

Kofax Communication Server

Client Applications Administrator's Manual

Version: 10.2.0



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1. About TCfW Client

TCfW Communication Server Client (**TCfW**) is a client application to Kofax Communication Server. It has many flexible settings that you can configure to define various rights, restrictions and definitions for each user in the organization. It is the responsibility of the administrator not only to configure each user but to help the users with problems and answer their questions.

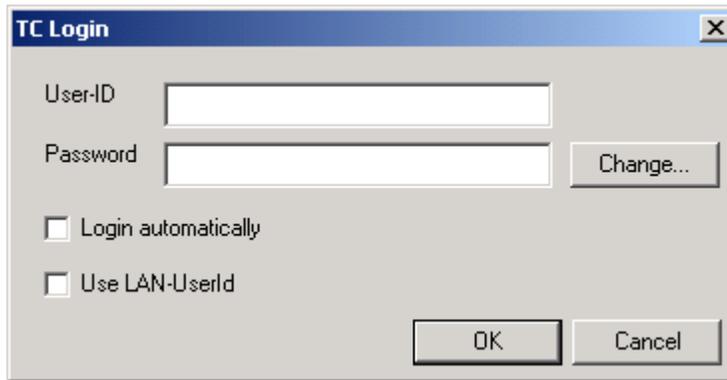
Important! The Kofax Communication Server and its components formerly used the name TOPCALL. Some screen shots and texts in this manual may still use the former name.

2. Requirements

Refer to the *KCS Client Applications Installation Manual* (kcsclients_inst_xyzz) for requirements.

3. TCfW Login

Before using TCfW, you have to log in.

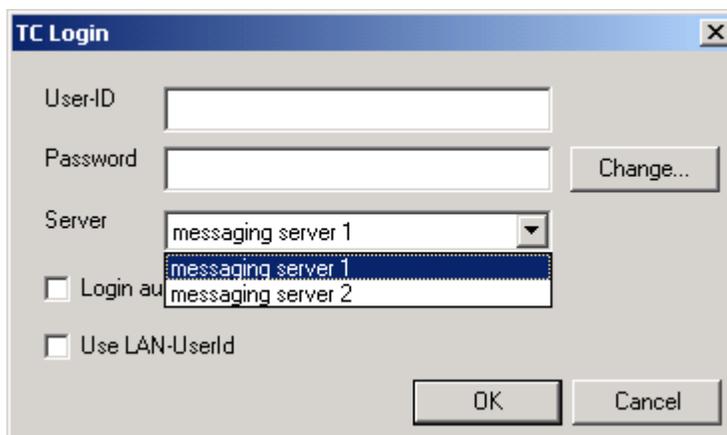


Logging in is not possible when no messaging server has been configured.



The **Change...** password button is disabled when no messaging server has been configured or selected.

If more than one messaging or archive server have been configured the login window is extended with a combo box so the user can select the desired server. Messaging servers and archive servers are linked according to their number in the registry (e.g. Server1 and ArcServer1). In general, the name of the messaging server is displayed in the selection window. If there is no messaging server configured for an archive server entry the name of the archive server is used instead.



Also an application can opt to enable the user to activate Auto- or LAN-Login by adding two checkboxes to the Login window.

Note: When using LAN Login, TC/Login uses by default the complete login name (e.g. TestUser@EMEA) to login into TCOSS. If the users in TCOSS are created with the short name only (TestUser in the example above), you will get the response 609 (User ID not found). TC/Login can be forced to use the short user ID only by setting following registry value (type DWORD):

HKLM\SOFTWARE\TOPCALL\Common\UseOldUserID=0x1

With HKCU support, the registry value must be created in:

HKCU\SOFTWARE\TOPCALL\Common\UseOldUserID=0x1

When you configure the servers in the Management Console, make sure that the messaging server and the archive server match, since messaging server 1 is always linked with archive server 1.

4. Maintaining User Profiles

As the administrator you are in charge of maintaining the **TCfW** workstations. Each KCS system has a set of user profiles, which define the rights of all users who have direct access to the server.

If you are using both TC/Web and TCfW for changing user profiles, both clients must belong to the same KCS version. Once a user profile is saved with a newer version, older client cannot save it correctly anymore.

You can edit these profiles by doing the following:

- Select **User Profiles** from the **Admin** menu. A window with a list of users opens.
- Double-click a user in the list to view his/her user profile. All mandatory fields in the **User Profile** are printed in **bold** onscreen.

The following tabs are available in the **User Profile** window:

- General
- Address
- Event
- Rights
- Manual Fax
- Distributor
- Authorize / Sign
- Queue Length/Age/Pages alerting
- Queue Length/Age/Pages logging
- TC/Broadcast
- FaxPlus
- TC/Web
- TC/Web Identity rights

Each of these tabs opens a further window described below.

4.1 General

The **General** tab contains basic information about each user. **Bold** fields are mandatory.

4.1.1 User ID

Also called short name. Each **User ID** must be unique and may be up to 127 characters long (less when using multibyte characters).

4.1.2 Group

Each user can be a member of one group. A user can set the search criteria in the folders to any user who is a member of his/her group. This allows users to share folders with group members. However, access to the folders of other group members can be restricted in the **Rights** area of the user profile.

Note: The group name is a mandatory field and cannot be saved empty. To allow saving of empty group names you can set the registry value (REG_DWORD)

HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCFW\Workstation\EmptyGroup to 1.

Note: A group administrator with the inbox, outbox, and message folder rights for a certain group (e.g., "group1") may also have access to groups that start with the same string (e.g., "group10", "group11" ...). To avoid possible security problems, use group names accordingly.

4.1.3 Location

Location-based routing means that the routing process of the recipient may depend on the location of the message originator. The location of a user has a maximum length of 8 characters.

4.1.4 Representative

Each user can have a representative, defined in this field. The representative may set the search criteria in folders to the **User ID** of the represented user. If authorized, a representative may read and/or write to the folders of the user he is representing.

4.1.5 Company

Text line used in cover sheets. Generally the name of your company.

4.1.6 Department

Text line used in cover sheets. The user's department.

4.1.7 Full Name

Full name of the user inserted in cover sheets.

4.1.8 Salutation

Text line used in cover sheets (Mr., Mrs., etc.).

4.1.9 Free Text

Commentary used in cover sheets.

4.1.10 Default Template

This field may contain a string made up of a folder name and a file name separated by a slash, e.g., FIS/Template. The system does not check whether this template exists. If it does not exist, **TCfW** generates a blank template.

The blank template consists of only an empty message with a form feed and an empty text box. It also has no cover sheet.

When a new user is created, **TCfW** either inserts FIS/Template (even if there is no message in the **FIS Folder** called Template) or takes the template name from the user Default, provided this user exists. If you delete the contents of this field, the message "**Built in default template used!**" will appear in this field.

Note: If you edit the default template of the currently logged in user, you must restart TCfW, otherwise the changes have no effect.

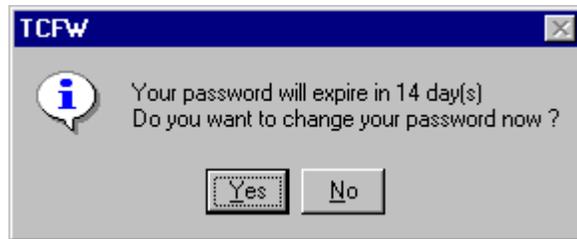
4.1.11 Password

The password can be any string of up to 12 characters. Please follow normal security precautions when changing and creating passwords.

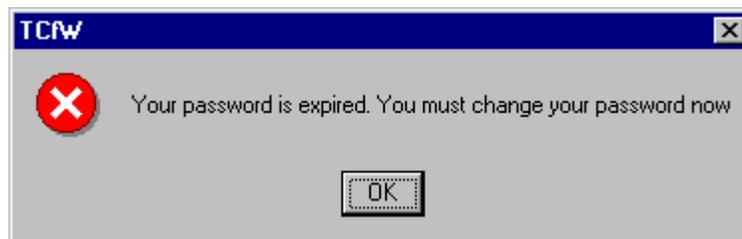
4.1.11.1 Password Age

The maximum password age is set globally in the system file +MAIL5V/App99 on the TCROSS server.

If the password validity period is less than 14 days, users will get a warning after login. Users have the possibility to change their own password immediately, which resets the password validity period.



If a password has expired, logon is only possible if the password is changed at the same time. A check is made to ensure that the new password is different from the old one.



4.1.11.2 Password History

The password history feature ensures that a new password of a user is different from a number of previous passwords which were valid for this account.

The password history is stored internally in the user profile. It cannot be accessed (read or written) by any client. The password history does not show up in a user profile backup and cannot be restored. Deleting a user profile clears the user's password history.

This feature requires TCOSS 7.54.00

4.1.11.3 Minimum Password Length

The minimum password length feature ensures that empty or short passwords are rejected by the server. The required minimum password length is set globally in the system file "+MAIL5V/App99"

The check for the minimum password length is only done when the password is changed and a new password is entered. The check does not apply to existing passwords. It is also not active if passwords are changed by a user profile restore (because the backup only contains the encrypted password which does not allow conclusions on the actual length of the plain text password).

Restriction: This feature works only if clients which do password changes are updated to use the new TCSI32.DLL release 2.48.00. Password changes on clients which use an older TCSI32 release are processed without applying the minimum password length check. This restriction is also caused by the password encryption.

4.1.11.4 System Account Policy File

The system file "+MAIL5V/App99" allows to set global server account policy parameters. The significant characters of the control lines are written in bold font):

Control line	default value (if control line not specified or n=0)
Password expires after n days	no password expiration
Account lockout after n bad logon attempts	no account lockout
Minimum password length n characters	no minimum password length
History holds last n passwords	history length 1 (new password must be different from current password)

The file "+MAIL5V/App99" is loaded at TCOSS system start up and also when it is changed or deleted. If it does not exist the default values apply for all parameters.

A default "+MAIL5V/App99" file will be created when installing TCOSS. It contains all control lines with n = 0. To activate any of its features simply adapt the number.

Default system file "+MAIL5V/App99" (no password expiry, no account lockout, history length 1):

```
Password expires after 0 days
Account lockout after 0 bad logon attempts
Minimum password length 0 characters
History holds last 0 passwords
```

Value restrictions:

Control line	minimum n	maximum n
Account lockout after n bad logon attempts	0	32767
Minimum password length n characters	0	12
History holds last n passwords	0	32767

If a value outside the supported range is specified it is substituted with the nearest supported value.

4.1.12 Retype Password

Allows the user to retype the password. Provides additional security.

4.1.13 Change Own Password

To change their own password, users must have at least the right to change their own password.

If a password has expired or if it was issued to change at next login, a window is shown where users can change their password. This window also appears, if a user selects **Change Password** in the **Admin** menu.

Note: To change their own password, users must have general write access to the user profiles or at least the right to change their own password

Login with old clients is not possible after the password has expired or if it was issued with the “Change password at next login” option.

4.1.14 Password Never Expires

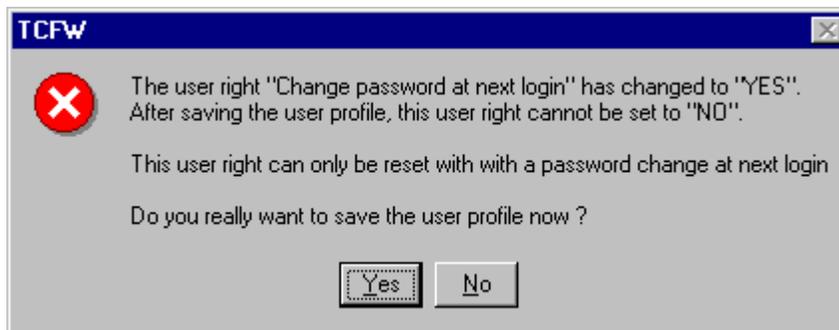
This user right may be set for individual users in the user profiles.

Note: No password expiry check is done for users whose password is not checked at all because they specify a LAN user ID and have the user right Auto Login enabled.

4.1.15 Change Password at Next Login

Users can be forced to change their password at logon with the user right **Change password at next login**. This is independent from the global maximum password age setting and applies also to those users, that have the **Password never expires**, flag set in their user profile.

Note: If the user profile is saved with the user right **Change password at next login** set, there is no possibility to reset this user right in the user profiles. Before saving the user profile, TCfW checks the user right **Change password at next login** and shows a warning, if this user right was set to **Yes**.



4.1.16 Lock / Unlock Account

An account gets locked if a certain number of consecutive logon attempts with wrong passwords are made. A successful logon resets the counter of bad logon attempts (which did not reach its trigger value in this case). It does not matter how much time passes between the logon attempts, the counter is not cleared with a timeout.

Locking of an account will be reported by a system error message (with error level 2 = warning) and an event log entry. The “account locked” flag will be stored permanently in the user profile.

After an account has been locked, logon is no longer possible (even with the correct password). The account lock may be reset manually by a system administrator. The account lock will also be reset if the password of the user is changed by an administrator.

It is possible for a system administrator to explicitly lock a user’s account. No system error message and no event log entry are generated in this case.

The only parameter for the account lockout feature, the number of bad logon attempts, is set globally in the system file “+MAIL5V/App99”

4.1.17 Cost Center

Determines the user's cost center – which department or organizational entity pays for the user's outgoing faxes and other transmission fees. With proper authorization, users may change their cost center.

4.1.18 Language

You can choose the user's desired language here. KCS Client Applications are available in the following languages:

- 01 – English (default)
- 02 – German
- 03 – French
- 04 – Spanish
- 05 – Italian
- 06 – Simplified Chinese
- 07 – Japanese
- 08 – Portuguese (Brazilian)
- 09 – Russian

4.1.19 DirSync Allowed

If **DirSync Allowed** is checked TC/LINK automatically modifies the **User ID** according to changes in the mail client's user profile.

4.1.20 User Belongs To

The list box **User belongs to** specifies for which email server type the DirSync process is done. Available email server types and business applications are: Topcall, MS Mail, cc:Mail, Lotus Notes, HP Open Mail, Host, TCFI, MS Exchange, GroupWise, IBM MQSeries, SAP/R3 via TC/LINK-SC, SAP/R3 via TC/LINK-AC, Internet, SMS, X.400 and MFPCConnect.

If you insert "Topcall" here, the user will be a pure KCS user and no DirSync is allowed.

4.1.21 VRS Profile

You can specify the VRS (VirtualReScan) profile name that will be used for document conversion.

Note: The VRS profile can only be edited if the user belongs to MFPCConnect.

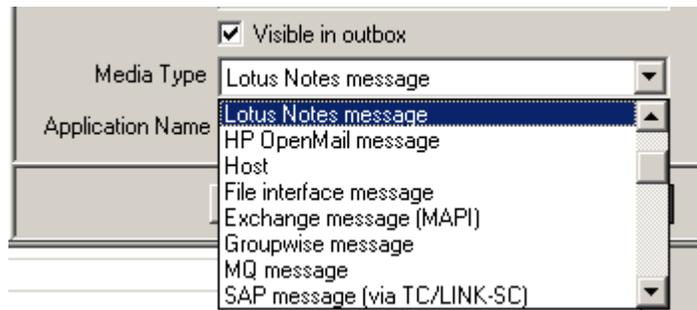
For more information about the VRS profile see *MFPCConnect Administration Guide*.

4.1.22 Visible in Outbox

This check box must be set for gateway users. This switch has the same effect as defining a user starting with a '+' (=Gateway user).

Support for TC/Report v3:

If the visible in outbox check box is checked the Media Type and the Application Name can be specified for the gateway user.

**Media Type:**

Select the media type that matches the connected mail system or medium.

For normal users that have “visible in outbox” set for some purpose, choose the media type “Invalid”. This ensures that the user profile information is imported to the OmniAnalyser database.

Note: The media type “Invalid” is used internally only. It is not displayed in reports.

Application Name:

Enter a descriptive name for the application. The maximum length for the application name is 256 characters. If the application name is longer than 256 characters it will be truncated when the user profile is saved. Usually, you would use the same application name for all queues polled by an instance. If there are several parallel instances, e.g. for a link, they all might share the same application name.

4.1.23 Reject All Messages

By selecting this check box, all incoming messages will be rejected. The handling is the same as with negative termination, non-delivery notifications and archive entries are generated as requested.

4.1.24 Logging of All Send Attempts

TCOSS may now log all attempts to send a message in the short-term archive (with previous releases only the final send attempt was logged). This means e.g. for a fax line that all cases where the distant subscriber was busy or not reachable for some other reason are now documented in the short term archive. This flag controls the logging of all send attempts in the short-term archive.

4.1.25 Time Zone

If time zone support is enabled on the TCOSS server, the window shows a drop-down list where the time zone for the user can be selected.

Note: The time zone of the computer must equal to the time zone for the logged in user. If the computer time zone differs from the user time zone, the send time in the sending options does not work correctly.

For example:

If the time zone for user RM on the TCOSS server is configured to Central European time, the time zone of the computer must also be Central European time.

Note: Detailed information how to configure the TCOSS server for time zone support can be found in the TCOSS 7.56.00 release description.

4.1.26 Number Locking

The number locking feature for the VoiceLink2 allows avoiding concurrent access to identical telephone numbers in a way similar to the basic number locking feature of fax channels.

The number locking for the VoiceLink2 can be activated by setting this flag in the user profile of the VoiceLink2 queue user. If activated, the locking covers all send orders within that queue; it does not interfere with send orders in other queues.

(See also Voice Platform Manual version 7.71.08)

4.2 Address

The **Address** tab consists of a list of valid addresses at which the user can be reached. Each user is also a recipient, since he can receive both internal and external messages.

The screenshot shows the 'User Profile - RM (Michael Rossori)' dialog box with the 'Address' tab selected. The dialog has a title bar with a close button. Below the title bar are several tabs: Alert, Queue Length/Age, TC/Broadcast, FaxPlus, TC/WEB, General, Address, Event, Rights, Manual Fax, Distributor, and Authorize/Sign. The 'Address' tab is active, showing a form with the following fields:

- Service:** SMTPPIN (dropdown menu)
- Addr. no.:** 5 (text input)
- Active:**
- Free address:** mrossori (text input)
- Delete Addr.** (button)
- Save Addr.** (button)

Below the form is a table with the following columns: Active, No, Service, and Number. The table contains five rows of data:

Active	No	Service	Number
X	1	TOPCALL	RM,
	2	NOTES	Michael
X	3	SMTP	michael.rossori@topcall.com,
	4	SMTPIN	michael.rossori,
	5	SMTPIN	mrossori,

At the bottom of the dialog are three buttons: OK, Save, and Cancel.

The DID address is derived from the fax address. The number part after the last "-" is used to route incoming faxes automatically to the user. With the number 66133-821, for example, the extension 821 is used for routing.

To enter additional addresses for the user follow these steps:

- 1) Select any already existing address.
- 2) Overwrite the information in the fields.
- 3) Give the new address a new address number (otherwise the previous address will be overwritten.)
- 4) Click the **Save Addr.** Button.
- 5) Click **OK**.

(See 6.5 Recipient Window for more information on entering addresses.)

4.3 Event

The **Event** tab defines which types of events the user utilizes. And each event, for example a beeper beeping when an outgoing message could not be sent or an incoming fax being printed on a department laser printer, is activated by some kind of message. Each of the six types of messages in the **Event** drop-down list can be executed by several services in the **Service** drop-down list. For example, an incoming fax can be printed out, trigger a LAN Break message, and cause the user's beeper to beep—three separate event entries in the **Event** list.

Active	Event	Service	Number	Archive entry	Auto	Register	Deliver	Sender	Filter
	In	TCFI	RM,	Always	X		(All)	(All)	all
X	In	EXCHANGE	/o=ATeam	Positive			(All)	(All)	all
	DelNotif	TOPCALL	RM,	Negative			(All)	(All)	all
	DelNotif	TCFI2	RM,	No			(All)	(All)	all
	Non-delNotif	TOPCALL	RM,	Always			(All)	(All)	all
	Non-delNotif	EXCHANGE	/o=ATeam	Always	X		(All)	(All)	all
	Non-delNotif	TCFI2	RM,	Always			(All)	(All)	all

The **Event** tab works much in the same way as the **Address** tab. You define an event by typing over and selecting values in the fields and check boxes in the top half of the screen; then save them to the list with the **Save Addr** button. To delete an event type, select it and click the **Delete Addr** button.

The events section holds a maximum number of 150 events.

4.3.1 Event Drop-Down List

This list contains the following events:

Event	Description
In	KCS generates this event when a message is put into the user's IN Box. Normally this event is used to create send orders for LAN printers (Service PRINT) and/or for LAN Break messages (Service BRK). Also, this event can be configured to forward messages automatically to a remote fax machine.
MsgWait On	KCS generates this event when the status of the user's IN Box is "No unread messages" and a message arrives there.
MsgWait Off	KCS generates this event when the status of the user's IN Box changes from "Unread messages" to "No unread messages" This event is used to turn off the message waiting signal (Service MSGON) on the user's phone set (depending on the options installed and the PABX in use).
DelNotif	KCS generates this event when a delivery notification for a previously sent message exists. Normally this event is used to generate a LAN Break message (Service BRK) to inform the user that one of his/her outgoing messages has been delivered successfully.
Non-delNotif	KCS generates this message when a non-delivery notification to a previously sent message exists. Normally it is used to generate a LAN Break message to inform the user that one of his/her outgoing messages has not been delivered.
Sending Copy	KCS generates this event when a sending copy of a message sent has been created. A sending copy is a copy of the message KCS generates during sending. This event can be used to print the sending copy on a LAN printer or fax machine.
Job Start	KCS generates this event when a job is successfully posted.
Job End	KCS generates this event as soon as all send orders of the job are (positively or negatively) terminated.
Inbound Release	KCS generates this event for new inbound send orders.
Outbound Release	KCS generates this event if outbound send orders are terminated.

4.3.2 Free Address Field

Contains additional information such as the recipient address, or the output device. This depends on the type of event in question.

4.3.3 Active Check Box

The **Active** check box simply means that the type of event in question can be executed. Clear this box rather than deleting the event entry from the list if you think the user may need it later; this method is easier than retyping it.

4.3.4 Archive Entry Drop-Down List

With this drop-down list it is possible to configure how send orders that are generated by events will be saved to the short-term archive (a send order is the mail entry + the linked document). This list contains the following events:

Option	Description
No	<p>The same behavior as it was in previous TCfW versions without the "Archive entry" checkbox being checked:</p> <p>If the send order is positively terminated, the send order is deleted.</p> <p>If the send order is negatively terminated it stays in the outbox of the originator with status "Inactive-Problems".</p> <p>For example: User RM has an active In-event to the service Exchange (= the queue of TC/LINKMX). If the send order is negatively terminated by TC/LINKMX, it stays in the outbox of user RM with status "Inactive-Problems".</p> <p>With this setting the send order is never put into the short-term archive, neither in positive nor in negative cases.</p>
Positive	<p>The same behavior as it was in previous TCfW versions with the "Archive entry" checkbox being checked.</p> <p>If the send order is positively terminated, the send order is deleted and an entry is written to the short term archive.</p> <p>If the send order is negatively terminated it stays in the outbox of the originator with the status "Inactive-Problems".</p>
Negative	<p>The send order is deleted in any case, whether the send order is terminated positively or negatively. Whenever a send order is terminated negatively, an entry with the status "Cancelled" is written to the short-term archive."</p>
Always	<p>The send order is deleted in any case, whether the send order is terminated positively or negatively. Whenever the send order is terminated positively, an entry with the status "sent ok" is written to the short-term archive. In case the send order is terminated negatively, an entry with status "Cancelled" is written to the short-term archive."</p>

4.3.5 Auto Termination Check Box

Select this check box if you wish the messages triggering these events to appear in the user's **In Box** with the status **Terminated** (i.e., moved to the KCS Archive).

4.3.6 Registered Check Box

Select this check box if you want sending to be registered.

Note: A registered message stays open in the Outbox until the recipient opens the message.

4.3.7 Service Drop-Down List

Each event can trigger a number of services. KCS supports the following special services to respond to the above events. All available services can be used, but the services listed below are specially designed to respond to the above events and are only available in the **Event** tab, except for users authorized to maintain services.

PRINT: Prints the message to a specific printer queue.

BRK: Generates a LAN Break message.

MSGON: Turns on the message waiting signal on the phone set.

MSGOFF: Turns off the message waiting signal on the phone set.

4.3.8 Delivery Type Drop-Down List

KCS supports sender service-dependent events. These are additional filters for defining event entries in the list. For example, an in-event configured to trigger a printout can now be further specified to printout only incoming messages sent, say, with the To delivery type. Possible delivery types include **To**, **cc**, **bcc** and **Auth**. This filter does not work with the MsgWait On and MsgWait Off events.

4.3.9 Sender Service Drop-Down List

This is the other service-dependent filter. This further limits the event by defining a sender service. With notifications and the **Sending Copy** event, this service is the sender service of the recipient.

Once you have defined the above values, finalize your entry by clicking **Save Addr**. The new event entry appears in the list. Click **Save** to save your work, or just click **OK** to save your work and exit the window.

Each entry in the list (i.e., each type of event) has its own constellation of values reflected in its entry fields. Click any event in the list to display its values in the boxes, lists and fields above.

Note: Services starting with a "+" are not displayed to the normal user but are available in the **Event** tab.

4.3.10 Recipient Number

The actions triggered by in-mail, notifications and sending copies can be restricted to only the first recipient of an envelope's recipient list. This allows printing sending copies for all recipients plus an extra sending copy of only the first recipient.

Available options:

- All
- First

4.3.11 Filter Drop-Down List

It is possible to define events in a user profile, e.g. for inbound messages, which depend on the message's reception error code. This allows handling messages with reception errors (which are probably incomplete and will be received again) differently from completely received messages.

Events can be filtered with one of the following filtering options:

- all (with or without reception error)
- without reception error
- with reception error
- with specific reception error, e.g. "XY"

Restrictions:

- No more than one filter for a service can be defined.
- Wildcards in filters are not supported.

4.4 Rights

You can define each user's authorization in this tab. This screen defines the user's read and write access to folders, as well as a number of other rights.

User Profile - RM (Michael Rossori)

Queue Length/Age logging | TC/Broadcast | FaxPlus | TC/WEB | TC/WEB Identity Rights

General | Address | Event | **Rights** | Manual Fax | Distributor | Authorize/Sign | Queue Length/Age alerting

Read: FIS Folder, Message Folder, System Folder, System Address Book, User Address Book, All Priv.Address Books, Group Address Book, Group User Profiles, System User Profiles

Write: FIS Folder, Message Folder, System Folder, System Address Book, User Address Book, All Priv.Address Books, Group Address Book, Group User Profiles, System User Profiles

FIS prefix:

Tech user, Server, Services, Registration/licence, Change sender, Reporting, Meta-Mail, LAN login, Terminate incoming, Change cost center, Extended folder view, Preferences

	Group members			All users		
	List	Correct	Open	List	Correct	Open
Inbox	<input type="checkbox"/>					
Outbox	<input type="checkbox"/>					
Message Folder	<input type="checkbox"/>					

Enter number directly: Always, Correct

Restricted use of services:

OK Save Cancel

4.4.1 FIS Folder, FIS Prefix

The FIS Folder check boxes define access authorization to the Fax Information System (FIS) folder. The FIS Prefix field defines the permanent search criteria for the FIS folder's Message Name field. Users may not change this value. Users with Write privileges can store new documents to or change existing ones in the FIS folder.

4.4.2 Message Folder

(on KCS)

Defines access authorization to the user's **Message Folder** on the KCS.

4.4.3 System Folder

Defines access authorization to the **System Folder** on the KCS. Only users with the TECH USER check box selected can see all the files on the KCS.

4.4.4 System Address Book

Defines access authorization to the **System Address Book**. It should be set to both, Read and Write, for Administrators and Distributors. For the standard user it is recommended that this be set to Read only.

4.4.5 User Address Book

Defines access authorization to the user's address book. You should set this to both Read and Write.

4.4.6 All Priv. Address Books

Defines access authorization to the private address book of all users. A system administrator who must maintain the private address books of all users must have the Read and the Write check box selected. For standard users it is recommended to leave the Read and the Write check box cleared.

4.4.7 Group Address Book

Defines access authorization to the user's group address book. You should set this to both Read and Write.

4.4.8 Group User Profiles

Defines access authorization to the group user profiles for creating and modifying users.

Note: The Group User Profiles right is only fully supported in TC/Web. In TCfW the System User Profiles right is necessary to maintain use profiles.

4.4.9 System User Profiles

Defines access authorization to all user profiles for creating and modifying users.

4.4.10 Tech User

Permits the highest level of system access. Lets the user view all the fields of the **IN Box** and **OUT Box** lists and permits access to all system files on KCS. In addition, users with Tech User status can read and write to folders starting with a plus "+" sign (+TECH).

4.4.11 Server

Defines authorization access to the KCS for maintenance and statistics. Server windows include Lines / Statistics, Disk Usage, Number Series, Date / Time, Backup / Restore, Registration.

4.4.12 Services

Defines access authorization to the **Services** window.

4.4.13 Registration / License

Defines access to the **Registration** window.

4.4.14 LAN Login

Grants the user the authorization to use the same user ID and password he has on the LAN for automatic login to KCS, and to change the **LAN Login** check box in the **Login** window.

NOTE: In this case the user's password is not checked on the KCS.

4.4.15 Terminate Incoming

If set, the user's incoming messages will be automatically terminated when he/she opens them from the **IN Box**.

4.4.16 Change Cost Center

When selected, the user can change the cost center.

4.4.17 Extended Folder View

When activated, most entry fields in the user's **IN Box**, **OUT Box** and **Message Folder** are displayed. This authorization should only be set for special users such as the Distributor or the TECH user. And only the TECH user should be allowed to view **all** fields.

4.4.18 Preferences

The menu **TCfW Common Preferences** is only accessible, if the right is set.

Note: The default value for the **Preferences** right is Yes. If an old backup of the user profile is restored, all users will again have the right to make changes in the preferences.

4.4.19 Change Sender

Users having this right set are able to send with any sender.

Follow these steps to change the sender:

- 1) Click into the **From** field and press the ENTER key.
- 2) Change the sender's information.
- 3) Click **Save Addr** if you want to change addresses, otherwise the change is not stored.
- 4) Click **Select** to confirm the changes.

Note:

- The send options always are used from the sender.
- The message will appear in the **OUT Box** of the new sender.
- Notifications will be sent to the new sender.

4.4.20 Reporting

User having this right can request a report. TC/Report checks this right.

4.4.21 Metamail

Metamail is an additional feature to save storage capacity on linked mail systems (Novell GroupWise, Lotus Notes, MS Exchange). If this user right is set and Metamail is installed, attachments are replaced by an URL.

4.4.22 IN Box, OUT Box and Message Folder Rights

- **List group:** The user can select any user of his own group and see that user's list of messages, but cannot open them.
- **Open group:** The user can view **and** open messages of any and all users in his group.

- **List all users:** The user can select any user (or clear the search criteria field) and see the list of messages, but is not allowed to open other user's messages.
- **Open all users:** The user can select any user (or clear the search criteria field) and has full access to the list of messages.
- **Correct:** A user with 'Correct' right can correct recipient information of messages within the Outbox, but he cannot change the message content.

Regardless of the above rights, a user registered as another user's representative can always open his messages. The representative is provided full access to the **IN Box**, **OUT Box** and **Message Folder** of the user he's representing, but is not transferred any additional rights of the represented user.

A group administrator with these rights for a certain group (e.g., "group1") may also have access to groups that start with the same string (e.g., "group10", "group11" ...).

4.4.23 Enter Number Directly

Always: If this option is set, the user can enter a number directly. This allows users to send messages to recipients *not stored* in any of the address books.

Correct: If this option is set, the user can change the recipient number only, while a message is opened for correction.

Note: This user right does not allow the user to enter the number directly into the recipient field. To correct a recipient, select one of the recipients in the recipient list and double click it. This opens the **Recipient** window, where the recipient number can be changed.

4.4.24 Correct

TCfW offers an additional user right, which allows users to change the recipient number, while a message is opened for correction.

Note: This user right does not allow entering the number directly in the recipient field. To correct a recipient, select one of the recipients in the recipient list and double click it. This opens the **Recipient** window, where the recipient number can be changed.

4.4.25 Restricted Use of Services

If this check box is activated, each of the user's services must be marked separately with one of the two settings shown below. If checked, all services are automatically reset to **Authorization needed**.

- **Authorization needed:** The user cannot immediately use the service, but can specify recipients with this service and send messages to an authorizing user for authorization. The authorizing user must have proper authorization; otherwise he can only reject messages.
- **Use without restriction:** The service can be used immediately for sending. No sending authorization required.

Each user must have at least the service used for internal sending set to **Use without restriction** to be able to send a message to an authorizer.

If a user with restricted authorization writes a message to a recipient who can be reached through several services, all services for which the user has no rights will be deactivated automatically. If there is no active address left, the recipient entry in the recipient list will appear in square brackets and the message will not be sent:

[To: SM,Markus Schmid]

For a user to be able to use a service, this check box must either be set to **Use without restriction** or **Authorization needed**.

If a new service is added later it will not automatically become part of the service list in the user profiles. Each user profile must be edited separately to grant users with **Restricted use of services** the right to use this new service.

4.5 Manual Fax

KCS provides fax server functions to users without **TCfW**. With proper authorization, users can access the FIS folder from any fax machine.

For step by step instructions for retrieving FIS folder documents by fax, see our **TCfW User Manual**.

To retrieve stored documents from the FIS folder via phone and fax, the user must specify the following values:

4.5.1 Access Number

This number identifies the user and should be kept secret. This PIN code, together with the number 8 and the second access number, enables fax machines to be used as scanners (e.g., send fax to 661338-8024).

4.5.2 Access Password

For additional security when scanning documents or retrieving FIS documents remotely.

4.5.3 FIS Prefix

Sets the prefix value for the FIS folder Select Criteria. This is essential, because only numbers can be entered by phone.

4.5.4 Default Fax Number

The number at which the user receives all messages and notifications.

4.5.5 Access Number

The user needs this number to access the KCS. It can be any length and precedes the fax scan command displayed in the Scan Into window when the user scans an attachment.

4.6 Distributor Area

The Distributor area defines whether distribution is activated, the distribution queue, and various Distributor rights.



4.6.1 Distributor Mode

Enables or disables the Distributor mode.

4.6.2 Distributor Queue

Specifies which KCS queue will be searched for messages to distribute. Leave blank to use the default KCS queue DIST.

4.6.3 View First Page Only

Prevents the Distributor from viewing any pages of a message other than the first page.

4.6.4 Print Enabled

The message can be printed on any printer.

4.6.5 Save as Enabled

The message can be saved to any folder.

4.6.6 Terminate Enabled

An incoming message can be terminated.

4.6.7 Split Message

An incoming Message can be split to multiple new messages.

Note: If the right **Split messages** is set, then all messages in distribution mode will be opened in text view.

4.6.8 Change Message Content

The user may change the content of the message.

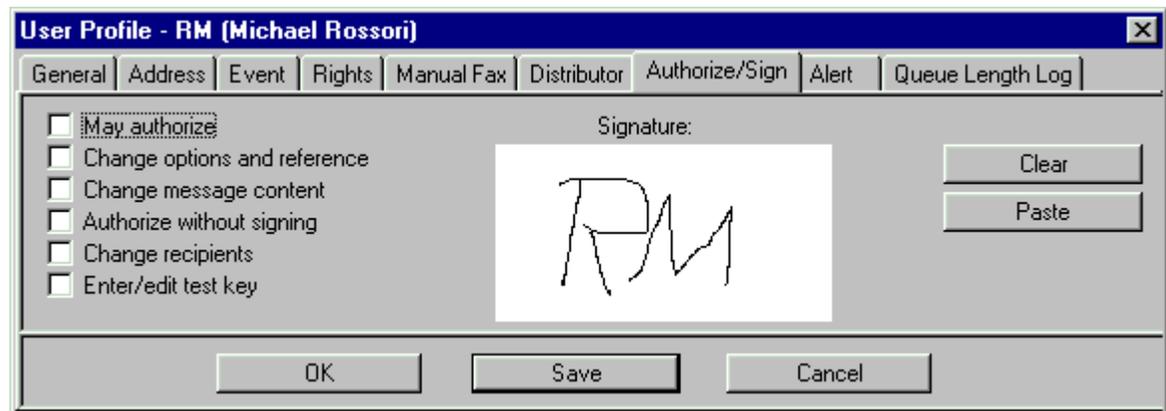
4.6.9 Edit/View Key System Fields

The user may edit/view the banking key system fields.

Note: If only the right **View Key System Fields** is set, the user is still able to fill the header fields with the function keys but he cannot change the fields directly.

4.7 Authorize / Sign

This section defines a number of procedures that the user may or may not do.



4.7.1 May Authorize

Grants the user the right to authorize messages for sending. The following options are available when authorizing:

- **Change Options and Reference:** The user may change all send options and the reference field.
- **Change Message Content:** The user may change the contents of the message.
- **Authorize Without Signing:** This specifies that the signature of the authorizer does not have to be included for the message to be authorized.
- **Change recipients:** The user may change the recipient list.
- **Enter / Edit Test Key:** Grants the user the right to enter or edit the test key. Each user can enter a test key mark, but he/she can never enter the test key itself or view it. A test key can only be entered by the user receiving the message for authorization. Any user in the authorization chain without this right cannot view or change the test key, regardless of his/her Change message content right.
- **Clear Button:** Click this button to delete the existing signature in the user profile.
- **Paste Button:** Once the signature is on the Clipboard, this button loads the signature into the user profile. See next section.

4.7.2 Inserting a Signature into the User Profile

The steps below assume that bitmap (*.bmp) files are linked to Paintbrush (PBRUSH.EXE). You can test this by double-clicking a file with the extension BMP in the **File Manager**. Paintbrush should open with the selected file. If the link is not working, you can change it in the **File Manager**. Use **Associate** from the **File** menu in the **File Manager** to link file extensions to programs.

Follow these steps to insert a signature in a user profile:

- 1) Sign on a white piece of paper.
- 2) Start **TCfW** and open a new message.
- 3) Select **Scan** from the **Attach** menu.
- 4) Select **Scan With Fax**.
- 5) Go to your fax machine, dial the specified number, and send your signature.
- 6) The faxed page (signature) appears as an attachment in your open message.
- 7) Select the attachment by clicking it, and select **Edit Page** from the **Edit** menu. Paintbrush is launched.
- 8) Select the signature and copy it to the Clipboard.
- 9) Select from the Paintbrush toolbox the pair of scissors with a rectangle in it.
- 10) Put a frame around the signature.
- 11) Select **Copy** from the **Edit** menu.
- 12) Close Paintbrush and switch back to **TCfW**.
- 13) Open the desired user profile and select **Authorize / Sign**.
- 14) Click the **Paste** button. The signature appears in the frame below the text "Signature".
- 15) Click **OK** to store the signature in the **User Profile**.

There are a number of other ways to insert a signature. The goal is to get a monochrome bitmap of the signature onto the Clipboard. Once you have your signature on the Clipboard, you can load it into the **User Profile** with the **Paste** button. The size of the signature can be configured with the TC Management Console (the default size for a signature is 440 pixel width, 230 pixel height). The signature is stored in fine mode (resolution width = 204 pixels / inch, resolution height = 196 pixels / inch).

The signature is never enlarged during insertion. If the signature is greater than the configured size, it will automatically be scaled to fit.

4.8 Queue Length, Queue Age and Queued Pages Alerting

It is possible to have TCOSS generate alerts if the number of messages waiting in a queue exceeds configurable limits. There are two kinds of alert messages: actual warnings if limits have been exceeded and warning retractions informing that the situation has gone back to normal.

All alerts are set in the user profile defining the queue which is to be supervised. For example, warnings for the fax queue are set in the profile of user "F". The alerts contain a link to a message, which is stored separately in a folder.

Note: The Inbox/Outbox centric alert definitions that are saved with TCfW 5.29.00 will be deleted if a user profile is edited with a previous version of TCfW. For Inbox/Outbox centric alerting, TCSI32.DLL 2.64.00 or higher and TCOSS 7.73.00 or higher are required.

4.8.1 Queue Length

All messages waiting to be sent out are counted for the total queue length.

4.8.2 Queue Age

The "queue age" is defined as the time difference between the first message in the queue (the message which is waiting longest) and the current time. It is always specified in seconds unless stated otherwise.

The age of the fax queue will increase if

- there are not enough free lines to handle the outgoing traffic
- number locking is active and there are several messages for the same recipient being sent on a limited number of lines defined in LN99 (not enough free lines at the recipient's side)

4.8.3 Queued Pages

Queued pages are defined as the number of pages in a queue.

4.9 User Interface

To define alerts do the following:

- Create a user profile for the queue which should be supervised (if this user profile does not exist already)
- Create a warning message
- Set an alert in the user profile with a link to the warning message

4.9.1 Create a User Profile

A user profile needs to be created for fax and telex sending queues. If faxes are routed to e.g. "F:", a user profile with user ID "F" has to be created. Be sure that this user profile has the option "Visible in outbox" selected, otherwise faxes to be sent would disappear immediately from the outbox of the sender. To ensure the same behavior as the user "F" without a profile, select also the "Logging of all send attempts" flag.

No address, rights or event settings are required.

4.9.2 Create a Warning Message

The warning message is created as usual with the TCfW client (menu **Message/New**). Enter an appropriate warning text and all desired recipients of the warning. All send options like priority; cover sheet etc. may be used. Make sure that the message originator (**From** field) gives a valid user or queue (if the originator user is deleted the warning cannot be sent anymore).

Instead of posting the warning message, immediately use the menu **Message/Save As** option to save it to any KCS folder. It is recommended to store it in the FIS folder or in the system folder "+MAIL5V" and not in a user's private message folder where it may be deleted if the user is removed. Remember the chosen folder and file name for the next step.

4.9.2.1 Alert Value

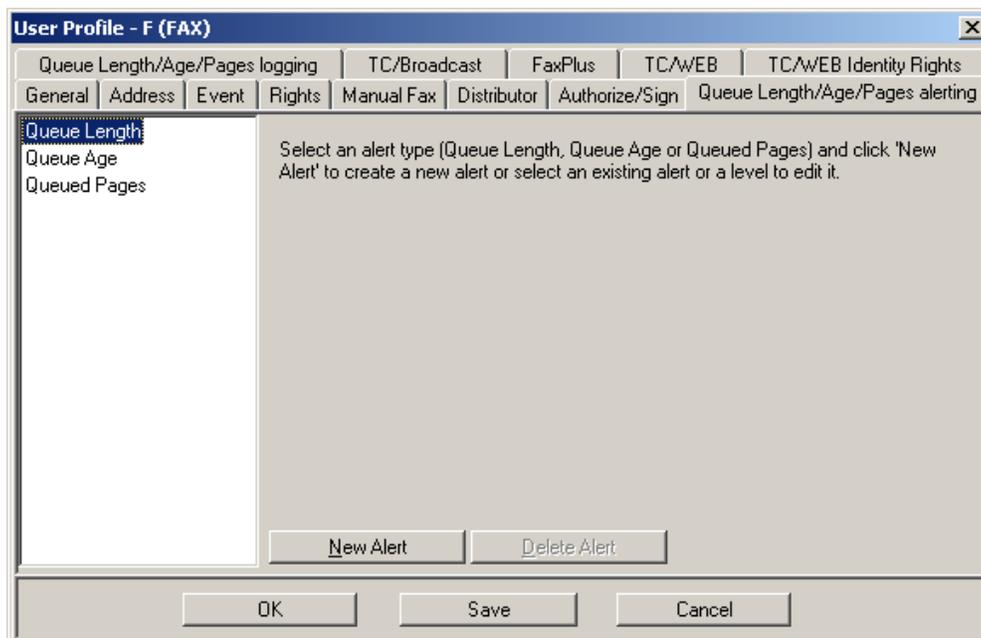
The alert value can be included in the warning message by using cover variables in a coversheet:

Alert type	Value	Cover variable
Queue length	Number of messages	\$ENam\$
Queue age	Queue age in seconds	\$ENam\$
Queue age	Scheduled send time of oldest message in the queue	\$RDate\$, \$RTime\$
Queued pages	Number of pages	\$ENam\$

4.9.3 Creating Alerts

4.9.3.1 Create a Queue Length Alert

Select the **Queue Length/Age/Pages alerting** property page, then select **Queue Length** in the list on the left side and then click the **'New Alert'** button.



