



# **GLOBALCOMSERVER WINDOWS CLIENT ADMINISTRATOR / USER GUIDE**

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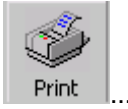




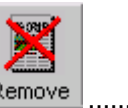

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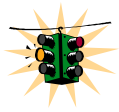
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<http://www.avm-informatique.com/>

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## PRESENTATION



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

### GCS web client presentation

The **GCS windows client**, developed by AVM Informatique, allows users to send **GCS** messages (fax, e-mail, telex, SMS) from the intranet / extranet / Internet. Attached documents may be sent through this product as well. Those documents will be processed and sent by fax / telex / SMS / e-mail by **GlobalComServer**.

## PRE-REQUIREMENTS

We will assume that one [GlobalComServer platform](#) is present on your network.

### Declaring GCS users

In order to use the [GCS windows client](#), users must be declared in the [GlobalComServer](#) administration.

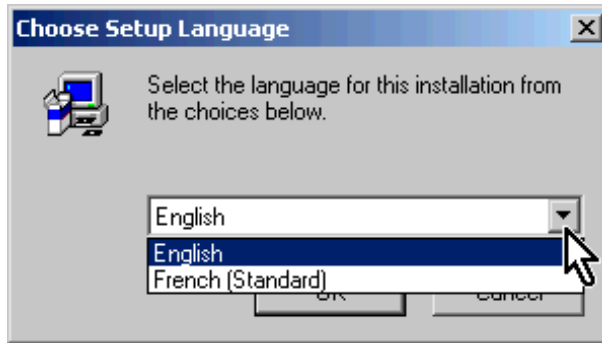
(See [GlobalComServer manual – Users / Groups](#))

# INSTALLATION

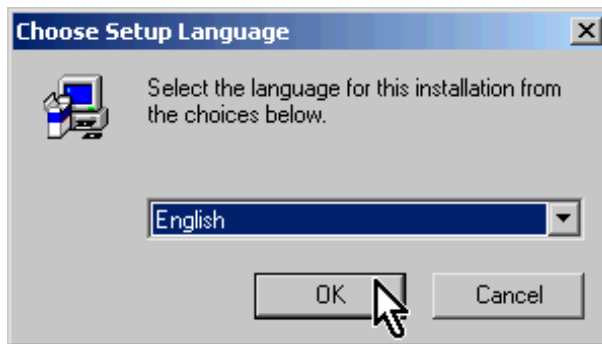
You should be logged as a local administrator to perform the **GCS windows client** installation.

Run `\\Fax-server\Trafic$\GCSwin\Setup\Setup.exe`

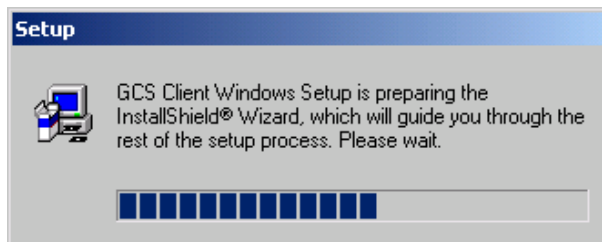
Select your preferred language



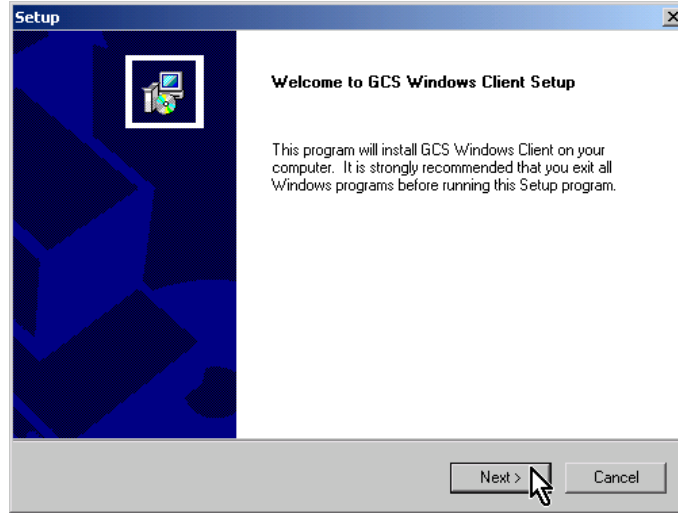
Click **OK**



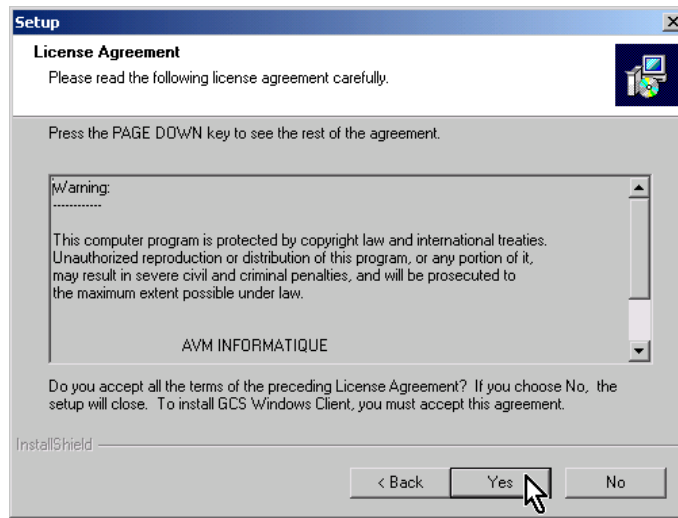
Wait for the setup to prepare the InstallShield® wizard



