

MessageSender User Guide

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1 Welcome

1.1 Introduction

Welcome to MessageSender. MessageSender is a part of the PhonePad system and is used to implement the message forwarding feature of PhonePad. Once it has been set up, it is virtually maintenance-free.

It should be installed and run on a computer that has constant access to the PhonePad data. This can be a file server or another computer on the network. As long as it has access to the drive and directory the PhonePad data is installed in, it will work. You only need to install **one** copy of MessageSender on your network.


MessageSender runs as a system tray application. It will check the message forwarding queue at predetermined intervals (specified under [Settings](#)) and forward any messages that have been queued. Once a message has been forwarded, it will be removed from the queue.

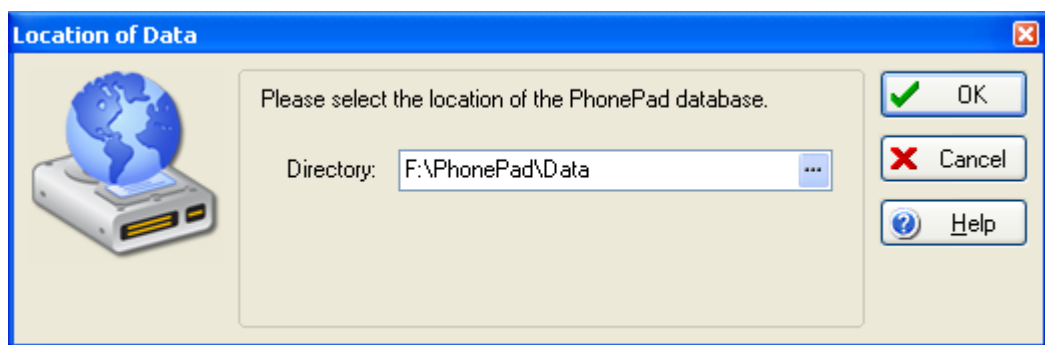
MessageSender has the ability to forward PhonePad messages (both phone and text) to email addresses and mobile/cell phones. It supports SMTP and MAPI for sending messages via email, and SMTP, MAPI and HTTP for sending messages to mobile/cell phones.

MessageSender was previously known as SendAgent. It has been renamed to MessageSender, had an interface redesign, and has had new functionality added.

2 Getting Started

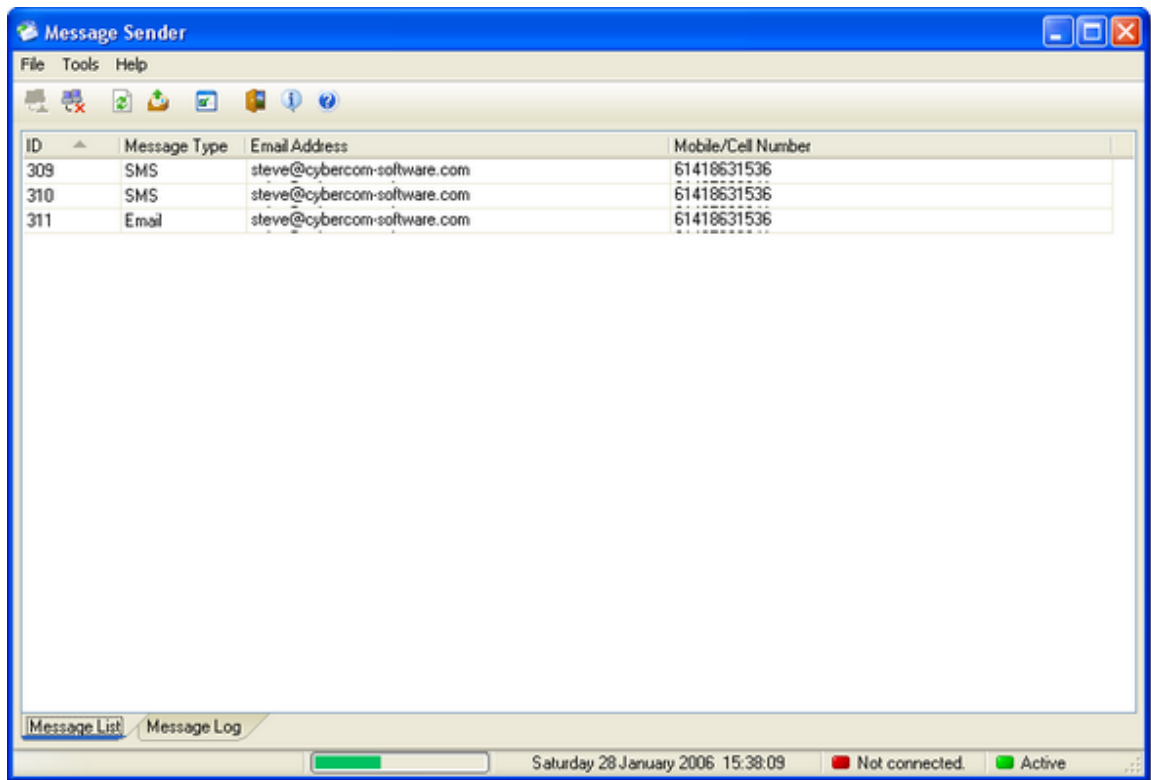
2.1 Data Location

MessageSender needs to know the location of the PhonePad database. Click on the  button and select the relevant directory. Then click [OK](#).



2.2 Main Window

The MessageSender main window consists of [menus](#), [toolbar](#), [message list](#), [message log](#) and [status bar](#).



