

Kofax Communication Server

TC/MWA-LN Technical Manual

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The KOFAX logo is rendered in a bold, blue, sans-serif typeface. The letters are thick and closely spaced, with a consistent weight throughout the word.

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Chapter 1

Preface

In today's office environment the need to get information quickly and easily grows rapidly. Unified messaging helps customers to satisfy this need. The KCS Message Waiting Agent (MWA) provides a fast notification on a device of choice whenever new mail arrives.

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

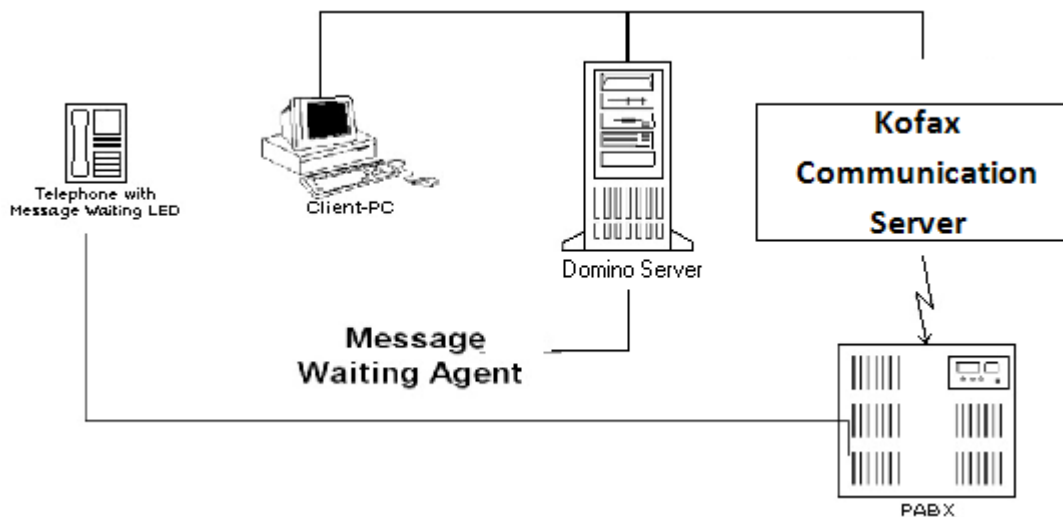
Chapter 2

Positioning, Advantage, Strengths

- The Message Waiting Agent offers faster access to new information.
- A device of choice delivers the information to the user.
- The message waiting signal (for example) on your telephone turns on as new messages arrive.
- This agent is fully server based and there is no need to install any client software.
- Server-based TC/MWA-LN is minimizing network traffic and keeping server performance high.
- Easy configuration via a Notes configuration database.
- The TC/MWA-LN can be told with a formula, which mails to act on (notes formula, for example only on voice mails).

Chapter 3

Structure of the Product



The Message Waiting Agent for Lotus Notes is integrated in the Domino Server via an Extension Manager (TCMail.dll). It is loaded with the startup of the Domino Server. This means, the TC/MWA-LN has no own process. Its code runs in normal case in nserver.exe and nrouter.exe tasks of the Domino Server as callbacks.

The Extension Manager posts the message waiting signals to the KCS server via a Notes message.

A TC/LINK-LN is used to transfer these messages to the Kofax Communications Server.

Chapter 4

Functionality

The functionality for the user is to get the information that there are new messages (messages that fit the filter) waiting for him. Possible effects could be that there is a LED on his phone that turns on if new email is waiting or an SMS message on his GSM phone. The administrator can configure which messages should do such an effect (filter definition) and can also define the output posted towards the KCS server. The administrator can also activate or deactivate the MWA for the user via the configuration database in Notes.

- Whenever a User gets a “MWA-Mail” (a mail that fits our filter) the message waiting signal is set on whenever the message waiting signal was off before.
- The message waiting signal is set off, when the user is reading or deleting an unread MWA-Mail (a mail that fits our filter) and the message waiting signal was on before.

After restart of the Lotus Domino server or a manual reconfiguration has been done the MWA will send the message waiting signal on/off when a new mail arrives to the user or a mail was read or deleted, even if the message waiting signal was on or off before.

Hint: The message waiting signal is sent with high priority to handle such messages faster. The originator of a message waiting signal has a fix name: TC-NSF_HOOK

Chapter 5

Prerequisites

- Lotus Domino Server Version 5.x, 6.x, 7.x on a supported Windows Server version. For more details about supported operating systems, refer to *Environment Guide - Platform System Manual*.

Note Lotus Domino Server Version 8.x is not supported; TC/MWA-LN cannot be used with it. (That is, in case of an update to Domino Server Version 8.x the lines “EXTMGR_ADDINS = TCMail” and “TCSetup = TCConfig” must be removed from notes.ini!)

- TC/LINK-LN 1.20.00 to transfer the MWA-messages to KCS.
- Dedicated TC/LINK-LN for different termination and faster response time. Therefore set the polling cycle to a lower value than the first TC/LINK-LN for faster response time.
- TC/LINK-LN 1.20.00, if two links are running on the same computer.

Unicode Support

TC/MWA-LN does not support Unicode.

Chapter 6

Installation / Setup

The installation has to be done on all Domino servers, where the TC/MWA-LN should be active for the users. So every server has his own Extension Manager (TCMail.dll) and TCConfig database.

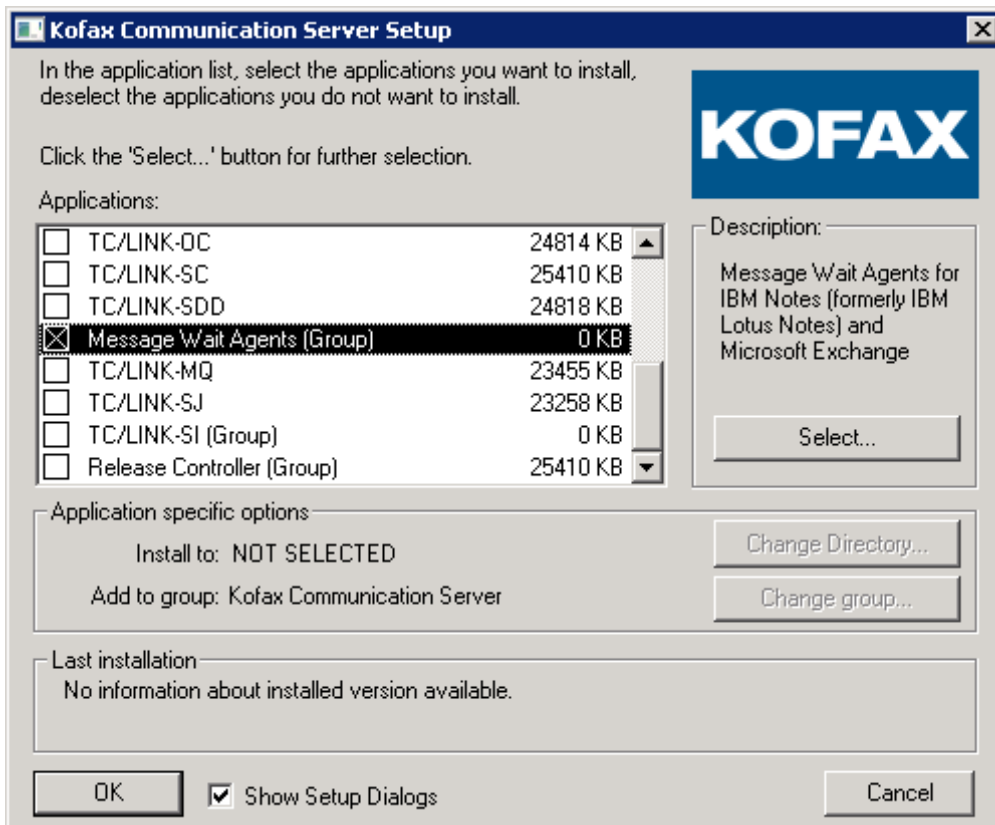
The installation and setup has the following steps:

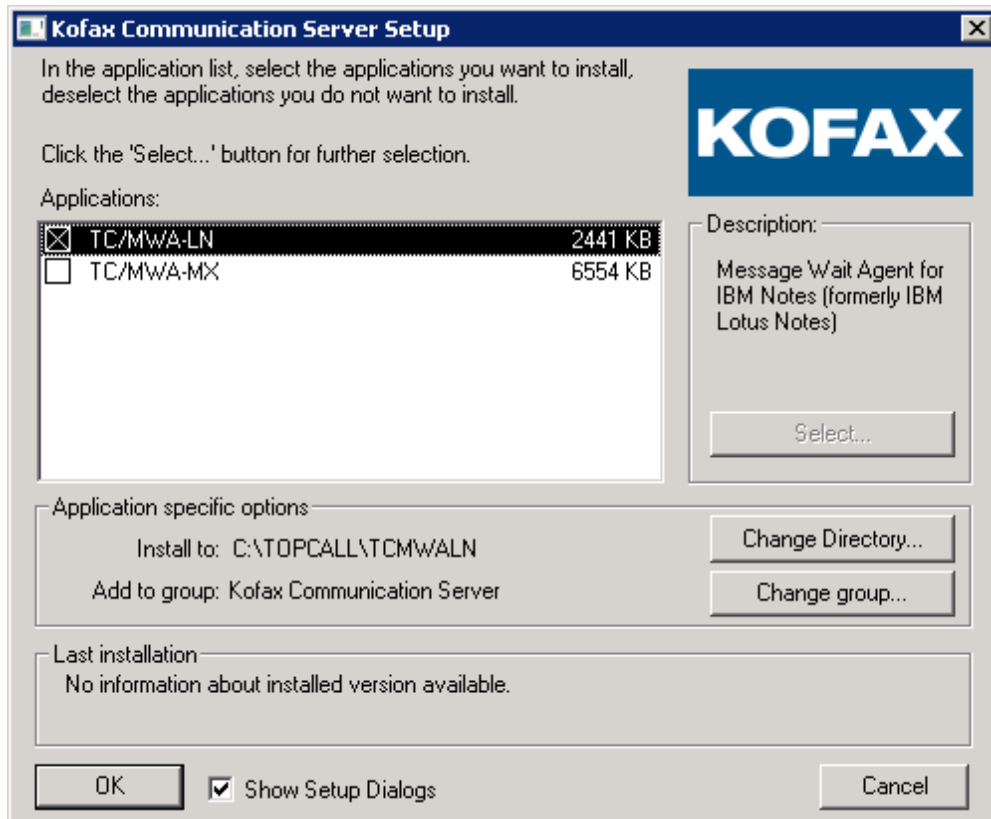
- Step-1: Installation of KCS with TC/MWA-LN
- Step-2: Setting up TCConfig database
- Step-3: Setting up user database (normally: names.nsf)
- Step-4: Set trace and other settings if needed
- Step-5: Reboot the machine / restart the Domino Server

For the corresponding TC/LINK-LN installation, see the *TC/LINK-LN Technical Manual*.

