

SoftEmail

HELP VERSION - 00.02 2005-05-23

This help file serves the help manual to SoftWin version 3 Email program and can be access via the program by selecting help.

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1 AIM

The aim and goal of this document is to serve as a general help manual for the use of the Softcon program SoftWin 3. More technical details are available in documents that describe the database functions, communication and installation specifics.

The document SoftWin3_Spec lists the specifications of the program and those specifications must comply with this document and visa versa. Certain specifications may be duplicated here for completeness and clarity (e.g. priority criteria), but duplication should be limited where possible.

General development info about the program SCS_Email is:

Count of tasks: 1.
Program language: C++, IDL (Interface Definition Language).
Technology: MFC, Multithreading, DAO, COM and RPC.
Program architecture: Multiple document templates.
Program development: MS Visual C++ 6.0.

2 GENERAL

SCS_Email enables the sending of Email messages to PCs by the Softcon SoftWin3 range of programs. It can be installed and run on any PC as required and requires a link to the program SCS_Server that interfaces to the system databases and passes messages to be sent.

SCS_Server communicates with the databases and links via TCP communication links to SCS_Email that can be running on the same and/or on a different PC. Only 1 SCS_Email in run an a system The program SCS_Email described in this document.

A modem is connected to a serial port of the PC (COM1 to 4), or email is sent via a server.

Different [languages](#) are accommodated via configuration databases.

3 START-UP

The Softcon program SCS_Server.exe must be running before the client program is started. SCS_Email can be started with the following parameters:

/start Starts and links to the previous server selected, with the password shut down with.
/start:??? Starts and links to server running on PC ???, with the password shut down with. ??? is the network name or IP address of the PC.

These parameters can be viewed in help about or by starting the program with the parameter */?*

The Softcon program SCS_Server.exe can be started with the following parameters:

/audit All database editing is logged to the daily audit file c:\softwin3\audit\auymmdd.mdb.
/language:??? Selects language ???. Requires the appropriate language fields in the configuration databases. See [language](#) in SCS_Edit.hlp set-up.
/start Starts with the password shut down with.

These parameters can be viewed in help about by right clicking on the dialog name bar (blue section on the top) or by starting the program with the parameter */?*

When SCS_Email start running the following occurs:

Initialises the server for communication.
Connects to the server application.
Receives the client RAM information.
Creates the client RAM temporary tables and loads and checks the client RAM.
Starts COM port and the connection task that communicates to the Email modem.

4 CLOSING

Stops COM port tasks.

Frees the client RAM and closes the client RAM temporary database.
Stops the check connection task.
Sends "bye" to the server application.

5 MODEM

SCS_Email has been designed to communicate with modems via Windows, or via a SMTP server.

Modem settings are done in the Windows setup menus.

6 LOG MESSAGES

When messages are sent to the modem, the events are generated and logged:

```
t10 nPC s??? xuser vEmail_ref
```

where PC is the reference to the PC sending the SMS.
??? is 460 – Email sent.
461 – Email no dial-up connection.
462 – Email no SMTP server connection.
463 – Email send error.
464 – Email User close app.
User is the reference to the logged on user.
Email_ref is the Email to reference number.

7 FILE



Save.

The data in the active window is saved to file.

Save As (Ctrl+S).

The data in the active window is saved to file with a new name.

Save As Live.

The data in the active window is saved to file and marked for live updates (changes are displayed when changes occur).

Save Not As Live.

The data in the active window is saved to file and not marked for live updates. To display the current values of the data, close and reopen or select F5 (refresh).

Close.

The active window is closed.

Exit.

SCS_SMS closes.

8 SET-UP



Set-up editor displays set-up editors for display and editing. See the list editor for details.

The default list contains the **PC** set-up, selecting the PC that the Modem is connected to. This data is also editable in SCS_Client.exe (set-up PC). **Ref** is the database reference number and **Name** is the network name of the PC.

The default list contains the **Recipients** set-up, selecting the Person / PC the email is sent to. **Ref** is the database reference number and **Name** is a descriptive name of the person or PC. **E-Mail address** is email address sent to (e.g. softcon@softconserv.com).



E-Mail trigger lists **Email Send** data, containing the **text** messages sent to which recipients when set events occur. An email **subject** must be set for each email. **Email Ref** displays the reference number and a descriptive name of the email and is selected by the list box. The name of the email is edited by clicking on the name.

The email messages that are sent are set in the top block and are added by right clicking in the block and selecting



Add New Record. The message can be set with data that references data to be automatically inserted when sent. The commands consist of a tilde(~) character, followed by a letter and could be followed by hash (#). With # used, the data is found using the current event, if # is used the data is found from the referenced trigger event (e.g. ~T3 uses the event type name from trigger number 3, not from the triggering, current event). The letter could be uppercase to reference to the descriptive name, e.g. entered, or lowercase to use the data not referenced, e.g. 22). If no reference name, the command is the same as the lower case.

Commands available are:


- ~D date (windows format from current PC), e.g. 2003-05-19.
- ~d date (windows format from current PC).