You can select which view to set as the default view, ie. [Message List](#) or [Message Log](#), under [General Settings](#).

2.3 Menus

MessageSender has the following menu options:

File menu

<i>Activate</i>	Enables message sending.
<i>Deactivate</i>	Disables message sending. No messages will be sent when this option has been selected.
<i>Exit</i>	Closes down MessageSender.

Tools menu

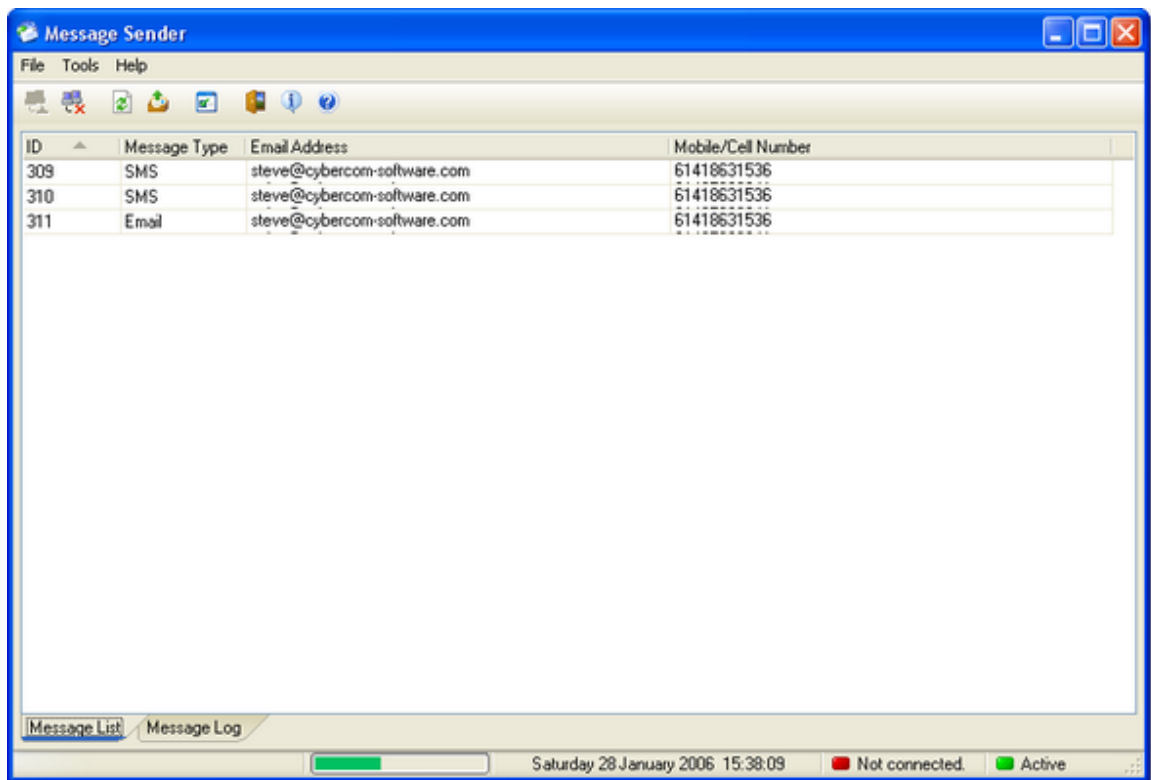
<i>Refresh</i>	Refreshes the message list. The message list periodically refreshes itself. This option allows you to manually refresh the list.
<i>Send Messages Now</i>	You can manually send messages in the message queue at any time by selecting this option. Otherwise, messages are sent at the time interval specified under the Message Sending settings .
<i>Clear All Messages</i>	Deletes all messages from the message queue (message list).
<i>Clear Log</i>	Deletes all entries from the message log .
<i>Settings</i>	Provides a facility for customizing MessageSender and specifying various system settings that are required.

Help menu

<i>Contents</i>	Displays online help file.
<i>Setting Up SMS</i>	Displays information on setting up MessageSender's SMS message forwarding.
<i>Popup Hints</i>	Enables or disables popup hints. These are little yellow tips that are displayed when you move your mouse cursor over toolbar buttons.
<i>About</i>	Display version information.

