



# **GLOBALCOMSERVER SMTP GATEWAY ADMINISTRATOR'S GUIDE**

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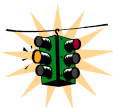
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## TABLE OF CONTENTS

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LICENSE .....	2
TABLE OF CONTENTS .....	3
INTRODUCTION .....	4
INTRODUCTION OF FAX GATEWAY FOR SMTP .....	4
<i>GCS Messages?</i> .....	4
SMTP GATEWAY ARCHITECTURE .....	4
REQUIREMENTS ON THE SMTP SERVER .....	5
CREATING A GCS E-MAIL DOMAIN IN EXCHANGE 5.5 .....	5
CREATING A GCS E-MAIL DOMAIN IN EXCHANGE 2000 .....	5
CREATING A GCS E-MAIL DOMAIN IN DOMINO NOTES .....	10
REQUIREMENTS ON GLOBALCOMSERVER SERVER .....	11
CREATING AN SMTP DOMAIN .....	11
<i>Create an SMTP domain</i> .....	11
<i>Quota disabling</i> .....	13
MICROSOFT CDO INSTALLATION .....	15
INSTALLATION .....	16
ADMINISTRATION .....	17
GENERAL CONFIGURATION TAB .....	17
MAIL OPTIONS TAB .....	17
<i>Outgoing messages settings</i> .....	18
*.eml directory .....	18
Domains list .....	19
<i>Incoming messages settings</i> .....	20
CDO / MAPI or AVM .....	20
PDF .....	20
From .....	21
Login .....	21
Password .....	21
Server .....	21
EVENT LOG TAB .....	21

# INTRODUCTION



This manual is designated to the system's administrator responsible of the configuration and the maintenance of **GCS Gateway SMTP**. Well knowing Microsoft Windows NT® and SMTP's server is needed.

## Introduction of fax gateway for SMTP

**SMTP Gateway for GCS** is a software developed by AVM Informatique. It enables the users to send and receive fax, telex, SMS from their internet inbox.

### GCS Messages?

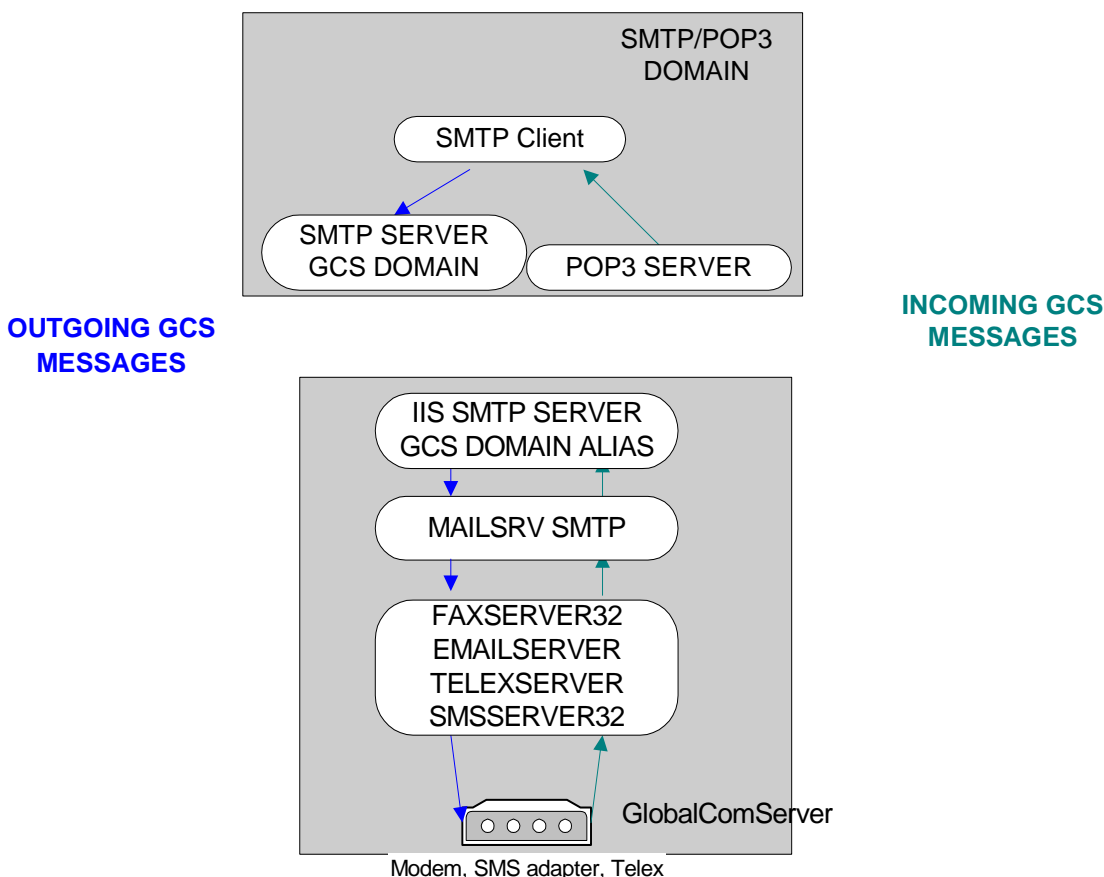
Using his mail client (Outlook Express 5®, Netscape Messenger® 4.7, Eudora® 4.3...), a user creates a message with attached files and send it.

This email is transfered by **GlobalComServer** to the recipient like a fax, telex or SMS. Then, the sender receives a sending acknowledgement in his inbox.

User can receive faxes, SMS or telexes in his inbox if the **GlobalComServer platform** has been configured to do so.

(Cf. [GlobalComServer platform - Setup menu | Incoming routing](#)).

## SMTP gateway architecture



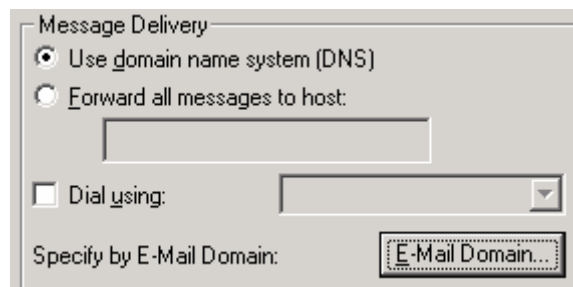
## REQUIREMENTS ON THE SMTP SERVER

You need :

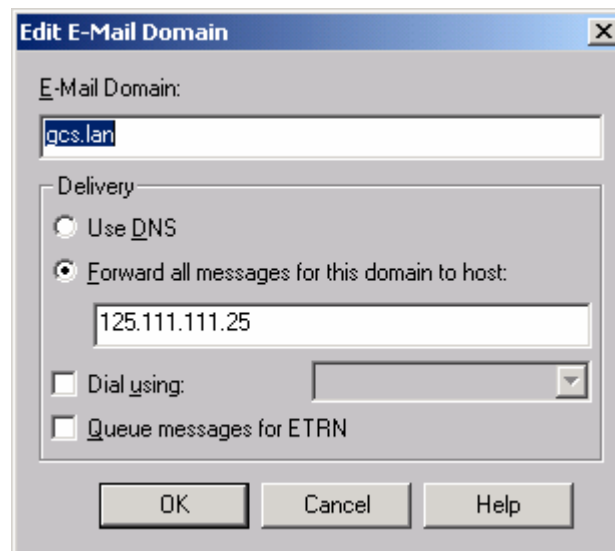
- to create a **GCS** mailbox : note its information (e-mail address, POP3 server, SMTP server, login, password), you will use these information later in the requirements on the **GlobalComServer** platform.  
This mailbox will allow to get **GCS** sending requests if MAPI/Outlook client method is used, and return incoming/outgoing status.
- to declare a **GCS** SMTP domain for outgoing messages : this domain will allow to get sending requests for **GCS** messages by files.

### Creating a GCS e-mail domain in EXCHANGE 5.5

Launch Exchange's administration, and select the tab **Connexions** and click on **E-mail Domain**.



