



# **GLOBALCOMSERVER PLATFORM WINDOWS ADMINISTRATOR'S GUIDE**

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## PRESENTATION

This manual is designated to the system administrator responsible for installation, configuration and maintenance of **GlobalComServer** (modules FaxServer32, EmailServer32, SMSServer32 and TelexServer32).  
**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, telex, 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.
- Web / Windows client.

**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).

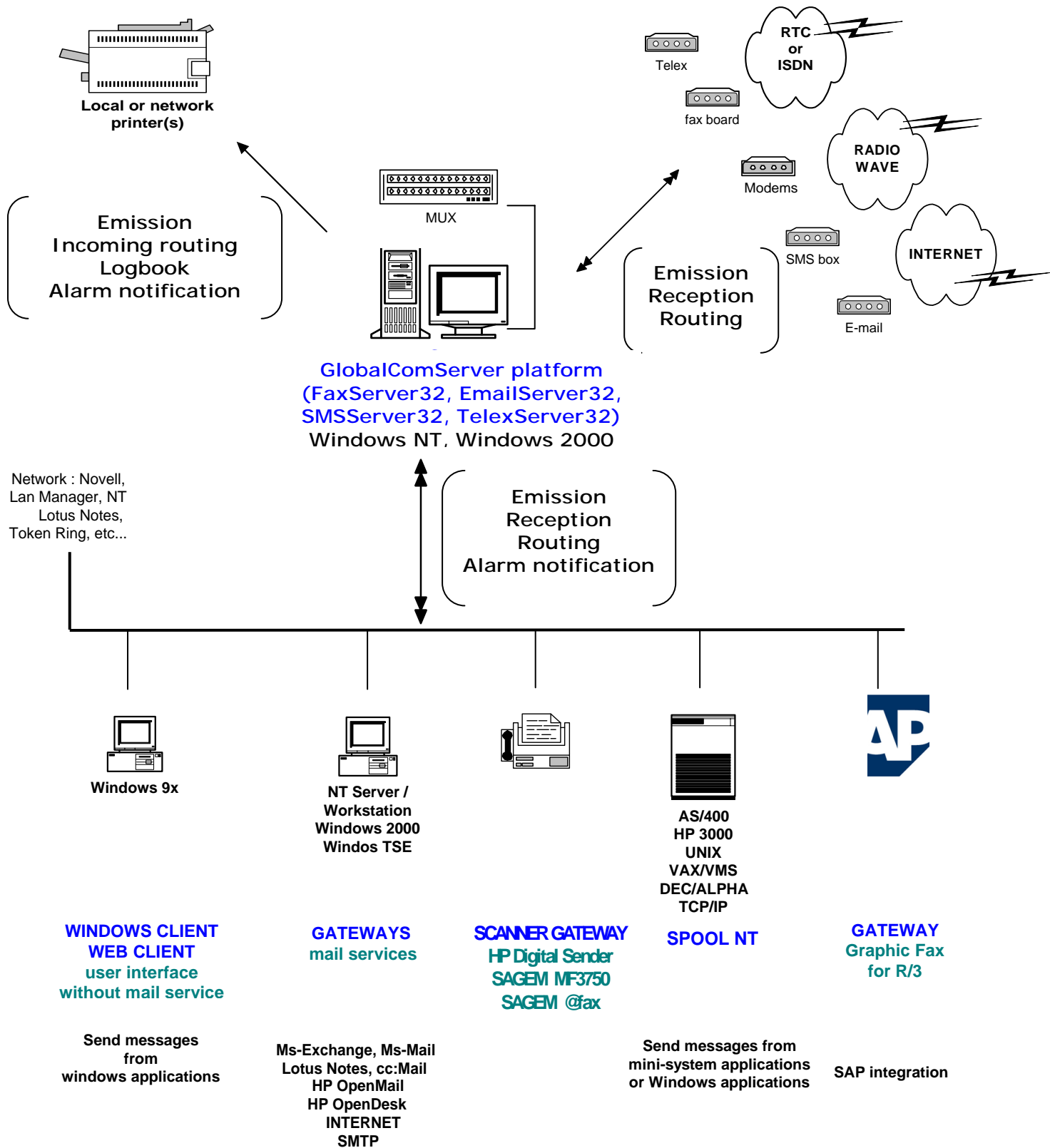
### GlobalComServer features (non exhaustive list)

- 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
- Documents convertor
- 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**



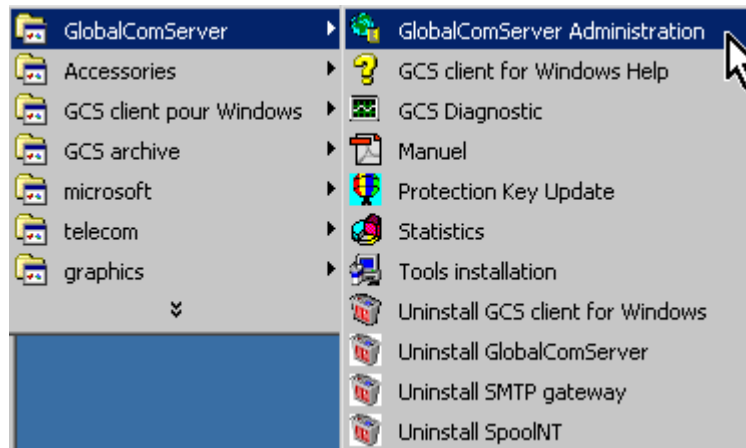
## ADMINISTRATION INTERFACE PRESENTATION

**GlobalComServer** administration interface allows you to configure, administer and follow-up AVM Informatique products locally or remotely.

### Starting the administration interface

#### Locally

A group called GlobalComServer has been created in the Start menu.



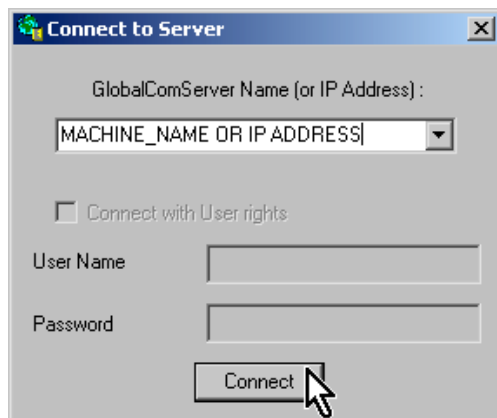
#### Remotely

To install the Remote Tools on another machine than the **GlobalComServer** server, use the same setup program without the protection key. The setup will not detect the key and will only propose to install the remote tools.

A group called GlobalComServer has also been created, but doesn't contain all icons.

**If you plan to use the remote administration, it is compulsory to install it on Windows NT® or Windows 2000® or Windows XP® to benefit from all features.**

You have just clicked on **GlobalComServer** administration icon; a window appears asking you to which platform you would like to connect.



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

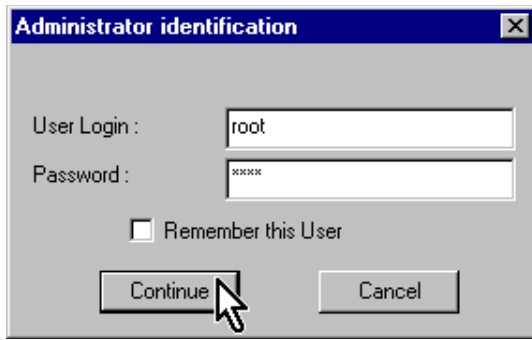
You can also type its IP address (xxx.xxx.xxx.xxx).

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).

Click Connect.

The login window shows up:






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 user » the automatic login will be activated. In that case, whoever has access your machine will be able to log on with administrator rights. Disable the automatic login by choosing « Quit and disconnect » in the « File » menu of the administration interface.

Except connection error, due to bad name or network failure or bad permissions on directory ..\GlobalComServer, the windows is replaced by the main interface.

A specific administrator account always exists by default, and can be used to log on :

- login : spool
- password : \*AVM

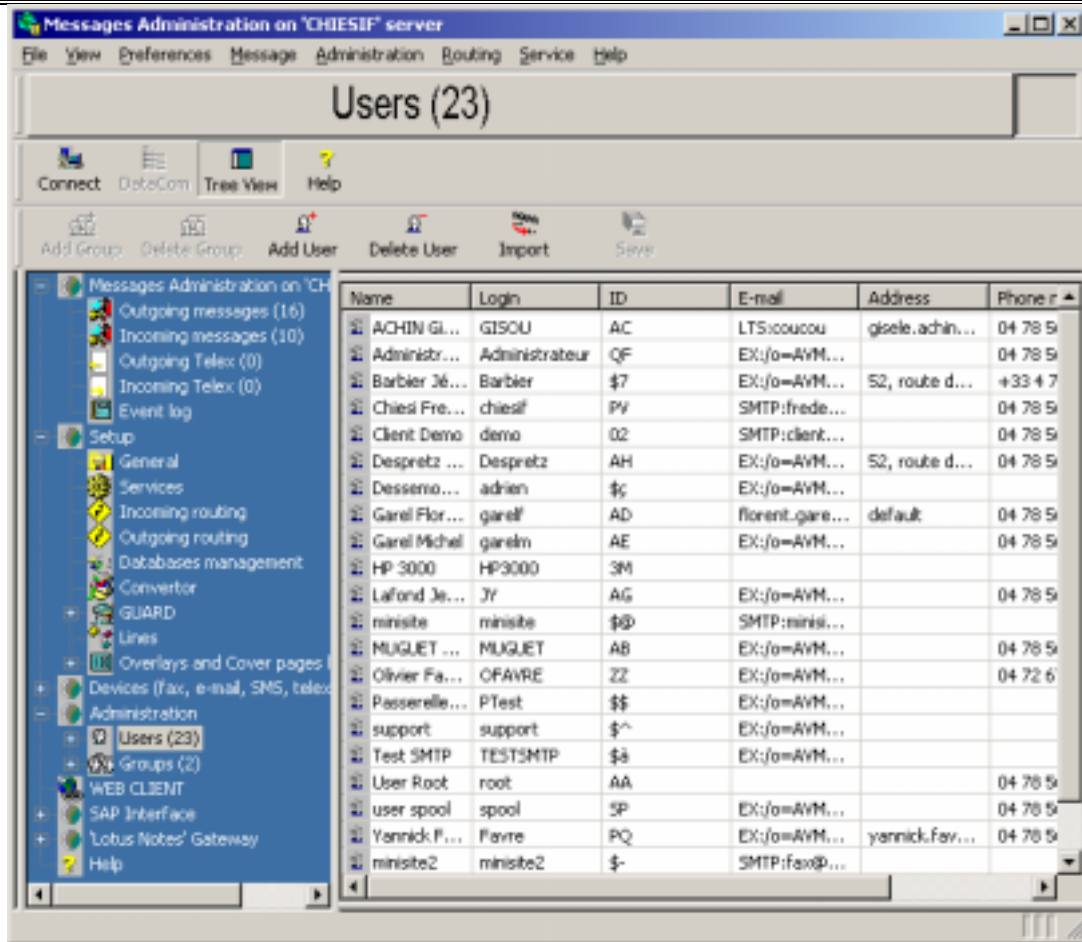
### Administration interface



Once the interface is launched, two icons will appear in the taskbar : They allow you to hide/show the corresponding application windows at the ease of a click.

#### Main interface

At the first connection, interface looks like that :



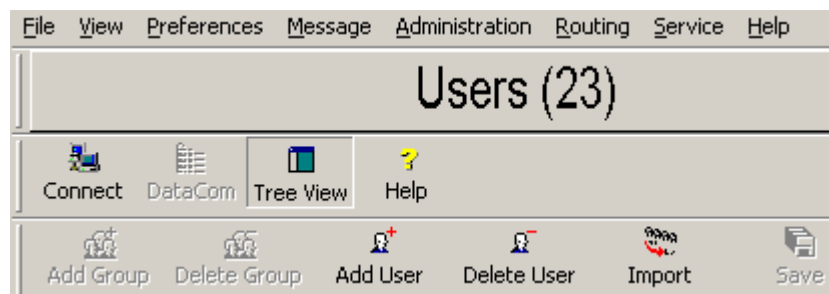
The interface is divided in 2 distinct panes:  
 - center pane : tree view type pane  
 - right pane : dynamic pane

Hide/show the different panes at will, using the Tree view buttons.




You will find as well:


- 1 menu bar
- 1 events bar : shows GlobalComServer events and the current view title
- 2 tool bars : 1 is dynamic following the current view

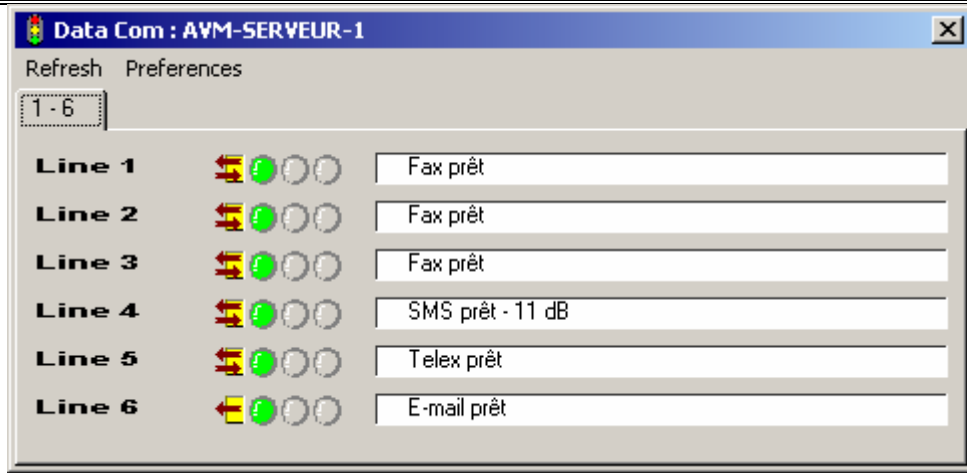


### Administration menus

Menu	Options	Shortcut / Activation / Description	
File	Connect	Alt + C	Administer another GCS platform
	Datacom	Icon  in the taskbar	Brings up the modems follow-up window
	Print Setup	Ctrl + P	Print the configuration for reference
	Message test	Test your server by sending out a message	
	Suspend server (outgoing)		Allow to send outgoing messages (without accepting new ones) before server shutdown
	Quit		Quit the interface (Automatic login is still active)
	Quit and disconnect		Quit the administration interface and disable the automatic login
View	Tree view	F8	Tree view pane
	Refresh	F5	Refresh screen
Preferences	Language	Shift + Alt + N Change, quit and restart the interface	Change the interface language (English – French)
	Graphics	Shift + Alt + G	Change pane and font colors
	Server	Shift + Alt + S	Server preference ( <a href="#">detail</a> )
Message	View	Alt + V	Click <b>incoming / outgoing fax</b> or <b>incoming / outgoing telex</b> then click the right pane to activate those menus
	Re-submit	Alt + R	
	Preview	Alt + P	
	Delete		
	Previous	Pg Up	
	Next	Pd Down	
	Save		
Administration	Search ID	Look for a message	
	Add group	Alt + Insert	Click <b>group</b> in the navigation pane to activate those menus
	Delete group		
	Add user	Buttons <b>Add and delete</b> (menu bar)	Click <b>User</b> to activate those menus
	Delete user		
	Import accounts	Ctrl + I	
	Save	Save changes	
Remove event log	Click event log then an event to activate that menu		
Routing	Burnt numbers		
	Add address		Click <b>incoming/outgoing routing</b> , then a routing index (right pane) to activate those menus.
	Delete address		
	Delete routing		
	Printer	Alt + Q	If no index is available, simply click the right pane to activate the buttons
	Printer group		
	E-mail	Alt + M	
	Fax	Alt + F	
	Client user	Alt + T	
Re-routing			
Print routing list			
Service	Start	Alt + D	Click <b>services</b> in navigation pane then a service to activate those menus.
	Stop	Alt + A	
	Information	Alt + I	
Help	Index	F1	
	About	F3	

