

Kofax Communication Server

TC/MetaMail Configuration 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

TC/MetaMail is a fully integrated service of the Kofax Communication Server (KCS). The concept of MetaMail means that the actual content of a message remains on the KCS while only a small reference is transferred between the KCS and third-party mail environments.

To the third party mail environment this small reference is just like any other email message, but it is much smaller than the average message containing fax, voice or binary (Word, Excel, Acrobat, etc.) attachments.

TC/MetaMail provides a single, central, high volume message store with fully integrated archiving, retrieval and backup and storage release capability. Because TC/MetaMail is completely transparent to your email/collaboration environment, it can be used with any environment that integrates with the KCS.

All TC/LINK products are TC/MetaMail enabled. Depending on link and/or user configuration, TC/LINK either forwards an attachment (fax, voice, binary) or a TC/MetaMail reference into the third party mail environment.

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.

Features

This section describes the features of TC/MetaMail.

Splitting of Messages with TCfW

Starting with version 5.02.00 TCfW Communication Server Client enables a system operator to split incoming messages into multiple pieces of smaller messages, which can then be forwarded to different users.

Removal of Message Content

Before a message is sent from the KCS server to the local messaging system by a TC/Link, Meta Mail uses the Link Exit DLL `tcat2url.dll` to remove some or all content of the message and replace it by a reference to the message content. The original message remains stored on the KCS server with its full content. In that way the local messaging server is not filled up with the content of your messages. You can configure if content of type fax, voice, binary and/or text shall be removed. The references inserted into the messages are implemented as a URL of a Web Server hosting an instance of TC/Web.

Viewing the Whole Message with TC/Web

After the content of a message has been replaced by a URL, the message is sent by the local messaging server to the users e-mail application. When the user opens the message in his e-mail client he sees that the message contains a URL. By clicking on the URL he starts TC/Web. If there is a TC/OS-user configured which is equal to his Windows domain appended by his Windows account, TC/Web can automatically login by using LAN login, otherwise a login box appears asking for user id and password. After login TC/Web displays the message, as it is stored on the KCS server, containing all attachments.

Audit of Message History

Every time a user does one of the following actions:

- splits a message with TCfW
- displays a message with TC/Web
- forwards a message to another KCS user
- prints a message with TC/Web
- downloads a message from TC/Web

The information of this action will be logged into an Audit-trail.

This enables TC/Web to provide the user with the possibility to get a list of all actions performed with a message provided he has the rights to do so.

The administrator has the possibility to see the Audit-trail of each fax.

Cooperation with TC/Escal.exe

TC/Escal.exe is an application which implements an escalation logic for messages on the KCS server. The administrator has the possibility to define a number of users which fall under this escalation logic. For each user a timeout can be configured. Within this timeout a user has to access his messages. If he does not view a message within this period it is forwarded to the representative of the user.

In order to implement this escalation logic TC/Escal.exe checks all non terminated messages of all users subject to escalation logic. For each of these users a representative has to be configured in the user profile. If such a non terminated message is not terminated within the timeout period, it is forwarded to the representative. This means that you must assure that messages are automatically terminated when opened by a user with his client application. Otherwise they would be forwarded even though they had been read.

TC/Web provides the feature of automatically terminating messages when opening them. Therefore if you are using TC/Escal.exe you have no problem using TC/MetaMail because TC/Web as the client used by TC/MetaMail can automatically terminate messages.

TC/AutoPrint

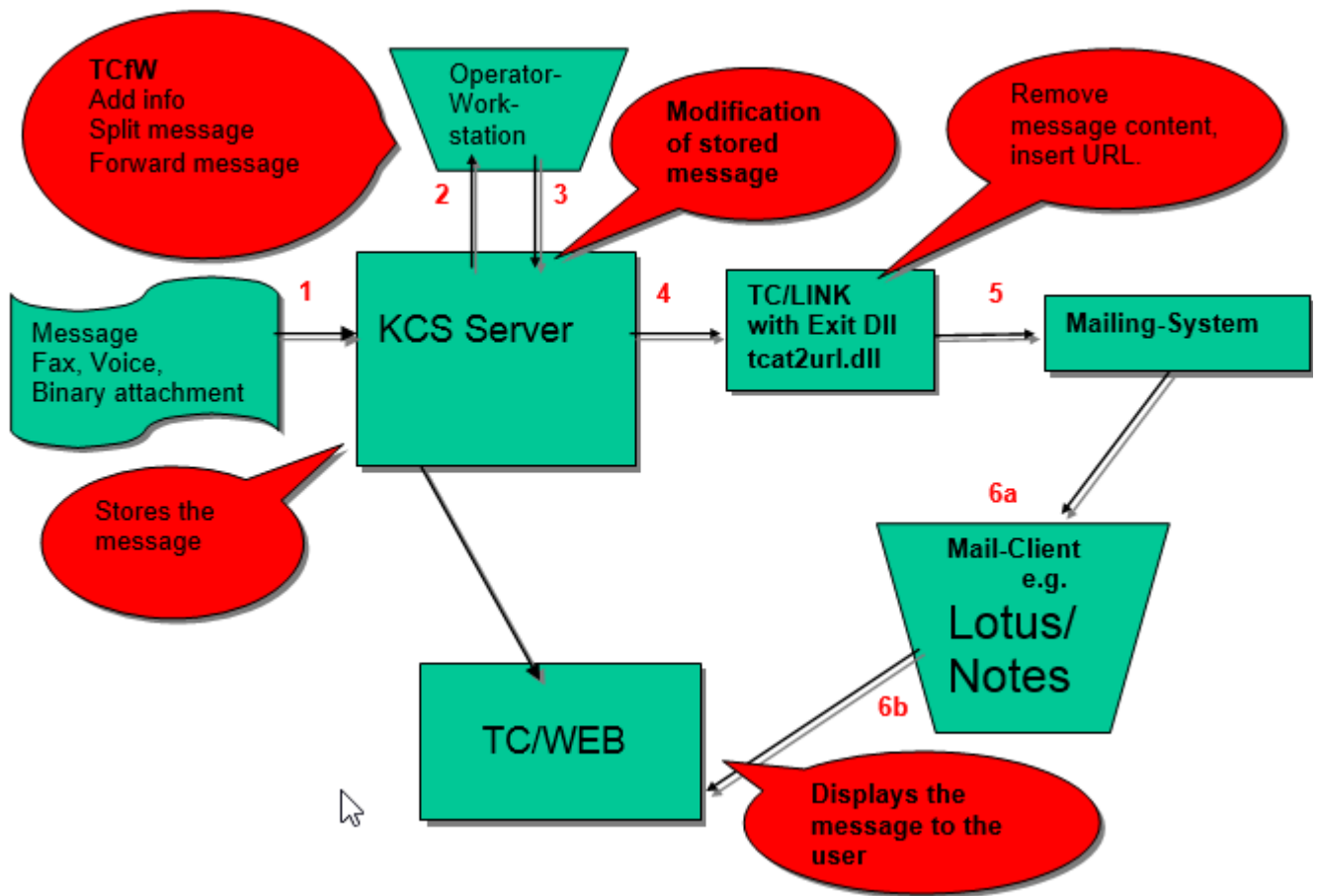
Kofax Professional Services department provides an extra feature for TC/MetaMail called TC/AutoPrint. This feature enables you to specify a certain number of pages and a printer. If message content is to be

