



# **GLOBALCOMSERVER PLATFORM INSTALLATION MANUAL**

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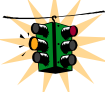
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## GlobalComServer platform – Manual Installation

Check our web site for updates:  
<http://www.avm-informatique.com/>

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## PRESENTATION

 This manual is designated to the system administrator responsible for installation, configuration and maintenance of **GlobalComServer**. Knowledge of Microsoft Windows NT® is recommended.

**GlobalComServer**, software developed by AVM Informatique, is a multi-platform communication server that allows your company to send faxes, telexes, SMS and e-mail in a secured way, whatever your environment is, amongst others:

- WAN / LAN
- Heterogeneous network
- Mini-system applications (HP 3000®, HP 9000®, DEC OPEN/VMS®, IBM RS/6000® and IBM AS/400®).
- Electronic mail services.

**GlobalComServer** can be interfaced with numerous ERP such as SAP®, BAAN®...

AVM Informatique global communication solution is a combination of **GlobalComServer** and one (or several) component(s) (see following page).

### GlobalComServer features (non exhaustive list)

Windows NT®, Windows 2000® service  
 Up to 128 lines / server  
 Change modem settings without stopping the server  
 Compatible with a PABX

Support several environments simultaneously

Emission, reception  
 Emission delayed  
 Automatic retries

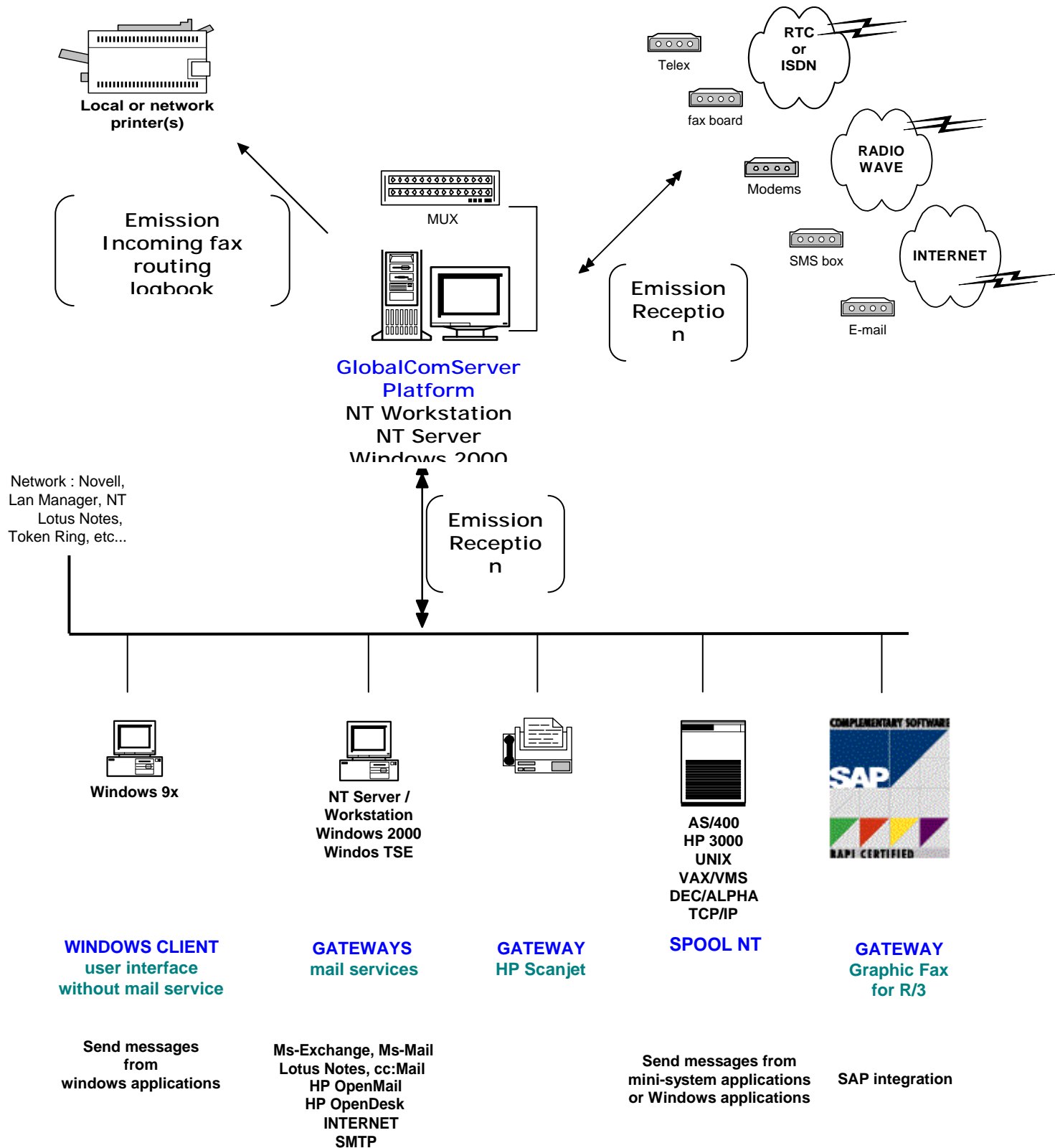
Routing: incoming / outgoing messages (routing module)  
 Least cost routing  
 Low cost routing  
 by DTMF code, CSID,MSN sub numbers  
 by phone line  
 manual routing