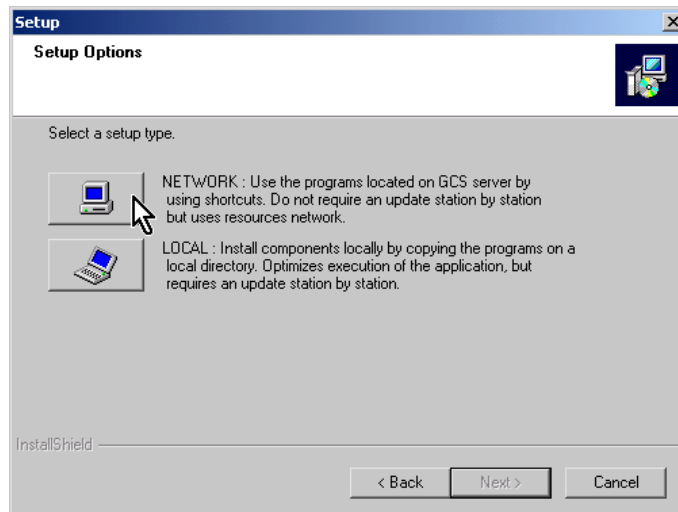
Click **Next** to bypass the **Welcome** screen



Click **Next** to bypass the License agreement screen

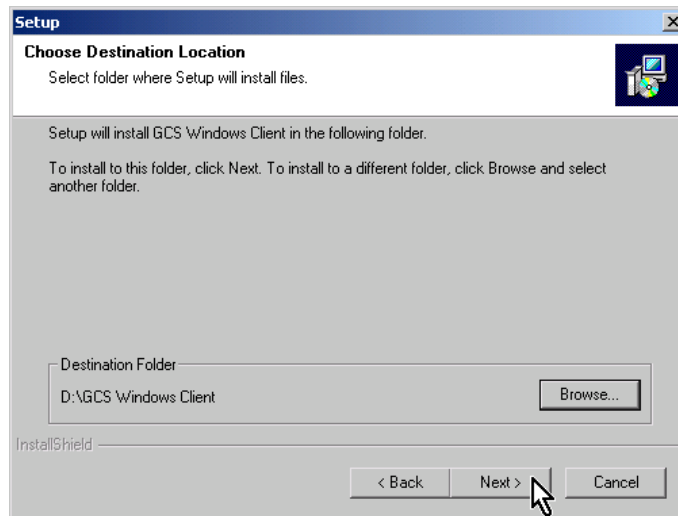
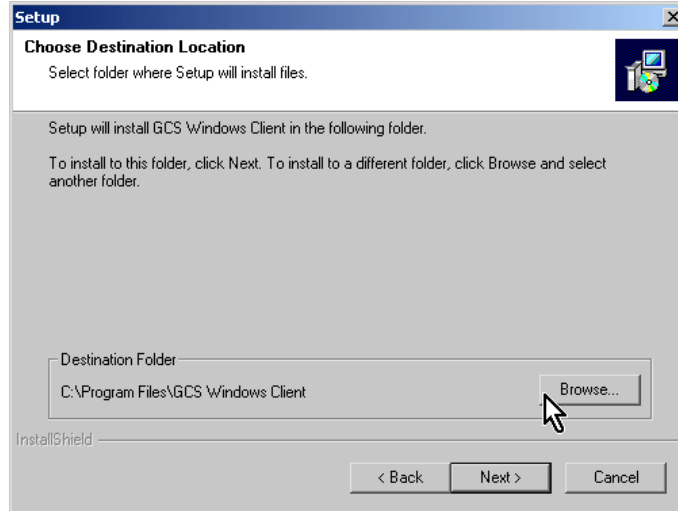


Select the installation type



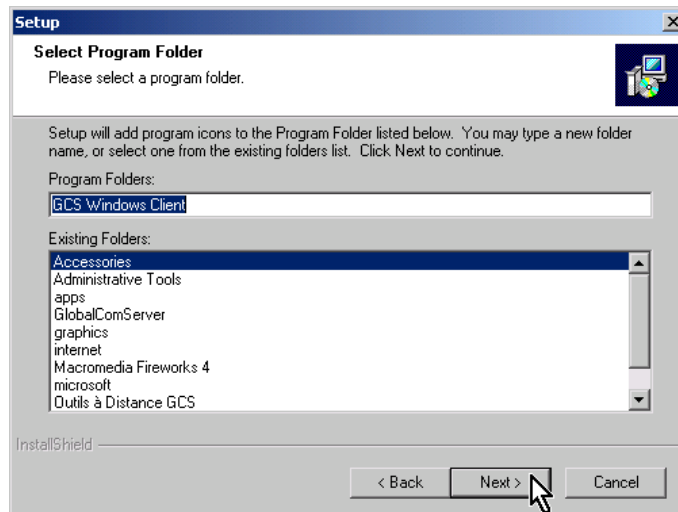
Accept the default installation path or select another one





