

# Office Messenger

## (Server Manual)

Version 1.0

By

Blue Smoke Software

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## OM (Office Messenger)

The **Office Messenger** application is used for sending messages to users within your office environment. This is done without using an Email Server or a third party instant messengers. By not using an Email Server or other services there will never be any spam messages received which could contain viruses or trojans. By eliminating the need for internet connectivity your network is more secure. The OAMS is your private instant messenger service for your local intranet. The OAMS Server consists of two programs.

First the main program called the **Office Messenger Server**. This program can reside on any Windows XP or Higher Os machine. It resides as a background service on the PC. Because it is a background service the machine it is installed on should always be running. The machine doesn't have to have a user logged in, just running. If the machine is shutdown then the popup client's won't be able to connect to send or receive there messages.

Second the client software called **Office Messenger Client**. This program is installed on PC's in your office. Through the popup client program you can receive and send messages to users that are either online or offline.

There are three ways to send messages to the **Office Messenger Clients**.

1. Through the popup client you can send messages to other users or groups of users. If the clients are not connected then the message is queued for them to receive it once they connect.
2. Messages can be sent through the Management console to all users, groups of users or individual users.
3. Alert messages can be sent from remote Applications that reside on Servers or Web Servers. The message contains three pieces of information to route the message to the appropriate user. The message has the Category, Error code and Message. The Category can be either General or Application message and the Error codes are Information, Warning and Severe errors. There are Error maps that are setup to route those conditions to the Appropriate User or Groups of users.

The main features and benefits of Office Messenger are as follows:

- ✓ Ability to route messages from individual users to other users which are connected to the popup messenger program.
- ✓ Custom modules can be written to interface to other applications either web based or pc based.
- ✓ Runs as a background service

## Section 1: Setting Up the Server PC

This section provides an overview of the OM application and explains what is needed in order to set up the OM PC. This section includes procedures for the following:

- ✓ Installing the OM software on the PC
- ✓ Starting the OM Service
- ✓ Setting up Global parameters for OM
- ✓ Adding Users and Groups to the OM System
- ✓ Installing and configuring the Remote Client Popup messenger

### 1.1: Components of the OM Application

There are three components, which make up the OM application. They are OMService.exe (Core Service Module), UserManager.exe (Management Module) and AlertMonitor.exe (Monitor and Configuration Module). These components make up the OM System. The OMService is the Core Service Module, which is responsible for processing all messages. These messages come from other popup clients or from other applications. These messages are routed to an individual user or a group of users.

### 1.2: General Hardware and Software Requirements

The following products are required to install and run the Office Messenger Application

- ✓ An IBM-compatible PC with an Pentium or higher processor
- ✓ Windows XP with Sp2 operating system or Higher OS
- ✓ Microsoft .NET Framework 1.1
- ✓ Microsoft .NET Framework 2.0
- ✓ A Hard disk with a minimum of 50 MB available for the OM Application
- ✓ A CD-Rom drive or access to a network for installation
- ✓ A minimum of 512MB Ram.
- ✓ Screen Resolution set to 800 x 600 in order to see the full screen.

#### Optional Software

- ✓ Microsoft SQL Express if the SQL Database is selected
- ✓ Microsoft SQL Management Console if SQL type database selected

### 1.3: Installing and Deinstalling Office Messenger Software on the PC

This procedure installs the Office Messenger software from the Office Messenger CD onto a computer running any of the Windows Operating System. You can cancel the installation process at any time by clicking the Cancel button when it appears in a screen and then clicking the Exit Button that appears in the pop-up screen.

#### Procedure to install from the CD

1. Place the Office Messenger CD in your CD drive.
2. If you have AutoRun turned on the setup program starts automatically.  
If Auto Run is turned Off
  - a) Select Start from the Tool Bar, and then execute the SETUP.EXE program from the Start and Run selections on the tool Bar of the Windows Explorer.
  - b) Select Run from the Start Menu
  - c) Enter *drive:\setup.exe*
3. The OM copyright screen appears along with the Setup screen indicating that OM is preparing the Install shield Wizard that guides you through the setup program. When the install Shield Wizard is installed, the Windows screen appears under the banner OM Setup.
4. Click Next to proceed with OM Setup Program. The User registration screen appears, asking you for the serial number which can be found on the front of the CD ROM or emailed to you
5. Select the default directory that appears in the Destination Directory box or find a suitable directory by clicking Browse.
6. Click next after you have chosen your directory.

#### Procedure to install Office Messenger from the downloaded file

1. Place the Office Messenger CD in your CD drive.
2. The downloaded file is a self extracting zip file. Run the downloaded file. There will be a prompt to choose a directory to unzip these files into. After they unzip to your directory run the SETUP.EXE program

3. The Office Messenger copyright screen appears along with the Setup screen indicating that OM is preparing the Install shield Wizard that guides you through the setup program. When the install Shield Wizard is installed, the Windows screen appears under the banner OM Setup.
4. Click Next to proceed with OM Setup Program. The User registration screen appears, asking you for the serial number which can be found on the front of the CD ROM
5. Select the default directory that appears in the Destination Directory box or find a suitable directory by clicking Browse.
6. Click next after you have chosen your directory.

