

OfficeServ Messenger (V1.7.2) **Administrator Guide**



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This manual should be read before the installation and operation, and the operator should correctly install and operate the product by using this manual.

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INTRODUCTION

Purpose

OfficeServ Messenger is a messenger for business that interworks with the telephony switching system such as OfficeServ 7400 or OfficeServ IAP of SAMSUNG Electronics Co., Ltd.

The OfficeServ Messenger is useful for the improvement of business environment with the convenient functions of Telephone, Chatting, Image Communication, File Transfer and White Board. This document is designed for the administrators of OfficeServ Messenger Server.

Document Content and Organization

This document consists of five chapters and an annex. Each chapter and an annex is summarized as below:

CHAPTER 1. Installation

This chapter describes how to install and remove OfficeServ Messenger Server, OfficeServ Messenger Gateway and OfficeServ Messenger XCAP Server and introduces the configuration of the Web-based screen and menus that give the access after installing the OfficeServ Messenger Server.

CHAPTER 2. Management of User Accounts and Groups

This chapter describes how to manage user accounts and groups.

CHAPTER 3. Display of Conference and Session Status

This chapter describes how to display the use status of OfficeServ Messenger.

CHAPTER 4. Conference Group

This chapter describes how to create, modify and delete conference group.

CHAPTER 5. Display and Deletion of Activity Logs

This chapter describes the method that the administrator of OfficeServ Messenger Server displays the activity list after accessing Messenger Admin.

CHAPTER 6. Display and Setting of Server Status

This chapter describes how to display the server status and to configure the server.

APPENDIX A. Help and Troubleshooting

Annex A provides help and troubleshooting.

Conventions

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.



Caution

This paragraph contains information that users must check in order to prevent service failure or system damage.

Console Message Display

- Console messages displayed on monitor screens are presented in a 'Courier New' font and enclosed in a lined box, separating them from the main text.
- Console message texts that are written in a '**Bold Courier New**' font indicate values that are actually entered by users.



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SAFETY CONCERNS

In order to ensure product safety and proper operation, information followed by the following icons should be carefully read before installing or using the product:

Symbols



Caution

Indication of a general caution.



Restriction

Indication for prohibiting an action for a product.



Instruction

Indication for commanding a specifically required action.



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CHAPTER 1. Installation

This chapter describes Installation requirements and how to install and remove OfficeServ Messenger Server, OfficeServ Messenger Simple Gateway and OfficeServ Messenger XCAP Server. Additionally, this chapter includes the configuration of the Web-based screen and menus that give the access after installing the OfficeServ Messenger Server.

Installation Requirements

The following table lists the hardware and software requirements for the OfficeServ Messenger Server (include Simple Gateway and XCAP Server). OfficeServ Messenger Server is tested on the 32-bit platform. You have to use the same computer for the Simple Gateway and XCAP server.

	Requirements	Reference
Processor	Intel or compatible Pentium 1GHz or greater processor. (Recommended processor speed is 2GHz or greater)	
Memory (RAM)	1GB or more.	
Operating system	Windows XP Professional SP 2+ Windows Server 2003 Standard Edition SP 2 Windows Server 2003 Enterprise Edition SP 2	
Web Server	IIS 5.0 (Windows XP) IIS 6.0 (Windows Server 2003)	
DBMS	SQL Server 2005 Express Edition ¹ SQL Server 2005 Standard Edition SQL Server 2005 Enterprise Edition SQL Server 2008 Express Edition	Additional requirements ² - Windows Installer 3.1 - Microsoft .NET Framework 2.0

¹ The user count is below 30 (recommend)

² When SQL Server Setup starts, System Configuration Checker (SCC) will verifies the requirements for the SQL Server.

Installing OfficeServ Messenger Server

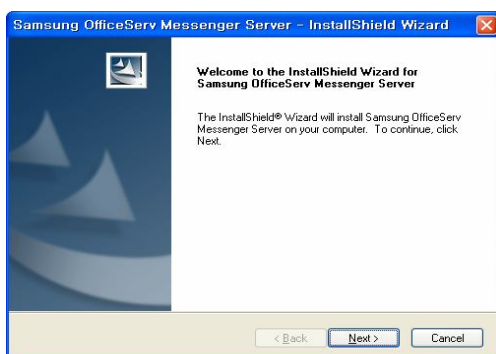
The procedure to install OfficeServ Messenger Server is as follows:



