



GLOBALCOMSERVER PLATFORM MMC ADMINISTRATOR'S GUIDE

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(UPDATED: AUGUST 22, 2006)



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GlobalComServer platform

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GLOBALCOMSERVER (GCS) PRESENTATION

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

GlobalComServer, software developed by AVM Informatique, is a multi-platform communication server that allows your company to send faxes, 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.

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

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

GlobalComServer features (non exhaustive list)

Windows NT®, Windows 2000® service

Up to 128 lines / server

Change modem settings without stopping the server

Compatible with a PABX

Support several environments simultaneously

Emission, reception

Emission delayed

Automatic retries

Routing: incoming / outgoing messages (routing module)

Least cost routing

Low cost routing

by DTMF code, CSID,MSN sub numbers

by phone line

manual routing

Log files

Automatic archiving (archiving module)

Multi-criteria search

Notification / acknowledgement sent to end-user's printers

Statistics feature

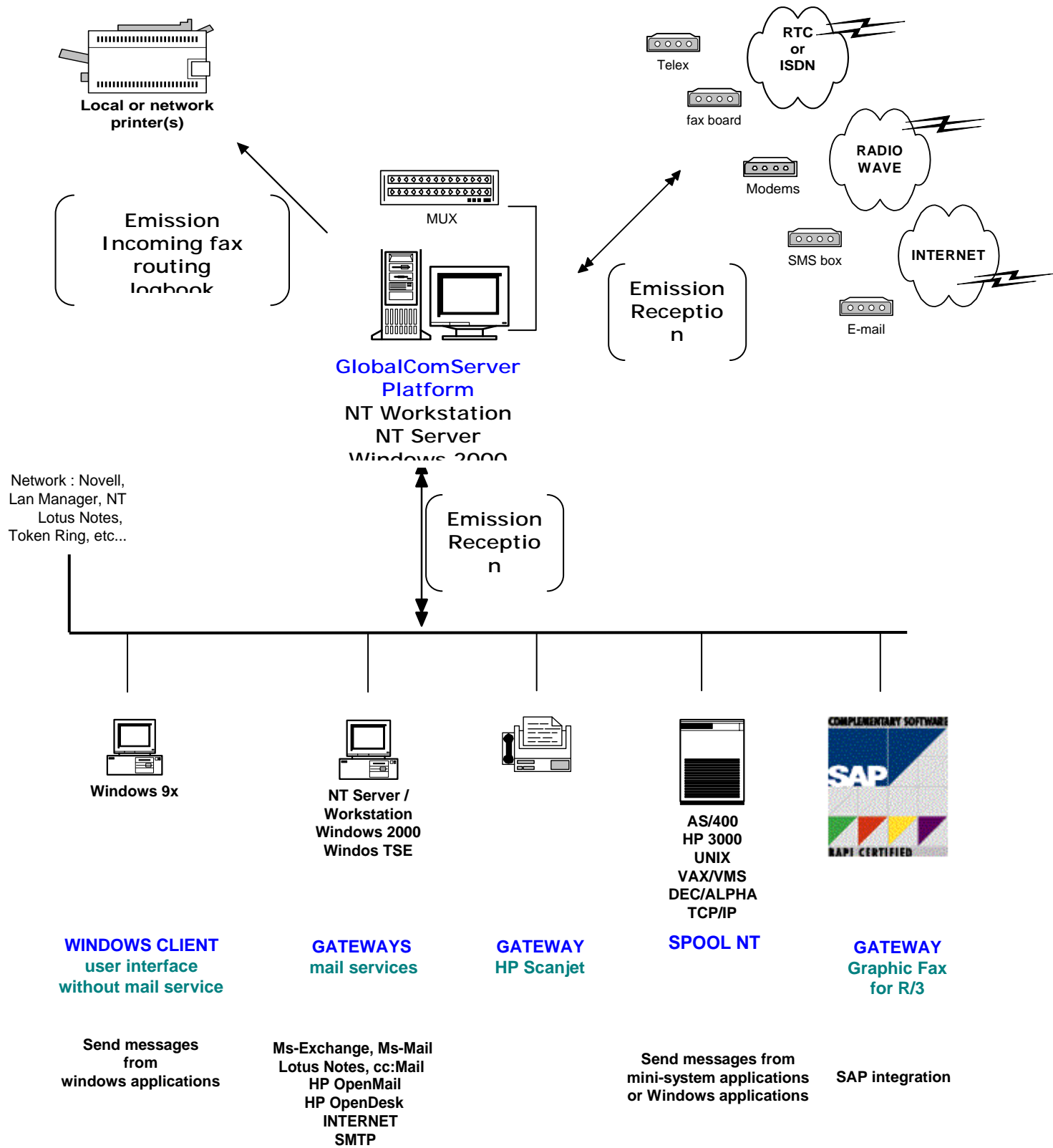
Preview Incoming / outgoing messages

Annotate, copy / paste, zoom...

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

(See [AVM product index](#))

GlobalComServer architecture



PRE-REQUIREMENTS

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

A Pentium® with 64 MB RAM is recommended. 52 MB are necessary on your hard drive to install **GlobalComServer** and all its components.

2 GB are needed to store/archive incoming / outgoing messages. This capacity can be decreased or increased depending on the amount of messages stored.

Installation must be done on a [Windows NT Workstation®](#), [NT Server®](#) or [Windows 2000®](#).

Service pack 3 (SP3) is required for Windows® NT, SP4 (or later) is recommended.

Service pack 1 is recommended for Windows 2000®.

The machine needs a network card and must be connected to the WAN / LAN, Microsoft® TCP/IP must be installed.

An NT user account with sufficient **rights** (amongst others Add a printer **and** Log on as a service) **is compulsory**.

It is recommended to use the machine system administrator account.

At least one modem, a fax board (Brooktrout® type), telex, a mail server is connected to the future communication server (see the [hardware guide](#))

2 meters maximum, separate the server from the fax line(s) (to reduce cabling loss). Contact AVM or your vendor regarding a special installation.

One or several fax lines (ISDN or analog) are available

In case of an update, **AVM – Guard and AVM - GlobalComServer** services, and all other AVM services (the name of the services starts with AVM) must be stopped. You will need to reboot the machine to finalize the update.

Connect the protection key («dongle») on the machine printer port or USB port. You can connect a printer to it if necessary.

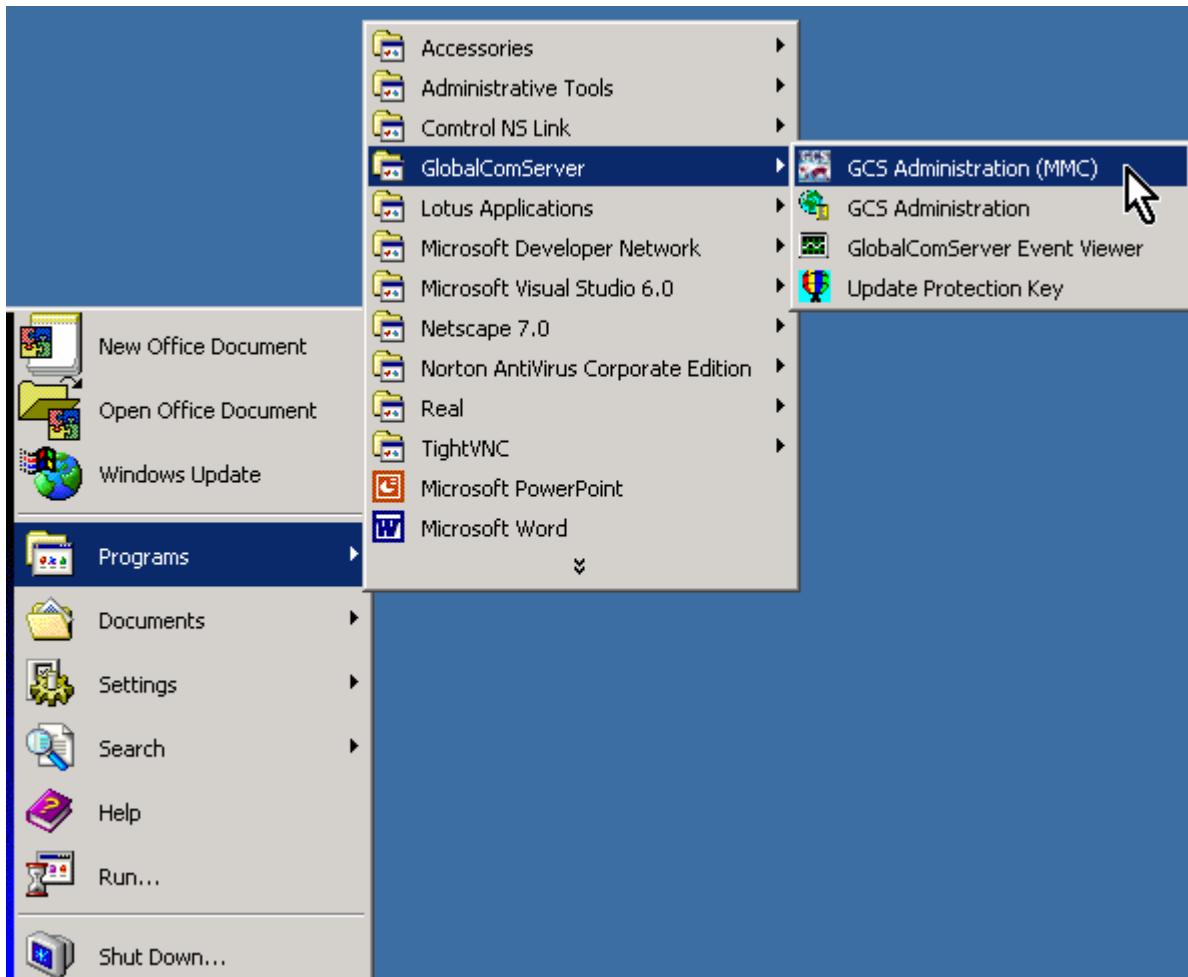
During installation, you will need to reboot at least once.

ADMINISTRATION INTERFACE PRESENTATION

GlobalComServer's MMC administration interface groups all needed user interfaces to configure and check AVM Informatique products inside the management console (Microsoft Management Console) integrated to Windows 2000 or XP or available separately under Windows NT 4.0.

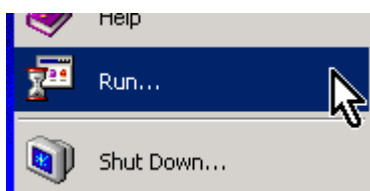
Starting the administration interface

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

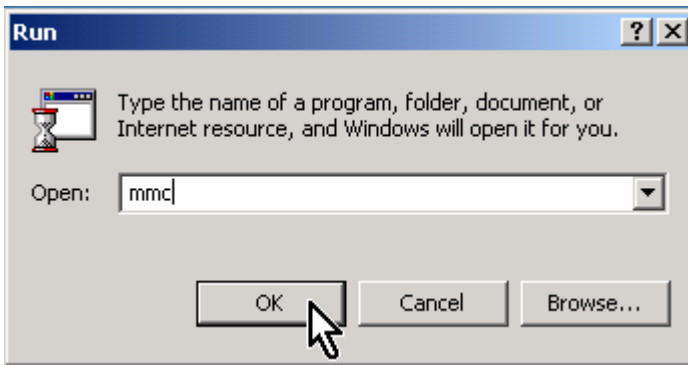


Click on  GCS Administration (MMC) to start the interface.

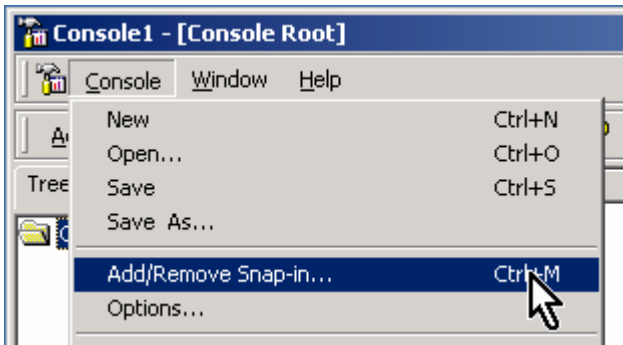
You can also run the Microsoft Management Console and insert the administration component with the following steps:



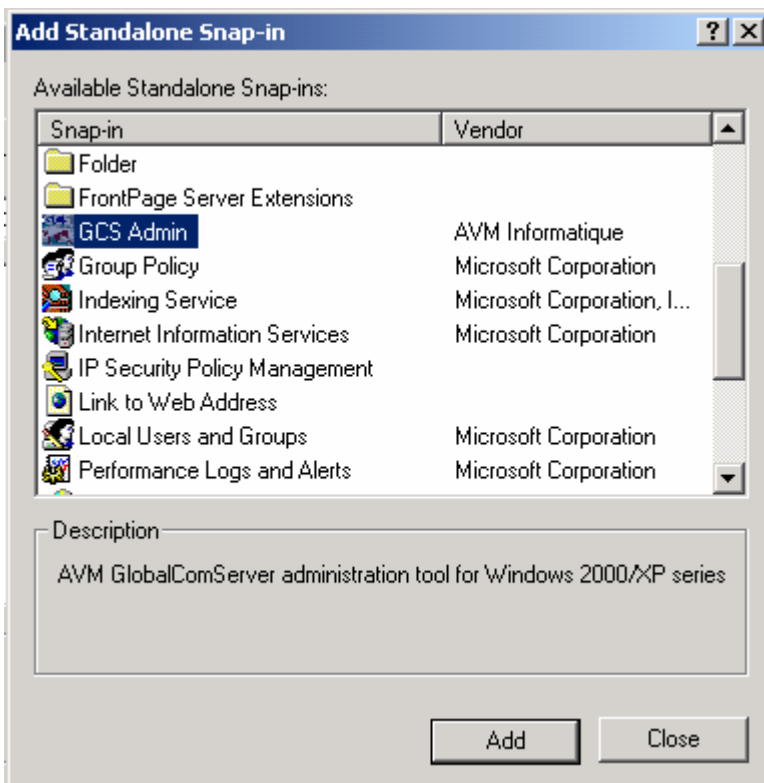
Start → Run...



Type mmc in the windows and click the **OK** button



In the Console menu, select **Add/Remove Snap-in**

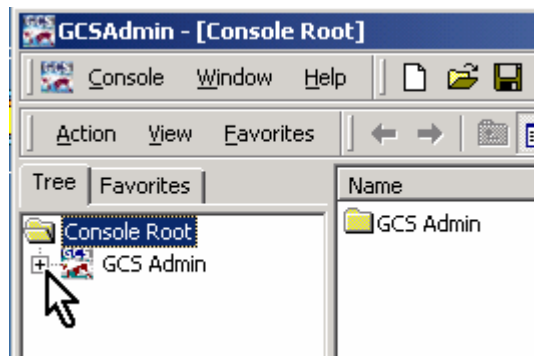


In the Santadlone tab click on **Add...** Then select GCS Admin next click on **Add** next on **Close** next on **OK**.

The MMC administration does not run under Windows® 9x or Windows® Millennium platforms.

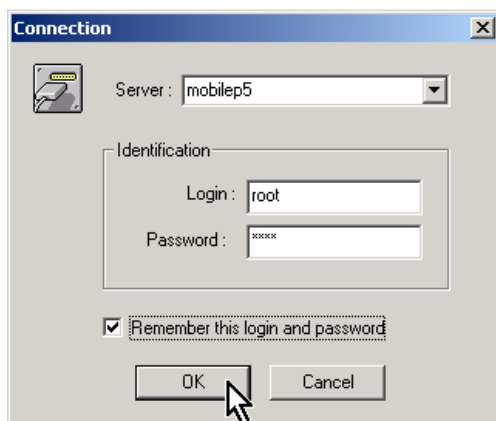
Connecting to a GlobalComServer platform

You have just clicked on **GlobalComServer** administration icon; a window appears asking you to which platform you would like to connect to. Click on the + symbol on the left of the GCS Admin icon as shown below :



It is not mandatory that **AVM – GlobalComServer** is running for some administrative tasks (users & groups management, and so on).

Another windows appears where you can enter your connection parameters :



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

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

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

Use the default administrator login the first time:

Username : root
Password : root

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

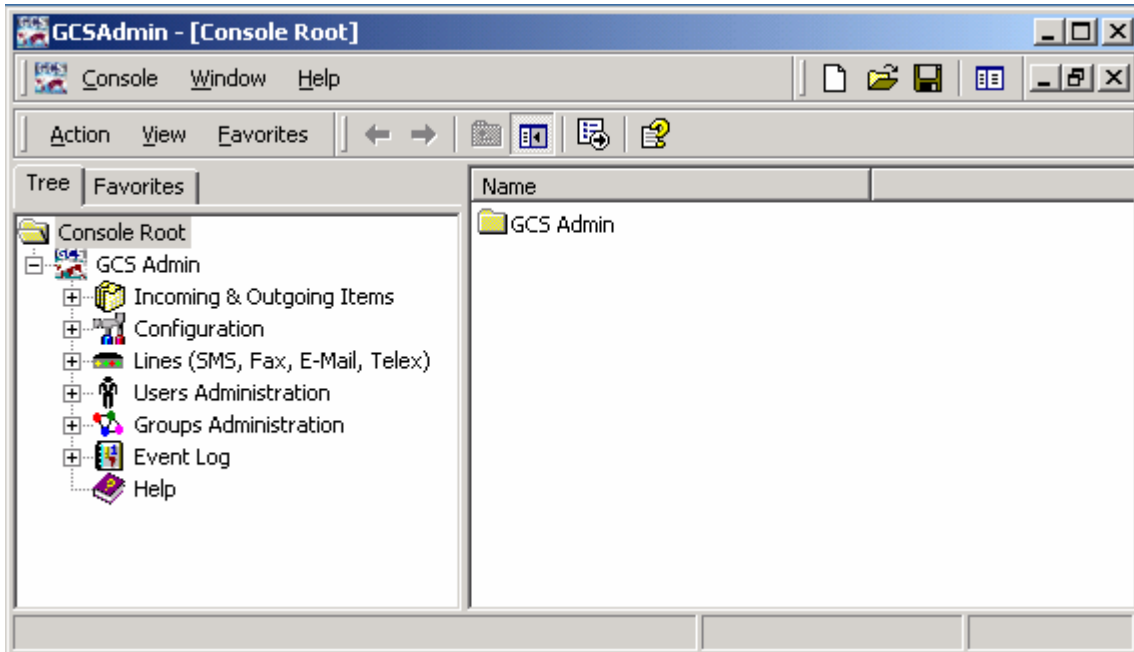
If you check **Remember this login and password** automatic login will be activated. In that case, your connection parameters are stored in your windows profile.