2.4 Message List

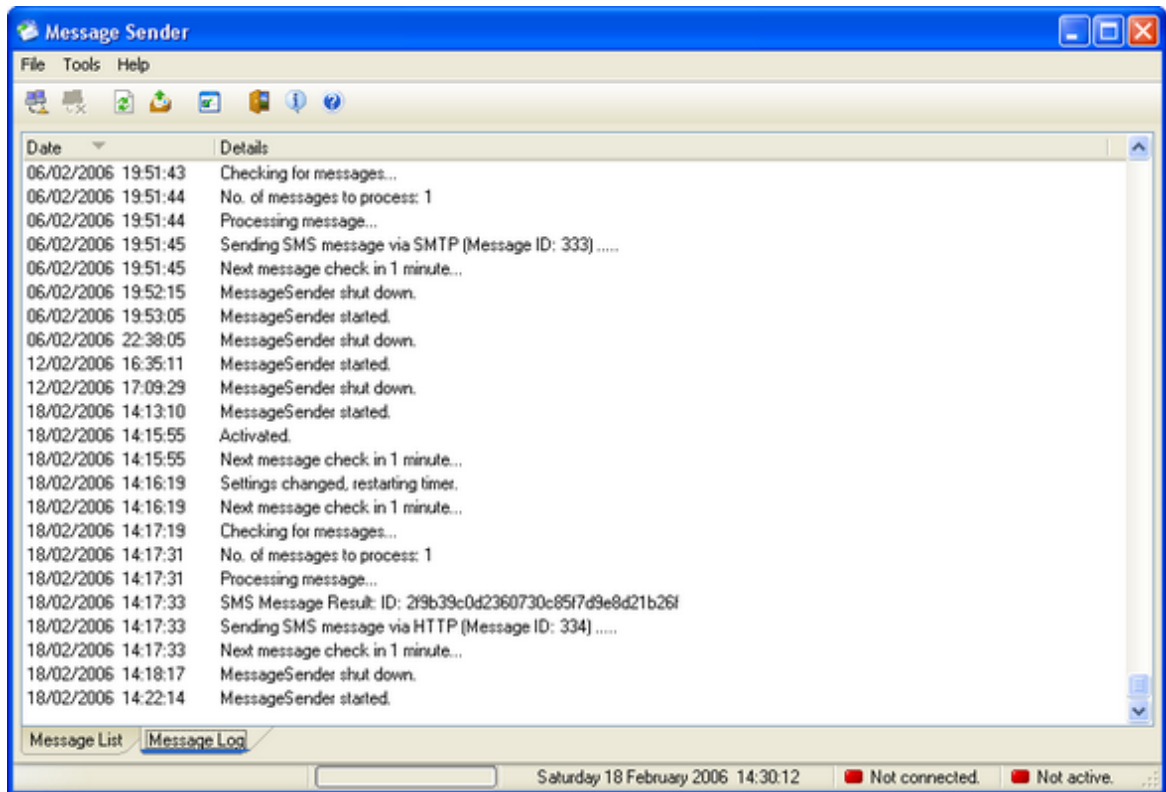
The [Message List](#) displays all messages that are waiting in the message queue ready for sending. It displays the Message ID of each message, the message type (ie. an email or SMS text message), and the email and mobile/cell numbers.



If the message list isn't displaying messages that are in the queue, select [Refresh](#) from the [Tools](#) menu.

2.5 Message Log

The [Message Log](#) keeps a track of MessageSender activity. All connection attempts and messages sent are logged, if you have the [Log Activity](#) setting enabled under [Connection Settings](#).



Date and Time Settings

The data and time format used for the message log is set under [General Settings](#) in the [Settings](#) window.

Message IDs

For privacy reasons, full message details are not displayed in the message log, however, the Message ID is recorded and can be used to identify messages.

SMS Messages

Messages forwarded to mobile/cell phones via HTTP (see [SMS Messaging settings](#)) will display a result code.

06/02/2006 14:17:31	Checking for messages...
06/02/2006 14:17:31	No. of messages to process: 1
06/02/2006 14:17:31	Processing message...
18/02/2006 14:17:33	SMS Message Result: ID: 2f9b39c0d2360730c85f7d9e8d21b26f
18/02/2006 14:17:33	Sending SMS message via HTTP (Message ID: 334)
18/02/2006 14:17:33	Next message check in 1 minute...
18/02/2006 14:18:17	MessageSender shut down.
18/02/2006 14:22:14	MessageSender started.

If the message was successfully sent, an ID number will be shown (as displayed above). If the message failed to send an error message will be displayed instead.

