

# PhonePad Version 4

## Installation Manual



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# PhonePad Version 4

## Installation Manual

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*by Cybercom Software*

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# 1 Introduction

Welcome to PhonePad Version 4.

The purpose of this manual is to assist you with installing PhonePad on your computer network. Don't be daunted by the size of this manual. It covers a number of installation methods designed to best suit your network configuration. You only need to use one of the methods, not all of them. By following the steps in this manual, you should be able to get PhonePad up and running quickly.

As always, if you have any problems at all, please contact support at the following email address:

[support@cybercom-software.com](mailto:support@cybercom-software.com).

## 1.1 PLEASE READ THIS FIRST

If you are installing PhonePad on a peer-to-peer network, we recommend you use **Local Mode Installation: Installing PhonePad on Each Workstation** (Section 3.2).



If you are installing PhonePad on a Local Area Network (LAN), we recommend you use **Local Mode Installation: Installing PhonePad on a Shared Drive** (Section 3.1).

## 1.2 The PhonePad System

PhonePad is more than just a single application. It is a collection of applications and utilities that work together to provide you with an easy-to-use and manage telephone messaging system.

### 1.2.1 PhonePad



PhonePad

The PhonePad application (PHONEPAD4.EXE) is the heart of the PhonePad system. This is the program that users run to send and read phone messages, etc.

### 1.2.2 PhonePad Admin



PhonePad  
Admin

PhonePad Admin (PPADMIN4.EXE) is used by a PhonePad administrator to manage users and the PhonePad database.

### 1.2.3 DBConnect



DBConnect

The DBConnect (DBCONNECT.EXE) utility is used to setup the connection between PhonePad and the PhonePad database. It is used for both Local and Remote mode connections, and is also used to configure the PhonePad server.

### 1.2.4 DBUpdate



DBUpdate

DBUpdate (DBUPDATE.EXE) is used to update the PhonePad database when changes have been made in new releases. It is run automatically whenever you install a new version of PhonePad. DBUpdate examines the PhonePad database structure and makes changes as required.

### 1.2.5 DBServer



DBServer

If you choose to use Remote mode, you will need to install and run the PhonePad server. It provides a connection between PhonePad and the PhonePad database using TCP/IP. The standard ports used by DBServer are 12005 and 12006, although these can be changed if required.

### 1.2.6 DBBackup



DBBackup

The DBBackup utility (DBBACKUP.EXE) provides a quick and efficient way to backup your valuable PhonePad data, and it allows you to restore your data very easily.

### 1.2.7 DBRepair



DBRepair

The PhonePad Admin utility has built-in database repair features. However, in the event that you are unable to login to PhonePad Admin due to a database problem, DBRepair (DBREPAIR.EXE) can be used to repair the PhonePad database.

### 1.2.8 SendAgent



SendAgent

SendAgent provides PhonePad with a message forwarding ability. Each user can configure PhonePad to forward their telephone and text messages to an email address.

### 1.2.9 ServerManager

Server  
Manager

ServerManager allows a PhonePad Administrator to:

- Set up the server.
- Tweak the server configuration for optimum performance on your network.
- Check the server's status and settings.
- Access the server's log.
- Start and stop the server remotely.

## 2 Installation Options

With the introduction of version 3, PhonePad now supports both local and remote connections to the PhonePad data. Not only can you connect to your PhonePad data across a peer-to-peer network or local area network, you can also connect from remote offices and even from home. This means that

you can keep in touch from virtually anywhere. The best thing is you don't need a different version of PhonePad and don't need to download anything else - it's all built into version 4. And you can switch between the various connection modes at any time very quickly and easily.

With PhonePad you are not forced to follow one installation method. You can select the method that best suits your situation and network topology. However, with this flexibility there can also be confusion. Hopefully this manual will help you decide which installation method to use and then easily guide you through the process of setting PhonePad up.

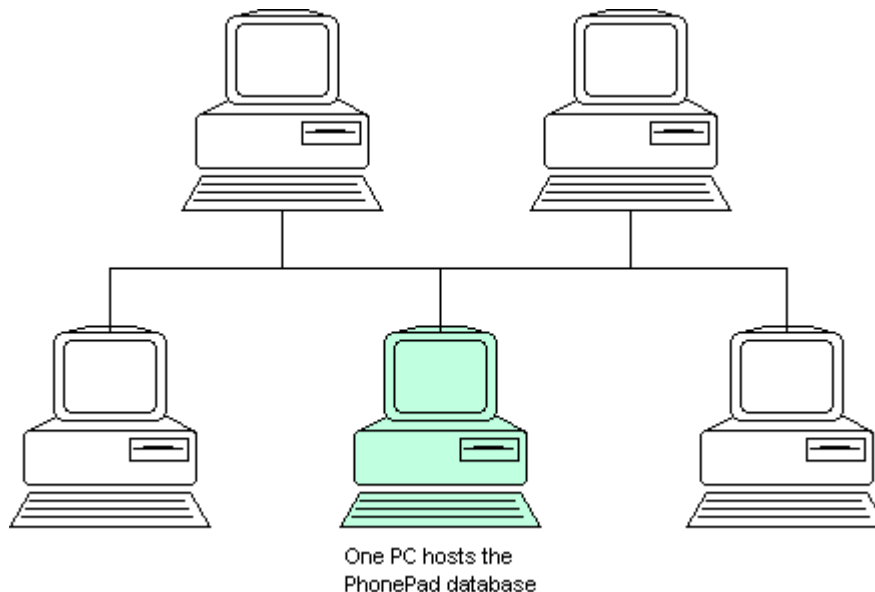
## 2.1 Quick Install

If you are installing PhonePad on a peer-to-peer network, we recommend you use **Local Mode Installation: Installing PhonePad on Each Workstation** (Section 3.2).

If you are installing PhonePad on a Local Area Network (LAN), we recommend you use **Local Mode Installation: Installing PhonePad on a Shared Drive** (Section 3.1).

## 2.2 Peer-to-Peer Networks

Many small networks use a peer-to-peer configuration. The main difference between a peer-to-peer network and a local area network (LAN) is that there are no dedicated resources such as file servers. Each computer on the peer-to-peer network can share resources (such as drives and directories) with other computers on the network.



With peer-to-peer networks there are 2 options for installing PhonePad.

### 2.2.1 Option 1

- Install the PhonePad application on each workstation.
- Install the PhonePad database on a shared drive and directory.

With this option, the PhonePad database is installed on a shared drive and directory, but the PhonePad application itself is installed on each computer on the network. PhonePad connects to the PhonePad database across the network connection.

For this option, follow the steps under **Local Mode Installation: Installing PhonePad on Every Workstation**.

### 2.2.2 Option 2

- Install the PhonePad application on each workstation.
- Install the PhonePad database on a shared drive and directory, and connect to the database using PhonePad Server.

This option is mainly intended for local area networks (LANs) that have dedicated file servers but there is no reason why you cannot use this option on a peer-to-peer network. PhonePad connects to the database via the PhonePad Server using TCP/IP.

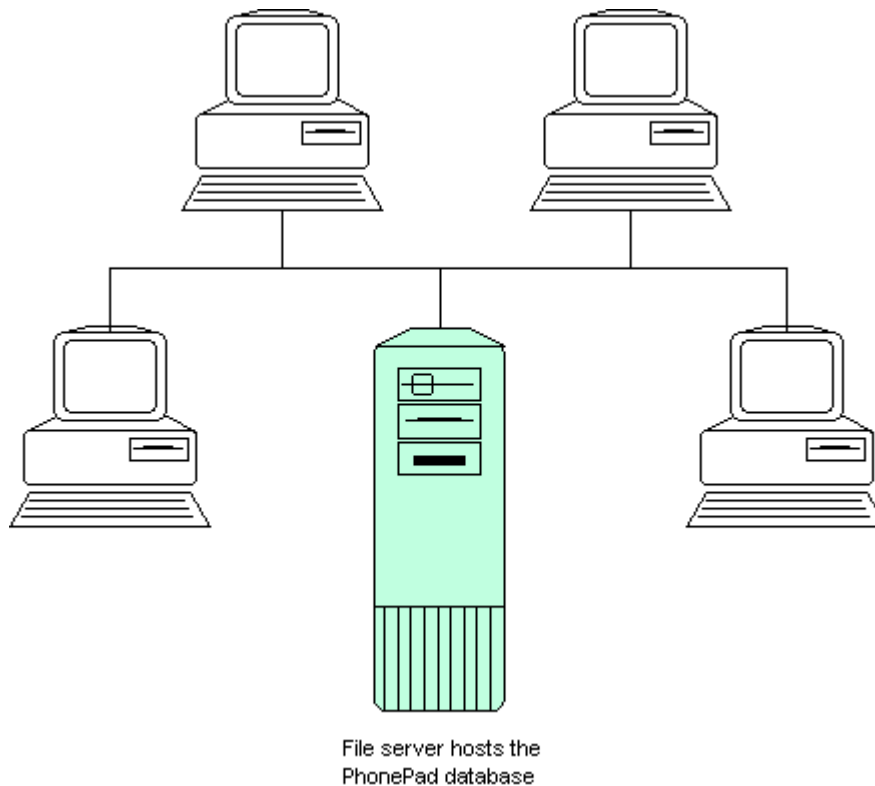
You will need to assign one of the workstations to run the PhonePad server application. The only downside to this is if the user of this workstation logs out the server will shutdown, effectively shutting down the PhonePad system. With Windows NT, 2000 and XP machines, the PhonePad Server can be run as a service. This means it will continue to run even if the user of the workstation logs out.

If you are having problems with workstations crashing (especially Windows 98), then you may want to consider using this option as it helps prevent data corruption.

For this option, follow the steps under **Remote Mode Installation: Installing PhonePad on Every Workstation**.

## 2.3 Local Area Networks

Local Area Networks (LANs) have dedicated resources such as file servers. You would normally install PhonePad and the PhonePad database on the file server.



There are 3 options available for installing PhonePad on LANs:

### 2.3.1 Option 1

- Install the PhonePad application on a shared drive and directory.
- Install the PhonePad database on a shared drive and directory.

This option is the quickest and easiest to set up. All you need to do is install both PhonePad and the PhonePad database on a shared drive and directory.

The advantage of this option over the second one is that it is easy to update PhonePad when new versions are released as you only need to update the application in one place. The disadvantage is that it may generate additional network traffic, although this is likely to be small.

For this option, follow the steps under **Local Mode Installation: Installing PhonePad on a Shared Drive**.

### 2.3.2 Option 2

- Install the PhonePad application on each workstation.
- Install the PhonePad database on a shared drive and directory.

With this option, the PhonePad database is installed on a shared drive and directory, but the PhonePad application itself is installed on each computer on the network. PhonePad connects to the PhonePad database across the network connection.

The disadvantage of this approach over the first option is that it is necessary to upgrade every workstation when a new version of PhonePad is released.

For this option, follow the steps under **Local Mode Installation: Installing PhonePad on Every Workstation**.

### 2.3.3 Option 3

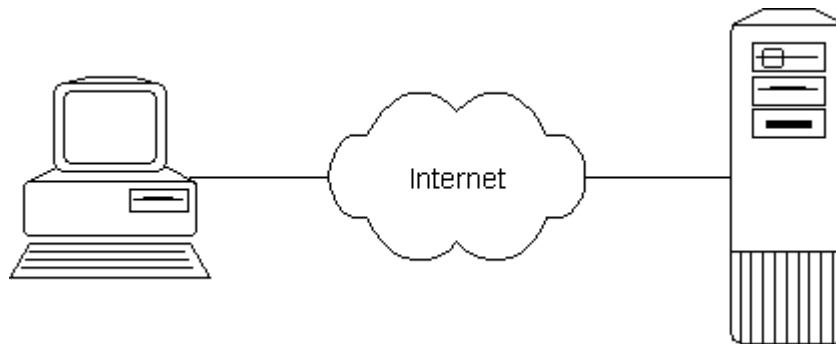
- Install the PhonePad application on each workstation.
- Install the PhonePad database on a shared drive and directory, and connect to the database using PhonePad Server.

With this option, the PhonePad database is installed on a network server, along with the PhonePad Server application. PhonePad connects to the database via the server using TCP/IP. The advantage of this method is that PhonePad is not using a network file system to connect to the database. If you are having problems with workstations crashing (especially Windows 98), then you may want to consider using this option as it helps prevent data corruption.

For this option, follow the steps under **Remote Mode Installation: Installing PhonePad on Every Workstation**.

## 2.4 Remote Locations

PhonePad 4 supports remote connectivity. You can connect to your PhonePad data across a local area network, wide area network or the Internet. This makes it ideal for people travelling or working from home. Just because you're not in the office doesn't mean you can't keep up with your phone messages.



For setting up a computer to access PhonePad from a remote location, follow the steps under **Remote Mode Installation: Installing PhonePad on Every Workstation**.

## 3 Local Mode Installation

Local mode can be used with peer-to-peer networks and local area networks. It uses the network file system to communicate with the PhonePad database.

## 3.1 Installing PhonePad on a Shared Drive (Quick Install)

With this method, you install everything on a shared drive and users run PhonePad from this drive. The advantage of this method is that everything is located centrally in one location.

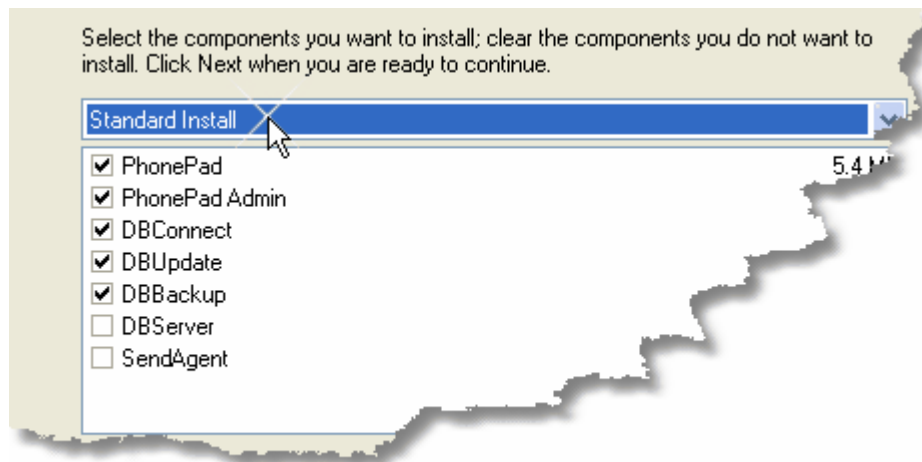
This standard installation method for PhonePad will get you up and running in the shortest possible time.

### 3.1.1 Step 1 - Install PhonePad

To install PhonePad, you will need the PHONEPAD4SETUP.EXE file you downloaded. If you don't have this file, you can download it from <http://www.cybercom-software.com/download.htm>.

**Important:** When you install PhonePad you should do this from a computer connected to the network, not from a file server. The server's drives may be mapped differently.

1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **shared drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Standard Install* from the drop-down list.



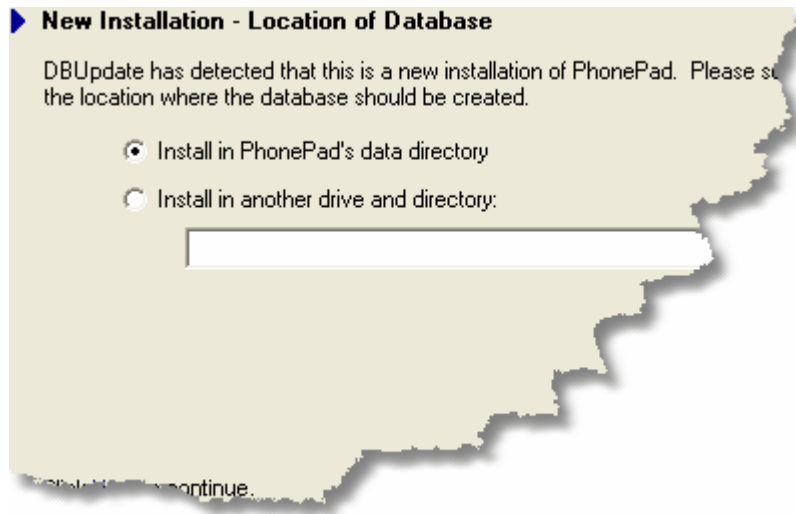
8. Click *Next*.
9. Select or enter a directory on the shared drive. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Ensure the *Run Update Wizard* option is checked and then click *Finish*.

DBUpdate will now run.

### 3.1.2 Step 2 - Install the Database

DBUpdate checks to see if the PhonePad database already exists. If it doesn't, it will create it. If it does exist, DBUpdate will check the structure of the database and make any changes that are required.

1. Click *Next* to continue.

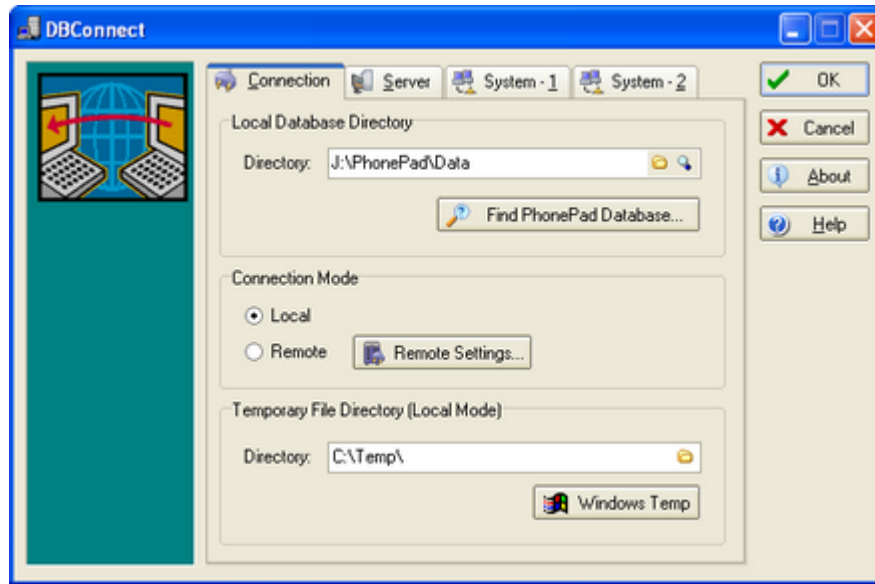



2. By default, the PhonePad database will be created in a sub-directory (called DATA) under the installation directory you specified in the PhonePad setup wizard. If you want to install the database in a different directory, select the *Install in another drive and directory* option and specify the directory. **Make sure the data directory has sufficient access rights.** Click *Next* to continue.
3. DBUpdate will now create the database files.
4. Click *Next*.
5. Click *Finish*.

### 3.1.3 Step 3 - Check the Data Location

Now that PhonePad is installed on the workstation, you should check the connection between PhonePad and the database.

1. Run DBConnect (DBCONNECT.EXE) on the workstation (it was installed in Step 1).



2. Click on the  button to do perform some checks on the data directory you have selected.
3. Click *OK* or *Cancel*.

If you suspect you have more than one PhonePad database, use the *Find PhonePad Database* option to select the correct one.