Add the domain GCS LAN (you can use the domain name you want, for example FAX.LAN or FAXLOCAL.LAN or SMS.LAN, etc ...).

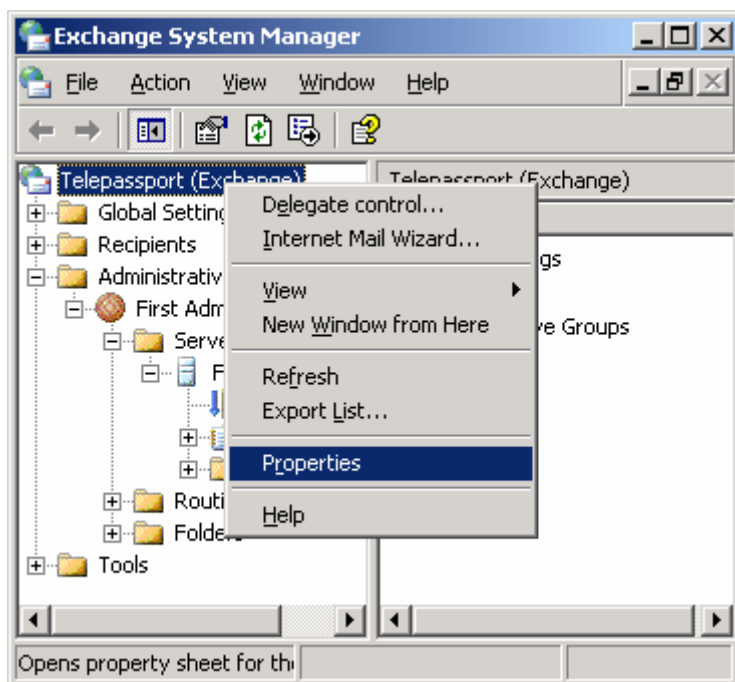


Save the modifications and restart the service **MS EXCHANGE – INTERNET INBOX**.

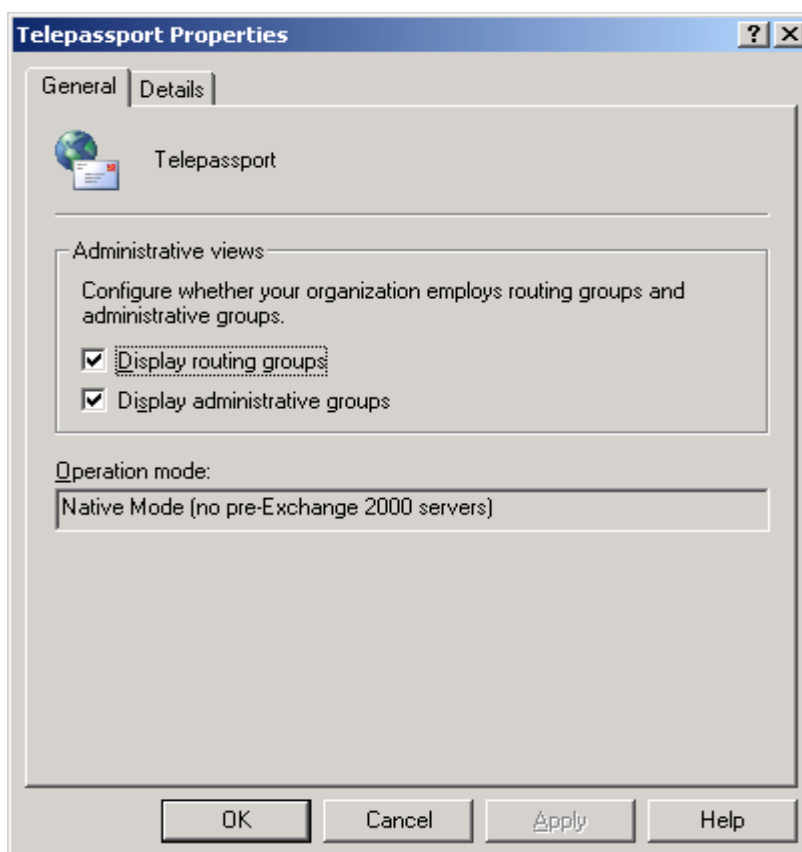
### Creating a GCS e-mail domain in EXCHANGE 2000

Launch Exchange's administration, and select **Start, Programs, Microsoft Exchange, System manager**.

Right click on your site name, then select **properties** as below :



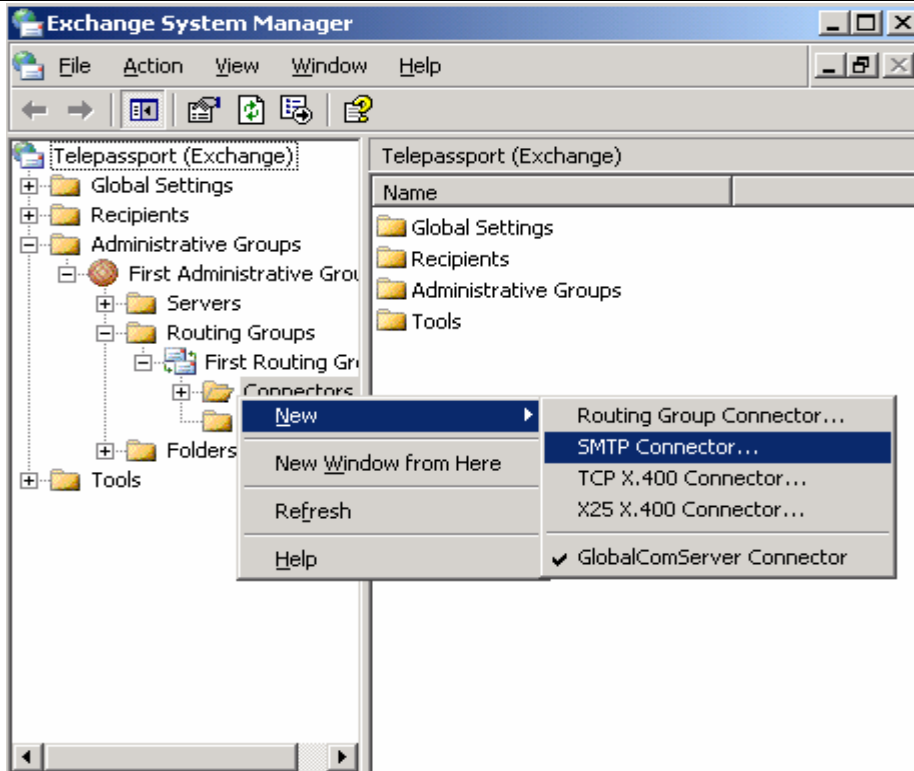
You will get the following screen :



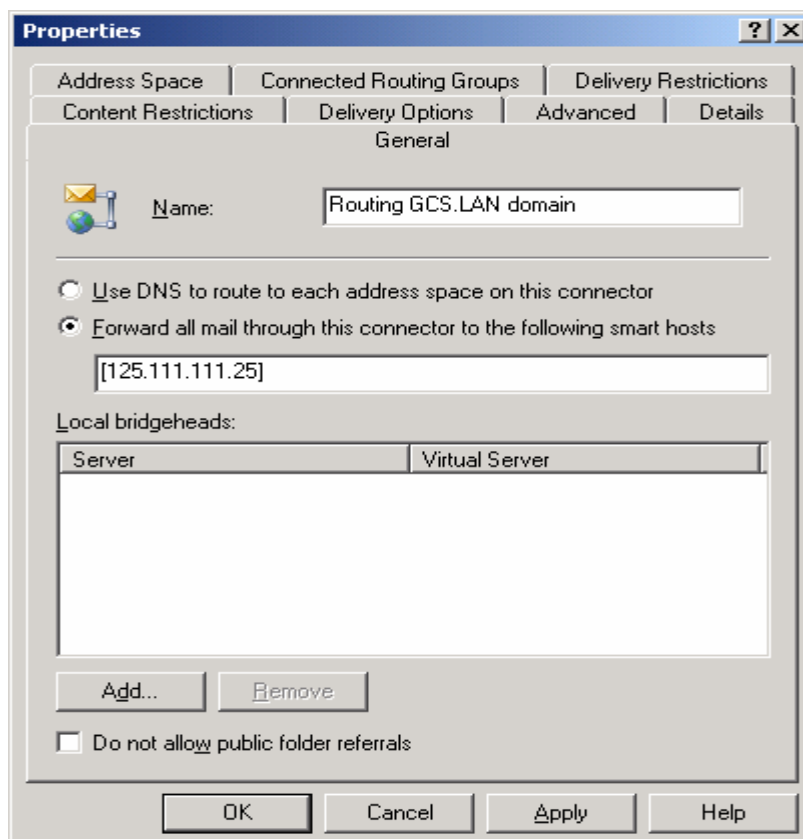
Check **Display routing groups** and **Display administrative groups**.