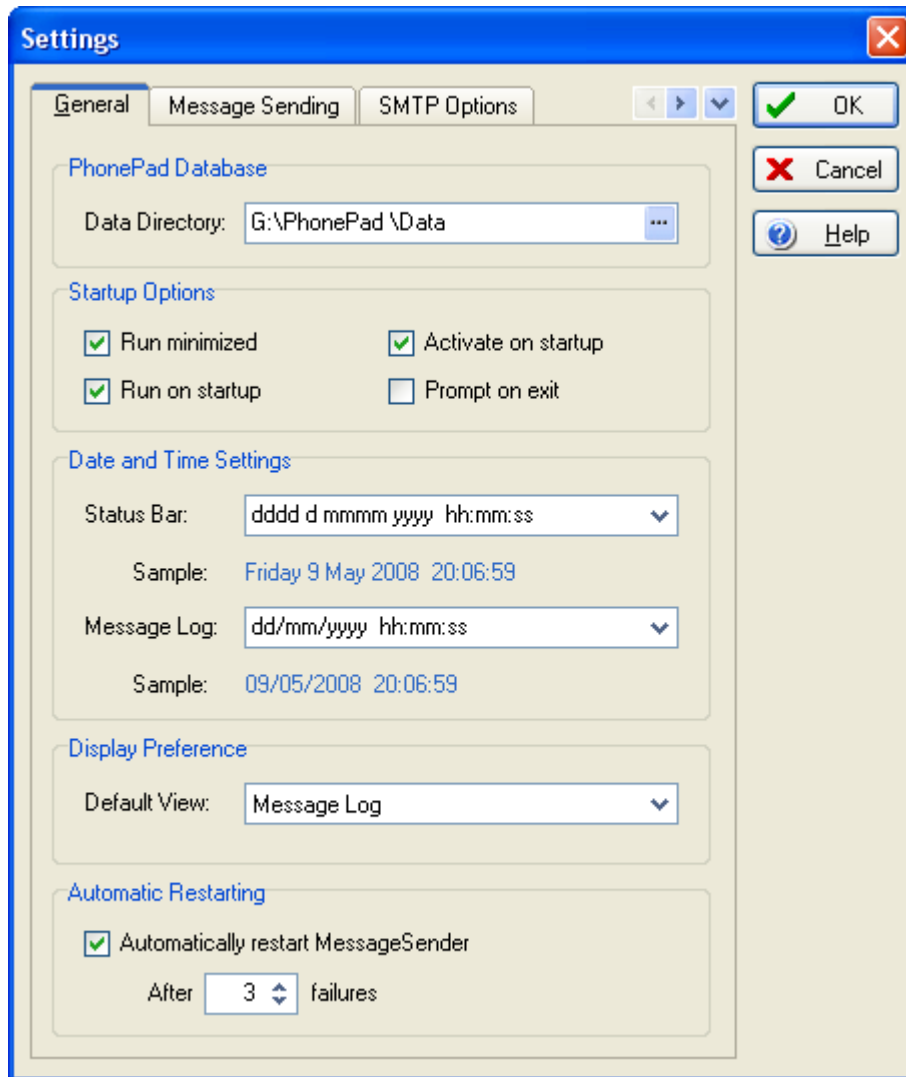
2.6 Settings

The *Settings* window allows you to configure MessageSender to suit your requirements and network.

- [General Settings](#)
- [Message Settings](#)
- [SMTP Options](#)
- [Connection Settings](#)
- [SMS Messaging](#)

2.6.1 General Settings

The *General* view is used to customize some of MessageSender's settings.



PhonePad Database

Data Directory

Specifies the location of the PhonePad database. Without this setting, MessageSender cannot function.

Startup Options

Run Minimized

When checked, MessageSender will minimize itself whenever it is started.

Run on Startup

When checked, MessageSender will start automatically when you login to Windows.

Activate on Startup

When checked, MessageSender will be automatically activated when it starts.

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](#).

Display Preference

Default View Allows you to select either the [message list](#) or [message log](#) as the default view to display when MessageSender starts.

Automatic Restarting

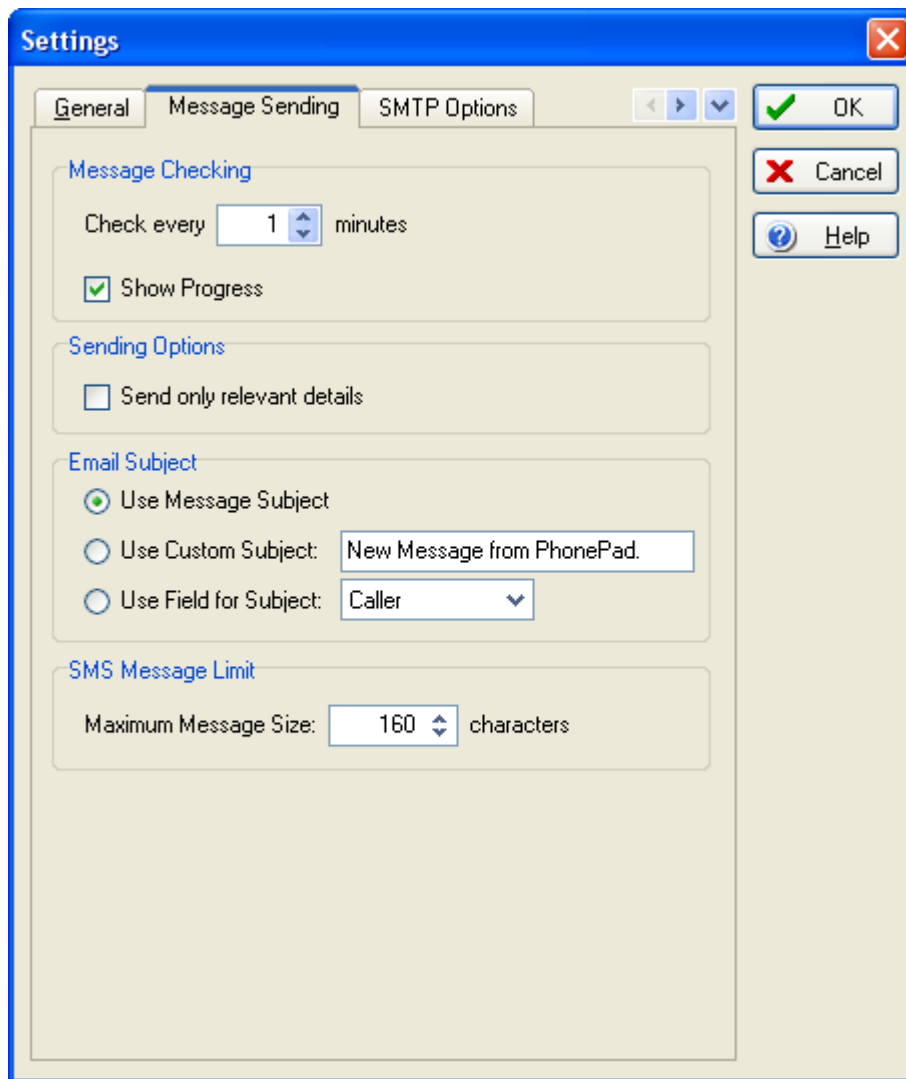
Automatically restart MessageSender When checked MessageSender will automatically restart when the specified number of failures have occurred.

Use this option if MessageSender continually encounters with a mail server. Restarting MessageSender can often resolve these issues.

Any changes you make will immediately come into effect when you click the [OK](#) button.