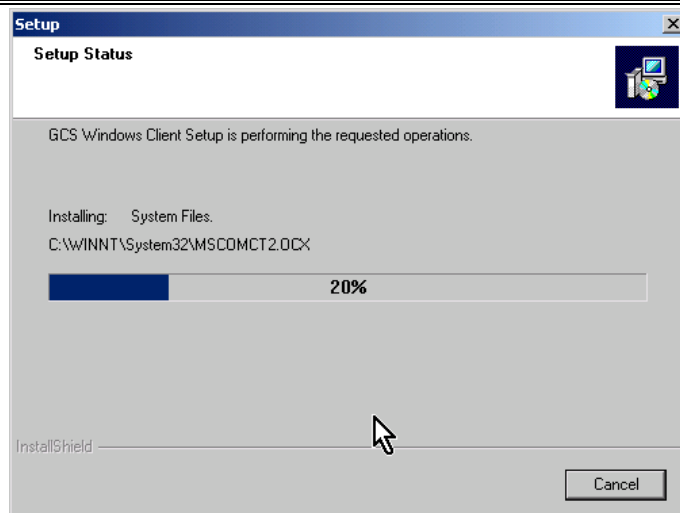
Click **Next**

Accept the name of the program folder or change it as you wish

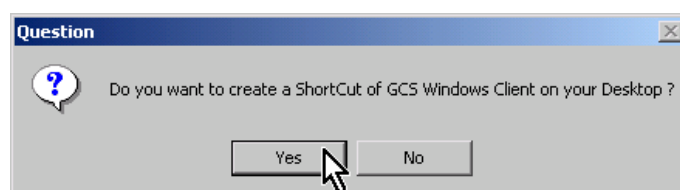


Click **Next**

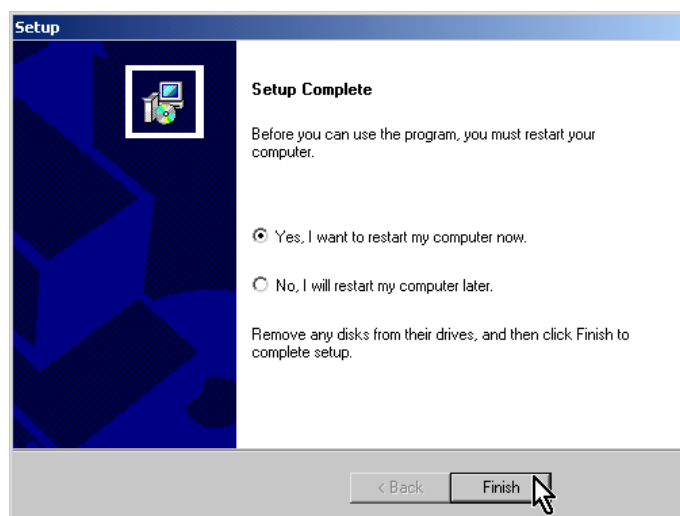
Wait for the installation to copy necessary files



Accept or not to create a shortcut on your desktop



Click **Finish** (it is recommended to reboot your computer)



The **GCS windows client** installation is over.

## STARTING THE GCS WINDOWS CLIENT

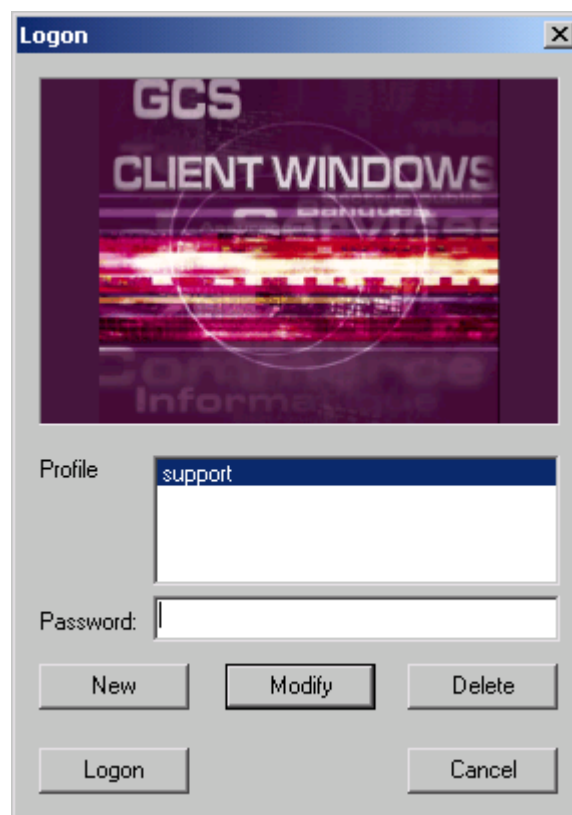
Double-click on GCS windows client icon on your desktop to start the client



You can also start the client by choosing the appropriate menu in Windows start menu (taskbar)

