Desktop Messaging and My CallPilot Administration Guide

NORTEL

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Publication history

October 2006	CallPilot 4.0 Standard 1.13 of the *Desktop Messaging and My CallPilot Administration Guide* is issued for general release.
October 2006	CallPilot 4.0 Standard 1.12 of the *Desktop Messaging and My CallPilot Administration Guide* is issued for general release.
June 2006	CallPilot 4.0 Standard 1.11 of the *Desktop Messaging and My CallPilot Administration Guide* is issued for general release.
April 2006	CallPilot 4.0 Standard 1.10 of the *Desktop Messaging and My CallPilot Administration Guide* is issued for general release.
November 2005	CallPilot 4.0 Standard 1.09 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
November 2005	CallPilot 4.0 Standard 1.08 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
September 2005	CallPilot 4.0 Standard 1.07 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
August 2005	CallPilot 4.0 Standard 1.06 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.

August 2005	CallPilot 4.0 Standard 1.05 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
July 2005	CallPilot 4.0 Standard 1.04 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
July 2005	CallPilot 4.0 Standard 1.03 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
June 2005	CallPilot 4.0 Standard 1.02 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
May 2005	CallPilot 4.0 Standard 1.01 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
April 2005	CallPilot 4.0 Standard 1.0 of the *Desktop Messaging and My CallPilot Administrators Guide* is issued for general release.
April 2004	Standard 2.0 release of CallPilot 2.5 documentation
October 2003	Standard 1.0 release of CallPilot 2.5 documentation

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How to get Help

This section explains how to get help for Nortel products and services.

Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

http://www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

http://www.nortel.com/callus

Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

http://www.nortel.com/erc

Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Chapter 2

Getting started

In this chapter

Introduction

This guide provides instructions for configuring Desktop Messaging e-mail clients, configuring servers for Desktop Messaging and My CallPilot after installation, and troubleshooting information.

This guide is intended for the CallPilot[*] system administrator.

For system requirements, installation instructions, and server configuration information, see the *Desktop Messaging and My CallPilot Installation Guide (555-7101-505).*

Related information products

Introduction

The following CallPilot technical documents are stored on the CD-ROM
that you receive with your system. The documents are also available from
the following sources:

- CallPilot Manager
- My CallPilot
- Nortel Partner Information Center (PIC) at
  http://www.nortel.com/pic

  You require a user ID and password to access the PIC. If you do not have
  a PIC account, click Register to request an account. It can take up to 72
  hours to process your account request.

You can print part or all of a guide, as required.

Planning and migration guides

Use these guides before you install CallPilot to help plan your system, or to
plan a migration of data from Meridian Mail[*] to CallPilot:

Document titles	NTP number
Planning and Engineering Guide	555-7101-101
Installation and Configuration Planner	not applicable
Meridian Mail to CallPilot Migration Utility Guide	555-7101-801

Installation and configuration guides

The guides listed here describe how to install the following:

- CallPilot server hardware and software
- Desktop Messaging and My CallPilot software

Document titles	NTP number
Desktop Messaging and My CallPilot Installation Guide	555-7101-505
Installation and Configuration Guide for your server model This collection contains the following five documents: - *Part 1: Installation and Maintenance Overview* - *Part 2: <Server model> Server Hardware Installation* - *Part 3: <Switch model> and CallPilot Server Configuration* - *Part 4: Software Installation and Maintenance* - *Part 5: <Server model> Server Maintenance and Diagnostics*	Refer to your CD-ROM for NTP numbers.

Administration guides

The following guides provide specialized information to help you configure CallPilot, administer and maintain it, and use its features:

Document titles	NTP number
Administrator's Guide	555-7101-301
Reporter Guide	555-7101-310

Document titles	NTP number
Application Builder Guide	555-7101-325
Desktop Messaging and My CallPilot Administration Guide	555-7101-503

Networking guide

The following guides describe how to plan, install, set up, and troubleshoot the CallPilot networking services:

Document titles	CallPilot release	NTP number
Network Planning Guide	4.0	555-7101-102

Note: For instructions on how to configure the networking services on CallPilot, refer also to the CallPilot Manager online Help.

End user guides

The following guides are intended for CallPilot end users, such as telephone users and Desktop Messaging users:

Document titles
Unified Messaging What's New Card
Unified Messaging Quick Reference Card
Unified Messaging Wallet Card
Menu Interface Quick Reference Card
Alternate Command Interface Quick Reference Card
Command Comparison Cards

Document titles
Multimedia Messaging User Guide
Speech Activated Messaging User Guide
Desktop Messaging User Guides
My CallPilot User Guide

Troubleshooting

The *CallPilot Troubleshooting Reference* describes symptoms that can appear on all CallPilot server platforms, and describes ways to resolve them.

The *CallPilot Troubleshooting Reference* is written for Nortel distributors and technical support representatives; therefore, it is not part of the customer documentation package. It is continually being updated by Nortel, and is available from the Nortel Partner Information Center (PIC) at:

http://www.nortel.com/pic

You require a user ID and password to access the PIC. If you do not have a PIC account, click Register to request an account. It can take up to 72 hours to process your account request.

Note: If you are not a Nortel distributor, then contact your Nortel technical support representative for assistance.

Using online sources

CallPilot administration online Help

The CallPilot Manager and CallPilot Reporter software contain administration online Help areas that provide access to

- technical documentation in Acrobat PDF format
- online help topics in HTML format.

To access online information, use either of the following methods:

- Click the orange Help button at the top of any page to access the Administration Help area.
- Click the grey Help button on any page to display a topic that relates to the contents of the page.

For more information about using these Help systems, access the CallPilot Manager Help, open the Getting Started book, and click "Navigating CallPilot Manager Help."

The Application Builder software contains a Windows Help system as well as context-sensitive help.

CallPilot end user online Help

The My CallPilot software contains a Useful Information area that provides access to the end-user guides in HTML format. Online user guides in Acrobat PDF format are also available from the Useful Information online Help.

To access online Help for the currently selected My CallPilot tab, click the Help button on the upper-right corner of the My CallPilot page.

Desktop Messaging provides product-specific Windows Help for groupware clients (Microsoft Outlook, Novell GroupWise, and Lotus Notes). The stand-alone version of CallPilot Player also provides addressing and troubleshooting information for Internet mail clients.

Contacting technical support

Contact your distributor's technical support organization to obtain any required assistance with your system.

Contacting Nortel

If you have comments or suggestions for improving CallPilot and its documentation, contact Nortel at the following web site address:

http://www.nortel.com/contactus

CallPilot 4.0 feature enhancements

Introduction

In CallPilot 4.0 Desktop Messaging, new feature enhancements enable Desktop Messaging users to use the following:

- **Message Forwarding Rule**
  - Access CallPilot messages from most e-mail clients, including Outlook, GroupWise, Lotus Notes, Outlook Web Access, Lotus iNotes, Novell NetMail, Netscape Messenger, Outlook Express, Yahoo mail, and so on.
  - Access CallPilot messages from PDAs.
  - Forward CallPilot messages from contact center caller to Symposium[*] Contact Web Portal (SCWP) for treatment.
  - Forward CallPilot voice messages to an e-mail server in WAV format.
  - Forward CallPilot messages received during extended absences for archival.
  - Forward CallPilot messages to temporary mailbox for disaster recovery.
  - Archive messages on a system-wide basis.
  - Provide Remote Lotus Notes users, who have no access to CallPilot server, access to CallPilot messages through a desktop.

My CallPilot

- **Voice Greetings**
  - Enable users to record and manage their voice greetings and personal verification of mailbox from CallPilot
  - Provide access to voice greetings through Greetings link located on the CallPilot Features page.

Note: Internet Explorer users - when CallPilot Audio Player is present, the audio player is embedded directly in the web page.

Note: Netscape Navigator users - a standalone player is required to play voice greetings and personal verifications.

- **Support for searching External E-mail Address Books (LDAP database)**
    - Enable CallPilot users to search for an e-mail address in their corporate address book.
    - Requirement for administrator to enter the correct searchbase, host I/P, and log in information for external LDAP server.
- **Support for Windows 2003**
    - Supports Windows Server 2003 with IIS 6.0 (installation similar to Windows 2000.)
    - Windows 2003 can also be used as a client (to log in and use My CallPilot).
- **Additional Message List Sorting Options**
    - Enable sorting of mailbox message list through the Read/Unread, Priority, and Subject columns.
- **Support for Mozilla and Firefox Browser on Linux OS**
    - Enable Linux users to view and play, through a supported WAV player, their CallPilot Messages in the Mozilla and Firefox browser (Mozilla 1.7x, Firefox 1.0, and Red Hat Linux 9 required).
    - Similar to the My CallPilot Mac OS X support.
- **Improved SSL Support**
    - Requirement for users to see, "*This page contains both secure and nonsecure items. Do you want to display the nonsecure items?*" alert box is removed.
- **Improved Support for use with multiple CallPilot servers**
    - Supports enhanced environments that have multiple CallPilot servers.
    - Enable appearance of drop-down lists containing multiple CallPilot servers.

- Supports selection of the server from list, user can select their CallPilot server without the requirement to enter server-specific settings, except for their Mailbox and Password.

- **Support for Sun ONE Messaging Server 6.0**
  - Provide CallPilot support for IMAP server as an external e-mail server (Mailbox links).

- **English, French, and German Language Support**
  - Enable user to select language of choice.

- **Additional External E-mail Server Configuration Settings**
  - Supports numerous SMTP and LDAP server settings.
  - Requires that administrators preconfigure e-mail servers in the CallPilot Manager.

- **PDLs appear sorted in the Address Book**
  - Enable alphabetical sorting of Personal Distribution List (PDL) entries during an Address Book search.

CallPilot Desktop

- **Call Directory**
  - Enable user to initiate phone call to persons listed in any desktop client address book.

- **E-mail Contact Sender**
  - Enable user to contact the sender of a Novell GroupWise, Microsoft Outlook, or Lotus Notes e-mail message.
  - Enable user to reply to a received e-mail, the user has a choice of e-mail, telephone or starting an Instant Messaging session. *Feature works with Microsoft Outlook, Lotus Notes and Novell GroupWise.*

- **Instant Messaging (MCS 5100/Windows Messenger)**
  - Enable user to commence an Instant Messaging (IM) session through Microsoft Windows / MSN Messenger or Nortel Multimedia PC Client (MSC 5100) from CallPilot or e-mail message.

- **Windows Installer (MSI) Support**

- Permits customizable installations with MSI, and supports the latest release of Microsoft Windows installer.
- **Centralized Control of Desktop Options**
  - Permits administrator to have more control over features of the CallPilot Desktop Messaging client.
  - Supports administrator control of features enabled through Class of Service settings in CallPilot server.
- **Novell Personal Address Book Enhancements**
  - Permits GroupWise users to send CallPilot messages utilizing phone and fax numbers from Frequent Contacts and Novell Personal address books.
- **CallPilot Form/CallPilot Player/Miscellaneous Interface Updates**
  - Incorporates several feature requests and user interface enhancements.
  - Adds additional capabilities to CallPilot Form, CallPilot Player used to view and compose CallPilot messages.
  - Introduce minor changes to desktop client configuration.

Note: The Call Sender feature, available in previous releases of CallPilot, is renamed Contact Sender in CallPilot 4.0. Contact Sender incorporates the ability to call or instant message the sender of a voice or e-mail message.

Messaging server compatibility

Overview

CallPilot 4.0 Desktop Messaging clients work with the following messaging servers:

- CallPilot 2.0, 2.5, 3.0, and 4.0
- Business Communications Manager (BCM)
- CallPilot 100
- CallPilot 150
- CallPilot Mini

The availability of some features depends on the messaging server you use. If you have a BCM, CallPilot 100, CallPilot 150, or CallPilot Mini server, refer to your messaging server documentation to find out if Desktop Messaging supports your specific server release.

Feature availability

The following feature limitations apply when using desktop messaging:

Feature	Availability
Voice messaging	CallPilot 2.0, 2.5, 3.0, and 4.0
Fax messaging	CallPilot 2.0, 2.5, 3.0, and 4.0
Text messaging	CallPilot 2.0, 2.5, 3.0, and 4.0
Telephone Record / Playback	CallPilot 2.0, 2.5, 3.0, and 4.0
Computer Record / Playback	CallPilot 2.0, 2.5, 3.0, and 4.0
Custom Fax Cover Sheets	CallPilot 2.0, 2.5, 3.0, and 4.0

Feature	Availability
Contact Sender (Instant Messaging)	CallPilot 2.0, 2.5, 3.0, and 4.0
Contact Sender (Telephone)	CallPilot 2.0, 2.5, 3.0, and 4.0
Call Directory	CallPilot 2.0, 2.5, 3.0, and 4.0
My CallPilot	CallPilot 2.0, 2.5, 3.0, and 4.0
Message Forwarding Rule	CallPilot 4.0
Request delivery receipts	CallPilot 2.0, 2.5, 3.0, and 4.0
Request read receipts	CallPilot 2.0, 2.5, 3.0, and 4.0
Change Password	CallPilot 2.0, 2.5, 3.0, and 4.0
Trivial password rejection	CallPilot 2.0, 2.5, 3.0, and 4.0
New message notification	CallPilot 2.0, 2.5, 3.0, and 4.0 - Automatic CallPilot
Local Address Book	CallPilot 2.0, 2.5, 3.0, and 4.0
Dynamic Address Book	CallPilot 2.0, 2.5, 3.0, and 4.0
View/Use CallPilot distribution lists	CallPilot 2.0, 2.5, 3.0, and 4.0
Block forwarding of voice messages to non-CallPilot users	CallPilot 4.0 - System Administrator CallPilot 2.0, 3.0 - Desktop client
Force SSL	CallPilot 4.0 - System Administrator CallPilot 2.0, 3.0 - Desktop client
Restrict audio device	CallPilot 2.0, 2.5, 3.0, and 4.0 - System administrator

Feature	Availability
Restrict forward / reply message header	CallPilot 4.0 - System Administrator
Restrict local / dynamic address book	CallPilot 4.0 - System Administrator
Restrict "Remember password"	CallPilot 4.0 - System Administrator CallPilot 2.0, 3.0 - Desktop client
Restrict fax custom cover page	CallPilot 4.0 - System Administrator
Restrict Lotus Notes "Auto Refresh"	CallPilot 4.0 - System Administrator
Create Novel GroupWise "Sent Items"	CallPilot 4.0 - System Administrator
Define fax custom cover page folder	CallPilot 4.0 - System Administrator CallPilot 2.0, 3.0 - Desktop client

Voice format

Different voice formats are used for each messaging server:

Voice format	Messaging server
VBK	CallPilot 2.0, 2.5, 3.0, and 4.0
G723.1	CallPilot 100, CallPilot 150, and CallPilot Mini
G711	Business Communications Manager

The VBK header contains the data type (VBK, G723.1, or G711), data length (in milliseconds), and proprietary information required to play the data through the telephone.

A default recording type (VBK, G723.1, or G711) is stored with each IMAP server entry configured in the CallPilot Player. When the user logs on to an IMAP server, the server returns the correct recording type to Desktop Messaging. Windows users can save voice messages in either VBK or WAV format, regardless of the server from which the file originated.

In My CallPilot, MS Outlook, Lotus Notes, and Novell GroupWise, messages can be converted from VBK to WAV before they are sent to non-CallPilot recipients.

Chapter 3

Configuring Desktop Messaging

In this chapter

Section A: Getting started

In this section

Configuration requirements

Overview

This chapter describes how to configure e-mail clients.

Supported clients

Desktop Messaging supports *groupware* clients that run with a corporate e-mail server, IMAP *Internet mail* clients, and *Citrix Thin Clients*.

- **groupware client** — Groupware is software designed for group collaboration. Desktop Messaging for groupware clients provides access to commands and online Help specific to Desktop Messaging directly from the client. During installation, Desktop Messaging customizes these clients to make messaging tasks simpler and more efficient. Most or all configuration can also be performed automatically during Desktop Messaging installation.

- **Internet mail client** — An e-mail client that enables you to manage CallPilot messages from a folder in the e-mail client using the IMAP protocol. You must manually configure the Internet mail clients with the settings required to connect to the CallPilot server.

- **Citrix Thin Client** — A client computer running a Windows-based OS with Citrix ICA software connected to a Windows Terminal Server with Citrix Metaframe.

- **Other Supported Clients**
    - Web Clients/Browsers
    - Macintosh My CallPilot
    - Linux MyCallPilot

Desktop Messaging supports the following clients. Refer to the CallPilot 4.0 General Release Bulletin for the most up-to-date list of clients:

Groupware clients	Internet clients
▪ Microsoft Outlook 2000, 2002 (XP), and 2003	▪ Microsoft Outlook Express 6.0
▪ Novell GroupWise 6.5	▪ Microsoft Outlook 2000 (XP); 2002 (XP); 2003 in Internet mail mode
▪ Lotus Notes 6.0 and 6.5	▪ Netscape Mail 6.2x, 7.0, 7.1, and 7.2
	▪ Qualcomm Eudora E-mail 6.0 and 6.1

Port numbers

E-mail clients connect to servers on a specific port. When you configure e-mail clients, the port number must match the port number defined on the CallPilot server. The default port for each server depends on whether you are using SSL encryption.

Protocol	Unencrypted	SSL encrypted
HTTP	80	443
IMAP	143	993
SMTP	25[a]	465[b]
LDAP	389	636
FTP	21	---

a. Port 25 is the mandatory setting. No other values can be used.
b. Port 465 is the mandatory setting. No other values can be used.

Section B: Configuring groupware clients

In this section

Configuring Microsoft Outlook

Introduction

Microsoft Outlook is automatically configured during Desktop Messaging installation.

If desired, you can change the destination folder for storing CallPilot messages in Microsoft Outlook after installation. This section describes how to change the destination folder.

Selecting a folder for CallPilot messages

By default, the Desktop Messaging installation program automatically configures your default Outlook mail profile for use with Desktop Messaging. It configures the e-mail client so that CallPilot messages are stored in a separate message store from the default e-mail inbox.

Nortel recommends that you keep your CallPilot messages separate from your e-mail messages, thereby making it easier to prioritize messages and identify message types.

If desired, you can configure Outlook to store all incoming e-mail and CallPilot messages in the CallPilot message store.

Note: If you configure your e-mail client to deliver messages to the CallPilot Inbox, all e-mail messages are stored on your hard drive. Once delivered, the e-mail messages no longer reside on the Exchange server.

To specify where to deliver e-mail messages in Outlook 2002/2003 (Office XP client)

1 Choose **Tools> E-mail Accounts**. The E-mail Accounts wizard appears.

2 Choose **View or change existing e-mail accounts**, and then click **Next**.

3 In the **Deliver new e-mail to the following location** list, choose the destination for your e-mail messages.

4 Click **Finish** to save your changes.

To specify where to deliver e-mail messages in previous versions of Outlook

1 Choose **Tools> Services**. The Services dialog box appears.

2 Click the **Delivery** tab.

3 In the **Deliver new mail to the following location** list, choose the desired destination for your e-mail messages.

4 Click **OK** to save your changes.

Configuring Novell GroupWise

Introduction

This section describes details about moving CallPilot messages to other mail folders in GroupWise.

Moving messages

By default, CallPilot messages are stored in a separate message store from the default GroupWise inbox.

You can move CallPilot messages to other GroupWise folders, but Nortel does not recommended or support this action. The CallPilot Desktop Messaging folder includes CallPilot date and time information. If you move messages to other folders, these columns display inaccurate information.

Note: Custom Date and Time fields are created on the GroupWise server the first time Desktop Messaging for GroupWise is installed. The fields remain until the GroupWise server is rebuilt. GroupWise and GroupWise applications are not affected by these fields.

To permanently remove the CallPilot Desktop Messaging folder, you must uninstall Desktop Messaging.

Configuring Lotus Notes

Introduction

This section provides the following configuration details:

- updating the Lotus Notes database design for Desktop Messaging
- setting up a copy of the CallPilot Address book on the Lotus Notes server, and configuring automatic updates of the CallPilot Address Book
- disabling multiple password prompts in Lotus Notes
- enabling the Lotus Notes Auto-refresh feature
- adding a Call Directory to Contacts in the Lotus Notes Personal Address Book

Updating the Mail database design

In Lotus Notes, the Mail database design determines which messages appear in the Notes message list. There are two ways to update the database design for Desktop Messaging:

- **automatic update** — Update the database automatically during Desktop Messaging installation (recommended).
- **manual update** — Update the database manually after Desktop Messaging installation.

Nortel strongly recommends the automatic update option. It provides the optimal configuration for message storage, is compatible with customized database designs, and does not require any manual updates to the database design. The CallPilot administrator performs manual updates only if required.

Important: Whether the automatic or manual update option is used, a user needs sufficient access rights to update Mail database templates during the Desktop installation. Lotus Notes 6 users need Manager rights.

Updating the database automatically

To automatically update the Mail database, select the Update Lotus Notes mail database and Update Lotus Notes Personal Address Book options during Desktop Messaging installation. Once installation is complete, Desktop Messaging is ready for use and no manual changes are required.

When you use this update method, Notes stores CallPilot messages in a separate view. This configuration lets you easily prioritize CallPilot messages since they are not mixed with e-mail messages.

Updating the database manually

A Lotus Notes administrator can manually update one or more mail databases from the Lotus Notes server by running an update utility. By running the update utility, you can add the Desktop Messaging folders and views to the user's mail database, without affecting any previous customization to the database.

Alternatively, a Lotus Notes administrator or user can replace the database design. Replacement of the mail database removes all customization to the database. Users can consider replacing database design only if they want CallPilot messages to be placed within the Lotus Notes Inbox along with e-mail messages. For more information, see "Replacing the mail database design in Lotus Notes" on page 191.

To update the database design from the Lotus Notes server

1 Install Desktop Messaging on the Lotus Notes server computer by running LNSERVER.EXE from the Desktop Messaging CD.

   Note: You must run LNSERVER.EXE on a Windows-based server. LNSERVER.EXE does not run on other types of servers.

2 Start Update database design. From the Start menu, choose **Programs> Nortel CallPilot Desktop Messaging> Update Database Design**. The Update CallPilot mail databases dialog box appears.

3 Select **Add CallPilot components**, and then click **OK**. The Select database(s) dialog box appears.

4 Select mail files to update, and then click **Open**.

Setting up the CallPilot Address Book

Desktop Messaging supports two methods of storing/accessing CallPilot address information in Lotus Notes:

- **In Lotus Notes Personal Address Book** — Users can access address information downloaded from the CallPilot server to the Personal Address Book located on the user PC. This option is useful when users travel since they do not need to be connected to the network to address messages. Users must manually download the address information from the CallPilot server regularly to ensure that address information is up to date.

- **In the special Lotus Notes Public Address Book designed to store CallPilot address information on the Lotus Notes server** — Users can access address information downloaded from the CallPilot server to the special Public Address Book located on the Lotus Notes server. By using this method, users do not need to manage a local copy of the address book. In addition, this method saves disk space and slightly reduces LAN traffic.

Once you install Desktop Messaging for Lotus Notes on a user's workstation, the user can download the CallPilot Address information regularly to access and maintain a copy of the Personal Address Book on the local computer.

If you want users to access the Public address book from the Notes server, you must set it up for them. To do that, you install an empty Lotus Notes database (callpilot.nsf) on the server, and populate the database with the CallPilot address book information.

You must update the address book on the Notes server regularly with the latest address information. You can manually download the address book or configure the automatic update utility as a scheduled task to update the CallPilot address book stored on the Notes server.

To install the CallPilot database

1 Insert the CallPilot Desktop Messaging CD in the Lotus Notes server CD-ROM drive.

2 Run LNSERVER.EXE. An empty callpilot.nsf is copied to the Lotus Notes server.

To add the CallPilot database to the Lotus Notes workspace

1 From the Lotus Notes workspace, choose **File> Database> Open**. The Open Database dialog box appears.

2 Open the Lotus Notes database from the Server.

Note: Ensure that you open the database from the Server, not locally.
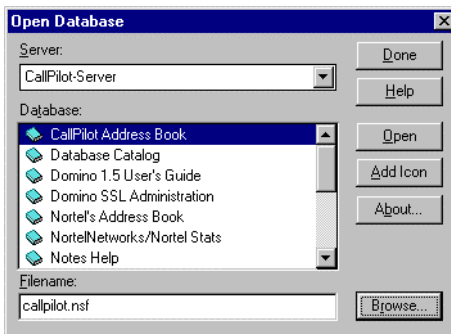
3 In the database list, find "CallPilot Address Book" database (filename: callpilot.nsf).

4 Click Select or **Open**.

5 Click **Add Icon** to add the icon to the Server Workspace. The new icon appears on the Lotus Notes server workspace.

6 Click the icon, then open the address book.

7 Choose **View> CallPilot (People)**.

8 Choose **Actions> Download CallPilot Address Book**.

Note: To download the address book, you must have a valid CallPilot mailbox and password. Contact your IS administrator if you do not have a password.

9   If the Download CallPilot Address Book command is disabled on the
    Actions menu, do the following:

    a. Open the callpilot.nsf file in Designer Mode.

    b. Select **Actions> Download CallPilot Address Book**.

    c. Choose **Edit> Properties**.

    d. Ensure that the Hide Action if Formula is True check box is cleared.

    e. Close the Properties window. The Download CallPilot Address Book
    command should now be available.

To set up the automatic update utility

1   Run LNSERVER.EXE if it has not already been run.

2   To avoid entering the Lotus Notes password multiple times, configure
    Notes to share the Notes password with Notes programs. For more
    information, see "Password prompts" on page 46.

3   Open the **Public Address Book**.

4   Navigate to Folders and Views/Servers/Program.

5   Select Program, and then click **Add Program**. The Program page
    appears.
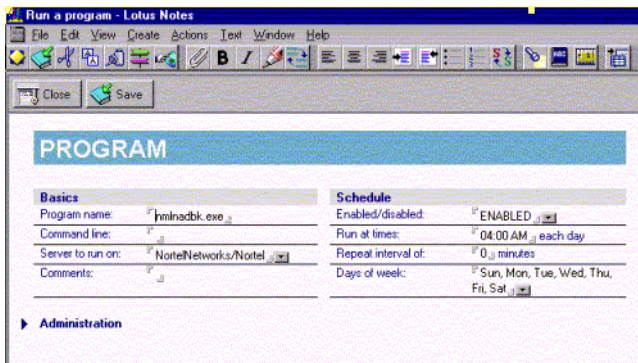
6   Type nmlnadbk.exe in the Program name box. Ensure the Command
    line box is empty.

7   Set Enabled/disabled to ENABLED.

8   Select the time and frequency that you want the update utility to run.

9 Click **Save**, and then close the dialog box. Notes updates the address book based on the specified schedule.

Password prompts

By default, Lotus Notes prompts for a Notes password when you access an application linked to Lotus Notes. This means that when Desktop Messaging for Lotus Notes is installed, you must enter the Notes password twice — when you start Notes, and the first time you access the Desktop Messaging folder during the Notes session. If desired, users can disable the Notes password prompt for the Desktop Messaging folder.

To disable the Notes password prompt for Desktop Messaging

1 In Notes, choose **File> Tools> Security> User Security**. The Enter Password dialog box appears.

2 Type your Notes password, and then click **OK**. The Security dialog box appears.

3 Check the option: "**Don't prompt for a password from other Notes-based programs**."

4 Click **OK**.

Lotus Notes Auto-refresh

If **Auto-refresh** is checked, CallPilot messages will automatically be added to the Lotus Notes CallPilot view. This may impact network performance if a Lotus Notes user has a large number (thousands) of email or CallPilot messages.

Note: The impact on network performance is caused by the Lotus Notes client trying to synchronize with the Domino server. The CallPilot server is not involved in this scenario.
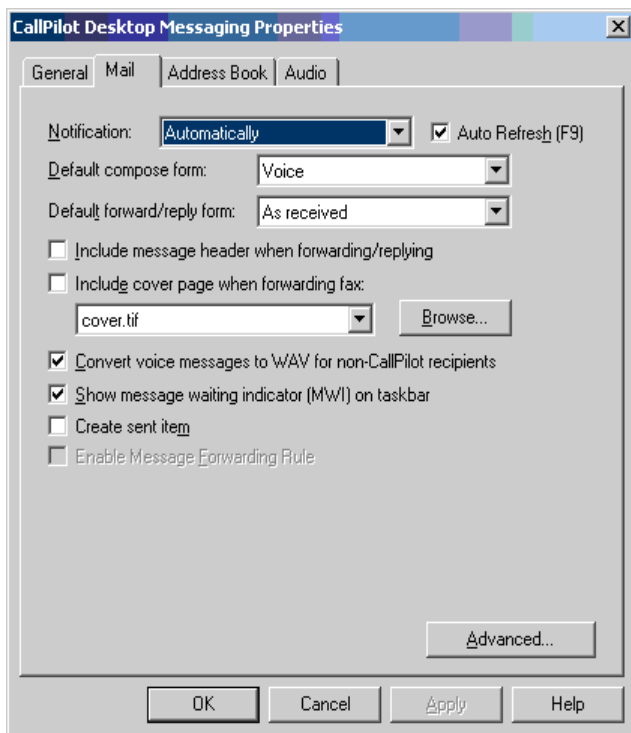
If **Auto-refresh** unchecked, Lotus Notes users must manually refresh their CallPilot view (F9) to see new CallPilot messages. While not as convenient, network performance is not adversely affected.

Note: This setting affects the user interface of the desktop clients. When connected to a CallPilot 4.0 server, the CallPilot Configuration control Auto Refresh (F9) is hidden. The user is not able to check or uncheck the Lotus Notes Refresh Agent.

Adding the Call Directory the Lotus Notes Personal Address Book

Use the following procedure to modify the Lotus Notes templates to permit access to the Call Directory from the Lotus Notes Personal Address Book.

Note: This is procedure should be performed by the Domino server administrator/designer who is familiar with Designer tools.

