

ComServer
User Guide



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1 Introduction

The ComServer is a powerful tool that allows SIMS applications and CSM to send email, faxes and alpha-numeric pages directly from inside the application.

These capacities are essential for keeping a fast and efficient communication with your dealers and end customers.

Here are some of the ComServer Features:

- Faxes are sent directly via compatible modems or dedicated fax cards.
- Emails are sent via the designated SMTP mail server which can be local or remote to the ComServer program (via dial-up or dedicated TCPIP networking).
- Alpha-Numeric pages are sent to their respective carriers by modem.
- SIMS II/Windows users will see the status of the fax/email/page written to history as well as the traffic screen as it occurs.
- Detailed transaction logs are kept in the ComServer program. Transactions can be viewed and re-sent later if needed.

1.1 System Requirements

ComServer is designed for 32-bit operating systems running Windows 95, 98, NT 4, NT 5 or 2000.

- Pentium processor
- 64 MB RAM (128 MB or more is recommended)
- 32-bit operating system such as Microsoft Windows 95, 98, NT 4.0 (or later)
- The program requires approximately 4 MB – 5 MB of available disk space.

2 Initial Setup

ComServer is designed to allow your central station to e-mail, fax, and send alphanumeric pages directly from the SIMS applications and CSM.

For this reason it is necessary to do some setting on those programs before using ComServer.

2.1 SIMS II Setup

When you send an e-mail, fax, or alphanumeric page from the SIMS II program, a series of files are written to the SIMS II directory. ComServer monitors the SIMSII directory for these files. Once they are found, they are read up and sent out accordingly.

Step 1: Create Directories

- Create a “Sent” sub-directory under SIMSII directory.
- Create an “Unsent” sub-directory under SIMSII directory.

Step 2: Enter ComServer mnemonics in SIMS II program

Enter four new mnemonics (FS1, FS2, FS3, and FS4) in the Event Priority Level (**C-S-A** option from Main Menu). The mnemonics represent successful or unsuccessful email or fax transmissions. Next table

shows an example of a typical setup for this mnemonics:

Msg	Code Description	Pri	Msk	OCD	Signal
FS1	SIMS ComServer Fax Ok	A			FAX OK
FS2	SIMS ComServer Fax Error	8			FAX ERR
FS3	SIMS ComServer Email Ok	A			EMAIL OK
FS4	SIMS ComServer Email Error	8			EMAIL ERR
FS5	SIMS ComServer Alpha Page Ok	A			A-PGR OK
FS6	SIMS ComServer Alpha Page Error	8			A-PGR ERR

Step 3: Enter ComServer accounts in SIMS II program

Designate three accounts in your SIMS II database that history generated from sending an e-mail, fax, or alpha number page can be written to (Example: 98-01-0011, 98-01-0012, 98-01-0013).

Note: For more details about interaction between SIMS II and ComServer, please see section 5.

2.2 CSM Setup

Step 1: Create Directories

- Create a “Sent” sub directory under CSM directory.
- Create an “Unsent” sub directory under CSM directory.

Step 2: Enable Output Options

Go to “System File Maintenance” page. You will have to configure your ComServer paths and options.

- **EMAIL QUEUE DIRECTORY:** Point it to the CSM Directory. For Example: **C:\CSM**
- **FAX SERVER TYPE:** Specify **C** if you want to send faxes from ComServer
- **EMAIL SERVER TYPE:** Specify **S** for ComServer.
- **EMAIL FROM ADDRESS:** Remittent E-Mail address as will appear on your reports/e-mails.

3 Functional Overview

In this section we are going to describe all the functions and procedures you can perform from ComServer.

3.1 File Menu

You will find two options in this from menu:

3.1.1 Enter Registration Key

Use this menu item to Enter the Registration Key you have purchased from SIMS, Inc. Doing this, you will have unlimited access to the program.

3.1.2 Exit

Click this menu item to exit the ComServer program.

Note: If you exit ComServer, your faxes, e-mails or Alpha pager that have been generated from the SIMS II/CSM program won't be sent out until the program is opened again.

3.2 Options Menu

3.2.1 Hide When Minimized

Use this option to hide ComServer from the program bar when the program becomes minimized. You can still access the ComServer program by clicking on the ComServer icon in the task bar. See Figure 1.



Figure 1 - ComServer icon showed on System Tray.

Double click ComServer System Tray Icon to restore the program.

3.2.2 Setup

Use this option to display the Setup Properties page (see Figure 2). From this page you will be able to define major operational features of ComServer.

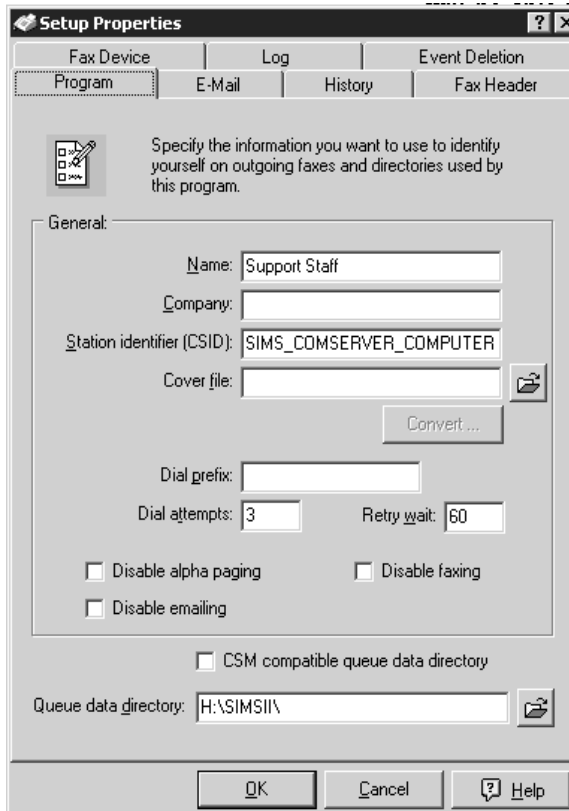


Figure 2 - Setup Properties Dialog Box

Now we are going to explain the purpose of every field from this dialog box.