removed by MetaMail, TC/Autoprint checks if the message consists of more pages than specified. If this is true it automatically sends the message to the configured printer.

TC/Autoprint is not part of the standard KCS product. If you are interested in the module, please contact the Professional Services department of Kofax.

System Overview

The following picture should give you an overview of the whole TC/Meta Mail process, starting with the message arriving at the KCS server.



Description of the working flow as described in the previous picture:

1. A message arrives at the KCS server and is stored there.
2. The Operator uses TCfW in distributor mode which gives him the possibility to split the original message into a number of smaller messages.
3. The actions done by the operator are stored at the KCS server

4. The message is forwarded by the operator with TCfW to a Mail-User. The LINK-Exit tcat2url removes the content of the message and replaces it by a web hyperlink (URL). Please note that tcat2url lets you configure which type of content you want to have removed and additionally gives you the possibility to insert a URL into a message even though no content was removed.
5. The message containing the URL is sent to the local mailing system.
6. Finally, when the user opens the message with his mail client application he sees the URL in the message. By clicking on it he automatically activates TC/Web which logs in to the KCS server (if the users Windows domain appended by his Windows user id is not identical to his KCS user id he has to fill in a login message box), and displays the message with its full content as it is stored on the KCS server. All actions the user performs with this message are logged and viewable via the message history view of TC/Web. Additionally, the user can make use of all the other possibilities TC/Web offers (access his inbox, compose and send messages...).

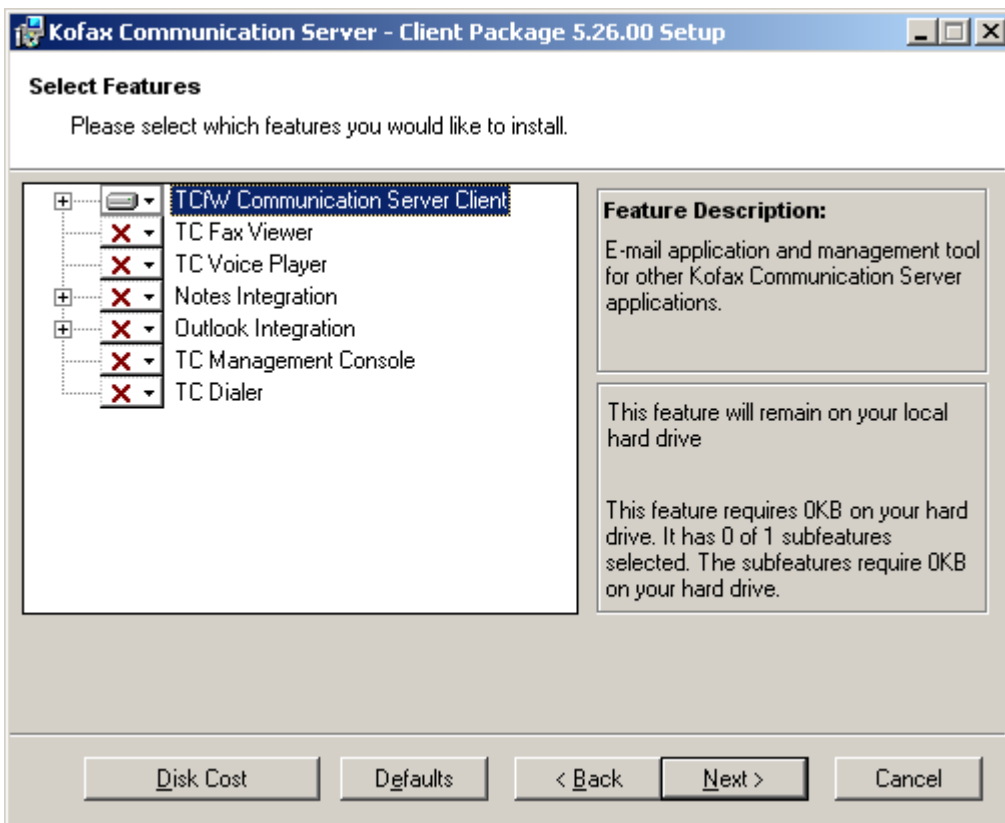
Chapter 2

Installation

This section describes the installation.

