

Kofax Communication Server

TCUserTool 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 clean, modern aesthetic. The 'K' and 'F' are particularly prominent due to their size and weight.

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Chapter 1

Preface

TCUserTool is a command line utility to create, change and delete user profiles on the TCROSS server.

Note The user profile is a complex structure and therefore good TCSI knowledge is required for the TCUserTool utility.

It is recommended to backup the user profiles and the system address book with TCfW Communication Server Client before using TCUserTool.

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

TCSI

The description of the user profile and the description of the recipient object can be found in the TCSI manual.

Chapter 3

Getting Started

- Start a new instance of the command interpreter, Cmd.exe.

Note To start a new instance of the command interpreter Click the **Start** button, then click **Run** and then type **cmd**

- On the command prompt type c: and press the **ENTER** key , then type **cd\TCOSS\system** and then press the **ENTER** key.

```
C:\TCOSS\System>
```

- Type **tcusertool**, then the command line parameters of your choice and then press the **ENTER** key.

Command Line Syntax

This section describes the command line syntax for using TCUserTool.

Syntax with Full Command Names

TCUserTool login:*server;userid[;password]* [**filter:***name;value[;value]*] **cmd:***command*
[**set:***name;value[;type]*] [**del:***name*] [-**v**] [-**f:***filename*]

Syntax with Abbreviations

TCUserTool l:*server;userid[;password]* [**f:***name;value[;value]*] **c:***command* [**s:***name;value[;type]*] [**d:***name*]
[-**v**] [-**f:***filename*]

Restriction

On computers running one of the supported operating systems the maximum length of the string that you can use at the command prompt is 8191 characters.

Note For more details about supported operating systems, refer to *Environment Guide - Platform System Manual*.

Chapter 4

Commands

Commands can be used with the full command name or with the abbreviation. The order of the commands is not important. The commands names and the abbreviations are not case sensitive.

login:

abbreviation I:

This command is used to login to the TCOSS server. The user that is used for login must have full rights to the system user profiles.

Syntax:

login:server;id[:pw]

server	specifies the path to the TCOSS server
id	specifies the user-id to login
pw	specifies the password to login

Example:

```
TCUserTool login:TCOSS_01;tctech;tctech cmd:create ts_user_id;guestuser
```

Starting TCUserTool with these command line parameters would login on server TCOSS_01 and create a new user profile with the user ID “guestuser”.

Configuration File

The configuration file **TCUserTool.INI** can be used to specify the login command. The configuration file **TCUserTool.INI** is a text file and must be in the folder of the TCUserTool utility. The configuration file will not be created automatically. If the login command is not available from the configuration file the login command must be specified on the command line.

Syntax for the configuration file

```
[login:]  
server=serverid  
id=userid  
pw=password
```

Note the keywords are not case sensitive.

filter:

abbreviation f:

This command specifies a filter that will be used for the action or for accessing properties.

Syntax:

filter:*name;value[;value]*

<i>name</i>	the tcsi-id for filtering
<i>value</i>	filter value for filtering
<i>value</i>	a second filter value for filtering with minimum and maximum values. Only possible for integer or time values.

Examples:

```
TCUserTool login:myserver;myid;password cmd:delete filter:ts_user_id;test*
```

Starting TCUserTool with these command line parameters would delete all users that have a user-id starting with test

```
TCUserTool login:myserver;myid;password cmd:delete filter:ts_group;guest*
```

Starting TCUserTool with these command line parameters would delete all users that belongs to a group starting with guest

Wildcards: It is possible to use the * for wildcards filter values.

Example:

```
filter:ts_group;guest*
```

Restriction: It is not possible to specify only the wildcard filter value * to modify/delete all user profiles.

cmd:

abbreviation c:

This command specifies the action to be executed. Only one action can be executed at a time.