1   In the Domino Designer tool, open the **cpperabXX.ntf** template.

2   From the **Contacts** view, copy (<ctrl+c>) **Call action** in the Action pane.

3   Paste (<ctrl+v>) **Call action** to the same location in the Lotus Notes Personal Address Book template.

Section C: Configuring Internet mail clients

In this section

Configuration overview

Introduction

To use CallPilot with an Internet mail client, you must create and configure an account for your CallPilot mailbox. The process is similar to setting up a new e-mail account.
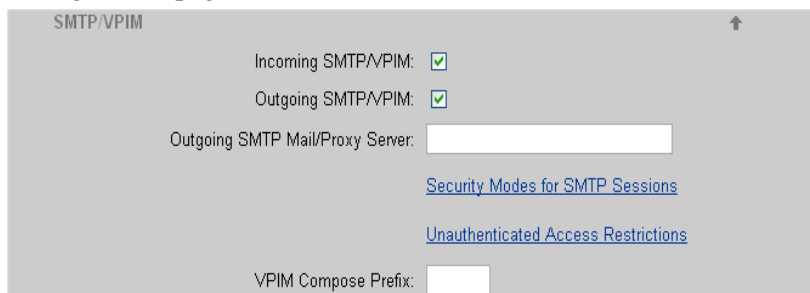
This section lists requirements for supported clients and provides an overview of how CallPilot configuration works for these clients.

Requirements

You need the following information to configure an Internet mail client:

- the CallPilot mailbox number and password
- the VPIM network shortcut of the CallPilot server
- the fully qualified domain name (FQDN) or CLAN IP address of the CallPilot server
- the search base to use for address searches in the CallPilot directory

Prior to configuring Outlook Express for CallPilot, ensure that "Outgoing SMTP mail/proxy server" is configured properly on the CallPilot server. Outgoing SMTP server settings can be configured in Message Delivery Configuration page on the CallPilot server.

The mailbox number, VPIM network shortcut, and FQDN form your CallPilot address. It is in the same format as an e-mail address.
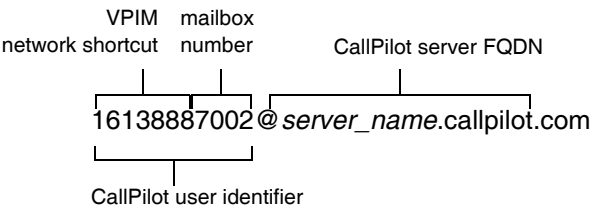
For all Internet mail clients, you must specify the following information:

Setting in your e-mail client	Required CallPilot information
IMAP server name The mail server for incoming mail.	Use the CallPilot server FQDN or CLAN IP address.
SMTP server name The mail server for outgoing mail.	Use the CallPilot server FQDN or CLAN IP address.
LDAP server name The directory server that contains the CallPilot Address Book.	Use the CallPilot server FQDN or CLAN IP address.
LDAP search base The criteria used to locate CallPilot addresses on the LDAP server.	Use the search base configured on your LDAP server with the prefix that identifies the type of addresses you want to access. For more information, see "Connecting to the CallPilot Address Book" on page 52.
User name The name that uniquely identifies your mailbox.	Use your CallPilot user identifier.

Setting in your e-mail client	Required CallPilot information
Text settings Ensure that messages you send from your CallPilot mailbox are in plain text format.	Ensure that your e-mail client is configured to send messages in plain text format.
Encryption settings	If your CallPilot server supports SSL encryption (IMAP and SMTP protocols only, not LDAP when using Internet mail clients), you can enable SSL encryption in your e-mail client to increase the security of your messages.

CallPilot administrators should provide the server information and VPIM network shortcut to users who need to manually configure Desktop Messaging. You can also obtain the components of the CallPilot address from CallPilot Player. Choose View>Options. Click the General tab to view the mailbox and server settings.

The security options that your messaging system supports depend on the configuration of the CallPilot server and the configuration of your e-mail client. For details about the supported options in your e-mail client, see your e-mail client online Help.

Connecting to the CallPilot Address Book

The CallPilot Address Book includes the addresses of individual users with mailboxes on the local CallPilot server and distribution list addresses.

When you configure an Internet mail client, you must specify the address book search base. The search base is the directory root for the part of your company or organization served by the CallPilot server. When you use Desktop Messaging with a CallPilot 2.0 (or greater) server, the search base includes both a prefix and a suffix.

```
            prefix              suffix
              |                   |
        ┌─────┴───────────────────┴──────┐
        addressbook=user,dc=nortel,dc=ca
                    └──┬──┘
              address format to include
```
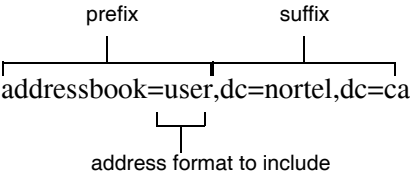
Note: The addressbook name in the search base must be in lower case.

The address type you specify in the search base prefix determines the
address types that you can access from the address book.

address types	prefix
individual recipients	addressbook=user
individual recipients and shared distribution lists	addressbook=usersdl
shared distribution lists (SDLs)	addressbook=sdl
personal distribution lists (PDLs)	addressbook=pdl
broadcast distribution lists (BDLs)	addressbook=bdl

Configuring Microsoft Outlook Express or Microsoft Outlook

Introduction

This section describes how to configure the following e-mail clients:

- Microsoft Outlook 2002 (XP) and 2003 (Microsoft Office XP client), if you are using it as an IMAP client

- Microsoft Outlook 2000 (in Internet Mail mode)

- Microsoft Outlook Express

Before you begin, ensure that you have all the information required to configure an Internet mail client. For more information, see "Requirements" on page 50.

Outlook 2002 and Outlook 2003

To define your CallPilot mailbox settings

1 Choose **Tools> E-mail Accounts**. The E-mail Accounts wizard appears.

2 Select **Add a new e-mail account**, and then click **Next**. The E-mail Servers page appears.

3 Select **IMAP**, and then click **Next**. The Internet E-mail Settings (IMAP) page appears.
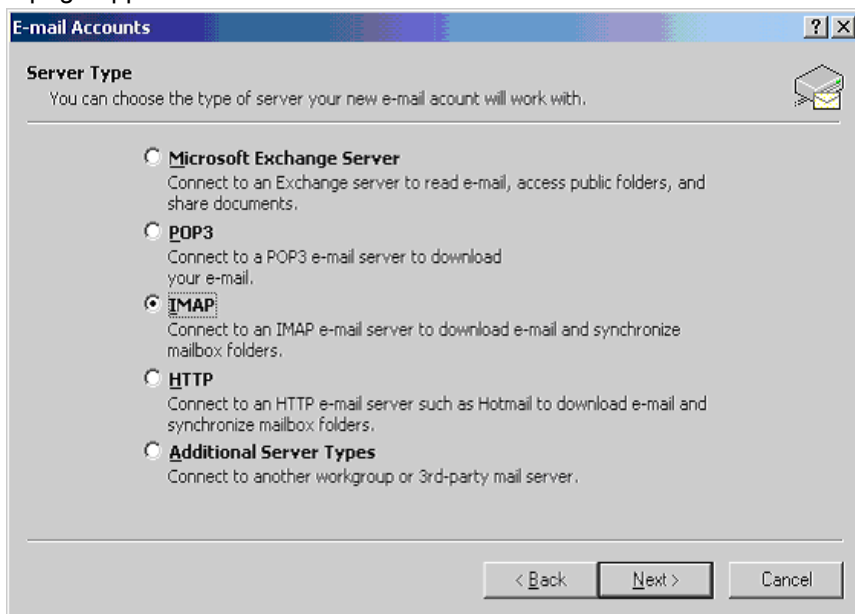
4 Specify the settings for your CallPilot mailbox.

- **User Information**—Type your name and CallPilot address in the boxes. Your address should be in the following form:

  <VPIM network shortcut><mailbox number>@<local CallPilot server>

- **Logon Information**—Type your CallPilot mailbox number and password in the boxes.

  Note: Do not check the Log on using Secure Password Authentication (SPA) box.

■ **Server Information**—Type the CallPilot FQDN in both boxes.

5 Click **Next**. A confirmation page appears.

6 Click **Finish**.

To configure access to the CallPilot Address Book

1 Choose **Tools> E-mail Accounts**. The E-mail Accounts wizard appears.

2 Select **Add a new directory or address book**, and then click **Next**.

3 Choose **Internet Directory Service (LDAP)** and then click **Next**.
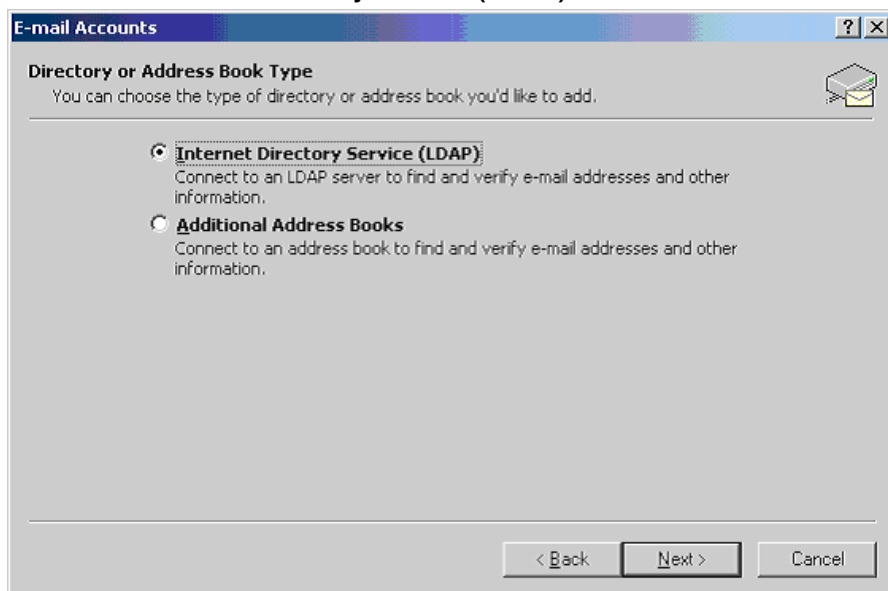
4 Specify the following information:

- In the Server Name box, type the CallPilot FQDN.

- If the CallPilot Address Book requires you to log on, check the **This server requires me to log on box**, then type your user name and password in the User name and Password boxes. The User name for LDAP logon uses the following format:

mail=<VPIM network shortcut><mailbox number>@<local CallPilot server>,<Search base>

E-mail Accounts   ? X

Directory Service (LDAP) Settings
You can enter the required settings to access information in a directory service.

Server Information

Type the name of the directory server your Internet service
provider or system administrator has given you.

Server Name: | cplab244a.ca.nortel.com |

Logon Information

☑ This server requires me to log on

User Name: | mail=16134548052@cplab2 |

Password: | ****** |

More Settings ...

< Back   Next >   Cancel

Example: mail=16134548052@cplab244a.ca.nortel.com,dc=nortel,dc=c
a

Note: You must log on to the CallPilot Address Book to view distribution list addresses.

5 Click **More Settings**. The Microsoft LDAP Directory dialog box appears.

6 Click the **Connection** tab.
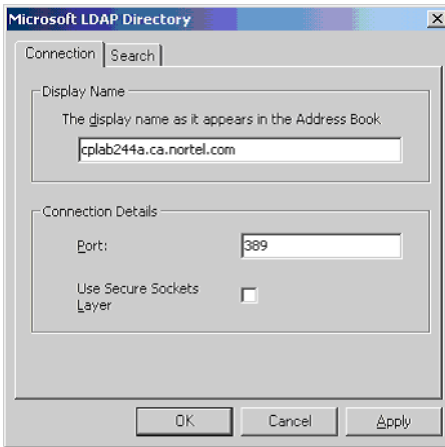
7 Perform the following step:

- In the Display Name box, type a descriptive name for the address book (for example "CallPilot Address Book").

8 Click the **Search tab**.
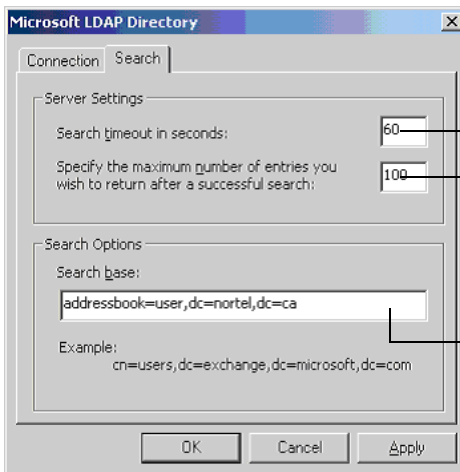
If your network is slow, increase the timeout value.

Type the maximum number of entries to return for a search.

Type the LDAP search base in the appropriate format. For details, see "Connecting to the CallPilot Address Book" on page 52.

9 Specify the appropriate information, and then click **OK**. You must specify the correct search base.

10 Click **Next**. A confirmation page appears.

11 Click **Finish**.

To configure text formatting

1 Choose **Tools> Options**.

2 Click the **Mail Format tab**.

3 In the Message Format section, select **Plain Text.**

4 Click **OK**.

Outlook Express and Outlook 2000

To define your CallPilot mailbox settings

1 Choose **Tools> Accounts**.

2 Click the **Mail** tab.

3 Click **Add**, and then choose **Mail**. The Internet Connection Wizard starts.

4 Type your name in the Display name box.

5 Click **Next**. The Internet E-mail Address page appears.

6 Type your CallPilot address in the E-mail address box. Your address should be in the following form:

<VPIM network shortcut><mailbox number>@<local CallPilot server>

7 Click **Next**. The E-mail Server Names page appears. Type the CallPilot FQDN in both boxes if it does not automatically appear.
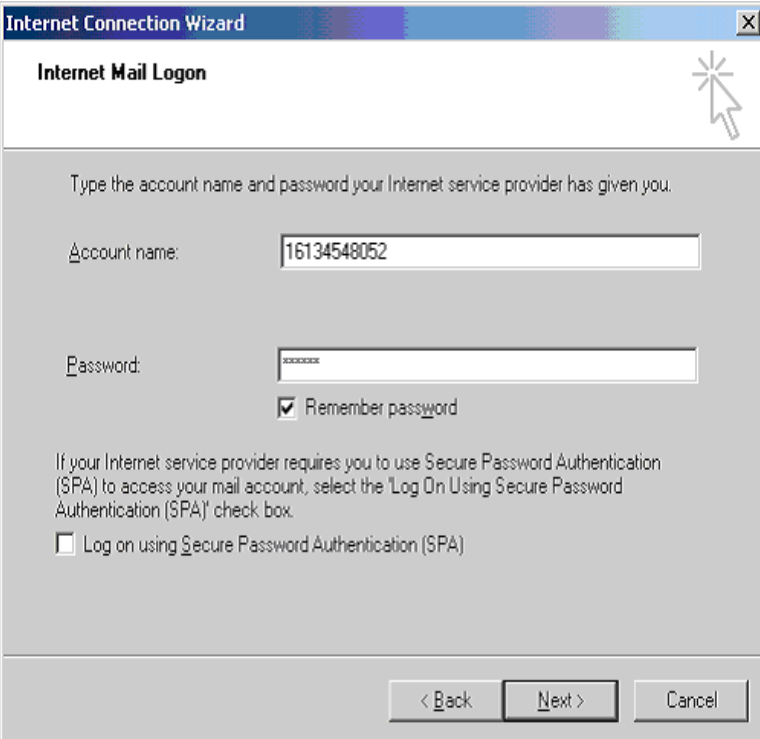
8 Select **IMAP** as the incoming mail server type.
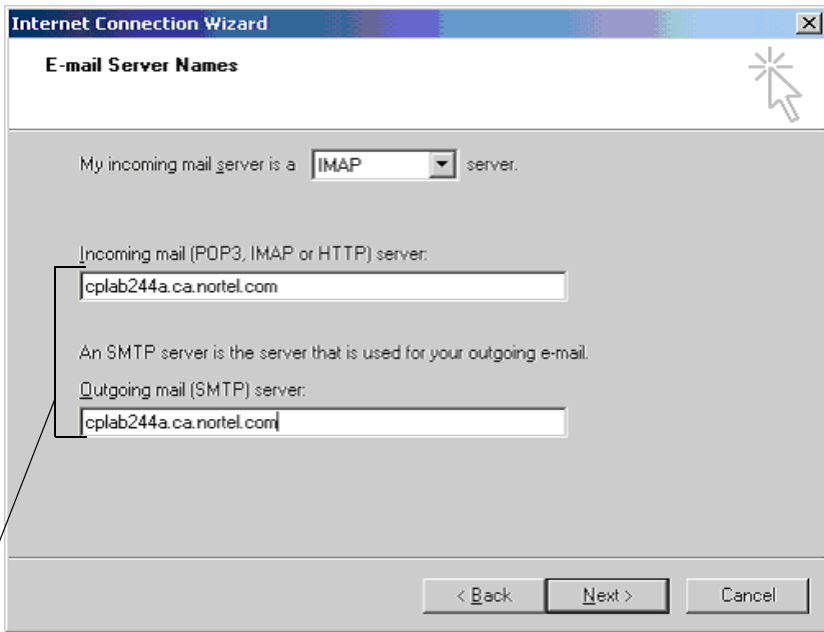
Type the CallPilot FQDN in both boxes if it

does not automatically appear.

9 Click **Next**. The Internet Mail Logon page appears with your IMAP
account filled in.

10 Type your CallPilot mailbox password in the Password box.

Note: Do not check the Log on using Secure Password Authentication (SPA) box.

11 Click **Next**. The Internet Connection Wizard - Congratulations page appears.

12 Click **Finish**. The Outlook Express window appears.

13 Select **Yes** to download the folder list for the IMAP account that you just created. Select **No** if you do not want to download the folder list at this time.

14 To make additional changes to your account settings, follow these steps:

a. Choose **Tools> Accounts**.

b. On the Mail tab, select your CallPilot account, and then click **Properties**.

c. Make the appropriate changes, then click **OK**.

For example, if you want to enable SSL for incoming or outgoing messages, click the Advanced tab, then check the **This server requires a secure connection (SSL)** box, as required.
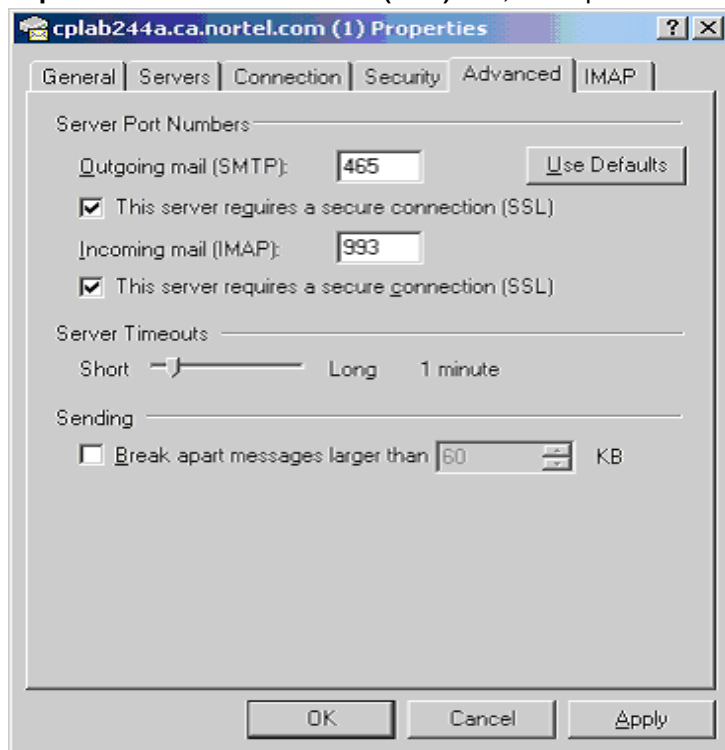
Note: If you enable SSL for the Outgoing mail (SMTP) server, you must manually change the port number to 465. CallPilot uses port 25 for unencrypted communication and port 465 for SSL encrypted communication with the SMTP server.

To configure access to the CallPilot Address Book

1 Choose **Tools> Accounts**.

2 Click the **Directory Service** tab.

3 Click **Add**, and then choose **Directory Service**. The Internet Connection Wizard starts.

4 On the Internet Directory Server Name page, specify the following:

- Type the CallPilot server FQDN in the Internet directory (LDAP server) box.

- If you want to access your Broadcast, Shared or Personal Distribution lists you must select the **My LDAP requires me to log on** checkbox. Enter your Account name as follows:

  mail=<VPIM network shortcut> <mailbox number>@<local CallPilot server>,<Search base>
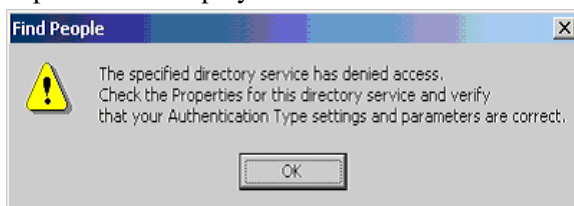
  Example: mail=16129372549@cpi0008.us.nortel.com,dc=nortel,dc=ca

- Enter your CallPilot Password for this mailbox.
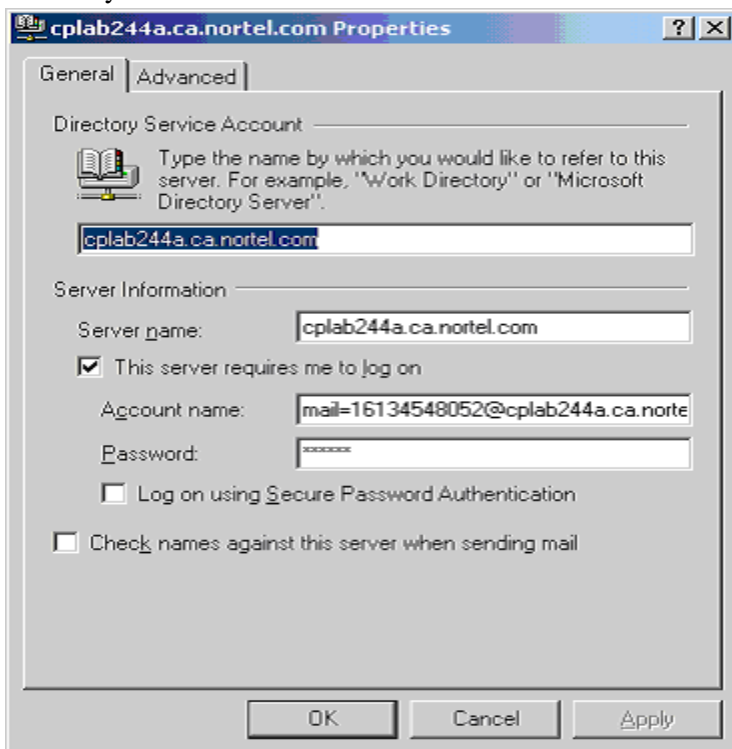
> **ATTENTION!**
>
> Do not select **Log on using <u>S</u>ecure Password Authentication**. If this option is selected Outlook Express uses LDAPv3 only and the connection is rejected from CallPilot server as it only supports LDAPv2.

The Find People error is displayed:

Note: If you are setting your search base (advanced tab) to only search for users, you do not need to select the **My LDAP requires me to log on** checkbox.

5 Click **Next.** The Check E-mail Addresses page appears.

6 To check for addresses in the CallPilot LDAP directory when addressing messages, click Yes.

7 Click **Next**. The Congratulations page appears.

8 Click **Finish**. The Internet Accounts page appears.

9 Click **Properties**. The LDAP Server Properties dialog box appears.

10 Click the **Advanced tab**.

ATTENTION!

The **Require SSL** is supported for Internet Mail Clients.

11 Specify the appropriate options.
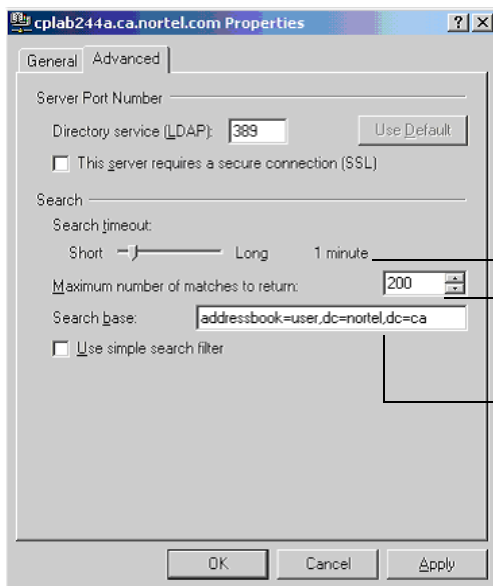
If your network is slow, increase the time-out value.

Type the maximum number of entries to return for a search.

Type the LDAP search base in the appropriate format. For details, see "Connecting to the CallPilot Address Book" on page 52.

12 Click **OK**.

13 To modify the search order, click **Set Order**. In the **Directory Services Order** dialog box, modify the search order as required, using the Move Up and Move Down buttons.

14 Click **OK** to save your changes.

15 Click **Close**.

To search a CallPilot directory for names

When searching for names in a CallPilot directory, you **must** use the Advanced tab of the Find People dialog. You cannot search for CallPilot records if you do not use the Advanced tab.

1 To open this dialog box :

a. Select the **Addresses toolbar** .

b. Choose **Find People toolbar** button. The Find People dialog box appears.

      c. Choose **Advanced** tab.

2 Choose the **CallPilot directory** you want to search from the Look in: dropdown menu.

3 In the Define Criteria section, set up the search you want to conduct by choosing the appropriate values from the dropdown menus and entering the person's name in the text field above the **Add button**.

4 If the structure of the search is correct, click the **Add button**. The search string is displayed in the field below the dropdown menus. The Remove button deletes the search string from this window.

5 Click the **Find Now button** to run the search. Result is displayed in the text field at the bottom of the dialog box.
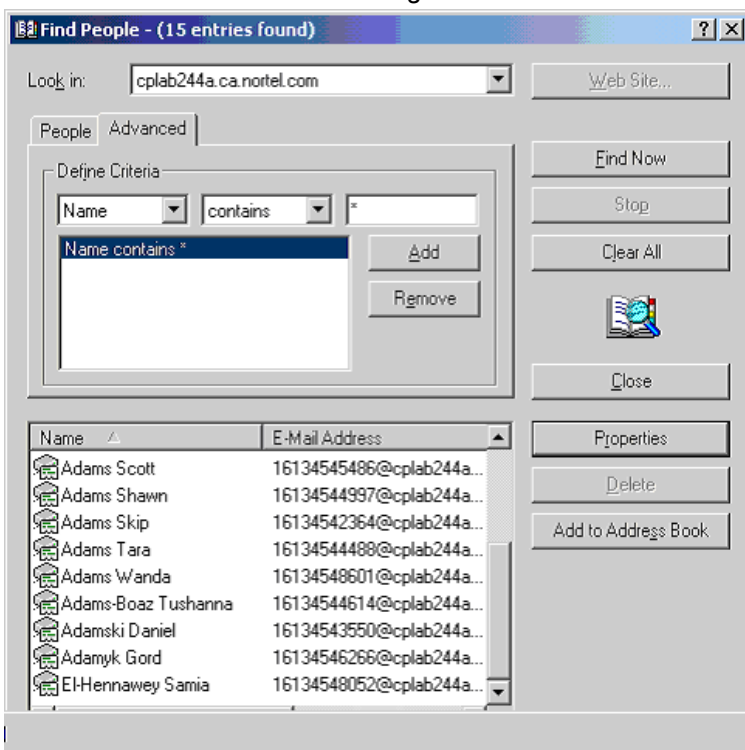

6 You can select one or more of the entries returned by the search and add them to your Address Book by clicking the **Add to Address Book button**.

Require SSL Feature for CallPilot server:

CallPilot release 4.0 supports a new feature Require SSL. The server is enabled to force the clients to use SSL to connect over IMAP, SMTP, or LDAP by the use of three separate check boxes. For more information refer to CallPilot Administration Guide, 555-7101-301, Secure Sockets Layer.

- If SSL is turned off on Outlook Express for IMAP (to retrieve CallPilot messages) while Require SSL box for IMAP is checked on the server side, the connection is rejected.

■ If SSL is turned off on Outlook or Outlook Express for SMTP (to send CallPilot messages) while Require SSL box for SMTP is checked on the server side, the connection will be rejected with an error.
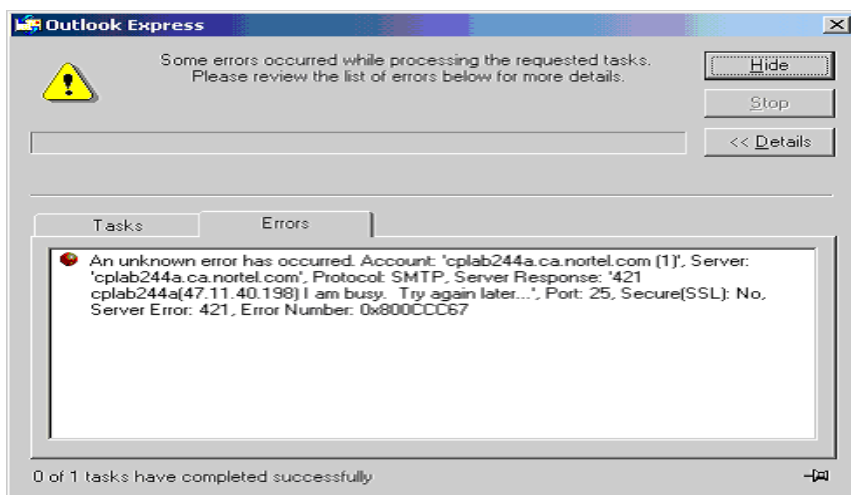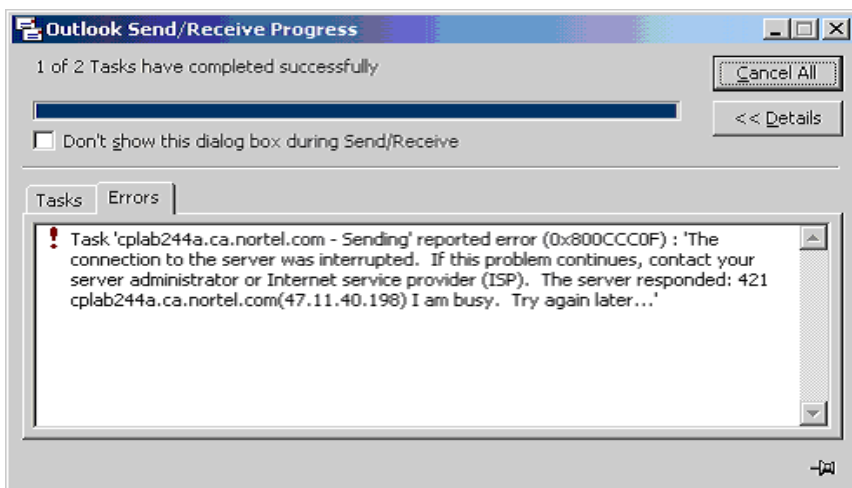
■ If SSL is turned off on Outlook Express for LDAP (to download the Address Book) while Require SSL box for LDAP is checked on the server side, the connection is rejected.
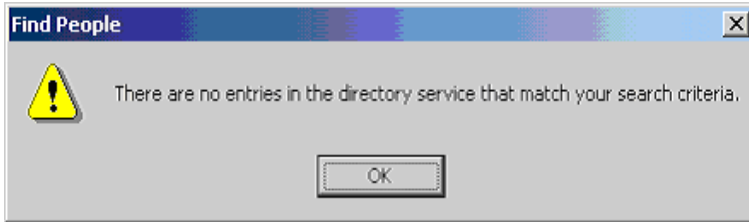

To configure text formatting

1 If you are using Outlook Express, check the following settings:

   a. Choose **Tools> Options**.

   b. Click the **Send** tab.

   c. In the Mail sending format section, choose **Plain Text**.

   d. Click **Plain Text Settings**. The Plain Text Settings dialog box appears.

   e. In the Message format section, choose **MIME**.

   f. In the Encode text using list, choose **None**.

   g. Click **OK**.