Step 1: Installation of KCS with TC/MWA-LN

1. Start the KCS setup and choose the option **Message Wait Agents (Group)** and then in group-dialog "TC/MWA-LN".





2. During the installation the following files are copied:

- TCMail.dll (into the Domino directory)
- TCConfig.ntf (into the Domino\Data directory)
- TCLib32.dll (into the Topcall\Shared directory)

and two new entries are added to the notes.ini in the Notes section:

- EXTMGR_ADDINS = TCMail
- TCSetup = TCConfig

TCMail refers to the name of the TCMail.dll, TCConfig refers to the name of the TCConfig.nsf configuration database.

Hint: The naming convention is historically grown:

- TCConfig.nsf => configuration database for TC/MWA-LN
- TCSetup.nsf => configuration database for TC/LINK-LN

After the installation you **do not** need to reboot the computer.

Step-2: Setting Up TCCConfig Database

This section describes the setting up of TCCConfig Database.

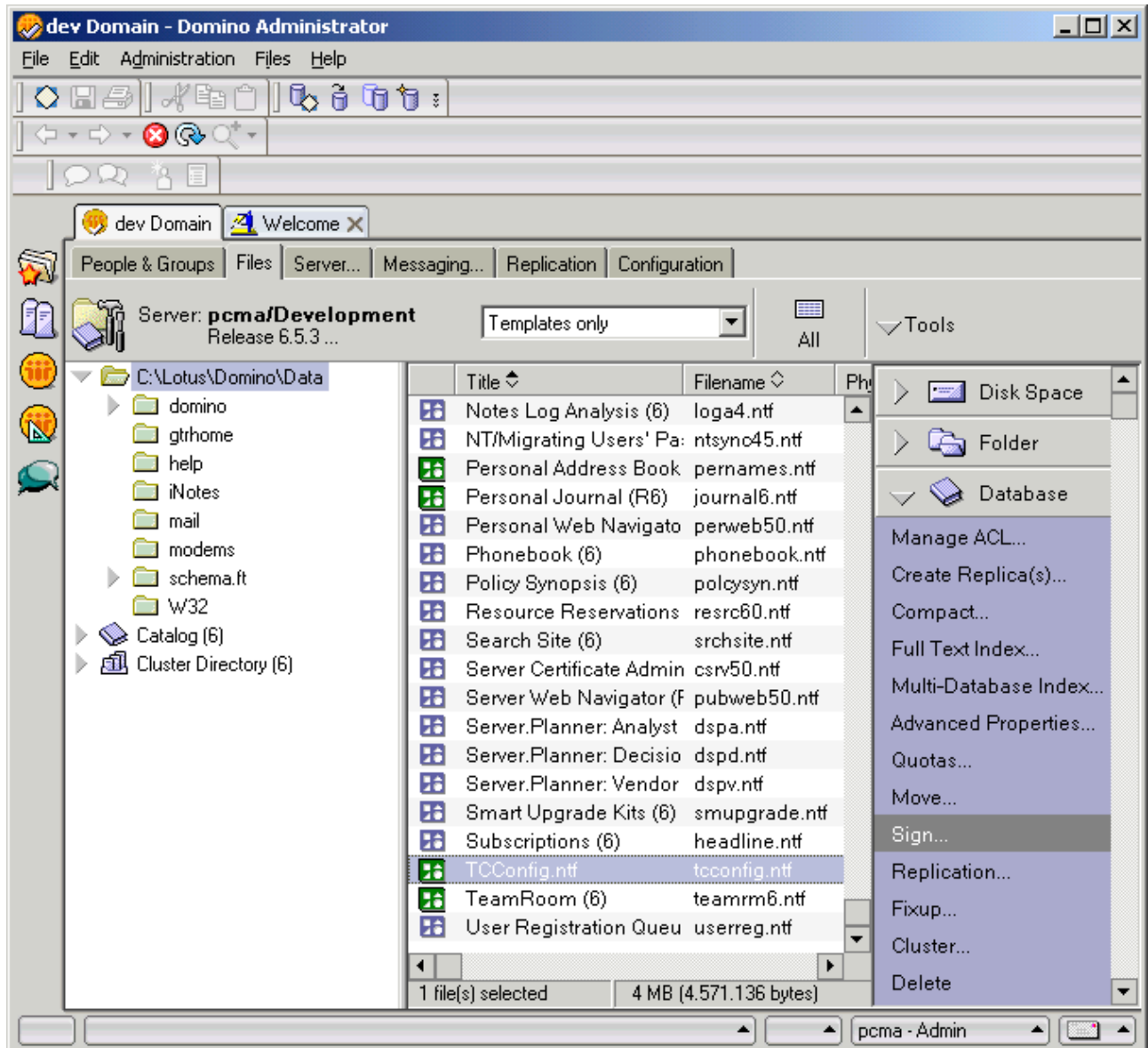
Modifying ACL of TCCConfig.ntf

1. Open the TCCConfig.ntf template-database and via the menu “File / Database / Access Control” open the Access Control List (=ACL).
2. Remove unwanted users (e.g. users from Domain TOPCALL) from the ACL and add your administrative user to the ACL with manager rights.
3. Press **OK** in the Access Control list.

Signing TCCConfig.ntf

1. Start the Domino Administrator and go to the **Files** tab of your server.
2. Select above in the combobox **Templates only** to show only the template databases.

3. Select the TCConfig.ntf (the database you want to sign) in the left list box.



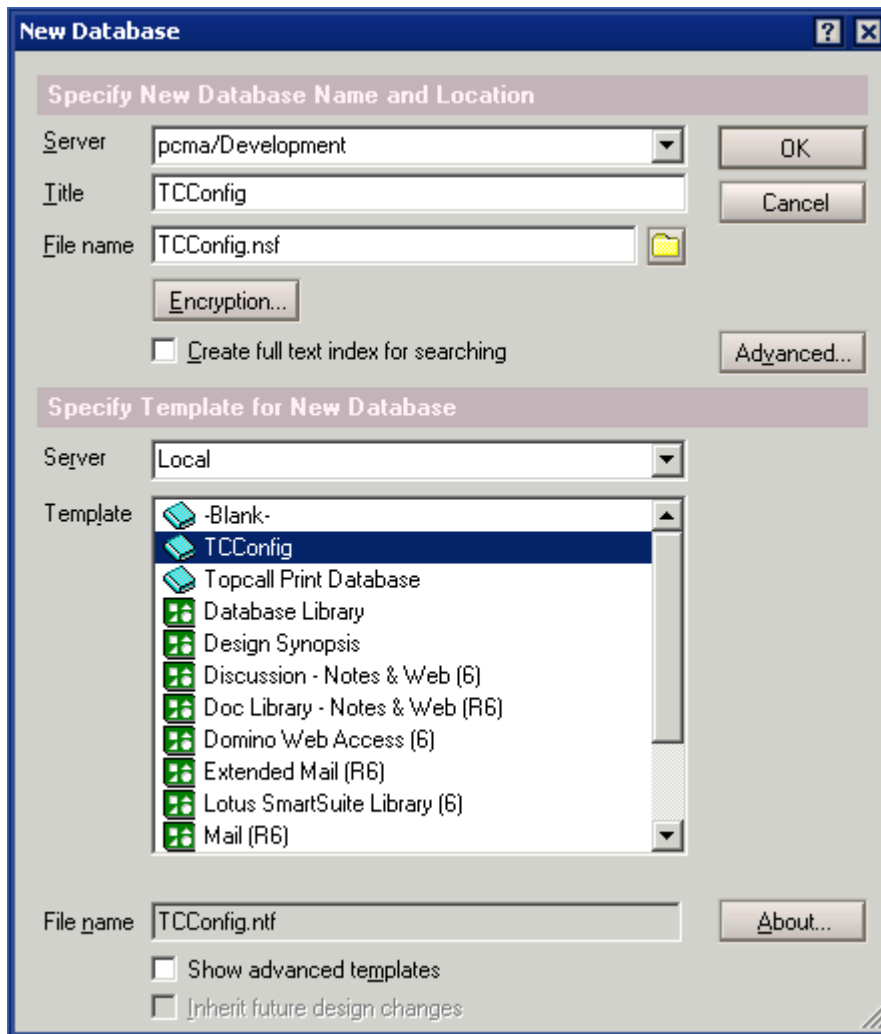
4. Click on **Sign** (right side on the “Tools” panel) and afterwards click on **OK**. Now you can close the Server Administration.

