



MessageSender**5**

User Guide

Copyright © 2011 Cybercom Software



Table of Contents

Foreword	0
Part I Introduction	4
Part II Installation	4
1 Installing MessageSender.....	5
2 Setting Up a Network Share.....	12
3 Installing the MessageSender Service.....	13
Part III Configuring MessageSender	13
1 Step 1 - Setting Up the Data Connection.....	13
2 Step 2 - Email Settings.....	14
Authentication	15
3 Step 3 - SMS Settings.....	17
4 Step 4 - Message Processing.....	19
Part IV Message Templates	20
1 Email Message Templates.....	20
2 SMS Message Templates.....	25
Part V SMS Gateway Providers	28
Part VI Using MessageSender Manager	28
1 Menus.....	28
2 Toolbar.....	29
3 Sidebar.....	30
4 Activity Log.....	31
5 Message Queue.....	32
6 General Settings.....	32
7 Email Settings.....	34
8 SMS Settings.....	36
Clickatell	37
SMS Global	38
9 Using MessageSender Manager on Another Computer.....	39
10 File Location.....	39
11 SMTP Authentication.....	40
Part VII Version History	41

Index

42

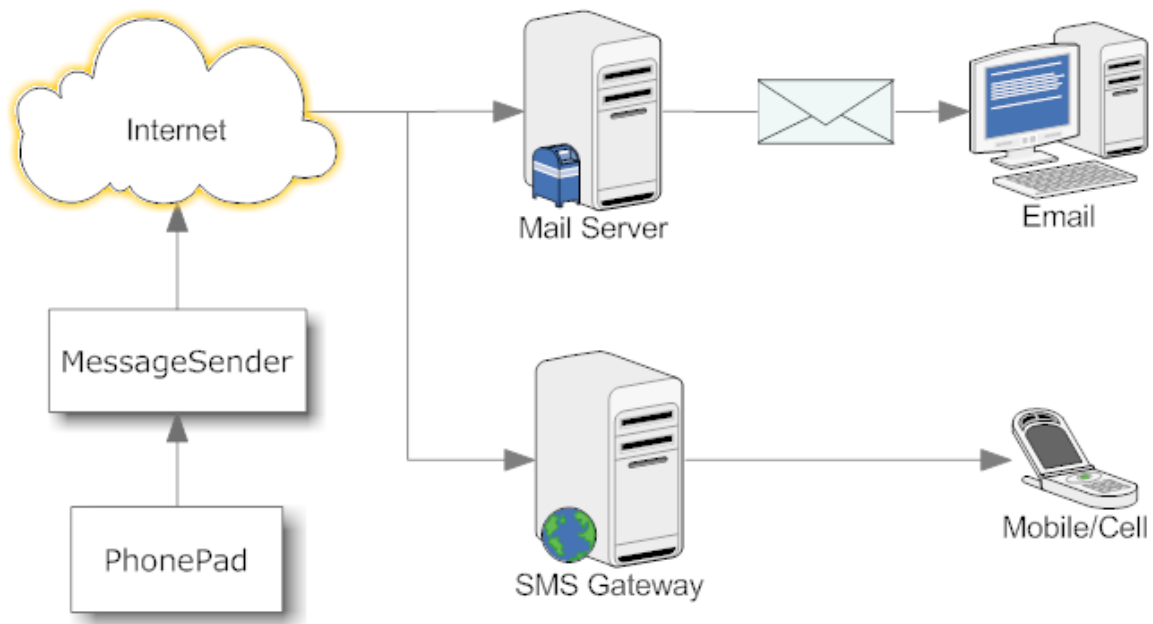
1 Introduction

Welcome to MessageSender.

PhonePad has a feature called Automatic Message Forwarding. This enables users to have their PhonePad phone and text messages forwarded to them when they're not in the office. Whether your organization has users that are on-the-road, working from home, or otherwise out of the office, with Automatic Message Forwarding these people can get their messages wherever they are.

MessageSender is an add-on to PhonePad that can automatically forward PhonePad messages (both phone and text) to email addresses and mobile/cell phones. It is ideal for users on-the-road, working from home or who are otherwise out of the office.

MessageSender consists of two applications: the Windows service and Manager application. The MessageSender service performs the actual work of sending the messages via email or SMS, while MessageSender Manager is used to configure and manage MessageSender.



2 Installation

Installing MessageSender is a simple process. Just run the MessageSender setup program and follow the steps. Both the MessageSender Windows service and the MessageSender Manager application will be installed.

IMPORTANT: MessageSender should be installed on the same server or Host computer that the PhonePad database is located on. The MessageSender service runs under the system account and, due to Windows restrictions, it will be unable to access drives located on another computer.

Only one copy of MessageSender needs to be installed on your network.

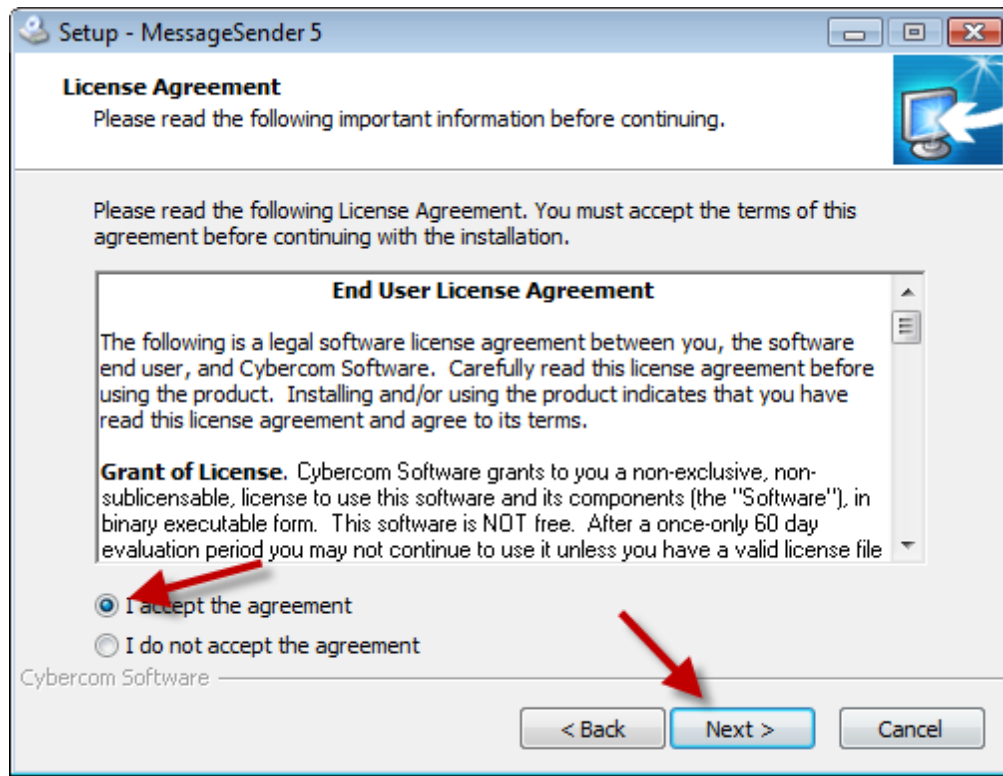
2.1 Installing MessageSender

Let's get started. The first step is to download MessageSender 5 from the website (<http://www.cybercom-software.com/messagesender5>) and then follow these instructions for installing MessageSender:

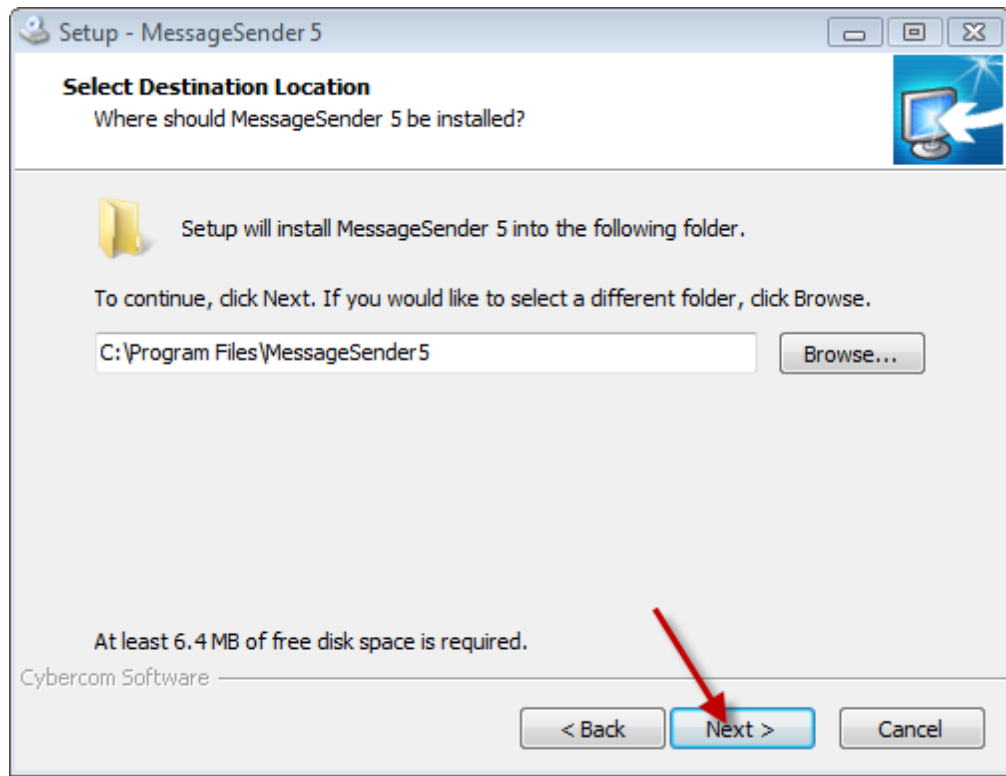
1. Run **MessageSender5Setup.exe**.
2. The MessageSender setup program **Welcome** screen will be displayed.



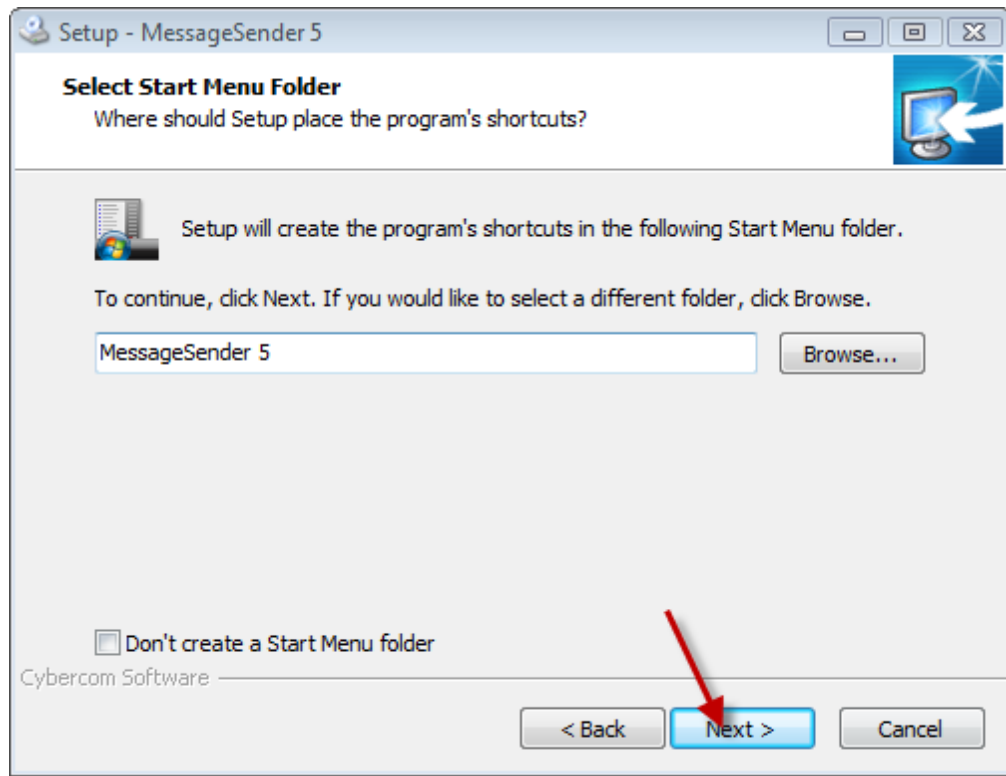
3. Click **Next** to continue.
4. The **License Agreement** screen will be displayed. Please read the agreement before continuing.