Then click on **administrative groups**, **routing groups**, **site's name**, then **connectors**.

Right click on **connectors**, then select **New, SMTP connector** as below :

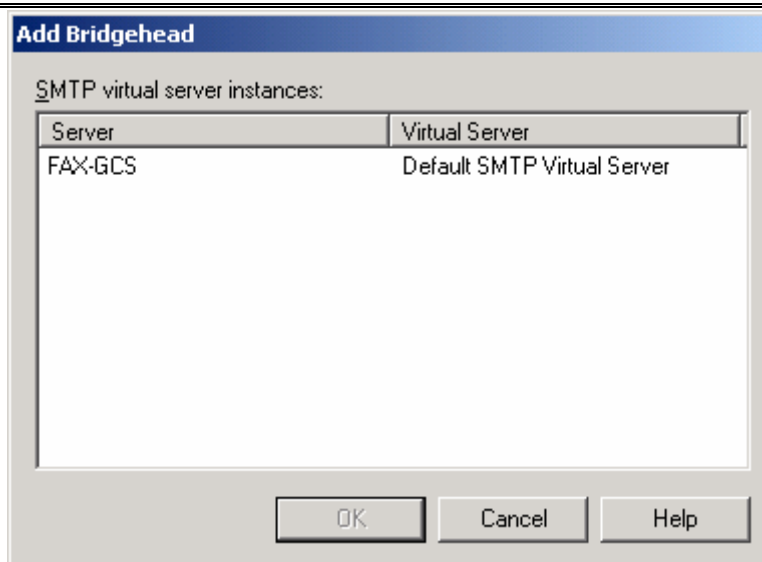


You will get the following screen :

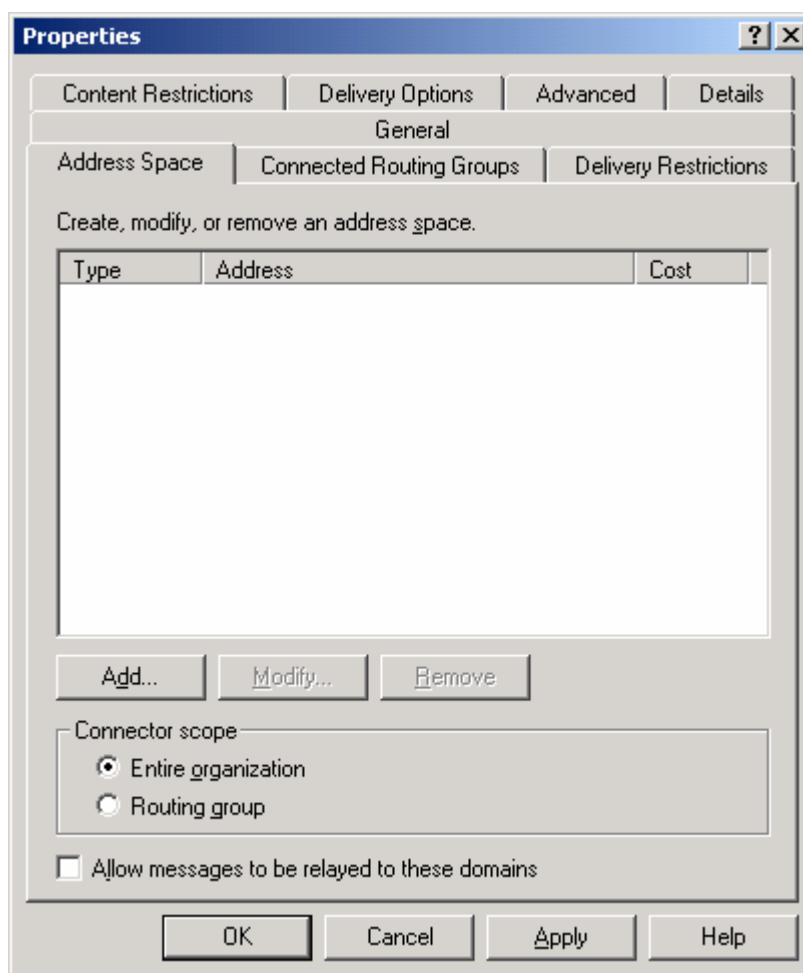


Give a name to this new connector (ex : Routing GCS.LAN domain), select **Forward all mail through this connector to the following smart hosts**, and enter the IP address between [ ] of your GCS server where your domain has been created (see CREATING AN SMTP DOMAIN paragraph).

Then click on **Add** button, you will get the following screen :



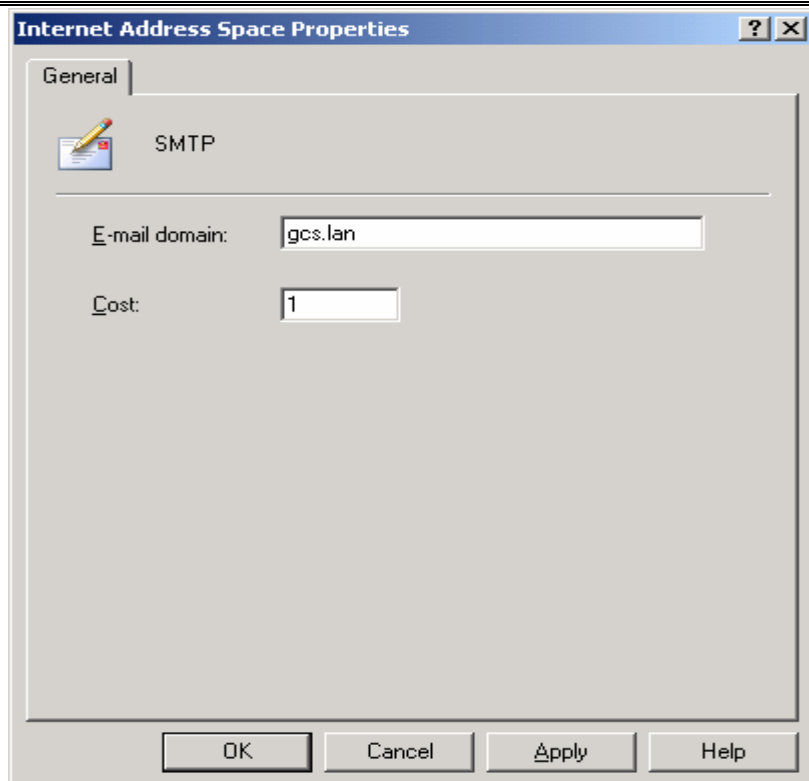
Select your Exchange server, then click on **OK**. Then select the tab **Address Space**, you will get the following screen :



