



GLOBALCOMSERVER DOMINO NOTES® GATEWAY ADMINISTRATOR'S GUIDE

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GCS Domino Notes® gateway - Administrator's guide

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PRESENTATION

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

GCS Lotus Notes® gateway presentation

The **GCS Domino Notes® gateway**, developed by AVM Informatique, allows users to send and receive GCS messages (fax, SMS, telex) with a Lotus Notes® client.

GCS Messages?

Using their Lotus Notes® client, users compose a message to which one or several documents (Word, Excel...) may be attached and send it.

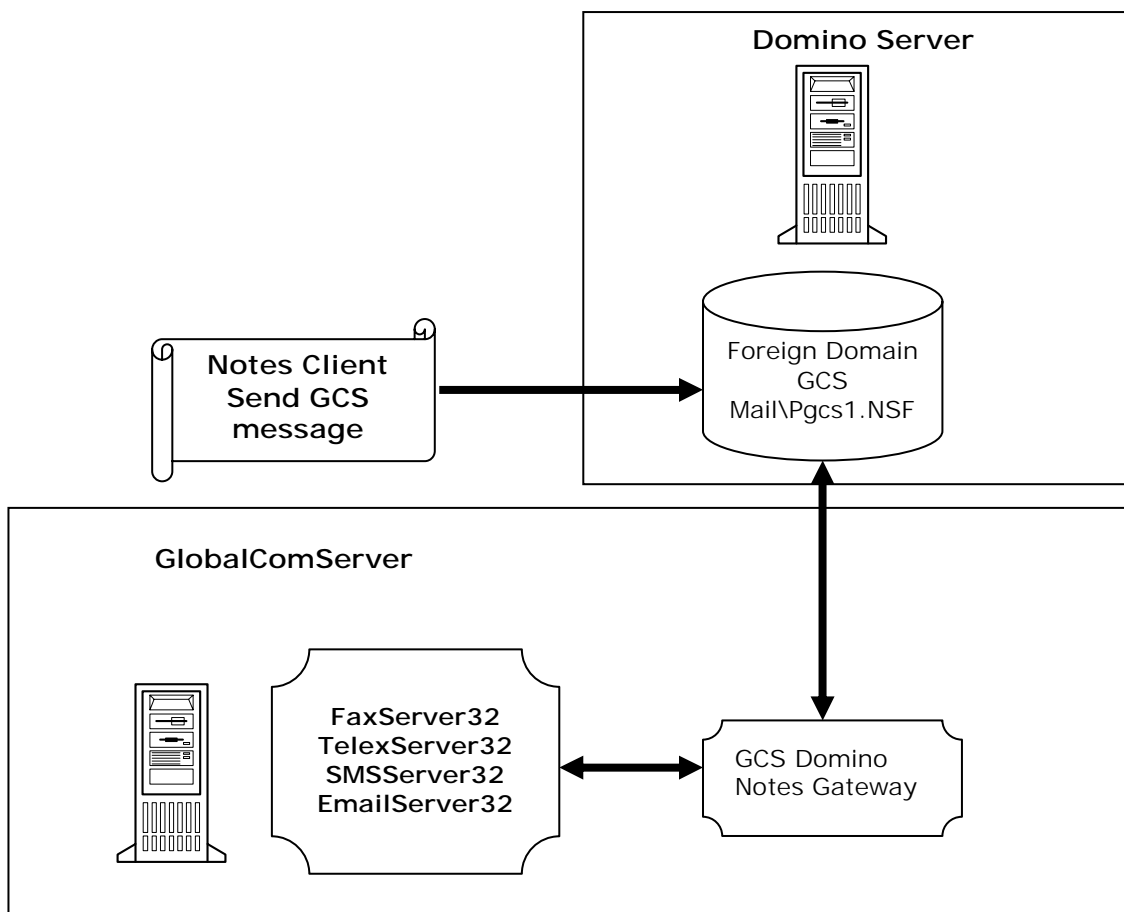
The **GCS platform** processes that e-mail and sends a fax, SMS or Telex to each recipient.

The sender will receive an acknowledgment in his inbox for each recipient.

Users can receive messages faxes in their inbox if the **GCS platform** has been configured to do it.

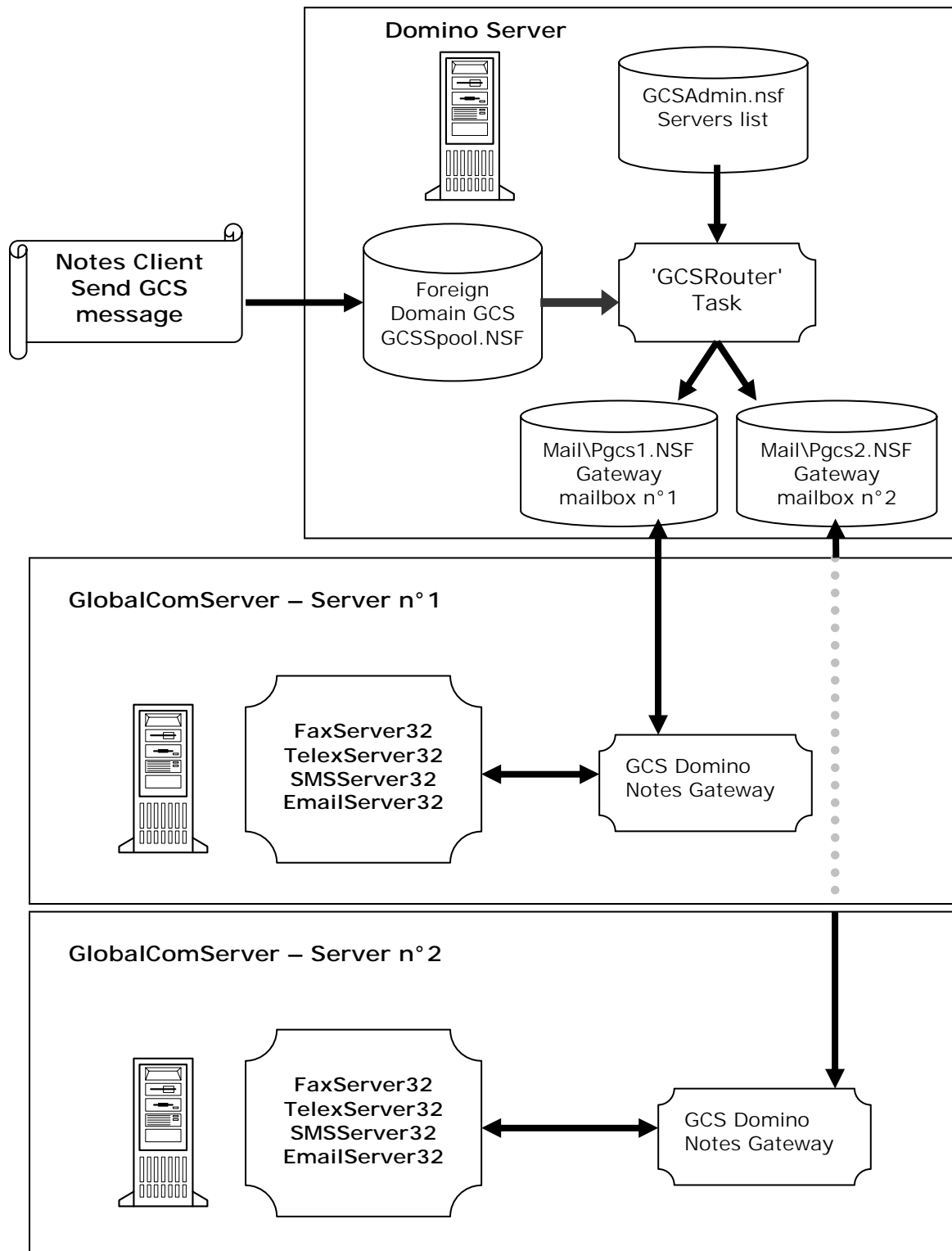
(See [GlobalComServer manual | Administration | Main configuration | Incoming routing](#))