5. You will need to select the **I accept the agreement** option before you can continue. Click **Next** when you are ready.
6. Specify the **Destination Location** (the folder you want to install MessageSender in), or use the default location (C:\Program Files\MessageSender5).

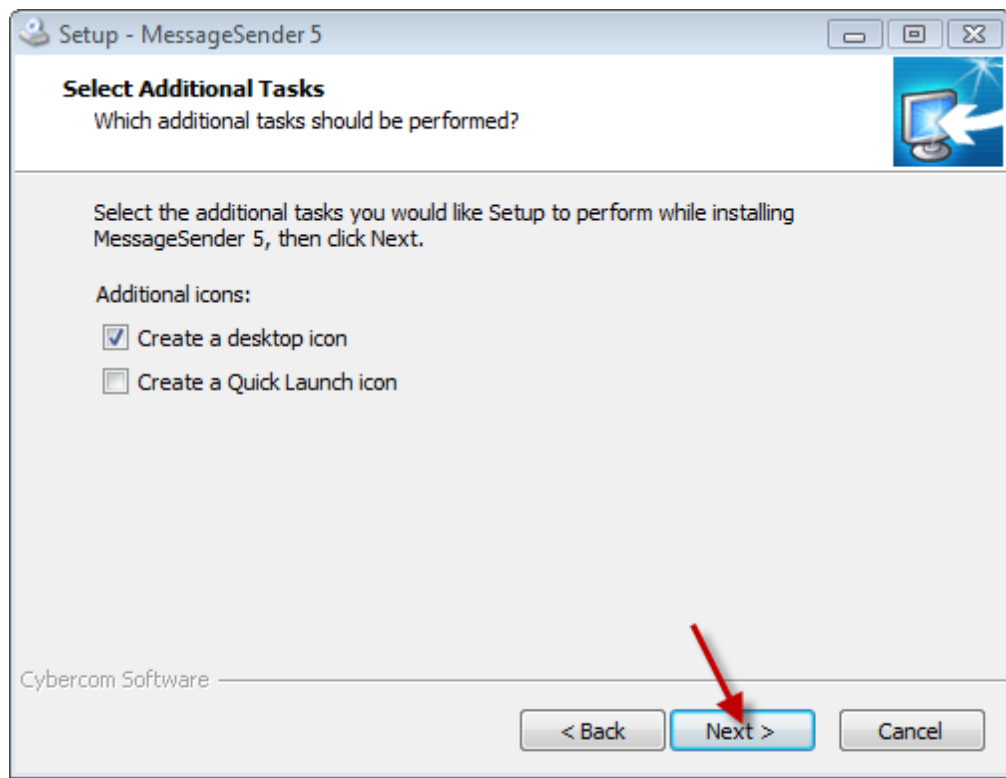


7. Click **Next** to continue
8. Specify a **Start Menu Folder** or use the default one.

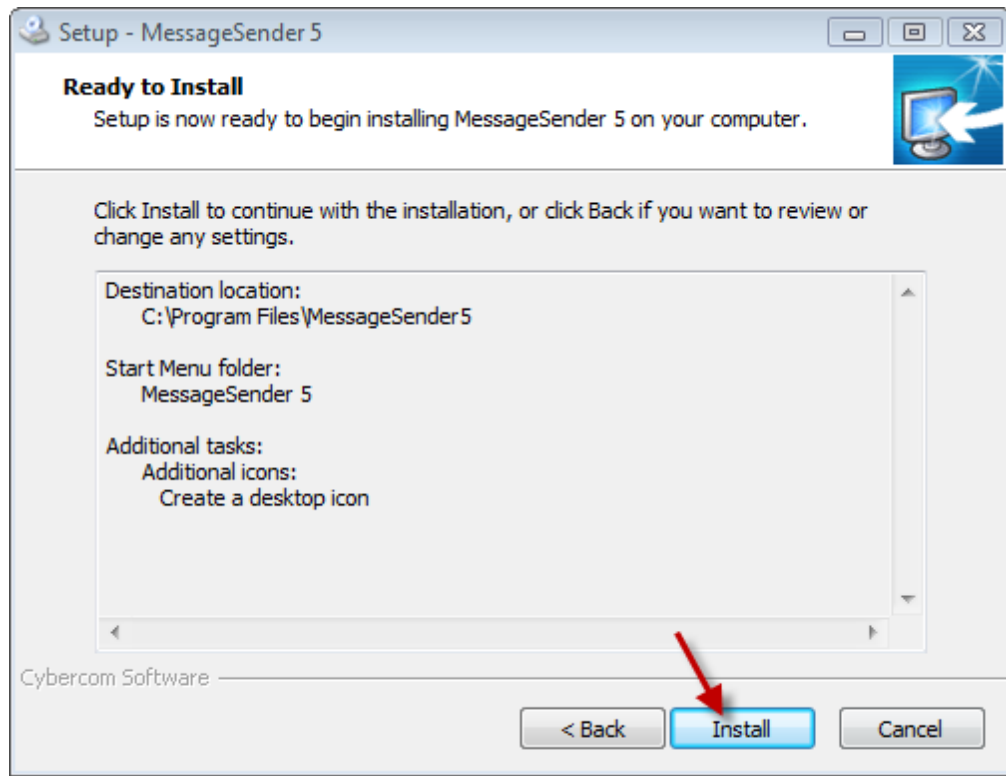


9. Click **Next** to continue.

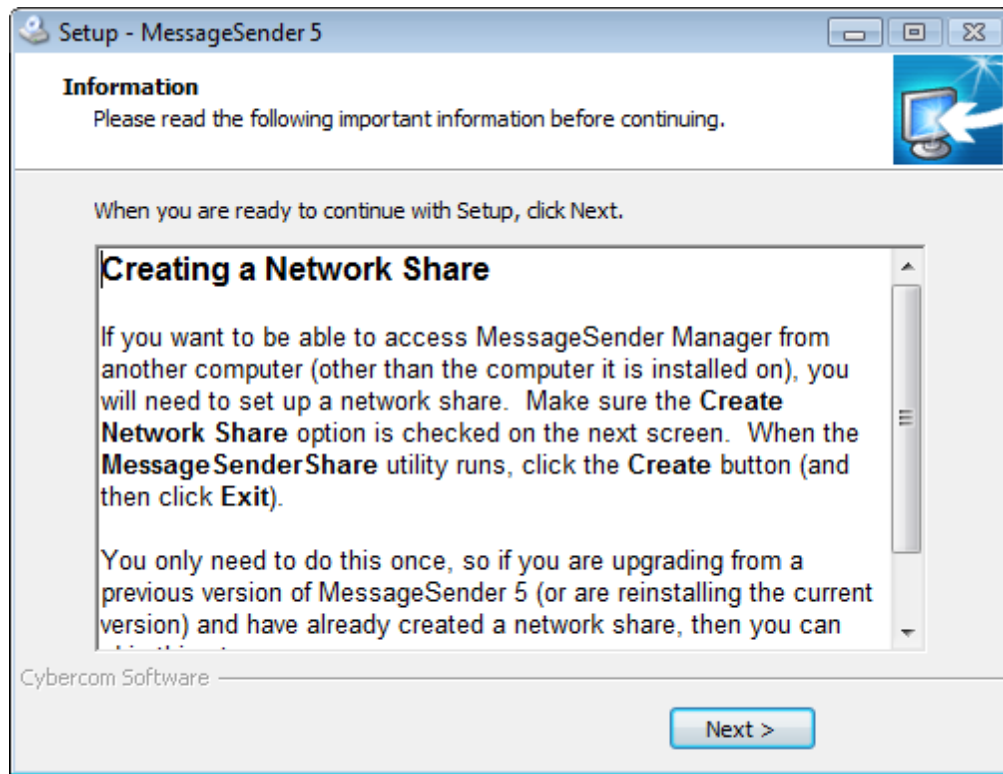
10. If you want a **Desktop** icon or a **Quick Launch** icon created for *MessageSender Manager*, select these options.



11. Click **Next** to continue.
12. You're now ready to install MessageSender.



13. Click **Install** to begin.
14. Once the files have been displayed, an information screen will be displayed about setting up a network share. Read through this information to familiarize yourself with one of the next steps.



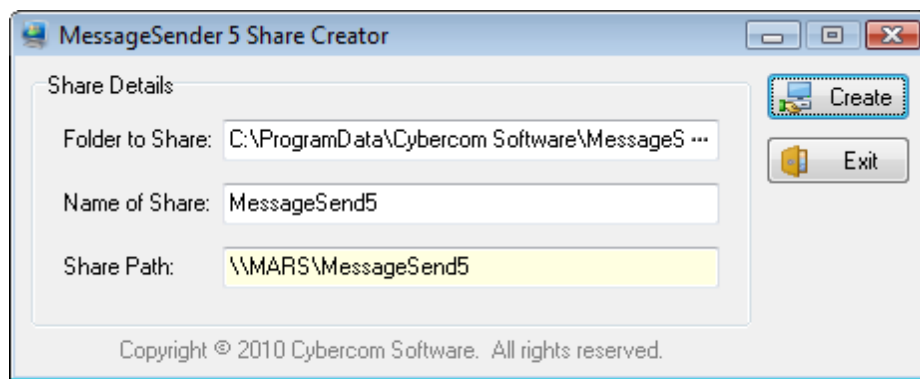
15. That's it. MessageSender has been installed on your system.



16. If this is the first time you have installed MessageSender 5 then it's recommended that you leave the **Create Network Share** option checked. This will allow you to set up a network share on this computer so that you can access MessageSender Manager from another computer. If you have already done this previously then you won't need to do this again.
17. Click **Finish** to complete the process.

2.2 Setting Up a Network Share

If you left the **Create Network Share** option checked in the MessageSender setup program then the **MessageSender 5 Share Creator** application will run.



In previous versions of MessageSender, the MessageSender.ini file and the activity log file were stored in the same folder as MessageSender. However, this has changed with MessageSender 5. To comply with Windows Vista and Windows 7 requirements, these files (and other writeable files) are stored in the Windows common application data folder. The MessageSender setup program automatically sets up a MessageSender folder under the application data folder (which varies which each version of Windows).

MessageSender Manager needs access to these files. To allow MessageSender Manager to be run from other computers, it's necessary to set up a network share for this folder. The **MessageSender 5 Share Creator** application makes it easy to do this.