### 3.1.4 Step 4 - Setup a Shortcut

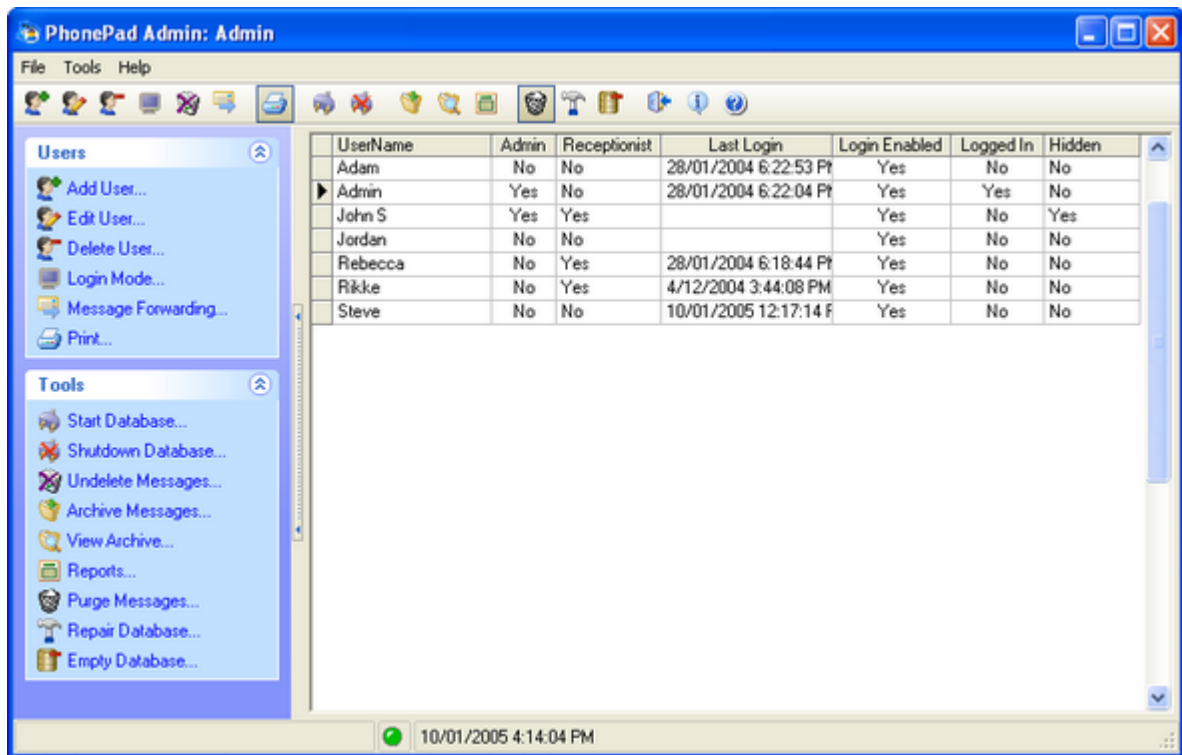
Refer to *Section 5.8: Installation Notes - Setting Up a Shortcut* on page 46.

### 3.1.5 Step 5 - Add Some Users

You now need to create some User IDs so your users can login. During the installation process, PhonePad automatically creates a default Administrator login for you:

Username:     **Admin**  
Password:     **admin**

Use this to login to PhonePad Admin (PPADMIN.EXE) and create some users.



## 3.2 Installing PhonePad on Each Workstation

With this method, only the PhonePad database and admin utilities are installed on a shared drive. The PhonePad application is installed on each workstation.

The installation process is a little bit more involved. First, you have to install the Admin utilities and set up the database on the shared drive. You then need to run the PhonePad setup wizard on each workstation and specify the location of the PhonePad database.

Repeat Steps 4 and 5 for each workstation. You may want to copy the PhonePad setup wizard (PHONEPAD4SETUP.EXE) to the shared drive to make it easy to access.

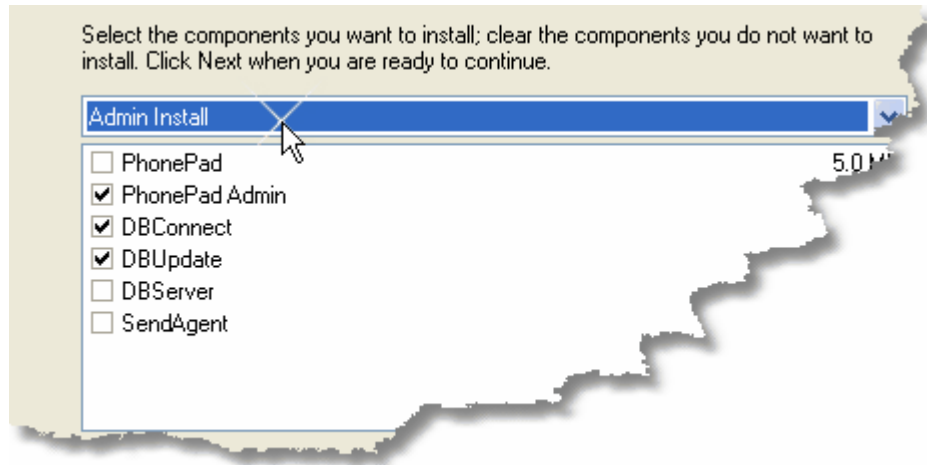
### 3.2.1 Step 1 - Install PhonePad

To install PhonePad, you will need the PHONEPAD4SETUP.EXE file you downloaded. If you don't have this file, you can download it from <http://www.cybercom-software.com/download.htm>.

**Important:** When you install PhonePad you should do this from a computer connected to the network, not from a file server. The server's drives may be mapped differently.

1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.

4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **shared drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Admin Install* from the drop-down list.



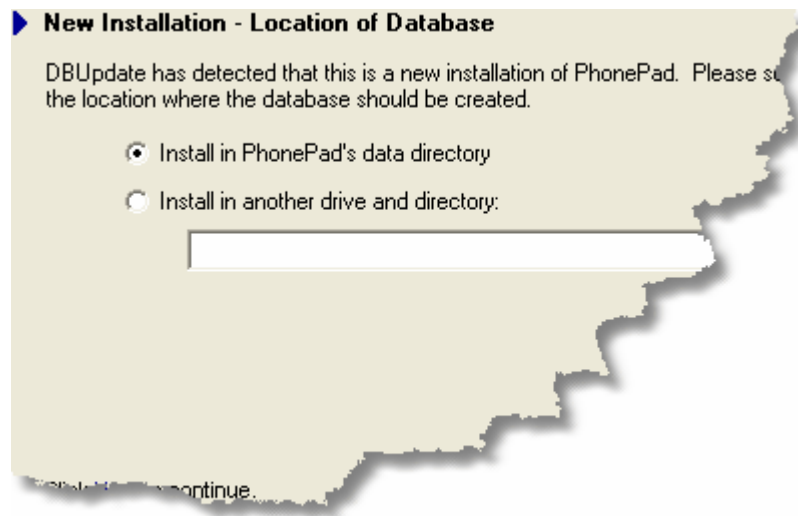
8. Click *Next*.
9. Use the default menu folder or change it if you wish. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Ensure the *Run Update Wizard* option is checked and then click *Finish*.

DBUpdate will now run.

### 3.2.2 Step 2 - Install the Database

DBUpdate checks to see if the PhonePad database already exists. If it doesn't, it will create it. If it does exist, DBUpdate will check the structure of the database and make any changes that are required.

1. Click *Next* to continue.

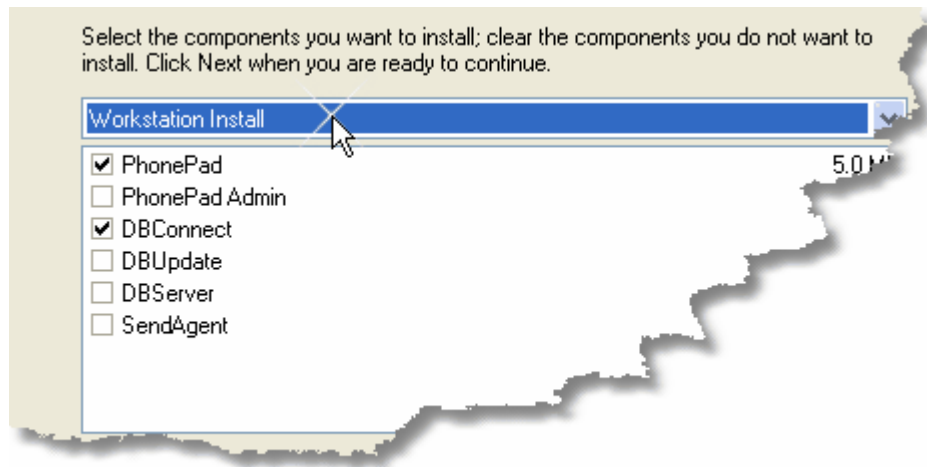


2. By default, the PhonePad database will be created in a sub-directory (called DATA) under the installation directory you specified in the PhonePad setup wizard. If you want to install the database in a different directory, select the *Install in another drive and directory* option and specify the directory. **Make sure the data directory has sufficient access rights.** Click *Next* to continue.
3. DBUpdate will now create the database files.
4. Click *Next*.
5. Click *Finish*.

### 3.2.3 Step 3 - Install PhonePad on Each Workstation

You now need to install PhonePad on each workstation on your network.

1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **local drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Workstation Install* from the drop-down list.

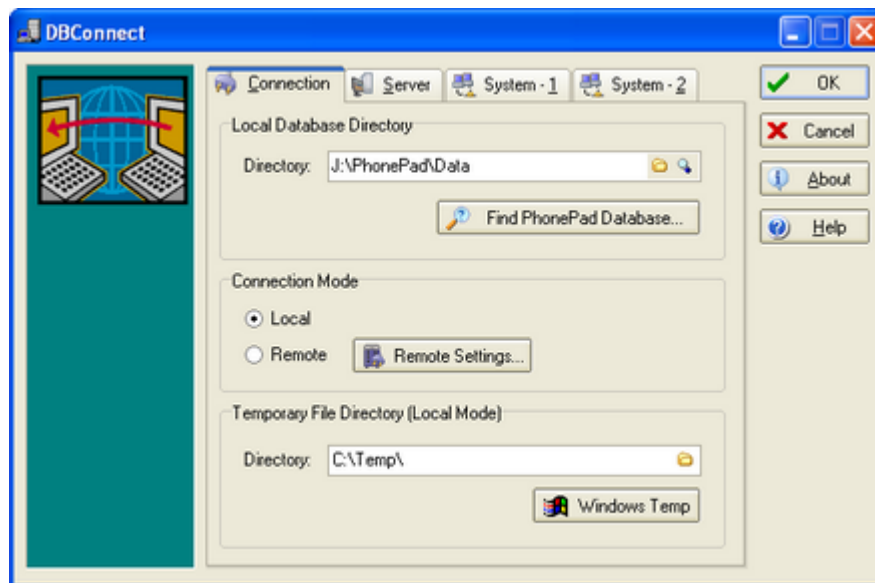


8. Click *Next*.
9. Use the default menu folder or change it if you wish. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Click *Finish*.


### 3.2.4 Step 4 - Setup the Database Connection

Now that PhonePad is installed on the workstation, you need to set the connection between PhonePad and the database. If you have a peer-to-peer network you will need to map a network drive (using Windows Explorer) to the PhonePad data directory first.

1. Run DBConnect (DBCONNECT.EXE) on the workstation (it was installed in Step 3).



2. Enter the location of the PhonePad database in the *Directory* edit box under *Local Database Directory*. You can also click on the folder button and select the directory.
3. Click on the *Local* radio button under *Connection Mode*.

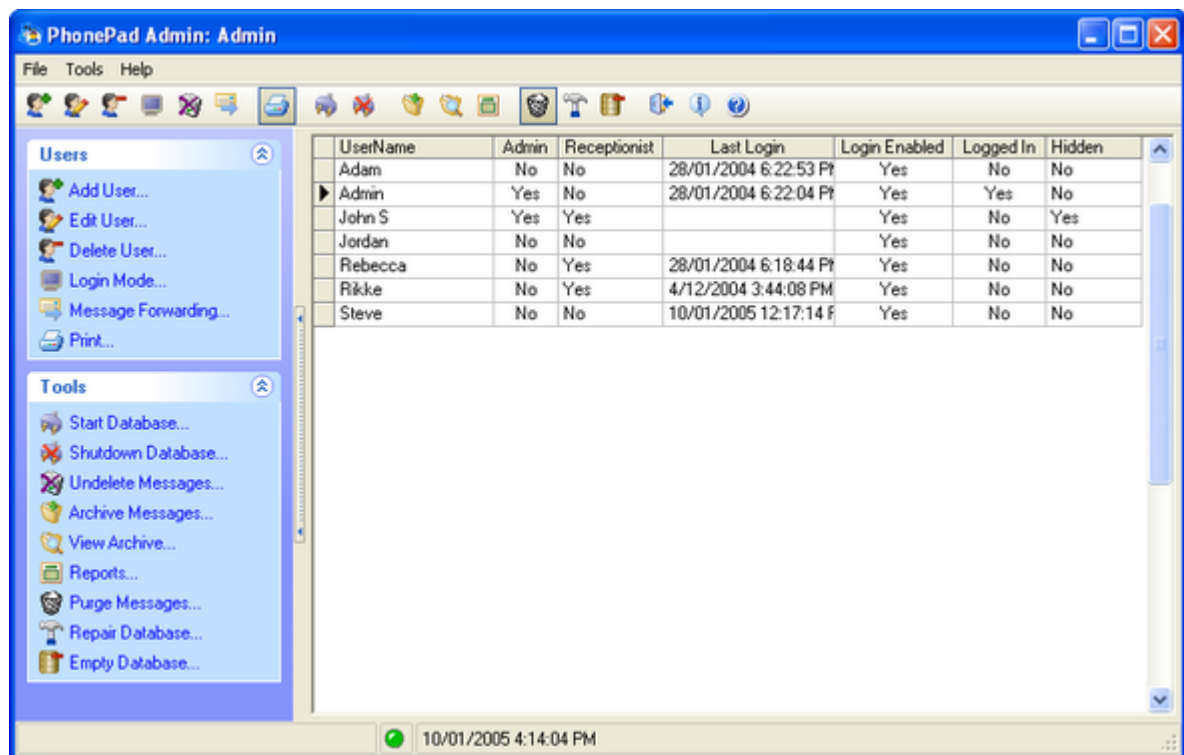
4. Click *OK*.
5. Run DBConnect again.
6. Click on the  button to do perform some checks on the data directory you have selected.
7. Click *Close*.
8. Click *Cancel* to close DBConnect.

### 3.2.5 Step 5 - Add Some Users

You now need to create some User IDs so your users can login. During the installation process, PhonePad automatically creates a default Administrator login for you:


Username:     **Admin**  
 Password:     **admin**

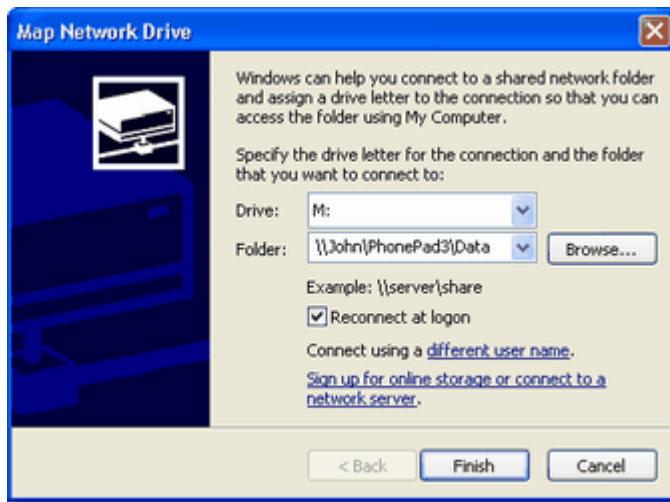
Use this to login to PhonePad Admin (PPADMIN.EXE) and create some users.



### 3.2.6 Mapping a Network Drive

If you are installing PhonePad on a peer-to-peer network, you will need to map a network drive to the directory where the PhonePad database is located.

1. Run *Windows Explorer*. You can press < > <e> to start Explorer.
2. Select *Map Network Drive* from the *Tools* menu.



3. Select an available drive letter, eg. M.
4. Select the folder where the PhonePad database is installed.
5. Make sure the *Reconnect at logon* option is checked.
6. Click *Finish*.
7. Use this mapped drive when specifying the Local Database Directory in Step 4. In the above example it would be **M:\**.

## 4 Remote Mode Installation

Remote mode uses two-tier or client/server technology to connect PhonePad to the PhonePad database across a network or the Internet. It can be used for peer-to-peer networks, local area networks (LANs), wide area networks (WANs) or for connecting to PhonePad from a remote location, ie. a location outside of the normal workplace where a computer is not directly connected to the network.

If you are installing PhonePad on a peer-to-peer network or local area network then you can either install PhonePad itself on a shared drive and directory (eg. on a file server) or on each workstation connected to the network. For wide area networks and for connecting across the Internet, you will need to use the **Installing PhonePad on Each Workstation** method.

### 4.1 Installing PhonePad on a Shared Drive

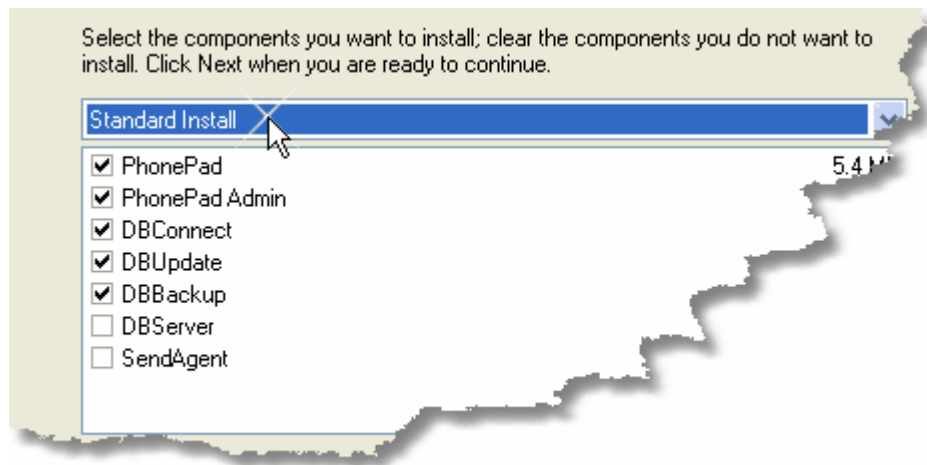
With this method, you install everything on a shared drive and users run PhonePad from this drive. The advantage of this method is that everything is located centrally.

#### 4.1.1 Step 1 - Install PhonePad

To install PhonePad, you will need the PHONEPAD4SETUP.EXE file you downloaded. If you don't have this file, you can download it from <http://www.cybercom-software.com/download.htm>.

**Important:** When you install PhonePad you should do this from a computer connected to the network, not from a file server. The server's drives may be mapped differently.

1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **shared drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Standard Install* from the drop-down list.



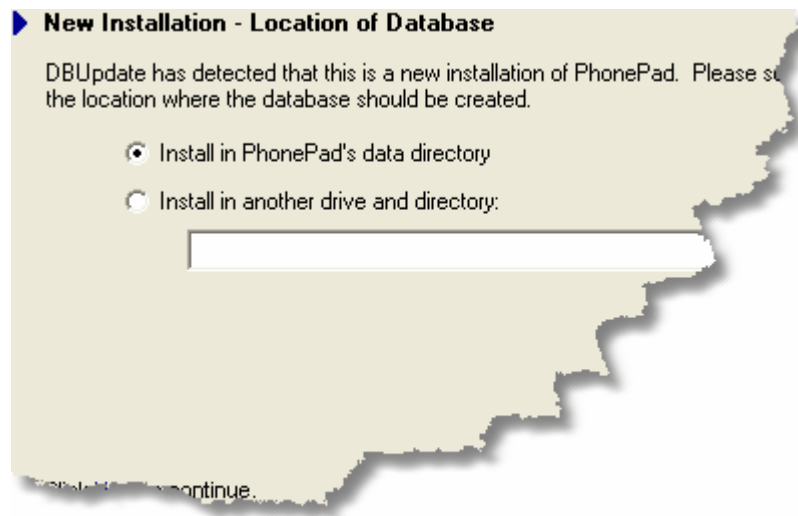
8. Click *Next*.
9. Select or enter a directory on the **shared drive**. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Ensure the *Run Update Wizard* option is checked and then click *Finish*.

