

Kofax Communication Server

TC/SPI-LN Technical Manual

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The KOFAX logo is rendered in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a clean, modern aesthetic. The 'K' and 'F' are particularly prominent due to their size and weight.

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Chapter 1

Preface

This manual is considered to be a supplement to the new comprehensive *Voice Platform Technical Manual* and it deals now only with TC/SPI-LN-specific issues, such as TC/SPI-LN configuration and error messages.

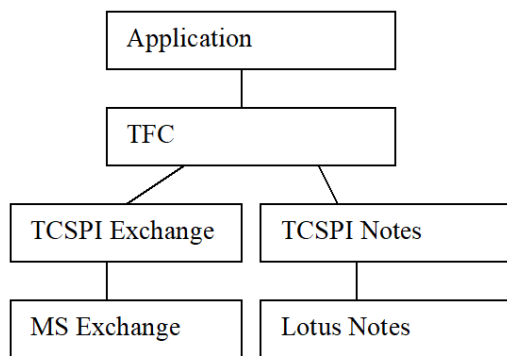
Issues concerning installation, prerequisites, and restrictions are now part of the *Voice Platform Technical Manual*.

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

Chapter 2

Structure of the Product

The product is an in-process COM server (single threaded apartment). It is used as an add-on for the TC Foundation Classes (TFC) and allows access to messages, user profiles and addresses stored on a Lotus Domino (Notes) server.



Any application using TFC has thus access to objects on the Lotus Domino server via the standard TFC interface. Only TFC internally serves the TCSPI Notes interface.

The SPI-LN is also designed for Notes clusters for failover. So if one server crashes, the SPI will be able to connect automatically to the next server in this cluster.

Note In contrast to TC/LINK-LN, there is no need to define the failover cluster server in the registry. If TC/SPI-LN is connected to a Domino server that is configured as a part of a Domino cluster (actually, this is the necessary and also sufficient condition for the failover functionality), TC/SPI-LN will determine the available cluster-server-mates automatically by inquiring the Domino system configuration itself.

Chapter 3

Installation

Please refer to the *Voice Platform Technical Manual* for installation instructions.

Chapter 4

Configuration

This section describes the configuration of TC/SPI-LN.

Registry Values

All configuration settings are located in the registry, below subkey

HKEY_LOCAL_MACHINE\Software\TOPCALL\APPLICATION KEY\SPI\Notes\

Normally HKEY_LOCAL_MACHINE\Software\TOPCALL\TCECP\SPI\Notes\

Value + Default Value	Description
AllowTmpUserList (Reg_DWORD): 1	<p>Creates the user list of Notes users in the memory. Used for faster access during runtime.</p> <p>Note The first call might be slower than following calls for the same user.</p> <p>Attention: The user information is stored in the memory, so for 1.000.000 users, approximately 100.000.000 bytes of memory will be needed.</p>
AttachmentInfo (Reg_DWORD): 1	Allows you to configure whether you want to hear a substitute symbol ("TC/SPI-LN attachment") for attachments, which are in the body field.
DefaultNotesServer (Reg_SZ):	Domino server where the "names.nsf" is located, used for login to get user's mail file.
DocClassField (Reg_SZ): "DocClassText	<p>Field in the Message which is used for filtering the inbox of users who have the MetaMail flag enabled. If the registry key is empty, the SPI-LN will not use the additional field for filtering messages.</p> <p>TC/Link-LN 2.04.04 or higher required!</p>
FaxExtensions (Reg_Multi_SZ): .tci .tif	Specifies the extension names needed for the Filter to search for the faxes.
FilterFomr (REG_SZ): Memo	Here you can specify which form name should be used during filtering. If this registry key is empty, there will be no filtering for any special form type.
FormDefault (Reg_SZ): Memo	Form name of the default Form which is used for Sending via SPI.