2 If you are using Outlook, check the following settings:

   a. Choose **Tools> Options**.

   b. Click the **Mail Format** tab.

   c. In the Message Format section, select **Plain Text**.

   d. Click **OK**.

3 If you add addresses from the CallPilot LDAP directory to your Outlook Express personal Address Book, check the following setting:

   a. In the personal address book, right-click the **recipient name**. On the pop-up menu, click **Properties**. The Properties dialog box appears.

   b. Click the **Name tab**.

      c. Ensure that **Send E-Mail using plain text only** is checked.

To enable the viewing of faxes

If you are using Outlook Express 6.0, check the following setting:

1 Choose **Tools> Options**.

2 Click the **Security tab**.

3 Ensure that the checkbox for the "Do not allow attachments to be saved or opened that could potentially be a virus" is **not** checked, as shown in the following view:
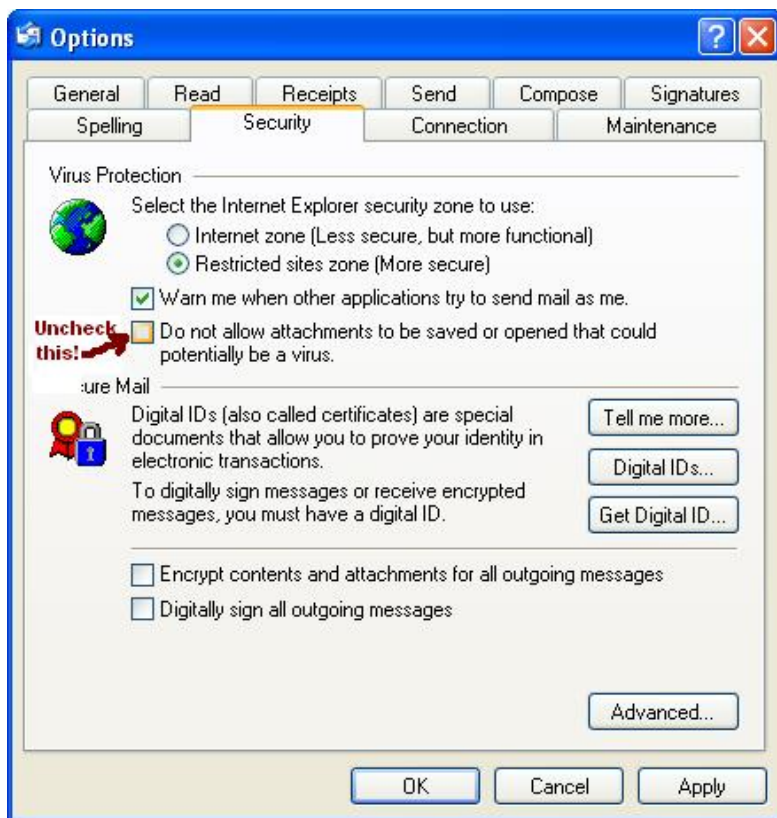
To test your Desktop Messaging account

1 Exit and restart your e-mail client to ensure that your new settings take effect.

2 Use your telephone to log on to your CallPilot mailbox.

3 Compose a test voice message and send it to yourself. The message appears in your CallPilot Inbox.
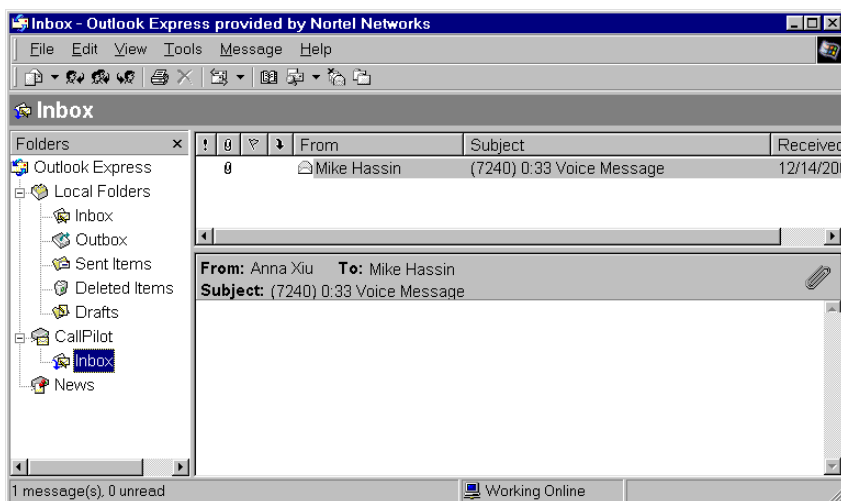
Configuring Netscape Mail

Introduction

This section describes how to configure Netscape Mail 7.2x or later for use with Desktop Messaging.

Before you begin, ensure that you have all the information required to configure an Internet mail client. For more information, see "Requirements" on page 50.

Note: If Netscape is set up with a POP3 e-mail account, you must set up a different Netscape IMAP account for CallPilot. You cannot use a single profile for accessing both POP and IMAP accounts.

Defining outgoing mail server settings in Netscape

Netscape is designed for use with a single outgoing (SMTP) server. CallPilot messages must be sent using the CallPilot server—you cannot use a different outgoing server for CallPilot messages. Ensure that you follow these guidelines to ensure proper configuration of Netscape.

If you plan to use multiple mail accounts in Netscape, ensure that you specify a separate outgoing server for CallPilot. The CallPilot server should not be set as the default outgoing mail server for all your mail accounts.

CallPilot server rejects e-mail messages with addresses or attachment types that are not supported by CallPilot. CallPilot supports plain text (not Rich text), VBK and TIFF-F attachments.

Feature limitations

Netscape 6.x does not support authenticated logon to an LDAP server, you cannot view distribution lists in CallPilot Address Book.

Netscape 7.x releases only supports LDAP version 3 to connect to CallPilot server. Since CallPilot server only supports LDAP version 2, the connection will be rejected with a "LDAP version mismatch." Without this support, you cannot download Address Book or distribution lists from CallPilot server.
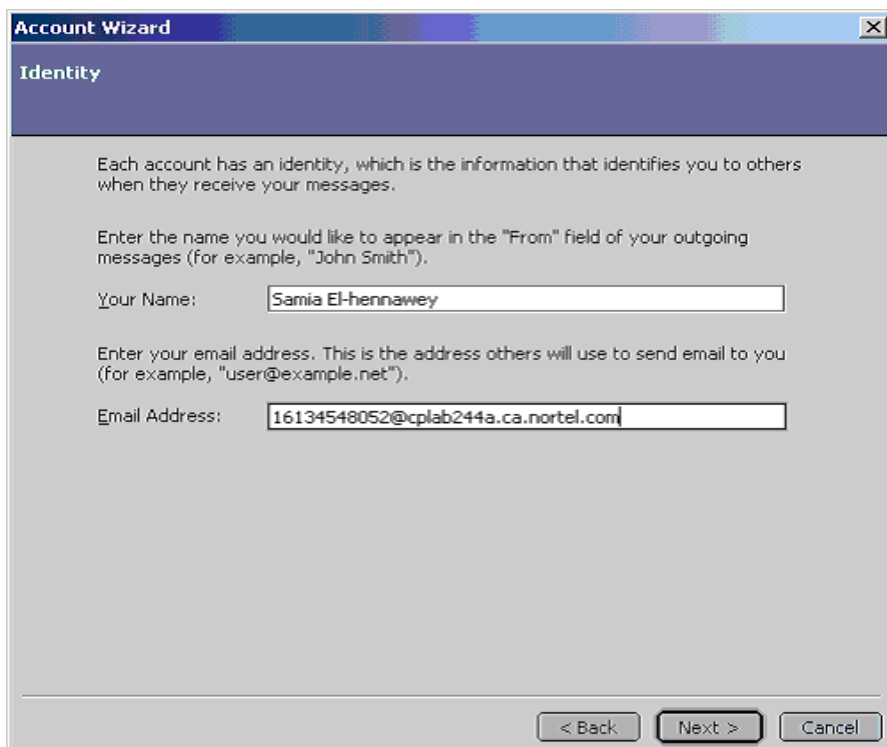
To define your CallPilot mailbox settings using Netscape

1 From the main Netscape window, choose **Windows> Mail & Newsgroups**. The Mail & Newsgroups window appears.

2 Choose **File> New> Account**. The Account Wizard appears.
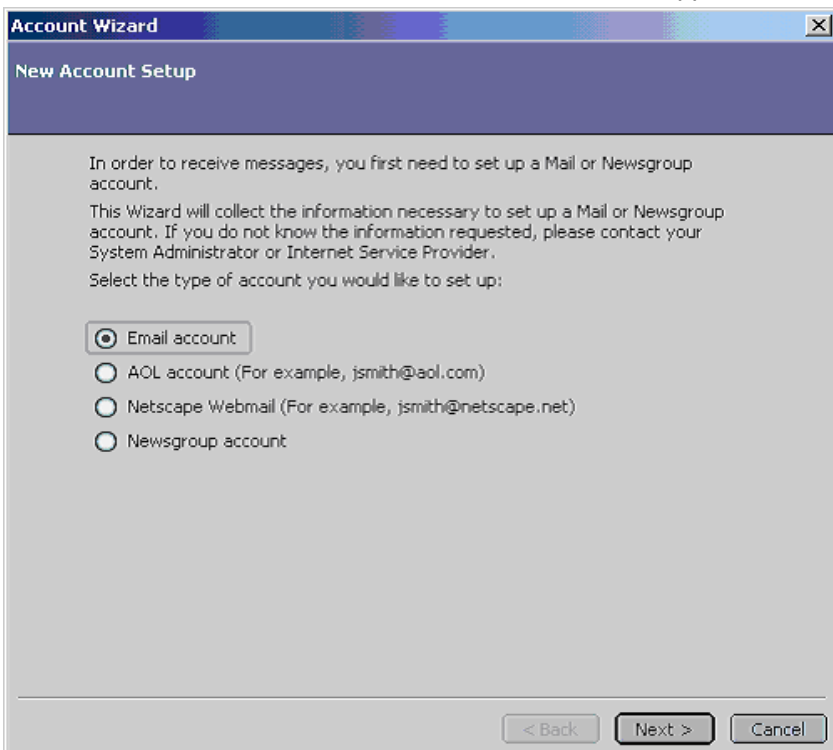
3 Select **Email account**, and then click **Next**.

4 On the Identify page, type your name and CallPilot address in the boxes, and then click **Next**. Your address should be in the following form:

<VPIM network shortcut><mailbox number>@<local CallPilot server>

Account Wizard	✕

Identity

Each account has an identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name: Samia El-hennawey

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address: 16134548052@cplab244a.ca.nortel.com

[< Back] [Next >] [Cancel]

5 On the Server Information page, select **IMAP**.

6 In the Incoming Server section, type the CallPilot FQDN in the Server Name box.

7 In the Outgoing Server section, type the CallPilot FQDN in the Server Name box, and then click **Next**.

The Outgoing Server box only appears if a default outgoing mail server is not defined in Netscape. If a server is already defined, complete the configuration in the Account Wizard, and then follow the instructions in the procedure. see "To specify CallPilot server as the outgoing mail server" section on page 78
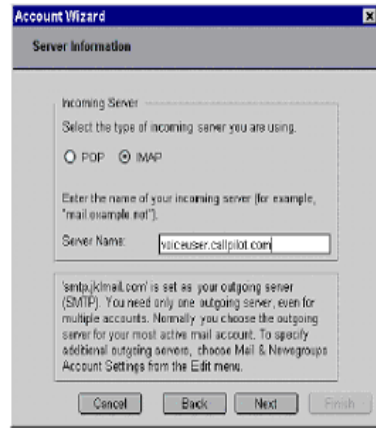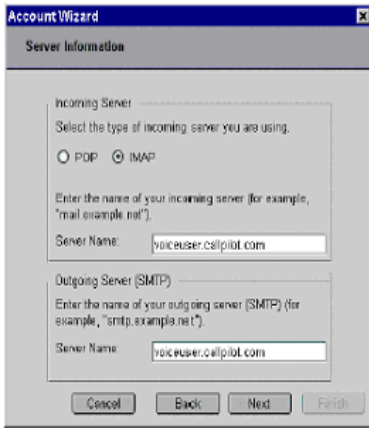
Note:

- You must use the CallPilot server as the outgoing mail server for your CallPilot mailbox.

- Do not select CallPilot server as your outgoing mail server for other mail accounts that you set up in Netscape. CallPilot server rejects e-mail messages with addresses or attachment types that are not supported by CallPilot.

8 On the User Name page, type your CallPilot user identifier, then click **Next**.

9 On the Account Name page, type a name for your CallPilot mailbox to help you to identify it in Netscape Mail, then click **Next**.

10 On the Congratulations page, verify your CallPilot mailbox information, then click **Finish**.

To specify CallPilot server as the outgoing mail server

1 From the main Netscape window, choose **Windows> Mail & Newsgroups**. The Mail & Newsgroups window appears.

2 Choose **Edit> Mail & Newsgroups Account Settings**. The Mail & Newsgroups Account Settings window appears.
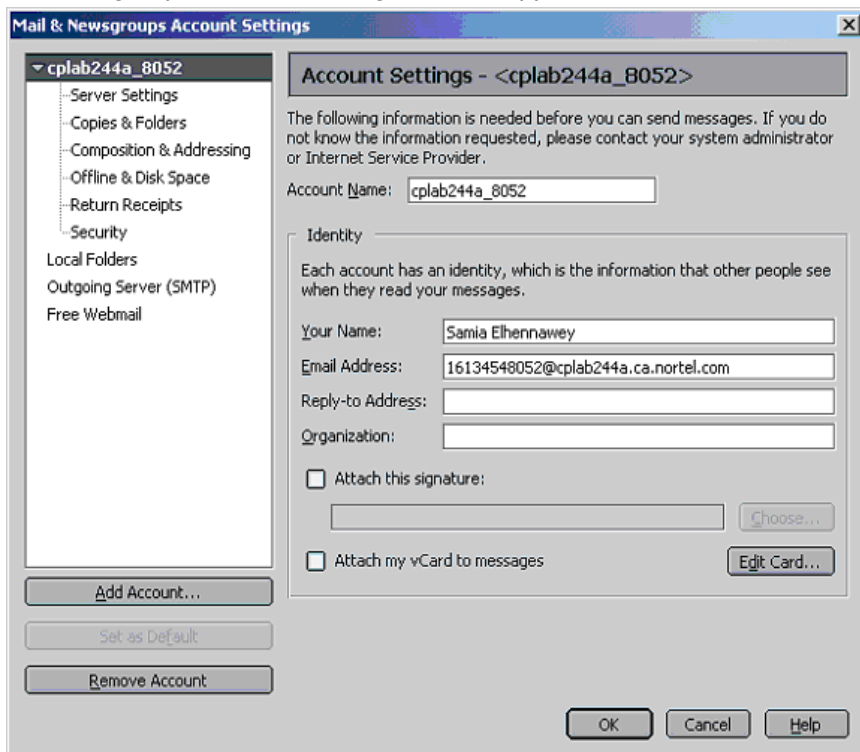
3 In the account list, select **Outgoing Server (SMTP)**.
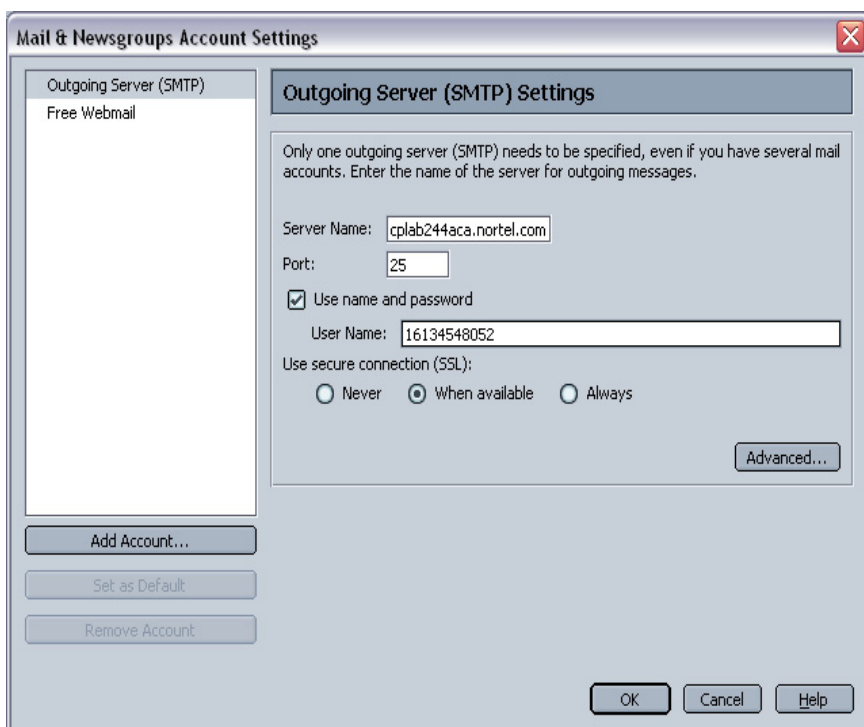
4 Click **Advanced.** The Advanced Outgoing Server (SMTP) window appears.

5 Click **Add.** A new window appears.
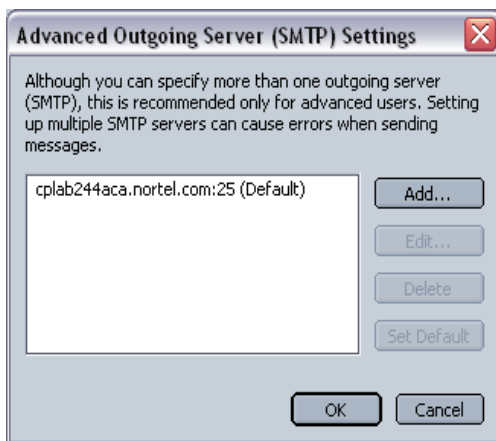
6 Specify the server settings.

    a. In the Server Name box, type the CallPilot server FQDN.

    b. Ensure that the User name and password check box is not selected.

    c. In the Use Secure connection (SSL) section, select **Never, Always,** or **when available**.

    d. Click **OK** to save your changes.

    e. Click **OK** to accept the list of outgoing servers.

7 In the account list, select your CallPilot account.

8 On the Account Settings page, click **Advanced**. The Advanced Account settings dialog box appears.

9 In the Server list, select the **CallPilot server**.

10 Click **OK**.

To configure Copy and Folder settings

1   From the main Netscape window, choose **Windows> Mail & Newsgroups**. The Mail & Newsgroups window appears.

2   Choose **Edit> Mail & Newsgroups Account Settings**. The Mail & Newsgroups Account Settings window appears.
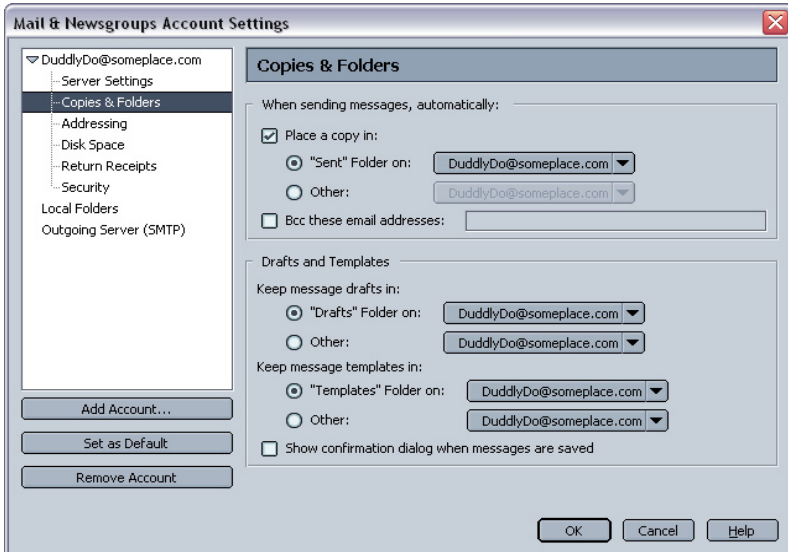

3   In the account list, select **Copies and Folders**.

4   For Place a Copy in, select **Other**.

5   Change the location to **Local Folders> Sent**.

6   For Keep Message Drafts in, select **Other**.

7   Change the location to **Local Folders> Drafts**.

8   For Keep Message Templates in, select **Other**.

9   Change the location to **Local Folders> Templates**.

To configure text formatting

1   From the main Netscape window, choose **Edit> Preferences**. The Preferences window appears.

2   In the Mail & Newsgroups category, select **Send Format**.

3 Select **Convert the message to plain text**.

4 Click **OK**.

5 Choose **Windows> Mail & Newsgroups**. The Mail & Newsgroups window appears.

6 Choose **Edit> Mail & Newsgroups Account Settings**. The Mail & Newsgroups Account Settings window appears.
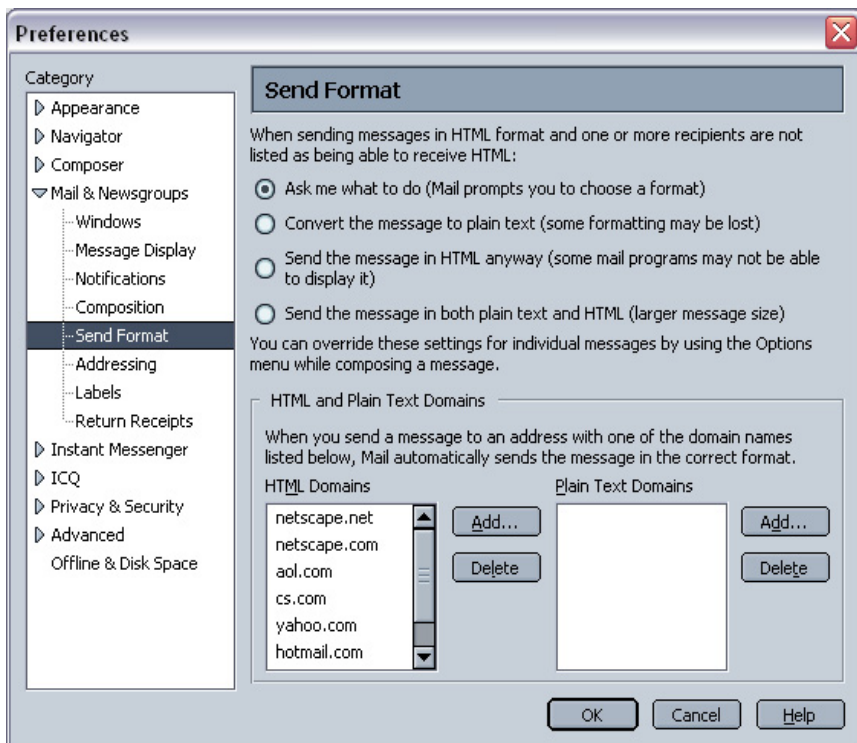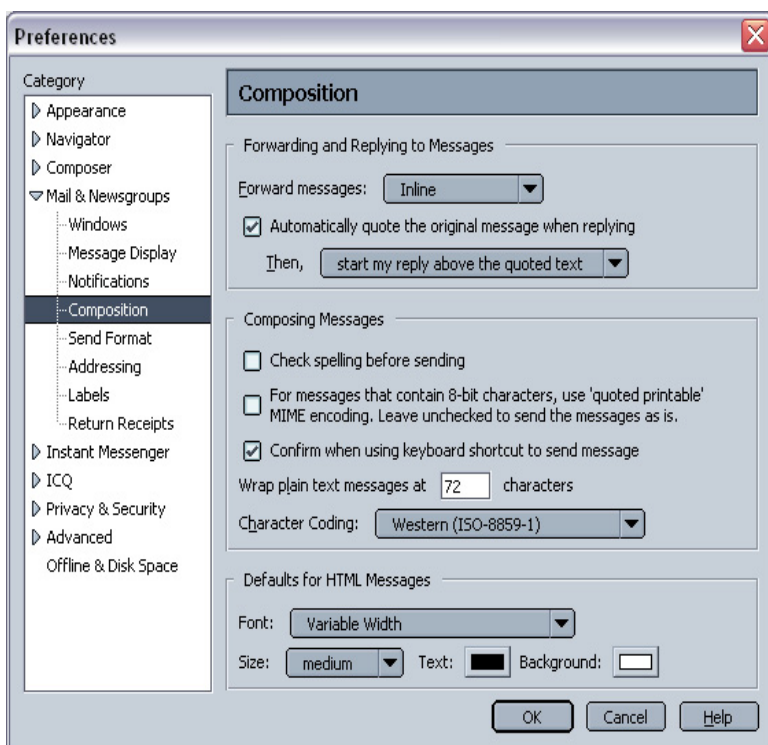
7 Right click on **mail account** to open the properties.

8 Clear the **Compose message in HTML format** check box.

9 Click **OK**.

To configure access to the CallPilot Address Book

Note: Since Netscape 6 does not support an authenticated logon to an LDAP server, you cannot view distribution lists in the CallPilot Address Book. You can only view individual CallPilot addresses.

Note: Netscape 7.x release only supports LDAP version 3 to connect to CallPilot server. Since CallPilot server only supports LDAP version 2, the connection will be rejected with a LDAP version mismatch. Without this support, you cannot download the Address Book or distribution lists from CallPilot server.

1 Choose **Windows> Mail & Newsgroups**. The Mail & Newsgroups window appears.

2 Choose **Edit> Preferences**. The Preferences window appears.

3 In the Mail & Newsgroups category, select **Addressing**.

4 In the Address Autocompletion section, check both the **Local Address Books** and **Directory Server** options.
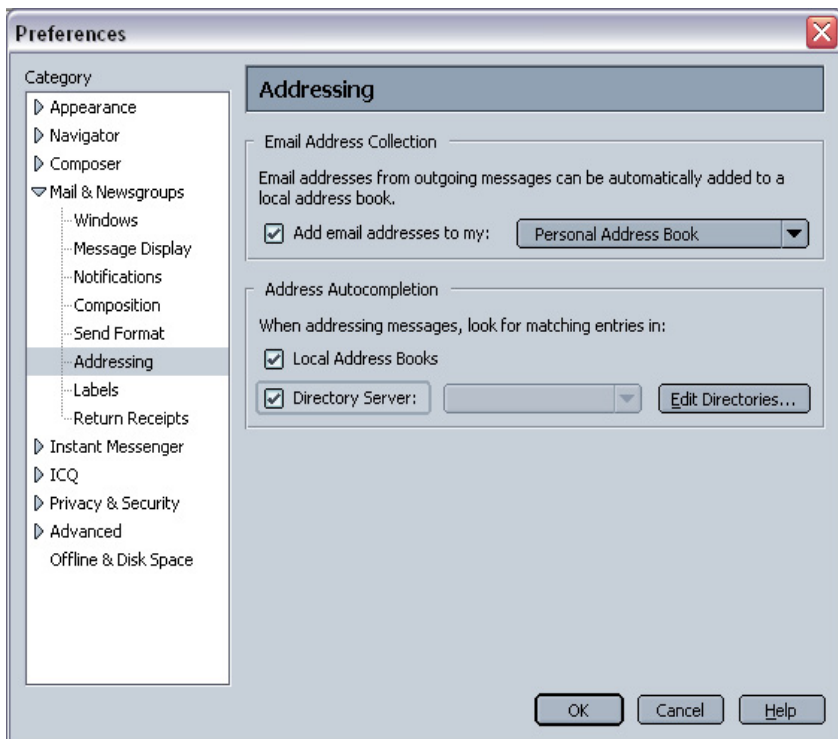
5 Click **Edit Directories**. The LDAP Directory Servers window appears.

6 Click **Add**. The Directory Server Properties dialog box appears.
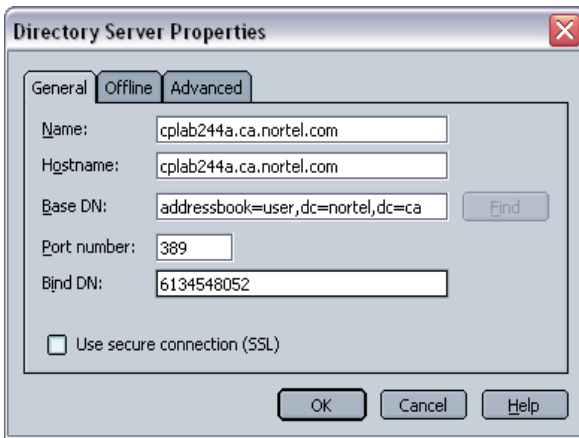
7 Specify the connection information for the CallPilot Address Book:

   a. In the Name box, type a name for the CallPilot Address Book to help you to identify it.

   b. In the Hostname box, type the CallPilot server FQDN.

   c. In the Base DN box, type the LDAP search base for viewing individual addresses only.

   addressbook=user, *<search base suffix>*

   Example: addressbook=user,dc=nortel,dc=ca

      For more information about the search base syntax, see "Connecting to the CallPilot Address Book" on page 52.

