

Kofax Communication Server

Kofax Monitor Use Cases

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The logo for Kofax, consisting of the word "KOFAX" in a bold, blue, sans-serif font.

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Chapter 1

Preface

This manual describes the most important use cases of Kofax Monitor when monitoring Kofax Communication Server (KCS).

As Kofax Monitor can be used to monitor a lot of Kofax products, this manual was specially created to help Kofax technicians and sales engineers to configure Kofax Monitor for the use with KCS. It describes common use cases that cover typical customer needs.

Usage

KCS Monitoring is installed via a separate MSI setup, which is part of the Kofax Communication Server setup. Refer to *KCS Monitoring Technical Manual* for more information.

Kofax Monitor 6.0 is supported as the official user interface for the KCS Monitoring and Alerting functions.

The sample screens in this document are taken from Kofax Monitor 6.0, and their appearance may vary on different operating systems.

Chapter 2

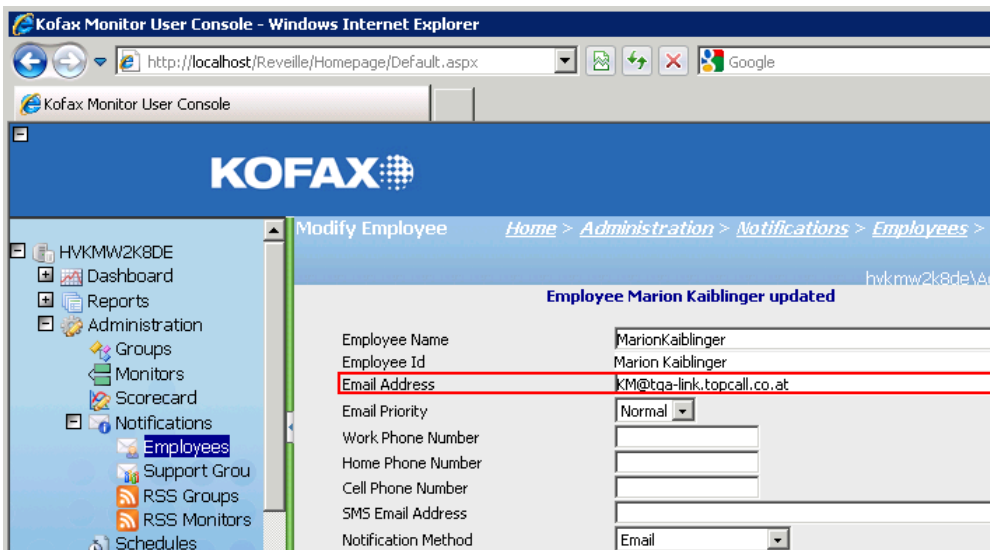
General Hints

This section describes some general hints for using Kofax Monitor.

How to Configure an Alert

One of the key features of Kofax Monitor is getting alerts. This section gives a tip on where to find them and how to configure them.

1. Start the Kofax Monitor User Console and configure the alerting email address for the desired Kofax Monitor users. Alert messages will be sent to this address.



The screenshot shows the Kofax Monitor User Console interface in a Windows Internet Explorer browser. The browser address bar shows the URL: `http://localhost/Reveille/Homepage/Default.aspx`. The page title is "Kofax Monitor User Console". The main content area displays the "Modify Employee" form for "Employee Marion Kaiblinger updated". The form fields are as follows:

Employee Name	MarionKaiblinger
Employee Id	Marion Kaiblinger
Email Address	KM@tqa-link.topcall.co.at
Email Priority	Normal
Work Phone Number	
Home Phone Number	
Cell Phone Number	
SMS Email Address	
Notification Method	Email

The "Email Address" field is highlighted with a red border. The left sidebar contains a navigation menu with the following items: HVKMW2K8DE, Dashboard, Reports, Administration, Groups, Monitors, Scorecard, Notifications, Employees, Support Grou, RSS Groups, RSS Monitors, and Schedules. The "Employees" item is currently selected.

2. Start the Kofax Monitor Admin Console.

Server: HVKMW2K8DE (Local)

General Database Colors Alerts Maintenance Proactive Proxy Schedules

Alert Settings

Enter the Sender's e-mail address to use for any alert notifications, and specify where to send application error notifications.

From:
KM@tqa-link.topcall.co.at

To:

E-mail recipient MarionKaiblinger

Remote Windows event log

Local Windows event log

Test

Mail Server Settings (Optional)

By default, the local IIS SMTP Server is used to send mail using port 25. To use a different SMTP Server, specify its settings below.

Server Address: (Examples: "mail.yourcompany.com", "mail.yourcompany.com:33")
10.20.0.97

3. Check **E-mail recipient** and select the recipient from the user console.
4. For each "test," assign the user who should get the alert:

Kofax Monitor Admin Console

File Edit View Action Log Help

Servers

- HVKMW2K8DE (Local)
 - DemoMonitor
 - KCS90**
 - Communication Server Licensing
 - Check KCS license usage for TCFW**
 - Communication Server Metrics
 - Check if KCS message queue number of page
 - Check if KCS message queue number of page

Test: Check KCS license usage for TCFW

General Configuration Errors Reports Notify Employee Notify Support Group Schedules

Specify the Employees to notify when an error occurs for this Test. Use the User Console to add to or modify the list of available Employees.

Available Employees	Assigned Employees
EventLog Level1	MarionKaiblinger

Chapter 3

Use Cases

This section describes use cases.

Licensing

As a KCS system administrator, I want to be informed if KCS licenses are going to be exhausted, so I have the possibility to extend the licenses.

Use the Kofax Communication Server Wizard for Communication Server Licensing.

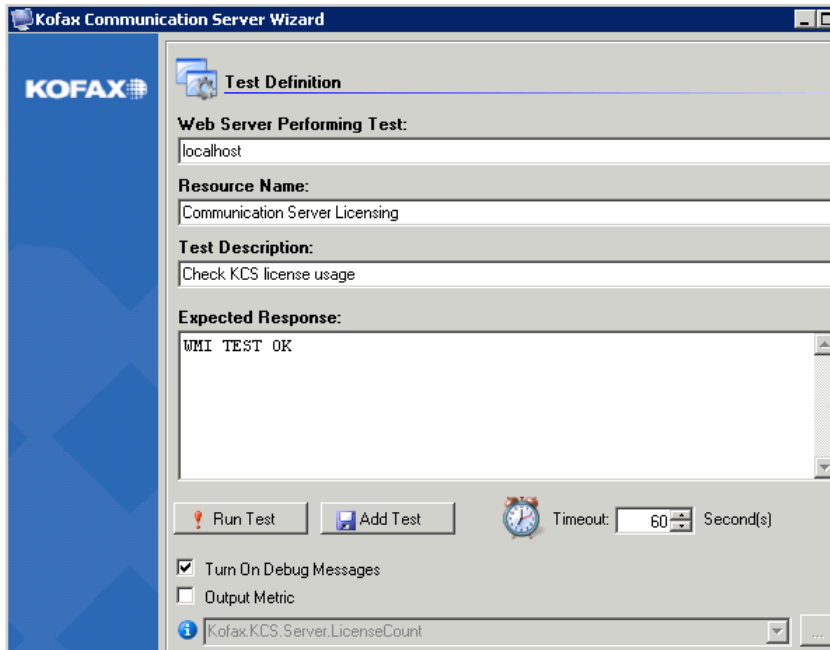
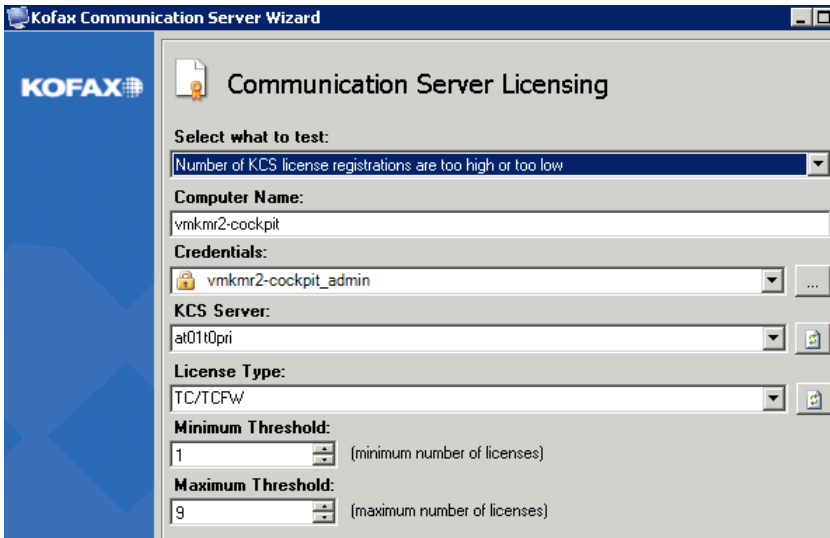
1. Open **Kofax Monitor Admin Console**.
2. Add a new test with the wizard.
3. Select “Kofax Communication Server Wizard”.
4. Click **Next**.
5. Select **Communication Server Licensing**.