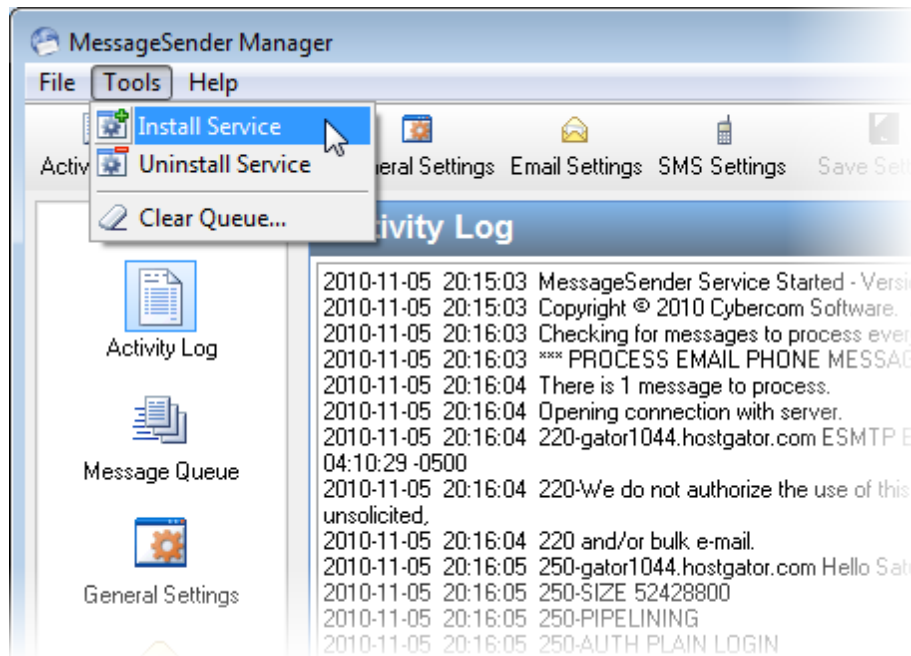
Just follow these steps:

1. The location of the common application data folder on your computer is automatically detected and displayed under **Folder to Share**. It's recommended you don't change this.
2. The **Name of Share** field displays the name of the network share. It's recommended that you use the default name, but if you decide to change it keep in mind that the name needs to be unique, and on some versions of Windows the limit is 12 characters.
3. The **Share Path** displays the full share path, which consists of the computer name and share name. This field can't be changed. You should make a note of the **Share Path** as you will need it if you want to run MessageSender Manager from another computer.
4. Click the **Create** button to create the network share.
5. Click **Exit** to close the application.

2.3 Installing the MessageSender Service

Although the MessageSender files have been installed on your system, you still need to install the Windows service as a separate step. Fortunately this is easy to do with MessageSender Manager and no technical knowledge is required.

1. Run *MessageSender Manager*.
2. Select *Install Service* from the *Tools* menu.



3. You should see a DOS or command window appear briefly. If you have the MessageSender service already installed then you will probably get an error message and will need to uninstall it first.

3 Configuring MessageSender

Before MessageSender can start forwarding messages, you will need to configure it using *MessageSender Manager*. Run *MessageSender Manager* and then follow the steps in this section.

3.1 Step 1 - Setting Up the Data Connection

1. Select *General Settings* from the sidebar.



General Settings

2. Under *PhonePad Database Connection*, select or enter the *PhonePad Data Folder*.

A screenshot of the 'General Settings' dialog box. The dialog has a blue header with the text 'General Settings'. Below the header, there are three sections: 'Message Processing', 'PhonePad Database Connection', and 'Date and Time Settings'. In the 'Message Processing' section, there are three checked checkboxes: 'Active', 'Process Emails', and 'Process SMS'. To the right of these is a 'Process Every' field with a spinner box containing the number '1' and the text 'minutes'. In the 'PhonePad Database Connection' section, there is a text field labeled 'PhonePad Data Folder:' containing the path 'G:\PhonePad\Data'. A red arrow points to this text field. In the 'Date and Time Settings' section, there is a 'Status Bar:' label and a dropdown menu showing the format 'dddd d mmmm yyyy hh:mm:ss'.

3. Click *Save Settings*.

3.2 Step 2 - Email Settings

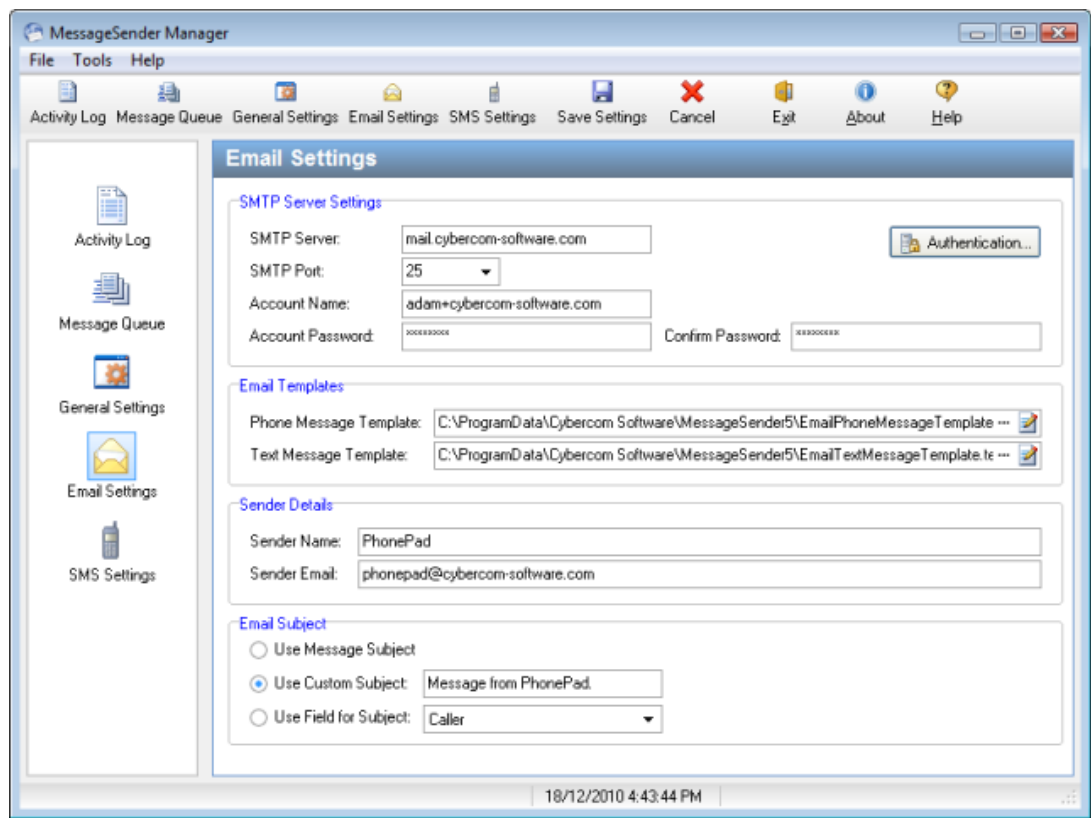
If you want to automatically forward messages via email, you will need to configure the following settings:

1. Select *Email Settings* from the sidebar.



Email Settings

2. Under *SMTP Server Settings*, enter the details of your mail server. You will need to specify a valid email account (and password) to send the messages through.



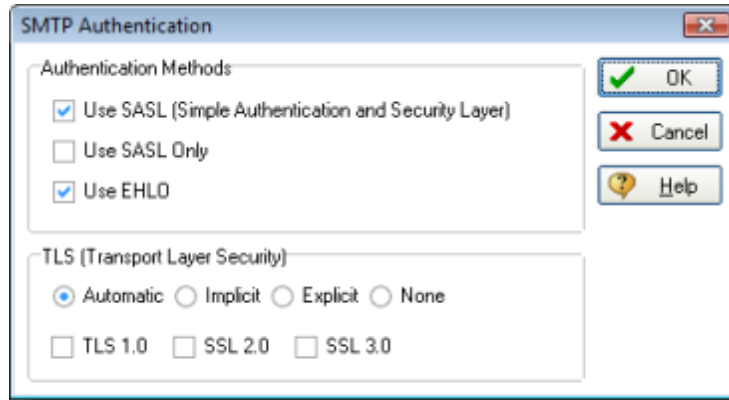
3. Under *Email Templates*, you will need to specify templates to use when sending the messages. You can either use the default templates or create your own (see Message Templates for more information).
4. Under *Sender Details*, you will need to enter the details of the email address you will be using to send the emails. Enter a *Sender Name* for the email account (eg. PhonePad, or whatever you want) and a valid email address for *Sender Email*. The email address you use should be the address for the account specified under *SMTP Server Settings*, otherwise you may get relay errors.
5. Under *Email Subject*, select what data should be used for the subject of the email:
 - *Use Message Subject* - The Subject field of the message will be used for the email's subject.
 - *Use Custom Subject* - The text you enter in this field will be used for the email's subject.
 - *Use Field for Subject* - Data from the selected field will be used for the email's subject.
6. If the default email authentication settings don't work with your mail server then you will need to click the Authentication button to change the settings.
7. Click *Save Settings*.

3.2.1 Authentication

If your mail server has specific authentication requirements, MessageSender Manager has a range of authentication options that enable you to configure the MessageSender service to work with your mail

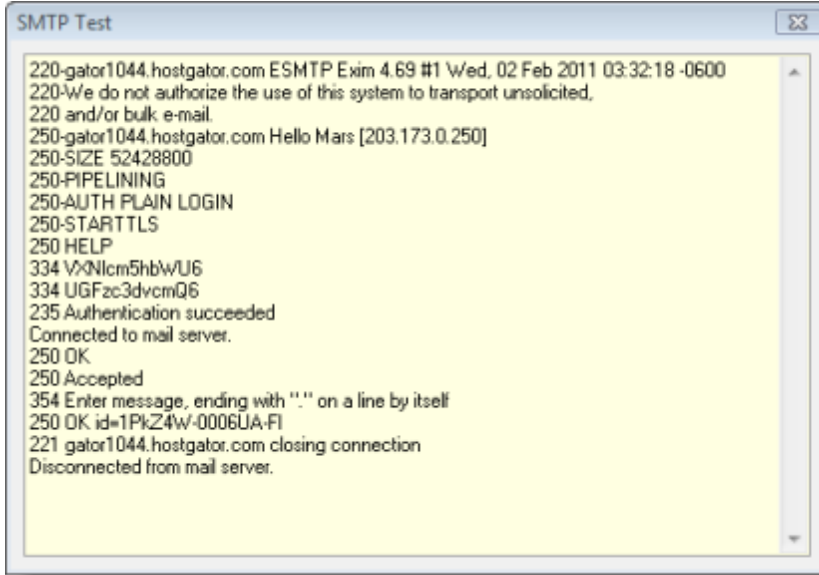
server.

To access these options, click the *Authentication* button on the *Email Settings* screen.



<i>Use SASL</i>	Use Secure Password Authentication methods (SASL) when connecting to the mail server.
<i>Use SASL Only</i>	Only use the only Secure Password Authentication methods (SASL) when connecting to the mail server.
<i>Use EHLO</i>	Use SMTP extensions when communicating with the mail server.
<i>Use TLS</i>	Configures MessageSender to use the TLS 1.0 security protocol.
<i>Use SSL 2</i>	Configures MessageSender to use the SSL 2.0 security protocol.
<i>Use SSL 3</i>	Configures MessageSender to use the SSL 3.0 security protocol.
<i>Automatic</i>	The appropriate option will be automatically selected.
<i>Implicit</i>	SSL negotiation will commence immediately after the connection is established.
<i>Explicit</i>	MessageSender will first connect in plaintext and then explicitly start SSL negotiation through a protocol command such as STARTTLS.
<i>None</i>	No SSL negotiation or security. All communication will be in plaintext mode.