Afterwards enter the alert properties and alert filter values.

4.9.3.1.1 Alert Properties

4.9.3.1.1.1 Name

The name of the alert.

4.9.3.1.2 Alert Filter

4.9.3.1.2.1 Watch Inbox / Outbox

Specifies an inbox-centric or an outbox-centric alert definition.

4.9.3.1.2.2 From User / Group

For an outbox centric alert definition it defines the watched outbox or watched group-outbox.

For an inbox centric alert definition it may act as an additional filter value. You must specify an existing user or group ID. Wildcards (* or ?) are not supported.

Note: For an outbox centric alert definition: If the "From" field is empty it will be set to the currently opened user profile.

4.9.3.1.2.3 To User / Group

For an inbox centric alert definition it defines the watched inbox or watched group-inbox.

For an outbox centric alert definition it may act as an additional filter value. You must specify an existing user or group ID. Wildcards (* or ?) are not supported.

Note: For an inbox centric alert definition: If the "To" field is empty it will be set to the currently opened user profile.

4.9.3.1.2.4 State

Specifies the state of a message.

4.9.3.1.2.4.1 Message States

Messages to be sent out by TCOSS are in one of the following 5 states:

State	Description
Deferred	Waiting for the intended time of sending
Wait for document conversion	Waiting to be picked up by the TCOSS document. converter
Active	Being sent out or waiting for a send retry
At next node	Already transferred but waiting for a confirmation
Terminated	Sending failed, no further send retries.

4.9.3.1.2.5 Priority

The message counting may include messages of all priorities, or it may be restricted to messages with a specific priority or a range of priorities

4.9.3.1.3 Alert Levels

An alert can have multiple levels, but must have at least one level. If a new alert is created there will automatically be a first level.

The screenshot shows the 'User Profile - F (FAX)' dialog box with the following configuration for an alert level:

- Sub-Alert:**
- Active:**
- Periodic Repetition(HH:MM):** 00:00
- Name:** Untitled
- Trigger threshold:** 0
- Re-activation threshold:** 0
- Folder name:** System Folder
- File name:** Untitled
- Template Text Variable:** (Empty text area)

Buttons at the bottom: New Level, Delete Level, OK, Save, Cancel.

Enter the values for the alert level.

User Profile - F (FAX)

Queue Length/Age/Pages logging | TC/Broadcast | FaxPlus | TC/WEB | TC/WEB Identity Rights

General | Address | Event | Rights | Manual Fax | Distributor | Authorize/Sign | Queue Length/Age/Pages alerting

Queue Length

Alert (FAX)

Level (All Clear)

Queue Age

Queued Pages

Sub-Alert

Active

Periodic Repetition(HH:MM) 00:00

Name All Clear

Trigger threshold 0

Re-activation threshold 0

Folder name System Folder

File name ALERTFAX

Template Text Variable everything is OK

New Level Delete Level

OK Save Cancel

4.9.3.1.3.1 Adding alert levels

To add an alert level, select the alert in the list on the left and then click the **'New Level'** button. After that enter the values for the alert level.

4.9.3.1.3.2 Deleting alert levels

To delete an alert level, select the alert level in the list and then click the **'Delete Level'** button.

The screenshot shows a dialog box titled "User Profile - F (FAX)" with several tabs: "Queue Length/Age/Pages logging", "TC/Broadcast", "FaxPlus", "TC/WEB", "TC/WEB Identity Rights", "General", "Address", "Event", "Rights", "Manual Fax", "Distributor", "Authorize/Sign", and "Queue Length/Age/Pages alerting". The "Queue Length/Age/Pages alerting" tab is active. On the left, a tree view shows "Queue Length", "Alert (FAX)", and "Level (All Clear)". The main area contains the following fields:

- Sub-Alert:
- Active:
- Periodic Repetition(HH:MM): 00:00
- Name: All Clear
- Trigger threshold: 0
- Re-activation threshold: 0
- Folder name: System Folder
- File name: ALERTFAX
- Template Text Variable: everything is OK

Buttons at the bottom include "New Level", "Delete Level", "OK", "Save", and "Cancel".

Click the **'Save'** button to save the alert.

4.9.3.1.3.3 Alert level values

4.9.3.1.3.3.1 Sub-Alert

A level which has this flag set is not triggered if another level with a higher trigger threshold is active.

4.9.3.1.3.3.2 Active

Each level can be set to active / inactive.

4.9.3.1.3.3.3 Periodic Repetition

If an alert is triggered and the alerting condition persists, the alert message will be repeated after the specified time. The minimum value for a periodic repetition is 10 minutes. No periodic repetition is done if this configuration parameter is 00:00.

4.9.3.1.3.3.4 Name

The name of the alert level.

4.9.3.1.3.3.5 Trigger threshold and Re-activation threshold:

If the number of queue entries passes the trigger threshold the alert will be triggered, and will not be checked again unless the number of queue entries has fallen below the re-activation threshold. The trigger threshold is higher than the re-activation threshold.

For a warning retraction, which is triggered on falling queue length, two thresholds are defined as well, but in this case the trigger threshold is lower than the re-activation threshold. The warning retraction will be triggered if the queue length falls below the trigger threshold and the check will be suspended until the queue length has risen above the re-activation threshold.

Examples:

Warning: trigger threshold = 1000, re-activation threshold = 500: The warning message will be posted if the queue length rises above 1000. If the queue length oscillates between 1100 and 900 no further warning will be given. Only after the queue length falls below 500, a second warning will be posted if it then rises to 1001.

Warning retraction: trigger threshold = 500, re-activation threshold = 1000: If the system starts with an almost empty queue, the check will be suspended. Only after the queue length has risen above 1000 the check will be activated and the warning retraction message will be posted if the queue length subsequently falls below 500.

4.9.3.1.3.3.6 Folder and File name

Enter the folder and file name of the warning message created in step 2. This message will be posted if the warning or warning retraction is triggered.

4.9.3.1.3.3.7 Template Text Variable

This is a variable text that is saved in the alert definition. The text is limited to 80 characters. For more information, see 4.9.3.2 Variables for Alert Message.

4.9.3.2 Variables for Alert Message

A message template defined for an alert may contain alert variables in the following recipient fields: Department, Full name, Free text and in the KCS User ID within a TOPCALL address.

These alert variables may be used here:

Variable in Recipient	Replaced by this field from alert definition (SET_ACTION)
{QueueRecipient}	TS_RECIPIENT / TS_RECIPIENT_GROUP
{QueueOriginator}	TS_ORIGINATOR / TS_ORIGINATOR_GROUP
{AlertFreetext}	TS_FREETEXT

The alert variables are resolved, i.e. replaced by the appropriate string field, when the alert message is posted. An exact match is required for variables to be detected and resolved, the variable name has to be put into the template exactly as defined, without prefix or postfix.

Alert message variables are used for two purposes:

- a) in the "User ID" address field: to send the alert message to that user
- b) in all other fields: to get the field value into the message using cover variables. This is a two-hop process. The alert variable gets the value into the message header, so that it is stored with the message. Later, when the alert is viewed with a cover sheet, an appropriate cover variable can pull the value into the message text.

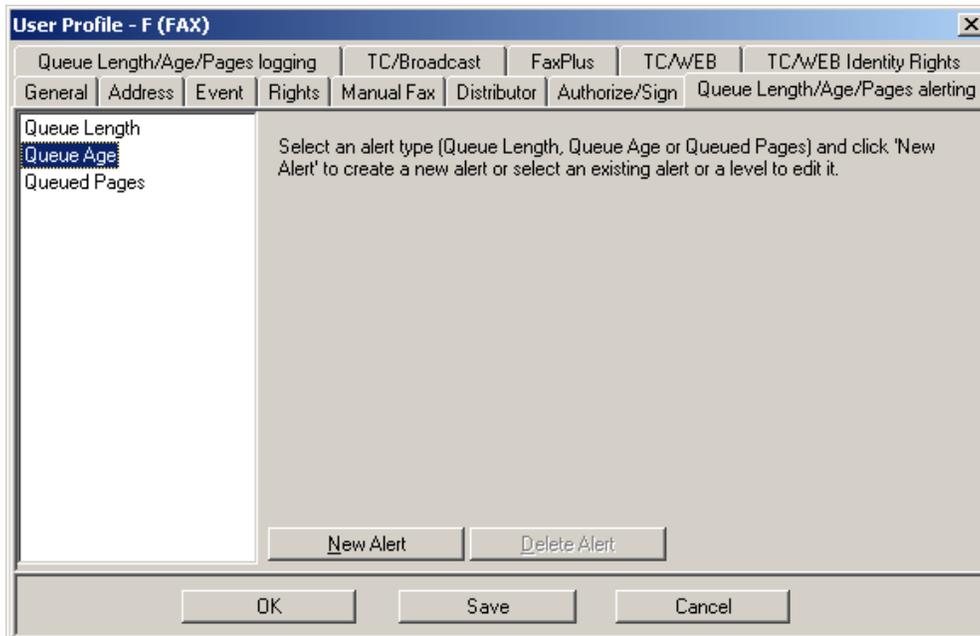
Example of a recipient in an alert template:

Active	No	Service	Number:
X	1	TOPCALL	{QueueOriginator},

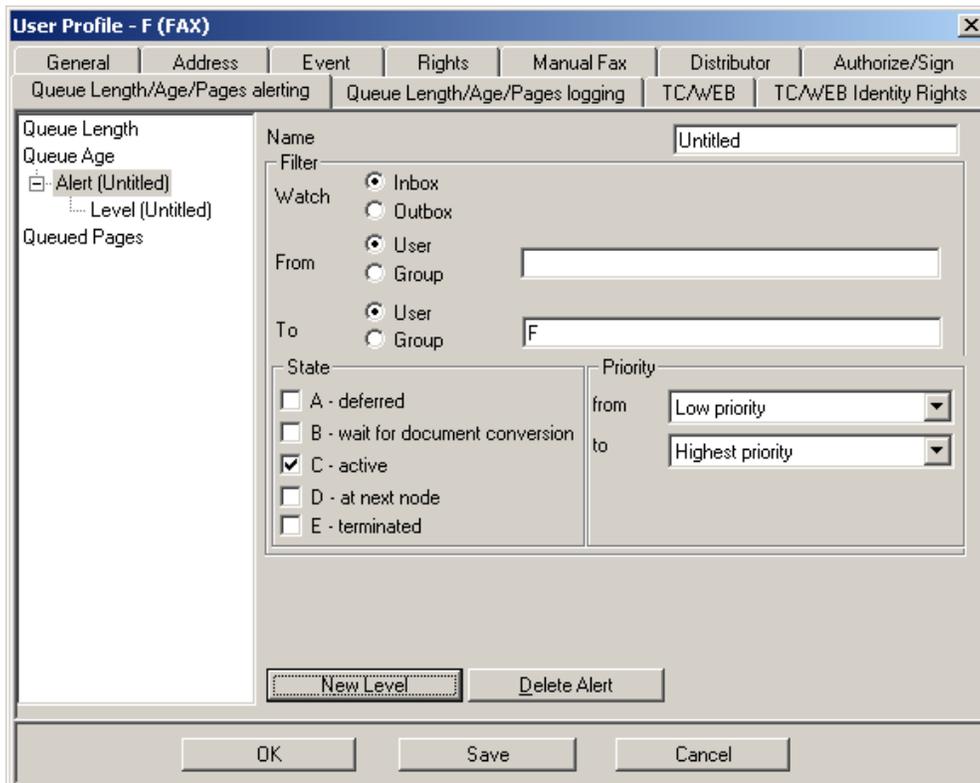
In this example the alert message is sent to the originator (or originator group) set in the alert filter. The queue name is put into the “Full name” field and the alert text variable into the “Free Text” field. These two fields can then be used in the alert message cover, the queue name with “\$Name\$” (because it’s in the “Full name” field) and the alert text variable with “\$Txt\$” (because it’s in the “Free Text” field).

4.9.3.3 Create a Queue Age Alert

Select the **Queue Length/Age/Pages alerting** property page, then select **Queue Age** in the list on the left side and then click the **‘New Alert’** button.



Afterwards enter the alert properties and alert filter values. (for details about alert properties and filter values see 4.9.3.1.1 Alert Properties and 4.9.3.1.2 Alert Filter)



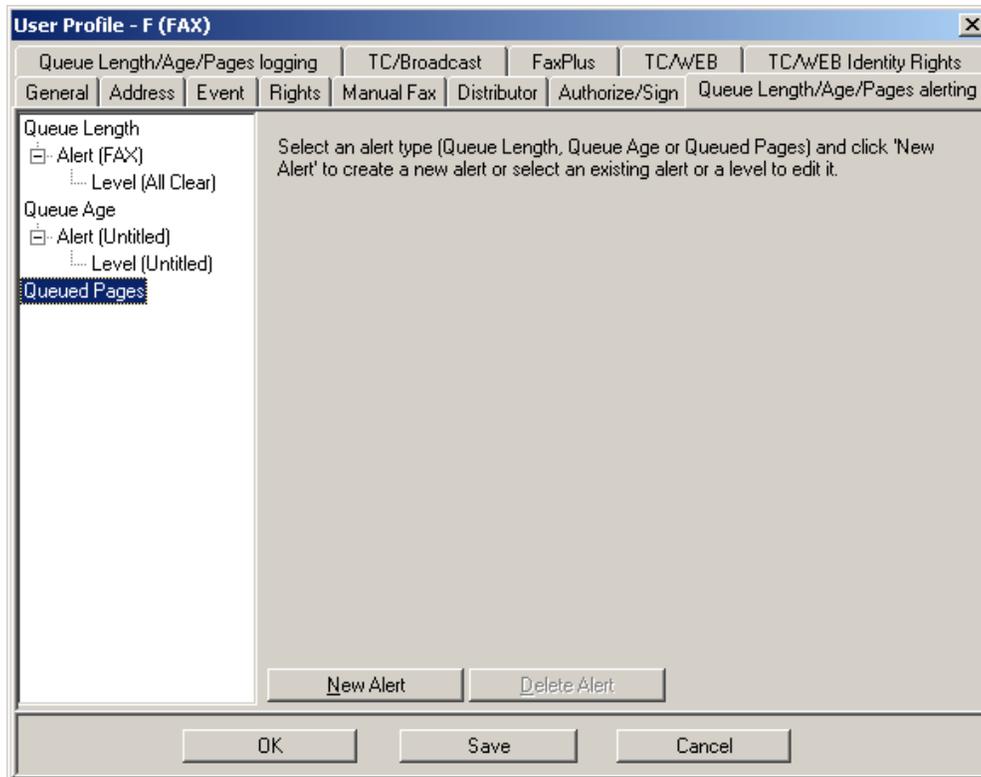
4.9.3.3.1 Alert Levels

See 4.9.3.1.3 Alert Levels

Note: The trigger threshold and re-activation threshold values for the alert level specifies the queue age in seconds.

4.9.3.4 Create a Queued Pages Alert

Select the **Queue Length/Age/Pages alerting** property page, then select **Queued Pages** in the list on the left side and then click the **'New Alert'** button.



Afterwards enter the alert properties and alert filter values. (for details about alert properties and filter values see 4.9.3.1.1 Alert Properties and 4.9.3.1.2 Alert Filter).

4.9.3.4.1 Alert Levels

See 4.9.3.1.3 Alert Levels

4.9.4 Deleting Alerts

To delete an alert, select the alert in the list and then click the **'Delete Alert'** button.

4.10 Queue Length, Queue Age and Queued Pages Monitoring

A log agent writes log entries in regular intervals to the short term archive to be later processed by TC/Report. NT performance counters allow a live view of TCOSS queue lengths.

The log agent and the creation of NT performance counters are controlled by setting a log agent entry in the queue's user profile, e.g. for user "F" to monitor the fax sending queue.

4.10.1 Configuration

This property page controls the queue length/age/pages log agent and the creation of NT performance counters. (E.g., for user "F" to monitor the fax sending queue.)

- Queue length/age/pages monitoring must be enabled on sending queues (FAX, Telex...).
- These sending queues must exist as user on KCS (user F, X) and the user must have the flag "visible in outbox" enabled.
- Performance counters are generated on the TCOSS server, not locally
- Special characters and umlaut characters are not supported in Performance counter name
- Different users cannot create the same performance counter
- Wildcards (* or ?) are not supported

Nr.	Active	Folder	Perform	Log	Priority	Type	From	ID	To	ID	A	B
1	X	Inbox	Channe	10	Low priority,High	Queue	User	F	User	F	X	X
2	X	Inbox	Channe	20	Low priority,High	Queue	User	F	Group	F	X	X
3	X	Inbox	Channe	30	Low priority,High	Queue	Group	F	Group	F	X	X

4.10.2 Log Interval in Seconds

A value of zero activates an NT performance counter; any non-zero value activates the queue length log agent plus an NT performance counter. The value itself sets the log interval in seconds; the actual log interval is rounded up to multiples of the alert check interval set in the system configuration.

4.10.3 Performance Counter

This value is a user defined field name for the log agent and the NT performance counter name. By using NT performance counter you can view the queue length/age/pages and allows getting a live view of TCOSS queues. Different users cannot create the same performance counter. Special characters and umlaut characters are not supported.

4.10.4 Type

This parameter specifies which type of logging should be done.

- Queue length number of messages in a queue
- Queue age maximum delay of waiting messages
- Queued pages number of pages in a queue

4.10.5 Filter

The filter is used to restrict the queue length/age/pages counting for messages which match specified filter criteria.

4.10.5.1 Inbox / Outbox

Specifies an inbox-centric or an outbox-centric monitoring definition.

4.10.5.2 From User / Group

For an outbox centric monitoring definition it defines the watched outbox or watched group-outbox.

For an inbox centric monitoring definition it may act as an additional filter value. You must specify an existing user or group ID. Wildcards (* or ?) are not supported.

Note: For an outbox centric monitoring definition, the "From" field is set to the currently opened user profile and cannot be changed.

4.10.5.3 To User / Group

For an inbox centric monitoring definition it defines the watched inbox or watched group-inbox.

For an outbox centric monitoring definition it may act as an additional filter value. You must specify an existing user or group ID. Wildcards (* or ?) are not supported.

Note: For an inbox centric monitoring definition, the "To" field is set to the currently opened user profile and cannot be changed

Example: Monitoring the queue length of the TCLMX7Q4 queue.

The message list for the TCLMX7Q4 queue

Status	To:	Recip.Gr...	..To Continued	From:	...From Continu
Active	TCLMX7Q4: vendas@fs8.local	TCLMX7Q4	TCLMX7Q4	TCLSMQI	i5482175@fax
Active	TCLMX7Q4: annemarie.fischer@fs8.l	TCLMX7Q4	TCLMX7Q4	TCLSMQI	SMTP_FS_NEY
Active	TCLMX7Q4: annemarie.fischer@fs8.l	TCLMX7Q4	TCLMX7Q4	TCLSMQI	SMTP_FS_NEY
Active	TCLMX7Q4: annemarie.fischer@fs8.l	TCLMX7Q4	TCLMX7Q4	TCLSMQI	SMTP_FS_NEY
Inactive - Problems	TCLMX7Q4: annemarie.fischer@fs8.l	TCLMX7Q4	TCLMX7Q4	TCLSMQI	SMTP_FS_NEY
Inactive - Problems	TCLMX7Q4: annemarie.fischer@fs8.l	TCLMX7Q4	TCLMX7Q4	TCLSMQI	SMTP_FS_NEY
Active - Forwarded	MX7.tcspimx@ex10dom.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Active - Forwarded	MX7.tcspimx@ex10dom.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Active - Forwarded	MX7.tcspimx@ex10dom.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Active - Forwarded	MX7.tcspimx@ex10dom.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Active - Forwarded	MX7.tcspimx@ex10dom.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Active - Forwarded	MX7.tcspimx@ex10dom.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Active - Forwarded	MX7.tcspimx@ex10dom.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Active - Forwarded	MX7.Administrator@fs8.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann
Sent OK	MX7.lupo@fs8.local	TCLMX7Q4	TCLMX7Q4	FS_NEW	FS_NEW_Ann

The configuration for the queue length log for the TCLMX7Q4 queue:

Nr.	Active	Folder	Performance counter	Log	Priority	Type	From	ID
1	<input checked="" type="checkbox"/>	Inbox	TCLMX7Q4_LENGTH_INBOX	10	Low	Queue Length	Group	

Note: To include messages sent from any user, leave the 'From' field empty.

The log entry for the TCLMX7Q4 queue shows a count of 17

Source	Logging Time	Type	Perfor...	Performance counter / Value
QUEUELEN	25.03.2010 12:39	QUEUELEN_LOG	CC1 = 0	TCLMX7Q4_LENGTH_INBOX = 17
QUEUEPAG	25.03.2010 12:38	QUEUEPAG_LOG	CC1 = 0	
QUEUEAGE	25.03.2010 12:38	QUEUEAGE_LOG	CC1 = 0	
QUEUELEN	25.03.2010 12:38	QUEUELEN_LOG	CC1 = 0	TCLMX7Q4_LENGTH_INBOX = 17
QUEUEPAG	25.03.2010 12:37	QUEUEPAG_LOG	CC1 = 0	
QUEUEAGE	25.03.2010 12:37	QUEUEAGE_LOG	CC1 = 0	
QUEUELEN	25.03.2010 12:37	QUEUELEN_LOG	CC1 = 0	TCLMX7Q4_LENGTH_INBOX = 17
QUEUEPAG	25.03.2010 12:36	QUEUEPAG_LOG	CC1 = 0	
QUEUEAGE	25.03.2010 12:36	QUEUEAGE_LOG	CC1 = 0	
QUEUELEN	25.03.2010 12:36	QUEUELEN_LOG	CC1 = 0	TCLMX7Q4_LENGTH_INBOX = 17
QUEUEPAG	25.03.2010 12:35	QUEUEPAG_LOG	CC1 = 0	
QUEUEAGE	25.03.2010 12:35	QUEUEAGE_LOG	CC1 = 0	
QUEUELEN	25.03.2010 12:35	QUEUELEN_LOG	CC1 = 0	TCLMX7Q4_LENGTH_INBOX = 17
QUEUEPAG	25.03.2010 12:34	QUEUEPAG_LOG	CC1 = 0	
QUEUEAGE	25.03.2010 12:34	QUEUEAGE_LOG	CC1 = 0	
QUEUELEN	25.03.2010 12:34	QUEUELEN_LOG	CC1 = 0	TCLMX7Q4_LENGTH_INBOX = 17
QUEUEPAG	25.03.2010 12:33	QUEUEPAG_LOG	CC1 = 0	
QUEUEAGE	25.03.2010 12:33	QUEUEAGE_LOG	CC1 = 0	

4.10.5.4 State

This filter value specifies the state of a message.(for details about message states see 4.9.3.1.2.4.1 Message States)

4.10.5.5 Priority

The message counting may include messages of all priorities, or it may be restricted to messages with a specific priority or a range of priorities

4.11 TC/Broadcast

This tab controls report settings and settings for TC/Broadcast error handling.

Active	Service	Number	Full
X	TOPCALL	RM	

4.11.1 User Can Send Job

User having this right can send jobs and are shown in the job-monitoring window.

4.11.2 Intercept on Error

If checked, failed job requests are forwarded to an operator.

4.11.3 Send Error Report

If checked, an error report is created if a job request cannot be resolved.

4.11.4 PIN

A PIN can be up to 8 characters in length. The characters can be letters or numbers. The PIN is case sensitive. If the user wants to send a job request via FAX DTMF, then the PIN code must be numeric, so that it can be entered via the numbers on a FAX machine.

For more information about the TC/Broadcast PIN code see the TC/Broadcast manual.

4.11.5 Resend Failed Messages

If selected, the job end event creates a new job containing the failed addresses.

4.11.6 Include Details for (Un)Successful Transmission

If cleared, corresponding details are suppressed in the job end report.

4.11.7 Report Destination Numbers

Fax, Telex, Teletex: If the number contains a '-' character, everything after this character is considered as an answerback.

TOPCALL addresses: If the number contains a '-' character, everything after this character is considered as a KCS node ID.

4.12 FaxPlus

The FaxPlus tab allows entering the range of fax extensions assigned to a customer.

The screenshot shows a window titled "User Profile - 61359" with several tabs: Manual Fax, Distributor, Authorize/Sign, Alert, Queue Length Log, TC/Broadcast, FaxPlus, and TC/WEB. The FaxPlus tab is selected. Inside the dialog, there is a checked checkbox labeled "Enable administration of FaxPlus group members". Below this, there is a "Service" dropdown menu currently set to "FAX". Underneath, there are two input fields for "Range of valid fax extensions": "From" is set to "300" and "To" is set to "399". At the bottom of the dialog are three buttons: "OK", "Save", and "Cancel".

For every FaxPlus user group there can be 1 administrator user. All other users of the customer belong to the same group; the group name is the name of the administrator user.

FaxPlus administrators can change the addresses (fax, email) of their users via TC/WEB-MF.

The range of fax extensions, which the FaxPlus administrator can define for his group members, can be restricted with the fields 'Range of valid fax extensions From', and 'To'.

4.13 TC/Web

The TC/Web tab is used to customize the appearance of the TC/Web application per user.

The checkboxes can have one of three states:

State	Result	Value
Selected	The button is visible	1
Cleared	The button is hidden	0
Indeterminate	Use the server settings of TC/Web for that button	2

4.13.1 TC/Web Helpdesk Login

TC/Web provides a special administrative login that allows a user with an administrative role to quickly and easily view and edit some of the data of another user. This "User Switching" functionality is intended for the helpdesk administrator role of an xSP or for a customer administrator role.

Configuration:

The dropdown control, "Administer Users:" in the TC/WEB tab of the user profiles tool enables which users the user can administer.

The dropdown has three options.

- None - No Administration features are available. (Normal user, Default)
- Group Users - Only users in the active users group can be administered (cust. admin).
- All Users - All users on the TC/WEB instance can be administered (helpdesk admin).

Below the "Administer Users:" dropdown control are three checkboxes to configure the users' administrative capabilities. These checkboxes are grayed out if the "Administer Users:" dropdown control is set to "None".

- User List - The user can see the "User" tool in TC/Web.
- User Switching - The user can switch to other users.

- Set New Password - The user can change other users password, without knowing the old (grayed out if the "User Switching" checkbox is not checked)

The "User Profiles" Read and Write checkboxes must be checked in the rights tab of user profiles tool to enable the "User List" and "User Switching" functionality

4.14 TC/Web Identity Rights

The "Identity" tool in TCWEB allows the access to the data of the "General" tab of the User Profile in TCfW. This will allow users to modify their own data via TC/WEB, and will allow System Administrators (helpdesk administrators) and Group Administrators (customer administrators) to modify the data of other users.

A System Administrator (helpdesk administrator) has the ability to administer all of the users from all of the customers of an xSP

A Group Administrator (customer administrator) has most of the abilities of the helpdesk administrator, but can only administer the users of one customer, the users that they are responsible for.

The screenshot shows the 'User Profile - USR1' dialog box with the 'Rights' tab selected. The 'TC/WEB Identity Rights' section is active, showing a table for setting defaults for Users, Group Administrators, and System Administrators. The table has columns for 'User Read', 'User Write', 'Group Read', 'Group Write', 'All Read', and 'All Write'. The 'All Read' and 'All Write' columns are currently unchecked.

	User Read	User Write	Group Read	Group Write	All Read	All Write
Group	<input type="checkbox"/>					
Location	<input type="checkbox"/>					
Representative	<input type="checkbox"/>					
Cost Center	<input type="checkbox"/>					
Language	<input type="checkbox"/>					
Time Zone	<input type="checkbox"/>					
Company	<input type="checkbox"/>					
Department						
Salutation						
Full Name						
Free Text						

(All of these fields are controlled together. They cannot be independently configured.)

Buttons: OK, Save, Cancel

4.14.1 Setting Default Identity Rights

It is possible to set default identity rights with a click on one of the buttons on the top. The default identity rights are defined in the Windows registry. The registry key for the default identity rights is

```
HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCFW\IDENTITYRIGHTSDEFAULTS
```

Under this registry key there are three sub keys. The names of the sub keys are:

```
ALL  
GROUPS  
USERS
```

Each of these sub keys holds six values (REG_SZ) that define the default identity rights. The names of these values are

```
COMPANY  
COSTCENTER  
GROUP  
LANGUAGE  
LOCATION  
REPRESENTATIVE
```

Each of these values holds a string with a length of 6 characters (zeros or ones). A 1 defines, that the corresponding check box is checked, a 0 defines, that the corresponding checkbox is not checked.

5. Distributing Incoming Messages

As the administrator you must define at least one distributor, who is a standard **TCfW** user with the additional right for distribution set in his **User Profile**. Distributors distribute, or route, incoming messages addressed centrally to the company to their intended recipients.

The Distributor starts distribution by setting **Distribution On** in the **Admin** menu, or by clicking the **Distribute** icon on the toolbar. Messages waiting for distribution are automatically displayed. The Distributor can specify the desired recipient in the recipient field and add clarifying information in the **Subject** and **From** fields. (Standard users cannot change the contents of the **From** field.) The Distributor cannot change the message itself. The **Send** button is used to finalize distribution.

When the Distributor distributes an incoming message, it is automatically displayed to him/her as large as possible in Image Mode. Pressing any key moves the cursor into the header's recipient field, and the Distributor enters the desired recipient(s). We also recommend that the Distributor fill in the **Subject** and **From** fields to inform the final recipient of the message's content and sender.

The default KCS queue, if not explicitly defined in the **User Profile**, is called DIST. This means KCS has to be configured in such a way that messages which cannot be distributed automatically via DID, wind up in the DIST queue.

The following toolbar icons indicate the current distribution status:



Distribution stopped: Click this icon to activate automatic distribution. The icon changes to **Distribution active** and KCS is periodically polled for incoming messages. This icon appears at **TCfW** startup, provided the user has distribution authorization.



Distribution active: KCS is checked periodically for new incoming messages. When a message is found the message viewer opens and distribution changes to **Distribution suspended**. Click this icon to change it to **Distribution stopped**.

Options when a message is opened for distribution:

- You can terminate the message by clicking the **Terminate** button on the toolbar. Depending on KCS configuration, the message is either deleted or put into the KCS archive.
- You can distribute the message. Specify a new recipient and click the **Send** button.
- You may change the following entries in the message header:
 - The list of recipients.
 - The **From** field which normally contains, for example, the fax number of the sender. After you press **Enter** in this field the **Address Book** window opens. You can change the number or store it in the address book.
 - The **Subject** field.

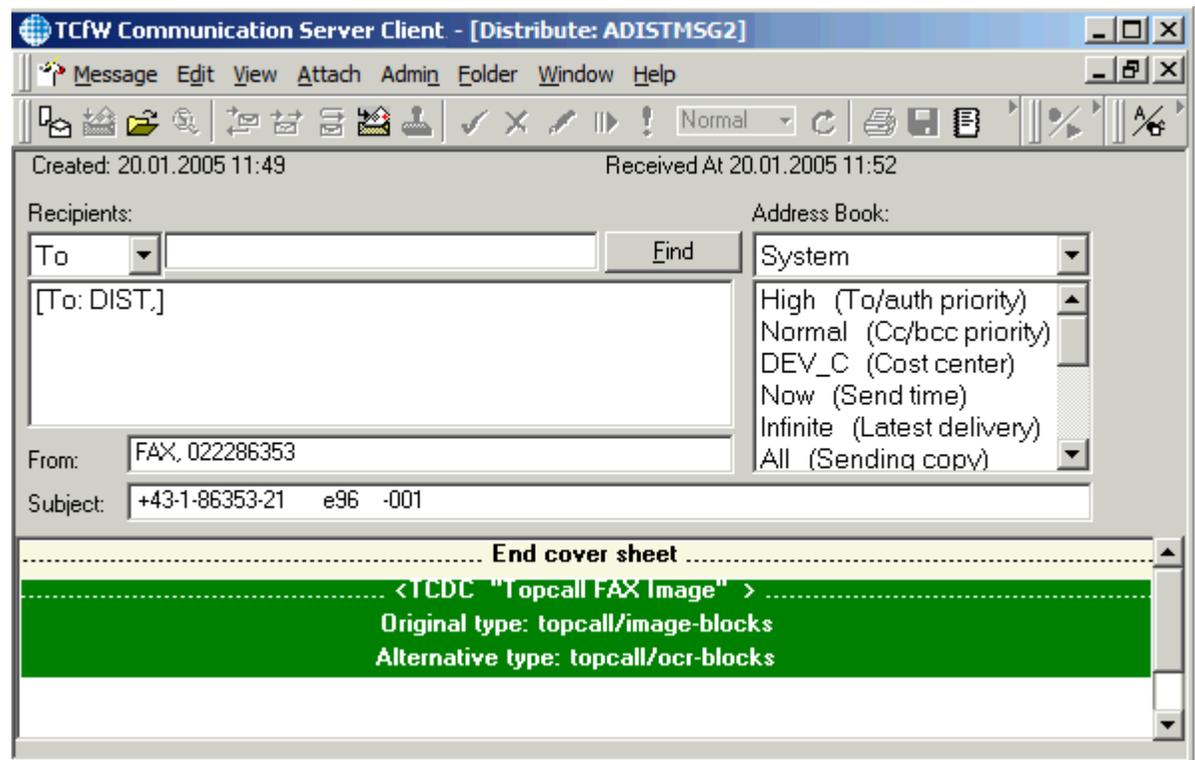
Follow these steps to distribute messages:

- 1) Set **Distribution On** in the **Admin** menu, or click the **Distribute** icon on the toolbar.
- 2) Select **To** or **cc** from the **Delivery Type** drop-down box (the **To** field).
- 3) Select the recipient(s) you want or enter them in the **Recipient** field.
- 4) Fill in the **From** and **Subject** fields.
- 5) Click Send.

Note: if the Distributor of a message without a cover, owns a cover in the message-folder called "DIST CVR" this cover will be taken for the message.

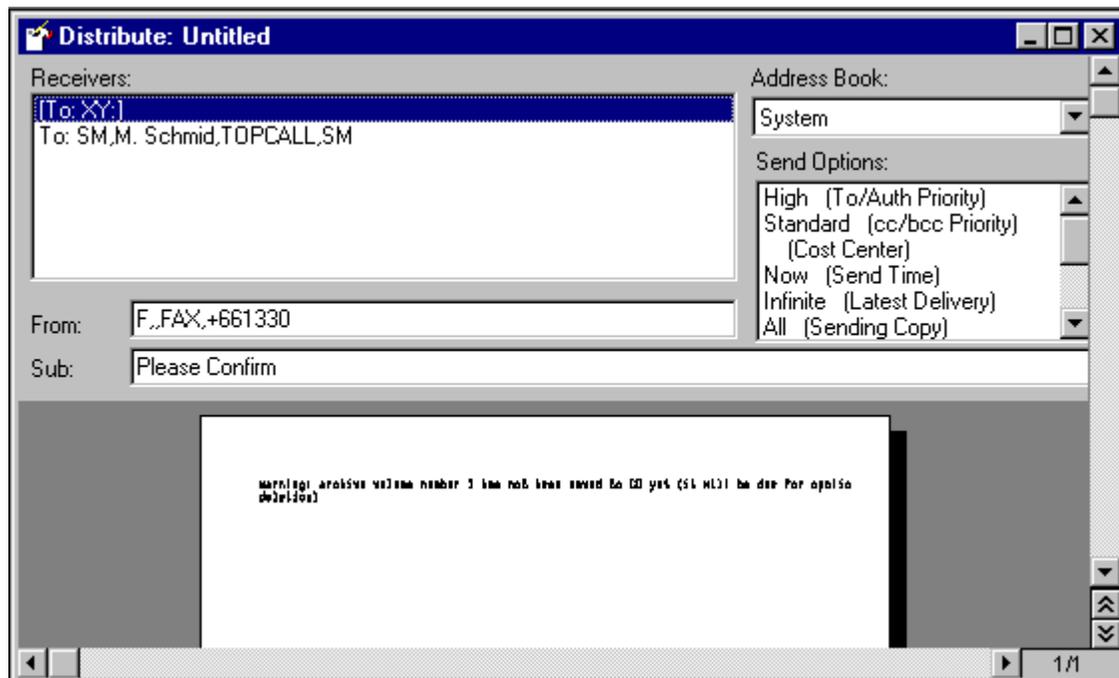
5.1 Message Creation Time

If a message is opened in distribution mode, the original message creation time is displayed within the message window, if the message window is in text mode.



5.2 Enhanced Distributor Functionality

You can use hot keys to facilitate the handling of the message window and the **Address Book** window. By default this feature is disabled. The feature may be enabled via **Admin\Application Preferences\Distribution Mode\Use Advanced Distribution**. After enabling this feature it is necessary to restart TCFW.



5.2.1 Shortcut Keys Available Within the Message Window:

Key	Description
A	Changes to the open address window.
O	Optimized Image view.
Ctrl T	Terminates the message.
P	Full Page View.
+ (Numeric Keyboard)	Zoom In.
- (Numeric Keyboard)	Zoom Out.
R	Rotate 90 degrees.
F	Flip Page 180 degrees.
- G	Goes to Page Number (Prompts the user for which Page Number to view).
[HOME]	First Page - without header.
[END]	Last Page.
[F3]	Searches for a name in the Address Book – switches to Address Book window and brings up the Search Criteria Box for the Short Name field. This allows to quickly search for the recipient.
[F9]	Sends the message.
[F12]	Save As
Ctrl P	Prints to default printer (Like the Print Icon on the Toolbar).
H	Shows the Header of the message.

5.2.2 Shortcut Keys Available Within the Address Book Window:

Key	Description
Up and Down Arrow	Move up and down within the list of recipients.
[ENTER]	Selects the current recipient as a TO recipient.
[INSERT]	Selects the current recipient as a CC recipient.
[F3]	Searches by Name (i.e. brings up the selection criteria window for the Short Name Field - clearing selection criteria relating to all other fields (e.g. Company Name) etc.
[CTRL] + [F3]	Searches by Name (i.e. brings up the selection criteria window for the Short Name Field - leaving existing selection criteria relating to other fields (e.g. Company Name) etc.
[F6]	Searches by Company (i.e. brings up the selection criteria window for the Department Field - clearing selection criteria relating to all other fields (e.g. Full Name) etc.
[CTRL] + [F6]	Searches by Company (i.e. brings up the selection criteria window for the Department Field - leaving existing selection criteria relating to other fields (e.g. Full Name) etc.
[DELETE]	Clears ALL selection criteria for ALL fields.
M	Changes back to the Message.

Example:

The sample sequence below assumes that the distribute feature is properly configured in the User Profile.

- 1) Set Advanced Distribution in the Preferences Window.
- 2) Restart TCfW in maximized mode.
- 3) Start Admin – Address Book
- 4) Start Distribution
- 5) Wait for the first message to open
- 6) Select Window – Tile Vertically

The screen will be split into two parts, one covering the message the other the addresses.

Once the message is distributed the next message opens automatically in the same part of the screen.

The first two steps are only necessary if the feature has not yet been activated.

5.3 Splitting Messages in Text Mode

You can split the text part of a message into new messages. By default this feature is disabled. You can only split messages in distribution mode.

To split messages follow these steps:

- 1) Place the cursor on a line in a text block.

- 2) Press F11 to split the message.

A message box is shown offering the possibilities **Cancel** or **Ok**. **Cancel** removes the split.

The part above the cursor and including the line where the cursor is positioned are copied by the new message and removed from the original message. Also all contents above the text block are copied to the new message and removed from the old message.

All header information, except values for the banking key system, is also copied to the new message. The focus is on the new message.

If you split a message and then close the original message all split message windows will be closed.

If you close a split message the message content is not copied back to the original message.

The field **Message Name** of the new message is filled with the field **File Name** from the original message. **File Name** is a KCS number series automatically calculated on reception of a message. That means that all split messages have the same message name, which is the file name of the original message. The new message gets the message name from the old message plus a counter added to the message name.

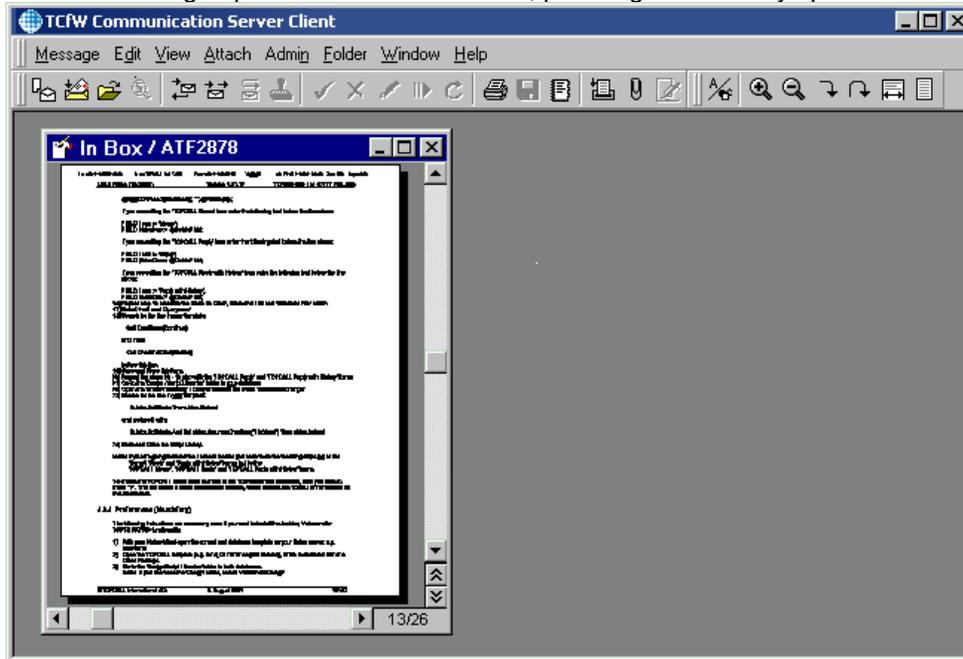
Example:

The name of the original message is AT45678. After the first split the new message has the name AT45678-1

Note: You can only split messages in text view. It is only possible to split a message, if the user right Split messages in the Distributor area of the user profiles is set.

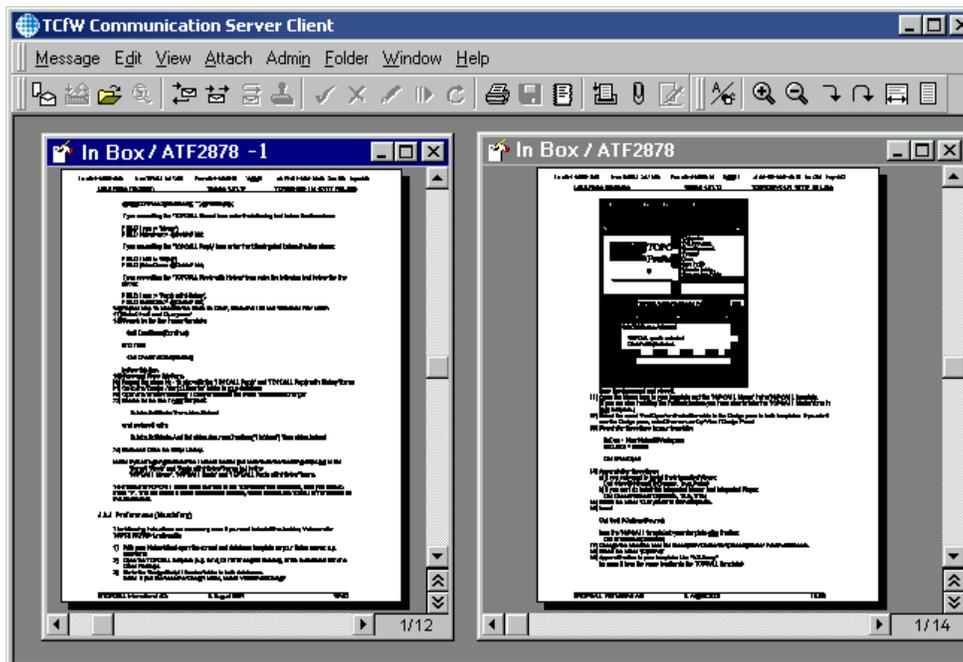
5.4 Splitting Messages in Image Mode

When a message opens in distribution mode, pressing the F11 key splits the message.