Program Tab

Use the Program tab of the Setup Properties page to set the program options, SIMSII or CSM directory, and fax log file name.

- **Name:** Allows you to specify the fax sender's name.
- **Company:** Use this field to specify the fax sender's company name.

Note: This string along with the Company field replaces the \$F replacement tag in a Cover Page text file or a header line.

- **Station Identifier (CSID):** This field allows you to specify the station ID of the faxmodem.

A fax device can identify itself to another fax device with a 20-character name called the station identifier. The Class 1, Class 2 and Class 2.0 specifications indicate that the station identifier should contain just a phone number. Therefore they limit it to just the digits 0 through 9 and space. However, the station identifier is frequently used to store an alphabetic name. Most faxmodems support this convention by allowing upper and lower case letters, as well as other special characters in the station identifier. This can cause problems for some fax machines, since they cannot print these characters.

- **Cover File:** Use this field to specify the cover file to use (click on button to the right of this field to start browsing through your directories and select a cover file).

If the extension of the cover file is 'APF', the file is assumed to be an APF formatted file

and is transmitted as-is. Otherwise the cover file is assumed to be a text file. Each text line is read from the file and replacement tags are replaced with appropriate text. The line is converted to a series of raster lines and transmitted to the remote fax.

Here an example of Cover File with extension .TXT:

Title: \$S

To: \$R

From: \$F

Total number of pages: \$N

Note: For addition information on this subject, see "Fax Header Page" on page 3-12

- **Dial prefix:** Allows you to specify an optional dial prefix that is inserted in the dial command between 'ATDT' and the number to dial. If your telephone system requires special numbers or codes when dialing out, you can specify them once here rather than in every fax number.
- **Dial Attempts:** The Dial Attempts field allows you to specify the number of times ComServer will dial a fax number if a 'BUSY' signal is detected.

It is important to recall that this field does not define the number of retries. When Dial Attempts is one, for example, the fax number

is dialed only once. If the line is busy, it will not try again. When Dial Attempts is three, the fax number is dialed a maximum of three times.

Retry Wait: This field allows you to specify the number of seconds to wait after a busy signal before trying the number again.

After encountering a busy signal, ComServer checks to see if it should try this number again. If more attempts are required it first waits for the amount of time specified in this field, before dialing again. This way it will give the dialed fax machine time to complete the current session.

- **Disable Alpha Paging:** Check this box to disable ComServer from attempting to send alpha pages.
- **Disable Emailing:** Check this box to disable ComServer from attempting to send e-mails.
- **Disable Faxing:** Check this box to disable ComServer from attempting to send faxes.
- **CSM compatible queue data directory:** Check this box to select a non-SIMS II directory for the Data Queue Directory.
- **Data Queue Directory:** This field allows you to specify where on a local or network drive the database is located.

To choose the database directory, click on button to the right of this field; navigate the dialog box until you come to the database

directory on a local or network drive. Go into the directory and highlight a file, then click Open.

E-Mail Tab:

Use the E-Mail page (see Figure 3) of Setup Properties dialog box to specify the SMTP server options.



Figure 3 - E-Mail Page

- **Outgoing mail (SMTP) server:** This field allows you to specify the name of the SMTP server that ComServer should use to send outgoing e-mail with.
- **Outgoing mail server identifier:** The outgoing mail server user name field allows you to specify a user name to log into the SMTP server.
- **Authentication user name and Authentication password:** Many mail servers require you to authenticate before you can actually send information through them. This is to prevent spammers from using their mail server. If that is the case the Internet Service Provider (ISP) should give you the SMTP Authentication username and password you need to use.
- **Create attachment automatically if greater than:** Use this field to define an entry of a file size in kilobytes that will be used to determine whether an attachment file will be created for the e-mail. In order to enter a number, “Create Attachment Automatically” must be checked.
- **Convert attachment to zip file if greater than:** The Convert Attachment to Zip File field allows the program to create a PkZip™ compatible archive of the attachment file if the size is greater than that specified by the If Greater Than KB field.

Since most mail servers have restrictions for the size of attachments, this feature is very

important. Our recommendation is to set this value at 100KB.

Note: The email recipient must have a PkUnZip v2.04 (or greater) compatible archive utility in order to unzip the attachment.

- **Attachment File Extension:** Use these radio buttons to select the file extension for the attached file (Doc or Txt). Check user define if are going to send a different format file. Use box to the right to enter the three characters for the extension name.

History Tab:

This page will allow you to specify SIMS II account numbers that ComServer should use to write history to. Please see Figure 4

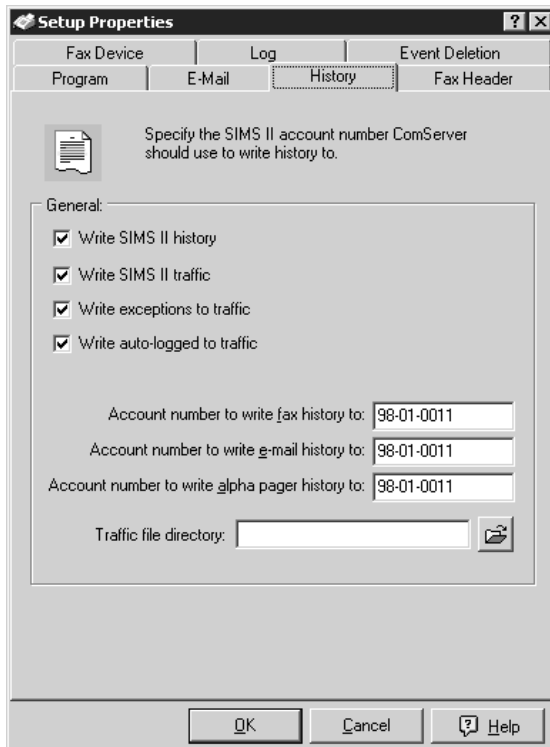


Figure 4 - History Page

- **Write SIMS II History:** This field allows you to specify whether traffic and historical events will be written to the SIMS II program.
- **Write to SIMS II Traffic:** Allows you to specify whether exceptions and/or auto-logged events will be written to the traffic display.
- **Write Exceptions to traffic:** Use this field to specify whether exception events will be written to the traffic display.