Creating TCConfig.nsf Using the Template TCConfig.ntf

1. Create a new TCConfig.nsf database from the TCConfig.ntf template. To do so, choose the menu entry “File / Database / New”.

Hint: If you already have installed the TCConfig database from the template (in version 1.01.03 or higher) you do not need to create a new database. Simply open the TCConfig database and select the menu entry “File / Database / Replace Design”. Enter the server name where the template is installed and press **OK**. Now, you have updated your database with the new design.

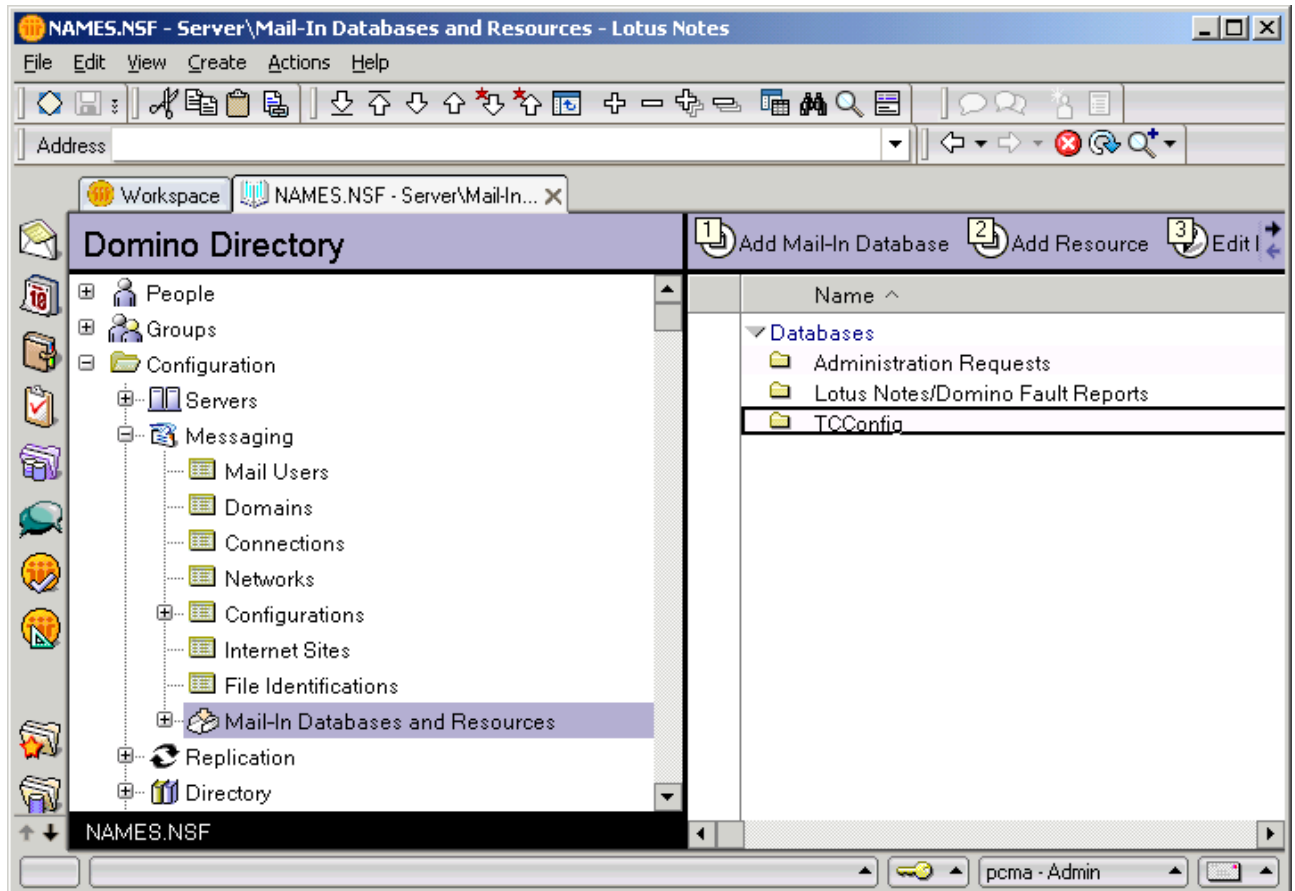
- Add the icon of the TCCconfig database to your workspace via the menu “File / Database / Open”.
2. Enter the Title “TCCconfig” (=case sensitive”) and choose the TCCconfig template in the bottom list box.



Making the TCCconfig.nsf Database a Mail-In Database

1. Open the global address book: menu: File \ Database \ Open and open the **names.nsf**. A panel with the title “Domino Directory” will be opened.

2. Open the view Configuration \ Messaging \ **Mail-In Databases and Resources**.



3. Click the button: **Add Mail-In Database**.
4. Enter the name of the configuration database (TCConfig) in the following fields (see printscreen):
 - "Mail-In name" => normally: "TCConfig"
 - "File name" => normally: "TCConfig.nsf"

Hint: Actually, these fields have to be filled according to the “TCSetup” / “TCSetup_MailInName” entries in **notes.ini**:

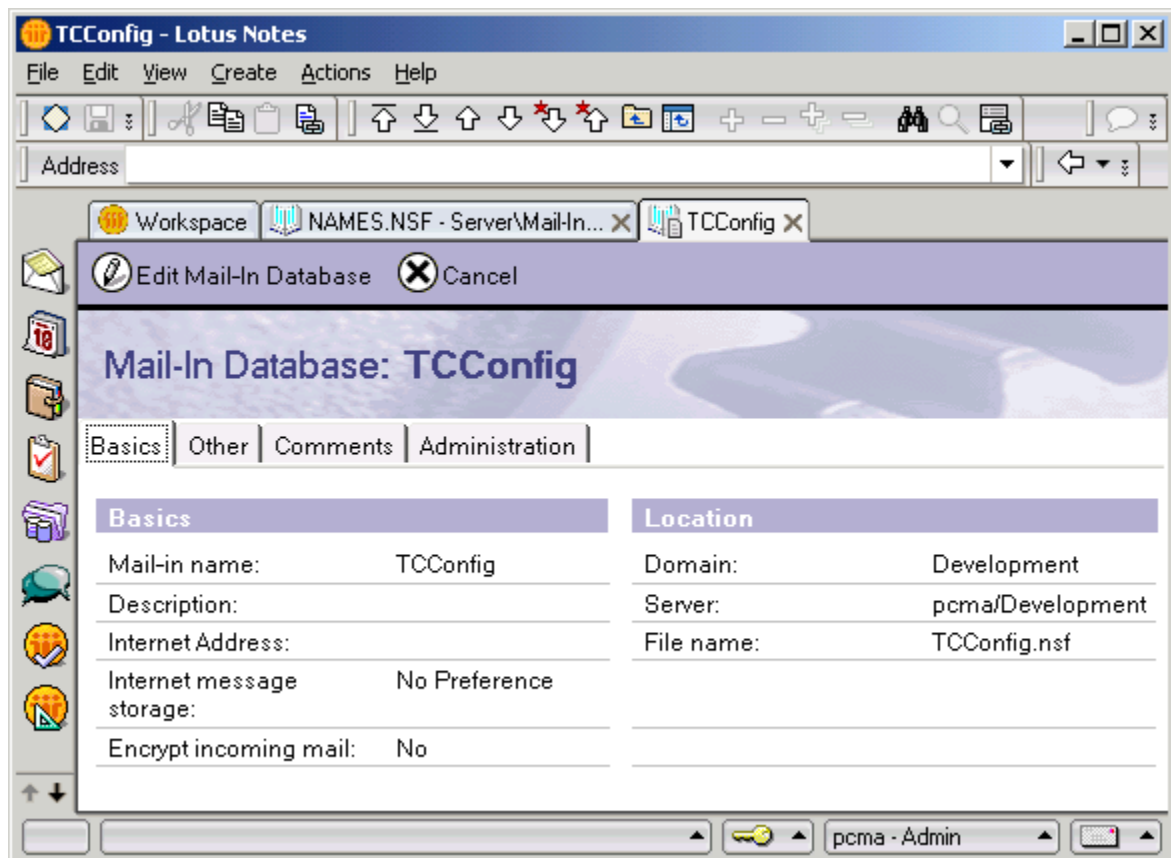
Case-A: If TCSetup=xxx and the TCSetup_MailInName definition does not exist in notes.ini, then:

- “Mail-In name” => have to be: “xxx”
- File name” => have to be: “xxx.nsf”

Case-B: If TCSetup=xxx and TCSetup_MailInName=yyy

- “Mail-In name” => have to be: “yyy”
- File name” => have to be: “xxx.nsf”

If the “Mail-In name” have to differ from the file name, then the entry “TCSetup_MailInName” must be entered manually in notes.ini!