Example – User Based Licenses

I want to get information if one of the user based licenses of the Microsoft Exchange Integration, Lotus Notes Integration, TCfW Communication Server Client, KCS Player or KCS Web are fully consumed:

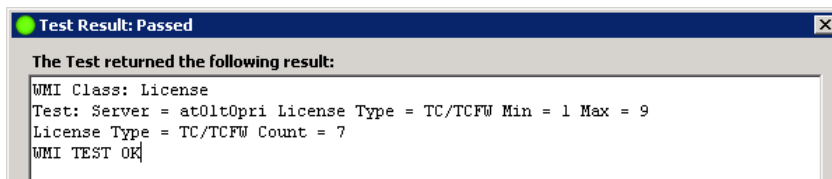
- TCfW User: License Type = TC/TCFW
- KCS: Maximum TCfW License 10, Actual 10 used
- KM: Set Minimum e.g. 1, Maximum to 9
- Result: With 10 licenses used, you should get an error and you know that the maximum limit is reached.

Kofax Monitor configuration:

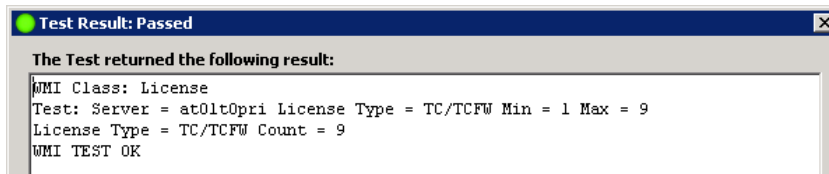


Click **Run Test**.

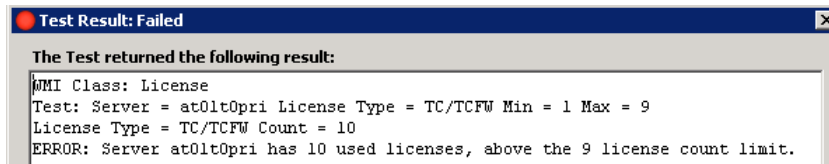
- OK; Limit not reached



- OK; Limit still not reached



- Error; Limit reached

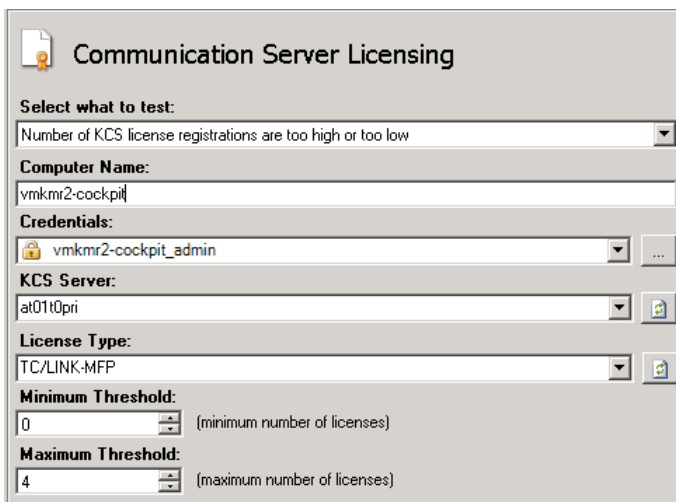


Example – Device Based Licenses

I want to get an information if one of the device based licenses of the MFP Integration (file or SMTP based) is fully consumed.

- License Type = TC/LINK-MFP
- KCS: Maximum TC/LINK-MFP License 5, Actual 0 used.
- KM: Set Minimum e.g. 0, Maximum to 4
- Result: With 5 licenses used, I get an error and I know, the maximum limit is reached.

KM Configuration:



Communication Server Licensing

Select what to test:
Number of KCS license registrations are too high or too low

Computer Name:
vmkmr2-cockpit

Credentials:
vmkmr2-cockpit_admin

KCS Server:
at01t0pri

License Type:
TC/LINK-MFP

Minimum Threshold:
0 (minimum number of licenses)

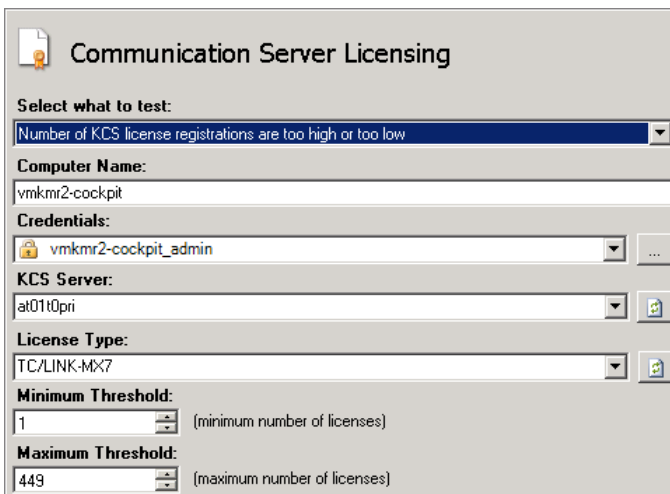
Maximum Threshold:
4 (maximum number of licenses)

Example – License Threshold

I want to get information if one of the user or device based licenses has reached a certain threshold based on an absolute number (such as user licenses reaching a threshold of 500).

- License Type = TC/LINK-MX7
- KCS: Maximum TC/LINK-MX7 License 500, Actual 0 used.
- KM: Set Minimum e.g. 0, Maximum to 449
- Result: With 450 licenses used, I get an error that the maximum threshold limit is reached.

KM Configuration:



Communication Server Licensing

Select what to test:
Number of KCS license registrations are too high or too low

Computer Name:
vmkmr2-cockpit

Credentials:
vmkmr2-cockpit_admin

KCS Server:
at01t0pri

License Type:
TC/LINK-MX7

Minimum Threshold:
1 (minimum number of licenses)

Maximum Threshold:
449 (maximum number of licenses)

The threshold limit has to be manually calculated and set.

Example – Graphical License Overview

As a KCS system administrator I want to have a graphical overview about the actual license situation. I want to have visual information where I can see a list of licenses with bars reflecting the usage of the licenses.

For this, you need to configure metrics for the tests, so that the data can be evaluated and be viewable within scorecards.