Note : an always valid administrator account exists, even if your users database is empty
Uername : spool
Password : *AVM

Administration interface

Main interface

At the first connection, the interface looks like that :



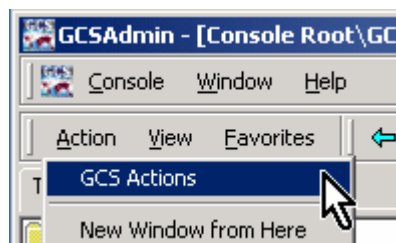
The main windows is divided in two distinct panes :

- left pane : the navigation pane (tree type)
- right pane : a dynamic pane (content changes depending upon selected item in the left pane)

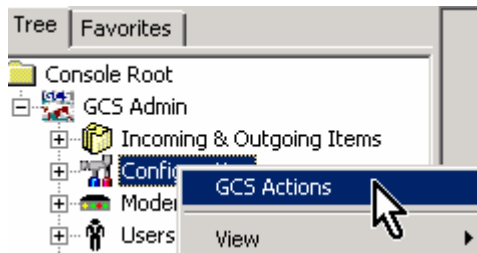
The tree view in the left pane differs depending on validated modules in the server's key.

Usage philosophy consists of selecting the adequate node in the left pane which match the task you want to perform: the right pane content will change. Note you have tree ways to perform actions in the right pane:

- You use the **Action** menu and select the option **GCS Actions**:



- You select a node in the left pane by clicking it with the mouse left button then click the right button and select **GCS Actions**

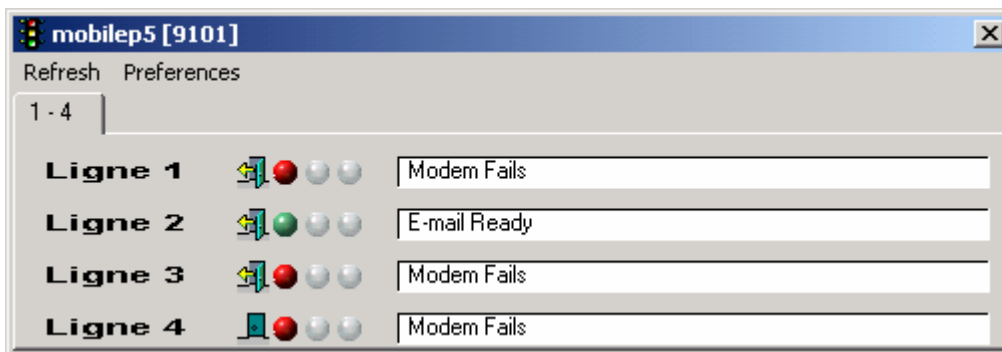


- You click on the right pane with the mouse right button

The right's pane contextual menu will appear. This is valid for every list view (views that contains tabs do not own a context menu).

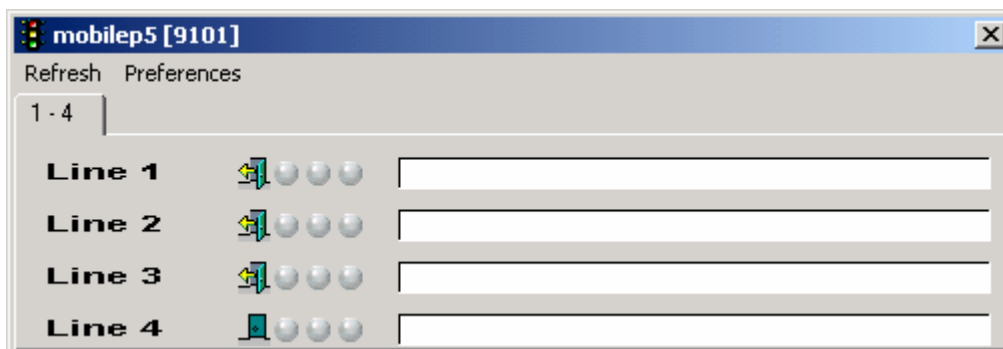
Lines monitoring (Datacom)

As soon as you have been identified, the Datacom appears. It allows you to view the **GlobalComServer**'s activity in real time:



Remark that the administrated server's name appears in the title bar as well as the TCP/IP port used for the connection. In the above screen shot mobilep5 is the machine name and 9101 the port.

If **AVM - GlobalComServer** service is stopped when the administration is launched, all activity indicators remain grey and no modem status text is displayed :




A message indicating that the connection to **AVM - GlobalComServer** has been refused is displayed. The MMC administration will try to connect to the server periodically. If the service is started and a connection attempt is successful you will see the modem activity.

The **Preferences / Modems** menu helps you to choose the number of lines displayed per tab

The **Preferences / Always on Top** menu sticks the Datacom above every window on your desktop

The **Refresh** menu request a full lines status refresh to **GlobalComServer**.

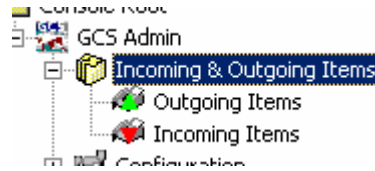
You can minimize the Datacom windows by clicking the cross button on the top right of the window. If this button is clicked the windows disappears and a traffic light icon is displayed in

the system tray : 

To get the Datacom window again, just double click the icon.

MESSAGES ADMINISTRATION

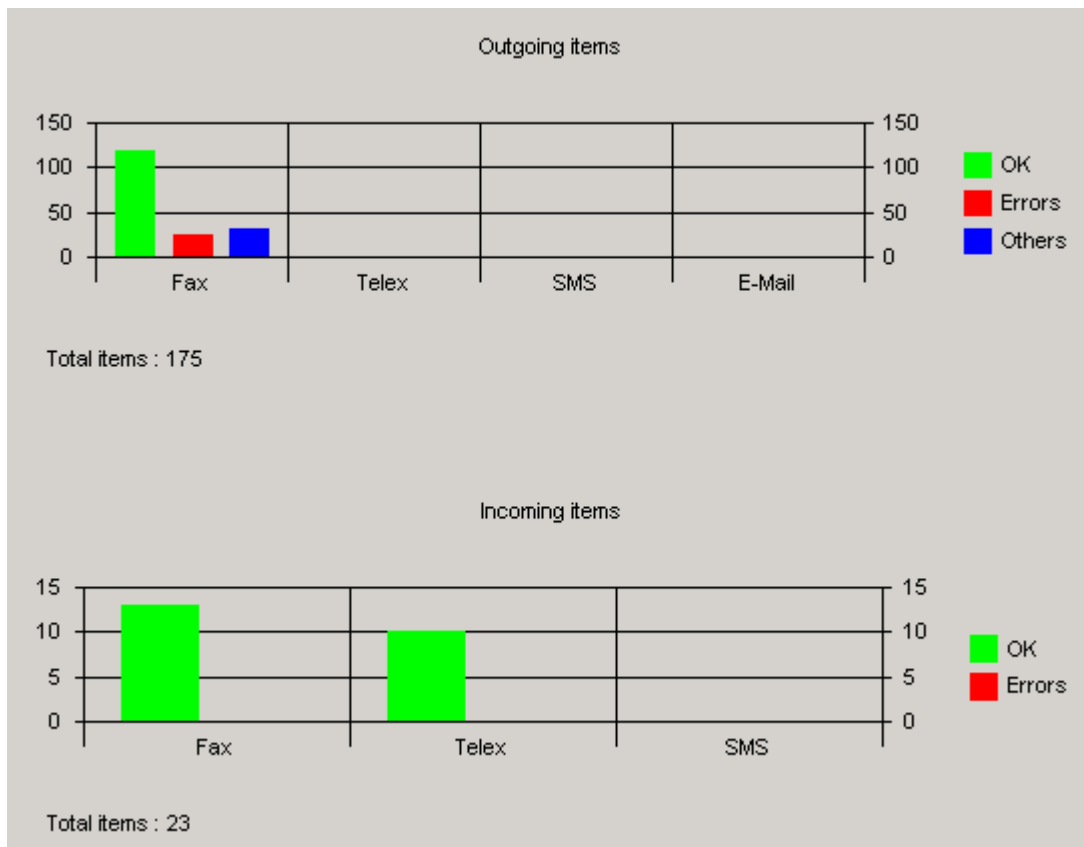
With **Incoming & Outgoing items** you can manage your incoming and outgoing messages and get statistics on sent and received messages.



Incoming & Outgoing Items

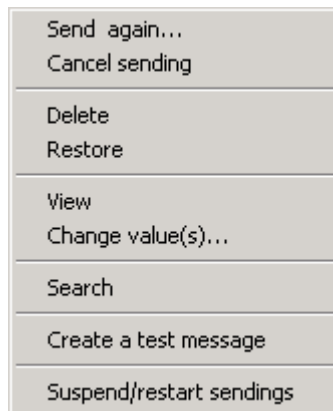
By clicking With **Incoming & Outgoing items** you get information on items number and items status. This view can take a long time before being displayed if you have lots of messages and a slow machine.

Three statuses exist for outgoing messages (transmitted, error, other count messages that are delayed, in transmission, cleared and so on). For incoming messages only two statuses exist : transmitted or error.



Outgoing items

This view allows you to see a history of all outgoing messages since the last database purge. You use the view's contextual menu to manage your outgoing items. To proceed select one or more messages and track the contextual menu down :



- **Send again** : resend selected messages
- **Cancel sending** : cancel sending immediately
- **Delete** : tag messages to be purged upon next time the database is cleaned
- **Restore** : untag messages tagged for the database purge
- **View** : view selected messages (a double click, or pressing ENTER has the same effect)
- **Change value(s)** : Change some of properties (sender, recipient, address to be sent to, priority, cover page)
- **Search** : Search messages using criteria (see below)
- **Create a test message** : create a test fax to test **GlobalComServer**
- **Suspend restart sendings**: Suspend or restart **GlobalComServer** activity. Note that all modems indicate "server paused" in the Datacom window.

You have a tabular view of all outgoing items information (left to right order) :

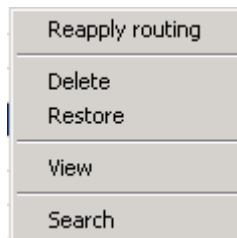
Status	ID	Date	Sender	Recipient	
Waiting for transmission	7827	14:56:42 2002/07/15	GlobalComServer Setup	AVM Informatique	
Error	7826	15:21:44 2002/07/15	test	test	
Ok	7825	16:16:45 22/03/2002	MUGUET Vicky	SERVICE RESERVATION	
Ok	7824	17:18:51 21/03/2002	Garel Florent	Mr Veilly	
Ok	7823	10:55:54 21/03/2002	MUGUET Vicky	CORINNE/LTI	
Ok	7822	10:48:21 21/03/2002	Garel Florent	Mr Delore	
Ok	7821	11:08:57 21/03/2002	test	essai	
Sent	7820	16:23:04 20/03/2002	ADMINISTRATEUR	ES 1	
Error	7819	15:27:13 20/03/2002	ADMINISTRATEUR	PP	
Sent	7818	15:30:35 20/03/2002	ADMINISTRATEUR	jean-yves	
Ok	7817	15:09:47 20/03/2002	ADMINISTRATEUR	ES 1	
Ok	7816	15:09:37 20/03/2002	ADMINISTRATEUR	PP	
Ok	7815	17:21:08 20/03/2002	ADMINISTRATEUR	jean-yves	
Error	7814	14:54:38 20/03/2002	D. KUSTER	MR. JAN BEELEN	
Sent	7813	14:56:30 20/03/2002	Mr LE SCOUR	jean-yves	
Ok	7812	14:56:25 20/03/2002	Mr LE SCOUR	pp *****	
Ok	7811	11:46:47 20/03/2002	Barbier Jérôme	Barbier	
Error	7810	11:31:23 20/03/2002	Garel Florent	Mr Thomas	
Ok	7809	09:41:56 20/03/2002	Garel Florent	Virginie Lamandé	
Ok	7808	17:34:33 19/03/2002	ACHIN Gisèle	M. BORECKI Jérôme	
Ok	7807	17:01:53 19/03/2002	MUGUET Vicky	SCE COMMANDE	
Ok	7806	15:23:30 19/03/2002	MUGUET Vicky	Els GUILLEMAERE	
Ok	7805	19:00:28 18/03/2002	Garel Florent	Mr Stoppa	

Status	: message status.
ID	: message ID in the outgoing messages database.
Date	: sending time and date (or the next sending try)
Sender	: sender's name, can be modified before re-submitting the message.
Recipient	: recipient's name, can be modified before re-submitting the message.
Address	: recipient's address (fax, SMS , e-mail), can be modified before re-submitting the message.
Priority	: message priority. (low, normal or high).
Logo	: cover page used, can be modified before re-submitting the message.
Source	: message source
Pages	: number of pages correctly sent.
Line	: line over which the message has been sent
Pages	: number of pages correctly sent.
Datfiles	: TIFF (or text) files associated to this message.
Detailed error	: detailed message status.
Duration	: message sending duration in seconds
Tries	: number of retries made when sending this message. If this field is equal to 0 (zero), the message has not been sent, you cannot view it yet.
Cluster server number	: number of the server used to send the message (N/A if non applicable)

This view is refreshed every 30 seconds if messages arrivals or messages status refresh notifications are sent from GlobalComServer. If you need an immediate refresh press the F5 key.

Incoming items

This view allows you to see a history of all incoming messages since the last database purge. You use the view's contextual menu to manage your incoming items. To proceed select one or more messages and track the contextual menu down:



- **Reply routing** : Reapply incoming rules for selected messages
- **Delete** : tag messages to be purged upon next time the database is cleaned
- **Restore** : untag messages tagged for the database purge
- **View** : view selected messages (a double click, or pressing ENTER has the same effect)
- **Search** : Search messages using criteria (see below)

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

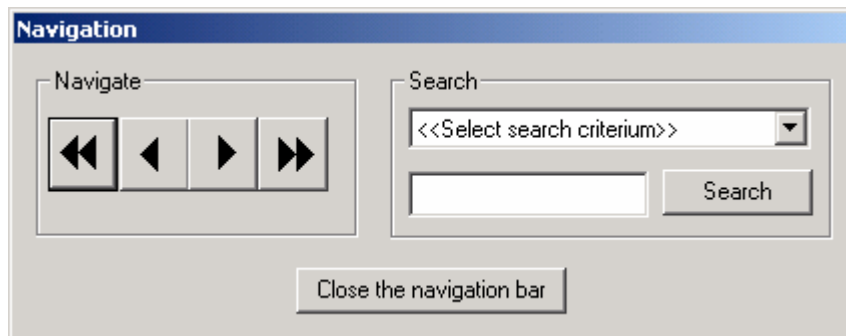
Sta...	ID	Date	Sender	Ro...	Quality	P.	L.	Data file
Ok	23	13:10:02 12/11/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	22	18:17:07 23/10/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	21	11:18:27 11/10/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	20	17:20:39 24/09/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	19	17:10:07 24/09/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	18	12:35:08 20/09/2001	04 72 39 91 69	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	17	12:33:13 20/09/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	16	12:25:08 20/09/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	15	12:09:48 20/09/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	14	12:00:27 20/09/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	13	17:44:56 18/09/2001	0472399169	1	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	12	19:01:13 11/09/2001	0472399169	0410	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	11	18:24:11 11/09/2001	0472399169	0410	STANDARD	1	1	\\chiesi\TRAFIC\arri\F
Ok	10	12:26:18 07/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	9	10:57:13 07/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	8	10:40:20 07/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	7	09:46:51 07/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	6	09:09:59 07/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	5	07:33:18 07/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	4	20:26:33 06/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	3	19:33:41 06/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	2	19:25:21 06/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F
Ok	1	19:15:25 06/09/2001	TELEX	1	TELEX	1	1	\\chiesi\TRAFIC\arri\F

Status : message status.
ID : message ID in the incoming messages database
Date : receiving time and date.
Sender : caller's CSID

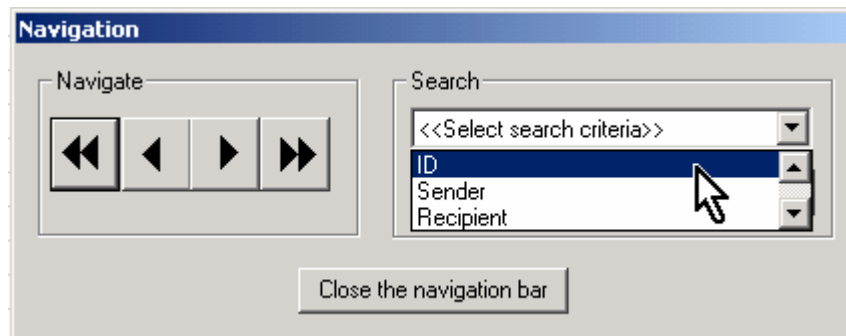
Routing	: this field is used for incoming routing and can contain various information (DID or MSN sub-number that has been called, line number which has received the fax, caller CSID)
Pages	: number of pages correctly sent.
Line	: line on which the message has been received
Data file	: file associated to this message
Duration	: incoming duration in seconds
Cluster	: number of the server used to receive the fax. (N/A if no cluster)

Search incoming and outgoing messages

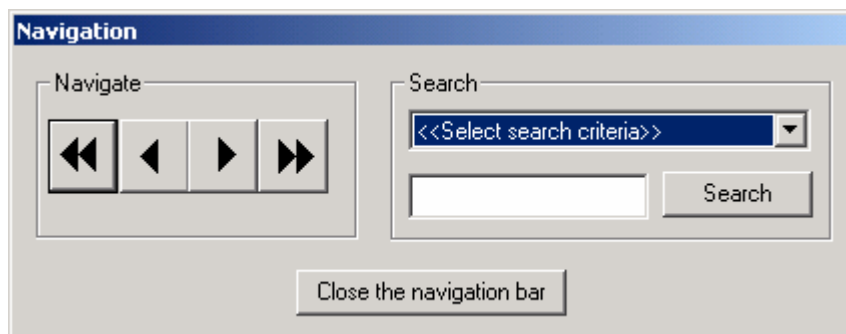
When you select the **Search** option in the incoming or outgoing items contextual menu, a window is popped up:



In the drop down list choose the search criteria:



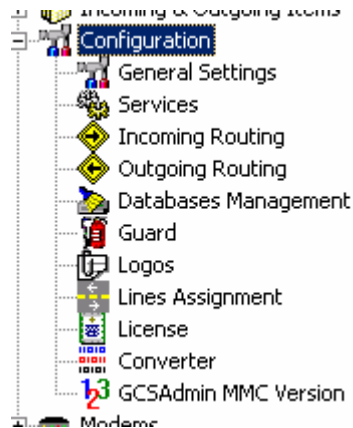
In the edit box, specify what you want to search (here every ID beginning with '78') and click on **Search**:



If some messages match your criteria, the first of them is selected. You can jump to the last message that matches your criteria with **»»**, going back to the first with **««**, going forward to the next with **▶** back to the previous with **◀**.

Click on **Close the navigation bar** to close the search window.