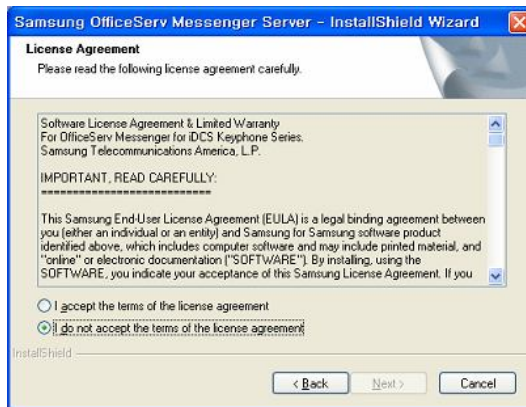
Caution

To complete installation of OfficeServ Messenger Server, It has to be intalled IIS and SQL Server beforehand.

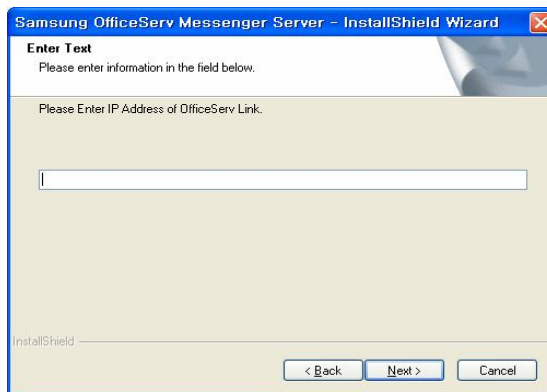
1. Execute the installation program for OfficeServ Messenger Server provided by SAMSUNG. and select a desired language.
2. If you execute the installation program, the screen below is displayed. Click on the **[Next]** button to display the screen to enter the port number of the web server to be used for the operation of OfficeServ Messenger Server.



3. Read license agreement and select accept.



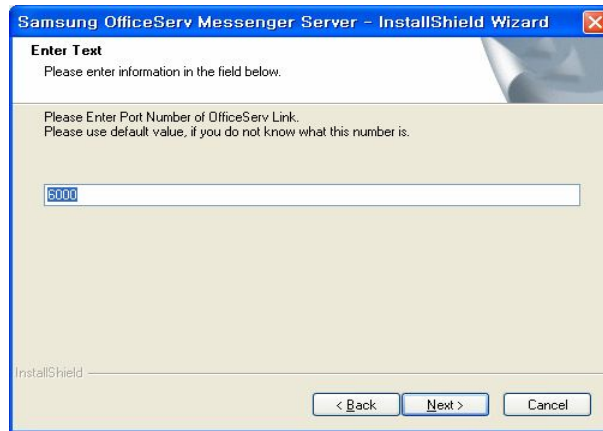
4. Enter the IP address of OfficeServ Link.



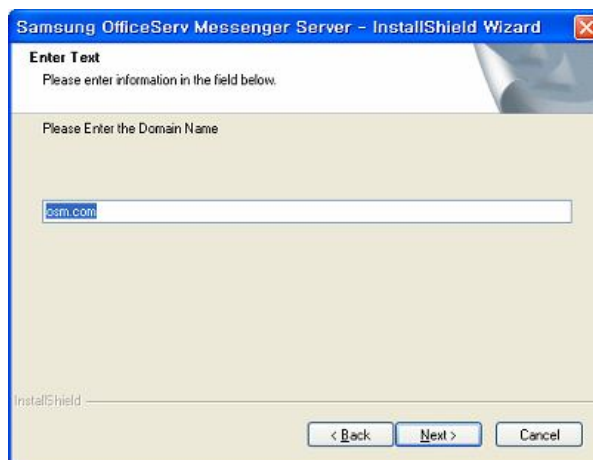
The OfficeServ Link is the relay server connected for controlling phones and receiving the information related to the phones. The OfficeServ Link can be modified via the server setup page of Messenger Admin.

The phone setup specified during the installation is not enough. After installation, confirm/modify the server system setup.