1. Create KCS license test (such as for TCfW user licenses) and select the **Output metric** check box.

Communication Server Licensing

Select what to test:
Number of KCS license registrations are too high or too low

Computer Name:
vmkmi2-cockpit

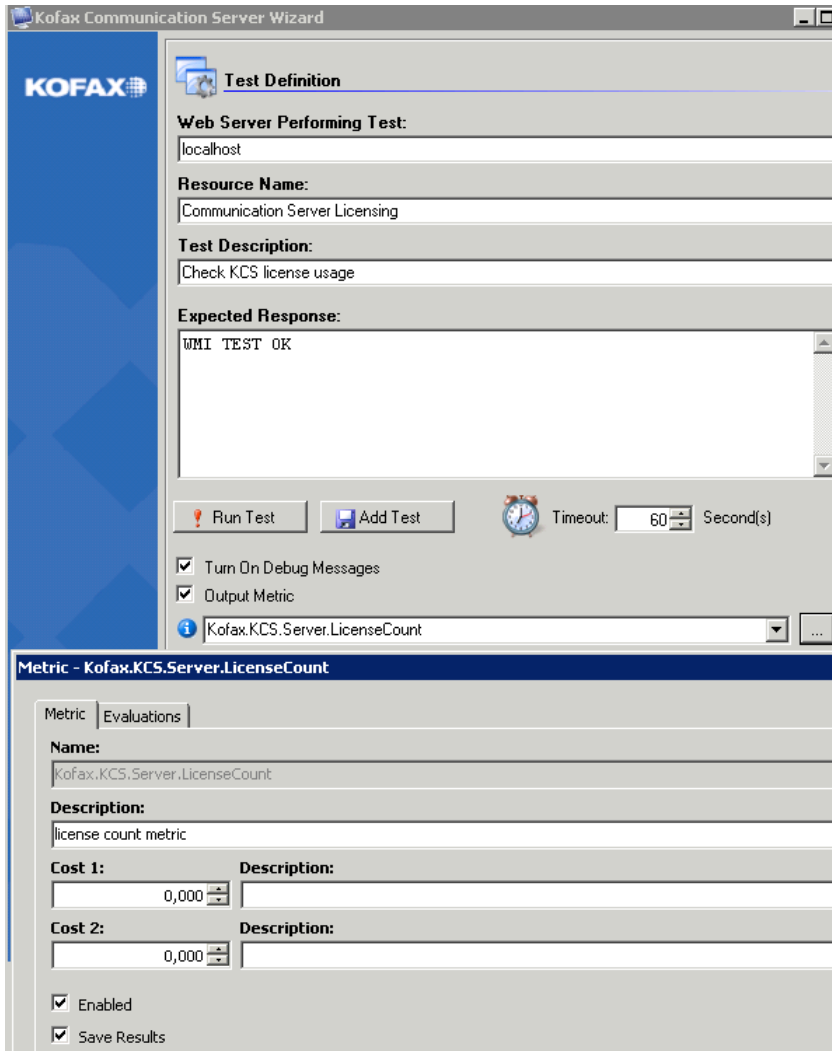
Credentials:
vmkmi2-cockpit_admin

KCS Server:
at01t0pri

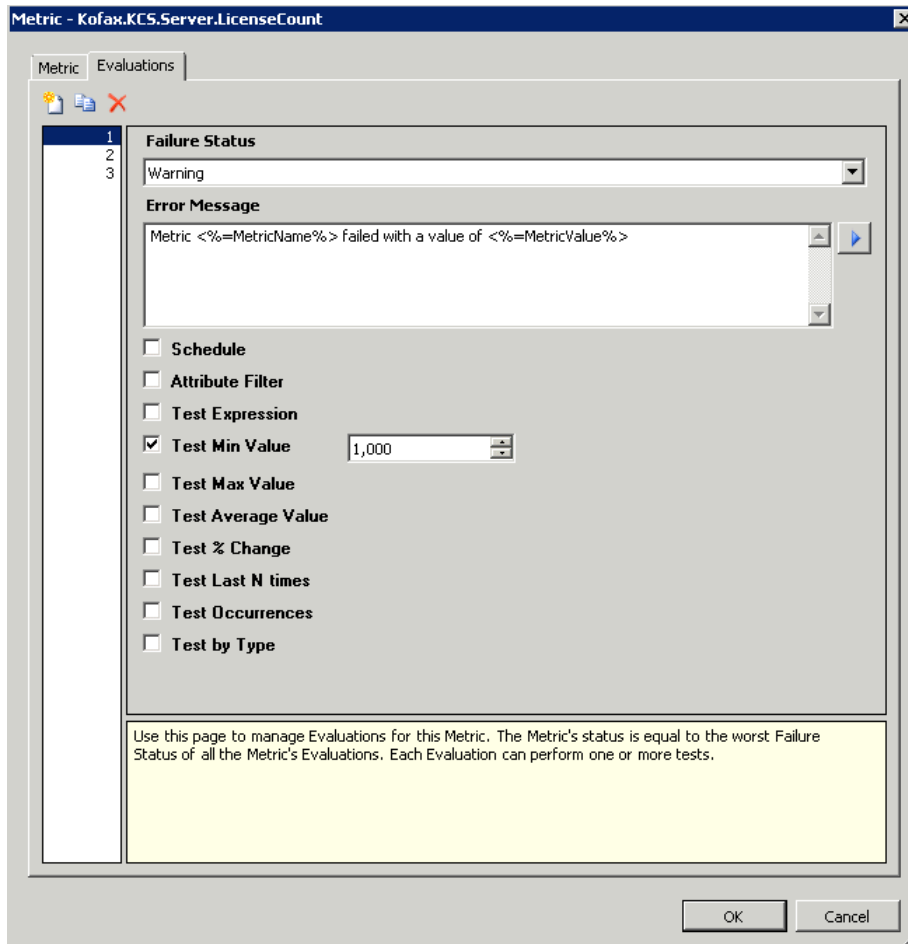
License Type:
TC/TCFW

Minimum Threshold:
0 (minimum number of licenses)

Maximum Threshold:
100 (maximum number of licenses)



- Next you need to define the metric (click the “...”button).

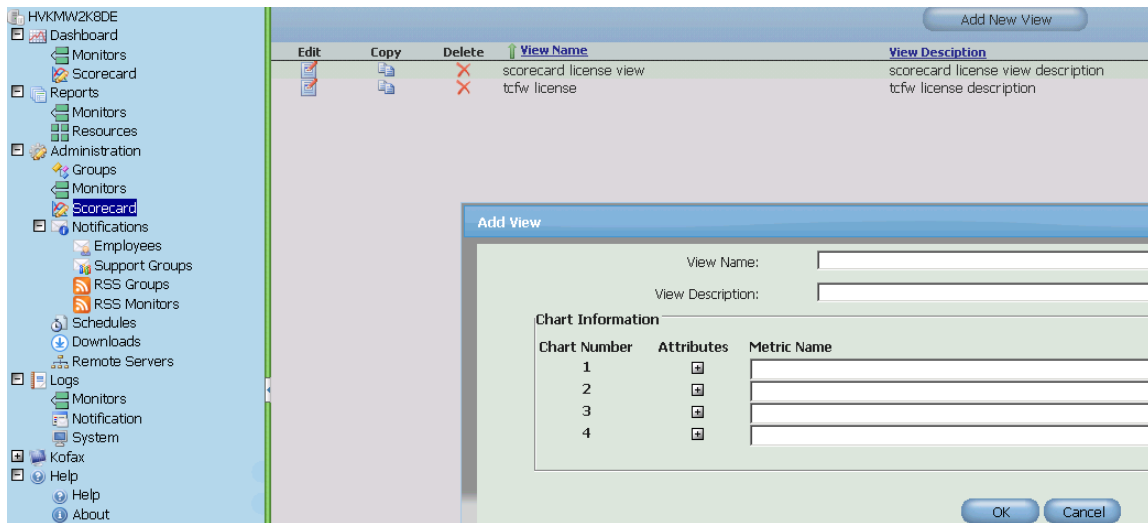


You can specify additional failure states.

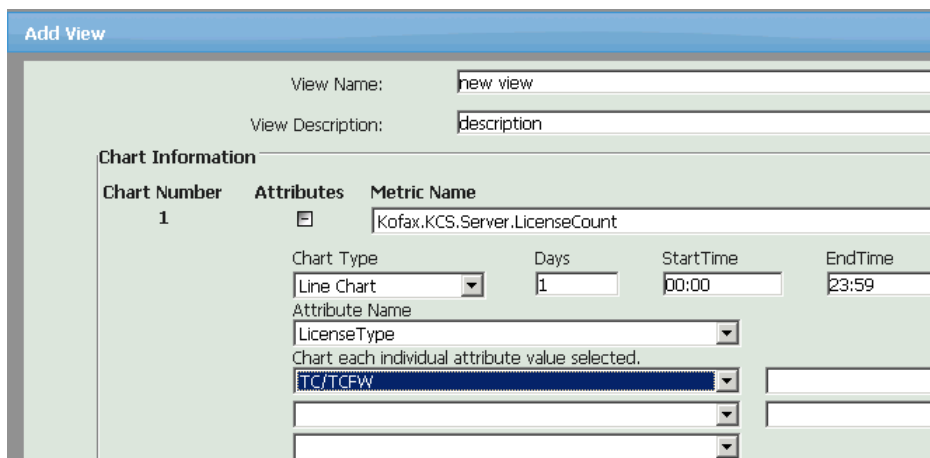
Note These evaluation criteria overrule the threshold value of the test. For example, if you define a threshold of min=10 and max=20, you also need to set these values in the metric (Test Min Value and Test Max Value).

- Next, start the user console.

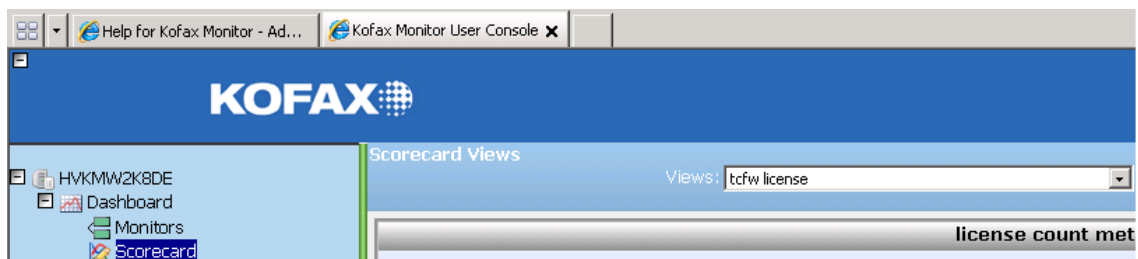
- Go to **Administration > Scorecard** and add a new View.