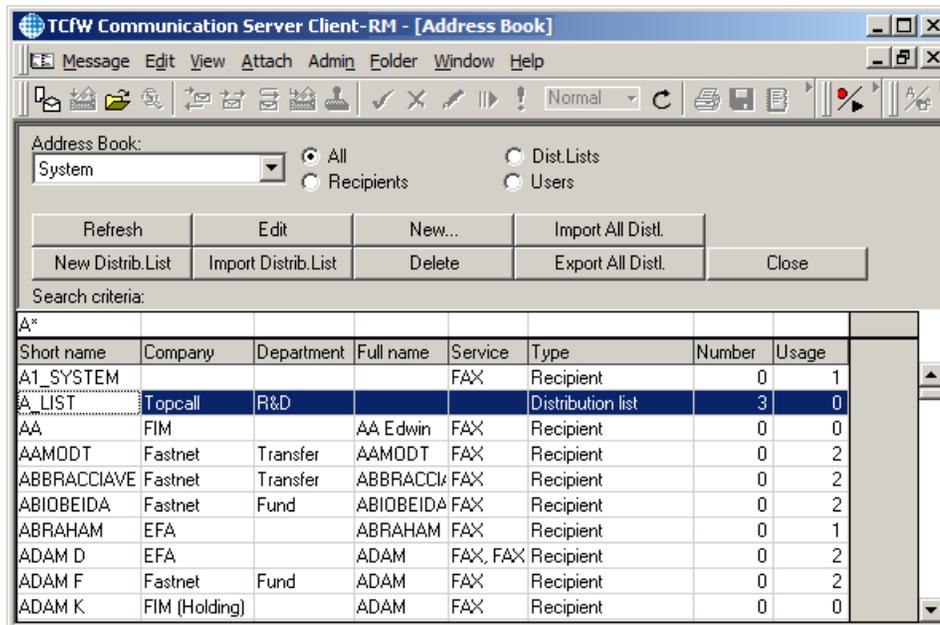
2 new messages are created. The first message contains the pages, starting from the first page up to the current page minus 1. The second message contains the pages, starting with the currently viewed page to the last page. The first message gets the input focus.

Splitting of a message always creates two new messages with new message-ids and two log-entries are written immediately.



6. Maintaining Address Books

The screen below is different from the **Address Book** window used to address messages (**Check Address** icon). This **Address Book** window, accessed from the **Admin** menu, is strictly to add new recipients/distribution lists to address books and edit existing ones.



To work with a specific address book, select it from the Address Book drop-down list (upper left). Click the **NEW** button to add a new recipient. To edit an existing recipient address, select the recipient you wish to edit and click **EDIT**. To remove a recipient from the list, select the recipient and press **DELETE**.

All addresses are stored on KCS. Each user has two kinds of address books, a personal (or user) address book and a System address book. Access authorization for both address books is defined in user profiles.

The Service field contains the available sending services for the given recipient.

The Number field contains the number of recipients in a distribution list.

The Usage field contains how often a reference of the recipient is used in distribution lists.

The System address book is similar to User address books.

We recommend you provide all users with read access but restrict their authority to write to messages.

You can also import and export recipient data in ASCII format to enable the exchange of existing recipient definitions from other sources with the Backup / Restore function. (See 6.5 Recipient Window for more information.)

6.1 Filterable Type Column in Address Book

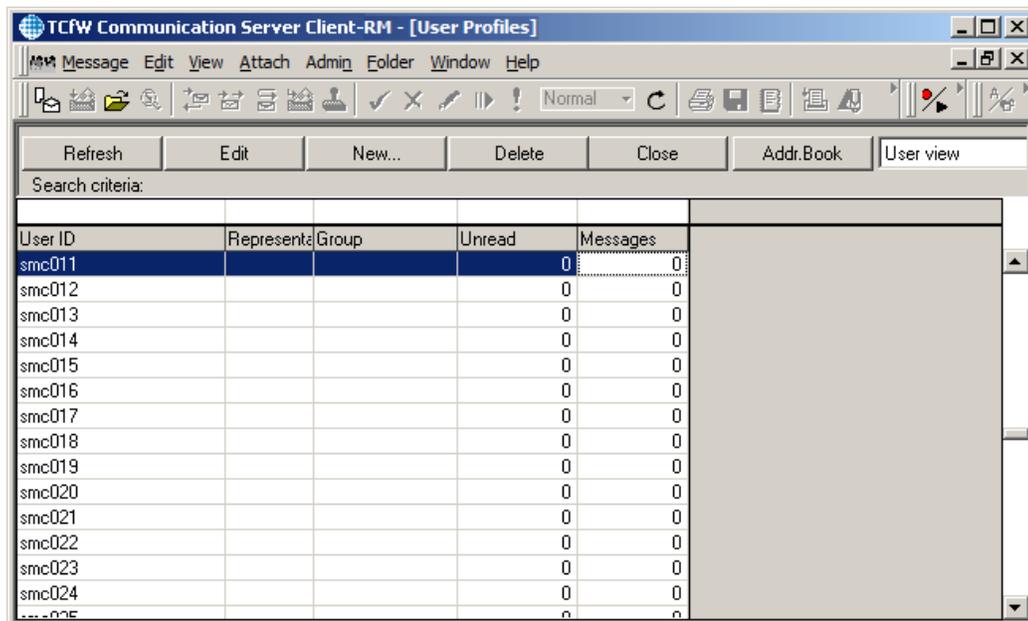
The entries of the address book can be filtered by the type. This is done by clicking on one of the 4 radio buttons (All, Recipients, Dist.Lists and Users). Users can only be filtered in the

system address book, not in a private address book and not in a group address book. It is possible to use additional filters with type filtering by double-clicking into the line just above the column headers

6.2 Maintaining the Private Address Book of Another User

To open the private address book of any user:

1. On the **Admin** menu, click **User Profiles**. The User Profiles window opens.
2. Select a user and click **Addr.Book**.



The user profile window supports to open multiple private address book windows, but not more than 10 address book windows at once.

Note: The **Addr.Book** button is only visible in the “User view” mode, but not in the „Address view“ mode.

To access an address book of another user requires the write right for “all priv. address books”.

6.2.1 User Rights

You need the following user rights to manage the address books of other users:

- All Priv.Address Books – Read and Write
- System User Profiles – Read

However, you can only access the address books that the selected user can access.

Therefore, the users whose address books you want to access must have the following rights:

- Private Address Book – to access their private address book
- Group Address Book – to access their group address book
- System Address Book – to access the system address book

If they only have the Read rights, you also have a read-only access. If they have Write rights, you can update their address books.

6.3 Group Address Books

You can create group address books by creating a user profile with the group name.

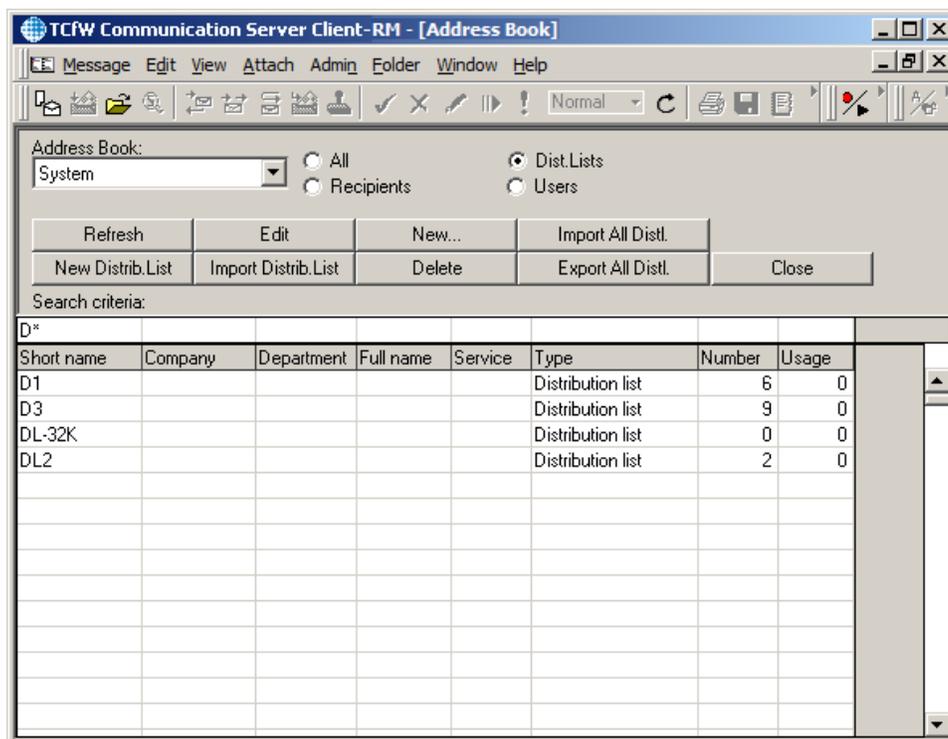
To create a group address book named "GROUP1" for example, do the following:

Enter "GROUP1" in the **User ID** field of the **General User Profile** area to create a new user profile named "GROUP1".

- 1) Click **Save**.
- 2) Enter "GROUP1" in the **Group** field of the user profiles of each user who will access the new group address book.
- 3) Provide each of these users with group address book access by activating the **Read** and **Write** check boxes for **Group Address Book** in the **Rights** area of each user profile.
- 4) Click **OK**.
- 5) Exit **TCfW** to update the system files. The address book "GROUP1" will appear in the users' **Address Book** drop down list.

6.4 Distribution Lists

Distribution lists are collections of recipients. In the address book window it is possible to edit existing distribution lists, to create new distribution lists, to import and to export distribution lists.



6.4.1 Edit

To edit a distribution list select a distribution list from the address book window and then click the **Edit** button (you can also select a distribution list in the address book and then double click it) -> the distribution list details window opens.

6.4.2 New Distribution List

To create a new distribution list click the **New Distrib.List** button. A window opens where you must enter the ID for the distribution list.

If you have entered the distribution list ID, click the OK button -> the distribution list details window opens.

6.4.3 Distribution List Details Window

In the distribution list details window the basic properties for the distribution list and the recipients for the distribution list can be edited

Recipient ID	Address Book	Full Name	Service	Number	Type
AMATO A	System	AMATO Anna	FAX	00322 2282974;	Recipient
ALVAREZ	System	ALVAREZ Isabe	FAX	47673290;	Recipient
ALONSO	System	ALONSO Yolan	FAX	26251604;	Recipient
AHLSSELL	System	AHLSSELL Pierre	FAX	0033 1 5367 2681;	Recipient
ADAM D	System	ADAM DIDIER	FAX	47110816;	Recipient
ABRAHAM	System	ABRAHAM SYI	FAX	4865618002;	Recipient
ABIOBEIDA	System	ABIOBEIDA Saa	FAX	47674952;	Recipient
AAMODT	System	AAMODT Astrid	FAX	47674309;	Recipient

6.4.3.1 Recipients Filter

The recipients of the distribution list can be filtered by the type. This is done by clicking on one of the three radio buttons.

6.4.3.2 Additional Filter Values

The recipients of a distribution list can also be filtered by the

- Recipient ID
- Address book
- Full Name
- Service
- Number

Additional filter values for filtering can be added by double clicking into the row above the grid header row.

Distribution List Details

Distribution list information:
 Distribution list ID:
 Delivery type:
 Company:
 Department:
 Full name:
 Free Text:
 TC/Broadcast options:

Recipient Filter
 Type
 All
 Recipients
 Distribution Lists

Recipient ID	Address Book	Full Name	Service	Number	Type
AAMODT	System	AAMODT Astrid	FAX	47674309	Recipient
ABIOBEIDA	System	ABIOBEIDA Saa	FAX	47674952	Recipient
ABRAHAM	System	ABRAHAM SYI	FAX	4865618002	Recipient
ADAM D	System	ADAM DIDIER	FAX	47110815	Recipient
ADMIN	System		TOPCALL	ADMIN	Recipient
AHSELL	System	AHSELL Pierre	FAX	0033 1 5367 2681	Recipient
ALONSO	System	ALONSO Yolán	FAX	26251604	Recipient
ALVAREZ	System	ALVAREZ Isabl	FAX	47673290	Recipient

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← Double click in this row to add a filter value

A window opens where you can input a filter value.

Filter

Recipient ID

A filter value can be either:

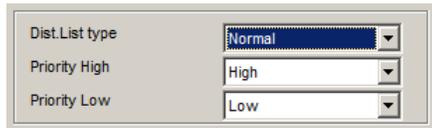
abcd	filter for exact value
abcd*	string has to start with abcd
*abcd	string must end with abcd
abcd	abcd must be found in the string at any place

After you have input the filter value(s) click the **Refresh** button to use the filter.

Note: Filtering on Service or Number requires at least TCROSS 7.57.04 otherwise filtering on these values has no effect.

6.4.3.3 TC/Broadcast Options

The checkbox TC/Broadcast options must be checked to edit the TC/Broadcast options (if the checkbox is unchecked the TC/Broadcast options are hidden).



The screenshot shows a form with three dropdown menus. The first dropdown is labeled 'Dist.List type' and has 'Normal' selected. The second dropdown is labeled 'Priority High' and has 'High' selected. The third dropdown is labeled 'Priority Low' and has 'Low' selected.

6.4.3.3.1 Distribution List Type

A list with a status of temporary will be deleted after the broadcast job has successfully sent. Temporary lists are created by TC/Broadcast to hold a list of all of the recipients that could not be sent in a job.

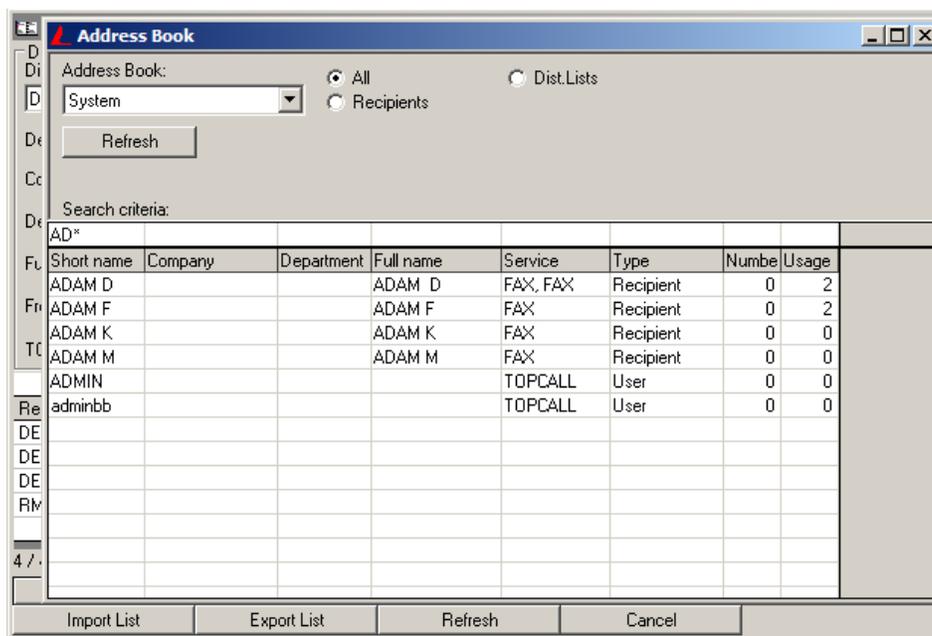
6.4.3.3.2 Priorities

A Priority high and Priority low can be set for a distribution list. When a broadcast job is sent, the user can choose to send it with a priority of high or low. The user is simply choosing which of the two priorities that are saved in the Distribution List to use.

Note: The TC/Broadcast options have no effect, if the distribution list is used in a normal message. These options have only an effect, when a job request is sent with TC/Broadcast.

6.4.3.4 Add Recipient Button

Clicking the **Add Recipient** button opens an address book window.



Recipients can be added to the distribution list, by double clicking an entry of the address book. The entries in this address book view can be filtered by the type. This is done by clicking on one of the 3 radio buttons (All, Recipients and Dist.Lists). It is possible to use additional filters with type filtering by double-clicking into the line just above the column headers.

A distribution list can contain up to 30,000 entries. Distribution lists may contain recipients and other distribution lists.

6.4.3.4.1 Restrict the Number of Displayed Recipients in TCfW

TCfW can be configured to display only the active recipient of a message. This is done by setting the registry value

`HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCFW\RecipientsLimit.`

If the number of recipients in a message is over `RecipientsLimit`, only the active recipient is displayed, otherwise all recipients are displayed. If `RecipientsLimit` does not exist, all recipients are displayed.

6.4.3.4.2 Address Books

Distribution lists are stored in one of three address books: system, group, or private. Available address books for adding recipients depend on the address book where the distribution list is stored.

Distribution list stored in	Available address books for recipients
system address book	system address book
group address book	system address book, group address book
private	system address book, group address book, private address book

6.4.3.5 Remove Recipient Button

Recipients can be removed from the list, by selecting an entry in the list and clicking the **Remove Recipient** button.

6.4.3.6 New Recipient Button

Clicking the **New Recipient** button opens a recipient window, where a new recipient can be added. A recipient must have at least a Short name and one address with service and number, otherwise it cannot be saved. The available address books for saving depend on the address book of the distribution list.

Active	No	Service	Number:

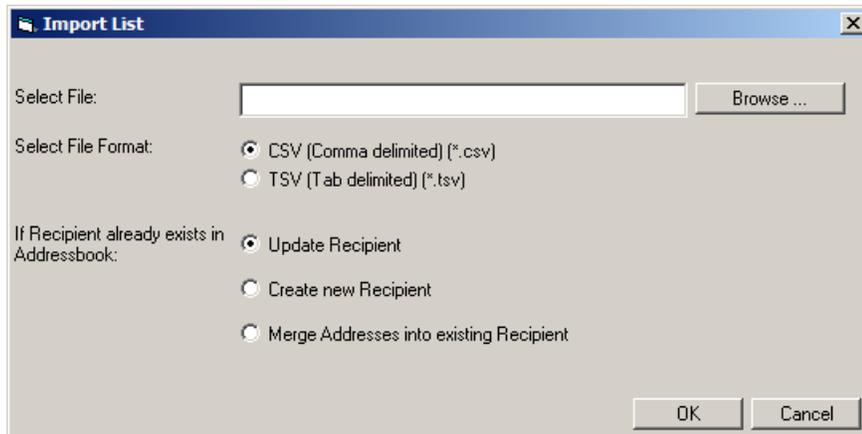
6.4.3.7 Import List Button

Recipients can be added to a distribution list by importing the recipient data from a text file. Clicking the **Import List** button opens a window with a warning message, that importing recipients will overwrite already existing recipients in the distribution list.

Warning: The existing recipient list will be overwritten!
Do you want to continue?

Yes No

Clicking the **Yes** button opens the Import List window.



Note: A large list can take several minutes to import.

6.4.3.7.1 Text File Format Specifications

The text file has a simple format. The first row is a header row which defines the fields that are included in the file, and each following row holds the data for one address.

The file must either be comma separated (.csv) or tab separated (.tsv). This means that each item in each row must be separated by a comma or a tab.

Header Row

The first row indicates which fields are included, and the order of the fields. Here is a list of the fields that can be included (Required fields are in bold): **Attention, Service, Number, RecipientID**, UserID, Type, Freetext, DelTypeDef, Company, Department, UserBelongsTo, Active, DirsyncAllowed

Data Rows

Each following row in the text file is an address. Each address row must have the same number of fields as the header row. The name of the service must be an available service on the TCOSS server. The "Attention" field in the text file will be imported to the "Full name" of the recipient. If the text file contains no "RecipientID", then the "Attention" data in the text file will be imported to the "RecipientID" of the recipient as well.

Note: Answerback values (i.e. for TELEX) can be appended with a "-" after the address in the "Number" field. For example. To specify a number of 3348, and an answerback of 9987, use the following syntax: 3348-9987.

Note: The RecipientID field is required if the option Update Recipient.

6.4.3.7.2 Handling Existing Recipients

The import window has a field called "If Recipient already exists in Addressbook:".

This field determines how an address is imported if a recipient with the same RecipientID already exists in the address book where the list is being imported. There are three possible import modes. Following are descriptions of the three import modes:

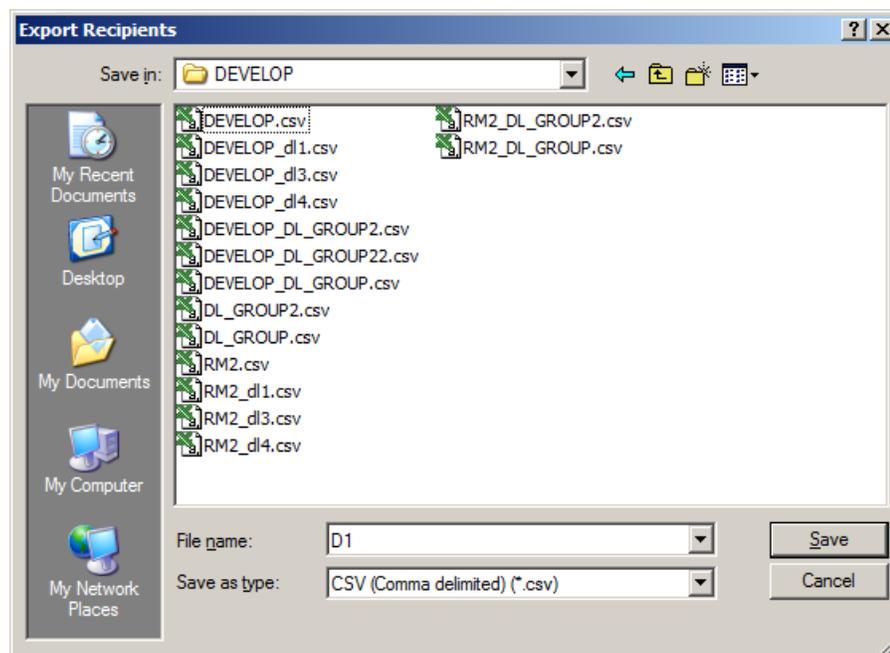
Update Recipient – When an existing recipient in the address book has the same RecipientID as a row in the import file, the data of the existing Recipient is updated with the data contained in the text file.

Create New Recipient - When an existing recipient in the address book has the same RecipientID as a row in the import file, a new recipient is created with the data in the text file. The RecipientID of the new recipient is the RecipientID with a “~00001” appended to it.

Merge Addresses into Existing Recipients - When an existing recipient in the address book has the same RecipientID as a row in the import file, the address data from the text file will be added to the existing recipient, but the recipient data itself (such as Company and Department) will not be changed.

6.4.3.8 Export List Button

To export the recipients from a distribution list to a text file click the Export List button. A standard windows explorer window will be displayed allowing the text file to be saved to the computer.



6.4.3.9 Refresh Button

Clicking the **Refresh button** reloads the distribution lists and updates the view.

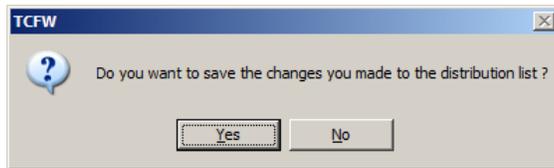
6.4.3.10 OK Button

Clicking the **OK button** saves the distribution list and closes the distribution list details window.

6.4.3.11 Cancel Button

Clicking the **Cancel button** closes the distribution list details window without saving the list.

If the distribution list has changed a message box is shown, before the distribution list details window is closed.

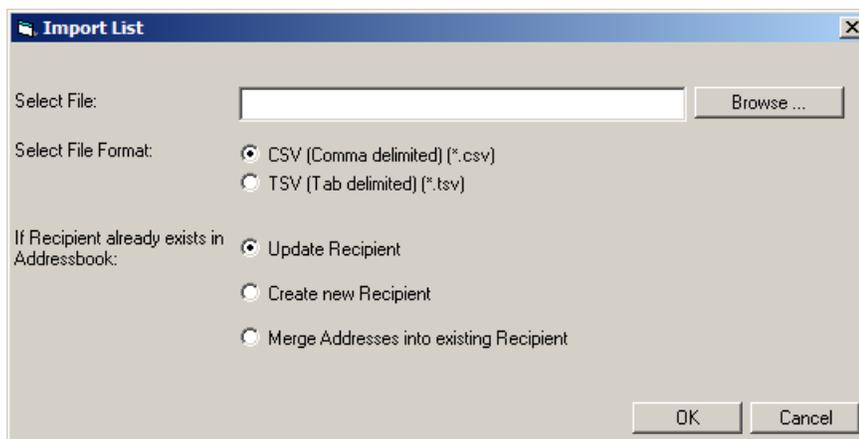


Clicking the **Yes** button saves the distribution list and then closes the distribution list details window.

6.4.4 Import a Single Distribution List

A distribution list can be imported by clicking the **Import Distrib.List** button in the address book window.

The Import List window opens where you specify the file name of the import file. You can also specify the file format and you can specify the handling of already existing recipients. (See 6.4.3.7.2 Handling Existing Recipients)



If you click **OK**, the import starts.

If the import succeeds, TCFW opens a distribution list detail window that shows the imported recipients.

In this state the distribution list is not saved on the KCS server yet. To save the distribution list to the KCS server click the **OK** button.

Distribution List Details

Distribution list information:
 Distribution list ID:

Delivery type:

Company:

Department:

Full name:

Free Text:

TC/Broadcast options:

Recipient Filter

Type

All
 Recipients
 Distribution Lists

Recipient ID	Address Book	Full Name	Service	Number	Type
ADAM D	System	ADAM DIDIER	FAX	47110815	Recipient
ADAM M	System	ADAM Marilyn	FAX	47673848	Recipient
AHLSSELL	System	AHLSSELL Pierre	FAX	0033 1 5367 2681	Recipient
ALLIX	System	ALLIX Jean-Pau	FAX	0033 1 5367 2853	Recipient
ALONSO	System	ALONSO Yolán	FAX	26251604	Recipient
ALVAREZ	System	ALVAREZ Isab	FAX	47673290	Recipient
AMATO A	System	AMATO Anna	FAX	00322 2282974	Recipient

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Add Recipient Remove Recipient New Recipient OK
 Import List Export List Refresh Cancel

6.4.5 Import of All Distribution Lists

All distribution lists of an address book can be imported by clicking the **Import All Distl.** button in the address book window.

TOPCALL for Windows-RM - [Address Book-RM]

Message Edit View Attach Admin Folder Window Help

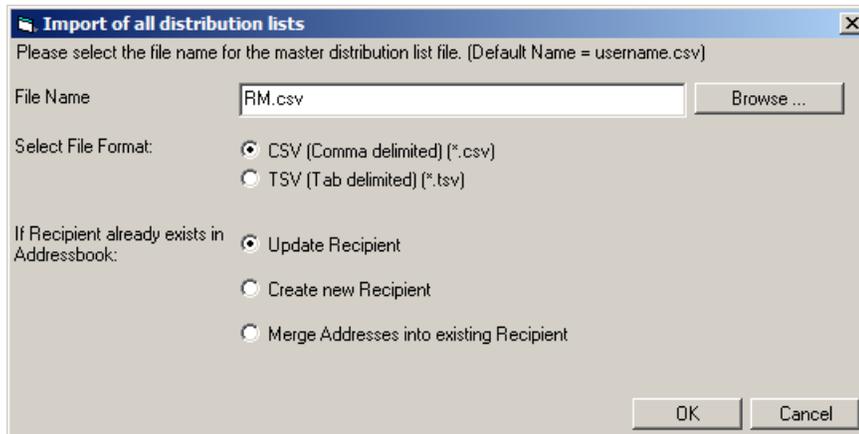
Address Book:
 RM All Dist. Lists
 Recipients

Refresh Edit New... Import All Distl.
 New Distrib. List Import Distrib. List Delete Export All Distl. Close

Search criteria:

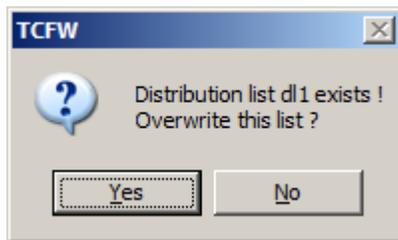
Short name	Company	Depart	Full	Service	Type	Number	Usage
DL1					Distribution list	54	0
DL2					Distribution list	4	0
DL3					Distribution list	53	0

The Import of all distribution lists window opens where you specify the master distribution list file (The master distribution list file contains the general properties for all distribution lists that you want to import. See 6.4.5.1 Import Files). You can also specify the file format and you can specify the handling of already existing recipients (See 6.4.3.7.2 Handling Existing Recipients).



Clicking the **OK** button starts the import of the distribution lists.

If a distribution list already exists in the address book, a message box is displayed where you can specify if the distribution list should be overwritten.

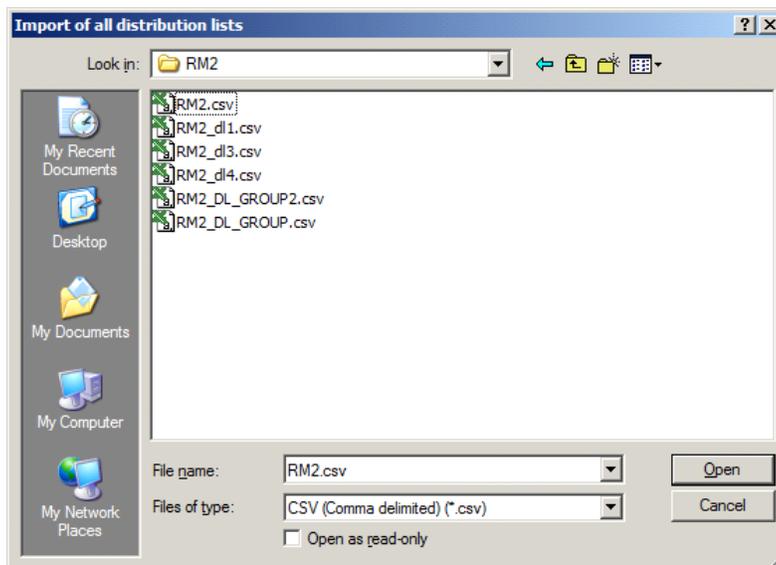


6.4.5.1 Import Files

There must be a master distribution list file that contains the general properties of all distribution lists for the import and for every distribution list there must be an import file in the same folder that holds the recipient data.

The file name of text files that hold the recipients data must have following format: MasterFileName_DistributionListID.csv (or .tsv for tab separated files)

For example:



The master distribution list file that holds the general distribution lists properties is RM2.csv. It has following content:

```
ListID
dl1
dl3
dl4
DL_GROUP2
DL_GROUP
```

The text files that hold the recipients data for the distribution lists are:

RM2_dl1.csv, RM2_dl3.csv, RM2_dl4.csv, RM2_DL_GROUP2.csv, RM2_DL_GROUP.csv

6.4.5.1.1 Text File Format Specifications for the Distribution Lists

The text file has a simple format. The first row is a header row which defines the fields that are included in the file, and each following row holds the data for one distribution list.

The file must either be comma separated (.csv) or tab separated (.tsv). This means that each item in each row must be separated by a comma or a tab.

Header Row

The first row indicates which fields are included, and the order of the fields. Here is a list of the fields that can be included (Required fields are in bold):

ListID,Description,PriorityHigh,PriorityLow,Status,Company,Department,RecipientCount,UserID,Freetext,DelTypeDef

Data Rows

Each following row in the text file is a distribution list. Each data row must have the same number of fields as the header row.

6.4.5.1.2 Text File Format Specifications for Recipients Data

The text file has a simple format. The first row is a header row which defines the fields that are included in the file, and each following row holds the data for one address.

Header Row

The first row indicates which fields are included, and the order of the fields. Here is a list of the fields that can be included (Required fields are in bold): **Attention, Service, Number, RecipientID**, UserID, Type, Freetext, DelTypeDef, Company, Department, UserBelongsTo, Active, DirsyncAllowed

Data Rows

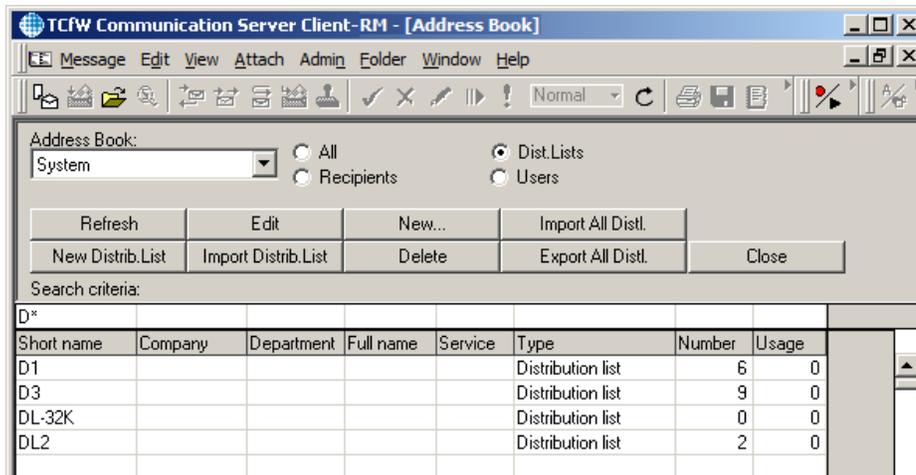
Each following row in the text file is an address. Each address row must have the same number of fields as the header row. The name of the service must be an available service on the TCOSS server. The "Attention" field in the text file will be imported to the "Full name" of the recipient. If the text file contains no "RecipientID", then the "Attention" data in the text file will be imported to the "RecipientID" of the recipient as well.

Note: Answerback values (i.e. for TELEX) can be appended with a "-" after the address in the "Number" field. For example, to specify a number of 3348, and an answerback of 9987, use the following syntax: 3348-9987.

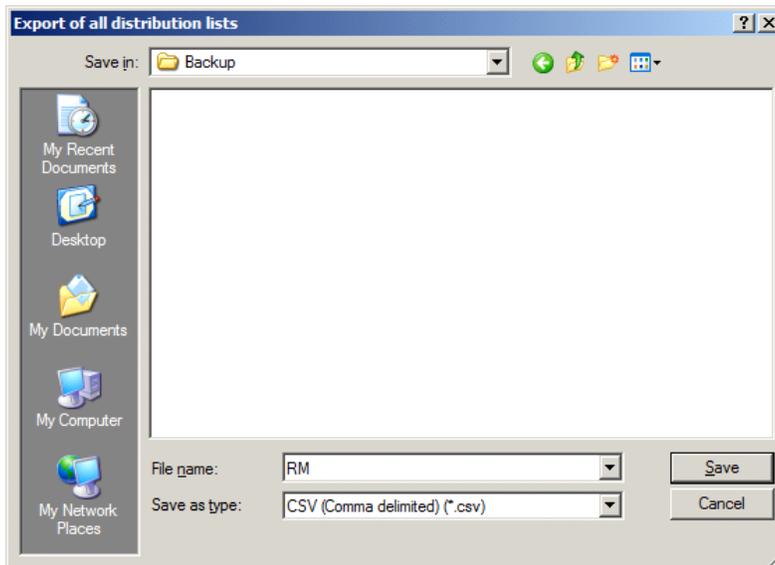
Note: The RecipientID field is required, if the option Update Recipient (see 6.4.3.7.2 Handling Existing Recipients) is selected for the import.

6.4.6 Export Distribution Lists

All distribution lists of an address book can be exported by clicking the Export All Distl. button in the address book window.



A standard file window opens, where you specify the file name of the master distribution list file (See 6.4.5.1 Import Files for the description of the master distribution list file) and where you specify the file format (comma separated or tab separated). The default file name for the main export file is the address book name.



Clicking the **Save** button starts the distribution lists export.

6.4.6.1 Generated Export Files

A master distribution list file that holds the general properties of the distribution lists is created. For every distribution list a text file with the recipient data is created in the same folder.

6.4.7 Cover Variables:

Variable	Description
----------	-------------

\$To<>	Distribution lists are NOT expanded and shown as a single line. The other cover variables (\$Name\$, \$Comp\$...) are taken from the distribution list
\$Cc<>	Distribution lists are NOT expanded and shown as a single line. The other cover variables (\$Name\$, \$Comp\$...) are taken from the distribution list.
\$to<>	Distribution lists are expanded to show each recipient as a single line. The other cover variables (\$Name\$, \$Comp\$...) are taken from each individual recipient.
\$cc<>	Distribution lists are expanded each recipient is shown as a single line. The other cover variables (\$Name\$, \$Comp\$...) are taken from each individual recipient.

Note: The difference between the keywords is, whether the first letter is a capital letter or not.

6.4.8 Specifying the Delivery Type:

The following table shows how the conversion is implemented if a distribution list A includes the recipients A1, A2, A3 and the distribution list B includes the recipients B1 and B2.

Delivery type of the group B is CC.

Use list A as	A1 - A3	B1, B2
To	TO	CC
cc	CC	CC
BCC	BCC	BCC

Delivery type of group B is BCC:

Use list A as	A1 - A3	B1, B2
To	TO	BCC
Cc	CC	BCC
BCC	BCC	BCC

Note:

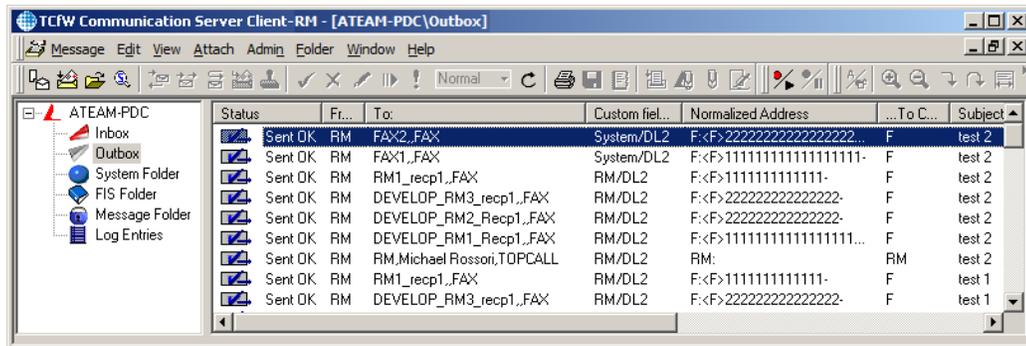
The distribution lists are designed to be equal in use and appearance to normal recipients. Therefore the name should indicate that it is a distribution list, e.g. List_All_Partners or LPARTNER or Partnerlist.

If a distribution list contains one or more other distribution lists, make sure that each recipient is member of only one of these lists, otherwise the recipient will receive the same document multiple times.

6.4.9 Distribution List Name in the Message List View

The distribution list name and the address book name are displayed in the custom field 1 (TCSI field TS_CORREL_1) of the message list view. The format: address book / distribution list name. The maximum length of the custom field 1 is 128 characters. If the string of the custom field 1 exceeds the 128 characters, it will be truncated.

Note: This feature requires at least TCSI 2.49.00 and at least TCOSS 7.55.00



6.4.9.1 Messages with Multiple Distribution Lists

If a message is sent to multiple distribution lists, a single send order contains only the distribution list name, to which the recipient of the send order belongs to.

6.4.9.2 TCOSS Configuration

When a message is sent with a distribution list, TCFW resolves all recipients of the distribution list and writes the distribution list name and the address book name to the TS_CORREL_6 field of the recipient. TCOSS must be configured to map the TS_CORREL_6 field of the recipient to the TS_CORREL_1 field of the message header. This is done by setting position 1 of line 20 in the system configuration to the value 2C (HEX).

6.5 Recipient Window

You can create new recipients or edit existing ones in the **Recipient** window. From the **Address Book (Admin menu)** or **Address Book** window (**Check Address** button on the toolbar), click the **New** button to enter a new recipient, or select a recipient and click **Edit**. In either case the **Recipient** window will open.

A	No	Service	Number:
X	1	FAX	00497117287537,
	2	TTX	026277111187, TOPCALL

The **Recipient** window consists of two separate areas:

- General area
- Address area

Note: All mandatory fields in both areas appear in **bold** onscreen.

6.5.1 General Area

All fields in this area can be used in **cover sheets**. This area contains the basic information about each recipient:

- Short name (user ID)
- Company
- Department
- Full Name
- Salutation
- Free Text (comment)

The Short Name field contains the abbreviation of the recipient that you can enter in the **Recipient** field of the message window.

6.5.2 Address Area

The address area, the lower half of the **Recipient** window, is where you define one or more sending services with which the recipient can be reached. Each service is represented by an entry in the list.

To establish a service for the recipient, follow these steps:

- 1) Select a service from the **Service** drop-down list, and fill in any fields below this.
- 2) Enter a number in the small **Address No.** field to determine this services' sequence — enter 1 if you want KSC to use this service first when you send a message.
- 3) Check the **Active** check box, otherwise this service will not be used, and is present in the list only to save you the trouble of retyping it in case you decide to activate it again.
- 4) Click the **Save Addr** button once you defined the service to put it in the list.
- 5) Click **OK** to save your settings and exit this window.

The fields and boxes of the address area are explained in detail below.

6.5.2.1 Service Field

Depending on the type of service, the address area offers different windows for entering addresses. KCS supports multiple services, e.g. fax, telex, or voice. The system does not check the syntax of messages to be sent by other service types.

6.5.2.2 Address Number Field

The address sequence number, together with the **Active** check box, controls the order in which the address will be used. When you enter a recipient's short name, KCS sends the message to the first address, the one with the lowest address sequence number, provided the address is active. If KCS cannot deliver the message, it will use the next active address as an alternate number for subsequent sending attempts.

Follow these steps to change the sequence number of an address:

- 1) Select a recipient from an **Address** list.
- 2) Click the **Edit** button.
- 3) Select the address you want to change the sequence for in the recipient's **Address** list at the bottom of the **Recipient** window.
- 4) Enter a new sequence number for this service in the **Address Number** field.
- 5) Click the **Save Addr** button.

The selected service will take the new sequence number, and all other services in the list will shift according to this change.

6.5.2.3 Active Check Box

The address entry is only used in the address if this check box contains an X (=active). You can deactivate an address that is temporarily out of service instead of deleting it. Click the **Active** check box to toggle it.

6.5.2.4 Number Field*

If the **Number** field is available for the service selected, enter the fax number, telex number, etc. There is one exception: in case of X400, clicking the **Number** field opens the X400 **Address** window, shown below:

The screenshot shows a dialog box titled "X.400 Address". It contains the following fields:

- Country:
- Admin. Domain:
- Private Domain:
- Organisation:
- Org. Unit 1:
- Org. Unit 2:
- Org. Unit 3:
- Org. Unit 4:
- Last Name:
- First Name:
- Initials:
- Gen. Qual.:
- Domain Defined Attributes:
 - Attribute 1:
 - Attribute 2:
 - Attribute 3:
 - Attribute 4:

At the bottom of the dialog are two buttons: "OK" and "Cancel".

6.5.2.5 Answer Back Field*

If the **Answer Back** field is available for the **service** selected, enter the fax or telex answer back.

6.5.2.6 Free Address Field*

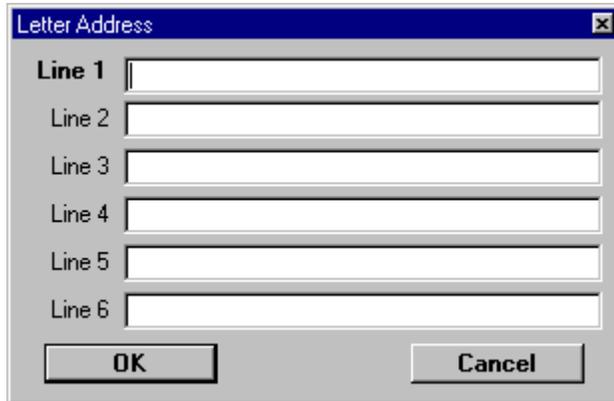
If the **Free Address** field is available for the service selected, enter the address according to the convention of the service specified. The system does not perform a syntax check for this field.

6.5.2.7 User ID and Node Fields*

If the **User ID** and **Node** fields are available for the service selected, enter the recipients' **User ID** and **Node** name, if required.

6.5.2.8 Address Field*

If the **Address** field is available for the service selected, click within this field to open the **Postal Address** window and enter the address.



The image shows a dialog box titled "Letter Address" with a close button in the top right corner. The dialog contains six text input fields, each preceded by a label: "Line 1", "Line 2", "Line 3", "Line 4", "Line 5", and "Line 6". The "Line 1" label is bolded. At the bottom of the dialog, there are two buttons: "OK" on the left and "Cancel" on the right.

Note: The fields with a trailing asterisk * are service dependent.