Syntax:

cmd:command

Command	Description
create	creates a new user profile
delete	deletes a user profile
change	changes a user profile
read	exports TCI-images or binary content

Examples:

```
TCUserTool login:myserver;myid;password cmd:create set: ts_user_id;GuestUser
```

Starting TCUserTool with these command line parameters would create a new user profile with user-id GuestUser

```
TCUserTool login:myserver;myid;password cmd:delete filter:ts_user_id;guest*
```

Starting TCUserTool with these command line parameters would delete all user profiles that have a user id starting with guest.

Important No confirmation is necessary to execute a command. User profiles are created / deleted / changed immediately when the TCUserTool utility is used !

get:

abbreviation g:

This command exports TCI-images or binary contents from a user profile.

Syntax:

get:*name;path;type*

<i>name</i>	either a tcsi-id or the path to a set_map property
<i>path</i>	the file name where the exported TCI-image or the binary content should be saved.

set:

abbreviation s:

This command creates or changes a user profile property.

Syntax:

set:*name;value;[type]*

<i>name</i>	either a tcsi-id or the path to a set_map property
<i>value</i>	the new value for the property or the path to the file for values of type img or att. String values that contain blanks must be enclosed with double quotation marks. Date values (TIME_) can take a variety of formats and must be enclosed with double quotation marks. For example, the following strings contain acceptable date/time formats.

"25 January 1996"	if no time is specified it is set to 00:00:00
"8:30:00"	if no date is specified it is set to 1.1.1993
"January 25, 1996 8:30:00"	
"8:30:00 Jan. 25, 1996"	

"1/25/1996 8:30:00"	always specify the full year, even in a 'short date' format
---------------------	---

type	for set_map objects the type must be specified
int	for integer values
str	for string values
img	for tci images
att	for attachments

Examples:

```
TCUserTool login:myserver;myid;password filter:ts_user_id;test*
set:SET_MAP.TOPCALL.TCVMail.STATES.STATE0.EXT_PROMPT;C:\mysong.wav;att
```

Starting TCUserTool with these command line parameters would save the file C:\mysong.wav to the property SET_MAP.TOPCALL.TCVMail.STATES.STATE0.EXT_PROMPT for all users that have a user-id starting with test

```
TCUserTool login:myserver;myid;password filter:ts_user_id;test*
set:ts_cost_center;mycost
```

Starting TCUserTool with these command line parameters would change the cost center for all users that have a user-id starting with test to mycost

```
TCUserTool login:myserver;myid;password filter:ts_user_id;test*
set:SET_MAP.TOPCALL.TCVMail.ACTIVE_STATE;1;int
```

Starting TCUserTool with these command line parameters would change the property SET_MAP.TOPCALL.TCVMail.ACTIVE_STATE to an integer value 1

```
TCUserTool login:myserver;myid;password filter:ts_user_id;test*
set:ts_company;"Kofax"
```

Starting TCUserTool with these command line parameters would change the company name for all users that have a user-id starting with test to Kofax.

Restrictions:

- TCSI IDs from the content must be specified with the full path.
For example:

set: un_content.set_client_setup.set_fax_cl_setup.set_manual_fax.ts_prefix;F
- TCSI list elements cannot be saved.

del:

abbreviation d:

This command deletes a user profile property.

Syntax:

del:name

name either a tcsi_id or the path to a set_map property

Example:

```
TCUserTool login:myserver;myid;password filter:ts_user_id;test* del:  
SET_MAP.TOPCALL.TCVMail.STATES.STATE0.EXT_PROMPT
```

Starting TCUserTool with these command line parameters would delete the property SET_MAP.TOPCALL.TCVMail.STATES.STATE0.EXT_PROMPT for all users that have a user-id starting with test.

Note Because of a TCSI restriction some user profile properties (e.g. TS_LOCATION) cannot be deleted. Such properties can only be deleted by setting them to an empty string.E.g:

```
TCUserTool login:myserver;myid;password filter:ts_user_id;test* set:TS_LOCATION;
```

Restrictions:

- TCSI IDs from the content must be specified with the full path.
For example:
del: un_content.set_client_setup.set_fax_cl_setup.set_manual_fax.ts_prefix
- TCSI list elements cannot be deleted.