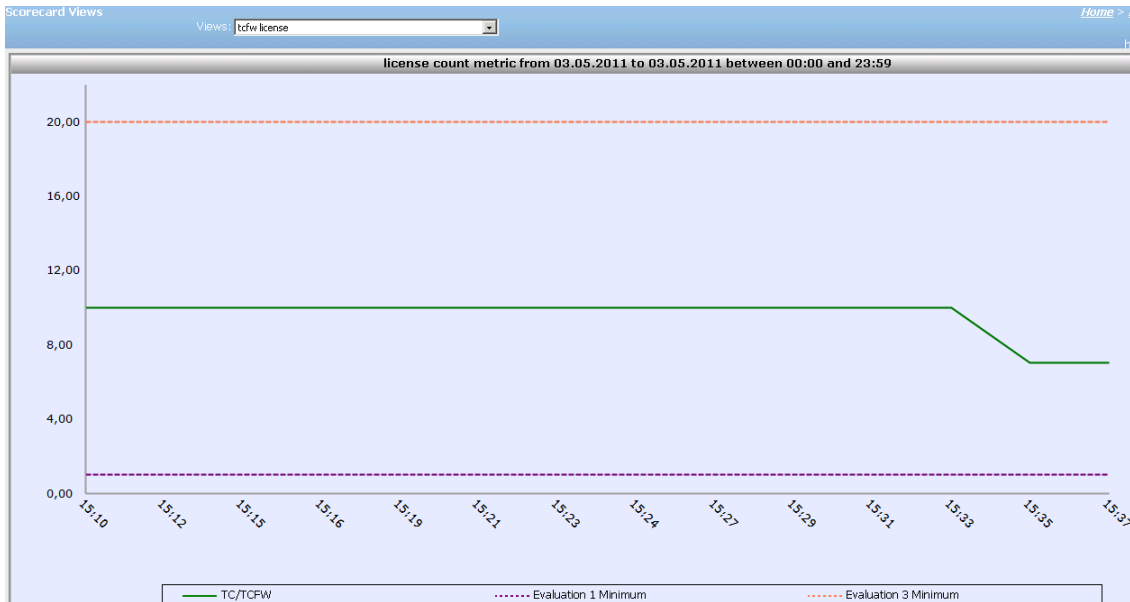
- The metric name is selectable depending on the configured “output metric” in the test specification itself (see above).



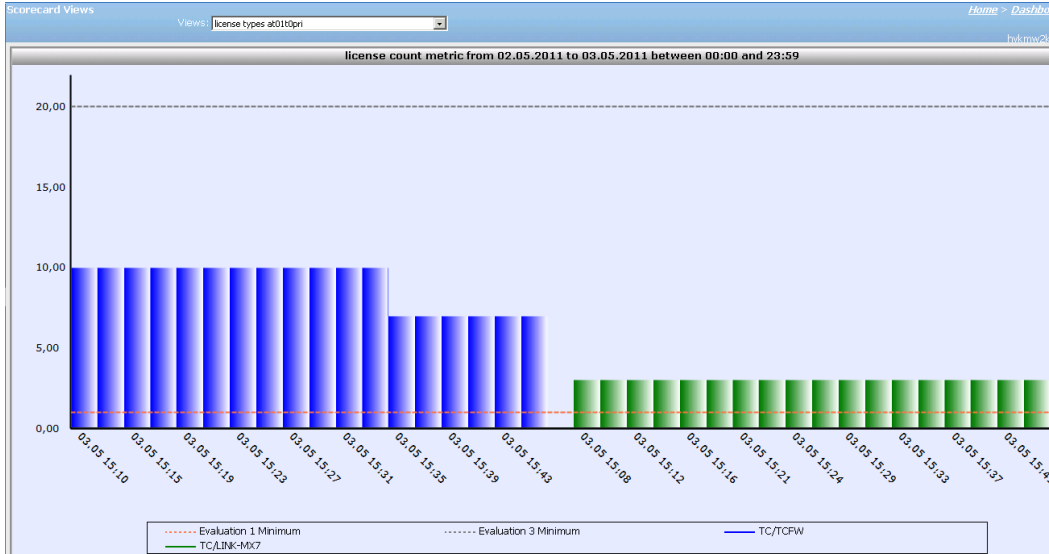
- The attributes are selectable after the first test run. Before that the database is still empty and cannot be viewed.



- Go to **Dashboard > Scorecard** and select the defined view to display the history of the selected metric.



- Different types of charts are available.



Message Throughput

As a KCS administrator, I want to detect if there are any delays in the message processing of the KCS messaging system.

For this you can use the Kofax Communication Server Wizard:

1. Start the **Kofax Monitor Admin Console**.
2. Add a new test with the wizard.
3. Select **Kofax Communication Server Wizard**.
4. Click **Next**.

Example – Number of Messages in Queue

For a specific queue (e.g. FAX queue or SMS queue) I want to see the number of messages waiting to be sent (Queue-Length).

1. Select **Messaging Servers**.
2. Select **Check KCS message server number of unread messages for a user is too high**.
3. Specify a user name, such as “TCLWMQI”.
4. KCS: Actual 0 used.
5. KM: Set Threshold such as 4.

6. Result: With 5 messages waiting in the outbox, I get an error that the maximum threshold limit is reached.

KM Configuration:

- KCS: 4 messages in the outbox of the TCLWMQI (SMS) Queue – OK

```

Test Result: Passed
The Test returned the following result:
WMI Class: Server
Test: Server = at01t0pri Max Threshold = 4
User = TCLWMQI Number Of Unread Messages = 4
WMI TEST OK
    
```

- KCS: 5 messages in the outbox of the TCLWMQI (SMS) Queue – Error

```

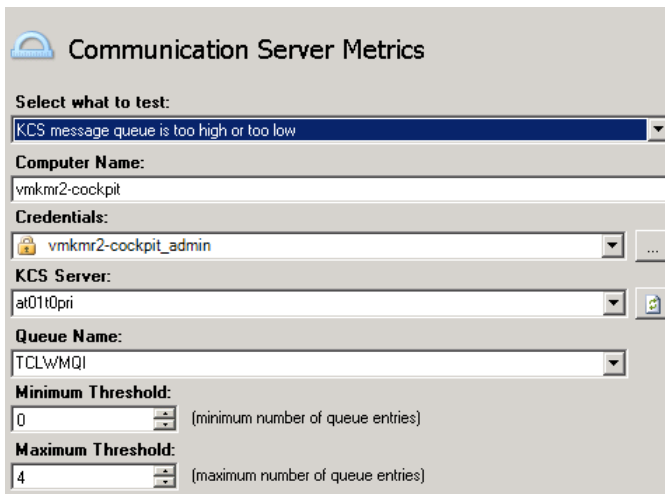
Test Result: Failed
The Test returned the following result:
WMI Class: Server
Test: Server = at01t0pri Max Threshold = 4
User = TCLWMQI Number Of Unread Messages = 5
ERROR: Server at01t0pri has 5 unread messages for user TCLWMQI, above the 4 unread message count limit.
    
```

Alternate Approach

1. Select “Communication Server Metrics”.
2. Select “KCS message queue is too high or too low”.
3. User Name = TCLWMQI.
4. KCS: Actual 0 used.
5. KM: Set Minimum Threshold to 0 and Maximum Threshold to e.g. 4.

- 6. Result: With 5 messages waiting in the outbox, you get an error as the maximum threshold limit is reached.

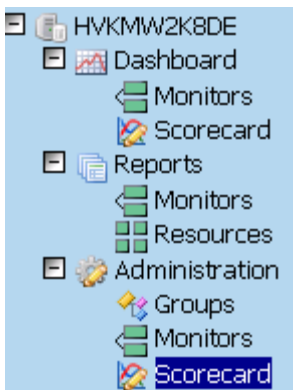
KM Configuration:



The number of waiting messages should be shown in a 2D-graphical line-chart over the time. The chart should cover a specific, configurable time period (such as one day or one week).

For peak values, it should be clearly visible within the chart at what time these peaks occurred.

Graphical Overview (Scorecard):



Edit View

View Name:

View Description:

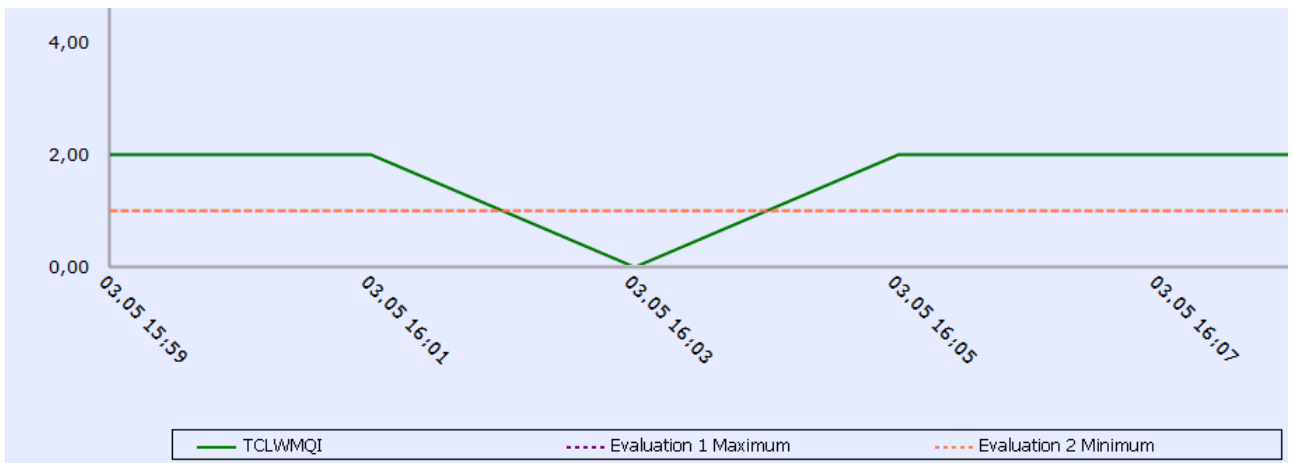
Chart Information

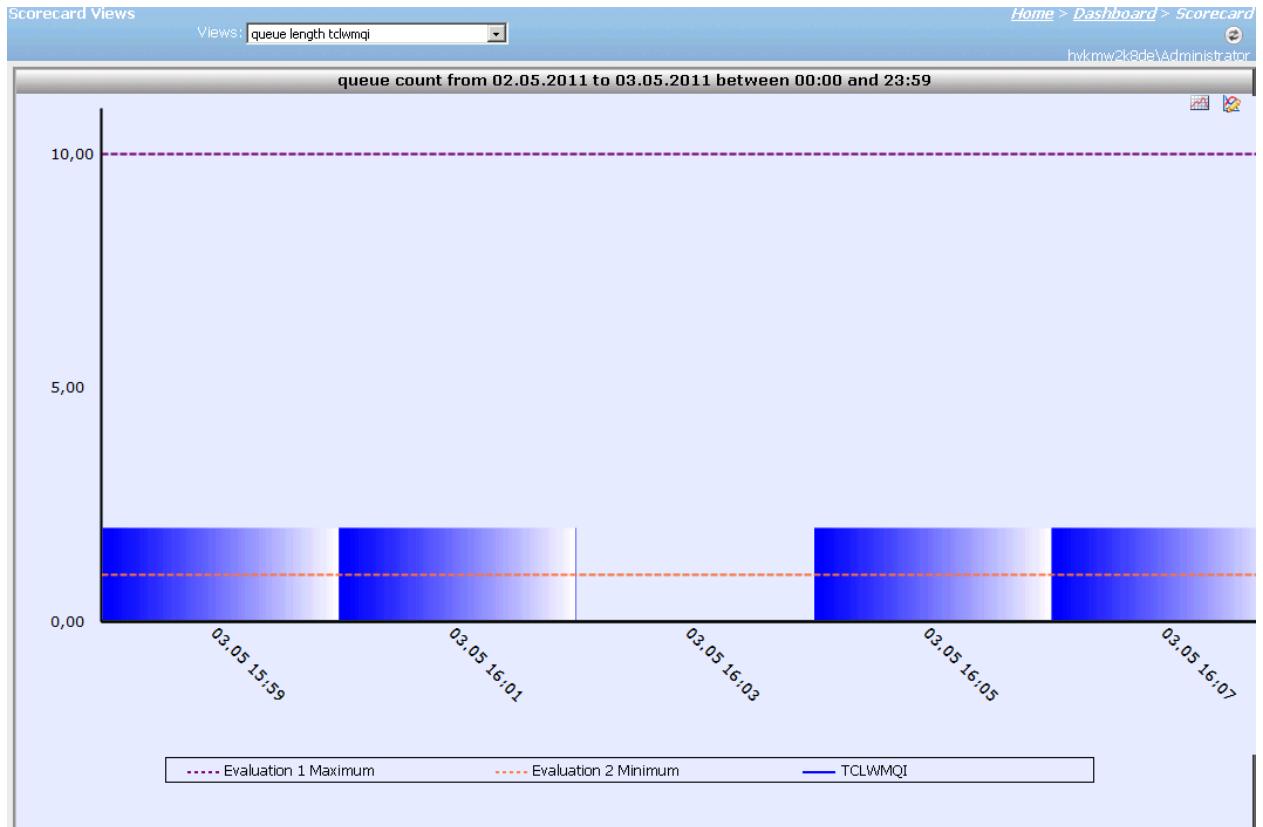
Chart Number	Attributes	Metric Name
1	<input checked="" type="checkbox"/>	Kofax.KCS.Server.QueueCount

Chart Type: Days: StartTime: EndTime:

Attribute Name:

Chart each individual attribute value selected.





There should be another information message (green alert) if the queue-length is again in the normal range.

Example – Age of Messages in Queue

For a specific queue (e.g. outgoing SMTP traffic) I want to see if messages in this queue are waiting longer than defined by my Service Level Agreements (Queue age).

1. Select **Communication Server Metrics**.
2. Select **KCS messages are processing too slowly**.
3. User Name = TCLSMQ4.
4. KCS: Actual 1 Message in queue.
5. KM: Set Threshold to e.g. 7200 seconds.

6. Result: With 1 message waiting in the outbox for 7201 seconds or more, you get an error.
KM Configuration:

Communication Server Metrics

Select what to test:
KCS messages are processing too slowly

Computer Name:
vmkmr2-cockpit

Credentials:
vmkmr2-cockpit_admin

KCS Server:
at01t0pri

Queue Name:
TCLSMQ4

Threshold:
7200 (maximum queue age in seconds)

The maximum waiting time for all messages in this queue should be shown in a 2D-graphical line chart over the time. The chart should cover a specific, configurable time period (e.g. one day or one

week). If several messages are waiting in the queue, the chart should show the maximum waiting time value calculated from all these messages.

If there are peak values, it should be clearly visible within the chart at what time these peaks occurred.

The screenshot shows the 'Test Definition' configuration window. It includes the following fields and controls:

- Web Server Performing Test:** localhost
- Resource Name:** Communication Server Metrics
- Test Description:** Check if KCS messages are processing too slow
- Expected Response:** WMI TEST OK
- Buttons:** Run Test, Add Test
- Timeout:** 60 Second(s)
- Checkboxes:** Turn On Debug Messages (checked), Output Metric (checked)
- Dropdown:** Kofax.KCS.Server.QueueAge

The screenshot shows the 'Metric - Kofax.KCS.Server.QueueAge' configuration window. It includes the following fields and controls:

- Tab:** Evaluations
- Name:** Kofax.KCS.Server.QueueAge
- Description:** queue age
- Cost 1:** 0,000
- Description:** (empty)
- Cost 2:** 0,000
- Description:** (empty)
- Checkboxes:** Enabled (checked), Save Results (checked)

Metric - Kofax.KCS.Server.QueueAge

Metric Evaluations

1

Failure Status
Warning

Error Message
Metric <%=MetricName%> failed with a value of <%=MetricValue%>

Schedule

Attribute Filter

Test Expression

Test Min Value

Test Max Value 7200,000

Test Average Value

Test % Change

Test Last N times

Test Occurrences

Test by Type

Use this page to manage Evaluations for this Metric. The Metric's status is equal to the worst Failure Status of all the Metric's Evaluations. Each Evaluation can perform one or more tests.

Add View

View Name: queue age TCLWMQI

View Description: queue age TCLWMQI description

Chart Information

Chart Number	Attributes	Metric Name
1	<input type="checkbox"/>	Kofax.KCS.Server.QueueAge