5. Enter the port number of the OfficeServ Link.

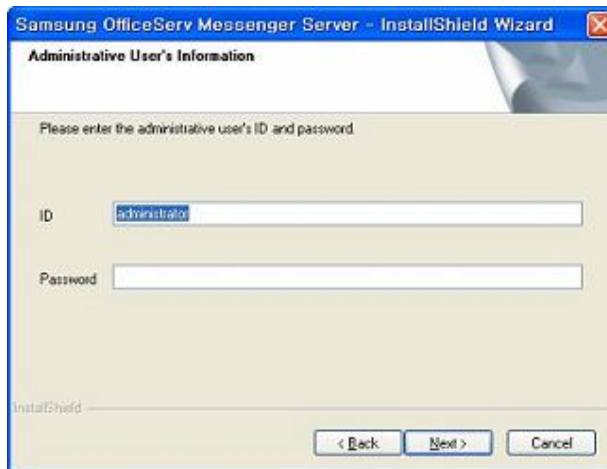


6. Enter domain name of the system where the OfficeServ Messenger Server is installed.

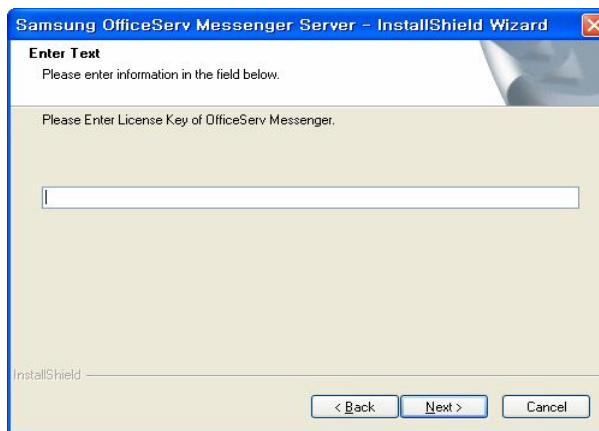


The domain name of the OfficeServ Messenger Server and the Simple Gateway Server should be same for multi-login (PC, Video phone). It is displayed on the Web admin - add user window.

7. Enter administrative user's ID and password. These values are used for iis anonymous access. If you don't want to change current setting, click next button as blank.



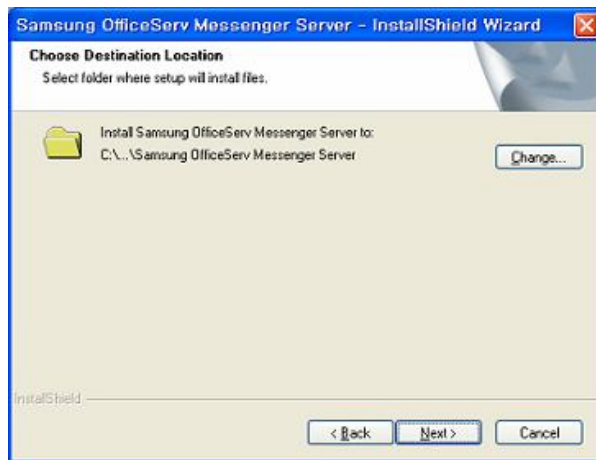
8. Enter your license key for the OfficeServ Messenger.



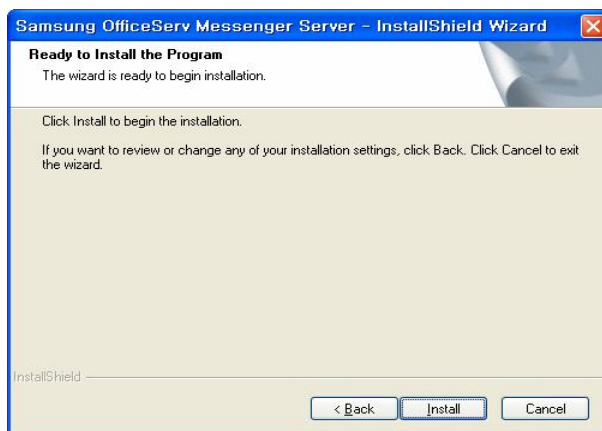
The test for the entered license key is performed when the Messenger server starts. After finishing the installation, the verification and the setup of the license key are available in the server setup page on Messenger Admin screen. Click on the **[Next]** button after entering the license key to display the window showing that the installation is ready to start. If you skip this stage (press Next button as blank), the trial license is applied (10 users for 30 days).