You may need to experiment with different settings to determine what your mail server requires to authenticate a connection. You can test the settings by clicking the *Test* button. Here is an example of a successful test. You will also receive a test email if the test was successful.



```
SMTP Test
220-gator1044.hostgator.com ESMTP Exim 4.69 #1 Wed, 02 Feb 2011 03:32:18 -0600
220-We do not authorize the use of this system to transport unsolicited,
220 and/or bulk e-mail.
250-gator1044.hostgator.com Hello Mars [203.173.0.250]
250-SIZE 52428800
250-PIPELINING
250-AUTH PLAIN LOGIN
250-STARTTLS
250 HELP
334 V\Nlcm5hbWU6
334 UGFzc3dvcmQ6
235 Authentication succeeded
Connected to mail server.
250 OK
250 Accepted
354 Enter message, ending with "." on a line by itself
250 OK id=1PkZ4w-0006UA-FI
221 gator1044.hostgator.com closing connection
Disconnected from mail server.
```

If you have difficulties getting MessageSender to work with your mail server, Cybercom Software Support can assist with this.

3.3 Step 3 - SMS Settings

If you want to automatically forward messages via SMS text message, you will need to configure the following settings:

1. Select *SMS Settings* from the sidebar.



SMS Settings

2. Under *SMS Gateway Provider*, select the SMS provider you will be using with MessageSender to send SMS messages.

SMS Settings

General SMS Settings **Clickatell** SMS Global

SMS Gateway Provider

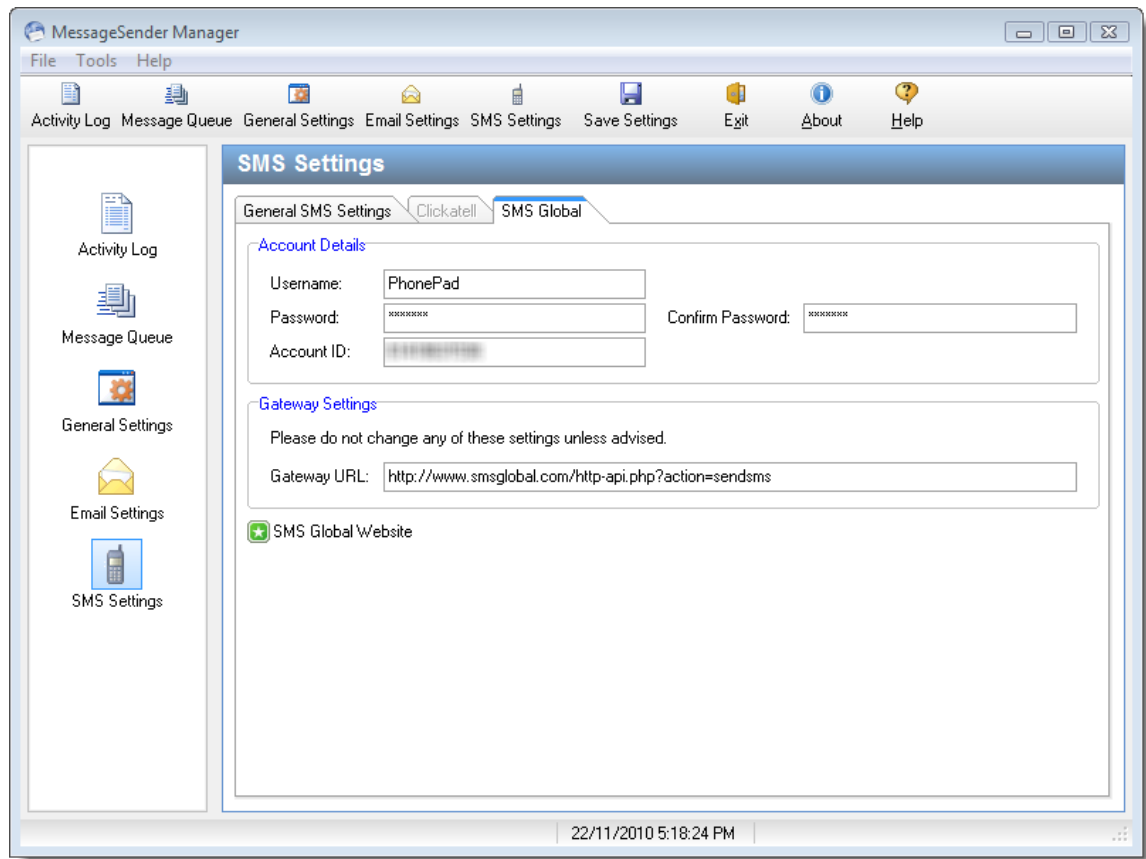
SMS Gateway: SMS Global

SMS Message Template

Phone Message Template: D:\Projects\MessageSender 5\Service\SMSPhoneMessageTemplate.tem ...

Text Message Template: D:\Projects\MessageSender 5\Service\SMSTextMessageTemplate.tem ...

3. Under *SMS Message Templates*, you will need to specify templates to use when sending the messages. You can either use the default templates or create your own (see *Message Templates* for more information).
4. When you select an *SMS Gateway Provider*, the appropriate tab will be enabled. Click on the tab for the provider you selected.
5. Enter the details provided by your *SMS Gateway Provider*, ie. *Username*, *Password* and *Account ID*. If you don't have an account, you can click on the link (it has a green star icon next to it) to go to the provider's website and open an account.



6. Click *Save Settings*.

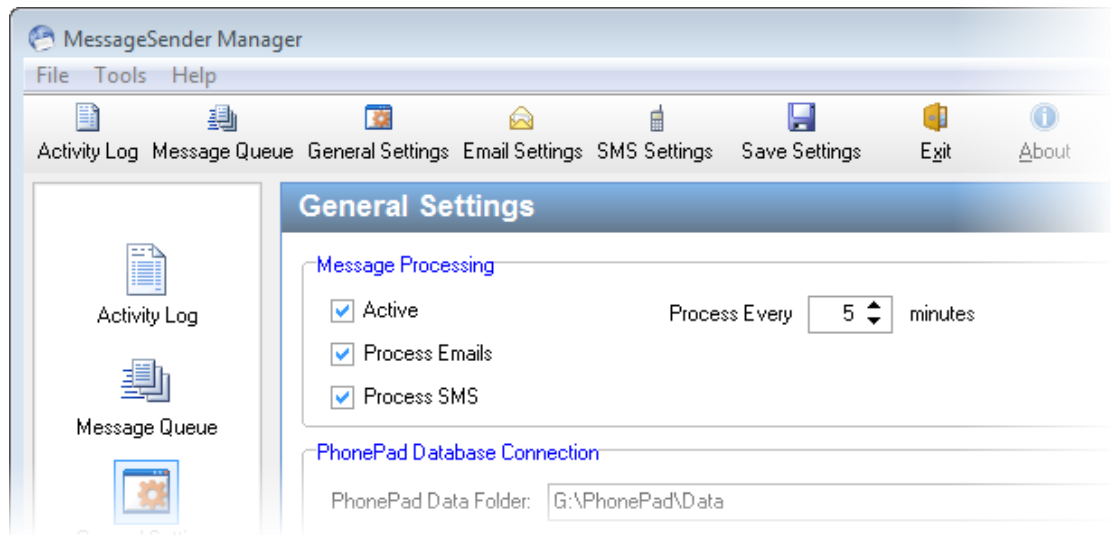
3.4 Step 4 - Message Processing

1. Select *General Settings* from the sidebar.



General Settings

2. Check the *Active* checkbox to activate message processing.
3. Check the *Process Emails* checkbox if you want messages forwarded via email.



4. Check the *Process SMS* checkbox if you want messages forwarded via SMS messages.
5. Set how often you want MessageSender to check messages to process. Every 5 minutes is the default.
6. Click *Save Settings*.

4 Message Templates

One of the major improvements with MessageSender 5 is the ability to completely customize the format of the messages sent by both email and SMS. MessageSender comes with default templates for each of the different message types:

- EmailPhoneMessageTemplate.tem
- EmailTextMessageTemplate.tem
- SMSPhoneMessageTemplate.tem
- SMSTextMessageTemplate.tem

You can use these as is, modify them, or create your own.

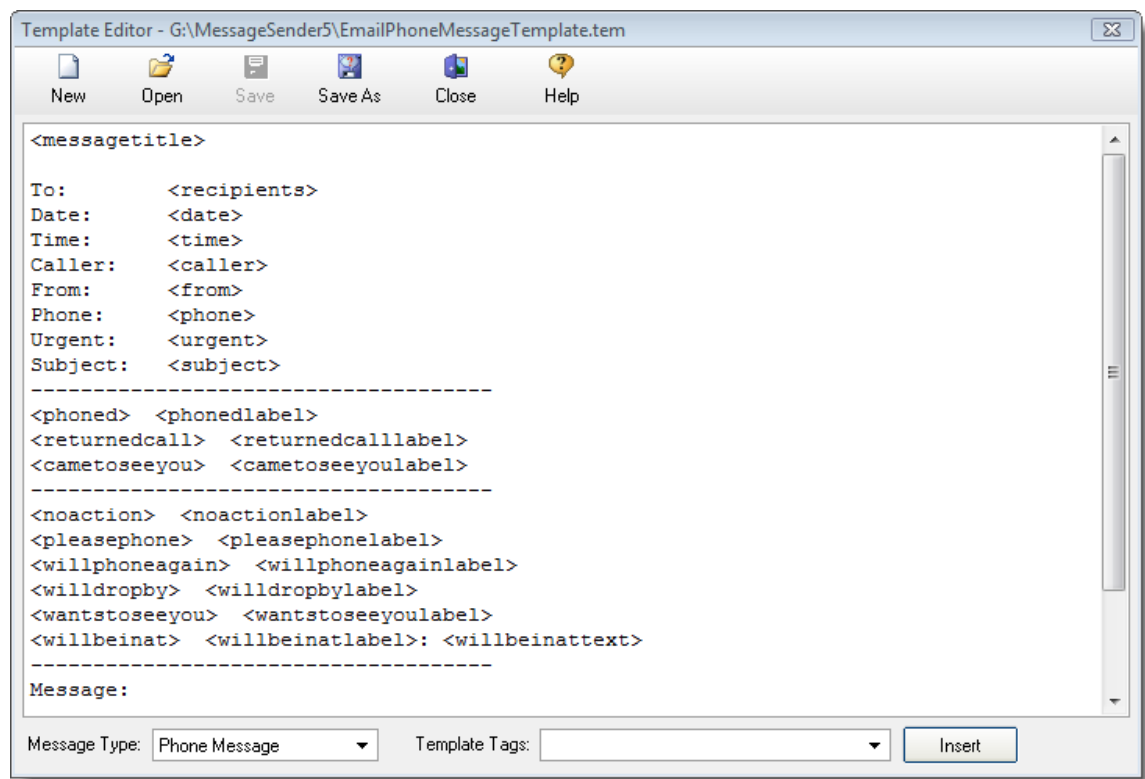
4.1 Email Message Templates

MessageSender Manager includes a built-in editor for creating and editing email message templates. To open the editor, click on the *Template Editor* button - see screenshot below:



The *Template Editor* will be displayed (as shown below). If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You have a number of choices:

- Edit the template and save it, overwriting the existing one (use *Save*).
- Edit the template and save it as a new template (use *Save As*).
- Create a new template from scratch by clicking the *New* button.