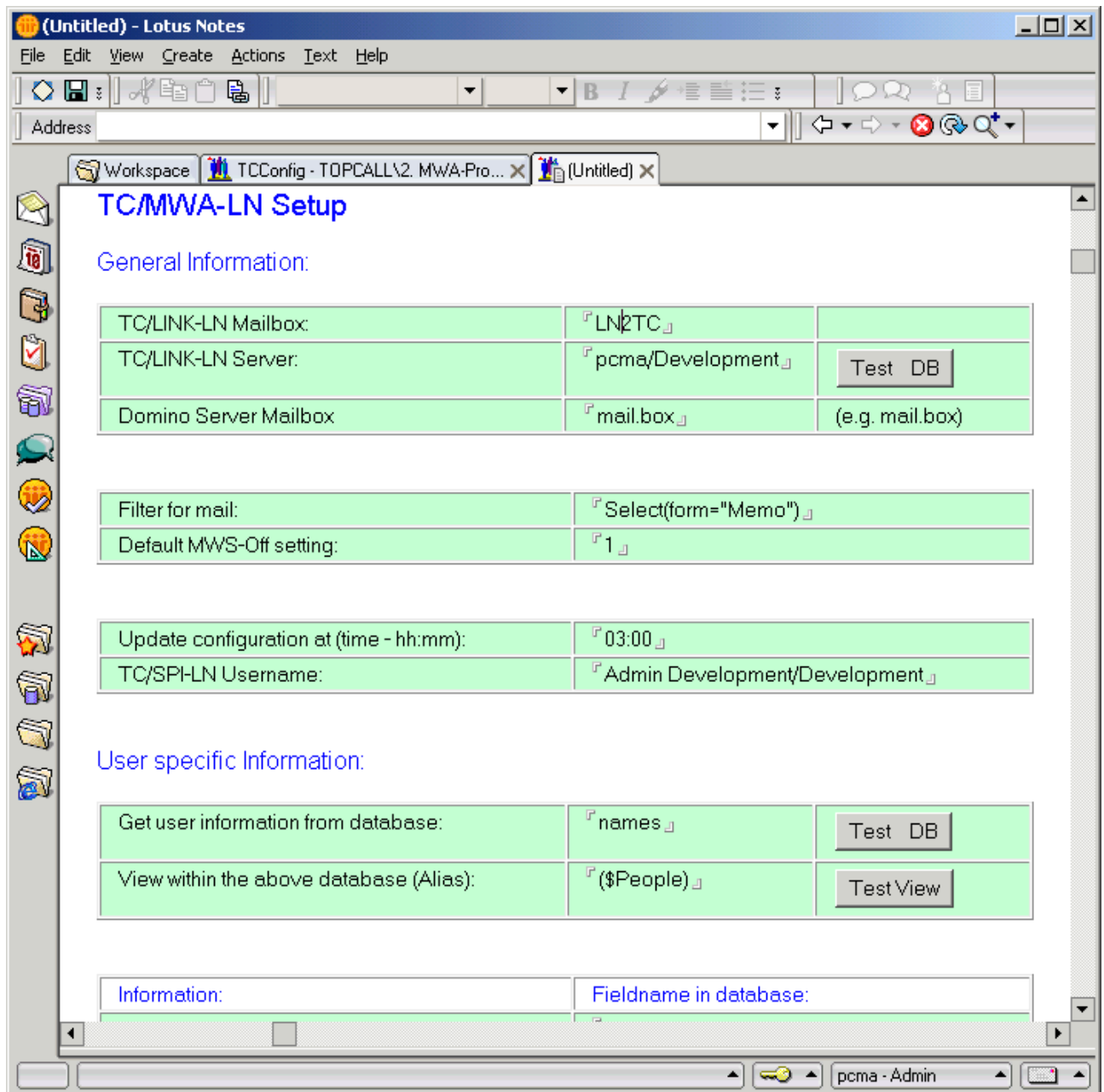


5. Enter the domain name, which is the Notes own Domain and the server name, where the TC/MWA-LN is installed, into this document.
6. Click the button “Save and Close” and close the global address book (names.nsf).

Create the Setup Document in TCConfig.nsf

1. Open the configuration database (File \ Database \ Open and open TCConfig.nsf).
2. Choose the menu entry Create \ TC-Profile.
3. Now, a new Setup document is opened. The fields are filled with default values.

- Now, enter the configuration data. Nearly all fields are filled with default data, except “TCLINK-Mailbox-Server” and TC/SPI-LN Username. Please refer to the chapter [Document “TC/MWA-LN Setup”](#) to understand the various fields in this setup document.



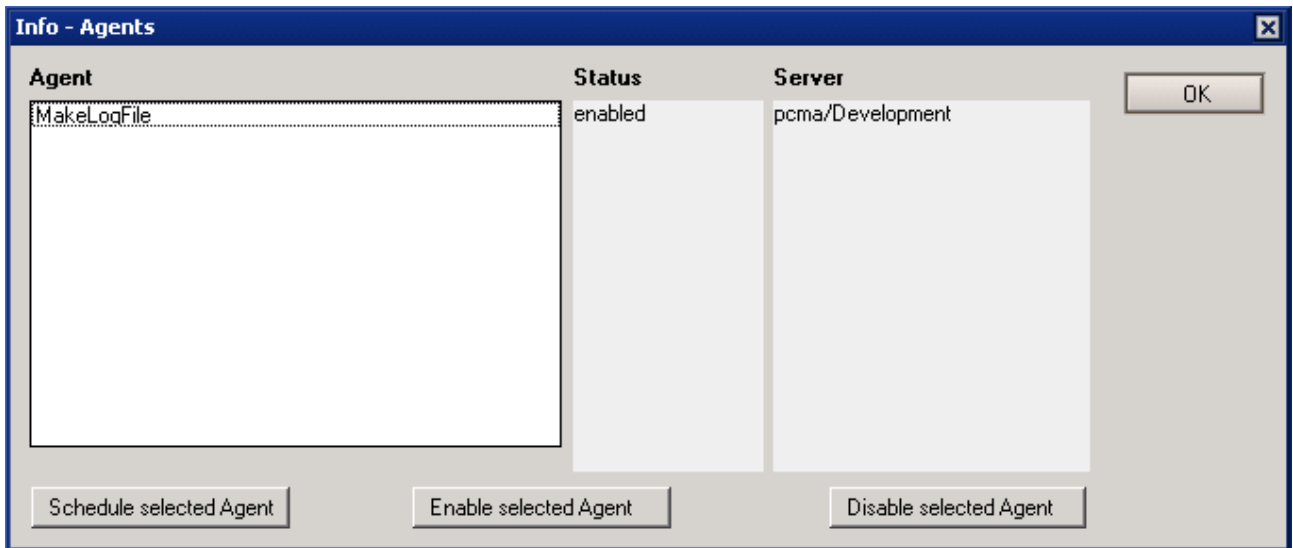
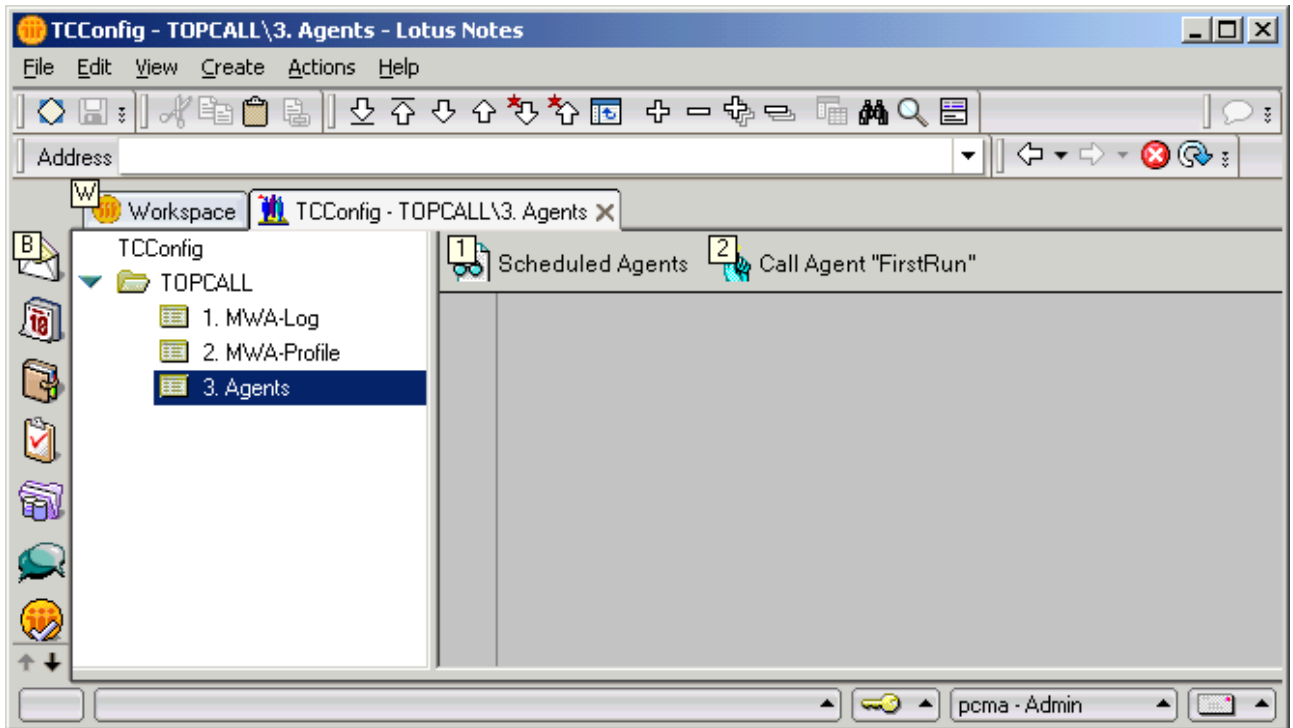
- Save and close the document.

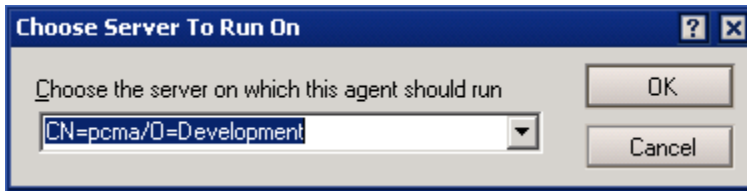
Run the Agent “FirstRun”

Start the Agent “FirstRun” by selecting the menu entry Actions \ FirstRun.