2.6.2 Message Sending

The [Message Sending](#) view is used to customize settings relating to sending messages.



Message Checking

Check every x minutes Specifies how often MessageSender should check the Message Forwarding queue for messages and send messages.

Show Progress When checked, the progress bar in the [Status Bar](#) on the main screen will show how long it will be until MessageSender sends the messages

Sending Options

Send Only Relevant Details When checked, any fields that are unchecked in phone messages won't be included.

Use Message Subject When checked, the phone or text message's subject will be used for the email subject. When unchecked, the email subject will be "Message from PhonePad".

Email Subject

- Use Message Subject* When checked, MessageSender will use the message's Subject field in the email.
- Use Custom Subject* When checked, MessageSender will use the Subject specified for the email.
- Use Field for Subject* When checked, MessageSender will use the selected message field for the email's subject.

SMS Message Limit

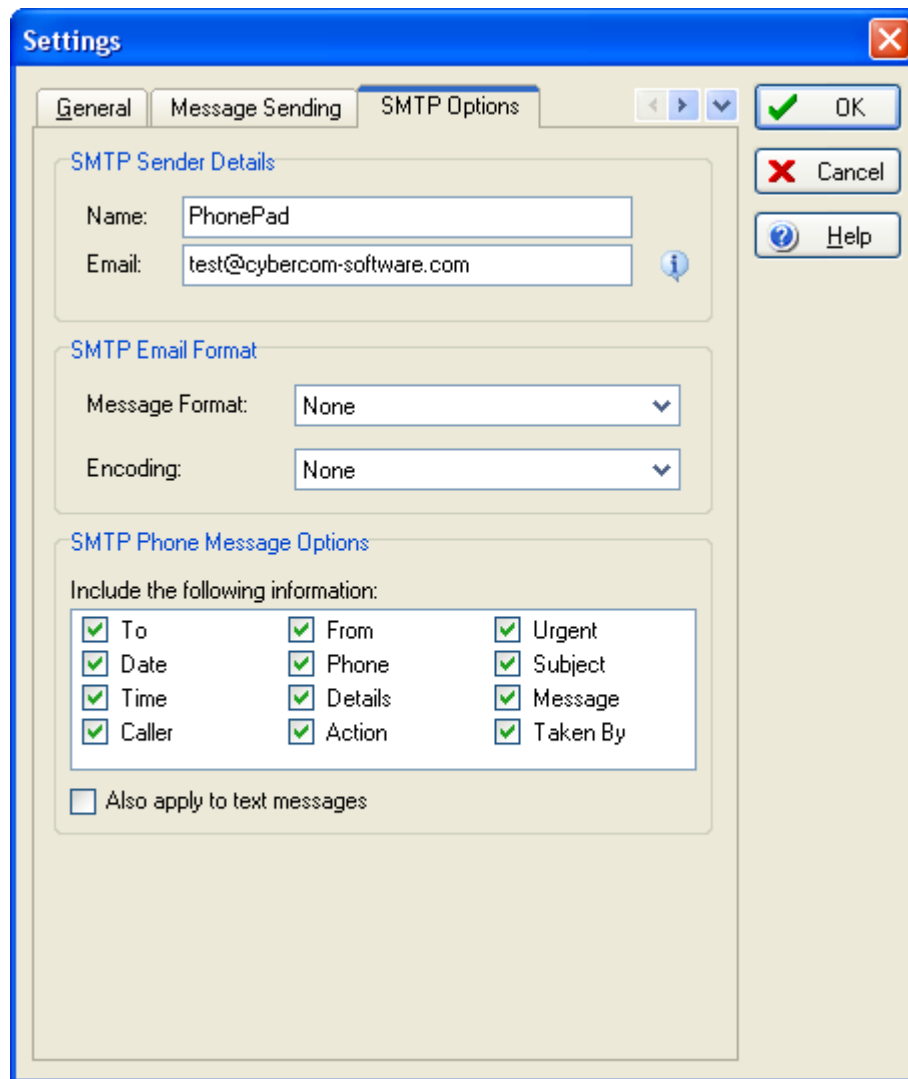
Maximum Message Size Most SMS Gateways restrict the size of messages, which is generally 160 characters. This option allows you to specify the maximum message size and specified by the gateway you use. It is important that you set this correctly as many SMS Gateways will reject the message if it exceeds the maximum allowable size. If you find that messages are not getting through to the mobile/cell phones then it is highly likely your message size is set too high.

In a future version of MessageSender, we will get around the limit to a certain extent by spanning a long message over a few text messages.

Any changes you make will immediately come into effect when you click the **OK** button.

2.6.3 SMTP Options

The *SMTP Options* view is used to customize settings relating to sending messages via SMTP.



SMTP Sender Details

Name Specifies the name to use as the sender's name for SMTP emails.

Email Specifies the email address to use as the sender's email for SMTP emails.

SMTP Email Format

Message Format Select None, *MIME* or *UUEncode*. Try *None* first as it should work with most SMTP servers. If it doesn't work then try the other settings in order of appearance in the list.

Encoding *Base 64*, should work with most SMTP servers. If it doesn't you may need to experiment with some of the other settings available.

SMTP Phone Message Options

Include the following information

Select the fields you would like included for phone messages.

