

# SoftModem

**HELP VERSION - 00.01 2017-03-08**

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

## Index:

[Aim](#)

[General](#)

[Start-Up](#)

[Closing](#)

[Modem](#)

[Logged messages](#)

[File](#)

[Set-up](#)

[CntrlMgr Controllers](#)

[CntrlMgr Modems](#)

[CntrlMgr Mux](#)

[CntrlMgr PC](#)

[CntrlMgr Schedule](#)

[Tools](#)

[View](#)

[Window](#)

[Help](#)

# 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 vice 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 .NET C++ 7.0.

# 2 GENERAL

SCS\_CntrlModem enables the sending and receiving of data to/from Softcon controllers via dial-up modems. 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\_CntrlModem that can be running on the same and/or on a different PC. Multiple SCS\_CntrlModem can run in a system. The program SCS\_CntrlModem described in this document.

Modems are connected to a serial port of the PC (COM1 to 4).

**Data RX received** from controllers via modems are stored in ASCII text files in the directory c:\SoftWin3\controller\data – file names start with RX followed by the reference number of the controller connected to the modem (LAN master), followed by a running number (starting at 1 and incrementing if the previous file is too large). These files are passed to SCS\_Client when manually selecting Notify in the Schedule menu or automatically after a set notify period (set for the operation schedule in the set-up menu), or immediately if the period is zero.

**Data TX to be sent** to controllers via modems are stored in ASCII text files in the directory c:\SoftWin3\controller\data – file names start with TX followed by the reference number of the controller connected to the modem (LAN master), followed by a running number (starting at 1 and incrementing if the previous file is too large). These files are passed to controller when connection is made for send - manually by selecting execute in the Schedule menu or automatically after a set period (set for the operation schedule in the set-up menu). Data is to be sent when a controller is reset/set-up in a controller menu or when card data changes affect the controller.

Controllers are dial and data is sent, received or both on **operator request – manually execute** (by clicking on the operations in the [Schedule set-up menu](#)) or **automatically** on the pre-set **sequences** (time-date periods) in the schedule set-up.

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\_CntrlModem 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\auyymmdd.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\_CntrlModem starts 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 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\_CntrlModem has been designed to communicate with modems directly to modems on COM ports, not via Windows, or via a SMTP server.

Modem settings are done in the setup menu - CntrlModems.

## 6 LOG MESSAGES

When connecting via modem the events are generated and logged:

```
t4 nCntrl s??? xuser vschedule z1error z2PC
```

where Cntrl is the controller reference number dial to.

PC is the reference to the PC connecting to the controller.

??? is 500 – Schedule successful.

501 – Schedule failed.

502 – Manual dial successful.

503 – Manual dial failed.




User is the reference to the logged on user.

Schedule is the schedule reference number.


Error number on failure are:

- 1 COM Port Open Failed.
- 2 Modem No Reply.
- 3 Modem No Carrier.
- 4 Modem No Answer.
- 5 Modem No Dial Tone.
- 6 Modem Busy.
- 7 Modem Error.
- 8 Controller No Reply.
- 9 Invalid Operation.
- 10 Operator Cancelled.

## 7 FILE

-  **New File.** Displays modem activities in HEX and TEXT formats. The data can be saved to file. Also opened by selecting controller messages in the tools menu.
-  **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.
-  **Print.** When in certain menus, the print option is active. In list editors, the selected lines are printed with column headers and column widths.
- Print Preview** When the print option is active, the preview is active – showing a print preview for the default printer.
- Print Set-up.** Enters the Windows printer set-up menu.
- Recent files.** A list of the last 5 files of controller messages stored (from the tools menu) are displayed and can be viewed by clicking on the file.
- Exit.** SCS\_CntrlModem closes.

## 8 SET-UP

 **Set-up editor** displays set-up editors for display and editing. See the list editor for details. The default lists contain the following:

**CntrlMgr Controllers** set-up, setting the controllers in the system.

**Ref** is the database reference number.

**Name** is a descriptive name of the controller.

**Type** sets the communication translator to be used to transfer data and mux links the communication interface.

**Password** sets a verification string sent when connection is made – the default is FIVE and matches data programmed in to the controller FW.

**Telephone number** sets the number of the LAN controller that is connected to the modem.

**Node** address matches the DIP switch or NOVRAM address setting of the controller. The node address must be unique for all LAN controllers connected to the same mux (i.e. numbers start at 1 per mux).

Controllers set on sub LANs (has a **LAN Master (SDF)** of non-zero) have unique numbers per sub-LAN (starting at 1 per sub-LAN).

**CntrlMgr Modems** set-up, setting the Modem comms parameters.

**Ref** is the database reference number.

**Name** is a descriptive name of the modem.

The **Initialize String** is sent to the modem before connection is made and sets the modem in the simple verbose – Hayes protocol.

**Port Name** sets the COM port the modem is connected to.

**Baud Rate, Data** and **Stop Bits, Parity** and **Flow Control** are set to match modems and controllers. Generally, 9600, 8 data, 1 stop, no parity and no flow control is set.

**CntrlMgr Mux** set-up, setting the mux parameters.

**Ref** is the database reference number.

**Name** is a descriptive name of the mux.

**PC** selects the PC the mux is connected to / installed.

**Talk** sets the mux protocol type – modem selects dial-up modem.

The **Port** number matches the PCB address link settings for mux types PCI and ISA.  
**ID to server** sets that the mux card (only type ISA or PCI) containing **security keys** for the selected server program (each server must be linked to a mux containing security keys).  
**Modem** selects the modem connected to the PC when mux type is modem.

### **CntrlMgr PC** set-up.

**Ref** is the database reference number.  
**Name** is the network name of the PC.  
**Master DT** sets the PC to which the date-time is synchronized.

### **CntrlMgr Schedule** set-up, setting schedules of dial-up functions to be done.

**Ref** is the database reference number of the schedule.  
**Controller Name** selects the controller to/from which data is to be sent / fetched.  
**Operation** selects the function to send (**data TX**) / fetched (**data RX**).  
**Next DT** is when the next operation will automatically be done (automatically incremented by the period setting). To synchronize to a specific time, set the next DT as required, thereafter the period is added automatically.  
**Last DT** when last attempted – set by the system when scheduled or manually executed.  
**Period** specifies the date/time added to the next DT when a scheduled operation is done.  
**Period Notify** sets when after data is received from a remote controller, the data is passed to SCS\_Client. If set to zeros, the data is passed when received. See **data received** above.  
**Next Op Ref** links next schedule to be done on completion of this operation.  
**Retries** sets re-connection attempts when dial is not successful.  
**Attempts** show the number of connection attempts since last successful connection.  
**Success** indicates yes or no for the last connection attempt.

Selection of schedules (highlighted) is by clicking on the line, multiple selections with shift select all between highlighted, Ctrl click adds selections. Right clicking on a schedule gives the following options to the selected:

**New** adds a schedule to the database.  
**Delete** the selected schedule(s).  
**Execute** the selected schedule(s).  
**Cancel** the selected schedule(s) that are busy. Send +++ ATH to modem after delay.  
**Notify** SCS\_Client of RX data available.

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** above.



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 synchronized 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.

**Controller messages.** Displays modem activities in HEX and TEXT formats. The data can be saved to file. Also opened by selecting new file .



**Start or Stop Scheduler.**

## 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** provide a list of keywords for the search. Pop-up help is displayed when the pointing cursor is held in the list headings.

 **Help About** SCS\_CntrlModem displays general information about the SW version and links to the Softcon WWW.

 **Context help** is not available.

---