Chart Type: Column Chart

Days: 1

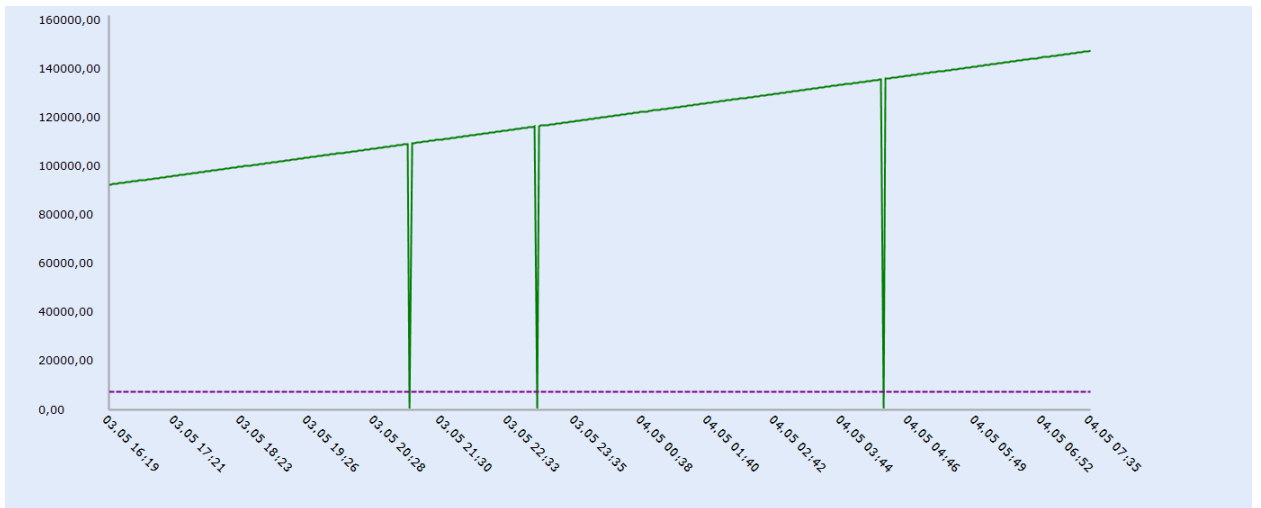
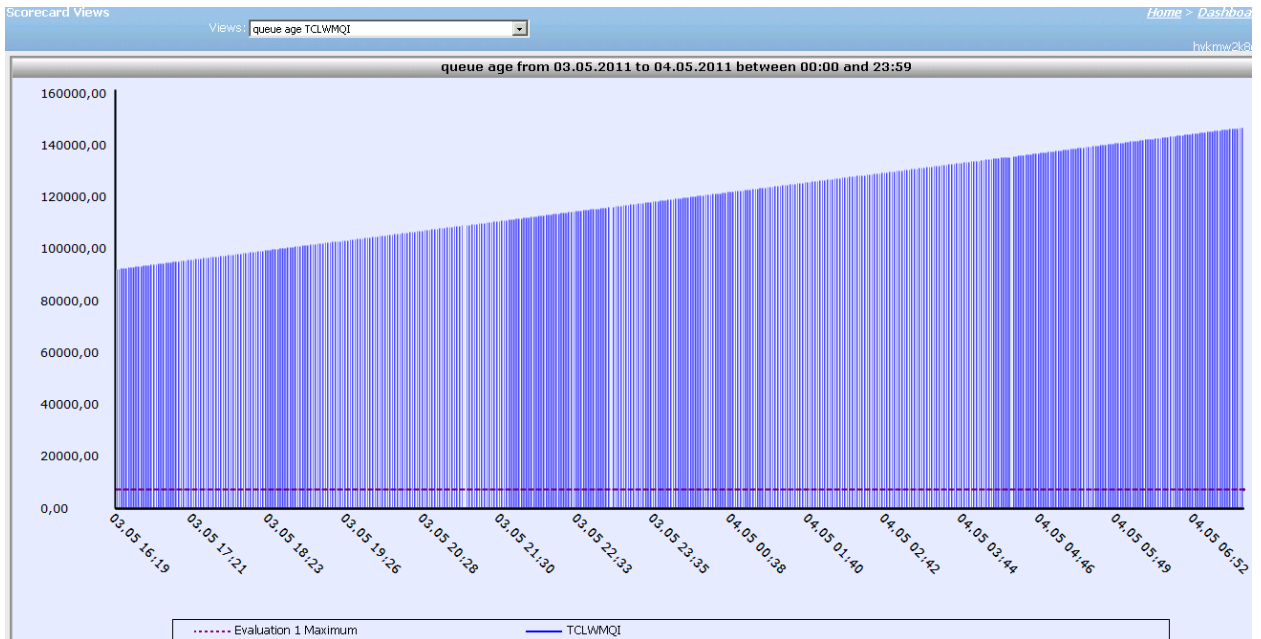
StartTime: 00:00

EndTime: 23:59

Attribute Name: Queue

Chart each individual attribute value selected.

TCLWMQI



Example – Alert on Channel Error

As a KCS administrator, I want to be alerted if a single channel is in error state.

I want to configure which channels are monitored, and I want to select channels in a comfortable way (e.g. by specifying a channel group or a specific channel). It should be configurable which error states trigger an alert, such as:

- Timeout
- Channel not loaded

- Line error
- Line restarting
- Channel in wait state

Test of a Single Channel Status

Messaging Servers

Select what to test:
Check KCS message server status of a channel

Computer Name:
vmkmr2-cockpit

Credentials:
vmkmr2-cockpit_admin

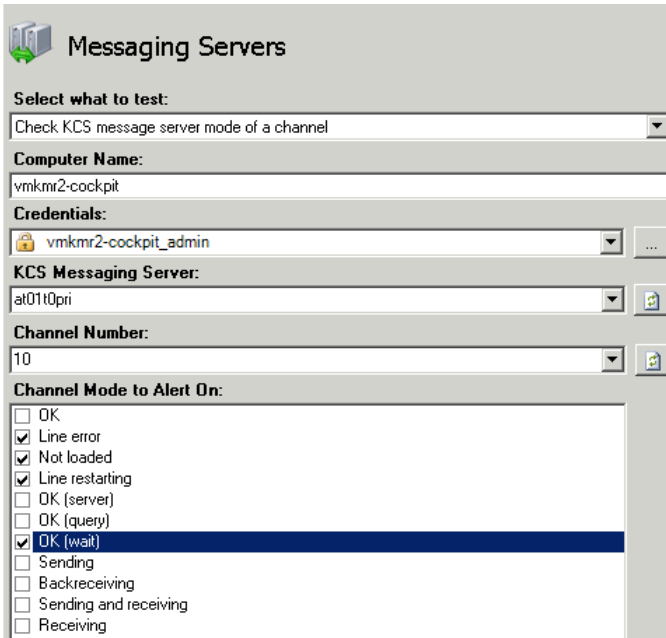
KCS Messaging Server:
at0110pri

Channel Number:
10

Channel Status to Alert On:
 No Error
 Line error
 Timeout
 Not loaded
 Line restarting

- Only one channel number can be specified.
- An alert will be sent if any of the selected conditions for channel number 10 is met. For example, an alert will be sent if the channel 10 has a line error, timeout, not loaded or line restarting.

Test of a Single Channel Mode



Messaging Servers

Select what to test:
Check KCS message server mode of a channel

Computer Name:
vmkmr2-cockpit

Credentials:
vmkmr2-cockpit_admin

KCS Messaging Server:
at0110pri

Channel Number:
10

Channel Mode to Alert On:

- OK
- Line error
- Not loaded
- Line restarting
- OK (server)
- OK (query)
- OK (wait)
- Sending
- Backreceiving
- Sending and receiving
- Receiving

- Only one channel number can be specified.
- An alert will be sent if any of the selected conditions for channel number 10 is met. For example, an alert will be sent if the channel 10 has a line error, not loaded, line restarting or is in waiting state.

Check for Line Error

Error should be generated if there is one channel in channel group F with a line error.

Messaging Servers

Select what to test:
Check KCS message server number of defined channels is too high or too low

Computer Name:
vmkmr2-cockpit

Credentials:
vmkmr2-cockpit_admin

KCS Messaging Server:
at0100pi

Channel Group:
F

Channel Error:
 No Error
 Line error
 Timeout
 Not loaded
 Line restarting

Channel Type:
 Local
 Remote_TUM
 Remot_TAM

Channel Activity:
 Wait
 Continue
 Query
 Server

Channel StatusIn:
 Idle
 Receiving
 Backreceiving

Channel StatusOut:
 Idle
 Sending

Can Send

Minimum Threshold:
0 (minimum number of defined channels)

Maximum Threshold:
0 (maximum number of defined channels)

- Only channel group can be specified.

Check for Not Loaded Lines

Error should be generated, if there is one channel in channel group F which is not loaded.

Messaging Servers

Select what to test:
 Check KCS message server number of defined channels is too high or too low

Computer Name:
 vmkmr2-cockpit

Credentials:
 vmkmr2-cockpit_admin

KCS Messaging Server:
 at0110pri

Channel Group:
 F

Channel Error:
 No Error
 Line error
 Timeout
 Not loaded
 Line restarting

Channel Type:
 Local
 Remote_TUM
 Remot_TAM

Channel Activity:
 Wait
 Continue
 Query
 Server

Channel StatusIn:
 Idle
 Receiving
 Backreceiving

Channel StatusOut:
 Idle
 Sending

Can Send

Minimum Threshold:
 0 (minimum number of defined channels)

Maximum Threshold:
 0 (maximum number of defined channels)

- Only channel group can be specified.

Note Range of channel numbers and node number cannot be selected.

Connectivity

As a KCS system administrator I want to continuously check the status of the KCS and its Line servers.

The network connection of the LAN interface (both LAN connection to check fail-over and LAN connections to TCOSS) can be checked:



Applications

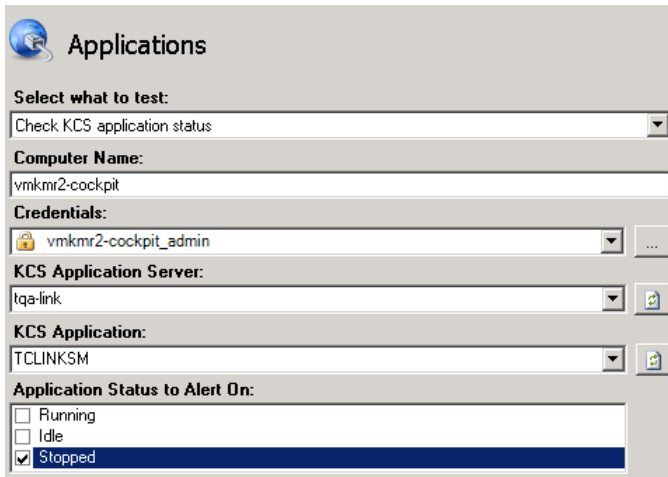
As a KCS system administrator, I want to continuously check the status of all applications that act as connectors to remote systems.

