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<table>
<thead>
<tr>
<th>LICENSE</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>TABLE OF CONTENTS</td>
<td>3</td>
</tr>
<tr>
<td>PRESENTATION</td>
<td>4</td>
</tr>
<tr>
<td>GlobalComServer Exchange 2000 or 2003 Connector presentation</td>
<td>4</td>
</tr>
<tr>
<td>MS-Exchange 2000 or 2003 GlobalComServer Connector structure</td>
<td>4</td>
</tr>
<tr>
<td>Scheme</td>
<td>4</td>
</tr>
<tr>
<td>Active Directory</td>
<td>5</td>
</tr>
<tr>
<td>NT Service</td>
<td>5</td>
</tr>
<tr>
<td>Installed files and directories</td>
<td>5</td>
</tr>
<tr>
<td>INSTALLATION</td>
<td>6</td>
</tr>
<tr>
<td>Preparation and requirements</td>
<td>6</td>
</tr>
<tr>
<td>Microsoft® Exchange 2000 or 2003 server</td>
<td>6</td>
</tr>
<tr>
<td>GlobalComServer server</td>
<td>6</td>
</tr>
<tr>
<td>GCS Connector installation</td>
<td>6</td>
</tr>
<tr>
<td>ADMINISTRATION</td>
<td>11</td>
</tr>
<tr>
<td>Exchange® system management</td>
<td>11</td>
</tr>
<tr>
<td>Incoming routing</td>
<td>11</td>
</tr>
<tr>
<td>Incoming routing setup</td>
<td>12</td>
</tr>
<tr>
<td>Outgoing routing and Least Cost Sending management</td>
<td>12</td>
</tr>
<tr>
<td>Outgoing routing setup</td>
<td>14</td>
</tr>
<tr>
<td>Language resources implementation</td>
<td>14</td>
</tr>
<tr>
<td>Global contacts</td>
<td>14</td>
</tr>
<tr>
<td>TROUBLESHOOTING</td>
<td>18</td>
</tr>
<tr>
<td>If the message “IMAPISession [0x8004011D][MAPI 1.0] : The information store could not be opened “ appear</td>
<td>18</td>
</tr>
<tr>
<td>1/Verify the starting account of AVM - GCS EXCHANGE CONNECTOR</td>
<td>18</td>
</tr>
<tr>
<td>2/Launch the regedit and open the key</td>
<td>18</td>
</tr>
<tr>
<td>3/ Launch the regedit and open the key</td>
<td>19</td>
</tr>
<tr>
<td>If the message “System : [0x2] The system cannot find the specified” appear</td>
<td>20</td>
</tr>
<tr>
<td>The AVMCom component is not present on the Dcomcnfg list</td>
<td>24</td>
</tr>
<tr>
<td>Problem on sending report or incoming fax</td>
<td>25</td>
</tr>
</tbody>
</table>
This manual is intended to the administrator system responsible for the installation, the configuration and the maintenance of GlobalComServer Exchange 2000 or 2003 Connector. Knowledge of Microsoft Windows NT® and Exchange 2000 or 2003® Server is recommended.

GlobalComServer Exchange 2000 or 2003 Connector presentation

GCS Exchange 2000 or 2003 Connector is a software developed by AVM Informatique, that allows users to send and receive faxes and/or SMS with an Exchange mail client (Outlook or Exchange client) based on an Exchange 2000 or 2003 Server.

Using their mail client (Outlook or Exchange client), users compose a message, to which one or several documents (Word, Excel, ...) may be attached, and send it.

GCS Exchange Connector processes that e-mail and puts files in the GlobalComServer platform. The GlobalComServer platform processes those files and sends the message by fax, telex or SMS to the recipient(s).

Users may receive an acknowledgment in their e-mail inbox. (See GlobalComServer manual - Administration | Users | Advanced tab)

Users can receive faxes, SMS or telexes in their inbox if the GlobalComServer server has been configured to do it. (See GlobalComServer manual - Administration | Main configuration | Incoming routing)

MS-Exchange 2000 or 2003 GlobalComServer Connector structure

Scheme
Active Directory

The Connector implementation modifies the *Active Directory®* structure at the following node @ROOT

Node:

**CN=Organisation, CN=Microsoft Exchange, CN=Services, CN=Configuration, DC=...**

From this location, the installation will add several tree structures:

- The address templates FAX and SMS for French language (0x40C) and English (0x409).
  - **CN= Adresse Fax, CN=40C, CN=Address-Templates, CN=Addressing, @ROOT**
  - **CN=Adresse SMS, CN=40C, CN=Address-Templates, CN=Addressing, @ROOT**
  - **CN=Adresse TELEX, CN=40C, CN=Address-Templates, CN=Addressing, @ROOT**
  - **CN=Fax Address, CN=409, CN=Address-Templates, CN=Addressing, @ROOT**
  - **CN=SMS Address, CN=409, CN=Address-Templates, CN=Addressing, @ROOT**
  - **CN=TELEX Address, CN=409, CN=Address-Templates, CN=Addressing, @ROOT**

