



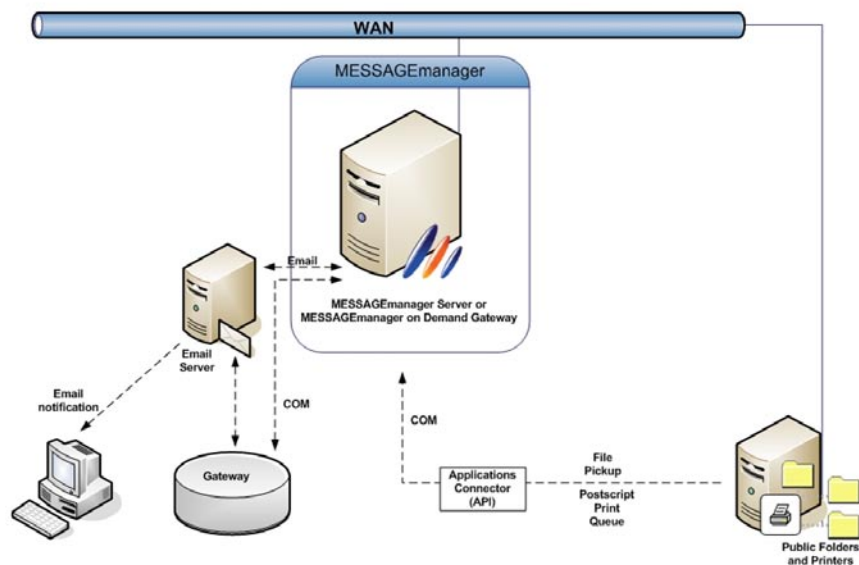
Do More with MESSAGEmanager

# MESSAGEmanager

Applications Connector FAX, SMS and Document Delivery

MESSAGEmanager FSID Applications Connector supports a simple method of outputting send instructions so that any application can easily submit messages to fax, SMS and email addresses. Destination instructions are stored in an XML, ASCII, PCL or Postscript file (although under some circumstances can also be stored in PDF files), but attachments can be in any Windows format.

Message results, i.e. success or failure of a destination, can be extracted via an API (COM, .NET or a Web Service), from a SQL database or an ASCII comma delimited file. Message results can also be notified by MESSAGEmanager FSID Gateway – failed only or all. The FSID Gateway supports notification via email, a printer, an ASCII comma delimited file or an XML file.



The File Pickup provides a simple interface for applications to send to SMS, fax, and mail destinations. Address, file reference, priority, notification details and attachment details are submitted in an ASCII file or Postscript file to a directory polled by the MESSAGEmanager API service. Fax and mail messages can include attachments in Windows, PCL or Postscript format. SMS messages must be in ASCII format or include ASCII attachments.

The Network Print Queue Interface enables a Windows print queue to act as the transport from any mini, mainframe or network client application to MESSAGEmanager File API for fax and mail destinations. Documents to be sent are "printed" to the MESSAGEmanager Network Postscript Print Queue. Commands embedded in the document control the fax or mail address, billing code, optional notification delivery details and other options. The Network Print Queue service runs on the same machine as the File Pickup API. The service regularly polls the print queue for new files which are moved to the API directory monitored by the API service.

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TCP/IP hosts can be supported by installing IP Printing on the MESSAGEmanager Server. Add Microsoft TCP/IP Printing under the Services TAB in Network setup, associate the MESSAGEmanager Server's IP address to the Network Print Queue share name and from the Unix command line you can print to the Network Print Queue share name.

### Notifications

You are notified by mail with details of the success or failure of the transmission and a copy of the sent message. Should the transmission fail, you are advised of the reason for failure. The notification mail address can be a default "administrator" address, or an address specified in the message.

Message results, i.e. success or failure of transmission, can also be extracted from a dBase or SQL Server database or an ASCII comma delimited file. Alternatively, the user can receive results via email.

### Server Management

- MESSAGEmanager uses the familiar Microsoft Management Console (MMC) for configuration and management, minimising training costs and learning times.
- Error conditions such as low disk space, conversion problems, no dial tone etc are automatically logged, with an alert sent to the system administrator allowing quick response, and averting system downtime.

### Queue and Archive Management

- Administrators can manage the queues via MMC or use WQM from any workstation.
- WQM also allows users to manage their own queues.
- A comprehensive range of text and graphical reports is provided on all incoming and outgoing messages, including:
  - Estimated call costs and call duration by user
  - Total incoming and outgoing per hour
  - Summaries and detail of outgoing messages by sender.