Log files  
 Automatic archiving (archiving module)  
 Multi-criteria search  
 Notification / acknowledgement sent to end-user's printers  
 Statistics feature  
 Preview Incoming / outgoing messages  
 Annotate, copy / paste, zoom...

All those specifications, and many others, are detailed in AVM Informatique product manuals.

(See [AVM product index](#))

**GlobalComServer architecture**



## PRE-REQUIREMENTS

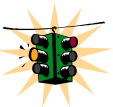
Before installing or updating **GlobalComServer**, or one of its components, please make sure you meet requirements in the following checklist.

- A Pentium® with 128 MB RAM is recommended. 100 MB free are necessary on your hard drive to install **GlobalComServer** and all its components.
- 2 GB are needed to store/archive incoming / outgoing messages. This capacity can be decreased or increased depending on the amount of messages stored.
- Installation must be done on a Windows NT4 or Windows 2000®.
- Service pack 4 (SP4) is required for Windows® NT4, SP6 is recommended.
- Service pack 2 is recommended for Windows 2000®.
- The machine needs a network card and must be connected to the WAN / LAN, Microsoft® TCP/IP must be installed.
- At least one modem, a fax board (Brooktrout® type), telex, a mail server is connected to the future communication server (see the [hardware guide](#))
- 2 meters maximum, separate the server from the fax line(s) (to reduce cabling loss). Contact AVM or your vendor regarding a special installation.
- One or several fax lines (ISDN or analog) are available
- A screen resolution of 800\*600 with 256 colors is required.

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Connect the protection key («dongle») the machine parallel or USB port.  
For parallel port, you can connect a printer to it if necessary.

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## INSTALLATION

Windows NT4 (Server), Windows 2000 (Advanced server, Server)  
Use an administrator account of the machine to install the GCserver..

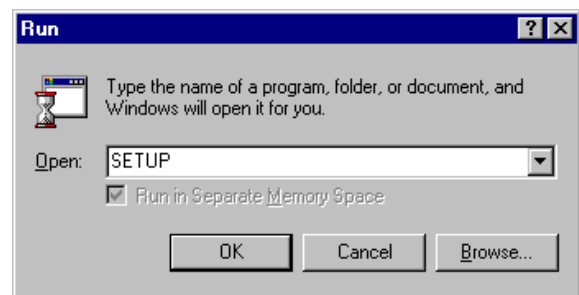
1) Insert **GlobalComServer** CD-ROM in your CD player.

If **Automatic insertion notification** CD-ROM property is active, **GlobalComServer** setup will start automatically. If you have to install several server components, first install the server by clicking on '**Server Applications**'. Then, please refer to the corresponding documentation for each components you want to install.



Otherwise, open the **Run** window (**taskbar → Start → Run**) and write the following command:

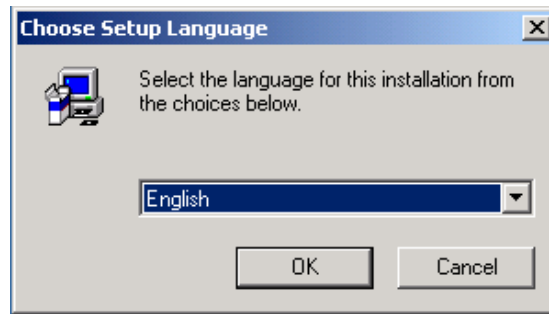
**X:\SETUP** Replace **X** with the letter of your CD player.