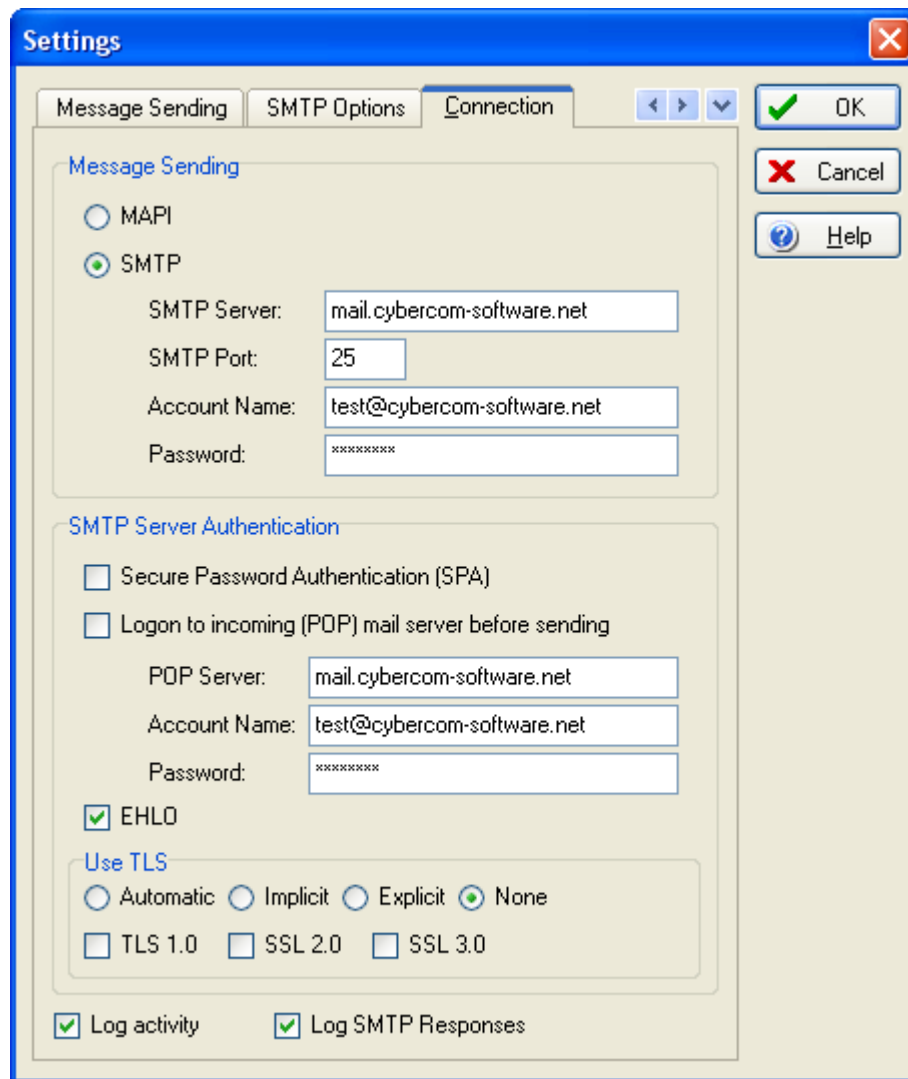
Also apply to text messages

Check this box if you want the above settings to also apply to PhonePad text messages.

Any changes you make will immediately come into effect when you click the **OK** button.

2.6.4 Connection Settings

The *Connection* view is used to specify how MessageSender forwards messages. You can either use the Windows Simple Messaging API (MAPI) functions to send messages or the Internet Simple Mail Transport Protocol (SMTP).



Message Sending

MAPI

When checked, SendAgent will use the Windows Simple Messaging API (MAPI) functions to send messages. SendAgent must have access to MAPI32.DLL on the machine it is running on.

SMTP

When checked, SendAgent will connect to an SMTP server to send messages.

SMTP Server

Specifies the name of the SMTP server, eg. smtp.yourcompany.com

SMTP Port

Specifies the port to use for the SMTP server. This is set to 25 by default.

Account Name

Specifies the SMTP account that SendAgent should use.

Password Specifies the password for the SMTP account. **Please note:** although the password is stored in *SendAgent.ini*, it is encrypted to prevent the password from being viewed.

SMTP Server Authentication

Secure Password Authentication (SPA) Use SPA for mail server authentication.

Login to incoming (POP) mail server before sending The server requires you to login to the POP server first. When this mode is selected, MessageSender will login to your POP server and then disconnect, before connecting to the SMTP server. For this option you need to provide account details in the *POP Server*, *Account Name* and *Password* fields.

EHLO Use EHLO.

Use TLS When checked the TLS protocol will be used.

UseTLS - Configures MessageSender should use the TLS 1.0 security protocol. 0=Disabled, 1=Enabled.

UseSSL2 - Configures MessageSender to use the SSL 2.0 security protocol. 0=Disabled, 1=Enabled.

UseSSL3 - Configures MessageSender to use the SSL 3.0 security protocol. 0=Disabled, 1=Enabled.

Automatic - The appropriate option will be automatically selected.

Implicit - SSL negotiation will commence immediately after the connection is established.

Explicit - MessageSender will first connect in plaintext and then explicitly start SSL negotiation through a protocol command such as STARTTLS.

None - No SSL negotiation or security. All communication will be in plaintext mode.

Log Activity When checked, all MessageSender activity is logged to the [Message Log](#).

Log SMTP Responses When checked, all responses from the SMTP server will be included in the Message Log. These log entries are prefixed by *SMTP:*.

Any changes you make will immediately come into effect when you click the **OK** button.