## 1.4: After Installation

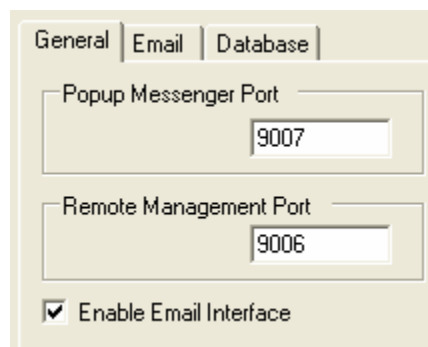
In order for the OM to function you will have to configure the firewall to allow Port 9007 and 9006. The 9006 port allows remote configuration through the Office Messenger Monitor or UserManager programs. The 9007 port allows the connections of popup clients to establish a connection with this computer.

## Section 2: Setting the Options and Run the Service

Before the Service is run for the first time the Options must be set. Execute the Alert Service Monitor Program. From the Blue Smoke Software\Office Messenger Menu item. It might also be running on the System tray as an icon. You would activate it by using your right mouse button and select the Office Messenger Service Monitor menu item. This will bring the application to the foreground. Once executed the application will display information about the service, Select the “Config File” Button and continue setting up the options.

### 2.1: General Options Tab

The General Tab sets up the Port Assignments for the Popup Clients and the Remote Management. These ports are user selectable and if there changed those settings will have to be used when setting up the Office Messenger Client or Remote UserManagement.



**Figure 2.1 General Options Tab**

The General Tab allows you to perform the following functions:

Field Name	Description
Office Messenger Client Port	This is the Networking Port number that the OM Service will listen for Popup Clients to Connect on. If this number is changed then the Popup messenger Option must also change to reflect this new port assignment.
Remote Management Port	This is the Network port number that the Remote User Manager and other Applications will use to communicate with the OM service. If this number is changed then all the remote users managers and remote applications must also change to reflect this new port assignment
Enable Email Interface	This enables the Office Messenger Clients to send messages to the defined email address or text messaging address. See Appendix B for more information



## 2.2: Email Options Tab

These Options are enabled if the Email interface was selected on the General Options Tab.

**Figure 2.2 Email Options Tab**

The Email Tab allows you to perform the following functions:

Field Name	Description
Email Address	This is the Email Account that the OM will use to send email messages. This Email account should be setup by your Network Administrator
POP3 Server	This is the name or your POP3 server.
POP3 Port	This is the Port assignment for the POP3 connection. Default 110
POP3 Secure	This enables a SSL connection to the POP3 server. Normally the POP3 Server Port assignment will be changed also. The default Secure POP3 port is 587 or 465 with certificates
POP3 Username	This is the username to use to log into the email account.
POP3 Password	This is the password to use to log into the email account
SMTP Server	This is the name of your SMTP server .

SMTP Port	This is the Port assignment for the SMTP connection. Default 25
SMTP Secure	This enables a SSL connection to the SMTP server. Normally the SMTP Server Port assignment will be changed also. The default Secure SMTP port is 995
Use Different Login	You may have different login accounts for your POP3 and SMTP Servers
POP3 Username	This is the username to use to log into the email account.
POP3 Password	This is the password to use to log into the email account

## 2.3: Database Options Tab

The Database Tab contains the configuration of the database. The alert Service supports two types of database files Access 2002 and SQL. The first is the **Access 2002 Database** type files they are smaller and easier to backup and are stored in the Programs installed directory. Access file extension is MDB. This is the most common configuration and the easiest to maintain. The next type of database file is the SQL it has the capability of storing larger amount of users and data and has faster inquiries verses the Access database. SQL file extension is MDF. There is always a .log file associated with the SQL file. The LOG file is the transaction file.

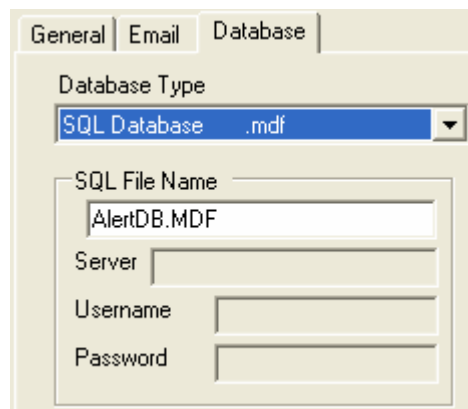
1. Using the Access Database Using a local file on the PC which is contained in the installation directory. There is just one file AlertDB.MDB. If this file is moved to a different location then the full path of the database files must be entered into the database name field.