7. Creating Cover Sheets

Merge values in cover sheets allow users to automatically insert certain variable components into outgoing messages without typing them in each time. When you create a new cover sheet in **TCfW**, you can insert merge values (variables) into it by enclosing specific abbreviations defined in **TCfW** within dollar signs (\$). If you were to type the following permanent text components and merge values into a cover sheet you are creating:

```
-----
Attn: $Name_____ $Date: $Date1_ $Time: $Time1$
Number of pages including cover sheet: $EPg$
-----
To:          $To<$Name$, $Comp$, $Dept$>
cc:         $cc<$Name$, $Comp$, $Dept$>
From:       $UComp$, $UDept$, $UName$
Subject:    $ERef$
```

The result would look as follows:

```
-----
Attn: Hans Meyer          Date: 950530 Time: 15:45:24
Number of pages including cover sheet: 4
-----
To:          John Smith, ACME Ltd., Export
cc:         Hans Meyer, Export International PLC., Contracts
           Peter Best, Best Company & Co., Sales
From:       Best Company & Co., Marketing, Johnny Fast
Subject:    The Deal of the Year
```

If the syntax `xxx` of the merge value is used, the actual length of the converted merge value depends on the length of the variable represented by the merge value. If the form `$xxx_____` is used, the length including the \$ signs is fixed. Merge values that are too long are automatically truncated in such fields.

The following merge values are taken from the recipient information of the message header:

<code>\$SNam\$</code>	short name of the recipient
<code>\$Comp\$</code>	company of the recipient
<code>\$Dept\$</code>	department of the recipient
<code>\$Name\$</code>	full name of the recipient
<code>\$Sal\$</code>	salutation of the recipient
<code>\$Txt\$</code>	free text (comment)
<code>\$To<\$Sal\$ \$Name\$></code>	produces a list of all To: receivers.
<code>\$Cc<\$Sal\$ \$Name\$></code>	produces a list of all cc: receivers.
<code>\$to<...></code> or <code>\$cc<...></code>	as <code>\$To..</code> or <code>\$Cc..</code> but distribution lists are shown as a single line with the <code>\$Name\$</code> etc. fields taken from the distribution list
<code>\$AddnXXXX\$</code>	address part-n of service XXXX (n=0 all parts in one string) e.g.: <code>\$Add0FAX\$</code> , <code>\$Add1TELEX\$</code> , <code>\$Add2TELEX\$</code> <code>\$Add1LETTER\$.. \$Add6Letter</code>
<code>\$L1anystring\$</code>	NOTE: Only the first alternate of each service is used is converted to "anystring" in the first entry of a recipient list but does not appear in all other entries.
<code>\$L2anystring\$</code>	does not appear in the first entry of a recipient list, but is converted to "anystring" in all other entries

How to create To and cc lists (distribution list):

Distribution lists are NOT expanded and shown as a single line. The other cover variables(\$Name\$, \$Comp\$...) are taken from the distribution list.

Variables	Description
\$To<\$Sal\$ \$Name\$>	Produces a list of all To: recipients. One line, for example, looks like this: 'Mr. Jason Southwick'
\$Cc<\$Sal\$ \$Name\$>	Produces a list of all cc: recipients.
\$cc<\$Sal\$ \$Name\$>	Produces a list of all cc: recipients.

Distribution lists are expanded each recipient is shown as a single line. The other cover variables (\$Name\$, \$Comp\$...) are taken from each individual recipient.

Note: The difference between the keywords is whether the first letter is a capital letter or not.

The merge values of each recipient as shown above can be used within brackets. The \$To and \$cc line must fit on one line.

The following merge values are taken from the user profile of the logged in user:

\$USNam\$	short name of the sender
\$UComp\$	company of the sender
\$UDept\$	department of the sender
\$UName\$	name of the sender
\$USal\$	salutation
\$UTxt\$	free text
\$UAddnXXXX\$	address part-n of service XXXX (n=0 all parts in one string) e.g:\$UAdd0FAX\$, \$UAdd1TELEX\$ \$Add2TELEX\$ \$UAdd1LETTER\$.. \$Add6Letter

Note: Only the first alternative of each service is used.

The following merge values are taken from the message area of the current message:

\$ENam\$	name of the message
\$ERef\$	subject field of the message
\$EPg\$	number of pages of the message
\$Date1\$	f=format (1=YY-MM-DD and hh:mm:ss ; 2= DD-OCT-YYYY; hh:mm:ss)
\$Time1\$	date and time of actual sending
\$P\$ or \$Pstring\$	inserts "possible duplicate message" or a string of your choice (following the P) if possible duplicate transmission occurred
\$Size\$	the file size of the message
\$Ctimef\$	the creation time of the message
\$Docnr\$	serial sending number of the message
\$Laction\$	last action of delivery agent
\$Lnote\$	last note of delivery agent
\$Ctr\$	the cost center
\$Cost\$	the cost of sending
\$Nodes\$	the list of nodes the message was routed

Follow these steps to create a new cover sheet:

- From within TCfW, select New from the Message menu.
- Click anywhere in the Send Options area. The Send Options window opens.
- Select the No Cover button.
- Click OK. The Send Options window closes.
- If no text box is open in the message area (lower part of the screen), open one by clicking Insert Text from the Edit menu.
- Enter permanent text and merge values in the text box, for example:

- From: \$UName\$
- \$To<To: \$Sal\$ \$Name\$, \$Comp\$>
- \$cc<\$cc: Sal\$ \$Name\$, \$Comp\$>
- \$Time1\$ \$Epg\$
- Subject: \$ERef\$
- Click File from the Attach menu to select a black and white image to use as an overlay. The Attach File To window will open.
- Specify the Directory and choose the path where the image is stored.
- Select the image file.
- Click OK. The Attach window will open.
- Check the As Fax check box.
- Click OK. A form feed and the image file will appear (as an attachment line) in the message area of the message, below the text box containing merge values and permanent text.
- Drag this text box down so that the form feed and image file appear above it.
- Highlight the image file attachment line with a single click.
- Select Overlay and then On This Page Only from the Edit menu. The message should now look like this:

Receivers:		Address Book:	
To	↓	System	
From: JASON1,Jason Southwick,INT		Send Options:	
		Standard (To/Auth Priority) Low (cc/bcc Priority) Develop (Cost Center) Now (Send Time) First (Sending Copy) No (Delivery Notification) No Cover (Cover) Normal (Resolution)	
Sub:		A4	
<Imported Overlay "" From "outf.bmp" Page 1 This Page Only>			
From: \$UName\$ \$To<To: \$Sal\$ \$Name\$, \$Comp\$> \$cc<\$cc: Sal\$ \$Name\$, \$Comp\$> \$Time1\$ \$Epg\$ Subject: \$ERef\$			

- Select Save As from the Message menu to open the Save As window.
- Check the Save As Cover check box.
- Enter a name for the cover sheet in the Message Name field and confirm these choices by clicking OK.
- Note: Merge values only work in cover sheets; but not in normal messages.
- TCfW merge values are case sensitive. You have to enter them exactly as they appear in this section.

7.1 Creating Service Dependent Cover Sheets

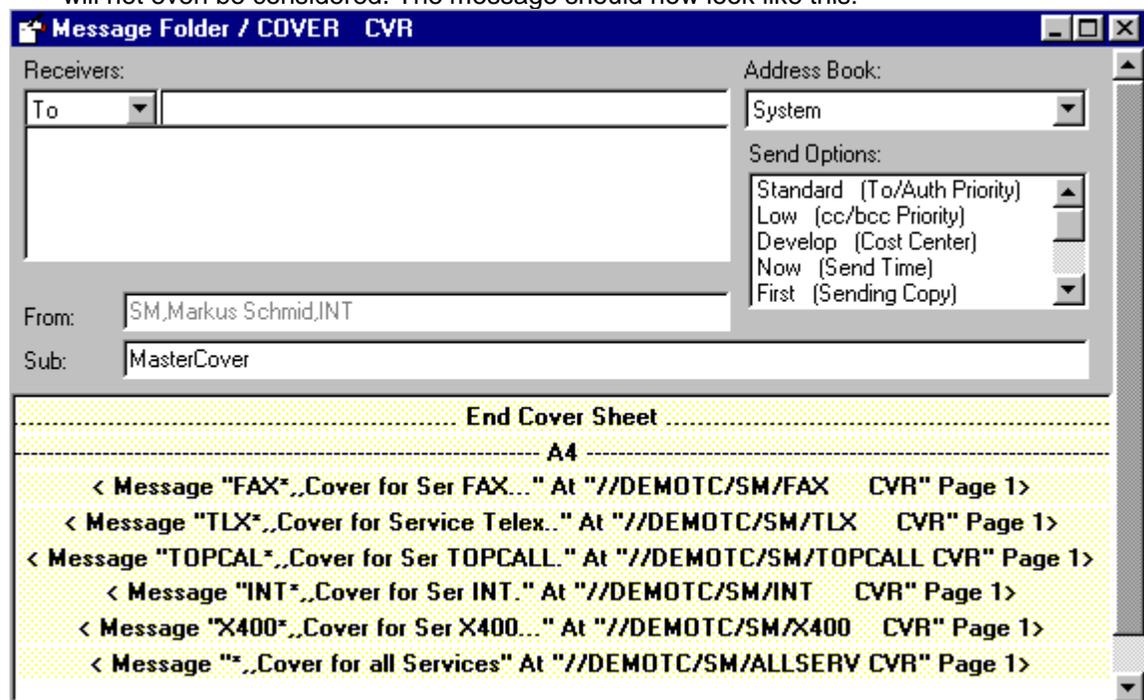
A new **TCfW** feature allows you to create a cover sheet that will work regardless of the sending service used.

When users send messages using these service dependent cover sheets, KCS recognizes which cover sheet to use depending on the service used for the message. When a user sends

a fax, for example, KCS takes the cover sheet with the overlay attachment containing your company logo or anything else specified in the fax cover sheet. In other words, this feature automates the cover sheet selection process.

Follow these steps to create service dependent cover sheets:

- 1) Create a separate cover sheet for each service used.
- 2) In the Subject field of each of these cover sheets, specify the syntax and the message type the cover sheet is for. Syntax is **[service],[message type],[comment]** (e.g., INT*, cover for service INT). The service may be any KCS service. The message type can be IMG for image messages or TXT for text messages, depending on whether the message begins with text or an image.
- 3) You can use a wildcard * before and/or after the service (e.g., FAX*).
- 4) The message type key words, IMG and TXT, are not language dependent and cannot be changed.
- 5) Create a cover sheet that can be used with any service. KCS will use this cover sheet in the event it cannot find a suitable cover sheet among the ones specified.
- 6) Open a new message.
- 7) Attach all of the previously created covers sheets, arranging them in the order you wish to have them executed. Put the cover sheet for any service last in this list, otherwise the criteria of this cover sheet will match all incoming messages, and the other cover sheets will not even be considered. The message should now look like this:



- 8) Click Save As to save the message as a cover sheet.

7.2 Cover Variables for Date and Time

Two cover variables are available to match the Japanese representation of time and date.

```
$Date0nfffffffffffffffffffffffffff$ or $Date0nfffffffffffffffffffffffffff$
$Time0nfffffffffffffffffffffffffff$ or $Time0nfffffffffffffffffffffffffff$
```

- n ... Windows locale identifier (LCID)
- ffffffffffffffffff ... format string

Examples: "\$Date09dddd, yyyy-MMMM-dd\$" is resolved to "Tuesday, 1998-July-21"
"\$Time09hh:mm:ss tt\$" is resolved to "09:58:20 AM"

Language	Locale Identifier	KCS code page	Workstation code page
Basque	45	0	1252
Catalan	3	0	1252
Chinese (Simpl.)	4	936	936
Czech	5	1	1250
Danish	6	0	1252
Dutch	19	0	1252
English	9	0	1252
Finnish	11	0	1252
French	12	0	1252
German	7	0	1252
Hungarian	14	1	1250
Icelandic	15	0	1252
Indonesian	33	0	1252
Italian	16	0	1252
Japanese	17	932	932
Norwegian	20	0	1252
Polish	21	1	1250
Portuguese	22	0	1252
Romanian	24	1	1250
Russian	25	1251	1251
Slovak	27	1	1250
Slovenian	36	1	1250
Spanish	10	0	1252
Swedish	29	0	1252

This feature is only supported for the combinations of KCS and workstation code pages listed above. A Japanese edition of Windows is required for locale ID 17, all others work on both English and Japanese versions. Using locale identifiers not listed above or with other combinations of KCS and workstation code page will produce either an empty string or an incorrectly converted string.

7.2.1 Format Controls for Date

Note that these are case sensitive.

d	Day of month in digits with no leading zero for single-digit days.
dd	Day of month in digits with leading zero for single-digit days.
ddd	Day of week as a three-letter abbreviation in the selected language
dddd	Day of week in the full name in the selected language
M	Month in digits with no leading zero for single-digit months.
MM	Month in digits with leading zero for single-digit months.
MMM	Month as a three-letter abbreviation in the selected language
MMMM	Month in its full name in the selected language
y	Year in last two digits, but with no leading zero for years less than 10.
yy	Year in last two digits, but with leading zero for years less than 10.
yyyy	Year represented by full four digits.
gg	Period/era string. This element is ignored if the date to be formatted does not have an associated era or period string.

7.2.2 Format Controls for Time

Note that these too are case sensitive.

h	Hours with no leading zero for single-digit hours; 12-hour clock
hh	Hours with leading zero for single-digit hours; 12-hour clock
H	Hours with no leading zero for single-digit hours; 24-hour clock
HH	Hours with leading zero for single-digit hours; 24-hour clock
m	Minutes with no leading zero for single-digit minutes
mm	Minutes with leading zero for single-digit minutes
s	Seconds with no leading zero for single-digit seconds
ss	Seconds with leading zero for single-digit seconds
t	One character time marker string, such as A or P (depends on selected language)
tt	Multicharacter time marker string, such as AM or PM (depends on selected language)

7.3 Rich Text Covers

RTF coversheets may include all coversheet variables that can be included in standard coversheets. The only exception is that the syntax of \$to< > and \$cc < > is changed a little bit. A message with a RTF cover sheet may be previewed with the preview function in TCfW 5.0 (or higher).

Any RTF attachments outside the message cover, i.e. in the message body, are treated as before – they are not rendered and are therefore not visible in the preview and in the final output on the fax line

7.3.1 Creation of Rich Text Cover Sheets

- Create a Rich Text file on your local hard disk with the extension “.rtf”. It is strongly recommended to use WordPad for creation. WordPad itself uses the standard Richedit control, which is also used by KCS. This ensures maximum compatibility. Of course, you can use Microsoft Word and save the result as “Rich Text Format”, but in that case you may fall into many compatibility troubles (see chapter Restrictions to Use of Cover Sheet Variables in RTF Covers). Create a document, and set top, bottom, left and right margin to 0. You do this by selecting “Page Setup” from the file menu. The “Page Setup” window appears and you can set the margins to 0. When clicking the ok button a message box may appear warning you that your margins are outside the printable area. On this message box you have to click the

ignore button. Then select "Save As" from the file menu and select "Rich Text Format" in the "Save As" window

- Create a new message with TCfW.
- Attach your Rich Text file (as file not as text) to your message. Choose "Attach" from the Menu in TCfW and click on file. Choose your Rich Text file in the "Attach File to:" window. Next you have to check the "As file" checkbox in the Attach window and uncheck the "As text" checkbox.
- Save your message as coversheet. Choose "Message" and then "Save As" from the menu in TCfW. In the "Save As" window check the "Save As Coversheet" checkbox and select the folder you want to use for storing the coversheet.

7.3.2 Additional Cover Sheet Variables

Two new cover sheet variables have been defined to be used within "To" and "cc" lists of both standard and RTF cover sheets:

- \$L1anystring\$ is converted to "anystring" in the first entry of a recipient list but does not appear in all other entries.
- \$L2anystring\$ does not appear in the first entry of a recipient list, but is converted to "anystring" in all other entries.

These variables should only be used within the brackets of the \$To<...>, \$to<...>, \$C<...> and \$cc<...> cover sheet list variables. Their purpose is to add a descriptive string like "To:" to the first recipient list entry and a different string, e.g. spaces to keep the indent, to the following list entries.

7.3.3 Changed Syntax of "To" and "cc" Lists in RTF Cover Sheets

In a line where \$To (or \$to) is used, \$To should be the first sequence of characters in this line. In this way \$To marks the beginning of a line. The closing square bracket > may be on a different line following the line containing the \$To<. It actually has to be on the next line if one wants to have a separate line for each recipient.

The \$To<...> command in RTF covers is interpreted in the following way: \$To< and > are removed. The remaining rich text between these markers (possibly containing line feeds) is copied as many times as there are recipients, or removed altogether if the list is empty. All cover sheets variables are resolved, including the newly defined \$L1...\$ and \$L2...\$ variables.

In contrast to RTF covers recipient lists of standard cover sheets are limited to one line, the closing bracket has to be on the same line, and the text before the \$To< variable is set to spaces in all list entries except the first.

The processing of recipient lists in RTF cover sheets is not line oriented, so the "Line feed" sequence has to be included by putting the closing bracket on the next line if necessary. The text before the \$To< variable is not set to spaces for extra entries like in the standard cover, so one uses the \$L1..\$ and \$L2..\$ variables instead.

Example of recipient list in an RTF cover sheet:

```
$To<$L1To:$L2 $ $Name$, $Comp$, $Dept$
>$cc<$L1cc:$L2 $ $Name$, $Comp$, $Dept$
>
```

Resulting view:

```
To: John Smith, ACME Ltd., Export
cc: Hans Meyer, Export International PLC., Contracts
    Peter Best, Best Company & Co, Sales
```

7.3.4 Restrictions to Use of Cover Sheet Variables in RTF Covers

The variables in RTF cover sheets must not be interrupted by RTF command sequences. This could happen if the style changes within the variable as in the following example which is partially bold:

“\$name\$” would not be a valid variable and therefore not resolved because in the RTF stream it would come out like “\$n\b ame\$”.

Cover sheet variables may be given in any style or font, which is then applied to the replacement string, but the variable, has to be uniform.

7.3.5 Page Format

It is only possible to use Rich Text documents in portrait format in your coversheet. There is no support for landscape format.

If you want to use a Rich Text document in portrait format your document should have the width of A4 format (that is 210 mm). If the width of your document is smaller than 210 mm it is automatically widened to 210 mm when it is attached to your coversheet. On the other hand your document does not have to have the height of A4 format (= 297 mm). If the height of the Rich Text document is smaller it is attached to your coversheet with no changes to its height.

Don't use Rich Text documents which are wider than 210 mm. Loss of text or word- line- or page breaks in the preview/fax which differ from your original RTF document will occur.

7.3.6 Trace Options

In case of RTF conversion problems please create the following registry key:

```
HKLM\Software\TOPCALL\TCOSS\rtfTraceLevel REG_DWORD 0
```

rtfTraceLevel is bit wise interpreted. The meaning of the single bits is defined as below:

0x01 ... errors (if any bit is set errors are traced)

0x02 ... warnings

0x04 ... info on memory allocated - freed

0x08 ... info on (gdi/window) objects used

0x10 ... info on thread execution

0x20 ... common info

0x80 ... TraceInfo - output of info concerning trace classes (not implemented yet)

8. Maintaining Sending Services

A service defines a community of recipients and senders. A user's equipment determines the various capabilities of service (e.g., fax, telex, X.400).

Since KCS systems support a variety of sending services, you can maintain a directory of services in the **Services** window, shown below:

The screenshot shows a window titled "Services" with a table of services and a form for editing a selected service. The selected service is "FAX".

Service	Description	Document Class	Prefix	Address Type
BREAK	Exchange	RTIB	L:+B	Free Format
EXCHANGE	Exchange	RTIB	TCLMXQI:EX:	Free Format
EXCHRM	Exchange	RTIBO	TCLMXRMI:EX:	Free Format
FAX	Fax	TIOD	F:	Fax
FIS	Fis posting	RTIO	TCFPO:+0+0	Free Format
FREE	Free Format	RTIBO		Free Format
FREEPS	PS TEST	TI	TOPCALL:	Free Format
FXI	Fax inbound	RTIO	FXI:	Fax
GWISE	Groupwise	RTIB	TCLGWQI:	Free Format
NFREE	Free Format	RTIB		Free Format
NNOTES	Lotus Notes	RTIB	DSLNQI:	Free Format

Form fields for the selected service:

- Service: FAX
- Type: Fax
- Description: Fax
- Prefix: F:
- Image:
- Text:
- OCR Conversion:
- Restricted Text:
- Binary:
- Digital Signature:

Buttons: Delete, Save, Close

Each service sends specific types of documents and has its own method for addressing messages. Authorized users can define the document types supported and the type of addressing used for each service.

A service may be capable of exchanging the following:

- R** Restricted text (telex)
- T** Text - Full ASCII text
- I** Image
- B** Binary
- O** OCR conversion (not supported)
- D** requires a digital signature

Addressing methods supported (with service-specific address windows):

- Fax
- Telex
- Teletex
- X.400

- TOPCALL
- Postal
- Free Format

Note: Services with a description field starting with a plus sign (+) are intended for use only in the user profile's **Event** area. Regular users therefore do not see these services in their displays.

Each service entry contains the following fields:

Field	Description
Description	Briefly identifies the service.
Document Class	Defines the types of files that can be exchanged with this service. Reflects the constellation of the check boxes at the top of the Services window. R stands for Restricted Text, I for Image, T for Text and B for Binary.
Prefix	Defines the KCS channel and the mask for final delivery (See <i>TCOSS Manual</i> for more information about masks).
Address Type	One of the addressing methods mentioned above. Click the Type drop down list to see them.

Follow these steps to delete a service:

- 1) Click the service in the list to highlight it.
- 2) Click the **Delete** button.

Follow these steps to edit a service:

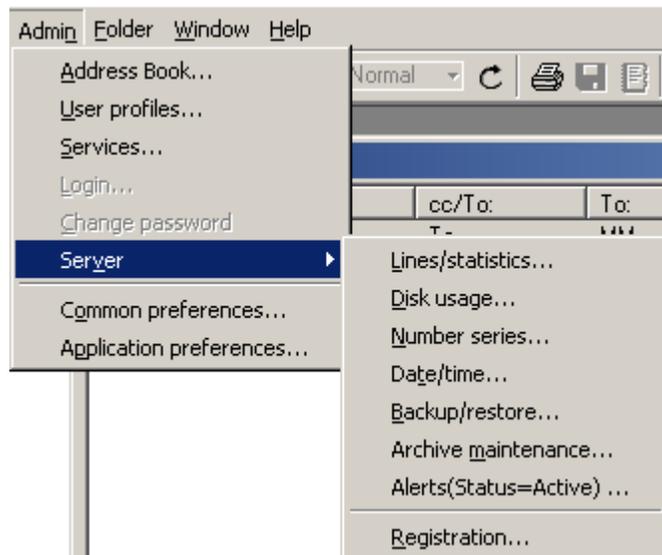
- 1) Select a service. Its values will appear in the fields and check boxes at the top of the Services window.
- 2) Change the values in the fields by overwriting them. Click any check boxes that should be changed.
- 3) Click **Save**.

Follow these steps to create a new service:

- 1) Overtyping the existing values that appear in the fields and check boxes with the values of the new service.
- 2) Click **Save**.

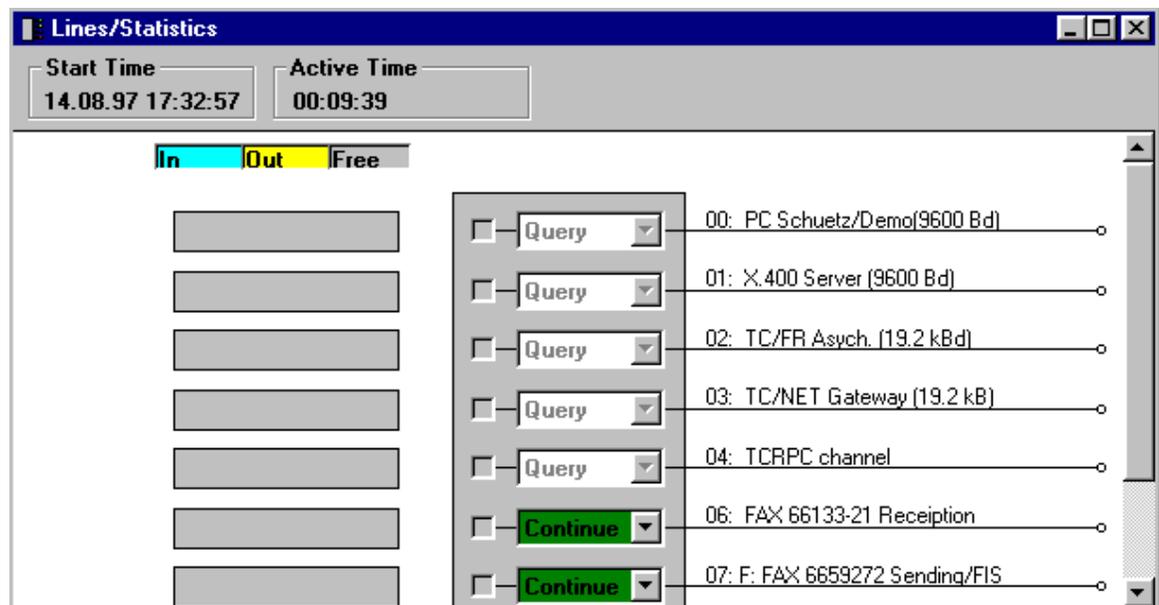
9. Server Submenu

The Server submenu contains the following windows: **Lines / Statistics**, **Disk Usage**, **Number Series**, **Date / Time**, **Backup / Restore**, **Archive Maintenance**, **Registration**, and **Global Alerting Activate / Deactivate**.



9.1 Lines / Statistics

You can monitor the line status of all KCS communication lines and can change the line settings from the **Lines/Statistics** window, shown below:



Possible line settings include:

Status	Description
WAIT	No send attempts will be made
CONTINUE	Further send attempts will be made periodically by KCS
QUERY	Send attempts will be made by external request only. This status cannot be changed.
SERVER	The line is set for client/server connection only. This status cannot be changed.

Follow these steps to change the line settings of a communication line:

- 1) Select **Server** from the **Admin** menu.
- 2) Select **Lines/Statistics** from the **Server** submenu.
- 3) Click the line drop down box of any communication line.
- 4) Select **Wait** or **Continue**.
- 5) Reset the error condition of a line by clicking the red box (if no error is present this box is green) to the left of the Line Setting field.

9.1.1 Checking Lines

The **Lines/Statistics** window allows you to check and change the status of KCS lines. Lines can be:

- **Busy Out** (outgoing)
- **Busy In** (incoming)
- **Free**

The sending queue of each line can have one of the following statuses:

- Continue
- Query
- Waiting
- Server

The box to the left of the status box indicates an error condition when it turns red. Click this box to reset the error condition.

Click the **Status** drop-down list of any line to switch between **Waiting** and **Continue**.

9.1.2 Checking Statistics

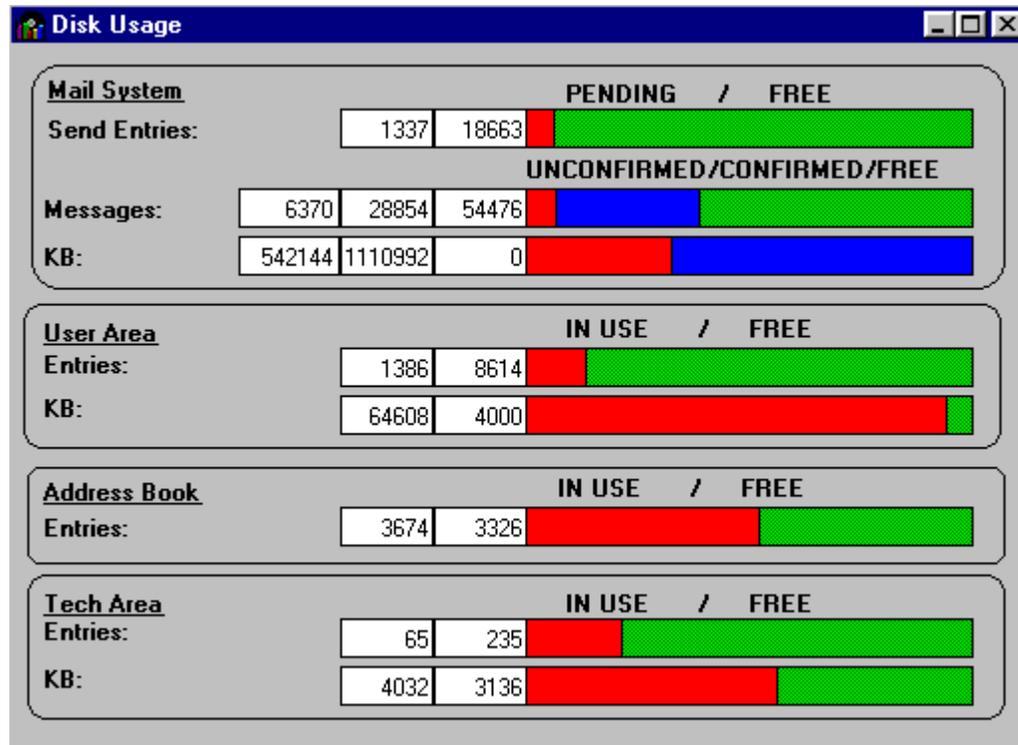
You can view KCS line usage over a specific period, as well as the status of all the lines. The statistics bars are recalculated every six seconds.

The active time (period in which statistics are compiled) starts when you open the window and is continuously updated until you close the window.

If you want to make a hardcopy of these statistics, press the PrintScreen key to make a screen shot.

9.2 Disk Usage

This window displays hard drive usage on the KCS server.



It is divided into four areas:

Mail System

Send Entries PENDING / FREE
 Messages UNCONFIRMED / CONFIRMED / FREE
 KB UNCONFIRMED / CONFIRMED / FREE

User Area

Entries IN USE / FREE
 KB IN USE / FREE

Address Books

Entries IN USE / FREE

Tech Area

Entries IN USE / FREE
 KB IN USE / FREE

To change the assignment of disk space for the mail system or user area, consult your local Kofax dealer.

9.3 Number Series

The KCS server numbers inbound and outbound messages in series. The server offers 26 independent number series (A-Z). For example, all inbound fax messages may be numbered TF0001 to TF9999. The next message after TF9999 will start the series again.

Do the following to check the number series:

- 1) Select Server from the Admin menu.
- 2) Select Number Series from the Server submenu.

A list of number series and their values will be displayed:

The screenshot shows a window titled "Number Series" with a close button (X) in the top right corner. At the top, there are five input fields: "Series:" (containing "A"), "Start Value:" (containing "0000"), "End Value:" (containing "9999"), "Current Value:" (containing "7559"), and "Keep Always:" (containing "0200"). Below these fields is a "Save" button. At the bottom of the window is a "Close" button. The main area of the window contains a table with the following data:

Series	Start Value	End Value	Current	Keep Always
A	0000	9999	7559	0200
B	0000	9999	2015	1000
C	0000	9999	0354	0100
D	0000	9999	0659	0100
E	0000	9999	5028	0010
F	0000	9999	5101	0800
G	0000	9999	0000	0020
H	001	999	202	009

Follow these steps to change a number series:

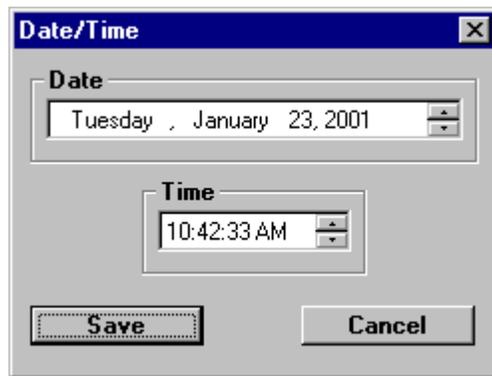
- 1) Click the series you want to change.
- 2) Enter a new value in one of the fields at the top of the **Number Series** window.
- 3) Click **Save**.

The values of the number series are updated automatically by KCS. The **Number Series** window shows the values at the time you opened this window. If for instance you change the **Keep Always** field, only this field will be updated on KCS.

(For more information on number series see the TCROSS 7 Manual.)

9.4 Date / Time

The **Date/Time** window displays the time and date and lets you change these values.



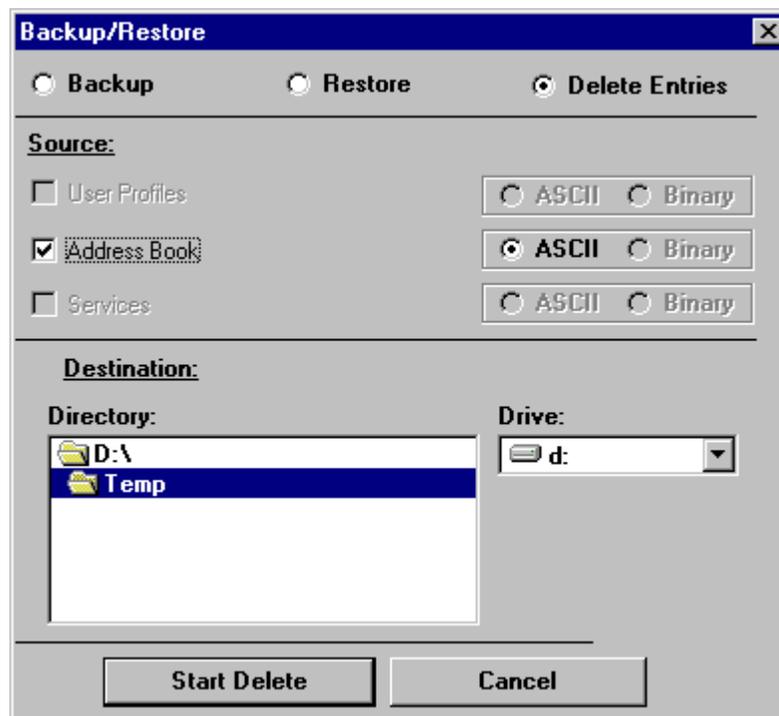
Do the following to change the date and/or time.

1. Position the cursor within the date or time field and enter a new value or select one with the up and down arrows.
2. Click **Save**.

9.5 Backup / Restore

In this window KCS stores various kinds of data that can be backed up or restored if deleted

You can also delete entries of user or group address books. You cannot however delete entries from the system address book.



You can select the following data for backup:

- User Profiles
- Address Books
- Services

Backup files can be stored in two formats:

- ASCII (can be viewed and edited)
- BINARY (shorter for fast backup)

The BACKUP files are copied to the specified directory and are named as follows:

User Profiles: USER.ASC or USER.BIN
 Address Books: ADDRESS.ASC or ADDRESS.BIN
 Services: SERVICE.ASC or SERVICE.BIN

To provide an adequate backup of the mail system, KCS offers an optional mirror disk. For additional data security, incoming messages can be copied to a LAN directory for immediate backup.

Address book entries are deleted by reading the content of the ASCII file ADDRESS.DEL.

ADDRESS.DEL is a pure ASCII file containing the information, which entries of the address book should be deleted.

Example:

```
SET_ENTRY_RS = (
TS_SECTION = "+RM2",
TS_RECP_ID = "RM10",
)
SET_ENTRY_RS = (
TS_SECTION = "+RM2",
TS_RECP_ID = "RM11",
)
SET_ENTRY_RS = (
TS_SECTION = "+TECH",
TS_RECP_ID = "RM12",
)
```

- Each address book entry in the ASCII file consists of four lines.
- The end of each line is indicated by a carriage return (HEX 0D) and a line feed (HEX 0A).
- An address book entry must start with **SET_ENTRY_RS = (**
- An address book entry must end with **)**
- **TS_SECTION** and **TS_RECP_ID** must be defined
- Addresses, which are in the system address book (section +TECH), will not be deleted.

9.6 Archive Maintenance

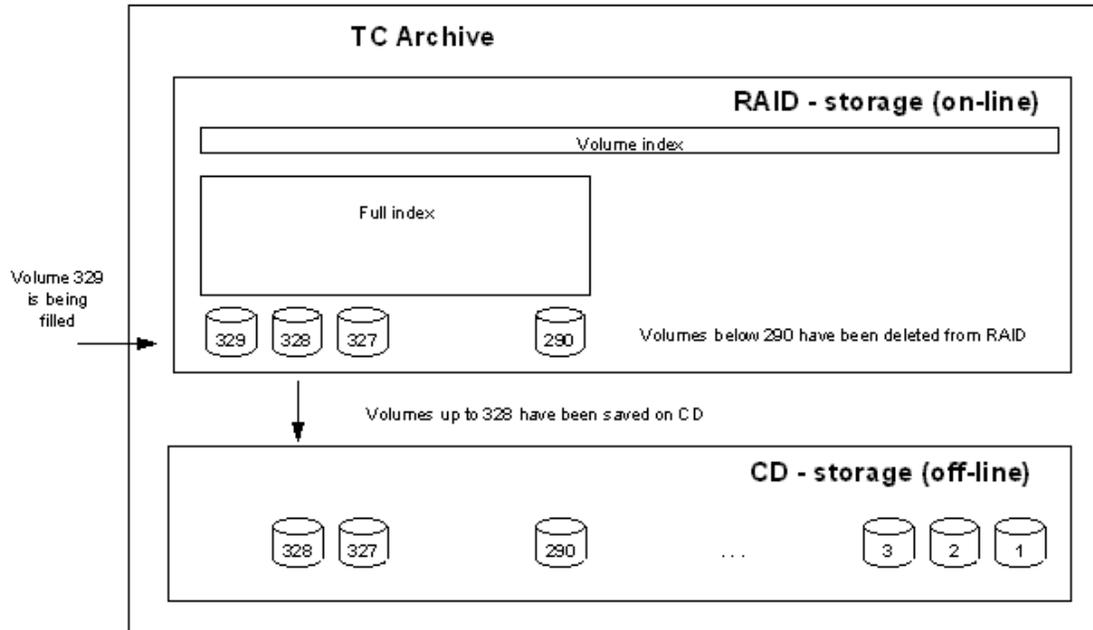
A full description of the TC/ARCHIVE can be found in the TC/ARCHIVE manual. The following section gives a short overview about the organization and the maintenance possibilities with TCfW.

Data on the Archive Server is organized into CD-sized Archive volumes. These volumes can be handled on administrator level. Archive volumes can be written to CD or DVD, or restored to the Archive.

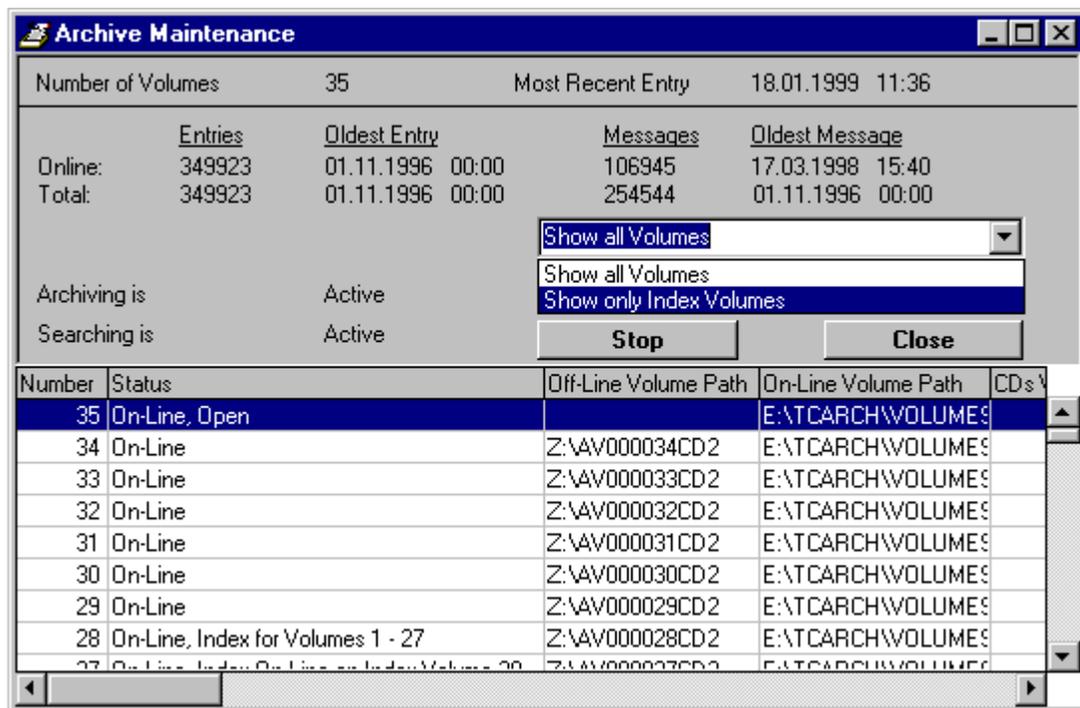
Each installation of the Archive system has a unique installation ID (customer ID + system ID), each Archive volume has a unique volume number. Volume numbering starts with system installation. Installation ID and volume number together form a globally unique id for each volume.

Archive volumes can be written to CD or DVD as soon as they are full. The oldest volume on the Archive will be erased after it was written on DVD/CD.

There are 2 indexes kept on disk, the volume index and the full index for each volume.



The **Archive Maintenance** window gives an overview of all Archive volumes and allows to start and stop archiving and to start and stop user access to the Archive.



The volumes can be in the following states:

Status	Description
Open	Volume that is currently used for archiving - only

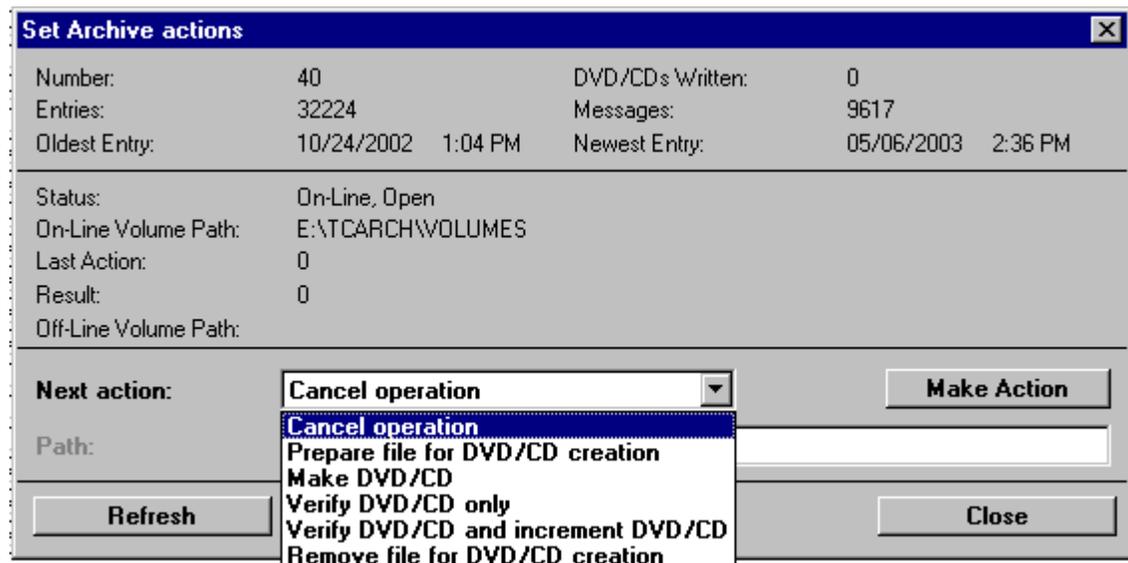
one volume can have this state.

Only Index On-Line	Only the index part of this volume is still on-line. The messages have already been saved to DVD/CD and are part of an off-line volume.
Index On-Line on Index Volume nn	The index part of this volume is kept on-line on volume nn, where nn indicates the volume number.
Access Error	Read or write error occurred on this volume.
On-Line	Complete volume is on-line.
Off-Line	Complete volume is off-line.
Index for Volumes xx - yy	Volume that contains the index parts for volumes xx to yy, where xx indicates the first volume and yy the last volume number.

The status information is presented as text in the first column called **Status** and numerically in the last column called **Code**.

9.6.1 Set Archive Actions

A double-click on a volume opens the **Set Archive Actions** window.