### Datacom (lines follow-up)

To see lines status at a glance, click the datacom icon  on the taskbar (AVM – GLOBALCOMSERVER service has to be started) :



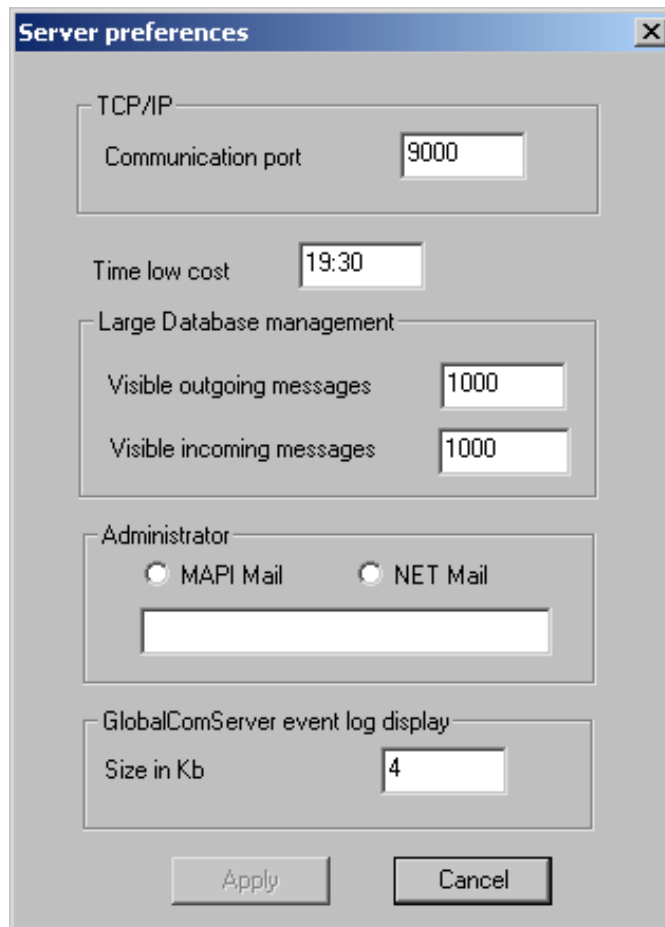
The menu Preferences allows you to choose the number of lines displayed by tab.

Click a line to open the corresponding [line configuration window](#) in the main interface.

The datacom will be shown if the server is connected (if AVM - GLOBALCOMSERVER service is started).

### Server sub-menu detail (Preferences menu)

Personalize the connection of the current **GCS platform**.



### Communication port

Socket port between administration tool and AVM – GLOBALCOMSERVER : 9000 by default

**Time low cost** (for users defined on the [GlobalComServer](#) platform)

19:30 (7:30 PM by default)

**Large database management**

100 visible messages by default

(100 incoming, 100 outgoing)

**Administrator**

Obsolete function

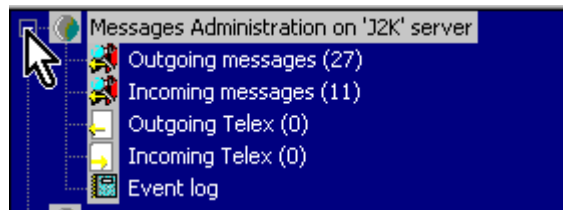
**Event log display**

4 Kb by default

Quantity of information displayed in the right pane when consulting the event log.

## MESSAGES ADMINISTRATION

You can manage your outgoing/Incoming messages.



### Protection key

Key number :	<input type="text" value="80011"/>
Nb Lines :	<input type="text" value="4"/>
<input checked="" type="checkbox"/> Lotus	<input checked="" type="checkbox"/> Host interface
<input type="checkbox"/> Exchange	<input checked="" type="checkbox"/> SAPconnect
<input type="checkbox"/> Exchange 2000	<input checked="" type="checkbox"/> SAPcomm
<input type="checkbox"/> Sntp	<input checked="" type="checkbox"/> Archiving
<input type="checkbox"/> Reception	<input type="checkbox"/> Cluster
<input checked="" type="checkbox"/> Windows client	<input checked="" type="checkbox"/> StarPage
<input checked="" type="checkbox"/> WEB client	<input checked="" type="checkbox"/> Scanner
<input checked="" type="checkbox"/> Spoolnt	<input checked="" type="checkbox"/> API
Valid until :	<input type="text" value="7"/> <input type="text" value="27"/> <input type="text" value="2003"/>
Nb Users :	<input type="text" value="9998"/>

**Key number**  
Number of the protection key.

**Nb lines**  
Number of lines declared in the protection key.

The following fields are checked if you have bought the corresponding licenses.

**Valid until**  
Program expiration date.  
(9999 : unlimited date).

**Nb users**  
Number of users you can declare in **GlobalComServer**.  
(9999: unlimited number).

## Outgoing messages

This view enables you to manage your outgoing messages, except telexes.



Select a message in the right pane to view information about it:

ID	Stat...	Date	Sender	Recipient
22	Ok	18:14:52 03/04/2001	faxsj	Avec Espace
5	Ok	16:47:41 30/03/2001	user root	ddfsqddf
14	Ok	15:58:17 03/04/2001	user root	test belgique
15	Ok	17:47:41 03/04/2001	faxsj	Test
21	Ok	18:14:48 03/04/2001	faxsj	Sansespace
25	Ok	18:09:33 09/04/2001	james	test suivi
26	Ok	09:46:20 10/04/2001	james	chr

Information about this message are displayed in different columns.

You can sort the list by clicking on the column title.

The column « From » indicates from which module the message was sent.  
 The column « Data file » indicates the original data filename, provided by the module used to generate the message (this file is in the directory ..\GlobalComServer\Dep).  
 The column « Line » indicates the device number used to send the message (beginning from 1).

The button « Preview » enables to display the fax image in miniature if it has been converted.

In the lower part, you can change information concerning the messages.

Address : 0472399169	ID : 1241	Date : 16:23:12	30/12/2002
To : Christophe	Associated file : \\OLMIER\TRAFIC\dep\F1072f11.tif		
From : Olivier FAVRE	Nb pages : 1	sender ID : BF	
Status : Fax Ok	Logo name : faxmediane		
Priority : Normal	Number of retries : 1	Duration : 20	

**Address** : recipient message address (fax, SMS, e-mail), can be modified before re-submitting the message.

**ID** : message ID in the outgoing messages database.

**Date** : sending time and date (or next try).

**To** : recipient's name, can be modified before re-submitting the message.

**From** : sender's name, can be modified before re-submitting the message.

**Associated file** : image file associated to this message.

**Nb pages** : number of pages sent with success.

**Status** : message status.

**Logo name** : logo used, can be modified before re-submitting the message.

**Priority** : message priority (low, normal or high) , can be modified before re-submitting the message.

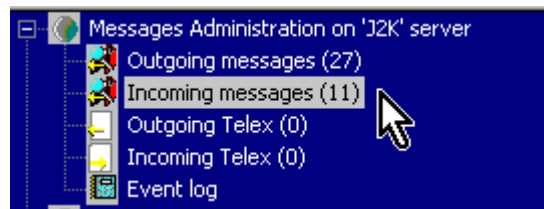
**Number of retries** : number of tries for this message. If this field is equal to 0 (zero), the message has not been sent, you cannot view it yet.

**Duration** : sending duration in seconds.

**Cluster server number** : number of the server used to send the message.  
Valid only if AVM cluster software is installed.

## Incoming messages

This view enables you to manage your incoming messages, except telexes.



Select a message in the right pane to view information about it:

ID	Stat...	Date	Sender	Routing	Quality	Nb P...	Modem
11	Ok	18:10:25 09/04/2001	Support AVM	2	FINE	1	2
10	Ok	18:05:54 09/04/2001	Support AVM	2	FINE	1	2
9	Ok	18:02:20 09/04/2001	Support AVM	2	FINE	1	2
5	Ok	11:56:51 29/03/2001	SUPPORT AVM	2	FINE	1	2
4	Ok	11:45:15 29/03/2001	SUPPORT AVM	2	FINE	1	2
3	Ok	11:31:09 29/03/2001	SUPPORT AVM	2	FINE	1	2
2	Ok	11:29:56 29/03/2001	SUPPORT AVM	2	FINE	1	2
1	Ok	11:26:53 29/03/2001	SUPPORT AVM	2	FINE	1	2

Information about this message are displayed in different columns.

You can sort the list by clicking on the column title.

The column "Line" indicates the device number used to receive the message (beginning from 1).

Routing :	2	ID :	11	Date :	18:10:25	09/04/2001
From :	Support AVM	Associated file :	\J2K\TRAFIC\arr\R\HNF3.tif			
Status :	Fax Ok	Nb pages :	1	Duration :	30	
Cluster server number :						

**Routing** : this field can contain various information

- MSN sub-number that has been called
- Modem number which has received the message
- Caller CSID

**ID** : message ID in the incoming messages database.

**Date** : receiving time and date.

**From** : caller CSID (if sender has provided this information).



**Associated file** : image file associated to this message.

**Status** : message status.

**Nb pages** : number of pages received with success.

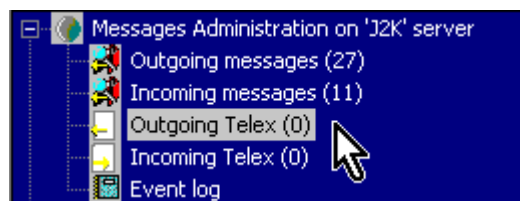
**Duration** : duration in seconds.

**Cluster server number** : number of the server used to receive the fax.  
Valid only if AVM cluster software is installed.

It is possible to re-route manually an incoming message to execute a new time the incoming routing rules : select the messages and choose the menu "routing | re-route".  
Then, the routing rules will be applied as if the message was just received.

## Outgoing telex

This view enables you to manage your outgoing telexes.



Select a telex in right pane to view information about it.

**Address** : recipient telex number, can be modified before re-submitting the message.

**ID** : telex ID in the outgoing messages database.

**Date** : sending time and date (or next try).

**To** : recipient's name, can be modified before re-submitting the message.

**From** : sender's name, can be modified before re-submitting the message.

**Associated file** : non active for telex.

**Nb pages** : non active for telex.

**Status** : telex status.

**Logo name** : non active for telex.

**Priority** : telex priority (low, normal, high), can be modified before re-submitting the message.

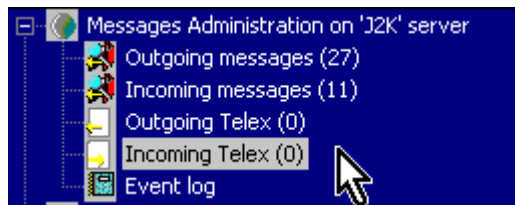
**Number of retries** : number of tries for this fax. If this field is equal to 0 (zero), the telex has not been sent yet.

**Duration** : sending duration in seconds.

**Cluster server number** : number of the server used to send the telex.  
Valid only if AVM cluster software is installed.

## Incoming telex

This view enables you to manage your incoming telexes.



Select a telex in the right pane to view information about it:

**Routing** : contains the value *TELEX*, or the box number which received the telex, or one keyword defined in the file \GlobalComServer\Etc\Telex.ini.

**ID** : telex ID in the incoming messages database.

**Date** : receiving time and date.

**From** : this field always contains the value *TELEX*.

**Associated file** : non active for telex.

**Status** : telex status.

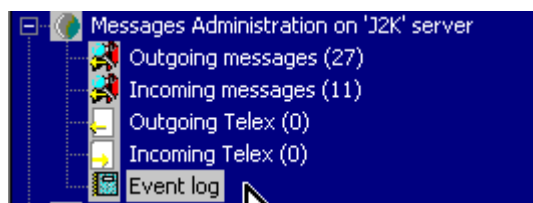
**Nb pages** : non active for telex.

**Duration** : duration in seconds.

**Cluster server number** : number of server used to receive the telex.  
Valid only if AVM cluster software is installed.

## Event log

This log contains AVM – GLOBALCOMSERVER activity information.

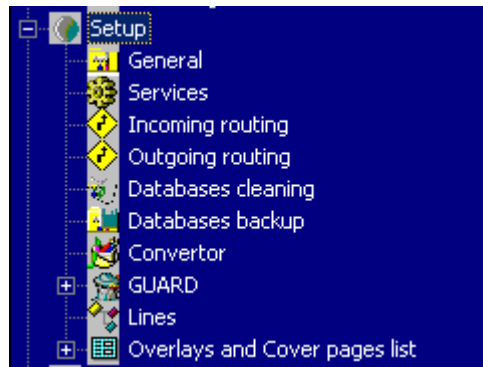


The default quantity of visible information is 4 Kb.  
(See [Server preferences detail](#)).

All **GlobalComServer** alerts are sent to the NT event viewer in Application log.

AVM provides a remote tool used to filter the NT event log for displaying **GlobalComServer** messages (menu « Start -> GlobalComServer -> GlobalComServer event viewer »).

# SETUP MENU



## General

It is preferable to leave these settings unchanged, unless you know what you are doing.

A screenshot of a configuration dialog box titled 'Directories'. It contains several text input fields and dropdown menus. The fields are: System (C:\Program Files\AVM Informatique\GlobalCom), Dep (\CHIESIF\Trafic\$), Network 1 (c:\net1), Network 2 (c:\net2), Network 3 (c:\net3), Spy (\CHIESIF\Trafic\$\Stat), Log File (\CHIESIF\Trafic\$\LOG\EVENT.LOG), ISDN (\CHIESIF\Trafic\$\ISDN), Statistic (\CHIESIF\Trafic\$\Stat), and StarPage (c:\StarJet\Bin32\StarPage.exe). Below these is a section for 'Outgoing status reports (for faxes not generated by e-mail):' with a checkbox 'Enabled on:' and a dropdown menu set to 'Ms-Exchange'. At the bottom, there are two more dropdown menus: 'Symbol List' (Windows 3.0 Latin 1) and 'FAX Quality' (Fine). There is also a text area for 'SMS numbers list separated by comma' which is currently empty.

### GCS configuration field details

You can find those fields in <..\GlobalComServer\etc\topsrv32.ini>

### System

**GlobalComServer** system root directory.

**Dep**

Data root (incoming/outgoing messages databases and associated image files).

**Network 1, 2, 3**

If **GlobalComServer** is connected to a network, applications can put sending message demands in those shared folders.

The share can be by FTP or Windows.

For sending syntax, please contact us.

**Spy**

**GlobalComServer** keeps a trace of sent messages in this directory (spy file).

**File log**

Event log of service AVM - GLOBALCOMSERVER.

**ISDN**

Folder where incoming routing information is stored.

**Statistic**

Folder where Statfax.new and Statfax.txt files are stored.

**StarPage**

Full path of the Starpage® program. This program helps you use overlays. It is a **GCS** option and must be bought separately (see « Cover pages and overlays »).

**Sending status**

Check « Outgoing status reports... » to send outgoing receipts of messages not generated by e-mail to your e-mail account.

Choose your mail server type.

This is used for the users not defined : if a user is declared, his property « send reports by e-mail » of tab « Advanced » will be used.

**Symbol list**

Adapt **GlobalComServer** to local character sets.

**Fax quality**

*Fine* : fax resolution of 200x200 dpi

*Standard* : fax resolution of 200x100 dpi

A standard resolution fax is sent quickly, but will be less fine.

**SMS numbers list**

Enables to define a list of number beginnings that will be processed as SMS instead of fax.