DBUpdate will now run.

#### 4.1.2 Step 2 - Install the Database

DBUpdate checks to see if the PhonePad database already exists. If it doesn't, it will create it. If it does exist, DBUpdate will check the structure of the database and make any changes that are required.

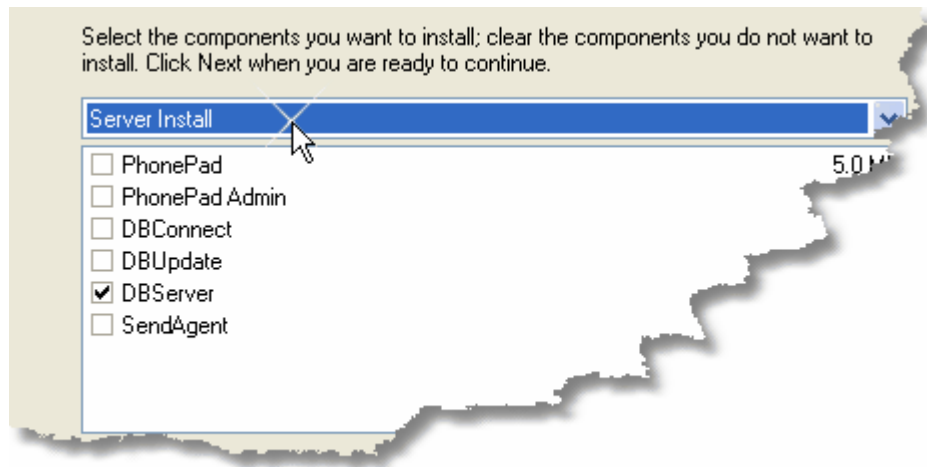
1. Click *Next* to continue.



2. By default, the PhonePad database will be created in a sub-directory (called DATA) under the installation directory you specified in the PhonePad setup wizard. If you want to install the database in a different directory, select the *Install in another drive and directory* option and specify the directory. **Make sure the data directory has sufficient access rights.** Click *Next* to continue.
3. DBUpdate will now create the database files.
4. Click *Next*.
5. Click *Finish*.

### 4.1.3 Step 3 - Install the Server

1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **shared drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Server Install* from the drop-down list.



8. Click *Next*.
9. Select or enter a directory on the host computer or file server. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Click *Finish*.

#### 4.1.4 Step 4 - Setup the Server

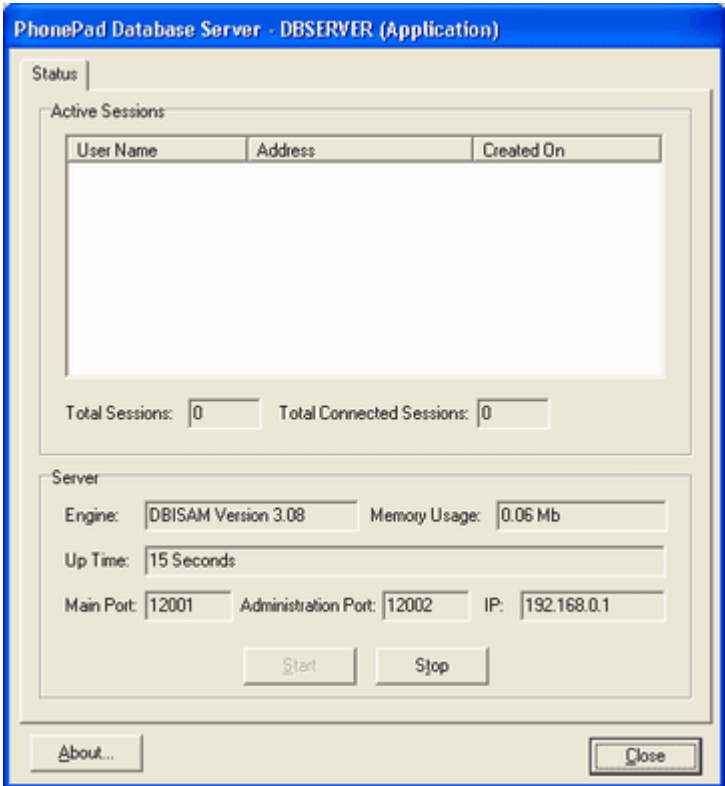
Before you can setup the server, you need to make sure that it is running. We recommend you put the server in the *Startup* group of the computer it is installed on. If the host computer is running Windows NT, 2000 or XP, you can setup the PhonePad Server to run as a service (see *Setting Up the PhonePad Server* section for more details).

**Important:** The server only needs to be set up **ONCE**. You do **NOT** need to perform this step on every workstation.

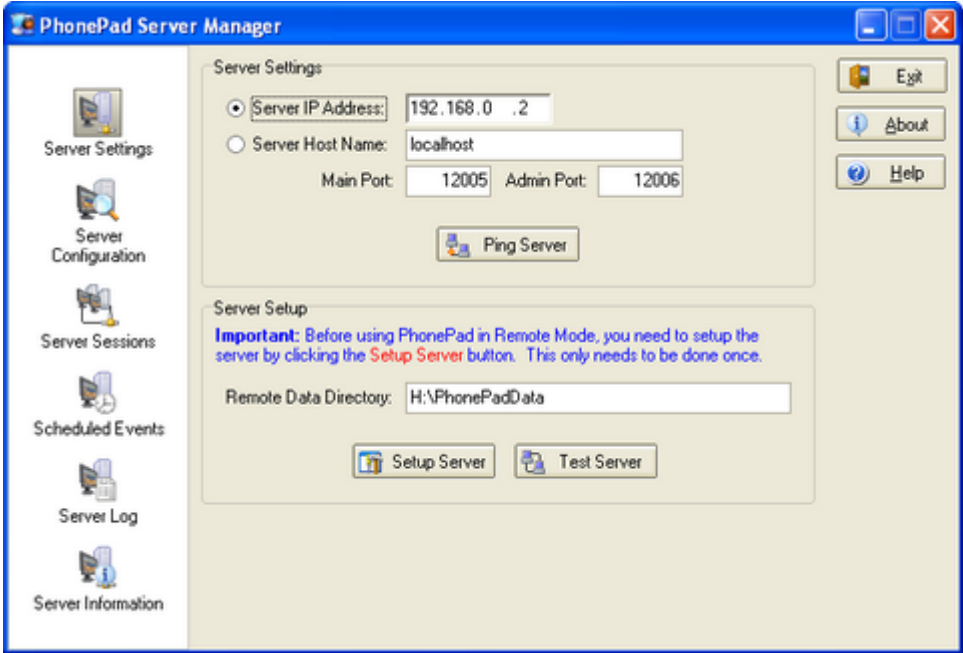
1. Start the PhonePad Server if it isn't already running. An icon will appear on the host computer's system tray when it is running.



2. Right-click on the server icon and select *Open* from the popup menu (or double-click on the icon).



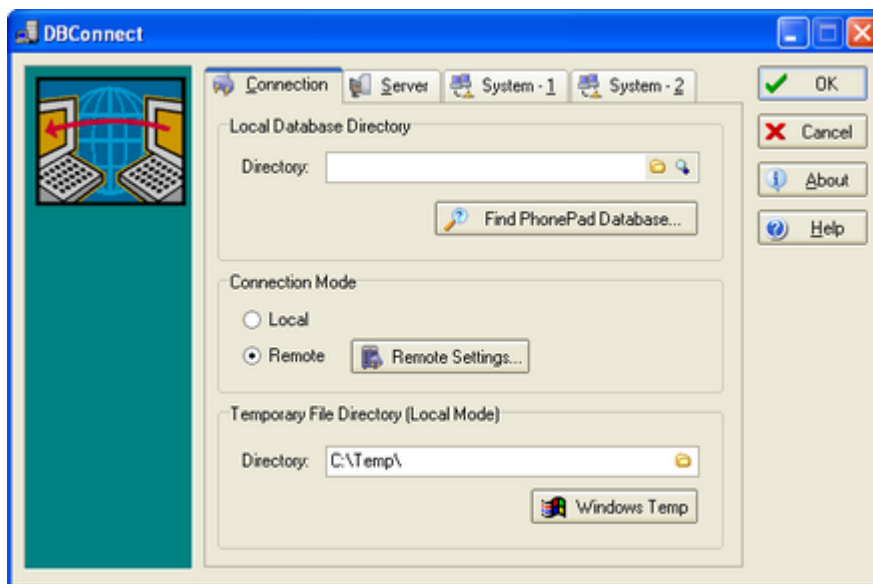
- 3. Make a note of the server's IP address - you'll need it shortly.
- 4. By default, the server's *Main* port is 12005 and the *Administration* port is 12006. If these settings conflict with another network application, you can change them - see the *Setting Up the PhonePad Server* section for details.
- 5. Click on *Close*.
- 6. Run Server Manager (SERVERMANAGER.EXE) on the workstation (it was installed in Step 1).



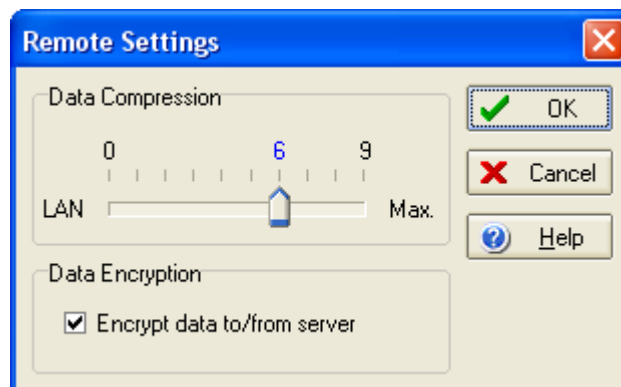
7. Enter the location of the PhonePad database in the *Directory* edit box under *Remote Database Directory*. **Important:** This is the location of the database as the server sees it, not the user. User drives may be mapped differently so it's important that you enter the location of the database as can be seen from the **server's location**.
8. Enter the IP address of the server in the *Server IP Address* edit box under *Server Settings*.
9. If you have changed the default *Main Port* and *Administration Port* of the server then change them in the appropriate edit box.
10. Click the *Setup Server* button. Make sure the server is running before doing this step.
11. You can click the *Test Server* button to check the server has been setup correctly.
12. Click *Exit*.

#### 4.1.5 Step 5 - Setup the Database Connection

1. Run DBConnect (DBCONNECT.EXE) on the workstation (it was installed in Step 1).



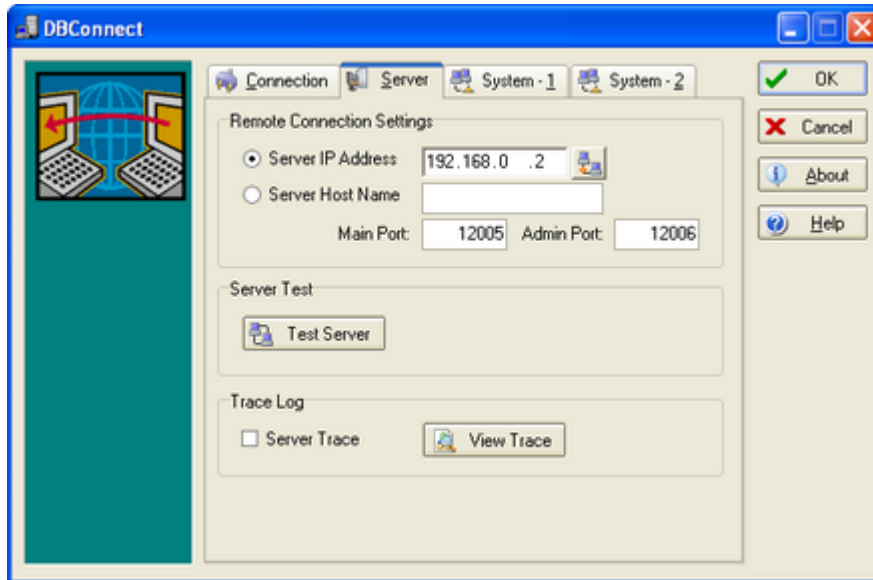
2. Click on the *Remote* radio button under *Connection Mode*.
3. Click on the *Remote Settings* button under *Connection Mode*.



4. If you are connecting across a peer-to-peer network or a local area network, move the *Data*

*Compression* slider to the *LAN* position. If you are connecting across the Internet or a WAN, select an appropriate *Data Compression* level. Generally **6** gives the optimal performance.

5. For connections via the Internet, it is recommended to check the "Encrypt data to/from server" option so that your data is secure when it is transmitted.
6. Click *OK*.
7. Click on the *Server* tab.



8. Enter the IP address of the server in the *Server IP Address* edit box under *Remote Connection Settings*.
9. If you have changed the default *Main Port* and *Administration Port* of the server then change them in the appropriate edit box.
10. You can check the connection with the server by clicking the *Test Server* button.
11. Click *OK*.

**Note:**

When you are connecting across the Internet or a WAN, the data sent between PhonePad and the server is automatically compressed to improve the speed.

#### 4.1.6 Step 6 - Setup a Shortcut

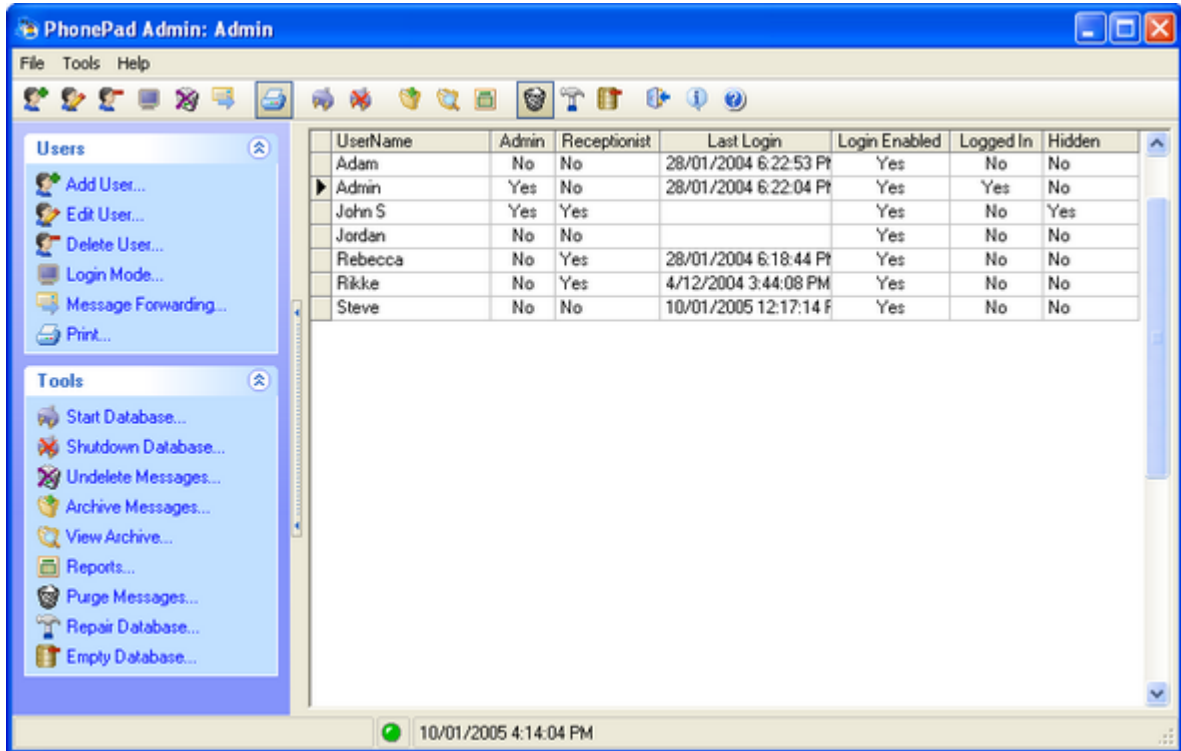
Refer to *Section 5.8: Installation Notes - Setting Up a Shortcut* on page 46.

#### 4.1.7 Step 7 - Add Some Users

You now need to create some User IDs so your users can login. During the installation process, PhonePad automatically creates a default Administrator login for you:

Username:     **Admin**  
 Password:    **admin**

Use this to login to PhonePad Admin (PPADMIN.EXE) and create some users. Make sure the server is running as you will be using Remote mode to connect.



## 4.2 Installing PhonePad on Each Workstation

With this method, only the PhonePad database and admin utilities are installed on a shared drive. The PhonePad application is installed on each workstation.

The installation process is a little bit more involved. First, you have to install the Admin utilities and set up the database on the shared drive. You then need to run the PhonePad setup wizard on each workstation and specify the location of the PhonePad database.

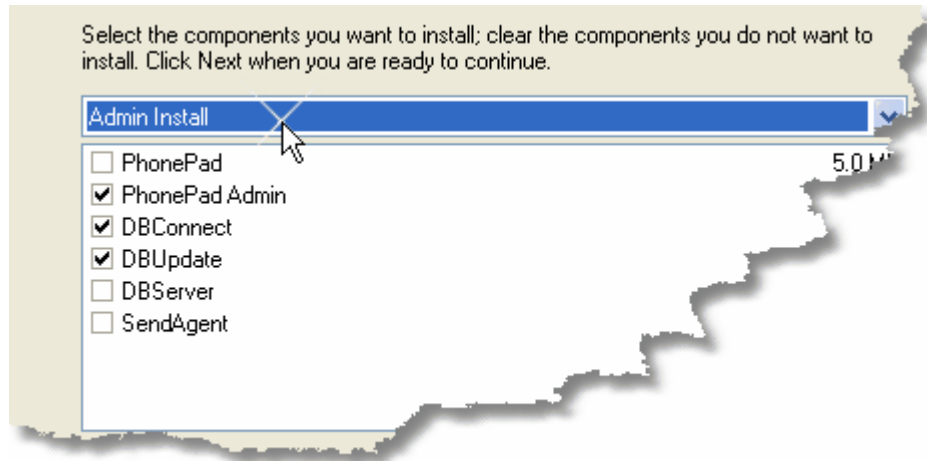
Repeat Steps 5 and 6 for each workstation. You may want to copy the PhonePad setup wizard (PHONEPAD4SETUP.EXE) to the shared drive to make it easy to access.

### 4.2.1 Step 1 - Install PhonePad

To install PhonePad, you will need the PHONEPAD4SETUP.EXE file you downloaded. If you don't have this file, you can download it from <http://www.cybercom-software.com/download.htm>.

**Important:** When you install PhonePad you should do this from a computer connected to the network, not from a file server. The server's drives may be mapped differently.

1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **shared drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Admin Install* from the drop-down list.



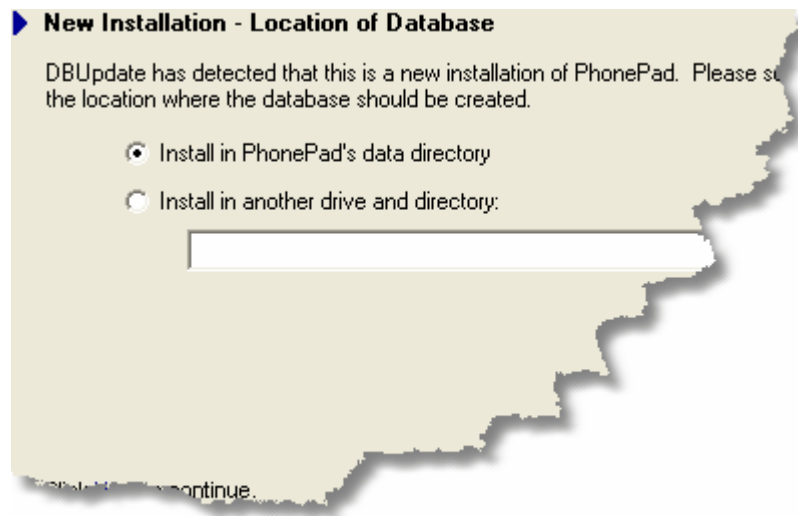
8. Click *Next*.
9. Use the default menu folder or change it if you wish. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Ensure the *Run Update Wizard* option is checked and then click *Finish*.