CONFIGURATION MENU



General Settings

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

Directories tab

Directories
Miscellaneous

System :	<input style="width: 90%;" type="text" value="e:\TRAFIC"/>
Departure :	<input style="width: 90%;" type="text" value="\\MOBILEP5\Trafic\$"/>
Local Departure :	<input style="width: 90%;" type="text" value="E:\TRAFIC"/>
Network 1 :	<input style="width: 90%;" type="text" value="c:\net1"/>
Network 2 :	<input style="width: 90%;" type="text" value="c:\net2"/>
Network 3 :	<input style="width: 90%;" type="text" value="c:\net3"/>
Spy :	<input style="width: 90%;" type="text" value="\\MOBILEP5\Trafic\$\Stat"/>
GCS log file :	<input style="width: 90%;" type="text" value="\\MOBILEP5\Trafic\$\LOG\EVENT.LOG"/>
DID :	<input style="width: 90%;" type="text" value="\\MOBILEP5\Trafic\$\SDN"/>
Statistics :	<input style="width: 90%;" type="text" value="\\MOBILEP5\Trafic\$\Stat"/>
StarPage :	<input style="width: 90%;" type="text" value="e:\StarJet\Bin32\StarPage.exe"/>

GCS configuration field details

You can find those fields in [..\Trafic\\$\etc\topsrv32.ini](..\Trafic$\etc\topsrv32.ini)

System

GlobalComServer root directory

Departure

Contains the incoming/outgoing messages databases and .TIF files linked to those messages.

Network 1, 2, 3

If **GlobalComServer** is connected to a network and if you do not use any other AVM module, applications will put sending message demands in those shared folders.

Spy

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

GCS log file

Updated every time a new event arrives into **GlobalComServer**

DID

Folder where incoming routing information is stored.

Statistics

Folder where Statfax.new and Statfax.txt are updated.

StarPage

Full path of the Starpage® program. This program helps you use overlays. It is a **GlobalComServer** option and must be bought separately.

Miscellaneous tab

The screenshot shows a configuration window with two tabs: 'Directories' and 'Miscellaneous'. The 'Miscellaneous' tab is active. It contains several settings:

- Send acknowledgements on: [dropdown menu]
- Characters set: [dropdown menu showing PC-850]
- Default outgoing faxes resolution: [dropdown menu showing Fine]
- Mobile phone prefixes (SMS) separated by comma: [text input field]
- GCS IP communication port: [text input field showing 9101]
- [Lanch Windows dcomcnfg button]
- [Save button]

Check « Send acknowledgements on » to send receipts of messages not generated by e-mail to your e-mail account (useful only if EXCHANGE is used and if the users are not defined on the **GlobalComServer**). Choose your mail server type.

Characters set

Adapt **GlobalComServer** to local characters sets.

Default outgoing faxes resolution

Fine : fax resolution of 200x200 dpi

Standard : fax resolution of 200x100 dpi

A fax in *standard* resolution will be sent more quickly, but will be less nice than a fax sent in *fine* resolution.

Mobile phone prefixes

Allows defining the prefixes handled as SMS addresses.

GCS IP communication port

Sets (9000 by default) the TCP/IP port number used by GlobalComServer to communicate with the administration tool.

Launch Windows dcomcnfg

Launches the Windows DCOM configuration tool. This is useful if you want to check the AVMCom configuration (rights, account to run under...). USE THIS TOOL IF YOU KNOW EXACTLY WHAT YOU ARE DOING!

Do not forget to click on the Save button once adequate changes are made !

Services

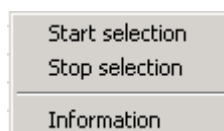
You can view and manage AVM Services (your list may differ upon installed modules) here.

Services	
Service Name	Service Status
AVM - SPOOLNT	Service stopped
AVM - MAIL SMTP	Service stopped
AVM - GLOBALCOMSERVER	Service is running
AVM - GCS GUARD	Service stopped
AVM - GCS CONVERTOR	Service stopped
AVM - CLUSTER	Service stopped

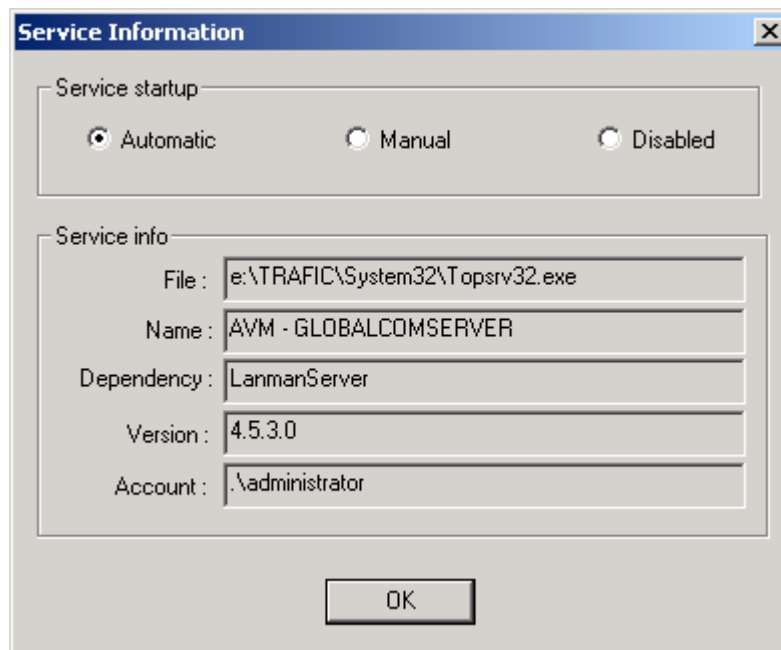
The status can be one of the followings values:

- **Service stopped** : the service is not active
- **Service is running** : the service is active
- **Unknown**: the service has an installation or uninstallation problem. It can also be a trouble encountered when accessing the remote service manager (insufficient user privileges).

You can start, stop services or getting information by selecting on or more services and tracking the contextual menu down:



- **Start selection** : starts each selected services
- **Stop selection** : sends a stop notification to each selected service
- **Information** : displays information on each selected service



- **Service start up** : start up type (automatic at system start up, manual or deactivated)
- **Information**: some information about the service. **You must use the system service manager to change the service account!**

If the view freezes when a service is stopped, the remote server may be in trouble. It is highly recommended to check the remote server events log.

Incoming routing

Route incoming faxes to (several) printer(s), other fax machine(s), GCS client for Windows users, mailboxes or SAP. Every routing index can have several values. Those values can be active at the same time or not.

Incoming Routing			
Routing index	Routing type	Routing value	Time range
0020	EMAIL	EXCHANGE - ex:fc@avm.com	0000:2400
	SAP	ROUTER	0000:2400
0100	PRINTER	TELEFAX/TELETYPE/MAILBOX	0000:2400

Usual routing indexes are:

By modem number:

The index name will be the modem number

MSN sub number:

The last 4 digits of your MSN sub number will be your index name.

TELEX

For incoming telex.

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

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

To manage incoming routing rules you use the contextual menu:

Add a new routing entry
Change routing entry
Delete selected entries

- **Add a new routing entry** : adds a new incoming routing rule
- **Change routing entry**: allows you to change any selected entry's parameter
- **Delete selected entries** : removes all selected routing entries

To add a routing value to an index, track the contextual menu down and choose **Add a new routing entry**. Another window appears:

Enter a routing index, a routing type and a time range and click the **Add** button. Depending on what you have selected in the dropdown list one of the following window appears:

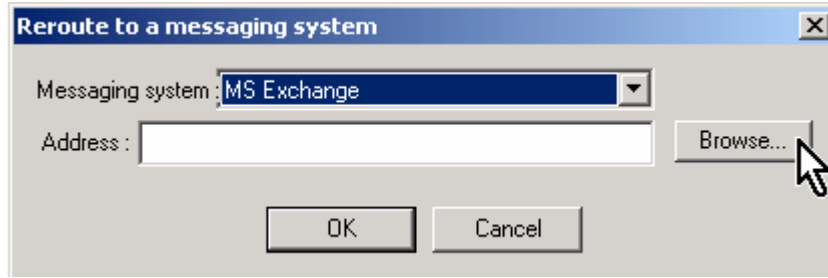
CALLBACK

Send an acknowledgement fax (fixed contents) upon fax reception:

Specify sending information and the modem range to be used for response (optional). You can edit the fax body message by pressing **Edit reply content**.

EMAIL

To route to a mail service, select the messaging system type and click on **Browse** to choose from an address book.

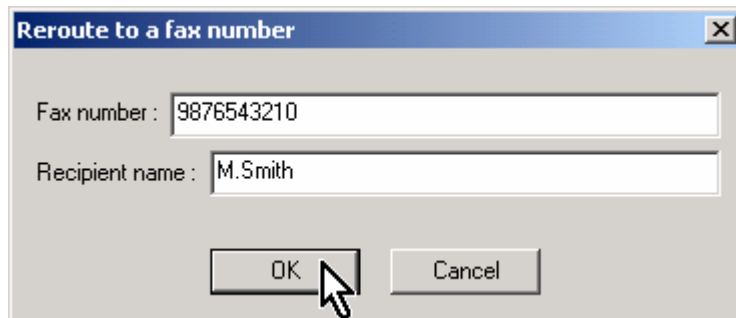


Check the parameter syntax below to enter correct values:

Mail services	Address type
Lotus Notes	LTS: <i>User/DOMAIN@Organizational_Unit</i> (or click <input type="button" value="Browse..."/>
MS-Exchange	EX: <i>/O= Organization/OU= Organizational_Unit/CN= User</i> (or click <input type="button" value="Browse..."/>
SMTP	SMTP: <i>User@DOMAIN</i>

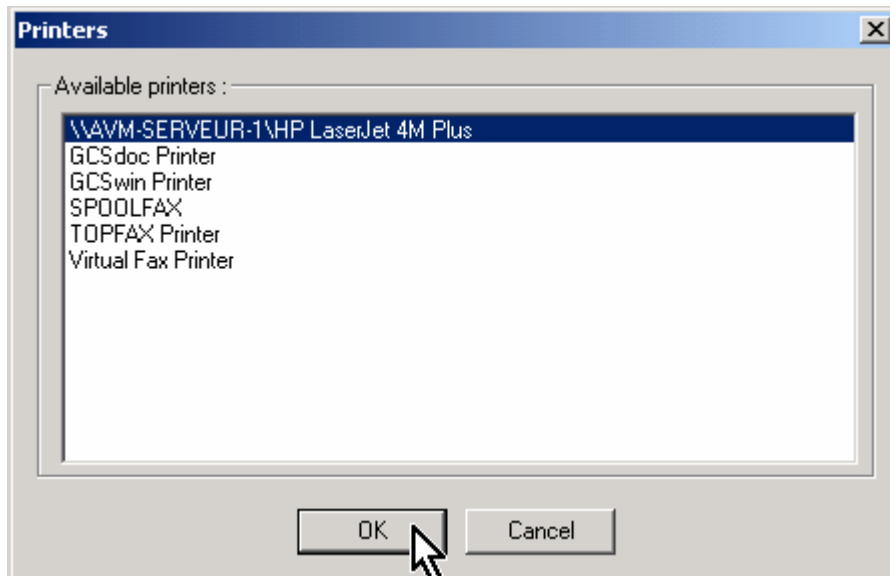
FAX

This routing sends an incoming message to another fax:



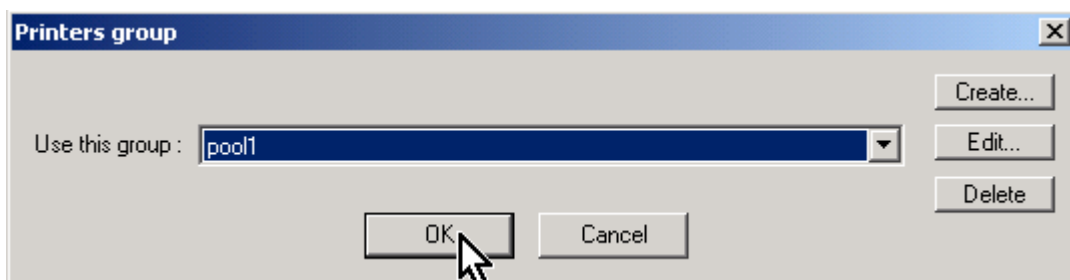
PRINTER

Select the server's printer where you want to print the incoming message:



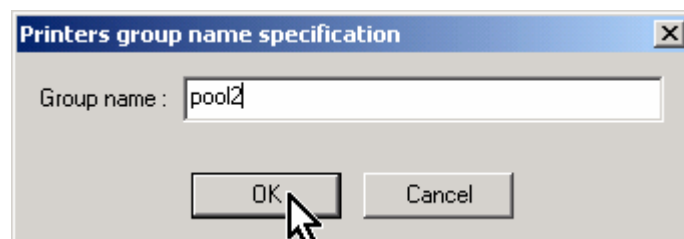
PRINTERGRP

This routing allows you to print incoming messages on a printers pool :

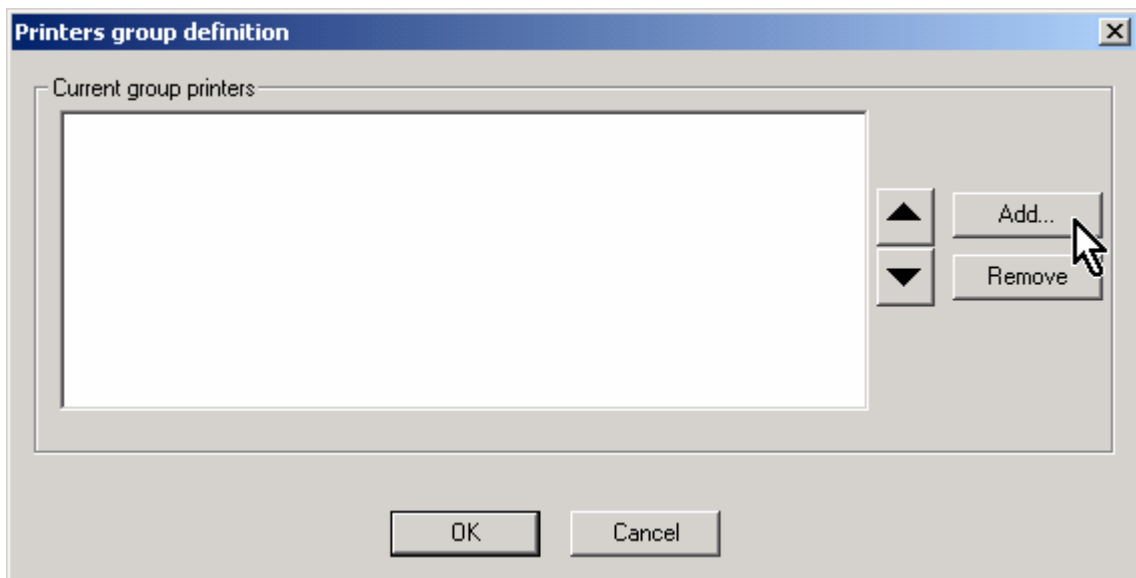


This window allows you to create, manage and delete printers pools.

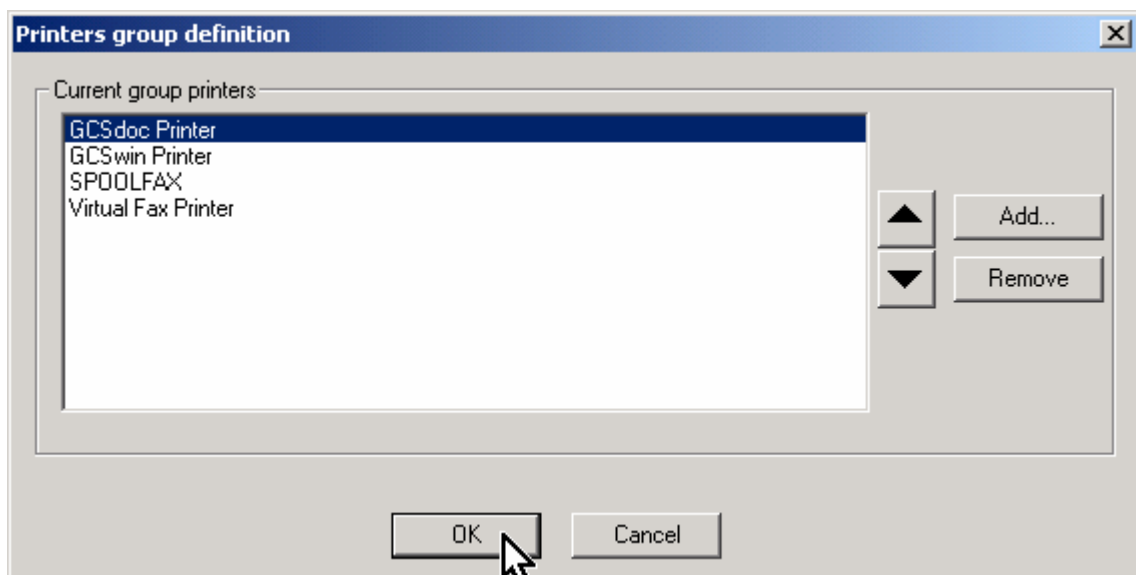
- **Create:** create a new pool. Enter the pool's name then click on **OK** :



Another windows is displayed where you can add some printers to the pool :



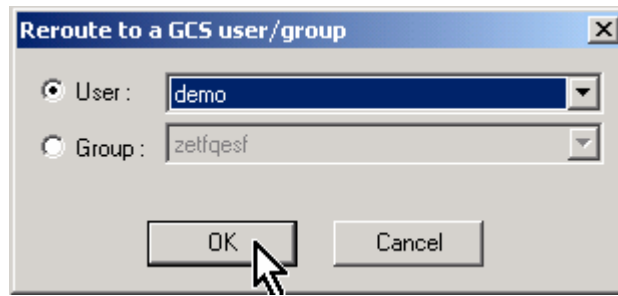
Click the Add... button to add printer to the pool or select at least one and click on the Remove button to remove them from the pool. You can use the buttons ▲ and ▼ to move a printer below or above another (choose one printer at a time to use this facility). Once adequate changes are made click on **OK**.



- **Edit** : Edit the selected printers pool
- **Remove** : remove the selected printers pools

GCSCLIENT (GCS User or group)

This allows you to route an incoming message to a GCS User connected with the Windows or Web client. You can select a single user a group of users:



If you had some old configuration files: this routing obsoletes 'TOPFAX' (any existing occurrence of TOPFAX in your incoming routing configuration files is automatically translated to 'GCSCIENT' when changes are made and saved in incoming routing settings).

SAP

This automatically route any incoming message towards an SAP system.

Incoming telex routing

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

Thanks to Windows® explorer, go to ..\Trafic\Etc\

Create a file named Telex.ini

Edit this file with Notepad (for example)

- 1) 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.

Save changes and close the file ..\Trafic\Etc\Telex.ini.

- 2) Create routing indexes with newly created keywords.

Inserting page breaks in incoming telex

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

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

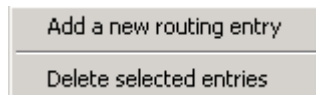
```
[OPTIONS]
Eop=your_6_digit_telex_number
```

Outgoing routing

Outgoing Routing		
Routing index	Time range	Routing value
7	0800:1900	0:
	0000:2400	76:

Outgoing routing allows the automatic substitution or deletion of one (or several) digit(s) of the dialed fax number. It is also possible to route a message to an electronic mailbox (least cost routing).

To manage outgoing routing rules use the view's contextual menu:



- **Add a new routing entry** : adds a new outgoing routing rule
- **Delete selected entries** : removes all selected routing entries

Example:

All international calls (beginning by 00 in most countries) will be sent using the 99 prefix.