GCS Domino Notes® gateway architecture – Mode: Stand-Alone Server



GCS Domino Notes® gateway architecture – Mode: Multi-server

It's possible to use several GCS servers in order to distribute the load of each GCS servers. A Lotus Notes database permits the declaration of different GCS servers. Every declared server had a weight that will allow the 'GCSRouter' task to do the distribution of the messages.



PRE-REQUIREMENTS

You must have bought the license for the **GCS Lotus Notes® gateway** and the protection key must have been updated.

A Notes specialist must install this product.

In this manual, we will use a user called **GCS gateway** and a **foreign domain** called **GCS**. You can customize that information. In that case, please make sure you replace accordingly the information in this entire manual.

Screen captures in this manual refer to a Lotus Notes® client/administration version 5.0.x. Nevertheless, you will find comments about the version 4.xx.

A Lotus Notes® license for the user **GCS gateway** is needed.

On the Lotus Notes® server machine

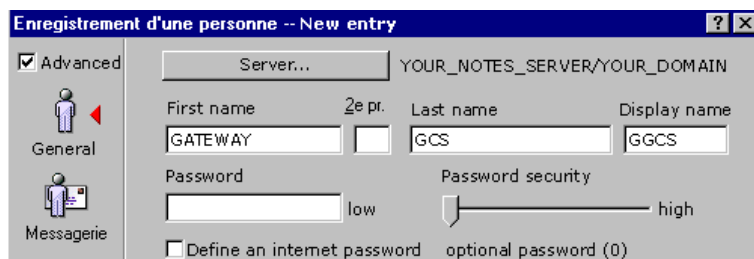
Start Lotus Notes® administrator and log on as the Notes domain administrator.

Connect to the corresponding Domino server from the menu '**File**', then the command '**Open server**.' In the list, select the desired server.

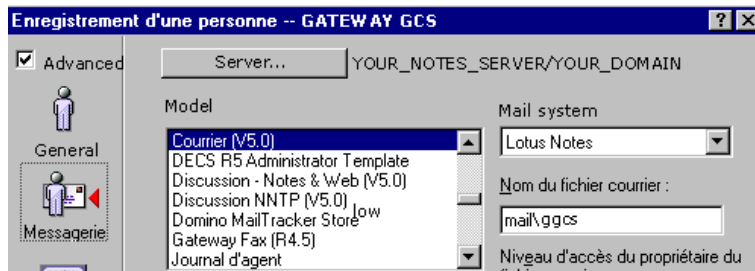


Create the Notes user **GATEWAY GCS**

- Select '**People & Groups**' tab.
- Select the 'Register...' command in the '**People**' group located in the right of the window. After having entered the certifier password, the following window appears. Check the 'Advanced' box to show the advanced properties.



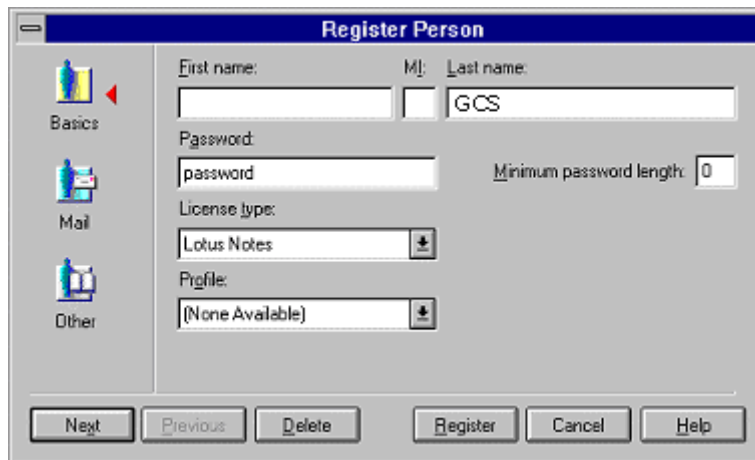
Set the Password security to 0 and give a temporary password that will be cleared in the future.



In this window, leave the default values.

Comments for Notes 4.xx

- In the 'Register Person' window, set the **Minimum password length** field to 0 (zero).



You need a password to validate your modifications.
Later on we will have to disable this password.

Create the Foreign domain (GCS)

Like previously explained, two possibilities of integration exist in Lotus Domino:

- **'Stand-Alone Server'** configuration: it's not necessary to create a routing mailbox because there is only one server. The gateway mail file is in fact the GCS Gateway mail file.
- **'Multi-server'** configuration: it's necessary to create a routing mailbox that will be managed by the 'GCSRouter' task. In this case, it's necessary to install the 'GCS Domino Router' on the Lotus Domino server.

'Stand-Alone Server' configuration

Start Lotus Notes® administrator and log on as the Notes domain administrator.

Select 'Configuration' tab then 'Messaging\Domains'. Click then on the 'Add Domain' button.



- Domain type : **Foreign domain**
- Foreign domain name : **GCS**

Mail	
Gateway server name:	Domino US/Developpement
Gateway mail file name:	mail\ggcs.nsf

- Gateway server name : **Domino_server_name/Domain**
- Gateway mail file name: **mail\ggcs.nsf** (include sub-directory)

'Multi-server ' configuration

Start Lotus Notes® administrator and log on as the Notes domain administrator.

Open File | Database | New and check the 'Show advanced templates' box.

- Server : Domino_server_name/Domain
- Title : **GCSSpool**
- File Name : **GCSSpool.nsf**
- Choose your Notes server as your template server.
- Select "Mail Router Mailbox (R5)"

Following the Lotus Domino version, the template name can differ, but the file name must be **mailbox.ntf**

The screenshot shows the 'New Database' dialog box with the following configuration:

- Server: Domino US/Developpement
- Title: GCSSpool
- File Name: GCSSpool.nsf
- Encryption... and Size Limit... buttons are visible.
- Create full text index for searching
- Advanced... button
- Template Server: Domino US/Developpement
- Template list: iNotes Web Access (R5), Local Document Cache, Local free time info, Lotus SmartSuite Library (5.0), **Mail Router Mailbox (R5)**, Mail & Fax (R5.0), Mail (IMAP)
- About... button
- File Name: mailbox.ntf
- Show advanced templates
- Inherit future design changes

Click on 'OK' button to create the database.