DBUpdate will now run.

#### 4.2.2 Step 2 - Install the Database

DBUpdate checks to see if the PhonePad database already exists. If it doesn't, it will create it. If it does exist, DBUpdate will check the structure of the database and make any changes that are required.

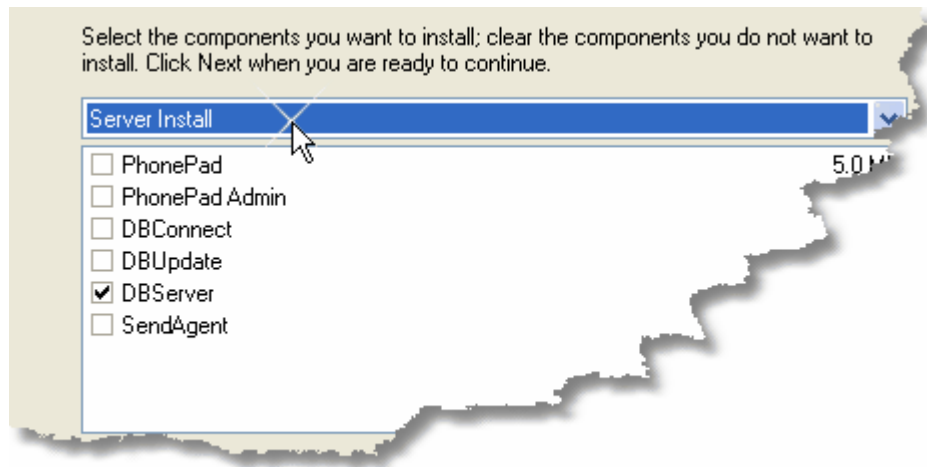
1. Click *Next* to continue.



2. By default, the PhonePad database will be created in a sub-directory (called DATA) under the installation directory you specified in the PhonePad setup wizard. If you want to install the database in a different directory, select the *Install in another drive and directory* option and specify the directory. **Make sure the data directory has sufficient access rights.** Click *Next* to continue.
3. DBUpdate will now create the database files.
4. Click *Next*.
5. Click *Finish*.

### 4.2.3 Step 3 - Install the Server

1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **shared drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Server Install* from the drop-down list.



8. Click *Next*.
9. Select or enter a directory on the host computer or file server. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Click *Finish*.

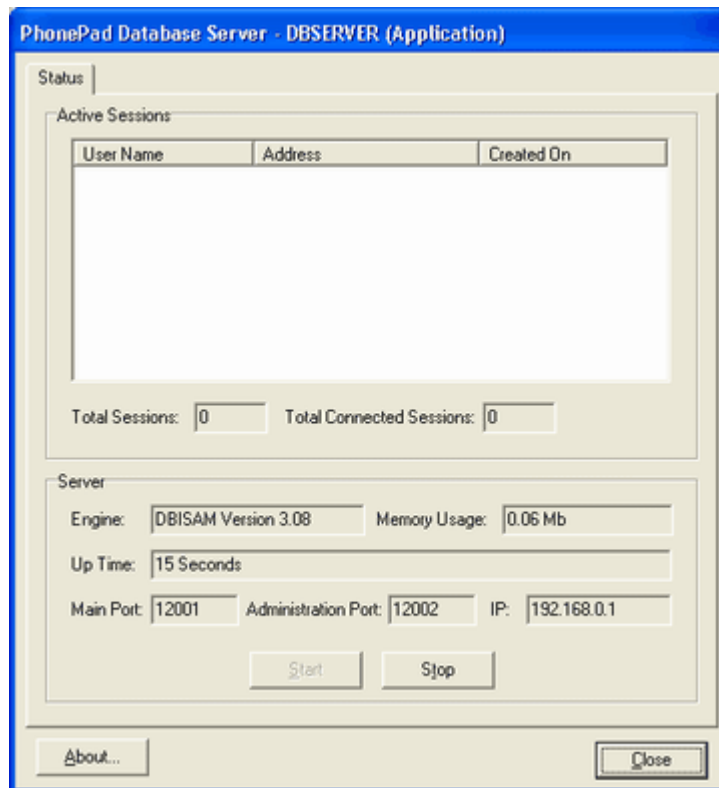
#### 4.2.4 Step 4 - Setup the Server

Before you can setup the server, you need to make sure that it is running. We recommend you put the server in the *Startup* group of the computer it is installed on. If the host computer is running Windows NT, 2000 or XP, you can setup the PhonePad Server to run as a service (see *Setting Up the PhonePad Server* section for more details).

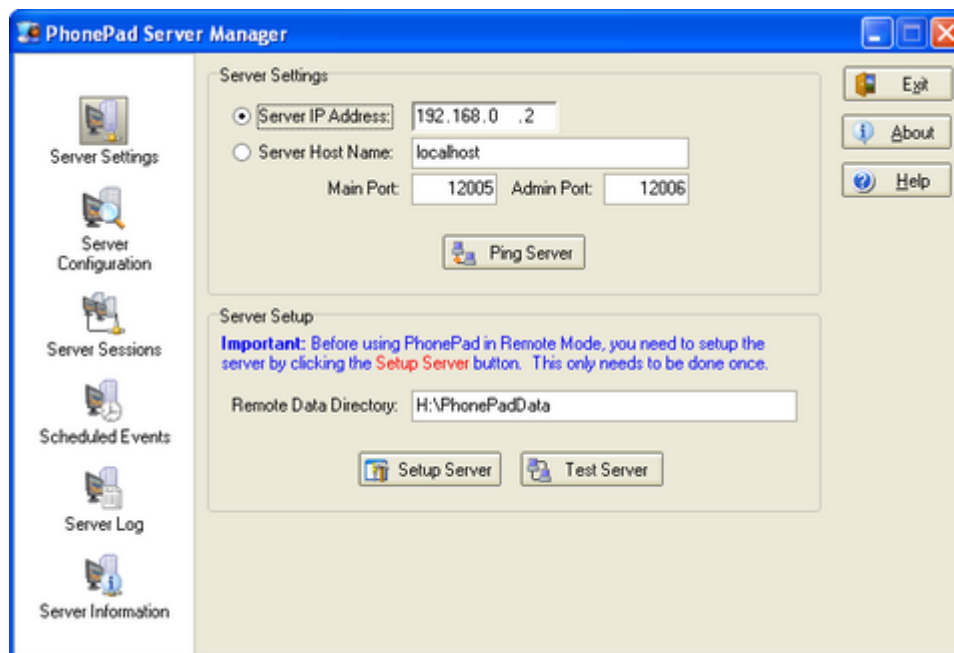
1. Start the PhonePad Server if it isn't already running. An icon will appear on the host computer's system tray when it is running.



2. Right-click on the server icon and select *Open* from the popup menu (or double-click on the icon).



3. Make a note of the server's IP address - you'll need it shortly.
4. By default, the server's *Main* port is 12005 and the *Administration* port is 12006. If these settings conflict with another network application, you can change them - see the *Setting Up the PhonePad Server* section for details.
3. Click on *Close*.
4. Run Server Manager (SERVERMANAGER.EXE) on the workstation (it was installed in Step 1).

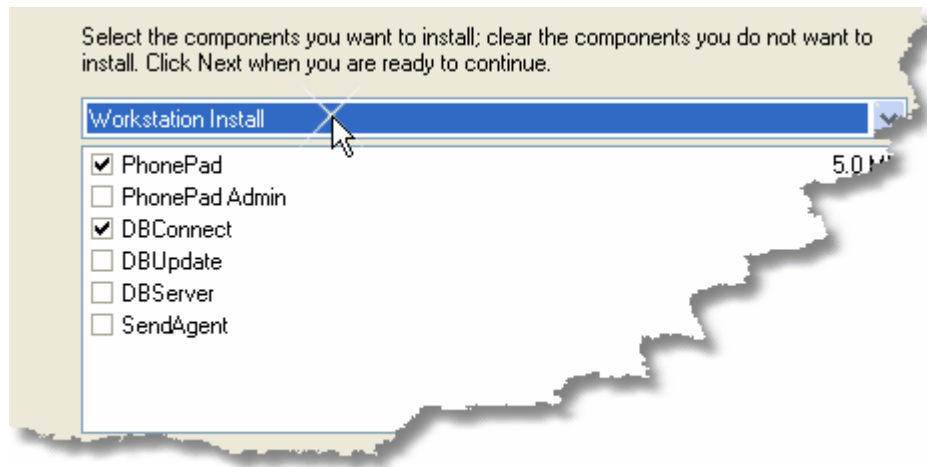


5. Enter the location of the PhonePad database in the *Directory* edit box under *Remote Database Directory*. **Important:** This is the location of the database as the server sees it, not the user. User drives may be mapped differently so it's important that you enter the location of the database as can be seen from the **server's location**.
6. Enter the IP address of the server in the *Server IP Address* edit box under *Server Settings*.
7. If you have changed the default *Main Port* and *Administration Port* of the server then change them in the appropriate edit box.
8. Click the *Setup Server* button. Make sure the server is running before doing this step.
9. You can click the *Test Server* button to check the server has been setup correctly.
10. Click *Exit*.

#### 4.2.5 Step 5 - Install PhonePad on Each Workstation

You now need to install PhonePad on each workstation on your network.

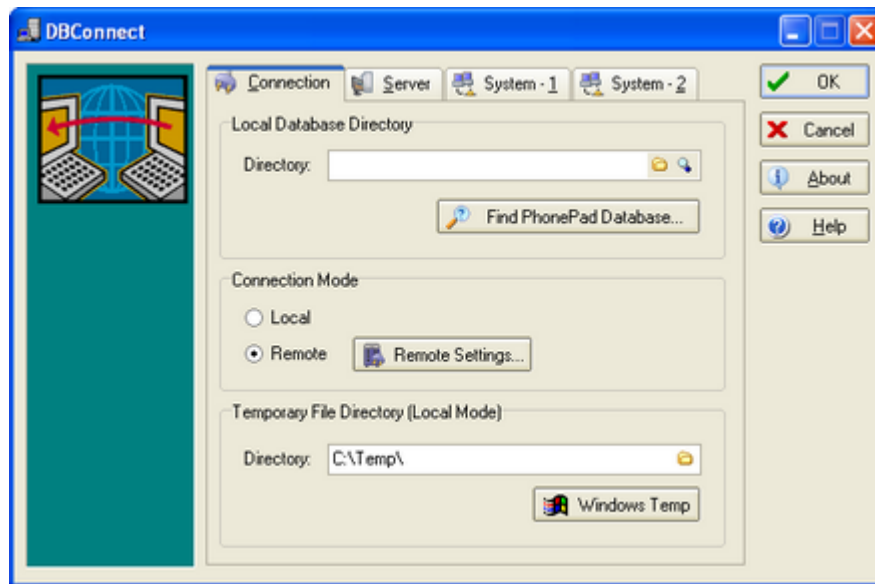
1. Run the PhonePad setup wizard (PHONEPAD4SETUP.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the **local drive and directory** you want to install PhonePad in. Click *Next*.
7. Select *Workstation Install* from the drop-down list.



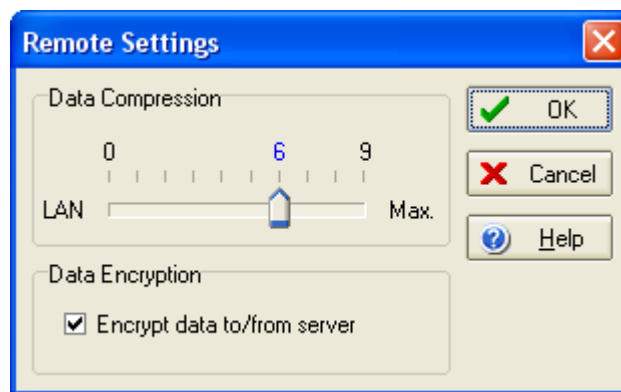
8. Click *Next*.
9. Use the default menu folder or change it if you wish. Click *Next*.
10. Select any icon options if required. Click *Next*.
11. Check the installation options and change if necessary. Click *Next* to begin installation.
12. Click *Finish*.

#### 4.2.6 Step 6 - Setup the Database Connection

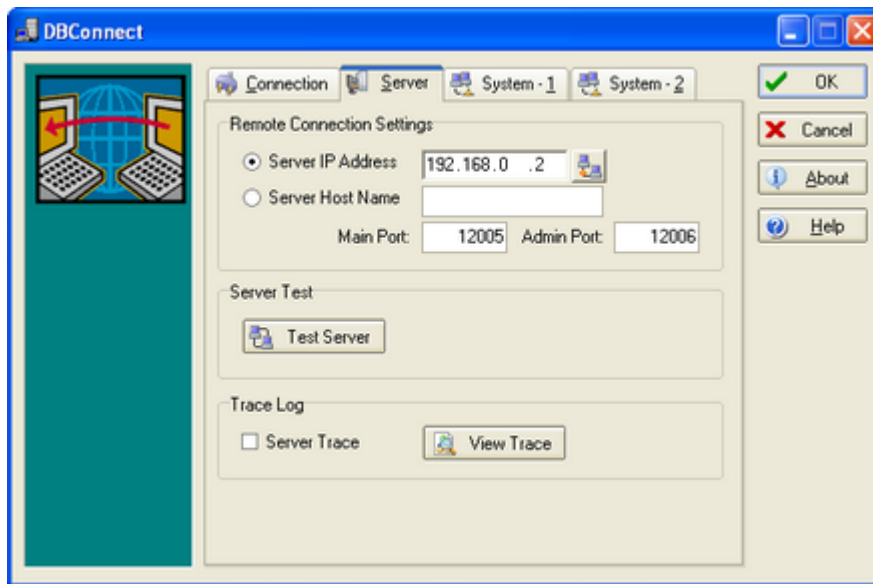
1. Run DBConnect (DBCONNECT.EXE) on the workstation (it was installed in Step 1).



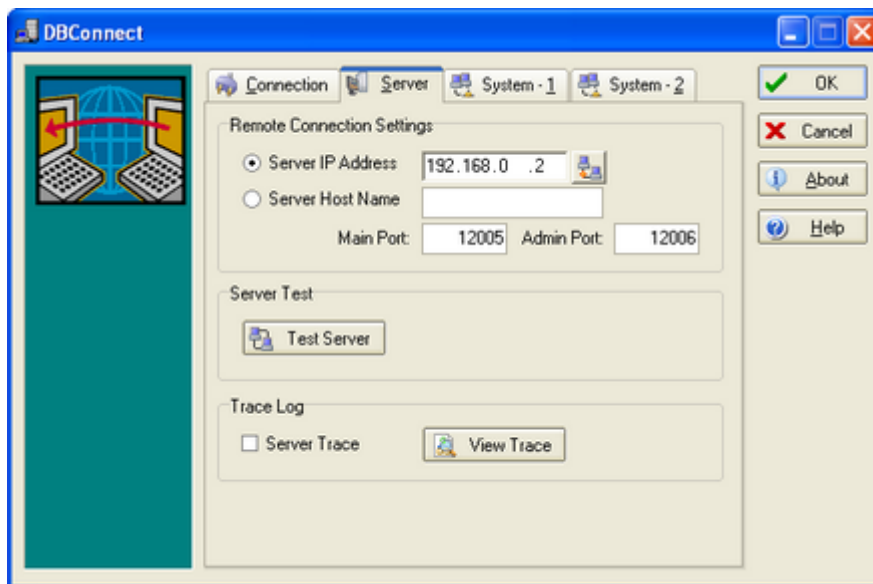
2. Click on the Remote radio button under Connection Mode.
3. Click on the *Remote Settings* button under *Connection Mode*.



4. If you are connecting across a peer-to-peer network or a local area network, move the *Data Compression* slider to the *LAN* position. If you are connecting across the Internet or a WAN, select an appropriate *Data Compression* level. Generally 6 gives the optimal performance.
5. For connections via the Internet, it is recommended to check the "Encrypt data to/from server" option so that you data is secure when it is transmitted.
6. Click *OK*.
7. Click on the *Server* tab.



8. Enter the IP address of the server in the *Server IP Address* edit box under *Remote Connection Settings*.
9. If you have changed the default *Main Port* and *Administration Port* of the server then change them in the appropriate edit box.
10. You can check the connection with the server by clicking the *Test Server* button.
11. Click *OK*.
12. Click on the *Server* tab.



13. Enter the IP address of the server in the *Server IP Address* edit box under *Remote Connection Settings*.
14. If you have changed the default *Main Port* and *Administration Port* of the server then change them in the appropriate edit box.
15. You can check the connection with the server by clicking the *Test Server* button.

16. Click *OK*.

**Note:**

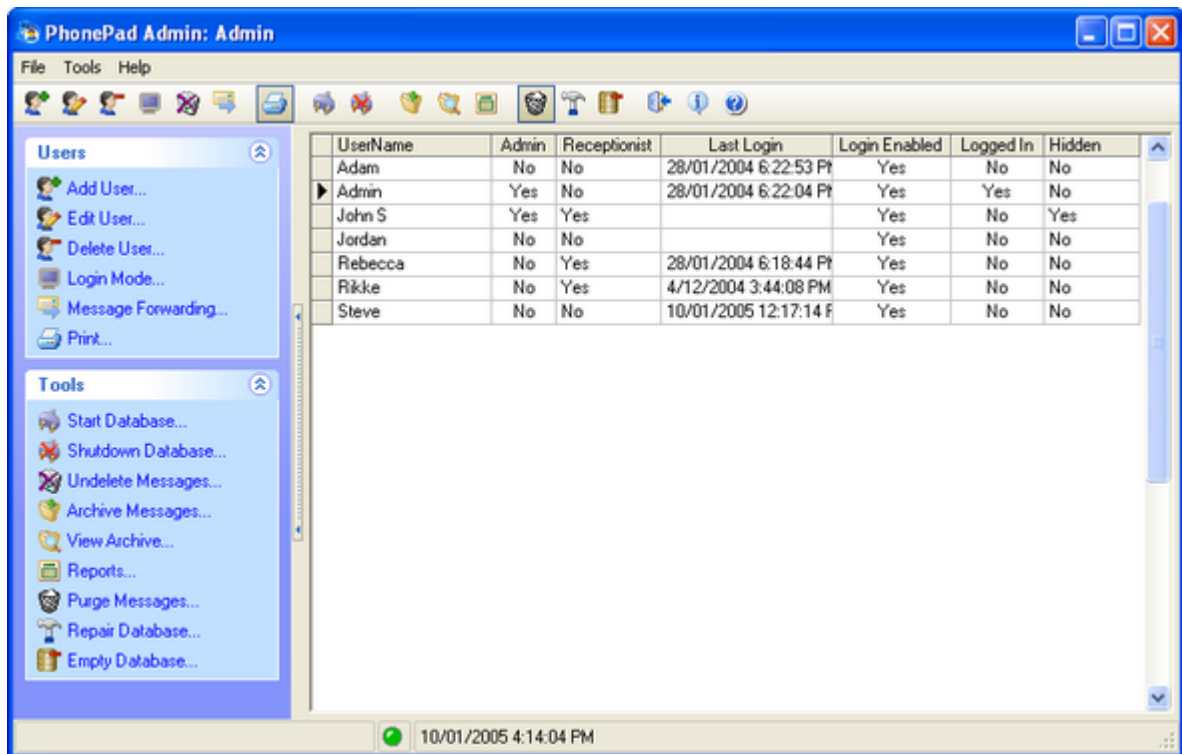
When you are connecting across the Internet or a WAN, the data sent between PhonePad and the server is automatically compressed to improve the speed.