Drop the contextual menu down and select **Add a new routing entry**. Another window is popped up :

Type 00 as routing index, the time range this rule is valid and make sure that **Substitute routing index** is selected in the dropdown list and click the **Add** button:

Enter 99 and press **OK**.

Press the **Close** button when you have finished adding rules.

If you need to remove one (or more) outgoing routing rules, just select them and choose **Delete selected entries** in the contextual button.

Tip:

To create multiple time ranges for the same routing index, create a routing index with a different time range each time.

Databases management

GlobalComServer maintains a database of all incoming and outgoing messages: `..\Trafic$\Dep\Fax_em.mdb` (outgoing) and `..\Trafic$\Dep\Fax_rec.mdb`. You have three tabs in this view to manage the databases:

- **AutoClean** : Databases purge settings
- **AutoBackup** : Databases backup settings
- **Database Tools** : Databases packing and repairing facilities

AutoClean tab

Configure this option to purge databases regularly.

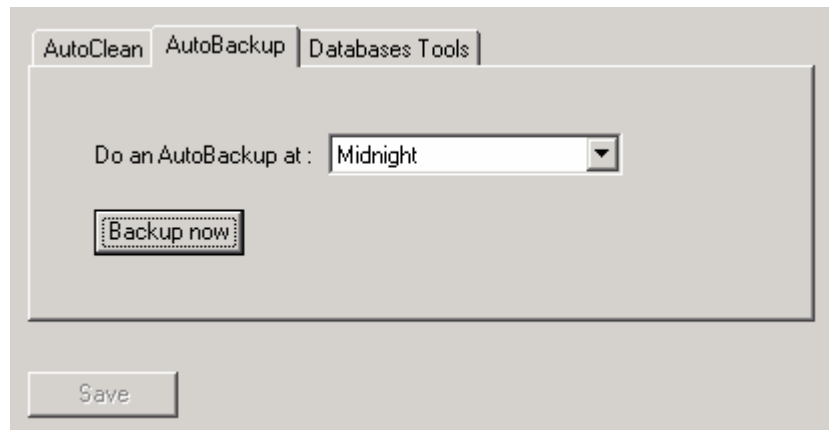
Checking **Activate AutoClean** activates the automatic purge facility. If activated the following parameters are valid:

- **AutoClean on:** purge day
- **AutoClean at:** purge time
- **All items older than:** this will remove messages older than the specified number of days
- **Purge TIFF files only:** remove only tiff files. Outgoing messages sources files are kept.

Older than 0 days will purge messages at every start up!

You can do an immediate database purge by pressing the **Purge Now** button. This manual purge takes into account **All items older than** and **Purge TIFF files only**.

AutoBackup tab



You can set up the messages databases backup time (backup is performed everyday). GlobalComServer copies outgoing and incoming messages database every day in two files :


Outgoing messages database

..\Trafic\Dep\em_mon.mdb
 ..\Trafic\Dep\em_tue.mdb
 ..\Trafic\Dep\em_wed.mdb
 ..\Trafic\Dep\em_thu.mdb
 ..\Trafic\Dep\em_fri.mdb
 ..\Trafic\Dep\em_sat.mdb
 ..\Trafic\Dep\em_sun.mdb


Incoming messages database

..\Trafic\Dep\rec_mon.mdb
 ..\Trafic\Dep\rec_tue.mdb
 ..\Trafic\Dep\rec_wed.mdb
 ..\Trafic\Dep\rec_thu.mdb
 ..\Trafic\Dep\rec_fri.mdb
 ..\Trafic\Dep\rec_sat.mdb
 ..\Trafic\Dep\rec_sun.mdb

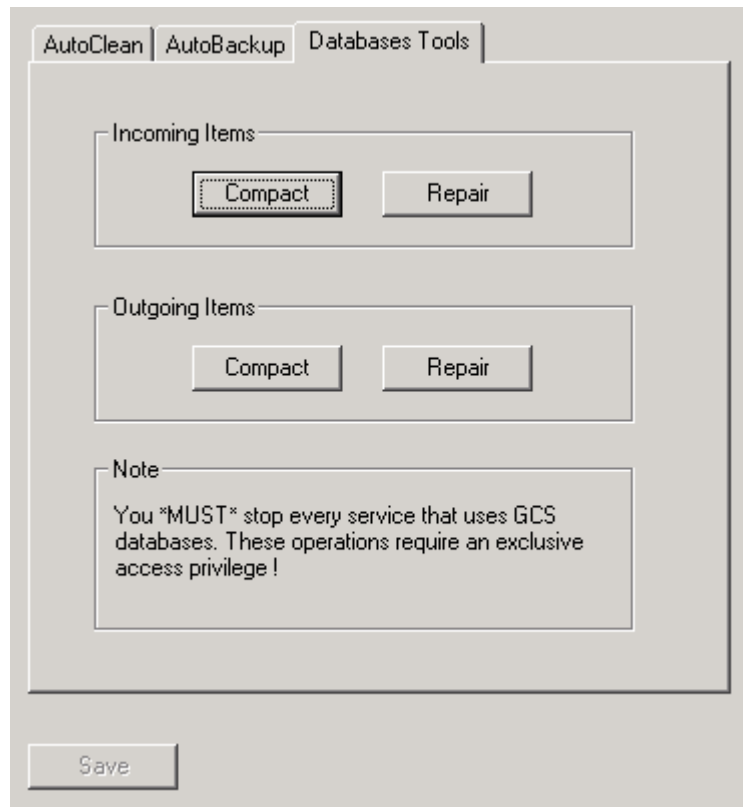
If you want to back up your databases immediately, push **Backup now**.

 If one database (or both databases) has been destroyed, use the database tools to attempt a repair. If repairing fails, you can copy fax_em.mdb and/or fax_rec.mdb respectively to fax_em.old (respectively fax_rec.old) and copy one of the corresponding backup files over the adequate .mdb file.

Note: fax_em0.mdb and fax_rec0.mdb are empty databases.

 Do not forget to save your changes with the **Save** button! This button saves both AutoClean and AutoPurge parameters

Databases Tool tab



This tab allows to:

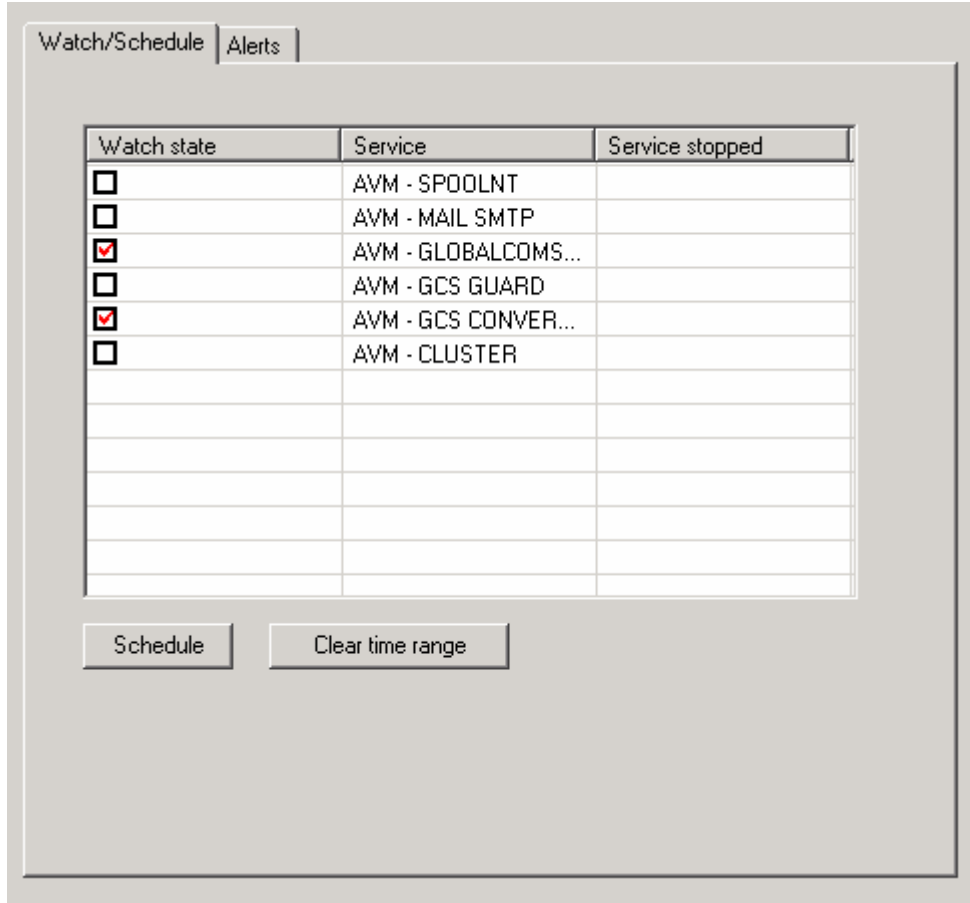
- **Pack databases:** Internal databases structures are re-optimized (databases sizes could be reduced and disk spaced).
- **Repair databases:** In case of damage. If repairing fails, you can restore a database backup.

It is mandatory to stop every service that could access to the GCS databases in particular **AVM - GlobalComServer** and **AVM – GCS Guard**. The MMC administration requires an exclusive access to pack or attempt to repair a database

Guard

The **Guard** service can check if other AVM services are running and restart them if it is configured to do so. This view has two tabs that allow you defining which service is to be monitored, a shutdown time range and a customization of alerts or informational message reporting.

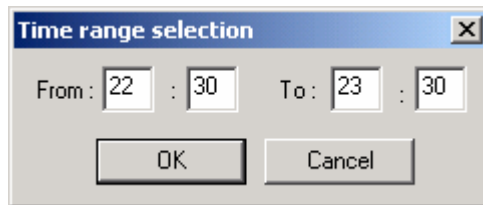
Watch/Schedule tab



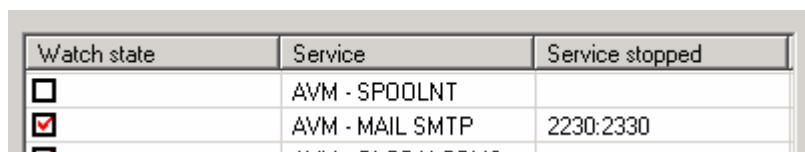
Guard can stop services periodically during a time lap. After that the services are restarted. This is useful if you want to use a backup utility that can not copy files because some of them are locked.

To make Guard watch a service check the box in the Watch state column. The service is never stopped by default.

To schedule a stop time range select the adequate service and click on **Schedule**. A window asking you the time range you want the service to be stopped appears. Specify adequate values and clock on **OK**:



Note that the time range appears:



To remove the schedule select the service and click on **Clear time range**.

Alerts tab

Guard can poll the Windows event log to search for AVM Services messages and report them in three different ways. To do so, check some error levels and click on the adequate report way button.

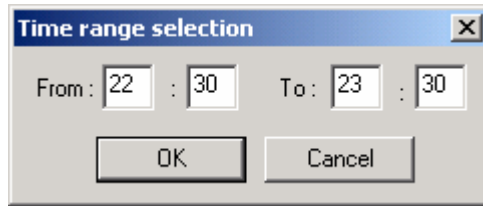
If you use this facility and shutdown AVM services for maintenance operations do not forget to stop **AVM – GCS Guard** at first else it will generate alerts for each service you have stopped.

Pop up message:

To send alerts via a Windows pop up message on a machine in the same domain, check adequate errors levels and click on **Message on machine....** Enter the machine name (or address) and click the **OK** button.

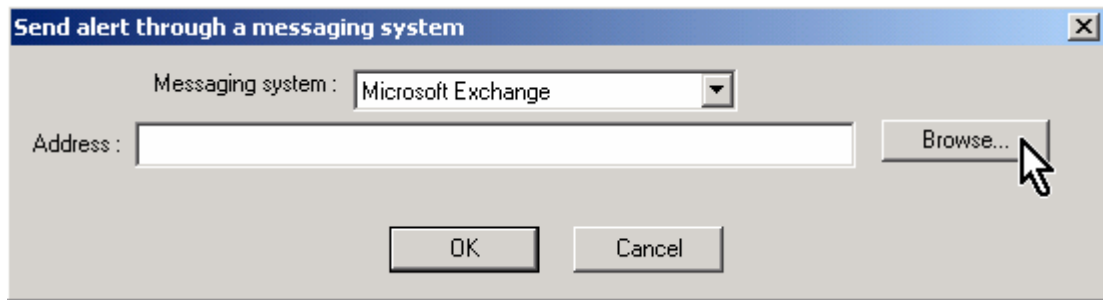
MMC administration will try to resolve the name provided (you can also enter an IP address in that case no check is performed and the address is considered to be valid). If the provided name is correct but can not be resolved contact your network administrator.

Another window appears asking you to precise the time range for this report, specify what you want and click on **OK**.



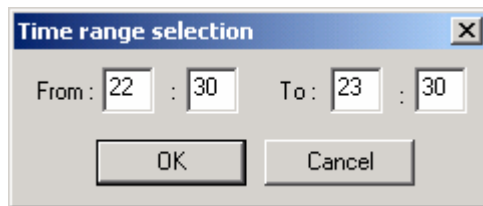
Messaging system:

To send alerts via an e-mail check adequate errors levels and click on **E-Mail...** Another window appears: choose your messaging system and click on **Browse...** to open and browse the messaging system's address book or fill in directly the address field by hand:



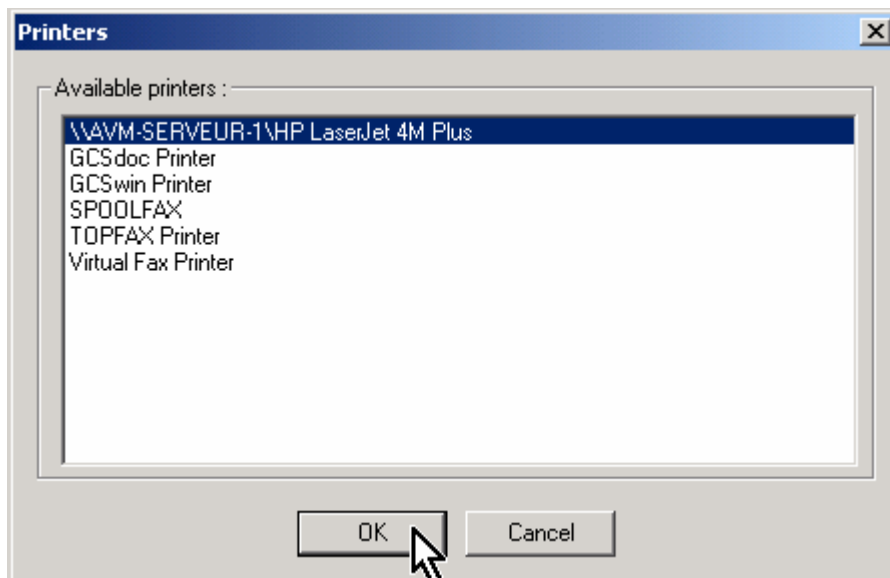
Mail services	Address type
Lotus Notes	<i>LTS:User/DOMAIN@Organizational_Unit</i> (or click <input type="button" value="Browse..."/>)
MS-Exchange	<i>EX:/O=Organization/OU=Organizational_Unit/CN=User</i> (or click <input type="button" value="Browse..."/>)
SMTP	<i>SMTP:User@DOMAIN</i>

Another window appears asking you to precise the time range for this report, specify what you want and click on **OK**.



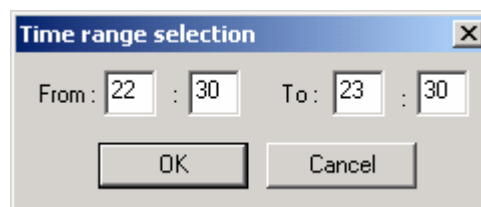
Printer:

To send alerts to a printer check adequate errors levels and click on **Printing on...** A window appears where you can choose where the report will be sent:



Choose the adequate printer then press **OK**.

Another window appears asking you to precise the time range for this report, specify what you want and click on **OK**.



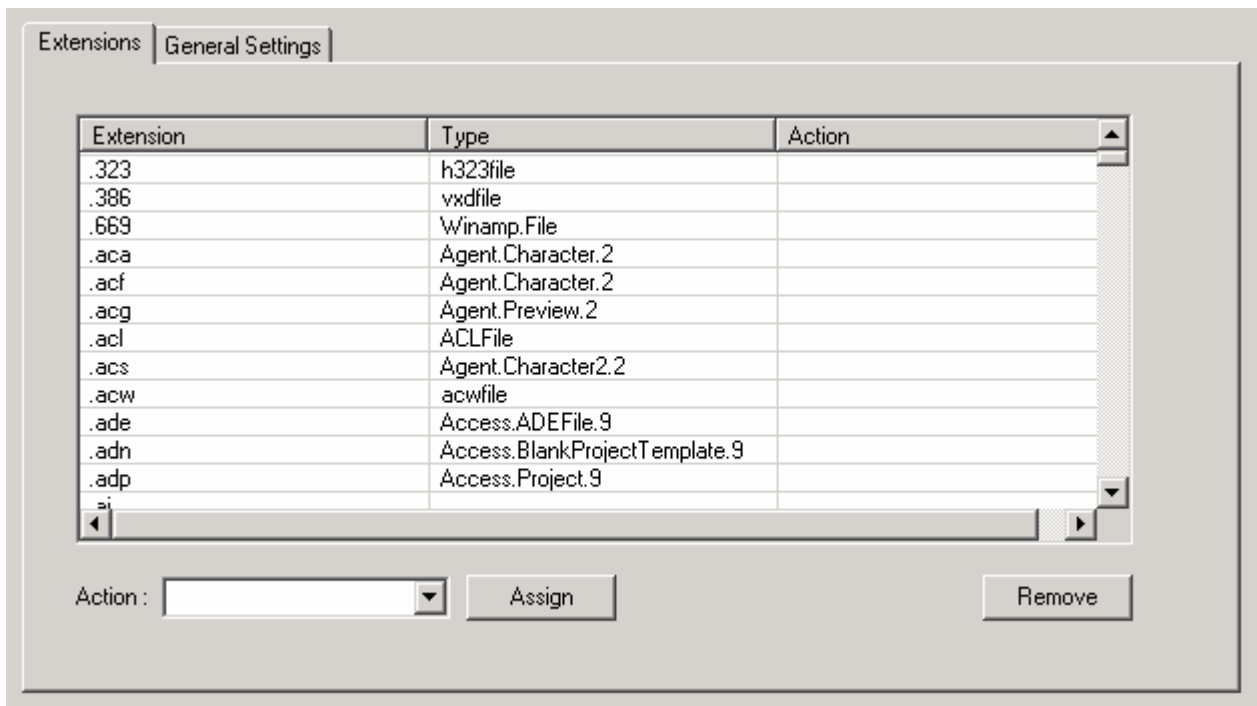
Converter

The converter service is installed automatically during the **GlobalComServer platform** setup. This service processes documents in any format sent to the **GCS platform** (Microsoft Word document, attached e-mail documents...) if the corresponding application has been installed on the machine. It is advisory to install those programs before the **GlobalComServer platform**.