Define the Server for the “MakeLogFile” Agent

1. Select the view TOPCALL / “3. Agents” in the TCConfig.nsf, and then click on the button **Scheduled Agents**.

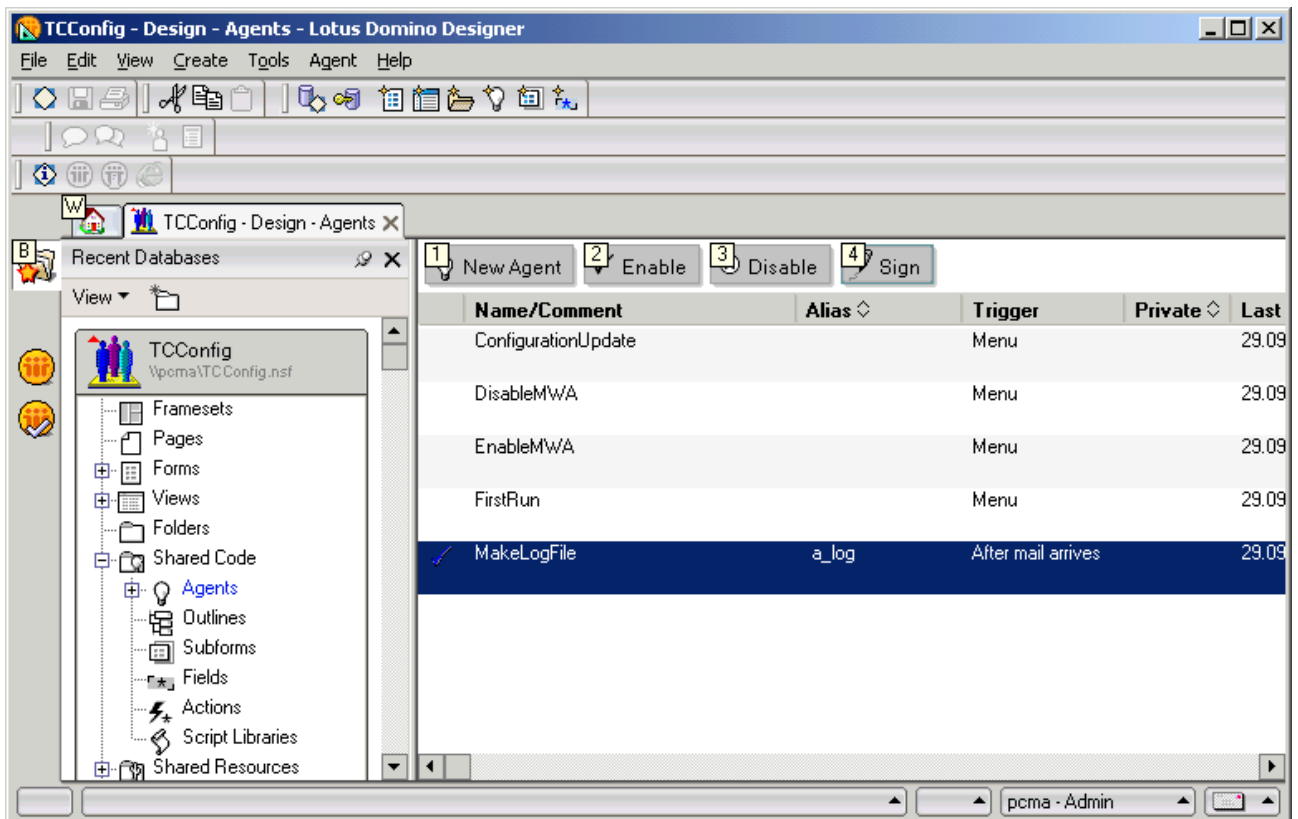




2. Select the agent **MakeLogFile** from the left list, press the **Schedule selected Agent** button and select your Domino server from the combobox. Also, use the button **Enable selected Agent** to enable this.

Sign the Agent “MakeLogFile”

1. Agent “MakeLogFile” must be signed by a user who is allowed to run agents on the Domino-Server. Therefore, open the Agent “View / Agents / MakeLogFile” and save the Agent with a user ID, which can run agents on the server!



Note

The user must be at least Designer to save the Agent in the TCCongig database!

Hint: If you do not know if a user can run agents, open the global address book (names.nsf) and go to the view *Configuration / Servers / All Server Document* and open the according server document. Go to the tab “Security”. In the section “Programmability restrictions / Who can -” there is a field “Run

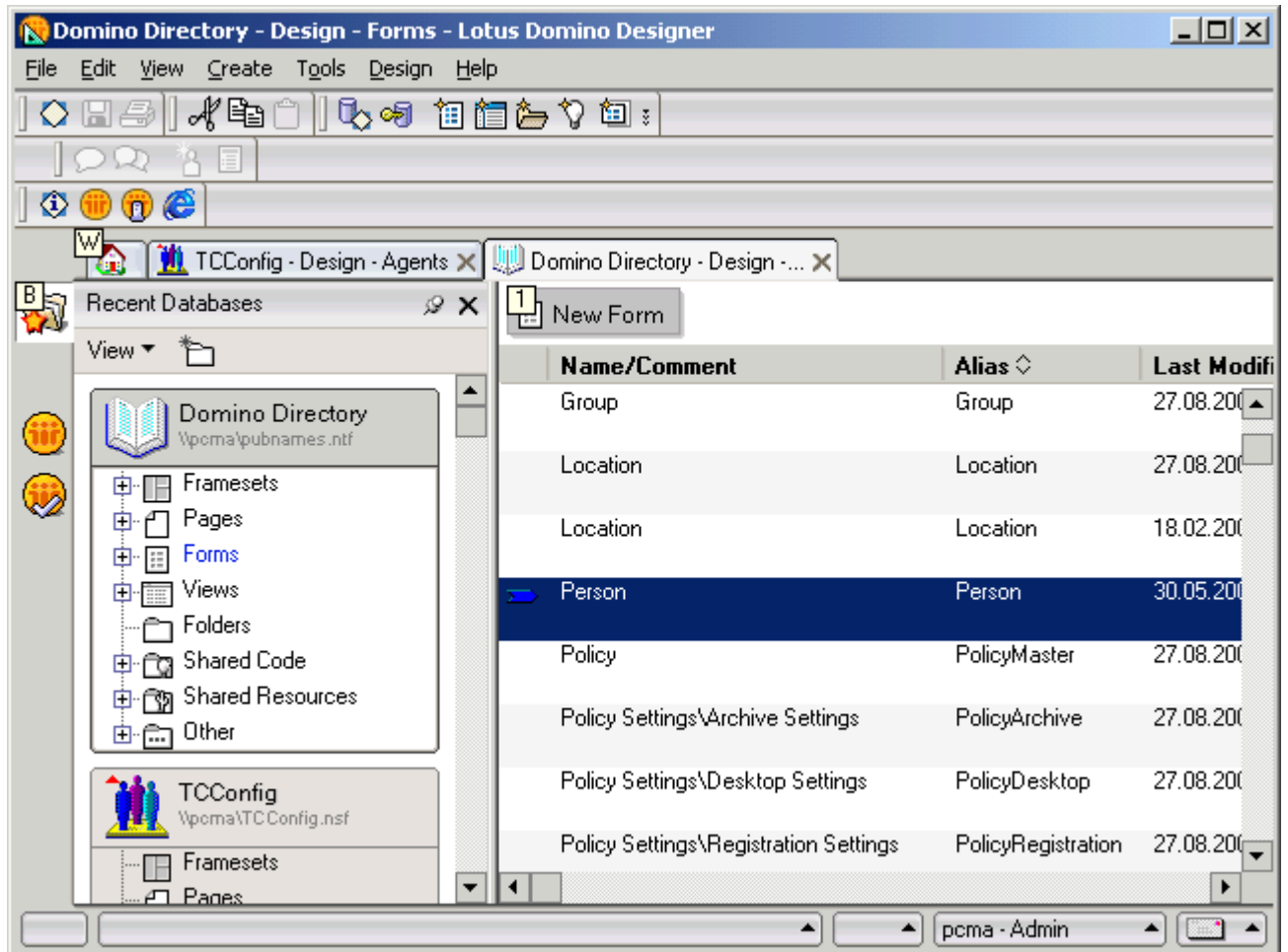
restricted LotusScript/Java agents". In this field, you can see (and also append) user, which can run agents. Otherwise the user is not able to save and run the agent!