After, select '**Configuration**' tab then '**Messaging\Domains**'. Click then on the '**Add Domain**' button.

Basics	
Domain type:	Foreign Domain
Foreign domain name:	GCS
Domain description:	GlobalComServer routing domain

- Domain type : **Foreign domain**
- Foreign domain name : **GCS**

Mail	
Gateway server name:	Domino US/Developpement
Gateway mail file name:	GCSpool.nsf

- Gateway server name : **Domino_server_name/Domain**
- Gateway mail file name: **GCSSpool.nsf**

On the GCS platform

- Install a Lotus Notes® client on the **GCS platform**. Configure the Lotus Notes client using the previously user created information.

INSTALLATION

Please read the [GlobalComServer manual](#) if you install an AVM product for the first time.

Installing the GCS Lotus Notes® gateway

Note: A Lotus Notes client version 5.0.x **MUST** be installed on the machine. The GCS Domino Notes gateway can't be installed if there is no Lotus Notes client installed.

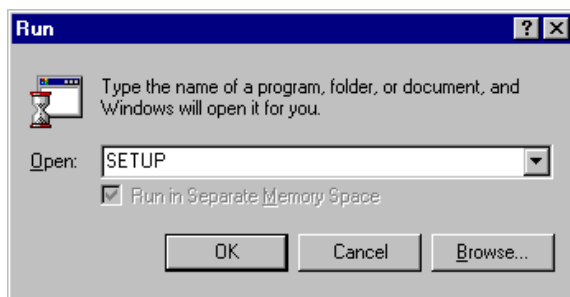
1) Insert **GlobalComServer** CD-ROM in your CD-ROM drive.

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-ROM drive.



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

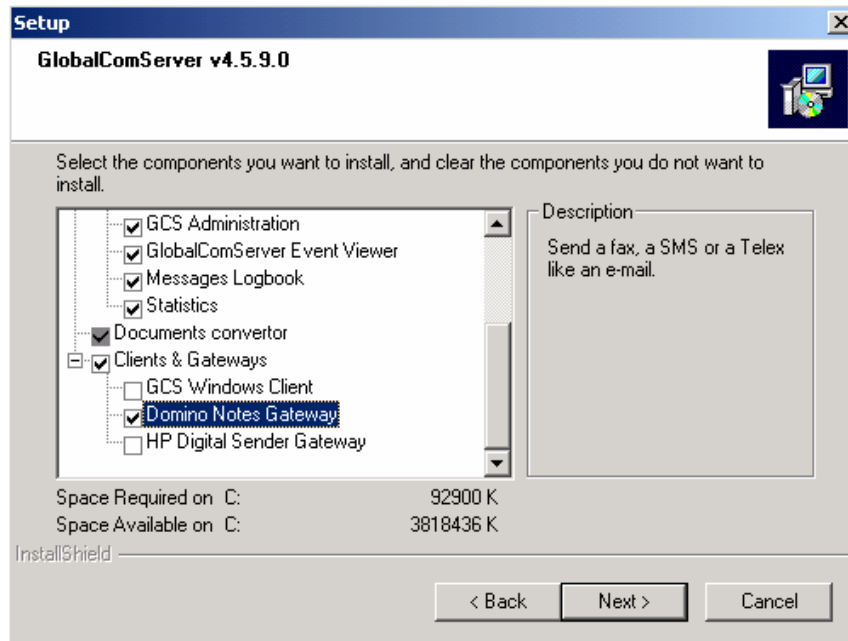
2) Select the language you want to install:

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

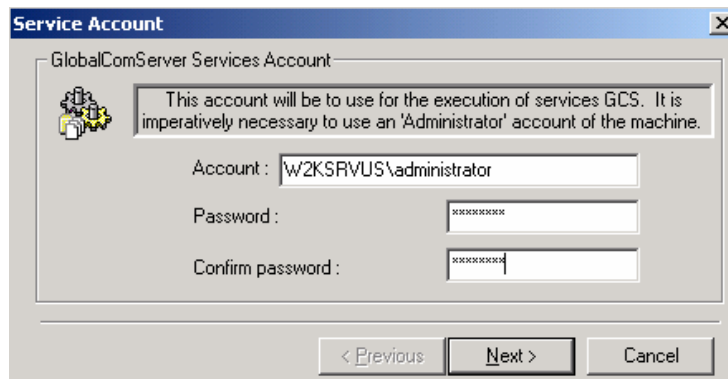
Select the "**Domino Notes Gateway**"



Click on '**Next**' to start the installation.

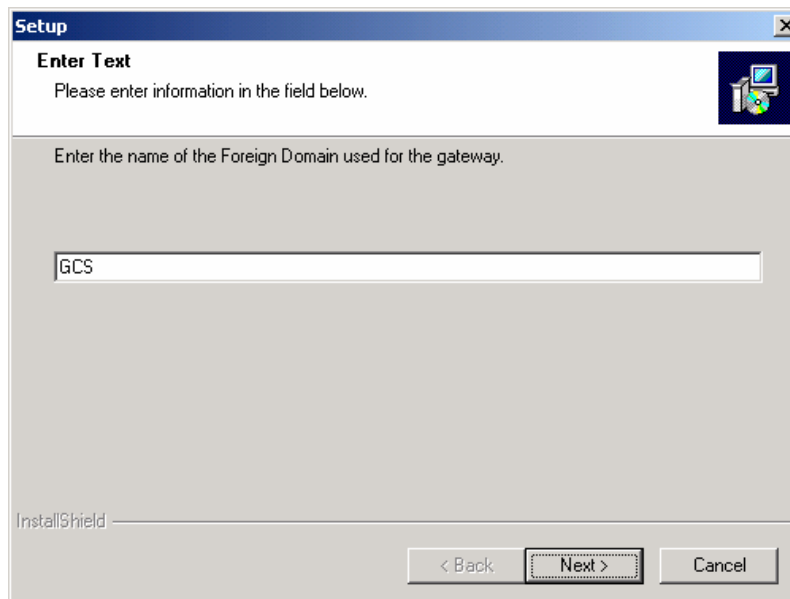
The following screen appears when you install a **GlobalComServer** component requiring the installation of a NT service.

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 meet some difficulties of installation and/or use.



Fill the fields and click on **Next**

The following window asks the foreign domain that will be used for the GCS Gateway.



Fill the field and click on **Next**

When all softwares are installed, the Setup program proposes to restart your computer to finish the installation.

