

Reference Manual



INSTALLATION AND CONFIGURATION



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GWFax DID Manager Installation & Configuration Guide

Getting Started

Thank you for Purchasing GWFax

Thank you for entrusting Messaging Architects with the care of your faxing needs. At Messaging Architects, we pride ourselves in the high quality of our software solutions and the devotion with which our customer service will address all your concerns and needs. This guide is meant to assist you in using the GWFax DID Manager. Do not hesitate to refer to this guide often, as it contains helpful tips and tricks. If this guide is outdated, please contact Messaging Architects and we will provide you with the latest electronic version.

About GWFax DID Manager

The GWFax DID Manager is a ConsoleOne snap-in that allows the IT administrator to easily assign and manage the DID (Direct Inward Dial) numbers of users. It lets you assign, unassign, and re-assign the numbers to either individual users or to groups. The DID Manager also provides automatic, real-time DID number tracking. You don't need to track manually which numbers have been assigned and which numbers are available to be assigned.

Intended Audience

This guide is intended for the GroupWise Administrator. It explains how to install, configure, operate, and maintain the GWFax DID Manager. This guide assumes the user is fairly knowledgeable about common GroupWise and NetWare terms, concepts, and techniques.

Technical Support & Feedback

If you have a technical support question, please consult the Technical Support section of our website at www.messagingarchitects.com/support or call (514) 392-1303, and a member of our technical support team will contact you as soon as possible during regular business hours. If you have a general feature question or comment, you may submit it at www.messagingarchitects.com/contactus.

Sales

To contact a Messaging Architects sales team member, send an email to info@messagingarchitects.com, call **1-866-497-0101**, or complete the form at www.messagingarchitects.com/contactus and we will get in touch with you.

Other Resources

Messaging Architects is committed to providing the best support available for GWFax. If your question is not answered in this guide, our website (www.messagingarchitects.com) includes additional information. This information ranges from any updates to this documentation to FAQs. If you have any other questions, send email to info@messagingarchitects.com and we will contact you.

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How to Use this Guide

This guide is intended to complement GWFax, and introduces concepts in the same order as the layout of the console.

Advice Boxes

Throughout the guide, you will see special advice boxes. These advice boxes are intended to supplement the information presented in the section where they are found. These advice boxes serve different functions based on the icon used to represent them. Three types of advice boxes are:



More information: This advice box tells you where to find more information pertaining to the current subject. Look for this advice box if you want to find out where else in the document a certain subject is being discussed.



Warning: This advice box lets you know when something requires caution. The goal of this advice box lets you know about the potential errors into which you might run when using the function in question.



Helpful tip: This advice box will inform you of advanced configuration tricks. This way, you can optimize your configuration and make better use of your Esker Platform server or GWFax Plug-in.

Table of Contents

1 Introduction.....	7
2 System Requirements.....	9
2.1 Licensing.....	9
2.2 Installation	9
2.3 Post-installation Tasks	9
3 Using the DID Manager.....	11
3.1 Getting Started	11
3.2 Managing Banks of DID Numbers.....	11
3.2.1 Creating a DID Bank.....	11
3.2.2 Deleting a DID Bank.....	12
3.2.3 Modifying Banks	12
3.2.4 Consistency Check (NDS and the GWFax DID Manager)	12
3.3 Assigning DID Numbers to Users	13
3.3.1 Managing DID numbers for Users at the Container Object Level	13
3.3.2 Assigning DID Numbers	14
3.3.3 Unassigning DID Numbers	14
3.4 Managing DID Numbers at the User Object Level	14
3.4.1 Assigning DID Numbers	14
3.4.2 Unassigning DID Numbers	14
3.5 Moving, Renaming or Deleting User Objects in NDS	14

1 Introduction

The GWFax DID Manager is a ConsoleOne snap-in that allows the IT administrator to easily assign and manage the DID (Direct Inward Dial) numbers of users. It lets you assign, unassign, and re-assign the numbers to either individual users or to groups. Each user's DID information is stored in a container in eDirectory (NDS), and automatically updated directly in a custom **Fax Number** field in NDS. Therefore, the information in the GWFax DID Manager and in NDS is always synchronized. The DID Manager also provides automatic, real-time DID number tracking. You don't need to track manually which numbers have been assigned and which numbers are available to be assigned.