**Outgoing / incoming header**

It's possible to configure a header on the top of faxes by modifying the file [\GlobalComServer\etc\topsrv32.ini](#).

*Example :*

```
[OPTIONS]
header=1
headerreceive=1
[Header]
date=1:Date:
page=1:Page:
pages=1:/
[Headerreceive]
nom_tiff=1
sender=1
recipient=1
```

date=1  
 fax\_id=1  
 page=1  
 addheaderline=1

## Services

You can see the list of installed AVM services.



The 2 services in the above example are the base of **GlobalComServer**. A stop icon indicates that the service is stopped.

Other services will be added when the corresponding products are installed.

Click a service to activate the control buttons.



The button « Information » allows you to display the file name, its version and the starting account.

AVM – GUARD service has several functions:

- Pop-up alerts
- AVM services watch
- Scheduling AVM services shutdown / start-up

(See [Guard configuration](#))

## Incoming routing

### General routing

Route incoming messages to (several) printer(s), other fax machine(s), users of GCS Web/Windows client, mailboxes, SAP or send automatically a reply to the sender. Every routing index can have several values. Those values can be active at the same time or not.

Usual routing indexes are:

#### By device number

The index name will be the device number (index 1 route messages from device 1).

#### MSN sub number

The last N digits of your MSN sub number will be your index name (4 by default). You can change the significant numbers with the parameter « nb\_did » in the file [\GlobalComServer\etc\topsrv32.ini](#).



#### TELEX

For incoming telex.

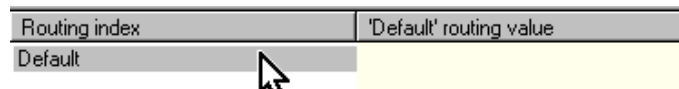
Adjustments may be necessary in the devices section (see [Devices administration](#)).

The Default index will be used (you can give it one or several routing values) if no routing index is defined for the message.

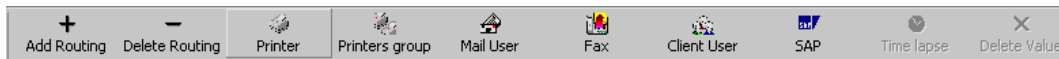
To route to a mail service, check the parameter syntax below to enter correct values:

Mail services	Address type
cc: Mail	User at Post_office
MS-Mail	MS:Network_name/Post_office/User
Lotus Notes	User/DOMAIN@Organization_Unit (or click  )
MS-Exchange	EX:/O=Organization/OU=Organization_Unit/CN=User (or click  )
SMTP	SMTP:User@DOMAIN
Open Mail	OPENMAIL:User/DOMAIN

To add a routing value to an index, click the index...



...then click a routing button



### Incoming telex routing

You can route incoming telexes using a keyword in the text of the telex. You need to define a keyword list in a file named ..\GlobalComServer\Etc\Telex.ini.

- 1) Thanks to Windows® explorer, go to ..\GlobalComServer\Etc\
- 2) Create a file named Telex.ini
- 3) Edit this file with Notepad (for example)
- 4) Write your keyword list as follows:

```
[OPTIONS]
Routage=keyword1,keyword2,keyword3,keyword4
```

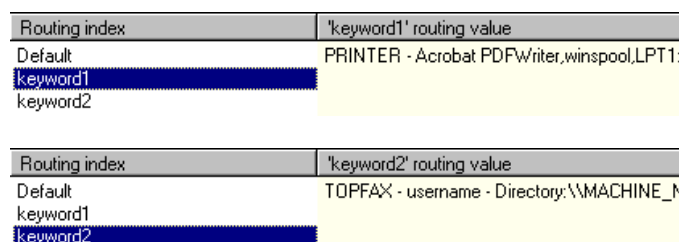
A comma must separate each keyword.

---

**The first keyword found in the incoming telex will be used as routing index.**

---

- 5) Save changes and close the file ..\GlobalComServer\Etc\Telex.ini
- 6) Create routing indexes with newly created keywords



### Inserting page breaks in incoming telex

When you receive a group of telexes (without line breaks), you can insert page breaks. Use your telex number as page breaks (first 6 digits).

To activate this option, edit the file ..\GlobalComServer\Etc\Telex.ini and modify it as follows:

[OPTIONS]

Eop=*your\_6\_digit\_telex\_number*

### Outgoing routing

Outgoing routing allows the automatic substitution or deletion of one (or several) digit(s) of the dialed number following time lapses. The prefix is not processed by the substitution.

*Example:*

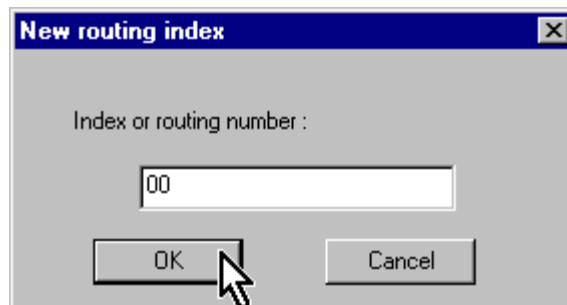
All international calls (beginning by 00 in most countries) will be sent using an AT&T calling card (any phone operator can be used if you have the right to use his calling plan).

- 1) Click on outgoing routing and then click anywhere in the right pane.



- 2) Click  Add Routing

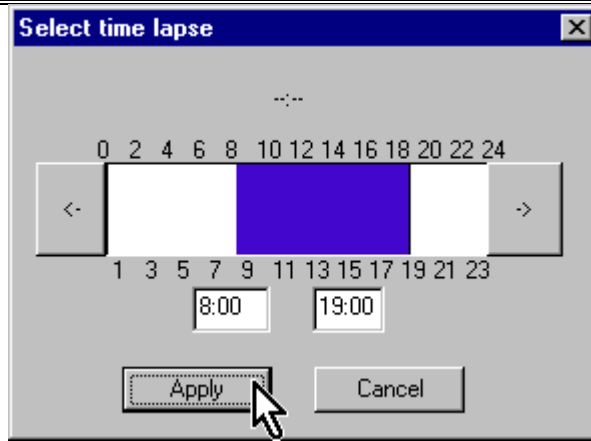
- 3) Enter the routing index (in our example, 00).



Click OK.

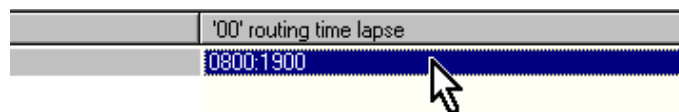
- 4) Click  Add Time Lapse


- 5) Schedule when the routing index is effective (in our example, from 8 AM to 7 PM).

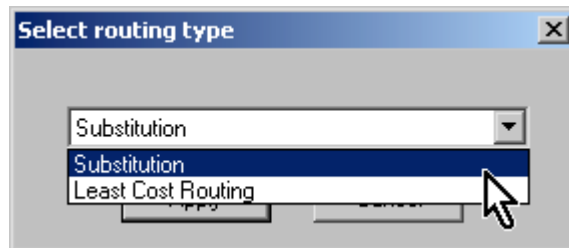


Click Apply.

6) Click the newly created schedule.



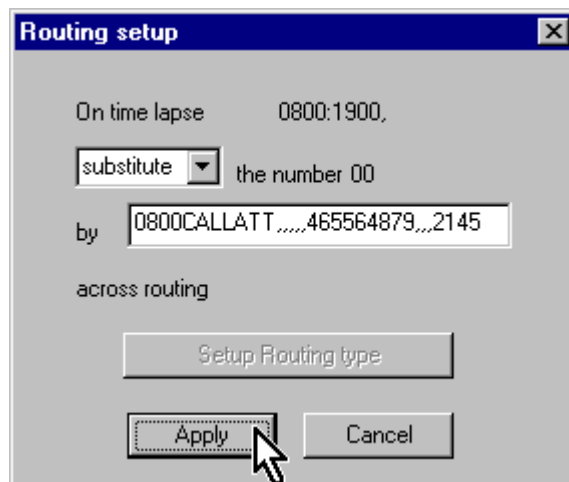
7) Click  to add a routing value to the index.



We will choose **Substitution** for our example.

Click Apply.

8) Enter the number you want to use (in our example, an AT&T calling card number).



(The above number won't work...it's not a real one...commas and numbers only are allowed).

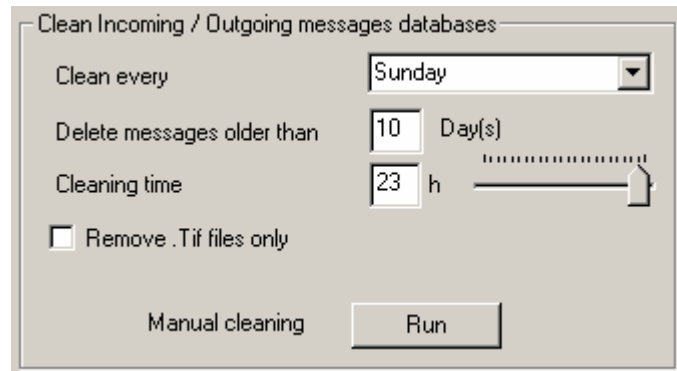
Click Apply.



## Databases cleaning / backup

**GlobalComServer** maintains a database of all incoming / outgoing messages.

### Databases cleaning



Configure this option to purge data regularly.

**Delete faxes older than 0 day will purge the databases every time the server starts.**

Remove .Tif files only: option to purge only those files in the databases. The outgoing data files will be kept, but the outgoing messages will not be viewable until they are resent.

You can purge the databases manually by clicking on **Run** if you have the Datacom window available. Delete messages older than and Remove .Tif files only options will be effective.

### Databases backup

Configure options to save data regularly.



**GlobalComServer** backs up the databases in two files:

#### Outgoing messages database

\GlobalComServer\Dep\em\_mon.mdb  
 \GlobalComServer\Dep\em\_tue.mdb  
 \GlobalComServer\Dep\em\_wed.mdb  
 \GlobalComServer\Dep\em\_thu.mdb  
 \GlobalComServer\Dep\em\_fri.mdb  
 \GlobalComServer\Dep\em\_sat.mdb  
 \GlobalComServer\Dep\em\_sun.mdb

#### Incoming messages database

\GlobalComServer\Dep\rec\_mon.mdb  
 \GlobalComServer\Dep\rec\_tue.mdb  
 \GlobalComServer\Dep\rec\_wed.mdb  
 \GlobalComServer\Dep\rec\_thu.mdb  
 \GlobalComServer\Dep\rec\_fri.mdb  
 \GlobalComServer\Dep\rec\_sat.mdb  
 \GlobalComServer\Dep\rec\_sun.mdb

If the main databases are corrupted, you can restore them by renaming the files Fax\_em.mdb and Fax\_rec.mdb to .OLD files, and then replacing by the files em\_XXX.mdb and rec\_XXX.mdb (XXX is the day to restore).

## Converter

The converter service is installed automatically during the **GlobalComServer** platform setup : the service is named AVM – GCS CONVERTOR.

This service processes documents sent to the **GCS** platform that are non ASCII and non PCL :

- E-mail gateways : documents are as attached files
- Web/Windows client
- Files deposit

Access the converter by clicking on the corresponding menu.

The right pane looks like the following :

Ext..	Description	Co...
.		
.!!!	NetAnts Unfinished Download	
.323	h323file	
.386	vxdfile	
.aca	Agent.Character.2	
.ace	Ace-Archiv	
.acf	Agent.Character.2	
.acg	Agent.Preview.2	
.acl	ACLFile	
.acp	RealJukebox.ACP.1	
.acs	Agent.Character2.2	
.acw	acwfile	
.ade	Access.ADEFile.9	
.adn	Access.BlankProjectTemplate.9	
.adp	Access.Project.9	
.ai		
.aif	RealPlayer AIFF 6	

There is normally no need to change the default settings.

**Server** : **GlobalComServer** machine name

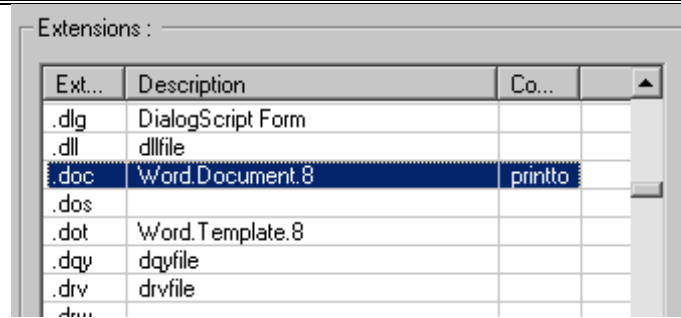
**TimeOut** : time-out when processing a document

**Incoming** : where the documents are retrieved to be processed

**Outgoing** : where the resulting files are placed

**Printer** : printer used by the converter (use the printer « GCSdoc printer » or a PCL printer LaserJet III, IV or V)

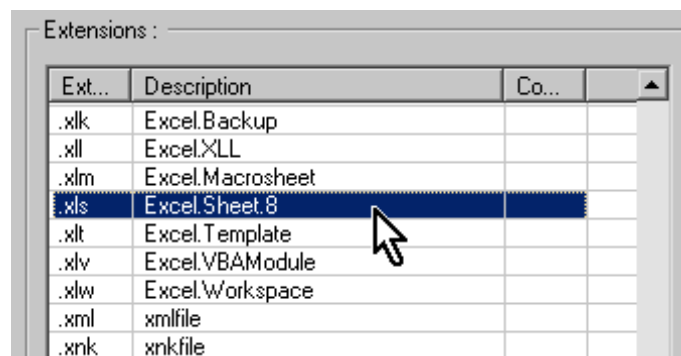
To convert a document, the converter service must know what action to do with the associated extension.



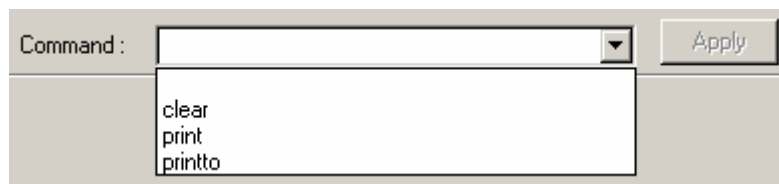
To convert a Word2000® document, the converter will use the **Printto** action. It is necessary of course to have the appropriate software to open and print a Word document (Word2000® or WordPad® for example).

If you want to associate an action to an extension:

Select the extension.



Select the action.

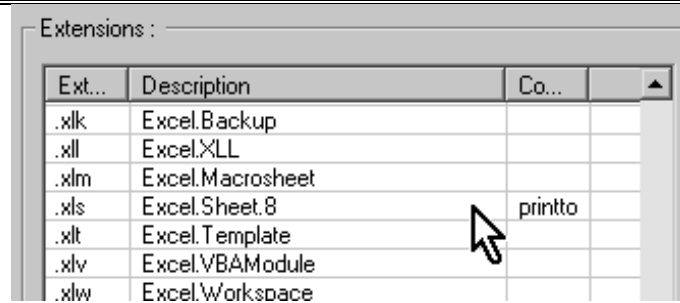


(See [Determining what action can be done on an extension](#))

The clear action enables to exclude files with a specific extension in the sent message : for example, to exclude vCards (.vcf extension) when sending a fax. Click **Apply**.



The extension now has an associated action.