Note: Write to SIMS II Traffic must be checked for this item to be enabled.

- **Write auto-logged to traffic:** Use this field to specify whether auto-logged events will be written to the traffic display.

Note: Write to SIMS II Traffic must be checked for this item to be enabled.

- **Account number to write fax history to:** This field will allow you to specify a SIMS II account number that will be used by ComServer to write history about the status of faxes that it send.

Note: To view the history that was written to the SIMS II program by ComServer, run an All Events Summary Report (H-S-C) for the specified account number.

- **Account number to write e-mail history to:** This field allows you to specify a SIMS II account number that will be used by SIMS ComServer to write history about the status of e-mail messages that it send.

Note: To view the history that was written to the SIMS II program by ComServer, run an All Events Summary Report (H-S-C) for the specified account number.

- **Account number to write alpha pager history:** Allow you to specify a SIMS II account number that will be used by SIMS ComServer to write history about the status of alpha pager messages that it send.

Note: To view the history that was written to the SIMS II program by ComServer, run an All Events Summary Report (H-S-C) for the specified account number.

- **Traffic File Directory:** As we mentioned before, ComServer can write information about faxes sent or with errors into the SIMS II traffic file. Since SIMS II users can have their traffic file in directories other than the SIMS II directory, use this field to specify directory for SIMS II traffic file.

Note: This feature is not available for CSM users.

Fax Header Tab:

Use the Fax Header tab of the Setup Properties dialog box to specify the fax header line. See Figure 5.



Figure 5 - Fax Header Page

The Header information field allows you to enter an optional line of text that will appear at the top of each event notification fax page. A header line consists of normal text and replacement tags. A **replacement tag** is one of several characters prefixed with '\$'. When the header line is transmitted, the tags are replaced with appropriate text. See table below for a list of Tags.

Tag	Description
------------	--------------------

\$D	today's date in MM/DD/YY format, always 8 characters
\$I	station ID, variable length
\$N	total number of pages, variable length
\$P	current page number, variable length
\$R	recipient's name as contained in Header Recipient, variable length
\$F	sender's name as contained in Header Sender, variable length
\$S	title as contained in Header Title, variable length
\$T	current time in HH:MMpm format, always 7 characters

Click on “Insert Variables” button in order to display a list of Tags available (see Figure 6).

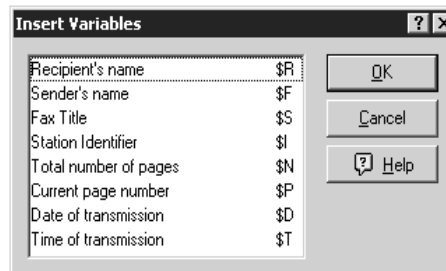


Figure 6 - Insert Variables Dialog Box

Select the tag you want to add, and then click the “OK” button. If you want to set “Left” field to default values, click on “Default” button.

Fax Device Tag:

Use the Fax Device page of the Setup Properties dialog box to specify what fax device should be used to send faxes (see Figure 7).

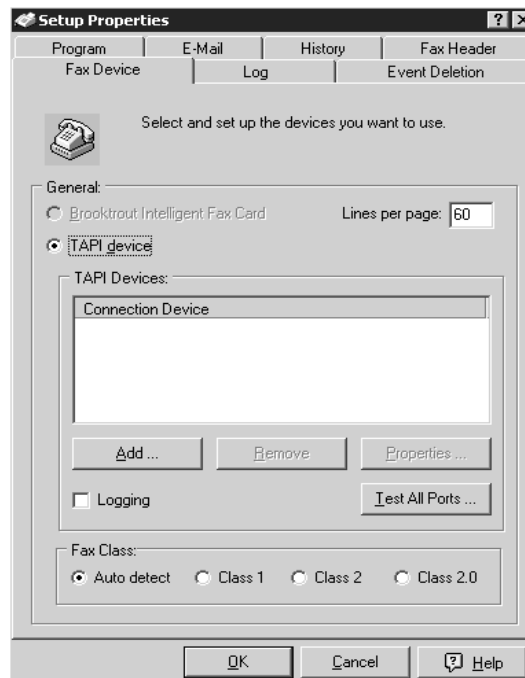


Figure 7 - Fax Device Page

- **Brooktrout Intelligent Fax Card:** This field allows you to specify that ComServer should use a Brooktrout Fax card to fax documents.

For addition information regarding this subject, consult the documentation for the Brooktrout fax card.

- **TAPI device:** This field allows you to specify that ComServer should use the TAPI devices connected to the computer to fax documents. To test all ports connected to your computer, click the “**Test all Ports**” button (see page 3-17 for more details about this function).

Note: To configure TAPI devices, double-click the Modems icon in the Windows Control Panel.

- **TAPI Devices:** Displays all of the TAPI devices configured for use with ComServer.
- **Lines per Page:** Use this box to define the number of lines to include in every fax page.
- **Logging:** The Logging checkbox allows you to specify whether all incoming and outgoing data will be written to a log file located in the ComServer installation directory. The name of the log file will be APRO.LOG.
- **Auto Detect:** Check this box to allow to ComServer decides the highest Fax Class supported by the modem.

If Fax Class is fcDetect (the default), TApdAbstractFax determines what classes the modem supports and enables the highest class. If you set Fax Class to a specific class, no attempt is made to determine if the class you request is supported by the faxmodem.

