

# MESSAGEmanager on Demand Prerequisites



R1 2009 SP3

 **MESSAGEmanager**  
*Solutions*

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## Prerequisites for

# MESSEmanager on Demand

## MMOD Gateway

MMOD Gateway is the client premise interface to the hosted MMOD Services. MMOD Gateway can run on a physical or virtual machine and can co-exist with other services and applications on the same machine. All traffic between the MMOD Gateway and the MMOD platform is transported using HTTP over SSL (https) with public certificates encrypted to 128 bits.

- Pentium® 4 at 2GHz with 1GB RAM and 1 GB free disk space
- Windows XP, Windows 2003 and Windows 2008
- .NET Framework 3.5 SP1
- Connection to the internet - allow outbound HTTPS (TCP/443) and DNS resolution
- Static IP address (required for registering on MMOD)

## MMOD Gateway Modules

### Gateways

#### Exchange Gateway

- Licensed for Exchange Gateway.
- Exchange 2003 or 2007.

#### Exchange 2003

- Exchange System Manager (ESM) or alternatively for systems that don't meet requirements of ESM, the Exchange Server MAPI Client, installed on the machine hosting MESSEmanager services. For the MAPI Client, go to Microsoft Downloads <http://www.microsoft.com/downloads/> and search for "Exchange MAPI Client". The component to download is "Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1".
  - \* **Note:** Outlook should not be installed as it is incompatible with the Exchange Server MAPI client.
- Requires a services account that is a Domain User and a Local Administrator. This account must have full access to the entire mailbox store and have a valid mailbox associated with it and this mailbox must be visible in the Global Address List.
- The account that is used to install the Exchange Gateway requires full Domain Admin privileges to the root domain in the Active Directory forest, as this is where Exchange Configuration information is stored. In single domain forests this is normally just the default Administrator account.
- For cluster configurations the Exchange Gateway must be installed on the machine hosting MMOD Gateway, not on an Exchange Server cluster.

#### Exchange 2007

- Exchange 2007 server with the Hub Transport Role (i.e. Hub Transport server). The Exchange Gateway can be installed on the Hub Transport server or the machine hosting MMOD Gateway.
- When the Exchange Gateway is running on the machine hosting MMOD Gateway. Exchange 2007 Management Tools must be installed. The 64-bit version of the management tools can be installed

from the Exchange 2007 installation media. The 32-bit version of the Exchange 2007 Management Tools is available from Microsoft Downloads - refer appropriate Microsoft prerequisites:  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=6BE38633-7248-4532-929B-76E9C677E802>

- The Exchange Gateway service account requires File access to the Exchange Hub Transport server Replay directory and Foreign Connector Drop directory.

## **SMTP Gateway**

- Licensed for SMTP Gateway.
- Access to the internet or TCP/IP access to a mail host with access to the internet.
- The administrator needs to define the FAX / SMS domain for messages to be routed to the MESSAGEmanager SMTP Gateway, for example a DNS record or Exchange configuration. In addition the SMTP host (for example Exchange 2007) may need to be configured to allow relaying of messages from the MESSAGEmanager SMTP Gateway. For more information on Exchange configuration see [http://www.mmanager.com/docs/specs/MM\\_SMTP\\_Configuration\\_for\\_Exchange.pdf](http://www.mmanager.com/docs/specs/MM_SMTP_Configuration_for_Exchange.pdf). For more information on Domino configuration see [http://www.mmanager.com/docs/specs/MM\\_SMTP\\_Configuration\\_for\\_Domino.pdf](http://www.mmanager.com/docs/specs/MM_SMTP_Configuration_for_Domino.pdf).

## **Domino Gateway**

- Licensed for Domino Gateway.
- Domino Server R6.x, R7.x or R8.0.
- Lotus Notes Client, version R6.x, R7.x or R8.x, installed on the machine hosting MESSAGEmanager services.
- Notes ID with Depositor Access to the Mail.Box database.