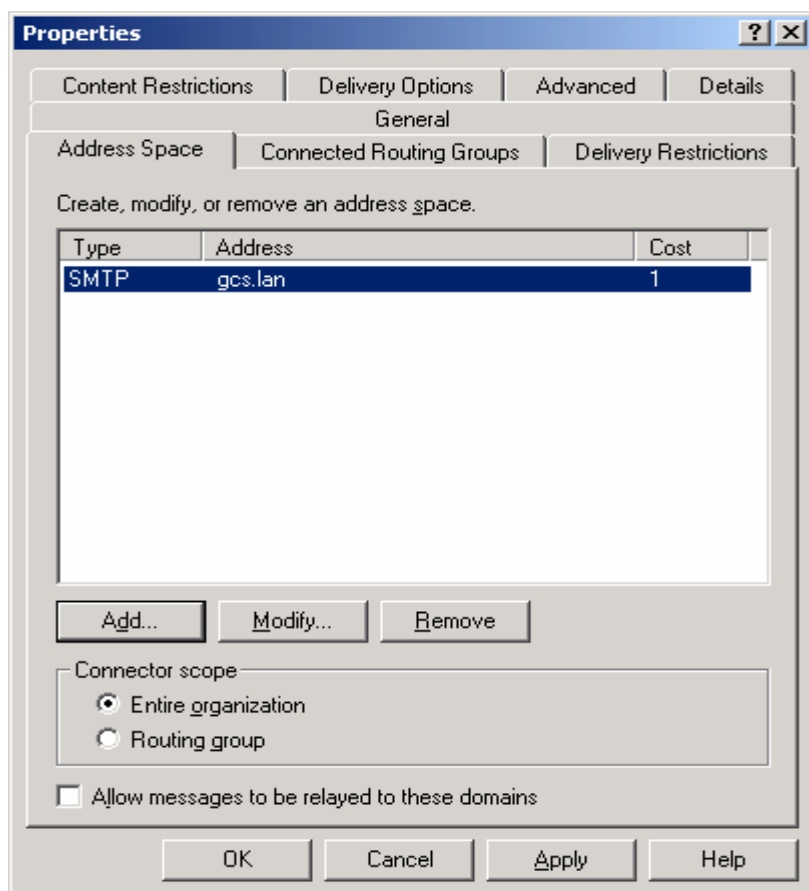
Click on **Add**.

Fill the domain's name you've created on the **GlobalComServer** server (see CREATING AN SMTP DOMAIN paragraph).





You will get the following screen :



Click on **apply** then **OK**.

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Now, all e-mails you will send on the GCS.LAN domain will be routed on the IIS server of **GCS** server.

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### Creating a GCS e-mail domain in Domino Notes

Launch the administration of your DOMINO server (Domino Admin) ; select **Start, Programs, Lotus Applications, Lotus Domino Administrator**.

Click on **Messaging** then **Domains**, then click on button **Add Domain**.

Click on the small arrow near **Foreign domain**.

Select **SMTP foreign domain**, then click on **OK**.

Click on tab **Routing**, and fill in **Internet Domain** the domain's name you have created on the IIS of your **GlobalComServer** server (GCS.LAN or FAX.LAN etc...).

Fill in **Internet Host** the name or IP address of **GlobalComServer** server.

Click on button **Save and close**.

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Now, all e-mails you will send on the GCS.LAN domain will be routed on the IIS server of **GCS** server.

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## REQUIREMENTS ON GLOBALCOMSERVER SERVER

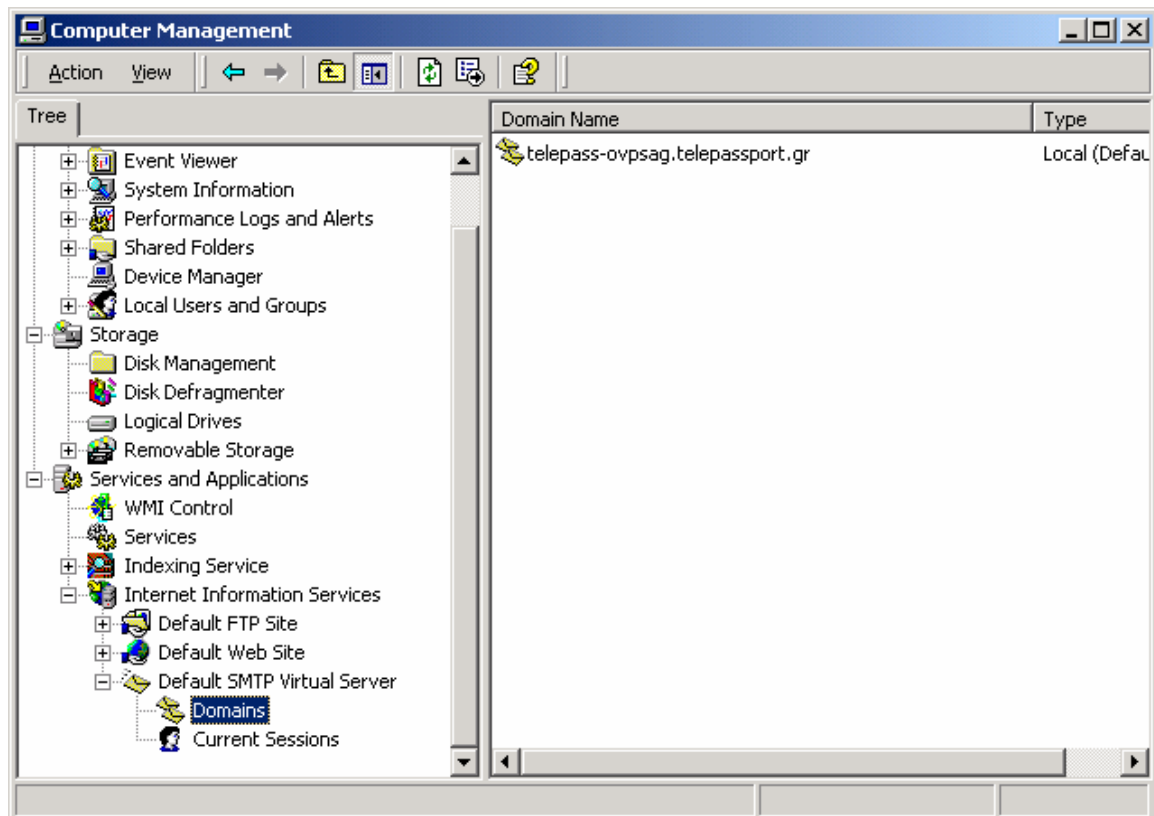
### Creating an SMTP domain

This SMTP domain is necessary to send GCS messages.