Warning: After installing Microsoft Word, Microsoft Excel (and so on...) run them once to bypass the registration window, else the converter won't be able to use them.

Extension tab

To convert a document, the converter service must know what action to do with the associated extension. This action is the automatic printing (**printto** or **print**) with the source application used to create and open this file type.



To assign an action to at least one extension, select all adequate extension, select the printing action in the dropdown list **Actions** or type it and click on the **Assign** button. You can also type your own action and click on the **Assign** button.

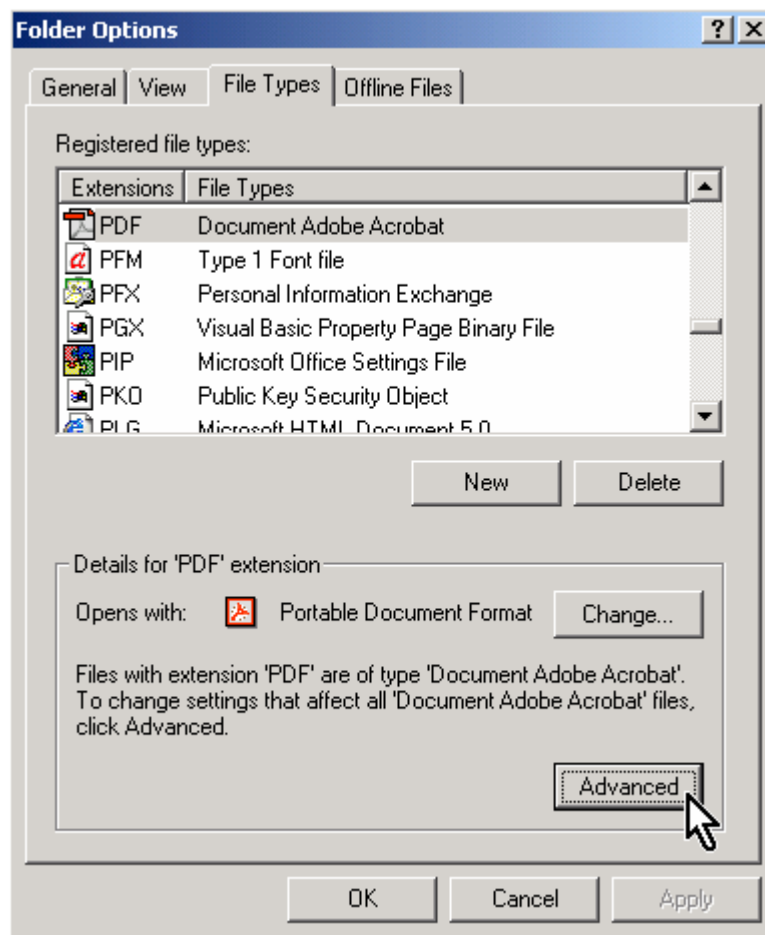
To remove actions select all adequate actions and click on the **Remove** button.

Parameters apply immediately!

Adding a new file type

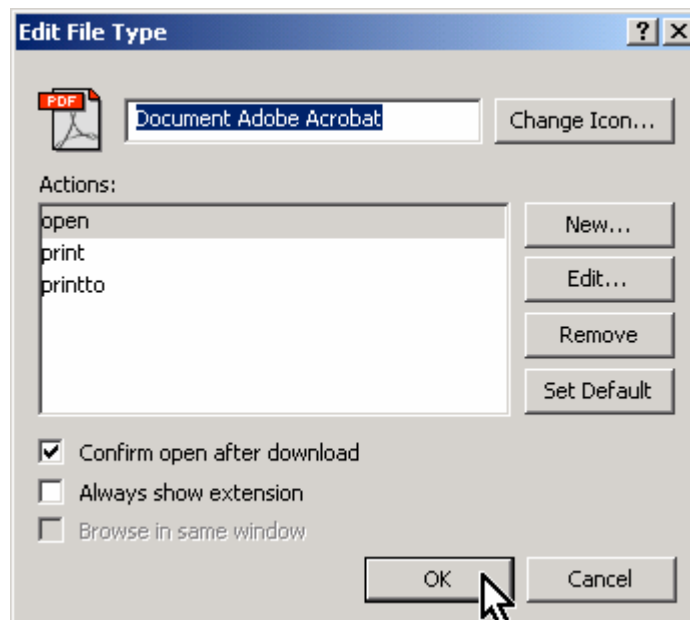
At first install the needed application to open the file type (Microsoft Word for .doc, Microsoft Excel for .xls, Adobe Acrobat Reader for .pdf...).

Next open the Windows explorer and go in the menu **Tools / Folder options**:



Select the file extension (here .pdf, Adobe Acrobat file) et click on the **Advanced** button.

Check in the Actions section if the application supports **Print** or **Printto**:



If **Print** or **Printto** are listed, you can send a fax containing attached files with this extension. The **Print** action requires forcing the converter's printer as the default machine printer (**Printto** does not require this).

General Settings tab

Extensions | General Settings

Conversion timeout : 30000 ms

Request processing delay : 1000 ms

Printer : GCSdoc Printer

Save

Leaving the default configuration is advisable

Conversion timeout: Time-out when processing a document

Request processing delay: Delay between a request file depot and its processing by [GlobalComServer](#).

Printer: Printer used by the converter

Do not forget to save your changes with the Save button!

Lines Assignment

Allocate outgoing lines to messages depending on the sender, fax number, group...

Lines Assignment			
Type	Value	Lines range	Time range
GCS User	Chiesi Frederic	1-2	0000:2400
GCS User	user spool	1-1	0000:2400

To manage assignment rules use the view's contextual menu:

Add an assignment policy
Remove selection

- **Add an assignment policy:** Add an assignment rule
- **Remove selection:** remove all selected rules

Example:

We want to force all emission coming from Exchange to use only the first two modems. Drop the contextual menu down and choose **Add an assignment policy**. A new window appears:

New assignment policy

Type: Source

From: 00 : 00 To: 24 : 00

First line: 1 Last line: 2

Add

Close

Select **Source** in the **Type** dropdown list, enter the time range and the modem range and click the Add button. Another window appears where you select **EXCHANGE** in the dropdown list and click the **OK** button.

Source Selection

Select source: EXCHANGE

OK Cancel

Parameters apply immediately!

You can use other assignment criteria:

- **GCS User or group** : assign lines according to the sender (or the group he belongs to)

Assign to a GCS user/group

User: support

Group: zetfgesf

OK Cancel

- **Recipient's address** : assigns lines according the address the message is sent to

Assign to a recipient's address

Assign to this address : 987654

OK Cancel

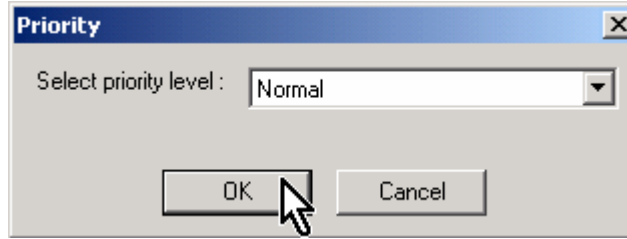
- **Recipient's name** : assigns lines according the message recipient's name

Assign to a recipient's name

Assign to that name : Test

OK Cancel

- **Priority** : assigns lines according message priority

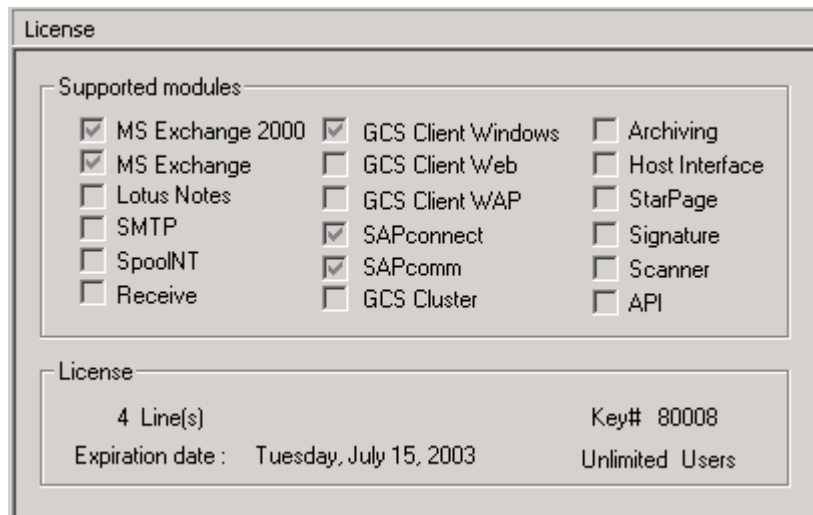


Cover pages and overlays

Please refer to the chapter [Cover pages / overlays](#).

License

This view allows you to visualize all validated modules in the server's protection key. You can also see the maximum number of users, phone lines and license time.



GCS Admin MMC Version

This view allows you to visualize all dates and version of the MMC administration's modules. Refer to this view when contacting the technical support about a trouble concerning GCS Admin MMC.

GCSAdmin MMC Version		
File	Version	Date
GCSDao.dll	1.0.0.0	Monday, July 15, 2002
GCSDataCom.dll	1.0.0.5	Friday, November 15, 2002
GCSDeviceSerial.dll	1.0.0.2	Tuesday, March 26, 2002
GCSExchange.dll	1.0.0.2	Friday, June 07, 2002
GCSLotusNotes.dll	1.0.0.2	Tuesday, March 26, 2002
GCSSmtp.dll	1.0.0.2	Tuesday, March 26, 2002
FA2000AllLogs.dll	1.0.0.2	Friday, November 15, 2002
FA2000AllSAPGateways.dll	1.0.0.2	Friday, November 15, 2002
FA2000AModem.dll	1.0.0.2	Friday, November 15, 2002
FA2000ASanGateways.dll	1.0.0.2	Friday, November 15, 2002

PERIPHERALS ADMINISTRATION

Unfold the lines menu in the left pane to see all installed modems/fax boards and then click on the device of your choice. A view corresponding to the chosen modem is displayed in the right pane.



GlobalComServer can deal with many transmission media type and for each of them one or more peripheral type.

- **Fax :**
 - **Modem:** Analog fax modem or ISDN board (external or internal). Some modems are managed in their native way; if your modem is not listed you can use generic types Hayes Class 2 or Class 2.0. To check your modem compatibility use a terminal emulator (e.g. HyperTerminal bundled with Windows) and send the command string `AT+FCLASS=?` to your modem.
 - **Multitech Complete Rack:** This rack gathers many ISDN adapters and is a standalone unit on your local network and has its own IP connectivity.
 - **Brooktrout board:** These boards embed some « intelligence » and reduce the server load. This is a recommended solution if you have huge communication volumes.
- **SMS:** **GlobalComServer** can use WaveCom GSM Modems. Such devices are designed to be connected to 900/1800/1900 MHz GSM networks. Like doing so with a cellular phone you have to provide the PIN code (this code unlocks the device and prevents its fraudulent use). You have to specify which GSM operator you use. Both parameters are specified with two Hayes command strings (refer to the Hayes commands tab).
- **E-Mail:** **GlobalComServer** has the capability to use (but not limited to) a SMTP server to send electronic messages. You provide which SMTP server you want being used and eventually the identification information to be granted for sending messages. You can also ask for a PDF conversion.
- **Telex:** **GlobalComServer** can manage natively external telexes boxes (ASCOM, HASLER...) to send and receive telexes.

This view contains multiple tables and three buttons detailed below:

- **Initialize:** Initialize the modem
- **Pause:** Suspend the use of this line
- **Save:** Save the configuration

General tab

General | Dialing Parameters | Other parameters | Hayes Commands | Analyzer

Connection

Type: Zyxel Omni 288S Incoming traffic

Routing: By modem number Outgoing traffic

Port: 2

Identification

Company name:

CSID (20 max.):

Initialize modem: Only at startup

Initialize Pause modem Save

Type: Your device type.

Routing: Configure how incoming faxes will be routed.

Port: COM port to which your modem is connected. For a Brooktrout card the value correspond to a card's channel, for a Multitech Complete the listening TCP/IP port.

Incoming traffic: check this box to allow incoming traffic for this device

Outgoing traffic: check this box to allow outgoing traffic for this device

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

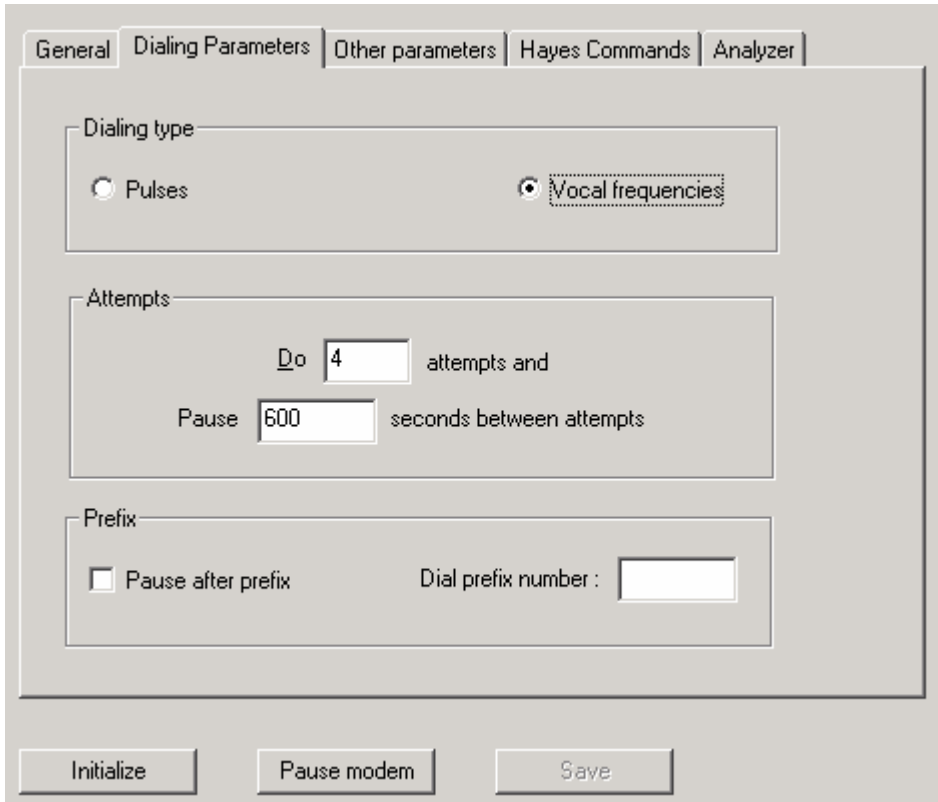
CSID: **Your** Message inserted in your fax header (20 characters max.)

Initialize Modem:

Always: The device is initialized are sent every time a fax is being sent.

Only at start up : The device is initialized once at **GlobalComServer** start up

Dialing Parameters tab



Dialing type: Choose between Vocal Frequencies (most common setup) and Pulse.
Attempts: Number of retries when the receiver number is faulty or busy.
Pause between attempts: Waiting time between 2 attempts (in seconds).
Pause after prefix: If checked there will be a 2-second pause after dialing the prefix.
Prefix: If defined, all fax numbers will be preceded by this prefix. You can send a fax this prefix by adding a star in front of the number.

Example: Write *8754 to send to the internal number 8754

Other parameters tab

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

Primary access: Check this box to use the card in a ISDN primary access

COMMPLETE Server: Your Commplete box' IP address

SMTP Server: your SMTP server address. You can also indicate an IP address here.

Login on SMTP server/Password: Some SMTP servers require identification before accepting any incoming mail from you. Enter identification parameters as given by your internet service provider or network administrator.

Some (or all) of these areas could be greyed if non significant for your peripheral



Hayes Commands tab

General | Dialing Parameters | Other parameters | Hayes Commands | Analyzer

Modem Hayes commands :

1:	ATZ-99-K- Reset	7:	ATX-3-K- Select Monitoring
2:	ATE0-99-K- Disable Drop	8:	AT+FCLASS=2-K- Fax class 2
3:	AT&D2-99-K- DTR Drop	9:	AT+FLID-99-K- Id factory
4:	ATV-1-K- Enable long Form	10:	AT+FDIS=1-K- Param DTE
5:	ATM-0-K- Speaker on/off	11:	AT+FBOR=0-K- Sel.bit ord.ph C
6:	ATS38=2#G255-99-K- Zyxel command	12:	AT+FDCC=1,5-99-K- FDCC Param

Load default Hayes commands

Initialize | Pause modem | Save

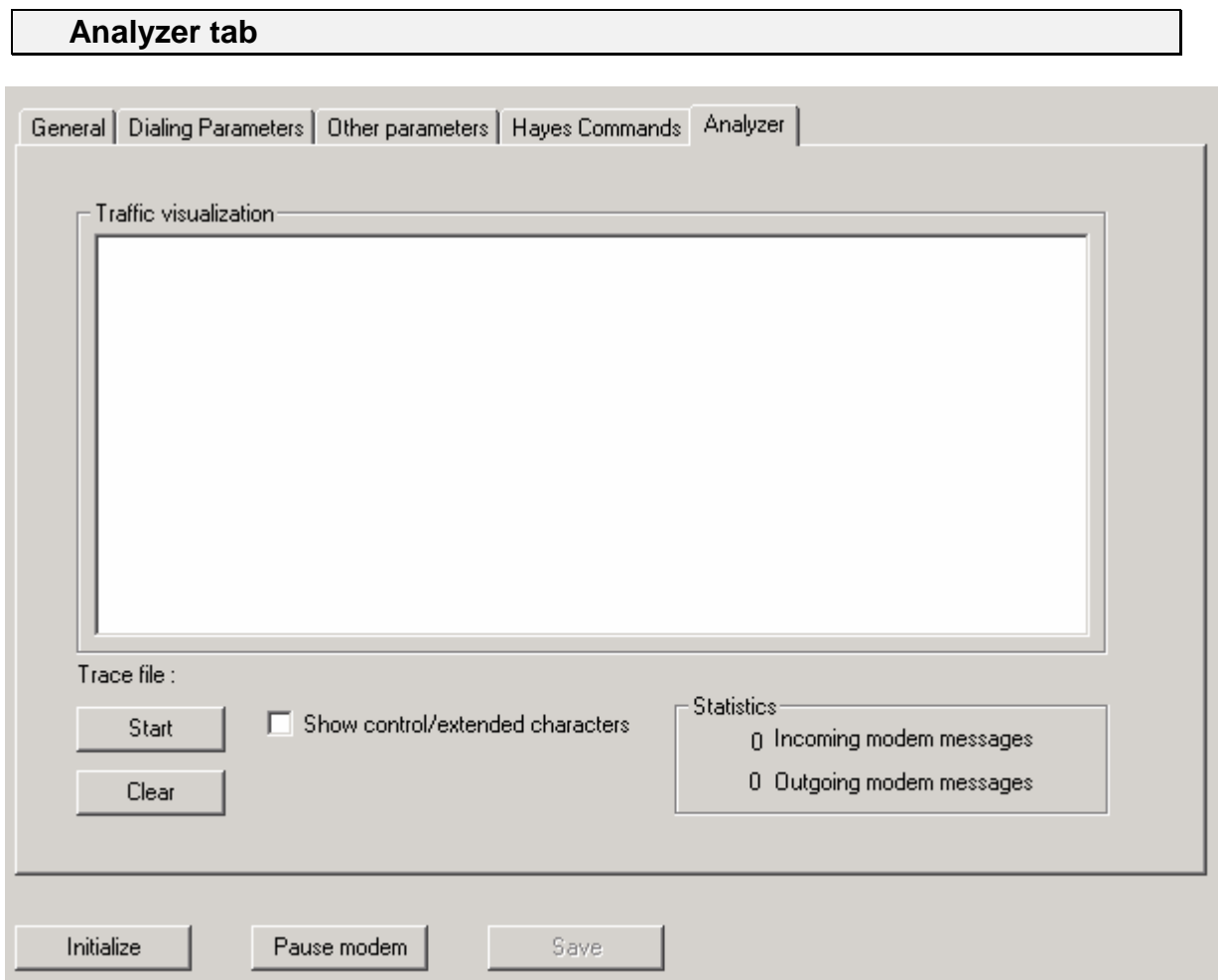
These commands allow [GlobalComServer](#) to pilot your modem (reset, speaker volume and so on). It is not recommended to change a modem command **unless you know exactly what you are doing and have read the peripheral documentation before changing anything.**

If the peripheral is a GSM Modem, the first command contains the PIN code and the before the last one your operator's central calling center. You have to change both values if needed.