Chapter 5

Options

This section describes the options used for command line syntax.

-v[level]

This option displays details about the progress. The *level* defines how many details are displayed. If no level is specified with the -v switch, level 2 is used.

Level	Description
2	debug output
4	function calls

Note Error messages are always displayed.

-f:filename

If the command line parameters exceed the string limit of the operating system, the commands can be specified in a text file.

The commands can be used either with the abbreviation name or with the full name. The commands must be enclosed in square brackets. The line(s) after the command specifies the parameter(s) for the command.

Syntax:

[login:]

server;userid[:password]

[cmd:]

command

[filter:]

name;value[:value]

[set:]

name;value[:type]

For Example:

```
[login:]
TCOSS_01;tctech;tctech
[cmd:]
change
[filter:]
ts_group;dev
[set:]
ts_location;Vienna
ts_cost_center;dev
```

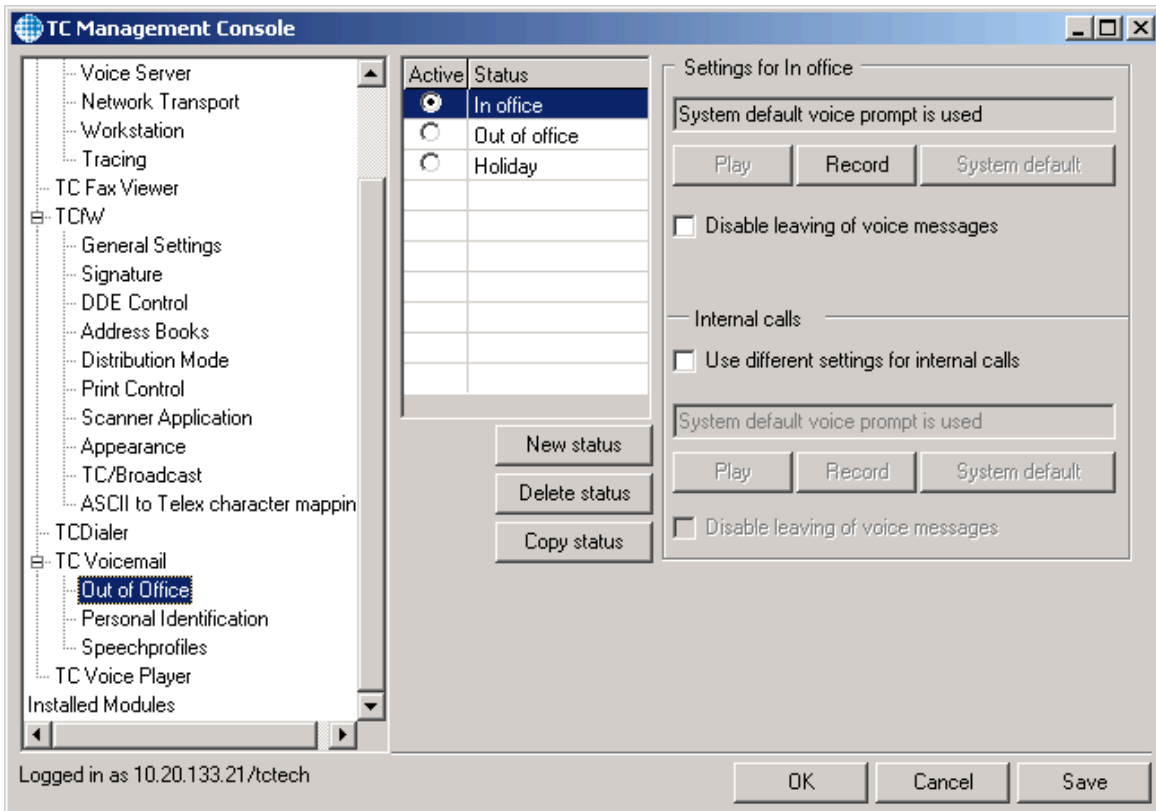
The example above would login to server TCOSS_01 and would change ts_location and ts_cost_center for all user profiles that have ts_group set to dev.