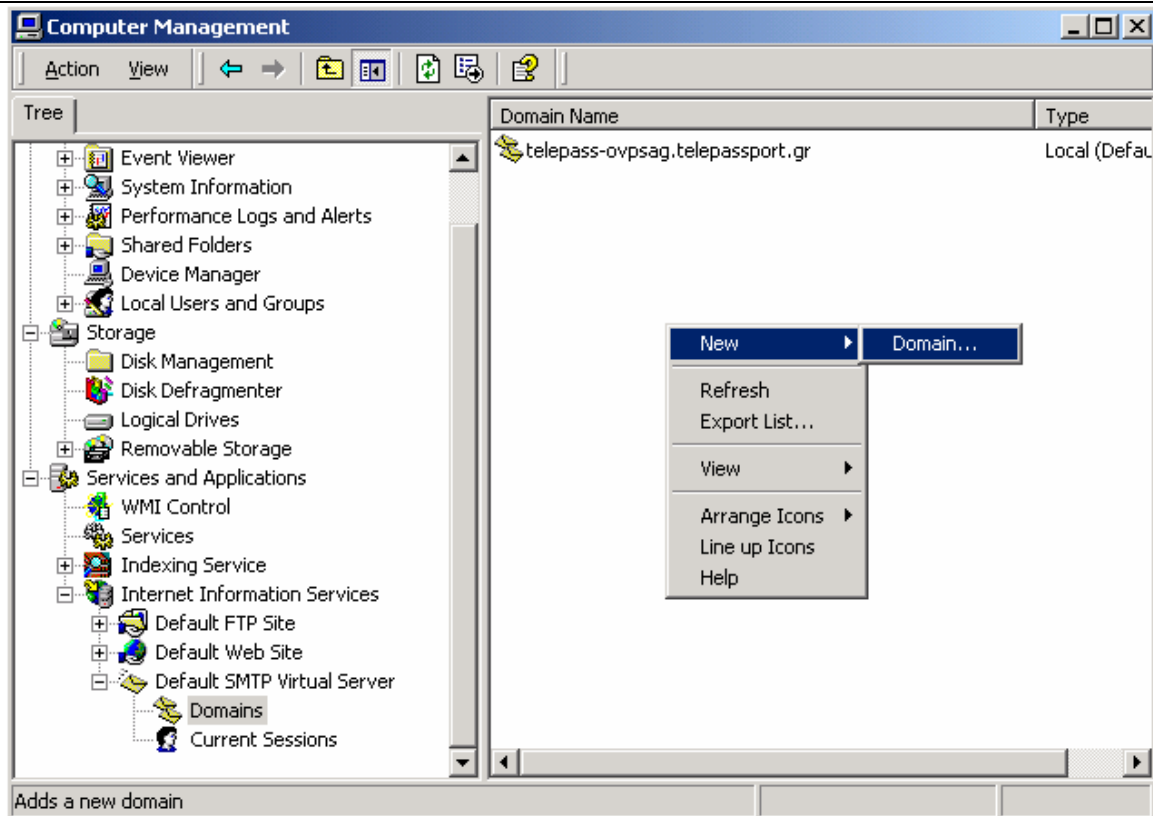
#### Create an SMTP domain

To create an SMTP domain on **GlobalComServer** server, you have to select in **Add/Remove programs, Add or remove Windows Components, Internet Services (IIS)** (for Windows 2000 and XP) or **Application Server, Internet Information Services (IIS)** (for Windows 2003), and **details**, check **SMTP Service**.

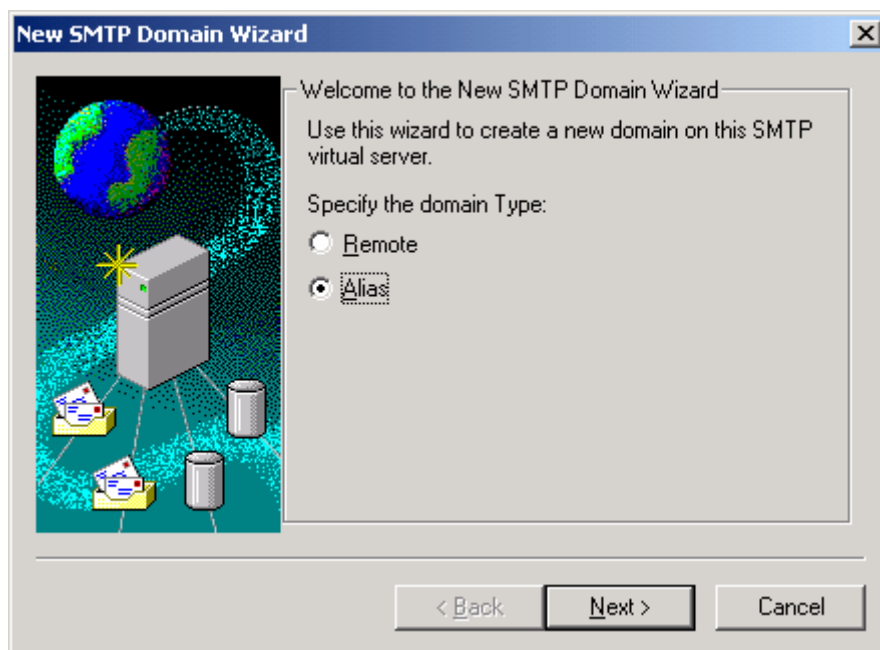
Then right click on **My computer** and select **Manage**. Select **Services and Applications, Internet Information Services, Default SMTP Virtual Server** and **Domains** as in the following example :



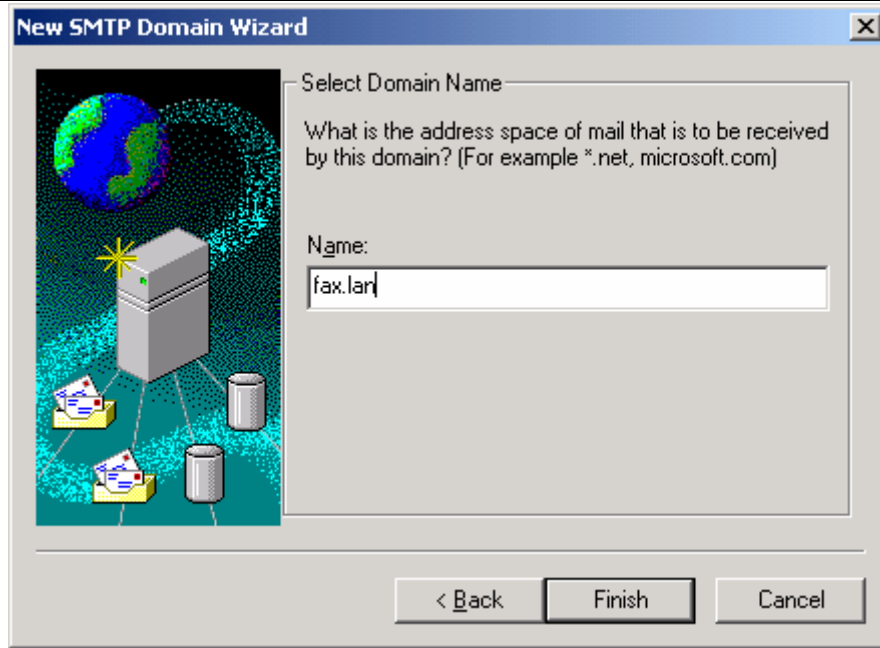
Right click on **Domains** then **New, Domain** as below :



Click on **Alias**, and **Next**.