Installation of TCfW

You install TCfW by running the KCS Client Applications Setup and choosing “TCfW Communication Server Client” in the setup window:



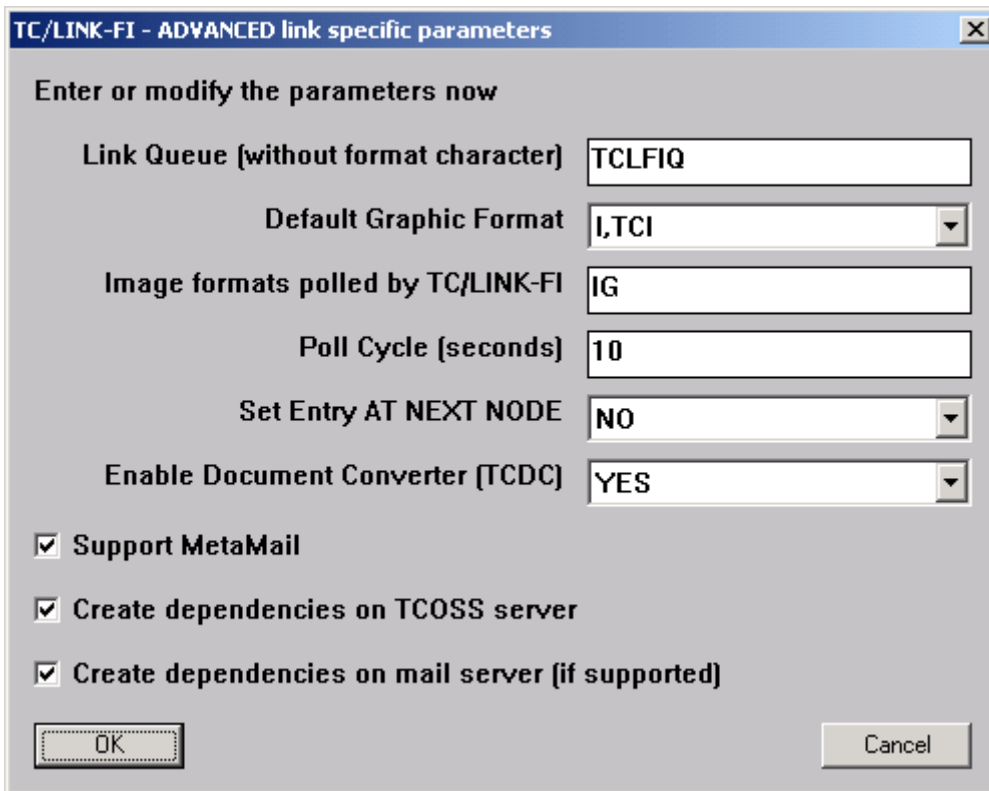
Installation of TCA2URL

TCA2Url.dll is a Link-Exit DLL. Therefore it has to be installed on the machine hosting the TC/Link which puts messages from your KCS server to your mailing system. This is done by the TC/Link setup starting with TC/LP 2.04.02.

All TC/LINK products can be TC/MetaMail enabled. Depending on link and/or user configuration, TC/LINK either forwards an attachment (Fax, Voice, binary) or a TC/MetaMail reference into the third party mail environment.

To enable MetaMail integration, run KCS setup in Advanced mode. Select the checkbox “Support MetaMail” in the “ADVANCED link specific parameters” window. Setup installs TCA2Url.DLL and configures TC/LINK to fetch KCS send orders one by one.

To disable MetaMail Integration, clear registry value General\ExitDll and set registry value Topcall\FetchSingleSendOrder to 0.



Installation of TC/Web

Important The minimum version of TC/Web which is required for TC/MetaMail is 3.03.00, the minimum recommended version is 3.03.04.

Note that in the case of using TC/Web 5.xx.xx the HTTPAddress registry key of TCAt2URL must end up with the ASP.NET page extension “aspx”, for example

<http://hostname/TC/Web/Login.aspx>

(with TC/Web 3.xx.xx and 4.xx.xx it ended up with the extension “asp” , for example

<http://hostname/TC/Web/Login.asp>.

If TC/Web has been updated from version 3.xx.xx or 4.xx.xx to 5.xx.xx in a working TC/MetaMail environment the HTTPAddress registry key of TCAt2URL must be changed manually !

TC/Web is installed with the Kofax Communication Server. In order to get detailed information on the setup of TC/Web please refer to the *TC/Web Installation and Configuration Manual*.

Installation of TC/Escal and TC/Autoprint

TC/Escal and TC/Autoprint are not part of any KCS package because they are not part of the KCS standard product. Therefore you have to install all files manually. Please refer to the TC/Escal Technical Manual and the release description of TC/Autoprint. If you want to use TC/Autoprint you have to make sure that TCAt2Url.dll version 1.02.00 or higher is used.

Chapter 3

Configuration

This section describes the configuration.

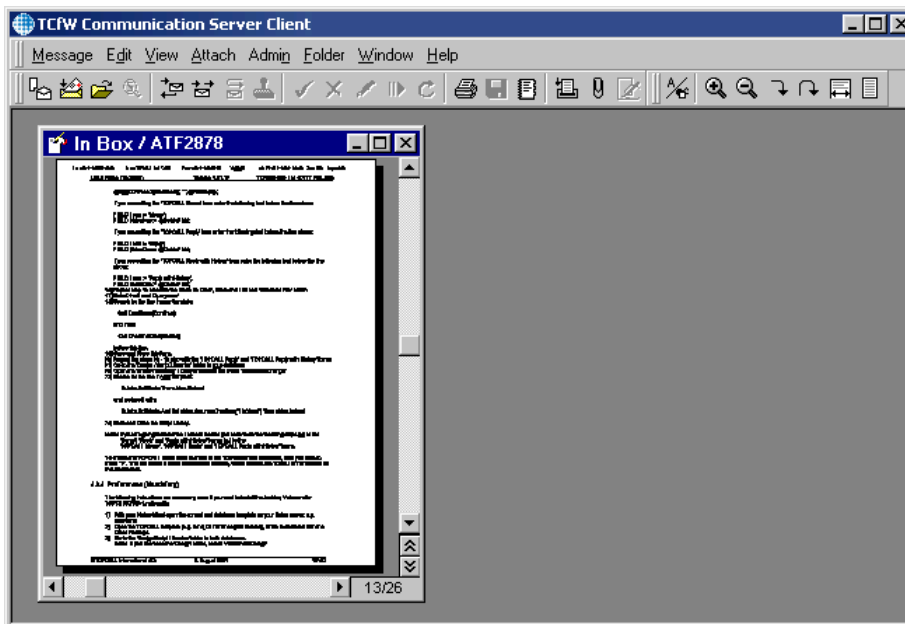
TCfW Communication Server Client

This section describes the required configuration for TCfW.