Configure the Lotus Notes® client on the GCS platform

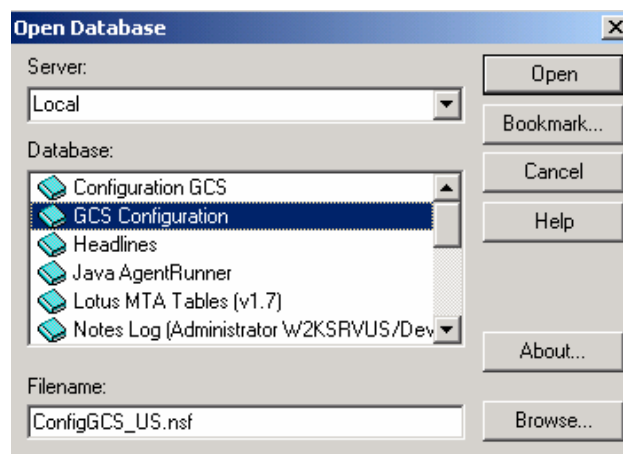
After restarting the machine, you need to configure the Lotus Notes® client installed on the **GCS platform**. For this, start the Lotus Notes client.

This modification applies in all case.

Configure GCS Gateway mailbox

The "GCS Configuration" database opens up by default in the Lotus Notes client. If it is not the case, do the following operation:

Go in the **Files/Database/Open...** or hit **Ctrl+O**, then select the "GCS Configuration" database (file: ConfigGCS_US.nsf)



This database allows the configuration of the **GlobalComServer** gateway on this computer. It permits the following actions:

Step n°1 is necessary for the good working of the GlobalComServer gateway.

STEP 1:

This step permits the configuration of the mail design installed on server GlobalComServer. This stage adds different elements in the mail design like a 'Quarantine' folder that permits to treat the rejected messages again. A 'Exportation' view permits to determine the messages that must be treated by the documents converter (this mode permits the extraction of the message including the formatting). The extraction by default of the messages is done in ASCII to be inserted into a cover page.

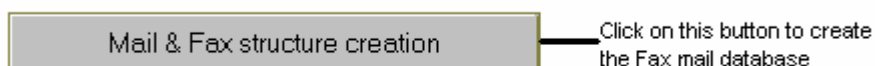


This operation is **NECESSARY** and must be done on the GlobalComServer gateway machine. It makes the following actions:

Add a folder named '**Quarantine**'. This folder permits to treat the rejected messages again. Add a view named '**Exportation**'. This view permits to determine the messages that must be treated by the documents convertor.

STEP 2:

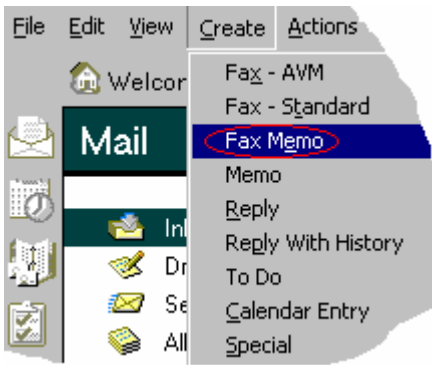
This step permits the creation of a mail template containing the fax functionalities. This structure is a copy of an existing template in order to keep already existing functionalities. Then, the deployment of the fax functionalities will be made from this structure.



This operation allows creating a 'Fax Mail' template from an existing 'mail' template. After, you should replace template design of clients that will use the Fax functionality. You can choose several documents:

- Fax Memo:

This form is a standard memo with possibility to address message to Fax recipient by select into your different several Address Books. This form is available in the menu 'Create' then 'Fax Memo'



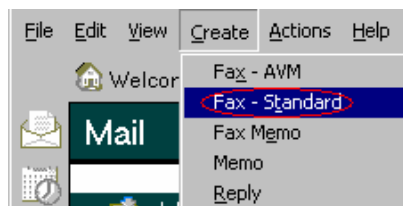
The 'Fax Address...' button allows to select fax recipient(s) directly in private or public address books.

The 'Work Fax phone' and 'Home Fax phone' fields appear in the 'Work/Home' contact property.

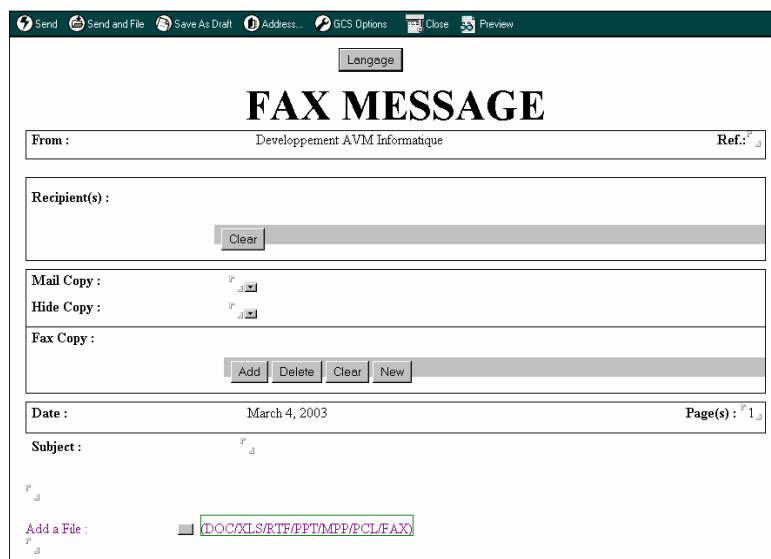


- Fax - Standard:

This form is a pre-build Fax form that can be modified.



The 'Address' button allows to select fax recipient(s) directly in private or public address books. The form allows to add other(s) mail or fax recipient(s).



- Fax - AVM:

This form is a sample Fax form of AVM Informatique.



Clear the GCS Gateway password

It is mandatory to disable the password for the user **GCS Gateway**
Open **File | Tools | User ID**
In the ID user window, click **Remove password**.

Close the Lotus Notes® client.

Do not use the Notes client on the GCS platform to send GCS messages.
Do not use the *gateway gcs* ID to send GCS messages.

DEPLOY THE FAX STRUCTURE

During the step n°2, it is necessary to use an ID with sufficient rights to create a database on the Domino server.

By default, the database created on the server is signed by the following user:

Lotus Notes Template Development/Lotus Notes
Developpement AVM Informatique/AVM Informatique

To avoid that every user has to manually modify the ECL (Execution Control List) of its Notes client, it is necessary to sign the database with a present user in this one and possessing the following rights:

- Access to file system
- Access to current database
- Access to environment variables
- Ability to send mail
- Ability to read other databases
- Ability to modify other databases

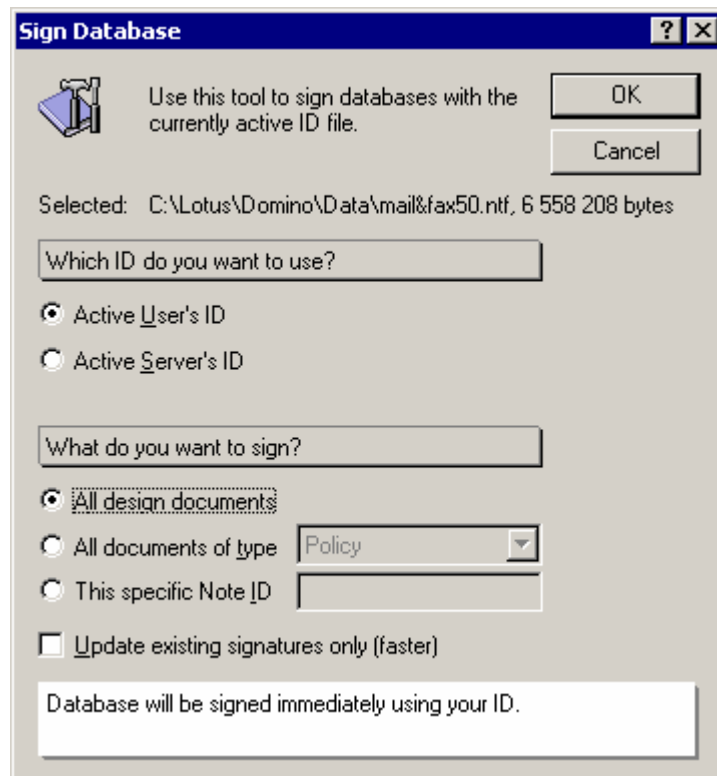
To open client's ECL, click on menu '**Files/Preferences/User Preferences...**', then click on the '**Security Options...**'.