- **Class 1:** This RadioButton allows you to specify that ComServer should initialize the modem using the Fax Class 1 standard.
- **Class 2:** This RadioButton allows you to specify that ComServer should initialize the modem using the Fax Class 2 standard.
- **Class 2.0:** This RadioButton allows you to specify that ComServer should initialize the modem using the Fax Class 2.0 standard.

Note: By setting the Fax Class to a specific class, no attempt is made to determine if the class you request is supported by the faxmodem.

- **Test All ports:** Click this button to display the “Test All Ports Dialog Box” (see next Figure). This screen allows you to test all the COM ports on your computer for attached modems.

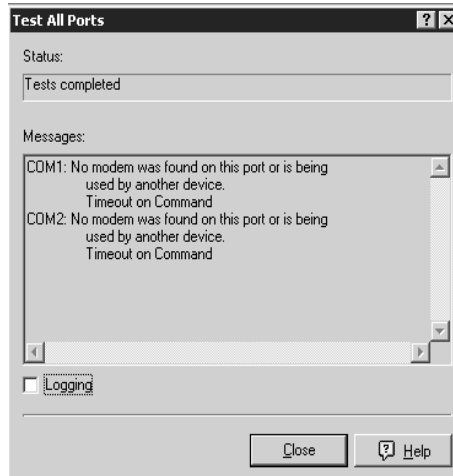


Figure 8 - Test All Ports Button

- **Status:** The Status field display progress messages as SIMS ComServer tests all ports on your computer for attached modems.
- **Messages:** Displays the results of the test. The results show what ports have modems attached to them. For each modem, the results shows the Product Code, Firmware Version, Device Set Name, and the Fax Class.
- **Logging:** Use this checkbox to specify if a log and trace file will be written to disk.

Note: Two files will be created, a dispatch log (APRO.LOG) and trace log (APRO.TRC). Both are used to determine what is being written and received from the port.

Log Tab:

Use the Log Tab of the Setup Properties dialog box to setup what type of log messages will be written to the ComServer log file (see Figure 9).

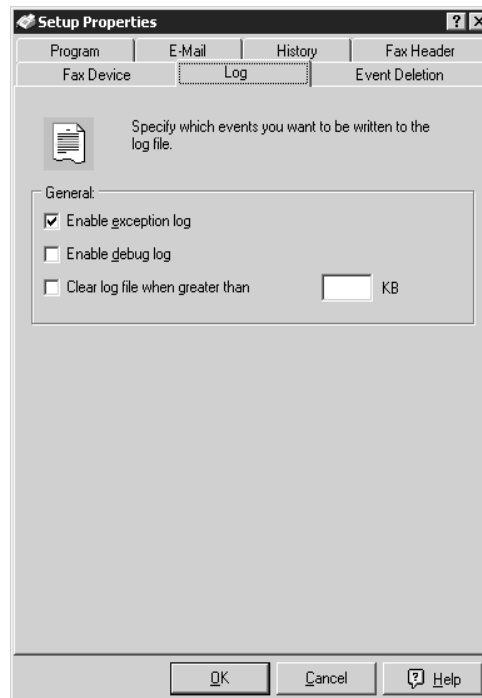


Figure 9 - Log Page

- **Enable exception log:** This field determines whether any raised exceptions are brought to the immediate attention of the operator or be written to the SIMS ComServer log file.

Note: Normally, this field should be only used when directed by Technical Support.

- **Enable debug log:** This field determines whether the debug information will appear in the ComServer log file. This can be helpful determines where a possible problem lies in the source code. Debug information includes function calls as well as source line numbers.

Note: Normally, this field should be only used when directed by SIMS Technical Support.

- **Clear log file when greater than:** Use this checkbox if you want Comserver to clear the log file automatically when it reaches a determined size.

In order to define that size limit (in KB), enter a value in the box next to the right of this field.

Event Deletion Page:

Use the Event Deletion page of the Setup Properties dialog box to setup what type of alpha pager, e-mail and fax messages should be deleted. You can also setup an automatic deletion for those files (see Figure 10).

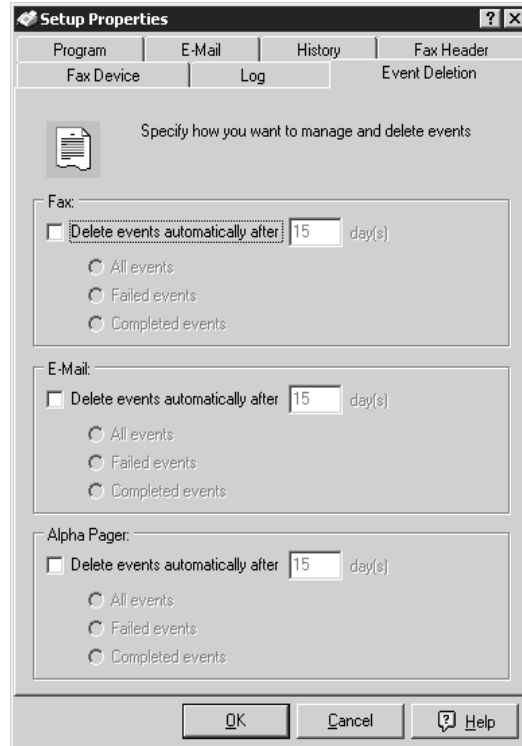


Figure 10 - Event Deletion Page

Delete events automatically after: This field allows you to automatically delete events that meet the criteria specified in the number of **Days Box**.

Note: There is a field for every kind of event (Fax, E-Mail and Alpha Pager).

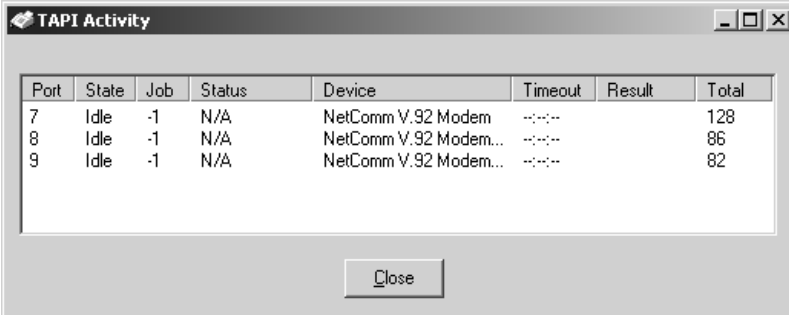
When you check any of these fields, you will be able to select if you want to delete **All Events**, **Failed Events** or **Complete Events**.