Fax, telex and SMS address generators:

- **CN=Fax:I386, CN=Address-Types, CN=Addressing, @ROOT**
- **CN=SMS:I386, CN=Address-Types, CN=Addressing, @ROOT**
- **CN=TELEX:I386, CN=Address-Types, CN=Addressing, @ROOT**

The GlobalComServer Connector:

- **CN=GCS, CN=Connections, CN=Groupe de routage, CN=Routing Groups, CN=Site, CN=Administrative Groups, @ROOT**

NT Service

The Connector uses a new NT service:

**AVM – GCS Exchange Connector**

By default the starting account is the system account.

**Installed files and directories**

- **\Exchsrvr\ADDRESS\FAX\i386\ProxyFAX.dll**: Application extension used to create FAX address types.
- **\Exchsrvr\ADDRESS\SMS\i386\ProxySMS.dll**: Application extension used to create SMS address types.
- **\Exchsrvr\ADDRESS\TELEX\i386\ProxyTELEX.dll**: Application extension used to create TELEX address types.
- **\Program Files\AVM Informatique\GCS Exchange Connector\ExchExt.dll**: Exchange 2000 administration extension.
- **\Program Files\AVM Informatique\GCS Exchange Connector\ExchExtAddressTemplates.dll**: Exchange 2000 administration extension.
- **\Program Files\AVM Informatique\GCS Exchange Connector\Connector.exe**: Execution program for the installed NT service.
- **\Program Files\AVM Informatique\Api\AVMCom.exe**: API for *GlobalComServer* management.
Preparation and requirements

Microsoft® Exchange 2000 or 2003 server

An Exchange 2000 or 2003® server must be installed before GlobalComServer.

GlobalComServer server

To be able to communicate with GCS, the Connector requires at least one GlobalComServer installed on the network.

The GlobalComServer server is not necessarily on the Exchange server. Having GlobalComServer on a different computer increases the task’s security and allows multi-sites management and least cost sending.

GCS Connector installation

Launch setup.exe and choose GCS Exchange connector
For Exchange 5.5 choose GCS Connector 5.5
For Exchange 2000 or 2003 choose GCS Connector 2000

Follow the installation program instructions.

Fill in the information screen with the appropriate data.
Default GCS Server: GlobalComServer machine name.

Exchange Server: Exchange 2000 or Exchange 2003® server machine name, on which the connector will be referenced.

Click on next.
Click on Finish when the button is active.

Launch the Exchange System Manager, then click on right button on your Exchange Organization and choose properties.
Check the 2 options as follows

Click on **Administrative Groups**, **First Administrative Group**, **Routing Groups**, **First Routing Group** then right click on **Connector**, choose **new** and **GlobalComServer Connector**.
Language resources implementation

By default, the connector installs French and English (US) resources for FAX, SMS and TELEX address types.
It is possible to implement other languages for E-mail clients (Outlook,...) which do not use French or English (US).
For that, select the **recipient** container in your Exchange 2000 or 2003 organization, then click on the right button of your mouse and select « New/GlobalComServer templates ». Thenceforth, the connector will ask you if you wish to install resources for each language present in your tree structure view.

Answer « YES » to install the resource, « NO » to ignore the language or « CANCEL » to stop the installation.

Go on the **service manager** and start the **AVM Exchange connector** service.

If the service is stopped after few seconds, go to the **Troubleshooting** section.
Exchange® system management

The installation of the connector adds a new connector in the tree of the group of routing managed by your Exchange 2000 or 2003 server in manager of system.

To authenticate the sender by its property: specify here the Exchange property of the sender which will be used for the authentication of the user on GCS server.

Property of the sender associating his logo: specify here the Exchange property of the sender which will determine the cover page to use.

Properties array: this array allow you to view and modify some properties:
- UseSMTP: Use SMTP protocol to send acknowledgment (incoming et outgoing).
  See also SMTPServer, GatewayAccount and GatewayPassword.
- UsePDF: Convert TIF files to PDF files (incoming et outgoing).
- UseDistiller: If UsePDF>0, use Acrobat Distiller® to convert to PDF.

Other properties may be modified by the support service when some trouble occurred.

Incoming routing

This screen allows configuration of several GCS servers on which the connector will process incoming messages.
Incoming messages are all messages (FAX, SMS or TELEX) received by the specified server, also the sending acknowledgments.