If there is no user possessing these rights in the local ECL of the client concerned, do the following operations:

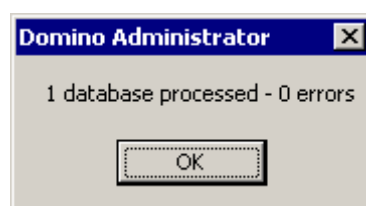
- 1 – Sign the database with an existing user in the Notes Address Book. In general, it's a developer ID of your organisation.
- 2 – Add the user in the Administration ECL.
- 3 – Address a memo to users whose ECLs you want to update. Add a button to the memo to update the client ECLs. Describe the purpose of the memo and instruct users to click on the button.
- 4 – Change the mail template of the concerned users.

1 – Sign the database

- Run '**Domino Administrator**' using the user ID that will be added in the administration ECL.
- Click on the '**Files**' tab to show server files, then select '**Templates only**' in the selection box.
- Select '**Mail & Fax (R5.0)**'
- In the '**Files**' menu, click on '**Sign...**' action.



- Select '**Active User's ID**' and '**All design documents**' then click on '**OK**'
- The operation must terminate successfully with the following message:

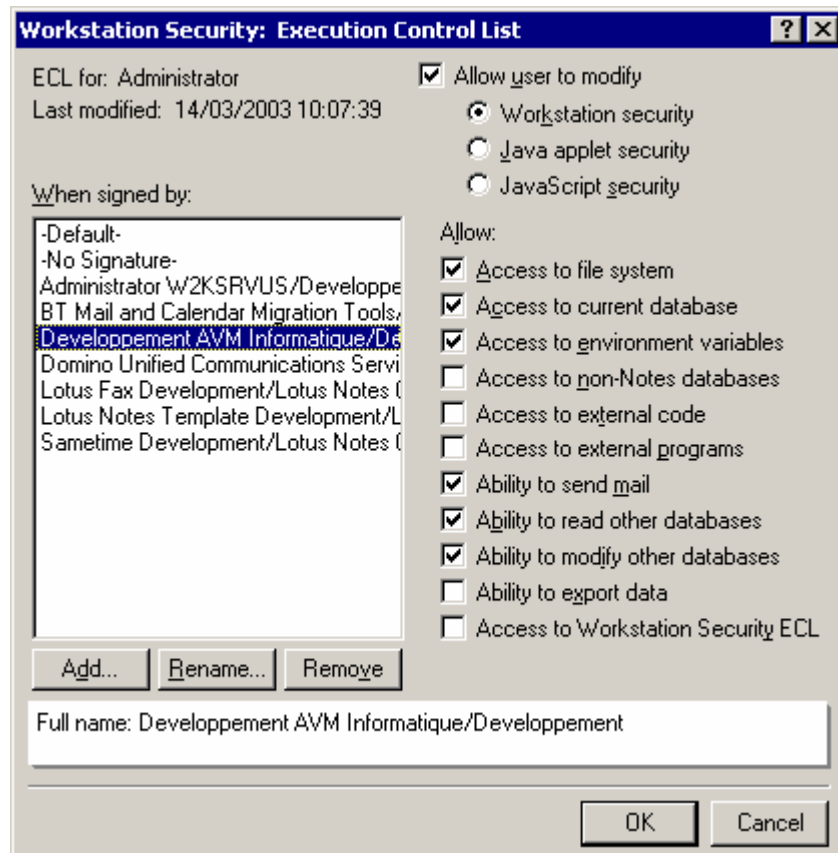


2 – Add the user in the Administration ECL

When the database is signed, you need to add the user in the ECL Administration if it's not already the case.

- Click on the '**People & Groups**' tab.
- In the '**Actions**' menu, click on '**Edit Administration ECL**'.
- Click on the '**Add...**' button then select the corresponding user and affect the following rights:
 - Access to file system
 - Access to current database
 - Access to environment variables

- Ability to send mail
- Ability to read other databases
- Ability to modify other databases



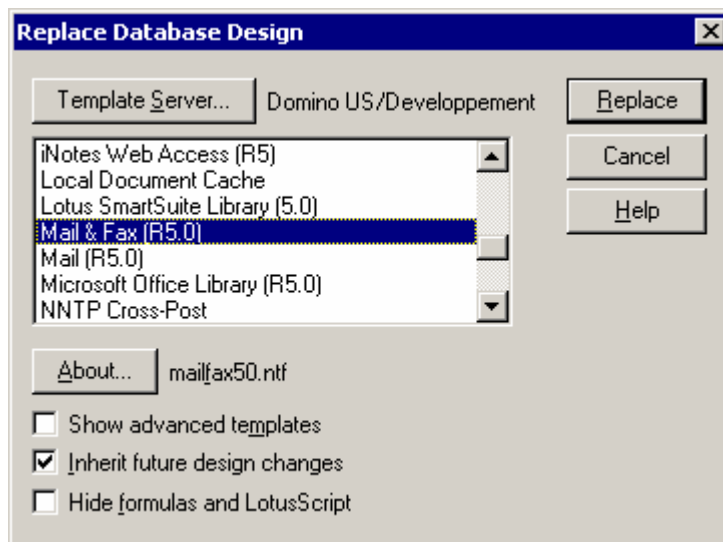
3 – Address a memo to users whose ECLs you want to update

- In the 'Create' menu, click on 'Mail/Memo'
- In the body of the message, add a button that executes this formula:
 - @RefreshEcl("Domino_Server":"names.nsf"; "")
 - Change *Domino_Server* by your Domino server name.
 - Change *names.nsf* by the name of your address book.
- Describe the purpose of the memo and instruct users to click on the button.
- Mail the memo.