These areas could be greyed if non significant for your peripheral

If you need to retrieve the original Hayes commands set for your modem click on **Load default Hayes commands.**

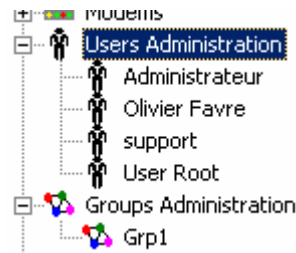
For any additional detail see the [hardware guide](#)



The analyzer brings you a way to see what is exchanged between GlobalComServer and a modem and help to troubleshoot communication problems.

To start a trace click on the **Start** button, when you wish to clear the analyzer area click on **Clear**. If you want to see control characters that are not displayed by default check **Show control/extended characters**.

USERS / GROUPS ADMINISTRATION



Users

You have to create account for each user of the GlobalComServer platform (and groups eventually). Those accounts are also useful to other AVM products. Users and groups managements is divided into two parts:

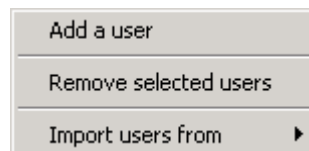
1. User/group creation/deletion
2. properties definition

Creation/Deletion

Click on **Users Administration** in the left pane. The right pane displays all existing users :

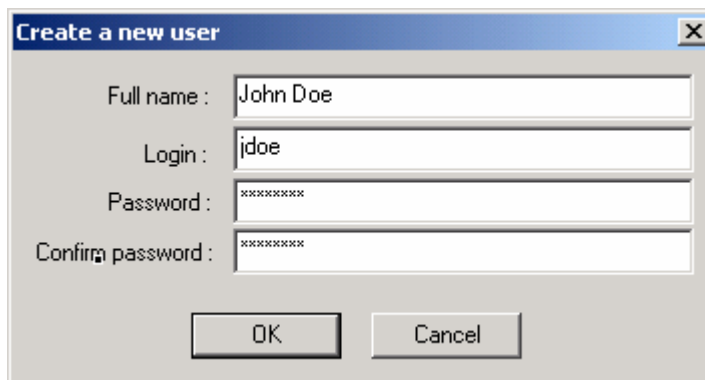
Users Administration		
ID	Login	Full name
QF	Administrateur	Administrateur
ZZ	OFavre	Olivier Favre
\$^	support	support
AA	Root	User Root

To manage users use the view's contextual menu:



- **Add a user** : create a user
- **Remove selected users** : remove all selected users
- **Import users from:** you can import users from :
 - **Windows NT accounts:** your NT domain users
 - **Text file:** any text file that contains one entity per line and have entity values fields separated by either a semi colon or a tab.
 - **Microsoft Exchange:** users declared in Microsoft Exchange

Track the contextual menu down and choose **Add a user**, a new window appears. Enter adequate information and click on **OK**:

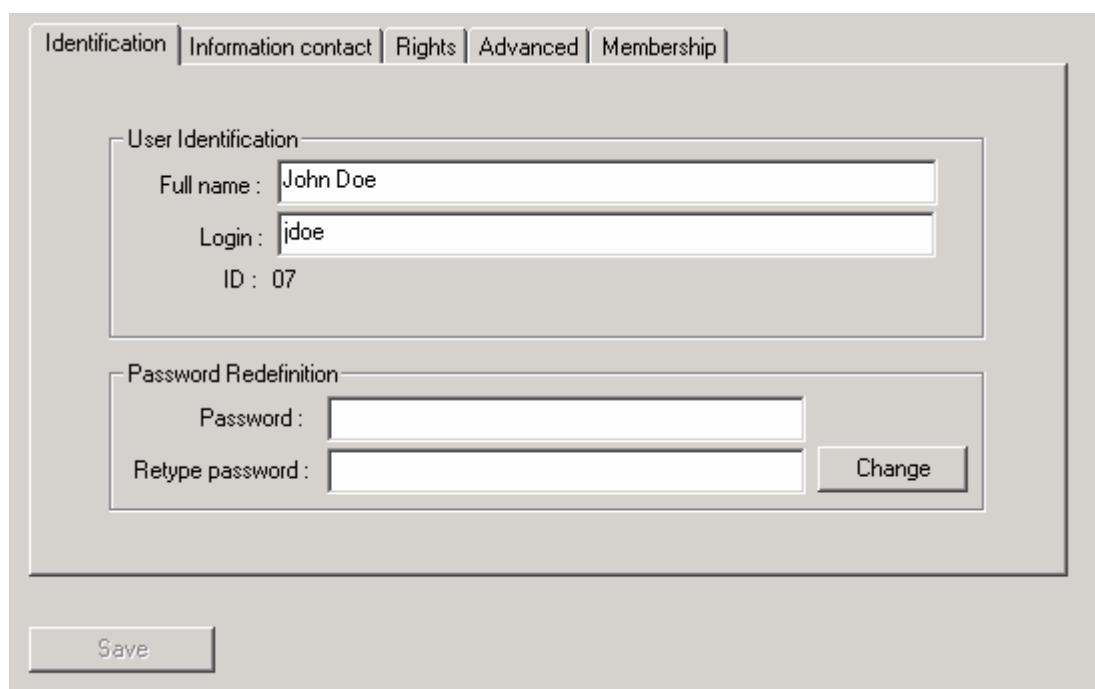


Full name : John Doe
Login : jdoe
Password : *****
Confirm password : *****

OK Cancel

You can change user properties by selecting the user in the left pane. A new view is displayed in the right pane with multiple tabs.

Identification tab



Identification | Information contact | Rights | Advanced | Membership

User Identification
Full name : John Doe
Login : jdoe
ID : 07

Password Redefinition
Password :
Retype password :

Here you can edit the user's login and full name and also change the password. To change the password, you have to type it twice the same way in respectively **Password** and **Password confirmation** areas.

 The Save button does not save the user's password. You have to use the Change button!

Information contact tab

Identification | **Information contact** | Rights | Advanced | Membership

Phone number : 555-5555

Fax Number : 555-5555

Department : Technical

Address :

Billing code :

E-Mail : jdoe@company.com

Comment :

Save

You can edit some detailed information here.

Rights tab

Identification | Information contact | **Rights** | Advanced | Membership

This user can...

- Send messages
- Receive messages
- Clear messages
- Send messages before : 19:30 Change time
- Change his client configuration
- Change his default priority

Forbidden prefixes for this user

554 Add

Remove

This user is...

An administrator A secretary A normal user

This user has the level

High priority Normal priority Low priority

Save

You can change user rights and specify a forbidden phone prefixes list: to do so, click on the **Add** button and enter the digits sequence. To remove prefixes, select them and click on the **Remove** button. All messages that begin with a forbidden prefix won't be sent.

Example:

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

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 phonebook
- **normal** : rights defined in the upper box ("This user may")

User priority:

- *high* : the message is sent before the others
- *normal*
- *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](#)).

The checkbox **Send acknowledgement on a messaging system** allow generation of a report sent by e-mail to notify the sender of the final message status. If you check this box, you must enter a valid e-mail address in the *information contact* tab and you must have installed the adequate AVM gateway.

You can print for each emitted message an acknowledgement or the message itself on a chosen printer, depending upon the final message status.

Membership tab

This tab shows you the groups the user belong to (a group may contain several users, each user can view outgoing/incoming messages of the other members). For each selected group, message visualization rights are displayed at the bottom

It is not possible to give a user login 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)

Remember to save changes.

Users import

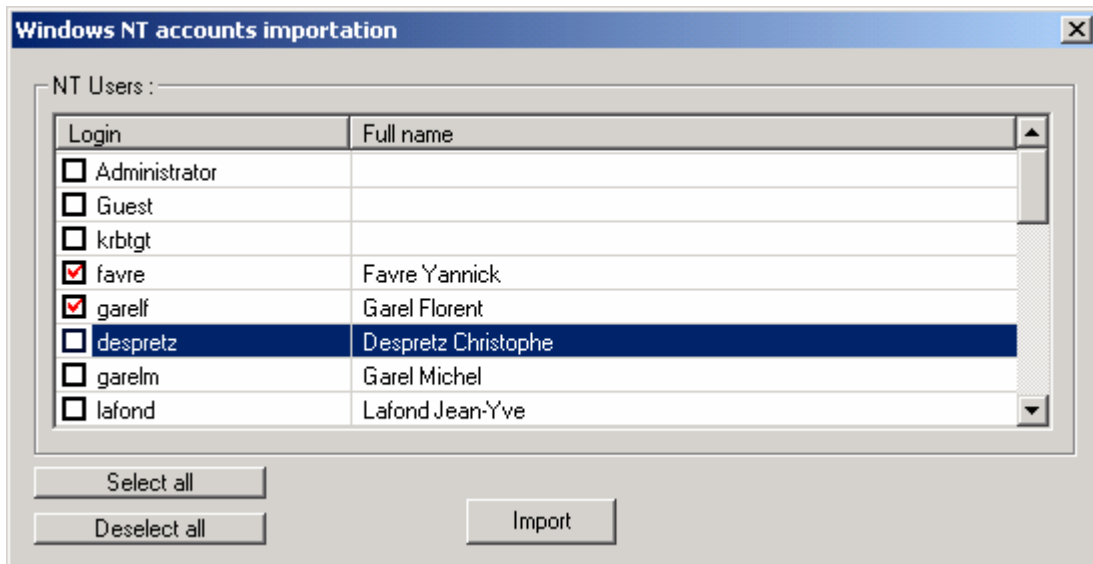
GCS Admin MMC allows you to import users from various sources: CSV files, Microsoft Exchange address book and NT domain users.

Import from an NT domain

You can automatically import users from your NT domain to avoid their creation by hand.

Please note that an NT user is not linked in any way to the imported one: If you change something in the user's NT account (the full name for example) you have to change this information in GlobalComServer either by updating manually either by deleting and importing the user again.

To import users from the NT domain proceed like below after selecting **Import users from/Windows NT accounts:**



1. Check the box on the left to select who you want to import (uncheck to remove the selection)
2. Click on the **import** button

Login and full name are automatically mapped onto Login and Full name in GCS. If the full name is empty, the login will be used for both GCS login and full name.

Import from a text file

You can use any text file having the following requirements:

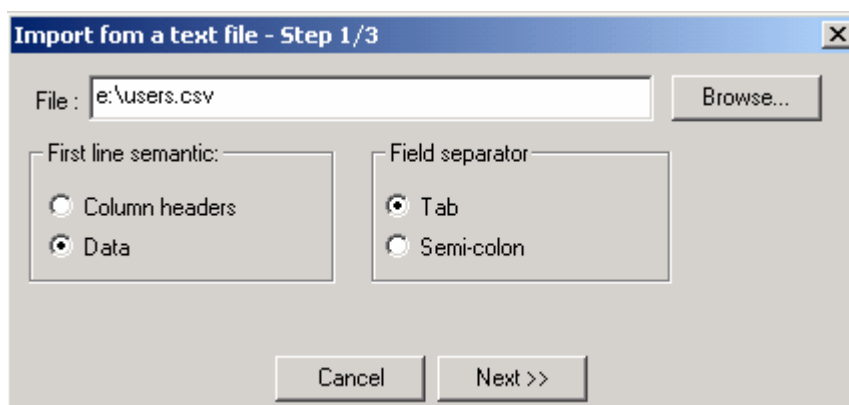
- One entry per line
- Fields in an entry are separated by a semi colon or a tab (it is **NOT** possible to mix these separators in the same file)

As a consequence, the following content sample is valid (field separator is a semi colon here) :

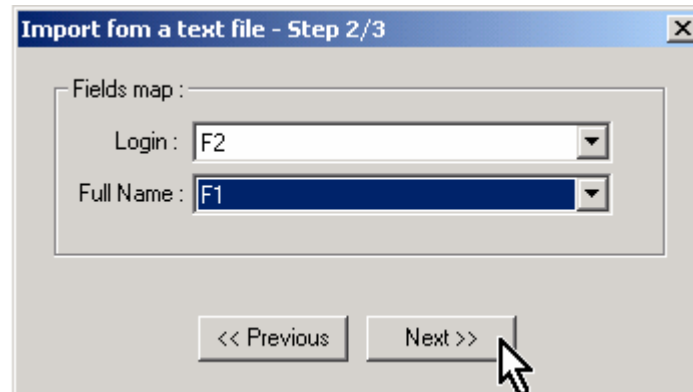
```
root;Root User;(555)-555-5555;Room 21
admin;System Administrator;(555)-555-5555;Room 22
```

To proceed, follow all of the three steps in the text file importation wizard.

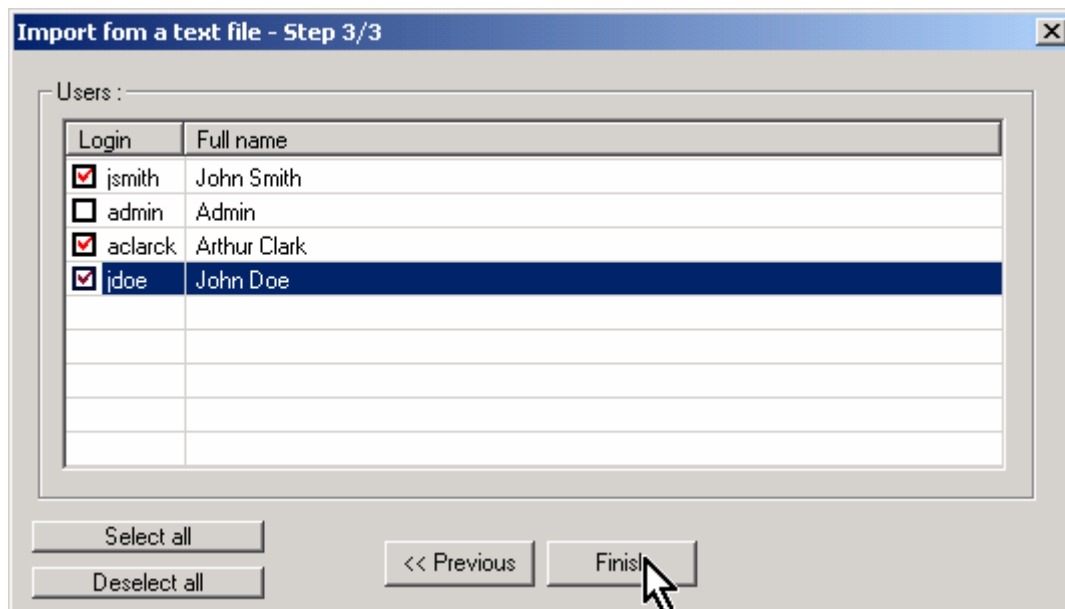
1. Select adequate format options and the file you want to import. Please note that if the first line of your file has columns titles (some applications put such a title on the first line when exporting data) you have to choose **Columns headers** else choose **Data**. Click on **Next**



- Match fields against login and full name (you can specify to use the same field in the text file for both login and full name). Note that if you have chosen **Data** at the previous step, the fields' names are F1 for the first field in your CSV file, F2 for the second one, etc. If you have chosen **Columns headers** you will see the columns titles instead of F1, F2... Once the mapping is done click on **Next**.



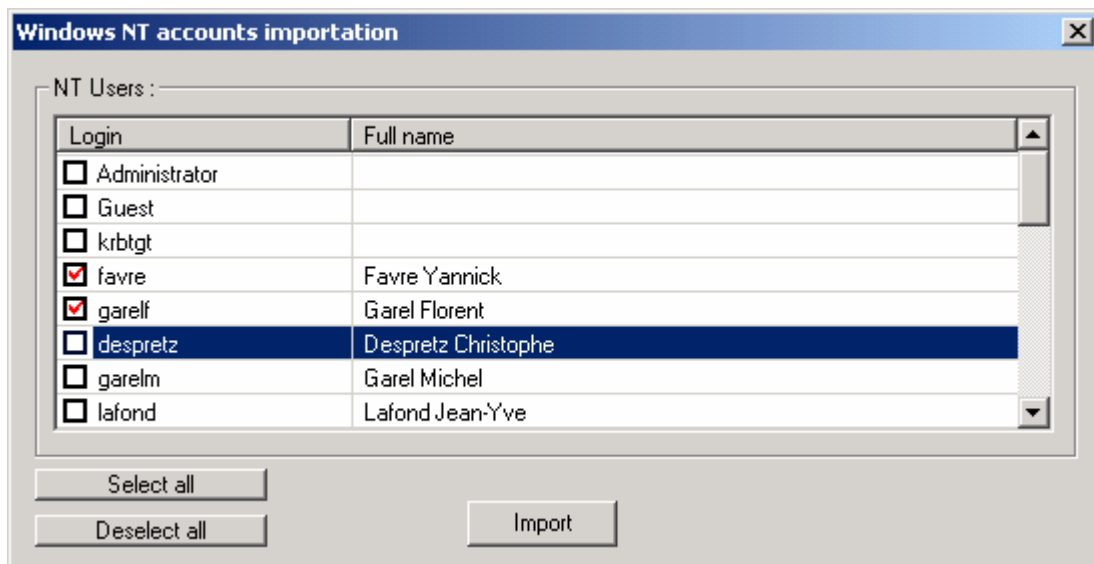
- check which entries have to be imported by clicking on the check box and click on the **Finish** button



Import from a Microsoft Exchange address book

You can automatically import users from your Microsoft Exchange server to avoid their creation by hand. **Please note that an Microsoft Exchange user is not linked in any way to the imported one:** If you change something in the user's exchange account (the full name for example) you have to change this information in GlobalComServer either by updating manually either by deleting and importing the user again.

