this screen to select the file to import.



### 8.3.3 Importing into a Users address book

To import into a Users address book select in the “Select address book” field “User” and then select the name of the User to import to and press the “Go” button. The “Open” dialog will be displayed, use this screen to select the file to import.



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## **9 Client Installation**

### **9.1 Installing and Configuring the Messaging Client Software**

For installation of the Client software, the reader is referred to the Installation Guide. This gives complete instructions on how to install and configure the software.

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## 10 Log File Format

Log files and drop files share essentially a common file format with more/less fields.

The log file format is as follows. Each attempted connection to a Service Provider is recorded as a single line of text consisting of seventeen fields, each separated by a “|” (pipe) symbol. Several of the fields are currently unused and are reserved for future expansion.

An example entry might be:

```
19990129|000000||scott|839437|||||||This is a test Message|Fred Smith
```

```
YYYYMMDD|HHMMSS|<server name>|<From>|<To>|<Service Provider  
Number>|<Transport Code>|<Protocol Code>|<Success/Failure Code>|<Success  
Failure Message>|<Unused>|<Unused>|<Unused>|<Unused>|<Unused>|<Message>|<User  
Signature>
```

Field Number	Contents	Explanation
1	YYYYMMDD	The date of the attempted connection
2	HHMMSS	The time of the attempted connection
3	<server name>	Name of the Server that made the connection (currently blank)
4	From	The login name of the person the Message is from (currently a number)
5	To	The Subscriber Number of the person to whom the Message is to be sent (typically 6 to 11 digits).
6	Service Provider Number	e.g. 1=PageOne Communications
7	Transport Code	e.g. 1=dial-up
8	Protocol Code	e.g. 1=TAP
9	Success/Failure code	e.g. 0
10	Success/Failure message	e.g. Message Accepted
11	Reserved	
12	Reserved	
13	Reserved	
14	Reserved	
15	Reserved	
16	Message	The Message to be sent
17	User Signature	The user signature to be attached to the Message

---

## 11 Drop Files

You can “drop” a text file into a specified directory and the Server will automatically “collect” it. The file will be read and (assuming the format is correct) the message in the file will be transmitted.

### 11.1.1 Default Drop Directory

The default Drop Directory is

```
C:\<WINDOWS DIRECTORY>\Profiles\admin\drop
```

### 11.1.2 Drop File Filename

Any file with a .pag or .page extension will be read from the Drop Directory.

### 11.1.3 Drop File Format

All files that are dropped into the directory must currently have exactly this format: a single line of text consisting of 16 fields each separated by a “|” symbol. Several of the fields are currently unused and are left for future expansion. Here is a sample Drop File

```
19990129|000000||scott|839437|Provider||||Y|||This is a test page|Fred Smith
YYYYMMDD|HHMMSS|<reserved>|<User Name>|<To>|<Service Provider
Name>|<Reserved>|<Reserved>|<Reserved>|<Reserved>|<Reply
Requested>|<Reserved>|<Reserved>|<Reserved>|
```

Field	Contents	Explanation
1	YYYYMMDD	The earliest date that the Page can be sent. 8 numbers are required. Any separating characters will be ignored. Thus all the following are acceptable:  19981202, 1998-12-02, 1998/12/02  None of these are acceptable:  1998/12/2, 2 December 1998
2	HHMMSS	The earliest time, on the above date, that the Page can be sent. 6 numbers are required. Any separating punctuation characters will be ignored. Thus 11:28:00 is acceptable
3	<Reserved>	Reserved for future use.
4	User Name	The login name of the person the Message is from
5	To	The Subscriber Number or Callsign of the person to whom the Message is to be sent (typically 6 to 11 digits).
6	Service Provider Name	The name of the Provider to be used to send the page. Can be empty. (If the provider is not found in system database the default provider will be used).
7	<Reserved>	Reserved for future use.
8	<Reserved>	Reserved for future use.
9	<Reserved>	Reserved for future use.
10	<Reserved>	Reserved for future use.
11	Reply Requested	Is the page a reply request page. To set reply requested set field to Y. If left blank or N is placed in field page will not be reply requested.
12	<Reserved>	Reserved for future use.
13	<Reserved>	Reserved for future use.
14	<Reserved>	Reserved for future use.
15	Message	The text or numeric message to be sent.
16	User Signature	The user signature to be attached to the page

Note that you can only send numeric messages to Numeric Pagers. If you attempt to send an alphanumeric message to a Numeric Pager then the message will be lost. The page must not contain any “|” characters or characters that the recipients device cannot display.

### 11.1.4 Permitted Characters

This is a guide to the characters known to be displayable on most pagers. Obviously, pagers vary and this is just a guide.

<b>Pager Type</b>	<b>Permitted characters</b>
Tone pager:	None
Numeric Pager:	1, 2, 3, 4, 5, 6, 7, 8, 9, 0, -, U, [, ]
Alphanumeric Pager:	ASCII codes 32 (space) to 126 (~) i.e. all printable characters.

If you are unsure, consult the recipient first or stick to the basic character and punctuation set.

### **11.1.5 Caveats**

Messages are silently truncated as necessary.  
No acknowledgement is provided.  
Reply Requested is not supported for dropped-file messages.  
Each file must contain only one Message.

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## 12 Support

Connection Software will be glad to support System Managers if they encounter problems using this Messaging Server/Client system. However, if you are using the PageLinkII brand of this software you must contact PageOne.

We will also do our best to support those evaluating the system in single user mode and again we refer all PageLinkII customers to PageOne.

Licence Upgrades are also dealt with by Connection Software or PageOne as appropriate.

Please contact us by any of the following means:

Post:       Support  
              Connection Software  
              391 City Road  
              LONDON  
              EC1V 1NE  
              UK

Telephone: 020 7713 8000  
              +44 20 7713 8000

Fax:         020 7713 8001  
              +44 20 7713 8001

Email:      support@csoft.co.uk

It will help us to offer you a faster service if you can quote your Customer Number when contacting us.

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## 13 Feedback Form

We have made every effort to provide the support that you may need in this Help file but we do want to hear about problems, and suggestions for improvements. All messages will be carefully analyzed and provide important input into future planning.

If you would like to provide feedback then please mail, fax or email the appropriate form in the feedback document back to Connection software.