4 – Change the mail template of the concerned users

Changing the mail template can be done as follows:

- From the Lotus Notes client:
 - Open the mail database.
 - In the menu 'Files/Database', click on action 'Replace Design...'
 - Click on the 'Template Server...' button to select the Domino server that contains the design template. Then, select the corresponding template design and click on the 'Replace' button. By default, the Fax design template is named: "Mail & Fax (R5.0)" and the corresponding file is: "mail&fax50.ntf"



- From the administration console:

It's possible to change the design template of one or several users by using the 'convert' task using the administration console:

```
load convert path\mailfile.nsf * template.ntf
```

To change one database design:

```
> load convert mail\avminfo.nsf * mail&fax50.ntf
20/03/2003 16:00:51 Mail Conversion Utility starting
```

To change all database design:

```
> load convert mail\*.nsf * mail&fax50.ntf
20/03/2003 16:05:45 Mail Conversion Utility starting
```

GCS DOMINO ROUTER INSTALLATION

The installation of the "GCS Domino Router" task is only necessary in case of working in multi-servers mode.

Note:

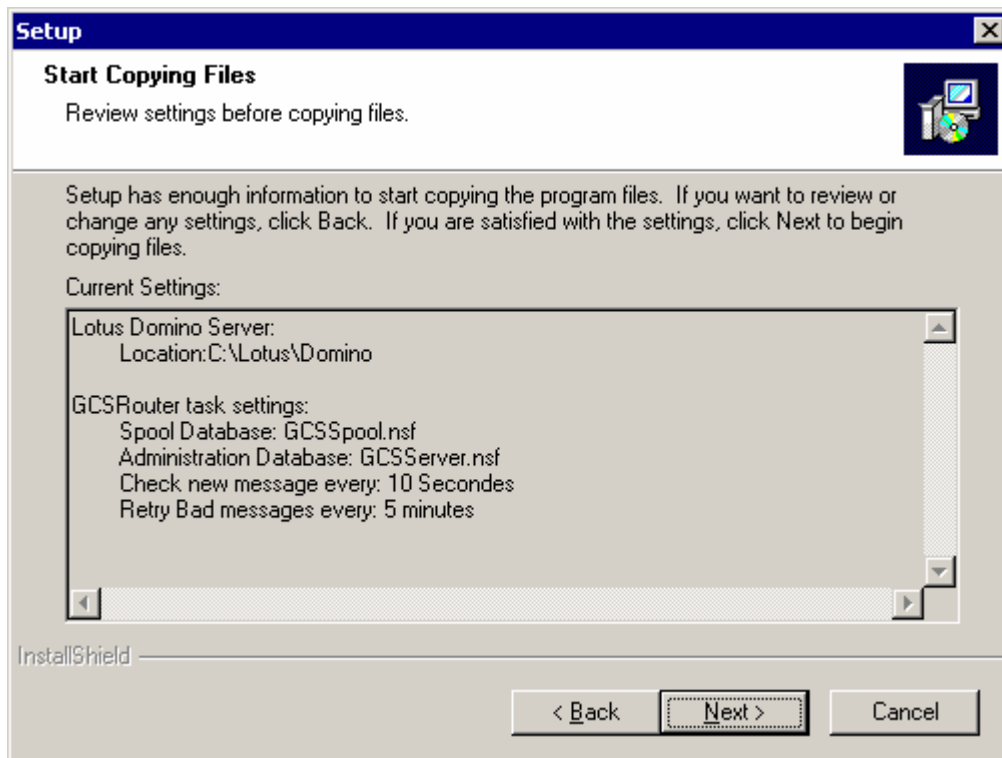
- The "GCS Router" task requires a Domino 5.0.x. server under Windows NT.
- The service Pack 6 or 6a are necessary if the operating system is Windows

NT4.0

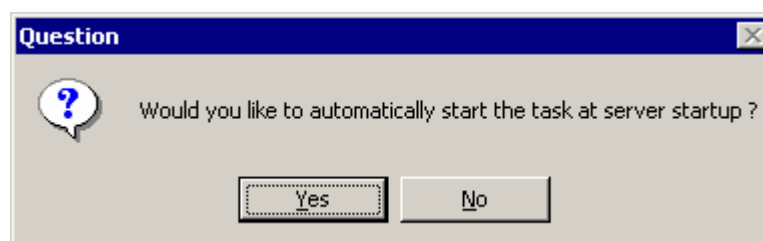
1) Insert **GlobalComServer** CD-ROM in your CD-ROM drive.

If **Automatic insertion notification** CD-ROM property is active, **GlobalComServer** setup will start automatically. Click on 'Quit' to exit from the menu. Then launch the *SETUP.EXE* program located in the \GCSDominoRouter directory of the CD-Rom.

Once the Setup program has enough information to install the program, the following window appears and displays the default parameters of the 'GCSRouTer' task. Click on '**Next** >' to begin the installation.



At the end of the installation, the program asks if the GCSRouTer task must be inserted in the list of the tasks server.



Click on '**Yes**' button to start automatically the GCSRouter task at the Domino server start. If you click on '**No**', it will be necessary to load the GCSRouter task via the Domino console by the command:

LOAD NGCSROUT

Commands

LOAD NGCSROUT:

Load the GCSRouter task. At the beginning, the task displays current configuration and the list of the available servers. If the configuration is incorrect, the task signals the problem and stop.

```
> load ngcsrout
18/03/2003 09:42:18 GCSROUTER v4.5.0.0 is started
18/03/2003 09:42:18 GCS Router: Spool Database => GCSSpool.nsf
18/03/2003 09:42:18 GCS Router: Administration Database => GCSServer.nsf
18/03/2003 09:42:19 GCS Router: scrutation timing: 10 seconds
18/03/2003 09:42:20 GCS Router: Server Statistics:
18/03/2003 09:42:20 Server: GlobalComServer 1
18/03/2003 09:42:20 Weight: 1 - Msg: 0 - Ratio: 0.00% - Status : Unknown
18/03/2003 09:42:20 Server: GlobalComServer 2
18/03/2003 09:42:20 Weight: 1 - Msg: 0 - Ratio: 0.00% - Status : Unknown
18/03/2003 09:42:20 Total message(s) processed : 0
18/03/2003 09:42:20
```

TELL GCSROUTER HELP:

Show GCSRouter help

TELL GCSROUTER STATS:

Show GCSRouter statistics

TELL GCSROUTER RELOAD:

Reset the GCSRouter task. It is necessary to use this order when some modifications are brought to the list of the servers contained in the GCS administration database.

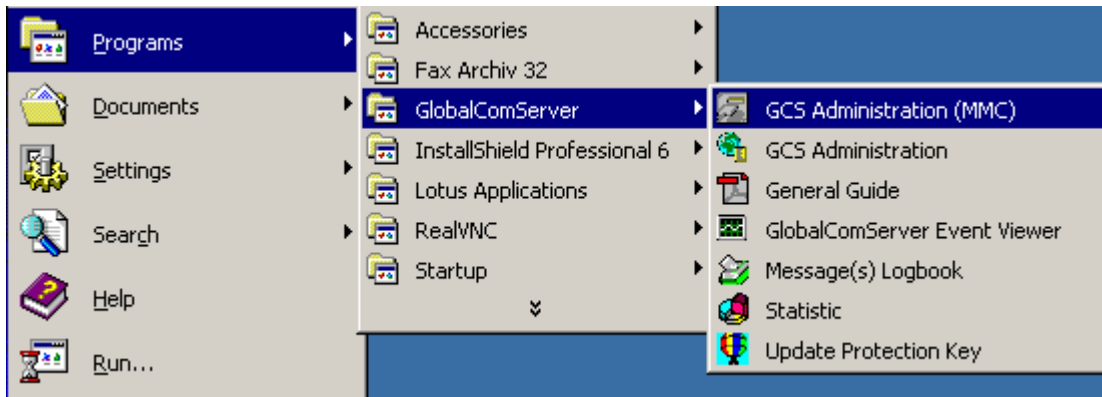
TELL NGCSROUT QUIT:

Stop GCSRouter task

MMC ADMINISTRATION

Start the [GlobalComServer](#) administration interface

In the **Start\Programs** menu, a new group named '**GlobalComServer**' was created.