The screenshot shows a configuration window with three tabs: 'General', 'Email', and 'Database'. The 'Database' tab is active. It contains a 'Database Type' dropdown menu set to 'Access Database .mdb'. Below this is a group box labeled 'Access File Name' containing a text field with 'AlertDB.MDB'. At the bottom of the group box are three empty text fields labeled 'Server', 'Username', and 'Password'.

**Figure 2.3.1 Database Tab page**

2. There are three different ways in which the SQL database file can be set up.

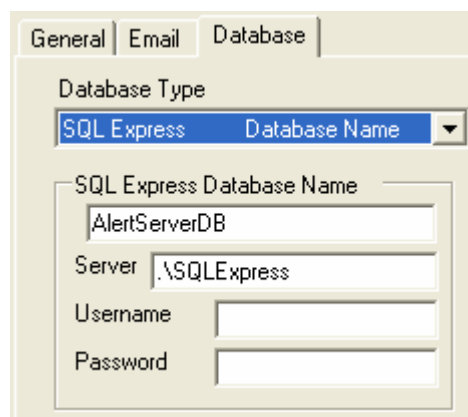
A. By using the AlertDB.MDF and AlertDB.Log file directly. These files are located in the installation directory. The AlertDB.Log file is the transaction recovery file and must be in the same directory as the AlertDB.MDF database file. If the database file is moved then the transaction file must also be moved to the different location. You must enter in the full path of the database file.



The screenshot shows a configuration window with three tabs: 'General', 'Email', and 'Database'. The 'Database' tab is selected. Under 'Database Type', a dropdown menu shows 'SQL Database .mdf'. Below this, the 'SQL File Name' field contains 'AlertDB.MDF'. There are also empty text boxes for 'Server', 'Username', and 'Password'.

**Figure 2.3.2 Database Tab page**

B. By installing SQL Express from Microsoft and referencing the Database name. Once Microsoft SQL Express is installed you would add the AlertDB.MDF as a database. When it is installed it will have the default name or AlertServiceDB. That is the name you would use in the Name field. If you change the name then use that name



The screenshot shows the same configuration window with the 'Database' tab selected. The 'Database Type' dropdown now shows 'SQL Express Database Name'. The 'SQL Express Database Name' field contains 'AlertServerDB'. The 'Server' field contains '.\SQLEXPRESS'. The 'Username' and 'Password' fields remain empty.

**Figure 2.3.2 Database Tab page**

c. By installing the Database to a Microsoft SQL Server on a different PC. If you already have a managed Microsoft SQL Server then just add the AlertDB.MDF as a database. When it is installed it will have the default name or AlertServiceDB. That is the name you would use in the Name field. If you change the name then use that name

The screenshot shows a configuration window with three tabs: 'General', 'Email', and 'Database'. The 'Database' tab is active. It contains a 'Database Type' dropdown menu with 'MS SQL' selected. Below this is a group box labeled 'MS SQL Database Name' containing four fields: 'MS SQL Database Name' (with the value 'AlertServerDB'), 'Server' (with the value '<MS SERVER NAME>'), 'Username' (empty), and 'Password' (empty).

**Figure 2.3.2 Database Tab page**

The Database Tab allows you to perform the following functions:

Field Name	Description
Database Type	This selects the different database types
Name	This is the name of the database either a file or a database name.
Server	<p>This is the Machine name \ SQL Server Service</p> <ol style="list-style-type: none"> <li>1. When using SQL Express on your local machine the format would be LocalHost\SQLEXPRESS</li> <li>2. When using an SQL Server on a different machine the format would be LocalHost\MSSQLSERVER</li> </ol> <p>The LocalHost can be replaced by the address of the machine or “.” Or 127.0.0.1</p>
User Name	You can lock the database this is the Username to open the Database
Password	If you locked the Database with a User name then this is the Password

Once you have configured the different screens Save the configuration. Know that the options have been saved select the Start button. This will start the service, if the service will not start then you must read the event log. The event log will contain all the errors under the AlertLog. The Alert log section will contain all the messages generated from the Alert Service. See Appendix B on reading the Event Log. If the service started then you must run the User Management application to setup Users and Groups for Error conditions.

## Section 3: User Management Utility

To run the User management utility Select it from the Blue Smoke Software\Office Alert Messenger Menu item. This utility is responsible in setting up the Users and Groups that will receive the various Error Messages. This application can be run on the machine that hosts the service or as a remote on a different pc. The default username is ADMIN and Password Admin. The first time this user is connected the change password screen will appear requiring that you change the password for this account.

### 3.1 Login

Select the Files then Connect menu item. The login Screen will appear.