DID is known as DNIS in T1 and ISDN infrastructures.

The GWFax DID Manager Installation and Configuration Guide how to install and configure the GWFax DID Manager components. Below is a brief description of the components of GWFax and the documentation available for each.

The documentation listed below can be found in the Messaging Architects Manuals folder in the GWFax package or by clicking Documentation from the **Autorun** screen of the GWFax CD.

Component	Description	Documentation
Server	A back-end component that interfaces between the client plug-in and the GWFax hardware.	GWFax Installation and Configuration Guide
DID Manager (Optional)	A ConsoleOne snap-in that allows the IT administrator to easily assign and manage the DID (Direct Inward Dial) numbers of users. The DID Manager provides automatic, real-time DID number tracking.	DID Manager Installation and Configuration Guide
Client Plug-in	A client-side GroupWise C3PO that allows end users to send faxes as easy as clicking on the GWFax icon located on the GroupWise client interface, selecting a recipient from the GroupWise Address book, or entering the recipient's fax number.	GWFax Client Plug-in Installation and Configuration Guide

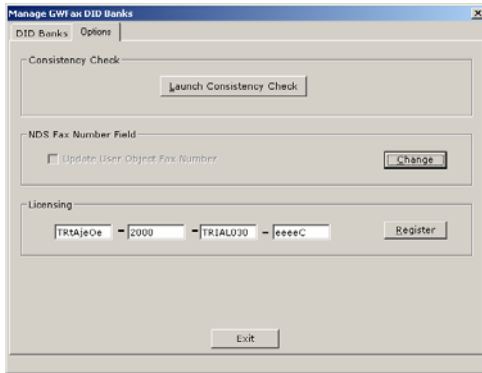
2 System Requirements

Please ensure you have met the following requirements before installing the GWFax DID Manager.

- Console One v1.3X or higher with GroupWise ConsoleOne Snap-ins installed.
- GWFax v3.5 or higher.

2.1 Licensing

The GWFax DID Manager license can be found by right-clicking on a container object in ConsoleOne and selecting the **Manage GWFax DID Banks** menu item. The license is located in the **Options** tab in the **Manage GWFax DID Banks** dialog box. If you do not have a permanent license key, the software will run in trial mode for 30 days. To register a trial version of the software, simply enter the permanent license key given to you by the Messaging Architects, and click the **Register** button.



2.2 Installation

Before you begin, ensure you have met the system requirements.

1. Insert the GWFax CD into your CD-ROM and click **Install DID Manager**, or run the *setup.exe* file from \GWFax DID Manager on the root of the CD.
2. Click **Next** on the **Welcome** screen to begin the setup.
3. On the **Choose Destination Location** screen, accept the default path or browse to the location where you want the GWFax DID Manager to install and click **Next**.
4. On the **Choose ConsoleOne Location** screen, browse to the directory where *ConsoleOne.exe* resides. Click **Next** to begin the file transfer.
5. On the **Confirmation** screen, click **Finish** to complete the setup.

The GWFax DID Manager is now installed.

2.3 Post-installation Tasks

After completing the GWFax DID Manager installation, you must launch ConsoleOne to load the LDIF files to extend the eDirectory schema in order to add DID numbers to each user object. Messaging Architects recommends using the Console **NDS Import/Export** option under **Wizards** in the ConsoleOne toolbar to extend the schema. Refer to your ConsoleOne documentation for more details.

- For a new installation of GWFax, load the *GWFax-LDIF_8.7_new.txt* file.
- To upgrade from an earlier version of GWFax where the LDAP class **maGWFaxBankPath** did not previously exist, load the *GWFax-LDIF_8.7_update.txt* file.

3 Using the DID Manager

3.1 Getting Started

To begin managing DID numbers using ConsoleOne, you must do the following:

- Ensure the GWFax DID Manager ConsoleOne Snap-in is installed.
- Create a bank of DID numbers with the GWFax Manager (see *Creating a DID Bank*).
- Assign the DID numbers in the bank to users (see *Assigning DID Numbers to Users*).