-U

If TCI-images or binary content is exported the user ID will be used as a prefix for the exported file.

Chapter 6

Importing Voice Prompts



The voice prompts for the 'Out of office' settings and the personal identification voice prompt are stored in the user profile using TCSI set_map objects. A TCSI set_map object has a key and a corresponding value. The keys are not case sensitive. No blanks must be used in the keys.

Out of Office

The Out of office setting can hold 10 states. For each status a voice prompt can be saved. Optionally a different voice prompt for internal calls can be saved for each status.

set_map Keys for States:

Key	Description
set_map.topcall.tcvmail.states.statexx.name	The name of the status
set_map.topcall.tcvmail.states.statexx.ext_prompt	Voice prompt for external calls
set_map.topcall.tcvmail.states.statexx.int_prompt	Voice prompt for internal calls
set_map.topcall.tcvmail.states.statexx.flags	See table below

xx specifies a number between 1 and 10.

The flags key can contain following bit values. Bit values can be combined by adding the bit values. For example to save bit 1 and bit 2 the value 3 must be saved.

Description	value
Use different settings for internal calls	1
Disable leaving of voice messages	2
Disable leaving of voice messages for internal calls	4

Active status

Key	Description
set_map.topcall.tcvmail.active_state	The number of the active status

Personal Identification

Users can record their name that will be used when they leave a voice message on someone else's extension.

set_map Key for Personal Identification

Key	Description
set_map.topcall.tcvmail.voiceprompt_name	The recorded name of the user

Examples

This section describes examples.

Example 1

The first example imports a voice prompt for user RM on server tom. The example uses status 1 and sets the active status to status 1. The file C:\NewPrompt.wav will be imported. The example uses a text file where the commands are specified.

```
TcUserTool -v -f:c:\test1.txt
```

The content of the text file test1.txt:

```
[login:]
tom;tctech
[cmd:]
change
[set:]
set_map.topcall.tcvmail.active_state;1;int
set_map.topcall.tcvmail.states.state1.name;New state;str
set_map.topcall.tcvmail.states.state1.flags;0;int
set_map.topcall.tcvmail.states.state1.ext_prompt;C:\NewPrompt.wav;att
[filter:]
ts_user_id;RM
```

Example 2

The second example deletes the voice prompt of status 2 from user RM on server tom. The example uses a text file where the commands are specified.

```
TcUserTool -v -f:c:\test2.txt
```

The content of the text file test2.txt:

```
[login:]
tom;tctech
[del:]
set_map.topcall.tcvmail.states.state2.ext_prompt
[cmd:]
change
[filter:]
ts_user_id;RM
```


Chapter 7

Exporting Voice Prompts

This section describes how to export voice prompts.

Example

This example exports a voice prompt from user RM and saves the binary content to C:\Temp\prompt1.wav. The file name of the exported file will have the user ID as a prefix (the file name of the exported file will be C:\Temp\RM_prompt1.wav.)

```
TcUserTool -v -u login:tom;rm cmd:read filter:ts_user_id;rm  
get:set_map.topcall.tcvmail.states.state1.ext_prompt;c:\temp\prompt1.wav;att
```

Chapter 8

Installation

The TCUserTool utility is installed with Kofax Communication Server 7.57.00.

Chapter 9

Requirements

The TCUserTool utility requires a TFC license.

Module	Version
TFC.DLL	1.11.02
TCSI32.DLL	2.51.0.2
TCTI32.DLL	2.13.0.0
TCLIB32.DLL	7.18.0.7

The TCUserTool utility was built with Visual Studio Version 7 and requires following runtime libraries.

Module	Version
MFC71.dll	7.10.3077
msvcr71.dll	7.10.3052
msvcp71.dll	7.10.3077