Depending on the volume status four different sets of actions are possible:

Volume is off-line:

- Cancel Operation
- Restore Index and Entries only
- Restore Volume from DVD/CD
- Set Path for Off-Line Volume
- Set Volume On-Line
- Set Index of Volume On-Line
- Rebuild Index Volume - Only for Index Volumes

Volume is on-line and TC/ARCHIVE does not support immediate DVD/CD writing:

- Cancel Operation
- Prepare File for DVD/CD Creation
- Make DVD/CD
- Verify DVD/CD only
- Verify DVD/CD and Increment DVD/CD Count
- Remove File for DVD/CD Creation
- Set Volume Off-Line
- Set Index of Volume On-Line
- Set File Error

Only Index is On-Line:

- Cancel Operation
- Prepare File for DVD/CD Creation
- Make DVD/CD
- Verify DVD/CD only
- Verify DVD/CD and Increment DVD/CD Count
- Remove File for DVD/CD Creation
- Set Volume Off-Line
- Set Volume On-Line
- Set File Error

Volume is on-line and TC/ARCHIVE supports immediate CD writing:

- Cancel Operation
- Write DVD/CD Scheduled
- Write DVD/CD Immediately
- Verify DVD/CD only
- Set Volume Off-Line
- Set File Error
- Set Index of Volume On-Line

Status	Description
On-Line	Archive volume is stored on the server and can be accessed directly to conduct searches
On-Line, Open	Archive volume that is currently created by the Archive server. Only one volume can have this state. The state changes to On-Line, if the Archive volume is full.
Off-Line	Mounted Archive volume DVD/CD. The Off-Line volume path shows the DVD/CD drive where the DVD/CD is mounted

Last Action and Result

These two fields show which action was done last and if it was successful. The status shows Active if an action is not yet completed and OK if it was successful. In any other cases an error message is shown.

Action	Description
Prepare File For DVD/CD Creation	If the status of a volume has changed from 'On-Line, Open' to 'On-Line' this action prepares a temporary file from this volume to create a DVD/CD later. A path in the form '\\pcname\sharename' can be specified for the temporary file. If no path is specified the file is created on the Archive server.

Make DVD/CD	Once the temporary file of a volume is ready this actions starts the DVD/CD writer software specified in the path field, e.g. c:\apps\winoncd\winoncd.exe'.
Verify DVD/CD Only	If the DVD/CD is ready this action verifies the DVD/CD. The result field shows 'Ok' in the case of success. This verify is different from verifying a DVD/CD only with the DVD/CD writer software used to create the DVD/CD, because this action checks the DVD/CD against the original data and not against the temporary file. The path must contain the path to the DVD/ in the form '\\pcname\sharename'.
Verify And Increment DVD/CD Count	This action does the same as the action above and increments the 'DVD/CDs written' count for one.
Remove File For DVD/CD Creation	This action deletes the temporary file created for DVD/CD creation. If a path in the form '\\pcname\sharename' is specified the Archive server tries to find the temporary file in this directory and deletes it. If the temporary files are created on the Archive server this action is important to free up disk space on the Archive server.
Cancel Operation	Allows canceling a selected operation as long as the server did not start with the operation you want to cancel. If canceling was successful 'Last Action' is empty and 'Result' shows 'None'.
Restore Index And Entries Only	In case that an Archive has to be rebuilt from DVDs/CDs, the on-line index is restored by restoring index volumes from DVD/CD, using the normal "Restore volume from DVD/CD" function. If some of the most recent volumes are not yet included in an index volume, but cannot be restored fully because of a limited on-line disk space, use this function to restore those volumes partially.
Write DVD/CD Scheduled	Starts writing the selected volume on DVD/CD at the time specified on the TC/ARCHIVE server.
Write DVD/CD Immediately	Starts writing the selected volume on DVD/CD immediately.
Set Volume On-Line/Off-Line	Sets the Volume On-Line/On-Line
Set Index Of Volume On-Line	Sets the index and the entries on-line
Set File Error	E.g. When restoring an Archive from DVDs/CDs, and a single DVD/CD is missing from the intended on-line range, this volume may be set "on-line" (although the data base files of this volume are not on disk). It will than get the "file error" flag and be skipped during any search, but the search through the complete on-line range will not stop at the missing volume.

Rebuild Index Volume Is used to rebuild an index volume, e.g. in case that an Archive has to be restored from DVDs/CDs and the DVDs/CD of the index volume was lost

Note: The new functions Set Volume On-Line/Off-Line, Set Index of Volume On-Line, Set File Error are available only for the user TCTECH.

You can find a detailed description in the KCS Server 7.27.00 documentation.

9.6.2 Specifying an Archive Server

The section ARCSERVER1 under the registry key HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\COMMON holds the path and name of the KCS Archive server. For the parameters PATH and NAME the same rules apply as for the parameters PATH and NAME in the section SERVER1. For a detailed explanation see the TCTI configuration manual.

You may use TCfW's preferences panel described later to specify the Archive server(s).

```
[ARCSERVER1]
NAME=TCARCHIVE
PATH=TCARCHIVE
OFFLINEPATH=\\pcsm\cd rom pcdm
CDWRITERAPP=c:\apps\winoncd\writer.exe
CDTEMPPATH=\\pcsm\temp
```

9.6.2.1 NAME and PATH (Mandatory)

The same rules apply to these parameters as for the parameters PATH and NAME in the section [SERVER1].

9.6.2.2 OFFLINEPATH (Optional)

Specifies a path to a DVD/CD-ROM drive. The path must be in the format \\computename\...

First: defines the default path TCfW uses in the case an Archive search is done within an Offline-Volume. The Archive DVD/CD must be in this drive. If this parameter is not specified or the path specified does not work, TCfW asks for another path.

Second: defines the default path used in the **Archive Maintenance** window for the following actions: Verify DVD/CD only, Verify DVD/CD and increment DVD/CD count.

9.6.2.3 CDWRITERAPP (Optional)

Specifies path and program name of the DVD/CD writer application. The path must be in the format C:\apps\winoncd\...

Used by the **Archive Maintenance** window for the action: Make DVD/CD.

9.6.2.4 CDTEMPPATH (Optional)

Specifies the path to a temporary directory. The path must be in the format \\computename\....

Used by the **Archive Maintenance** window for the actions: Prepare File for DVD/CD Creation, Remove File for DVD/CD Creation.

9.7 Registration

Each workstation using the KCS client is registered automatically. Workstations which have been inactive for one month are de-registered automatically.

You can look into the registration list and remove workstations manually. This is only necessary if the number of registered workstations exceeds the number of purchased licenses.

The screenshot shows a window titled "Registrations" with two main tables. The top table lists license types, current and maximum registrations, CPU numbers, and expiration dates. The bottom table lists workstation names, products, user IDs, and last login times. At the bottom of the window are buttons for "Delete", "Refresh", and "Close".

Licence type	Curr.Reg.	Max.Reg.	CPU Nr.	Expire
TC/TFC	1	0	26581859395620	03.Dezember.21
TC/METAMAIL	0	0	26581859395620	03.Dezember.21
TC/TCFW	5	5	26581859395620	03.Dezember.21
TC/TDPRO	0	0	26581859395620	03.Dezember.21
TC/JAVA	0	0	26581859395620	03.Dezember.21
TC/LINK-MX	0	0	26581859395620	03.Dezember.21
TC/LINK-LIN	0	0	26581859395620	03.Dezember.21

Workstation	Product	User ID	Last Login
PCNU	TC/TCFW	NU	05.December.2006 10:55
PC-RM	TC/TCFW	RM	05.December.2006 12:28
PC-RM	TC/TCFW	TCLINK	21.November.2006 11:01
PCNU	TC/TCFW	TCTECH	05.December.2006 10:54
PCNU	TC/TCFW	TCVMAIL	07.November.2006 14:07
PC-RM-VM-2300	TC/VoiceXML		23.November.2006 14:43
ATEAM-VOICE	TC/VoiceXML		21.November.2006 13:03
TESTRM-w2KJAP	TC/VoiceXML		07.November.2006 11:02
PC-RM	TC/VoiceXML		29.November.2006 11:52

The **Registrations** window shows a list of all registered Kofax products. For each installed client it displays:

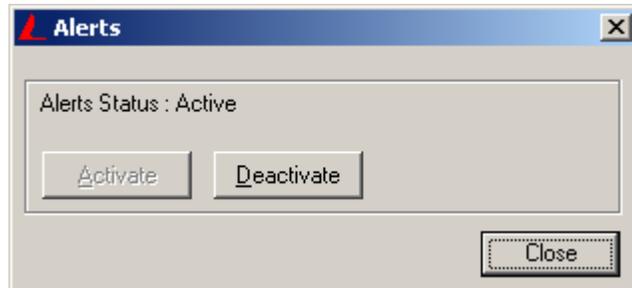
- License type
- Current registrations (installed clients)
- Maximum number of registrations
- Expiration date
- Workstation ID
- Product: E.g.: TC/TCFW (TCfW Communication Server Client)
- Last user logged in
- Last login time

Search criteria here work the same way they do in the folder windows.

Each workstation's registry contains the registration token, which is issued automatically by the server at each login. If this is lost, the registration will be repeated automatically. This is only possible when unused licenses are available.

9.8 Global Alerting Activate / Deactivate

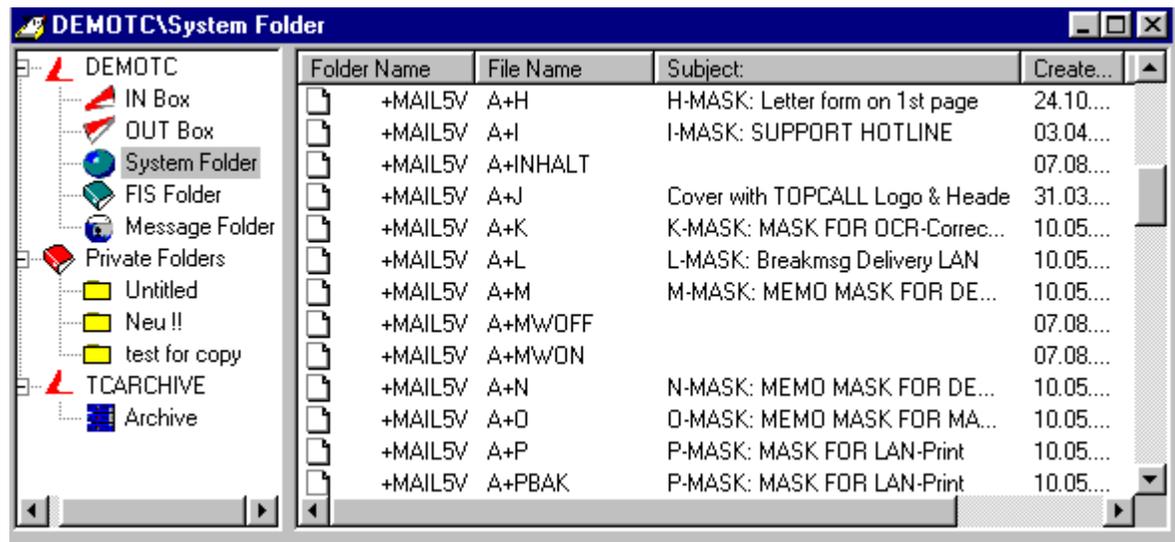
To activate / deactivate alerting, select *Admin* in the menu, click *Server* and, subsequently, click *Alerts*. A window opens, where global alerting can be activated / deactivated.



Note: The global alerting active / inactive switch does not apply to queue length, queue age and queued pages monitoring.

10. System Folder

The System Folder contains all the files, which can be accessed by the KCS administrator. These include all visible TCOSS files.



Note: Only the user TECH can select the folder name +TECH. This special folder contains all TCOSS programs, configuration files and other system files.

10.1 Editing System Files

Please consult your KCS technician before modifying any system files. Kofax accepts no responsibility for problems caused by unauthorized manipulation of system files.

To edit system files do the following:

- 1) Check with your KCS technician before editing.
- 2) Log in as user TECH.
- 3) Open the System folder.
- 4) Double-click the file you want to edit.

Further information about system files can be found in the **TCOSS 7 Manual**.

11. Opening Messages Created in Other Mail Programs

Messages written in mail programs other than **TCfW** do not contain a header with send options, sender and recipient when they are stored on KCS. These header objects are created when such a message is opened as described below.

Message Header

If the message is opened to be forwarded, replied to or distributed, the send options will be set according to the user's default template. If the user edits the message, for example corrects its recipient information, these send options will be taken from the message itself.

Send options of the message (when used):

To/Auth Priority (default is **Standard**) and **cc/bcc Priority** (default is **Low**): Users can select a priority for only one of these drop-down lists. The one not set will automatically take the default.

Set Date and Time for Sending: Is always set to **Now**.

Cost Center: Unchanged

Resolution, Fax Header Line: Unchanged

Termination: Unchanged. (Not shown in the **Send Options** window.)

Sending Copy: Set to **First** (not part of the message).

From field (ENTRY_RS_ORIGINATOR): The sender is taken from the **From** field in the **IN Box** list and the **From Continued** field in the **OUT Box** list (both are the same), according to the following rules:

- The string "\$" is replaced by ",". This replacement is made before it is displayed in the IN or OUT Box.
- The string in front of "," is the service used.
- If "," does not exist the service "FREE" is used.
- The characters following ",", or the whole string if "," does not exist, is used for the number field.
- The answer back field is always empty.

Recipient (ENTRY_RS in L_RECEIVERS): The recipient entry is taken from the **To Continued** field in the **IN Box** list and the **To** field in the **OUT Box** list (both are the same), according to the following rules:

- The string "\$" is replaced by ",". This replacement is made before it is displayed in the IN or OUT Box.
- The string before "," is taken as the service.
- If "," does not exist the service "FREE" will be used.
- The characters following ",", or the whole string if "," does not exist, is used for the number field.
- The answer back field is always empty.

11.1 Configuration Example for TC/400

Create the service "AS" with prefix "16:+Y" on KCS. "16" is the KCS channel for the AS/400 in the example below:

The screenshot shows a dialog box titled "Services". It contains the following fields and controls:

- Service:** Text box containing "AS"
- Type:** Dropdown menu set to "Free Format"
- Description:** Text box containing "+Service for TC400"
- Prefix:** Text box containing "AS4:"
- Image:**
- Text:**
- Restricted Text:**
- Binary:**
- Delete:** Button
- Save:** Button

- 1) Create the user profile "AS" on KCS.
- 2) Go to the Address area and specify the following:

The screenshot shows a dialog box titled "User Profile - AS4" with the "Address" tab selected. It contains the following fields and controls:

- Service:** Dropdown menu set to "FREE"
- Addr. No.:** Text box containing "1"
- Active:**
- Free Address:** Text box containing "AS:"
- Delete Addr:** Button
- Save Addr:** Button

Below the form is a table with the following data:

A	Active	No Address No.	Service	Number:
X		1	FREE	AS:

- 3) Go to the Event area of the User Profile and specify the following:

A	Event	Service	Number	AE	T	Delivery	Sender Serv
X	DelNotif	FREE	16:+Y,	X	X	(All)	(All)
X	Non-delNotif	FREE	16:+Y,	X	X	(All)	(All)
X	Non-delNotif	FREE	16:+0,	X	X	(All)	(All)

- 4) Set line 42 on channel 16 to "AS\$*". (See the TCOSS Manual). Note: The * will be replaced by the Author field filled by TC/400.
- 5) In TC/400, change the send modes to e.g., "FAX\$" instead of "F:".
Physical send mode: FAX
Prefix: FAX\$ (valid KCS service).
- 6) In TC/400, change the Mailbox parameter to "AS" in the KCS profile. This causes TC/400 to send the command "..2Q,N=AS:" to KCS to get incoming messages.

Faxes sent from TC/400 can now be corrected or cancelled like any other message. A non-delivery notification is sent to TC/400 when sending is cancelled.

Note: With full functionality, the method described below can only be used with a TCOSS version higher than 6.02. Earlier versions of TCOSS produce a non-delivery notification when the send order is corrected. This may confuse an application which first receives a non-delivery notification and later a delivery notification for the same message. When TC/400 is the host application, a second (non)-delivery notification is ignored. In other words, the message remains on KCS.

12. KCS Server Areas

As with standard data processing, the information on KCS is stored in files. As opposed to DOS files, KCS files have more attributes. DOS file attributes include file size, file name and access flags.

One of the attributes of a KCS file is the name of the folder it belongs to. The KCS itself is divided into three parts: Mail Area, User Area and Tech Area. Each of these areas can hold specific folders. The following provides an overview of the relationship between the areas and folder types.

(See the TCOSS System Manual for more information.)

Information on the KCS is divided into the following areas:

12.1 Mail Area

The mail area contains message files. Only messages stored here can be sent. All incoming and outgoing traffic is handled in this area, which is reorganized by the KCS automatically. This means incoming and outgoing send orders with the status "Terminated" are deleted from the Mail area or are archived, depending on the send options (termination parameters) specified.

The following types of files can be found in the Mail area:

- **+MAIL:** Messages sent via **TopDeskPro**
- **+MAIL5V:** Messages arriving in KCS from public lines or from host applications such as TC/400 or TC-OV/MVS and all TCOS5 system files (nn99, KKnn, etc.)
- **+MAIL5I:** Invisible files (such as those used for sending copies for operation with the TTX-TLX conversion facility).

12.2 User Area

This area can hold files of any type. Although it can also contain messages, it is not possible to send a message stored in this area. When such a message is sent through **TopDeskPro**, it is automatically stored in the Mail area on KCS.

- **+USER:** Contains the user profiles. Each user has his/her own user profile in the +USER area. The name of the user profile is the same as the user ID.
- **UserID:** Contains each user's Message folder, where the name of the area matches the user ID.

12.3 Tech Area

The tech area contains all the system files (programs, configuration tables, etc.).

Note: The Communications Information File (CIF), recipient directory, and Archive Entry file are stored in the **MAILSYS** area.

12.4 Additional Folder Fields

The following folder fields appearing in alphabetical order are not documented in the **TCfW User Manual**. All of them appear in both the **IN Box** and the **OUT Box** and the **Reception Error** field appears in the Message folder as well.

12.4.1 Alternate Addresses Left

This field specifies the number of alternate addresses remaining.

12.4.2 Cost Center

Cost center defined by the sender.

In the **IN Box**, in case of **external senders**, this field is empty. In case of **internal senders** it can be any text string, usually the cost center specified by the sender.

12.4.3 Cost

Always empty in the **IN Box**.

In the **OUT Box**, it is the cost of sending in units. The unit is defined in the KCS' configuration. No fee calculation is provided on KCS for local sending, so this field is empty with internal messages.

12.4.4 Created At

This is a standard IN Box field, and an additional OUT Box field.

Date and time the message reached the KCS for final sending.

12.4.5 Error

This usually contains a short description of the error, when one occurs.

12.4.6 File Name

(IN and OUT Box)

The name of the file as it is first stored on KCS.

12.4.7 From Continued

(IN and OUT Box)

This field contains additional information about the sender.

In the IN Box, with messages received from external senders, this field contains the logical name of the KCS channel or channel group receiving the message. Depends on how your KCS system is configured. With messages received from internal senders, this field contains the user ID, or short name, of the sender, and the sending service (e.g., INT, FZ).

In the OUT Box, this field describes the sender of the message. Consists of sending service and sender's short name (e.g., INT, SM), or short name, full name and sending service (e.g., TM, Thomas Marek, TOPCALL), depending on the sender's user profile.

12.4.8 Local Address

Receiver number as calculated by KCS after the complete routing process.

12.4.9 Message Name

In the IN Box, with external senders this field contains a name generated by KCS. It depends on the KCS configuration. With internal senders this is the name given to the message by the sender via the SAVE AS function; otherwise it contains the default message name "Untitled".

In the OUT Box, it's the name given to the message by the sender via the SAVE AS function; otherwise it contains the default message name "Untitled".

12.4.10 Message Number

Normally empty in the IN Box.

In the OUT Box, this is the message number and number of pages (199-004 = Message 199 is 4 pages long). This number is created by KCS during sending. Empty if KCS has not yet made any send attempts.

12.4.11 Node List

This field contains the node list for routing between KCS servers. Nodes lists are defined on the KCS. It contains at least one character representing the local server's node name.

12.4.12 Normalized Address

Receiver number as calculated by KCS after the first routing step. For a description of routing steps, see our TCOSS Manual.

12.4.13 Normalized Sender

Standardized sender address generated by KCS after the first routing step. For a description of routing steps, see our TCOSS Manual.

12.4.14 Pages

Number of pages the message has.

12.4.15 Priority

This field contains the send priority specified by the sender. Can be low, normal, high, high 1, high 2, high 3, high 4, high 5, high 6, high 7, high 8, high 9 or highest.

Note: The priority levels high1 ... highest requires at least **TCOSS 7.44.03**

12.4.16 Received / Terminated At

As long as the message is still in the KCS mail system (i.e., has the status All NON-Terminated) this will be the reception time on KCS. But once the message has been terminated, this will be the termination time.

12.4.17 Receiver Position

This field specifies the sequence number (order) of the recipient within the list of recipients in the message header.

In the IN Box, the value in this field is zero with external incoming messages.

12.4.18 Reception Error

This field contains information concerning a reception error, such as a partly received message.

12.4.19 Response

Normally empty in the IN Box.

In the OUT Box, this field may contain additional information helpful in some error situations, such as the recipient's answerback (e.g., +4316613321).

12.4.20 Retries Left

A standard OUT Box field, indicating the number of send attempts remaining. KCS starts with 9 retries left.

In the IN Box the field usually contains "9".

12.4.21 Suspected Duplication

In the IN Box, this field indicates whether the message may have been delivered twice.

When an OUT Box entry, which has already been sent, is corrected, this field contains "Yes". With subsequent send attempts, KCS will insert a line at the beginning of the message such as "Possible duplicate message".

This field contains either "Yes" or "No".

12.4.22 Termination

This field contains a five-digit number. It defines the actions KCS takes in the event of positive or negative termination of the send order. Each position can hold values between 0 and 3.

- 1st position: Deletes send order. The default here is 1.
- 2nd position: Generates (non-) delivery notification events. It can be defined in the Send Options area in the Message window.
- 3rd position: Deletes messages beginning with a digit. Default is 1.
- 4th position: Creates archiving entry. Default is 1.
- 5th position: Generates the Sending Copy Exists event. It can be defined in Send Options area.

Value	Negative termination	Positive termination
0	No	No
1	No	Yes
2	Yes	No
3	Yes	Yes

12.4.23 To Continued

In the IN Box, If the sender entered the send order directly (with ..commands) and used a short number from the TCOSS system file NN99, the first character in this field will be a period "." (E.g., .MILLER) to indicate that a short number from NN99 was used. (NN99 is the Short Name directory of TCOSS 7.

In the OUT Box, this field contains the KCS channel used for sending the message. With messages sent by internal senders, this field contains the recipient's user ID.

12.4.24 Triggered by

This field contains the event which triggered the creation of the send order. The following events can trigger a send order:

- New message
- Delivery notification
- Non-delivery notification
- Sending copy exists
- Message wait signal on phone goes on
- Message wait signal on phone goes off
- Job start
- Job end
- Release inbound
- Release outbound

12.4.25 Channel Number

(Inbox and Outbox. This field is only visible with the user right **Tech User** or **Extended Folder View**.)

This field contains the TCOSS channel number, 2 characters, e.g. 07 or B3.

12.4.26 Media Server

(Inbox and Outbox. This field is only visible with the user right **Tech User** or **Extended Folder View**.)

This field contains the ID of the media server if sent on a remote channel, otherwise empty string.

12.4.27 Received At

(Inbox and Outbox. This field is only visible with the user right **Tech User** or **Extended Folder View**.)

This field contains the date and time when the reception of the message ended.

12.4.28 User Action

This field contains the last action taken with this message. Outgoing messages sent to external recipients always have "None" in this field.

Possible last action settings:

None:	Message was automatically put in the IN Box by KCS. No further actions have been taken.
Saved:	Message was opened for copying.
Read:	Message was opened for viewing.
Printed:	Message was opened for printing.
Distributed:	Message was distributed by the Distributor.
Replied:	Message was opened for replying.

Forwarded:	Message was opened for forwarding.
Reactivated:	Message was reactivated for new sending.
Rejected:	Message requiring authorization was rejected.
Authorized:	Message was authorized.

12.4.29 Custom Fields 1 – 4

When a message is posted, the custom fields in the mail entry are filled from the corresponding fields in the message header. If the header fields do not exist a configured default mapping to originator or recipient fields is done.

System configuration, line 20, 4 hex positions: default mapping of mail entry custom fields

Position 1	.. Default mapping of custom field 1
Position 2	.. Default mapping of custom field 2
Position 3	.. Default mapping of custom field 3
Position 4	.. Default mapping of custom field 4

The following hexadecimal values may be used on any position:

value	default mapping of custom field to	parent object	child ID
00	no default mapping	-	-
01	originator recipient ID	originator	TS_RECIP_ID
02	originator company	originator	TS_COMPANY
03	originator department	originator	TS_DEPTM
04	originator full name	originator	TS_FULLNAME
05	originator salutation	originator	TS_SALUTE
06	originator free text	originator	TS_FREETEXT
07	originator correlation 1	originator	TS_CORREL_1
08	originator correlation 2	originator	TS_CORREL_2
09	originator correlation 3	originator	TS_CORREL_3
0A	originator correlation 4	originator	TS_CORREL_4
0B	originator correlation 5	originator	TS_CORREL_5
0C	originator correlation 6	originator	TS_CORREL_6
21	recipient ID	recipient	TS_RECIP_ID
22	recipient company	recipient	TS_COMPANY
23	recipient department	recipient	TS_DEPTM
24	recipient full name	recipient	TS_FULLNAME
25	recipient salutation	recipient	TS_SALUTE
26	recipient free text	recipient	TS_FREETEXT
27	recipient correlation 1	recipient	TS_CORREL_1
28	recipient correlation 2	recipient	TS_CORREL_2
29	recipient correlation 3	recipient	TS_CORREL_3
2A	recipient correlation 4	recipient	TS_CORREL_4
2B	recipient correlation 5	recipient	TS_CORREL_5
2C	recipient correlation 6	recipient	TS_CORREL_6

12.5 Adding Messages to the FIS

Any message can be stored in the **FIS Folder**. And any user with **Write** access to the **FIS Folder** set in the **Rights** area of his user profile can do this. You store messages in **FIS**

Folder the same way as you would store them in any other folder. Remember that the name of the message has to be numerical to be able to access it by fax.

Follow these steps to add a message to the FIS folder:

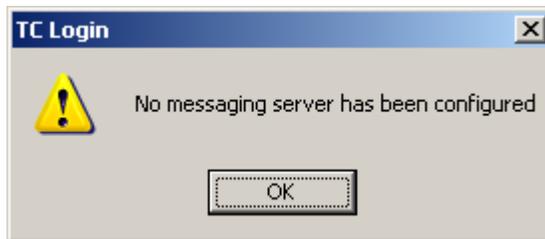
- 1) Open the message you wish to add to the **FIS Folder**.
- 2) Select **Save As** from the **Message** menu. The **Save As** window will open.
- 3) Specify the **FIS Folder**.
- 4) Give the message a name (numerical names must be used for remote access).
- 5) Click **OK**.

13. KCS Preferences (TC Management Console)

KCS Preferences provide a common interface for configuring client application settings. These can be stored either in the current user's local or roaming windows profile, the local workstation configuration or the KCS user profile. In order to access settings stored in the KCS user profile the user is required to login using TC Login. If the login window is skipped by clicking the *CANCEL* button or if no messaging server is configured, KCS Preferences can be used with following restrictions:

- The language is not taken from your user profile
- The TCfW distribution queue cannot be displayed or modified
- The voice mail configuration panels become non-functional

Note: TC login shows a message box if no messaging server has been configured. This message box cannot be disabled.

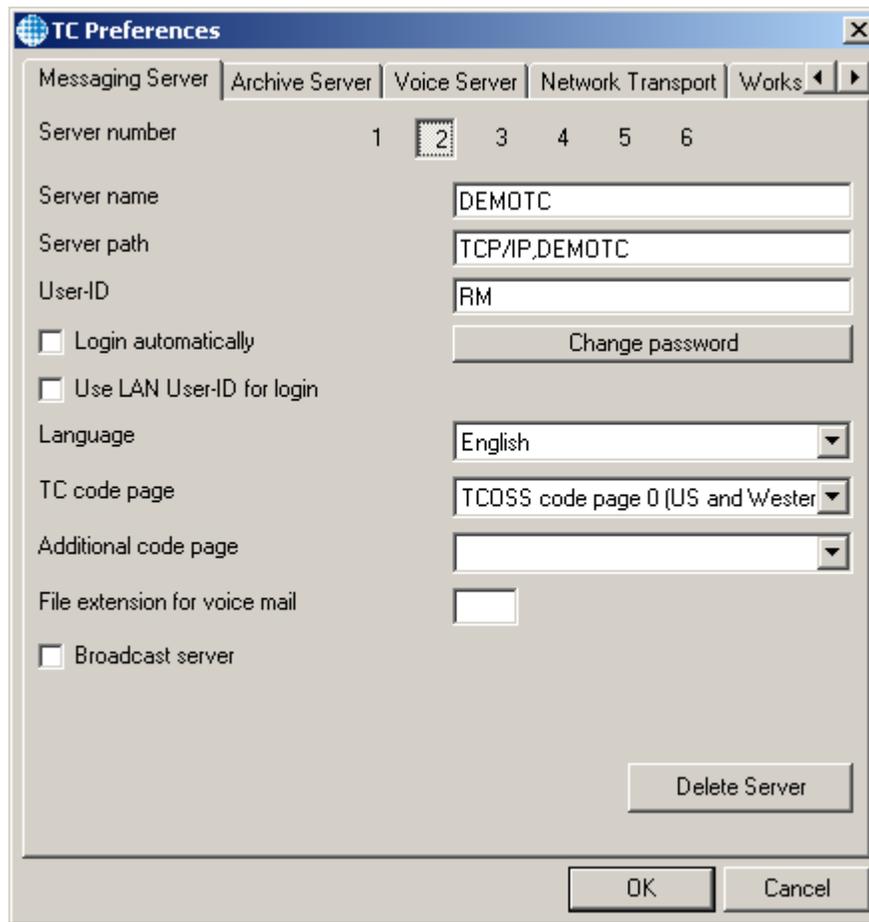


There are three different ways of accessing the **Preferences** window:

- Via the **TC Management Console** in the **Start** menu. This option opens a window with a tree view of all the available tabs.
- Via the **Admin** menu in TCfW.
- Via the **Options** menu of the application you want to set the **Preferences** for. This will only show the tab relevant to that application.

13.1 Messaging Server

The **Messaging Server** preference settings allow you to configure numerous servers. Simply click the number for the corresponding server and enter the values described below.



13.1.1 Server Name

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\Name

(__Nr is the number of the messaging server, e.g.

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server1)

Type: STRING

The name of your KCS Messaging Server

13.1.2 Server Path

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\Path

Type: STRING

This value specifies the path to your KCS Messaging Server. This usually is the server's name on the network. The use of a specific network protocol can be forced by writing the protocol specification ('TCP/IP', 'IPX/SPX' or 'NETBIOS') separated by a comma in front of the server name.

13.1.3 User ID

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\USERID

Type: STRING

This value specifies your User-ID on the Kofax Communication Server

13.1.4 Login Automatically

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\AUTOLOGIN

Type: STRING

This value specifies if users can bypass the **Login** window. Uses the ID of the user logged in last.

13.1.5 Use LAN User ID for Login

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\LANLOGIN

Type: STRING

Log in to your Kofax Communication Server using the User-ID retrieved from your network service provider (Microsoft Windows Networking or Novell Netware). Because this is inherently insecure you must be explicitly given the permission to use this feature. To do so check the **Lan Login** checkbox in the **Rights** area of the TCfW user profiles.

13.1.6 Language

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\Language

Type: STRING

This value specifies the numeric representation of the language to use. The following languages are defined:

- 01 – English
- 02 – German
- 03 – French
- 04 – Spanish
- 05 – Italian
- 06 – Simplified Chinese
- 07 – Japanese
- 08 – Portuguese (Brazilian)
- 09 – Russian

13.1.7 TC Code Page

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\TcossCodePage

Type: STRING

TCOSS Code Page as configured on your Kofax Communication Server. Ask the administrator in your company for the correct setting.

13.1.8 Additional Code Page

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\SystemCodePage

Type: STRING

Supplemental Code Page for storing text that cannot be represented by a native TCOSS Code Page on your Kofax Communication Server. This Code Page is used to store text on your TCOSS server if it matches your local systems Code Page. It is also saved in the text and can

be used on other clients and the Kofax Communication Server to choose a suitable font for display.

13.1.9 Voice Mail Extension

Value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\VoiceMailExtension

Type: STRING

This value specifies the file extension to be used for Voice Mail Attachments.

13.1.10 Broadcast Server

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Server__Nr\ Broadcast

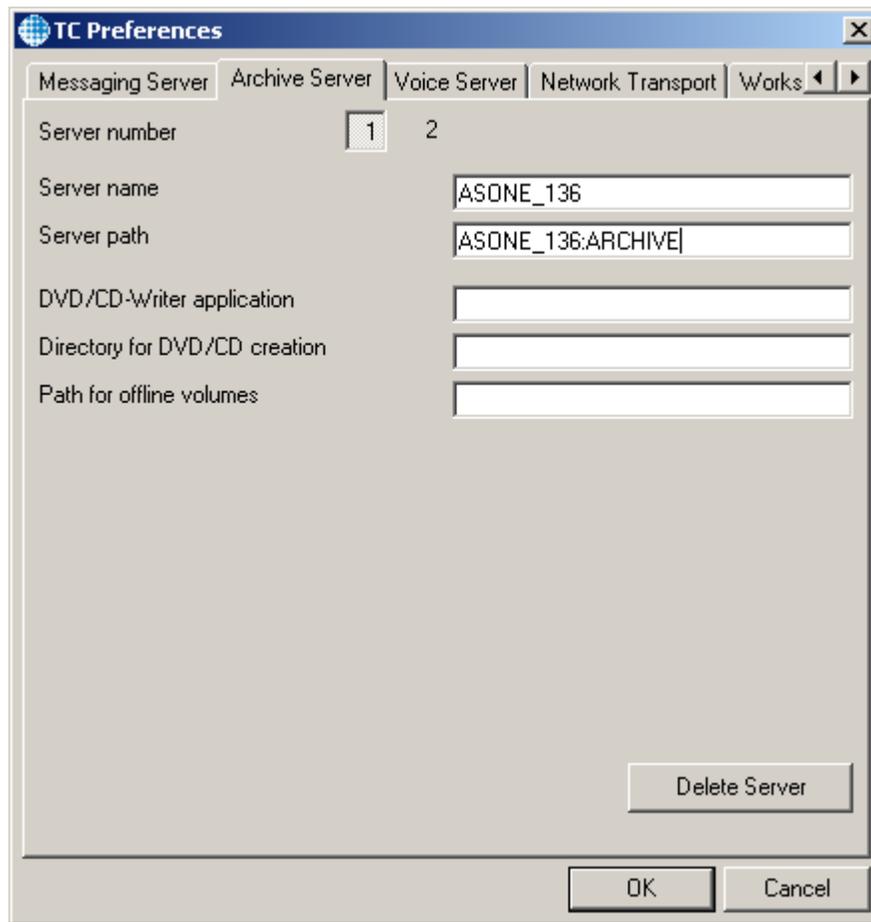
Type: STRING

If the check box 'Broadcast server' is checked, the server is shown in the job view of TCfW, otherwise not.

Note: The server where the user is logged in is always shown in the job view of TCfW.

13.2 Archive Server

Just like the Messaging Server preferences, the **Archive Server** preference settings allow you to configure numerous Archive servers. Simply click the number for the corresponding server and enter the values described below.



13.2.1 Server Name

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\ArcServer__Nr\Name

(__Nr is the number of the archive server, e.g.

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\ArcServer1)

Type: STRING

This value specifies the name of your KCS archive server.

13.2.2 Server Path

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\ArcServer__Nr\Path

Type: STRING

This value specifies the path to your KCS archive server. Use the endpoint specification ARCHIVE here.

13.2.3 DVD/CD Writer Application

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\ArcServer__Nr\CDWriterApp

Type: STRING

This value specifies the path and program name of the DVD/CD writer application. Used by the **Archive Maintenance** window for the action: **Make DVD/CD**.

For example c:\apps\winoncd\writer.exe.

13.2.4 Directory for DVD/CD Creation:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\ArcServer__Nr\CDTempPath

Type: STRING

This value specifies the path of the temporary directory. The path must be in the format \\computename\sharename. Used by the **Archive Maintenance** window for the actions:

Prepare File for DVD/CD Creation.

Remove File for DVD/CD Creation.

For example \\pcsm\temp.

13.2.5 Path for Offline Volumes:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\ArcServer__Nr\OfflinePath

Type: STRING

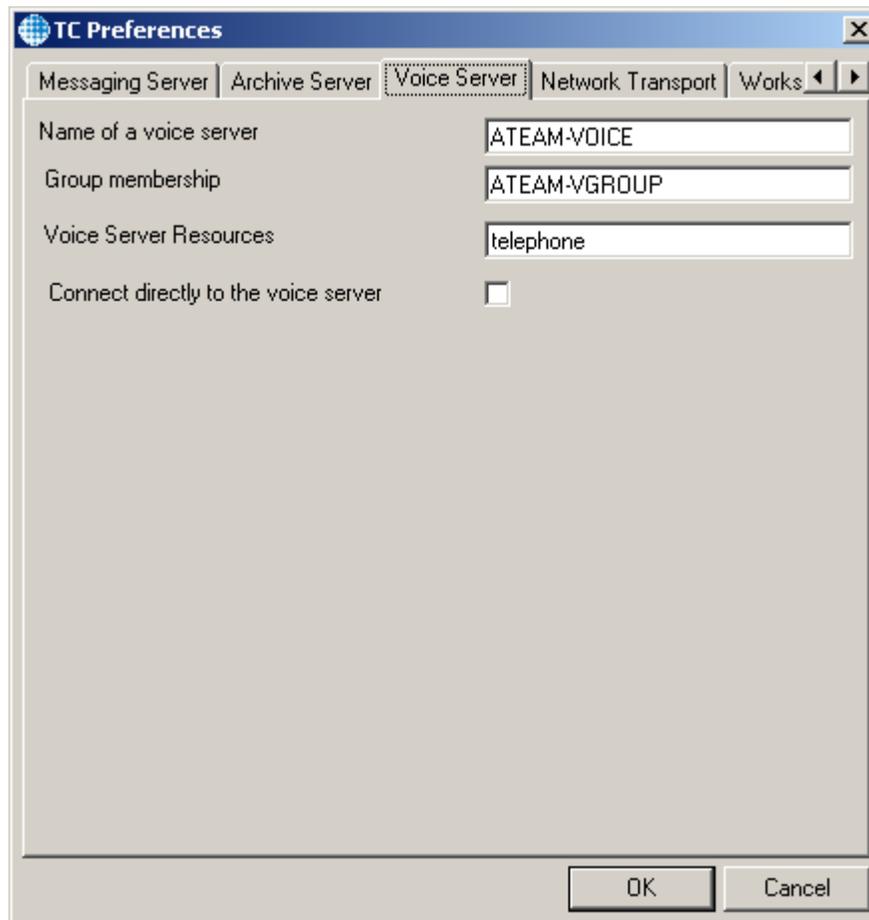
This value specifies the path to a DVD/CD-ROM drive. The path must be in the format \\computename\.... This parameter has two meanings. It defines the default path TCfW uses in the case an Archive search is done within an off-line volume. The Archive DVD/CD must be in this drive. If this parameter is not specified or the path specified does not work, TCfW asks for another path. The parameter also defines the default path used in the archive maintenance window for the following actions:

Verify DVD/CD only.

Verify DVD/CD and increment DVD/CD count.

For example \\pcsm\cd rom pcsm.

13.3 Voice Server



13.3.1 Name of a Voice Server

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\RemoteEngine\WellKnownServers

Type: STRING

This value specifies the name of the voice server(s).

The value *WellKnownServers* can contain any number of strings (the list of strings is separated by a semicolon ';'). Every string can be a Windows computer name, a TCP/IP network address or a RPC binding string. If this value is empty, the remote engine uses different mechanisms to find a voice server within the network. This value is required if neither the RPC locator service nor broadcasts work (as usually with Windows).

13.3.2 Group Membership

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\RemoteEngine\GroupMembership

Type: STRING

To support multiple systems, it may be useful to define a group membership for a server. This can be used to hide servers of a foreign system from being accessed. If the field *Name of a voice server* is configured, the group membership is ignored.

Note: If the field *Name of a voice server* is empty, the field *Group membership* must not be empty. If both fields are empty the client won't be able to connect to a voice server.

13.3.3 Voice Server Resources

Value:HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\COMMON\TCRT\ServerResources

Type: STRING

The voice server hardware resources are virtual endpoints for the remote engine to connect to different voice server instances on the same machine.

The Voice Server Resources are a list of the voice server hardware resource names. The list is separated by a \$ sign (e.g. TEL01\$TEL02).

If no voice server hardware resources are configured, the resource name 'telephone' is taken as default value to connect.

You can see the voice server hardware resources on the KCS Voice Server in the registry under the key *HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Application Name\RemFakeResources* (e.g.: *HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCECP\RemFakeResources*).

13.3.4 Connect Directly to the Voice Server

Value:HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\UseWellKnownServer

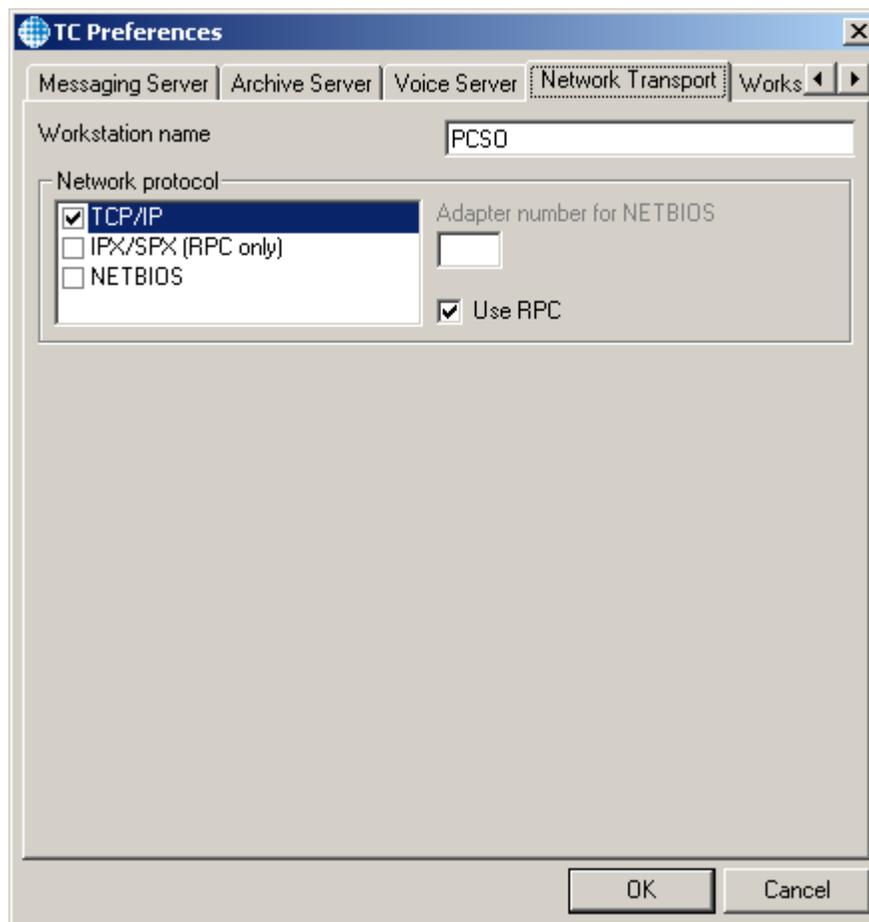
Type: DWORD

If the checkbox is checked the remote engine creates a direct connection to the voice server that is specified in the field '*Name of a voice server*'

If the checkbox is unchecked the remote engine creates the connection using the group membership. If the resource (e.g. telephone) of a voice server does not work, the remote engine retries automatically the next voice server with the wanted resource in the same group membership.

Note: The remote engine (version 2.03.00 or higher) supports automatic load balancing. For this feature the checkbox must not be checked!