2.6.5 SMS Messaging

The *SMS Messaging* view is used to configure MessageSender for sending messages via SMS (Short Message Service), also known as "text messages". MessageSender uses SMS Gateways to send messages so you will need to [setup an account](#) before you can send messages to cell/mobile phones.

Settings

SMTP Options | Connection | **SMS Messaging**

OK Cancel Help

SMS Configuration

Service: Clickatell

Username: Test Account

Password: testaccount

ID: 9123467

Connection: Use HTTP

SMS Message Options

Include the following information:

<input checked="" type="checkbox"/> To	<input checked="" type="checkbox"/> From	<input type="checkbox"/> Urgent
<input type="checkbox"/> Date	<input checked="" type="checkbox"/> Phone	<input type="checkbox"/> Subject
<input type="checkbox"/> Time	<input checked="" type="checkbox"/> Details	<input checked="" type="checkbox"/> Message
<input checked="" type="checkbox"/> Caller	<input checked="" type="checkbox"/> Action	<input type="checkbox"/> Taken By

Test Options

Send reply (SMTP and MAPI only)

Email address: _____

SMS Configuration

Service Select the SMS Gateway you have an account with.

Username Enter the SMS Gateway account username.

Password Enter the SMS Gateway account password.

ID If the selected gateway has an API ID (Clickatell) does, enter the ID that was given to you by the provider.

Connection

Select the connection method to use for messages sent to mobile/cell phones. There are two options:

Use Email Method

When selected, SMS messages will be sent by whatever method has been selected for email messages, ie. SMTP or MAPI

Use HTTP

When selected, HTTP (HyperText Transfer Protocol) will be used to send SMS Messages. The advantage of this method is that the log file will show immediate feedback on whether the message was successfully sent or not. The protocol is also firewall friendly, ie.it uses the port used for general Internet traffic (port 80).

SMS Message Options

Include the following information

Select the fields you would like included for phone messages. Keep in mind the character limit for SMS messages. These settings are irrelevant for text messages.

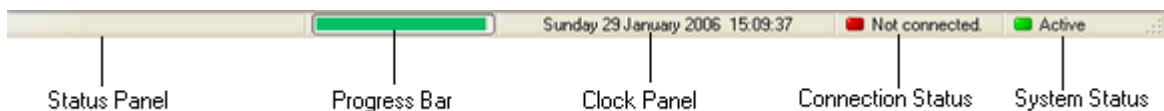
Test Options

Send Reply

When checked, the result of SMS transmission will be sent to the specified email address. Use this only for testing the initial setup, otherwise you could be inundated with email from the SMS Gateway.

Any changes you make will immediately come into effect when you click the **OK** button.

2.7 Status Bar



Status Panel

The status panel display hints as you move the mouse cursor over toolbar buttons and menu items.

Progress Bar

The progress bar gives a rough indication of how long it will be until MessageSender sends the messages in the [Message List](#).

Clock Panel

Displays the current date and time. The format can be customized in [General Settings](#).

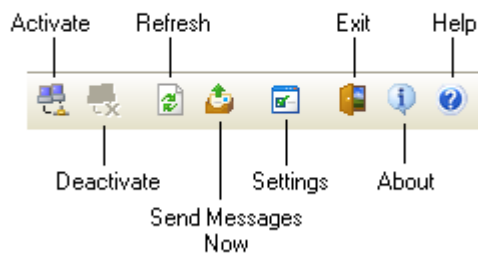
Connection Status

Displays the current connection status. This changes from **Not Connected** to **Connected** when MessageSender connects to an SMTP server to send messages.

System Status Shows whether MessageSender is currently activated (can send messages) or deactivated (can't send messages). This status is changed via the Activate and Deactivate buttons on the the [toolbar](#), or via the Activate and Deactivate items on the File menu.

2.8 Toolbar

The [Toolbar](#) provides quick and easy access to MessageSender's features. These functions are also available in the [menus](#).



Activate Enables MessageSender to send messages.

Deactivate Disables MessageSender from sending messages.

Refresh Update the [Message List](#) to display any messages waiting in the message queue.

Send Messages Now Send messages immediately instead of waiting for the time interval to expire (the interval is specified under the [Message Sending settings](#)).

Settings Provides a facility for customizing MessageSender and specifying various system settings that are required.

Exit Closes down MessageSender.

About Displays version information.

Help Displays the online help file.

3 Information

3.1 Contact Us



Contacting Us By Email

We provide unlimited FREE support via email. For support with PhonePad or any of our other

products, please email us at:

support@cybercom-software.com

If you would like more information about PhonePad or any of our other products, or if you would like to talk to us about ordering, please email us at:

sales@cybercom-software.com

We are dedicated to giving you the very best quality software possible, and we are always looking for ways we can improve our products. If you have any suggestions on how we can make our software better, or new features we can add, please drop us a line at either of the above email addresses.



Contacting Us By Postal Mail

You can contact us by normal mail at:

Cybercom Software
PO Box 5006
Chisholm ACT 2905
Australia



World Wide Web

Visit our Home Page for information on all of our products, downloadable evaluation versions and the latest upgrades. There is even some free stuff you are welcome to download. Enter the following URL into your web browser:

www.cybercom-software.com



Contacting Us By Telephone

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 below. 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 take note of the time difference if you are calling from overseas.

From within Australia: (02) 6291 9246
International: (+61-2) 6291 9246

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](#) ([+11 hours GMT during Daylight Savings Time](#)).

3.2 Licence Agreement

Software License Agreement

By installing and/or using MessageSender, you accept the terms and conditions of this licence agreement.