## **SAP Gateway**

- Licensed for SAP Connector.
- For fax communications, SAP v3.1G or higher.
- For email and SMS communications, SAP v4.5 or higher.
- TCP/IP connection to the SAP application server.
- Customization of the various SAP modules for sending via MESSAGEmanager, e.g. Purchase Orders and Remittance Advices, will require Basis Administration and SAPscript or Smart Forms expertise.

## **MFDs**

### **Canon**

- Scan to email option - Licensed for SMTP Gateway (see prerequisites above); OR
- eCopy ShareScan - Licensed for SMTP Gateway (see prerequisites above)

### **Fuji Xerox**

- Scan to email option - Licensed for SMTP Gateway (see prerequisites above); OR
- Fax Service Kit (FSK) - Licensed for Applications Connector and SMTP Gateway (see prerequisites above); OR
- Network Scanning Template (NST) - Licensed for Applications Connector and SMTP Gateway (see prerequisites above)

### **Ricoh**

- Scan to email option - Licensed for SMTP Gateway (see prerequisites above); OR
- GlobalScan NX - Licensed for Applications Connector and SMTP Gateway (see prerequisites above); OR
- Scanner Vision 2.x - Licensed for Applications Connector and SMTP Gateway (see prerequisites above)

### **HP**

- Scan to email option - Licensed for SMTP Gateway (see prerequisites above); OR
- Scan to fax option - Licensed for Applications Connector and SMTP Gateway (see prerequisites above)

## **APIs**

### **Applications Connector**

- Licensed for Applications Connector.
- A common pickup directory which the application and the MESSAGEmanager Applications Connector service have write access to, for example a share on MESSAGEmanager or a network directory; OR
- Network print queue directed to a Postscript printer configured on MESSAGEmanager.

### **Web Service**

- Licensed for Web Service
- MESSAGEmanager .NET API (see below for prerequisites)
- Windows XP and 2003 Server (32 or 64bit) with IIS 6.0 and Windows 2008 Server (64bit) with IIS 7.0
  - \* **Note:** IIS 6.0 must be configured as 64bit if installed on a 64bit operating system.

### **.NET API**

- 32bit Windows XP, Vista and 2003 and 64bit Windows 2003 and 2008 Server
- .NET Framework 3.5 SP1
- COM connectivity between customer application and MMOD Gateway

## **Clients**

### **Web Queue Manager (WQM)**

- Licensed for Web Queue Manager (WQM)

#### **Server**

- Windows XP, 2003 and 2008
  - \* **Note:** *Web Queue Manager is not supported on a Domain Controller.*
- Microsoft SQL 2005 or Microsoft SQL 2008 (Express, Standard or Enterprise)
- .NET Framework 3.5 SP1
- Microsoft IIS 6.x or later

#### **Client**

- Microsoft Internet Explorer 7 or later; OR
- Chrome 2.0 or later; OR
- Firefox 3.0 or later; OR
- Safari 4.0 or later

#### **LDAP Data Source for user lookup**

- Active Directory; OR
- Novell eDirectory; OR
- Domino LDAP services with Active Directory for user authentication (requires a common LDAP field); OR
- Other LDAP server with Active Directory for user authentication (requires a common LDAP field)

### **Send Add-ins for FAX and SMS**

- Licensed for MESSAGEmanager Exchange or SMTP Gateway
- The Send Add-in requires Outlook XP, 2000, 2003 and 2007 with Collaborative Data Objects (CDO) installed.
  - \* **Note:** *Does NOT work if Exchange System Manager is installed on workstation.*

### **Microsoft Internet Fax**

- Licensed for MESSAGEmanager SMTP Gateway
- Requires Office 2003 or 2007.
  - \* **Note:** *NOT supported on any 64bit operating system.*

### **Client PrintToFax**

- 32bit Windows XP, Vista and 2003.
- MAPI Print to Fax – Licensed for Exchange, SMTP or Domino Gateway, with desktop MAPI configured and operational.
- Notes Print to Fax – Licensed for Domino Gateway, with Notes client installed and operational.
- Web Queue Manager (WQM) Print to Fax – Licensed for Web Queue Manager.