13.4 Network Transport



13.4.1 Workstation Name

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Workstation\Name

Type: STRING

This value specifies the name of your workstation.

13.4.2 Network Protocol

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Tcti\LinkTypes

Type: STRING

This value specifies the Network protocol to use. (IPX/SPX,NETBIOS,TCP/IP)

13.4.3 Adapter Number for NETBIOS

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Tcti\AdapterNumber

Type: STRING

Used for the NetBIOS service only. Specifies the number of the LAN adapter used within NetBIOS. Possible values are 0,1 or (auto). The values 0 and 1 represent the number of the

adapter desired. When this parameter is set to (auto), TCTI automatically detects the adapter number (the first adapter number responding properly to NetBIOS calls). The default value is (auto). Most installations do not require this parameter to be set.

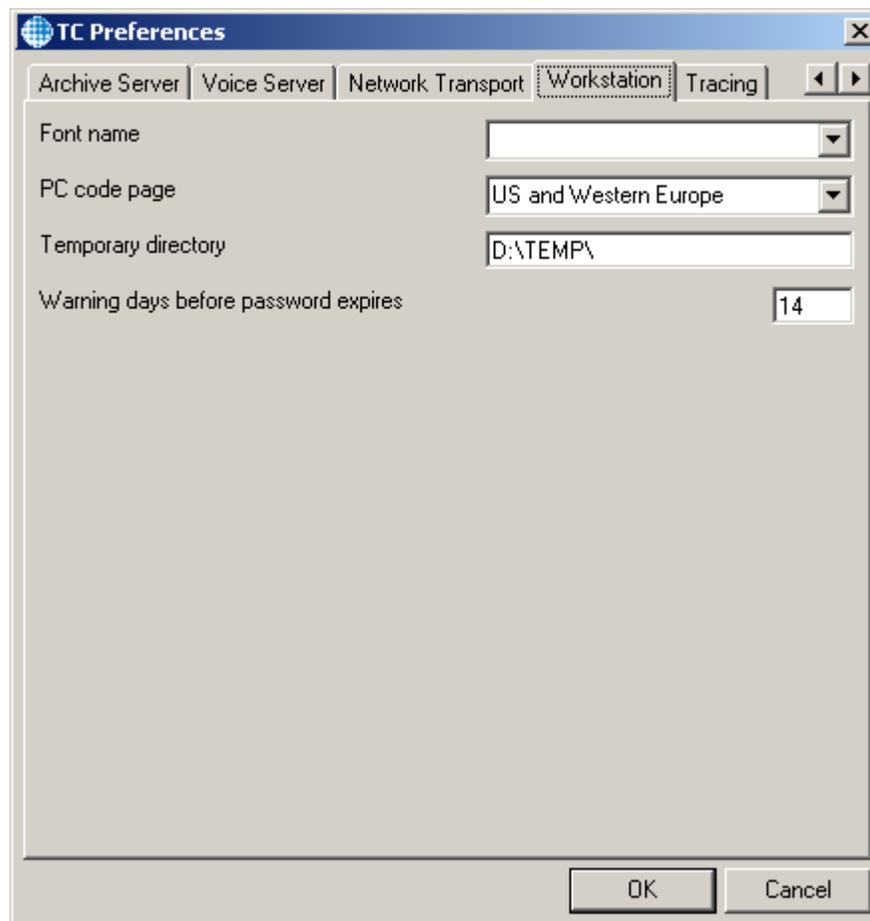
13.4.4 Use RPC

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Tcti\Transport

Type: STRING

Use Remote Procedure Calls for Client/Server connection instead of KCS native transport. RPC must be configured on your Kofax Communication Server.

13.5 Workstation



13.5.1 Font Name

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Codepages\CdPgNr\Font

CdPgNr holds the number of the configured code page.

e.g. If the code page is configured for code page *US and Western Europe*, the registry key would be HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Codepages\1252\Font

Type: STRING

This value specifies the font to be used on your system to display text in the Code Page selected above.

13.5.2 PC Code Page

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Workstation\CodePage

Type: STRING

This value specifies the code page setting used on your PC

13.5.3 Temporary Directory

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Workstation\WrkDir

Type: STRING

This value specifies the folder to be used for temporary files.

13.6 Tracing

13.6.1 Default Paths Created by Setup

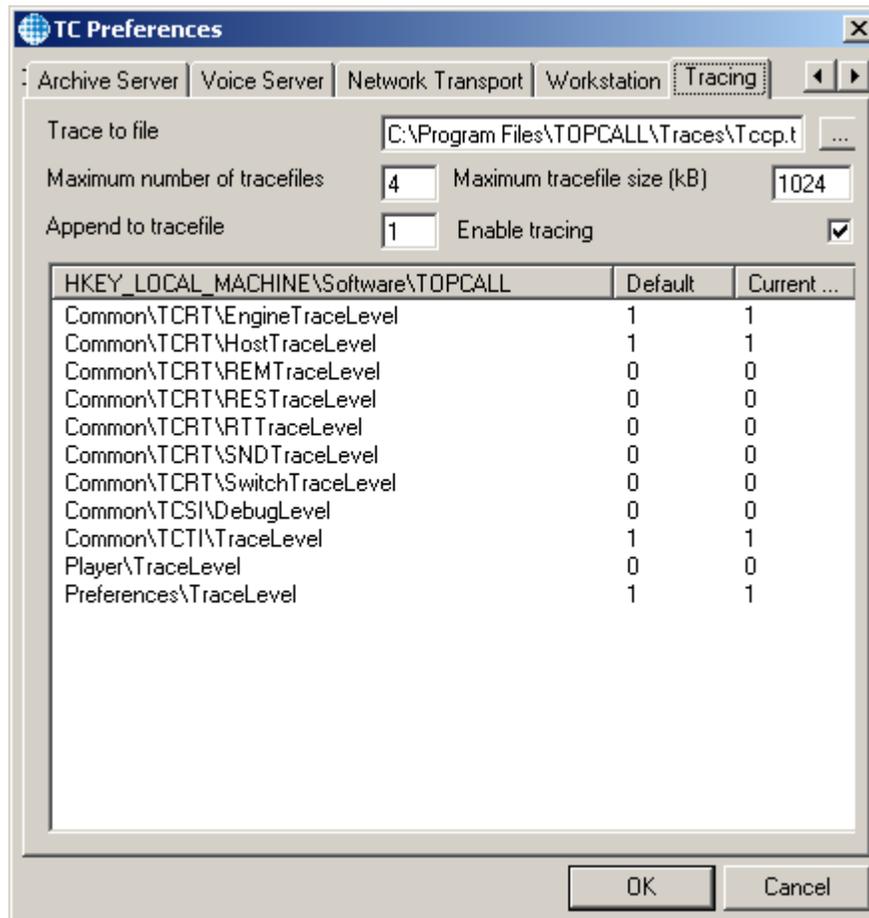
The Client Applications setup creates TraceFile registry values with the following defaults.

Module / Application(s)	Registry values and default values
Common (always installed)	HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TraceFile
	[CommonAppDataFolder]\Traces\Tccp.trc
Printer Driver (installed with TCfW / printers)	HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCPDD\TraceFile
	[CommonAppDataFolder]\Traces\ TCPDD.trc
	[CommonAppDataFolder]\Traces\ TCTSP.trc

[InstallFolder] is the folder where the Client Applications is installed which defaults to C:\Program Files\TOPCALL on an English Windows system.

[CommonAppDataFolder] is the common application data folder for all applications which is defaults to C:\Documents and Settings\All Users\Application Data on an English Windows system.

13.6.2 Common Trace



Trace to file:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TraceFile

Type: STRING

This value specifies the name and path of file to write trace information to. If multiple trace files are configured the number is inserted before the file extension (.trc). Click the ... button to browse for a file.

Maximum number of trace files:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\MaxTraceFiles

Type: DWORD

This value specifies the maximum number of trace files to create.

Maximum trace file size (kB):

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\MaxTraceFileSize

Type: DWORD

This value specifies the maximum size of each trace file.

Append to trace file:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\AppendTrace

Type: DWORD

Set to 0 to replace an existing trace file, 1 to the value of **Maximum number of**

Trace files to append to the corresponding file. This value is dynamically adapted as trace files are being rotated.

Enable tracing:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TraceToFile

Type: DWORD

This value specifies whether to enable or disable all tracing output.

The list box contains the name, default and current values of the registry keys listed in the REG_MULTI_SZ value

HKEY_LOCAL_MACHINE\Software\Topcall\Preferences\TraceSettings which is dynamically extended by software installations.

13.6.3 TCSI Trace (TCSI32.DLL)

Registry value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\Tcsi\DebugLevel

Trace Flag	Trace	Description
0x01	General Debugging Switch	Enables error logging; automatically assumed when any of the other switches are set.
0x02	Call Trace	Traces all calls to the object handler and logs the parameters and return values
0x04	Stream Put	Traces how the object hierarchy is created by a binary or ASCII data stream generated by the functions ohh_b_binput or ohh_b_ascput.
0x08	Object Receive	Traces how the object hierarchy is created by the data stream received from the remote server (KCS).
0x10	Stream Get	Traces how objects are resolved and output by the functions ohh_b_binget or ohh_b_ascget.
0x20	Send Object	Traces how objects are resolved and sent as data stream to the remote server (KCS).
0x40	Heap Check	Enables frequent checking of the heap for corruption
0x80	Handle Trace	Logs creation and removal of external and internal object handles
0x100	TCTI Trace	Traces all calls to the transport interface and logs parameters and return values. Use this switch sparingly; it significantly reduces performance of client-server communication
0x200	Trans. Opt.	Traces optimized access to objects being fetched from KCS
0x02000000	TFC Trace	Counts TCSI handles
0x04000000	TFC Trace	References of TFC COM objects
0x08000000	TFC Trace	Traces codepage conversions
0x10000000	TFC Trace	Traces calls to functions and methods
0x20000000	TFC Trace	Traces locking and unlocking of synchronization objects
0x40000000	TFC Trace	reserved
0x80000000	TFC Trace	Traces construction and destruction of TFC objects

13.6.4 TCRT COM Interface Trace (TCRT.DLL)

Registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TCRT\RTTraceLevel

Trace Flag	Description
0x0001	Errors
0x0002	Attachment Pointer
0x0004	Calls on COM interface
0x0020	Connection object Reference counter

13.6.5 Engine API Trace (tcEngine.dll)

Registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TCRT\EngineTraceLevel

The EngineTracelevel is defined as individual set of the following flags:

Trace Flag	Group	Description
0x000001	Protocol trace	Error trace
0x000002		Send Messages trace
0x000004		Send Data trace
0x000008		Ignored Data Trace (due to wrong sequence count)
0x000010		Core Object Create/Close/Delete
0x000020		Receive Message Trace
0x000040		Receive Data Trace
0x000080		Idle Call trace
0x000100	Core Call trace	Performance Data
0x000200		Engine and Root Object Calls
0x000400		Connection Object Calls
0x000800		Port Object Calls
0x001000		RT_FRAME Create/Destroy
0x002000		Halfcall and function trace
0x004000		Remote Call trace
0x008000		Other wrapper functions
0x100000	Object Handler trace	Reference Counter Trace (external)
0x200000		Internal Ref. Counter Trace
0x400000		Core Object handler Calls

The recommended trace levels are:

Trace Flag	Description
0x01	production environment
0x03	Messages trace (produces low trace file)
0x1f	Protocol trace (to be used with a low number of connections)
0xff	advanced protocol trace (for tests with a single connection only)

All other trace levels should be used if you well know which problem you are searching only!

13.6.6 Remote Engine Trace (tce_rem.dll)

Registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TCRT\REMTTraceLevel

Trace Flag	Description
0x0001	Warnings
0x0002	Communication Trace
0x0004	Infos
0x0008	Browser trace
0x0010	Timing for some RPC calls
0x0020	Engine channel handling

13.6.7 Host Engine Trace (tce_host.dll)

Registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TCRT\HostTraceLevel

Trace Flag	Description
0x01	Error trace
0x02	Start up and shut down trace
0x04	Connection trace
0x08	Half call trace
0x10	Direct engine access trace
0x20	Call back trace
0x40	Instance pointer trace
0x80	Internal functions details trace

13.6.8 Resource Engine Trace (tce_res.dll)

Registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TCRT\RESTRaceLevel

Trace Flag	Description
0x0100	Error (All)
0x0200	Warning (All)
0x0400	Info Interface
0x0800	Info Cache
0x1000	Info Channel
0x2000	Info Parsing
0x4000	Info File-IO
0x8000	Info TTS

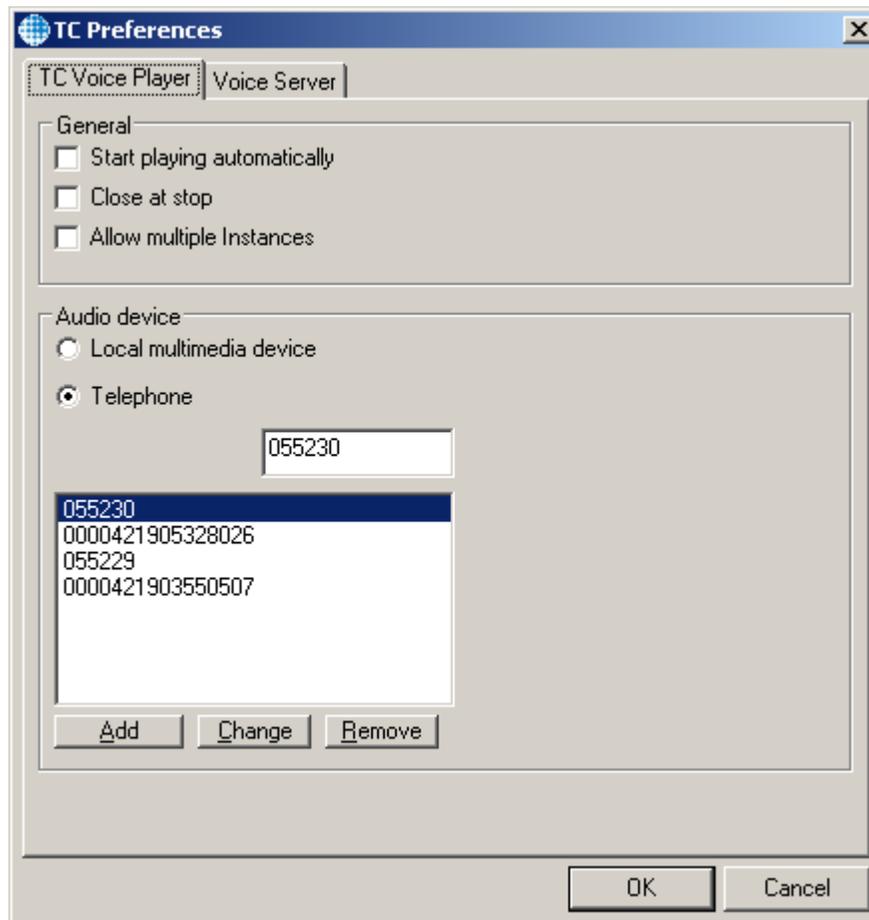
13.6.9 Sound Engine Trace (tce_snd.dll)

Registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Common\TCRT\SNDRTraceLevel

Trace Flag	Description
0x0001	Errors
0x0002	Messages
0x0004	Info
0x0008	Sound Trace
0x0010	All

13.7 KCS Voice Player



13.7.1 Start Playing Automatically

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Player\AutoStart

Type: STRING

Start playback as soon as a file or voice message has been opened.

13.7.2 Close at Stop

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Player\AutoClose

Type: STRING

Close the player at the end of the message or when the user clicks Stop.

13.7.3 Allow Multiple Instances

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Player\OptMultiple

Type: STRING

This value enables/disables to start more than one player.

13.7.4 Multimedia Device

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Player\Device

Type: STRING

This value specifies the device to be used for playback/recording. This can be either a telephone extension or your local computer system if equipped with a sound card.

13.7.5 Telephone/Extension

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\Player\PhoneNumber

Type: STRING

This value specifies the extensions to use when playing/recording via telephone

13.7.6 Changing the Associated File Extensions

There are at least 3 different ways how this is possible

1. Try to open the file. If it is not already associated with an application, windows will ask for one.
 - Choose "Select a the program from a list" and click "OK"
 - In the new opened window search for "TCPlayer".
 - If the there is no "TCPlayer" entry, click on "Browse" and select the file "TCPlayer.exe" which is normally located in "C:\Program Files\TOPCALL".
 - Check "Always use this program ..."
 - Click "OK"
2. When a right-click on the "TCS" or "WAV" is done, the context menu displays an entry "Open with ..."
 - Select "Open with"
 - In the new opened window search for "TCPlayer".
 - If the there is no "TCPlayer" entry, click on "Browse" and select the file "TCPlayer.exe" which is normally located in "C:\Program Files\TOPCALL".
 - Check "Always use this program ..."
 - Click "OK"
3. In the Windows Explorer use the menu "Folder Options"
 - Click in the menu bar of the Windows Explorer "Tools"->"Folder Options.."
 - Click on the tab "File Types"
 - From the list of extension, select "WAV" or "TCS"
 - Then click on "Change ..."
 - In the new opened window search for "TCPlayer".
 - If the there is no "TCPlayer" entry, click on "Browse" and select the file "TCPlayer.exe" which is normally located in "C:\Program Files\TOPCALL".

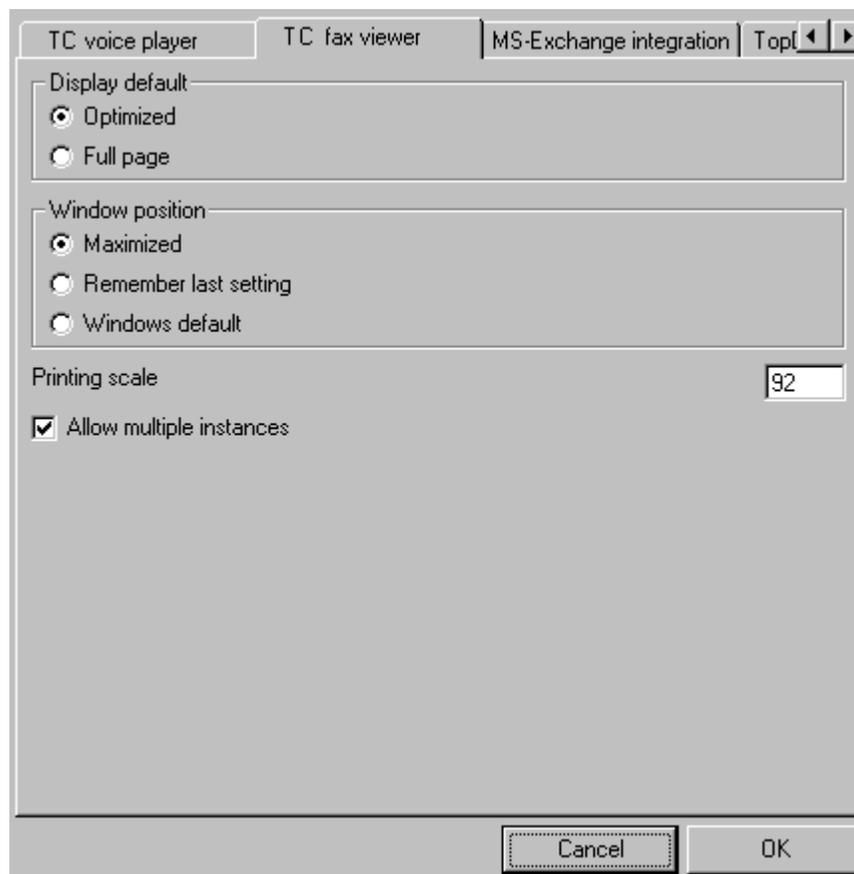
- Click “OK”
- Click “Close”

13.8 Voice Mail

The tabs regarding Voice Mail are Out of Office and Personal Identification. They will not be dealt with in the Administrator's Manual as they are rather user specific.

(Please see the TCfW User Manual or the KCS Voice Mail Manual for more information.)

13.9 Fax Viewer



13.9.1 Display Default

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFXVW32\OptFileStartup

Type: STRING

This value specifies whether to scale to show the **Full Page** or adapt the display to the width of the page (**Optimized**).

13.9.2 Window Position

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFXVW32\OptProgStart

Type: STRING

This value specifies the how to place and size the Window on startup. Possible values are:

Maximized

Windows Default: Use Windows standard behavior

Remember Last Setting: Start using the last size and position used.

13.9.3 Printing Scale

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFXVW32\PrintingScale

Type: STRING

Scale factor for printing messages. Default: 92, Range: 90 - 100

13.9.4 Allow Multiple Instances

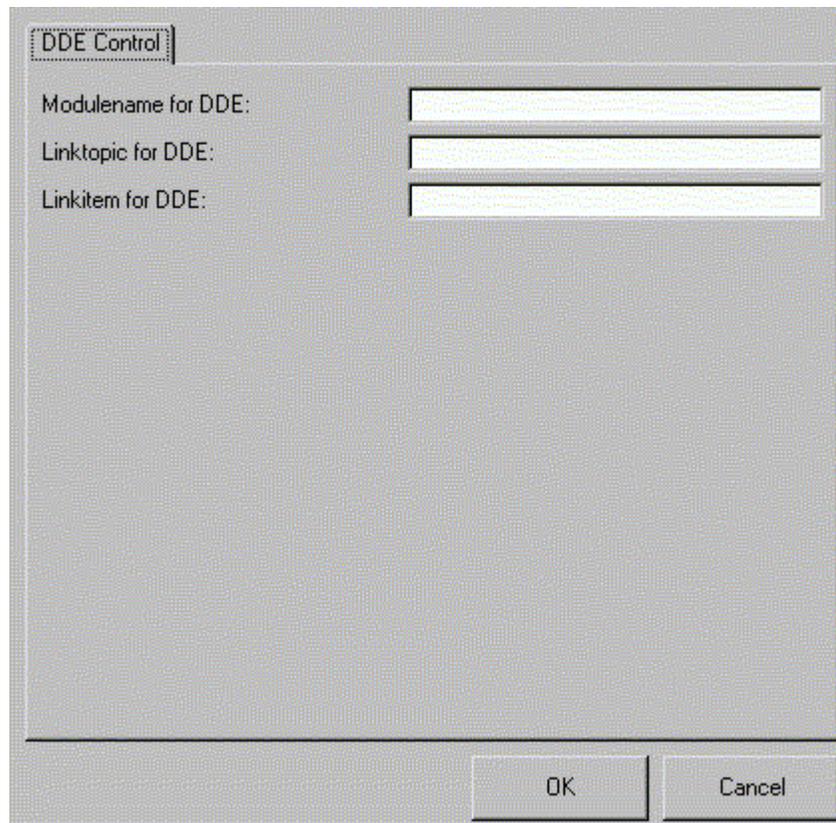
Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFXVW32\OptMultiple

Type: STRING

This value specifies the whether to allow more than one Fax Viewer to be started.

13.10 TCfW

13.10.1 DDE Control



The image shows a dialog box titled "DDE Control". It contains three text input fields with labels: "Modulename for DDE:", "Linktopic for DDE:", and "Linkitem for DDE:". At the bottom of the dialog are two buttons: "OK" and "Cancel".

Module Name for DDE

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\DdeControl\ModuleName

Type: STRING

This value specifies the module name of the calling application. This is normally the name of the program without the extension. For example: if the program name is TCFWCTRL.EXE, the module name is TCFWCTRL.

Link Topic for DDE:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\DdeControl\LinkTopic

Type: STRING

Name of the link topic specified in the calling application.

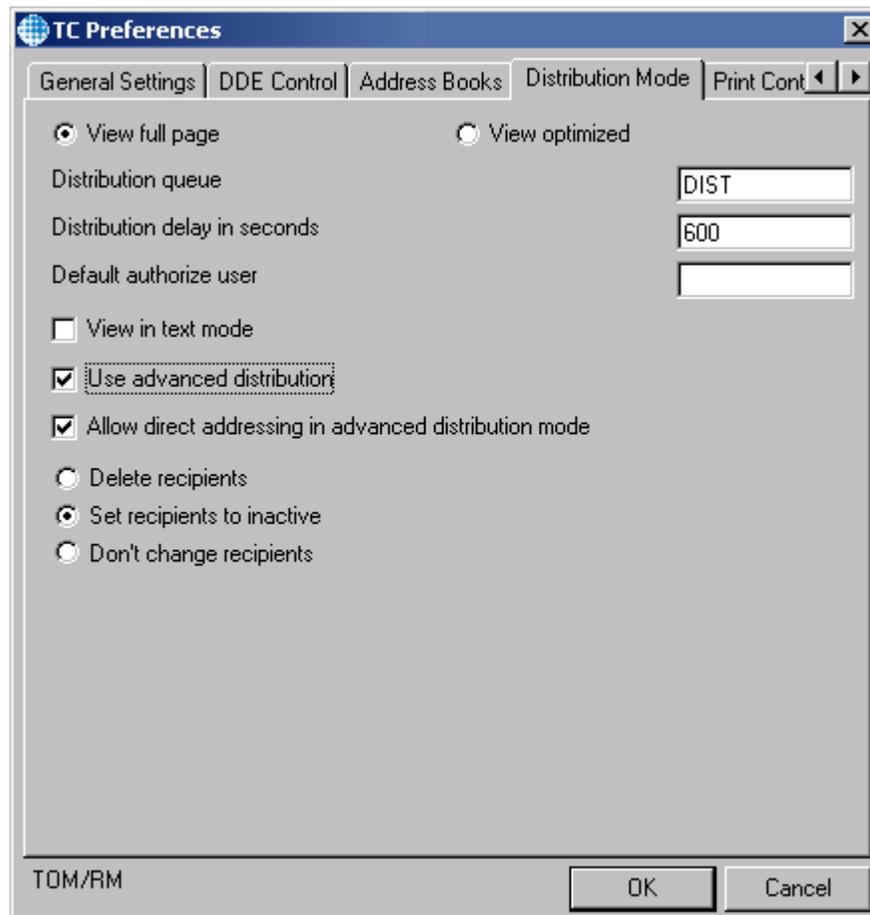
Link Item for DDE:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\DdeControl\LinkItem

Type: STRING

This value specifies the name of a control in the calling application that is able to receive a DDE response. This is normally the name of a text box or label. The DDE response data is transferred to the control and can be read via the TEXT or CAPTION property depending on the type of the control.

13.10.2 Distribution Mode



Distribution Queue

This value specifies which KCS queue will be searched for messages to distribute. Leave blank to use the default KCS queue DIST.

Distribution Delay in Seconds:

Value:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\Distribution_Waiting

Type: STRING

This value specifies how long it takes until a distribution message not handled by the distributor reappears on the distributor's screen.

Default Authorize User:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\AuthUser\ShortName

Type: STRING

A standard authorizing user can be defined for the All-For-One banking key system. This address is inserted automatically in the recipient list with delivery type Auth when the Amount field is filled for the first time. (This setting is found under the AuthUser key).

View in text mode:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\TextMode

Type: STRING

This value specifies that all messages that are automatically opened in distributor mode are displayed in text mode.

Note: If this is selected then the options **View full page** and **View optimized** are inactive.

Use Advanced Distribution:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\UseAdvDist

Type: STRING

This value specifies the enables hotkeys for distribution mode.

Allow direct addressing in advanced Distribution mode:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\DirectAddressing

Type: STRING

By enabling this option, the header will offer exactly the same functionality as with standard Distribution mode. By enabling the Direct Addressing mode, also the functionality of the Originator field in the message header is changed:

If a short name is typed-in and the ENTER key is pressed, the name will be resolved to an existing recipient. If the name type in is not a valid recipient, the address book will open.

If a name already is resolved to an valid recipient and the ENTER key is pressed, the recipient window opens and the information of the recipient can be changed.

View Full Page/View Optimized:

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\ImageMode

Type: STRING

This value specifies the size of the FAX view for distribution mode.

Handling of Recipients

HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\Distribution_Recipients_Mode

Delete recipients

Type: STRING

By selecting this option the original recipients of a message are deleted automatically, the distributor does not need to do this manually anymore.

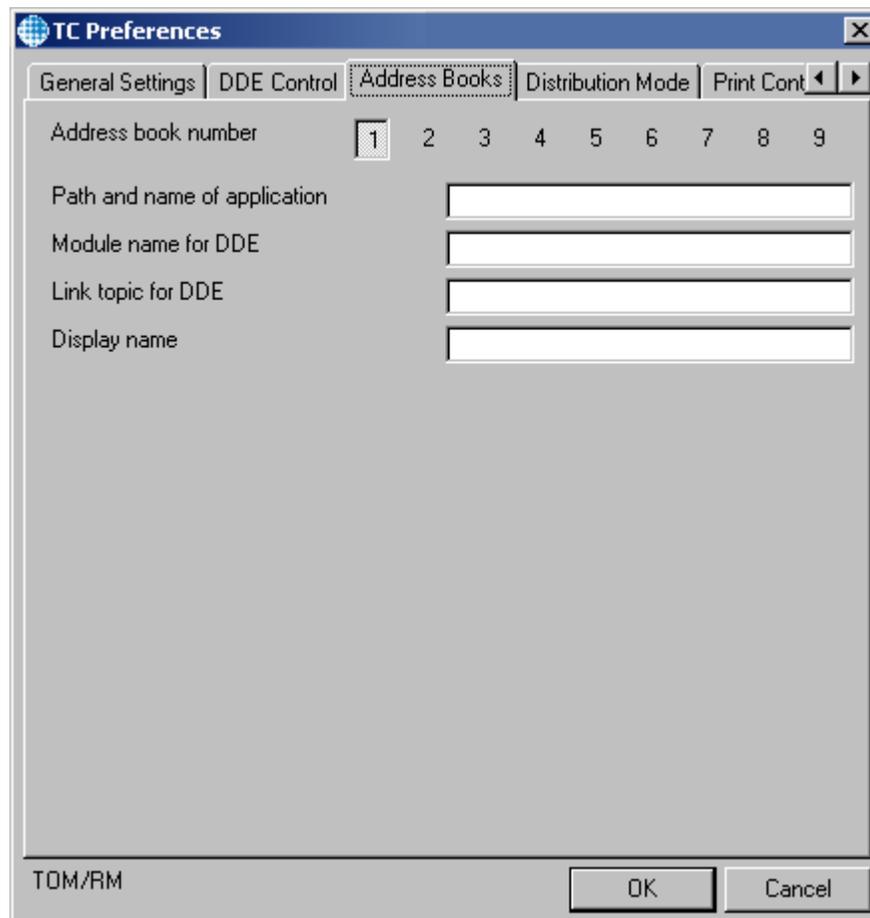
Set recipients to inactive

By selecting this option the original recipients are visible but inactive, they will not get the message again.

Don't change recipients

Selecting this option leaves original recipients unchanged, they will receive the message again unless the distributor deletes them manually.

13.10.3 External Address Book



Path and name of Application:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\AddrBook_Nr\Program

Type: STRING

Complete path and name of .EXE file. This program provides the address data for TCfW via a special protocol.

Module Name for DDE:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\AddrBook__Nr\ModuleName

Type: STRING

Normally the .EXE file name without extension.

Link Topic for DDE:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\AddrBook__Nr\LinkTopic

Type: STRING

This value specifies the topic to which the destination application reacts in a DDE conversation.

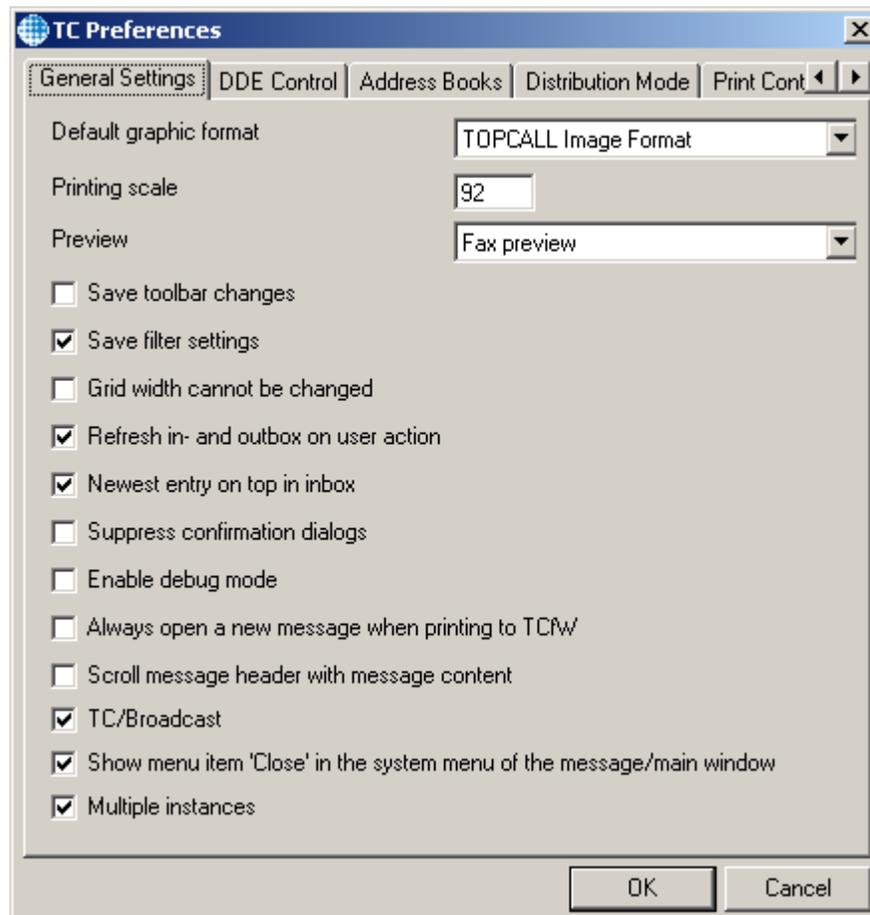
Display Name:

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\AddrBook__Nr>Title

Type: STRING

This value specifies the text appearing in the address book list box.

13.10.4 General Settings



Default Graphic Format

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\DefGraphicFormat

Type: STRING

This value specifies the graphic format used for the function Edit page (default BMP). Valid values are: BMP, TIFFG32, TIFFG33, TIFFG4, TIFFU, TIFFP, PCX, DCX and TCI

Printing Scale

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\PrintingScale

Type: STRING

This value specifies the scale factor for printing messages from TCfW. Default: 92, Range: 90-100.

Preview

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\Preview

Type: DWORD

This value specifies whether the message preview shows a fax preview or a workstation preview. The fax preview uses the KCS Fax font. The workstation preview uses the configured message content font.

Save Toolbar Changes

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\SaveToolbarChanges

Type: STRING

This value specifies if the user's toolbar settings are stored when he or she logs off, or not.

Save Filter Settings

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\UseDefaultFilter

Type: STRING

If not checked, the user ID and some other meaningful settings are used for filtering messages in the folder windows.

Grid width cannot be changed

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\GridFixColsize

Type: STRING

This value specifies whether the size of columns can be changed.

Refresh In- And Outbox On User Action

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\Autorefresh

Type: STRING

If enabled, the folder view is updated when a message has been marked as completed or deleted.

Newest Entry On Top In Inbox

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation>ListNewestFirst

Type: STRING

This value specifies whether the newest message is listed always on top in the IN box.

Suppress Confirmation Windows

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\ConfDialog

Type: STRING

This lets you turn off alert panels like Message not saved, really quit? if this bore your users. Better leave this option unchecked.

Enable Debug Mode

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\Debug

Type: STRING

If enabled you will have three additional buttons in the Main TCfW window:

Heap dump

Generates a dump of the TCSI.DLL heap space to the TCSI trace file.

Handle dump

Generates a dump of the TCSI objects handles to the TCSI trace file.

Open objects

Displays in the status line: KCS name, user ID and number of open objects.

Always open a new message when printing to TCfW

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\PrintOutput

Type: STRING

Defines whether printer output should be attached to the existing message or to a new message.

Scroll message header with message content

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\ScrollHeader

Type: DWORD

If enabled, the message header will scroll with the message content. If disabled, only the message contents scroll.

TC/Broadcast

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Multifax\Enabled

Type: STRING

Enables/Disables TC/Broadcast job monitoring

Show menu item 'Close' in the system menu of the message/main window

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\SystemMenu

Type: STRING

This value Enables/Disables to close the main/message window by clicking on the 'Close' button.

Multiple instances

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\MultiInstance

Type: STRING

This value Enables/Disables multiple TCfW instances.

13.10.4.1 Displaying the Original Message of a Notification Can Be Configured

TCfW tries to open and to display always the original message of a notification. This behavior can be configured by setting following registry value to 0.

HLMACHINE\SOFTWARE\TOPCALL\TCFW\Workstation

Registry-Key	Value	Type	Default
HKLM\SOFTWARE\TOPCALL\TCFW\WorkStation	ShowOrigMsgInNotif	REG_DWORD	1

13.10.4.2 Attachments with a Specified Extension Can Be Opened in a Special Mode

TCfW uses the Microsoft OLE control for displaying and editing attachments. Sometimes opening of a HTM or HTML attachment leads to an error if MS Internet Explorer is associated with these attachments.

Error details: If TCfW tries to open a HTM or HTML attachment with the Microsoft OLE control, MS Internet Explorer starts but hangs without doing anything. The result of the error in MS Internet Explorer is, that then also TCfW hangs.

To work around this problem TCfW can be configured to open HTM/HTML attachments with a call to the Win32 API.

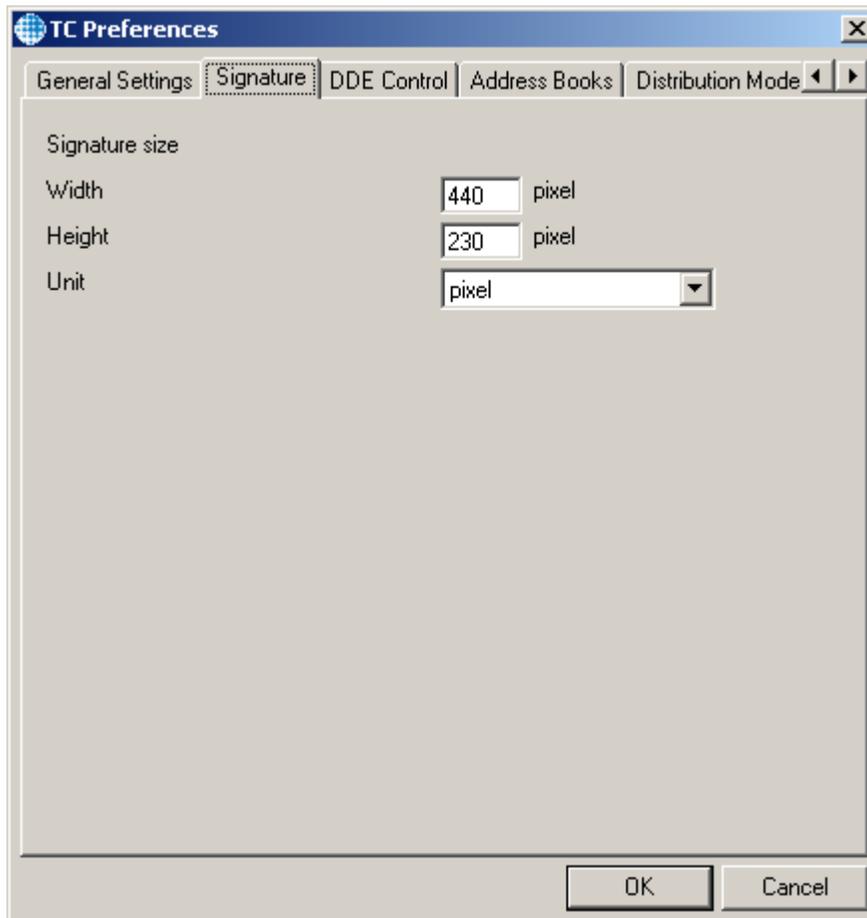
Restriction: If an attachment is opened with a call to the Win32 API for editing, the changes in the attachment cannot be saved back to the message. Changes that were made in the attachment are lost.

Configuration: The registry value **ShellExecuteExtensions** is used to specify the file extensions that should be treated special. The registry value is not created automatically by TCfW. The maximum length of this registry value is 300 characters.

Registry-Key	Value	Type	Default	
HKLM\SOFTWARE\TOPCALL\TCFW\WorkStation	ShellExecuteExtensions	REG_SZ	HTM,HTML	Comma separated string

Note: Add a file extension to the registry value **ShellExecuteExtensions** only if TCfW fails to open attachments with a special file extension.

13.10.5 Signature



The size of a signature that can be saved into a user profile can be specified (the maximum size is 200 mm by 250 mm). The unit of measurement can be millimeter, inch or pixel.

Width

Value: `HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\ SignWidth`

Type: STRING

This value defines the maximum width of a signature.

Height

Value: `HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\ SignHeight`

Type: STRING

This value defines the maximum height of a signature.

Unit

Value: `HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Workstation\ SignUnit`

Type: DWORD

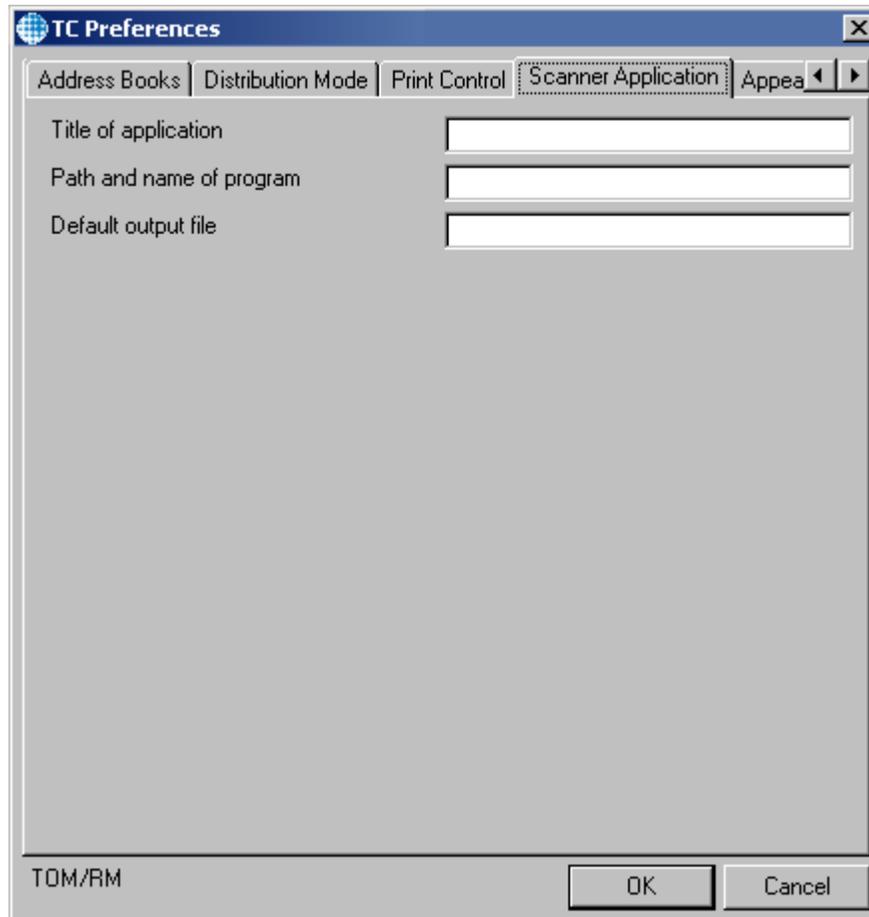
This value specifies the measure unit signature.

0 = millimeter

1 = inch

2 = pixel

13.10.6 Scanner Application



Title of application

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Scan\Title

Type: STRING

This value specifies the name of the scanner application.

Path and name of program

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Scan\Program

Type: STRING

This value specifies the full path to a scanner application.