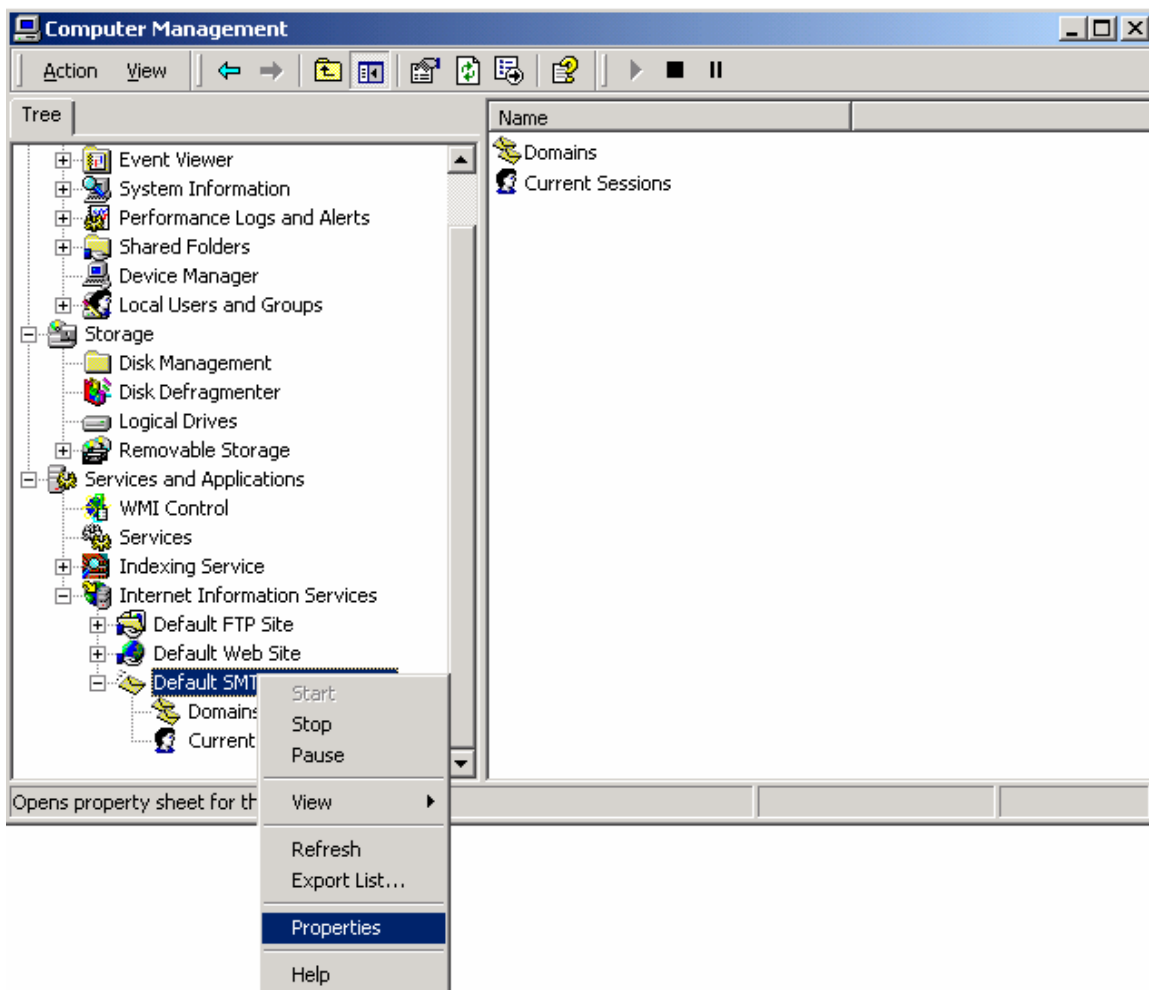


Give a name to the domain, and click on **Finish**.

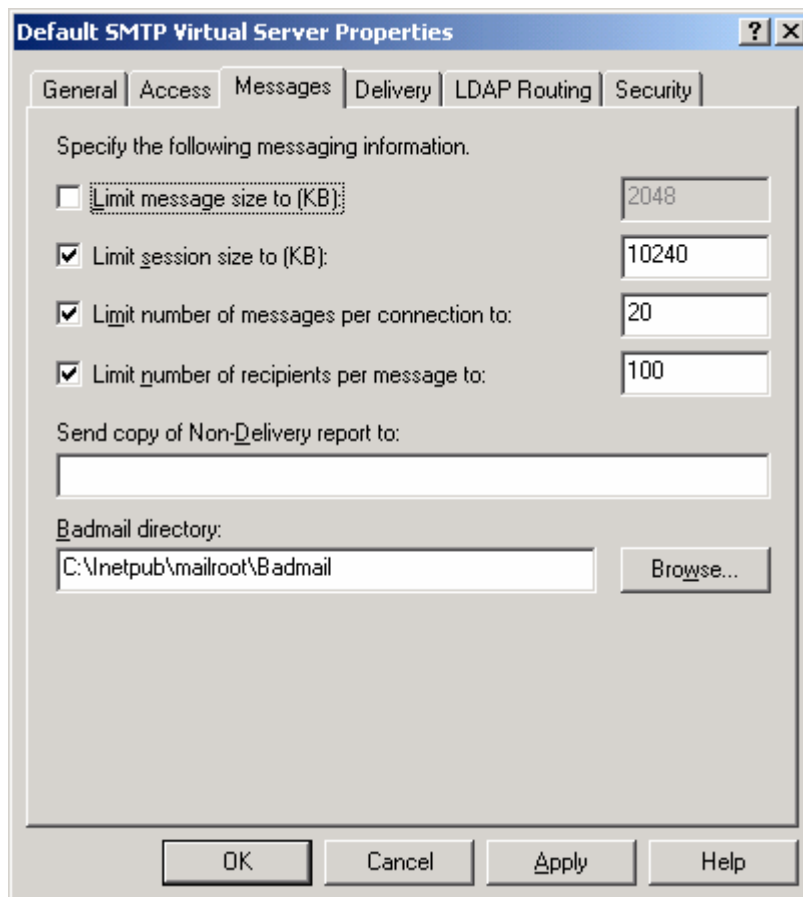


**Quota disabling**

Right click on **My computer** and select **Manage**. Select **Services and Applications**, **Internet Information Services**, **Default SMTP Virtual Server**, then **Properties** as in the following example :

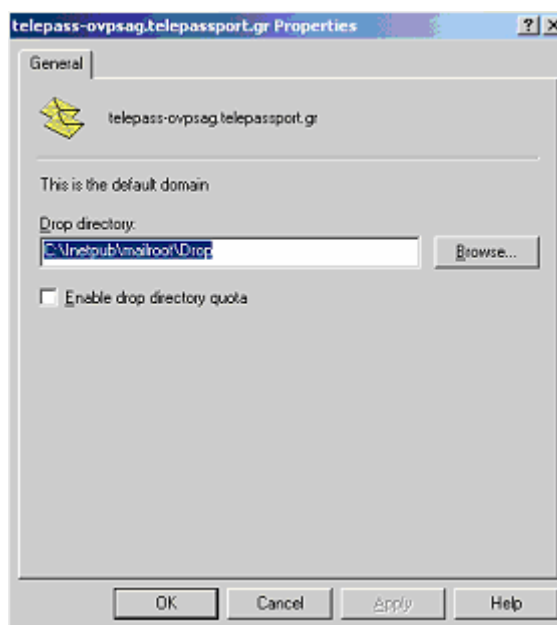


Select the tab **Messages**, then uncheck **Limit message size to (KB)** as in the following example:



Then click on **Apply**, and **OK**.

Select **Domains**, then select the local default domain, and right click on **Properties**.



Uncheck **Enable drop directory quota**.

**Microsoft CDO installation**

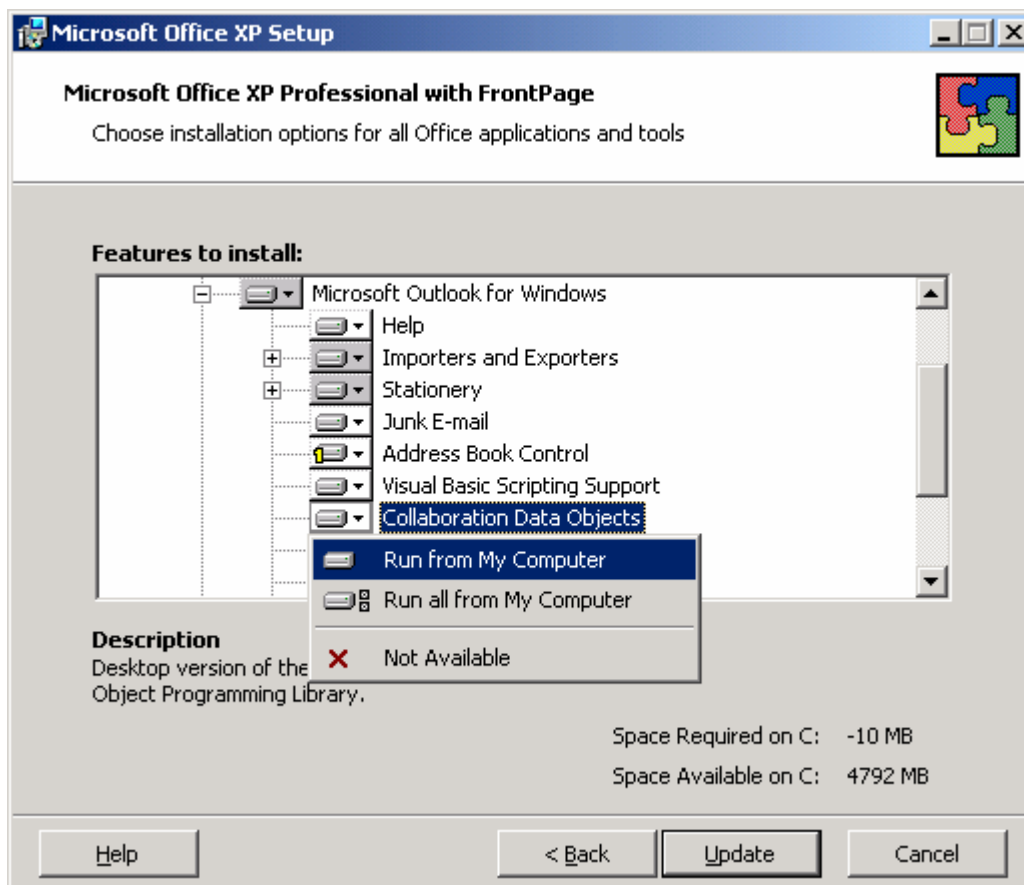
This CDO module is necessary for incoming/outgoing status.