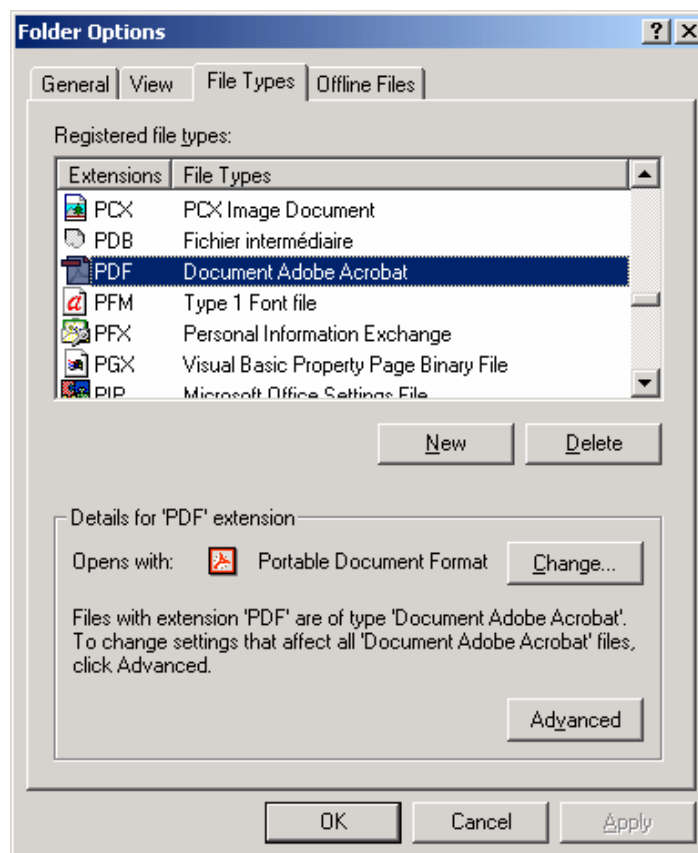


### Determining what action can be done on an extension

With most file types, you can use the associated application providing it supports Print or Printto actions.

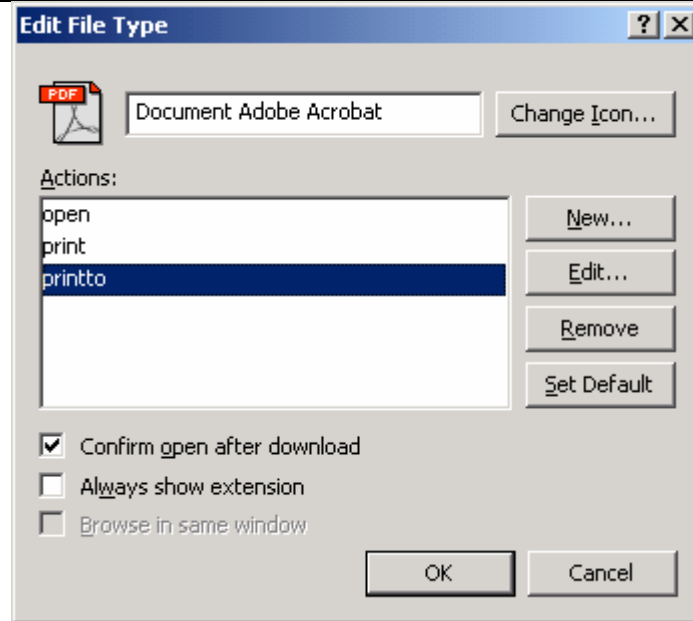
To find out if it does, open the Windows explorer and click « View | Options ».

Choose the « File Types » tab.



Select the desired file extension (.pdf in our example, Acrobat Reader file) and click « Advanced ».

Check in the Actions section if the application accepts Print or Printto actions.



If Printto or Print is listed, then you may associate this action to an extension in the converter view.

Print action enables to print document on the default printer.

Printto action enables to print on a printer that is not the default printer.

It's better to use Printto action, as if an extension uses Print action, it's necessary to set the converter printer as default printer.

### **Last check**

Before using a file type (.doc, .xls, .pdf,...), you must first open the Windows session with the same account as the service AVM – GCS CONVERTOR.

Then, you must launch the corresponding application (Word®, Excel®, Acrobat Reader®,...) several times, to disable all confirmation windows when you open a document.

### **Guard**

AVM – GCS Guard service can look after the other AVM services if it is configured to do so.

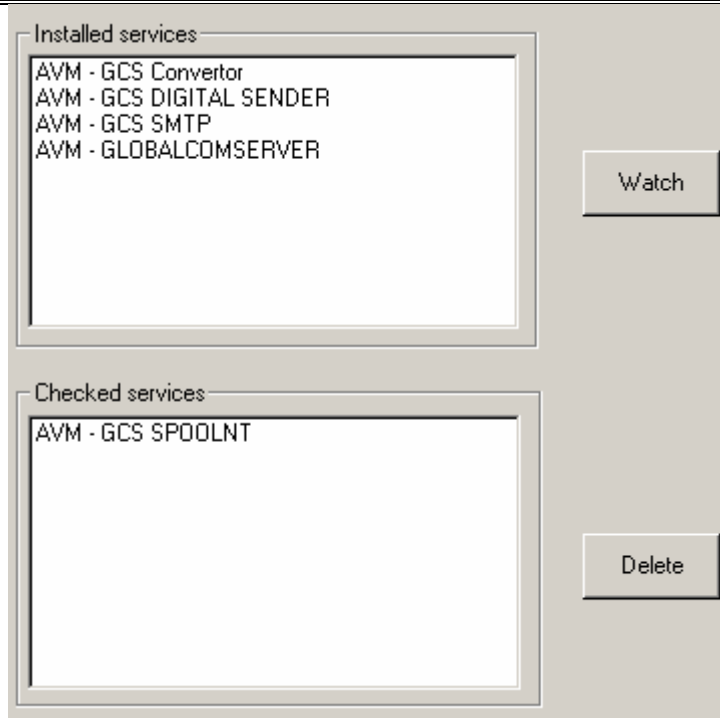
Modifications made into the Guard menu will be effective after having stopped and started the service.

### **Watch services**

AVM services installed on the **GlobalComServer** server are shown in the upper list.

Click on a service and then on **Watch**.

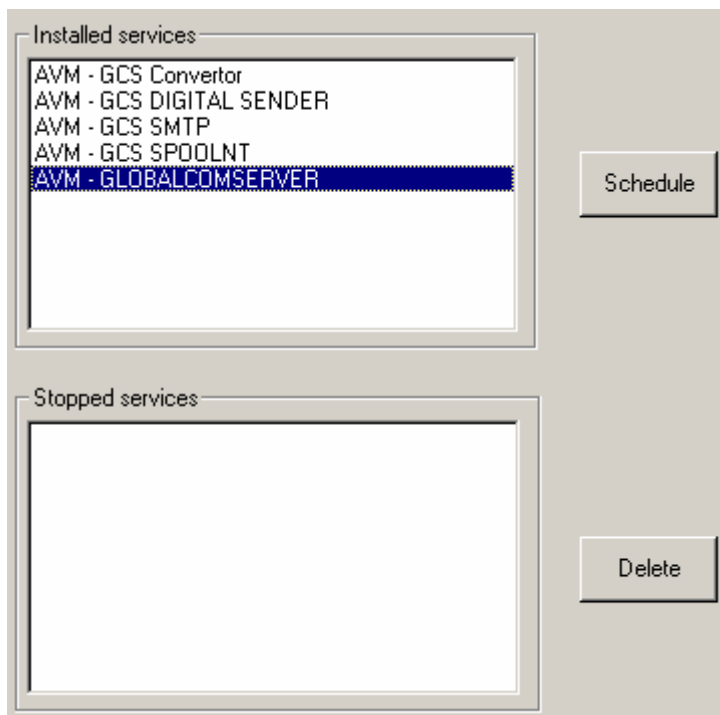
The service will move to the **Checked services** box.



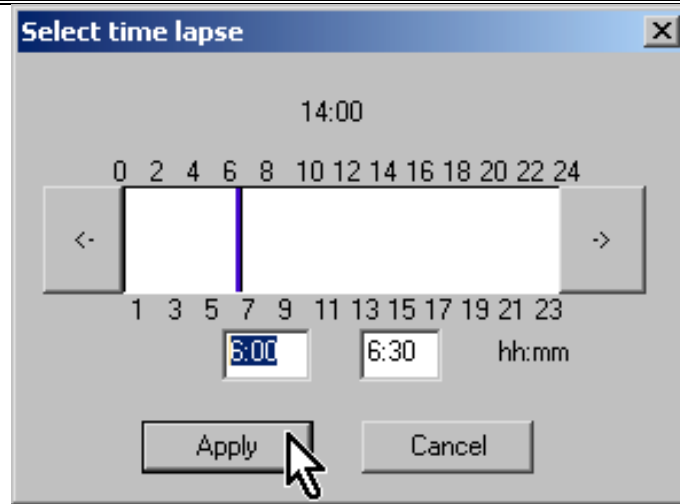
**Stop services**

AVM guard service can stop other AVM services during a predetermined time range, and start them again (those services must be declared as shown in the previous page).

Select a service and click **Schedule**.

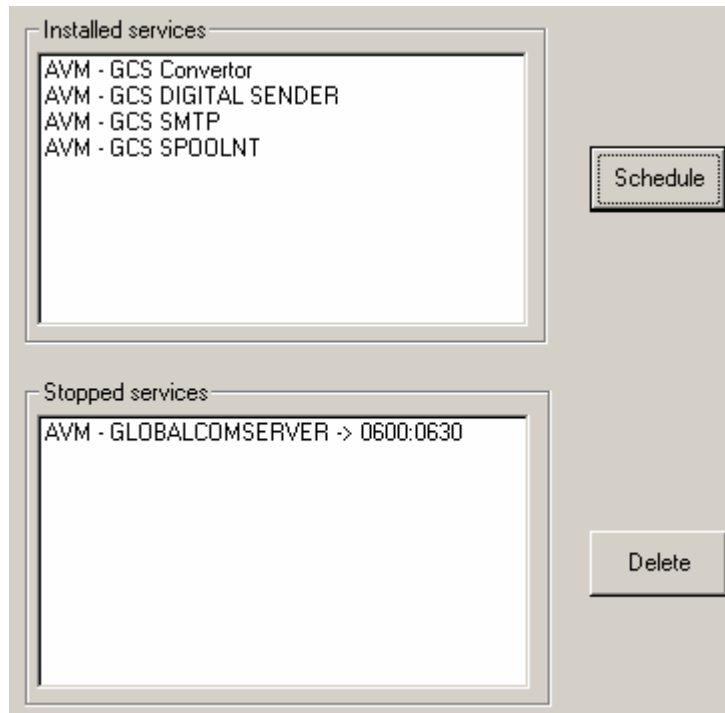


Define when the service must stop and when it will start again.



Click **Apply**.

The service now appears in the lower box.

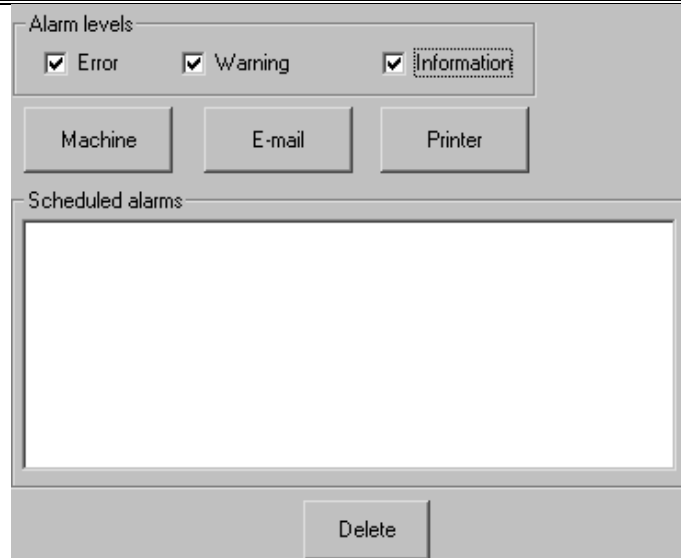


To suppress a scheduling, click on the service and then click **Delete**.

This scheduling can be useful to backup the entire **GlobalComServer** platform with a tool needing to close all opened files.

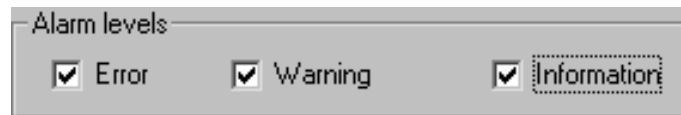
### **Alerts polling (Alarms)**

AVM - GCS GUARD service can poll NT event log messages from AVM modules by 3 different ways.



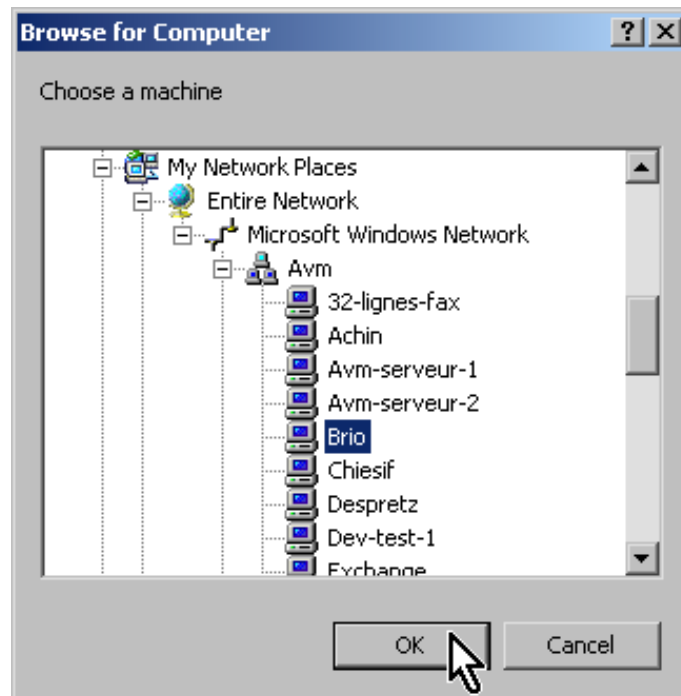
**Alerts by pop up messages**

To send a pop up message to a machine (on your network), select the type of alerts you wish to receive.



Then click on

Select the machine in the network neighborhood.

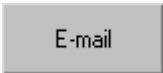
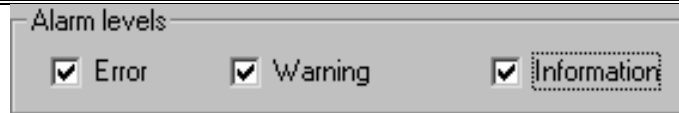


The selected machine must belong to the same **GlobalComServer** server domain.

**Alerts by e-mails**

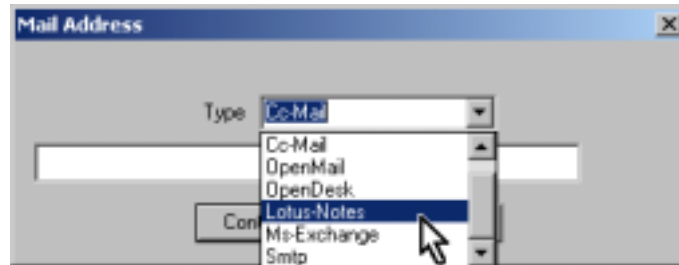
Select the type of alerts you wish to receive.





Then click on

Select the type of mail server.



Then click on **Browse** to select the address.



Select the address and confirm, then click **Continue**.

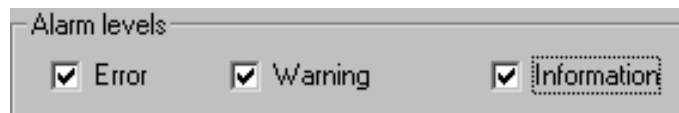
---

To send alarms by e-mail, you need the license for the e-mail gateway.