**Incoming routing setup**

Select the screen « Incoming routing », click on the right button of the mouse and select « New/Incoming routing ». The following box will appear :

![Incoming server dialog box](image)

In this example, the connector will ask the server GlobalComServer_US to provide all (FAX, SMS or TELEX) incoming messages, also the sending acknowledgments from this specified server.

**Outgoing routing and Least Cost Sending management**

This view allows you to configure the several GCS servers on which the connector will put the messages to send depending on the recipient address.
This functionality allows Least Cost Sending management for (FAX, SMS or TELEX).
Outgoing routing setup

Select the screen « Outgoing routing », click on the right button of the mouse and select « New/Outgoing routing ». The following box will appear :

```
Outgoing routing
Syntax: +33
Server: GlobalComServer_FR
Rescue
Server: GlobalComServer_US

OK Cancel
```

In this example, all messages with country code « +33 » will first be sent to the GlobalComServer_FR server in France. That server will then send the message with a local call. If any communication problem between the connector and GlobalComServer_FR occurs, GlobalComServer_US will be used as back-up server.

Language resources implementation

By default, the connector sets up French and English (US) resources for FAX, SMS and TELEX address types. It is possible to implement other languages for E-mail clients (Outlook,...) which do not use French or English (US).

For that, select the recipient container in your Exchange 2000 or 2003 organization, then click on the right button of your mouse and select « New/GlobalComServer templates ». Thenceforth, the connector will ask you if you wish to set up resources for each language present in your tree structure view.

```
ExchangeAddressTemplates
Do you want install templates into 'Italian' group?
Yes to install.
No to skip.
Cancel to stop install.

Yes No Cancel
```

Answer « YES » to setup the resource, « NO » to ignore the language or « CANCEL » to stop the installation.

Global contacts

In order to manage shared contacts, you can create FAX, SMS or TELEX particular addressees. For that, open the « Users and computers Active Directory » of your organization and follow the steps :

Select the container to be used and click on the right button of your mouse to select « New/Contact » menu :
Type in the general contact informations:

Let Exchange creates an address for this contact:
Select a personalized E-mail type by pressing the button “Modify”:

Type in the address type (FAX, SMS or TELEX) and type in the address as follows:

<Recipient name>@[Number FAX, SMS, TELEX] : <Company>
Then, you can select now your e-mail client address directly from the address book directory « Global address ».
To spy the connector messages and find the connector problems start `svclog.exe` (the AVM logs program).

Launch “Start \ Programs \ AVM Informatique \ Tools \ SvcLog”

c:\program files is the default installation directory

Choose the Connector.exe on the svclog combo box and restart the AVM – GCS EXCHANGE CONNECTOR service.

If the message “IMAPISession [0x8004011D][MAPI 1.0] : The information store could not be opened “ appear

1/Verify the starting account of AVM - GCS EXCHANGE CONNECTOR

the account must be **local system account**

2/Launch the regedit and open the key

**HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\AVM – GCSEXCHANGECONNECTOR\Parameters\DN**
Verify the Value data

/o= your Exchange Organisation
/ou=your First Administrative Group

Warning : this string is case sensitive

3/ Launch the regedit and open the key

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\AVM – GCSEXCHANGECONNECTOR\Parameters\ExServerDN

Verify the Value data

This field must contain the Full qualify name
hostname + primary dns suffix

Example :

Sup12.exchange2003.demo.fr
If the message "System : [0x2] The system cannot find the specified" appear

Verify your access rights to the GlobalComServer machine
The GCS EXCHANGE Connector accesses to the GCS server by a DCOM Component, this DCOM
uses Windows rights to access to the GCS server.

**To change the rights of the DCOM Component launch the dcomcnfg Program on the GCS server, not on the Exchange Server, and double click on AVMCom component.**

Click on **Run** then **Start** and type dcomcnfg and click on **OK**

Click on **Security**
Check **User custom access permissions** then click on **Edit**

Add **Everyone All Access** and click on **OK**

Check **Use custom launch permissions** then click on **Edit**
Add **Everyone All Access** and click on OK

Then click on **Properties** then **Identity**

Choose the account used to start the **AVM - GlobalComServer** services
The AVMCom component is not present on the Dcomcnfg list

You must register the component

Click on **start** menu then **run** and type the command

```
"c:\program files\Avm Informatique\GlobalComServer\API\avmcom.exe" –unregister
```

then

```
"c:\program files\Avm Informatique\GlobalComServer\API\avmcom.exe" –register
```
Problem on sending report or incoming fax

You can have this message in event log:

![Event Properties](image)

**Solution:**

Go to: Exchange System Manager -> Administrative Groups/First Administrative Group/Routing Groups/First Routing Group Connectors/GlobalComServer Connector (ServerName) and check if "**ProcessIN = 1**" for incoming fax and check if "**UseSMTP = 0**" for sending reports.