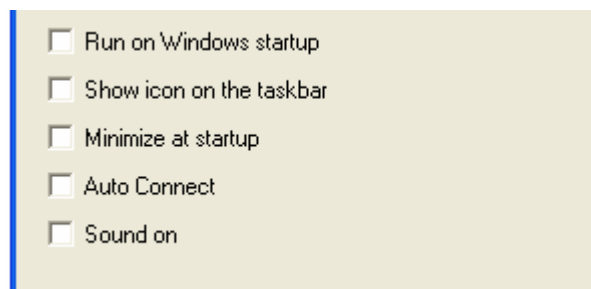
**Figure 3.1 Log in Screen**

The Login Connection screen allows you to perform the following functions:

Field Name	Description
User name	This is the name to log into the Alert Service
Password	This is the Password to use with the user supplied

Computer	This is the Address of the computer that the Alert server service is running on. On your local machine it would be "LocalHost" or "." Or "127.0.0.1"
Port	This is the network Port assignment for the remote management port which was setup in Section 2 on the General Tab. These port numbers must match in order to establish a connection.
Save my Password	When the user management application has successfully connected the settings that were used will be saved. If this is selected then the password field will be saved. When this field is displayed it will be displayed as *****
Options	This will display extra Options
Connect	This is the connect button. When selected the application will use your information and establish a connection to the Alert Service. If every thing is setup correctly then you should connect and be able to make changes to the Service.

The Options Button will display a list of other settings that can be saved for the next time the User Management Application is started

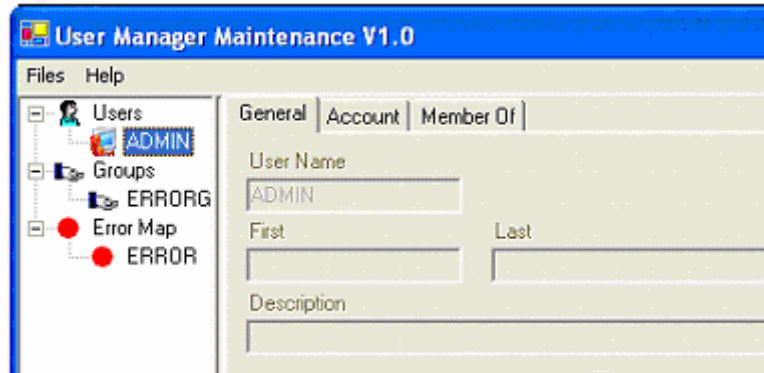


**Figure 3.1.1 Connection Option Screen**

The extra options allows for customization of how the User Management Application executes.

Field Name	Description
Run on Windows Startup	Places the User Management Program in the Users startup Options so it's executed every time the use logs in.
Show Icon on Taskbar	When minimized the application will show up in the sys tray as an icon
Minimize at startup	Minimizes the program to the taskbar
Auto Connect	Once the program starts if the User name and Password fields are filled out then it will automatically establish a connection to the Alert Service.
Sound On	Enables Sound notifications

Once the User management Console connects a screen like 3.1.2 will display. The only user is the ADMIN and this account is only for management purposes. Follow the next section to setup Users and Groups



**Figure 3.1.2 User Management Screen**

## 3.2 Setting up Users

Using your mouse select the USERS tree item, then with the right mouse button select it. The Add menu will appear and you should select it. Follow the screens to add a new user.

### *Section 3.2.1 General Tab*

The username field contains the nick name for the user. It shouldn't contain any spaces. The name is always displayed as uppercase and duplicate names are not allowed. The first and last name fields are used to identify the user. The description field is used to identify something about this user. Such as office location or computer location and is used as just an informational field. The remote login Check indicates that this user has the capability to use the user management Application to change options.

The screenshot shows a Windows-style dialog box titled "UserPropertyDlg". It has three tabs: "General", "Email", and "Groups". The "General" tab is selected. Inside the dialog, there are several input fields: "User Name" (containing "NEW USER"), "Password", "Confirm", "First", "Last", and "Description". There is also a checkbox labeled "Force Password Change at First Login" which is currently unchecked. At the bottom right, there are three buttons: "Reset", "Next >", and "Cancel".

**Figure 3.2 General User Tab**

The General Tab contains the minimum users' settings which allow you to perform the following functions:

Field Name	Description
User Name	This is the name to log into the service with
First	This is a description field used as the Users first name
Last	This is a description field used as the users last name
Description	Information about this user, such as location
Remote user	Indicates that this user will have login capabilities
Password	Password field which can contain any letters or digits and is case sensitive

### ***Section 3.2.2 Account Tab***

The account tab sets up the methods this user can be notified with. The first is to notify the user by there email account. The second is to Text Message the user through there Cell phone PDA or Pager. The third method is to use the Popup messenger service which could be loaded to each user's computer. There are three standard alert messages Informational, Warning and Severe. Informational messages contain just general information about a process that has started or a new file has arrived just general informational. Warning messages indicate that thee is a process that is suspicious and should be monitored to see if the problem has been resolved. Severe messages indicate that there are problems that must be addressed



**Figure 3.2.2.1 User Property Account Screen**

The Dialog allows you to perform the following functions:

Field Name	Description
Send Email	Activates the Email notification
Email Address	This is the Email Address to send messages to
Send Text	Activates the Text messaging notification
Number	This is the 10 digit phone number associated with the users Cell phone / Pager / PDA
Provider	This is your number 's provider text messaging URL
Send Popup	Activates the Popup Notification
Time	This brings up the Time window for the different notifications methods see Figure 3.2.2.2

Each notification method can be set to allow notifications only during the time which is selected.