#### 4.2.7 Step 7 - Add Some Users

You now need to create some User IDs so your users can login. During the installation process, PhonePad automatically creates a default Administrator login for you:

Username:     **Admin**  
 Password:    **admin**

Use this to login to PhonePad Admin (PPADMIN.EXE) and create some users. Make sure the server is running as you will be using Remote mode to connect.



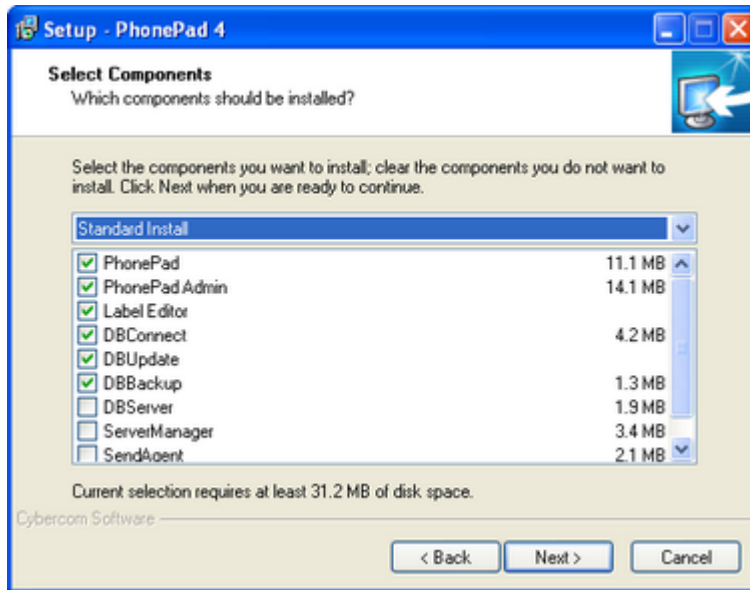
## 5 Installation Notes

This section contains additional installation information.

## 5.1 Setup Wizard Installation Options

The PhonePad setup wizard features a number of installation options to make it easier for you to setup various parts of PhonePad on your computer systems. For instance, if you want to setup PhonePad on each workstation on your network, you don't have to guess which files to copy across and where to copy them. Simply select *Workstation Install* and the setup wizard will do it all for you.

When you select an installation option in the setup wizard, the components that will be installed will have a marked check box.



### 5.1.1 Standard Install

The *Standard Install* option installs all components of the PhonePad system, except SendAgent and DBServer. This option is used to do a normal installation of PhonePad on a shared drive and directory.

Components installed:

- PhonePad
- PhonePad Admin
- DBConnect
- DBUpdate
- DBBackup
- DBRepair
- Installation Manual
- All help files

### 5.1.2 Full Install

The *Full Install* option will install all components of the PhonePad system. This option is typically used to evaluate PhonePad on a single computer, or to explore PhonePad's features before doing deciding how to implement it.

Components installed:

- PhonePad
- PhonePad Admin
- DBConnect
- DBUpdate
- DBBackup
- DBRepair
- DBServer
- SendAgent
- Installation Manual
- All help files

### 5.1.3 Workstation Install

The *Workstation Install* option installs all components needed for PhonePad to run on a computer and to connect to the PhonePad database on another machine or a server.

Components installed:

- PhonePad
- DBConnect
- All help files

### 5.1.4 Admin Install

The *Admin Install* option installs all components needed by an administrator to manage the PhonePad system.

Components installed:

- PhonePad Admin
- DBConnect
- DBUpdate
- DBBackup
- DBRepair
- ServerManager
- Installation Manual
- All help files

### 5.1.5 SendAgent Install

The *SendAgent Install* option installs only SendAgent and its help files.

### 5.1.6 Server Install

The *Server Install* option installs only DBServer.

### 5.1.7 Custom Install

The *Custom Install* option allows you to install whichever PhonePad components you require by selecting the appropriate components from the list.

## 5.2 DBUpdate

The PhonePad DBUpdate wizard guides you step-by-step through the simple processes of installing or updating the PhonePad database. It automatically creates the required files and tells PhonePad where to find them.

It is recommended that you run DBUpdate whenever you install a new version of PhonePad (this is the default option in the installation wizard) as it will automatically make changes to the database if required. By the way, there is no harm in running DBUpdate more than once on the same database.

#### IMPORTANT

**You should run DBUpdate on a computer connected to the network. Do not run it from the file server as its drives may be mapped differently. Also, don't run it on more than one workstation as you may end up creating multiple PhonePad databases, and none of the copies of PhonePad will be able to communicate with each other.**

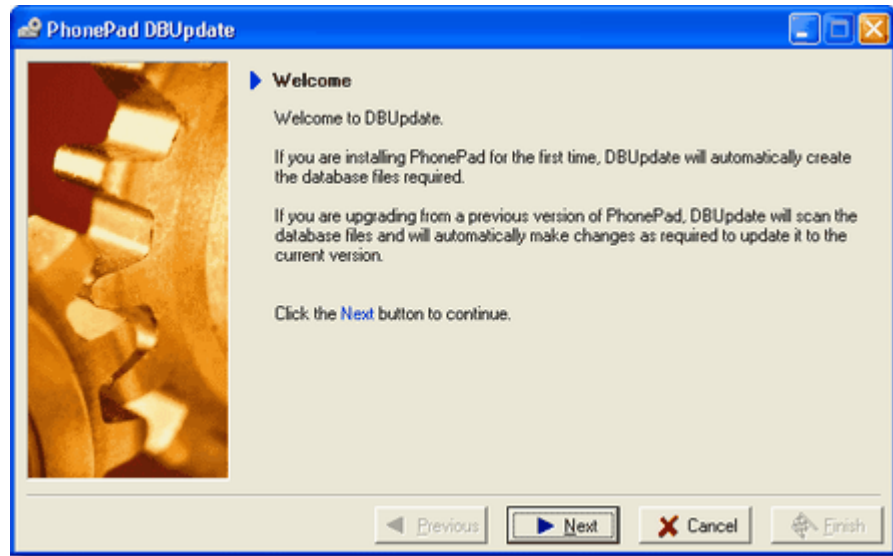
#### Step 1

Double-click on the *DBUpdate* icon to start the wizard.



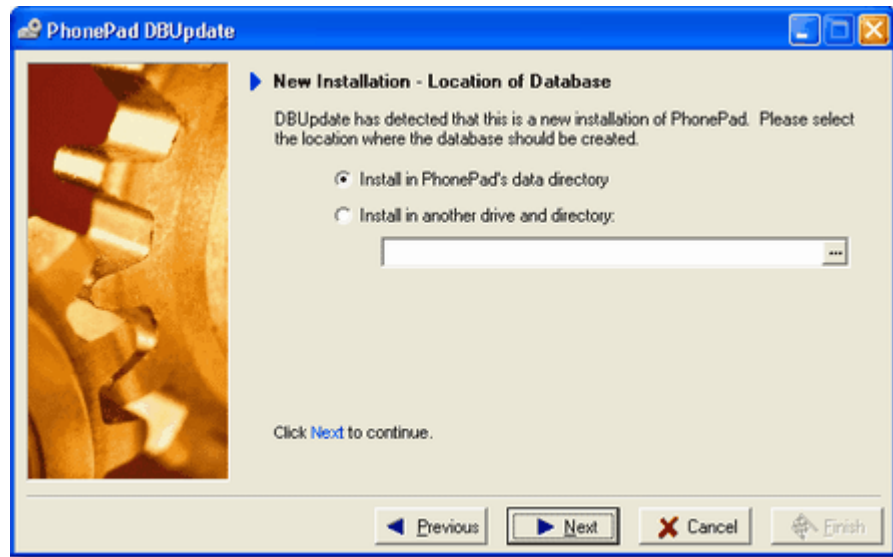
#### Step 2

The first screen of the DBUpdate wizard will be displayed. Click *Next* to continue.



### Step 3a

If this is the first time you have run DBUpdate, the following screen will be displayed.



You have two options: (a) Install in PhonePad's data directory, or (b) Install in another drive and directory.

#### Install in PhonePad's Data Directory

If you select this option, the PhonePad database will be created in a sub-directory (under the PhonePad directory) called DATA. This is the option that would normally be selected.

#### Install in Another Drive and Directory

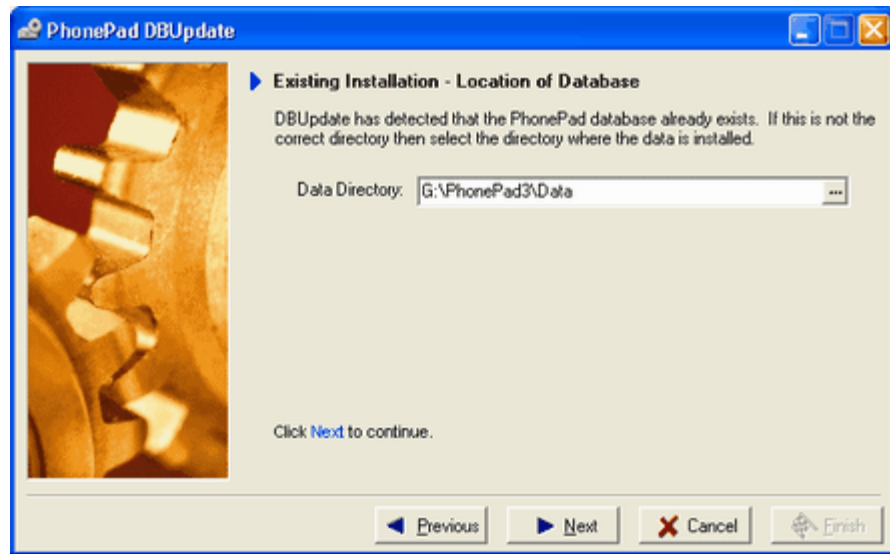
Selecting this option allows you to store the PhonePad database in a directory other than the default directory. You can either type in the name of the directory or select it from a popup window by

clicking on the ... button.

Click *Next* to continue.

### Step 3b

If you have run DBUpdate previously, the following screen will be displayed:

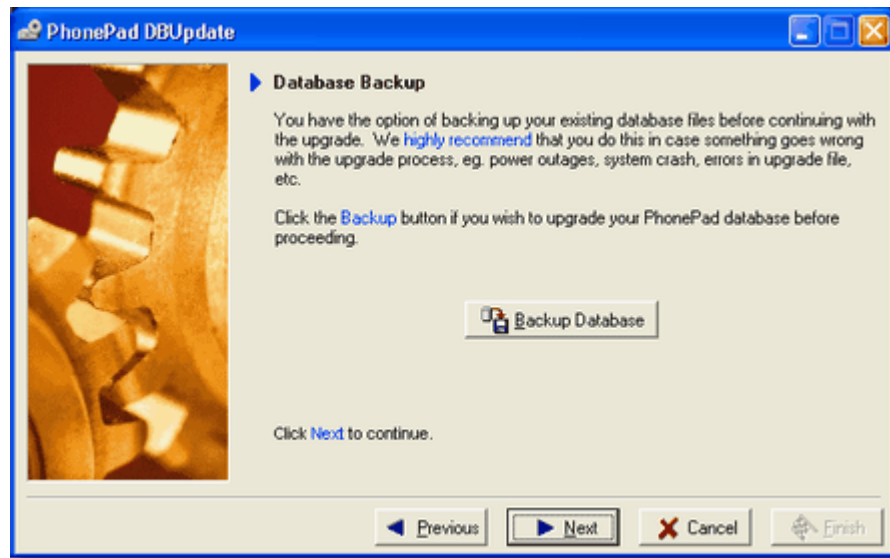


DBUpdate automatically detects that PhonePad is installed and displays the current data directory. If the data directory shown is incorrect then enter or select the correct directory. If you specify a directory that does not contain a PhonePad database, a new one will be created at that location (of course, the new database will be empty).

Click *Next* to continue.

### Step 4

If your PhonePad database already exists you will be prompted to backup your data.

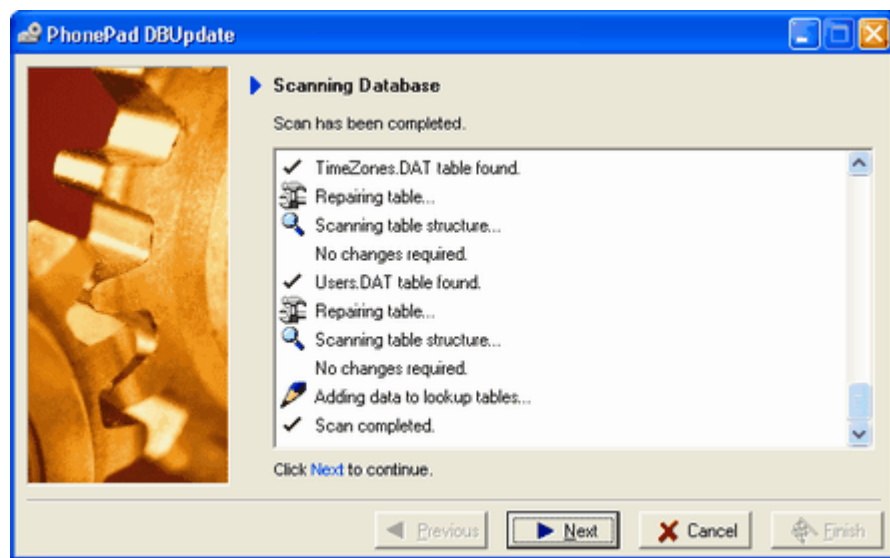


It is highly recommended that you back up your data before continuing. Click on the *Backup Database* button to perform the backup.

Click *Next* to continue.

### Step 5

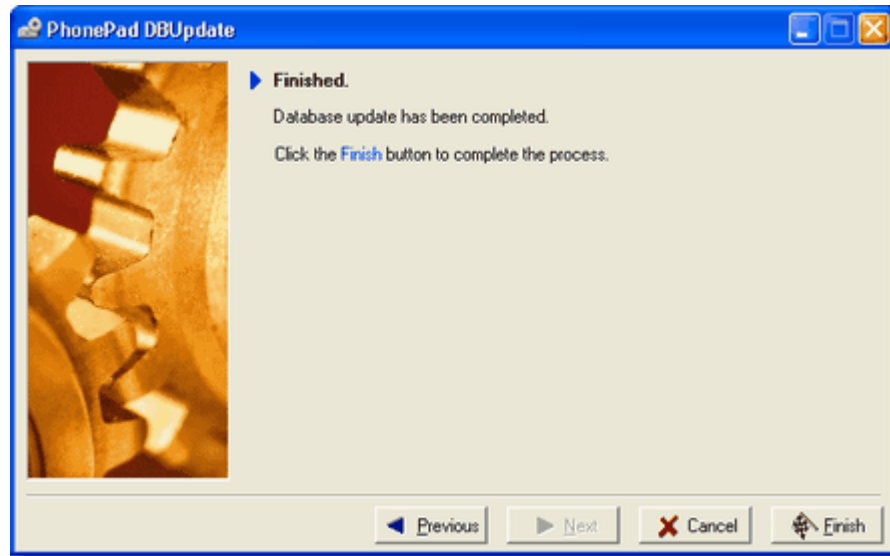
DBUpdate will now start scanning the PhonePad database, analyzing the data structure to see if any changes are required. If there are no database files then DBUpdate will automatically create them. As a matter of course, DBUpdate will also repair the database, regardless of whether it needs it or not.



Once the scanning has been completed, click the *Next* button to continue.

### Step 6

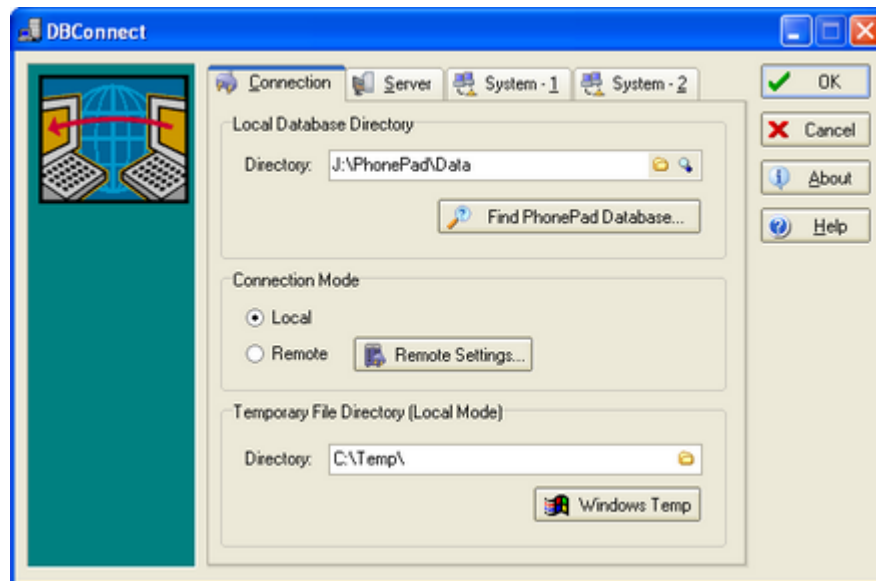
DBUpdate has now finished. Click *Finish* to complete the process.



### 5.3 DBConnect

The DBConnect utility is used to set up the connection between PhonePad and its database. If you run PhonePad in *Local* mode from the shared drive, the connection will have already been set up automatically by DBUpdate. If you do need to run DBUpdate, make sure you run it from a workstation and not the file server.

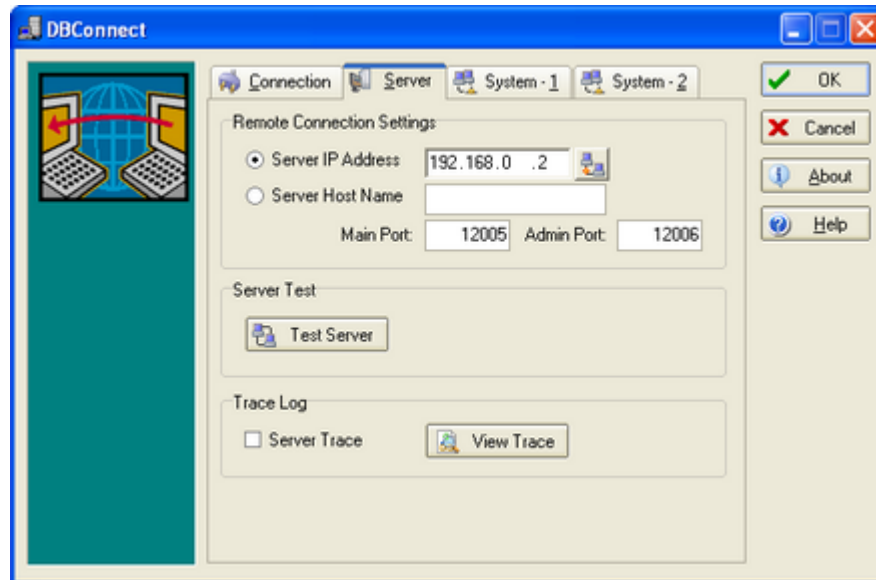
If you install PhonePad on each workstation or run PhonePad in *Remote* mode, you will need to run DBConnect to configure PhonePad.