A message template is made up of *static text* and *tags* (indicated with <>). For example, in the above screenshot "To:" is static text while "<recipients>" is a tag. When a message is processed, the tags are replaced with actual data from PhonePad messages, while the static text is ignored.

In the same screenshot you can see one of the default email message templates that is included with MessageSender. Virtually every tag is used in this example. To modify the template, simply change or remove the static text and tags you don't want.

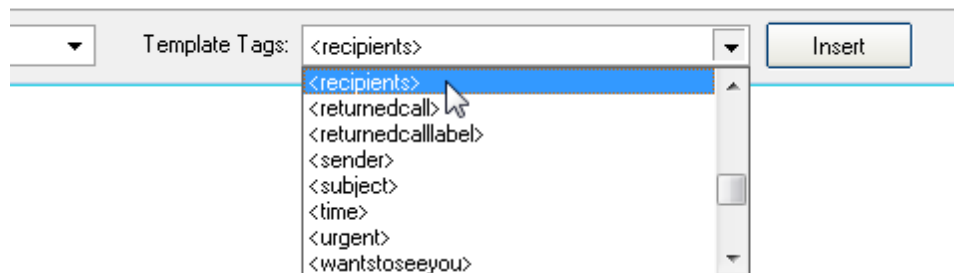
The *Message Type* drop-down list is used to indicate the type of messages the template is to be used for. Tags can be inserted by selecting them from the *Template Tags* drop-down list and then clicking the *Insert* button.

Creating a New Template

1. To create a new message template, click on the *New* button on the toolbar.



2. You can add any static text you want to the message area and format it in any way you desire.
3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the *Insert* button.



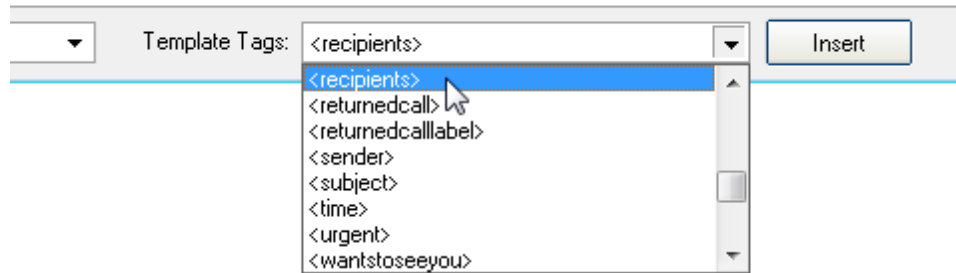
You can save the template by clicking the *Save* button. You will be prompted for a filename.

Editing an Existing Template

1. If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You can edit this template or open another template by clicking the *Open* button.



2. Editing a template is the same as creating a new template. You can add any static text you want to the message area and format it in any way you desire.
3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the *Insert* button.



4. To save your changes, click the Save button.

Template Tags

The Template Tags that are available for creating and editing message templates is dependant on the type of message selected.

Phone Message

<caller>	Name of the person calling.
<cametoseeyou>	Displays an [X] if this is true.
<cametoseeyoulabel>	Displays <i>"Came to See You"</i> unless you have changed it using the LabelEditor utility.
<calldetails>	This will be either <i>"Phoned"</i> , <i>"Returned Your Call"</i> or <i>"Came to See You"</i> . If you have changed the message labels then those labels will be displayed instead.
<callaction>	This will be either <i>"No Action Required"</i> , <i>"Please Phone"</i> , <i>"Will Phone Again"</i> , <i>"Will Drop By Again"</i> , <i>"Wants to See You"</i> or <i>"Will Be In At"</i> . If you have changed the message labels then those labels will be displayed instead.
<date>	Date of the message.
<from>	The caller's organization.
<message>	The actual text of the message.
<messagetitle>	By default this is <i>"While You Were Out"</i> , unless you have changed it using the LabelEditor utility.
<noaction>	Displays an [X] if this is true.
<noactionlabel>	Displays <i>"Came to See You"</i> unless you have changed it using the LabelEditor utility.

<phone>	The caller's phone number.
<phoned>	Displays an [X] if this is true.
<phonedlabel>	Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility.
<pleasephone>	Displays an [X] if this is true.
<pleasephonelabel>	Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility.
<recipients>	Lists all users the message was sent to.
<returnedcall>	Displays an [X] if this is true.
<returnedcalllabel>	Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility.
<sender>	The person who recorded the message.
<subject>	The subject of the message.
<time>	Time of the message.
<urgent>	Indicates whether the message is urgent or not.
<wantstoseeyou>	Displays an [X] if this is true.
<wantstoseeyoulabel>	Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility.
<willbeinat>	Displays an [X] if this is true.
<willbeinatlabel>	Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility.
<willbeinattext>	The time the user will be in.
<willdropby>	Displays an [X] if this is true.
<willdropbylabel>	Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility.
<willphoneagain>	Displays an [X] if this is true.
<willphoneagainlabel>	Displays " <i>Came to See You</i> " unless you have changed it using the LabelEditor utility.

Text Message

<date>	Date of the message.
<message>	The actual text of the message.

<recipients>	Lists all users the message was sent to.
<sender>	The person who recorded the message.
<subject>	The subject of the message.
<time>	Time of the message.
<urgent>	Indicates whether the message is urgent or not.

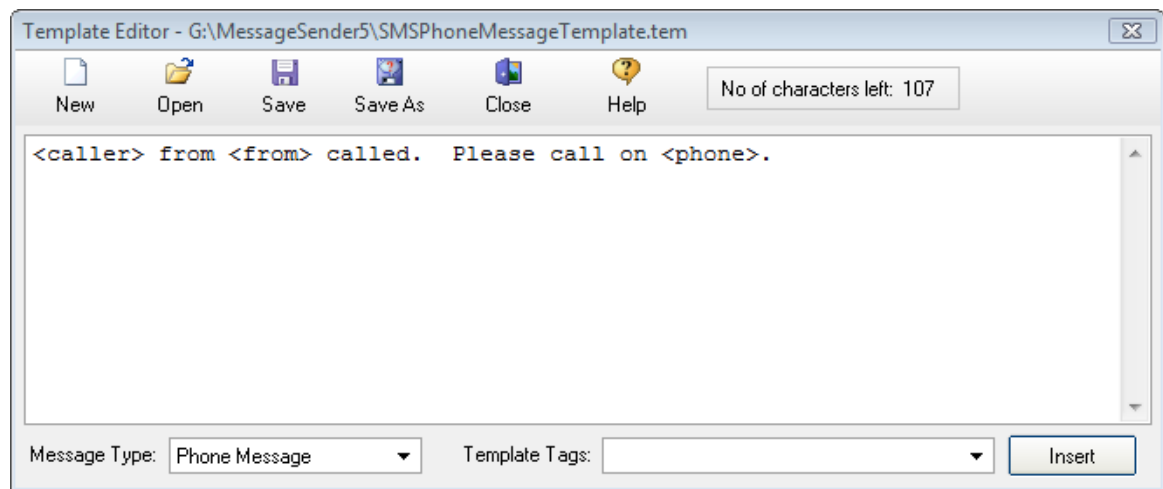
4.2 SMS Message Templates

MessageSender Manager includes a built-in editor for creating and editing SMS message templates. To open the editor, click on the *Template Editor* button - see screenshot below:



The *Template Editor* will be displayed (as shown below). If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You have a number of choices:

- Edit the template and save it, overwriting the existing one (use *Save*).
- Edit the template and save it as a new template (use *Save As*).
- Create a new template from scratch by clicking the *New* button.



A message template is made up of *static text* and *tags* (indicated with <>). For example, in the above screenshot "from:" is static text while "<from>" is a tag. When a message is processed, the tags are replaced with actual data from PhonePad messages, while the static text is ignored.

In the same screenshot you can see one of the default email message templates that is included with MessageSender. Virtually every tag is used in this example. To modify the template, simply change or remove the static text and tags you don't want.

The *Message Type* drop-down list is used to indicate the type of messages the template is to be used for. Tags can be inserted by selecting them from the *Template Tags* drop-down list and then clicking the *Insert* button.

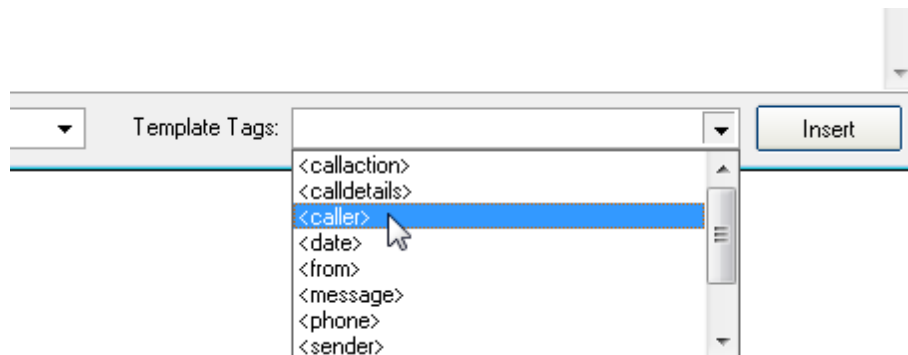
SMS messages are generally limited to 160 characters per message. The SMS Template Editor displays how many characters you have left when creating or editing a template. Remember that the tags are replaced with real data when MessageSender processes messages to send, so it is highly likely that the tags will take up more space once they have been expanded with data.

Creating a New Template

1. To create a new message template, click on the *New* button on the toolbar.



2. You can add any static text you want to the message area and format it in any way you desire.
3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the *Insert* button.



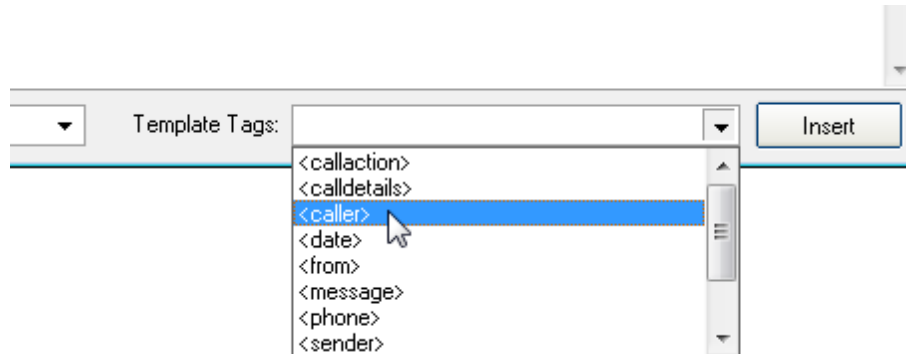
You can save the template by clicking the *Save* button. You will be prompted for a filename.

Editing an Existing Template

1. If a message template was specified in the message template field then the *Template Editor* will automatically open the template for editing. You can edit this template or open another template by clicking the *Open* button.



2. Editing a template is the same as creating a new template. You can add any static text you want to the message area and format it in any way you desire.
3. To add message tags, position the cursor in the message area where you want the relevant message data to appear. Next, select the appropriate tag from the *Template Tags* drop-down list, and click the *Insert* button.



4. To save your changes, click the *Save* button.

Template Tags

The Template Tags that are available for creating and editing message templates is dependant on the type of message selected. SMS messages have a reduced sub-set of the email message template tags. They are designed to use as little space as possible.