---

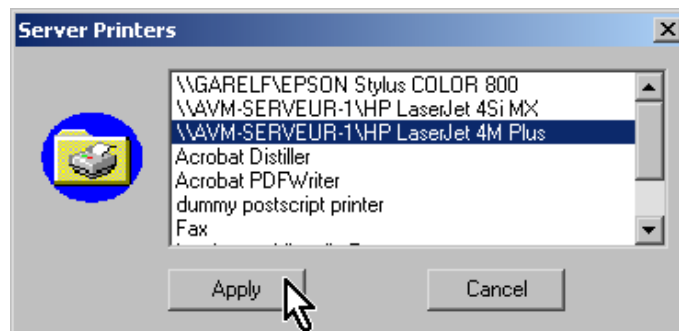
**Alerts on a printer**

Select the type of alerts you wish to receive.



Then click on

Select the printer and click **Apply**.



The displayed printers are the printers declared on the **GlobalComServer** machine.

## Lines

Allocate outgoing lines to messages depending on the sender, fax number, group...  
Access the main view by clicking on the corresponding menu.

The main view looks like the following the first time you open it :

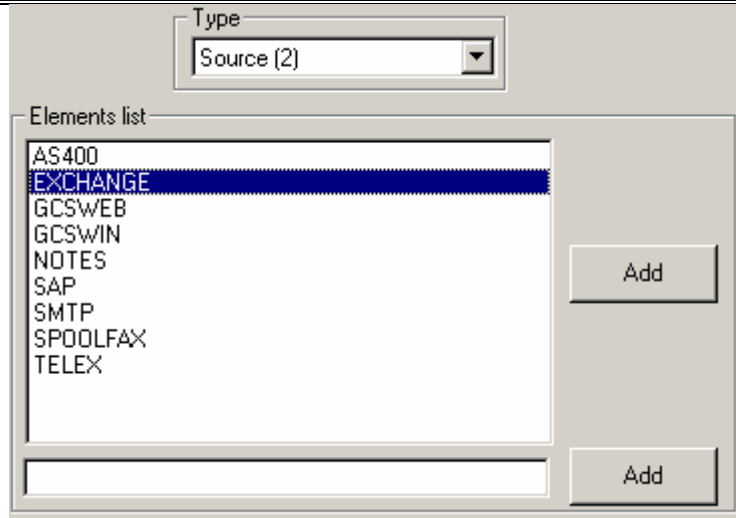
Here are the criteria :

- user : following the sender declared on the [GlobalComServer](#) platform
- group : following the sender's group
- source : following the module used to generate the message
- recipient's address : following the recipient's address (fax, e-mail, SMS, telex)
- recipient's name : following the recipient's name
- priority : following the message priority

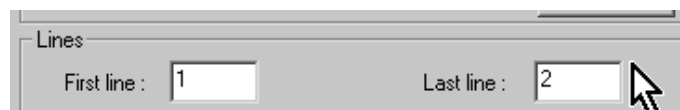
Below is an example to make you understand easily what this function does.

*Example:*

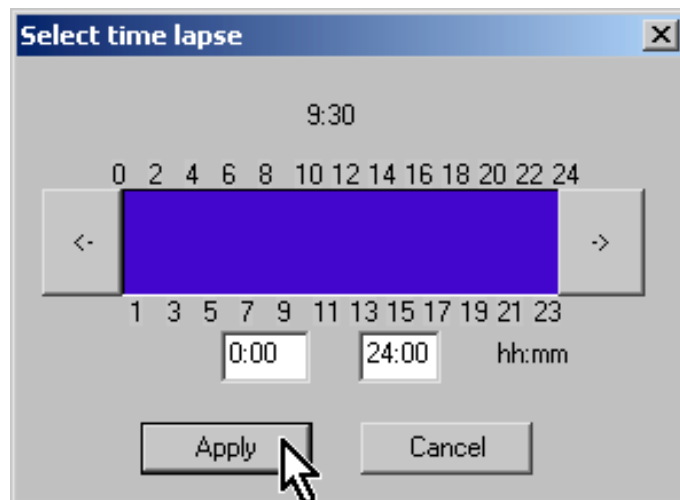
We want to force all emission coming from Exchange to use only the first two devices.  
Select Exchange as source type.



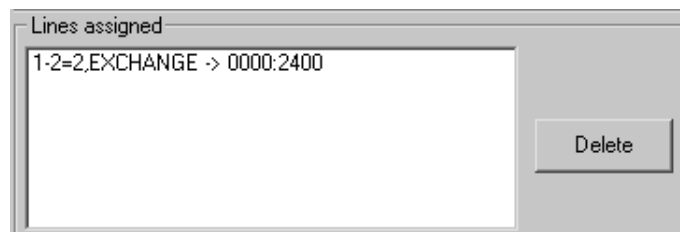
We restrict the use of line 1 and 2.



Click **Add** (first button).  
Schedule the restriction and click **Apply**.



From now on, all messages sent from Exchange will be sent by the first two devices only (line 1 and line 2) anytime during the day.



Select a restriction and click **Delete** to remove it.

**Cover pages and overlays**

View cover pages by clicking on the corresponding menu in the left pane.

Select a cover page to view it in the right pane.

You can also see names of available overlays, but you cannot preview them.

A cover page is sent as the first page of a message. It contains information that you can parameter. You can easily create your own cover page using a text editor.

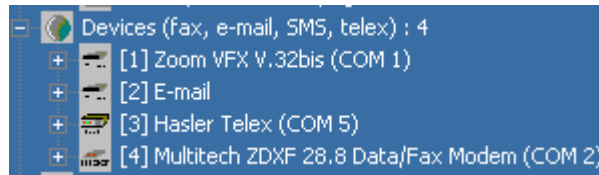
**GlobalComServer** comes with ready-made cover pages, modify them at your convenience or create new ones.

**GlobalComServer** is able to use static cover pages by storing TIFF image file in directory \GlobalComServer\Logo (see [Cover pages/overlays](#)).

**GlobalComServer** is able to use dynamic overlay software « StarPage » in option (see [Cover pages/overlays](#)).

## DEVICES ADMINISTRATION

Develop the devices menu in the left pane to see all installed devices, and then click on the device of your choice.



### Configuring lines

Click on the line sub-menu to view / modify its properties.

**Device**

Type : Multitech ZDXF 28.8 Data/Fax Modem

Port : 1 Traffic :  Incoming  Outgoing

Routing : 3 By Modem Number

CSID (max 20) : AVMcsid

Company name : AVM

Fax board config file :  

Channel :    PRI

SMTP server (e-mail) :  

Login :   password :  

Com. server address :   port :  

---

**Settings**

Dial using : Tone

Nb retries : 4 Wait / retry (s) : 10 Hayes

Prefix :   Pause after prefix :

Device initialisation : Always

Suspend
Save
Initialisation

#### Type

Your device type (external modem type, fax card, e-mail, SMS box, telex : see [Device Types](#)).

#### Port

COM port to which your device is connected.

#### Traffic

Configure what kind of calls (incoming/outgoing) your device will take care of.

#### Routing

Configure how incoming messages will be routed : enables to select the incoming routing index (line number, called number, calling number,...).

**CSID**

Message inserted in your fax header (20 characters max.).

**Company name**

Text inserted in your fax header.

**Fax board config file**

Exact path of your Brooktrout® fax board configuration file (see [hardware guide](#)).

**Channel**

For a Brooktrout® fax board only.

**SMTP Server**

Active if the device type value is E-mail. In that case, enter your SMTP server TCP/IP address or name.

**Login**

Login for connection to the SMTP server.

**Password**

Password for connection to the SMTP server.

**Com. server**

RAS server TCP/IP address of a Comcomplete® server.

**Port**

Socket port for a Comcomplete® server. Port declared in the RAS administration modem. In that case, Port value is not used.

**Dial using**

Tone by default (pulse is for old devices).

**Nb retries**

Number of tries when the receiver number is faulty or busy.

**Wait/retry**

Waiting time between 2 tries (in seconds).

**Prefix**

If defined, all numbers will be completed by this prefix. You can send a fax without this prefix by adding a star in front of the number.

***Example :***

Write \*8754 to send to the internal number 8754.

**Pause after prefix**

If checked, there will be a 2-second pause after the prefix.

**Device initialization**

*Always* : AT commands to initialize your device are sent every time a message is sent.

*At start up* : AT commands to initialize your device are sent only at **GlobalComServer** start up.

**Suspend** : pauses the device

**Save** : saves changes

**Initialization** : initializes the device

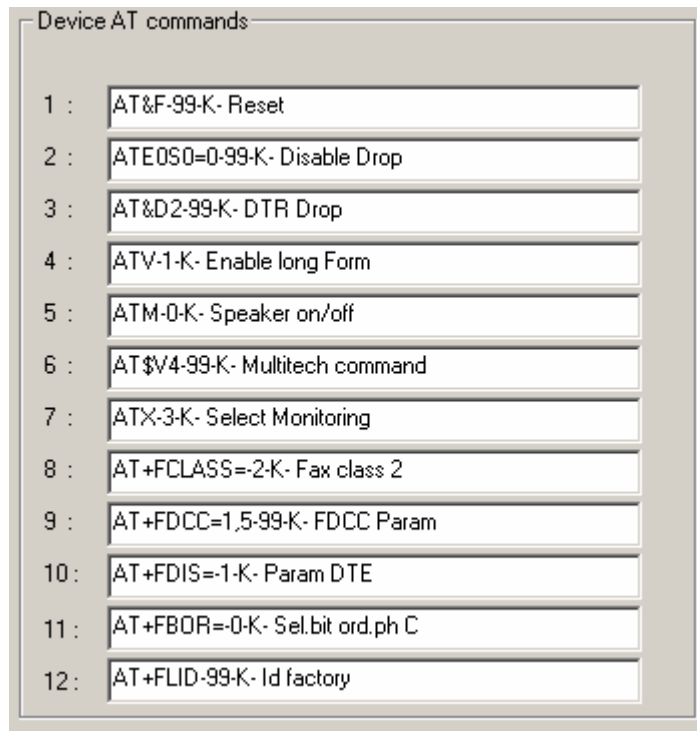
**Hayes**

AT commands are accessible there. It is preferable to leave them unchanged.



Those commands enable **GlobalComServer** to pilot any Hayes compatible modem (class 2 or class 2.0 to minimum).

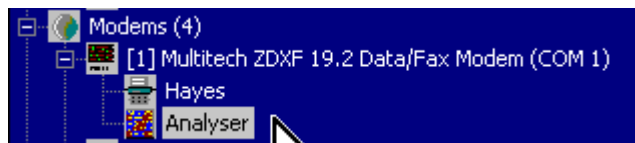
For more information on AT commands, please refer to the [hardware guide](#).



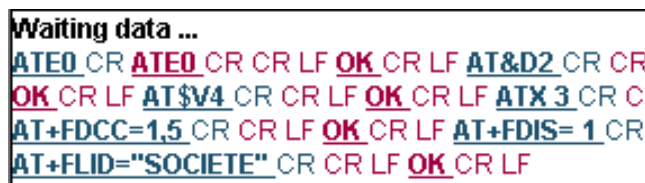
This menu is only useful for external fax modem devices and SMS boxes.

**Analyser**

Click Analyser to start this tool.



Use the analyser to view data sent (received) by your devices. It is useful to AVM support and to competent people.



Click the Start button to use it.

---

This analyzer is only useful for external fax modem devices and SMS boxes.

## Device Types

### **Fax modem (module FaxServer32)**

---

**Modem** : analog or ISDN (BRI and PRI) fax modem, external modem or internal card.

Some modems are natively handled; if your modem is not in the predefined list, you can use the generic type Hayes Class 2 or Class 2.0.

To check your modem class, you can use HyperTerminal provided with Windows, and send to your modem the command `AT+FCLASS=?`.

**Multitech Complete rack** : this rack contains several ISDN adaptaters and works as a unique device on your network with its own IP connectivity hardware.

**Brooktrout card** : these internal cards have some « intelligence » in sending and receiving faxes, what is better for the serveurur load.

This is the recommended solution for high volumes.

### **E-mail (module EmailServer32)**

---

**GlobalComServer** has the possibility to send messages by e-mail by your SMTP/Microsoft Exchange/Lotus Domino server.

You can configure the line to indicate your outgoing e-mail server, and the connection information necessary for access identity.

ASCII and HTML documents can be integrated in the e-mail body, and the other documents are inserted as attached files.

You can also send the documents in PDF format instead of TIFF format : for that, you must install Adobe Acrobat on **GlobalComServer** server.

E-mail devices work only in outgoing mode.

### **SMS module (SMSServer32)**

---

**GlobalComServer** can handle GSM WaveCom modems. Those boxes are used to connect on the GSM 900/1800/1900 Mhz network.

As for your mobile phone, those boxes have a SIM card, and you must enter your PIN code (protection code) in the first AT command of the Hayes menu.

It is also necessary to enter which provider is used by choosing the right SMS type in the field Type (SFR, ORANGE, BOUYGUES, Other).

The central provider number is indicated in the last but one AT command in the Hayes menu.

### **Telex (module TelexServer32)**

---

**GlobalComServer** can handle external telex boxes (ASCOM, HASLER) in outgoing and incoming mode.

It is necessary to configure Telex box in GA mode to use it with **GlobalComServer** :

- plug your telex box on a serial port
- open HyperTerminal by connecting on the same serial port
- change keyboard in upper case mode
- type ESC A to initialize the box
- type ESC Z and ENTER to enter in configuration change mode : the first line is displayed
- for each line, change the value if necessary before validating by ENTER
- type Y to display all the configuration
- type Z to save configuration and go out

---

**The line A must be equal to (1) and the line M must be equal to (1).**

---



```

TEST - HyperTerminal
Fichier Edition Affichage Appel Transfert ?
[Icons]
A) VITESSE HOTE: 1)9600 2)4800 3)2400 4)1200 5)600 6)300 7)150 8)110 9)50 <1>
B) BITS DONEES HOTE: 7)7 BITS 8)8 BITS <8>
C) LONGEUR STOP HOTE: 1)1 BIT 2)2 BITS <1>
D) PARITE HOTE: 0)SANS 1)IMPAIRE 2)PAIRE 3)NEGATIVE 4)POSITIVE <0>
E) PRESENCE HOTE: 0)ENQ/ACK 1)DSR/DTR <0>
F) CONTROLE DE FLUX HOTE: 0)XON/XOFF 1)DSR/DTR <0>
G) IMPRESSION: 0)1010/1040 1)1020/1030 2)GENERIC <2>
H) VITESSE IMPRIMANTE: 1)9600 2)4800 3)2400 4)1200 5)600 6)300 7)150 8)110 9)50
<5>
I) BITS DONNEE IMPRIMANTE: 5)5 BITS 7)7 BITS 8)8 BITS <5>
J) LONGEUR STOP IMPRIMANTE: 1)1 BIT 2)2 BITS 3)1.5 BITS <1>
K) PARITE IMPRIMANTE: 0)SANS 1)IMPAIRE 2)PAIRE <0>
L) CONTROLE DE FLUX IMPRIMANTE: 0)XON/XOFF 1)DSR/DTR 2)NON <1>
M) OPTION GA: 0)NON 1)OUI <1>
O) AUTORISATION REAPPELS: 1)EFFECTUES 2)CONTROLES <2>
R) IMPRIMANTE OBLIGATOIRE: 0) NON 1) OUI <0>
S) CONNEXION SUR GROUPEMENT DE LIGNES: 0) NON 1) OUI <0>
T) DEMANDE D'INITIALISATION 0) NON 1) OUI <1>
X) LIGNE PRECEDENT
Y) AFFICHAGE DE CONFIG COMPLETE
Z) FIN DE CONFIGURATION_

00:02:06 connecté Détection auto 9600 8-N-1 DÉFIL Maj Num Capturer Écho

```

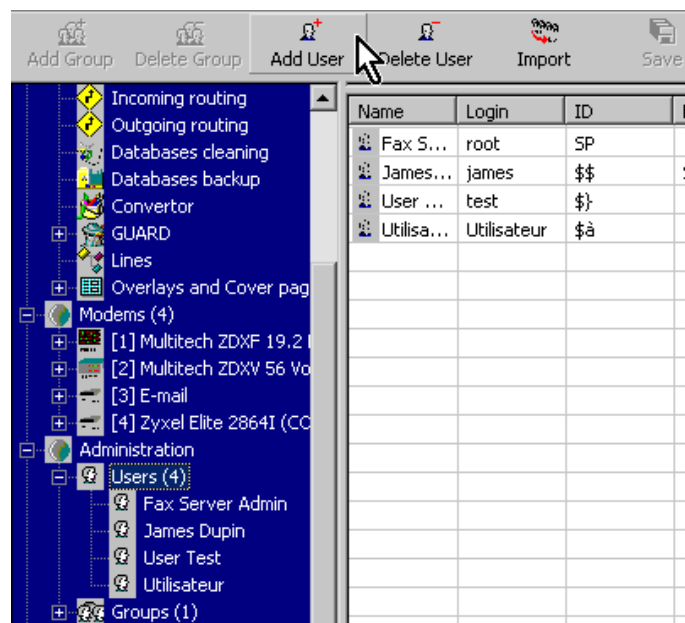
## USERS / GROUPS ADMINISTRATION

### Users administration

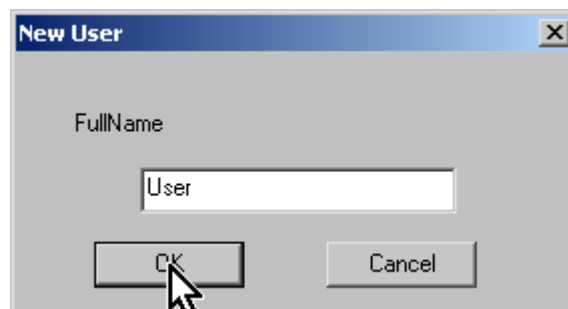
If you have a users limited license, you must create users (and groups eventually). Those accounts are also useful for other AVM products or to assign properties to users without regarding the unlimited users license. They may be imported from different address books.