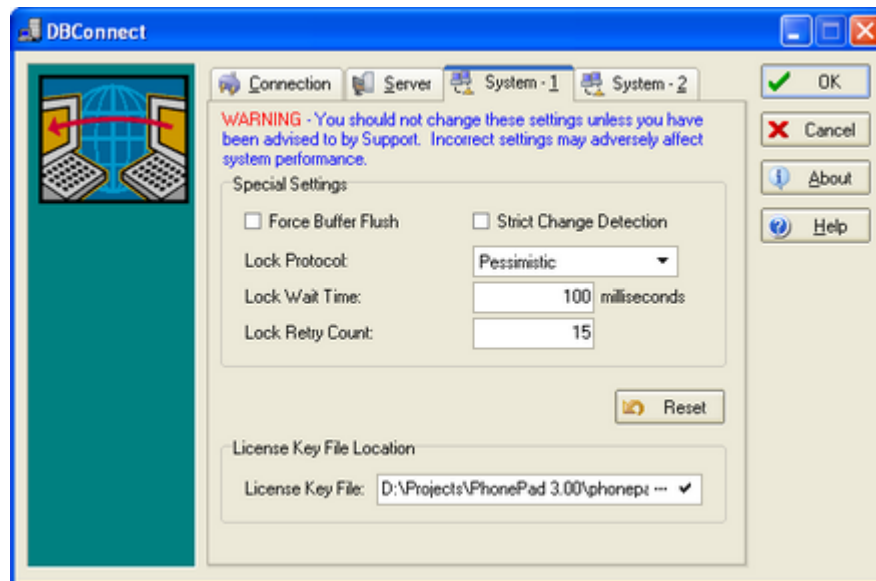
The *Connection* tab is used to specify the location of the local database directory and the connection mode for PhonePad. If you are using PhonePad across a *LAN* to a PhonePad database located on a

shared drive, you would normally have *Local* selected.

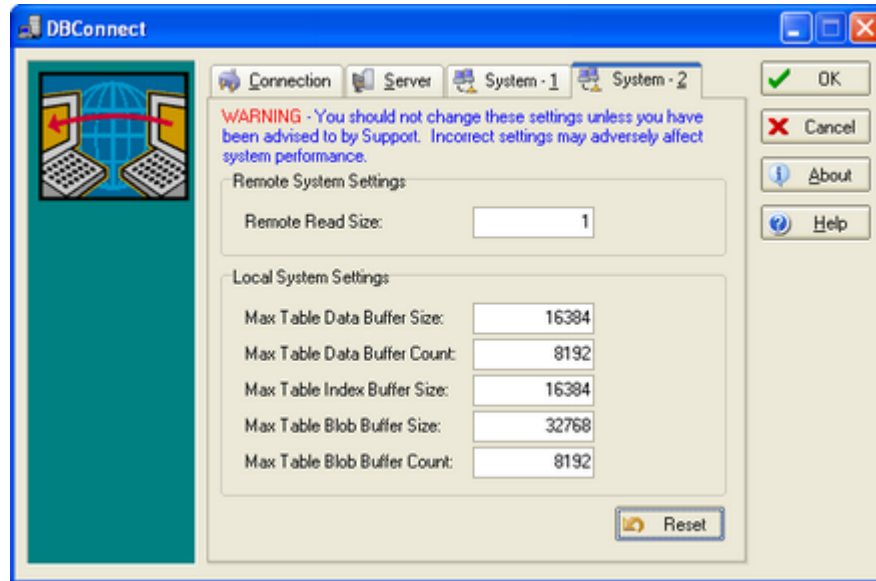
*Remote Mode* has options for data compression and encryption.



The *Server* tab is only applicable for *Remote* mode. This is where the remote data directory is specified as well as specific server settings. The *Test Server* button is used to test the connection to the server.

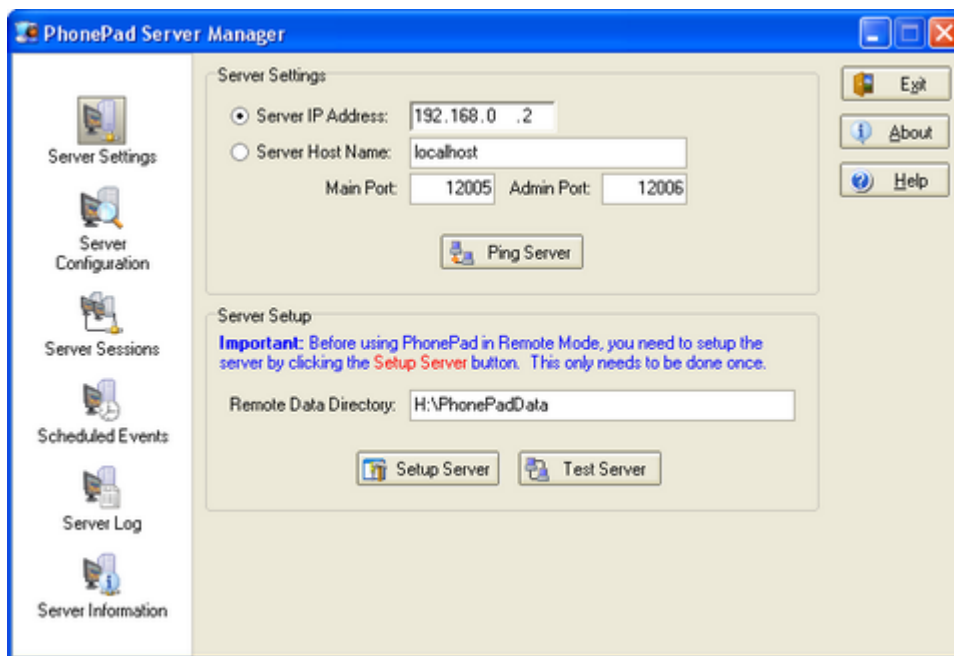


The *System-1* and *System-2* tabs feature special settings that affect the way the PhonePad system operates when in *Local* and *Remote* modes. You should not need to touch any of these settings as the default values generally provide the best performance. However, there may be times where the default settings do not provide optimum performance with specific network configurations. These settings allow the PhonePad system to be fine tuned to adapt to these situations. Please note: it is strongly recommended that you do not change these settings without first consulting with Cybercom Software Support.

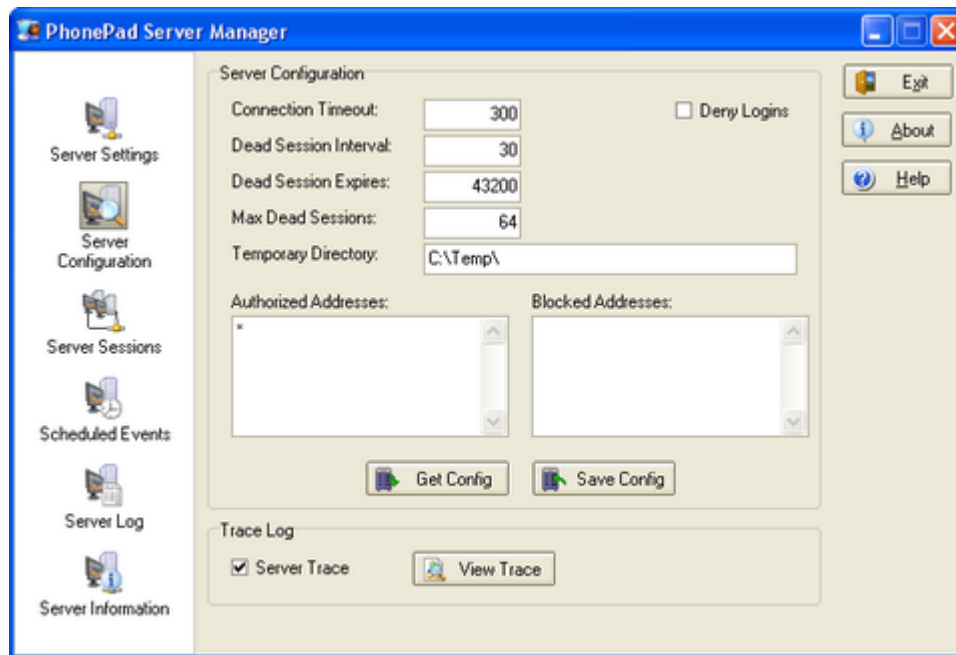


## 5.4 ServerManager

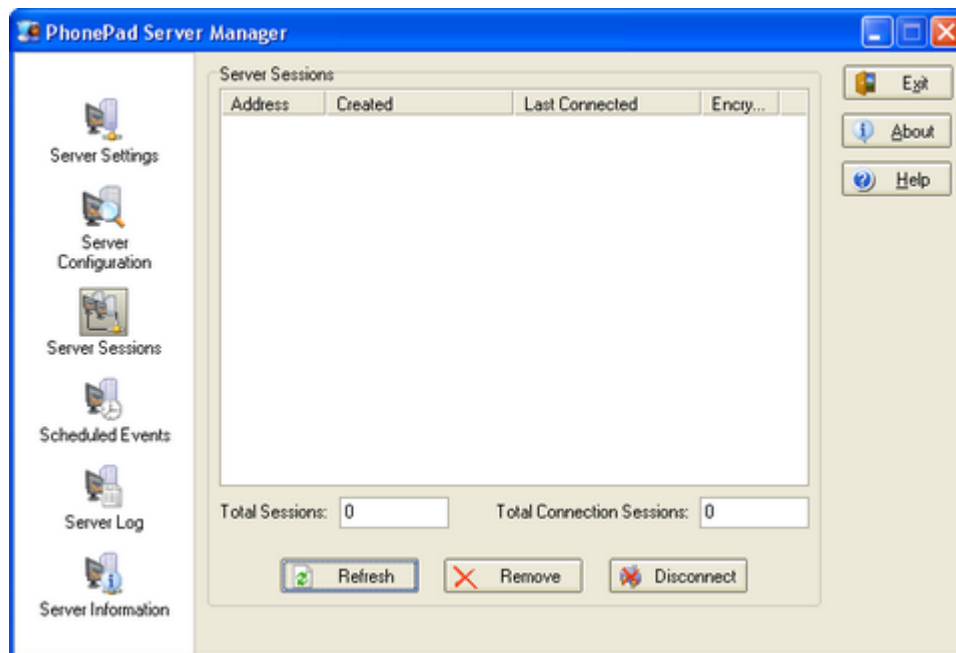
The *ServerManager* utility is used to setup and manage the PhonePad Server (DBServer) remotely. It is only used if you are setting up PhonePad in *Remote Mode*.



*Server Settings* is used to setup the PhonePad Server (DBServer).



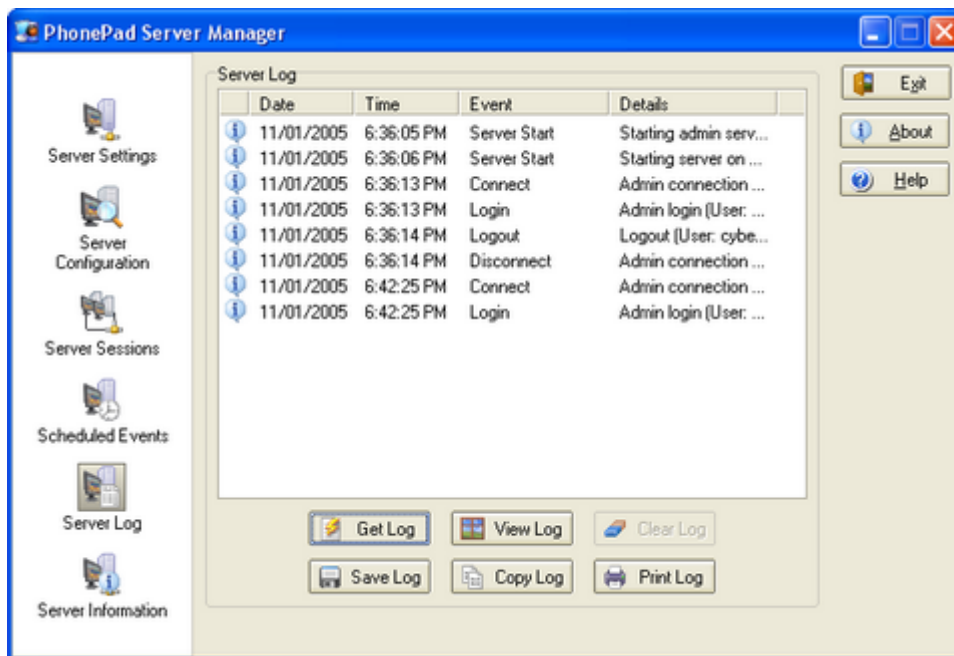
*Server Configuration* is used to check and change some of the PhonePad Server's configuration to improve performance. It also allows you to run a trace on the server for diagnosing communications problems.



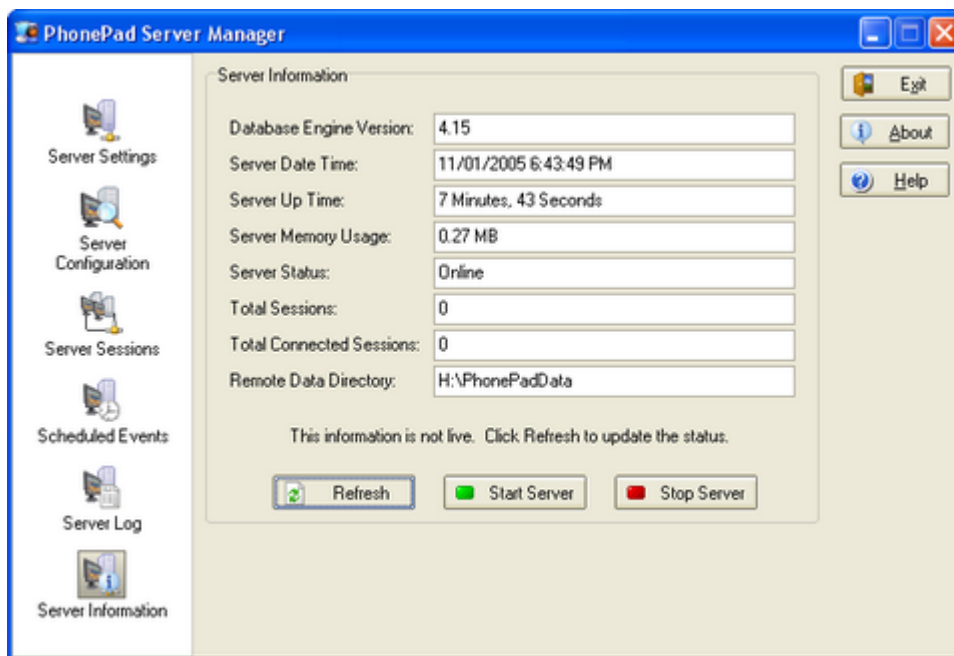
*Server Sessions* displays any active sessions. It also allows you to disconnect sessions.

*Scheduled Events* is not yet functional. In future versions you will be able to set up and manage

automatic PhonePad database backups.



*Server Log* allows you to manager the PhonePad Server's log.



*Server Information* not only displays information about the PhonePad Server but also provides an interface for remotely starting and stopping the server.

## 5.5 Location of PhonePad Admin

By default, PhonePad Admin is installed on a shared drive and directory during the installation process. However, there is no reason why it cannot be installed on any other computer, eg. an administrator's PC. Make sure that you run DBConnect so that PhonePad Admin can find the PhonePad database.

## 5.6 Specifying the Location of the PhonePad Database

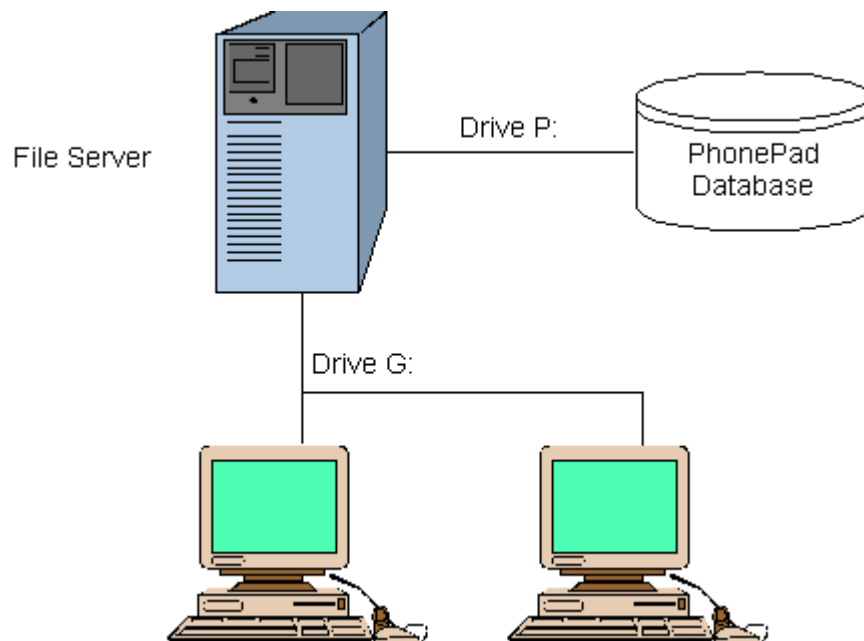
DBConnect is used to specify the location of the PhonePad database. The settings you make are saved to an INI file: PHONEPAD.INI. If PhonePad is installed on a shared drive and directory, then DBConnect should be run from a workstation connected to the shared drive and directory. Make sure that all workstations are using the same drive mapping.

If PhonePad is installed on each workstation, then DBConnect must be run in the PhonePad directory on each of the workstations.

It is vitally important that all PhonePad utilities can see the PHONEPAD.INI file. If you move a utility to another location, make sure you copy this INI to that location as well.

### Why you should never run DBUpdate or DBConnect from a file server

You should always run DBUpdate or DBConnect from a workstation connected to the shared drive and directory. If you run either of these utilities on a file server that has different drive mappings, you will get errors when running PhonePad.



In this example, the PhonePad database is on the file server's P: drive. However, for the workstations, the PhonePad database is on their G: drive. If you run DBUpdate or DBConnect from

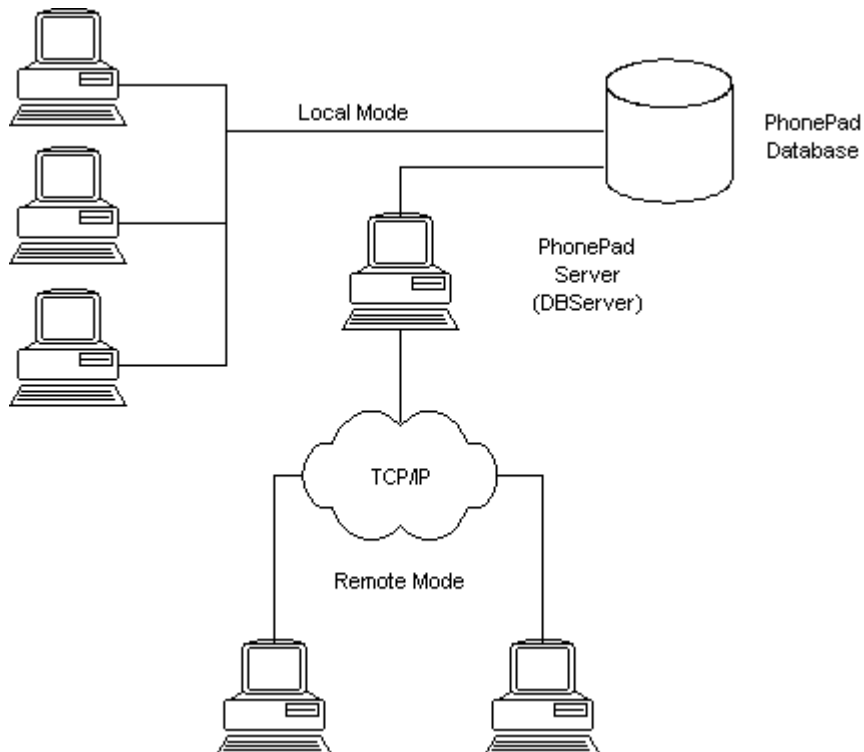
the file server, PhonePad will be configured to look for the database on the P: drive. PhonePad will work fine if you run it on the file server, but when you run it from workstations, PhonePad will be looking in the wrong place.

However, if you run DBUpdate or DBConnect from one of the workstations, PhonePad will be correctly configured to look for the database on the G: drive.