8 Click **OK**, and then exit the LDAP Directory Servers window.

9 Choose **Edit> Mail & Newsgroups Account Settings**. The Mail & Newsgroups Account Settings window appears.

10 Expand your mail account list and then select **Addressing**.
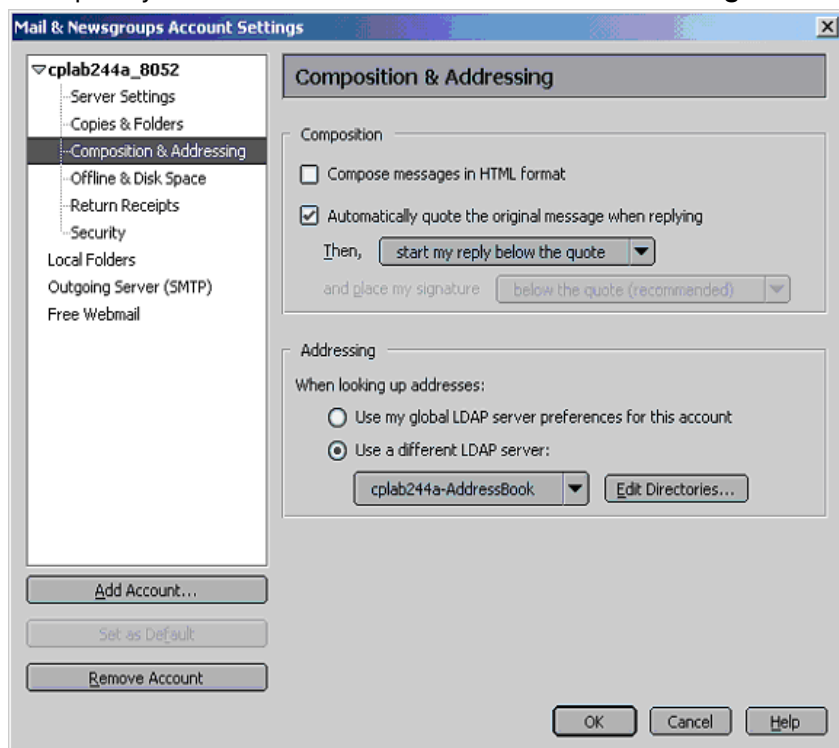
11 Select Use a different LDAP server, and then select the CallPilot Address Book (the server you added in step 7) from the server list.

12 Click **OK**.

To test your Desktop Messaging account

1 Exit and restart Netscape Mail to ensure that your new settings take effect.

2 Use your telephone to log on to your CallPilot mailbox.

3 Compose a test voice message and send it to yourself. The message appears in your CallPilot Inbox.
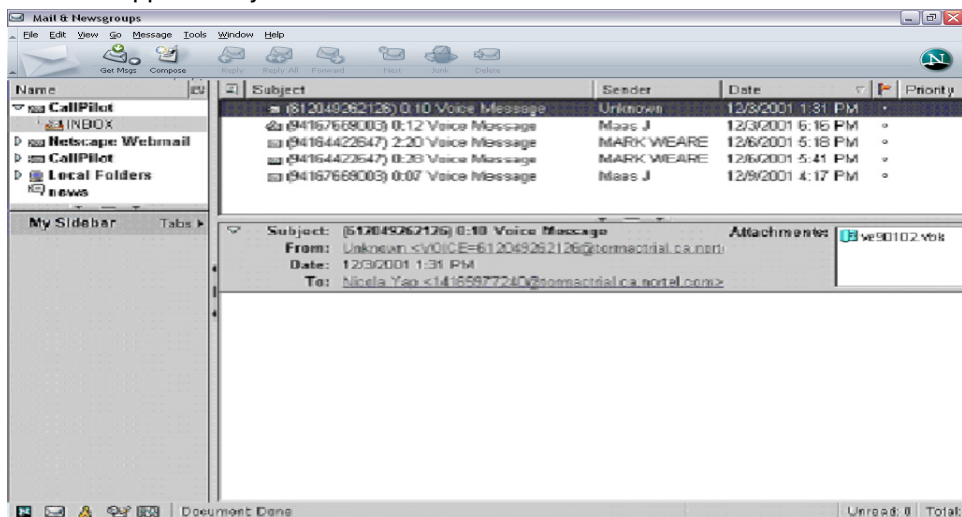
To test your Address Book download

1 From the main page, choose **Windows> Address Book.**
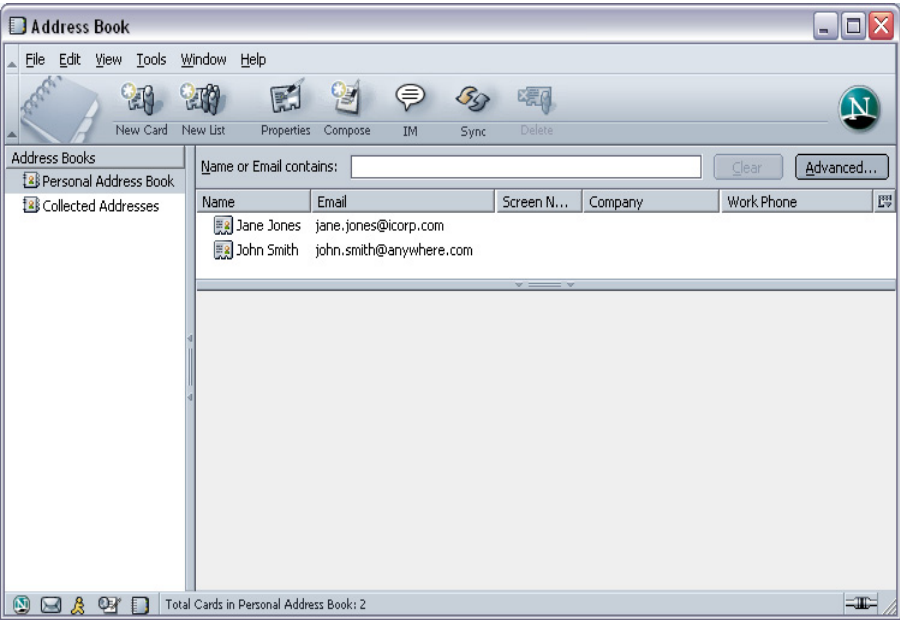
2 Select the required Address Book. Select **Tools> search address**.
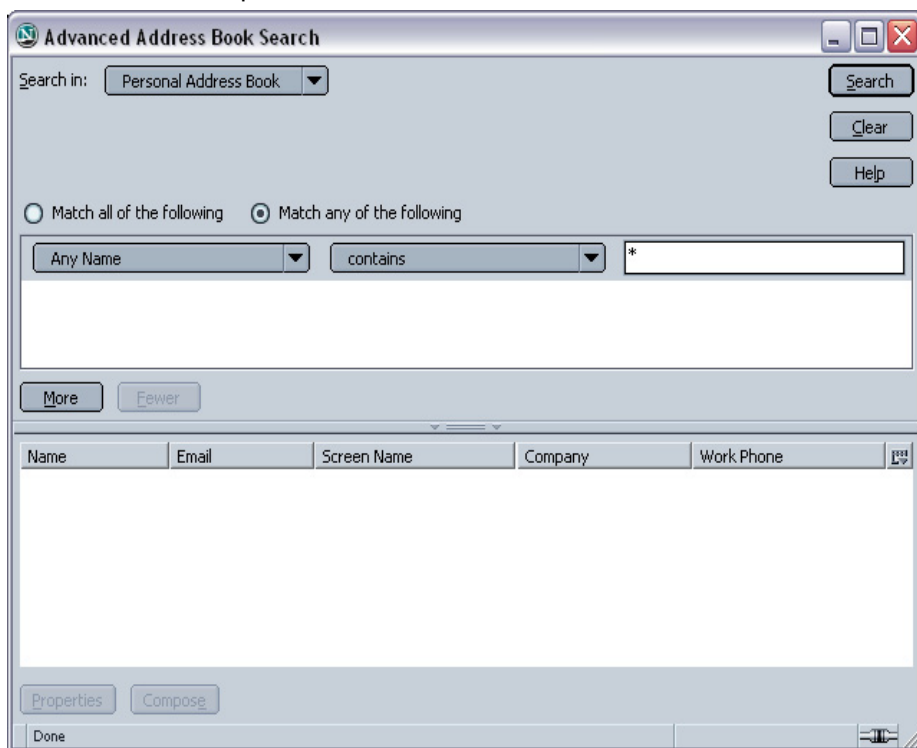
3 Enter * to search all and click **Search.**

Note: For release 7.x you will always receive No Enter Matches. This is a limitation of Netscape, since Netscape is using LDAPv3 and CallPilot server is using LDAPv2. CallPilot server is rejecting the connection with correct error code indicating the version mismatch. The error code is not interpreted correctly by Netscape.

To Configure SSL encryption for Netscape

A. For Incoming (IMAP)

1 From the main Netscape window, chose **Windows> Mail & Newsgroups**. The Mail & Newsgroups window appears.

2 Choose **Edit> Mail & Newsgroups Account Settings**. The Mail & Newsgroups Account Settings window appears.

3 Select **Server Settings** and click on **SSL**.
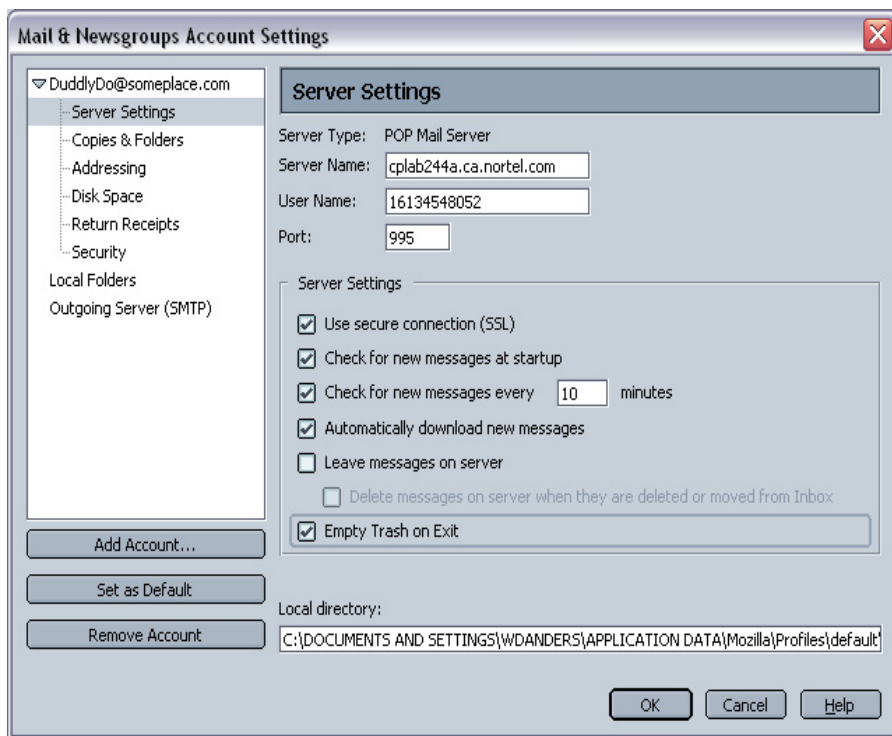
B. For Outgoing (SMTP)

1 From the main Netscape window, choose **Windows> Mail & Newsgroups**. The Mail & Newsgroups window appears.

2 Choose **Edit> Mail & Newsgroups Account Setting**. The Mail & Newsgroups Account Settings window appears.

3 Select **Outgoing Server (SMTP)**.

Configuring Qualcomm Eudora E-mail
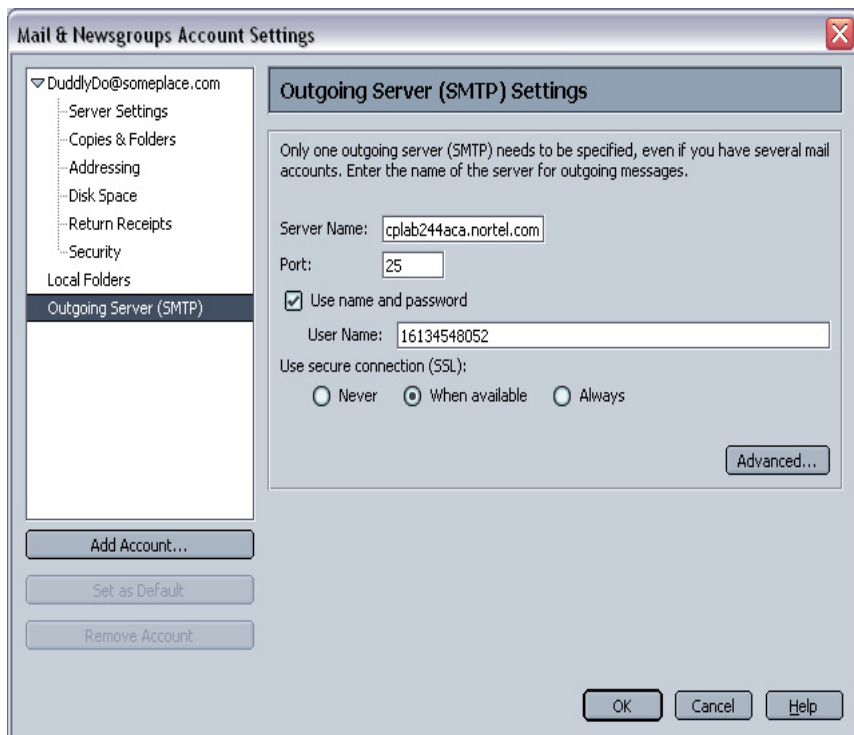
Introduction

This section describes how to configure Qualcomm Eudora E-mail for use with Desktop Messaging.

To change any part of this configuration after it is complete, select **Tools> Options** in Eudora.

Before you begin, ensure that you have all the information required to configure an Internet mail client. For more information, see "Requirements" on page 50.

Note: The configuration instructions below assume that you have an existing mail account in Eudora, and that you are setting up Desktop Messaging as an additional mail account. If you do not have an existing mail account defined in Eudora, the New Account Wizard appears when you start Eudora.

To define your CallPilot mailbox settings

1 In Eudora, choose **Tools>Personalities**. The personalities list displays a list of your mail accounts in the left pane.

2 Right-click in the personalities list, then choose **New** from the context menu. The New Account Wizard appears.
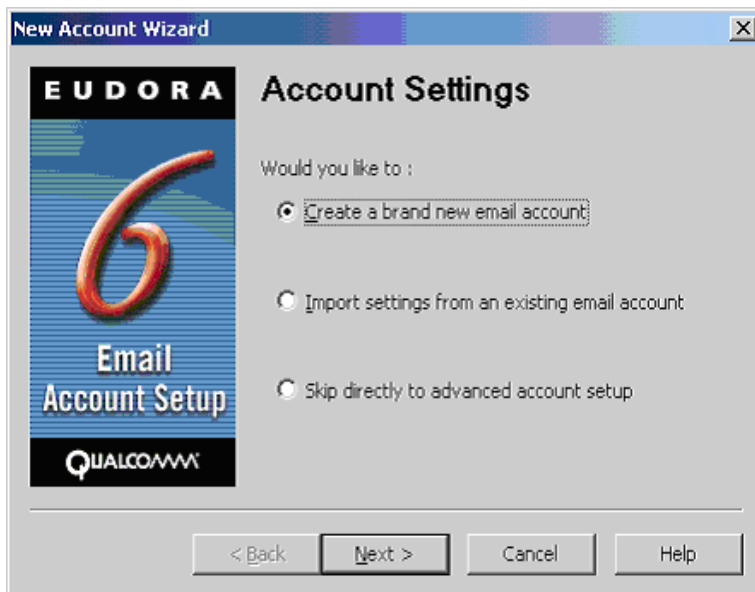
3 On the Account Settings page, choose **Create a brand new e-mail account**.

4 Click **Next**. On the Personality Name page, type Personality Name in the Personality Name box.
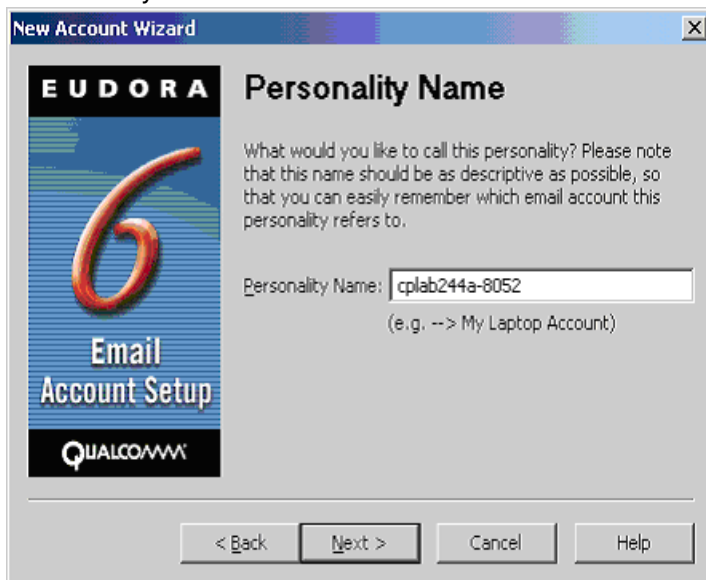
5 Click **Next**. On the E-mail Address page, type your CallPilot address in the E-mail Address box. Your address should be in the following form:

<VPIM network shortcut <mailbox number>@<local CallPilot server>

Example: 1613458052@cplab244a.ca.nortel.com

6 Click **Next.** Fill in the **Your Name** dialog box.
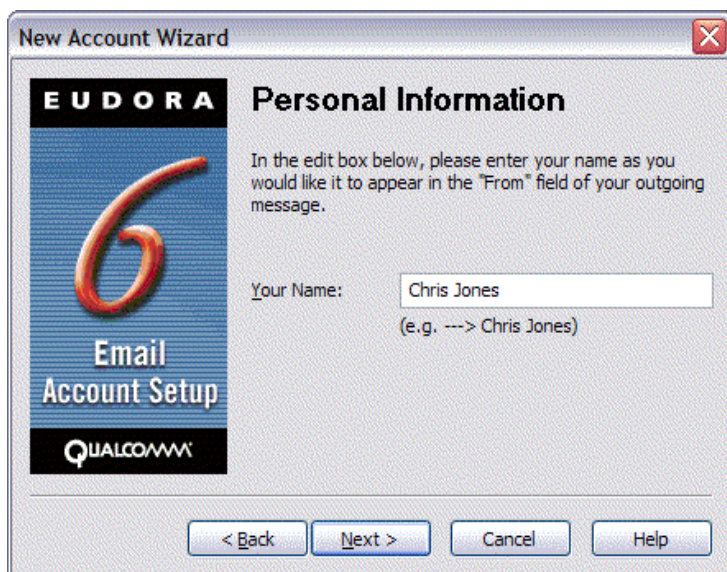
7 Click **Next**. On the User Name page, verify that the User Name box contains your CallPilot user identifier.
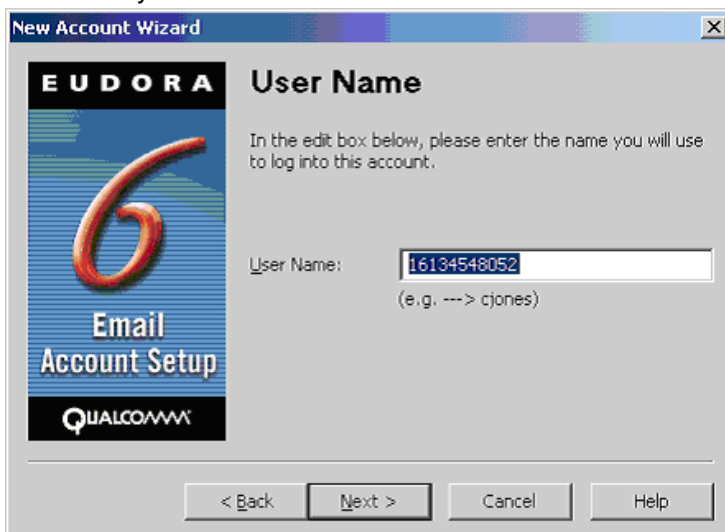
8 Click **Next**. On the Incoming E-mail Server page, enter the value for the FQDN of the CallPilot server in the **Incoming Server** dialog box.

9 Choose the **IMAP** server type.
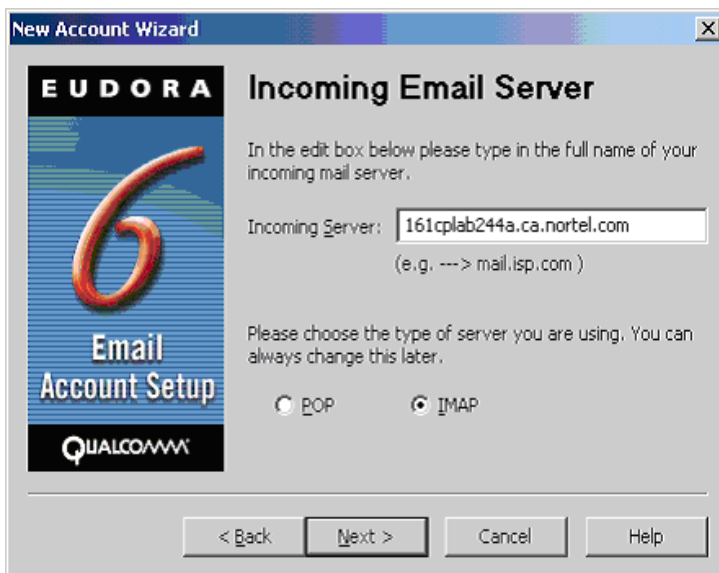
10 Click **Next**. On the IMAP Location Prefix page, ensure that the Location Prefix box is blank.
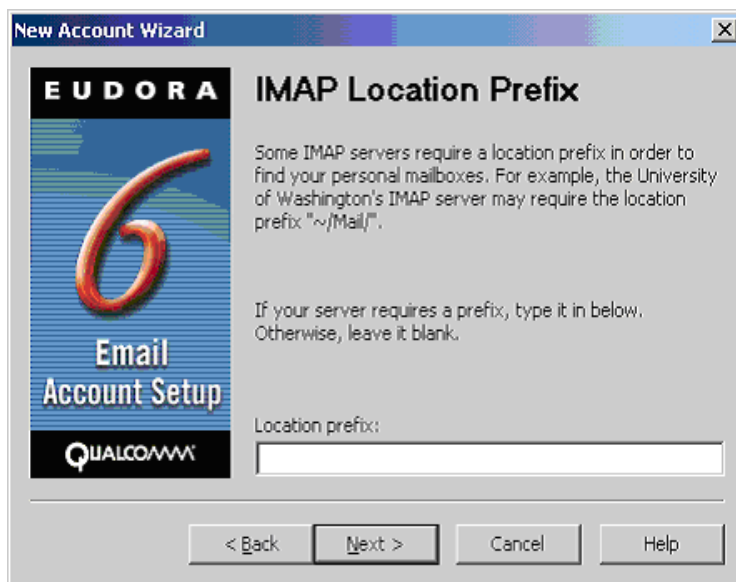
11 Click **Next**. On the Outgoing E-mail Server page, verify that the Outgoing Server box contains the FQDN of the CallPilot server.
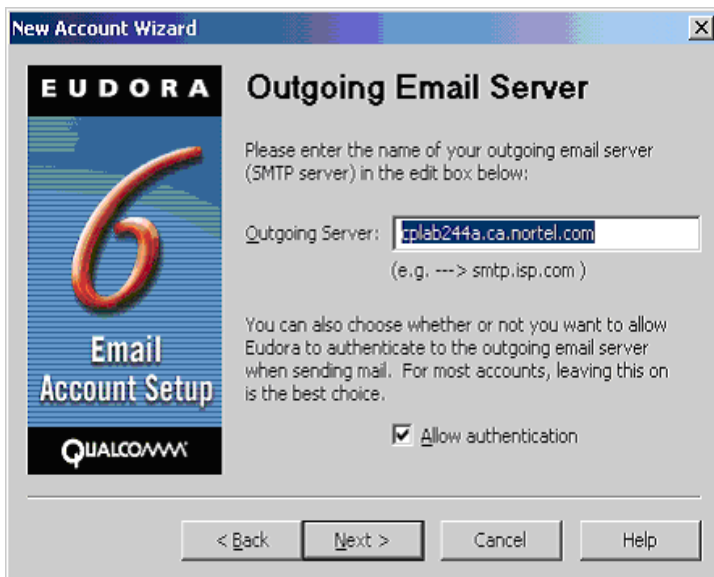
12 Click **Next**. On the Success page, click **Finish**. Eudora prompts you for your CallPilot password.
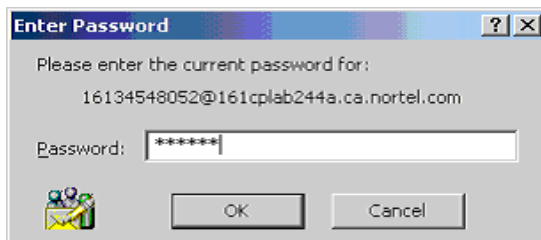
13 Open **Tools> Personality** to check your settings. Right click on **Personalities** and choose **Properties**.

Personalities Tab

14 The Account Settings appears, click on **Generic Properties**.

Generic Properties tab
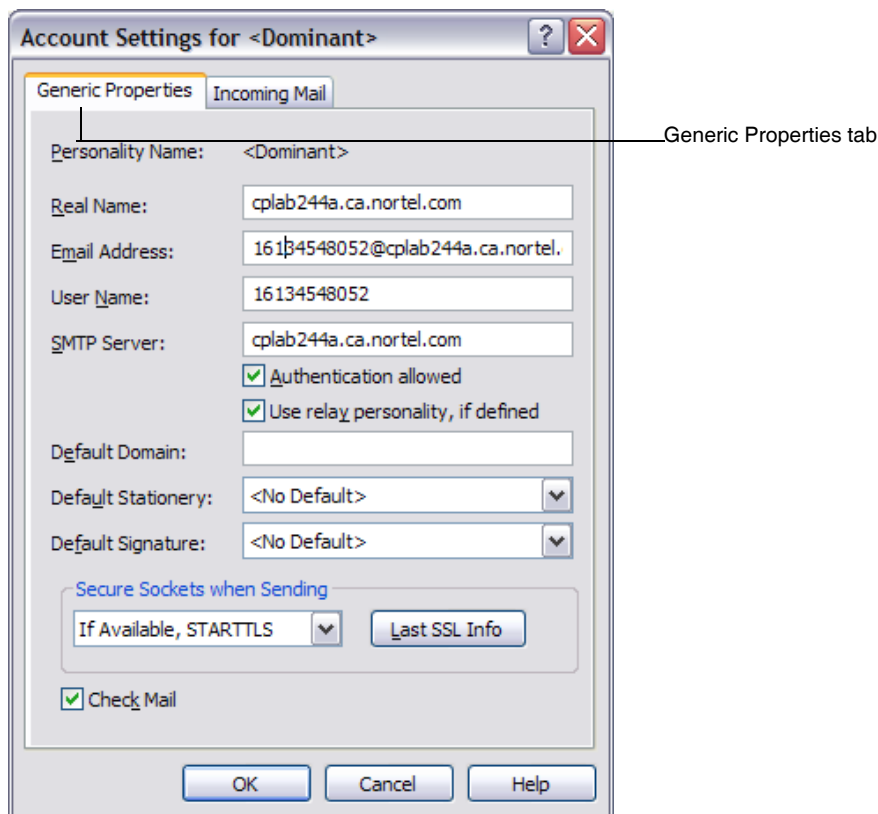
15 Click on **Incoming Mail** tab to check your settings are correct.

Incoming Mail tab.
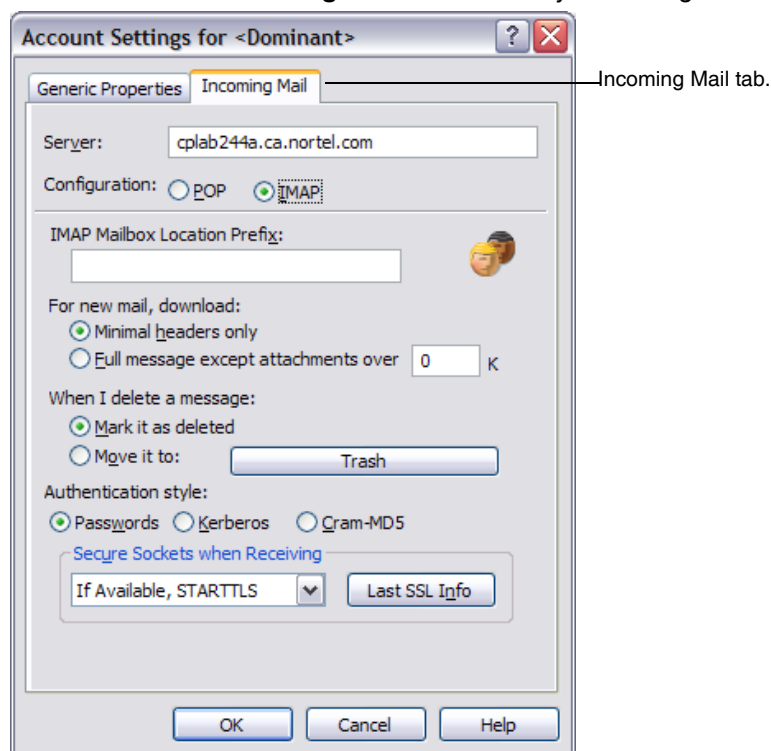
16 Type your CallPilot password, then click **OK**. Eudora connects to your CallPilot mailbox. When the connection is made, Eudora opens. If it does not go to **Tools> Mailboxes**.
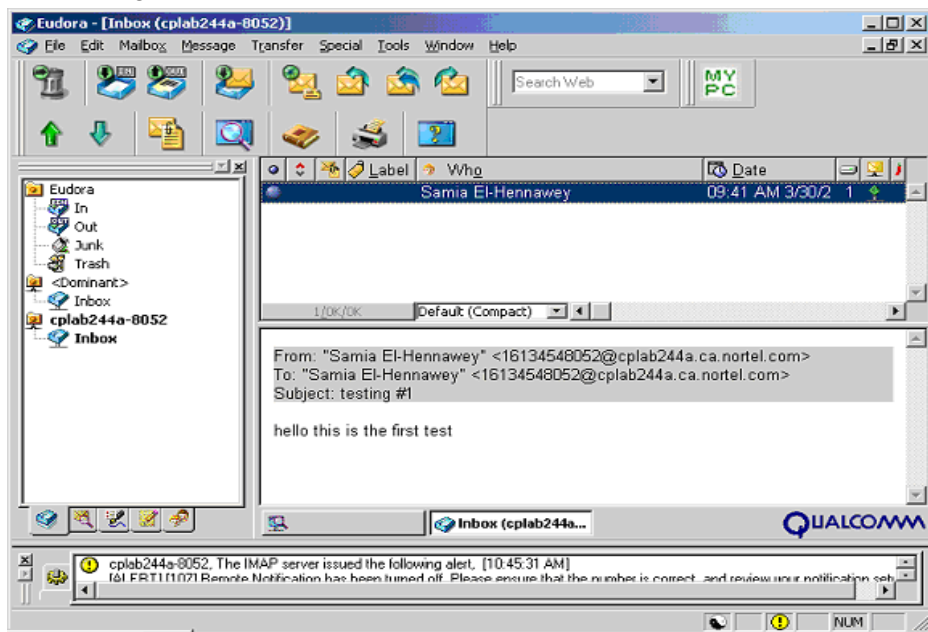
17 Choose **Tools> Options**. The Options dialog box appears.