To import, proceed like below after selecting **Import users from/ Microsoft Exchange**:



1. Check the box in the left column to select who you want to import (uncheck to remove the selection)

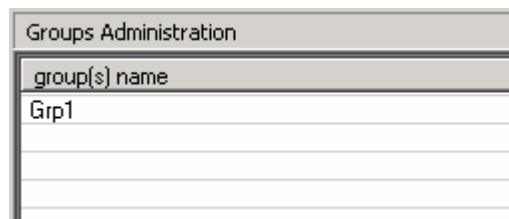
2. Click on the **import** button

Mailbox name and full name are automatically mapped onto Login and Full name in GCS. If the full name is empty, the Mailbox name will be used for both GCS login and full name

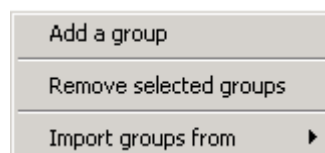
Groups

Creation/Deletion

Click on **Groups Administration** in the left pane. The right pane displays all existing groups:



To manage groups use the view's contextual menu:



- **Add a group** : create a user
- **Remove selected groups** : remove all selected groups
- **Import groups from:**
 - **Windows NT Groups:** your NT domain groups
 - **Text file:** any text file that contains one entity per line and have entity values fields separated by either a semi colon or a tab.

Group membership

User	Can see incoming items	Can see outgoing items	Administrator
<input type="checkbox"/> User Root			
<input type="checkbox"/> Test			
<input checked="" type="checkbox"/> support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Olivier Favre	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> administrateur			

Save

As soon as the group is selected in the left pane, the right pane is modified and lists all current group members: you will see all known users, group members have a check in the *User* column.

To assign a user to the selected group, click on the check box in the *User* column (uncheck this box to revoke the membership). Users can belong to several groups!

Group printer

Group membership | Group printer

Enable acknowledgements & carbon copies printing for outgoing messages

Group printer : Virtual Fax Printer

Acknowledgement printing

Successful Sendings

Failed Sendings

Carbon copy printing

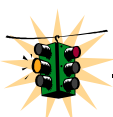
Successful Sendings

Failed Sendings

Save

Choose the printer on which messages and acknowledgement will be printed to and printing conditions. If the checkbox **Enable acknowledgements and carbon copies printing for outgoing messages** is unchecked, nothing will be printed.

Remember to save changes.



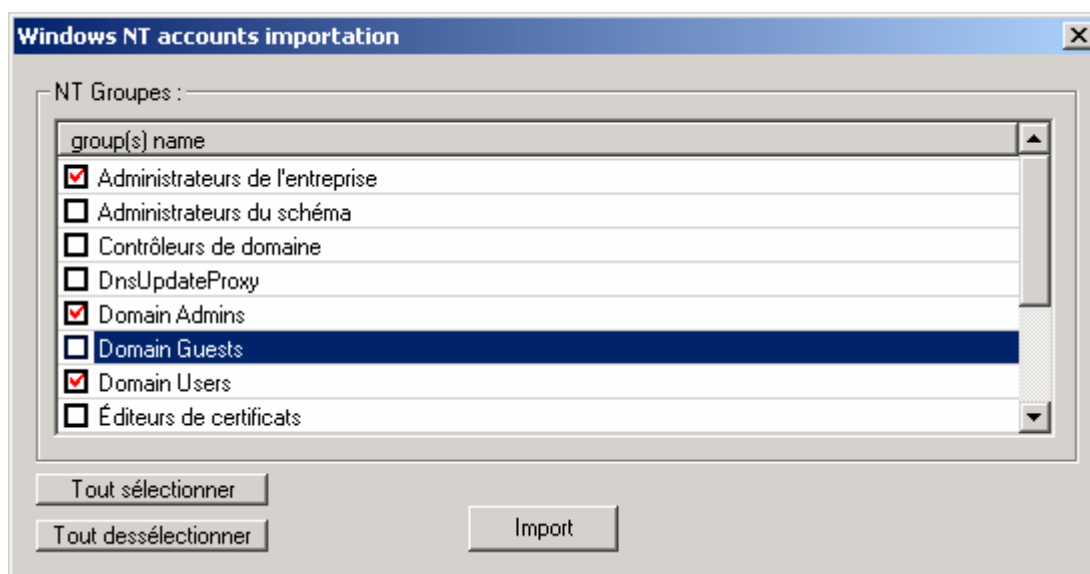
Groups import

GCS Admin MMC allows you to import groups from various sources: CSV files, NT domain.

Import from an NT domain

You can automatically import groups from your NT domain to avoid their creation by hand. **Please note that an NT group is not linked in any way to the imported one:** If you change something in NT settings (the full name for example) you have to change this information in GlobalComServer either by updating manually either by deleting and importing the group again.

To import users from the NT domain proceed like below after selecting **Import groups from/Windows NT accounts**:



3. Check the box on the left to select who you want to import (uncheck to remove the selection)
4. Click on the **import** button

Import from a text file

You can use any text file having the following requirements:

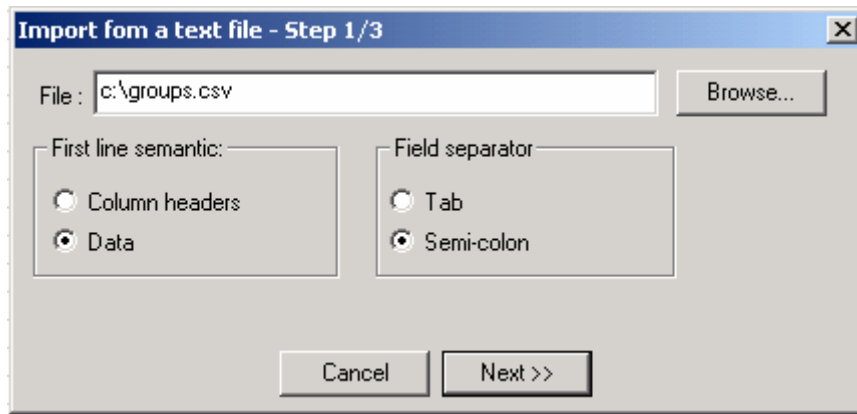
- One entry per line
- Fields in an entry are separated by a semi colon or a tab (it is NOT possible to mix these separators in the same file)

As a consequence, the following content sample is valid (field separator is a semi colon here) :

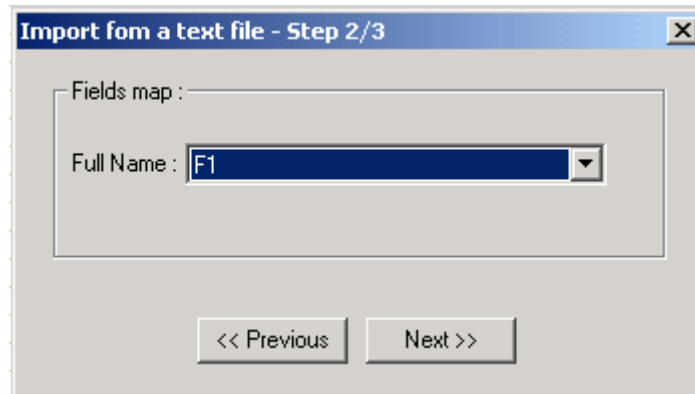
```
Sales department;Sales dept;(555)-555-5555
Support department;Support dept;(555)-555-5555
```

To proceed, follow all of the three steps in the text file importation wizard.

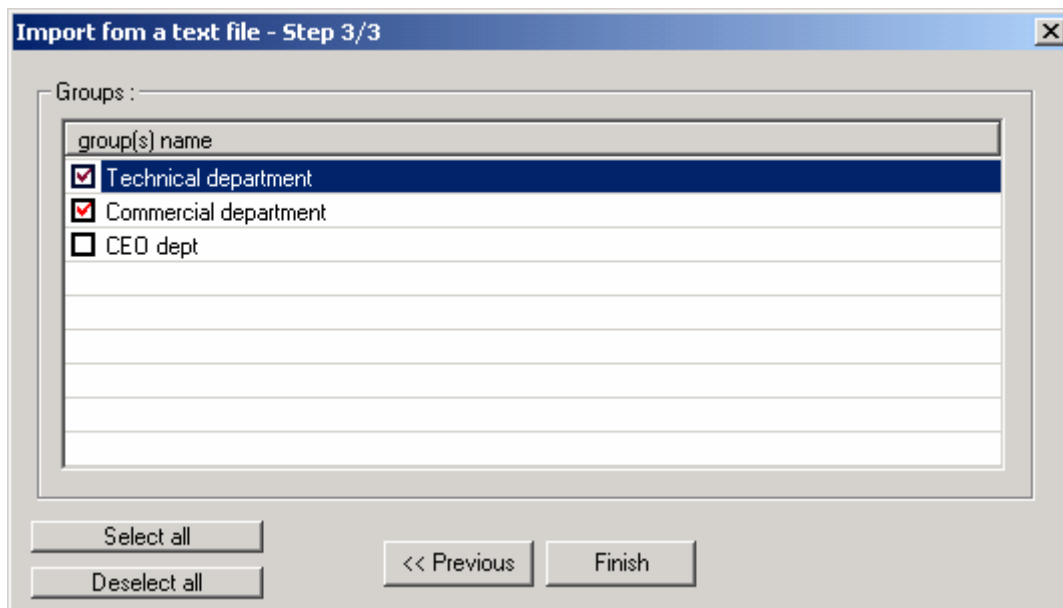
4. Select adequate format options and the file you want to import. Please note that if the first line of your file has columns titles (some applications put the column's title on the first line when exporting data) you have to choose **Columns headers** else choose **Data**. Click on **Next**



5. Match fields against login and full name (you can specify to use the same field in the text file for both login and full name). Note that if you have chosen **Data** at the previous step, fields' names are F1 for the first field in your CSV file, F2 for the second one, etc. If you have chosen **Columns headers** you will see the columns titles instead of F1, F2... Once the mapping is done click on **Next**.



6. check which entries have to be imported by clicking on the check box and click on the **Finish** button

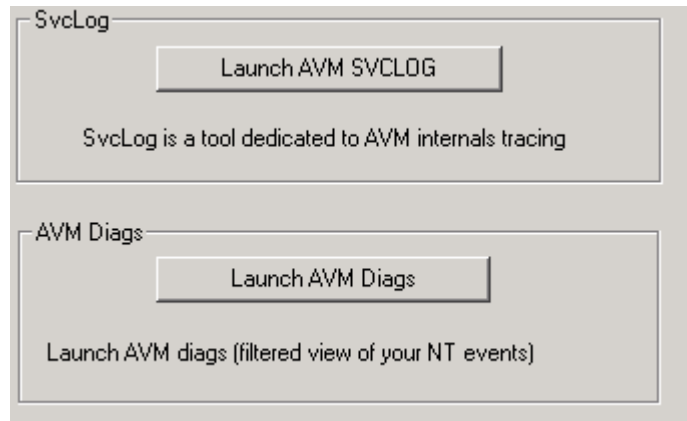


EVENTS LOGS



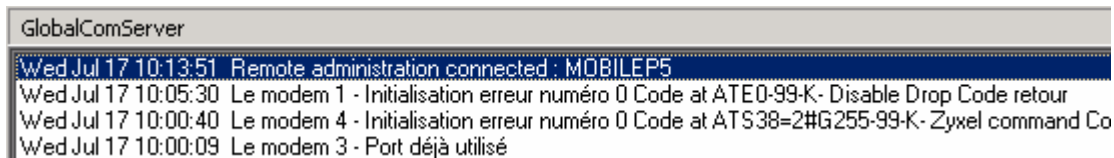
You can access to all **GlobalComServer** and AVM gateways and applications events log. Depending on installed modules some events logs may not be available.

Event log



AVM provides a tool used to display the NT event log for the AVM services (Start → GlobalComServer → GlobalComServer diagnostic). Another tool designed to see internal debug messages called SvcLog exists too. You can run both tools from here by clicking the adequate button.

GlobalComServer



This view contains all GlobalComServer activity report. You can purge it with the contextual menu. Note that your Windows applications event log contains these events too.

COVERPAGES / OVERLAYS

View cover pages by clicking on the **logos** menu in the left pane

Logos	
Logo	Type
1	HP-PCL
133	HP-PCL
1_old	HP-PCL
2	HP-PCL
3	HP-PCL
4	HP-PCL
72	HP-PCL
72col	HP-PCL
@132	HP-PCL
@66	HP-PCL
@72	HP-PCL
@80col	HP-PCL
@-?	HP-PCL

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 (see example below).

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

An overlay is a background used as a template for all pages of a message. You can buy a cover page designing tool for a very competitive price from AVM.

Cover pages

You can use most text editors to create a cover page.
We will be using Microsoft Word95® for the following example.

Creating / modifying a cover page

- 1) Open a blank Word file
- 2) Insert your logo
- 3) Insert desired parameters (field codes) (see [field codes syntax](#))
- 4) Print your document using the virtual printer installed by **GlobalComServer**
The print result is in ..\Trafic\Pcl\ and is called Fax.pcl
- 5) Move the file Fax.pcl from ..\Trafic\Pcl to ..\Trafic\Logo
- 6) 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

Hint:

If you don't want to send a cover page, without having to precise every time you send a fax, create a file called Default.pcl with a size of 0 KB (empty file).
 A quick way to create such a file is to use your machine DOS editor.
 Open a DOS command window, and write the following command
 EDIT C:\Temp\Default.pcl
 Save the file without writing anything in it and close it.
 Move this file to ..\Trafic\Logo. Overwrite the existing Default.pcl (make a backup of the old Default.pcl).
 Another way consists in declaring **NOLOGO** in the user profile (user administration).

Field codes syntax

To insert field codes, it is compulsory to use an authorized font.

Authorized fonts:

- Univers
- CG Times
- Courier
- Times New Roman
- Arial

The table below shows the syntax you must use for the different field codes

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 (the courier font is used in this example)
Recipient	Recipient name	\$\$*****Dest*****\$\$
	Fax number	\$\$*****Phon*****\$\$
	Company	\$\$*****Compagny*****\$\$
Sender (These details must be previously entered in GlobalComServer)	Name	\$\$*****Send*****\$\$
	Address	\$\$*****Address*****\$\$
	Phone number	\$\$*****UserPhone*****\$\$
	Fax number	\$\$*****UserFax*****\$\$
	Free 1	\$\$*****Free1*****\$\$
	Free 2	\$\$*****Free2*****\$\$
Fax 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*****\$\$
	⇒ 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).

Other field codes concerning the sender are available if **AVM MS-Exchange gateway** is installed.

<u>AVAILABLE FIELDS WITH THE MS-EXCHANGE 2000 GCS CONNECTOR</u>	
Initials	\$\$\$*****Initiales*****\$\$
Name	\$\$\$*****Nom*****\$\$
Full Name	\$\$\$*****NomComple*****\$\$
Pseudo (Alias)	\$\$\$*****Pseudonyme*****\$\$
Address	\$\$\$*****Adresse*****\$\$
City	\$\$\$*****Ville*****\$\$
State	\$\$\$*****Province*****\$\$
Zip code	\$\$\$*****CodePostal*****\$\$
Country	\$\$\$*****Pays*****\$\$
Job title	\$\$\$*****Titre*****\$\$
Company	\$\$\$*****Societe*****\$\$
Department	\$\$\$*****Service*****\$\$
Office	\$\$\$*****Bureau*****\$\$
Assistant	\$\$\$*****Assistant*****\$\$
Business phone 1	\$\$\$*****TelephoneProfessionnel*****\$\$
Business phone 2	\$\$\$*****TelephoneProfessionnel2*****\$\$
Fax	\$\$\$*****Telecopie*****\$\$
Assistant phone	\$\$\$*****AssistantTelephone*****\$\$
Home phone 1	\$\$\$*****Domicile*****\$\$
Home phone 2	\$\$\$*****Domicile2*****\$\$
Cellular	\$\$\$*****Portable*****\$\$
Voicemail	\$\$\$*****MessagerieTelephonique*****\$\$

Use only one line per field code.

Available fields with the MS-Exchange gateway are directly taken from the mail service global phonebook

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).

All overlays must be placed in `..\Trafic\Logo`.

Static overlays

Static overlay names must absolutely begins 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).

You cannot send a message using simultaneously a cover page and an overlay.

Some of our gateways allow choosing an overlay (**SpoolFax for NT**, **Graphic Fax for SAP R/3**, **HP9100C gateway**).

PROTECTING FOLDERS ON NTFS PARTITION

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

What rights?		For which folders?	For whom?
Full control	(All)	..\Trafic and sub-folders	GlobalComServer installation account
Read	(RX)	..\Trafic and sub-folders	Everyone
3 exceptions			
Change	(RWXD)	..\Trafic\Arri ..\Trafic\Dep ..\Trafic\Dir	Everyone
IF you install modules on a remote station then you need to protect some folders/files as follows			
Change	(RWXD)	..\Trafic\Tools\Stat	Concerned user (Statistics module)
Change	(RWXD)	..\Trafic\Isdn	Concerned user (Routing module)
Change	(RWXD)	..\Trafic\Arc	Concerned user (Archiving module)
Special file access (RWX)		..\Trafic\admin.pwd	Concerned user (Users administration module)

GlobalComServer installation account needs full control on all folders at all time.

ANNEX

Modifying the left margin

Valid only if you use PCL5 converter (and not default PCL5E converter).
To modify it, change the value of parameter X in the file ..\Trafic\Conv\Lj.ini (7 units per mm, 1 mm is approximately a tenth of an inch).

Example:

To increase the left margin of 5 mm, add 35 to the parameter X.

Special files

Error.ini

The file ..\Trafic\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 & Statfax.new

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. Statfax.txt is not purged automatically. You have to do it manually. (See [AVM tools](#))

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 : fax number

Spy

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 : fax status (AD, EM, OK, ER)
Column 57 to 79 : fax number
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.

Topsrv32.ini

Different parameters can be modified in the section [OPTIONS] of the file
 ..\Trafic\$\Etc\Topsrv32.ini.