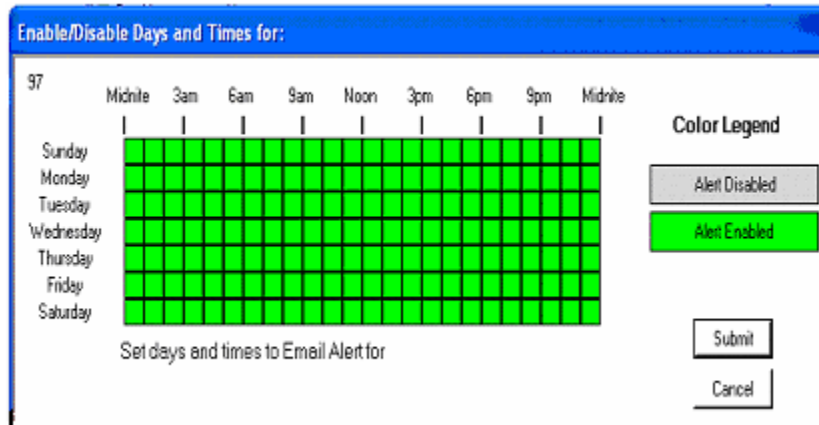


Figure 3.2.2.2 Time Window

By using the mouse select a square or a group of squares and drag the mouse diagonally across the squares. The color will change from green to gray to indicate the time range. The figure below shows a time range from Monday at 7 am through Friday 6 pm. Each square can be set for each day in the grid.

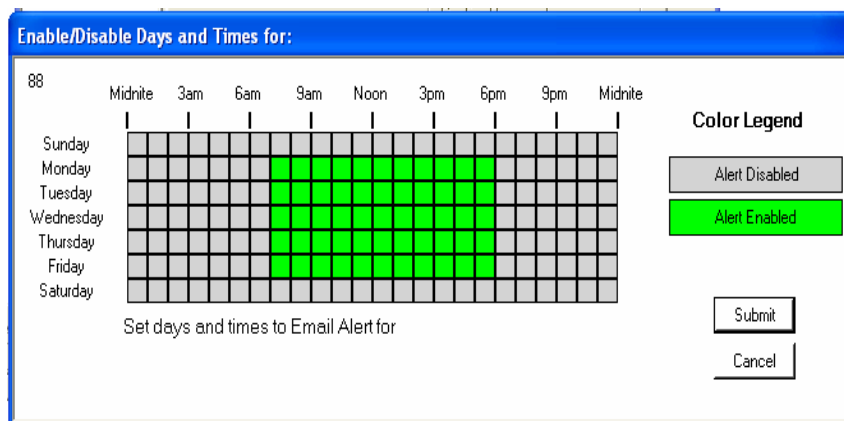


Figure 3.2.2.3 Time Window

### **Adding Providers**

To add other service providers you would select the Button next to the provider field. That brings up Figure 3.2.3 just enters in your provider's information and selects the OK button. That will save it to the database.

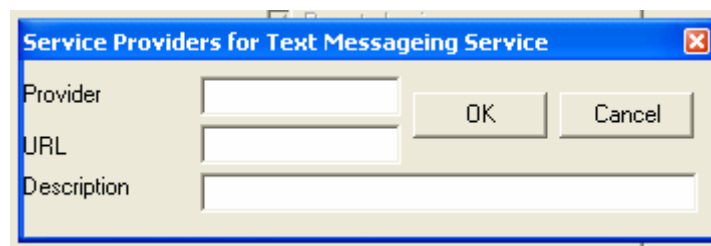


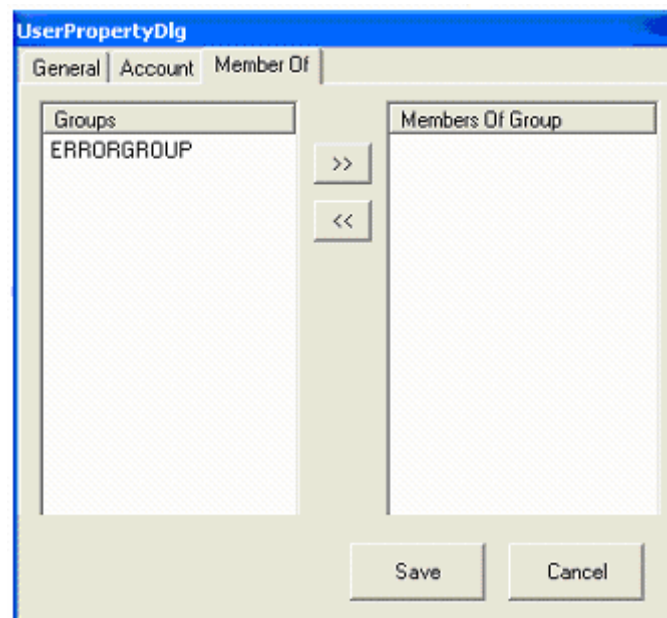
Figure 3.2.3 Service Provider's Options dialog