- ~T event type name from current event, e.g. reader.
- ~T# event type name from trigger event #, e.g. reader.
- ~t event type from current event, e.g. 1.
- ~t# event type from trigger event #, e.g. 1.
- ~N event number name from current event, e.g. front door.
- ~N# event number name from trigger event #, e.g. front door.
- ~n event number from current event, e.g. 2.
- ~n# event number from trigger event #, e.g. 2.
- ~S event status name from current event, e.g. entered.
- ~S# event status name from trigger event #, e.g. entered.
- ~s event status from current event, e.g. 22.
- ~s# event status from trigger event #, e.g. 22.
- ~X event Xref name from current event, e.g. Smith J.
Referencing card names, requires the setting 7019, SMS_CardRef, APP 8 in table RAM_GROUPS and 7019, DBT_CD, F_CD_NAME, F_CD_REF in table SQL_READ, both in database.mdb).
- ~X# event Xref name from trigger event #, e.g. Smith J.
- ~x event Xref from current event, e.g. 22.
- ~x# event Xref from trigger event #, e.g. 22.
- ~V event value name from current event, e.g. closed.
- ~V# event value name from trigger event #, e.g. closed.
- ~v event value from current event, e.g. 22.
- ~v# event value from trigger event #, e.g. 22.
- ~A event alarm name from current event, e.g. alarm.
- ~A# event alarm name from trigger event #, e.g. alarm.
- ~a event alarm from current event, e.g. 2.
- ~a# event alarm from trigger event #, e.g. 2.



For example:

E-mail Unit:	1	Controller off-line				
Algorithm:	1					
Ref	Recipient	Subject	Text			
1	softcon	Controller offline	~D ~T Site ABC - Controller ~N off-line			
2	support	Controller offline	~D ~T Site ABC - Controller ~N off-line ~t ~n ~s Last card ~X2			
Ref	Type	Number	Status	XRef	Value	Alarm
1	Controller	Controller 0	Off-Line	0	0	Alarm
2	Reader	Access in	Card at reader			

When t4 x? s2 occurs (e.g. controller Entrance), Recipient softcon will receive message
2003-05-12 Site ABC – Controller Entrance off-
 Recipient support will receive message
2003-05-12 Site ABC – Controller Entrance off-line t4 n1 s2 Last card Smith J
 showing that J Smith was the last card through reader Access in.

A line is deleted by right clicking on the line and selecting  **Delete records.**

Right click and selecting  **Refresh (F5)**, updates the data on display, reading the data from the database.

 **Find (Ctrl+F)** and  **Find Next (F3)** enables the moving of the displayed data to the data searched for.

The  **Email settings** menu sets the email connection properties as indicated below.

'Incoming' setting are for future extensions to receive mail and cannot be edited at present.

The 'Dial-up Connection' data is only relevant if the **Use Dial-up Connection** option is checked. The **Dial-up Entry** is selected from the Windows modem settings. If no **Domain** is used, a * must be set.


'Outgoing from information' must be set, with **Name** being any descriptive name.

The screenshot shows the 'E-Mail Settings...' dialog box. It is divided into several sections:

- Server Information:** A text box says 'My Incoming mail server is a POP3 server.' Below it are two input fields: 'Incoming mail (POP3):' and 'Outgoing mail (SMTP): Softconsvr'.
- Incomming Mail Server:** Two input fields for 'Account:' and 'Password:'.
- Use Dial-up Connection:** A checkbox that is currently unchecked.
- Dial-up Connection:** A section with a globe icon. It includes a 'Dial-up Entry' dropdown menu set to 'MWEB Pretoria', two checkboxes ('Use Dial-up Entry Settings' is unchecked, 'Auto Disconnect After Sending' is checked), a 'Phone Number' field with '4837200', a 'Redial Attempts' field with '1', a 'User Name' field with 'softct', a 'Password' field with 'xxxxxxx', and a 'Domain' field with '*'.
- Outgoing From Information:** A section with a person icon. It includes a 'Name' field with 'Mark' and an 'E-Mail' field with 'mark@softconserv.com'.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

The optional **Log fields** that are logged are enabled by ticking the appropriate fields in the log fields set menu. Field description lists the general events that have data in these fields. See logging in SCS_Client for more details.

 Changing the time and date of the local PC via the **Date and time properties** menu results in the change being sent to all PCs running linked Softcon SoftWin3 programs (connected to the same SCS_Server.exe application). The changed date/time is also sent to all controllers. PCs date/times are synchronised with the PC set as the **Master DT (PC set-up)** when the applications start and every 90 minutes thereafter. When PCs connect via the distribution server, date/time is set to that of the PC set as Master DT.

Note that changing the date/time via Windows applications will not result in the immediate sending of the changes to controllers or other PCs – this will only be done when the controllers are sent a set-up, become on-line, when applications start or when the automatic periodic synchronizations occur (once an hour for controllers, 90 minutes for PCs). The Windows time/date set applications should thus not be used and should be disabled via policy editors.

9 TOOLS



Logon/off.

Sets new operator.



Change Password.

Changes the password of existing operators.

Menu Access.

Administrators set the menus access groups have access to.



Open Log File.

Emails that as sent are shown as activity messages.



Run Log File.

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10 VIEW

Tool Bar displays the Tool bar. Clicking and dragging the tool bar can change the position of the tool bar. **Status Bar** displays information on options at the cursor at the bottom of the display.

11 WINDOW

The open windows are set to  **Cascade**,  **Tile Horizontally** or  **Tile Vertically**.

12 HELP

This file is accessed via the help menu and **Help topics** provides a list of keywords for the search.



Help About SCS_Email displays general information about the SW version and links to the Softcon WWW.



Context help is not available.