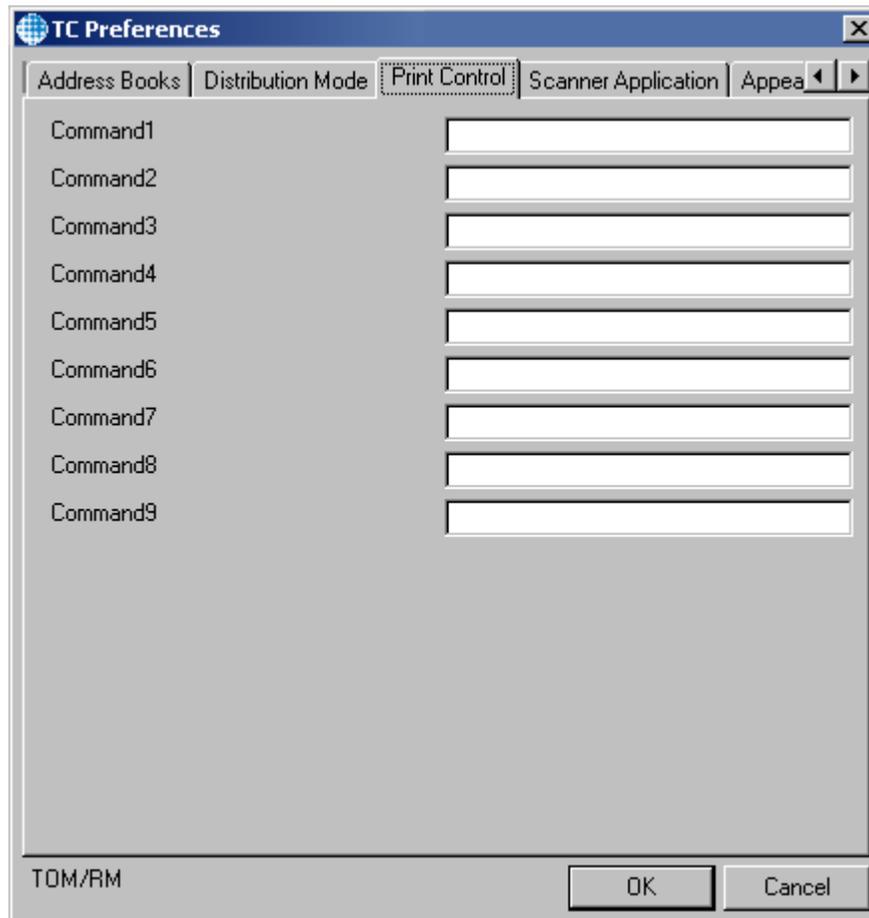
Default Output File

Value: HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Scan\OutFile

Type: STRING

This value specifies the file where the scanner application places its output.

13.10.7 Print Control



This section can be found under PrtApiCommands and defines a string consisting of printer API commands. TCFW reads the keywords CMD1 up to CMD9. As parameter only the command itself must be specified. This is used for example when printing to KCS printer from WinWord. You may specify, as shown in our example below, default receivers here.

KCS offers the following API key words:

Keyword	Meaning	Language file constant
To:	Specifies the TO delivery type	TO_TXT
cc:	Specifies the cc delivery type.	CC_TXT
bcc:	Specifies the bcc delivery type.	BCC_TXT
Auth:	Specifies the Auth delivery type.	AUTH_TXT
Subj:	Subject of the message.	ENVREF_TXT
Send:	Sends the message immediately.	API_SEND_TXT
Sign	Inserts a signature mark for a signature.	

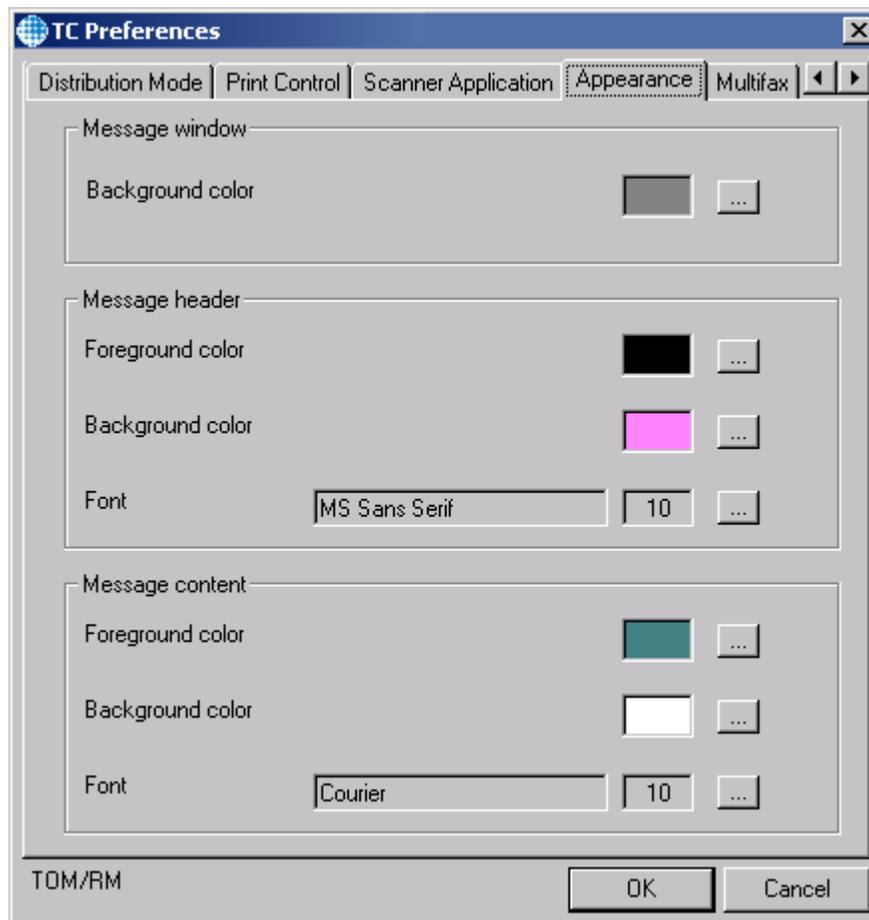
13.10.8 Appearance

This property page controls the appearance of a message by selecting the font and colors.

Registry values:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_BACKCOLOR
```

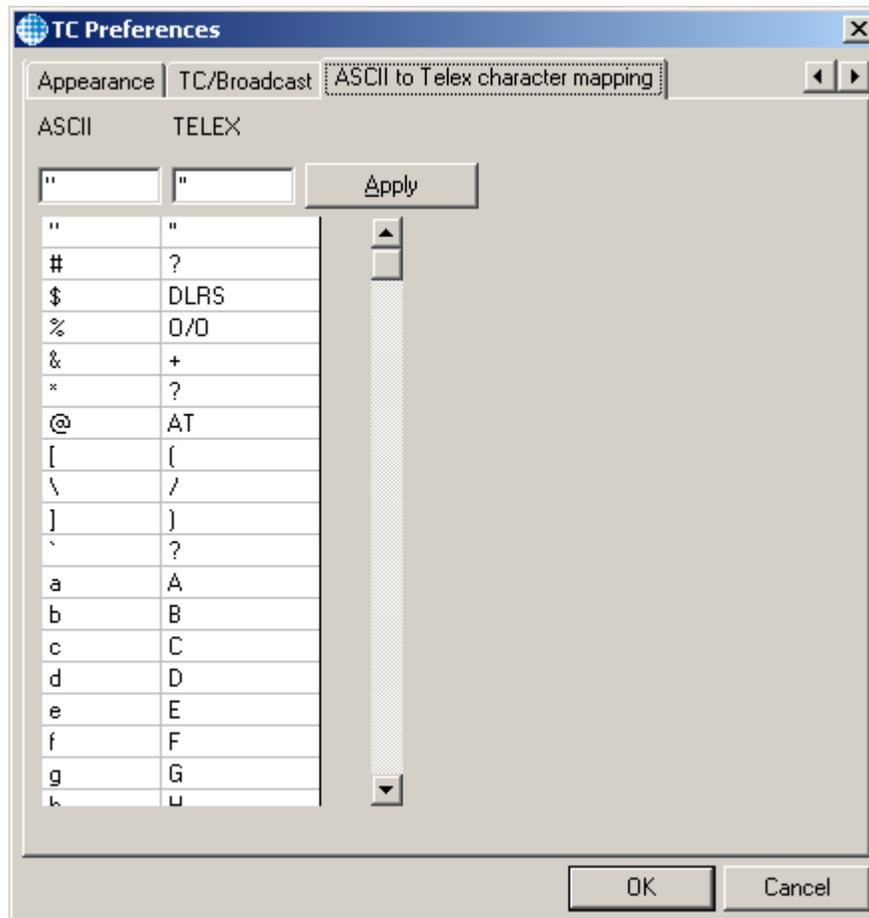
```
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_CONTENT_TEXTCOLOR  
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_CONTENT_BACKCOLOR  
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_CONTENT_FONTNAME  
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_CONTENT FONTSIZE  
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_HEADER_TEXTCOLOR  
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_HEADER_BACKCOLOR  
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_HEADER_FONTNAME  
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Appearance\MSG_HEADER FONTSIZE
```



Result:

- Click the Apply button to save the changed Telex characters.
- Select the next ASCII character that you want to change or click the OK button to save the ASCII to Telex character mapping permanently.

Warning: If you click the Cancel button all your changes will be lost.



Restriction: It is not possible to append / delete entries with the KCS preferences. But it is possible to append / delete entries directly in the Windows Registry.

13.10.9.2.1 Windows Registry

The ASCII to Telex characters mapping is saved in the windows registry.

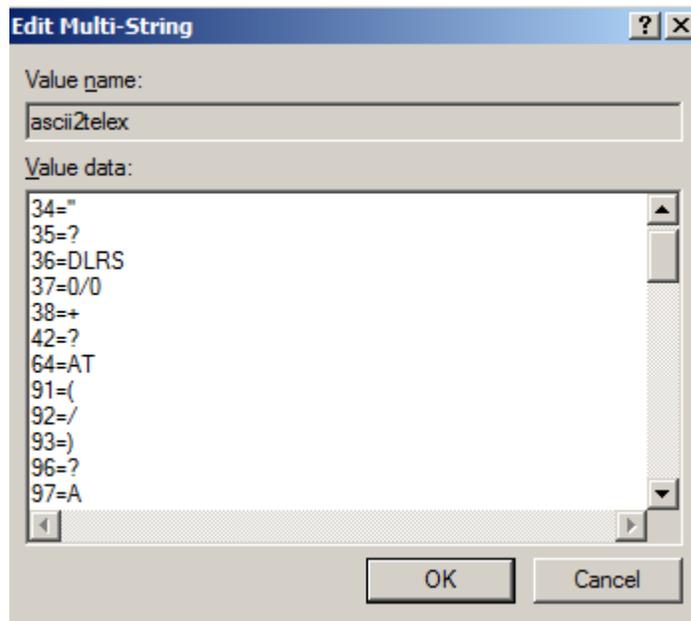
Registry key	Value	Type
HKLM\SOFTWARE\TOPCALL\TCFW\WorkStation	ascii2telex	REG_MULTI_SZ

The registry value is not created by the Client Applications setup, but it is created if the **OK** Button is clicked the first time within the KCS Preferences.

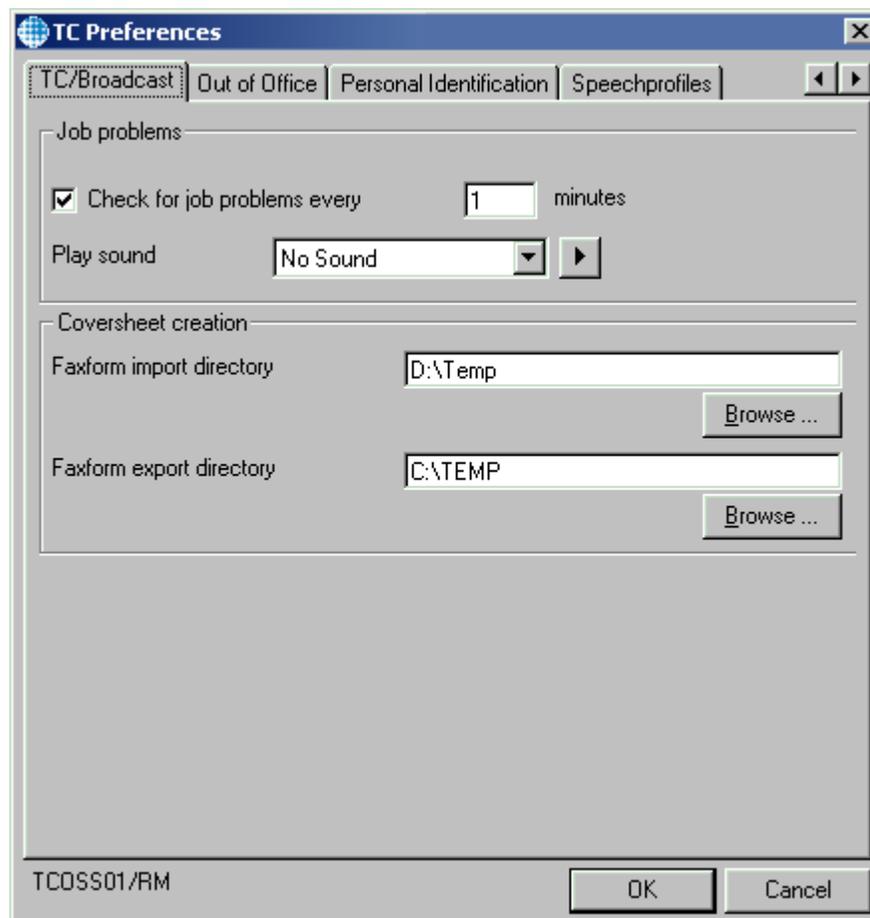
13.10.9.2.2 Format of the REG_MULTI_SZ

The REG_MULTI_SZ is a list of the ASCII character code and the corresponding Telex character(s). Each line in the list contains the ASCII character code, the delimiter (=) and the Telex character(s). The list can be expanded by adding additional lines; it is also possible to delete lines.

Warning: Be careful if you append / delete lines with the registry editor. If the format of a line is incorrect, TCfW or KCS Preferences may fail to start.



13.10.10TC/Broadcast



13.10.10.1 Job Problems

All jobs that could not be resolved automatically are sent to the Intercept queue. TCfW can be configured to check for entries in the intercept queue and to play a sound if the queue is not empty.

Registry values:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Multifax\AUTOMATICINTERCEPT
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Multifax\PlaySound
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Multifax\TimerInterval
```

13.10.10.2 Cover Sheet Creation

TCfW can write an INI file for automatically creation of cover sheets. The INI file is written to the path *Faxform import directory*. The automatically created coversheet is written to the path *Faxform export directory*.

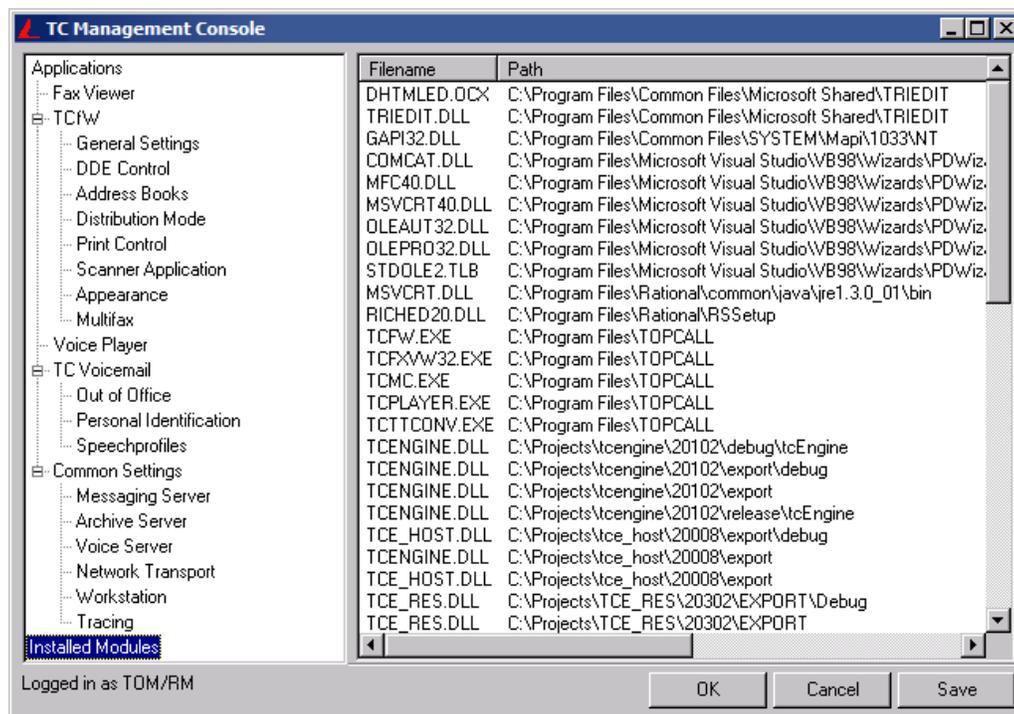
Registry values:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Multifax\FAXFORMINPUTDIR
HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCFW\Multifax\FAXFORMOUTPUTDIR
```

The file name of the INI file is the User-ID of the customer plus the file extension INI (e.g. 00001.INI). The INI file has following format:

```
[CUSTOMER]
USERID=10002
LANGUAGE=01
[TCOSS]
USERID=TESTUSER
PASSWORD=8CB3B3B3494C6CD3
PATH=TCP/IP,10.50.1.1:TCOSS01|TCP/IP,10.50.1.2:TCOSS01
NAME=ASP01
[OUTPUT]
PATH=D:\Temp
```

13.11 Installed Modules



The **Installed Modules** panel always contains a complete list of all modules of the KCS Clients. If a module is not installed the **Path** column is empty. All local drives are searched for all modules.

The checked modules are defined in the file TCPREFVIEWER.INI.

13.12 Preferences Panels

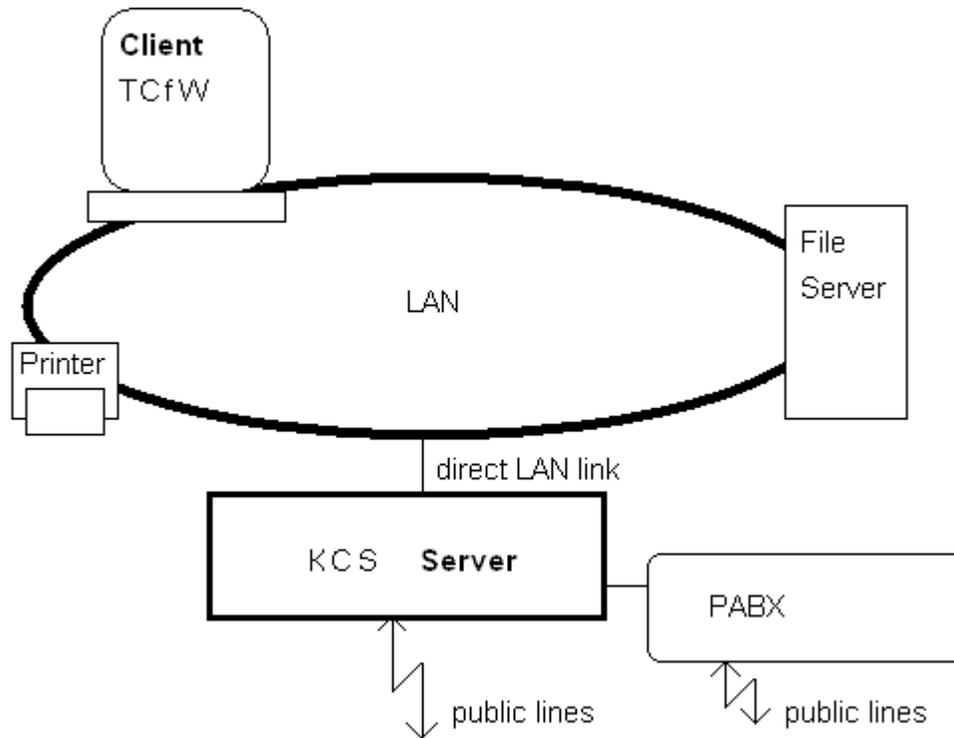
A complete list of available panel names on a specific workstation can be found under: *HKLM\Software\TOPCALL\Preferences\InstalledPanels*.

This registry value is overwritten during setup/update.

Default: TCPCommon TCPVMail TCPTCFW TCPPlayer TCPFaxViewer

14. KCS Architecture and TCfW

The diagram below shows the components of a basic KCS solution:



The components of a KCS solution are:

- KCS server
- TCfW client
- LAN environment
- PABX environment.

The TCfW client establishes a connection through the LAN to the KCS server. This connection is based on the KCS Transport Layer to make the best possible use of your network resources. The KCS server is connected by the LCU (LAN Connectivity Unit) to the physical network.

The KCS server manages:

- Public lines and their queues
- Automatic distribution of inbound messages
- User mailboxes
- FIS – the Fax Information System
- User profiles
- Address books
- Log files
- Cost accounting
- PABX link and PABX control (message waiting).
- Sends LAN Break messages to users
- Prints messages to LAN Printers (PCL5)

- Passes inbound messages to applications -- Inbound API
- Sends outbound messages from applications -- Outbound API.

The TCfW client enables users to:

- Send messages via different public services
- Receive messages from different public services
- Keep various kinds of folders
- Maintain the KCS server.

The LAN environment

- Connects the TCfW client to the KCS server
- Provides printing facilities (queues) to the KCS server to print out inbound messages automatically
- Sends break messages to the users informing them of inbound messages or other events
- Provides a File API to applications for sending and receiving messages.

The PABX environment

- Integrates existing fax machines connected to DID extensions
- Informs the user about the status of his or her mailbox (message waiting signal on the user's telephone set)
- Delivers DID information to KCS for automatic routing of incoming messages.

15. PABX Link – Message Waiting Signal

PABX systems supporting message waiting signals on user phone sets can inform the user about the status of his **IN Box**. If the **IN Box** contains unread messages, the message-waiting signal will be on. With no unread messages in the **IN Box**, the signal is off.

Most PABX systems allow you to control the message waiting feature by dialing specific command strings on a normal a/b telephone line, provided the PABX is configured properly. KCS can use the message-waiting feature with any PABX that supports this type of command.

The default services MSGON and MSGOFF are set as in the example below:

```
MSGON,      +Message waiting ON,           F:+M*8*1#, FREE, T
MSGOFF,     +Message waiting OFF,          F:+N*8*0#, FREE, T
```

In the **User Profile**, the proper settings in the **Event** area for the events **MsgWait On** and **MsgWait Off** must be defined. The user's telephone extension has to be entered in the **Address** area for the service Msgon/Off.

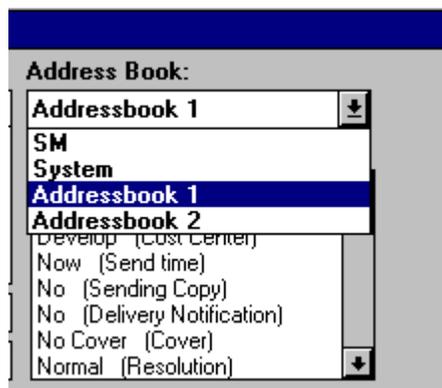
PABX systems may offer their own interface to control the message-waiting signal. Most of the requirements can be satisfied with a TCOSS SCRIPT.

Please contact your local Kofax partner for help with script programming.


```
;PROGRAM complete path and name of exe
PROGRAM=c:\dbase\maddr.exe
;MODULNAME normally exe file name without extension
MODULNAME=MADDR
;LINKTOPIC topic the destination application reacts on
LINKTOPIC=DbaseAddrBook
;TITLE default=ADDRBOOKn (section name) text appearing in the addressbook
list box
TITLE=Addressbook 2
```

16.2 User Interface

These two address books appear in the Message window as shown below.. The first customer address book defined in the registry is the default address book. Up to 9 additional address books can be defined. Each one needs a separate section, ADDRBOOK1 to ADDRBOOK9, in the registry.



16.3 Interface Between TCfW and the Client Application

TCfW starts the client application if it is not already running. Further communication between the two applications is done via DDE.

Customers can obtain complete documentation for implementing client applications from Kofax.

16.4 DDE Interface

This feature enables another program, running on the same computer, to control the message window in various ways by means of DDE. The main purpose is the control of the image view of a message. Zoom-in, zoom-out, creation of a separate zoom window is possible.

The advantage is that the user need not change to TCfW to get for example a part of the image into the zoom window. All these features of the message window can be controlled by another application.

16.4.1 Commands for Message Window (MSG=...)

The following list of DDE commands only works if TCfW is started and a message window is active. The DDE commands always act on the last message that had the focus. If more than one message is opened the last active message reacts to the DDE commands. Whether the

message was opened manually or automatically (in the distributor mode), does not influence the DDE commands.

All message window related DDE commands have to begin with 'MSG=' followed by the command keyword. (e.g. MSG=IMAGEMODE)

Command	Description
TXTMODE	Message window is displayed in text mode
IMGMODE	Message window is displayed in image mode
CLOSE	Closes the active message. Does not suppress any messages like 'Message not saved ...'. Message stays in the distributor queue.
TERMINATE	Message is removed from the distributor queue. Command returns 'Ok' on success or 'NOk' in case of problems.
SEND	Sends the active message
PRINT	Opens the print window
PAGEUP	Shows the previous screen of the message (image and text mode)
PAGEDOWN	Shows the next screen of the message (image and text mode)
ZOOMIN	Zoom in once (image mode only)
ZOOMOUT	Zoom out once (image mode only)
FLIP	Rotate clockwise 180 degrees (image mode only)
ROTATE	Rotate 90 degrees (image mode only)
OPTIMIZE	Optimized image view (image mode only)
FULLPAGE	Show full page (image mode only)
SHOWPAGE,nnn	Positions the viewer on page nnn. 0 shows first page with header, 1 shows first page without header (image mode only)
ZOOMWINDOW,ON	Starts the zoom window in invisible mode and returns the windows handle. This handle can then be used to size and position the window and to change between visible and invisible by means of windows API functions (image mode only).
ZOOMWINDOW,OFF	Closes the zoom window (image mode only)
ZOOMREFERENCE	Sets the basis for the zoom factor. For example if the message is viewed in full page mode and ZOOMREFERENCE is executed a zoom factor of 100 references to this representation.
IMAGEVIEW,x,y,factor	Sets the x and y position in millimeter and the zoom factor (100 = 1/1) in the main image window (image mode only).
IMAGEVIEWZOOM,x,y,factor	Sets the x and y position in millimeter and the zoom factor (100 = 1/1) in the zoom window (image mode only).
IMAGEVIEW,IMAGEVIEWZOOM	The x and y positions are specified in millimeters from the upper left corner of the original page. An original A4 fax page is 21cm * 29cm. So if the lower half should be displayed y must be set to about 150 (=150 mm). The factor of 100 (what means 1/1) is defined by the command ZOOMREFERENCE. The maximum zoom factor is reached if one fax dot is represented by one screen pixel.
IMAGEVIEW,REFRESH	Refreshes the main image window. Should be used after 'IMAGEVIEW,x,y,factor' - image mode only
IMAGEVIEWZOOM,REFRESH	Refreshes the zoom window. Should be used after 'IMAGEVIEW,x,y,factor' (image mode only).

IMAGESAVE,p,f,o	Saves the pages specified by p (e.g. '1;2;5-7') in the format f. (e.g. TIFFG3, TIFFG4..) in the output file o.(e.g. c:\temp\test.tif) Valid formats: BMP, TIFFG32, TIFFG33, TIFFG4, TIFFU, TIFFP, PCX, DCX, TCI, MODCA1, MODCA2. Only the formats TIFFxxx, DCX and MODCAx support multiple pages in one output file. If another format is chosen and multiple pages are specified for conversion only the first page is converted. In the case the output file already exists, it will be overwritten. This command returns "Ok" on success or "NOK" in any other case.
FILENAME	Returns the KCS filename of the viewed message (e.g. 'ATF00333')
NUMBEROFPAGES	Returns the number of pages of the message
RECEPTIONDATE	Returns the reception date of the message in the format YYMMDD.
RECEPTIONTIME	Returns the reception time of the message in the format HHMMSS.
ORIGINATOR	Returns the originator of the message. In case of an incoming fax the fax number of the originator is returned. This is the TCSI object TS_ORIGINATOR_INFO.

16.4.2 Commands for Application (TCFW=...)

All application related DDE commands have to begin with 'TCFW=' followed by the command keyword. (E.g. TCFW=DISTRIBUTE,ON)

Command	Description
DISTRIBUTE,ON	sets the distribution mode to on
DISTRIBUTE,OFF	sets the distribution mode to off
QUIT	Terminates the TCfW application

16.4.3 View Tiff Files (VIEWTIFFFILE=...)

This command starts a new message window with the indicated file. The file is converted by TCIMGIO.DLL to TCI code. The conversion is done automatically by TCIMGIO.DLL and is independent of the file extension. In the case TCIMGIO.DLL was able to convert the file to TCI code the message window opens. There is no DDE-response sent to the calling application.

```
VIEWTIFFFILE=c:\temp\test.tif
VIEWTIFFFILE=c:\autoexec.bat
```

16.4.4 Related Entries in the Registry

The section DDECONTROL in the registry or in the INI-file identifies the calling application and enables TCfW to respond on DDE commands. You can set them using the DDE Control tab in the preferences panel.

```
[DDECONTROL]
MODULENAME=
LINKTOPIC=
LINKITEM=
```

MODULENAME: specifies the module name of the calling application. This is normally the name of the program without the extension.

For example: if the program name is TCFW.EXE, the module name is TCFW.

LINKTOPIC: name of the link topic specified in the calling application.

LINKITEM: name of a control in the calling application that is able to receive a DDE response. This is normally the name of a text box or label. The DDE response data is transferred to the control and can be read via the TEXT or CAPTION property depending on the type of the control.

17. Setting Printer API Commands

Printer API commands can be set in the Printer tab of the preferences panel. If configured, these API commands are executed after each document that is printed into TCfW from the KCS printer driver.

This allows having a scanner application printing each scanned document into the KCS printer. The command line holds the operator queue as recipient and the API send command. TCfW running on the same workstation receives the commands and puts each scanned document to the KCS distributor queue without user interaction.

The following section defines a string consisting of printer API commands. TCfW reads the keywords CMD1 only the command up to CMD9.

```
[PRTAPICOMMANDS]
CMD1=TO: SM
CMD2=TO: FU
CMD3=SEND
```

17.1 API Key Word Command Overview

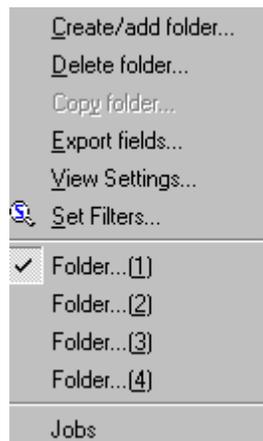
KCS offers the following key words:

Keyword	Meaning	Language File Constant
To	Specifies the TO delivery type	TO_TXT
cc	Specifies the cc delivery type	CC_TXT
bcc	Specifies the bcc delivery type	BCC_TXT
Auth	Specifies the Auth delivery type	AUTH_TXT
Subj	Subject of the message.	ENVREF_TXT
Send	Sends the message immediately	API_SEND_TXT
Sign	Inserts a signature mark for a signature	

18. TC/Broadcast

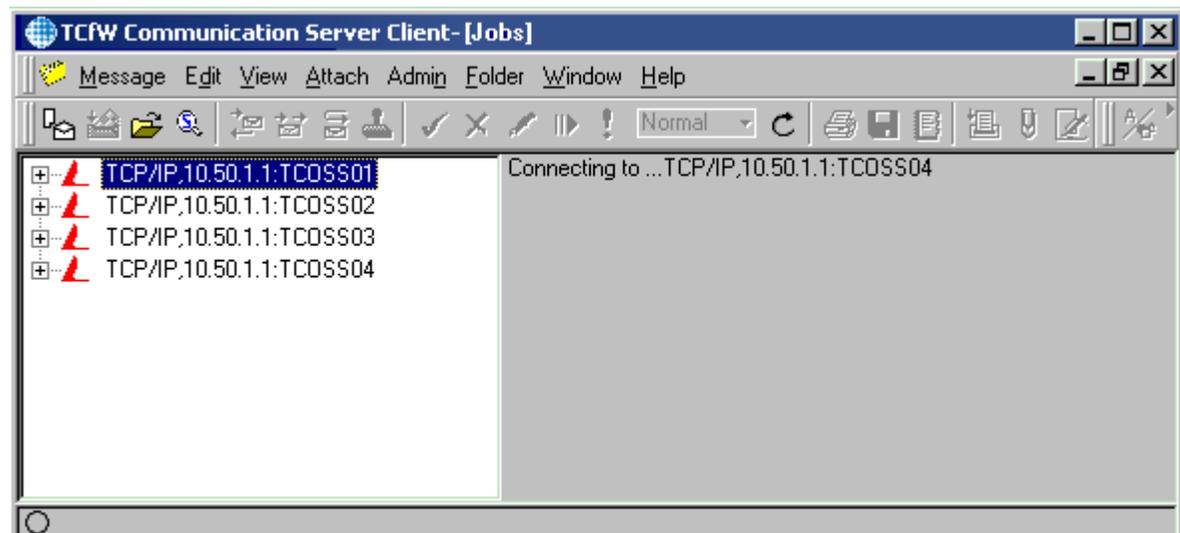
The order for a broadcast can be faxed, sent as an email or sent submitted via the web. The job request is evaluated and validated (distribution list resolution) by a server process (TC/Resolve). Finally, the real job (mass send order) is created and the message is sent to its real recipients. The job send orders can be monitored in the TCfW Job Monitoring window.

The job-monitoring window tracks the status of all active jobs. It is possible to monitor the jobs of all configured TCOSS instances. The job monitoring window is opened by selecting the menu item **Jobs** in the **Folder menu**.



Note: Job monitoring is enabled/disabled with the **TC Management Console** in the section **TCfW/TC/Broadcast**

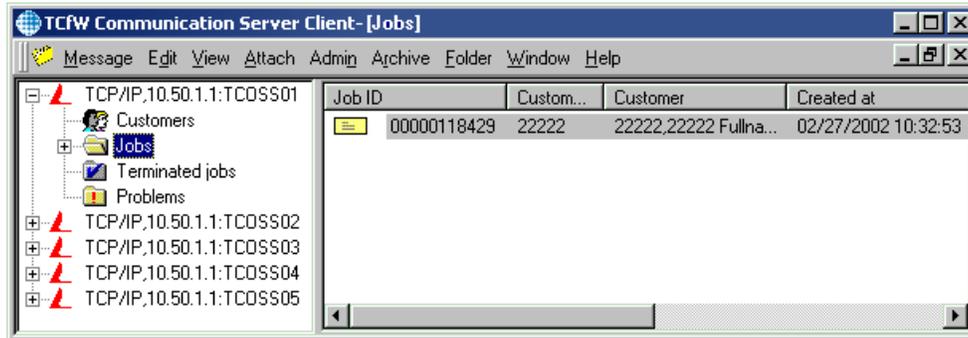
If the job-monitoring window is opened, it tries to connect to the configured TCOSS servers automatically. Selecting the menu item *Common preferences* in the Admin menu configures the TCOSS servers.



If auto login fails, a login window opens and the user can input user ID and password.

18.1 Job Monitoring Window

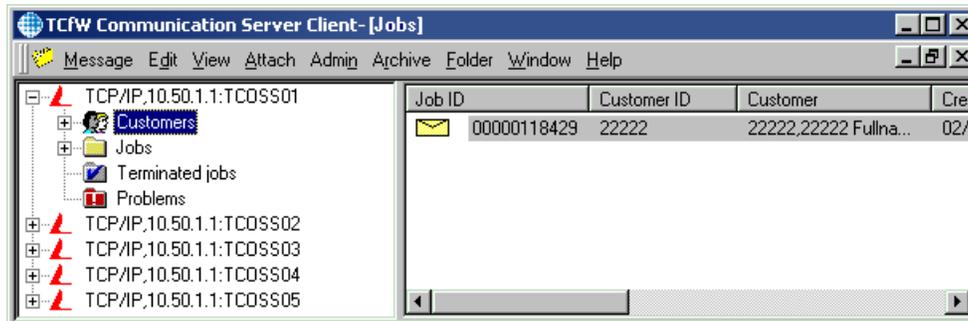
The job monitoring has two panes. The pane on the left contains a tree view with the configured TCOSS servers; the pane on the right contains details about the selected item in the tree view. Any item in the tree-view can have a list of subitems. Clicking on the plus sign expands the list of subitems.



18.2 Items of the Job Window

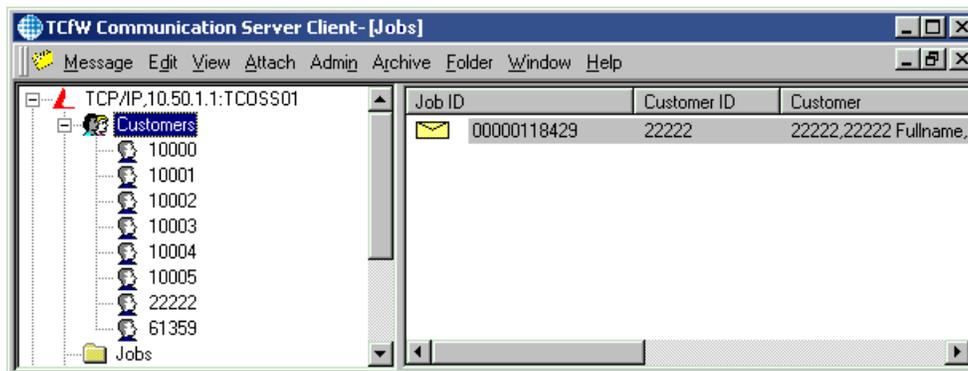
18.2.1 Customers

Selecting the item **Customers** in the left pane shows a list of all active jobs in the right pane.

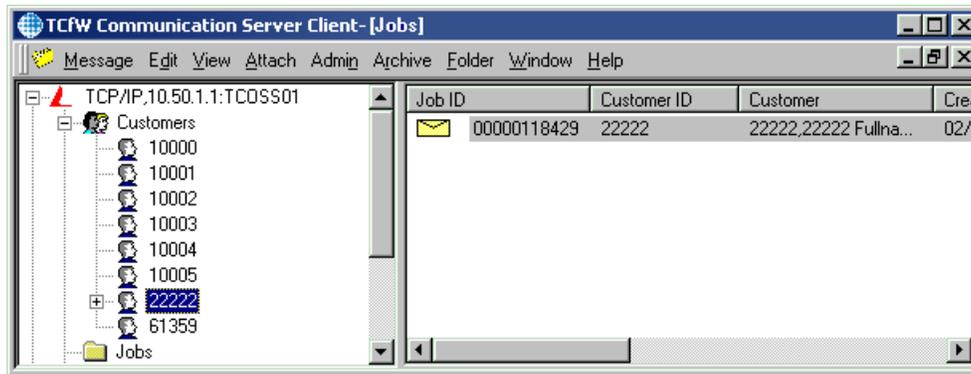


Expanding the item **Customers** shows all customers in the left pane.

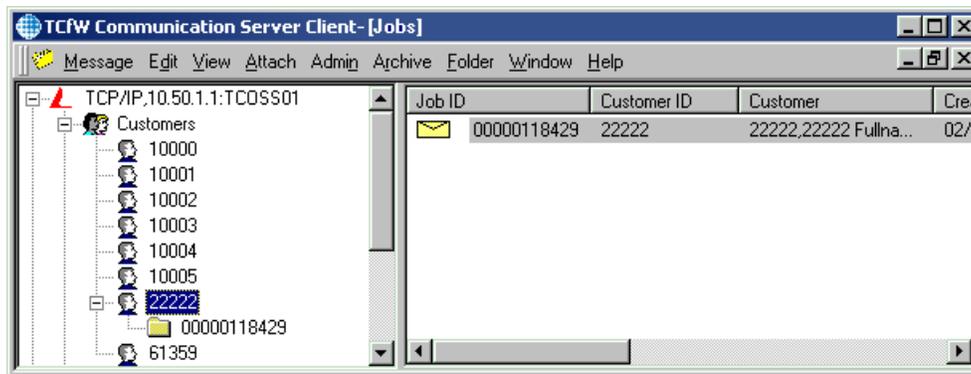
Note: Only customers, who have the user right 'User can send jobs' set, are shown.



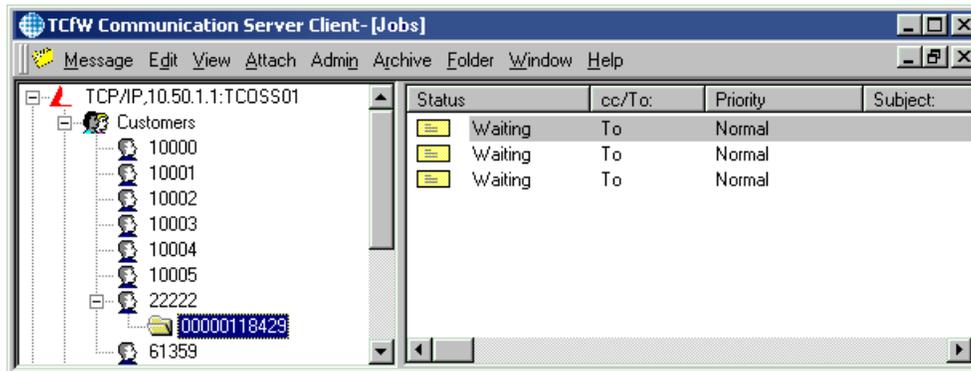
Selecting a customer in the left pane shows all active jobs for the selected customer in the right pane.



Expanding a customer item in the left pane shows all open jobs for this customer in the left pane.

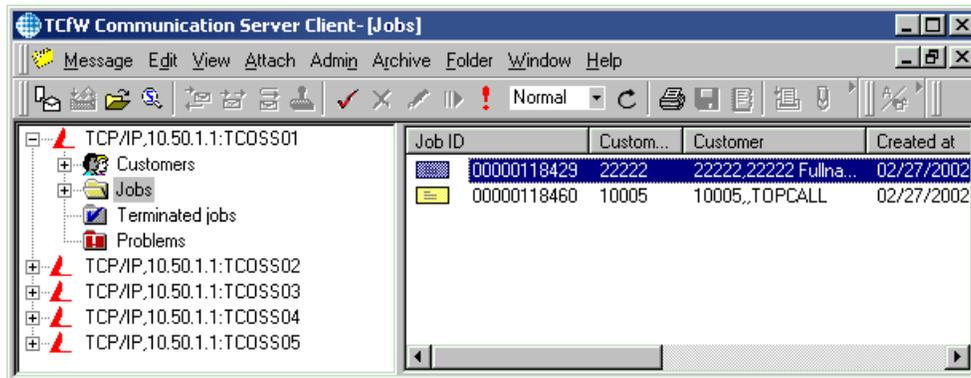


Selecting a job item in the left pane shows a list of all send orders that are not sent.



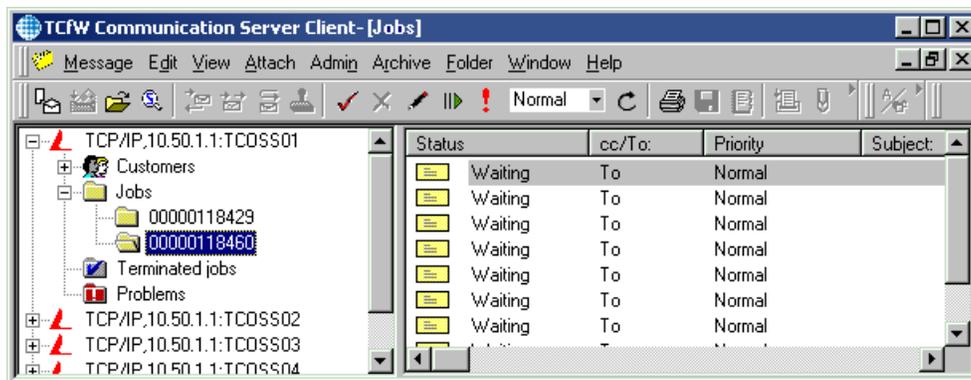
18.2.2 Jobs

Selecting the item **Jobs** in the left pane shows a list of all active jobs in the right pane.



Expanding the **Jobs** item shows all active jobs in the left pane

Selecting a job item in the left pane shows all send orders that are not sent.

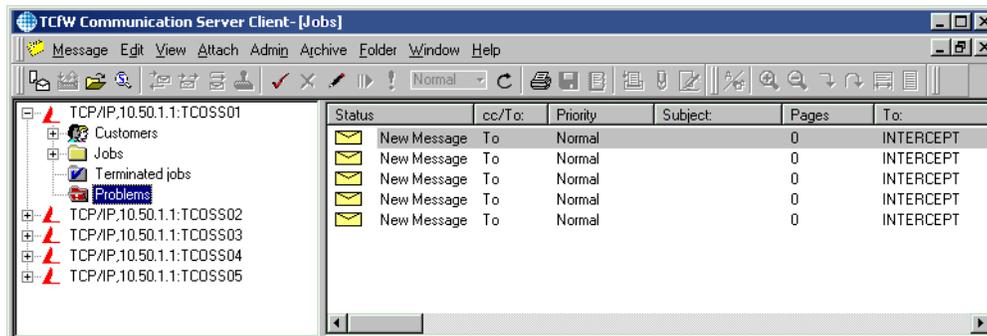


18.2.3 Terminated Jobs

Selecting the item **Terminated jobs** shows a list of all finished jobs in the right pane.

18.2.4 Problems

Selecting the item **Problems** shows all jobs that could not be resolved automatically.



Following actions are possible on intercepted jobs:

- Open the original message of the job
- Cancel the job
- Resend the job
- Actions

18.2.5 Actions on Jobs

18.2.5.1 Open

Double-clicking a job opens the original message of the job

18.2.5.2 Print

Selecting the menu item **Print** in the message menu or clicking the  button prints the original message of the selected job.

18.2.5.3 Cancel

Selecting the menu item **Mark completed** in the **Message** menu or clicking the  button menu cancels the complete job.

18.2.5.4 Priority

Selecting the menu item **Set Priority** in the **Message** menu or clicking the  button changes the priority of the selected job. It is possible to select more than one job and to change the priority of all selected jobs. The priority level is taken from the drop down list in the toolbar. The priority level can be one of the following values:

Low, Normal, High, High 1, High 2, High 3, High 4, High 5, High 6, High 7, High 8, High 9, Highest

18.2.6 Actions on Send Orders

18.2.6.1 Cancel

Selecting the menu item **Mark completed** in the **Message** menu or clicking the  button menu cancels a message.

18.2.6.2 Reactivate

Selecting the menu item **Reactivate** in the **Message** menu or clicking the  button reactivates a message.

18.2.6.3 Correct

Selecting the menu item **Correct** in the **Message** menu or clicking the  button can change the addressing information of a message.

18.2.6.4 Priority

Selecting the menu item **Set Priority** in the **Message** menu or clicking the  button changes the priority of the selected message. It is possible to select more than one message and to change the priority of all selected messages. The priority level is taken from the drop down list in the toolbar. The priority level can be one of the following values:

Low, Normal, High, High 1, High 2, High 3, High 4, High 5, High 6, High 7, High 8, High 9, Highest

18.3 Filters

The list view's column header in the right pane shows the titles of each column. Clicking into a column header opens the following menu:

Filter	Description
Ascending	Allows you to specify a sorting order.
Descending	Allows you to specify a sorting order.
Set Filters	Allows you to set a filter in order to restrict the entries shown.

18.4 Distribution Lists

Distribution lists for broadcasting can be maintained within the address book.

18.4.1 Necessary User Rights

At least the read right (1) for the user profiles must be set

The read and the write right for the message folder (2) must be set.

To maintain the distribution lists of all users, the user right to open messages of all users from the message folder (3) must be set.

User Profile - RM (Michael Rossori)

General | Address | Event | **Rights** | Manual Fax | Distributor | Authorize/Sign | Alert | Queue Length Log

Read	Write	FIS prefix: <input type="text"/>					
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> FIS Folder	<input checked="" type="checkbox"/> Tech user	<input type="checkbox"/> Meta-Mail				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Message Folder ← 2	<input checked="" type="checkbox"/> Server	<input type="checkbox"/> LAN login				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> System Folder	<input checked="" type="checkbox"/> Services	<input type="checkbox"/> Terminate incoming				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> System Address Book	<input checked="" type="checkbox"/> Registration/licence	<input checked="" type="checkbox"/> Change cost center				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> User Address Book	<input checked="" type="checkbox"/> Change sender	<input checked="" type="checkbox"/> Extended folder view				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Group Address Book	<input checked="" type="checkbox"/> Reporting	<input checked="" type="checkbox"/> Preferences				
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> User Profiles ← 1						
		Group members		All users			
		List	Correct	Open	List	Correct	Open
	Inbox	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Outbox	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Message Folder	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> ← 3
Enter number directly		<input checked="" type="checkbox"/> Always		<input type="checkbox"/> Correct			
Restricted use of services		<input type="checkbox"/>					

OK Save Cancel

19. Support for All-For-One Banking Key System

TCfW offers a new interface to enter additional header information for the All-For-One banking key system

The additional fields for the key-system are part of the message header. They are displayed if the appropriate user right **View/Edit Key System Fields** is set. The layout is designed for a minimum of 1024 * 768 screen resolution and TCfW in full screen mode.

The screenshot displays a software window with a standard Windows-style title bar and menu bar. The main area contains a form with the following fields and controls:

- Address Code:** Text input field containing 'NYCSTBC'.
- Reference:** Text input field.
- Date:** Text input field containing '19990907'.
- Key(Build):** Text input field.
- Letter:** Text input field.
- Bitpattern:** Text input field.
- Number:** Text input field.
- Error:** Text input field.
- Amount:** Text input field containing '100000'.
- Currency:** Dropdown menu showing 'USD'.
- Add:** Button.
- Delete:** Button.
- Total:** Text input field containing '100000'.

19.1 Fields with Special Functionality

Address Code: This field offers the same functionality as the 'To' field in the header of the message. A KCS address book short name or only the first letters can be entered. After pressing return the selected address book is used to search for the specified recipient. If the recipient is unique the short name is copied to the **Address Code** field, otherwise the address book window opens and the proper address can be selected manually. If an address code is entered without pressing return no address check is done.

Reference: This field is filled automatically with Message Name for inbound messages.

Date: The current date in the format 'DDMMYYYY' is copied to this field during opening of a message, if the field is empty.

Bit Pattern, Number, and Error: These fields are read-only. The key-system or the host can only set them.

Amount: This field is right aligned. It may hold up to 14 digits. If an amount is entered for the first time, a configured authorize user (=key system) is inserted automatically in the recipient list of the header.

Note: It is possible to enter multiple amounts and only one currency.

Total: This field holds the sum of all 'Amount' fields. It may hold up to 14 digits.

19.2 Function Keys to Enter the Banking Key Information

Function keys were defined to transfer the values to their appropriate fields and make the input of the different values easier. Function keys can be used to enter the values into the header fields. The appearance of the key system fields depends on the right in the user profile. If either the user right **View** or **Edit Key System Fields** is set, the fields are displayed.

There are two methods available for automatic text transfer:

- Set the cursor in the corresponding text part and then use one of the following function keys to copy the text into the appropriate field.
Note: Only the text part to the right of the cursor is taken to fill the appropriate field.
- Select a part of the text and then use one of the following function keys to copy the selected text part into the appropriate field. Blanks in the selected text are always removed, before it is copied into the appropriate field.

Function key	Meaning	Characters copied
F2	Date	0 – 9
F4	Address code	all except blanks
F6	Reference code	all characters
F7	Key	all except blanks
F8	Amount, information is added to the first free field, limited to 100 entries	0 – 9 Digits right of '.' are skipped
F10	Currency, information is added to the first free field, limited to 100 entries	A-Z, a-z
F11	Splits a message opened in distributor mode	

19.3 Header-Line Insertion

In case a message is sent with the option **Check**, TCfW generates a message header.

A previously existing header is removed before the new header is inserted.

19.3.1 Header