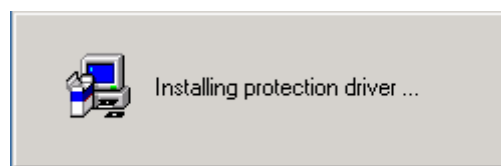
Push **Enter** or click **OK**.

2) Select the language you want to install :

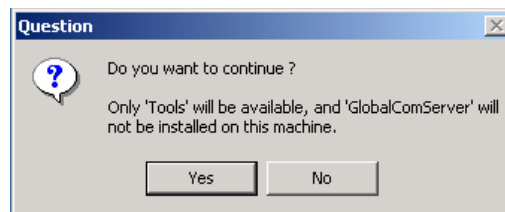
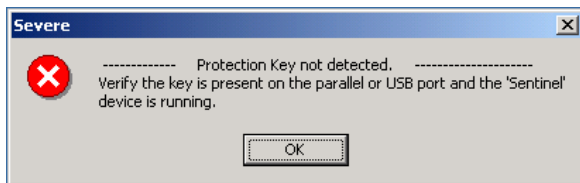
- The default value is the OS language and it is advised to keep this one.



3) The Setup installs the drivers of the protection key to get the list of the licensed products, if the protection key is not in place, plug the key in the port.



To install Remote Tools on another machine that GCS, use the same program of installation without the protection key. The program won't detect the key and will propose only the installation of the Tools.

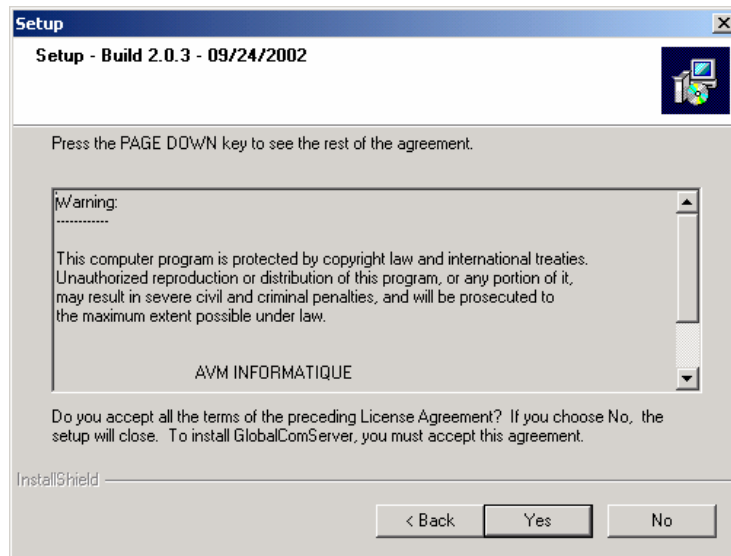


The installation of USB driver is different, please read the information that follow therefore attentively:

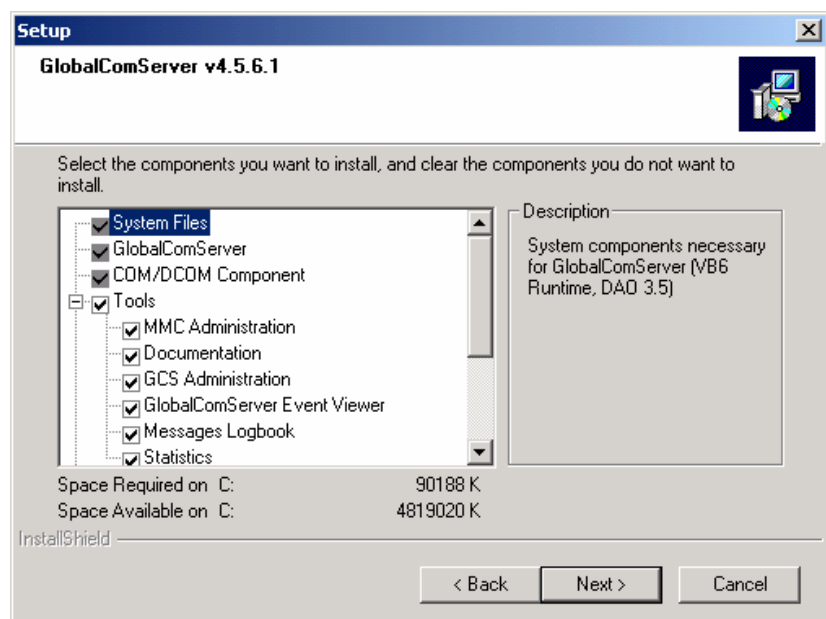
- When the key is inserted on an USB port, Windows detects a new peripheral automatically and installs automatically the appropriate driver.