## 5.7 Mixing Local and Remote Modes

The PhonePad Local and Remote modes are not mutually exclusive. You can configure some machines to operate in local mode and others to operate in remote mode (ie. connect via the PhonePad Server). For instance, you can setup all computers on your local area network to connect in local mode, and all staff working from home to connect to DBServer in remote mode.

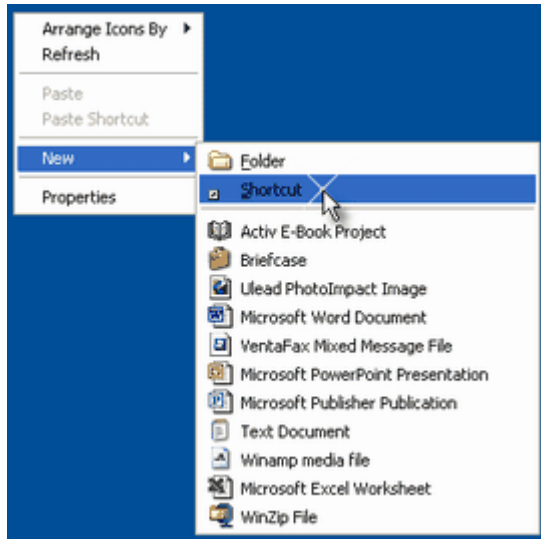
PhonePad Administrators can also use remote mode to administer the PhonePad database from a remote location (eg. from home or another office).



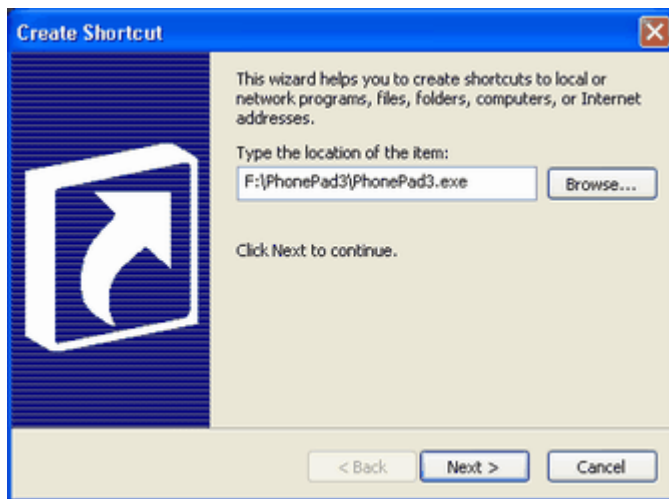
## 5.8 Setting Up a Shortcut

If you are running PhonePad from a shared drive and/or directory, you will need to set up a shortcut on your desktop:

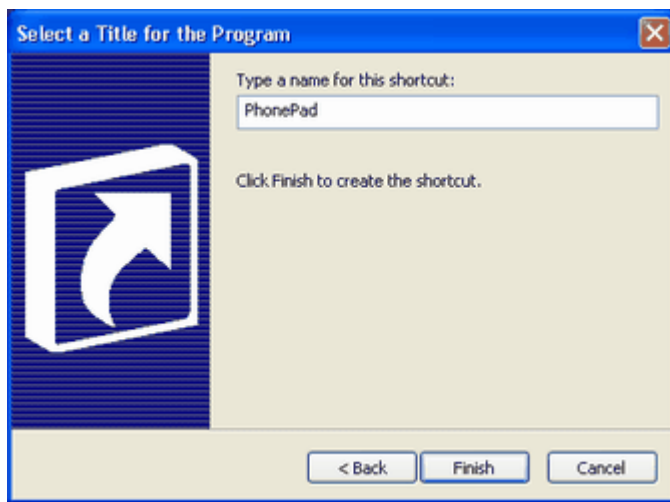
1. Right-click on your desktop.
2. Select *New*.
3. Select *Shortcut*.



4. The Windows shortcut wizard will be displayed.



5. Enter the location of the PhonePad3.exe file, or select it via the *Browse* button.
6. Click the *Next* button.
7. Enter a name for the shortcut, eg. PhonePad.

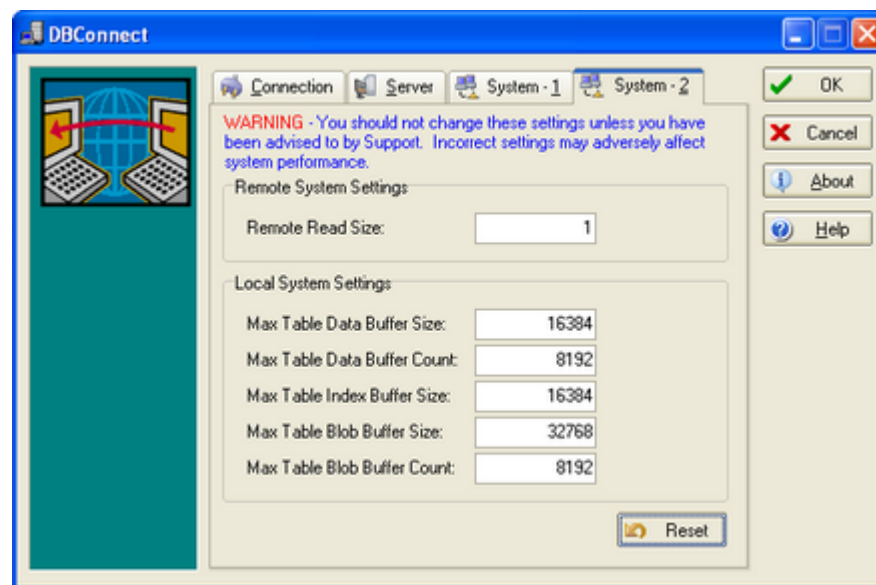
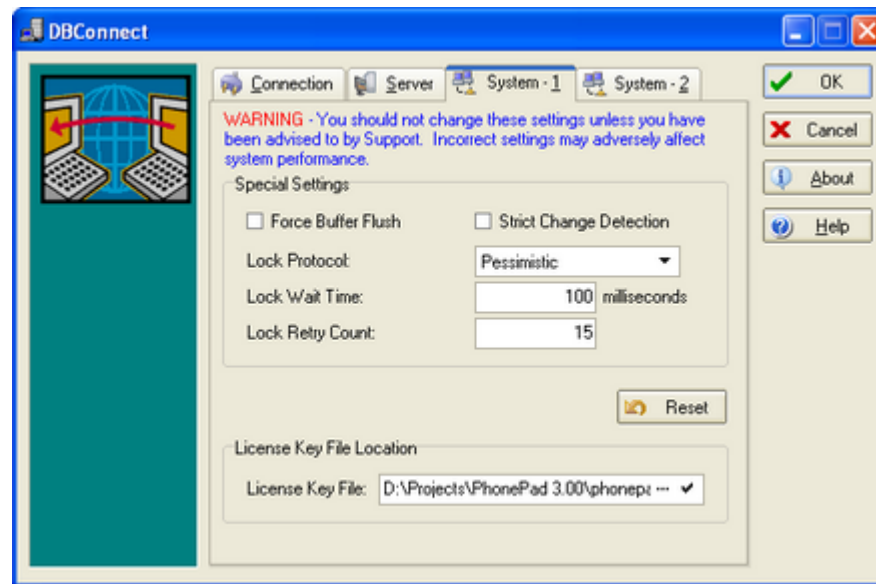


8. Click the *Finish* button.
9. There should now be a PhonePad icon on your desktop.



## 5.9 Special System Settings

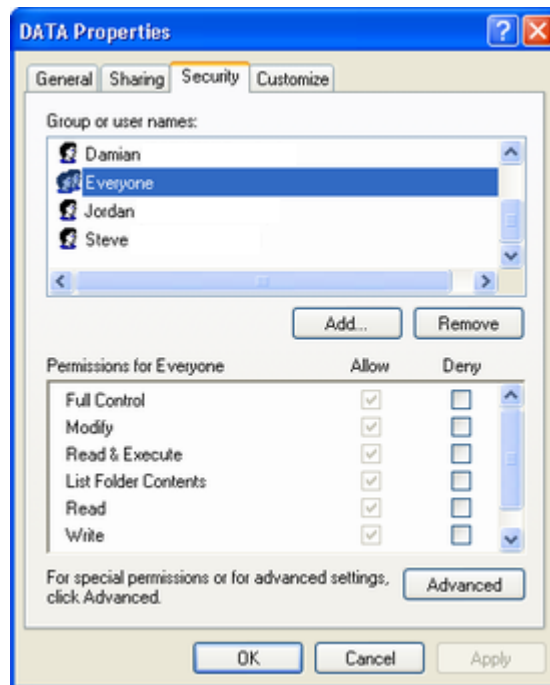
There may be times where it is necessary to change some of PhonePad's default settings due to network problems. The *System* tab in DBConnect allows some of the settings to be tweaked. However, you should not change these settings unless specifically requested to do so by Cybercom Support as they may degrade performance instead of improving it if they are used incorrectly. Fortunately, if the settings are "fiddled with", the default settings can easily be recovered by clicking the *Reset* button.



These settings are only applicable when PhonePad is running in *Local mode* (except of the *Remote System Settings*).

## 5.10 Access Rights

When installing the PhonePad database, make sure that the data directory has sufficient access rights. All users should have **Full Control** over the data directory and its contents. You'll find it easier if you set the access rights for the directory before creating the PhonePad database.



## 6 Setting Up the PhonePad Server - DBServer

This section contains additional information about setting up the PhonePad Server.

### 6.1 Changing the Default Server Settings

By default, the PhonePad server uses the following ports:

Main Port: 12005\*

Administration Port: 12006\*

If these settings conflict with the settings of another network application, you can change the server to use other ports.

Using a text editor (eg. Notepad), create an ini file called DBSERVER.INI. Add the following lines to the file and then save it in the directory DBServer is installed in.

```
[Server Parameters]
Server Port=20001
Administration Port=20002
```

Replace 20001 and 20002 with the appropriate values. You will then need to run DBConnect on the shared drive and any workstation you have installed PhonePad on and change the settings on the Server tab.

\* Prior to PhonePad Version 3.06, the default settings for these ports were 12001 and 12002 respectively.

## 6.2 Running DBServer as a Service

On Windows 95, 98 and ME machines, DBServer can only be run as an application. However, on Windows NT, 2000 and XP machines DBServer can be run as an application or a service.

There is a definite benefit running DBServer as a service on a computer which is part of a peer-to-peer network. Here's why. If the computer hosting DBServer as an application is also used for general use by someone, then DBServer will only start when that person logs in, and will stop when that person logs out. This is not a good thing as all users would suddenly lose their connections to the PhonePad database.

However, by running DBServer as a service, it will start up when Windows starts and will continue to run whether someone is logged in or not. There is also less chance that the person will inadvertently shutdown DBServer as it won't appear in the system tray.

When you install DBServer, four icons will be created in the folder you specify (by default, this is PhonePad 4).



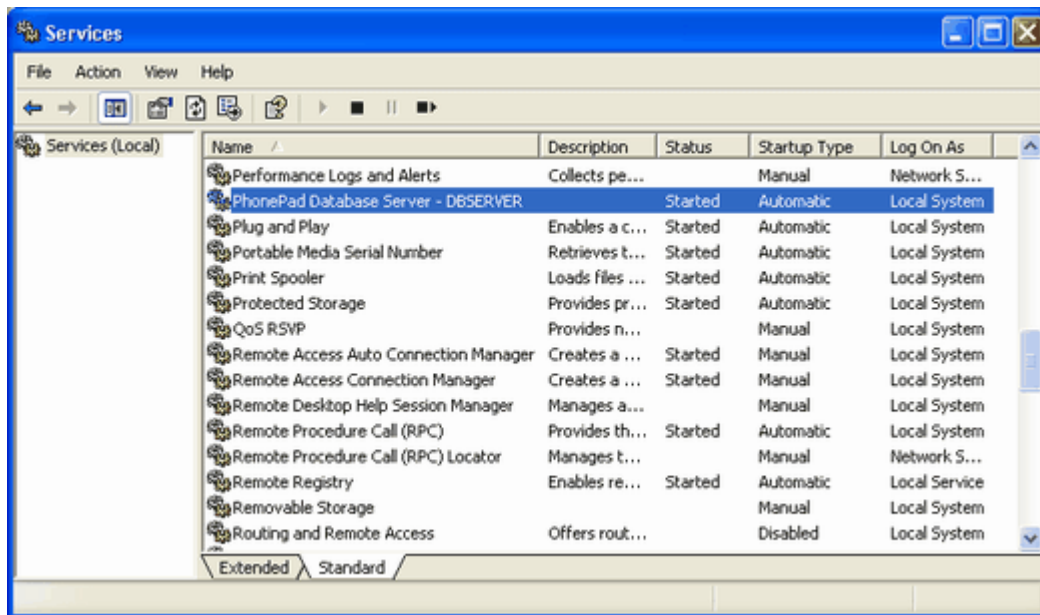
The *DBServer (Application)* icon is used to start DBServer as an application (not as a service) - it will be displayed in the system tray. It is recommended that you copy the shortcut to the *Startup* group so DBServer starts automatically whenever Windows starts.

The *DBServer GUI Install* icon installs DBServer as a service and displays an icon in the system tray. Using this install method gives you access to the user interface, however, the DBServer service will shutdown if the user logs out. You would normally use this option on a dedicated file server.

The *DBServer Install* icon installs DBServer as a service without the user interface, ie. no icon appears in the system tray. You would normally use this on a non-dedicated machine, ie. on a computer that is in use by someone.

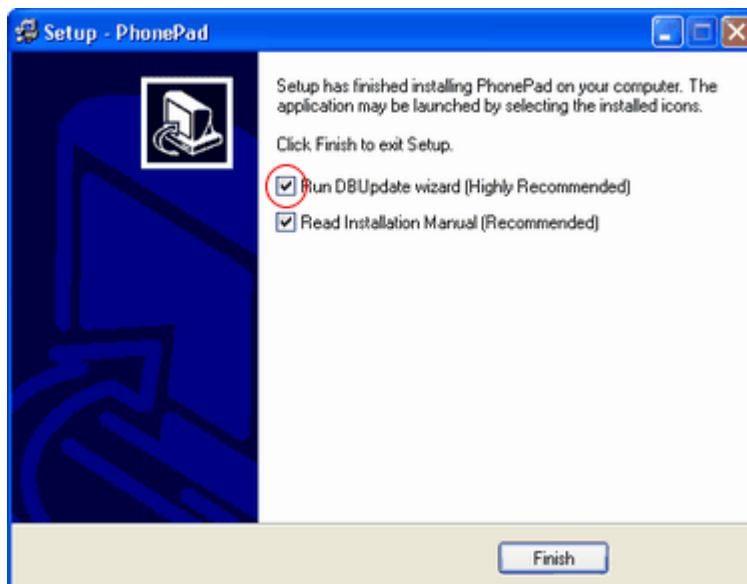
The *DBServer Uninstall* icon allows you to uninstall DBServer as a service should the need arise.

DBServer can be either run as an application or installed as a service - but not both. When you install DBServer as a server it should appear under *Services*.



## 7 Upgrading from Previous Versions

If you have an earlier version of PhonePad, install PhonePad 4 in the same directory. The PhonePad setup wizard will automatically upgrade your existing PhonePad installation. DBUpdate will make any structural changes required to the PhonePad database. **It is important that you ensure that the DBUpdate checkbox is checked before clicking *Finish* in the setup wizard.** If for some reason DBUpdate is not run, it can also be run manually.



### Important Information

- Make sure that no users are logged in when installing a new version of PhonePad, and/or whenever DBUpdate is run.
- It doesn't hurt to run DBUpdate more than once on the same data as it only makes changes when necessary.
- Always make a backup of your PhonePad data when installing a new version. DBUpdate will prompt you to make a backup but you can also create one before installing a new version by running DBBackup if you prefer.

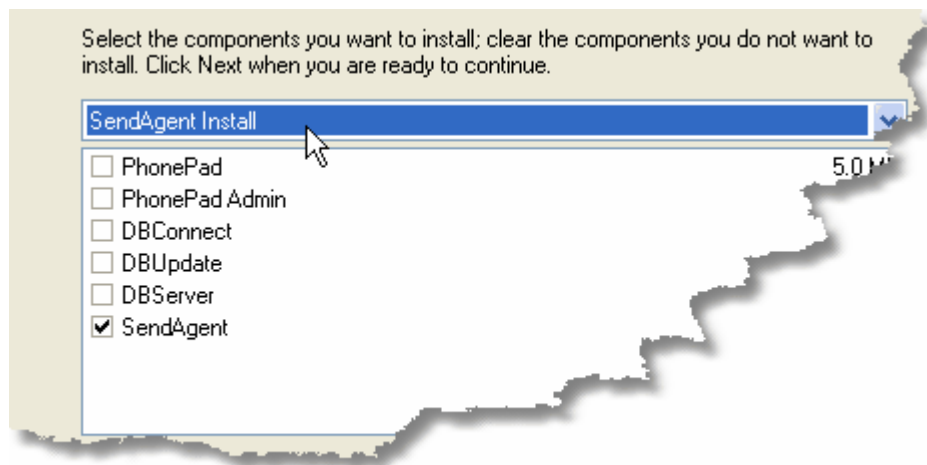
## 8 Message Forwarding

PhonePad can forward phone and text messages to specified email addresses for each user. If you want to use this facility, you need to install the SendAgent utility on **one** computer on your network. On a local area network this would normally be a file server. On a peer-to-peer network this would usually be the computer hosting the PhonePad database and/or DBServer.

### 8.1 Installing SendAgent

#### 8.1.1 Step 1 - Install SendAgent

1. Run the PhonePad setup wizard (PHONEPAD3!.EXE) by double-clicking on it in Windows Explorer.
2. Click *Yes* to continue.
3. Click *Next*.
4. Read the License Agreement and click *Yes* if you agree. If you click *No* the wizard will terminate.
5. Read the Release Notes and then click *Next*.
6. Select the shared drive and directory you want to install PhonePad in. Click *Next*.
7. Select *SendAgent Install* from the drop-down list.

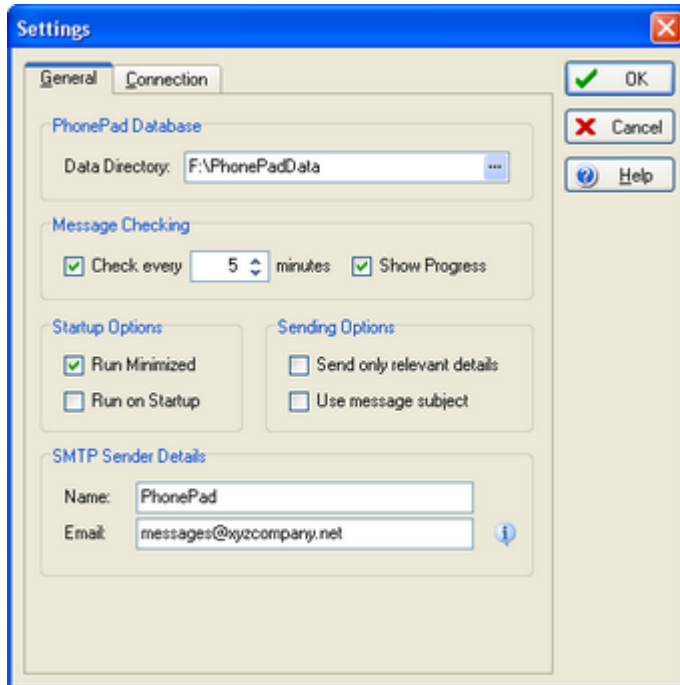


8. Click *Next*.
9. Use the default menu folder or change it if you wish. Click *Next*.
10. Check the installation options and change if necessary. Click *Next* to begin installation.
11. Click *Finish*.