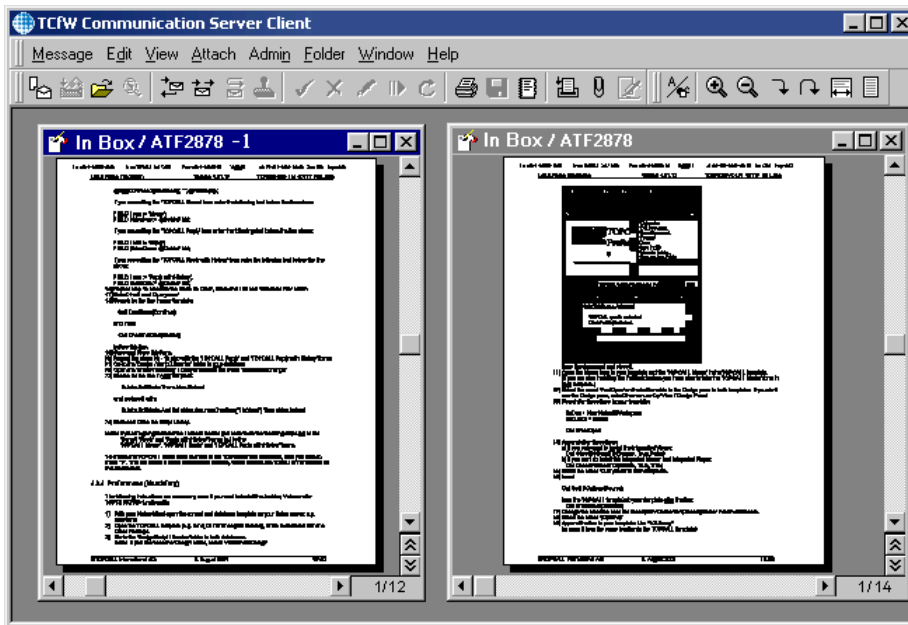
Enabling Splitting of Messages with TCfW

The minimum version of TCfW which supports splitting is 5.02.00, but we recommend using at least version 5.03.03.

If you want to split a message you have to open it in distributor mode and then press the F11 key.



Two new messages are created. The first message contains the pages, starting from the first page up to the current page minus 1. The second message contains the pages, starting with the currently viewed page to the last page. The first message gets the input focus.



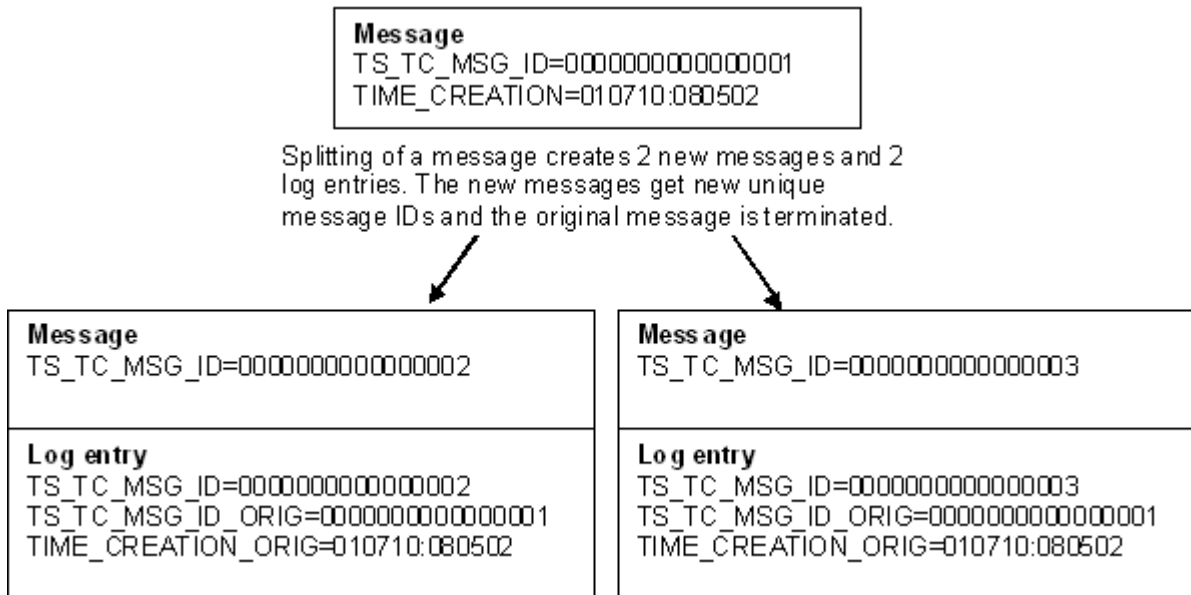
Log Entries and Message ID

Every message on TCOSS has assigned a unique message ID. Splitting of a message always creates two new messages with new message IDs. The original message is instantly terminated.

As already mentioned, TC/Web provides a history view for messages. In order to make a note of all incidents which shall be displayed in the history of a message, log entries are created on the TCOSS server. In this log entry first of all the message ID of a message is stored. Then data describing the incident is stored. When TC/Web wants to display the history of a message it simply evaluates all log entries containing the message ID of that message.

Therefore, when you split a message, TCFW immediately creates two new log entries on the server, which signal TC/Web that there was a splitting event, which created those two new messages.

The following picture is a visualization of what happens on the server when you split a message into two:



TCAT2URL

This section describes the required configuration for TCAT2URL.

Overview

The module TCAt2Url.dll is a Link-Exit. The link calls it for messages that come from the KCS server and go to the mail system.

TCAt2Url removes attachments of a configurable content and inserts a URL instead. The connected mail system gets only small messages, while the large attachments remain on the KCS server or in the KCS archive.

The URL consists of a fixed configurable part and some parameters that are taken from each message. That way this URL becomes to be a reference pointing to the original content of the message. To use that reference TC/Web has to be installed and configured correctly.

