



Do More with MESSAGEmanager

MESSAGEmanager FAX, GroupWise

MESSAGEmanager allows users to send and receive faxes to and from the GroupWise Desktop just like sending an email.

No additional software is required on the desktop.

■ Unique Fax Conversion Engine

Windows file formats including Office 2000, 2003 and 2007, Rich Text, Postscript, PCL, HTML and PDF are converted on the Server to crisp, clear G3 Fax format with the fonts, formats and graphics intact.

■ Least Cost Routing and Load Balancing

Multiple Servers can work together providing backup, least cost routing and load balancing over the internet or Local and Wide Area Networks. Messages are routed to the most appropriate Server on the network based on destination, call cost, priority, availability and workload.

Microsoft Distributed COM is used to deliver the message over any Windows network to the Server, which transmits the message via the PSTN to the ultimate destination.

■ Notifications

Notifications are received in your mailbox with the details of the success or failure of the transmission, a copy of the sent fax and the cost of the call. Should the transmission fail, you are advised of the reason for failure.

■ Incoming

Incoming faxes are routed direct to your GroupWise mailbox via OCR, DID, DTMF, PBX CTI, CSID or ISDN. Alternatively, messages can be redirected to a printer or manually routed by the administrator to your mailbox.

Messages are delivered in graphical TIFF format as a mail attachment and can be displayed on your workstation or printed.

■ Customizable Cover Pages

You can customize your cover pages to include details from the GroupWise Address book fields including your company name and logo, number of pages, recipient's name, organisation and fax number, sender's name, reference, and date and time of transmission.

■ Administration and Management Tools

MESSAGEmanager integrates with NDS so there is no requirement to maintain a separate user database.

How it Works

- Just enter the fax address, attach the file and send.
- Fax addresses can be maintained in the GroupWise Address Books.
- Messages can be scheduled as urgent, normal or low priority.
- You can charge the cost of the fax to a job or department.



Media Processing

- Dialogic voice/fax board
- Brooktrout fax board

Prerequisites

Windows XP, 2000 and 2003

- Pentium P4 at 3GHZ
- 1GB RAM
- 1GB free disk space
- The MESSAGEmanager Gateway uses the Novell GroupWise API Gateway to exchange messages with the GroupWise Mail server.

The Novell GroupWise API Gateway needs to be installed and configured according to Novell documentation.

Refer to the Novell Technical Information Document TID10059406 – *How to install the API gateway.*

The Novell GroupWise API Gateway is a version 4.* gateway, but is compatible with GroupWise 5 & 6. The Novell GroupWise API Gateway is NOT compatible with Groupwise 6.x running on Windows. SMTP Gateway should be utilised for this environment.

- The Windows machine running the MESSAGEmanager Gateway service needs to have network access to the API directories created on the GroupWise server.

Note: MESSAGEmanager access to a network file share is no different to any other Windows service which requires specific Novell knowledge.

For a complete list of prerequisites visit:
www.mmanager.com/products/prereqs.htm

Queue Management and Reporting

You can manage the progress of your messages from any Windows 2000 workstation or from anywhere on the Internet:

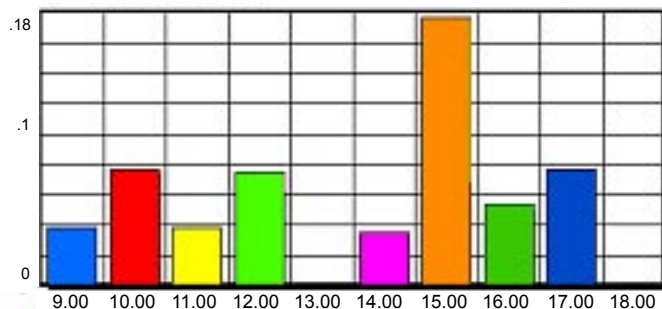
- Check the status of any message.
- Search for any message by status, date, time, received or sent CSID.
- Display, print, or delete any message, or group of messages.
- Forward a received message to another user or fax number.
- Cancel or change the priority of a pending message.
- Resubmit individual or multiple messages to the original or a new destination.
- Sort messages by subject, fax number, account, addressee name and company.

Reports Include:

- Estimated call costs by user and total call duration by user.
- Total incoming and outgoing call duration by hour.
- Summaries and detail of outgoing messages by sender.

Outgoing Call Duration by Hour

Report Date: 9/8/02 11:56:25AM From: 7/8/02 To:8/8/02



LDAP Requirements

- MESSAGEmanager GroupWise connector.
- Anonymous LDAP connection: The Novell LDAP server must allow an anonymous LDAP connection and also publish for this connection the fields that will store information for Name, Company, Telephone Number, Fax Number, Email Address, Cover Page etc.
- The NDS attribute NGW:GroupwiseID must be added through an 'Attribute Map' to the LDAP server (by default the FAX Server expects the NDS attribute LDAP field 'GroupWiseID').