3.3 Tools Menu

3.3.1 View TAPI Activity

This option will display a window (see Figure 11) showing detailed information about each TAPI device.

This is not required for normal operation. It could be required for SIMS Technical support during a diagnosis procedure.



The screenshot shows a window titled "TAPI Activity" with a table of data. The table has columns for Port, State, Job, Status, Device, Timeout, Result, and Total. There are three rows of data, all showing "Idle" state and "N/A" status for "NetComm V.92 Modem" devices. A "Close" button is located at the bottom of the window.

Port	State	Job	Status	Device	Timeout	Result	Total
7	Idle	-1	N/A	NetComm V.92 Modem	----		128
8	Idle	-1	N/A	NetComm V.92 Modem...	----		86
9	Idle	-1	N/A	NetComm V.92 Modem...	----		82

Figure 11 - TAPI Activity Window

3.3.2 View ComServer Log

When you select this option, ComServer log file (comsvr.txt) will be displayed in your default text editor.

This log keeps track of all the events into ComServer (see next Figure). This file might be required for SIMS technical support during a diagnostic procedure.

```

ComServr.Txt - Notepad
File Edit Format View Help
Date      Time      Line      Module    Desc
-----
Date      Time      Line      Module    Desc
-----
12/11/06 12:45:50    726      Main.cpp  Program Initialization
12/11/06 12:46:01    2217     TxData.cpp Begin Transfer Sending Email EM048219.MSG to
susie@simswar.com
12/11/06 12:46:01    2575     TxData.cpp End Transfer Sending Email EM048219.MSG to
susie@simswar.com Result: Ok
12/11/06 12:46:01    1191     TxData.cpp H:\SIMSII
12/11/06 12:46:01    1412     TxData.cpp TrafficFile::Insert() failure...
12/11/06 12:46:45    604      Main.cpp  EAccessViolation
12/11/06 12:46:45    648      Main.cpp  Exit Program
Date      Time      Line      Module    Desc
-----
Date      Time      Line      Module    Desc
-----
12/11/06 12:46:54    726      Main.cpp  Program Initialization
12/11/06 12:48:56    2217     TxData.cpp Begin Transfer Sending Email EM054232.MSG to
susie-nsf@simswar.com
12/11/06 12:48:56    2575     TxData.cpp End Transfer Sending Email EM054232.MSG to
susie-nsf@simswar.com Result: Ok
12/11/06 12:48:56    1191     TxData.cpp H:\SIMSII
12/11/06 12:48:56    1412     TxData.cpp TrafficFile::Insert() failure...
12/11/06 13:33:08    604      Main.cpp  EAccessViolation
12/11/06 13:33:08    648      Main.cpp  Exit Program
Date      Time      Line      Module    Desc
-----

```

Figure 12 - ComServer Log File

3.3.3 Clear ComServer Log

Will allow you to clear the ComServer Log file. When you select this option, a confirmation dialog box will show up asking you if you really want to clear the content of that file.

3.4 Windows Menu

From this menu you can select among different windows to display. Please note that these are the same options you will find in the tab selector at the bottom of the screen (Figure 13).

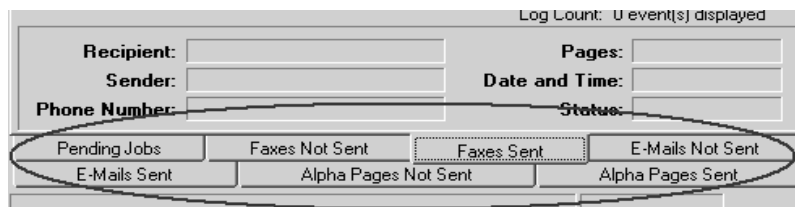


Figure 13 - Windows Tabs

3.4.1 Pending Jobs

The Pending Jobs window (see next Figure) allows you to view the jobs that are ready or are being sent out.

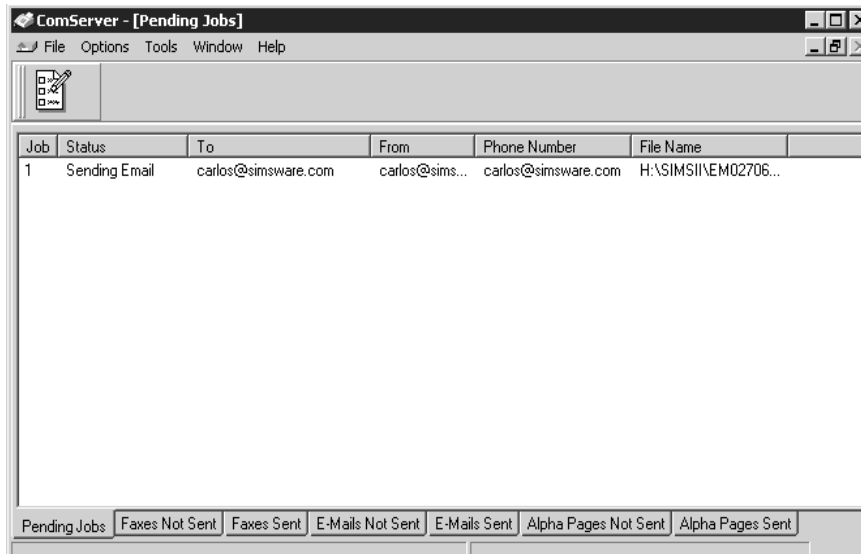


Figure 14 - Pending Jobs Window

3.4.2 Faxes not Sent/Faxes Sent

From these windows you will be able to delete, view, and re-send faxes (see Figure 15). The previous unsuccessfully sent faxes, will be found in the “Faxes not Send” window.