9. Select the location of the installation folder for the installation. After selecting the installation folder, click the **[Next]** button to continue the

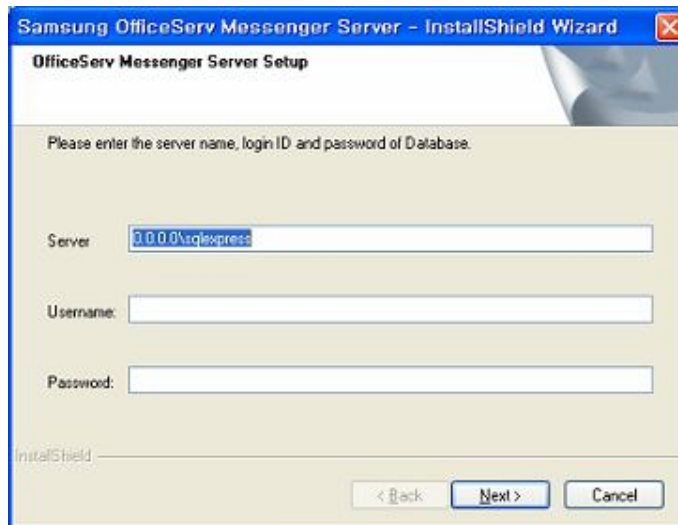
installation procedure.



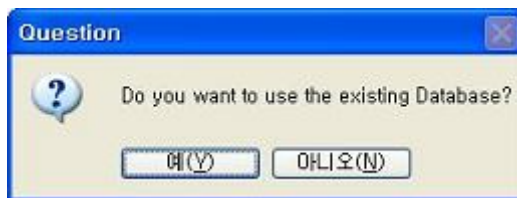
10. Click on the **[Install]** Button to progress file copy and the installation.



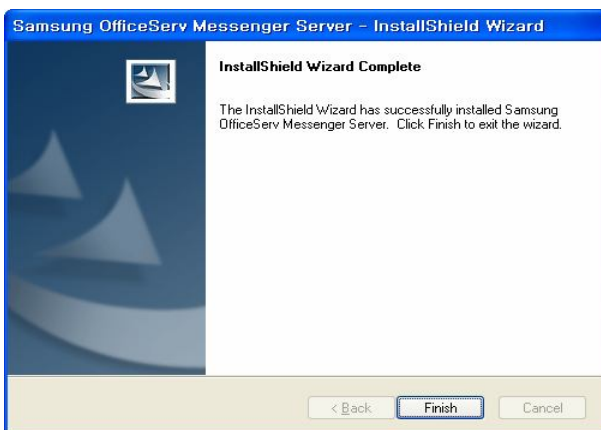
11. Enter Instance(eg. IP\SQLEXPRESS), UserID and password of the system where the SQL Server is installed.



If the old data exists on the SQL Server , the message to ask if you use exist data for OfficeServ messenger.

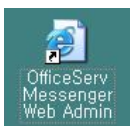


- 11.** Now, the window showing that the file copy and the installation are completed is displayed.



According to the installed system environment and the type of the OfficeServ Messenger server program in use, the system may start again.

- 12.** If the installation is completed, a shortcut to execute the OfficeServ Messenger Web Admin is created on desktop. You can see the OfficeServ Messenger Server in the “Administrative Tools – Services”. (Name: OfficeServ Messenger Server for UC)



If you cannot access OfficeServ Messenger Web Admin, refer to the help and troubleshooting.

Uninstalling OfficeServ Messenger Server

The procedure to uninstall OfficeServ Messenger Server is as follows:



1. Select Window [Start] button → Program → Samsung Electronics → OfficeServ Messenger Server → Uninstall OfficeServ Messenger Server to uninstall the program.

The message to ask if you want to uninstall the program is displayed.

2. Select the [Yes] button to uninstall the program.
3. If the un-installation is completed, you can restart the system according to the currently running program.



Installing OfficeServ Messenger SIMPLE Gateway

The procedure to install OfficeServ Messenger Gateway is as follows:



Caution

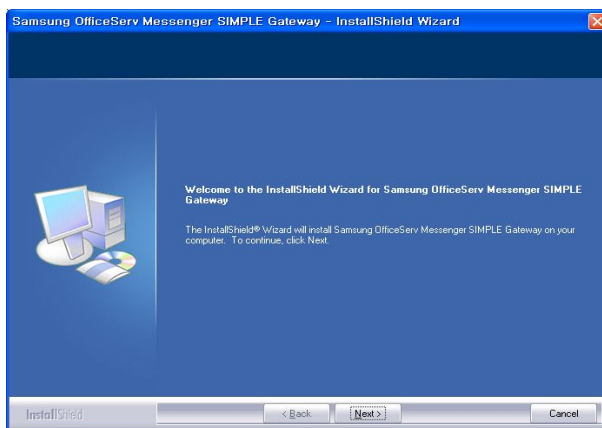
OfficeServ Messenger Simple Gateway and OfficeServ Messenger XCAP Server is for the presence of IP phone (SMT-i5243). If you don't use the presence of IP phone, don't install OfficeServ Messenger Simple Gateway and OfficeServ Messenger XCAP Server.