1. Cybercom Software grants to you a non-exclusive, non-sublicensable, license to use this version of MessageSender (the "Software"), in binary executable form. This software is NOT free. After a once-only 60 day evaluation period you may not continue to use it unless you have a valid licence file licenced in your name or in the name of your organisation. In the case of an Individual Licence, only the specified licensee may use the Software. In the case of a Site Licence, the Software may only be used within that organisation.
2. Title, ownership rights, and intellectual property rights in and to the Software shall remain the property of Cybercom Software. You agree to abide by the copyright law and all other applicable laws of Australia, and international copyright laws. You acknowledge that the Software in source code form remains a confidential trade secret of Cybercom Software and therefore you agree not to modify the Software or attempt to decipher, decompile, disassemble or reverse engineer the Software.
3. CYBERCOM SOFTWARE OR ITS SUPPLIERS SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES OF ANY SORT, EVEN IF CYBERCOM SOFTWARE HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES.
4. If you do not agree to any of the terms and conditions of the licence agreement then CEASE USE OF THE SOFTWARE IMMEDIATELY AND DELETE ALL INSTALLATIONS OF IT FROM ANY SYSTEM YOU HAVE INSTALLED IT ON. CONTINUED USE OF THE SOFTWARE INDICATES THAT YOU DO AGREE TO THE TERMS AND CONDITIONS OF THIS LICENCE AGREEMENT.

For more information about licences, please contact Cybercom Software (see [Contact Us](#)).

3.3 Ordering

Our products can be ordered **online** from our web site at: www.cybercom-software.com. Please check our web site for the latest ordering information (in PhonePad, select *About* from the *Help* menu and click on the link). If you have any difficulty, please [contact us](#).

Once you have purchased a PhonePad license, you will be supplied with a *License File* that will change your copy of PhonePad into a fully licensed product. There is no need to download a different copy of PhonePad. The evaluation version and licensed version are one and the same.

3.4 Problems

Unfortunately, due to the complex nature (and human nature) of many applications, bugs (undocumented features) are a fact of life. Although we have gone to great lengths to ensure that this product is bug-free (if there is such a thing) some inadvertently slip through the net. If you do come across any bugs in our software please let us know as soon as possible.

If you find a bug, it is important that you note any error messages that are displayed and the steps you went through that led to the problem. This will help us in trying to reproduce the problem.

Please report any bugs you may encounter to us (support@cybercom-software.com) and we will give them our immediate attention. Most problems are resolved within 2 to 4 days of them being reported.

3.5 Support

For information on Support, please see [Contact Us](#).

3.6 Evaluation

Under the terms of the [License Agreement](#), you are permitted to try PhonePad MessageSender for 60 days from the date of installation. This is a once-only evaluation period. After that date, you will not be able to continue using MessageSender unless you purchase a licence from Cybercom Software or an authorised reseller. For information on ordering, please refer to our web site at www.cybercom-software.com.

There are no limitations or restrictions in the evaluation version of MessageSender, apart from the 60 day limit.

4 Setting Up SMS

How It Works

The SMS message forwarding facility within MessageSender uses SMS Gateways to send messages. MessageSender connects to these gateways (via either MAPI or SMTP) and transmits the messages plus specific parameters required by these services. The gateways then send the messages to the mobile/cell phones via various telecommunication networks.

What You Need to Do

A. Establish an Account

To utilize this facility you will need to establish an account with an [SMS Gateway Service](#) and purchase a number of credits. Because the services are bulk SMS providers, the rates are generally significantly cheaper than standard SMS rates.

Links to SMS Gateway providers are available on our website: www.cybercom-software.com/

[smsgateways.htm](#). It is important that you use the links on our website to ensure you get an account that is compatible with MessageSender.

B. Configure MessageSender

1. Select [Settings](#) from the [Tools](#) menu and click on the [SMS Messaging](#) tab.

The screenshot shows the 'Settings' dialog box with the 'SMS Messaging' tab selected. The dialog has three tabs: 'SMTP Options', 'Connection', and 'SMS Messaging'. The 'SMS Messaging' tab is active, showing the following configuration options:

- SMS Configuration:**
 - Service: Clickatell (dropdown)
 - Username: Test Account
 - Password: testaccount
 - ID: 9123467
 - Connection: Use HTTP (dropdown)
- SMS Message Options:**

Include the following information:

<input checked="" type="checkbox"/> To	<input checked="" type="checkbox"/> From	<input type="checkbox"/> Urgent
<input type="checkbox"/> Date	<input checked="" type="checkbox"/> Phone	<input type="checkbox"/> Subject
<input type="checkbox"/> Time	<input checked="" type="checkbox"/> Details	<input checked="" type="checkbox"/> Message
<input checked="" type="checkbox"/> Caller	<input checked="" type="checkbox"/> Action	<input type="checkbox"/> Taken By
- Test Options:**
 - Send reply (SMTP and MAPI only)
 - Email address: [text box]

Buttons: OK, Cancel, Help.

2. Select the name of the SMS Gateway service from the [Service](#) dropdown list.
3. Enter your account username and password.
4. Enter the API ID provided by the service.
5. Select the fields you want included under [SMS Message Options](#). Keep in mind that the SMS text message size is generally limited to **160 characters** so anything exceeding this may be truncated.

For testing purposes, you can enter an email address under [Test Options](#). If the [Send Reply](#) checkbox is checked, a response to the text message will be sent to the email address.