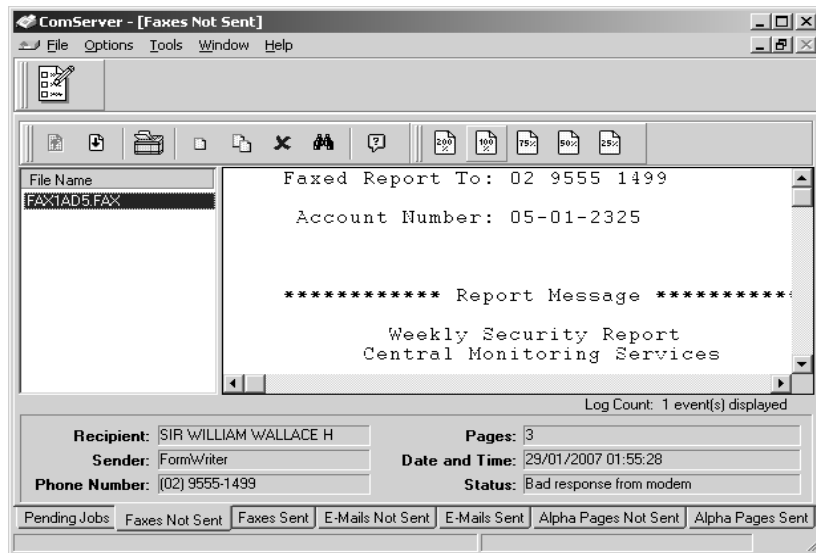














Figure 15 - Faxes not Sent Window

Here is a list of functions available from these windows.

Icon	Name	Function
	Go to next page of a fax	By clicking, you can move to the next page of the highlighted fax.
	Go to previous page of a fax	By clicking, you can move to the previous page of the highlighted fax.
	Print a fax	By clicking, you can print the highlighted fax.
	Re-send a fax	By clicking, you can attempt to re-send a fax

	Re-send all faxes	By clicking, you can attempt to re-send all fax messages.
	Delete a fax	By clicking, you can delete a fax.
	Search for a fax	By clicking , you can search for fax messages
	Zoom 200%	Click this button to view the fax at 200% of its original size.
	Zoom 100%	Click this button to view the fax at 100% of its original size.
	Zoom 75%	Click this button to view the fax at 200% of its original size.
	Zoom 50%	Click this button to view the fax at 50% of its original size.
	Zoom 25%	Click this button to view the fax at 25% of its original size.

To perform these functions, highlight any of the faxes under “File Name” and then click on one of the icons. As an alternative, you can right-click on any of the faxes to display a pop up menu (see Figure 17). Then select the function desired.

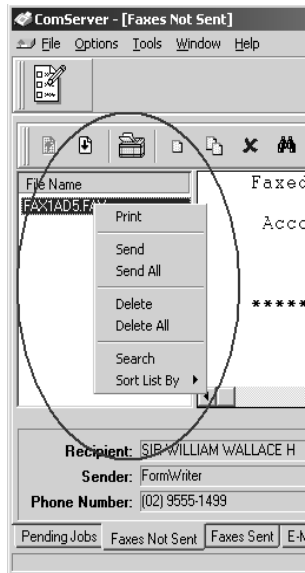


Figure 16 - Faxes not sent list

Additionally, from this menu you can perform the “Sort List By” function. This is a very useful function that allows you to choose various methods of sorting the contents of the list by one of the following methods:

- **Recipient:** to sort the list by the person/company receiving the message.
- **Sender:** to sort the list by the person/company sending the message.
- **File Name:** to sort the list by the file name of the message.
- **Date/Time:** to sort the list by the date and time the message was created.
- **Status:** to sort the list by the status (e.g., Completed successfully) of the message.

3.4.3 E-Mail not Sent/E-Mails sent

From these tabs you will be able to delete, view, and re-send e-mails (see Figure 17). The previous unsuccessfully sent e-mails, will be found in the “E-mails not Send” window.

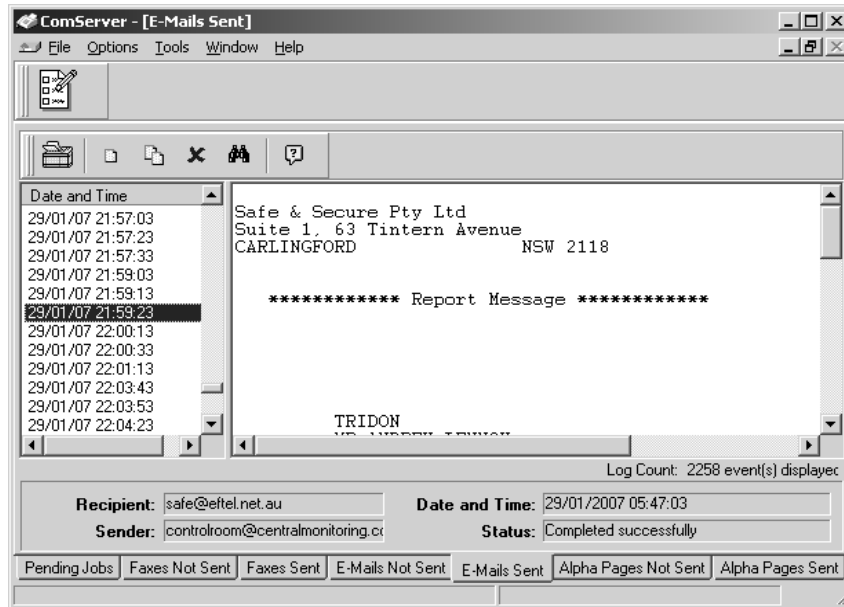







Figure 17 - E-Mails Sent Window

Here a list of functions available from these windows.