### Logon

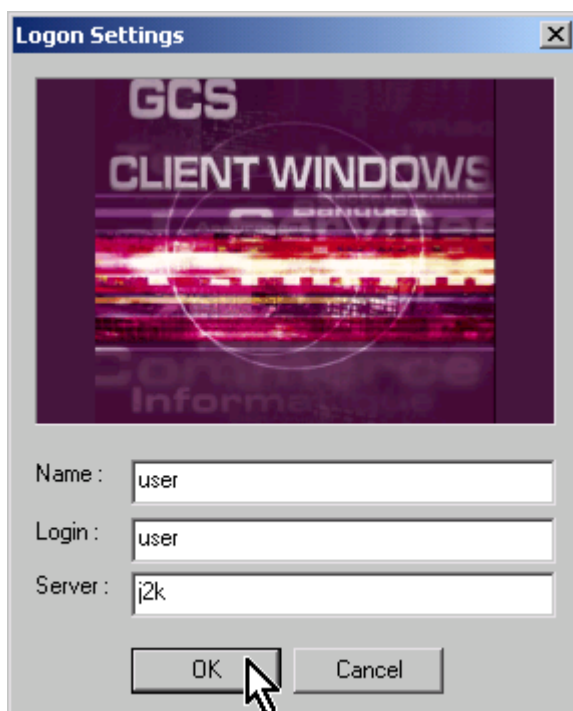
The logon screen appears



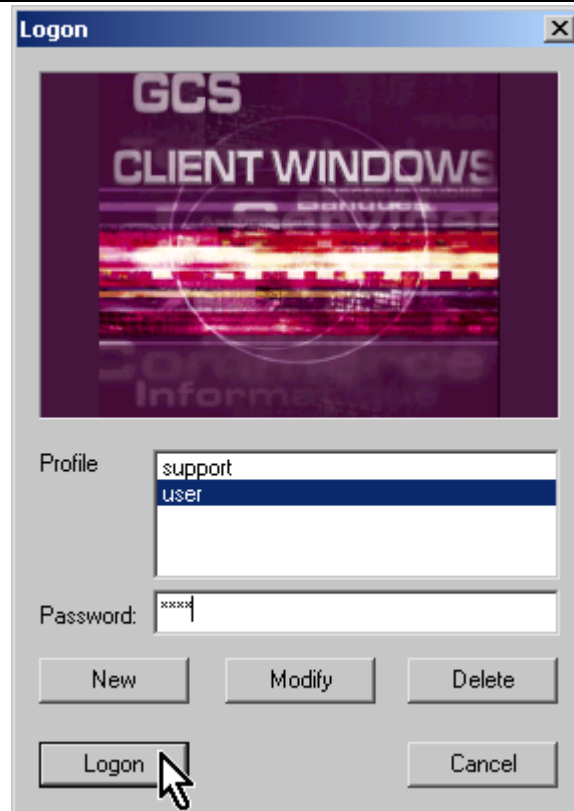
Click on Modify to change the logon profile



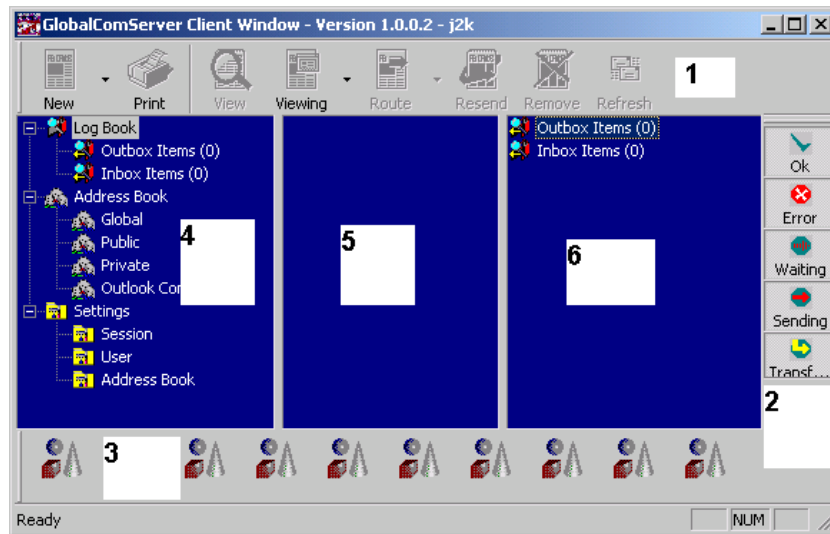
or Click on New to add a logon profile



Choose your desired profile to logon and fill in the password (if necessary)



## MENUS AND VIEWS



[1 Main toolbar](#)

[2 Elements status toolbar](#)

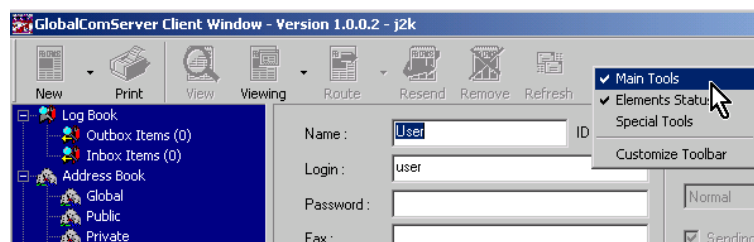
[3 Special tools toolbar](#)

[4 Tree view pane](#)

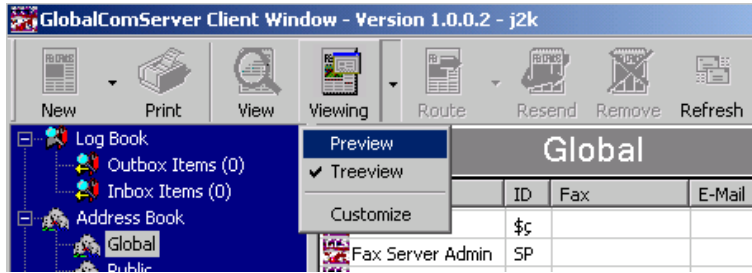
[5 Preview pane](#)

[6 Dynamic pane](#)

You can hide / show / customize the toolbars by right clicking on a toolbar and select / deselect the toolbar you want to show / hide / customize.



You can hide / show the different panes by clicking on the button **Viewing** and select / deselect the pane you want to show / hide.



**Main toolbar**



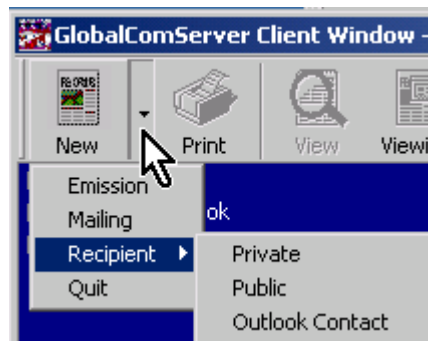
Some buttons will be activated depending on where you are located in the [Tree view pane](#)



**New button**

Clicking on the **arrow next to the New button** offers you submenus to:

- Create a new message
- Start the mailing wizard
- Create a new contact entry in the administrator)
  - \* Private directory (all users)
  - \* Public directory (secretary and
  - \* Outlook contacts (authorized users)



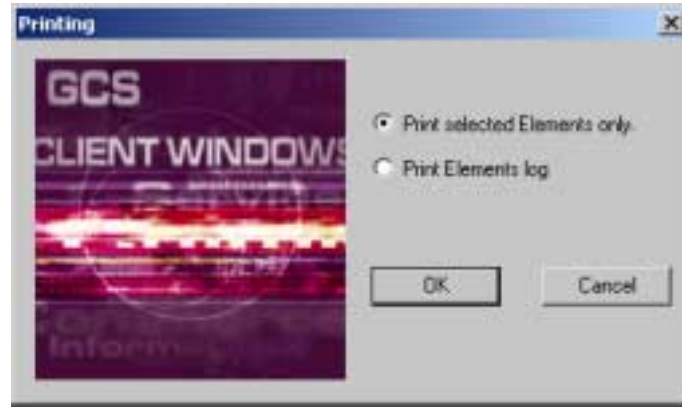
Clicking on the **New button itself** will have **various effects** depending on where you are located in the Tree view pane.