Click on  **GCS Administration (MMC)** to start the GCS Administration MMC Interface.

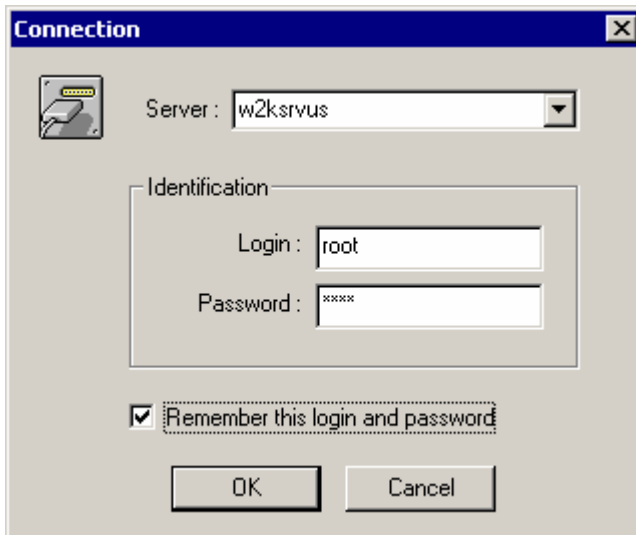
Connect to [GlobalComServer](#) platform

When the MMC administration of [GlobalComServer](#) is launched, a window appears. Click on the sign + on the left of the GCS Admin icon.



It's not necessary that the [AVM – GlobalComServer](#) service located on the [GlobalComServer](#) machine is running for some administration tasks (management users & groups, etc.)

A window appears to ask you for which [GlobalComServer](#) platform you want to manage.



Enter the name of the computer on which **GlobalComServer** is installed.

You can also type its IP address (xxx.xxx.xxx.xxx).

The program shows you the last valid server you have been connected to (the local machine the first time you log in). You can write its name (or search for one using the drop down list if you already administered different servers).

Use the default administrator login the first time:

Username : root
Password : root

Next time, use an administrator account you have created (you can still use root if you like)

If you check Remember this login and password automatic login will be activated. In that case, your connection parameters are stored in your windows profile.

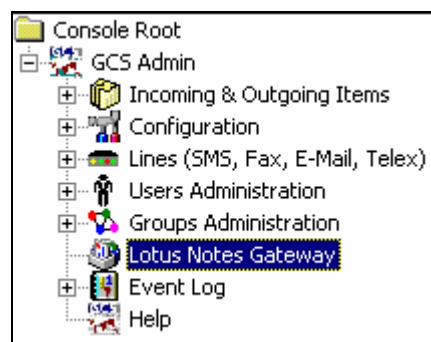
Note: an always valid administrator account exists, even if your users database is empty

Uername : spool
Password : *AVM

Except connection mistake, coming from an erroneous information, a bad connection network and/or not enough permissions on the sharing folder.. \ **GlobalComServer**, the dialog box disappears to let place to the main interface.

Then, select the 'Lotus Notes Gateway' tab

'Lotus Notes Gateway' Menu



'General' tab

This screen permits to configure the extraction type of the messages. By default, the standard memos are extracted in ASCII to be integrated then in a cover page. As for the other memos (field 'Form' different of 'memo') they are extracted in enriched mode. In this case, the conception of the memo serves as cover page.

Record extended trace information in the Windows and gateway logs:

The gateway generates logs that are recorded in the Windows Application event viewer as well as in the events files of the gateway. By default, the 'information' events are not recorded. Check this box to activate the registration of this events type.

Rich extraction for all messages:

Check this case if you want to extract all messages in enriched mode. In this case the memos will appear in second page of the fax. If the option '- L:NOLOGO' is not used, the memos appear in the second page of the fax.

Enforce ASCII extraction for Form =:

This option permits to define the form that doesn't apply the above rule. You have decided to extract all messages in enriched mode, but if you want to send a Telex or SMS, these must be in ASCII mode to be readable. In this case, it is necessary to create a memo containing a 'Form' field that will be specified in this option.

'Directories' tab
'Dep' directory

This folder contains files ready to be sent by [GlobalComServer](#)

'Basket' directory

This folder contains files ready to be routed by the Domino Notes gateway

'Mailsrv' directory

Folder of the 'Mailsrv' application.

'Temporary' directory

Temporary folder used by the application.

'Info' directory

Folder used to store mail informations.

Change these values only if you are sure of the modification.

'Options' tab

GlobalComServer's domain : GCS

Carbon copy address (receptions) :

GlobalComServer's domain:

Name of the foreign domain used by the GCS Domino Notes gateway.

Carbon copy address (receptions):

All incoming messages routed by the GCS Domino Notes gateway (Fax, Telex, SMS receptions or acknowledgements) are sent to a second recipient.

Event Log

View log information about outgoing, incoming, error messages.

Show logs of :
 Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Filters :
 Incoming Outgoing Errors Warnings Informations

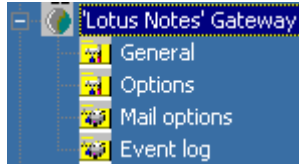
File : \\w2ksrvus\TRAFIC\GATEWAYS\SYSTEM32\notes\THURSDAY.LOG

Status	Date	Event
Status	Thu Feb 27 11:25:15	In_Proc : NbToProcess -> 0
Status	Thu Feb 27 11:25:12	Out_Proc : NbToProcess -> 0
Status	Thu Feb 27 11:25:05	In_Proc : NbToProcess -> 0
Status	Thu Feb 27 11:25:01	Out_Proc : NbToProcess -> 0
Status	Thu Feb 27 11:24:54	In_Proc : NbToProcess -> 0
Outgoing	Thu Feb 27 11:24:48	Out_Proc : Name : Yannick Favre , Sender Address:yfavre@dev-test-1.avm-info
Status	Thu Feb 27 11:24:48	Out_Proc : Header -> \\w2ksrvus\trafic\dep\HSPLTS~FJX1
Status	Thu Feb 27 11:24:48	Out_Proc : Body -> \\w2ksrvus\trafic\dep\FSPLTS~FJX1.txt
Status	Thu Feb 27 11:24:48	Out_Proc : TXT Extraction Mode
Status	Thu Feb 27 11:24:48	Out_Proc : RecipientCompany => AVM
Status	Thu Feb 27 11:24:48	Out_Proc : RecipientNumber => 0472670026
Status	Thu Feb 27 11:24:48	Out_Proc : RecipientName => Mr Jacques DUPONT
Status	Thu Feb 27 11:24:48	Out_Proc : GCSAddress => Mr Jacques DUPONT/AVM@0472670026
Status	Thu Feb 27 11:24:45	Out_Proc : Subject ->
Status	Thu Feb 27 11:24:45	Out_Proc : Priority -> 1

Last status : Thu Feb 27 11:51:13 : AVM - GCS DOMINO NOTES 4.5.2.0 stopped.