Icon	Name	Function
	Print an e-mail message	By clicking, you can print the highlighted e-mail message
	Re-send an e-mail	By clicking, you can attempt to re-send an e-mail.
	Re-send all e-mail messages	By clicking, you can attempt to re-send all e-mail messages.
	Delete an e-mail	By clicking, you can delete an e-mail.
	Search for an e-mail	By clicking, you can search for e-mail messages

To perform these functions, highlight any of the e-mails under “File Name” and then make click on one of the icons. As an alternative, you can right-click on any of the e-mails to display a pop up menu (see Figure 18). Then select the function desired.

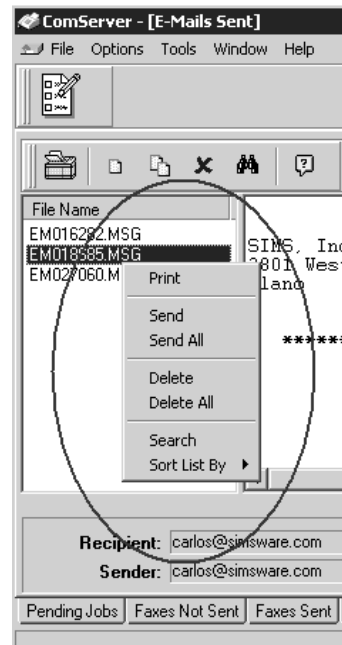


Figure 18 - E-mail window pop-up menu

Additionally, from this menu you can perform the “Sort List By” function. This is a very useful function that allows you to choose various methods of sorting the contents of the list by one of the following methods:

- **Recipient:** to sort the list by the person/company receiving the message.

- **Sender:** to sort the list by the person/company sending the message.
- **File Name:** to sort the list by the file name of the message.
- **Date/Time:** to sort the list by the date and time the message was created.
- **Status:** to sort the list by the status (e.g., Completed successfully) of the message.

3.4.4 Alpha Pages Not Send/Alpha Pages sent

From these tabs you will be able to delete, view, and re-send Alpha Page. The previous unsuccessfully Alpha Pages sent, will be found in the “Alpha Pages Not Send” window. See next Figure

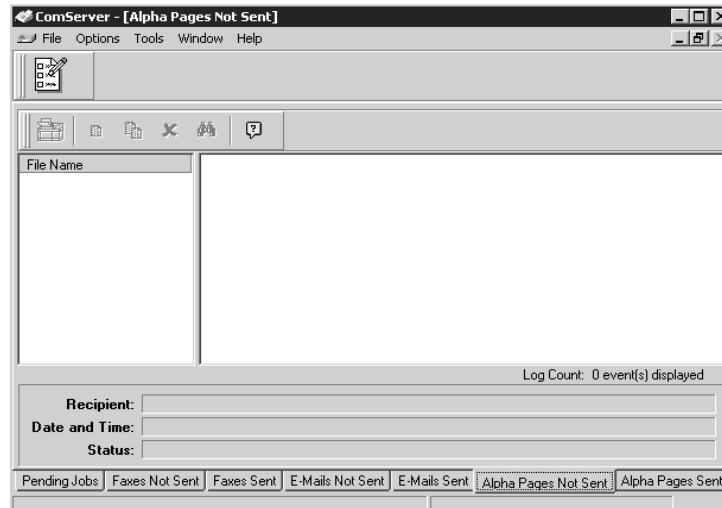







Figure 19 - Alpha Pages Not Sent Window

Here a list of functions available from these windows.

Icon	Name	Function
	Print an alpha pager message	By clicking, you can print the highlighted alpha pager message
	Re-send an alpha pager message.	By clicking, you can attempt to re-send an alpha pager.
	Re-send all alpha pager messages.	By clicking, you can attempt to re-send all alpha pager messages.
	Delete an alpha pager message	By clicking, you can delete the highlighted alpha pager message.
	Search for an alpha pager message.	By clicking , you can search for an alpha pager message

4 Common Procedures

In this section we are going to describe some common procedures that might be useful when you are a ComServer user.

4.1 How to create a new TAPI port

- 1 From Windows, click the **Start** button on the lower left-hand corner of the screen.
- 2 Choose Setting | Control Panel.
- 3 Double-click the Modems icon (sometimes you will find it as “Phone and Modem Options”).
- 4 From the “Modem” Tab, click the Add button.
- 5 Click the Next button.
- 6 Choose the port you want to run detection.
- 7 Click the Next button.

In some circumstances, Windows will not be able to automatically find and configure your modem. In that case, you will be prompted to choose the manufacturer and model of you modem. If this happens, please consult the documentation for the modem to find this information out. Once you have done this, choose the manufacturer and model of you modem. Then click the Next button. You will then be

prompted to select the port on which this modem resides. Once this is done, click the Next button.

- 1 Windows will configure the modem.
- 2 Reboot your computer.

4.2 How to setup ComServer to use an existing TAPI port.

- 1 From Comserver, choose Options | Setup.
- 2 Choose the Fax Device tab.
- 3 Choose TAPI Device.
- 4 Click the Test All Ports button. This will tell you what ports have modems connected to them.
- 5 Once done with the test, click the Close button.
- 6 Click the Add button.
- 7 Choose the TAPI port from the drop-down list you want ComServer to use.
- 8 Click the Ok button.
- 9 Configure the TAPI port.
- 10 Click the Ok button.

4.3 How to re-send an e-mail message that previously failed.

- 1 Choose Window | E-mail not Sent.
- 2 Choose the e-mail message from the window on the right-hand side of the E-mails not Sent tab.
- 3 Click the Send E-mail message button.
- 4 Review the information in the Re-send Email message dialog box.
- 5 Click the Ok button.

4.4 How to re-send a fax message that previously failed.

- 1 Choose Window | Faxes not Sent.
- 2 Choose the fax file name from the window on the right-hand side of the Faxes not Sent tab.
- 3 Click the Send Fax message button.
- 4 Review the information provided in the Re-send Fax message dialog box.