A **New message window** or a **New contact window** will show up.



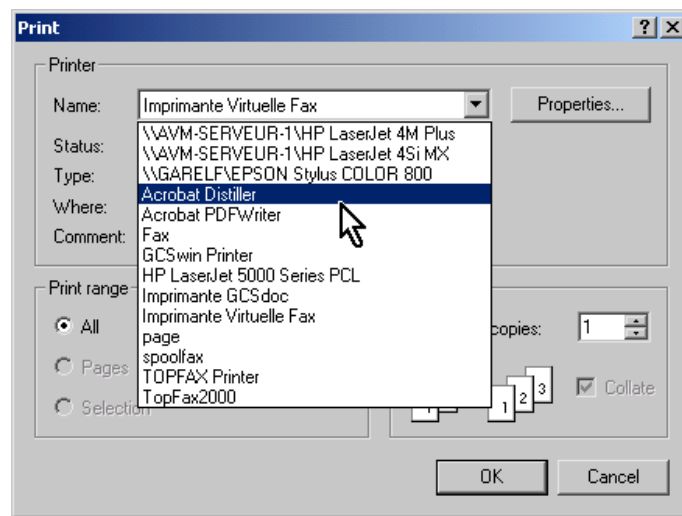
**Print button**

Select what you want to print



Click **OK**

Select the printer on which you wish to print the log.



**View button**

Click on a message or a contact entry and then on that button to view the selected item.

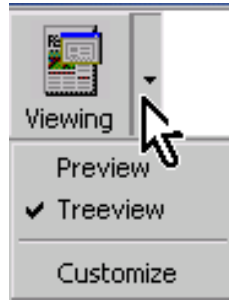
You can also double click an item to view it.



**Viewing button**

**Hide / Show** the different panes or customize the toolbars from its submenus.



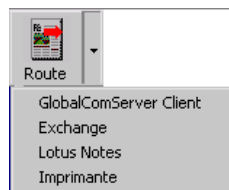


Route button



[Incoming messages](#) only.

Route the received message to a GCS user, to a mailbox or to a printer.



Resend button



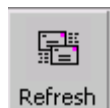
[Outgoing messages](#) only.

Remove



Remove [messages](#) or [contact](#) entries

Refresh



Refresh the [dynamic pane](#).

**Elements status toolbar**



Filter [incoming](#) / [outgoing](#) messages depending on their status

- OK** fax / telex / SMS transferred correctly
- Error** all messages in error
- Waiting** all messages waiting to be sent
- Sending** all messages being sent
- Transferred** E-mail transferred correctly to the SMTP server

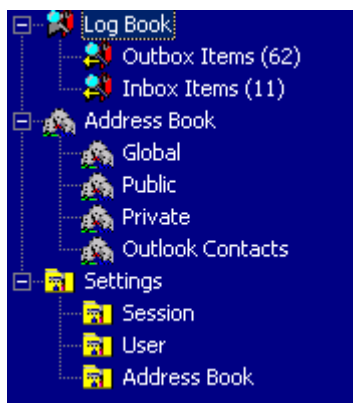
## Special tools toolbar



Customizable buttons by your developers or upon demand (contact our sales persons for quotes)

## Tree view pane

Clicking on one or the other menu / submenu will open the corresponding view in the [Dynamic pane](#).



## Preview pane

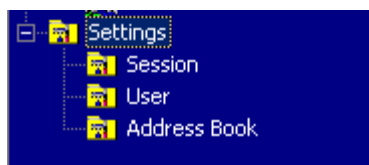
Preview selected messages in the [incoming](#) / [outgoing](#) box



## Dynamic pane

Shows to the option selected in the [Tree view pane](#)

## SETTINGS MENU



### Session submenu

Choose your [GCS windows client logging options](#)

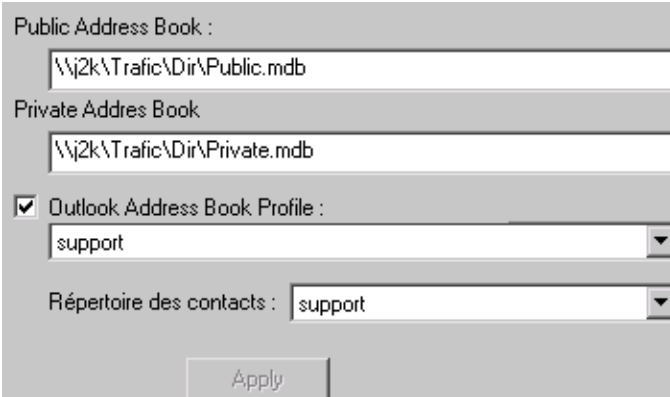
### User submenu

View your GCS account details.

You can modify your details if you're your GCS administrator gave you sufficient rights (Contact your GCS administrator)

**Address book submenu**

You can choose where your [private directory](#) is created or what [Outlook contacts](#) folder will be used to look for recipients when creating a new message.