4) Click on **Yes** to accept the license terms (if you click on **No**, the installation will stop).



5) After having selected the directory of the installation, select the components you want to install and for which you have a license.

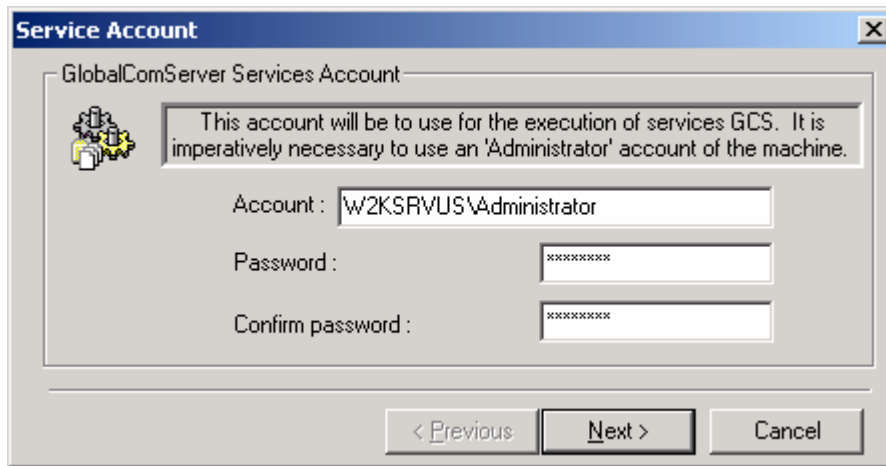


**It is recommended to install the software on a physical disk of the machine. An installation on a network drive can make uncertain the performances of GlobalComServer and/or your network**

Click on **Next** to continue the installation.

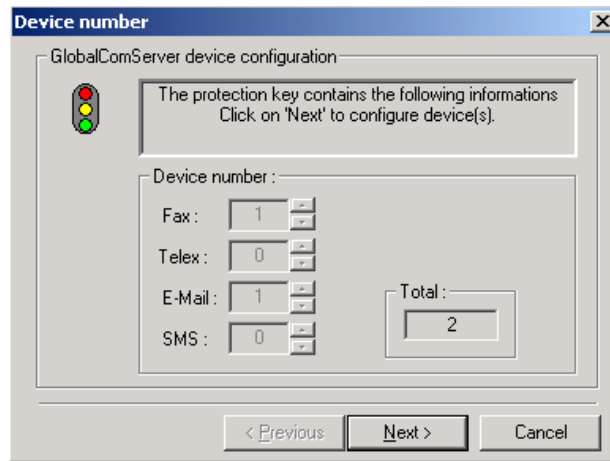
6) The following screen appears when you install a **GlobalComServer** component requiring the installation of a NT service.

Windows NT4 (Server), Windows 2000 (Advanced server, Server)  
**The account used must be a local administrator of the machine. If the account is not an administrator, it can entail difficulties of installation and/or use.**



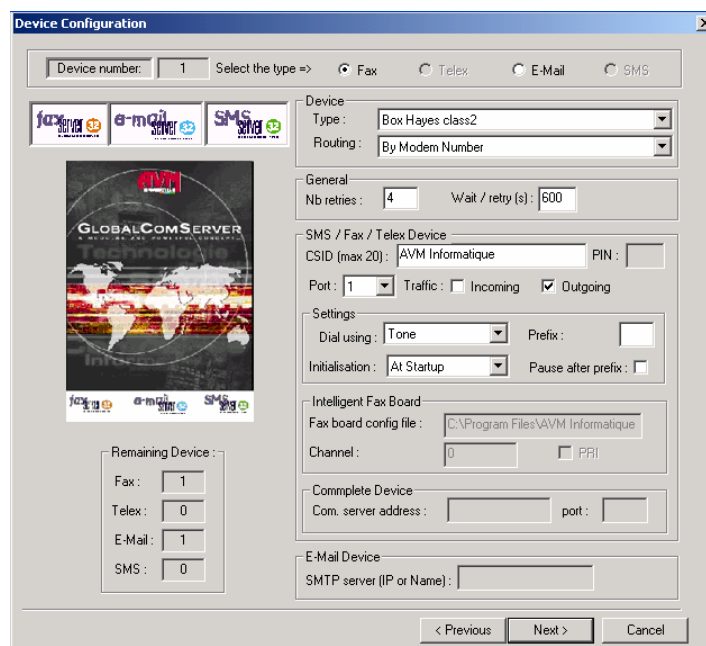
Fill the fields and click on **Next**

7) Verify the number of modems/fax cards that you will be able to use.