```

Insertion Start+++++++
Date: 1998-12-15   Time: 15:43:45   Messagename: ATA001523

(Addresscode)NYTCTBC                               Operator: ENTX
(Company)SUMITOME TRUST New York
(Free Text)USA
-----
Insertion End+++++++

```

19.3.2 Header Fields

Field	Description
Insertion Start+++++++	Hard-coded string indicating the start of the header.
Date	Current date in the format YYYY-MM-DD.
Time	Current time in the format HH:MM:SS.
Message name	Message name (ATA0001523).
Addresscode	The string entered in the field 'Addresscode'. If the field 'Addresscode' is empty, this field is also empty.(NYTCTBC). Maximum length 24.
Operator	Operator name, the field 'Salutation' of the user profile of the logged in user. (ENTX). Maximum length 12.
Company	Company name, the field 'Company' of the recipient specified in the field 'Addresscode'. If there is no matching recipient in the address book, this field is empty. (SUMITOME TRUST New York). Maximum length 69.
Free Text	Free text, the field 'Free Text' of the recipient specified in the field 'Addresscode'. If there is no matching recipient in the address book, this field is empty. (USA). Maximum length 69.
Insertion End+++++++	Hard-coded string to indicate the end of the header.

19.3.3 Header Handling

The header is always inserted at the beginning of a message, with no leading blank line.

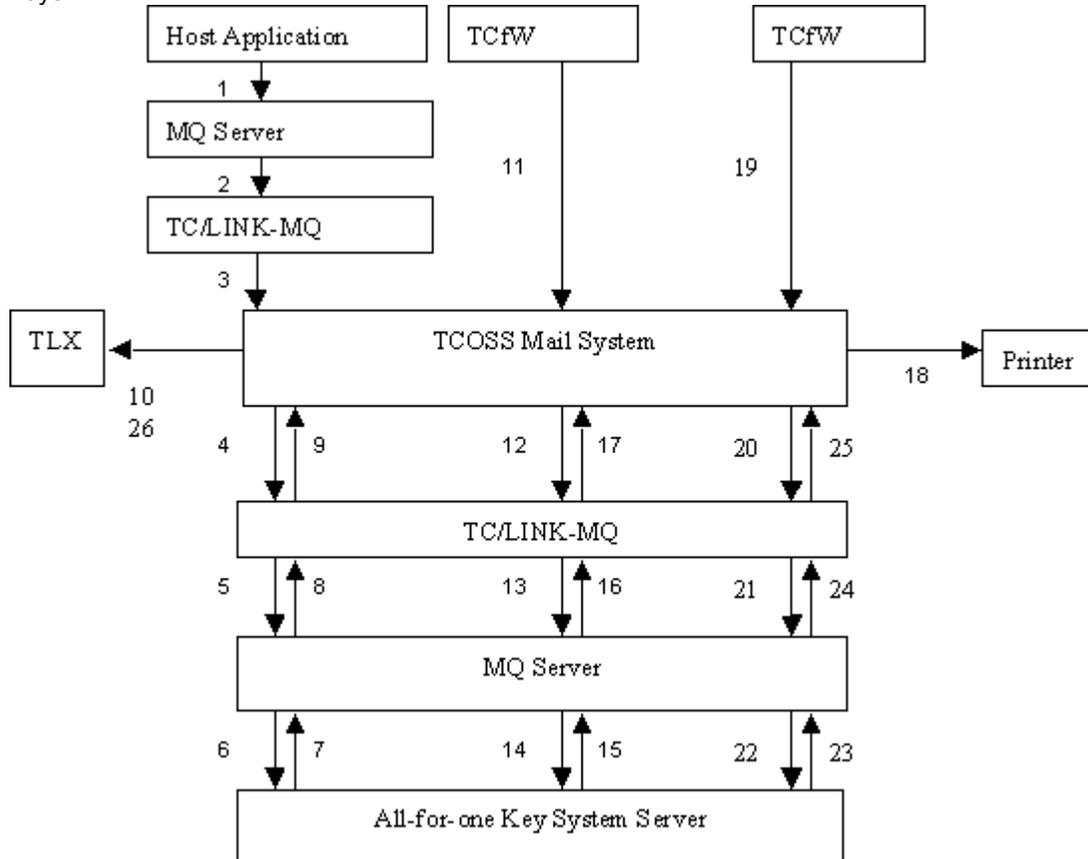
A previously existing header is only searched for at the beginning of a message. Leading blank lines are ignored during the search for a header. That means a header in the middle of a message is not removed.

If a field exceeds the maximum length it is truncated as specified above.

The message header will be inserted, if the field **Address code** in the key-system header is not blank and if the send button or F9 is pressed.

19.4 Message Flow

The following graph illustrates the message flow for the calculation and validation of banking keys.



19.4.1 Authorizing an Outgoing Telex via the Host

The process of authorizing an outgoing telex via the host goes as follows:

A host application posts a TOM message to an MQ Server queue serviced by TC/LINK-MQ. The message contains banking key information, and is sent to a telex number. The Key System is specified as an additional AUTH recipient.

TC/LINK-MQ fetches the message from the MQ Server.

TC/LINK-MQ makes the telex recipient inactive and posts the message to TCOSS.

As the AUTH recipient had an MQ address, it is fetched by another instance of TC/LINK-MQ and posted to a queue on another MQ Server.

The All-for-one application fetches the message from the queue and calculates the key.

It creates a special TOM notification, containing the calculated key, a status, the TCOSS message id and modified message text, and posts this notification to a queue on the MQ server.

TC/LINK-MQ retrieves the notification from the queue.

If the notification status signals success, TC/LINK-MQ authorizes the original message on TCOSS: the AUTH recipient is set inactive, and the telex recipient is set active instead.

Additionally, the modified banking key information and message text are stored in the original message.

TCOSS now sends the message to its real destination: the telex number

19.4.2 Verifying Banking Keys on Incoming Telexes

The process goes as follows:

The person responsible for the distribution of incoming telex messages creates a new message in TCfW. This message contains the banking key information and text from the received telex. It is sent to a printer (real recipient) and to the Key System (as an Authorizer). TCfW makes the real recipient inactive and routes the message to the Key System.

As the AUTH recipient had an MQ address, it is fetched by another instance of TC/LINK-MQ and posted to a queue on another MQ Server.

The All-for-one application fetches the message from the queue and validates the key.

It creates a special TOM notification, containing the validation result, the TCOSS message id and modified message text, and posts this notification to a queue on the MQ server.

TC/LINK-MQ retrieves the notification from the queue.

If the notification status signals success, TC/LINK-MQ authorizes the original message on TCOSS: the AUTH recipient is set inactive, and the original recipient is set active instead. Additionally, the modified banking key information and message text are stored in the original message.

TCOSS now sends the message to its real destination: the printer

19.4.3 Authorizing Outgoing Telexes via TCfW

The process goes as follows:

A new message to a telex recipient and to the Key System is created with TCfW.

As the AUTH recipient had an MQ address, it is fetched by TC/LINK-MQ and posted to a queue on a MQ Server.

The All-for-one application fetches the message from the queue and calculates the key.

It creates a special TOM notification, containing the calculated key, a status, the TCOSS message id and modified message text, and posts this notification to a queue on the MQ server

TC/LINK-MQ retrieves the notification from the queue.

If the notification status signals success, TC/LINK-MQ authorizes the original message on TCOSS: the AUTH recipient is set inactive, and the telex recipient is set active instead. Additionally, the modified banking key information and message text are stored in the original message.

TCOSS now sends the message to its real destination: the telex number.

19.4.4 Outbound Messages Generated by the Host

The following graph shows the flow of outgoing messages generated by the host.

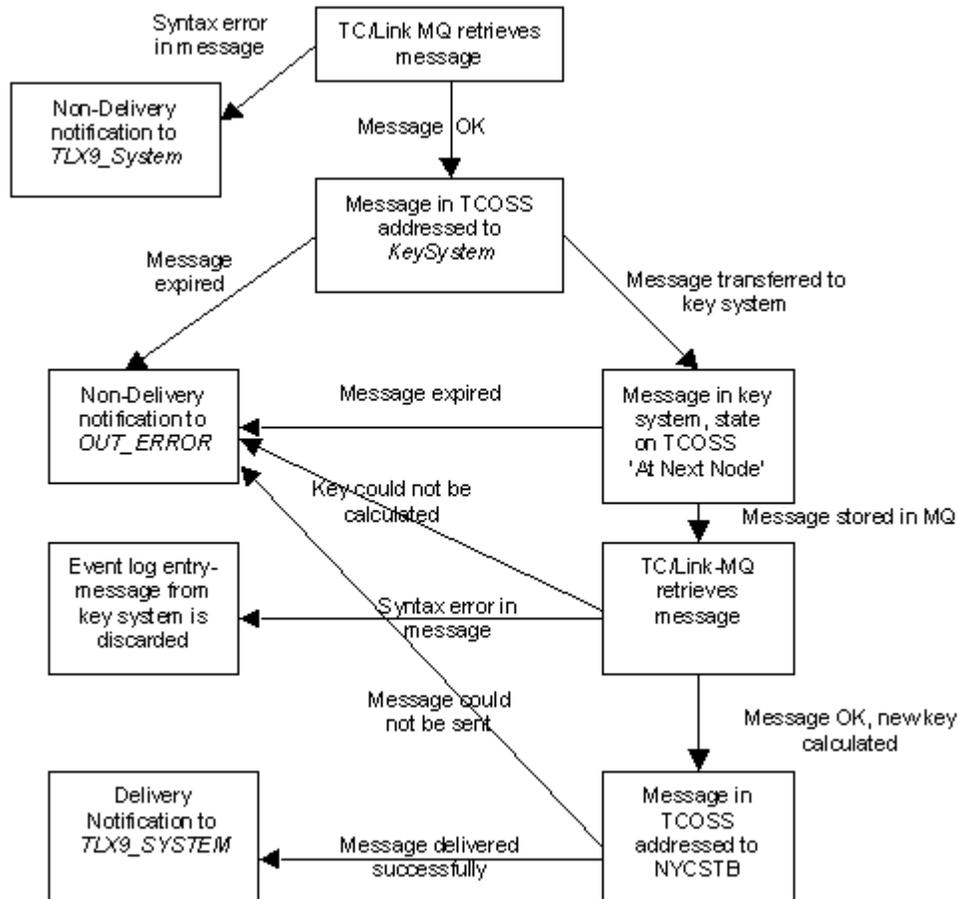
Messages generated by the host are converted from file format to TCOSS object format by TC/Link-MQ. Only the information relevant for message routing is mentioned.

The message contains the following information:

Originator: FROM: SERVICE=HOSTMQ, SN=TLX9-SYSTEM

Recipients: AUTH: SERVICE=KEYMQ, SN=KEYSYSTEM, NF=NEG

TO: SERVICE=TOPCALL, SN=NYTCTB, NF=ALL



19.4.5 Outbound Messages from TCfW

The following graph shows the flow of outgoing messages generated by TCfW.

Only the information relevant for message routing is mentioned.

The message contains the following information:

Originator: FROM: SERVICE=TOPCALL, SN=User-ID

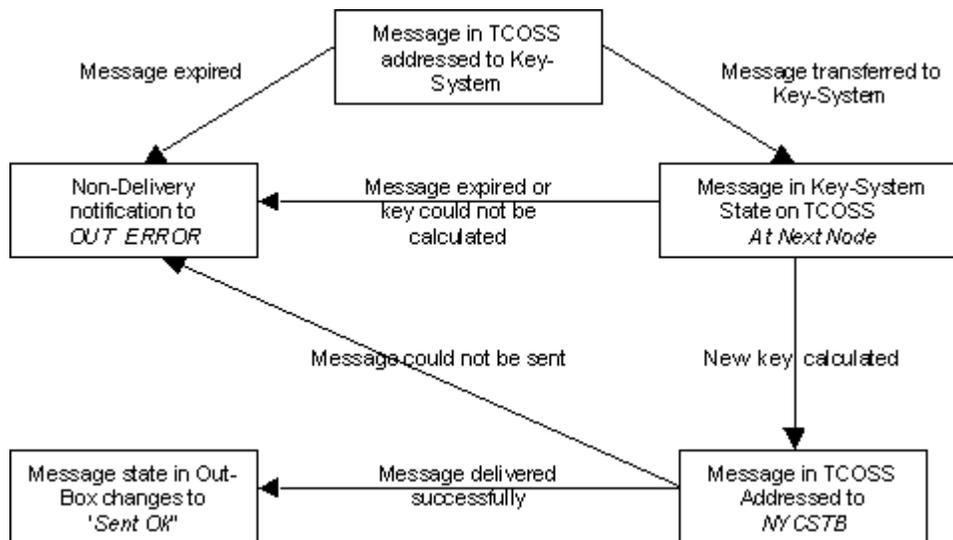
Recipients: AUTH: SERVICE=KEYMQ, SN=KEY-SYSTEM

TO: SERVICE=TOPCALL, SN=NYTCTB

Notification: NF=NEG

Note:

The events for non-delivery notifications were configured in the user profile so that non-deliveries are sent to `OUT_ERROR`.



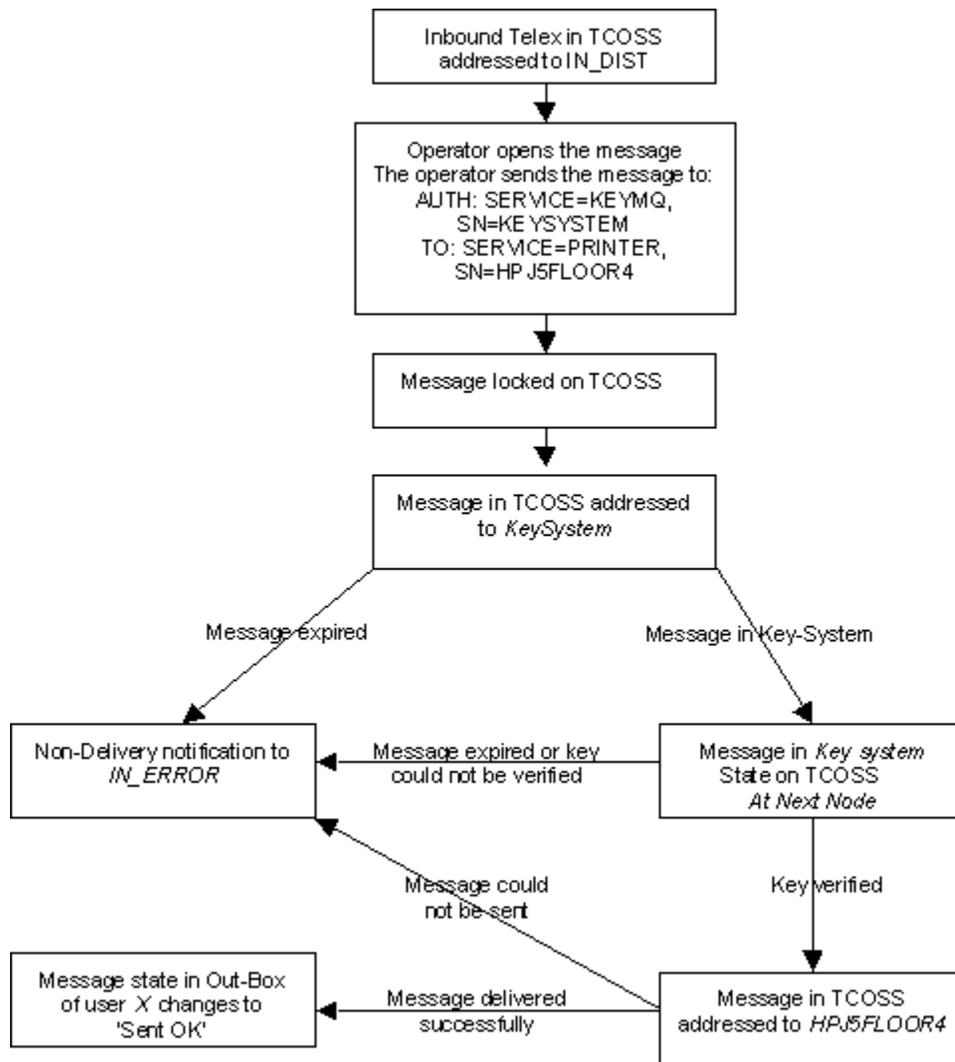
19.4.6 Inbound Messages

The following graph shows the flow of incoming telex messages.

The telex operator works in distribution mode and redirects incoming telex messages, which need a key check, to the key system. If the key system verifies the key, the message will be sent to a printer. Otherwise a non-delivery notification will be sent to user `IN_ERROR`.

The message contains the following information:

Originator: FROM: SERVICE=TOPCALL, SN=X
 Recipients: AUTH: SERVICE=KEYMQ, SN=KEYSYSTEM
 [TO: SERVICE=PRINTER, SN=HPLJ5FLOOR4]
 Notification: NF=NEG



19.5 Configuration

For this feature to work properly you need to make some configuration settings.

19.5.1 TCROSS Configuration

For detailed information about telex line configuration refer to the TCROSS system manual.

Line	Length	Value	Description
2	1	X	Channel group
27	5	.TXIN	Receiver for automatic reception printout
41	5	10110	Erase send orders Generate active acknowledgements Erase document if first character of reference is a figure Generation of Archive entries Generation of back reception send order
42	24	TLX\$*	Output channel for active acknowledgements

19.5.2 Service

A service with the value of telex configuration line 27 must be created.

Example: If the value of configuration line 27 is TLX\$, create a service TLX.

After you have created the service for the telex channel, create a user and use the prefix of the channel for the User ID.

19.5.3 Inbound Distribution via NN99

The NN99 file is used to distribute incoming telexes automatically.

Example:

NN99: TXIN, IN_DIST:

The inbound prefix is assumed to be .TXIN (Telex configuration line 27). If a telex is received a send order with NUMBER=.TXIN is created. According to NN99 this number will be resolved to IN_DIST.

19.5.4 User Profiles

Several users must be created as shown in the graphs for message flow.

19.5.4.1 User TLX9_System

The user TLX9_SYSTEM is used for messages, which are created at the host and fetched from the MQ Server by LINK/MQ. The events for delivery and non-delivery notifications were configured appropriately in the user profile of user TLX9_SYSTEM.

User Profile - TLX9_SYSTEM

Queue Length/Age logging | TC/Broadcast | FaxPlus | TC/WEB | TC/WEB Identity Rights

General | Address | Event | Rights | Manual Fax | Distributor | Authorize/Sign | Queue Length/Age alerting

Event: **Non-delNotif** Service: **TOPCALL**

User ID: **OUT_ERROR**

Node:

Filter: **all** Negative Archive entry

Used for: Sender service: **(All)** Delete Addr Save Addr

Recipient number: **(All)** Delivery type: **(All)** Move Up Move Down

Active	Event	Service	Number	Archive entry	Auto	Registe	Deliver	Sender	Filter
X	DelNotif	FREE	address,	Negative	X	(All)	(All)	all	
X	Non-delNotif	TOPCALL	OUT_ERROR,	Negative	X	(All)	(All)	all	

OK Save Cancel

19.5.4.2 User X

Create a user with the prefix of the configured service for the telex line. This user must be configured as Gateway user (**Visible in Outbox**). The event for non-delivery notifications was configured appropriately in the user profile of user X.

Active	Event	Service	Number	Archive entry	Auto	Register	Deliver	Sender	Filter
X	DelNotif	TOPCALL	IN_DISCARD,	Negative	X		(All)	(All)	all
X	Non-delNotif	TOPCALL	IN_ERROR,	Negative	X		(All)	(All)	all
X	Sending	TOPCALL	IN_DISCARD,	Negative	X		(All)	(All)	all

19.5.4.3 User IN_DIST

Create a user with the User-ID IN_DIST and configure this user as a Gateway user (**Visible in Outbox**). This user-id is used for inbound distribution. You don't need to define events for this user.

19.5.4.4 User IN_ERROR

Create a user with the User-ID IN_ERROR and configure this user as a Gateway user (**Visible in Outbox**). You don't need to define events for this user. It is not recommended to use this user-ID to logon to TCfW.

19.5.4.5 User OUT_ERROR

Create a user with the User-ID OUT_ERROR and configure this user as a Gateway user (**Visible in Outbox**). You don't need to define events for this user. It is not recommended to use this user-ID to logon to TCfW.

19.5.4.6 User IN_DISCARD

Create a user with the User-ID IN_DISCARD with no events defined. This user must not be configured as a Gateway user.

This section of the manual is dedicated to ClientLight features only.

20. Time Zones Support

20.1 Time Zone Prerequisites

Client:

The TCSI32.DLL version must be 2.51.00 or higher

TCOSS:

The TCOSS version must be 7.56.00 or higher

The TCSI32.DLL version must be 2.51.00 or higher

The registry value HKLM\Software\Topcall\TCOSS\TimeBase on the server must be set to UTC

The Atz99 system file must exist on the server

20.2 Time Zone Descriptions

The time zone descriptions are stored in languages files on the client computer (one file per language). The file name for these language files is TCTZxx.LNG (where xx specifies the language 01 = English, 02 = German, etc.). If the description for a time zone is missing on the client computer, the description of the Atz99 file on the server is used. (The description on the server is always in English)

File format of KCS language files:

A KCS language file is a text file. Each text line is 106 bytes long. (104 characters + carriage return (0x0D) + line feed (0x0a)).

Character position	Description
1-4	line number
5-24	unique identifier
25-104	text

An identifier for a time zone has following format:

TXT_TZ_XXXX . Where XXXX is the abbreviation of the time zone definition in the Atz99 file.

Example:

A customer-specific time zone definition in "A:rr99":

```
**TIMEZONE,NAME=NPT
Comment:+05:45
Add to UTC: -07:00
```

The language file TCTZ01.LNG on the client computer:

```
01  TXT_TZ_NPT          Nepal Time
```

20.3 Automatic Conversion of Time Stamps

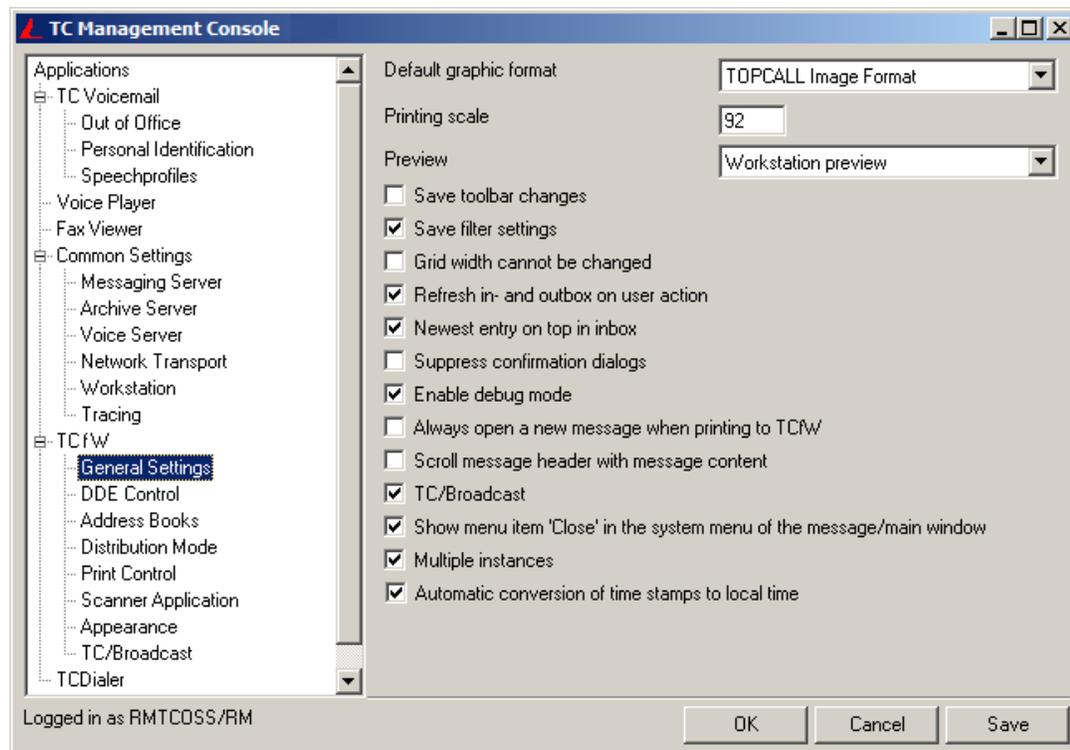
The automatic conversion of time stamps (e.g. sending time of a message, receiving time of a message) to the time zone of the user can be configured with the TC Management Console. If the TCOSS server operates in UTC mode and automatic conversion of time stamps is disabled, time stamps are displayed in UTC time in TCfW.

Users that have no time zone defined in their profile will see time stamps converted to the system default time zone. If no system default time zone is defined, they will see the time stamps in UTC time.

Note: The time zone on the workstation must be the same time zone that is configured in the user profile!

20.3.1 How to Enable Automatic Conversion of Time Stamps

- From the Start menu, select Programs | Kofax Communication Server | TC Management Console.
- Type user ID and password to login to the TCOSS server.
- Select General Settings in the TCfW section.
- Enable the check box for automatic conversion of time stamps.
- Click OK.



Note: The flag for automatic conversion of time stamps is saved on the client computer in the registry.

Registry key	Value	Type	Description
HKLM\SOFTWARE\TOPCALL\TCfW\TCSI	AutoTimeZone	REG_DWORD	0 = off (Default) 1 = on

20.4 User Profile

The time zone of a user is saved in the user profile on the TCOSS server.

20.4.1 How to Change the Time Zone of a User

- Start TCfW and log on with an administrative user account with permissions to edit and save user profiles.

- Select **Admin** in the TCfW menu, then click **User Profiles**.
- The user profiles overview window opens.
- Select the user profile that you want to edit with a double click.
- The user profile window opens.
- Select a time zone in the Time Zone drop down list. The time zone abbreviations are taken from the server, the descriptions are taken from the language file on the client computer. If the Time Zone drop-down list is invisible check the time zone prerequisites.
- Click OK to save the changes.

User Profile - RM (Michael Rossori)

Queue Length/Age	TC/Broadcast	FaxPlus	TC/WEB	TC/WEB Identity Rights
General	Address	Event	Rights	Manual Fax
	Distributor	Authorize/Sign	Alert	

User ID:
Password:

Group:
Retype password:

Location:
 Change own password

Representative:
 Password never expires
 Password will never expire

Company:
 Change password at next login

Department:
 Lock account
 Account is not locked

Full name:
Cost center:

Salutation:
 Visible in outbox

Free Text:
 Dirsync allowed

Default template:
 Reject all messages

User belongs to:
 Logging of all send attempts

Language:

Time Zone:

Note: It is not recommended to set the time zone of a user profile to the TCOSS time zone or to one of the military time zones (time zone A - time zone Z) . If a user profile has one of these time zones set then the automatic conversion of time stamps is done without daylight savings.

20.5 TC/Web Identity Rights

New flags for the time zone field (read and write access) were added.

User Profile - RM (Michael Rossori) [X]

General	Address	Event	Rights	Manual Fax	Distributor	Authorize/Sign	Alert
Queue Length/Age		TC/Broadcast	FaxPlus	TC/WEB	TC/WEB Identity Rights		

Set Defaults For

Users
 Group Administrators
 System Administrators

	User Read	User Write	Group Read	Group Write	All Read	All Write
Group	<input checked="" type="checkbox"/>					
Location	<input checked="" type="checkbox"/>					
Representative	<input checked="" type="checkbox"/>					
Cost Center	<input checked="" type="checkbox"/>					
Language	<input checked="" type="checkbox"/>					
Time Zone	<input checked="" type="checkbox"/>					
Company	<input checked="" type="checkbox"/>					
Department						
Salutation						
Full Name						
Free Text						

(All of these fields are controlled together. They cannot be independently configured.)

21. Attaching Files from Applications to Mail

Use the "TOPCALL Fax" printer to attach faxes. Printing to this printer either starts your mail application if it is not running already and opens a mail message before attaching, or activates predefined send keys/scripts that automate the attach procedure.

If the mail application can support MAPI, files are attached via one of these interfaces. The input file, which is normally created by a KCS printer, is deleted after successful attaching.

You can edit your setup in the **TCAttach32** program.

Normally, when you print to a KCS printer from your application, a new message opens in the configured mail system and attaches the file you printed. If attaching was successful, you go to your mail program's message window.

If your application sends additional command line parameter to a KCS printer, the file is attached with the same name as the original file, only the extension is changed to TCI.

22. Changing Passwords

The administrator can change the password via TCfW. In this case the user is prompted to enter the password at next login, because the password stored in the configuration does not match. The login window allows the user to change the password. The new password can be sent to the user by email.

23. Language Files Overview

The KCS Client Applications are available in nine languages:

- 01 – English (default)
- 02 – German
- 03 – French
- 04 – Spanish
- 05 – Italian
- 06 – Simplified Chinese
- 07 – Japanese
- 08 – Portuguese (Brazilian)
- 09 – Russian

To display the application in a language different than English, check the following settings:

- In Windows Control Panel | Region and Language, configure the settings “Location” and “Administrative” tabs (assuming Windows 7)
Note: Specific country settings might not always work: e.g., instead of “German (Austria)”, use “German (Germany)”
- In Windows Printer settings, configure the language
- In TCfW, configure the language of user
- In Messaging Server preferences, configure the server language (and code pages, if appropriate)
- In Workstation preferences, configure the PC code page (if appropriate)
- In TC Fax Viewer preferences, configure the application language
- In TCfW, in the system file ASYSCONFCCCC, line 10, position 3 and 4, change the TCOSS code page: Russian “04 E3”, Japanese “03 A4”, Chinese “03 A8”

Users with different code pages are not supported on a terminal server installation.

23.1 Exchange of Language Resources

To display KCS Client Applications in another language, a set of language files can be translated. The English language resources (01) cannot be changed and should always be part of the Client Applications. This is important, because the language default in most applications is English and in case of problems the customer can switch to English.

The table below gives an overview about the language dependent files, which can be exchanged easily.

Filename	Application	Usage
TCxx.LNG	TCfW	User interface
TCxx.ERR	TCfW	Error messages
ACTBARxx.LNG	TCfW	User interface – toolbar
TCVIEWxx.LNG	TCfW, Fax Viewer	User interface
TCPDDxx.LNG	Printer Driver	User interface – configuration
TCFVWxx.LNG	Fax Viewer	User interface
TCPFAXVIEWERXX.LNG	Management Console	Fax Viewer preferences
TCPCOMMONxx.LNG	Management Console	Common preferences
TCMCxx.LNG	Management Console	User interface

TCPREFVIEWERxxx.LNG	Management Console	TC PrefViewer control
TCPTCFWxxx.LNG	Management Console	TCfW preferences
TCPVMAILxxx.LNG	Management Console	Voice mail preferences
TCPLAYxxx.LNG	KCS Voice Player	User interface
TCPLAYERxxx.LNG	Management Console	KCS Voice Player preferences
TCDISTMFxxx.LNG	Distributor mode	User interface
TCLNGxxx.LNG		User interface
TCLOGIxxx.LNG		User interface
TCTZxxx.LNG	Time zones	User interface

23.2 LNG-Const Fontname & FontSize

Most Client Applications language files contain two entries – one with the font name and one with the font size. At program start the font name and the font size are used to initialize all controls on a form.

24. LAN Protocols

TCOSS Running on Windows (1xx, 2xx Models)

	Native	RPC
TCP/IP	Yes	Yes
NetBEUI	Yes	Yes
IPX/SPX	No	Yes

TCOSS Running on a RISC Machine

	Native	RPC
TCP/IP	Yes	No
NetBEUI	Yes	No
IPX/SPX	No	No

25. Hints

Dr. Watson, the system failure or "crash" analysis tool, has been replaced in Windows Vista with **Problem Reports and Solutions**. **Problem Reports and Solutions** helps you check for solutions to hardware and software problems that can occur on your computer. You can set Windows to report problems and check for solutions automatically, or you can choose to check for solutions whenever a problem occurs. Problem descriptions and solutions are saved, so you can view them at any time.

26. Restrictions

26.1 TCfW

- The support of the All-For-One key-system requires at least a 1024 * 768 screen resolution.
- Splitting of messages is only available in Distributor Mode.
- The software does not guard against possible duplicate messages if the splitting is not properly handled (shut down while incoming message not fully processed, etc.), the customer has to implement proper organizational measures to avoid that.
- After password change the password synchronization between the TCROSS server and the Archive server takes some time (ca. 1 minute)
- If a message with a sign mark is rotated in image view and afterwards signed, then the sign mark remains on the message.
- If a user logs in with an earlier TCfW version the time zone field in his user profile is cleared.

26.2 KCS Voice Mail

- If the voice mails in a Lotus Notes mail database are read via telephone, the mailbox may not be opened concurrently by the Lotus Notes client, otherwise the read/unread changes will be lost, because the client overwrites the status during database close.
- The TC/VoiceMail notifications (optionally requested with send option "Request notification") will be read via the telephone interface for Exchange mailboxes only, not for TCROSS and Lotus Notes mailboxes.
- The file extension for voice mails can be defined per system only, not per user.

26.3 Attaching Messages

- The user can choose whether to create a new message every time something is printed to a "TOPCALL Fax to..." printer by starting tcatt32.exe, selecting his mail application and selecting the "Always new message" checkbox on the second tab. If this checkbox is not selected, tcatt32 only creates a new message when it does not find an already open message, otherwise it attempts to attach the file to the existing message.
- The User must switch to non-Japanese mode before starting attach. The keyboard-input method must be switched back to "Normal single byte character mode" after writing Kanji characters to the subject field, otherwise attaching a file will not work!

26.3.1 Lotus Notes

- The caption (title) of your email form must not be modified.
- The last field (where the cursor is positioned with Ctrl-End) in your Memo form must be a rich text field that can accept attachments.
- Your mail database must be using the template intended for the release of your Notes client
- In order to attach to an existing message it must be the active window in Lotus Notes.

26.3.2 Microsoft Outlook

- If a message is open, it must be in edit mode.

- Sometimes when a new message is created after the previous one has been cancelled (closed), the newly created message is invalid and an error message is shown when attempting to attach a file.
- You must be using network security for authentication (no password window must be shown when starting Outlook).
- Microsoft Word must not be used to edit email messages.
- No modal windows must be opened.
- Outlook assistant must not be used.

26.3.3 Microsoft Office Outlook 2007

- A new Outlook message has to be created before printing to OutlookD if you want to preview the attached printout.

26.4 Windows Vista and Later

- Depending on your settings of Windows Firewall, some Kofax products might be restricted from connecting to the network. Make sure to unblock all connections for Kofax products or disable the firewall completely.
- Windows System Restore feature (allows to restore your computer to an earlier state) cannot be used to roll back to a different Client Applications version. Instead, uninstall Client Applications and then install the version you need.

26.5 Windows 8 and Later

In TCfW Communication Server Client installed on Windows 8, by default, PDF attachments are opened with the built-in PDF viewer. Closing the PDF document does not close the OLE link of the message. Therefore, it is recommended to use an external PDF viewer in such cases.

26.6 TCMC

- The application and the module names shown in the appropriate views are only available in English.

26.7 Rich Text Covers

- Depending on total system load, slightly reduced throughput for fax sending.
- Only the RTF features supported by Microsoft's riched20.dll version 5.30.22.2300 are supported.
- This is not compatible to all RTF features supported by MS Word.
- For example tables created or inserted with MS Word may look very differently on your coversheet than in MS Word. Your FAX output may get a hundred pages long even though your coversheet consists only of one page. So **do not** use tables.
- What's more Riched20.dll seems to ignore margins set in RTF code via the `\margl \margt \margr` and `\margb` command. Therefore set all margins to 0 in the page setup of your editor when creating your rtf file. **Realize margins with blanks and tabs.**
- Do not insert graphic objects via Insert\Picture\ClipArt – graphic will not be sent.
- Graphic objects inserted into RTF document in Word via Insert/Object will be sent; however, the images may be distorted.

A better way to handle graphics is to make it in an overlay so that it is stored in TCI format. Another way to do this without an overlay is to insert the graphic block as a bitmap file in the cover or in a template.

- Avoid writing directly at the right/left margin. If the paper of the receiving FAX machine is not properly put into the machine, loss of text might be the result.
- Be aware of memory usage. For example 120 FAX channels on TCOSS which support RTF coversheets will take approximately 250 MB memory.
- Overlays, header- and footer lines are not supported by TCRtf.
- Any fonts not included in standard Windows must be manually installed on the KCS server, TC/LINK server and any client PC that provides KCS FAX Preview.
- As mentioned above – coversheet variables may not be interrupted by rtf command sequences.
- As mentioned in the last chapter, do not use Rich Text documents which are wider than 210 mm. Loss of text or word- line- or page breaks in the preview/fax which differ from your original RTF document will occur.
- RTF files containing characters which are not included in 7 bit ASCII code must specify ANSI
- Codepage 1250, 1252 or 932 in the \ansicpg statement.
- You have to create your RTF document according to the rules for page format as previously described. If you disobey them, parts of your document may be lost when attaching it to your coversheet and word- line- or page breaks may differ. This means especially that you have to use a portrait Rich Text document. There is no support for landscape.
- Coversheets of delivery notification created by a Link may not include RichText.

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