Phone Message

<code><caller></code>	Name of the person calling.
<code><calldetails></code>	This will be either <i>"Phoned"</i> , <i>"Returned Your Call"</i> or <i>"Came to See You"</i> . If you have changed the message labels then those labels will be displayed instead.
<code><callaction></code>	This will be either <i>"No Action Required"</i> , <i>"Please Phone"</i> , <i>"Will Phone Again"</i> , <i>"Will Drop By Again"</i> , <i>"Wants to See You"</i> or <i>"Will Be In At"</i> . If you have changed the message labels then those labels will be displayed instead.
<code><date></code>	Date of the message.
<code><from></code>	The caller's organization.

<code><message></code>	The actual text of the message.
<code><phone></code>	The caller's phone number.
<code><sender></code>	The person who recorded the message.
<code><subject></code>	The subject of the message.
<code><time></code>	Time of the message.
<code><urgent></code>	Indicates whether the message is urgent or not.

Text Message

<code><date></code>	Date of the message.
<code><message></code>	The actual text of the message.
<code><sender></code>	The person who recorded the message.
<code><subject></code>	The subject of the message.
<code><time></code>	Time of the message.
<code><urgent></code>	Indicates whether the message is urgent or not.

5 SMS Gateway Providers

MessageSender can automatically forward PhonePad messages to cell/mobile phones via SMS. However, you will need an account with an *SMS Gateway Provider*. MessageSender currently supports these SMS Gateway Providers:

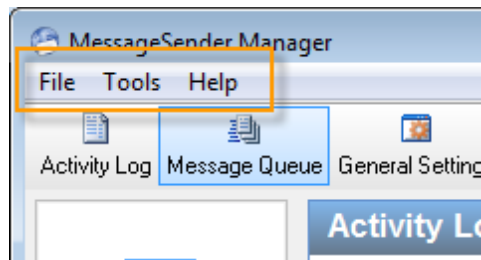
- Clickatell - www.clickatell.com
- SMS Global - www.msglobal.com

More providers will be added in future releases.

6 Using MessageSender Manager

6.1 Menus

You can access most of MessageSender Manager's features via the menus, toolbar or sidebar.



File menu

<i>Activity Log</i>	Displays the MessageSender activity log.
<i>Message Queue</i>	Displays the MessageSender message queue.
<i>General Settings</i>	Displays the General Settings screen.
<i>Email Settings</i>	Displays the email settings screen.
<i>SMS Settings</i>	Displays the SMS settings screen.
<i>Save Settings</i>	Save any changes you have made.
<i>Exit</i>	Exits MessageSender Manager,

Tools menu

<i>Install Service</i>	Installs and starts the MessageSender Windows service,
<i>Uninstall Service</i>	Stops and uninstalls the MessageSender Windows service.
<i>Clear Queue</i>	Clears all messages from the message queue. The cleared messages will not be sent.

Help menu

<i>Help</i>	Displays online help.
<i>About</i>	Displays information about MessageSender Manager.

6.2 Toolbar

You can access most of MessageSender Manager's features via the menus, toolbar or sidebar.



File menu

<i>Activity Log</i>	Displays the MessageSender activity log.
<i>Message Queue</i>	Displays the MessageSender message queue.
<i>General Settings</i>	Displays the General Settings screen.
<i>Email Settings</i>	Displays the email settings screen.
<i>SMS Settings</i>	Displays the SMS settings screen.
<i>Save Settings</i>	Save any changes you have made.
<i>Cancel</i>	Cancel any changes you have made.
<i>Exit</i>	Exits MessageSender Manager,
<i>About</i>	Displays information about MessageSender Manager.
<i>Help</i>	Displays online help.

6.3 Sidebar

You can access most of MessageSender Manager's features via the menus, toolbar or sidebar.



Activity Log



Message Queue



General Settings



Email Settings



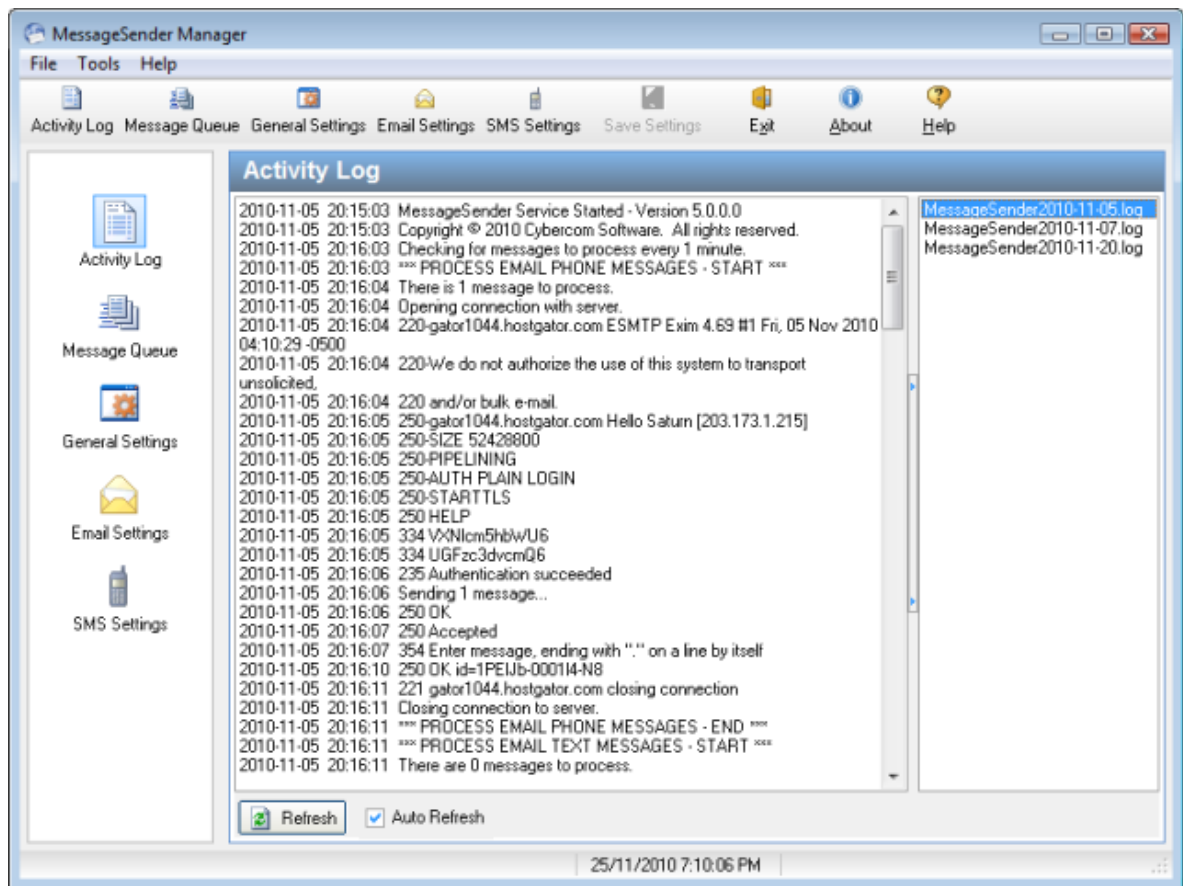
SMS Settings

<i>Activity Log</i>	Displays the MessageSender activity log.
<i>Message Queue</i>	Displays the MessageSender message queue.

<i>General Settings</i>	Displays the <i>General Settings</i> screen.
<i>Email Settings</i>	Displays the email settings screen.
<i>SMS Settings</i>	Displays the <i>SMS Settings</i> screen.

6.4 Activity Log

The *Activity Log* screen provides a convenient way to view the log files created by the MessageSender service. A new log file is automatically created each day. You can select a log using the list on the right.



The log files contain the following information:

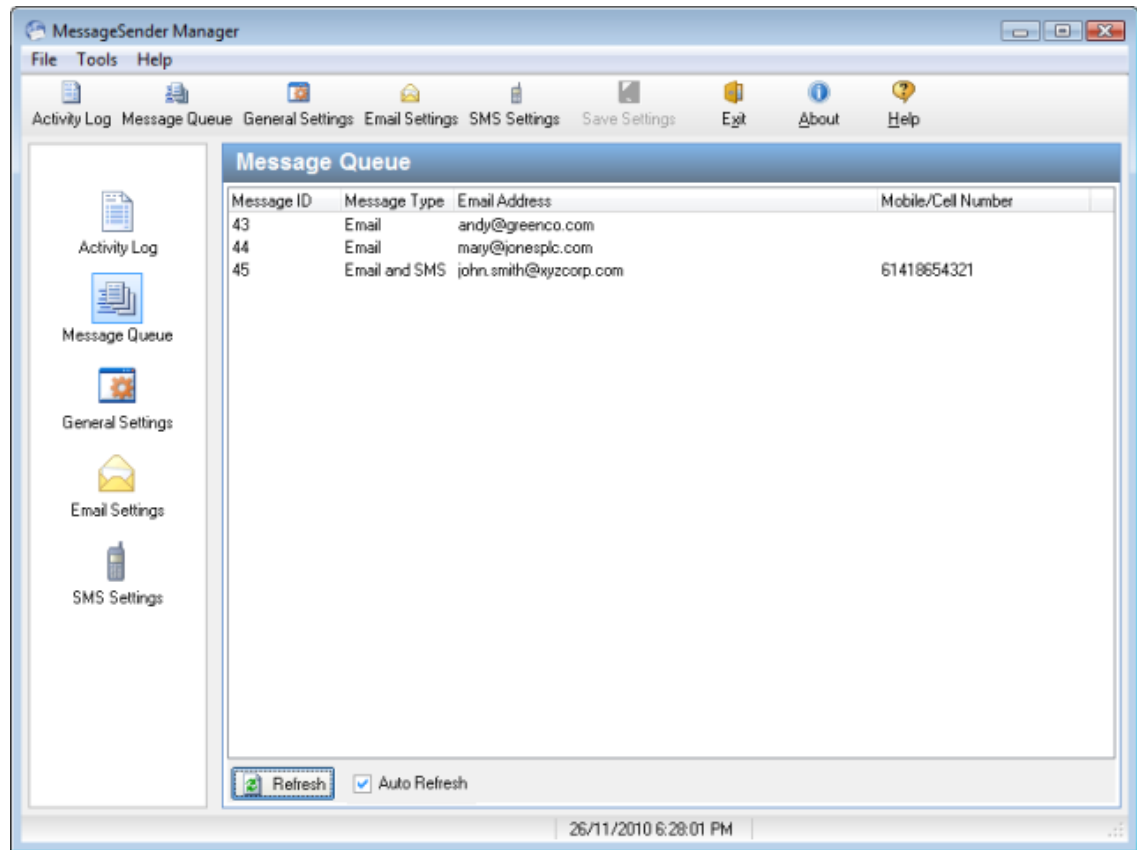
- Details of messages forwarded by MessageSender.
- Errors received from mail servers or SMS gateways.
- Problems with the MessageSender configuration.

If you find that messages are not being forwarded, check the *Activity Log* for any errors.

The *Refresh* button will reload the select log file. If the *Auto Refresh* checkbox is checked, the message queue list will be automatically refreshed every 5 seconds.

6.5 Message Queue

The *Message Queue* displays a list of all messages waiting in the forward queue. As messages are processed by the MessageSender service, they will be cleared from the queue.