Important TCAt2Url checks if the message was sent via an event. Only if this is the case the message is further preceded by the exit, otherwise the message is sent without being changed. That guaranties that the recipient has a user-profile on the KCS server and has the possibilities to access his message via the URL and TC/Web.

Per User Configuration

Per user configuration is only supported if you use TCAt2Url with a minimum version of 1.01.00.

It is configurable per user if attachments are replaced by a URL. The information if a user wants his attachments replaced, is stored in the TCOSS user profile and is maintained with TCfW (version 5.03.03 or higher).

User Profile - RM

General | Address | Event | Rights | Manual Fax | Distributor | Authorize/Sign | Alert | Queue Length Log

Read Write

FIS Folder

Message Folder

System Folder

System Address Book

User Address Book

Group Address Book

User Profiles

FIS prefix:

Tech user Meta-Mail ←

Server LAN login

Services Terminate incoming

Registration/licence Change cost center

Change sender Extended folder view

Reporting Preferences

	Group members			All users		
	List	Correct	Open	List	Correct	Open
Inbox	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Outbox	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Message Folder	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

Enter number directly Always Correct

Restricted use of services

OK Save Cancel

Replacement of Content by URL

TCA2URL removes the content of a message and replaces it by a URL. The module lets you configure which types of message contents shall be removed. Clearly, “removed” means that the message content is only removed from the message which is sent into the local mailing system. On the KCS server the whole message remains without any changes and waits for being opened by TC/Web via the URL

The content of a message can be classified into four types:

1. Fax images
2. Voice attachments
3. Binary attachments
4. Text

Tcat2Url lets you specify which type of message content shall be removed, and how it behaves if a message contains a combination of these types (e.g. fax images and binary attachments). You do this by setting the following registry keys to appropriate values. All these keys are direct subkeys to HKEY_LOCAL_MACHINE\Software\TOPCALL[TCLinkXY]TCA2Url. [TCLinkXY] is a place holder for the registry key of the TLink by which TCA2Url is used. For example if you use a TLinkLN you have to replace [TCLinkXY] by TLinkLN.

RemoveDocClass defines which message classes should be replaced. Possible are combinations of fax-images, voice-attachments and binary attachments.

RemoveMode can have the value 1 or 2. 1 means that all attachments will be replaced if one or more document classes are matching between message and configuration. 2 means that the document class has to match exactly for the replace operation.

RemoveText makes it possible to remove also the text parts of the message. This is independent of *RemoveDocClass* and *RemoveMode*. If *RemoveText* is set to 1, the text parts of the message will be replaced by the URL.

Per default a URL is only inserted if some part of the message content was actually removed. The following registry key assures that a URL is always inserted:

AlwaysInsertURL puts the URL with a special text to the message even if nothing was removed. This is necessary for usage in combination with the escalation module TC/Escal.exe. In this case the In-Events are set without auto termination as the message should remain un-terminated until also the attachments have been viewed. But as it is possible to send subject-only messages, a URL can also be inserted with a special text without removing something. This is to alert the user that he has to follow this link in order to terminate the message and not to let it fall under the escalation proceedings.

Example of an inserted URL, including the preceding text:

Use the following link to view the attachments of the message:
<http://hostname/TC/Web/Login.aspx?UserId=KG&MsgId=12345&MsgTimeIntend=011023:123419>

Due to the fact that the URL provides all information, how the message can be found on TCROSS, there is a possibility to encrypt the URL parameters.

Use the following link to view the attachments of the message:
<http://hostname/TcWeb/Login.aspx?EncId=142E3439360E00160C162C025A232E584D211E...>

Summary of Registry Keys

After the first start-up of the Link with TCA2Url.dll configured as Exit-DLL, a new registry sub-key of the name TCA2Url is created below the key of the Link-Instance. It consists of the following keys:

HKEY_LOCAL_MACHINE\Software\TOPCALL\TCLINKxy\TCA2Url

Registry Key	Type	Default	Description
HTTPAddress1	STRING	""	The first static part of the URL that is written to the messages. Example: "http://hostname/TC/Web/Login.aspx"
TraceLevel	DWORD	10	Level of tracing. See separate section for description.
RemoveDocClass	DWORD	0x04	This binary field defines what kind of message class is removed: 0x04 Fax-image 0x08 Binary 0x10 Voice For removing a combination of message classes, you have to add these values.

Registry Key	Type	Default	Description
RemoveMode	DWORD	1	Defines how shall be removed if there are different kinds of attachments in one message: 1: If the message consists of at least one attachment type as defined in <i>RemoveDocClass</i> , all attachments are removed and the URL is inserted. 2: Only if all attachment types of the message are also defined in <i>RemoveDocClass</i> , the attachments are removed and the URL is inserted.
RemoveText	DWORD	0	0: Text is not removed; the URL is put after the text block. 1: Text is removed as well (independent of <i>RemoveMode</i> and <i>RemoveDocClass</i>).
AlwaysInsertURL	DWORD	0	0: The URL will only be inserted if there is something removed. 1: The URL will always be inserted, even if nothing is removed. That will be necessary if the escalation module is used and messages are not terminated automatically.
PreURLText	STRING	“Use the following link to view the attachments of the message:”	The text that is put before the URL if attachments are removed and the URL is inserted instead.
PreURLTextFor Termination	STRING	“It is necessary to click on the following link to terminate the message:”	This text is put before the URL if AlwaysInsertURL is configured and if in fact no attachments have been removed. This is necessary if the escalation module is used and messages are not terminated automatically.
AutoPrint2	DWORD	0	Auto print active (1) or inactive (0)
EnCryptURL	DWORD	0	URL Encryption active (1) or inactive(0)
SearchInOutbox	DWORD	0	Only Event generated messages are handled(0), or also for messages in the outbox the content is replaced with the URL
FooterText	STRING	“Customizable footer text in the metamaill message”	This text will be displayed below the metamaill URL. The maximum length of the input text is 1056 characters.

1) The key HTTPAddress has to be set in order to write the correct URL to the message.