18 In the Category list, select **Checking Mail**.

19 In the **Check for Mail every...minutes** box, specify how often you want Eudora to check for new messages. Eudora does not provide immediate notification of new messages, so specify a low value to provide more frequent message checking. A value of 0 means the user checks for new messages manually.
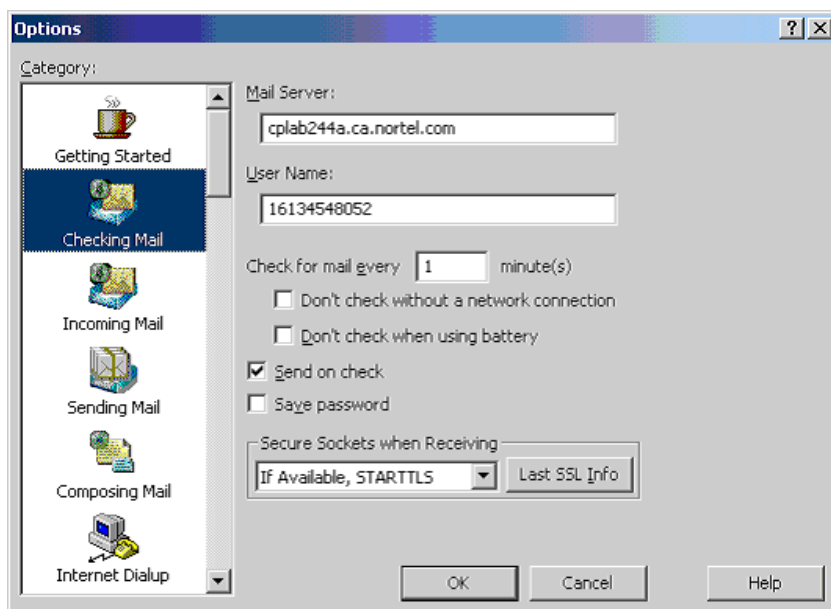
20 In the Category list, select **Attachments**.
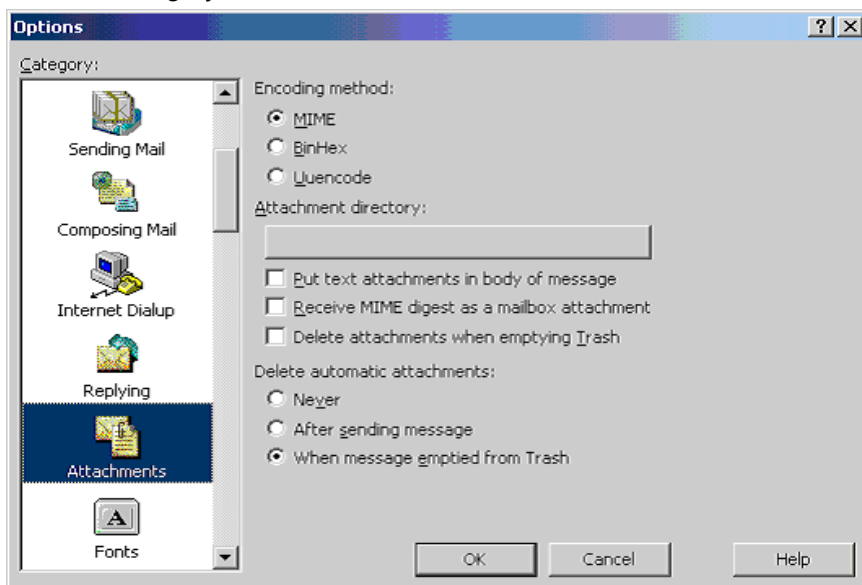
21 In the Encoding method section, choose **MIME**.

22 Click **OK** to save your changes.

To configure text formatting

1   Choose **Tools> Options**. The Options dialog box appears.

2   In the Category list, select **Styled Text.**

3 Select **Send plain text only**.
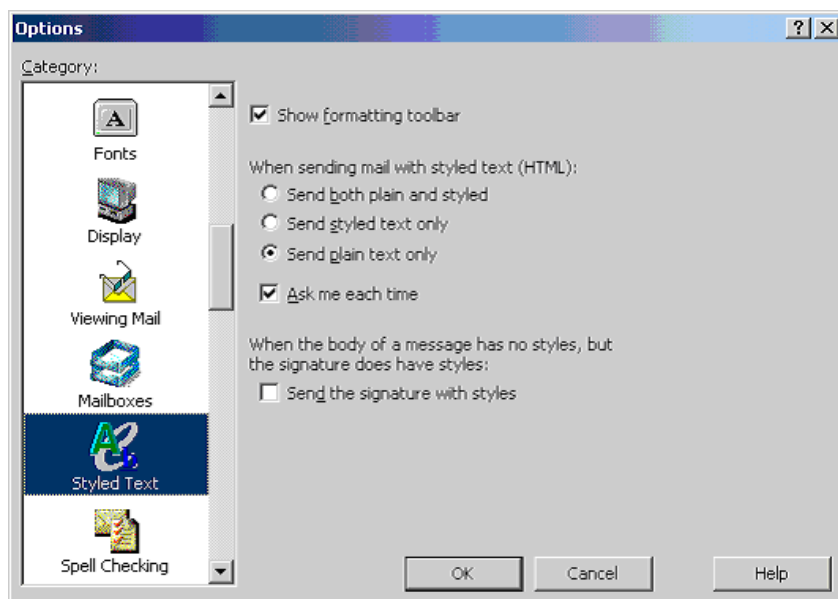
4 Click **OK**.

To configure access to the CallPilot Address Book

1 Choose **Tools> Directory Services**. The Directory Services window appears.

2 In the Protocols section, select **LDAP**, and then click **New Database**. The Modify Database dialog box appears.

3 On the Network tab, type a descriptive name for the CallPilot Address Book in the first box.

4 In the Host Name box, type the LDAP server FQDN. Usually, this is the same name as the CallPilot FQDN.

5 If the CallPilot Address Book requires you to log on, check the **This server requires me to log on** box.

- Type your mailbox number and password in the Account name and Password boxes. The User name for LDAP logon uses the following

format:

mail=<VPIM network shortcut><mailbox number>@<local CallPilot server>,<Search base>

Example: mail=16134548052@cplab244a.ca.nortel.com,dc=nortel,dc=ca

Note: You must log on to the CallPilot Address Book to view distribution list addresses.

6 Click the **Search Options tab**.

7 Specify the required options.

Modify Database

Network | Attributes | Search Options | Log

Search timeout:

Short ─┤────── Long   1 minute ──────── If your network is slow, increase the
                                        time-out value.

Maximum number of matches to return:

100   ⬍ ☐ No Limit ──────────────── Type the maximum number of entries
                                       to return for a search.

Search Base:

addressbook-bdl,dc=nortel,dc=c

Word-wise Search Filter:

(cn=~^0*)   Type the LDAP search base in the
                                       appropriate format. For details, see
Whole-query Search Filter: "Connecting to the CallPilot Address
                                       Book" on page 46.

        OK   Cancel   Apply

8 Click **OK**. The selected CallPilot directory service should now appear in
the Configured Servers list.

To test the search of the Address Book

1 Choose **Tools> Directory Services**. The Directory Services window
appears.

2 Select CallPilot directory service from the Configured Servers list.

3 In the right hand side enter * in the Query and click **Start.**

4 To add an entry to the Address Book, select the entry, then click on **Special** and select **Make Address Book entry**.
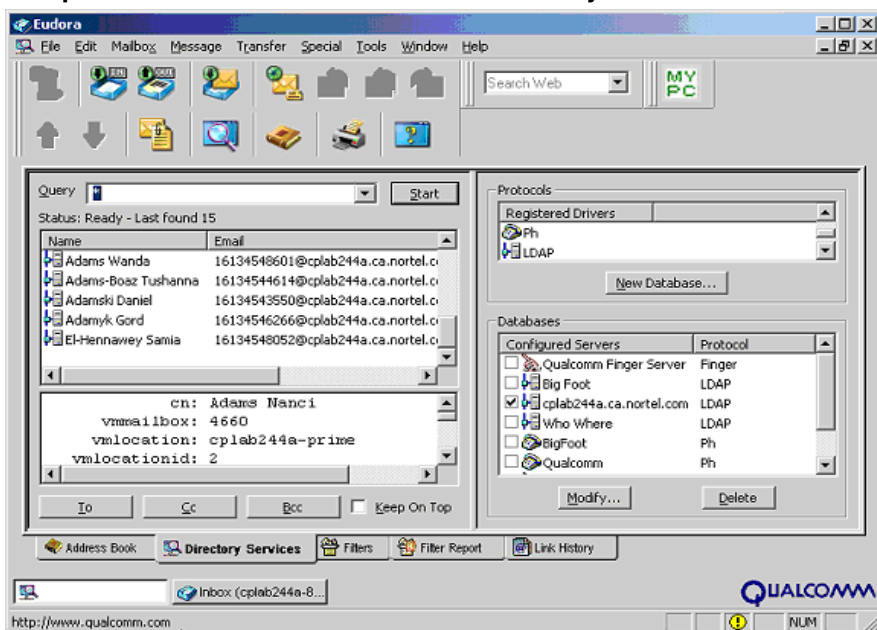
To test your Desktop Messaging account

1 Exit and restart your Internet mail client to ensure that your new settings take effect.

2 Use your telephone to log on to your CallPilot mailbox.

3 Compose a test voice message and send it to yourself. The message appears in your CallPilot Inbox.
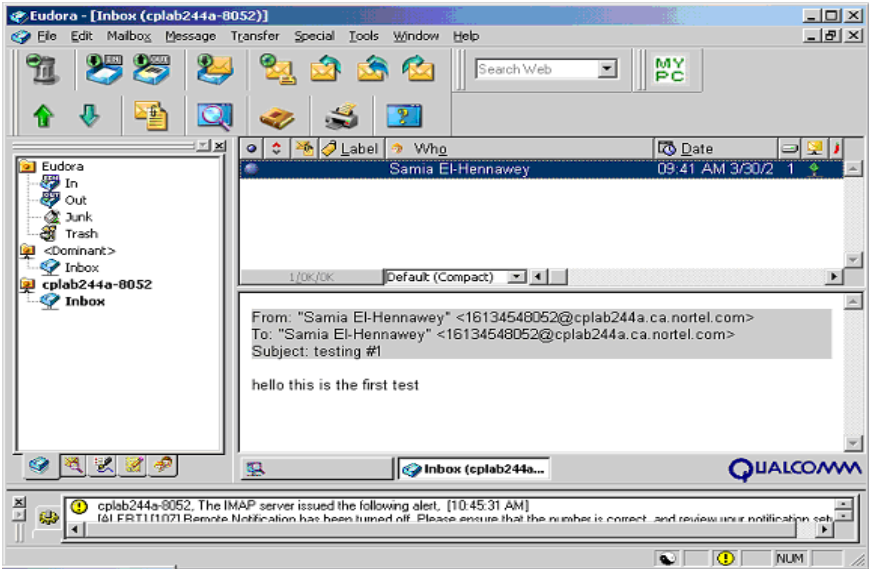
Require SSL feature for CallPilot server

CallPilot release 4.0 supports a new feature, Require SSL. Require SSL enables the CallPilot server Administrator to force the clients to use SSL to connect over IMAP, SMTP, and LDAP. Require SSL feature uses three separate check boxes (for more information refer to CallPilot Administrator's Guide, 555-7101-301, Secure Sockets Layer section.)

If SSL is turned off on Eudora for IMAP (to retrieve CallPilot messages) while Require SSL is checked on the server side, the connection is rejected.

If SSL is turned off on Eudora for SMTP (to send CallPilot messages) while Require SSL is checked on the server side, the connection will be rejected. An error message will be received.
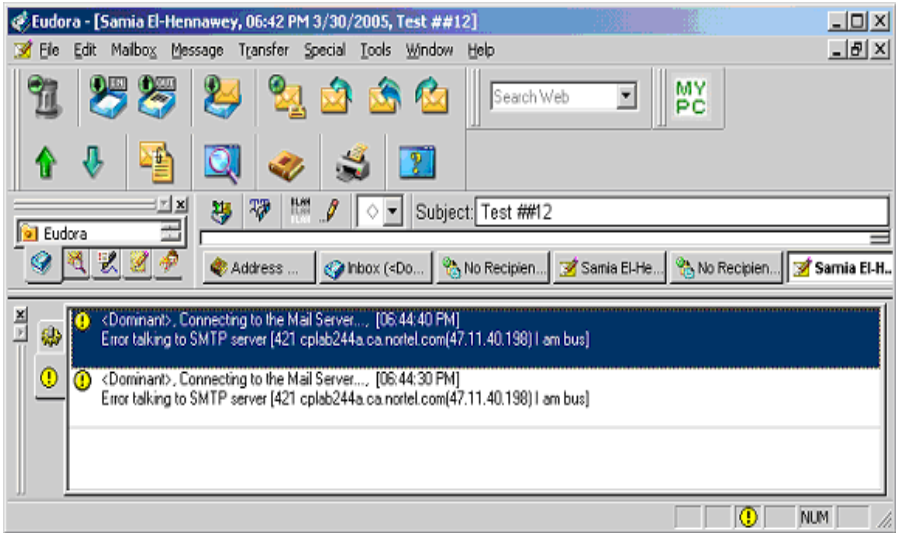
Configuring SSL encryption

By default, Eudora is configured to use Secure Socket Layer (SSL) encryption for SMTP and IMAP if it is supported by the server. However, Eudora does not connect to the CallPilot server using SSL until you specify that the CallPilot SSL certificate is trusted.

Notes:

- To use SSL with CallPilot, SSL must be enabled in both Eudora and on the CallPilot server.
- Before you enable SSL for your CallPilot mailbox, follow the instructions on pages 92 to 110 to properly configure and test your CallPilot mailbox and ensure that it is working correctly.

To enable SSL encryption

1 Open **Tools> Personality.** Right click the personality for your CallPilot mailbox, and then choose **Properties**. The Account Settings dialog box appears.

2 Click the **Generic Properties** tab.

3 In the **Secure Sockets when Sending** section, select **Required, Alternate Port.**
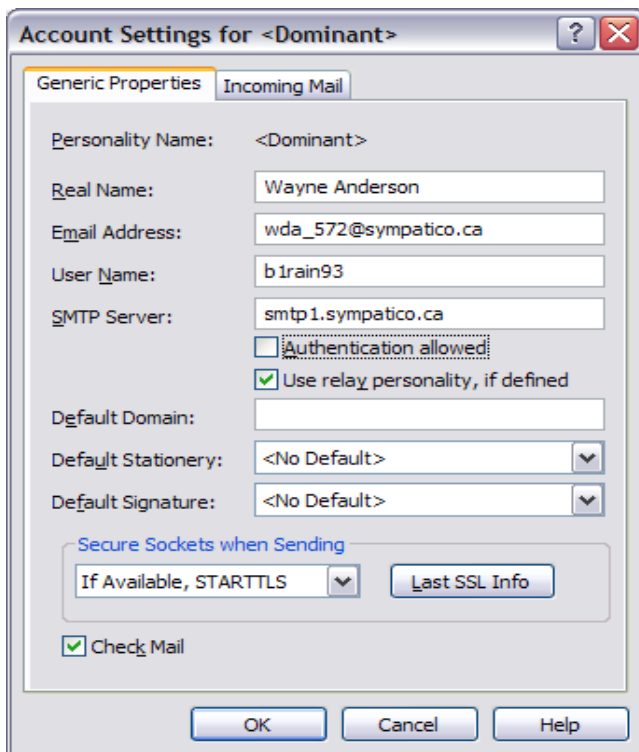
4 Click the **Incoming Mail tab**.

5 In the Secure Sockets when Sending section, select **Required, Alternate Port.**

6 Click **OK.**
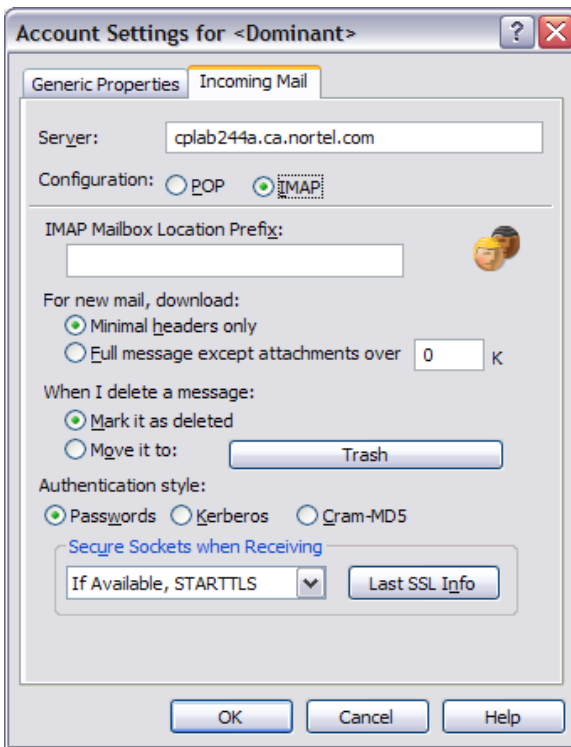
7 Exit Eudora, and restart Eudora.

8 Check for messages in your CallPilot mailbox.

   Eudora fails to connect to the CallPilot server, but Eudora obtains the SSL certificate information for CallPilot server when Eudora attempts to connect. This process can take a few minutes.

9 In the Personalities list, right click the **personality** for your CallPilot mailbox, and then choose **Properties**.

10 Click the **Incoming Mail** tab.

11 In the **Secure Sockets when Sending section**, click **Last SSL Info**. The Eudora SSL Certificate Information Manager dialog box appears.

   In the Notes section, a message explains that the CallPilot server SSL certificate is not trusted.

12 Click **Certificate Information Manager**. The Certificate Information Manager dialog box appears. A skull and crossbones icon appears next to the CallPilot server certificate to show that it is currently not trusted.
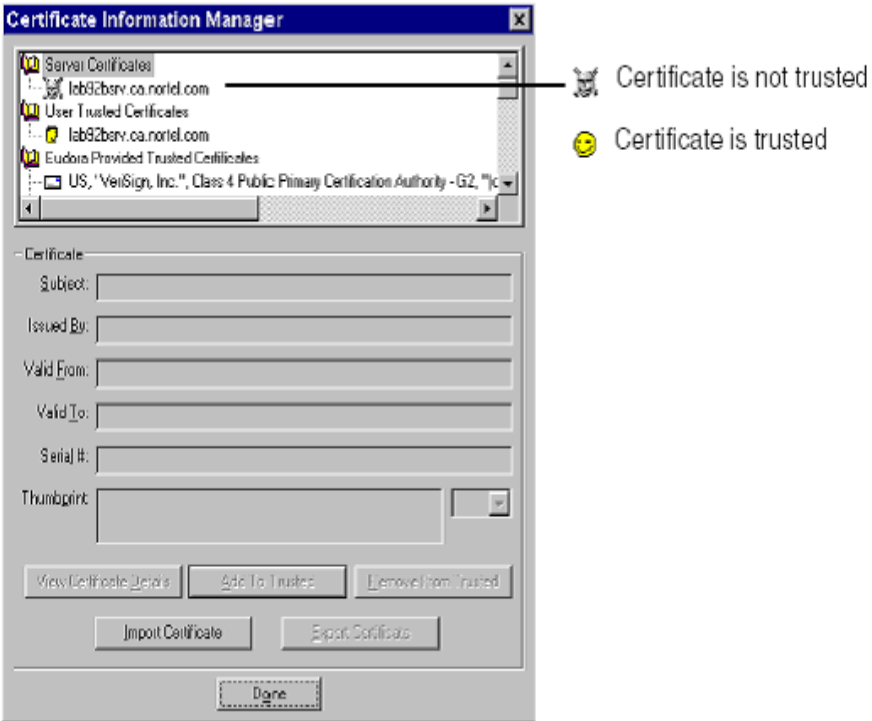
13 In the Server Certificates list, select **the certificate for the CallPilot server**, and then click **Add to Trusted**.

14 Click **Done**, and then close the remaining dialog boxes.

15 Exit Eudora, and then restart Eudora.

16 Check for messages in your CallPilot mailbox. Eudora should successfully connect to your mailbox using SSL.

If you want to confirm that the CallPilot SSL certificate is trusted, open the **Certificate Information Manager** dialog box and verify that the 🙂 icon appears next to the CallPilot server certificate.

Section D: Configuring Citrix Thin Clients

In this In this section:

Configuration overview

Citrix Thin Client support allows users to access most of the features of the CallPilot Desktop Messaging Client and My CallPilot in a Windows Terminal Server environment running Citrix software. This environment provides a single point of administration for all users in the network.

When the system administrator installs CallPilot on the Windows Terminal Server, users only need to perform minor (if any) configuration changes to use the application.

Once CallPilot Desktop Messaging has been configured, using CallPilot in a Citrix Thin Client environment is nearly identical to using it in a Standard Desktop Client environment. This includes the ability to change configuration options such as the VPIM network shortcut and CallPilot server name.

One of the few limitations of the Citrix Thin Client environment is the inability to adjust the client's speaker volume and microphone level. Adjusting these settings only affects the Windows Terminal Server. Therefore, the speaker volume and microphone level controls are disabled in the CallPilot Audio Player, CallPilot Form, and CallPilot Configuration.

Configuration differences from the standard Desktop Client environment are detailed in the following sections.

Configuring Microsoft Outlook

Once the administrator had installed CallPilot Desktop Messaging on the Windows Terminal Server (refer to the Desktop Messaging and MyCallPilot Installation Guide), each Citrix Thin Client user must add CallPilot Desktop Messaging to their client computer's mail profile.

Automatic Configuration

Users can automatically add CallPilot Desktop Messaging to their default e-mail profile by choosing **Start-> Programs-> Nortel-> CallPilot Desktop Messaging-> Add CallPilot to Default Mail Profile**. This method works for all releases of Microsoft Outlook.

Note however that the automatic Outlook configuration is only available once the Windows Terminal Server administrator has published the Windows desktop. Otherwise, all users must manually configure Outlook.

Manual Outlook 2002 (XP) and 2003 Configuration

The user can manually add CallPilot Desktop Messaging to any e-mail profile in Outlook.

To manually configure CallPilot Desktop Messaging

1   Open the mail control panel applet.

2   In the Mail Setup dialog box, click **E-mail Accounts** to add CallPilot to the current e-mail profile, or click **Show Profiles** to choose another profile.

If you click Show Profiles, then:

a. Select the profile you wish to use.

b. Click **Properties**.

c. Click **E-mail Accounts**.

3 In the E-mail Accounts dialog box, select **Add a new e-mail account** and click **Next**.
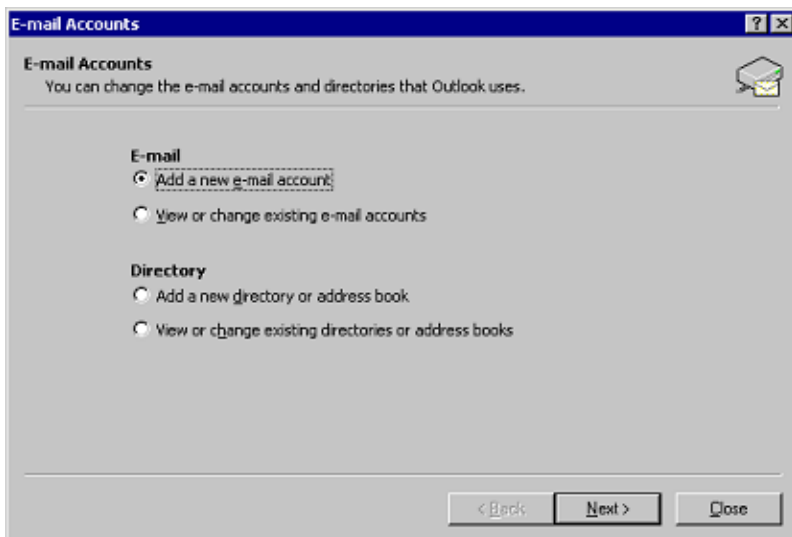
4 Select **Additional Server Types** and click **Next**.
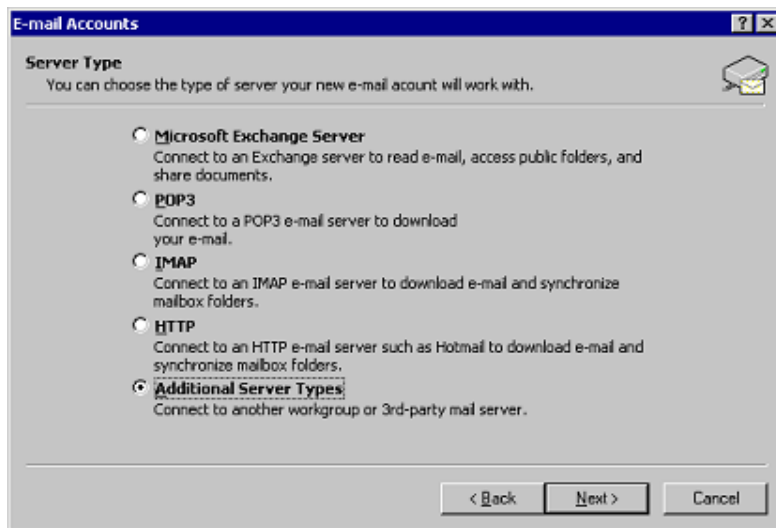
5 Select **CallPilot Desktop Messaging** and click **Next**.
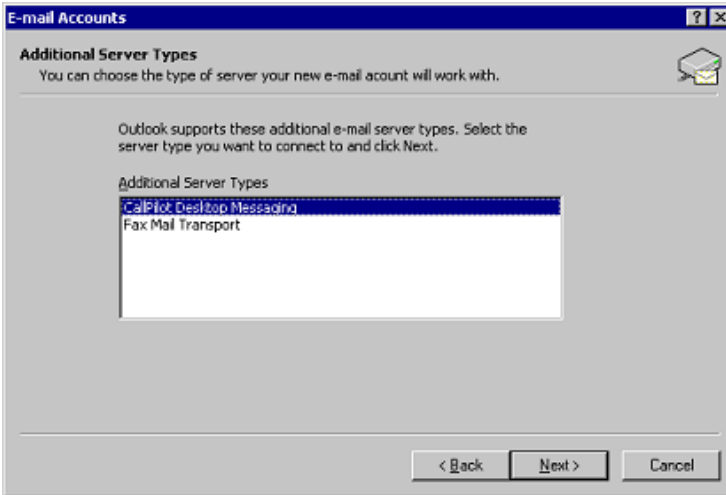
6 Click **Open** in the **Create/Open CallPilot Address Book File** window.

The default location in the **Create/Open Address Book File** window is set to the user's profile section on the Windows Terminal Server. The location of the user's profile in the default location prevents inadvertent access or overwrite of another user's files.

Nortel does not recommend changing the default location of the Address
Book file. If the Address Book location is changed, conflict with other users
can occur.

Initially, changing the location of the Address Book File to a location shared
by all users can seem worthwhile. The system administrator then can
maintain one copy of the Address Book to be shared by all users. However,
a shared address book can contain entries (SDLs, BDLs, or PDLs) not
applicable to all users. While the CallPilot Server prevents unauthorized use
of Address Book entries, sharing the address book file among multiple users
can cause confusion.

Since the address book files for all users are stored on the same computer,
users need to be aware of how secure their data is. The level of security
depends upon how the Windows Terminal Server has been configured by
the system administrator. Refer to the "Other windows terminal server
considerations" section on page 145 for more information.

7 Click **Open** in the **Click Open in the Create/Open CallPilot Message
Store File** window.
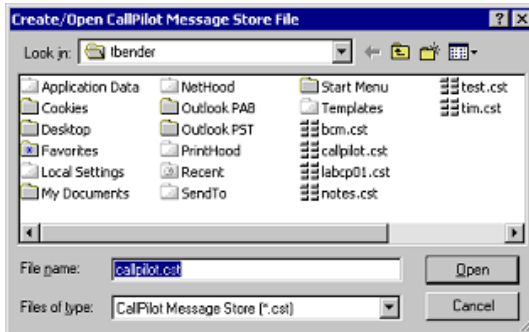
Nortel does not recommend changing the default location of the Message
Store file. If the user changes the location of the Message Store file, it can
conflict with another user. The location of the user's profile in the default
location prevents inadvertent access or overwrite of another user's files.