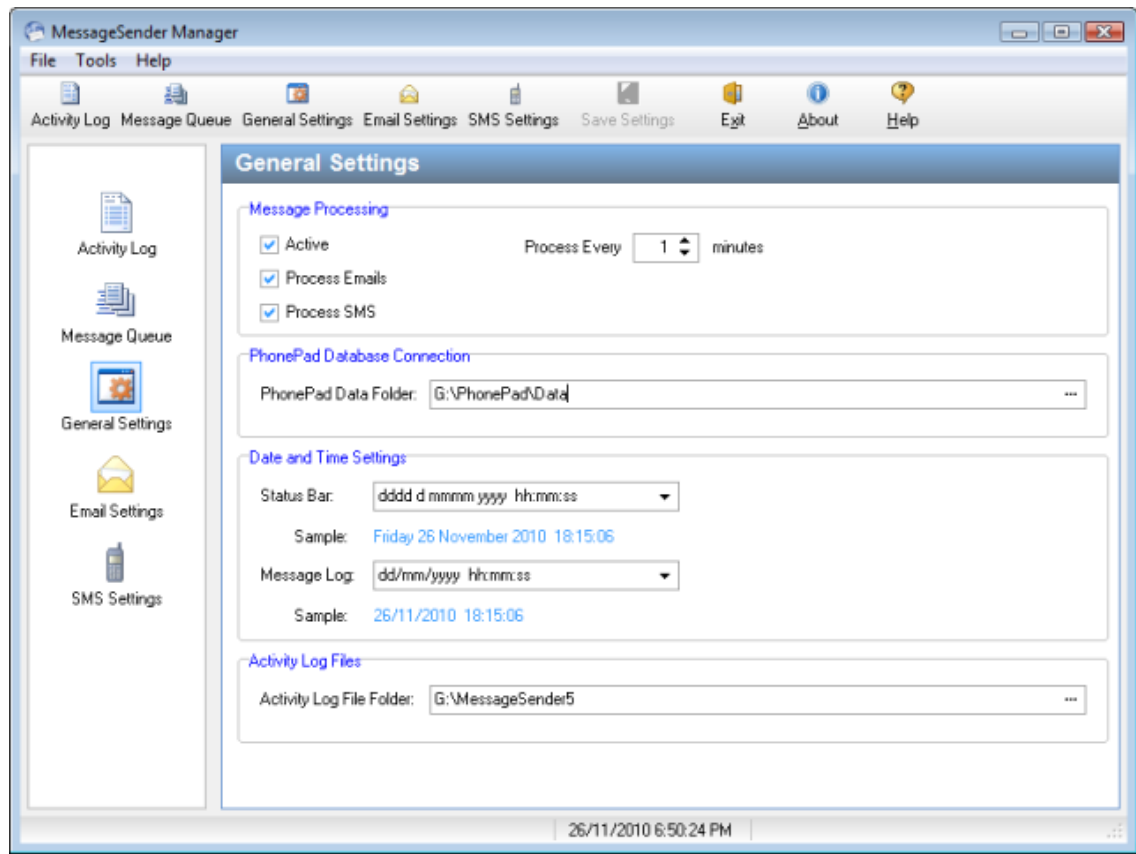


Clicking the *Refresh* button will update the message queue list. If the *Auto Refresh* checkbox is checked, the message queue list will be automatically refreshed every 5 seconds.

Messages can be cleared from the queue (ie. deleted) by selecting *Clear Queue* from the *Tools* menu.

6.6 General Settings

The *General Settings* screen contains settings relevant to the general operation of the MessageSender service and MessageSender Manager.



Message Processing

- Active* When checked, the MessageSender service will process messages in the message queue.
- Process Emails* When checked, the MessageSender service will process messages that are queued to be sent via email.
- Process SMS* When checked, the MessageSender service will process messages that are queued to be sent via SMS.
- Process Every x Minutes* Determines how frequently the MessageSender service should check for messages to process. The default is every 5 minutes.

PhonePad Database Connection

- PhonePad Data Folder* Specifies the location of the PhonePad database. The MessageSender service will not be able to process messages unless this folder is specified.

Date and Time Settings

- Status Bar* Specifies the date and time format to display in the status bar.

Message Log

Specifies the date and time format to use in the message log.

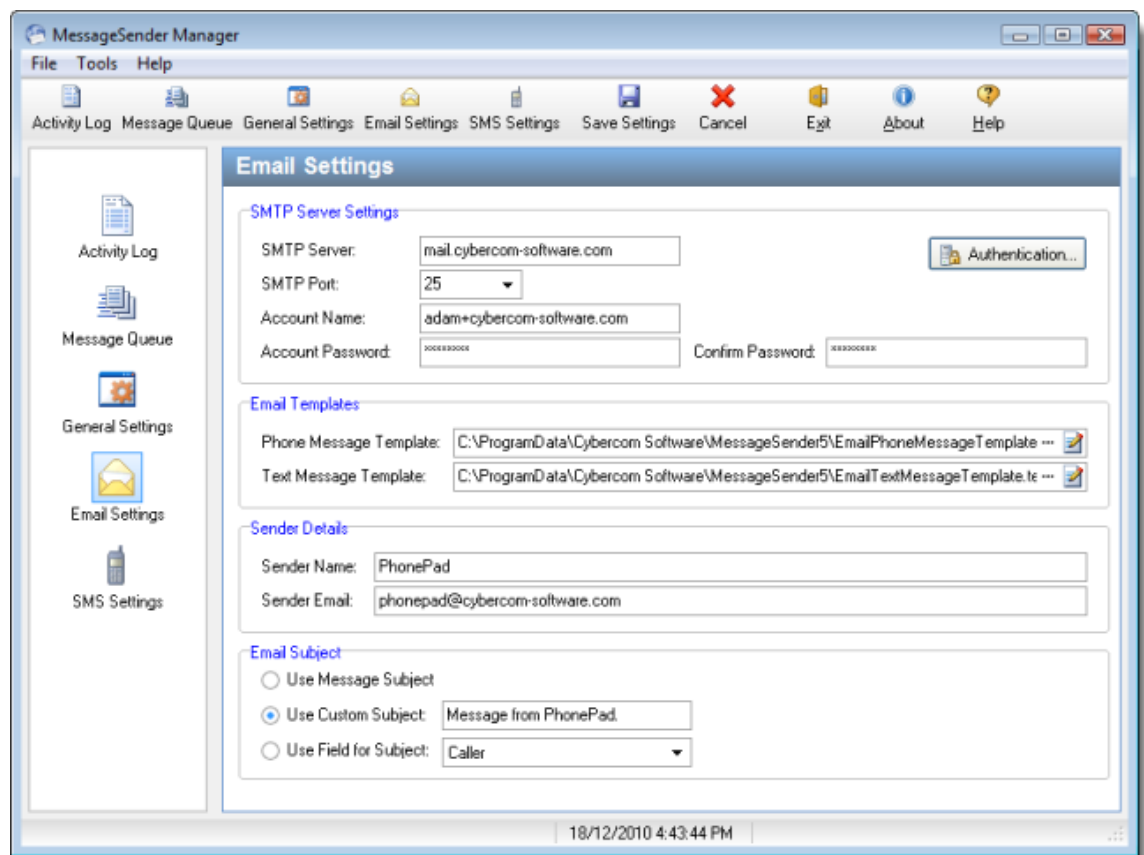
Activity Log Files

Activity Log File Folder

Specifies the location of the Activity Log files. MessageSender Manager automatically detects the correct folder, however, if you are running it from another computer, ie. a computer that the MessageSender service is not installed on, then you will need to enter the network share here (refer to Setting Up a Network Share for more information).

6.7 Email Settings

The *Email Settings* screen contains all settings relating to forwarding PhonePad messages by email.



SMTP Server Settings

These settings are required if you want MessageSender to forward your PhonePad messages by email.

SMTP Server

This is the Internet address of your mail server, eg. mail.yourcompany.com or smtp.yourcompany.com.

<i>SMTP Port</i>	This is the port your mail server expects you to communicate on. This is usually port 25 (but not always).
<i>Account Name</i>	This is the email account you want MessageSender to use. You could use an existing account or set up a special account for MessageSender (recommended). <i>Some mail servers use "+" in place of "@" for the account name (whereas the email address uses '@'). For example, phonepad+mycompany.com instead of phonepad@mycompany.com.</i>
<i>Account Password</i>	This is the password for the email account.
<i>Confirm Password</i>	This is the same password as above. As the password is masked when you enter it, this is to confirm that you have entered the password correctly.
<i>Authenticate</i>	Click the Authenticate button to display the SMTP authentication screen.

Email Templates

MessageSender uses templates for sending emails. The templates specify the format of the emails and the data that needs to be included. Default templates are included - if these don't meet your requirements then you customize these or create your own.

Any changes you have made to message labels (using the *LabelEditor* utility) will be included in the emails.

<i>Phone Message Template</i>	This is the template MessageSender uses for sending PhonePad phone messages via email.
<i>Text Message Template</i>	This is the template MessageSender uses for sending PhonePad text messages via email.

Sender Details

These are the details of the sender name and email address that MessageSender will be using to send the emails.

<i>Sender Name</i>	The <i>Sender Name</i> can be any name you choose, eg. PhonePad.
<i>Sender Email</i>	In most cases the <i>Sender Email</i> should be the same email address used under <i>SMTP Settings</i> , otherwise you may get relay errors from your mail server.

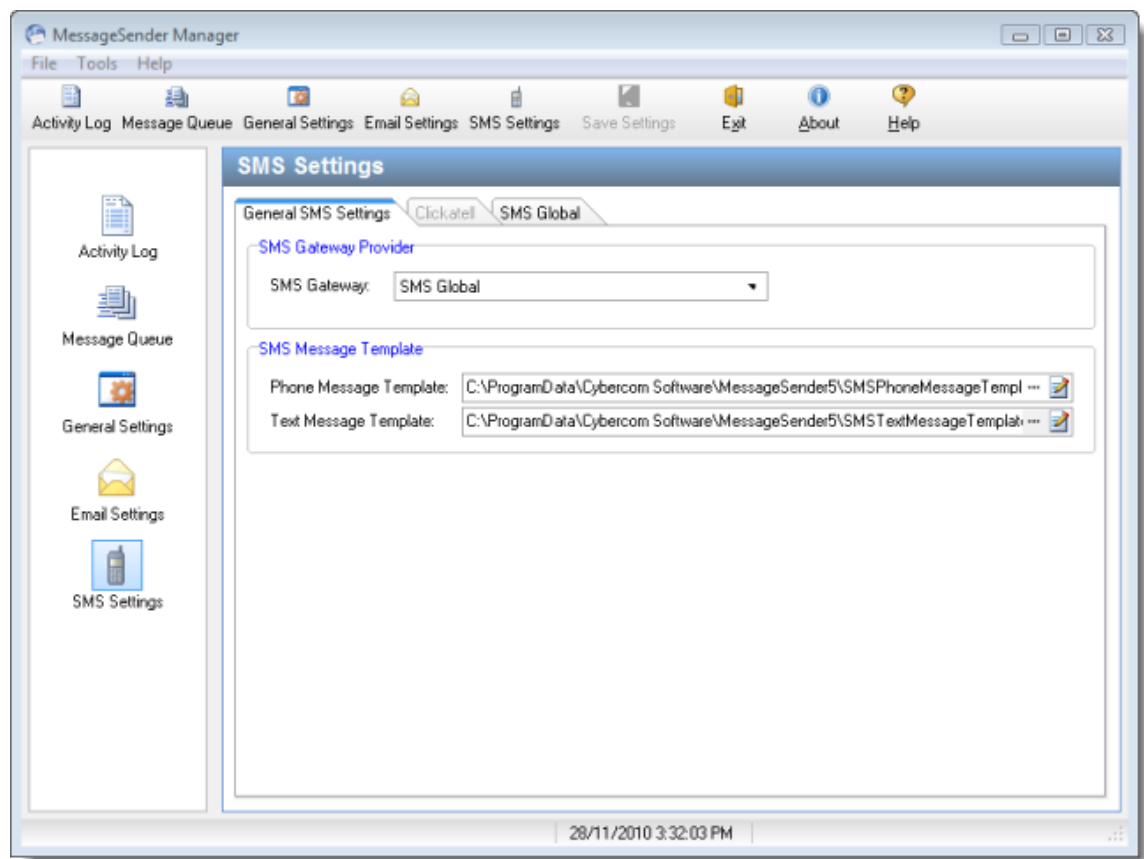
Email Subject

This setting tells MessageSender what it should use for each email's subject.