2) For using AutoPrint you need the Professional services module TC/Autoprint and a minimum version of TCAt2Url of 1.02.00

Recommended Settings

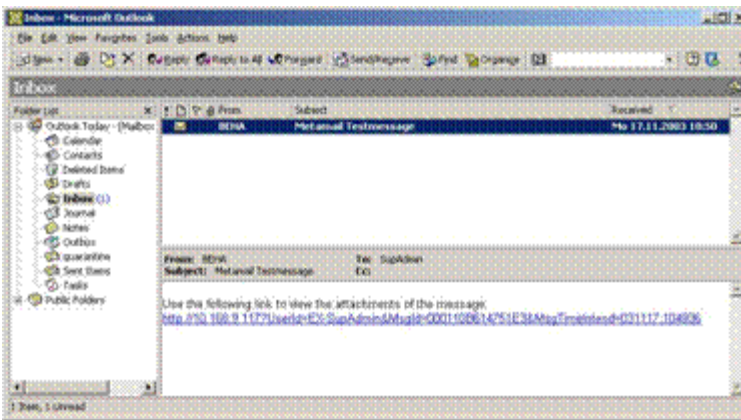
We recommend using the default settings of tcat2url. Additionally, we recommend setting the RemoveDocClass registry key to “0x1C”. This will assure that any message containing any kind of image or attachment will not consume memory on your mail server.

TC/Web

This chapter presents configuration options of TC/Web which are relevant for TC/MetaMail. Please refer to the *TC/Web Installation and Configuration Manual* for a complete description of all configuration options.

Resolving URLs

Instead of getting a Fax as image attachment in the mail client, the mail contains a hyperlink (URL) to the Fax.



By clicking to the hyperlink, the Login screen of TC/Web Access appears

Please Login

Username:

Password:

There is a possibility to avoid identification each time the user wants to see a Fax by activating the auto logon feature of TC/Web. You activate this feature by setting the registry key HKEY_LOCAL_MACHINE \Software\Topcall\TCWeb\AutoLogon to 1. It is deactivated by setting this key to 0. Auto Logon means that if a users Windows Domain appended by his Windows accounts user ID is identical to his KCS accounts user ID, TC/Web automatically logs on to the KCS server without displaying a login screen. But you have to enable the LAN login user right of the KCS user

User Profile - TCINTNTDKLGR

General | Address | Event | **Rights** | Manual Fax | Distributor | Authorize/Sign | Alert | Queue Length Log

Read Write

FIS Folder

Message Folder

System Folder

System Address Book

User Address Book

Group Address Book

User Profiles

FIS prefix:

Tech user LAN login

Server Terminate incoming

Services Change cost center

Registration/licence Extended folder view

Change sender Preferences

Reporting

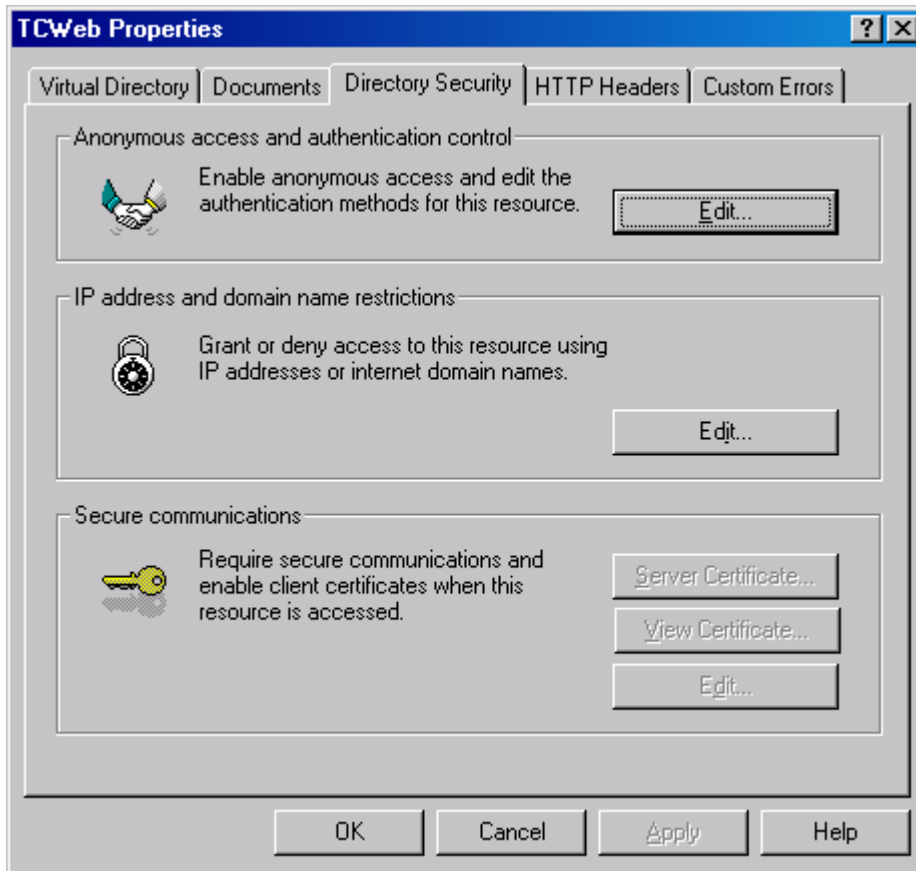
	Group members			All users		
	List	Correct	Open	List	Correct	Open
Inbox	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Outbox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Message Folder	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