#### Creating user

- 1) Click Users to activate the specific buttons.
- 2) Push the Add User button to create a new user.

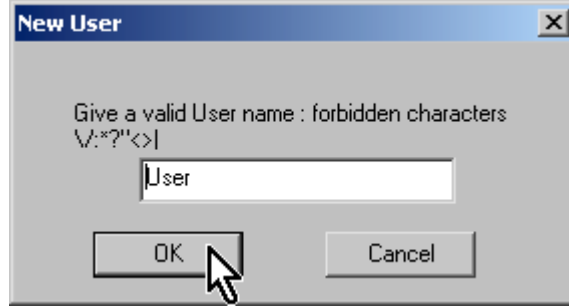


- 3) Enter the complete user name.



Forbidden characters:     / \ : \* ? " < > |  
Click OK.

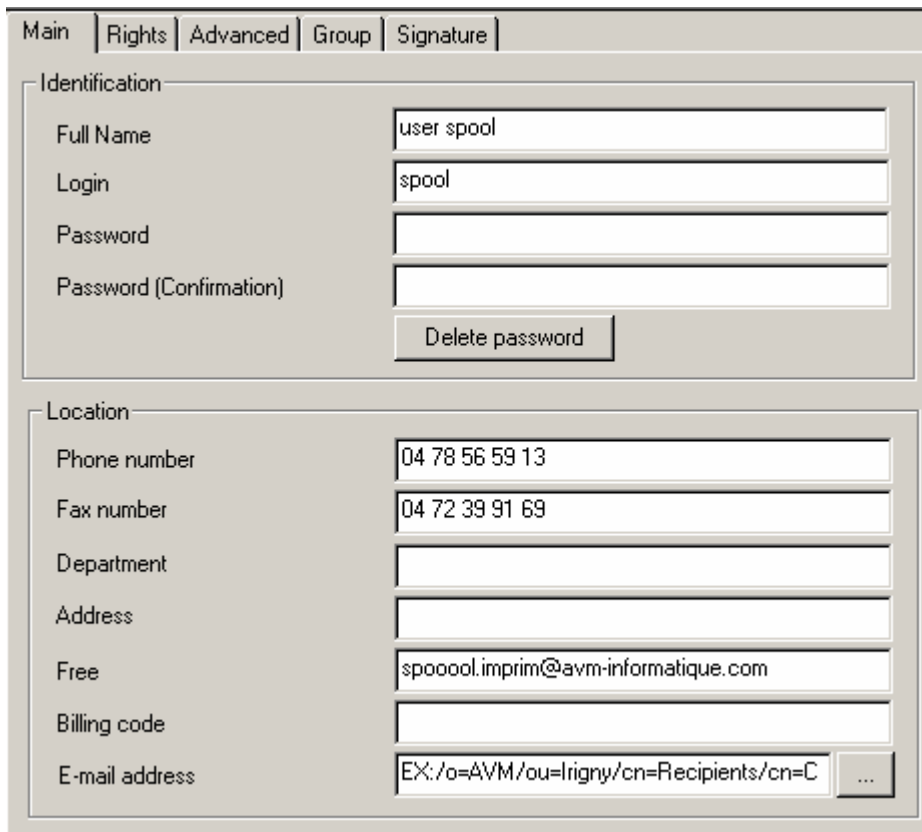
- 4) By default, the user's login is the fullname entered previously. Change it if you wish (you must change it if there is a space).



Forbidden characters: / \ : \* ? " < > | space  
 Click OK.


5) The right pane divides into 5 tabs

**Main tab**



Provide the user with a password (optional).

Enter user's information (optional).

If you enter an e-mail address, configure also the mail service type using the button  next to the field.

All these information can be inserted in the cover page for the messages sent by this user. This e-mail address can be used to send the sending status in a mailbox.

**Rights tab**

Check user's appropriate rights.

The screenshot shows a web-based administration interface with the following elements:

- Tabs:** Main, **Rights**, Advanced, Group, Signature
- This User may:**
  - Send messages
  - Receive messages
  - Delete messages
  - Send messages before 19:30
  - Change client settings
- Forbidden prefixes:**
  - Two empty input boxes for entering prefixes.
  - Add Prefix** button
  - Remove Prefix** button
- User type:**
  - Administrator
  - Secretary
  - Normal
- User priority:**
  - Dropdown menu set to **High**
  - User may change priority

You can prevent some users from sending to some specific addresses.  
 Enter digit(s) in the right box and click Add prefix to prevent someone from faxing to numbers starting with those digits.  
 This feature is only available for GCS Web/Windows client.

Example:

0044 will prevent people from sending faxes to UK.  
 (00 being the international code in most countries).

### Change client settings

To allow people to customize GCS Web/Windows client.

« User type » : choose a profile for this user (added to the other rights)

- **administrator** : administer the platform without restrictions
- **secretary** : right to insert a new contact to the public address book (used by GCS Web/Windows client)
- **normal** : rights defined in the upper box

« User priority »

- *high* : the message is sent before the others
- *normal* : the message is sent without priority
- *low* : the message is sent after the others

If you check « User may change priority », the user may change a message priority punctually.  
 The default priority will be effective again after the message is sent.

### Advanced tab

A user can be given a default cover page (see [Cover pages/overlays](#)). Each message sent by this user will be completed by default with this logo, except if another logo is specified at the sending.

Choose your preferences for receiving acknowledgement.

- Log printing : summary printing (status, recipient,...)
- Message printing : message printing itself

You must select a printer declared on the **GlobalComServer** machine.

Check « Send reports by e-mail » if you want to receive the sending status by e-mail.

In that case, the e-mail address is read from the « E-mail address » field of the « Main » tab.

This sending status is generated whatever is the message status.

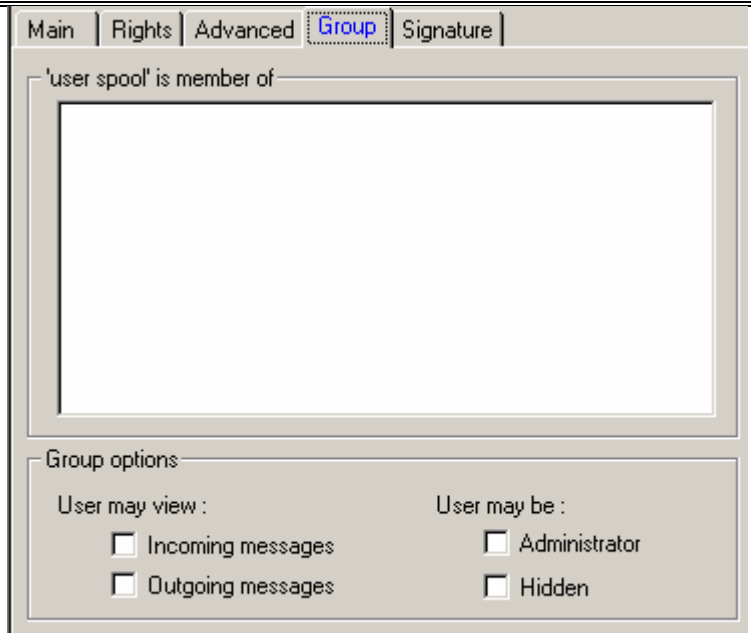
This feature is used if this user generates a message from another application than e-mail.

User ID is a unique code given by **GlobalComServer** to each user.

### **Group tab**

A group can contain several users, and enables each user to see incoming/outgoing messages of all other members.

This tab shows all groups of this user.



For each selected group, the rights are displayed in the bottom. Modify those rights by checking (or not) the appropriate box(es).

The right « Hidden » enables a user to see all incoming/outgoing messages of the group, without allowing other members to see his own messages.

---

**It is not possible to give a user login identical to an existing group name.**

*Example:* the group test has been created, you cannot create a user with a login test

Group name: test	username : test (accepted)	user login: test (rejected)
------------------	----------------------------	-----------------------------

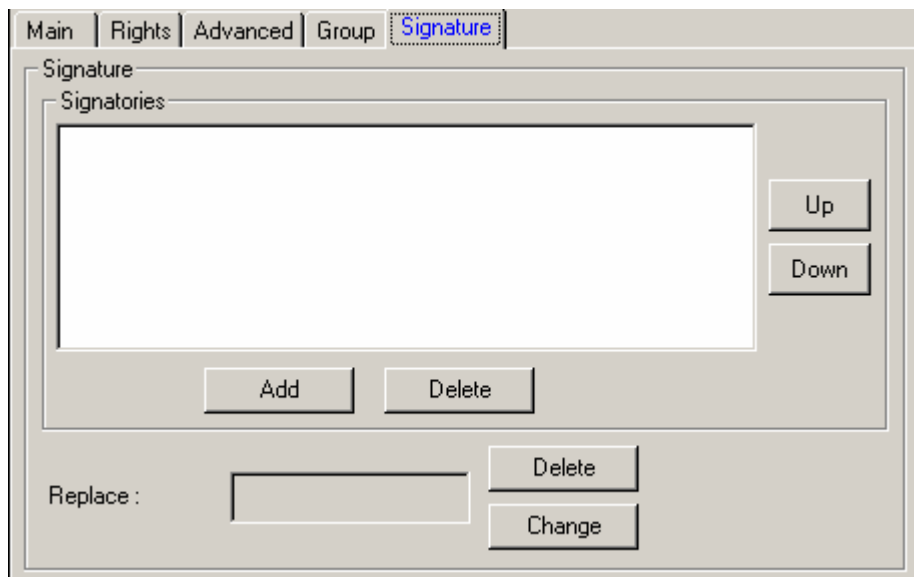
	username : test (accepted)	user login: else (accepted)
--	----------------------------	-----------------------------

---

**Don't forget to save changes.**

---

### Signature tab



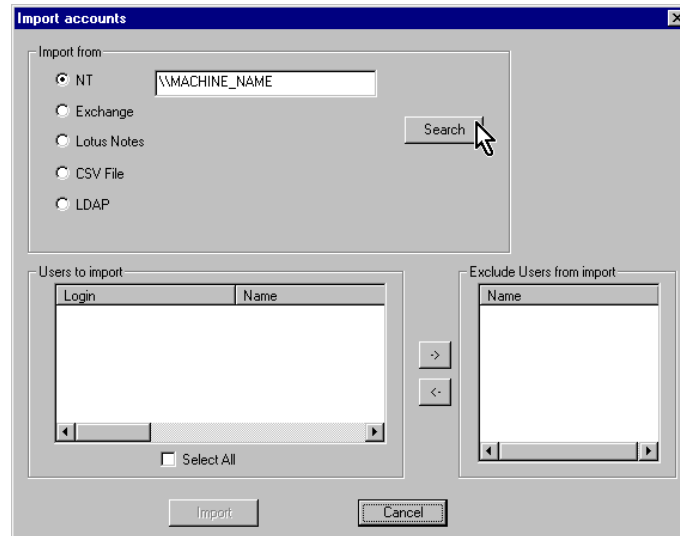
This tab is not yet active : it is reserved for the future signature system, forcing all messages from a user to be physically sent after approval by designated supervisors.

### Importing users / groups accounts

You can import user accounts (or groups) by clicking the « Import » button on the menu bar.

This button becomes active as soon as you click « users » in the tree view pane.

### **Importing Windows NT accounts**



- 1) Select import from NT
- 2) Enter the NT server name
- 3) Click Search

The list of users and groups shows up in the « Users to import » window.

- 4) Select them one by one or check « Select all » if you want to import all accounts (users and groups)
- 5) Select accounts you don't want and click « → »

Selected accounts will move to the right window « Exclude users ».