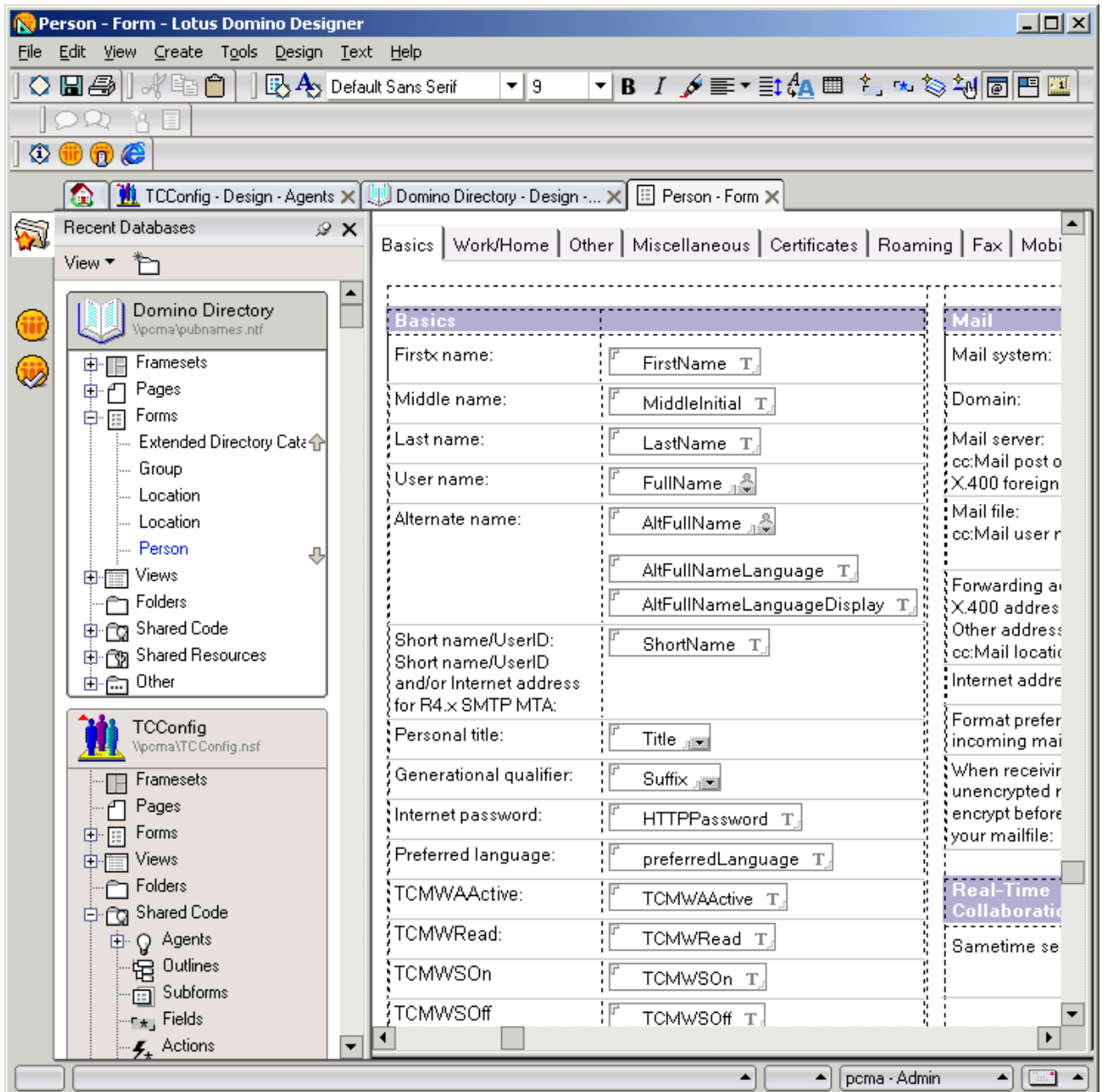
2. Close the TCConfig database.

Step 3: Setting Up the User Database

1. Open the template of the database with Lotus Domino Designer, where the user information is stored (template for names.nsf is normally pubnames.ntf).

2. Go to **Design > Forms** and open the Form **Person**.





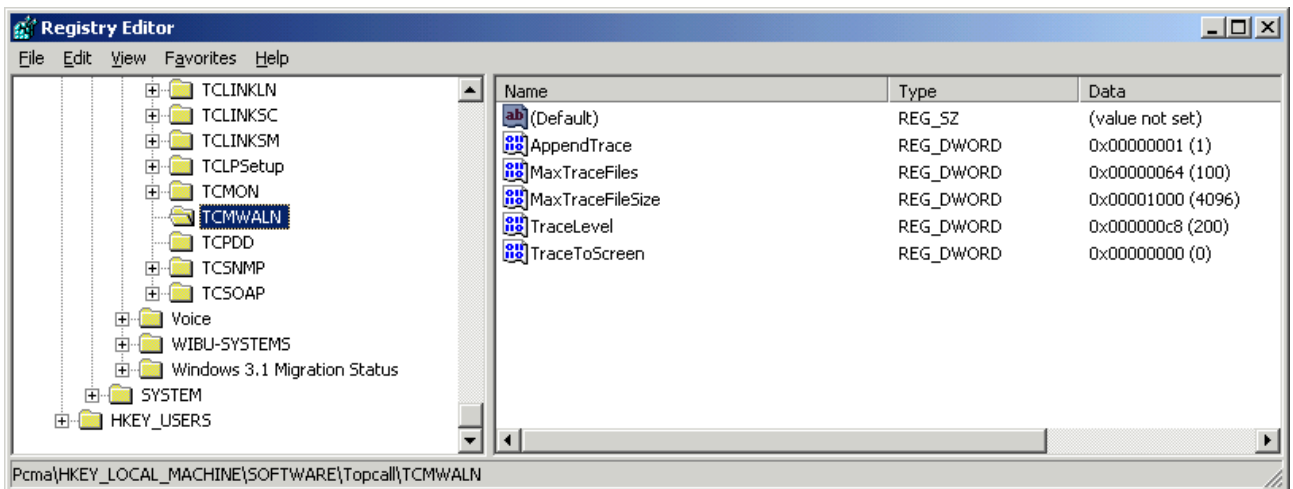
3. Insert the additional fields like "TCMWAAActive", "TCMWSOn", "TCMWSOff" and "TCMWRead" of type text via the menu entry "Create / Field...". The field names have to be the same as defined in "TC/MWA-LN Setup" document #

Information:	Fieldname in database:
Username:	FullName
Mailfile Path:	MailFile
Active:	TCMWAAActive
Message Waiting Signal ON:	TCMWSOn
Message Waiting Signal OFF:	TCMWSOff
Send MWS Off until:	TCMWRead

Hint: If the TCMWRead field does not exist, the TC/MWA-LN will take the default for the user, which is specified in the TCConfig.nsf. All other fields are required; otherwise the user is not active for the TC/MWA-LN!

4. Save the changes and close the database.
5. Open the global address book (names.nsf) and choose the menu entry "File / Database / Refresh Design" to update the global address book with the modifications.
6. Close the address book.
7. **Hint:** for the user-customization: see chapter [Configuring the User Records in the Address Book](#).

Step 4: Set Trace and Other Settings If Needed



Check the registry settings on the Domino server machine under "HKEY_LOCAL_MACHINE\SOFTWARE\Topcall\TCMWALN". For detailed trace-output set the trace settings as above the screen-shot. The trace files will be generated, as usual, in the C:\TCOSS\TRACE directory on the Domino server machine.

Important The setting “**TraceToScreen**” always have to be set to 0; that is turned off. Tracing on the screen is a slow process, and as TCMail.dll is integrated in the Domino server process, it would cause serious performance/stability problems on the Domino server.

Step 5: Reboot the Machine / Restart the Domino Server

If you have not restarted the computer after the KCS setup, you must reboot the computer now, otherwise only close the Client on the Server and restart the Domino server to activate the new notes.ini entries for the TC/MWA-LN!

Hint: It is necessary to close the Notes client on the server before you start the server, otherwise the MWA will not work.

Chapter 7

Working with the Configuration-DB (TCConfig.nsf)

This section describes how to work with Configuration-DB.

Access Control List (Rights)

It is necessary to insert the Server into the Access Control List (if the server is not in the LocalDomainServers group, which is by default in the access control list) and give the server Manager rights. Also users which are administering the TCConfig database must have Manager rights.

Views

This section describes about views.

View “MWA-Log”

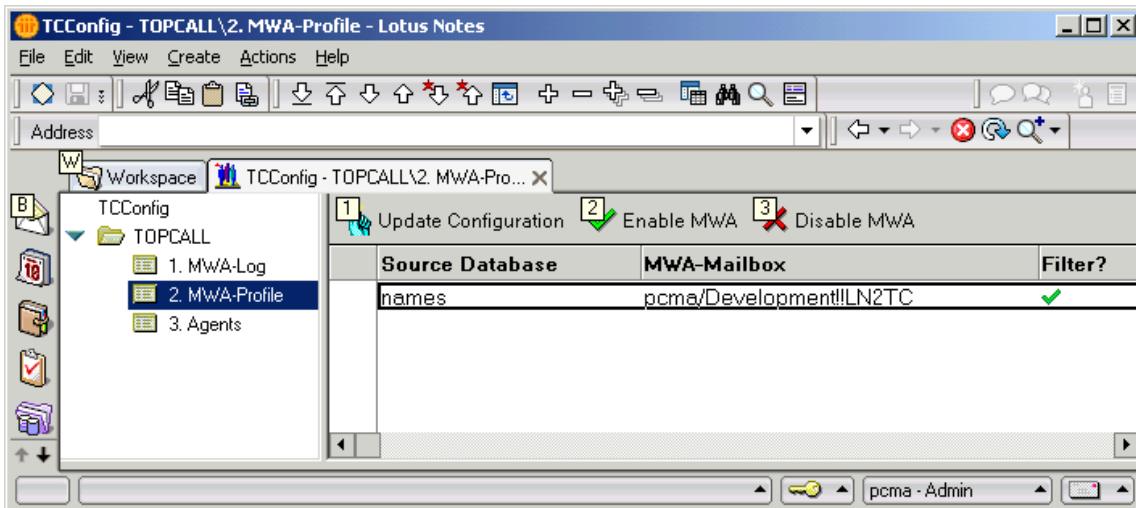
This view contains the log files (created by mails delivered form the Extension Manager by the Mail-in-Agent “MakeLogFile”. These log files are automatically created. If one log file gets too big, a new one is made. The log files are sorted by date. Double-click to open.

The limit of the log size is restricted by the database size (default: 1 GB). There is also the possibility to configure quotas to the database, therefore run the “Server Administration \ Database Tools \ Quotas”.