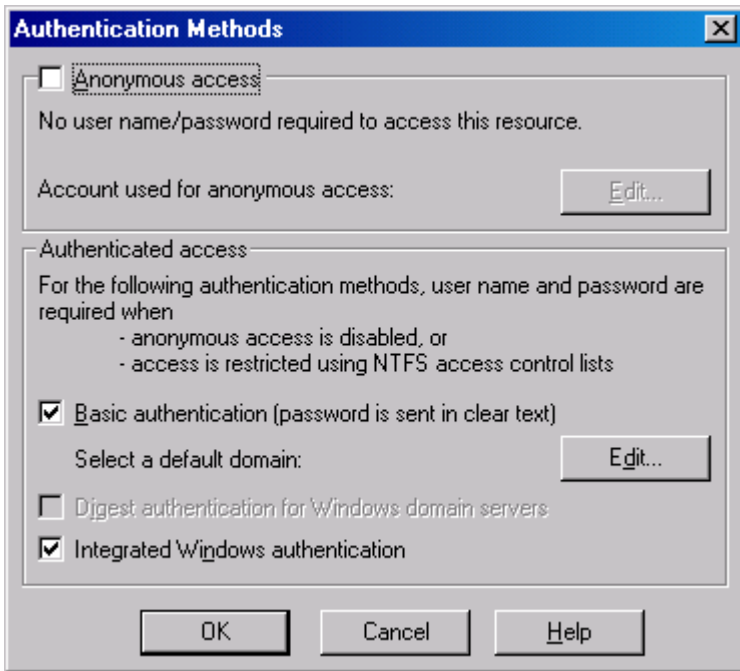
Enter number directly Always Correct

Restricted use of services

OK Save Cancel

and disable the anonymous access option of your IIS:

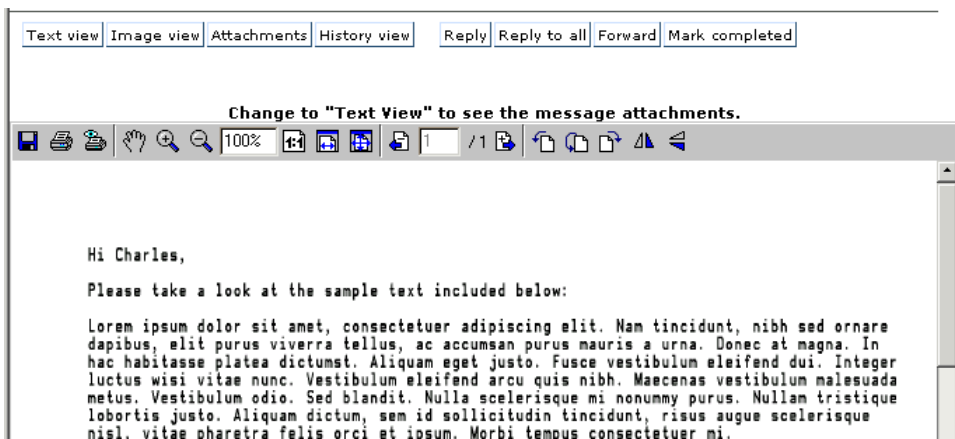




After correct identification (either Login screen or “Autologon”) the message is displayed.

The default view for messages, opened with Metamail functionality, is always Image.

The “close” button has a special meaning when a message is opened via TC/MetaMail. Click Close to immediately return to the Inbox view.



URL Resolution Algorithm

When TC/Web resolves a URL, it reads the send time, user and identification information of the message, which is encoded in the URL. Next it starts looking in the originators outbox for the message, searching all messages within a time frame of 10 seconds around the send time. If it fails to find the message there, it searches through all messages in the inbox and short term which were sent within 60 seconds

of the send time encoded in the URL. This value of 60 seconds can be changed by changing the registry key HKEY_LOCAL_MACHINE\Software\Topcall\TCWeb\MetamailLatestDelTime (see also TC/Web installation and configuration manual). If the message referenced by the URL is not found in the inbox or short term archive, then TC/Web finally searches the archive server (if there is one). It does so by looking at all messages with a send time within 1 hour of the send time read from the URL. Again, this value of 1 hour can be changed using the registry key HKEY_LOCAL_MACHINE\Software\Topcall\TCWeb\MetamailLatestDelTime. But take care that this also changes the time frame for the search in the inbox/short term archive.

User Rights When Forwarding a Message

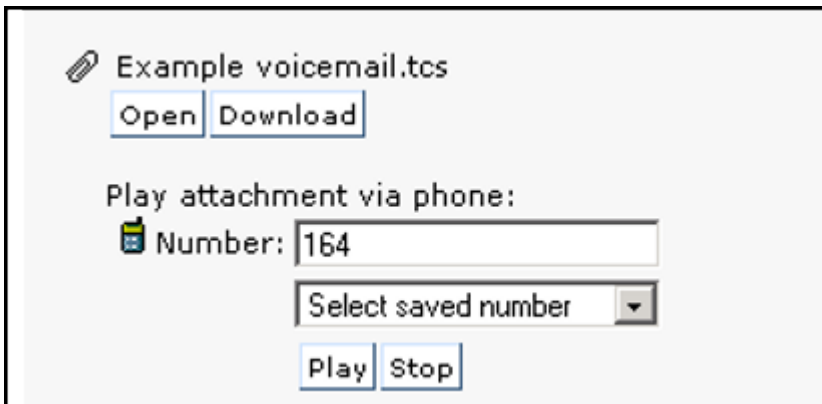
Only those users who have the right to open the Inbox of the original recipient of a message on the KCS server can access that message via a URL with TC/Web. Therefore, forwarding a message from the mail client (Lotus Notes, ...) is only a good idea if the recipient has the right to open your Inbox on the KCS server.

Normally the recipient does not have this right. In that case forwarding a message containing a URL is not practicable, the recipient will not be able to resolve that URL with TC/Web. In that case you have to use TC/Web for forwarding the message

Web Based Player

The minimum version of TC/Web required for using the web-based player is 3.03.03.

TC/WEB is able to play voice messages directly via the web page by connecting to an existing voice server. This must be configured with the registry key HKLM\Software\Topcall\TCWeb\ServerIdVoice. There you have to specify either an existing Voice Server or the TC/Web server.



For details on the web-based player please refer to the TC/Web User Manual.

OCR Content of Forwarded Message

If a message does not only contain images but also OCR content, TC/Web will show you this OCR content in the text view but not in the image view. You can define what TC/Web shall do with this content when the message is forwarded with the registry key HKLM\Software\Topcall\TCWeb\ ForwardAltContent.

If this key is 0 and you forward a message containing OCR content with TC/Web to another user, this OCR content is not forwarded. The recipient will get your message without the OCR content.