Value + Default Value	Description
FormDelivery (Reg_SZ): Delivery Report	Form name of the delivery report
FormNonDelivery (Reg_SZ): NonDelivery Report	Form name of the non-delivery report
FormReturnReceipt (Reg_SZ): Return Receipt	Form name for the read notification
FormReturnNonReceipt (Reg_SZ): ReturnNonReceipt	Form name for the non-read notification
InboxName (Reg_SZ): (\$Inbox)	Folder name of the Inbox
LNOwnDomain (Reg_SZ): TOPCALL	Service to send message with Kofax Communication Server addresses. See also TC/LINK-LN registry key "OwnDomain"
LNServiceTC (Reg_SZ): TOPCALL	Name of TOPCALL service – to recognize the KCS user.
LNServiceVoice (Reg_SZ): VOICE	Name of Voice service – to recognize the voice user.
OutboxName (Reg_SZ): (\$Sent)	View name of the Outbox (Sent)
PublicAddressBook (Reg_SZ): NAMES.NSF	Public address book
ServerMAILBOX (Reg_SZ): mail.box	Routermailbox on the Domino server
TempDir (Reg_SZ): C:\TEMP	Working directory for SPI (to create files)
Tracelevel (Reg_DWORD): 0	Trace level for SPI 0: No trace 1: Error Trace (only errors are in the Trace-File) 10: Function Trace (+Function entries) 100: Debug Trace (+debug trace)
VoiceExtensions (Reg_Multi_SZ): .tcs .wav	Specifies the extension names needed for the Filter to search for the Voice-Attachments.

Error Handling

This section describes the error handling.

Event Log

TCSPILN logs problems in the Application Event Log:

Code	Text	Parameters	Actions	Severity
3200	Error initializing Lotus Notes API (%1 - %2)	%1: Notes error %2: Notes error description	Look for the LcppnXXX.dll. Try to log in manually with the user (with the client).	Error
3201	Error initializing Lotus Notes API thread (%1 - %2)	%1: Notes error %2: Notes error description	Maybe normal session not active? Close Notes client. See parameter for more details.	Error

Code	Text	Parameters	Actions	Severity
3202	Error terminating Lotus Notes API thread (%1 - %2)	%1: Notes error %2: Notes error description	Maybe session was closed before? See parameters for more details.	Error
3203	Error terminating Lotus Notes API (%1 - %2)	%1: Notes error %2: Notes error description	Maybe session was closed before? Should not happen. See parameters for more details.	Error
3204	Can't login with user %1	%1: Notes User Name	Check whether the Notes User Name exists in Lotus Notes – look into the Names&Address book. Set Path to Notes-directory and install LcpgnXXX.dll	Warning
3205	Can't open %1 of user %2 on Server %3 with MailFile %4	%1: Viewname of the mailbox (\$Inbox, \$Sent, ...) %2: Username %3: Servername %4: Mailfile name of the user	Check rights of SPI/LINK User. Check mail file name entry in Names&Address book. Check whether the view (viewname) exists.	Warning
3206	Can't open %1 for user %2 on Server %3 with Addressbook %4	%1: Viewname of the Addressbook %2: Username %3: Servername %4: Addressbook filename	Check rights of SPI/LINK User. Check rights for Addressbook.	Warning

Trace File

To see only the errors in the trace file, set the registry key "TraceFile" to "1".

To see the functions (entry and exit of functions) set it to "10". For debugging purposes set the registry key "TraceFile" to "100".

Chapter 5

Compatibility

This software must be compatible with KCS and Lotus Notes.

Lotus Notes/Domino must be version 9.0 or higher; latest verified version: 10.0.

Chapter 6

Performance

In the test environment a fast TCECP server (2x500MHZ) handled 30 concurrent lines as 'quick' as a single line .. statistically.

The problem of recommending a bandwidth for the SPI is that the messages are transferred from the mail server to the voice server in one rush. Depending on the size of the message, peaks of ~500kB/sec and message for ~1 second can be measured on the network. If the message is already cached on the mail client, the transfer rate will reach a peak of ~200kB/sec. These peaks are only for the time the voice server receives the message from the mail server. After that, no important traffic will be measured.

Note If the voice server uses LS1 or Cisco, additional bandwidth will be used for the outgoing stream of the call. See *Voice Platform Technical Manual*.

Chapter 7

Further Documents

TFC Release Description 1.04.00 or higher contains a description of the SPI interface.