The Service provider Dialog allows you to perform the following functions:

Field Name	Description
Provider	Providers name such as Version, Sprint or Nextel
URL	This is your providers Text messaging URL. Like <b>Version is vtext.com</b>
Description	Just a name field used as documentation about this provider

### ***Section 3.2.3 Members Tab***

The Members tab is used to add this user to a Group or multiable Groups. A group is a collection or users which will all receive the same message. Based on the users notification methods.



**Figure 3.2.4 Members Tab**

The Members Tab allows you to perform the following functions:

Field Name	Description
Groups	These are the Groups that are defined in the system
Member of	These are the groups that this user belongs to

To add a new group use the mouse and select the Groups Window. Use the right mouse button to bring up a menu and select the Add Group. This will bring up the Add Group Dialog See Section 3.3 on Adding in Groups.

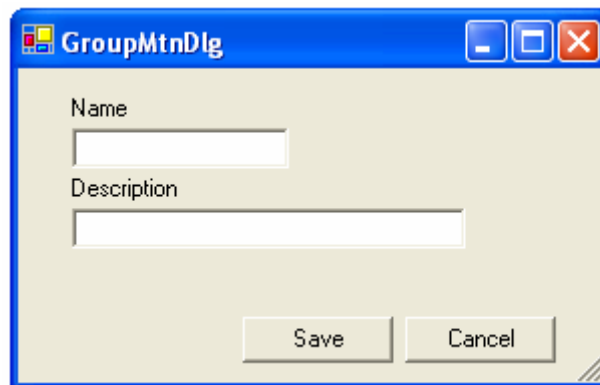


**Figure 3.2.5 Adding in Groups**

You can also modify and delete groups from this menu. If there is a group that is deleted then all users associated with that group will also be modified

### 3.3 Setting up Groups

By having groups we are able to send an Alert message to multiple users that are in the group.



**Figure 3.3.1 Group Options**

The Dialog allows you to perform the following functions:

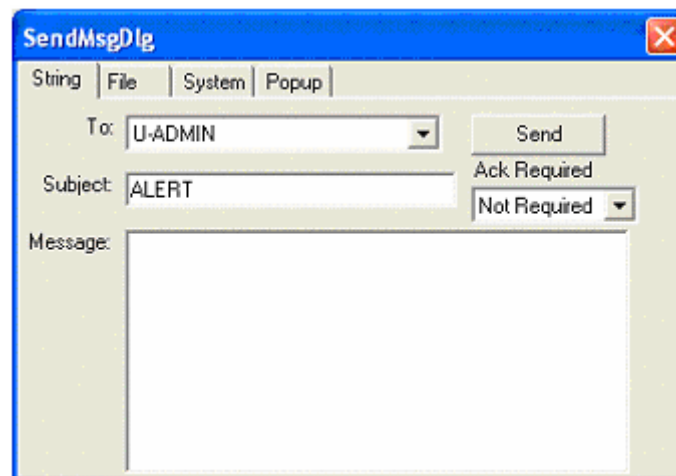
Field Name	Description
Name	This is the Name of the Group
Description	Informational field about this group. Why it was created

### 3.4 Sending Test messages

Test messages can be sent to individual Users and Groups. To do this you would select the User or Group with the mouse then use the right mouse button and select the field. A Menu will appear Figure 3.4.1. Select the Send message menu item.



**Figure 3.4.1 Send menu Selection**



**Figure 3.4.2 Send Message Dialog Box**

The Send Message Dialog allows you to perform the following functions:

Field Name	Description
To	This is the User or group that was selected in the Users tree window. By using the Drop down arrow you could select different users or groups then what you had selected
Subject	This is the Subject line of the Alert message that is sent to the User. It would appear as the Subject line in the Email or Text message.
Message	This is the Actual message that would be sent to the user and would appear as the main message of an Email message or Text message

## Appendix A: Setting up Local SMTP Service

Microsoft supplies a SMTP Service on Windows 2000 and Above OS. This step-by-step article describes how to set up a Simple Mail Transfer Protocol (SMTP) virtual server on a Windows 2000-based computer.

Microsoft SMTP Service uses the Internet-standard SMTP to transport and deliver mail messages. Microsoft SMTP Service does not support the use of individual mailboxes; it places incoming messages in a Drop folder or it forwards them to other SMTP servers (if the message is addressed to a remote domain). This feature allows Microsoft SMTP Service to be used as a mail receiver for other programs.