Click on **Next**.

8) Setting the modems/fax cards



In a first time, you must check the type 'Fax', 'Telex', 'E-mail', 'SMS' according to your choice and their availability. (Only the types permitted in the key will be available). Following the selected type, only the necessary options to the configuration of this peripheral will be available

### 'Device' Section

#### Type

Choose your hardware in the list.

If the hardware is not listed, choose *Box Hayes class 2* or *Box Hayes class 2.0* (generic). We will come back to the configuration.

#### Routing

Choose the routing type you want to apply to this device, this option is valid only for an Incoming traffic.

### 'General' Section

#### Nb retries

This option determines the maximum number of retries that will be done for every message. The default value is '4'.

#### Wait / retry (s)

This option determines the waiting time between each retry. This number is expressed in seconds. The default value is 600 seconds (10 minutes).

### 'SMS / Fax / Telex Device' Section

#### CSID

This value determines FAX identification that will be transmitted to Fax recipient and appears on the Fax header.

#### PIN

This value is the PIN code of the SIM card used for sending SMS messages.

#### Port

If the device is an external device connected on a serial port, you must indicate the port number.

#### Incoming

Check this box if you want to use this device in reception mode. This option is only valid for reception of Fax / SMS / Telex.

#### Outgoing

Check this box if you want to use this device in emission mode. This option is valid for all installed devices.

### 'Settings' Section

#### Initialisation

This option defines the device initialisation. Choose between start-up server initialisation or every time a fax is sent.

#### Dial. using

Select the technology used to dial for the device.

#### Prefix

Fill the prefix number if necessary. This prefix will be automatically added at the beginning of the fax number before dialing.

#### Pause after prefix

Check this box if it's necessary to add a pause between the prefix number and the fax number.

### 'Intelligent Fax Board' Section

**Fax board config file**

This field contains the path of the Fax board configuration file. It's not necessary to change this value.

**Channel**

Select the channel that will be used for this line.

Note: 1 Line = 1 Device = 1 Channel

**PRI**

Check this box if the card is a PRI card.

**'Compplete Device' Section****com. Server address**

This field contains IP address of the Compplete device.

**Port**

This field contains the TCP Port used for this line.

**'E-Mail Device' Section****SMTP Server (IP or Name)**

This field contains IP address or the SMTP server name used to send mail.

Click on **Next**

If you have declared several modems/fax cards/Telex devices/Mail devices, several windows will appear one by one.

9) End of installation of **GlobalComServer**.

When all softwares are installed, the Setup program proposes either to restart your computer to finish the installation, either to select some actions:

- Start GlobalComServer services:
- Start GlobalComserver Administration:

Please refer to the [troubleshooting](#) section for any errors concerning a service after rebooting.

**Greetings, GlobalComServer is now installed on your machine.**

## MAINTENANCE MODE

The Maintenance mode appears if you already did the installation of **GlobalComServer**. This mode allows to **modify** (Add or Delete) components to the current installation, to **repair** the previous installation of **GlobalComServer**, or **remove** all installed components of **GlobalComServer**.

1) Insert **GlobalComServer** CD-ROM in your CD player.

If **Automatic insertion notification** CD-ROM property is active, **GlobalComServer** setup will start automatically. Click on '**Server Applications**'.

Otherwise, open the **Run** window (**taskbar → Start → Run**) and write the following command:

**X:\SETUP** Replace **X** with the letter of your CD player.

Then click on '**Server Applications**'.

2) Select the language you want to install:

- The default value is the OS language and it is advised to keep this one.

3) The Setup installs the drivers of the protection key to get the list of the licensed products, if the protection key is not in place, plug the key in the port.

4) Click on **Yes** to accept the license terms (if you click on **No**, the installation will stop).

5) The Maintenance screen appears and purpose 3 choices: « Modify », « Repair », « Remove »



### Modify:

Use this mode to add or remove one or several components.

### Repair:

Use this mode to do a complete repair of the previous installation.

To make an update of **GlobalComServer** from a new CD, it is necessary to use the Repair mode that will update all already installed components.

### Remove:

Use this mode to remove all installed components.