- 6) Click Import
- 7) Accept changes

---

**Only names and logins will be imported. Add passwords afterwards if necessary.**

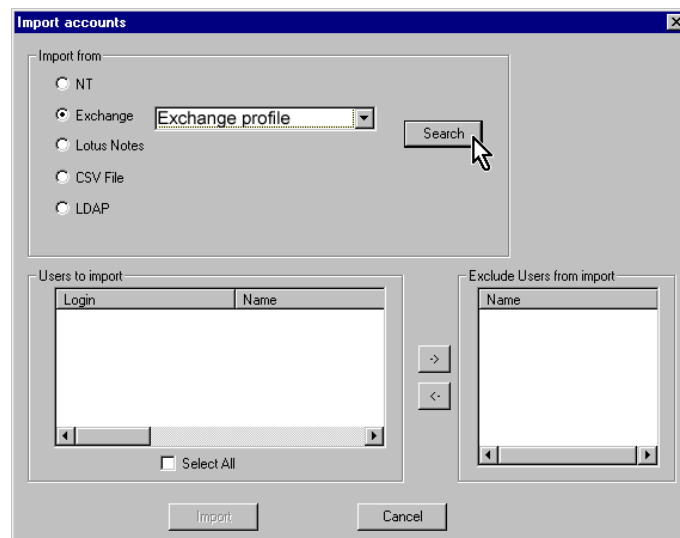
---

---

**For groups, only group names are imported, not the members.**

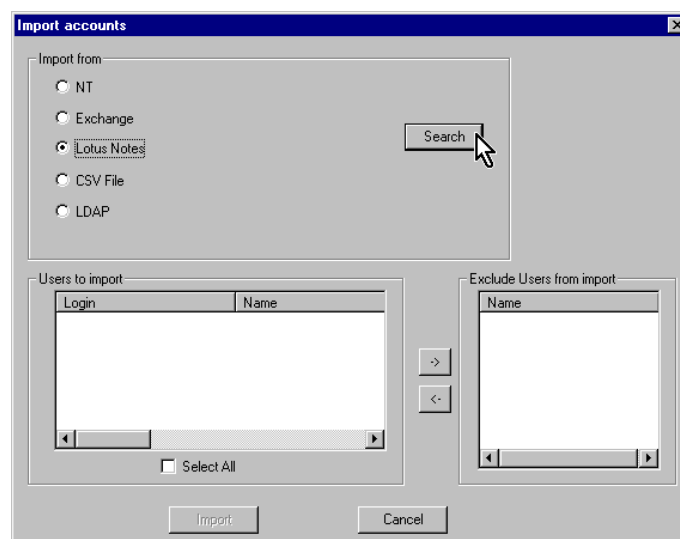
---

### Importing MS-Exchange accounts



- 1) Select import from Exchange
- 2) Click Search
- 3) Select accounts to import
- 4) Click Import
- 5) Accept changes

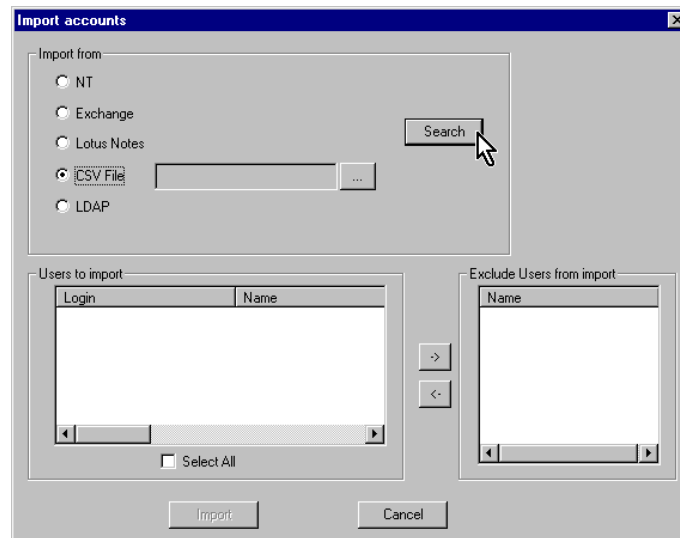
### Importing Lotus Notes accounts




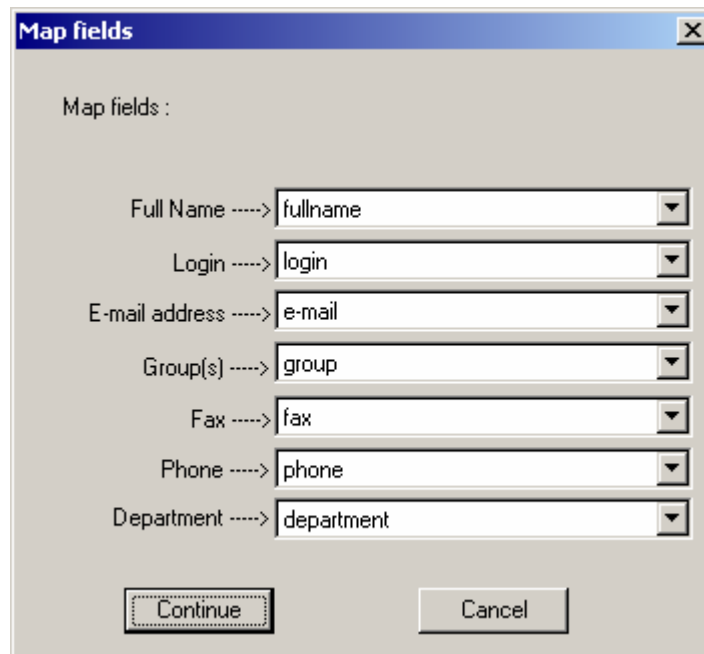
- 1) Select import from Lotus Notes
- 2) Click Search
- 3) Select accounts to import
- 4) Click Import
- 5) Accept changes



### Importing accounts from a .CSV file



- 1) Select import from CSV file
- 2) Click the button  to look for the file
- 3) Select the file
- 4) Click Search
- 5) Map all fields



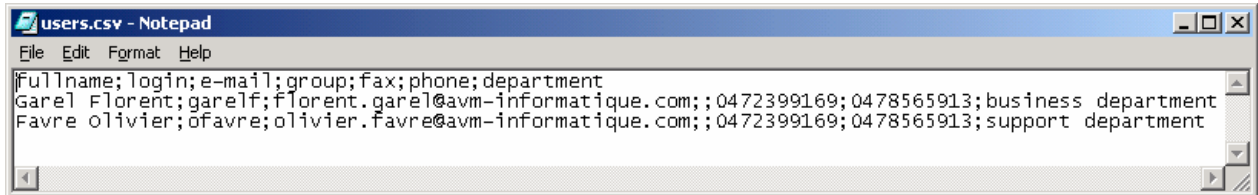
- 6) Click Continue
- 7) Select accounts to import
- 8) Click Import
- 9) Accept changes

The address is the e-mail address.

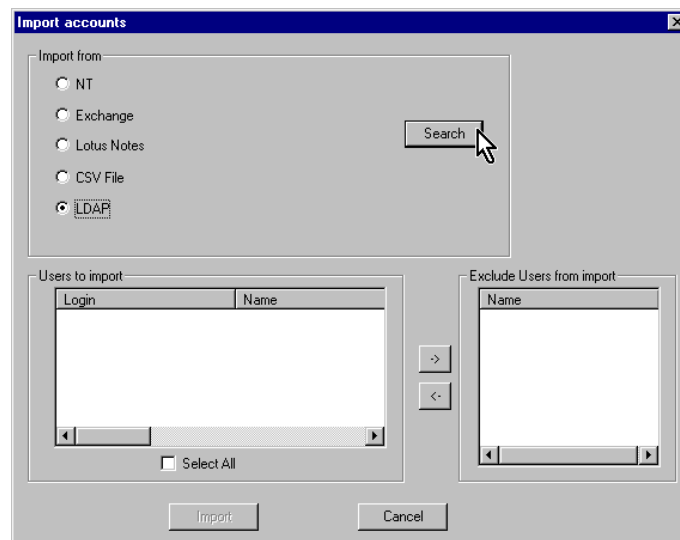
If full name and/or login is empty in the .CSV file, the corresponding account will not be imported.

The CSV file must have the character ';' as field separator.  
The first line is considered as the line containing the field names.

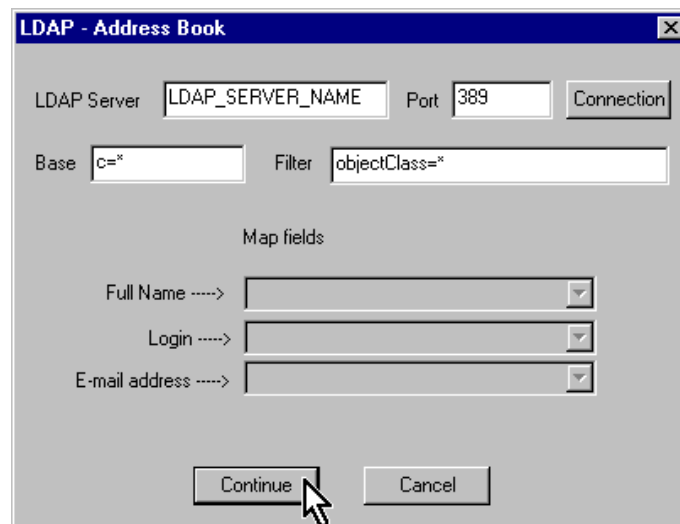
*Example :*



### Importing accounts from an LDAP address book



- 1) Select import from LDAP
- 2) Click Search



- 3) Enter the LDAP server name. Depending on securities, precise the root (Base) to explore, you can also specify various filters to use.
- 4) Click Connection
- 5) Map all fields
- 6) Click Continue
- 7) Select accounts to import
- 8) Click Import

9) Accept changes

The address is the e-mail address.

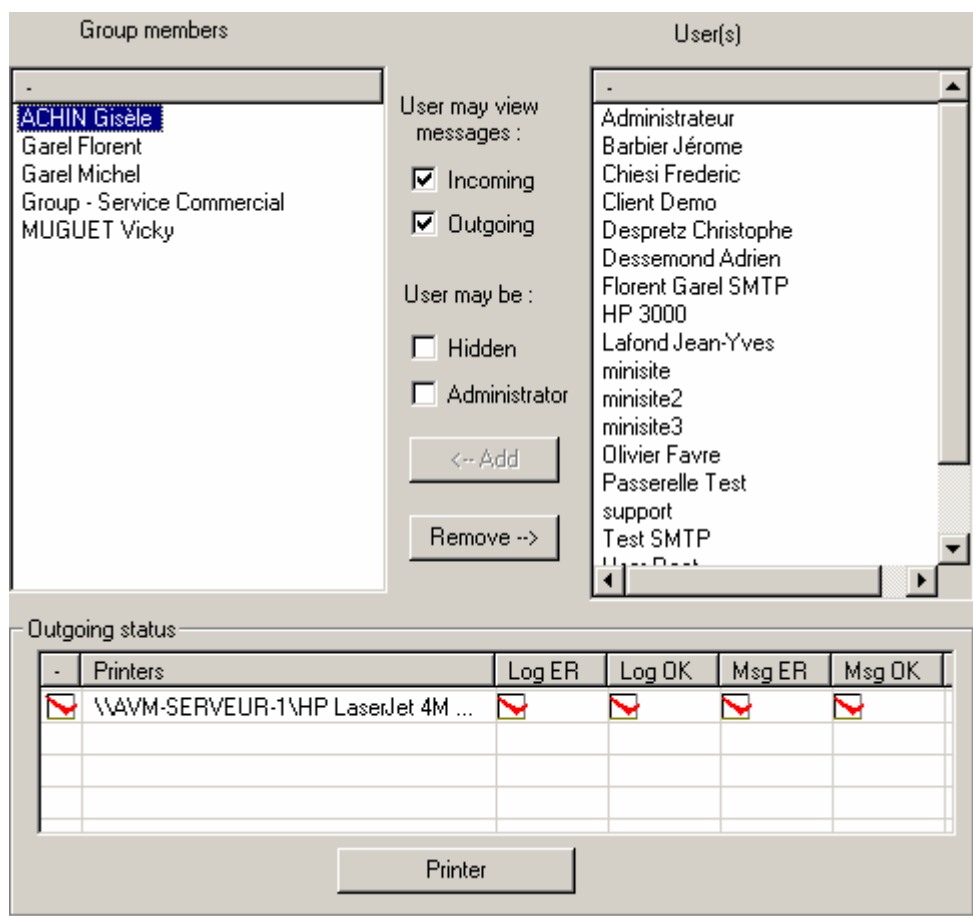
### Deleting user

1. Select the user you want to delete
2. Click Delete
3. Accept changes

## Groups administration

### Creating group

Create groups the same way you create users. Use Add group / Delete group buttons in the menu bar to create / delete groups.



Add or delete members by selecting them and by clicking the appropriate button.

Give users rights to view other members messages, before or after adding to the group. For that, you select a user and check the desired rights.

The right « Hidden » enables a user to see all incoming/outgoing messages of the group, without allowing other members to see his own messages.

A user can be a member of several groups.

Choose on which printer(s) sending receipts will be sent and in which case.

When you click « Printer », all printers declared on the GCS machine will be listed.

---

**Remember to save changes.**

---

### **Deleting group**

---

1. Select the group you want to delete
2. Click Delete
3. Accept changes



## COVER PAGES / OVERLAYS

### Cover pages

You can use most text editors to create a cover page.  
We will be using Microsoft Wordpad® for the following example.

#### Creating / modifying a cover page

Open a blank Wordpad file and insert your logo.

Insert desired parameters (field codes) (see [field codes syntax](#)).

Print your document using a PCL printer by pointing on a file.  
Check that the printer format is A4.

Move the generated PCL file in ..\GlobalComServer\Logo.

Rename the file but make sure you keep the .pcl extension, so that you can create several different cover pages.

---

**If you want to use a cover page as the default one, its name must be Default.pcl, and the file must be stored in ..\GlobalComServer\Logo.**

---

#### Trick:

If you don't want to send a cover page, without having to precise every time you send a message, create a file called Default.pcl with a size of 0 Kb (empty file).

Another way consists in declaring **NOLOGO** in the user profile (users administration).

#### Field codes syntax

To insert field codes, it is compulsory to use an authorized font. The other information (except filed codes) can be in any font.

#### Authorized fonts for field codes :

Univers  
CG Times  
Courier  
Times New Roman  
Arial

The table below shows the syntax you must use for the different field codes.  
It is necessary to use the authorized fonts for field codes to create a new cover page with success.

To quickly create a cover page, you can use the copy/paste method.  
Make sure the font does not change when pasting.

Category	Detail	Syntax (courier font is used here)
Recipient	Recipient name	\$\$*****Dest*****\$\$
	Fax number	\$\$*****Phon*****\$\$
	Company	\$\$*****Compagny*****\$\$
Sender (These details must be previously entered in users <b>GlobalComServer</b> )	Name	\$\$*****Send*****\$\$
	User ID	\$\$*****ID*****\$\$
	Address	\$\$*****Address*****\$\$
	Mail address	\$\$*****Email*****\$\$
	Phone number	\$\$*****UserPhone*****\$\$
	Fax number	\$\$*****UserFax*****\$\$
	Free	\$\$*****Free1*****\$\$
	Billing code	\$\$*****Free2*****\$\$
Sender (These details are read from the public address book of Exchange and Lotus Notes)	First name (Exchange) FirstName (Lotus)	\$\$*****Prenom***** **\$\$
	Initials (Exchange) MiddleInitial (Lotus)	\$\$*****Initiales***** **\$\$
	Name (Exchange) LastName (Lotus)	\$\$*****Nom***** **\$\$
	FullName (Exchange) FullName (Lotus)	\$\$*****NomCompleet***** **\$\$
	Pseudo or alias (Exchange) ShortName (Lotus)	\$\$*****Pseudonyme***** **\$\$
	Address (Exchange) OfficeStreetAddress (Lotus)	\$\$*****Adresse***** **\$\$
	City (Exchange) OfficeCity (Lotus)	\$\$*****Ville***** **\$\$
	State (Exchange) OfficeState (lotus)	\$\$*****Province***** **\$\$
	Zip Code (Exchange) OfficeZIP (lotus)	\$\$*****CodePostal***** **\$\$
	Country (Exchange) OfficeCountry (Lotus)	\$\$*****Pays***** **\$\$
	Job title (Exchange) JobTitle (Lotus)	\$\$*****Titre***** **\$\$
	Company (Exchange) CompanyName (Lotus)	\$\$*****Societe***** **\$\$
	Department (Exchange) Department (Lotus)	\$\$*****Service***** **\$\$
	Office (Exchange) Location (Lotus)	\$\$*****Bureau***** **\$\$
	Assistant (Exchange) Assistant (Lotus)	\$\$*****Assistant***** **\$\$
	Business phone 1 (Exchange) OfficePhoneNumber (Lotus)	\$\$*****TelephoneProfessionnel** **\$\$
	Business phone 2 (Exchange) OfficePhoneNumber (Lotus)	\$\$*****TelephoneProfessionnel2* **\$\$

	Fax (Exchange) OfficeFaxPhoneNumber (Lotus)	\$\$*****Telecopie*****\$\$
	Assistant phone (Exchange) OfficeNumber (Lotus)	\$\$*****AssistantTelephone*****\$\$
	Home phone 1 (Exchange) PhoneNumber (Lotus)	\$\$*****Domicile*****\$\$
	Home phone 2 (Exchange) PhoneNumber (Lotus)	\$\$*****Domicile2*****\$\$
	Cellular (Exchange) CellPhoneNumber (Lotus)	\$\$*****Portable*****\$\$
	VoiceMail (Exchange) PhoneNumber_6 (Lotus)	\$\$*****MessagerieTelephonique****\$\$
Message information	Subject	\$\$*****Suje*****\$\$
	Number of pages	\$\$*****Pages*****\$\$
Various date fields	⇒ 30.Mai.1996 14:20:30	\$\$*****Datefr*****\$\$
	⇒ 30.May.1996 14:20:30	\$\$*****Datenk*****\$\$
	⇒ 05/30/96 14:20:30	\$\$*****Dateus*****\$\$
	⇒ May 30, 1996 14:20:30	\$\$*****DateRuk*****\$\$
	⇒ 96/05/30 14:20:30	\$\$*****Dateeu*****\$\$
	⇒ 30/05/96 14:20:30	\$\$*****Date*****\$\$ (6 stars only on each side of Date)
Text body	Text of the fax	\$\$*****Text*****\$\$

*All codes, excepted one date field, are written the same way:*  
 [\$\$] [6\_stars] [field\_code] [variable\_number\_of\_stars > 0] [\$\$]

*Determine the field size as follows:*  
 Field size (number of characters) = 3 + [number of stars]  
 Thus, the field \$\$\*\*\*\*\*Dest\*\*\*\*\*\$\$ will contain 32 characters maximum (3 + 29 stars).