Once these steps have been completed, the day-to-day maintenance of users' DID numbers should be conducted using the DID manager instead of modifying objects in ConsoleOne. This will ensure that the information in the DID Manager and NDS is synchronized. Any changes made with the DID Manager will be updated directly in NDS. This means that information in NDS and in the DID Manager will always be current and up-to-date. To maintain the information up-to-date and synchronized if changes are made in NDS, such as moving, renaming or deleting a user, the synchronization feature in the DID Manager, **Consistency Check**, should be used. See *Consistency Check (NDS and the GWFax DID Manager)* for details.

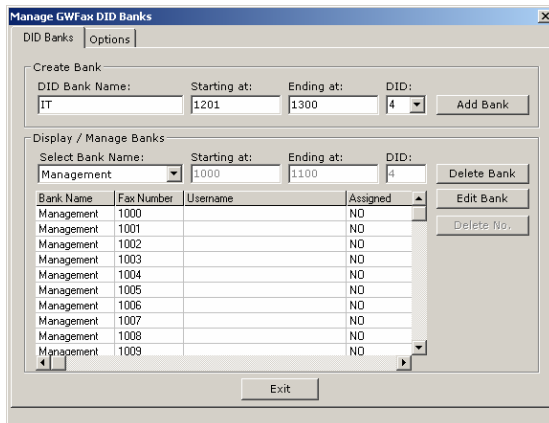
3.2 Managing Banks of DID Numbers

Banks of DID numbers created using the DID Manager are stored in a DID Banks container called *GWFaxDIDBanks* located in the Organizational Unit where the banks are created. Each bank stores its DID numbers as objects of the DID Bank container.

Banks can be created in any Organization or Organizational Unit in NDS. The DID numbers in all banks are available to all users, regardless of where they reside in NDS.

3.2.1 Creating a DID Bank

1. Navigate to the container where you want the bank to be stored. This is usually the container where the users to whom you wish to assign a DID number reside.
2. Right-click on the container object (O or OU) and select **Manage GWFax DID Banks**.
3. In the **DID Bank Name** field, assign a name to the bank (i.e., Marketing, Management, Corp).
4. In the **Starting at:** and **Ending at:** fields, enter a range of DID Numbers.
5. Select the number of routing digits used for DID from the **DID** drop-down menu. The number of DID digits can be 2, 4 or 7.
6. Click **Add Bank** to create the bank of DID numbers. Depending on the size of the bank you are creating, this could take a few moments. When the application is finished created the bank, it will appear in the **Select Bank Name** drop-down list in the **Display/Manage Banks** section.
7. To add additional banks, repeat steps 3-6.





3.2.2 Deleting a DID Bank


1. Navigate to the container object (O or OU) containing the bank you want to delete.
2. Right-click on the container object (O or OU) and select **Manage GWFax DID Banks**.
3. In the **Select Bank Name** drop-down menu, select the bank you wish to delete.
4. Click the **Delete Bank** button. If you are trying to delete a bank that contains DID numbers assigned to users, you will receive a warning message. Clicking **OK** will unassign the assigned numbers and delete the entire bank. Clicking **Cancel** will cancel the operation without deleting the bank.
5. The bank has now been deleted.
6. To delete additional banks, repeat steps 2-4.

3.2.3 Modifying Banks

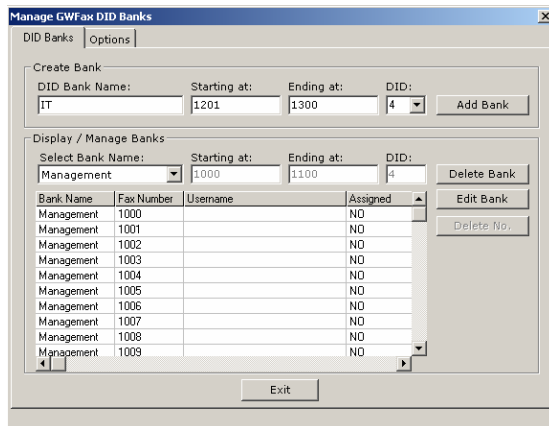
1. Navigate to the container object (O or OU) containing the bank you want to modify.
2. Right-click on the container object (O or OU) and select **Manage GWFax DID Banks**.
3. In the **Select Bank Name** drop-down menu, select the bank you wish to modify.
4. Click the **Edit Bank** button. The bank you wish to modify should now appear in the **Create Bank** section of the window. Modify the fields you wish to update and click the **Update Bank** button.