GCS ADMINISTRATION

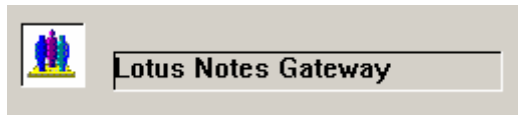
Connect you to the interface of **GlobalComServer** administration. If the Domino Notes gateway is installed, a '**Lotus Notes gateway**' menu is then available.



Expand the '**Lotus Notes gateway**' menu.

If you have several gateways installed on the GCS machine, the gateway name is not necessary '**Lotus Notes**'.

In this case, click on the gateway menu then click on '**Lotus Notes Gateway**' in the right frame.



'Lotus Notes Gateway' Menu

'General' tab

This screen permits to configure the extraction type of the messages. By default, the standard memos are extracted in ASCII to be integrated then in a cover page. As for the other memos (field 'Form' different of 'memo') they are extracted in enriched mode. In this case, the conception of the memo serves as cover page.

Rich extract for all messages:

Check this case if you want to extract all messages in enriched mode. In this case the memos will appear in second page of the fax. If the option '- L:NOLOGO' is not used, the memos appear in the second page of the fax.

Except for form:

This option permits to define the form that doesn't apply to the above rule. You have decided to extract all messages in enriched mode, but if you want to send a Telex or SMS, these must be in ASCII mode to be readable. In this case, it is necessary to create a memo containing a 'Form' field that will be specified in this option.

Rich traces for Windows event log and gateway log:

The gateway generates logs that are recorded in the Windows Application event viewer as well as in the events files of the gateway. By default, the 'information' events are not recorded. Check this box to activate the registration of this events type.

'Options' tab

Change these values only if you are sure of the modification.

'Dep' directory	\\W2KSRVUS\Trafic\$\Dep
Basket	\\W2KSRVUS\Trafic\$\Gateways\Basket\Notes
Mailsrv directory	\\W2KSRVUS\Trafic\$\Gateways\System32\Not
'Info' directory	\\W2KSRVUS\Trafic\$\Gateways\System32\Not
'Temp' directory	C:\WINNT\TEMP

'Dep' directory

This folder contains files ready to send by [GlobalComServer](#)

'Basket' directory

This folder contains files ready to route by the Domino Notes gateway

'Mailsrv' directory

Folder of the 'Mailsrv' application.

'Info' directory

Folder used to store mail informations.

'Temporary' directory

Temporary folder used by the application.

'Mail options' tab

Lotus Notes	
Carbon copy address (incoming)	<input type="text"/>
GlobalComServer Domain name	GCS

Carbon copy address (incoming):

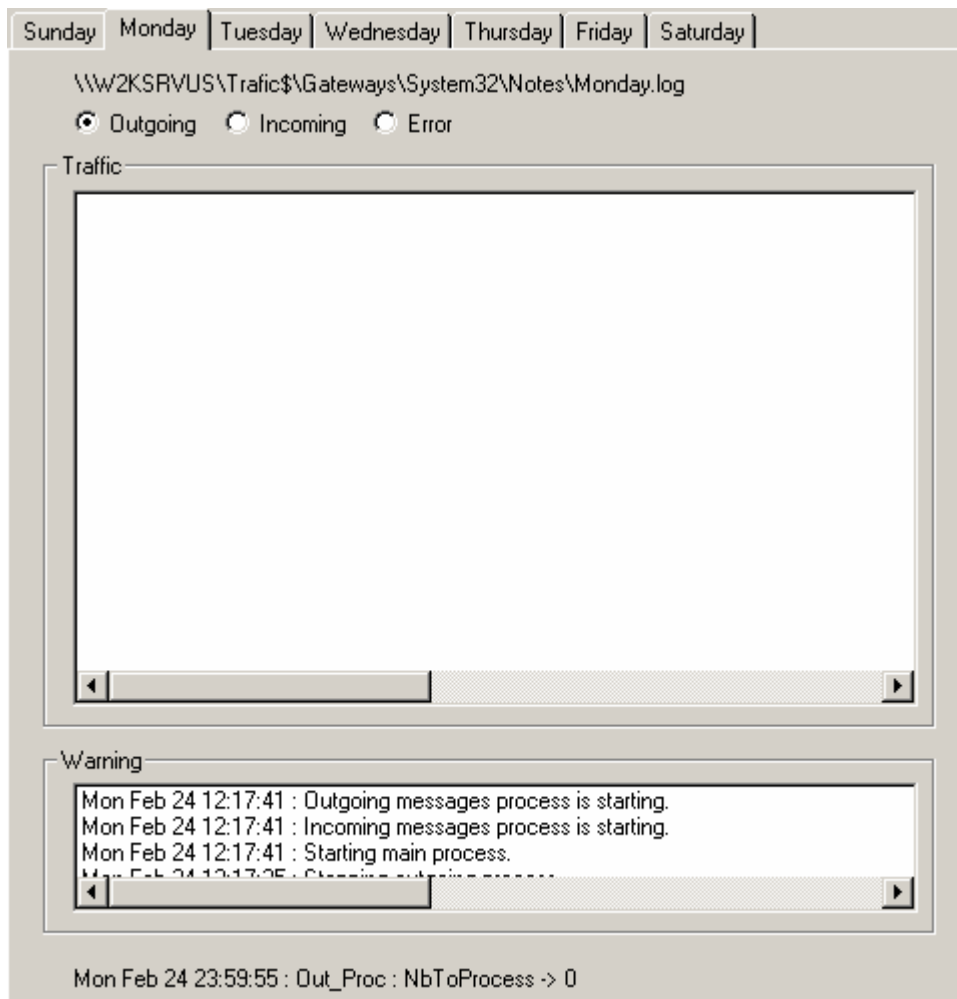
All incoming messages routed in the GCS Domino Notes (Fax, Telex, SMS receptions or acknowledgements) are sent to a second recipient.

GlobalComServer Domain name:

Name of the foreign domain used by the GCS Domino Notes gateway.

Event log tab

View miscellaneous fax information in this screen for each days of the week.



Several messages can appear in the 'Warning' window like:

No Lotus Notes license found in protection key

GCS Domino Notes gateway is not referred in the protection key.

No user license

This message can appear in the case where GlobalComServer license has a limited number of users.

It means therefore that the user is not declared in the GlobalComServer administration. It is necessary to add this user in the GlobalComServer administration.

Supplementary views

Some supplementary views appear on the screen. Please refer to the manual of the corresponding module.