### Install Microsoft Internet Information Services (IIS) and Microsoft SMTP Service

Because Microsoft SMTP Service is a component of Microsoft Internet Information Services (IIS), you must install IIS to use Microsoft SMTP Service. To install IIS and Microsoft SMTP service, follow these steps:

- 1 Click **Start**, point to **Settings**, and then click **Control Panel**.  
.
- 2 Double-click **Add/Remove Programs**.  
.
- 3 Click **Add/Remove Windows Components**.  
.
- 4 In the Windows Components Wizard, click **Internet Information Services (IIS)**, and then click **Details**.  
Click to select the following check boxes:
  - **Common Files**
  - **Documentation**
- 5 • **Internet Information Services Snap-In**  
.
  - **Internet Services Manager (HTML)**
  - **SMTP Service**
  - **World Wide Web Server**
- 6 Click **OK**, and then click **Next** on the **Windows Components** page.  
.
- 7 On the **Completing the Windows Components Wizard** page, click **Finish**.  
.
- 8 Click **Close**.  
.

### Configure the SMTP Virtual Server

When you install Microsoft SMTP Service, a default SMTP virtual server is created to handle basic mail delivery functions. The SMTP virtual server is automatically configured with default settings that enable it to accept local client computer connections and to process messages. You can either accept the default settings or change the SMTP virtual server configuration. You can configure the SMTP virtual server to meet your messaging requirements; this article describes basic configuration and security settings that you may want to consider.

This section includes the following topics:

- How to assign an Internet Protocol (IP) address.
- How to configure the default domain.
- How to enable transaction logging.
- How to set relay restrictions.
- How to set up a smart host.

### ***How to Assign an IP Address***

To assign an IP address to your SMTP virtual server, follow these steps:

- 1 Click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Internet Services Manager**.

Alternatively, start the IIS snap-in.

- 2 Right-click **Default SMTP Virtual Server**, and then click **Properties**.

Click the **General** tab.

- If you want the SMTP virtual server to respond to connection requests for all IP addresses that are configured on the computer, click (**All Unassigned**). This is the default setting.
- If you want to assign a specific IP address to the SMTP virtual server, click the IP address that you want to use in the **IP address** box.

- 3 If you want to assign additional IP addresses to the virtual server, follow these steps:

- a. Click **Advanced**, and then click **Add**.

Specify the IP address and the Transmission Control Protocol (TCP) port

- b number.

**NOTE:** The default TCP port is 25.

- c. Click **OK**, and then click **OK**.

- 4 Click **OK**.

### ***How to Configure the Default Domain***

SMTP virtual servers must have one local default domain. The default domain is used to stamp messages from addresses that do not contain a domain. By default, the name that you specify on the **Network Identification** tab of the System tool in Control Panel is used as the default domain name.

All incoming mail messages that are designated for the default domain are placed in the Drop folder. By default, the Drop folder is located in the Inetpub\Mailroot folder.

To change the location of the Drop folder, follow these steps:

- 1 Click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Internet Services Manager**.

Alternatively, start the IIS snap-in.

- 2 Double-click **Default SMTP Virtual Server**, and then click **Domains**.

- 3 Right-click the default domain, and then click **Properties**.

- 4 Click **Browse**, locate a folder that you want to use for your Drop folder, and then click **OK**.

**NOTE:** You must place the Drop folder in a folder on the local computer on which Microsoft SMTP Service is installed.

- 5 Click **OK**.

### ***How to Set Relay Restrictions***

By default, all computers are denied relay access. Microsoft SMTP Service does not allow computers to relay unwanted mail through the virtual server. Also, all computers are denied relay access except those that meet the authentication requirements that are specified in the **Authentication** box on the **Access** tab, by default. If your virtual server is on the Internet, it is not recommended that you grant relay access. If you do so, unsolicited mail may be propagated.

To grant or deny permissions to relay messages through the SMTP virtual server, follow these steps:

- 1 Click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Internet Services Manager**.

Alternatively, start the IIS snap-in.

- 2 Right-click **Default SMTP Virtual Server**, and then click **Properties**.

- 3 Click the **Access** tab.

- 4 Under **Relay restrictions**, click **Relay**.

Do one of the following steps:

Click **Only the list below**.

- 5 •  
-or-  
• Click **All except the list below**.

- 6 Click **Add**.

- 7 Click the settings that you want to use, add the computers, the group of computers, or the domain that you want to specify as exceptions to the access setting that you selected in step 6, and then click **OK** three times.

## ***Appendix B: Third Party Application Support***

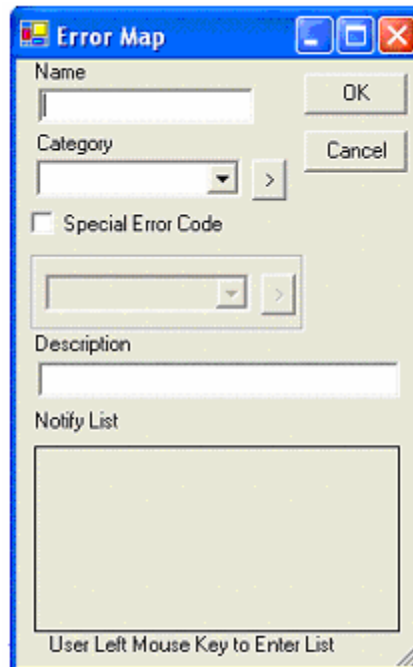
The Office Messenger has the capability to support other input from other applications. The other applications would include into there project the .NET remotting component. By including this component into your project, your project could send messages to the different



individuals or send the message using the Error maps. The Error maps will route the message to the appropriate user.