Options	Description	Possible values
Converter=	0 to use PCL5E converter 1 to use PCL5 converter 2 to use the Swiftview converter	0, 1 or 2
Archive=	0 disables the archiving feature 1 enables the archiving feature GlobalComServer creates .csv files in the directory ..\Trafic\Arc. Those files will be exploited by the archiving application if the feature is active.	0 non active 1 active
Sap=	0 disables the sending of receipts in SAP 1 enables the sending of receipts in SAP	0 or 1
FontNumber=	Default font. (converter=0 only) (See font lists on the following page)	Font number
Header=	0 disables a message header (converter=0 only) 1 enables a message header	0 no header 1 header
LeftMargin=	Left margin Increase its value to move the text to the right. The text inserted on a cover page by the variable \$\$*****Text*****\$\$ will not be affected. Spacing value is character / unit	Valid only for ASCII pages
TopMargin=	Top margin Increase its value to move the text to the bottom. The text inserted on a cover page by the variable \$\$*****Text*****\$\$ will not be affected. Spacing value is character / unit	Valid only for ASCII pages
Pitch=	Font resolution (converter=0 only)	0.1 to 576.0
PointSize=	Font size (converter=0 only)	0.25 to 999.75
OffsetX=	Move the message image horizontally (converter=0 only) In pixels	
OffsetY=	Move the message image vertically (converter=0 only) In pixels	
ResendLastPages=	This option allows you to re-send only pages not sent during the previous emission.	0 non active 1 active
Spoollog=	Activates the creation of a trace file for SpoolFax for NT . Find that file in the directory ..\Trafic\Trace. It will log all faxes accepted or refused by SpoolFax for NT .	0 non active 1 active
TraceSpool=	Activates the backup of files spooled by SpoolFax for NT . Backups are stored in the directory ..\Trafic\Trace	0 non active 1 active

Usual fonts:

6 1	Coronet	weight 0	slant	28 0	Courier	weight 0	slant
7 4	Clarendon Cd	weight 3	slant	29 1	Courier It	weight 0	slant
8 0	AntiqueOlv Bd	weight 3	slant	30	Courier Bd	weight 3	slant 0
9	AntiqueOlv	weight 0	slant 0	31	Courier BdIt	weight 3	slant 1
10 0	Garamond Antiqua	weight 0	slant	32	Univers Md	weight 0	slant 0
11	Garamond Krsv	weight 0	slant 1	33	Univers MdIt	weight 0	slant 1
12 0	Garamond Hlb	weight 3	slant	34	Univers Bd	weight 3	slant 0
13 1	Garamond KrsvHlb	weight 3	slant	35	Univers BdIt	weight 3	slant 1
14 1	AntiqueOlv It	weight 0	slant	36 4	Univers MdCd	weight 0	slant
15	CG Times	weight 0	slant 0	37 4	Univers BdCd	weight 3	slant
16	CG Times It	weight 0	slant 1	38	Univers MdCdIt	weight 0	slant 5
17	CG Times Bd	weight 3	slant 0	39 5	Univers BdCdIt	weight 3	slant
18 1	CG Times BdIt	weight 3	slant	40	Marigold	weight 0	slant 0
19	CG Omega	weight 0	slant 0	41	Arial	weight 0	slant 0
20	CG Omega It	weight 0	slant 1	42	Arial	weight 3	slant 0
21 0	CG Omega Bd	weight 3	slant	43	Arial	weight 3	slant 1
22	CG Omega BdIt	weight 3	slant 1	44	Arial	weight 0	slant 1
23	Albertus Md	weight 1	slant 0	45	Symbol	weight 0	slant
24	Albertus Xb	weight 4	slant 0	46 0	Times New Roman	weight 0	slant
25	LetterGothic	weight 0	slant 0	47 0	Times New Roman	weight 3	slant
26 1	LetterGothic It	weight 0	slant	49	Times New Roman	weight 0	slant
27 0	LetterGothic Bd	weight 3	slant	50	Wingdings	weight 0	slant 0

Save time when re-submitting a fax

A **GlobalComServer** feature allows you to save transfer time when a fax has not been sent entirely. Only unsuccessful pages will be re-submitted.

All pages are sent again by default.

To activate this option, use the ResendLastPages= command in the file
 ..\Traffic\$\Etc\Topsrv32.ini.

Load balancing (cluster)

Overview

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 `..\Trafic\Etc\Topsrv32.ini`.

By default, if this parameter does not exist in the initialization file, it is considered equal to 1.

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

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

If a server crashes, reception is guaranteed 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

TROUBLESHOOTING

Check our web site for more information:

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

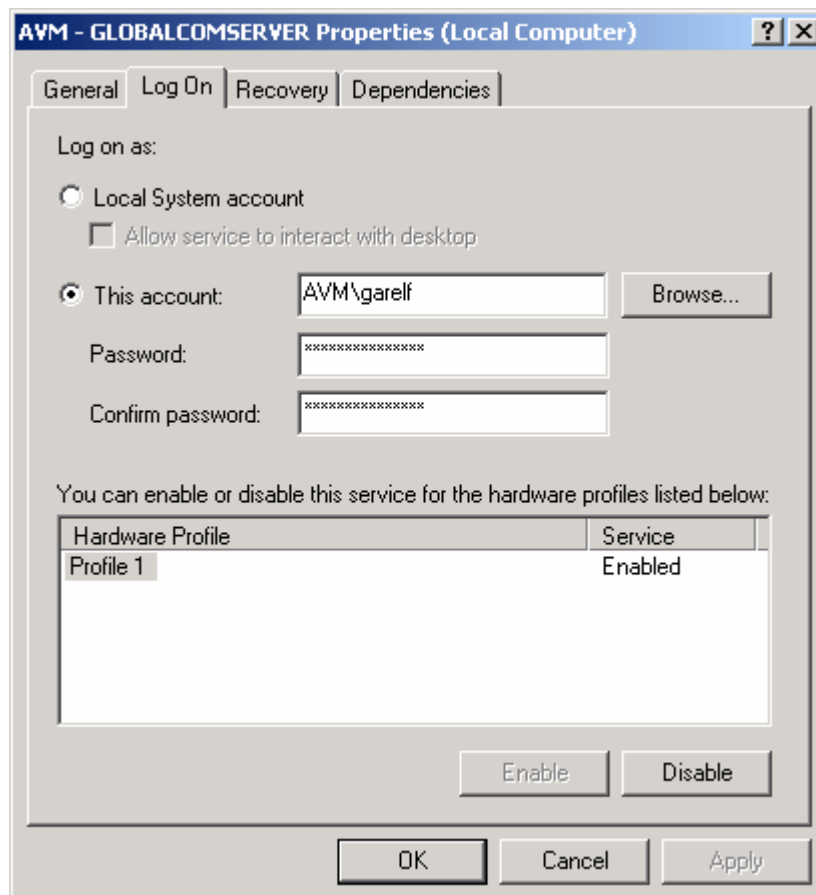
AVM – GlobalComServer service won't start

When you reboot the machine after **GlobalComServer** installation, an NT alert tells you that at least one service has not started.

Either the protection key is not connected to your machine or the account used to install **GlobalComServer** has not the right to log on as a service.

Check that the protection key («dungle») is connected correctly to the machine printer. Open the Windows 2000/XP services window (Start → Programs → Administrative Tools → services)

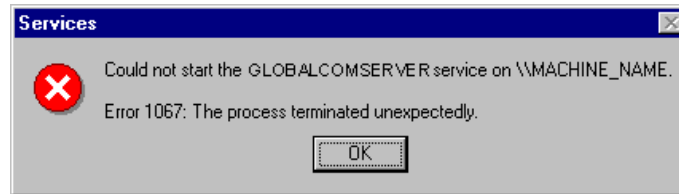
Look for **AVM – GlobalComServer** and double-click on it. You obtain the following window.



Check that the account name and password are correct and that the service is enabled in the current hardware profile.

Click OK

Error 1067

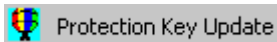


Check the connection of the protection key to the printer port.

Protection key validation

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

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

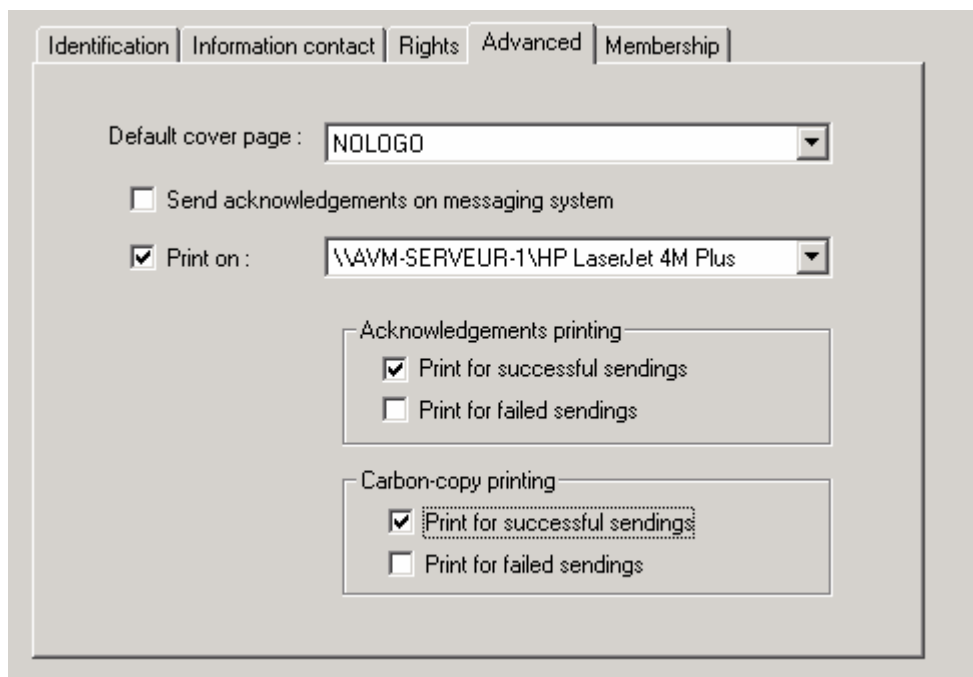


Call AVM support to continue the update.

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

Acknowledgements are not printed

- 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** task is not active.

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.

QUICK ADMINISTRATION GUIDE

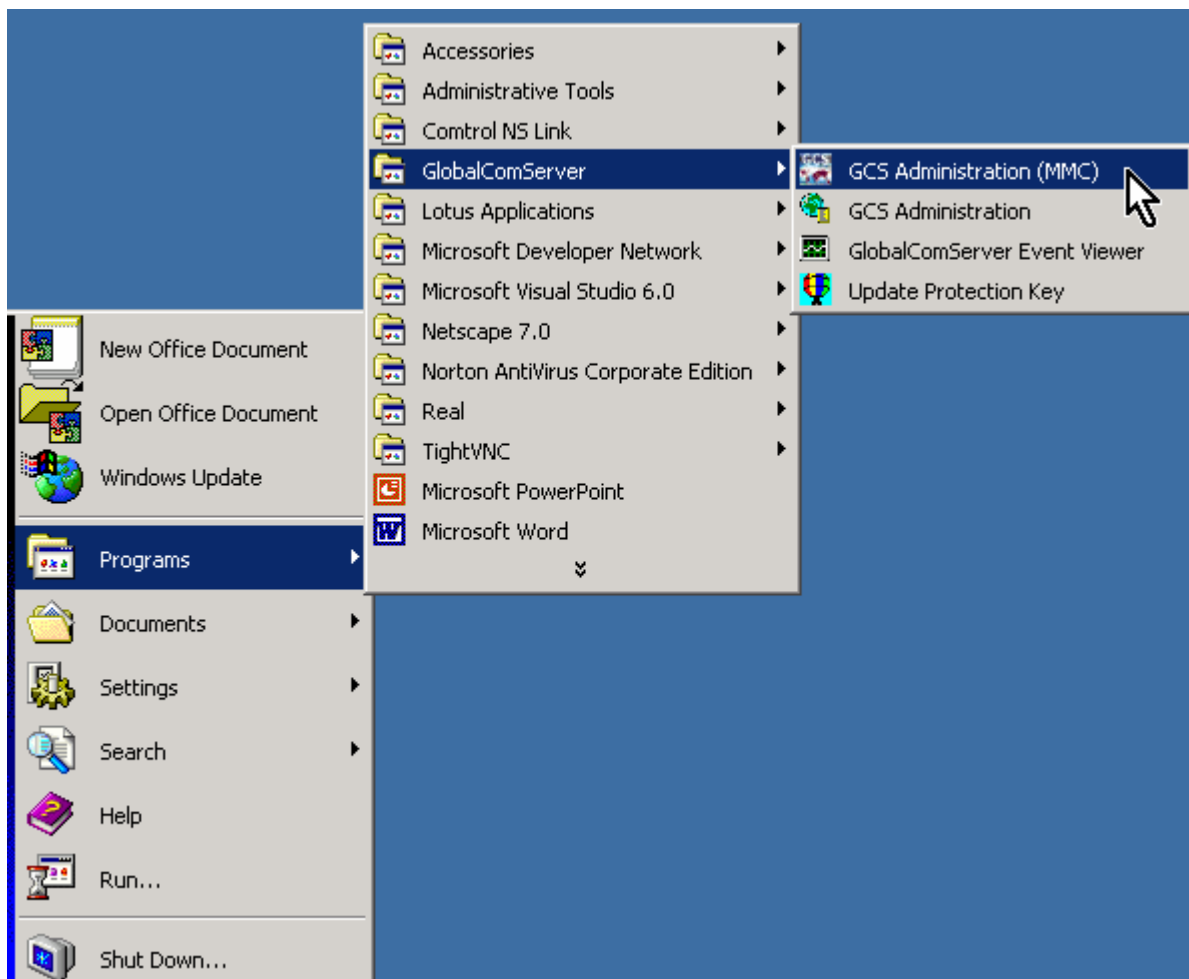
Quick administration guide principle

This guide allows you to start quickly your **GCS platform**.

Starting the administration interface

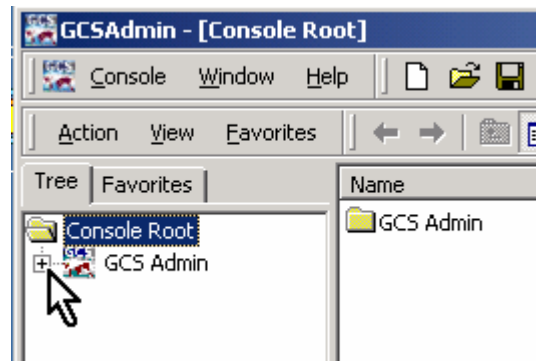
Locally

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



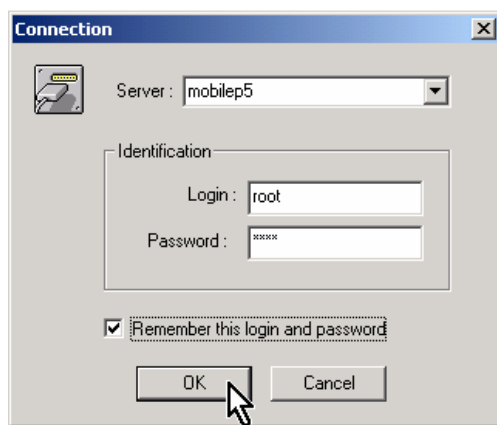
Connecting to a platform

You have just clicked on **GlobalComServer** administration icon; a window appears asking you to which platform you would like to connect to. Click on the + symbol on the left of the GCS Admin icon as shown below :



It is not mandatory that **AVM – GlobalComServer** is running for some administrative tasks (users & groups management, and so on).

Another windows appears where you can enter your connection parameters :



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

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

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

Use the default administrator login the first time:

Username : root
Password : root

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

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

Note : an always valid administrator account exists, even if your users database is empty
Uername : spool
Password : *AVM

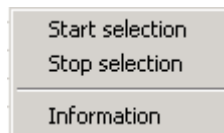
AVM – GlobalComServer service check

In the main interface, select **Services** in the left pane :

Services	
Service Name	Service Status
AVM - SPOOLNT	Service stopped
AVM - MAIL SMTP	Service stopped
AVM - GLOBALCOMSERVER	Service is running
AVM - GCS GUARD	Service stopped
AVM - GCS CONVERTOR	Service stopped
AVM - CLUSTER	Service stopped

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

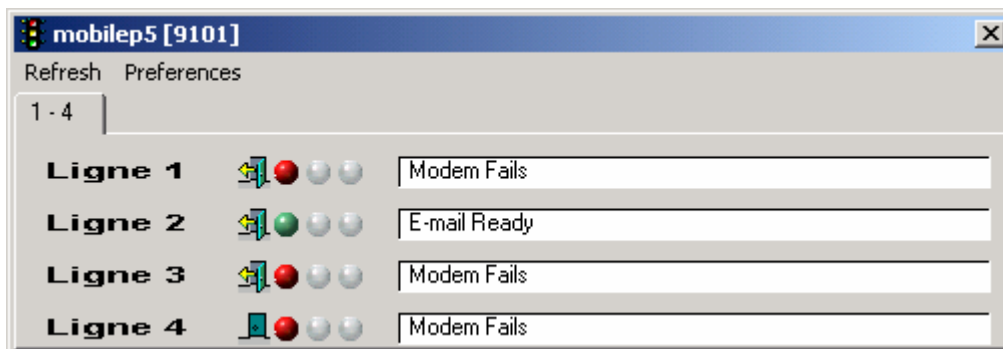
You can start, stop services or getting information by selecting on or more services and tracking the contextual menu down (right click on the right pane to bring up the menu) :



- **Start selection** : starts each selected services
- **Stop selection** : sends a stop notification to each selected service
- **Information** : displays information on each selected service

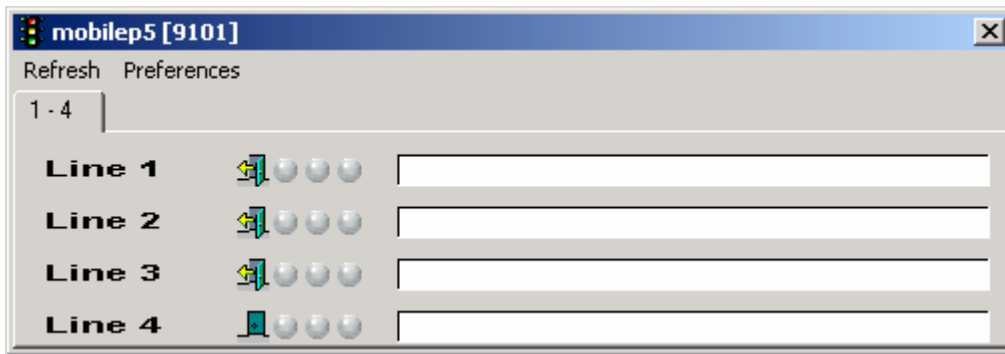
Checking your lines performance

As soon as you have been identified, the Datacom appears. It allows you to view the **GlobalComServer's** activity in real time :



Remark that the administrated server's name appears in the title bar as well as the TCP/IP port used for the connection. In the above screen shot mobilep5 is the machine name and 9101 the port.

If **AVM - GlobalComServer** service is stopped when the administration is launched, all activity indicators remain grey and no modem status text is displayed :



A message indicating that the connection to **AVM** - GlobalComServer has been refused is displayed. The MMC administration will try to connect to the server periodically. If the service is started and a connection attempt is successful you will see the modem activity.

If your modems are not ready, unfold the lines folder in the main interface and select the adequate device.

Check all parameters (modem type, port – canal/config file if using a fax board...).

Configure the device incoming and/or outgoing traffic.
Click initialization (at the bottom of the device control window).

Check all devices using the same method.

Testing your server

Unfold the **Incoming & Outgoing Items** folder in the left pane and select **Outgoing Items**. Next, bring the contextual menu up (right click on the right pane) and select **Create a test message**. Fill all fields and validate with the OK button.

A test message will be created. You will be able to check if it sent correctly in the outgoing fax administration and if it is received correctly in the incoming fax administration (assuming you sent it to one of the lines working with **GlobalComServer**).

[Back to the detailed administration](#)