You can use a code several times (to personalize a mailing for example).

---

**Use only one line per field code.**

---

**Available fields with the Lotus Notes or MS-Exchange gateway are directly taken from the mail service global address book.**

---

All gateways can accept a cover page.

**Overlays**

GlobalComServer can use graphic overlays in the following formats: PCL5 (HPLJ III) and PCL5E (HPLJ IV and HPLJ V).

It enables to optimize the network traffic.

All overlays must be placed in ..\GlobalComServer\Logo.

**Static overlays**

---

Static overlay names must absolutely begin with @ and have .pcl as extension.

*Example:*

---

@overlay.pcl

### **Dynamic overlays**

---

Dynamic overlays using **Starpage**® software must have names beginning by \$ and have .sp as extension.

Starpage parameter, in the general configuration must show the complete **Starpage**® program path (*example*: C:\starjet\bin32\starpage).

Some of our gateways allow choosing an overlay (SpoolINT, Graphic Fax for SAP R/3, HPScanJet gateway).

If you are interested by **Starpage**® product, contact our business department.

### **Cover page / overlay combination**

It is possible to add a cover page and overlay to the same message, the overlay being different following the current page.

#### **Cover page**

---

First, you must create the cover page file (see above) : this file can be empty and must have extension .pcl.

The file must be in the directory \GlobalComServer\Logo.

Its name must finish by the overlay file name which begins by character sharp (#).

#### **Overlay**

---

Then, you must create the overlay file to the TIFF format.

For that, you must create with Winword a document that can contain from 1 to 4 pages.

Rules for each page of overlay file :

1. File with 1 page : this page will be applied to each document page (cover page included if not empty)
2. File with 2 pages : the first page will be applied to the first document page (cover page if not empty), the second page will be applied to the other document pages
3. File with 3 pages : the first page will be applied to the first document page (cover page if not empty), the second page will be applied to the other document pages except the last one, the third page will be applied to the last document page
4. File with 4 pages : the first page will be applied to the first document page (cover page if not empty), the second page will be applied to the other document pages except the last one, the third page will be applied to the last document page, the fourth will be added at the end of the document

Once the document is finished, you must print it on one of our TIFF printers :

- GCSdoc printer of **GlobalComServer** server : you must first stop AVM – GCS CONVERTOR service
- GCSweb printer of WEB client : you must first stop the loader of the client machine
- GCSwin printer of Windows client : you must first stop the loader of the client machine

The generated file is in the output directory of the printer : the directory is indicated in the printer properties (tab « BliceNT ») or in the printing preferences (tab « FileName Generation »).

The file must be placed in the directory \GlobalComServer\Logo, must begin by the character sharp (#) and have the extension .tif.



---

**Example**

---

The cover page file is named « \GlobalComServer\Logo\purchase#order.pcl » and contains one special cover page for purchase orders.

The overlay file is named « \GlobalComServer\Logo\#order.tif » and contains 4 pages : the 3 first pages contain the company logo and the last one contains the purchase order terms.

In that case, when a fax is sent with the logo « purchase#order », the received document will contain the cover page with sender company logo, followed by the document with sender company logo, and will finish by purchase order terms.



## PROTECTING FOLDERS ON NTFS PARTITION

You can protect **GlobalComServer** folders as described below:

What rights?	For which folders?	For whom?
Full control (All)	..\GlobalComServer and sub-folders	AVM services starting accounts (system account included)
<b>Windows client module</b>		
Read (RX)	\GlobalComServer and sub-folders	Users
Full control (All)	\GlobalComServer\Arri (+ sub-folders) \GlobalComServer\Dep \GlobalComServer\Dir	Users
<b>If you install modules on a remote station then you need to protect some folders/files as follows</b>		
Change (RWXD)	..\GlobalComServer\Tools\Stat	Concerned user (Statistics module)
Change (RWXD)	..\GlobalComServer\Arc	Concerned user (Archiving module)
Special file access (RWX)	..\GlobalComServer\admin.mdb ..\GlobalComServer\group.mdb	Concerned user (Users administration module)

---

**All AVM services starting accounts need full control on all folders at all time (don't forget system account).**

---

## COM/DCOM CONFIGURATION

AVMcom is a COM/DCOM object used by different AVM modules (EXCHANGE connector and MMC administration).

It is stored in the directory \Program Files\AVM Informatique\AVMcom.

### General COM/DCOM configuration

To configure, you must start the tool DCOMCNFG.EXE from menu « Start | Run ».

The tab « Default Properties » has several properties :

- Enable Distributed COM on this computer : it must be checked
- Default authentication level : « connect » must be selected
- Default impersonation level : « identify » must be selected

### AVMcom object configuration

In the tab « Applications », double-click on the line « AVMCom ».

The tab « Identity » contains the running account of AVMcom object.

The tab « Security » contains the access and launch permissions of AVMcom object : the starting account of EXCHANGE connector and the accounts using MMC administration must have these permissions.

## ANNEX

### Changing password of AVM services starting accounts

If you change the password of an account used by an AVM service, you need to reenter the new password for the AVM services using this account, and for the AVMcom object too if necessary.

### Special files

#### Error.ini file

The file ..\GlobalComServer\Etc\Error.ini contains the list of all messages **GlobalComServer** can send you about the status of a message.  
You can personalize messages sent to you.

---

**Do not delete existing codes, do not insert new codes.**

---

#### Statfax.txt and Statfax.new files

Find those files in the directory specified in the field **Statistic** of the administration general setup tab.

**GlobalComServer** updates Statfax.new in real time.

When **GlobalComServer** makes an automatic cleaning, Statfax.new data is copied into the file Statfax.txt, then Statfax.new is purged.

#### Structure :

Column 1 to 16 : time and date (DD/MM/YYYY HH:MM)  
 Column 17 to 25 : duration in seconds  
 Column 26 to 31 : number of pages sent  
 Column 32 to 162 : sender name  
 Column 163 to 193 : recipient name  
 Column 194 to 213 : recipient address

#### Spy file

Find this file in the directory specified in the field **Spy** of the administration general setup tab.

#### Structure :

Column 1 to 24 : time and date  
 Column 26 to 27 : message status (AD, EM, OK, ER)  
 Column 57 to 79 : recipient address  
 Column 109 to 111 : number of pages sent  
 Column 237 to 367 : sender name  
 Column 592 to 622 : recipient name  
 Column 623 to 626 : duration in seconds

#### 0.Freelog.txt file

Find this file in the directory \GlobalComServer\Log.

This file contains all traces for outgoing messages sent from **GlobalComServer** server.

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**Structure :**

Example : date/time Fri Nov 15 11:43:13 2002 Write\_status\_send Block 41268 Status  
177 Port 0 Fax 0384480303

41268 is the unique ID number of the message in the outgoing database.

0384480303 is the recipient address.

0 is the line number used to send the message.

177 is the error code.

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**Load balancing (cluster)**

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**Overview**

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**GlobalComServer** supports « load balancing ». It can work in multi-server mode (maximum 7 **GCS platforms**).

That feature guarantees a message will be sent if one server goes down. All servers work simultaneously.

To setup the multi-server mode, all servers need to point the same message database, located on one server or on a remote machine.

Every server has its own identification number (from 1 to 7). It corresponds to the parameter `ServerNumber=` in the section [OPTIONS] of the file `..\GlobalComServer\Etc\Topsrv32.ini`.

The first server is the number 1; the other servers will be numbered from 2 to 7.

Any modification concerning a message, made on a server, is logged automatically in all other platforms.

**Emission**

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When a server is going to send a message, it reserves it to avoid interference with the other servers and then sends the message.

If a platform crashes, the other servers keep on sending messages automatically.

**Reception**

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If a server crashes, reception is guaranteed is if you use:

- A digital line with the CB2000 device
- The function «call transfer if not answered» of your PBX
- The same address pool for your S0 lines

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**Directories under root ..\AVM Informatique**

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**Directory ..\AVM Informatique\AVMcom**

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This root directory contains the AVMcom object.

**Directory ..\AVM Informatique\GlobalComServer**

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This root directory contains the users and groups databases.

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**Directory ..\AVM Informatique\GlobalComServer\Admin**

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This directory contains the Windows administration tool.

**Directory ..\AVM Informatique\GlobalComServer\AdminMMC**

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This directory contains the MMC administration tool (Microsoft Management Console).

**Directory ..\AVM Informatique\GlobalComServer\Arc**

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This directory contains the files generated for incoming/outgoing receipts.  
The file SEND.CSV contains the sending status.  
The file RECEIVE.CSV contains the incoming status.  
Additional files can be customized.

**Directory ..\AVM Informatique\GlobalComServer\Arri**

---

This directory contains received messages and private directories for users using Web / Windows client.

**Directory ..\AVM Informatique\GlobalComServer\Brookt**

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This directory contains the configuration files for internal BROOKTROUT cards.

**Directory ..\AVM Informatique\GlobalComServer\Conv**

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This directory contains the files used for conversion to TIFF format (fax format).

**Directory ..\AVM Informatique\GlobalComServer\Dep**

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This directory contains outgoing data files, TIFF image files, outgoing/incoming databases and their backup.

**Directory ..\AVM Informatique\GlobalComServer\Dir**

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This directory contains public and private address books for users using Web / Windows client.

**Directory ..\AVM Informatique\GlobalComServer\Etc**

---

This directory contains configuration files for AVM modules of **GlobalComServer** platform.

**Directory ..\AVM Informatique\GlobalComServer\Gateways**

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This directory contains files for e-mail gateways (EXCHANGE, LOTUS NOTES, SMTP).

**Directory ..\AVM Informatique\GlobalComServer\GCswin**

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This directory contains files for Windows client.

**Directory ..\AVM Informatique\GlobalComServer\Isdn**

---

This directory contains files for incoming routing.

**Directory ..\AVM Informatique\GlobalComServer\Log**

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This directory contains log files from different modules.

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**Directory ..\AVM Informatique\GlobalComServer\Logo**

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This directory contains cover page and overlay files.

**Directory ..\AVM Informatique\GlobalComServer\Pdf**

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This directory contains all modules documents to PDF format.

**Directory ..\AVM Informatique\GlobalComServer\SetupDAO**

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This directory contains setup program for driver to access our databases.

**Directory ..\AVM Informatique\GlobalComServer\Stat**

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This directory contains files for cost tool.

**Directory ..\AVM Informatique\GlobalComServer\System32**

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This directory contains general program files.

## TROUBLESHOOTING

Check our web site for more information:

<http://www.avm-informatique.com>

### AVM – GLOBALCOMSERVER service doesn't start

Check the Windows event viewer in the Application log if an error message from source AVM – GLOBALCOMSERVER about protection key is present.

If such a message exists, check that the protection key is connected to the parallel port or USB port on the **GlobalComServer** server.

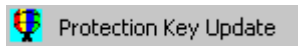
Check the Windows event viewer in the System log if an error message from source Service Control Manager about logon failure is present.

If such a message exists, check the login and password of the starting account.

### Protection key validation

You may need to update (or validate) the protection key.

In that case, go to Start → Programs → GlobalComServer and click:



Call AVM support to continue the update.

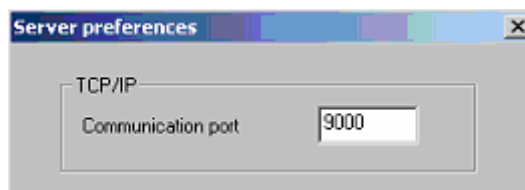
Support AVM: +33 (0) 4 72 39 94 40 (business hours).

### Where is the datacom?

The datacom icon doesn't show in Windows® taskbar.

Several possible solutions:

- From the services setup tab, check that AVM – GLOBALCOMSERVER service is started.
- Click on the datacom icon in the administration interface menu bar.
- Change the socket port (9000 by default) from the Preferences → Server menu (You need to stop and restart AVM - GLOBALCOMSERVER service).



### Acknowledgements are not printed

Log on Windows with the same account that starts AVM – GLOBALCOMSERVER.

Check if user parameters are correct (options checked, printer defined...).

Check those parameters in the user Advanced tab.



Check that AVM - GLOBALCOMSERVER starting account has the right to print on the defined printer.

Check in the NT task manager (CTRL+ALT+SUPPR → task manager) that tpview32.exe tasks are not active : if yes, kill them.

### Incoming routing does not work

Check that the AVM - GLOBALCOMSERVER starting account has the right to print on the printer defined in the routing index.

Check in the incoming messages list that the routing value is defined in the list of incoming routing.

### Incorrect cover page

If the sent cover page contains 2 pages instead of one, check the WinWord file by selecting the printer used to generate the cover page, and check with preview that the result does not contain 2 pages.

### Excel documents not completely converted

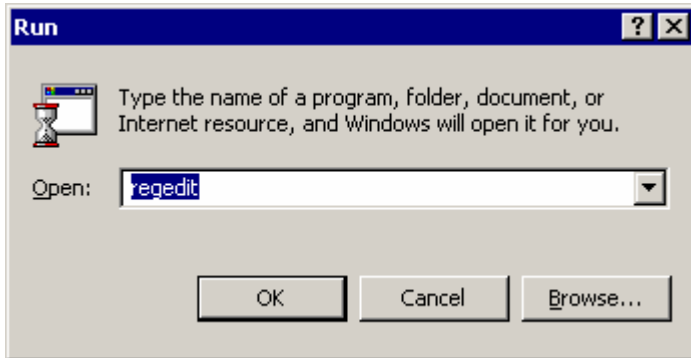
By default, only the first sheet from an Excel document is converted and sent by fax. To force Excel to print all sheets for conversion, you must change registry on the fax server. Open the Windows explorer and click « View | Options ». Choose the « File Types » tab, select the XLS extension and click « Advanced ».

For the action Print and Printto :

- Select the action
- Click « modify »
- For the line « DDE Message », replace « [print(1,,,,,,,,,2,"%2")] » or « [print()] » by « [print(1,,,,,3,3,3,3,3,"%2")] »
- For the line « DDE application not running », replace « [print(1,,,,,,,,,2,"%2")] » or « [print()] » by « [print(1,,,,,3,3,3,3,3,"%2")] »

## Corrupted databases

Click on Start, Run, and type the command Regedit.



Click on OK.

Go to HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\MRxSmb\Parameters and modify the key:

 OplocksDisabled	REG_DWORD	0x00000000 (0)
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And

Go to HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\lanmanserver\parameters and modify the keys:

 EnableOplocks	REG_DWORD	0x00000001 (1)
 MinLinkThroughput	REG_DWORD	0x00000000 (0)

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**You must restart the computer to activate the changes.**

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