## Section B:1 Setting up Error Maps

Error Maps are used to route Alert messages to different Users and Groups. An Alert message is received by the OfficeMessengerService. The message is processed and based on the Category and Error Code settings. The message is routed to the Users and Groups that are selected in the Notify List in the Error Map.

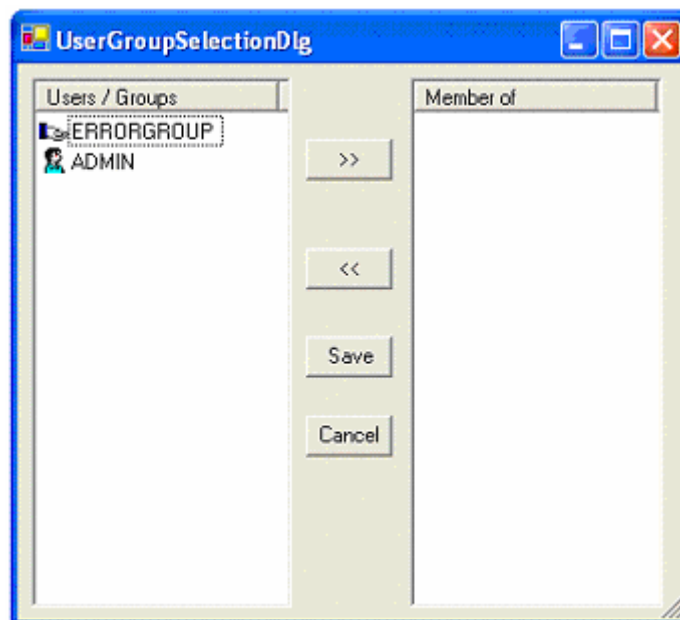


**Figure 3.4.1 Error Map Dialog**

The Dialog allows you to perform the following functions:

Field Name	Description
Name	This is the Name of this error map
Category	By default there are two categories. General and Application. Others can be added in using the button to the right of the field
Special Error Codes	This enables having special Error codes mapped. The default error codes are Informational , Warning and Severe
Description	This is a informational field
Notify List	This is the List of Users and Groups that will be notified if this type of error message is received

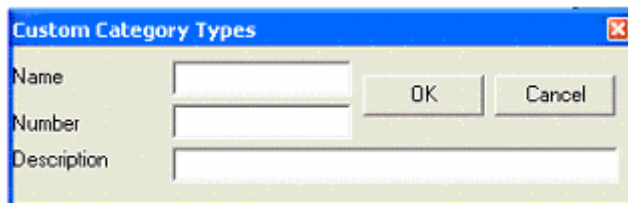
To Select users and grouped for the notify list. Select the notify list area and with the left mouse button select it. The dialog in Figure 3.4.2 will appear. On the left are all the users and groups that have been defined in the system. On the right are the users and groups that are defined for this error map. You can use this dialog box to add or delete users and groups from the notify list. When you're done select the save button



**Figure 3.4.2 User and Group selection Dialog box**

### *Custom categories*

Custom Categories allows you to expand the number of Alert messages are sent to different users and Groups. By default there are Two Categories, General and Application. Each category has Three Error conditions that are mapped to each user. There the Informational, Warning and Severe.



**Figure 3.4.3 Custom Categories Options Tab**

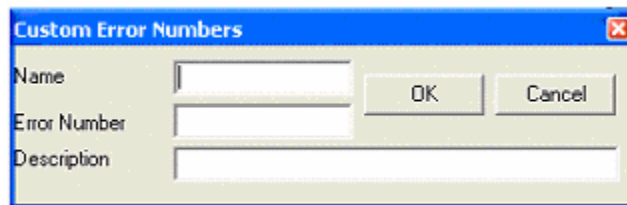
The Custom Category Dialog allows you to perform the following functions:

Field Name	Description
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Name	This is the name of the Category
Number	This is an number for this category. The default are 0 is General and 1 is Application.
Description	Information about this category

### ***Custom Error codes***

Custom Error codes allow you to expand error codes beyond just Informational, Warning and Severe Error. These codes bypass the Users Selectable error maps and are sent out directly to the notify list.



**Figure 3.4.4 Custom Error codes**

The Custom Error codes allow you to perform the following functions:

Field Name	Description
Name	Name of this Error Code
Error Number	The Error numbers must be greater then 2. and cannot be duplicated
Description	Information about what caused this error