This includes all links, but also applications based on the FoIP/TWS architecture.

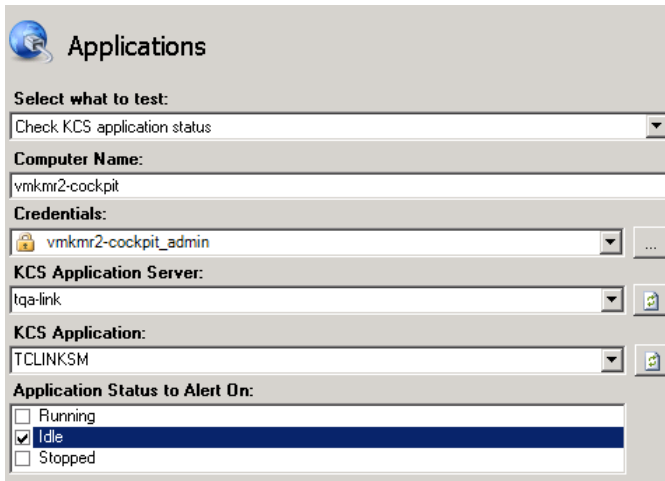
Example – Alerts on Changed Application Status

I want to be alerted if an application is out of order. I want to configure whether this alert should be triggered immediately.

1. Select an application from the list.
2. Configure alerts when the monitored application goes down.



3. Configure alerts when a link is in idle mode (not connected to KCS or remote system).

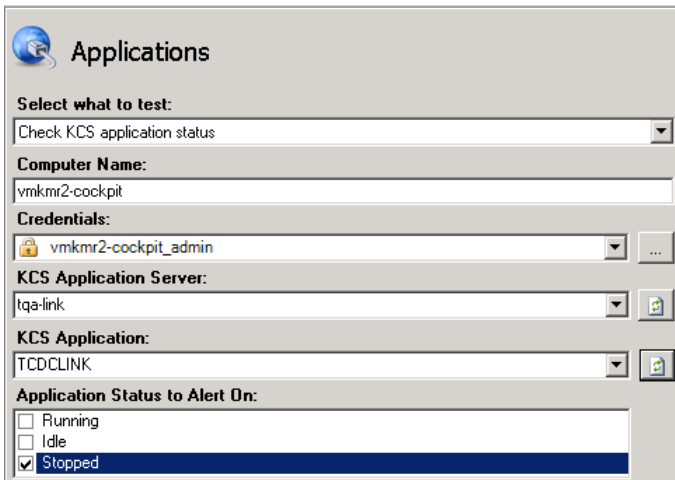


The screenshot shows the 'Applications' configuration wizard. The 'Select what to test:' dropdown is set to 'Check KCS application status'. The 'Computer Name:' field contains 'vmkmr2-cockpit'. The 'Credentials:' dropdown is set to 'vmkmr2-cockpit_admin'. The 'KCS Application Server:' dropdown is set to 'tqa-link'. The 'KCS Application:' dropdown is set to 'TCLINKSM'. Under 'Application Status to Alert On:', the 'Idle' checkbox is checked, while 'Running' and 'Stopped' are unchecked.

Example – State of Document Conversion Service

As a KCS system administrator, I want to be informed about the state of the document conversion service. I want to use the wizard to configure the application server on which the document conversion service should be monitored.

I want to be alerted when the document converter service has a status of Stopped.



The screenshot shows the 'Applications' configuration wizard. The 'Select what to test:' dropdown is set to 'Check KCS application status'. The 'Computer Name:' field contains 'vmkmr2-cockpit'. The 'Credentials:' dropdown is set to 'vmkmr2-cockpit_admin'. The 'KCS Application Server:' dropdown is set to 'tqa-link'. The 'KCS Application:' dropdown is set to 'TCDCLINK'. Under 'Application Status to Alert On:', the 'Stopped' checkbox is checked, while 'Running' and 'Idle' are unchecked.

I want to configure to be alerted immediately when the error state occurs or if the error state lasts a configured amount of time.

In this case no metrics are available, therefore it cannot be alerted if it lasts a specified time.

Test Definition

Web Server Performing Test:
localhost

Resource Name:
Applications

Test Description:
Check application status

Expected Response:
WMI TEST OK

Run Test Add Test Timeout: 60 Second(s)

Turn On Debug Messages

Alerting

As a KCS system administrator, I want to be alerted if a message is sent to the post master or other exception queues or if a certain amount of messages is in the post master or exception queue (resulting from an error like document conversion).

I want to use the wizard to configure the KCS server name, the name of the KCS exception queue, and the maximum number of messages in that queue before the alert is triggered.

Messaging Servers

Select what to test:
Check KCS message server number of unread messages for a user is too high

Computer Name:
vmkmr2-cockpit

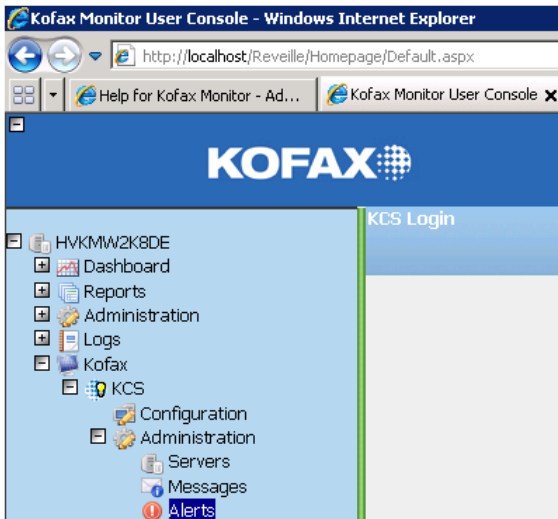
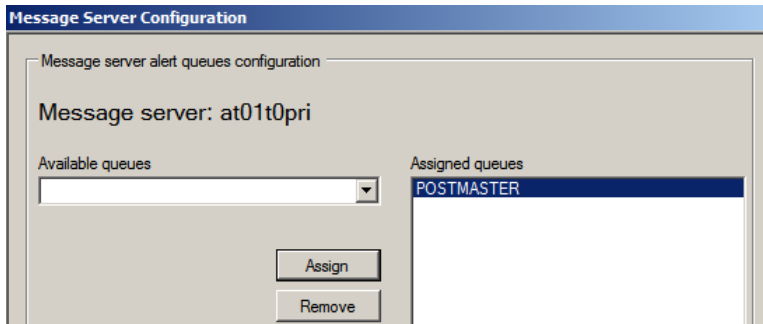
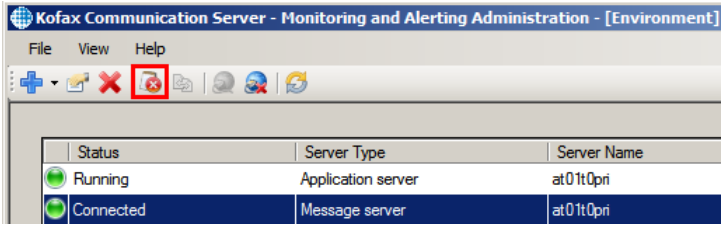
Credentials:
vmkmr2-cockpit_admin

KCS Messaging Server:
at01t0pri

User Name:
POSTMASTER

Threshold:
10 (maximum number of unread messages for a user)

Optionally, I want to define this alert exception queue as “alert queue” in the KCS monitoring services, to be able to see the message details by browsing the KCS Alert web page in Kofax Monitor.



User Id:
Password:
Super User:
Servers:

KCS Alerts

Servers: From Date/Time:

Viewing Page of 1

<input type="checkbox"/>	Read	Subject	Alert Time	Sender Address
<input type="checkbox"/>		alert message 2	03.05.2011 07:04:23	postmaster
alert message body text 2				

System Utilization

As a KCS system administrator, I want to get utilization information (idle time, busy time for sending or receiving) about a KCS system on demand, including:

- Check utilization of all installed communication channels (for example, to determine if the number of installed fax/FoIP/voice/... lines is sufficient)

Communication Server Metrics

Select what to test:

Computer Name:

Credentials:

KCS Server:

Queue Name:

Minimum Threshold:
 (minimum number of queue entries)

Maximum Threshold:
 (maximum number of queue entries)

- Check utilization of other communication media (SMS, email, links, or other).

Communication Server Metrics

Select what to test:
KCS message queue is too high or too low

Computer Name:
vmkmr2-cockpit

Credentials:
vmkmr2-cockpit_admin

KCS Server:
al01t0pri

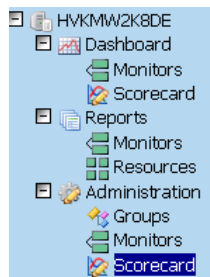
Queue Name:
TCLwMQI

Minimum Threshold:
0 (minimum number of queue entries)

Maximum Threshold:
4 (maximum number of queue entries)

- The current value and a history for a certain period should be available to determine peak values at specific daytimes and to get a general impression about the system utilization.