The screenshot shows a dialog box with the following fields and options:

- Public Address Book :** A text box containing the path \\j2k\Trafic\Dir\Public.mdb.
- Private Address Book:** A text box containing the path \\j2k\Trafic\Dir\Private.mdb.
- Outlook Address Book Profile :** A dropdown menu with 'support' selected.
- Répertoire des contacts :** A dropdown menu with 'support' selected.
- An **Apply** button at the bottom.

**ADDRESS BOOKS MENU**



**Global directory submenu**

The GCS global address book (users declared in the GCS administration). It is not compulsory to see entries in this view.

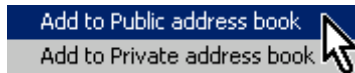
Global					
Name	ID	Fax	E-Mail	Phon	
1	\$ç				
Fax Server Admin	SP				
Group - support	\$@				
James Dupin	\$\$	04 72 67 00 27	'SMTP:james.dupin@avm-informatique.com'	04 72	
pingouin	\$è				
User	\$à				
User Test	\$}	04 72 67 00 27		04 72	

**Public directory submenu**

GCS public directory.

Only GCS secretaries or administrators can add / modify entries in this directory.

Right click in the dynamic pane to add an entry



Double click an entry to view / modify its details

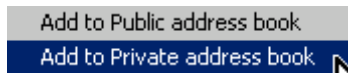
Public					
Name	Fax				Owner
Recipient	33472670027				James Dupin

**Private directory submenu**

GCS user's private directory

Private					
Name	Fax	E-Mail	C...	Phone	
User	+33 4 72 67 00 27	user@support.com			
Service Technique	04 72 39 91 69	faxserver32@avm-informatique.com	AVM	04 78 56 59 1	

Right click in the dynamic pane to add an entry. Double click an entry to view / modify its details



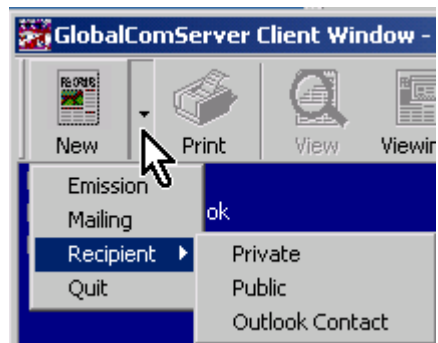
**Outlook contacts submenu**

You must [specify a profile and a contact folder](#) to use prior to clicking on this submenu.

Outlook Contacts		
Name	Fax	E-Mail
A Gatard (E-mail)		agatard@mc
Adrien Dessemond (E-mail)		/o=AVM/ou=
Alain Lesant (Business Fax)	(02) 97 81 28 75	Alain Lesant
Alain Rossignol (E-mail 2)	(05) 45 67 03 76	informatique
Alain Scourzic (E-mail)		dlocal32.cr8
André Berranger (E-mail)		aberrang@t
André Lutz (E-mail)		alutz@super
Antoine Monteiro (Business Fax)	(05) 45 64 44 54	Antoine Mor
Arnaud Gasc (E-mail)	05 61 00 34 51	arnaud.gasc
Arnaud Pierrel (E-mail)	(04) 72 53 75 25	apierrel@sa
Arnaud Thaici (E-mail)		athaici@ber
Autre:0472670027 (E-mail)		/o=AVM/ou=

Double click an entry to view / modify its details.

Click **New | Recipient | Outlook contact** to add an entry

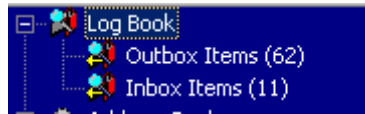


**All address books**



Selecting an entry and clicking **Remove** will delete the contact if you have enough rights.

# LOGBOOK MENU



## Outbox items submenu

Outbox Items (62)							
ID	T...	Lu	L...	P...	Statut	Date / Heure	Emette
51					Le fax a été stoppé manuellement	14:58:15 21/05/2001	Test Sp
52					Transferred	17:12:46 21/05/2001	Test Sp
53					Le fax a été stoppé manuellement	17:01:10 25/05/2001	suppor
54					Ok	14:58:15 28/05/2001	suppor
55					Ok	14:45:23 28/05/2001	suppor
56					Sending	12:16:46 08/06/2001	suppor
57					Ok	16:40:17 31/05/2001	james

Select a message and click the appropriate button to

[View the message](#)

[Resend the message](#)

Stop the message

[Remove the message](#)

GCS normal user  
 GCS secretary user  
 GCS administrator

own messages  
 own messages  
 all messages

[Refresh the message list](#)

[Print the message](#)

## Inbox items submenu

Inbox Items (11)							
ID	T...	Lu	L...	Statut	Date / Heure	Emetteu	
11					Ok	18:10:25 09/04/2001	Support
10					Ok	18:05:54 09/04/2001	Support
9					Ok	18:02:20 09/04/2001	Support
8					Procédure Timeout	14:46:16 29/03/2001	
7					Procédure Timeout	14:35:19 29/03/2001	
6					Le fax distant ne décroche pas	14:04:37 29/03/2001	SUPPOR
5					Ok	11:56:51 29/03/2001	SUPPOR
4					Ok	11:45:15 29/03/2001	SUPPOR
3					Ok	11:31:09 29/03/2001	SUPPOR
2					Ok	11:29:56 29/03/2001	SUPPOR
1					Ok	11:26:53 29/03/2001	SUPPOR

Select a message and click the appropriate button to:

[View the message](#)

[Route the message](#)

[Remove the message](#)