 If you try to modify a DID bank by adding numbers that already exist in another bank, you will receive an error stating that you are trying to create duplicate entries. You must modify the appropriate fields to continue.

 If you try to modify a DID bank by renaming it to a name that already exists, you will receive an error stating that you are trying to create duplicate entries. You must modify the **DID Bank Name** field to continue.

 To decrease the size of a bank, select the bank from the **Select Bank Name** drop-down menu, select the numbers you wish to delete, and click the **Delete No.** button.

5. The bank has now been modified. To modify additional banks, repeat steps 2-4.



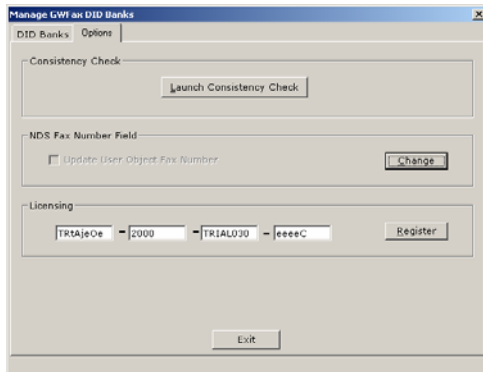
3.2.4 Consistency Check (NDS and the GWFax DID Manager)

The **Launch Consistency Check** button allows you to synchronize data between eDirectory (NDS) and the DID Manager. It is recommended that you use the DID Manager to manage DID numbers. However, if any changes are made directly in NDS, it is necessary to use the Launch Consistency Check feature to synchronize the changes. Any data existing in NDS will override the data in the DID manager. These changes include deleting the custom Fax field and moving, renaming and/or deleting a user to whom a DID has been assigned. See *Moving, Renaming or Deleting User Objects in NDS* for more details.

Note: If a user's fax number is deleted or modified directly in NDS, it is important to use the **Launch Consistency Check** feature to ensure that the number is released and marked unassigned in the GWFax DID Manager.

3.3 Assigning DID Numbers to Users

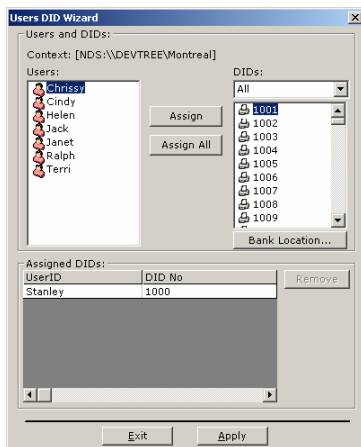
By default, DID numbers assigned to users are stored in a custom Messaging Architects field called **maGWFaxDIDnumber** located in the User object attributes and can be accessed on the **Other** tab in the NDS User **Properties**. If you want the DID Manager to store DID numbers directly in the NDS **Fax Number** field, you can configure the application to do so in the *NDS Fax Number Field* section under the **Options** tab in the **Manage GWFax DID Banks** dialog box. Once you have selected this option, the application will perform the necessary updates.



3.3.1 Managing DID numbers for Users at the Container Object Level

The **Manage GWFax DID Users** dialog box allows you to manage DID numbers for individual users or for users within a container (Organization or Organizational Unit).

To assign DID numbers to users within a container, right-click the container of users to whom you wish to assign DID numbers and select the **Manage GWFax DID(s)** menu item. This launches the **Manage GWFax DID Users** dialog box.



Users and DIDs

The **Users** list box contains the users in the container who have not yet been assigned DID numbers. The **DID** drop-down menu on the right contains a list of the available DID banks for the Organizational Unit (OU) you are in, and the corresponding list box contains all available DID numbers in that bank. If you select the option **All** in the **DIDs** drop-down menu, all available DID numbers will be displayed in the box. To access banks created in a different OU, click the **Bank Location...** button and browse to the DID Bank Container you wish to use.

The **Assigned DIDs** table displays a list of users with their respective assigned DID numbers.