Graphical Overview:



Edit View

View Name:

View Description:

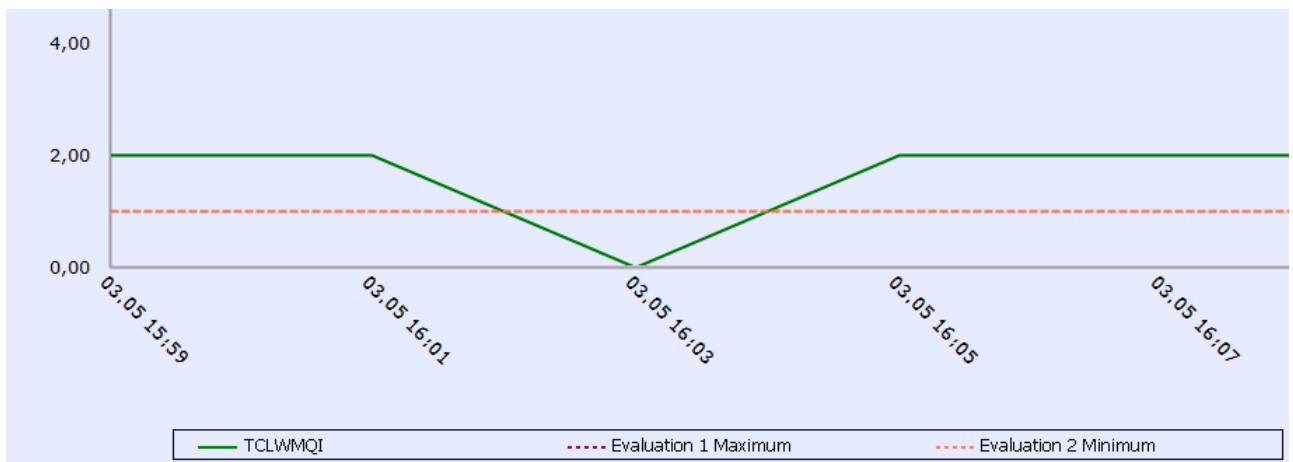
Chart Information

Chart Number	Attributes	Metric Name
1	<input checked="" type="checkbox"/>	Kofax.KCS.Server.QueueCount

Chart Type: Days: StartTime: EndTime:

Attribute Name:

Chart each individual attribute value selected.



- Check if a resource reached a critical state (e.g. disk full).

The screenshot shows a configuration window titled "Platform" with a globe icon. It contains the following fields:

- Select what to test:** A dropdown menu with the selected option "Check KCS Server free disk space is too low".
- Computer Name:** An empty text input field.
- Credentials:** A dropdown menu with "[None]" selected and a browse button "...".
- Drive:** A dropdown menu with "C:" selected.
- Threshold:** A numeric input field with "524,288,000" and a unit selector set to "bytes, greater than or equal to".

Tandem Server

As a KCS system administrator I want to continuously check the current failover state.

- I want to continuously check the state of the Primary and Secondary server disk (sync, updating, desync):

The screenshot shows a configuration window titled "Platform" with a globe icon. It contains the following fields:

- Select what to test:** A dropdown menu with the selected option "Check KCS Tandem Server disk status".
- Computer Name:** A text input field containing "vmkmr2-cockpit".
- Credentials:** A dropdown menu with "vmkmr2-cockpit_admin" selected and a browse button "...".
- KCS Server:** A dropdown menu with "at01t0pri" selected and a refresh button.
- Disk Number:** A dropdown menu with "1" selected and a refresh button.
- Disk Status:** A group of checkboxes: OK, Mirrored, and Updating.

- I want to be alerted if the Primary or Secondary changes from active to passive:

The screenshot shows a configuration window titled "Platform" with a globe icon. It contains the following fields:

- Select what to test:** A dropdown menu with the selected option "Check Mail/Message services connected".
- Computer Name:** A text input field containing "vmkmr2-cockpit".
- Credentials:** A dropdown menu with "vmkmr2-cockpit_admin" selected and a browse button "...".
- KCS Server:** A dropdown menu with "at01t0pri" selected and a refresh button.

- I want to continuously check the availability of the Primary and Secondary server.

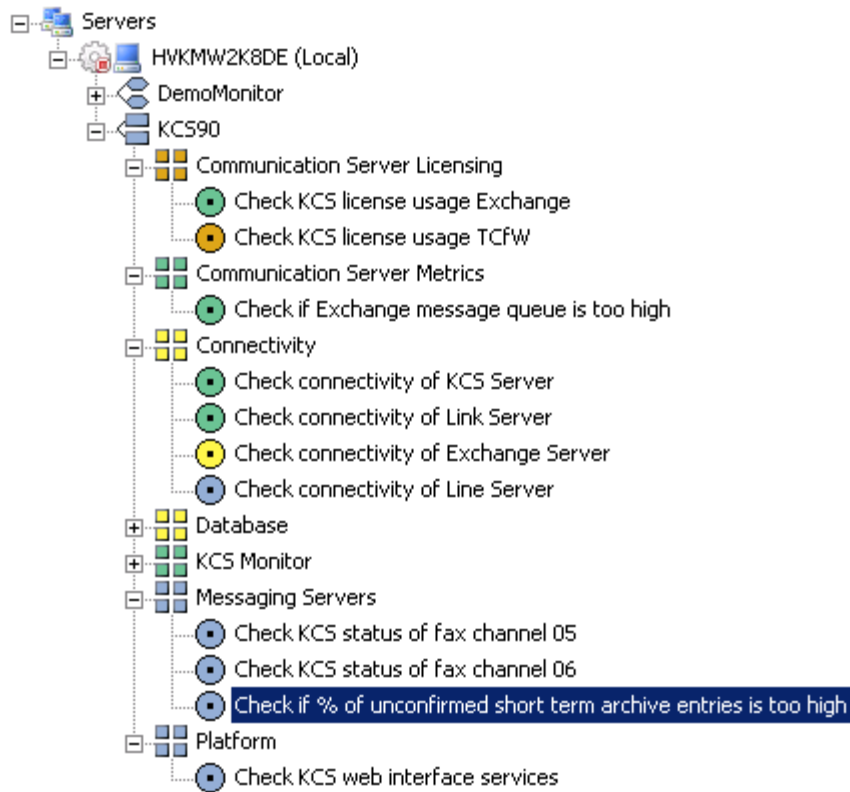
The image displays two screenshots of the Kofax Monitor configuration interface. The top screenshot shows the 'Connectivity' tab. It has a dropdown menu for 'Select what to test' with 'KCS TCOS server can be pinged' selected. Below it is a text field for 'Host Name' containing 'at01t0pri'. The bottom screenshot shows the 'Platform' tab. It has a dropdown menu for 'Select what to test' with 'Check KCS platform services' selected. Below it is an empty text field for 'Computer Name'. The 'Credentials' field is set to '[None]' with a lock icon and a dropdown arrow. The 'Service Names' field contains 'TCSRVR'.

Enter the hostname for the primary and a second test to enter the hostname for the secondary server.

Example Environment

The following example environment could be monitored in this way:

- KCS Server
- Exchange Server
- Link Server
- LS1



Chapter 4

Known Restrictions

The following use cases are currently not possible with Kofax Monitor and KCS out-of-the-box:

- I want to get information if one of the user or device based licenses has reached a certain **threshold based on a percentage** (such as user licenses reaching a threshold of 95%).
- I want to get the information in a format where I see **how many users or devices are used, the maximum amount of the license and the configured threshold** of this check.
- It should be configurable whether the waiting time (queue age) is:

1. The time until the first send attempt is done for this message, or whether this waiting time is the time until the message is successfully delivered to the recipient or failed to be delivered to the recipient (Non delivery notification triggered).


This is not configurable. If a new send attempt is done (TCfW button “reactivate”), then the wait time is reset.

Queue age works different with the FAX queue or channel (F or 10):


As the fax is always on the next turn to be sent out, also send retries will not be counted for queue age. With send retries, the send time will be set into the future and therefore the fax is not “officially” waiting. If the send time is reached again, then the fax is tried to be sent out. The only way where a queue age value greater than 0 can be seen is when the channel is on waiting, or there are too many faxes, which cannot be sent out immediately (more than the configured number of channels).

The result of the queue age is not per MessageID but per message that is longest in the queue.

- I want to configure the maximum time (in seconds or minutes) which should not be exceeded before the first or the next scheduled send attempt for a message is done.
- The KCS test “Check KCS message server mail system free size is too low” evaluates only the “free” space.

Mail System			PENDING / FREE
Send entries:	2	2998	
Messages:	69	12	26719
KB:	29200	192	328912

UNCONFIRMED/CONFIRMED/FREE



“Confirmed message” space, which is also free, is not taken into account. This leads to the problem, that at some moment in time, where there is no “free” space left, but only the “confirmed” one, this test is not usable.