8 Enter your **CallPilot Mailbox Number** in the **Mailbox** field and click **OK**.
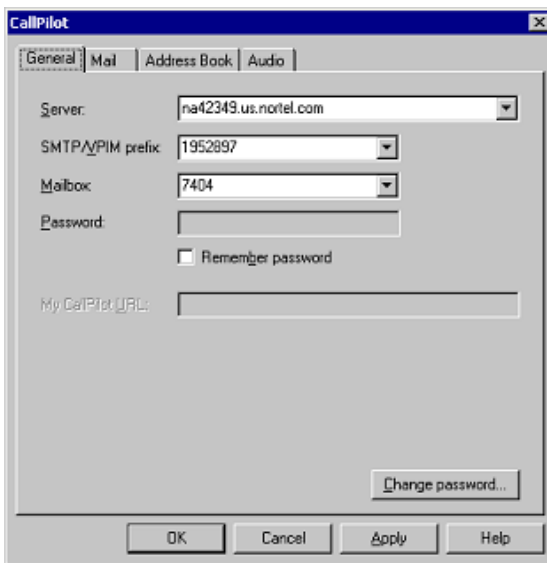
9 Download the CallPilot Address Book (if prompted).
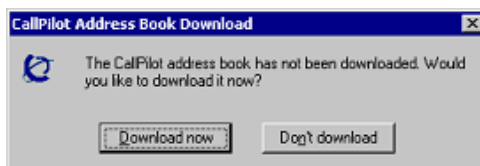
If you choose to download the Address Book, click **OK** to when the download is complete.

10 Close any remaining windows to complete the configuration.

Manual Outlook 2000 Configuration

The user can manually add CallPilot Desktop Messaging to any e-mail profile in Outlook 2000.

To manually configure CallPilot Desktop Messaging for Outlook 2000

1 Open the mail control panel applet.

2 Click **Add...** to add CallPilot to the current e-mail profile, or click **Show Profiles…** to choose another profile.

If you click **Show Profiles…**, then:

a. Select the profile you wish to use.

b. Click **Properties**.

c. Click **Add**.

3 In the Add Service to Profile dialog box, Select **CallPilot Desktop Messaging** and click **OK**.

**4** Click **Open** in the **Create/Open CallPilot Address Book File** window.

The default location in the Create/Open Address Book File window is set to the user's profile section on the Windows Terminal Server. This prevents one user from inadvertently accessing or overwriting another user's files.

Nortel does not recommend changing the default location of the Address Book file. If the user changes the location of the Address Book file, changing location can conflict with another user.

Since the address book files for all users are stored on the same computer, users need to be aware of how secure their data is. The level of security depends upon how the Windows Terminal Server has been configured by the system administrator. Refer to "Other windows terminal server considerations" section on page 145 for more information.

5 Click **Open** in the **Click Open in the Create/Open CallPilot Message Store File** window.


Nortel does not recommend changing the default location of the Message Store file. If the user changes the location of the Message Store file, it can conflict with another user. The location of the user's profile in the default location prevents inadvertent access or overwrite of another user's files.

6 Enter your CallPilot Mailbox Number in the **Mailbox** field and click **OK**.
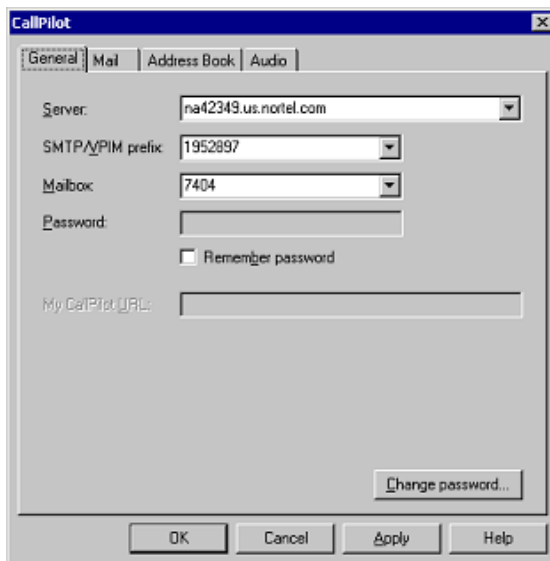
7 Close any remaining windows to complete the configuration.

Configuring Lotus Notes

The administrator must install CallPilot Desktop Messaging on the Windows Terminal Server and update the mail databases on the Domino server (refer to the Desktop Messaging and MyCallPilot Installation Guide). Once this is done, Citrix Thin Client users can run the CallPilot-enabled Lotus Notes client.

When Lotus Notes Client starts for the first time after server configuration is completed, CallPilot Desktop Messaging detects the updated mail database, makes all required modifications in Lotus Notes client initialization file (NOTES.INI) and prompts the user to finalize the configuration by restarting the Lotus Notes client.

Configuring Novell GroupWise

The administrator must first install CallPilot Desktop Messaging on the Windows Terminal Server (refer to the Desktop Messaging and MyCallPilot Installation Guide). Once this is done, each Citrix Thin Client user must add CallPilot Desktop Messaging to their client computer Novell Default Settings mail profile.

Automatic Configuration

Users can automatically add CallPilot Desktop Messaging to their Novell Default Settings mail profile by choosing **Start-> Programs-> CallPilot Desktop Messaging-> Add CallPilot to Default Mail Profile**.

Note however that the automatic Novell GroupWise configuration is only available when the Windows Terminal Server administrator has published the Window's desktop. Otherwise, all users must manually configure Novell GroupWise.

Manual Configuration

Users can manually add CallPilot Desktop Messaging to their Novell Default Settings mail profile.

To manually configure CallPilot

1 Log on to Novell GroupWise.

2 Open the **address book**.

3 Choose **File->Services**.
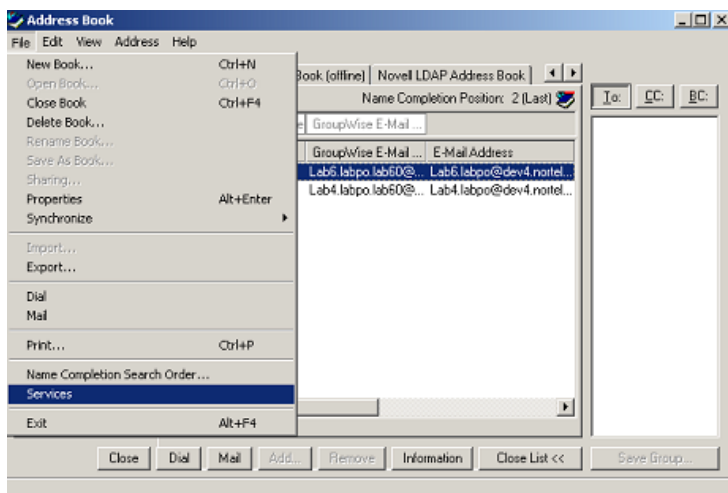
4 Once the Novell Default Settings Properties window appears, follow the steps in the section Manual Outlook 2000 Configuration to configure the CallPilot Desktop Messaging service, even if Outlook XP is installed on the computer.
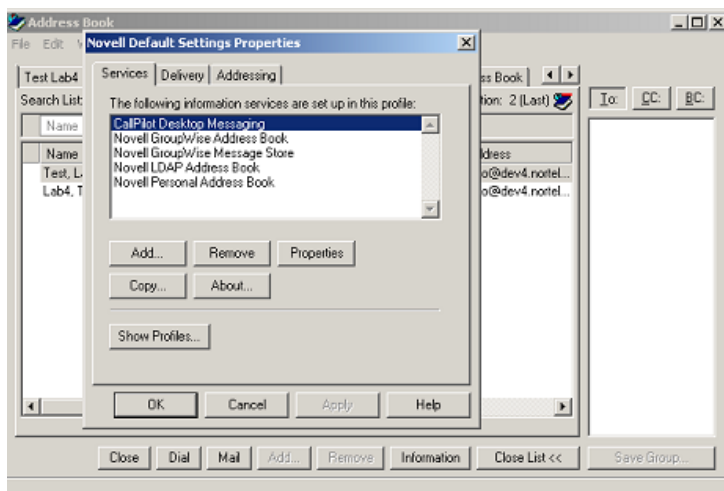
5 Once configuration is complete, close and restart GroupWise.

Section E: Configuring Fax Services

In this Section

Fax outcalling administration

The CallPilot Administrator can set up the Economy Delivery schedule from **CallPilot Manager/Messaging/Outcalling Administration**. In the **Delivery to Fax** section, choose a schedule for Economy delivery. Typically, Economy delivery is used during business off-hours, when message traffic is lower and long-distance charges are reduced.

Monitoring disk space usage

Every voice or fax message stored on the CallPilot server consumes disk space. With daily usage you can run low on disk space. Therefore; Nortel recommends that you periodically monitor the disk space usage because:

- usage by this feature can become excessive with faxes being sent to CallPilot mailboxes.
- low disk space alarms can be triggered when a high volume of faxes are in the outgoing queue simultaneously.

The Fax Channel Usage Report must be run periodically to determine the impact of the Fax Batch feature on the system. If your users generate a high volume of fax messages, Nortel recommends that you set appropriate levels in your Min/Max tables to prevent outgoing message from congesting outbound channels. The Min/Max tables allow administrators to control the number of incoming and outgoing channels.

To understand how these work, the following example is provided.

At the server, the Message Transfer Agent scheduler fulfills a fax delivery request in different ways, depending on the set configuration. For example, if your server is keycoded for ten fax ports and in the Outcalling Admin page of CallPilot Manager (under DTF), the number of recipients required for fax broadcast is set to two. If you then send a fax to 24 recipients, the scheduler allows the first ten deliveries to utilize the maximum of ten fax ports. Following those, the remaining 14 faxes are delivered through a maximum of two fax ports, since the MTA scheduler now considers this a fax broadcast. If higher delivery performance is required, the number of ports used for fax broadcast can be increased using the CallPilot Manager application.

ImageMaker Cover Page Template Designer and Previewer

The customizable fax cover page feature provides an easy way to create and manage custom fax cover pages from the CallPilot Desktop Messaging custom form and the Nortel fax printer driver.

The CallPilot Desktop Messaging installation CD-ROM contains a separate folder with the ImageMaker Cover Page Template Designer and Previewer software. The administrator uses this software to build and manage the custom cover pages. This section provides basic instructions on using these third-party applications, and then using the generated fax cover pages when sending a fax from CallPilot. Refer also to the Help section of the applications for additional information.

Using a customized set up, the system administrator can point all end users to a shared network folder that contains the cover pages.

Introduction

The ImageMaker cover page, Template Designer, and CoverPage Previewer applications are used to produce run-time fax cover pages from within the CallPilot application. This is accomplished by combining three components: a Base Image, a Template, and User-supplied Data.

The cover pages are created on demand by layering the User-supplied Data on top of the Base Image, following the rules defined in the template. The final cover pages are created as CCITT Group 3 TIFF images, DCX fax images, or PCX images.

Template Designer

The cover page Template Designer application provides a graphical interface for creating cover page Templates. The cover page Template is a file that describes the type and placement of variable user data. The variable user data is layered on top of a cover page Base Image, when you create a faxable cover page.

CoverPage Previewer

The CoverPage Previewer application allows you to preview the actual faxable cover page by combining a cover page Base Image, a cover page Template, and the User-supplied Data.

Using the ImageMaker Template Designer

Overview

The Template Designer application (SHIP32.EXE) is used to create or modify cover page Templates. The SHIP32.EXE application file is located on the CallPilot Desktop CD-ROM in the \imgmaker folder. This entire folder must be copied to your local system hard drive.

A cover page Template file (*.CVR) is always associated with a cover page Base Image (*.TIF) through its filename. For example, Template file COVER1.CVR is associated with the Base Image file COVER1.TIF. When you open a Template file with the Template Designer, the associated cover page Base Image is automatically loaded. The template fields defined in the Template file are then layered upon the Base Image. Conversely, if you open a Base Image file with the Template Designer, for example COVER2.TIF, and layer some template fields upon it, the resulting Template file is saved as COVER2.CVR.

Creating a new cover page Template file

Before you create a new cover page Template file you must first have a Base Image file on which to layer the template fields. A cover page Base Image is obtained by copying an existing Base Image file, or by creating an entirely new one. A cover page can be designed in any word processing, paint, or drawing program. Once the design is finished, you must then print it using the Nortel Fax Printer to produce the Base Image file in the required TIF format. This must be saved to the \imgmaker folder that you copied to your local system's hard drive.

To create a new cover page template file

1 Once you have an appropriate Base Image file, start the SHIP32.EXE application. The main interface window opens.

2 Click on **Open** in the Template Designer File menu to select and open the desired cover page Base Image file (example shown: CoverB.tif).

3 Select the **Template Field Tool** on the main Toolbar. The Template Field Tool is used to add the template fields that overlay the Base Image.
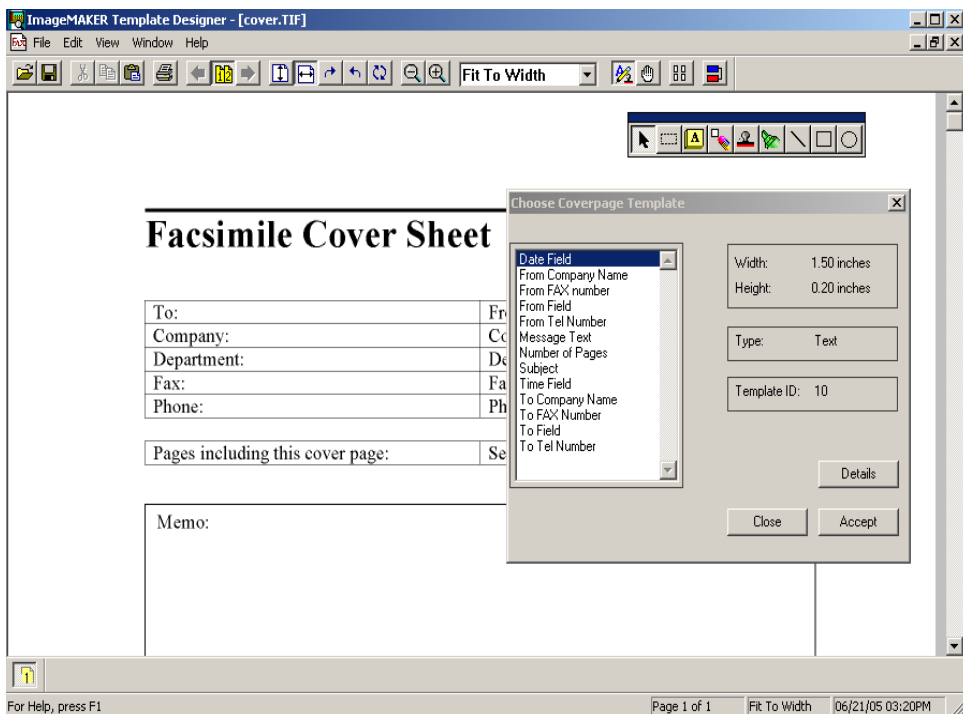
When you select this tool, the Choose Coverpage Template dialog box appears. This allows you to choose which template fields to add from the displayed list.

4 Choose the particular template field from the list that you want to add for overlaying onto the Base Image (the "To FAX Number" field was chosen for this example). You are automatically returned to the main window, and the cursor appears.

5 Use the cursor to create a dotted rectangle to outline the size and placement of the new template field. Place the cursor over the FAX field area on your Base Image, and click the mouse to position the template field. **Click and drag** the outlining rectangle to create the desired size of

the field. Note that the box can easily be re-positioned or re-sized after you create it.

6 When a new template field is in place, shows up as a blue box with the descriptive text name inside the template field.
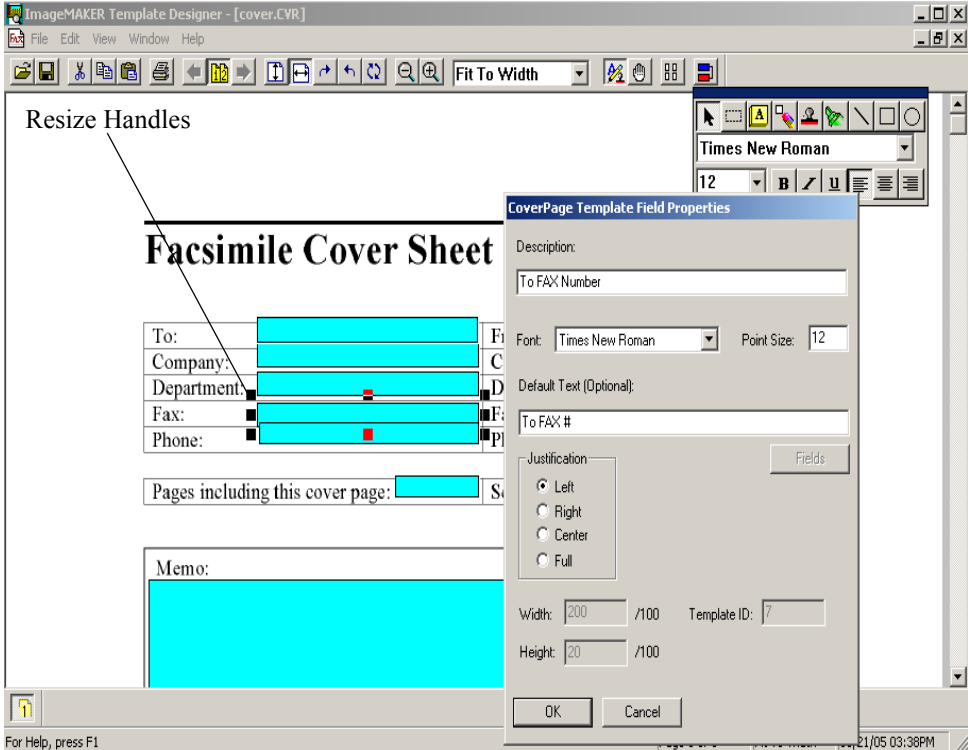
You can change the descriptive text in the template field by right-clicking the cursor inside the blue box, and then selecting Properties. This opens the CoverPage Template Field Properties window. In the example shown, the descriptive text "To Fax Number" in the blue box is shortened to "To Fax #". Template fields can also be resized and moved by single-clicking on the desired field and dragging the entire box, or dragging one of the resizing handles.

7 When you have finished adding the template fields you require, you must save the Template file. Click the File item in the main menu, and select Save As. The Save As dialog box appears.
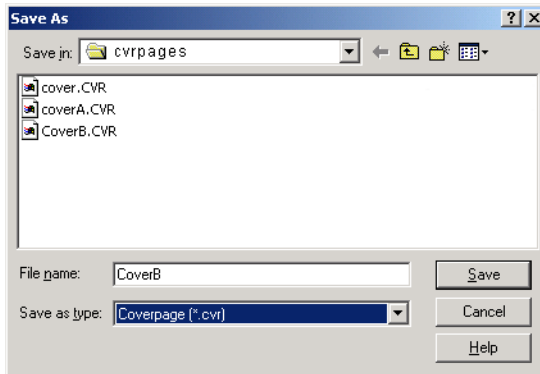
You must ensure that the Save as type field is set to Coverpage (*.CVR). Additionally, the filename you enter must be the same as the filename of the Base Image (for example if the Base Image you open is CoverB.TIF, then the filename you enter here for the template is CoverB.CVR).

Note: The .CVR file must be saved to the \imgmaker folder that you copy to your local system hard drive.

Modifying an existing cover page Template file

You can modify an existing cover page Template by opening the appropriate *.CVR file in the Template Designer and making any modifications to the template fields. The process is the same as described in creating a new page template.

However, an existing .CVR file (and its associated Base Image file) you want to modify must first be copied to the \imgmaker folder that you copied to your local system hard drive (also where CVR32.EXE resides). This is a requirement of the Template Designer and Previewer applications. When you make your changes and preview them, save them. You must then copy

the Template and Base Image files back to the proper folder location, where the Template and Base Image files are picked up by the CallPilot Desktop application. The folder location is usually C:\Program Files\Nortel\CallPilot\cvrpages.

Using the ImageMaker CoverPage Previewer

Overview

The CoverPage Previewer application (CVR32.EXE) is used to preview a fax cover page by merging a selected Base Image file, the associated Template file, and some User-supplied Data. You can then preview the resulting cover page by pressing the Preview button. The application is not used to send a fax, but to verify the appearance of your cover page design and the placement of the variable text fields onto the fax.

The CVR32.EXE application file is located on the CallPilot Desktop CD-ROM in the \imgmaker folder. This entire folder must be copied to your local system hard drive.

To Preview a fax cover page

1 **Open** the CVR32.EXE application. The main window appears.

2 **Enter** the variable data in the **From, To, Subject**, and **Message** fields. This is required so that when you preview the fax cover page, CVR32.EXE takes this data and merges the data with the Template fields for layering onto the Base Image.
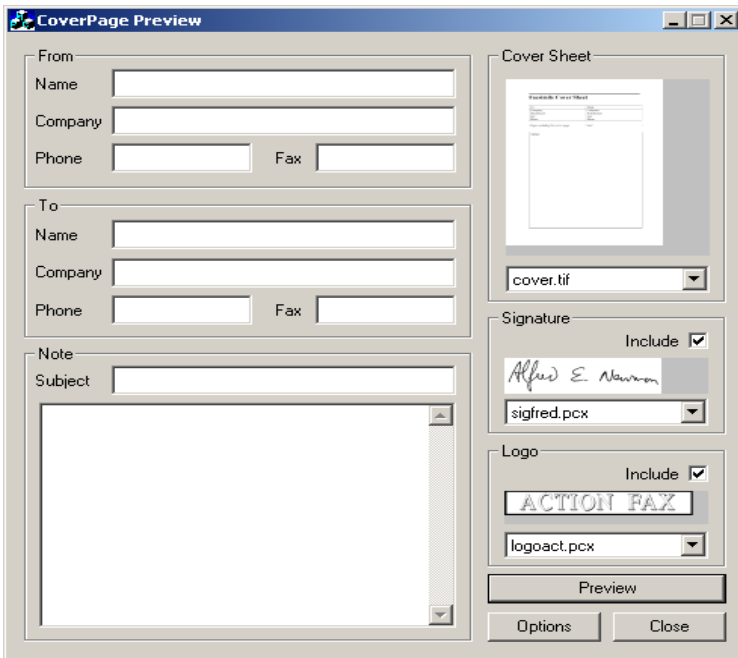
3 Select the Base Image you want to use from the Cover Sheet selector at the top right of the window. Use the arrow buttons to scroll through the previews of the available types (if you have more than one Cover Sheet) until you find the Cover Sheet you want. CVR32.EXE uses the filename of the selected Base Image to find the matching Template file. For example, if the Base image file you select is CoverB.TIF, then the application uses CoverB.CVR as the associated Template file.

Notes: The Signature and Logo selectors are not used in the current CallPilot implementation of this third-party application. If you want a corporate logo and a signature to appear on your fax cover page, add the signature and logo to the design of your Base Image file.

4 Press the Preview button to see what the final fax cover page looks like. If you are satisfied with the results, press OK. If you want to change any of your selections, you can go back to creating a new cover page

template, make the changes to your cover page and then Preview the image again.

Note: If you saved the template with a filename that does not start with the "cover" string, then you must go to **Options** and change the wildcard settings for **CoverSheets WildCard** from **cover*.TIF** to ***.TIF** in order to see your filename listed in the **File List**.

Using your custom Cover Pages when sending faxes

You can fax a document from any program that produces printable files. If you want to use the custom cover pages you create, the Template files (*.CVR) and Base Image Files (*.TIF) must first be copied from the \imgmaker folder. The \imgmaker folder, that you copied to your local system hard drive, is picked up by the CallPilot Desktop Application. The usual location is C:\Program Files\Nortel\CallPilot\cvrpages.

To use your custom cover pages when sending faxes

1 Select **File** and then **Print** from the application you are using to create the document you want to fax.

2 Select the **Nortel Fax Printer** as your printer type, and press **OK** to open the Compose Fax window.
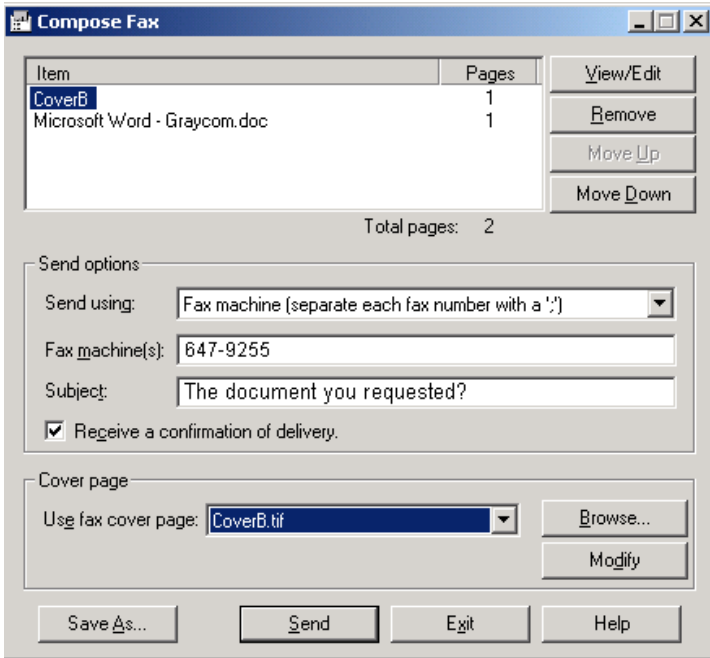
3 Enter the Fax machine number to which you want to send the document in the Send options field.

4 Enter appropriate text in the Subject field.

5 Check the **Receive a confirmation of delivery checkbox**, if desired.

6 Select the cover page Base Image file you want to use from the Use fax cover page field and the **Browse** button.

7 Click the **Modify** button to open the Modify Cover Page window.

8 Enter your addressing data into the blank fields. The Memo field is used to add a text message for your recipient onto the cover page. Note that the recipient's Fax number field is grayed out, since this data was entered in the previous window.

9 You can preview the fax by clicking on the **Preview** button. You select the Base Image file and associated Template file, ImageMaker merges the information and produces the final cover page.

10 If you are satisfied with the results, press the **Send** button to send the fax. The cover page is placed in front of the document you are sending.

Configuring Internet Mail Clients and My CallPilot for Windows Terminal Server

Configuring Internet Mail Clients

The administrator must install CallPilot Desktop Messaging - Internet Mail Clients (Audio Player only) on the Windows Terminal Server (refer to the Desktop Messaging and MyCallPilot Installation Guide 555-7101-505). Once this is done, Internet Mail Clients can follow the same instructions for using CallPilot as standard Windows environment users.

Configuring My CallPilot Users

The administrator must install CallPilot Desktop Messaging - Internet Mail Clients (Audio Player only) on the Windows Terminal Server (refer to the Desktop Messaging and MyCallPilot Installation Guide 555-7101-505). Once this is done, My CallPilot users can follow the same instructions for using CallPilot as standard Windows environment users.

Note: Macintosh users of My CallPilot are not supported.

Other windows terminal server considerations

Security

In a Windows Terminal Server environment, all software and support files are stored on the Windows Terminal Server. Files that store user-specific information are stored in the user profile section of the Windows Terminal Server.

Unlike the standard desktop environment, the user cannot control file-level access privileges to these support files. Ideally, the Windows Terminal Server system administrator sets the appropriate privileges to prevent unauthorized access. However, users who wish to have a higher level of security can take additional steps.

Note that Novell GroupWise and Lotus Notes users do not need to be concerned with these additional steps. The design of the Novell GroupWise and Lotus Notes clients prevents unauthorized access to user specific information. These additional steps pertain to Microsoft Outlook users only.

Password Protect CST Files

CST files are used by CallPilot Desktop Messaging for Microsoft Outlook to store CallPilot message headers and downloaded messages. If another user opens the CST file in offline mode, they can access all messages that have been previously played or viewed.

To prevent unauthorized access, users can password protect their CST files. This ensures no one (including the system administrator) can access previously played or viewed messages without first entering the user-defined password.

To password protect a CST file

1 Open CallPilot Configuration, and select the **Mail** tab.
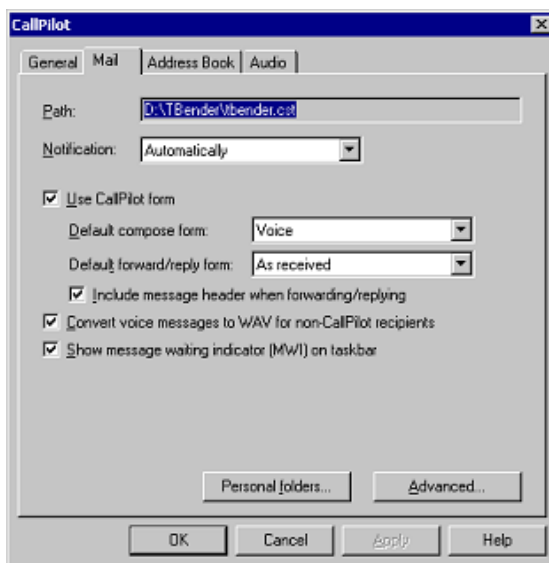
2 Press the **Personal folders…** button, then press **Change Password…**.

3 Enter the old password (if necessary) and new password.
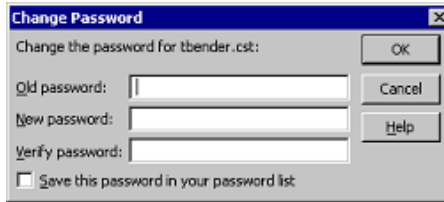
To ensure the highest level of security, do *not* select the **Save this password in your password list** option.

This solution protects voice, fax, and text messages from unauthorized access on the Windows Terminal Server.

Playing messages through the telephone

To improve network performance, CallPilot Desktop Messaging caches voice messages played through the computer. However, other users can play these cached messages if they have access to your CST file. Users can prevent voice messages from being cached by playing them through their telephone. When messages are played through telephone, voice data is not downloaded or saved on the Windows Terminal Server.

This solution protects voice messages from unauthorized access on the Windows Terminal Server. Text and fax messages are still downloaded and saved on the Windows Terminal Server.

Chapter 4

Additional server configuration

In this chapter

Accessing a 3rd party Address Book from a separate server

Overview

CallPilot enables you to access a third-party LDAP server for message addressing.

Consult your LDAP server documentation for details about enabling and disabling LDAP service, and configuring security options.

Note: Users can only access third-party LDAP servers with Desktop Messaging if they use Desktop Messaging groupware client (Outlook, GroupWise, or Lotus Notes).

You must specify the LDAP server name, port number, and search base in the Desktop Messaging client. For details about setting LDAP options in Desktop Messaging, see the Desktop Messaging online Help.

My CallPilot security

Overview

My CallPilot operates using Internet protocols. The network security policies of your company can imposed on My CallPilot. My CallPilot does not attempt to circumvent any firewall, or other network security software, installed on top of TCP/IP.