3.3.2 Assigning DID Numbers

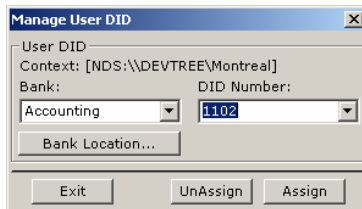
1. Select the user to whom you wish to assign a DID number from the **Users** list box. If you wish to assign numbers to more than one user, highlight the users by clicking and dragging to highlight consecutive users or by using the **CTRL** key.
Note: To assign DID numbers to all users, click the **Assign All** button. The DID Manager will automatically assign DID numbers to each user in the list box from top to bottom.
2. Select the DID number you wish to assign by clicking on the number to highlight it. If you are assigning several numbers to several users, you must select multiple numbers by clicking and dragging to highlight consecutive numbers, or by using the **CTRL** key.
3. Click the **Assign** button to automatically assign the selected users with the selected DID numbers. If you have selected more users than numbers, the DID Manager will automatically assign numbers to the users in the order they are selected.
4. Once the numbers have been assigned, you will see the users and their assigned DID number in the **Assigned DIDs** table. To save these changes to NDS, click the **Apply** button.

3.3.3 Unassigning DID Numbers

1. Highlight one or more users in the **Assigned DIDs** table.
2. Click the **Remove** button. This will release the previously assigned DID number and remove it from the user's **Fax Number** field in NDS. The number will be visible in the **DIDs** list box as an available DID number.
3. Click the **Apply** button to save your changes to NDS.

3.4 Managing DID Numbers at the User Object Level

GWFax DID Manager allows you to assign DID numbers at the user level.



3.4.1 Assigning DID Numbers

To assign a DID number at the user object level:

1. In ConsoleOne, right-click on the user.
2. Select the **Manage GWFax DID** menu item.
3. In the **Manage DID User** dialog box, select the DID bank and the DID number you wish to assign. If the bank you are looking for is not in the drop-down list, click **Bank Location...** to browse to the location of the required bank.
4. Click the **Assign** button to save your changes to NDS.

3.4.2 Unassigning DID Numbers

To unassign a DID number at the user object level:

1. In ConsoleOne, right-click on the user.
2. Select the **GWFax DID** menu item.
3. In the **Manage DID User** dialog box, select click the **UnAssign** button. The DID number is unassigned from the user and is made available in the bank of DID numbers.

3.5 Moving, Renaming or Deleting User Objects in NDS

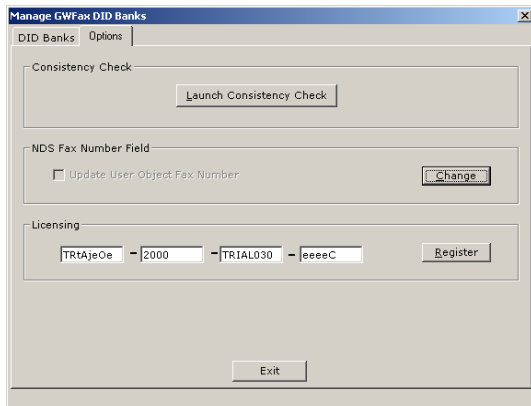
Moving, renaming or deleting a user object in NDS produces changes that are not detectable by the DID Manager. Because the DID Manager is unable to detect these actions, performing them can result in a mismatch of users and

their assigned DID numbers or orphaned DID numbers. To ensure the DID Manager is always up-to-date, a consistency check must be run by the DID Manager. The consistency check option can be found in the **Manage DID Banks** wizard under the **Options** tab. After moving, renaming or deleting a user object, complete the following:

1. Navigate to the container object (O or OU) containing users you have modified.
2. Right-click on the container object (O or OU) and select **Manage GWFax DID Banks**.
3. Click the **Options** tab.
4. Click **Launch Consistency Check**.
5. The DID Manager will make the necessary modifications to the DID number fields for the appropriate users.



Before deleting a DID number, it is recommended that you manually unassign the DID number prior to deleting the user. To do this, right-click on the user object and select **Manage GWFax DID**. Click **Unassign** in the **Manage GWFax DID** dialog box to complete the action.



Index

Assigning DID Numbers to Users, 13
Creating a DID Bank, 11
Deleting a DID Bank, 12
Installation, 9
Introduction, 7
Licensing, 9
Managing Banks of DID Numbers, 11

Managing DID Numbers at the User Object Level, 14
Modifying Banks, 12
Moving, Renaming or Deleting User Objects, 15
Post-installation Tasks, 9
System Requirements, 9
Using the DID Manager, 11
 Getting Started, 11