GCS normal user  
 GCS secretary user  
 GCS administrator

own messages  
 own messages  
 all messages

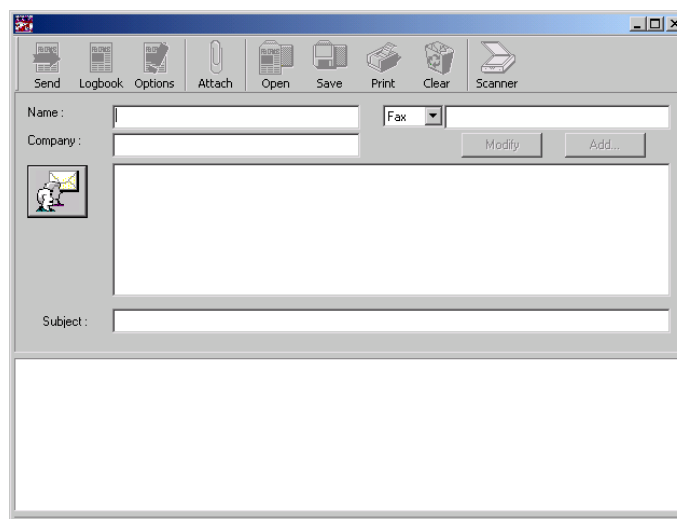
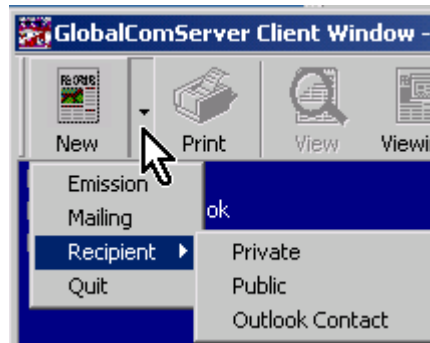
[Refresh the message list](#)

[Print the message](#)



# SENDING A MESSAGE

Click on **New | Emission** to open the new message window.

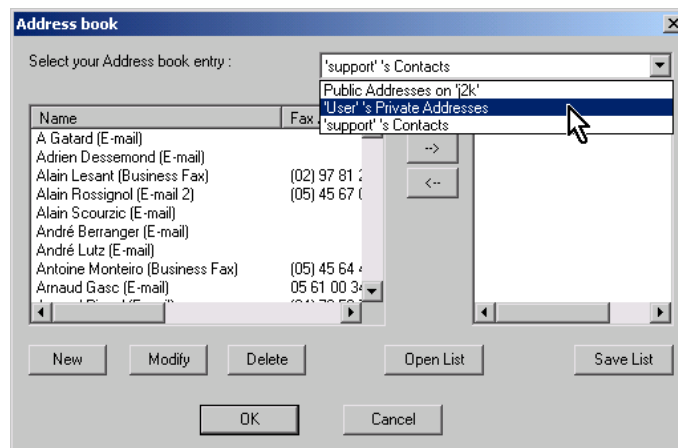


## Selecting recipients

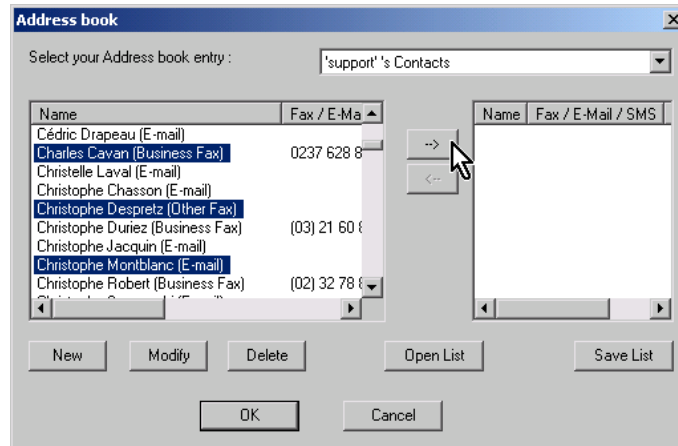


Click

Select the directory you want to choose your recipients from.

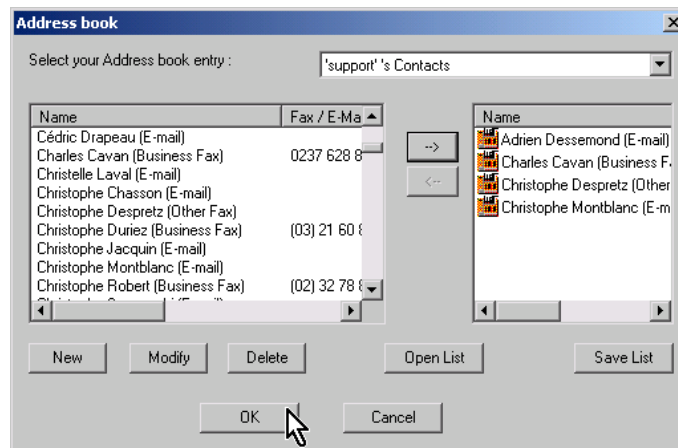


Select your recipients

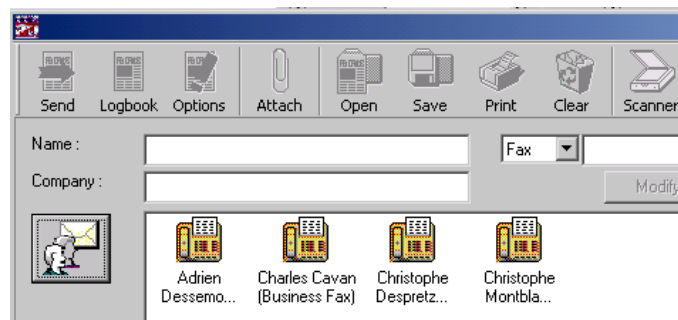


Click 

Click **OK**



The recipients now appear.