<i>Use Message Subject</i>	The Subject field of the message will be used for the email's subject.
<i>Use Custom Subject</i>	The text you enter in this field will be used for the email's subject.
<i>Use Field for Subject</i>	Data from the selected field will be used for the email's subject.

6.8 SMS Settings

The *SMS Settings* screen contains all settings relating to forwarding PhonePad messages by SMS.



SMS Gateway Provider

SMS Gateway This is the SMS Gateway Provider MessageSender will be using to send PhonePad messages via SMS. You will need an account with the selected provider.

SMS Message Templates

Phone Message Template This is the template MessageSender uses for sending PhonePad phone messages via SMS.

Text Message Template This is the template MessageSender uses for sending PhonePad text messages via SMS.

6.8.1 Clickatell

You will need to complete the settings on this screen if you are using Clickatell to send PhonePad messages by SMS.

Account Details

These are the details of the sender name and email address that MessageSender will be using to send the emails.

Username This is the username for your Clickatell account.

Password This is the password for your Clickatell account.

Confirm Password This is the same password as above. As the password is masked when you enter it, this is to confirm that you have entered the password correctly.

Account ID This is the Account ID provided by the Clickatell.

Gateway Settings

These are the details of the sender name and email address that MessageSender will be using to send the emails.

Gateway URL This is the Internet link that MessageSender uses to communicate with the Clickatell's system. Don't change this unless you are advised to by Support.

Clickatell Website Clicking this link to take you to the Clickatell website.

Important Note: At the time of this release, *Clickatell* is no longer accepting new U.S. customers. If you are in the U.S. we recommend you open an account with SMS Global.

6.8.2 SMS Global

You will need to complete the settings on this screen if you are using SMS Global to send PhonePad messages by SMS.

The screenshot shows the 'SMS Settings' window with three tabs: 'General SMS Settings', 'Clickatell', and 'SMS Global'. The 'SMS Global' tab is active. Under 'Account Details', there are input fields for 'Username:', 'Password:', 'Account ID:', and 'Confirm Password:'. Under 'Gateway Settings', there is a text box for 'Gateway URL:' containing the value 'http://www.smsglobal.com/http-api.php?action=sendsms'. At the bottom, there is a green plus icon and the text 'SMS Global Website'.

Account Details

These are the details of the sender name and email address that MessageSender will be using to send the emails.

Username This is the username for your SMS Global account.

Password This is the password for your SMS Global account.

<i>Confirm Password</i>	This is the same password as above. As the password is masked when you enter it, this is to confirm that you have entered the password correctly.
<i>Account ID</i>	This is the Account ID provided by the SMS Global.

Gateway Settings

These are the details of the sender name and email address that MessageSender will be using to send the emails.

<i>Gateway URL</i>	This is the Internet link that MessageSender uses to communicate with the SMS Global's system. Don't change this unless you are advised to by Support.
<i>SMS Global Website</i>	Clicking this link to take you to the SMS Global website.

6.9 Using MessageSender Manager on Another Computer

If you want to use MessageSender Manager on a computer other than the server or host computer the MessageSender service is installed on, then you will need to follow these steps:

1. Copy MessageSender Manager to the other computer.
2. Run MessageSender Manager on the other computer.
3. Select **General Settings**.
4. Under **Activity Log Folder**, enter the network share name.
5. Click the **Save** button.
6. Close MessageSender Manager and then restart it.
7. MessageSender Manager should now be able to access the MessageSender settings and activity logs on the server or host computer.

6.10 File Location

MessageSender 5 stores a number of important files under the Windows common data folder (eg. C:\ProgramData\Cybercom Software\MessageSender5). These files are essential to MessageSender's operation:

- MessageSender.ini
- EmailPhoneMessageTemplate.tem
- EmailTextMessageTemplate.tem
- SMSPhoneMessageTemplate.tem
- SMSTextMessageTemplate.tem

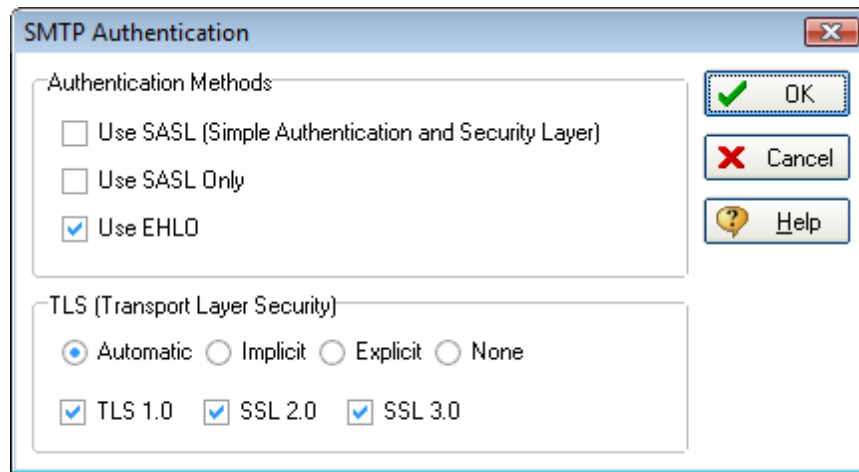
Activity log files are automatically created in this folder, as well as any message templates you create.

6.11 SMTP Authentication

Generally you don't need to worry about which authentication methods your mail server requires. However your SMTP server may have specific authentication requirements. The SMTP Authentication screen allows you to configure MessageSender to use the correct authentication protocols for your mail server when the default methods don't work.

To open the SMTP Authentication screen:

1. Select *Email Settings* from the sidebar.
2. Click on the *Authentication* button.



Authentication Method

- | | |
|----------------------|---------------------------------------------------------------|
| <i>Use SASL</i> | Check this checkbox if your mail server requires SASL. |
| <i>Use SASL Only</i> | If checked, SASL will be used exclusively for authentication. |
| <i>Use EHLO</i> | If checked, SMTP extensions will be used. |

TLS (Transport Layer Security)

- | | |
|------------------|--------------------------------------------------------------------------------------------------------------------|
| <i>Automatic</i> | If selected, MessageSender will try to detect whether the server requires Implicit or Explicit TLS authentication. |
| <i>Implicit</i> | If selected, Implicit TLS is used to authenticate. |
| <i>Explicit</i> | If selected, Explicit TLS is used to authenticate. |
| <i>None</i> | If selected, TLS will not be used as an authentication protocol. |

<i>TLS 1.0</i>	When checked uses TLS 1.0 when attempting to initiate a secure connection.
<i>SSL 2.0</i>	When checked uses SSL 2.0 when attempting to initiate a secure connection.
<i>SSL 3.0</i>	When checked uses SSL 3.0 when attempting to initiate a secure connection.
<i>Ok</i>	Retains the changes you have made (you will still need to use the Save button on the main screen to save these changes).
<i>Cancel</i>	Cancels the changes you have made.
<i>Help</i>	Displays online help.

7 Version History

Version 5.04	Added SMTP Authentication methods. Added Cancel Settings button.
Version 5.03	Minor bug fixes.
Version 5.02	Added MessageSender 5 Share Creator.
Version 5.01	Added AutoRefresh option for Activity Log. Added AutoRefresh option for Message Queue. Redesigned Message Queue list.
Version 5.00	Initial version.

Index

- A -

About 28, 29
Account Details 37, 38
Account ID 37, 38
Account Name 34
Account Password 34
Active 19, 32
Activity Log 28, 29, 30, 31
Activity Log File Folder 32
Activity Log Files 32
Authentication 15, 40
authentication requirements 15
Automatic 15, 40
Automatic Message Forwarding 4
automatically forward 28
automatically forward messages 14, 17
AutoRefresh 41

- C -

Clear Queue 28, 32
Clickatell 28, 37
Clickatell Website 37
common application data folder 12
configure 13, 14
Confirm Password 34, 37, 38
Create Network Share 12

- D -

Data Connection 13
Database Connection 13
Date and Time Settings 32
default templates 17, 20
Destination Location 5

- E -

EHLO 15, 40
email 4
email account 14

email address 14
Email Settings 14, 15, 28, 29, 30, 34, 40
Email Subject 14, 34
Email Templates 14, 34
Exit 28, 29
Explicit 15, 40

- F -

File menu 28, 29

- G -

Gateway Settings 37, 38
Gateway URL 37, 38
General Settings 13, 19, 28, 29, 30, 32

- H -

Help 28, 29
Help menu 28

- I -

Implicit 15, 40
Install Service 13, 28
Installation 4
Installing 4

- L -

LabelEditor 34
License Agreement 5

- M -

mail server 14
menus 28
Message Log 32
Message Queue 28, 29, 30, 32, 41
message template 20, 25
Message Templates 14, 17, 20
messages 20
MessageSender 5, 15, 17, 20, 28, 40
MessageSender 5 Share Creator 41
MessageSender Manager 4, 13, 15, 20, 25, 32

MessageSender service 31, 32
MessageSender setup program 12
MessageSender Windows service 4
MessageSender5Setup.exe 5

- N -

Network Share 12
New 20
None 15

- P -

Password 37, 38
Phone Message Template 34, 36
PhonePad 4
PhonePad Data Folder 13, 32
PhonePad Database Connection 13, 32
PhonePad messages 28
Process Emails 19, 32
Process SMS 19, 32

- R -

Refresh 31, 32

- S -

SASL 15, 40
SASL Only 40
Save Settings 28, 29
Sender Details 14, 34
Sender Email 34
Sender Name 14, 34
setup program 5
sidebar 13, 14, 17
SMS 4, 17, 36
SMS Gateway 36
SMS Gateway Provider 17, 28, 36
SMS Global 28, 38
SMS Global Website 38
SMS Message Templates 17, 25, 36
SMS messages 19
SMS provider 17
SMS Settings 17, 28, 29, 30, 36
SMS text message 17
SMTP 40

SMTP Authentication 40
SMTP Port 34
SMTP server 34, 40
SMTP Server Settings 14, 34
SMTP Settings 34
SSL 15
SSL 2 15
SSL 2.0 40
SSL 3 15
SSL 3.0 40
Start Menu Folder 5
STARTTLS 15
static text 20
Status Bar 32
Subject 14

- T -

template 20
Template Editor 25
Template Tags 20, 25
templates 17, 34
Templete Editor 20
Test 15
Text Message Template 34, 36
TLS 15, 40
TLS 1.0 40
toolbar 29
Tools 13
Tools menu 28, 32

- U -

Uninstall Service 28
Use Custom Subject 14, 34
Use Field for Subject 14, 34
Use Message Subject 14, 34
Username 37, 38

- W -

Welcome screen 5



www.cybercom-software.com