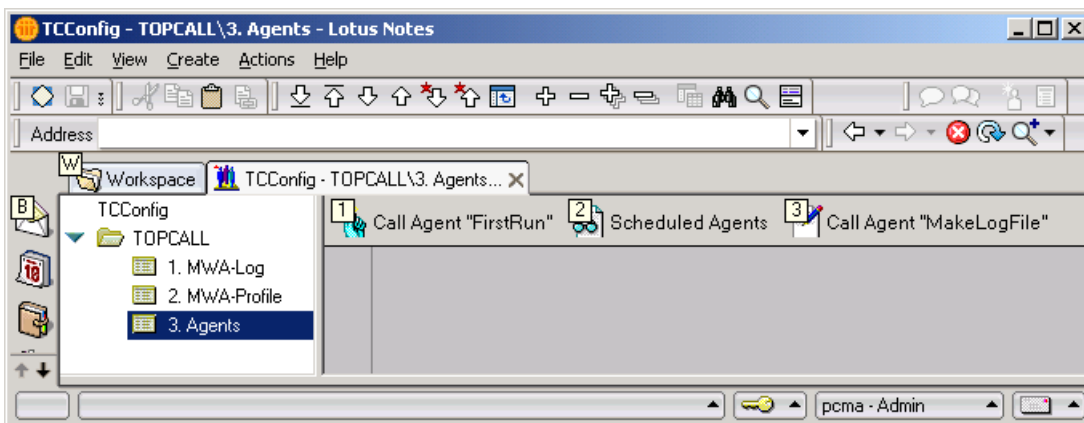
View “MWA-Profile”

This view contains only one document (MWA-Profile)

Click Menu \ Create \ TC-Profile if it has been deleted. If there are more profiles, only the first in the view is used.



View “Agents”



Agents

This section describes about Agents.

Agent “FirstRun”

(Button “Call Agent “First Run”” on view “Agents” or Actions menu)

Needed only at installation, after the database TCSetup.nsf has been created in the Domino data directory and the “TC/MWA-Setup” document is also already created.

Agent “ConfigurationUpdate”

(Manual start: button “Update Configuration” on view “MWA-Profile” or Actions menu)

After changes have been made in “TC/MWA-Setup” document or TC/MWA-LN fields were changed in the address book, the configuration must be updated by using this agent.

Hint: Press this button also after running the Agent “Enable MWA” or “Disable MWA”!

Agent “MakeLogFile”

This agent receives (error-)mails from the Extension Manager and makes a log file. The Agent must be signed by a user who is allowed to run agents on the domino server (make also sure Domino server is set to run Mail-In agents). It runs automatically, but It can also be run manually. (Button “Call Agent “MakeLogFile” on view “Agents”)

Agent “Enable MWA”

(Button “Enable MWA” on view “MWA-Profile” or Actions menu)

Used to enable the MWA-Agent, needed only after the MWA-Agent has been disabled!

Agent “Disable MWA”

(Button “Disable MWA” on view “MWA-Profile” or Actions menu)

Used to disable the MWA-Agent.

Notice that you will have to run the agent “Enable MWA” before a configuration update!

Documents

This section describes about documents.

Document “TC/MWA-LN Setup”

TC/MWA-LN Setup

General Information:

TC/LINK-LN Mailbox:	LN2TC	
TC/LINK-LN Server:	pcma/Development	Test DB
Domino Server Mailbox	mail.box	(e.g. mail.box)
Filter for mail:	Select(form="Memo")	
Default MWS-Off setting:	1	
Update configuration at (time - hh:mm):	03:00	
TC/SPH-LN Username:	Admin Development/Development	

User specific Information:

Get user information from database:	names	Test DB
View within the above database (Alias):	(\$People)	Test View

Information:	Fieldname in database:
Username:	FullName
Mailfile Path:	MailFile
Active:	TCMWAActive
Message Waiting Signal ON:	TCMWSOn
Message Waiting Signal OFF:	TCMWSOff
Send MWS Off until:	TCMWRRead

The following configuration information can be changed (see picture above):

Common settings:

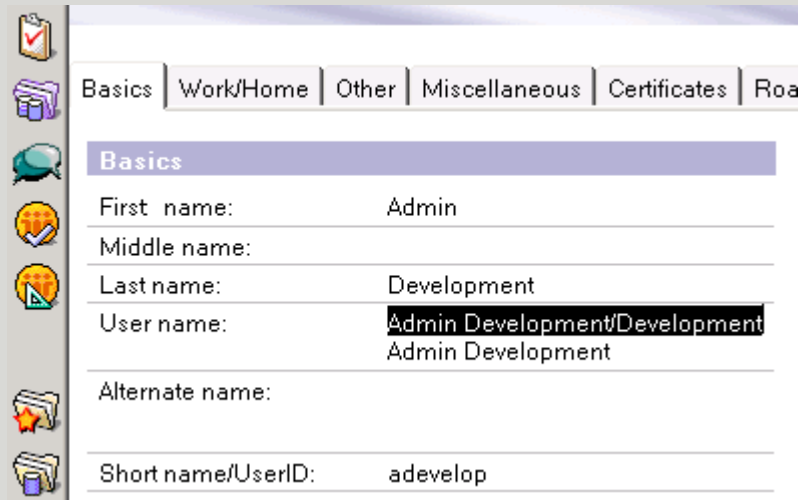
Information	Description	Default value
TC/LINK-LN Mailbox:	TC/LINK-LN Mailbox database (TC/MWA-LN creates here the MWA-on/off messages)	LN2TC

Information	Description	Default value
TC/LINK-LN Server:	Domino server on which the TC/LINK-LN Mailbox database is installed.	""
Domino server mailbox:	Domino Mail Router Mailbox (normally: "mail.box", but there are some Domino installations, where dual mailboxes are used, these are called "mail1.box", "mail2.box". One of them should be used.)	mail.box
Filter for mail:	Notes formula on which documents the Extension Manager should act on	Select(Form="Memo")
Default MWS-Off setting:	If the user has not specified an own MWS-Off setting (see user specific setting), this will be the default. Possible values: (type keyword) "After first read" - is 1 "After all read" - is 2	"after first read"
Update configuration at:	Specifies the time, when the MWA should refresh the user information. (e.g.: Active or Message Waiting signal). Empty value = disabled.	
TC/SPI-LN user	The name of the user the TC/SPI-LN uses to log in into the Domino server. It is necessary to define this user, if TC/SPI-LN / KCS voice-mail is used to play back messages. When not defined, the MW-Off will not be sent if a mail is played back by the KCS voicemail system. Concerning format see also hint below in this chapter.	

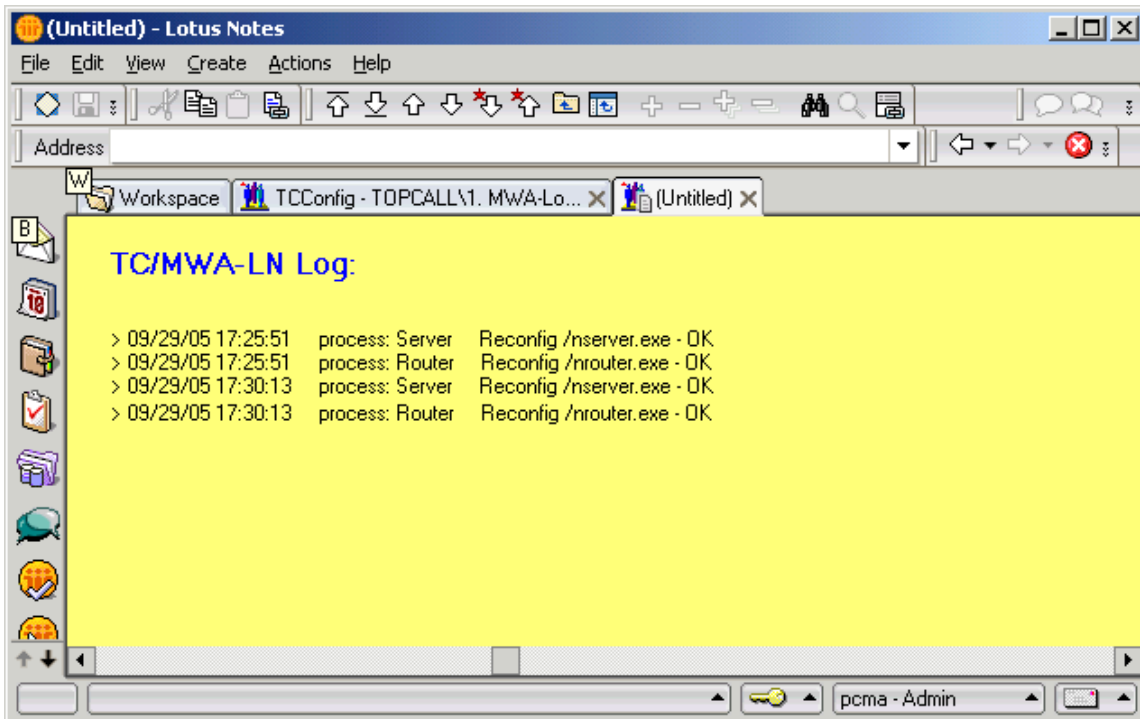
User specific settings:

Information:	Description:	Default value:
Get information from database:	Name of the Domino address book (where the user information are stored). Normally: "names.nsf".	NAMES(.NSF)
View within the above database:	Name of the view in the address book for enumerating the potential TC/MWA-LN users in the address book.	(\$People)
Username:	Name of the field, where the FULLNAME of the user is stored. This Field must then contain the canonized name in the first entry of the text/textlist field. E.g.: CN=Daniel Schmidt/O=Development	FullName
Mailfile path:	Name of the field, where the mail file of the user is stored	MailFile
Active:	Name of the field, which specifies the status of the MWA. ("Yes"= active, "No"=disabled) (type text!)	TCMWAActive (must be added to configured database)
Message waiting signal on:	Name of the field, where the MWSON-address is stored. (type text)	TCMWSOn (must be added to configured database)
Message waiting signal off:	Name of the field, where the MWSOFF-address is stored. (type text)	TCMWSOff (must be added to configured database)
Send MWS-Off until:	Name of the field, where the setting is stored. (type text) Values of type number: 1 = After first unread is read 2 = After all unread are read If this field is missing or empty, the default from the common part is taken.	TCMWSRead (must be added to configured database)

Tip TC/SPI-LN user name must be specified, of course, in “full” format, that is, with all organization parts. This format can be copy & pasted e.g. from the “Domino Directory” (names.nsf) from the “User name” field: (In earlier TC/MWA-LN versions, TC/SPI-LN user name must have been specified in labeled format “CN=.../O=...”, for versions >= 2.01.02 this is still possible but not necessary.)