To install the CDO, you need the Microsoft Outlook 2000/2002/2003 CD or Microsoft Office 2000/2002/2003 CD.

Insert the Microsoft Outlook or Microsoft Office CD, launch the SETUP, and click on next until the components select screen appears.

Select in **Microsoft Outlook for Windows** then line **Collaboration data Objects**, click on **Run from my computer**.

We advise you to install Microsoft Word, Excel and Powerpoint to convert in fax format the attached files.



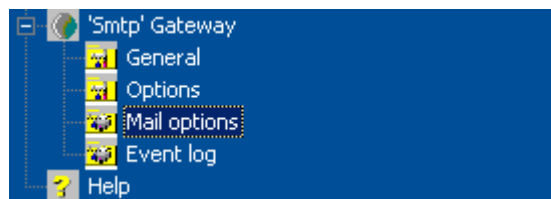
## INSTALLATION

Have a look to [GlobalComServer platform](#) if you have never installed any AVM products.



## ADMINISTRATION

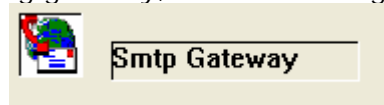
Connect to the **GlobalComServer** administration.



Develop the **SMTP Gateway** menu.

If you have several gateways installed on **GlobalComServer platform**, the gateway's name might be different from SMTP.

In this case, click on the messaging gateway, then on SMTP gateway on the right part.



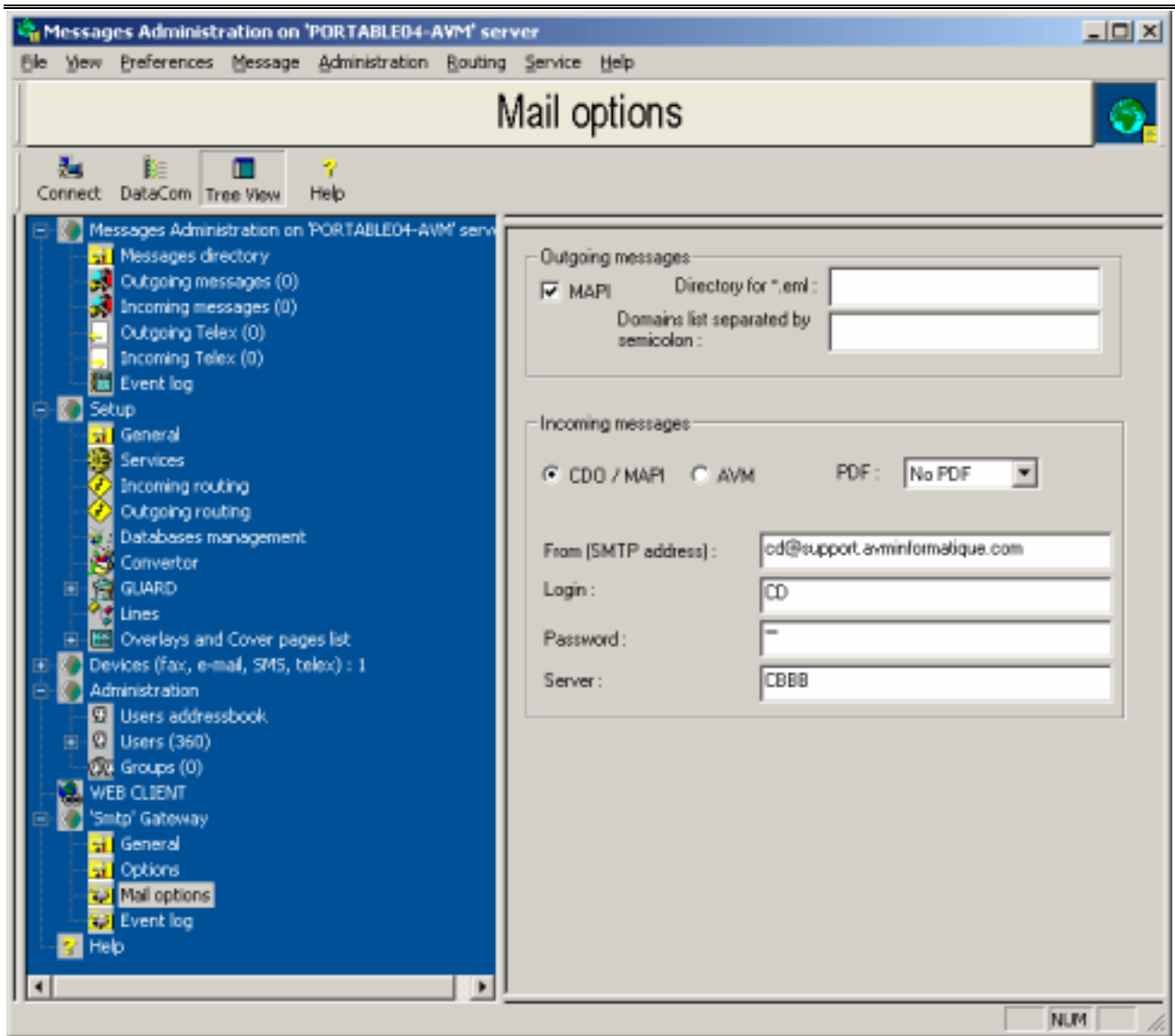
### General configuration tab

This screen is no more used for the SMTP gateway.

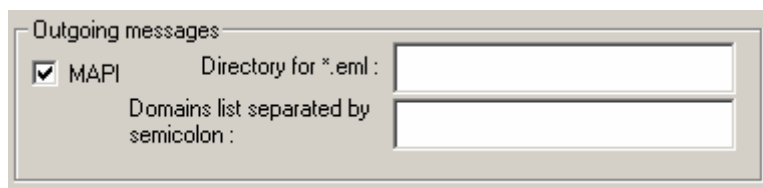
<input type="checkbox"/>	Use gateway or subject syntax	
<input checked="" type="checkbox"/>	Copy initial text in ack	
<input type="checkbox"/>	Use 'Rich Edit Format' (RTF)	
OU X400 number for logo choose	<input type="text" value="2"/>	
Automatic connection hour	<input type="text" value="0000"/>	
Automatic disconnection hour	<input type="text" value="2400"/>	<input type="checkbox"/> Close after disconnect
E-MAIL administrator	<input type="text" value="Supervisor"/>	

### Mail options tab

To configure the SMTP gateway, enter in GCS administration, SMTP gateway, Mail options.