4.5 How to re-send an alpha pager message that previously failed

- 1 Choose Windows | Alpha Pages not Sent
- 2 Choose the alpha pager message from the window on the right-hand side of the Alpha Pages not Send tab.
- 3 Click the Send Alpha Pager message button.
- 4 Review the information in the Re-send Alpha Pager message dialog box.
- 5 Click the Ok button.

4.6 How to enable the SIMS II program to send e-mails via ComServer:

- 1 Go to “Global System Options” (C-S-D-D) in the SIMS II program.
- 2 Change the **Netscape E-mail Protocol** option to ‘3’.
- 3 Go to Workstation Options (C-S-D-B) and change the **E-mail Return Address** field to the return e-mail address of this workstation.
- 4 Strike F10.
- 5 Go back to the SIMS II main menu.

- 6 Go to Disk/Network Parameters (C-S-S-D) in the SIMS II program.
- 7 Change the Enable E-mail Out Path option to 'Y' and change the Drive\Path field to the current SIMS II directory.
- 8 Strike F10.
- 9 Exit the SIMS II program and then re-enter it.

Note: Because these are workstation options, this must be done on every SIMS II terminal that you want to send e-mail messages from.

4.7 How to enable the SIMS II program to send faxes via ComServer.

- 1 Go to Workstation Options (C-S-D-B) in the SIMS II program.
- 2 Change the Enable Generic Fax Driver option to 'Y'.
- 3 Strike F10.
- 4 Exit the SIMS II program and then re-enter it.

Note: Because this is a workstation option, this must be done on every SIMS II terminal that you want to send faxes from.

5 ComServer Interaction with SIMS II

SIMS ComServer writes traffic and historical records to the SIMS II program. Both of these can be used to monitor alpha page, email, and fax transmission originating from the SIMS II program. Successful transmitted files will be stored in a directory named SENT located in the SIMS II directory. While unsuccessful transmitted files will be stored in a sub directory named UNSENT located in the SIMS II directory.

5.1 Traffic Display

ComServer displays messages in the Traffic Display to alert you when an alpha page, email, or fax was transmitted (see next Figure).

```

C:\SIMS.EXE
MODE: Traffic Display          v1.39.14  Log: SIM Tue Jan 30 2007 11:02:00
P Time - Acct No. - Subscriber Grp Code O/C - Signal - Opr
R 12:00 95-01-999999 System Reminder Account 001 N/A MESSAGE
S 12:00 95-01-999999 System Reminder Account 001 N/A MESSAGE
15:23& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
15:13& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
14:48& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
14:47& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
10:39& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
10:27& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
10:25& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
14:33& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
14:30& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
14:29& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
16:17& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
16:16& 98-01-0011 SIMS ComServer Message - N/A EMAIL OK
15:03 01-01-0001 Tequila Perez ACME OPN OFF TEST
14:58 01-01-0001 Tequila Perez ACME OPN ON TEST
14:50 01-01-0001 Tequila Perez ACME OPN OFF TEST
14:47 01-01-0001 Tequila Perez ACME OPN ON TEST
14:46 01-01-0001 Tequila Perez ACME OPN OFF TEST
14:44 01-01-0001 Tequila Perez ACME OPN ON TEST
F1-Help F2-Srch F3-Test F4-Hist F5-MAlr F6-W/O F7-Auto F8-Name F9-Pri F10-Log
Disk= 70%, Scrn= 4% 2 Event(s) Pending! = F11 OUS= 0%, Alr= 0, 0%

```

Figure 20 - Comserver Messages in SIMSII Traffic Screen

5.2 History

ComServer writes history records to the SIMS II program so that you can run history reports and find what e-mails, faxes, and alpha pages were transmitted successfully and unsuccessfully. If an e-mail, fax, or alpha page was transmitted unsuccessfully, the zone description actually tells you the error that was returned from the modem.

Note: If a report is sent by fax, ComServer will attempt to also write history to the dealer account for the subscriber the fax was generated for. If no dealer account was specified or could not be found, an NRE (No record exists) message will appear in the traffic display to alert you no dealer account could be found.

Example of alpha pager history report for account 01-99-9999:

Date	Day	Received CompleteMsg	Description
01/01	Mon	01:00:00a01:00:00a&FS5	SIMS ComServer Alpha Page OK
01/01	Mon	01:01:00a01:01:00a	&FS6 SIMS ComServer Alpha Page Error

(No Answer.)

Example of e-mail history report for account 01-99-9997:

Date	Day	Received CompleteMsg	Description
01/01	Mon	01:00:00a01:00:00a&FS3	SIMS ComServer Email
01/01	Mon	01:01:00a01:01:00a	&FS4 SIMS ComServer Email Error

(Invalid Rcpt.)

Example of fax history report for account 01-99-9998:

Date	Day	Received CompleteMsg	Description
01/01	Mon	01:00:00a01:00:00a&FS1	SIMS ComServer Fax Ok
01/01	Mon	01:01:00a01:01:00a	&FS2 SIMS ComServer Fax Error

(No dial tone)

Note: When running a history report for these mnemonics, the report must include exception events

6 Troubleshooting

Troubleshooting problems can appear to be difficult at first glance. It may help to divide potential problems into separate categories:

- **Software:** Sometimes the correction requires an intimate knowledge of the application and correction of a program bug. Other times, it may simply be a misunderstanding of the results of an action performed by the program.
- **Hardware:** This encompasses devices such as serial ports, modems, network interface cards, etc. and interfacing to the operating system and/or application program. Troubleshooting hardware devices is beyond the scope of this section.

Software Checklist

- 1 Has a new update of the application been installed?
- 2 Has there been a modification of the properties in your Windows computer?
- 3 Has there been a modification to the network? Changes in the Network can and do have effects on the operation of the application and/or database.

If the problem is identified, can the problem be duplicated? Problems that can be duplicated can easily and quickly be fixed.