### Writing a subject



## Message actions / options

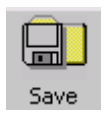
Write your message and / or



one or several documents to your message.



a .cgs file (you must have previously saved this file)



your message for later use (in a .gcs format)



to send scanned pages (you must have a scanner installed on your network and the appropriate software to scan documents)



to print your current message



to reset your message (clear all contents)



to modify the sending options

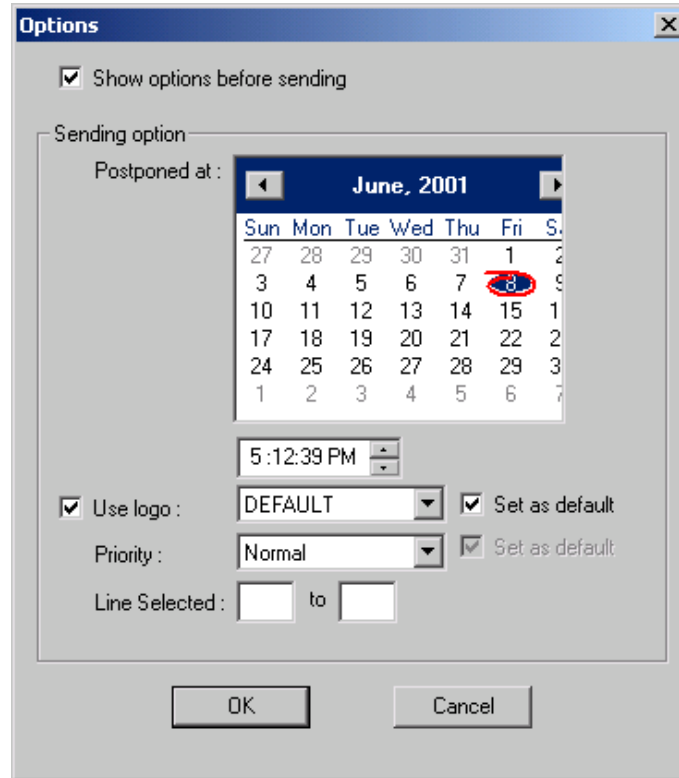


to send your message

## Sending options

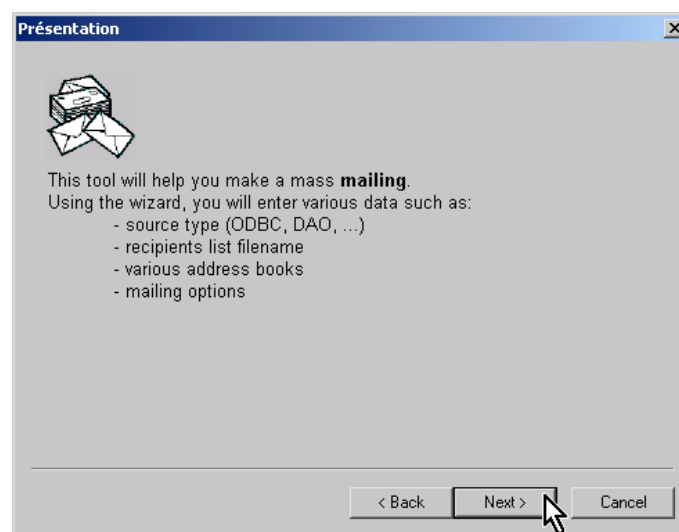
Choose the appropriate options for your message and click **OK**.

If you uncheck the **Show options before sending** box, the selected options when you close this window will be used by default to send all messages.



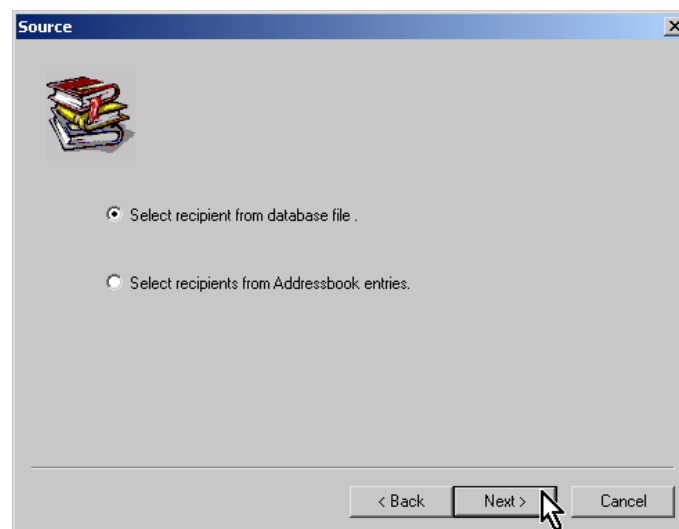
## MASS MAILING

Click **New | Mailing** to start the Mass Mailing wizard



Click **Next**

Select the appropriate option



Click **Next**

Follow the instructions.

## ADD-ON (SILENT MODE)

### Information on GCS Windows Client installation:

SETUP.EXE can be run from \Trafic\GcsWin\Setup or from any other directory providing you add the following section in SETUP.INI.

#### Example

```
[GCSWin]
NetWorkPath=\\machine_name\Trafic
```

### Installing GCS Windows Client in silent mode (SETUP -S)

Modify SETUP.INI as follows:

```
[Startup]
EnableLangDlg=Y ==> EnableLangDlg=N
[GCSWin]
ServerName=machine_name
```

Generate an answer file (setup.iss) by running SETUP in RECORD mode (**SETUP -R**)

Copy SETUP.ISS in the same directory than SETUP.EXE

Run SETUP in SILENT mode (**SETUP -S**)

#### Note:

- it is not possible to parameter the default login in silent mode.
- the system language will be used in silent mode (as you disabled the language selection)