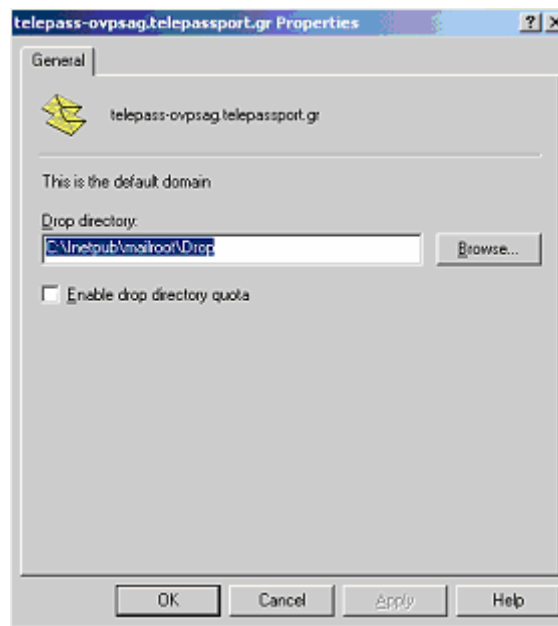
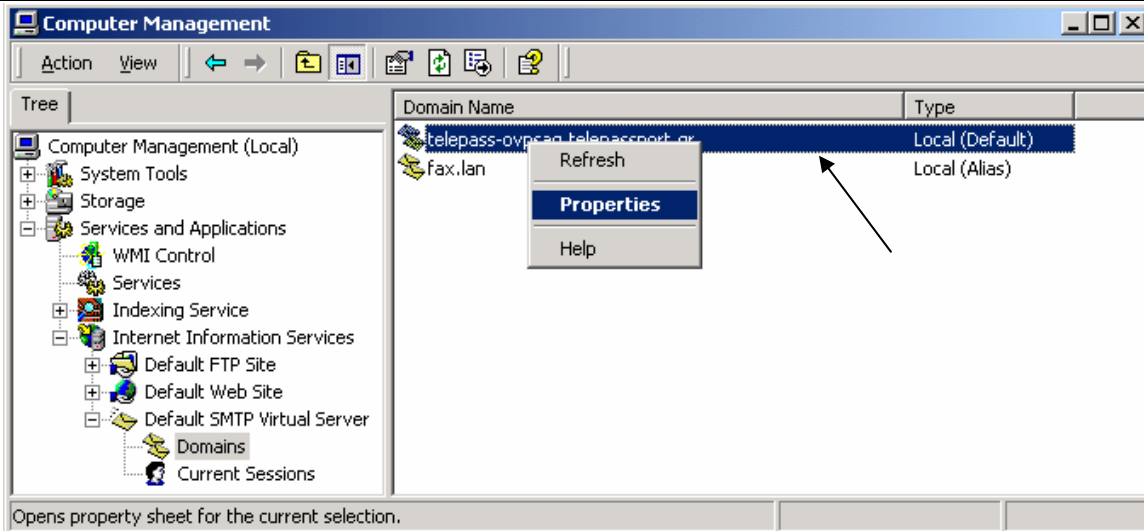
**Outgoing messages settings**



**\*.eml directory**

Copy the « Drop directory » (« C:\inetpub\mailroot\Drop » by default).

*Example :*



*In this example :*

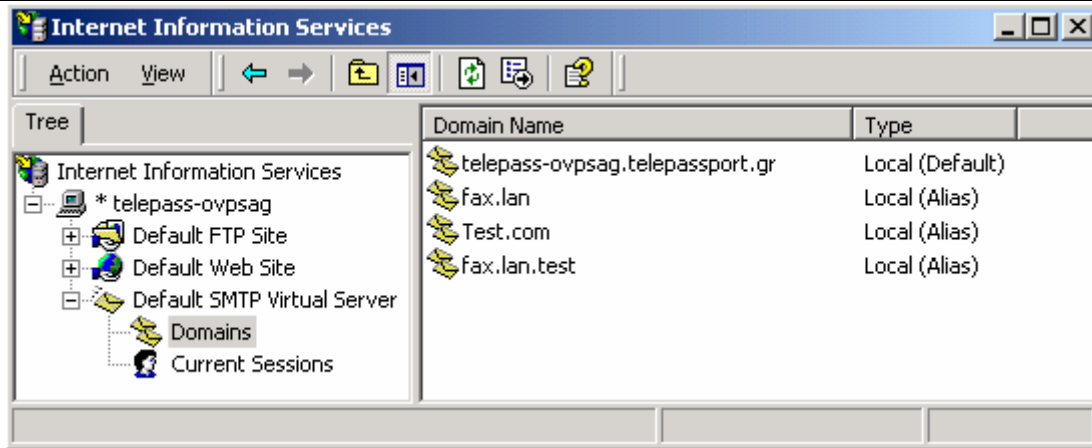
\*.eml directory = C:\inetpub\Mailroot\Drop

Each sent element arrives as a file with an .eml extension in Drop directory, then is moved by **AVM – GCS SMTP** service, if the SMTP domain's recipient is defined in the field **domains list** in **outgoing messages** settings.

**Domains list**

Enter the names of domains that will be processed by the SMTP gateway, separated by semicolon ";".

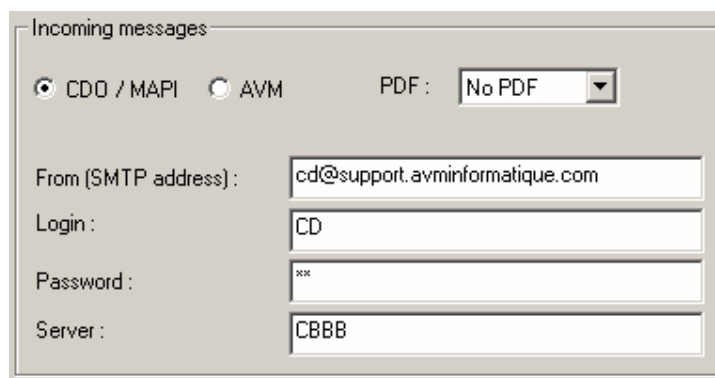
*Example :*



*For this example :*

Domains=fax.lan;fax.lan.test

### Incoming messages settings



#### **CDO / MAPI or AVM**

Enables to define which way is used to send incoming/outgoing status.

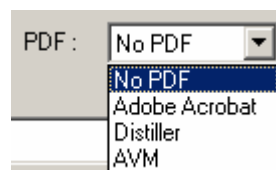
CDO / MAPI : the incoming messages are returned back in messaging by **AVM – GCS SMTP** service (**this option is recommended**).

AVM : the incoming messages are returned back in messaging by **AVM – GlobalComServer** service.

If you select this option, you must have configured the view **Settings, General**, then button **Advanced** of the administration tool. For more details, see **GlobalComServer platform** document.

#### **PDF**

Enables to define the way used to convert the fax (in TIFF format) in PDF format.



No PDF → the sending status and incoming faxes are sent in TIFF format.

Adobe Acrobat → TIFF files are opened by Adobe Acrobat, then saved in PDF format (for this option, you must install Adobe Acrobat 5.0 or later on the **GlobalComServer** server).

Distiller → TIFF files are printed on Acrobat Distiller printer (for this option, you must install Adobe Acrobat 5.0 or later on the [GlobalComServer](#) server).

AVM → TIFF files are converted by [GlobalComServer](#) with TIFFJUNCTION program : **this option is strongly recommended.**

#### **From**

From (SMTP address) :

E-mail address of mailbox configured for incoming/outgoing status.

#### **Login**

Login :

Login of mailbox configured for incoming/outgoing status.

#### **Password**

Password :

Password of mailbox configured for incoming/outgoing status.

#### **Server**

Server :

Messaging server name hosting the mailbox configured for incoming/outgoing status.

### **Event log tab**

View information about outgoing, incoming, erroneous GCS messages, following the day of the week.



Different control messages appear in the window **Warning**.

*A few help:*

#### **« Problems of products license »**

The SMTP gateway does not appear in the protection key.  
(Cf. [GlobalComServer platform – Troubleshooting | protection key validation](#))

#### **« Problems of user license »**

Only if [GlobalComServer](#) license has a limited users number. It means that the user is not defined in [GlobalComServer](#) administration.

So, you have to add this user.

(Cf. [GlobalComServer platform – users/groups administration](#))

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**Learn to send a GCS message through the SMTP gateway with the user's guide.**

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