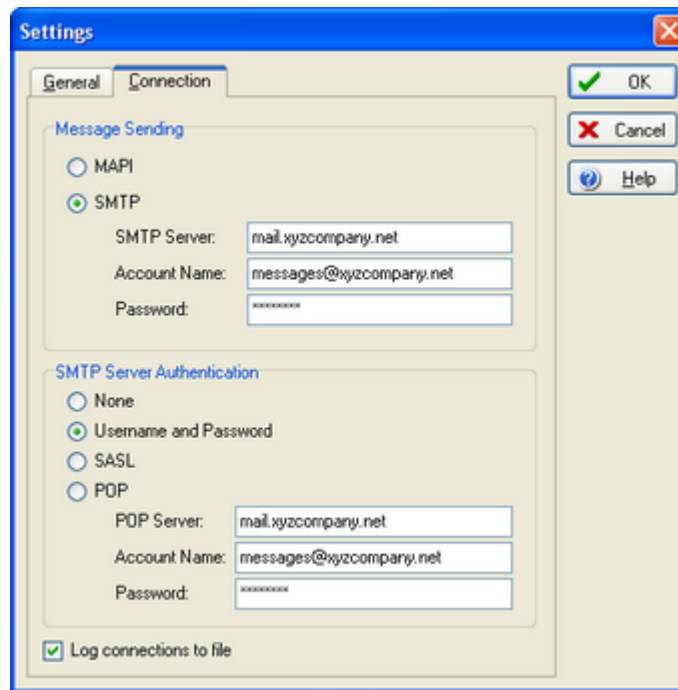
## 8.1.2 Step 2 - Setup SendAgent

Now we need to setup SendAgent so that it can forward any messages.

1. Run SendAgent from Windows Explorer or by double-clicking on the SendAgent icon.
2. Click the *Settings* button.



3. Enter the location of the PhonePad database in the *Data Directory* edit box under *PhonePad Database*. You can also click on the ... button and select it.
4. Check the box next to *Check every* to enable message checking.
5. Select the frequency of message checking. The default is every 1 minute.
6. Click the *Show Progress* option if you want a progress bar displayed on the SendAgent main screen.
7. Select *Run Minimized* under *Startup Options* if you want SendAgent to automatically minimize to the system tray when it starts.
8. Select *Run on Startup* under *Startup Options* if you want SendAgent to automatically run when Windows starts.
9. Select *Send only relevant details* if under *Sending Options* if you want SendAgent to only send fields that actually contain data.
10. Select *Use subject message* under *Sending Options* if you want SendAgent to use each message's subject field for the email subject. Otherwise the subject will be *Message from PhonePad*.
11. Enter a sender name in the *Name* field under *SMTP Sender Details*.
12. Enter an email address in the *Email* field under *SMTP Sender Details*.
13. Click the *Connection* tab.



14. Select either *MAPI* or *SMTP* as the mail transport mechanism.
15. If you selected *MAPI*, go to **Step 21**.
16. Enter a name for the *SMTP Server*.
17. Enter an *Account Name* that SendAgent should use to login.
18. Enter the *Password* for the account.
19. Select the *SMTP Server Authentication* method.
20. If you select POP authentication then you will also need to enter POP account details.
21. Click *OK*.

### Important Information

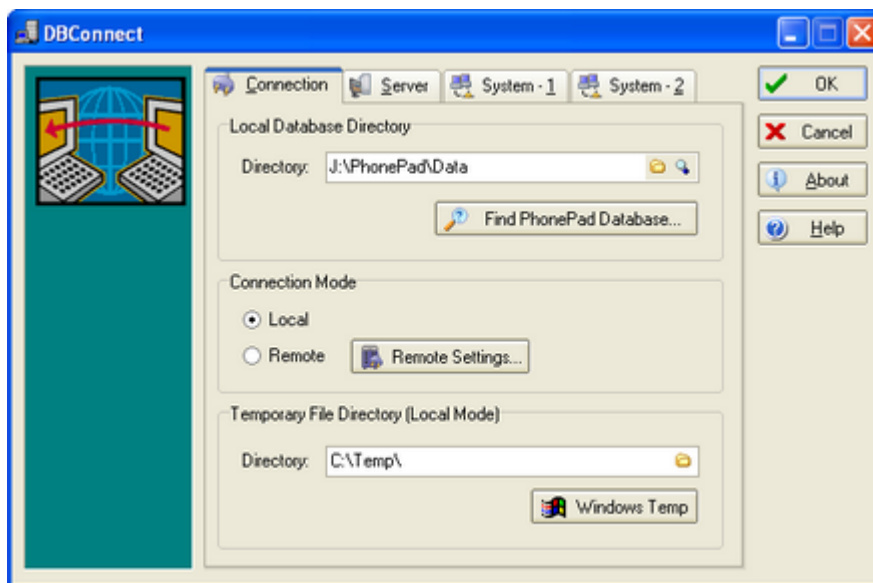
Passwords you enter are stored in a file called SENDAGENT.INI. However, they are stored in an encrypted format using 448 bit encryption to prevent anyone from viewing them.

## 9 Moving Your PhonePad Database

If you ever need to move your PhonePad database to another drive, directory and/or computer, the procedure is quite simple.

### 9.1 Local Mode

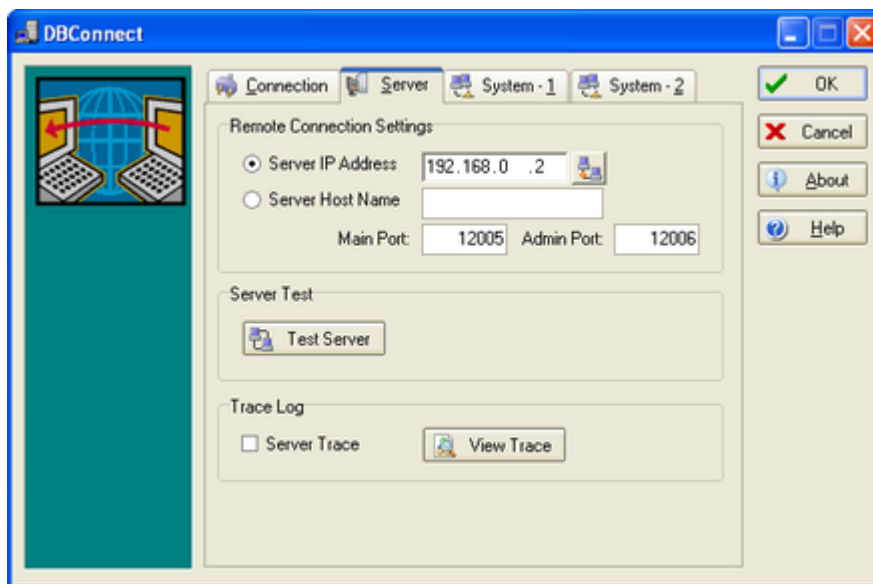
1. Create the new directory.
2. Copy the contents of the PhonePad database directory to the new directory using *Windows Explorer*.
3. Run *DBCconnect*.



4. Click on the *Connection* tab and select the new location of the database under *Local Database Directory*.
5. Click *OK*.
6. If you have PhonePad installed on individual workstations, you will need to repeat step 3-5 on each of them.

## 9.2 Remote Mode

1. Create the new directory.
2. Copy the contents of the PhonePad database directory to the new directory using *Windows Explorer*.
3. Run *DBConnect*.



4. Click on the *Server* tab and enter the location of the PhonePad database directory under *Remote*

*Database Directory.*

5. Click **OK**.
6. If you have PhonePad installed on individual workstations, you will need to repeat step 3-5 on each of them.

## 9.3 DBMove Utility

Instead of manually moving your PhonePad database, you can download the [DBMove](#) utility from our website.



## 10 Evaluation and Licensing

This section contains information about the PhonePad evaluation period and details on licensing.

### 10.1 Evaluating PhonePad

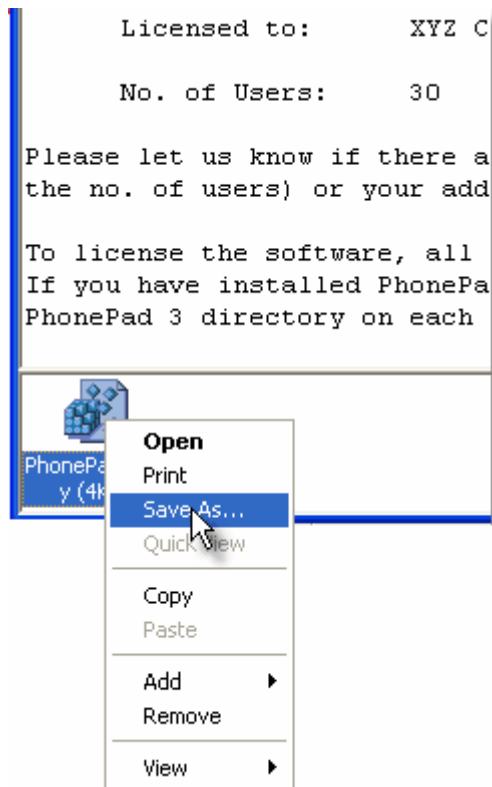
PhonePad can be evaluated free of charge for 60 days from the date of installation. If the evaluation period expires before you have completed your evaluation, contact us and we will send you a temporary license that will extend your evaluation period.

Once in a while we receive an email from someone reporting that the evaluation period has expired when PhonePad has been run for the first time. So far we have been unable to track down the cause of this and its occurrence is very rare, however, if you experience this problem let us know as soon as possible and we will send you a temporary license that will give you a 60 day evaluation period.

### 10.2 Licensing PhonePad

Once you have purchased a license for PhonePad, you will receive a license key via email. The key is in the form of a file (PHONEPAD3.KEY). All you need to do is copy this file to the PhonePad directory. In most email software you can do this by right-clicking on the attachment and selecting **Save As** from the popup menu. Do not open the license key file - you cannot read the information it

contains and you may inadvertently corrupt it.



*In Microsoft Outlook, you can save the attached license key file by right-clicking on the attachment icon and selecting Save As.*

If you have PhonePad installed on each workstation on your network, you will need to copy this file to the PhonePad directory on each of the workstations.

If you ever lose the license file or accidentally delete it, you can contact us for a new one. There is, of course, no charge for this.

### 10.3 Upgrading Your PhonePad License

If the number of PhonePad users increases to a level where it exceeds the number of users covered by your PhonePad license, you may need to look at upgrading your license. You can upgrade your license at any time without penalty, ie. you will not have to pay the full price for a new license - only the *difference* between your current license and the new one.

For example, if you purchase a 10 User License for \$USD170, and then want to upgrade to a 20 User License (\$USD320) at a later time, you only need to pay the difference of \$USD150, ie. you do *not* need to purchase a 20 User License at the full price.

You can order a license upgrade online from our website, but we need to give you a special upgrade code so that you only pay the difference and not the full price.

Please contact [sales@cybercom-software.com](mailto:sales@cybercom-software.com) to get your upgrade code.

## 10.4 Support

We provide **free** support for PhonePad via email, whether you are a licensed user or you are evaluating PhonePad to see if it meets your requirements. In other words, we *never* charge for support and never will. While more and more software companies are now charging their clients for support, our support will remain *free of charge*.

If you need support, please send an email to **support@cybercom-software.com** with a detailed explanation of the problem you are experiencing, or any questions you may have. We will respond as quickly as possible.

## 11 Troubleshooting

Please refer to this section if you have any problems installing or running PhonePad.

### 11.1 Error Messages

Check this section for solutions to problems you may encounter.

#### **"Unable to connect to the PhonePad server. Make sure the server is running."**

This message appears when PhonePad is unable to connect with the PhonePad Server (DBServer). The cause could be:

- The server is not running.
- The server has been stopped.
- The connection information is incorrect. Run DBConnect to make sure the correct IP address and ports are specified.

#### **"The server is currently refusing all connections."**

This message occurs when DBServer has been stopped by a system administrator. DBServer needs to be started before connections can be accepted.

#### **"The connection to the server has been lost."**

This message indicates that there has been an interruption to the connection with DBServer. This could be caused by:

- DBServer has been shut down or the host computer has crashed or been rebooted.
- A network error has occurred.
- A dialup line has disconnected.
- A network cable has been disconnected.

#### **"The server has denied your connection because the maximum no. of users has been reached."**

This message indicates that the maximum no. of users for your PhonePad license has been exceeded. You will need to wait until someone logs out from PhonePad. If this occurs frequently you may want to consider increasing the number of licenses.

**"A table is missing from the database:" (followed by the name of the table).**

- This can indicate that PhonePad cannot find the PhonePad database. Run DBConnect and check that the location of the PhonePad database is correct (if you are running PhonePad from a shared drive then run DBConnect a workstation connected to that drive. If you are running PhonePad from a workstation then run DBConnect on that workstation).
- This can also indicate that a database table has not been created. If you have just upgraded your version of PhonePad, run DBUpdate to ensure the database has been upgraded as well. Make sure you run DBUpdate from a workstation and not a file server.
- If you still get this error then email support@cybercom-software.com as soon as possible.

**"A table is corrupted and needs to be repaired:" (followed by the name of the table).**

When operating in local mode, the PhonePad database may be corrupted if a computer crashes while PhonePad is running. This message indicates that corruption has occurred. An administrator can easily fix this using *PhonePad Admin* or *DBRepair*. If this problem occurs regularly, you might consider setting up the machines involved to connect using *Remote Mode*.

Please note: faulty network interface cards (NICs) can also cause this problem.

See *Data Corruption* in this chapter for more information.

**"An index is corrupted and needs to be repaired: " (followed by the name of the table).**

When operating in local mode, the PhonePad database may be corrupted if a computer crashes while PhonePad is running. This message indicates that corruption has occurred. An administrator can easily fix this using *PhonePad Admin* or *DBRepair*. If this problem occurs regularly, you might consider setting up the machines involved to connect using *Remote Mode*.

Please note: faulty network interface cards (NICs) can also cause this problem.

See *Data Corruption* in this chapter for more information.

**"A table header is corrupted and needs to be repaired. This is caused by improper shutdown of PhonePad."**

This could be caused by a computer crashing or someone rebooting a machine without first closing down PhonePad. An administrator can easily fix this using *PhonePad Admin* or *DBRepair*. If this problem occurs regularly, you might consider setting up the machines involved to connect using *Remote Mode*.

Please note: faulty network interface cards (NICs) can also cause this problem.

See *Data Corruption* in this chapter for more information.

## 11.2 Network Problems

### Possible Network Slowdown with Windows NT Service Pack 4, 5, 6, or 6a

If you are experiencing sluggish network performance after you apply Windows NT 4.0 Service Pack 4, 5, 6, or 6a, then you should check out the following link. Microsoft indicates that the cause of this slowdown is due to a change that was made to the Rdr.sys file in Windows NT 4.0 Service Pack 4 to fix an issue with a handle being invalidated when a dismount occurs. This may cause additional network traffic, which may degrade performance.

Further information at [support.microsoft.com/default.aspx?scid=kb;EN-US;q249799](http://support.microsoft.com/default.aspx?scid=kb;EN-US;q249799)

### Possible Data Corruption When Sharing Database Tables on Windows 2000

There is a problem with the SMB protocol in the Windows 2000 operating system that can cause problems with data corruption if it is being used as a file server, such as would be the case if storing a PhonePad database in such a location. Please use the following link to find out more details on the problem. Microsoft has provided a hotfix for the problem that you should download if needed.

Further information at [support.microsoft.com/default.aspx?scid=kb;en-us;Q307982](http://support.microsoft.com/default.aspx?scid=kb;en-us;Q307982)

### Accessing Database Tables on a Windows 2000 Server from a Windows 2000 Client May Result in Errors

There is a problem with the SMB protocol in the Windows 2000 operating system that can cause problems with unexpected network errors when it is being used as the client operating system accessing database tables on another Windows 2000 machine. Please use the following link to find out more details on the problem. Microsoft has provided a hotfix for the problem that you should download if needed.

Further information at [support.microsoft.com/default.aspx?scid=kb;en-us;Q311563](http://support.microsoft.com/default.aspx?scid=kb;en-us;Q311563)

## 11.3 Data Corruption

Occasionally, you may receive a message from PhonePad that data corruption has occurred and that you need to repair the database. You can easily repair tables using the *DBRepair* utility or the repair option in *PhonePad Admin*.

Repairs cannot be performed unless all PhonePad users are logged out as the repair process requires exclusive access to the database. PhonePad Admin provides an easy way to log all users out of PhonePad.

You should not need to repair the PhonePad database very often, if ever. If you find data corruption is occurring frequently then there is a problem that needs to be corrected. Read the following sections for more information on this.

#### How does data corruption occur?

Data corruption can be caused by the following:

- A workstation crashes, is turned off, or rebooted while PhonePad is running on that workstation.
- The workstation/server hosting the PhonePad database crashes, is turned off, or rebooted while

other workstations running PhonePad are connected to the database.

- A faulty Network Interface Card (NIC) on one or more machines running PhonePad (in many cases a NIC can appear to be working correctly even though it is not 100% functional).
- An improperly wired network (incorrect grade of network cable or cables are too long).
- Slow Operating System (OS) buffer flushing.

### What can be done to prevent data corruption?

Data corruption generally occurs when PhonePad suddenly terminates just as a data write is being performed. We have made a lot of changes to PhonePad's code in attempt to minimize data corruption (eg. minimize the amount of time it takes to write data), and we will continue to look at ways to improve this further. However, there are some things you can do to avoid corruption:

- Always shut down PhonePad before powering off your machine. If you do a proper Windows logoff or shutdown, PhonePad should shut itself down correctly.
- Check your network for any machines that repeatedly crash.
- Check the Network Interface Card (NIC) on any machines that appears to be causing corruption.
- Enable the *ForceBufferFlush* option under the *System* tab in *DBConnect*. Be careful with this option as it can severely affect system performance, ie. PhonePad may start responding extremely slowly on the affected workstation. Use it only on the machine that is crashing or being powered down incorrectly.
- Install DBServer on the host system and use *Remote* mode.

When PhonePad is run in Remote mode, it connects to the PhonePad database using TCP/IP. Only the server application (DBServer) has direct access to the database. This method prevents database corruption, unless of course the server crashes, reboots or is turned off without first shutting down DBServer. If the server is running Windows NT, 2000 or XP, DBServer can be run as a service and the process becomes totally automatic.

Please note: DBServer does not have to run on a true fileserver or a dedicated system, although one of these is preferable. You can run PhonePad in remote mode on a peer-to-peer network.

## 11.4 Speed Problems

If PhonePad seems to be running slow on your network it could be your virus scanner that's causing the problem. Popular virus scanners like McAfee's VirusScan™ and Norton's AntiVirus™ can be configured to exclude directories. Set yours up to exclude the PhonePad **data directory** (not the directory containing the executable files). PhonePad database files cannot contain viruses anyway so there's no point scanning them and taking the performance hit.

## 12 Contact Information

### Email

Sales: [sales@cybercom-software.com](mailto:sales@cybercom-software.com)

Support: [support@cybercom-software.com](mailto:support@cybercom-software.com)

**Telephone**

Country Code: 61

Area Code: 2 (02 if dialling from within Australia)

Telephone: 6291 9246

Our preferred method of support is via email, and you will receive the fastest response using this method. However, if you do not have email access you can phone us as detailed above. Please bear in mind that we are usually extremely busy on software development so you may have to speak with our voicemail service. If you leave a message, we will try to return your call as soon as possible. Please be aware of the time difference when calling from outside of Australia. You can reach us from Monday to Friday between 8:00 am and 6:00pm AEST (Australian Eastern Standard Time). We are +10 hours GMT.

**Postal Address**

Cybercom Software  
PO Box 5006  
Chisholm ACT 2905  
Australia

**Support Forum, Knowledge Base and Frequently Asked Questions (FAQs)**

[www.forum.cybercom-software.net](http://www.forum.cybercom-software.net)

**Other Information**

Australian Business  
Number (ABN): 95-084-419-634

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