You should consider the following security measures for My CallPilot:

- secure network configuration
- authenticated access to the My CallPilot web server
- port hiding

You should discuss these security measures with your IS administrator.

CAUTION

Risk of incorrect operation
Use caution when installing and configuring e-mail or file filtering software on the My CallPilot web server. Filtering software must allow IMAP and HTTP uploads and downloads of the MIME types allowed by the external e-mail servers that you make accessible to My CallPilot. The .exe file extension must also be allowed for HTTP downloads, so that the CallPilot Player installer can be downloaded.

Recommended configuration for external Internet access

The following diagram shows the recommended configuration of the various servers used by My CallPilot in a network with an Internet firewall. Discuss the configuration requirements with your IS administrator.

⚠ **CAUTION**

Risk of system corruption or data loss
Nortel strongly recommends that you obtain an independent
security audit before you provide external access to your
system based on the recommended configuration.

G101647
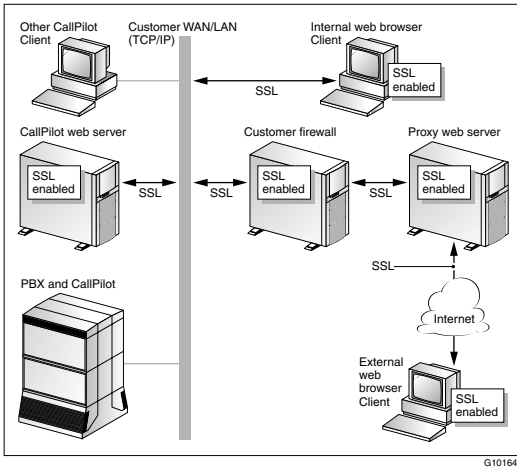
Notes on the recommended configuration

The recommended solution requires:

- a separate web server to act as an external proxy server. Typically,
  organizations place a computer outside the firewall (for DNS and
  SMTP), which can function as the web server proxy.

- SSL is enabled to secure communications.

  - On the My CallPilot web server.

  - On each My CallPilot web client. SSL is available to both internal
    clients and external clients outside the firewall.

  - On the external web server proxy and on the server with the firewall
    (if the firewall is installed on a separate server.)

For details about enabling SSL, see "Securing communication with the web server" on page 153.

- SSL is only used for communication between the My CallPilot web server and the web clients. By default, all communication between the My CallPilot web server and the CallPilot server is unencrypted. Note that the LDAP, IMAP, and STMP connections to the CallPilot can also use SSL.

- configuration of the firewall to allow HTTP connections between the internal CallPilot web server and the external web server proxy

Securing communication with the web server

My CallPilot supports Secure Socket Layer (SSL) over HTTP (HTTPS) for either the logon only, or for the entire My CallPilot session. HTTPS is a security protocol that provides:

- encryption of all information passed between the My CallPilot web. server and My CallPilot web clients (browsers).

- authentication of the web server identity.

- authentication of the web client identity.

SSL must be enabled both on the web server and in the client web browser to secure communications.

Enabling SSL

To enable SSL over HTP (HTTPS) on the My CallPilot web server, you must purchase and install an IIS authentication certificate on the server.

For information about obtaining an IIS authentication certificate, contact a vendor of authentication certificates, such as Verisign or Entrust. Consult your IS administrator about the best certificate for your organization. Ask your IS administrator to follow the certificate installation instructions in the IIS documentation. Popular vendors of authentication certificates also provide certificate installation instructions on their web sites.

Once you have installed a certificate, My CallPilot automatically displays the "Enable Secure Login" link on the log in page. For more information about this tool, see "My CallPilot Administration Utility" on page 156.

Once SSL is enabled on the web server, the user can choose to log on to My CallPilot with SSL enabled. If the user chooses a secure logon, My CallPilot uses the HTTPS protocol to secure communications.

Port hiding

If you do not have an SSL certificate, and you make My CallPilot available over the Internet, you can change the port number for connections to the web server. My CallPilot automatically detects and uses the configured port. This provides additional security by hiding the service from malicious attempts to scan well-known ports. Ask your IS administrator whether changing the port number for HTTP connections is appropriate for your system. The default HTTP port number is 80.

LDAP SSL Support

If the SSL checkbox is selected in the LDAP settings in the My CallPilot Administration utility, My CallPilot uses SSL whenever communicating with LDAP protocol to that server.

Using My CallPilot with a firewall

In order to access the My CallPilot server through a firewall, the ports used by My CallPilot must be opened. The following ports are used by My CallPilot:

PROTOCOL	NORMAL	SSL
IMAP	143	993
SMTP	25	465
LDAP	389	636
HTTP	80	443
FTP	21	---

If the firewall is between My CallPilot and the user's browser, then the following ports must be open: HTTP, FTP, and IMAP (for audio player telset).

If the firewall is between the CallPilot server and the My CallPilot server, then these ports must be open: FTP, IMAP, SMTP, and LDAP.

My CallPilot Administration Utility

Overview

The My CallPilot Administration Utility is a tool for updating CallPilot server settings, and for enabling and disabling SSL encryption for communication with the My CallPilot web server. All entries are stored within the system registry.

The My CallPilot web server cannot automatically detect changes to CallPilot server settings. If you use CallPilot Manager to change CallPilot server settings that impact My CallPilot, you must use this administration tool to update the settings on the My CallPilot server. These settings include:

- the CallPilot server FQDN
- the SMTP/VPIM network shortcut
- the LDAP search base
- the LDAP port number

To start the My CallPilot Administration Utility

From the Windows Start menu, choose **Program Files> Nortel My CallPilot> My CallPilot setup**. The My CallPilot Administration Utility dialog box appears.
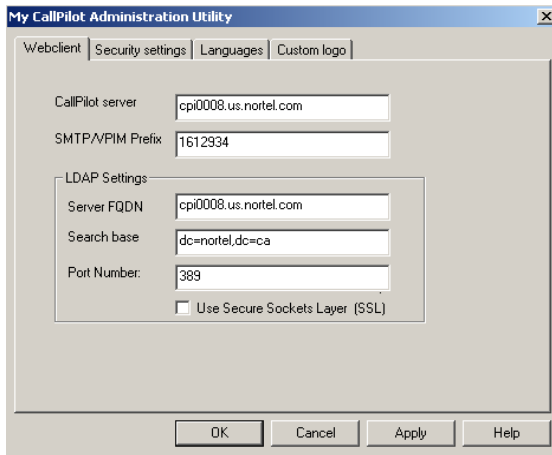
For details about the any of the available options, click the **Help** button.

Allow user to send voice messages to non-CallPilot recipients

1. For CallPilot Server Release 3.0 and Above

This feature provides the ability for the system administrator to control the distribution of CallPilot voice messages outside of the organization.When unchecked, the user is unable to save or forward audio attachments or voice messages to non-CallPilot recipients.

Note: If the user attempts to forward a message to a non-CallPilot recipient using the standard e-mail form of Microsoft Outlook, the message appears to have forwarded properly. The recipient of the message only receives the VBK header. The audio data is not sent, and the message cannot be played.

To allow users to send voice messages to non-CallPilot recipients

1 Select applicable **User Class** to access the control for this feature.

2 Select **Allow user to send voice messages to non-CallPilot recipients** checkbox.

3 Click **Save**.

If this feature is not selected (checked), the user cannot forward voice
messages to non-CallPilot addresses. However, the user still can forward
voice message to addresses in CallPilot format.

CallPilot Desktop Messaging

This message cannot be sent to non-CallPilot recipients.
Contact your CallPilot administrator for details.

OK
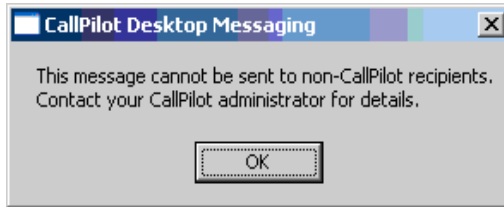
Note: This feature does not block users from forwarding voice messages to
an external e-mail account if, they use Internet IMAP clients (Outlook
Express, Eudora, or Netscape Messenger).

2. For CallPilot Server Release 2.X

Voice Block provides the ability for the system administrator to control the
distribution of CallPilot voice messages outside of the organization. It is
intended for use only by the system administrator. The end user cannot
enable or disable this feature.
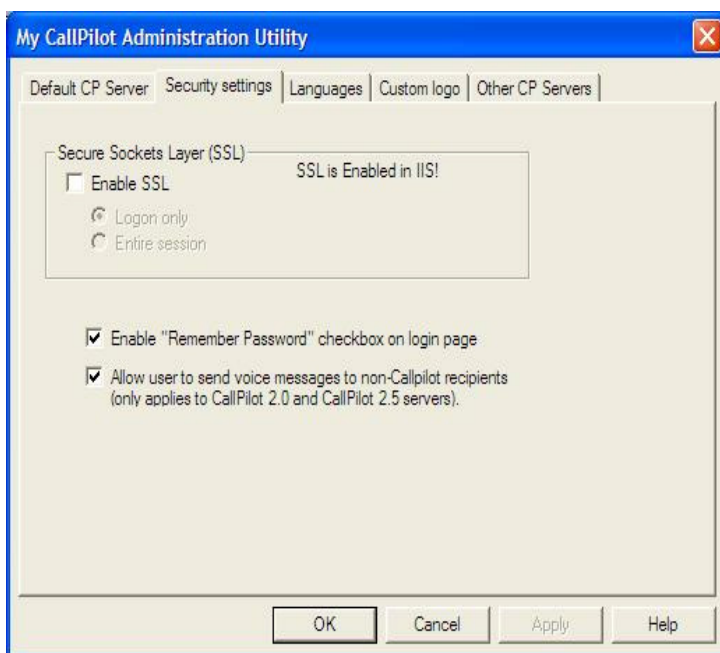
Note: This feature is used when My CallPilot interfaces with CallPilot 2.X software only. In CallPilot 4.0, this feature is no longer configured in the *My CallPilot Administration Utility.* Instead, it is configured using CallPilot Manager in the Mailbox Class property page, in the Keycoded Features section. Refer to the CallPilot Manager online Help for details.

To enable My CallPilot Voice Blocking (CallPilot Server 2.x)

1 Click on the **Security settings** tab in the **My CallPilot Administration Utility** to access the control for this feature.

2 Select the **"Allow user to send voice message to non-CallPilot recipients"** (only applies to CallPilot 2.0 and 2.5 servers) checkbox.

3 Click the **OK** button and you are presented with a prompt to restart the Internet Information Services (IIS).
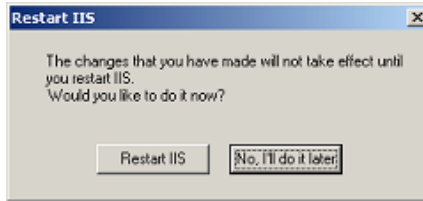
Doing so enables voice blocking immediately; otherwise the feature takes effect the next time a user logs on to My CallPilot. The system administrator can restart IIS using either the Restart IIS dialog box (above) or the IIS Manager screen.

If this feature is enabled, My CallPilot users cannot save a voice message to their local computer, which prevents distribution as an e-mail attachment. They are also cannot forward voice messages to non-CallPilot addresses. However, the users still can forward voice message to addresses in CallPilot format.

This setting applies to all My CallPilot users and CallPilot servers, including CallPilot servers configured in user accounts as an external e-mail server. It does not apply to non-CallPilot servers.

Note also that this feature does not block users from forwarding voice messages to an external e-mail account, if they are using Internet IMAP clients (Outlook Express, Eudora, or Netscape Messenger).

For information on how to block voice messages in integrated Desktop Messaging clients (Outlook\Exchange, GroupWise, or Lotus Notes), refer to the *Controlling access to Desktop Messaging features* section in the *Desktop Messaging and My CallPilot Installation Guide 555-7101-505*.

Using My CallPilot in multiple Callpilot server environments

My CallPilot has enhanced support for environments with multiple CallPilot servers. The multiple CallPilot server feature is configured by selecting the **Other CP Servers** tab. The following dialog appears:

Enter the details for all of the CallPilot systems by pressing "New entry" and filling in the information for each CallPilot server, and then press "OK". You must restart My CallPilot (restart IIS) for these changes to appear.

Chapter 5

Troubleshooting

In this chapter

Troubleshooting overview

Introduction

This chapter identifies problems that users can experience with Desktop Messaging and My CallPilot. It describes symptoms of the problem that the user is facing, and suggests steps you can follow to fix the problem.

This chapter focuses on problems that require the assistance of an administrator. Basic troubleshooting information for users is available in the Desktop Messaging online Help. Troubleshooting information for Internet mail client users appears in the CallPilot Player online Help.

Based on the user's expertise, you can guide the user in performing the steps. Where the solution requires action on the CallPilot server or in CallPilot Manager, the text indicates this requirement.

If the suggested action does not correct the problem, contact your Nortel representative.

Section A: Desktop Messaging issues

In this section

Overview

Introduction

This section provides information about troubleshooting Desktop Messaging problems. It is divided into five areas. The General issues area describes problems that can occur with any Desktop Messaging client. The other areas focus on problems specific to a Desktop Messaging client.

Desktop Messaging also includes several tools to assist you with troubleshooting. For more information, see "Desktop Messaging tools" on page 189.

Messaging server compatibility

CallPilot 4.0 Desktop Messaging clients work with CallPilot 2.0, 2.5, 3.0, and 4.0 servers. The availability of some features depends on the messaging server you use. For more information, see "Messaging server compatibility" on page 26.

General issues

Before you install

Before you install Desktop Messaging, you require the following information:

- CallPilot mailbox number
- VPIM network shortcut of the CallPilot server
- fully qualified domain name of the CallPilot server
- search base for LDAP address searches in the CallPilot server

You also must ensure that the e-mail client that the user requires is installed on the user's computer, and is working properly.

For a full description of Desktop Messaging requirements and procedures, refer to the *Desktop Messaging and My CallPilot Installation Guide 555-7101-505*.

To help you to troubleshoot problems, you should obtain the version number of the Desktop Messaging client.

To obtain the version number

1 If the user cannot log on, but you require the CallPilot version number, navigate to the following file:

nmplayer.exe

2 Right-click the file, and then select **Properties**. The Properties page appears.

3 Select the **Version** tab. Version information for Desktop Messaging appears.

General logon issues

Symptom: Error message about invalid credentials

The user receives a message similar to "Invalid credentials. Please retry..." or "The server could not be located. Please Retry... "

Solution
(from the user's computer)

1 Verify that Desktop Messaging is configured with the correct information, including the following settings:

- mailbox number

- fully qualified domain name (FQDN) of the CallPilot server

- VPIM network shortcut of the CallPilot server

- search base for address searches in the CallPilot directory

2 Verify that you can log on successfully from the telephone using the same mailbox number and password.

3 Verify that you have network connectivity to the CallPilot server.

For example, issue a network command to the CallPilot server exactly as it appears in your Desktop Messaging configuration — try to ping using the Command Prompt — and ensure that you receive a valid response from the CallPilot server.

From the Start menu on your Windows desktop, select the Command Prompt (typically found under the Programs/Accessories submenu). A new window appears with the Command Prompt "C:\". From the Command Prompt, issue a ping command to the fully qualified domain name of the CallPilot server as follows:

ping *<CallPilot FQDN>*

If the response is "request timed out," you do not have network connectivity to the CallPilot server. You cannot access Desktop Messaging.

Solution

(administrator only)

1. In CallPilot Manager, check the following:

   - The user's mailbox is enabled. View the user's settings on the User Detail page, and check the mailbox status in the Security section.

   - IMAP is enabled on the CallPilot server, and there are no alarms referring to the IMAP service.

   - Desktop and Web Messaging capability is enabled for the mailbox.

2. The CallPilot server name cannot be on the DNS server.

   From the Start menu on your Windows desktop, select the **Command Prompt** (typically found under the Programs/Accessories submenu). A new window appears with the Command Prompt C:\. From the Command Prompt, issue a ping command to the CallPilot server IP address as follows:

   ping <*CallPilot server IP address*>

   If the response is "request timed out," then issue a ping command to the fully qualified domain name of the CallPilot server. Type

   ping <*CallPilot FQDN*>

   - If you receive a ping response from the IP address, but not the server name, then check the following:
   - If you have a DNS server
   - Ensure that DNS is configured on the CallPilot server computer. Under TCP/IP properties, select the DNS tab. Ensure that a DNS server is listed. Verify the IP address for the DNS server.
   - Check with the DNS administrator whether the server name is on the DNS server. Verify that the correct host name is configured on the DNS server.

   If you do not have a DNS server

   - If you do not have a DNS server, you must set up domain name resolution using a HOSTS file, or configure CallPilot and Desktop

Messaging using the CLAN IP address only. For details about setting up a HOSTS file, see the CallPilot Manager online Help.

Note: Nortel recommends that you set up DNS properly instead of asking Desktop Messaging users to update a host file.

3 If the problem continues, stop and restart IMAP service on the CallPilot server.

Symptom: Error message about no Desktop Messaging capability

When the user attempts to log on, a message states that "You do not have Desktop Messaging capability."

Solution
As the CallPilot administrator, do the following:

1 Verify that Desktop Messaging is configured with the correct Mailbox number.

2 Verify that this mailbox is assigned to a mailbox class with Desktop capability enabled. For information about mailbox class capabilities, see the CallPilot Manager online Help.

Symptom: No entries in CallPilot address book

The CallPilot Address Book has been downloaded, and a dialog box appears stating that 0 entries are found.

Solution
As the administrator, do the following:

1 Check the CallPilot Address Book search base. Open the Desktop Messaging options dialog box, and then click the Address Book tab to view the search base.

2 Verify that the search base exactly matches the search base configured in CallPilot Manager.

Other issues

Symptom: The user has message access problems

The user modified Desktop Messaging settings with correct information, but the user still cannot access CallPilot messages.

Solution
If you modify the settings while your Desktop Messaging is running, close and restart Desktop Messaging so that the settings take effect. If the user still cannot access messages, do the following:

- Verify the mailbox class.
- Check the alarm monitor to ensure that there are no alarms relating to the IMAP service.
- Verify network connectivity to CallPilot.

Symptom: Cannot send messages

The user cannot send messages to telephone, fax, AMIS users, or networking users.

Solution

1 Ensure the user is addressing messages correctly. See the online Help for information about supported address formats.

2 Verify the capabilities enabled for the user's mailbox. Restrictions for unauthenticated SMTP users can be defined by the CallPilot administrator. Such restrictions can prevent a user from sending messages to other types of users.

- Verify that the user has the capability to send messages to the required recipient (telephone, fax, AMIS users, or Networking users).

- Ensure that 'Security Modes for SMTP Sessions' in CallPilot Manager/Messaging/Message Delivery Configuration have authentication options other than just 'Unauthenticated' selected.

■ Also ensure the user provides SMTP authentication from their client. If the user connects from one of the Nortel-provided clients, such as Outlook, Lotus Notes, GroupWise, or My CallPilot, then client-side SMTP authentication is automatically used as long as the server-side Security Modes for SMTP Sessions mentioned in the previous bullet have been set.

■ Verify that the restriction permission list (RPL) in the CallPilot system is configured to allow DTT and DTF network messages.

3 For DTT and DTF messages, ensure that you can dial the required number from a phone connected to the same switch as CallPilot.

4 For Networking, verify that networking is currently configured in CallPilot administration. For more information on networking, refer to the appropriate *Networking Implementation and Administration Guide*.

Symptom: Cannot send a CallPilot message

The user cannot send a CallPilot message. When the user clicks Send, an error dialog box appears: "Error. Failed to send message."

Solution

Check the following on the user's computer:

1 Verify that neither the CallPilot mailbox nor the e-mail mailbox is full. A user cannot send a CallPilot message if either of the mailboxes is full.

2 Check the format of the message address. The FQDN on the right side of the @ symbol must match the FQDN configured on the CallPilot server.

3 Delete any empty attachments. An empty attachment causes the entire message to be rejected.

4 Verify that you can ping the CallPilot server. From the Start menu on your Windows desktop, select the Command Prompt (typically found under the Programs/Accessories submenu). A new window appears with the Command Prompt C:\. At the Command Prompt, type

ping *<CallPilot FQDN>*

If the response is "request timed out," then type

ping <*CallPilot server IP address*>

If there is a reply to this ping command, then the CallPilot server FQDN is not properly configured in your Domain Name System (DNS). Contact your DNS administrator for assistance.

5 If you do not have a DNS server, then you require a hosts file entry. For more information, see the CallPilot Manager online Help.

6 If the response is No Reply, verify that the CallPilot server is reachable on your LAN. Contact your IS administrator for help.

7 Verify that the CallPilot server is up and running.

8 If there is no response, verify that the Internet Message Agent (IMA), Message Transfer Agent (MTA), and IMAP services are running. You may need to restore them.

Symptom: Cannot send faxes

Solution

1 If the error message states that the message cannot be sent because part of the media cannot be converted, or because the media is not supported at the recipient's system, ensure that in messages you send with Desktop Messaging, you only send attachments that are TIFF-F, WAV, VBK, or text files.

Note: All other message types, including Rich Text Format (RTF) are rejected by CallPilot server.

2 Ensure that you, as the sender, and the recipients have the capability to send and receive fax messages. Ensure that all TIFF files are created as TIFF class F (TIFF-F) files, using the Nortel Fax Printer. Not all TIFF files are class F.

3 Ensure that your mailbox is not full. If you receive an error message that your mailbox is full when you log on, delete messages to create space in your mailbox.

4 If messages are not returned with a Non Delivery Notification (NDN), check the CallPilot server processor usage. If it is at or near 100 percent for a long time, then contact your Nortel Customer Technical Support.

Symptom: Problems receiving faxes

People do not receive faxes sent by users, or users do not receive faxes that others are sending to them.

Solution

- Verify that the mailbox class to which the user is assigned has the capability to send and receive faxes.
- Make sure that those to whom you send faxes have the capability to receive faxes.

Symptom: Problems receiving replies

Recipients receive CallPilot messages from users, but users do not receive any replies to their messages.

Solution

1 **Open** the **Desktop Messaging** options dialog box.

2 Ensure that the SMTP/VPIM network shortcut is correct.

Ensure that if people are sending you faxes (TIFF-F files) in their replies, you have fax capability enabled for your CallPilot mailbox.

Symptom: Cannot print text messages

Users can see text messages in their Desktop Messaging mailbox, but when they try to print them to a fax machine from the telephone, they receive the message, "Your command cannot be completed at this time."

Solution

Users must have fax capability for their mailbox to print text messages from the telephone. A user with Desktop Messaging capability, but without fax capability, cannot print text messages from the telephone.

For more information about assigning access rights in a mailbox class, see the CallPilot Manager online Help.

Symptom: Voice message does not play on telephone

The user tries to play a voice message from the telephone in Desktop Messaging. The user answers the telephone when it rings, but the message does not play.

Solution

1 When you answer the telephone, say something, such as "Hello," to initiate message playback.

2 Check the CallPilot player status bar. If it states Open Pending, then hang up the telephone. Click Computer on the player, and then click telset playback. The phone rings again.

3 If the Status bar still states Open Pending, then click the **Release telset** button. Alternatively, you can hang up again, wait from three to five minutes and attempt to play again. If this problem persists, contact your Nortel Customer Technical Support.

Symptom: Cannot view CallPilot faxes using third-party Fax viewer.

Some received faxes cannot be viewed with Fax viewers, other than the built-in CallPilot viewer.

Solution

1 View the fax with the CallPilot Desktop Messaging Fax viewier and save the fax to disk.

2 If CallPilot Desktop Messaging for Outlook, Lotus Notes, or GroupWise is not installed, other third-party viewers can view the fax as well.

Microsoft Outlook issues

Outlook 2002 issues

To ensure that Desktop Messaging works correctly with Microsoft Outlook, you can install the latest Outlook 2002 service pack. For information about the latest Office XP service pack, go to the Microsoft web site (http://www.microsoft.com) and search for article Q307841 in the Microsoft Knowledge Base. Also refer to article Q319820 for additional fixes to Outlook 2002.

Symptom: CallPilot messages remain in Outbox

Messages that you send from the Nortel Fax printer driver, or using **Start-> Programs-> Nortel-> CallPilot Desktop Messaging-> Send CallPilot Message**, remain in the Outbox. Your Outlook profile is configured to deliver new messages to your Exchange Server mailbox, rather than to a personal folder.

This problem can occur in Outlook when multiple accounts, including an Exchange Server account, are configured in an Outlook profile. It only occurs if the profile is configured to deliver new messages to the Exchange server account, rather than to a personal folder.

Solution
Mircosoft has provided a solution that requires a change to the Windows registry. For details, go to the Microsoft web site, (http://www.microsoft.com)   and search for article Q319820 in the Microsoft Knowledge Base.

Using Outlook

Symptom: Microsoft Outlook messages remain in Outbox

In Microsoft Outlook, messages remain in the e-mail outbox (not the CallPilot Message Store outbox). This problem can be caused by the migration from one server to another, while maintaining the same Outlook client.

Solution
Remove the Exchange server, and then add it again to the user's profile.

Symptom: You open a message that contains an embedded message, by using Microsoft Outlook Web Access (OWA) over a Secure Sockets Layer (SSL) connection. If you try to save the embedded message to the local hard disk, you receive the following error message:

Internet Explorer cannot download {*filename*} from {*server name*}.

For example, if you right-click the link to the embedded message, and then click Save, you receive the error message stated above.

This issue occurs if the message that you open was composed by using a Microsoft Outlook client, or by using an OWA S/MIME client.

Solution
Turn on the Do not save encrypted pages to disk option in Internet Explorer. To do so:

1 Start Internet Explorer.

2 On the Tools menu, click **Internet Options**.

3 Click the **Advanced** tab, and then under Security, click to select the **Do not save encrypted pages to disk** check box.

4 Click Apply, and then click **OK**.

Lotus Notes issues

Installation issues

Symptom: Authorization error message in Lotus Notes

Error message: No authorization to perform this operation.

Solution
Lotus 6.0 and 6.5 users must have Manager Rights access control of the mail database to install Desktop Messaging for Lotus Notes. The Lotus Notes administrator sets this control on the server for each user. If the user does not have Manager Rights access, you have two options:

- Temporarily assign Manager Rights access to the user.
- Manually update the Mail database from the server for each user who requires CallPilot access. This update creates a new folder, CallPilot Desktop Messaging, in Lotus Notes. For details about manual updates, see "Updating the Mail database design" on page 41.

To determine the level of access control for a user
1 From the user's Lotus Notes Mail database, choose **File> Database> Access Control**… .
2 Click the user's name in the displayed list. The user's access control level appears in the Access box.

Other issues

Symptom: Cannot see CallPilot Desktop Messaging folder in Lotus Notes

When the user logs on to Lotus Notes, the CallPilot Desktop Messaging folder is not visible.

If CallPilot has been properly installed, then the user sees CallPilot Desktop Messaging under Folders and Views. In the Personal Name and Address Book on Local database, the user sees two new views:

- Groups (CallPilot)
- People (CallPilot)

Notes:

- In Lotus Notes versions 6.0 and 6.5, these views are accessible only from the View menu.
- Lotus Notes 6.0 and 6.5 users must log on to CallPilot before they can download the address book.

Solution

1 Verify that you are in Folders and Views> CallPilot Desktop Messaging.

2 If you do not see CallPilot Desktop Messaging, and you are in Folders and Views, uninstall the current version of Desktop Messaging, and then reinstall it. During reinstallation, ensure that Update Lotus Notes databases is checked in the Ready to Install! window.

   Note: Update Lotus Notes mail database and Update Lotus Notes Personal Address Book options are checked by default. If you uncheck these options, the Lotus Notes administrator must update your mail database on the server to enable Desktop Messaging and you cannot use your Personal Address Book for storing or accessing CallPilot address information. You also have an option (not recommended) to replace the Mail database design manually. A manual update should only be performed under special circumstances. For more information, see "Updating the Mail database design" on page 41.

Symptom: No entries in CallPilot Personal Name and Address Book in Lotus Notes

While in the Personal Name and Address Book window, the user selects People (CallPilot). There are no entries in the CallPilot Address Book.

Solution

You must download the CallPilot Address Book manually.

To manually download the CallPilot Address Book

1 Make sure that your Address Book — People (CallPilot) window is the active window.

2 Choose **Actions> Download CallPilot Address Book**.

Symptom: DLL error message in Lotus Notes

Error message: "The dynamic link library nnotes.dll could not be found in the specified path."

Solution

1 On the Windows desktop, right-click the **Lotus Notes** icon, select **Properties**, and then click the **Shortcut** tab.

2 Examine the properties of your Lotus Notes shortcut.

3 Verify the path in the "Start in" box.

Note: Usually, when Lotus Notes creates a shortcut, it puts a working directory in this box.

4 Add or update the path.

Novell GroupWise issues

Installation issues

Symptom: GroupWise option unavailable during Desktop Messaging installation

GroupWise 6.5 requires Windows Messaging on your computer. Normally, Windows Messaging is installed with Windows.

Solution
The GroupWise installation program checks for Windows Messaging. If it is not detected, the installation program provides the following options:

1. Install the complete Windows Messaging system.
2. Leave Windows Messaging as is.

Choose option 1, even if Windows Messaging is installed to ensure that the GroupWise option is available during Desktop Messaging installation.

Other issues

Symptom: Cannot find the Compose New CallPilot Message icon on the toolbar

When the user opens Groupwise, the button on the toolbar to compose a new message in CallPilot is not visible.

Solution
GroupWise does not resize buttons automatically based on the window size, and when the buttons on the toolbar are not visible. This can be solved by setting your screen resolution so that the Compose New Message button appears on the toolbar. For example, set your screen resolution to 1280x1024.

Internet mail client issues

Introduction

This section includes only issues that require administrator assistance. For troubleshooting information for users, see the CallPilot Player online Help.

General issues

Symptom: Reply to message sent from Eudora is rejected on AMIS network

A reply to a message cannot be sent over an AMIS network. This is caused by autotext placed at the start of the message.

Solution
(administrator only)

1 Open the Eudora.ini file using a text editor, such as Notepad.

2 Under the [Settings] statement, add these lines:

ReplyAllAttribution=
ReplyAttribution=

3 Click **File> Save** to save the settings.

Desktop Messaging error codes

Desktop Messaging Internet mail clients display error codes when a problem occurs. The table below describes Desktop Messaging error codes.