Document “Log”



This Document contains log/error messages from the Extension Manager, sorted by date.

The limit of the log size is restricted by the database size (default: 1 GB). There is also the possibility to configure quotas to the database, therefore, run the “Server Administration \ Database Tools \ Quotas”.

When the configuration-database is not found by the Extension Manager or the database is not available some of the error messages are written to the Event Log.

If there are more than 100 entries in the log a new log will be created, older logs are still available.

Chapter 8

Configuring TC/LINK-LN

To configure the termination of the messages, configure the dedicated TC/LINK-LN. Therefore, change the settings of some registry keys to the following configuration:

“HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCLINKLN\TOPCALL” and SubKey:

ArcNeg:	0 -> don't create archive entry on negative termination
ArcPos:	0 -> don't create archive entry on positive termination

Note Per default, the keys ArcNeg and ArcPos are configured to 1 in the link, so the messages will be archived.

DelEnvNeg:	1 -> delete envelope on negative termination
DelEnvPos:	1 -> delete envelope on positive termination
DelEntNeg:	1 -> delete mail entry on negative termination
DelEntPos:	1 -> delete mail entry on positive termination
ChkDisSend:	0 -> don't check, if shadow user

Note If you want to set the registry key “ChkDisSend” to 1, it is necessary to create a shadow user on KCS. Therefore, create a new user on KCS (via TCfW) with the UserID and active TOPCALL address “TC-NSF_HOOK”.

SOForceDelNotif	0 -> Don't force for delivery notifications
SOForceNonDelNotif	0 -> Don't force for non-delivery notifications

Chapter 9

Configuring the User Records in the Address Book

This section describes how to configure the user records in address book.

Activate a User

To activate TC/MWA-LN for a user set the field TCMWAActive to “Yes”.

Hint: it is possible to use another field name as “TCMWAActive”. It can be set in the [Document “TC/MWA-LN Setup”](#).

TCMWSOn / TCMWSOff Fields

The fields TCMWSOn / TCMWSOff have to hold the recipients’ addresses (TC/LINK-LN conform format) of the according MW-On/Off messages, that will be sent to KCS server to operate the “Message-Waiting-Signal-Device” for the specific user.

Enter a valid address like [123@MWON@OWNDOMAIN](#) (in the TCMWSOn field of a user). Check if the service MWON (and MWOff) is configured on KCS. It is also possible to define a Notes formula in the fields, where the address is automatically generated, but be sure that the result is of type text.

Hint: it is possible to use other field names as “TCMWSOn” and “TCMWSOff”. The name of these fields can be set in the [Document “TC/MWA-LN Setup”](#).

For more details about the link settings and the addressing syntax, see *TC/LINK-LN Technical Manual*.

TCMWRead Field

With this field it is possible to define for each TC/MWA-LN-user individual, under which condition MW-Off message will be sent:

1 = After first unread is read

2 = After all unread are read

If this field is missing or empty, the default from the [Document “TC/MWA-LN Setup”](#) (configuration parameter “Send MWS-Off until”) will be taken.

Hint: it is possible to use another field name as “TCMWRead”. The name of these fields can be set in the [Document “TC/MWA-LN Setup”](#).

Restrictions

- Users are able to manually change read flags. These changed flags are stored in the clients' desktop.dsk and are not synchronized with the read/flags stored on the server immediately. This means that the flags which are changed by the user via the "Insert" key are not recognized.
- If the client of the Domino server has been started before the Domino server, an update mail for the router is created. Both the clients and the servers main process have a null string as task name (other tasks tell their names, e.g. "Agent Manager"). The Client also starts the Extension Manager. Before the server can be started, the client must be closed! When the client is started, two update mails (=mails to configure the router task!) are sent for the router task, which can make errors.
- Databases, which are replicated, are not supported with the TC/MWA-LN. This means, that read/unread flag changes via replication are not recognized.
- Domino server restart is required after the installation or update of the Extension Manager (TCMail.DLL).
- **Deactivating MWA:** If you want to deactivate the whole MWA by setting the Active field to No for every user, this will not work. Therefore click the button "Disable MWA" in the TCConfig!
Hint: If only one user is active for MWA and you set the Active field to No, then the MWA for this user is still enabled. Click the button "Disable MWA" to deactivate the whole MWA.
- **Domino clustering:** it is supported only in case of fail-over installation, when there is only 1 active cluster server at the same time. In this case the TCConfig.nsf must not be replicated in the cluster and what is more, it have to have a unique name for each Domino server e.g. "TCConfig_1.nsf" on the primary server, "TCConfig_2.nsf" on the secondary server. (These names must then be used also in the according "notes.ini" of the respective Domino server. "TCSetup=TCConfig_1" and "TCSetup=TCConfig_2", respectively.) Both TCConfig have to be entered in the common "names.nsf" (common, because it is replicated all over the cluster) as a Mail-in database.
The case, when two Domino server runs parallel in a load-balancing clustering, is supported by TC/MWA-LN.
- **TC/SPI-LN:** when playing back a message with KCS voice-mail, the TC/SPI-LN uses always the same user (actually the TC/SPI-LN user defined in setup document) to log in into the Domino system. So TC/MWA-LN cannot check if the person who listens to the message is in fact the intended recipient. In this case TC/MWA-LN sends MW-Off anyway and it relies on the KCS voice-mail system, that only the intended person can access his voice mails.

Chapter 11

Special Settings

This section describes special settings.

Special Server Task Names

If the server task name differs from “nserver” or “nweb” than it must be defined in notes.ini (in Domino directory):

```
TCServerName=xxx
```

where xxx is the name of the server task of the Domino server.

Special Mail-In Name for the TCConfig Database

If the “Mail-in” name of the TCConfig-Database is other than the “TCSetup” entry in the notes.ini (normally: “TCConfig”), then it must be defined extra in the notes.ini:

```
TCSetup_MailInName=xxx
```

After entering this definition, the Domino server must be restarted!

Chapter 12

Performance

System

CPU	AMD K6-II at 460 MHz
MB	Gigabyte 5AX
Ram	64 MB at 120 MHz
HD	IBM DJNA 15,2 GB
GC	ATI Rage Pro II 8MB

System speed at 120 MHz, AGP bus at 80 MHz

OS Environment

WIN NT:

Ver. 4.0 eng., service pack 6 installed on 2 GB FAT 16 primary partition.

Lotus Domino

Ver. 5.0.11 eng., installed on 2 GB NTFS logical drive on extended partition.

All tasks but server, router and agent manager have been disabled. (See notes.ini in appendix).

Lotus Notes (not server client):

Ver 4.6.7 eng, installed on same partition as Lotus Domino.

Performance Monitor:

Ver. 4.0 (included in Win NT).

All tests are based on two simple agents:

Agent I:

This agent automatically sends mails from the mailbox of one user to the mailbox of another. The Extension Manager is configured to send MWS mails without testing if it is necessary to send a mail. This means that the worst case scenario is tested.

Agent II:

This agent tests standard application performance that does not have to do with mails. It creates, searches, opens, updates and deletes documents in the database the agent is located in.

Results

All results in seconds:

Agent I

	mid
With NSF hook (s)	309
No NSF Hook (s)	203
	52%

Comments:

This is a worst case scenario. This only happens, if a server is a dedicated mail server and has nothing else to do but sending and receiving mails and all users read their mails always shortly after they receive in their mailbox.

Agent II

	mid
With NSF Hook (s)	208
No NSF Hook (s)	211
	-1%

Comments:

As expected the installed MWS server Extension Manager has no influence to applications that don't send mails.

Chapter 13

Troubleshooting

Trace File

All errors are stored in the C:\TCOSS\TRACE\TCMWALNxx.TRC file (on the Domino server machine). To activate this trace set the TraceLevel in the registry-key "HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCMWALN\TraceLevel (Reg_DWORD)" to 1. Set this value to 50 to see all function entries and exits, set it to 200 if you want to see more trace.

Log in TCConfig.nsf

Additionally, the errors are also stored in the TCConfig.nsf database in the MWA-Log view.

Hint: There is an agent in the TCConfig database, which will convert the error mails to the log entries. The agent will not run immediately (this depends on Notes), so if there is an error and you want to see all entries, go to the Agents view and run the MakeLogFile agent manually.

Problem Solutions

The remote server is not a known TCP/IP host.

It can occur that in spite of the correct entry (server name) in the "TC/LINK-LN Setup" document / "TC/LINK-LN Server" field the MWA-on/off messages will not be created in the TC/LINK-LN database and in Log appears the following message: "The remote server is not a known TCP/IP host".

In this case a "Connection" document should be created to the server defined here.

If this server is the same server where the Extension Manager added (and normally this is the case), then the "Connection" document have to point from this server to itself including the Optional network address. A second possibility in this case is to leave the "TC/LINK-LN Server" field in the setup document empty.

Chapter 14

Ordering Information

For TC/MWA-LN it is necessary to order an MWA license.