If this key is 1 and you forward a message containing OCR content with TC/Web to another user, the message is sent by TC/Web with the OCR content added as text. As described in detail in the TC/Web Access user manual, TC/Web uses a TC/LinkSM or a TC/LinkOC for sending messages. That means that the forwarded message is put into the TOCPALL server by a TC/Link-SM/OC and the OCR content of the message is appended to the text part of the message given to that link.

Important The registry key ForwardAltContent is available starting with TC/Web 3.03.03. If you use a prior version the OCR content is discarded when forwarding a message.

Recommended Configuration of Link-SM/OC

As described in detail in the TC/Web Access user manual, TC/Web uses a TC/LinkSM or a TC/LinkOC for sending messages. For this link the following registry key should be set:

```
HKLM\Software\TOPCALL\TCLINKXX\General\AltForceBinToTci=1
```

If you forward a message with TC/Web for technical reasons all images of the original message are sent to the TC/LinkSM/OC as attachments to the forwarded message. Therefore the forwarded message would not look like the original message. Setting the registry key as described above forces the conversion of attachments to images and thus the attachments can be displayed in the Image view of the forwarded message.

Necessary Configuration When Using TC/Escal

You can find a full description of the configuration of TC/Escal in the TC/Escal Technical Manual. In this section only those configuration aspects are presented which have consequences on TC/MetaMail.

Termination of Messages

If you are using TC/MetaMail and TC/Web in combination with TC/Escal you have to assure that all messages viewed with TC/Web are automatically terminated.

TC/Escal processes only non terminated messages. Therefore a service that puts a message into the queue of the TCLink of your mailing system will have the auto termination feature deactivated. Thus messages sent to the mailing system by this service are not terminated. This means that they remain on the KCS server and are not transferred to the KCS Archive until they are terminated. Therefore you have to assure that these messages are terminated when being viewed by the user. In that way you achieve that messages are escalated as long as they have not been read and the KCS Server will not fill up with messages.

On a TC/MetaMail system URLs are inserted into messages. Users will read these messages with TC/Web. So if you configure TC/Web to automatically terminate messages they will be terminated the moment they are opened with TC/Web. The problem that remains is that URLs are only inserted if some content of the message has been removed by TCAt2Url. By using the AlwaysInsertURL feature of TCAt2Url you can ship around that problem.

Registry Keys

To turn on Auto Termination of TC/Web set

HKEY_LOCAL_MACHINE\Software\Topcall\TC\Web\TerminateWhenOpen to 2 and
HKEY_LOCAL_MACHINE\Software\Topcall\TC\Web\TerminateWhenPreview to 2

in the registry of the Internet Information Server hosting TC/Web.

To turn on the Always insert URL feature of TCA2Url set

HKEY_LOCAL_MACHINE\Software\TOPCALL\[TCLINKxy]\TCA2Url\AlwaysInsertURL to 1.

[TCLINKxy] is a place holder for the name of your TCLink (e.g. TCLinkLn).

Representative and User Rights

As it is explained in the TC/Escal Technical Manual in detail, you have to configure a representative for every user who is escalated by TC/Escal. You do this in the user profile of a user.

The representative user is implicitly granted the full access right to the Inbox and Outbox on the KCS server of the user represented by him. This means that even if the representative has no rights on the Inbox and/or Outbox of any other user, the fact that he is a representative gives him full access to the Inbox and Outbox to all users which are represented by him.

For a representative there is no implicit access right to the user profile or address book of the user being represented.

User Profile - LAWYER

General | Address | Event | Rights | Manual Fax | Distributor | Authorize/Sign | Alert | Queue Length Log

User ID: Password:

Group: Retype password:

Representative: Change own password

Company: Password never expires

Department: Change password at next login

Full name: Cost center:

Salutation: Language:

Free Text: Visible in outbox

Default template: Dirsync allowed

User belongs to: Reject all messages

Logging of all send attempts

OK Save Cancel

In the example above you see the user profile of user LAWYER. User SECRETARY is configured to be his representative. That has the effect that SECRETARY has full access rights to LAWYER'S Inbox and Outbox on the KCS server, regardless how her access rights to other users Inbox/Outbox are configured in her user profile. But SECRETARY is not automatically granted any access right to LAWYER'S address book or user profile only because she is LAWYER'S representative.

Configuration of TC/Autoprint

TC/Autoprint is not a part of the KCS standard product but add-on functionality for TC/MetaMail which you get from Kofax professional service department. The configuration of TC/Autoprint is explained in detail in its release description.

Chapter 4

Error Handling

This section describes the error handling.

TCAt2Url

This section provides explanation on error handling for TCAt2Url, for all other modules please refer to the modules manual.

Errors Generated by TCAt2Url

If an error occurs the message is rejected with the error code "M0" ("Terminated by Exit"). In the TCfW outbox of the sending user (the user that has the event defined to forward the message to TC/LINK) the status of the message changes to "Inactive – Error".

Trace Level

The Trace Level of the module TCAt2Url.dll is set by the registry key HKLM\Software\TOPCALL\TCLINKXY\TCAt2Url\Tracelevel. The higher the value the more trace is written. The following table shows which values generate what kind of trace output.

00	fatal errors
10	warnings
20	operational outputs
80	traces of all function calls/returns

The trace is written to the trace file of the link instance that loaded the module (e.g. "c:\TCOSS\Trace\tclinkXYN.trc", where XY is the Link-Type, N the number of the trace file).

Chapter 5

Restrictions

Only event-generated messages are processed by TCA2Url.

- TC/Escal is not part of the standard KCS product and maintained by Professional Services.
- TC/Autoprint is not part of the standard KCS product and maintained by Professional Services.
- If you are using TC/Escal you have to configure representatives for users which are escalated by TC/Escal. Such a representative has full access to the Inbox and Outbox of the represented user.
- If TC/Escal sends a notification message that a message was forwarded to a representative this notification is only sent to the last user who was in possession of that message. The notification is not sent to all the other users who were in possession of the message before.
- When displaying, downloading or printing a message, audit logs are only written when TC/Web is used. If you are using e.g. TCfW for one of these actions no audit log will be written and therefore this event will not be visible in the history view of the message.