Code	Error message
6	Your message did not reach some or all of the intended recipients.
16	The message was not delivered because an undefined problem occurred.

Code	Error message
17	There is a problem with the specified address. Please verify the address.
18	The external telephone number used in addressing the message could not be dialed. Please verify the telephone number.
19	The mailbox or telephone number is invalid. Please confirm the address.
20	The address is invalid. Please verify the destination system.
22	The mailbox address was at one time valid, but mail is no longer being accepted. Please confirm the address.
23	The mailbox exists, but something at the destination mailbox caused your message not to be received. Please try sending the message again later.
24	The recipient did not receive the message because the recipient did not instruct the service to play the message (by pressing the appropriate telephone key).
25	The mailbox exists, but is not accepting messages at this time because it can be temporarily disabled. Please try sending this message again later.
26	The recipient's mailbox is full. Please try sending this message again later.
27	The message length exceeds the administrative limit for the sender's mailbox.
28	The address is a mailing list and could not be expanded.
29	The message was not delivered because a system problem occurred.
30	The system storage has been exceeded. Please try sending this message again later.

Code	Error message
31	The recipient's system is not accepting messages. Please try sending this message again later.
32	Some features in the message are not supported. For example, you are not able to send a message with this media.
33	Recipients cannot receive messages with a private tag. Please try sending the message again without the private tag.
35	The system does not allow messages that are this large.
36	A problem occurred in the network. Please try sending the message again later.
37	An outgoing connection could not be made with the destination. Please try sending the message later.
38	A problem occurred during the transmission of your message.
39	A directory server was unavailable. Please try again later or contact your Administrator.
40	The network was congested or the telephone line was busy. Please try sending the message later.
41	The number of attempts to deliver the message has exceeded the system maximum. Please try sending the message again later.
42	An error occurred during the transmission of your message.
43	This message was addressed to too many recipients. Please reduce the number of recipients and try sending the message again.
44	There was a problem with the content of your message. Please recreate the message and send it again.
45	The message contains media that cannot be delivered. The recipient cannot receive a message with this media.

Code	Error message
46	The voice portion of the mixed media message was delivered. The recipient can only receive this part of the message.
47	The fax portion of the mixed media message was delivered. The recipient can only receive this part of the message.
48	Some media contained in your message was not converted successfully. Some of the recipients did not receive the message.
49	A security measure or policy prevented the delivery of the message. Please contact your Administrator.
50	The recipient(s) could not be reached. Please consult with your Administrator for assistance.
51	Legislative policy restricts the delivery of messages at this time. Consult with your Administrator on the best time to send the message.
52	The recipient(s) could not be reached. Please consult with your Administrator for assistance.
92	Invalid mailbox number/password.
94	User does not have desktop capability. Please contact your administrator.
95	Invalid mailbox number/password. Please contact your administrator.
97	Invalid mailbox number/password. Maximum number of invalid login attempts occurred. Please contact your administrator.
98	Invalid mailbox number/password. Maximum number of invalid login attempts in this session occurred. Please restart your login session.
100	Invalid login. Cannot access system resources. Try again later.
101	Too many login failures.
102	Too many authentication failures.

Code	Error message
105	Autologout; your session has been idle for too long. You are no longer connected to the server. Please log in again to send and receive new messages.
107	Mailbox error.
108	Your mailbox is almost full.
110	Your password has expired. Please change your password.
111	The temporary password assigned to you by the administrator must be changed. Please change your password.
123	The "Login" authentication method is disabled. Please contact your administrator.
124	The "Challenge-Response" authentication method is disabled. Please contact your administrator.
125	Your mailbox is full. Delete messages you no longer require.
133	Remote Notification was turned off by the person who answered the notification call. It has now been turned back on.
134	Remote Notification was turned off. It has now been turned back on.
135	Remote Notification has been turned off. Please ensure that the number is correct, and review your notification setup before turning notification back on.
136	Your password expires in n days [where n is the number of days]

Section B: Desktop Messaging tools

In this section

Resetting the CallPilot message store

You can reset the CallPilot message store to remove invalid or corrupt messages from the inbox.

In Microsoft Outlook, this feature is used by system administrators and CallPilot product support. Lotus Notes and GroupWise users can reset their mailboxes by choosing the Refresh CallPilot Message List command.

To reset the CallPilot message store

1   Press and hold Ctrl+Shift.

2   Press the Microsoft Outlook **Send / Receive** toolbar icon.

3   Continue to hold **Ctrl+Shift** until the CallPilot Reset Mailbox dialog box appears.
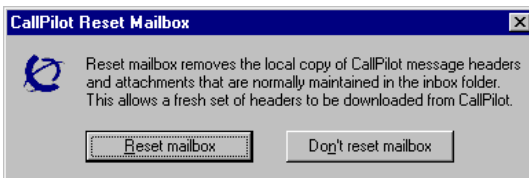
4   Click **Reset** mailbox.

The system purges all CallPilot messages from the CallPilot inbox, and the CallPilot message headers currently stored on the CallPilot server for that user are downloaded again. The user sees all messages disappear, and then reappear one by one. All message caching is lost.

Note: The messages are not deleted from the CallPilot server; they are removed from the computer cache. Messages are downloaded again from the CallPilot server to the user's computer.

Replacing the mail database design in Lotus Notes

An administrator or user should only replace the mail database design if:

- users want CallPilot messages stored in the same Inbox as their Lotus Notes e-mail messages.
- user database design is not customized, and the user does not intend to customize the database design in the future.
- the administrator or user is familiar with modifying Notes database design.

ATTENTION!

Risk of data loss

Replacement of the database design removes any customization in the current database design. If the mail database is customized, you can update the database instead of replacing it. You must ensure that the version of the CallPilot template is the same version number as the Lotus Notes template you are replacing.

You can replace the mail database from the user's workstation or from the Notes server.

To replace the database design from the user's computer

1 Log on to Lotus Notes on the user's workstation.

2 Make a note of the version of Lotus Notes. Choose H**elp> About Notes Desktop**.

3 Select the **mail database** icon.

4 Choose **File> Database> Replace Design**. The Replace Database Design dialog box appears.

5 Select **Local** from Template Server list, and then click **OK**.

---

6 Check the **Show advanced templates box**.

7 Select **CallPilot Mail (R5.0), CallPilot Mail (R6.0), CallPilot Mail (R6.5.4), or CallPilot Mail (R7.0)** from the list. Your selection depends on which version of Lotus Notes client you are running.

8 Ensure that

- Inherit future design changes is checked.

- Hide formulas and LotusScript is not checked.

9 Click **Replace**.

10 Notes asks you to confirm that you want to change the database's view. Click Yes.

To replace the database design (Notes server)

1 Install Desktop Messaging on the Lotus Notes server computer by running LNSERVER.EXE from the Desktop Messaging CD.

2 Start Lotus Notes.

3 Choose File>Database>Open.

4 Select the mail database icon.

5 Choose File>Database>Replace design. The Replace Database Design dialog box appears.

6 Check the Show advanced templates box.

7 Select CallPilot Mail (R5.0), CallPilot Mail (R6.0), CallPilot Mail (R6.5.4), or CallPilot Mail (R7.0) as required.

8 Make sure that

- Inherit future design changes is checked

- Hide formulas and LotusScript is not checked

9 Click Replace.

10 Repeat steps 3 to 9 for each database that you must update.

11 Press F9 to refresh the window and display the names.

CPTrace

CallPilot users, developers, and support personnel can activate CPTrace to collect information about problems with one of the Desktop Messaging clients on which CallPilot runs. You save this information to a log file to be analyzed to determine the cause of the problem.

Problems can include

- trouble connecting to the CallPilot server
- CallPilot player problems
- address book problems
- message compose, reply, forward, delete, notification

The CPTrace tool is intended for Nortel designers and support personnel.

Users of this tool must have an understanding of Desktop Messaging client functionality, and the corresponding components on the Server (IMAP).

CAUTION

Risk of impact to CallPilot
CPTrace affects the way Desktop Messaging works. In rare instances, you cannot reproduce problems while CPTrace is running.

To set CPTrace options

1   Select **Start-> Programs-> Nortel-> CallPilot Desktop Messaging->
CPTrace**.
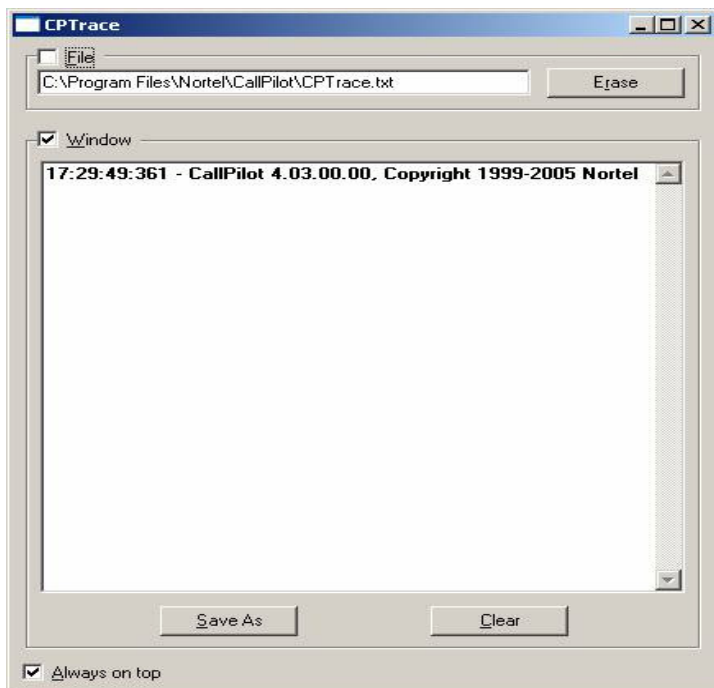
2   Specify the required options. The options you select are stored in the
Windows registry for the next time that you run CPTrace.

Section C: My CallPilot issues

In this section

Troubleshooting My CallPilot issues

Introduction

Severe My CallPilot errors are logged in the web server Event Log. You can view them using Event Viewer. If you are unfamiliar with the Microsoft IIS server and its operation, contact your IS administrator to assist you in troubleshooting My CallPilot problems.

Symptom: Web browser times out, or one of the following error messages appear in place of My CallPilot log on screen, when you browse to the My CallPilot URL:

Document contains no data.
Cannot find server.
The page cannot be displayed. The page you are looking for is currently unavailable.
Session (…) object required.

Solution:
(administrator only)

The web server (Internet Information Services) has crashed or become unstable. Restart the IIS server:

1 Launch the **My CallPilot Set up** tool (located in the Start Menu, under **Nortel My CallPilot**).

2 Type a space character at the end of the Server field, and then delete it. (This causes the My CallPilot Set up tool to interpret this as a configuration change, even though no modification to the information has been made.)

3 Press **OK**. Another dialog box appears.

4 Press **Restart IIS** in this box.

If this does not fix the problem, restart the computer. If this is still not successful, then run the CPTrace tool to determine if My CallPilot is attempting to run. If it does not appear to run, then the problem can be one of the following:

- The CallPilot virtual directory is not created inside IIS (this can be checked by using the Microsoft Management Console or Internet Services Manager).

- The My CallPilot DLLs are not properly registered into the Windows environment. To reinstall these DLLs, find and launch the "registerDLLs.bat" file (typically located in the c:\Program Files\Nortel\My CallPilot\bin\ directory). Note any errors that occur while the registration takes place.

Symptom: Web browser is timed out, restarting the computer did not solve the problem.

Solution:
(administrator only)

Run the CPTrace logging utility to troubleshoot internal My CallPilot problems. This program is useful for displaying debugging information that Nortel technical support personnel uses to determine what the problem is. It can be found in the bin subdirectory where My CallPilot is installed (typically c:\Program Files\Nortel\My CallPilot\bin\cptrace.exe).

Note that you can enter a filename (for example. c:\mycallpilot.log), and check the **File** box to enable logging to a text file. This file can then be sent to technical support personnel for analysis.

Running CPTrace can cause a small performance impact on the server; therefore, it is advisable not to leave CPTrace running unless you are debugging a problem.

The image following image is an example of the CPTrace utility.
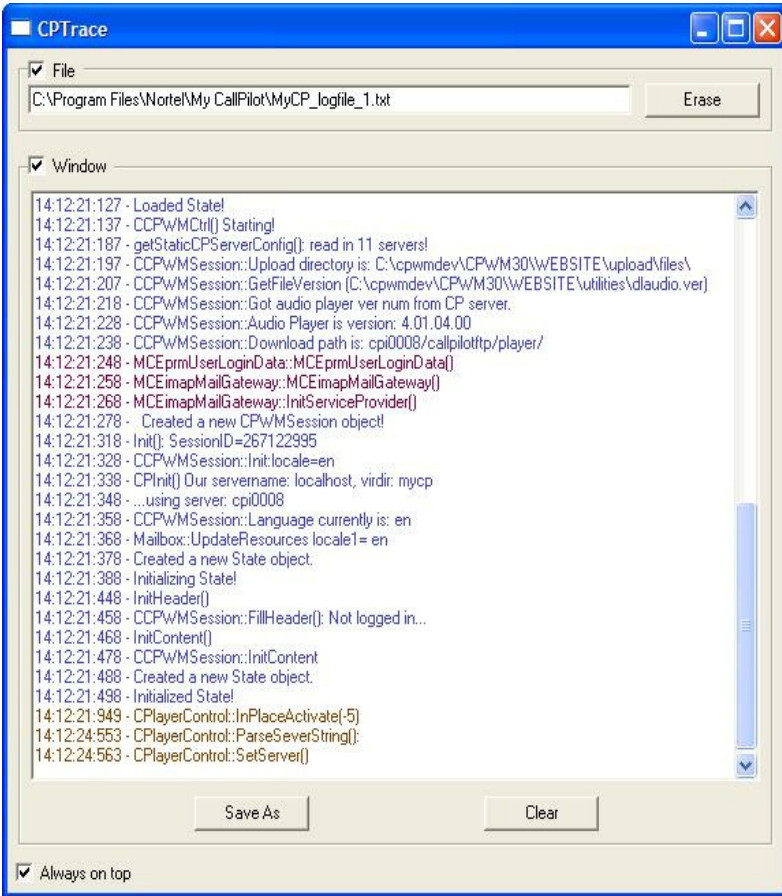
Symptom: Installation problems

The user sees a blank screen if My CallPilot virtual directory is not set up as an application virtual directory.

Solution

(administrator only)

1 **Open** the Microsoft Management Console or Internet Services Manager and select the Properties section of the virtual directory. Click **Make Application**.

2 Ensure that you can ping CallPilot server from the web server by using either the IP address or the fully qualified domain name of the CallPilot server (whichever is used as the IMAP server registry entry).

3 Ensure that the COM control is registered. Search the registry for CPWMCTRL**.**

  During installation, setup attempts to register the file CPWMCTRL.DLL, which is found in the My CallPilot directory specified during installation.

  a. Verify that Nortel.CPWMCtrl.001 has been inserted into the registry and is associated with the CPWMCTRL.DLL file in the correct directory. Use a registry search tool to verify this.

  b. If the file is not properly registered, you can register it manually using regsvr32.exe, which is found in the Windows system directory.

   The host name of the CallPilot IMAP server is installed at the following location in the WinNT registry:

   HKEY_LOCAL_MACHINE\SOFTWARE\Nortel\CallPilot\WebClient\IMAPServer

  c. Ensure that this attribute is set correctly to the host name of the CallPilot IMAP server. The host name must be fully qualified if it is on another domain.

Symptom: Web server problems recorded in the Error Log

The IIS server reports serious problems in the WinNT Error Log.

Solution

(administrator only)

1 On the Windows menu of the IIS server, choose Start>Administrative Tools>Error & Event Log.

2 Check both the System and Application logs.

Symptom: Logon problems

Error message: "Error. Login failed." Failure to log on can result from either My CallPilot problems or CallPilot problems.

Solution
(administrator only)

1 Verify that IMAP is enabled in CallPilot Manager.

2 Verify all items under Symptom: "Installation problems" on page 198.

3 Ensure that Desktop Messaging capability is enabled in the user's CallPilot mailbox.

4 Check the Event Log on the web server.

5 Verify that the My CallPilot configuration is correct. This can be done using the My CallPilot Setup utility (located in the Start Menu, under My CallPilot).

6 If logon problems are intermittent, and you are using Windows Advanced Server network load balancing, see Symptom: "Intermittent problems with logging on to My CallPilot" on page 201.

7 Isolate the possible source of the problem.

■ Try to log on using a Desktop Messaging client. If the Desktop Messaging client fails, then the problem is with CallPilot. If it succeeds, the problem is with My CallPilot.

■ If you cannot log on from a Desktop Messaging client, try to log on from a telephone. If logon from a telephone is successful, the problem can be related to the CallPilot IMAP server.

In this case, follow CallPilot troubleshooting procedures for IMAP/Desktop Messaging. For example, you can stop and restart the IMAP server on the CallPilot system using the Windows NT Service Control Panel.

Make sure that Desktop Messaging is not in use by any CallPilot users. When you stop the IMAP service, it ends all Desktop Messaging sessions, and requires users to log on again.

8 If the CallPilot IMAP service is down and users try to log on, they do not receive a message telling them that the server is down. Instead, they receive the following message:

Login failed, please try again.

Symptom: Intermittent problems with logging on to My CallPilot

If you are using Windows Advanced Server network load balancing to manage My CallPilot traffic, and your users have intermittent problems with logging on to My CallPilot, you can adjust the client affinity setting for load balancing.

Solution

1 From the Windows Start menu, choose **Settings> Network and Dial-up Connections**.

2 Right-click **Local Area Connection**, and then click **Properties**.

3 In the Local Connection Properties dialog box, click **Network Load Balancing**, and then click **Properties**. The Network Load Balancing Properties dialog box appears.

4 Click the **Port Rules** tab.

5 Click the rule within the list of rules to display the rule's parameters in the configuration area above the list of rules.

6 In the Affinity list, choose **Single**. The default value is None.

7 Click **Modify**.

8 Click **OK**. Network Load Balancing stops (if it is running), reloads the parameters, and then restarts cluster operations.

Note: All host servers in the cluster you are using for load balancing must use the same port rules.

Symptom: Web browser problems

The web browser does not work properly.

My CallPilot checks to see whether the user's browser has JavaScript and cookies enabled. The user can experience problems if an unsupported plug-in attempts to play the WAV voice files, or to view the TIFF-F fax messages. During runtime, My CallPilot checks for known unsupported plug-ins. You must disable unsupported plug-ins.

The Quicktime and LiveAudio plug-ins are supported only in Netscape.

Netscape is often installed with its own plug-ins. My CallPilot is unable play voice messages or display fax messages if some of these plug-ins are installed.

Solution

If you encounter problems, verify which plug-ins are installed. In Netscape, choose Help>About Plug-ins to view plug-in information.

Remove the plug-in that is causing the problem.

Symptom: Playing and viewing messages (MIME-type applications)

There are problems with playing or viewing messages.

Applications that are associated with a MIME type are those used to play or view data of the MIME type. Ensure that the application the user wants to use to play or view the data is the application that is associated with the MIME type of that data.

Data	MIME type
CallPilot VBK	audio/x-nortel-vbk
CallPilot TIFF	image/tiff
WAV	audio/x-wav

Note: Internet Explorer uses the Windows file associations.

Solution

1 To view and edit these associations, open Windows Explorer, and then choose **View> Folder Options**... . Click the **File Types** tab.

2 Netscape first checks its own associations. To view these associations, open Netscape, and then click **Edit> Preferences...> Applications**.

   Note: Users require version 6.01 or later of the Microsoft Media Player if they want to play voice messages in WAV format.

Symptom: Playing and viewing messages (Plug-ins)

There are problems with playing or viewing messages.

Some users have plug-ins installed that attempt to play or view data of MIME type audio/x-wav and imaging/tiff. You can disable these plug-ins.

Solution

1 To view and edit these associations, open Windows Explorer, and then choose View>Folder Options... . Click the File Types tab.

2 Netscape first checks its own associations. To view these associations, open Netscape, and then select Edit>Preferences...>Applications.

   Note: Users require version 6.01 or later of the Microsoft Media Player or CallPilot Player to play messages in WAV format.

Symptom: Access permissions

All browsers must be able to access My CallPilot files and directories on the web server. The web server runs each client connection as if it is a local user. The particular local user that the web server uses is configured in IIS admin.

Solution

You must ensure that all files and directories have the appropriate access privileges for this user.

To determine the IIS user for access control purposes, see the instructions for your version of IIS.

1 Start IIS admin.

2 Select the web site that contains the My CallPilot virtual directory from the IIS tree view.

   Note: The default is Default web site.

3 Right-click the site, and then choose Properties>Directory security tab.

4 Under Anonymous Access and Authentication Control, click Edit.

5 Ensure that the Allow Anonymous Access check box is selected.

6 Select Edit to view the UserID.

In addition to the files in the My CallPilot directory, certain system files must be accessible from the application. A standard My CallPilot install on a clean NT Server platform has all the necessary permissions set up properly.

If you suspect that there may be additional file permission problems, a procedure for checking this is described in the Microsoft Knowledge Base, article Q16133.

Symptom: You receive an error that the CallPilot server cannot be found when sending a fax on a computer that is running McAfee Virus Enterprise 8.0.0.

Solution:

If McAfee Virus Scan is installed, problems sending faxes can be encountered. When attempting to send a fax, the following error message is seen:

To allow a fax to be sent you must amend Virus Scan. To do this right-click on the Virus Scan icon on the task bar, and open the VirusScan Console.
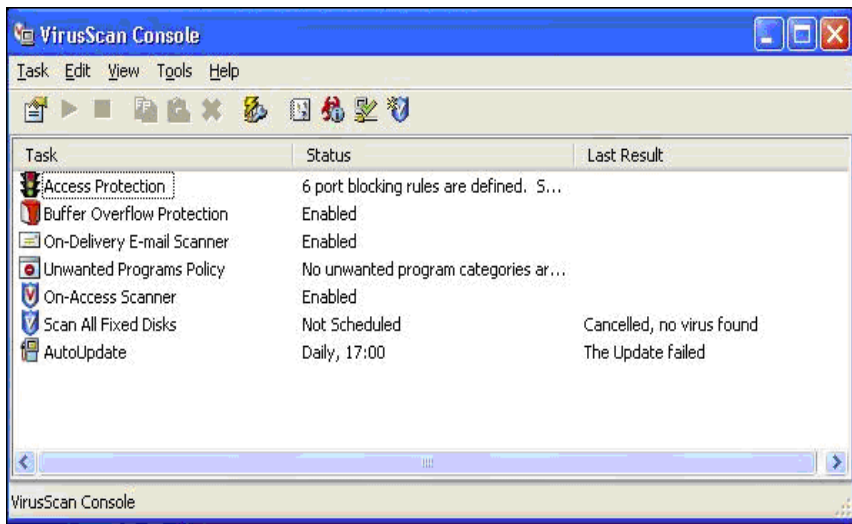
Right-click on **Access Protection** and select **View Log**, the following is an example of a fax being blocked.

3/9/2005   4:16:44 PM   Blocked by port blocking rule nmquick.exe

   Prevent mass mailing worms from sending mail   10.10.10.111

To allow a fax to be sent right-click **Access Protection** and select
Properties the Access Protection Properties dialog box is displayed.
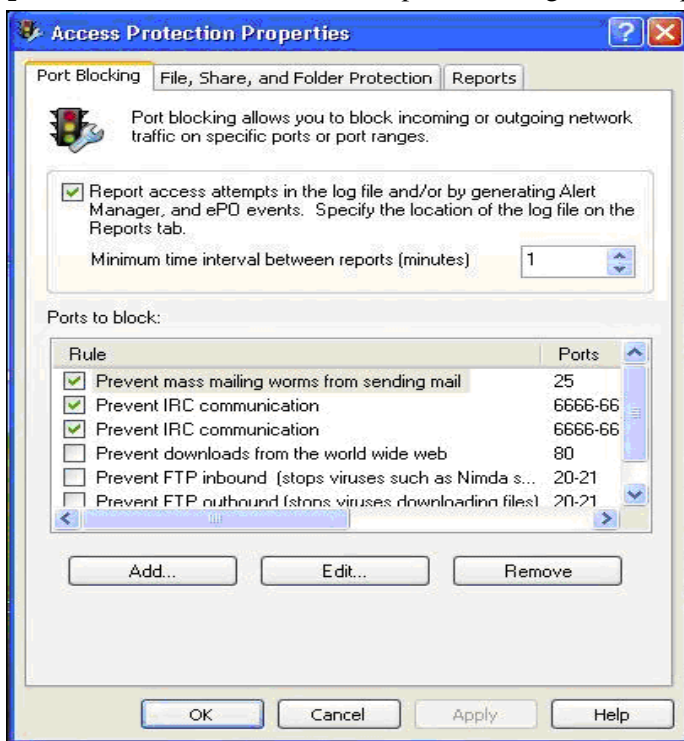
To prevent system from being abused and sending mass mailings and worms, select P**revent mass mailing worms from sending mail** and click **Edit** and the Add or edit a port blockage range dialog box is displayed.

At the bottom of the Add or edit a port blocking range, in the Excluded Process add nmquick.exe this permits faxes to be sent.

Symptom: Cannot change the audio selection from My CallPilot preferences.

If the **Allow user to send voice messages to non-Callpilot recipients** in the
CallPilot Manager Class of Service settings is unchecked the user is
required to use the Nortel VBK player to play voice messages. If the user is
permitted to chose the WAV player, they then have the ability to save the
WAV file and send it ton non-CallPilot recipients.

Desktop and Web Messaging Configuration

Message Forwarding Rule:	☐
Allow user to set Remember password:	☑
Desktop Playback:	Restrict none ▾
Allow user to send voice messages to non-Callpilot recipients:	☐ Convert to WAV format: Restrict none ▾
Include message header when forwarding/replying:	Restrict none ▾
Include cover page when forwading fax:	Restrict none ▾
Address book:	Restrict none ▾
Company cover page folder:	
Address book path (Outlook/GroupWise clients):	
Lotus Notes auto refresh:	☐
Create Sent folder(GroupWise client):	☐

Solution:

To allow users to send voice messages to non-CallPilot users and to permit
the users to change their audio selection:

1 Click on **User> Mailbox Classes> Mailbox Class Details**.
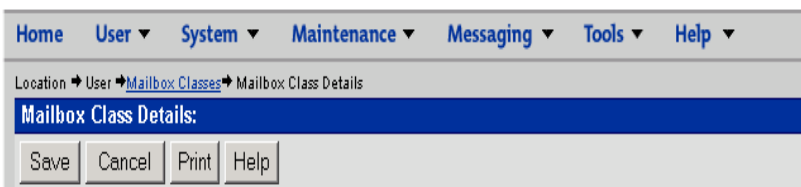
2 Select **Allow user to send voice message to non-CallPilot recipients** check box.
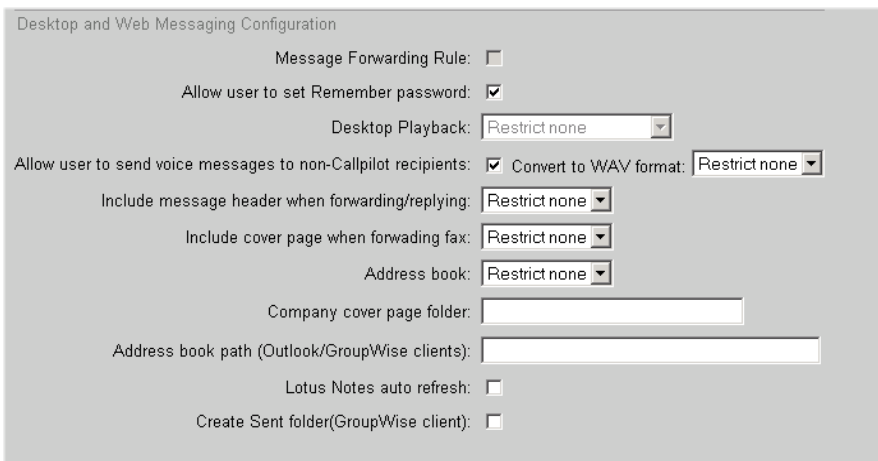
3 Click **Save**.

Note: If Allow user to send voice messages to non-CallPilot recipients is not checked, the user cannot forward voice messages to non-CallPilot recipients. However, the user can forward voice messages to addresses in CallPilot format.

Symptom: The **Use Windows/MSN Messenger** check box on the **General** tab of the **CallPilot Desktop Messaging Properties** dialog box is dimmed.

Solution:

If the Windows/ MSN Messenger application is installed on the user's PC, but the **Use Windows/MSN Messenger** check box on the **General** tab of the **CallPilot Desktop Messaging Properties** dialog box is dimmed, check the following settings in the registry file: (It is possible that the machine has both, or only one of, these settings)

[HKEY_CURRENT_USER\Software\Policies\Microsoft\Messenger\Client\PreventRun]
[HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Messenger\Client\PreventRun]

If the setting is [PreventRun=dword:00000001], the user's Software Policy prevents the Messenger client from being started from an Application (such as the CallPilot desktop client).

To enable the check box and Instant Messaging feature in the Desktop client, the setting or settings should be as follows: [PreventRun=dword:00000000].

Before changing this setting, the user must contact the network administrator because enabling access to Instant Messaging may be a violation of company policy.

Note: Nortel recommends making a backup of the Registry before any changes are made.

Symptom: When you install the new upgrade, the desktop clients that were previously disabled remain disabled, even if the new customized installation specifies to install them.

Solution:

You must rerun the CallPilot installer to add CallPilot software for the previously disabled desktop clients. You can manually run the installer to modify the installation, or run the installer from the command line. If you run the installer from the command line, use the \VADDLOCAL= option to install software for the previously used or new desktop clients. Valid options are:

- **\VADDLOCAL=Outlook** — Add Microsoft Outlook client
- **\VADDLOCAL=GroupWise** — Add Novell GroupWise client
- **\VADDLOCAL=Notes** — Add Lotus Notes client
- **\VADDLOCAL=Internet** — Add Internet Mail client
- **\VADDLOCAL=All** — Add all valid clients

These options are only useful for installing previously disabled e-mail clients on the user's computer **after** the CallPilot 4.0 desktop client is installed.

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Desktop Messaging and My CallPilot Administration Guide

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