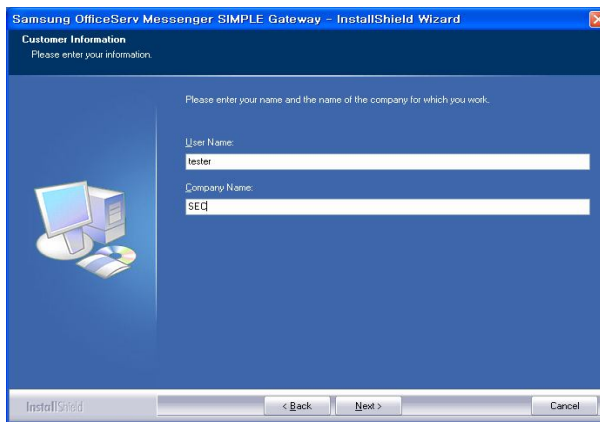
Caution

You have to use the same computer OfficeServ Messenger Simple Gateway and OfficeServ Messenger XCAP Server.

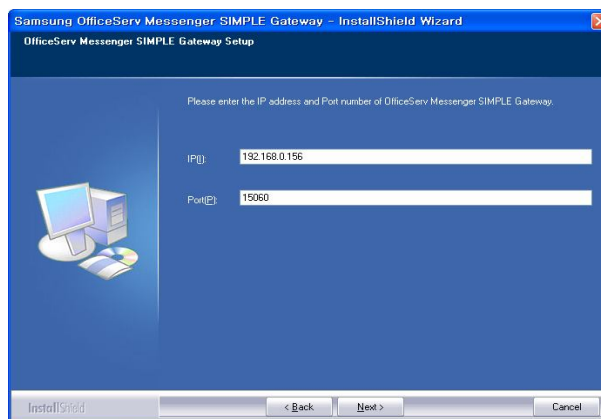
1. Execute the installation program for OfficeServ Messenger Gateway and select a desired language.
2. If you select a language, the following screen appears. Select the **[Next]** button to display the screen to confirm the license for the OfficeServ Messenger Gateway.



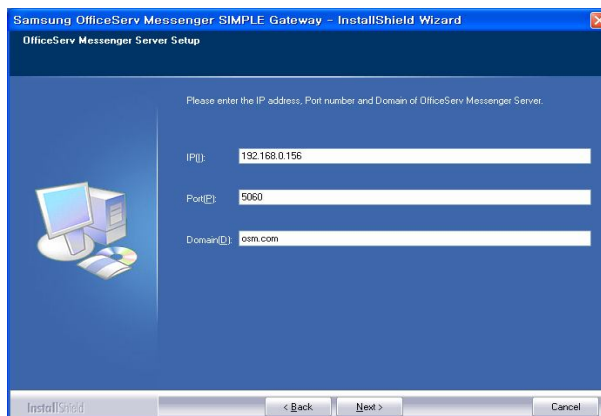
3. Select the **[Next]** button to continue the installation. Enter the user information.



4. Enter the IP address and the port number of the gateway.

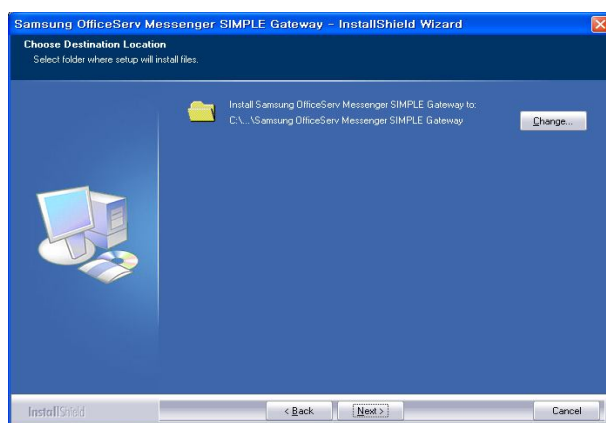


5. Enter IP address, port number and domain name of the system where the OfficeServ Messenger Server is installed.

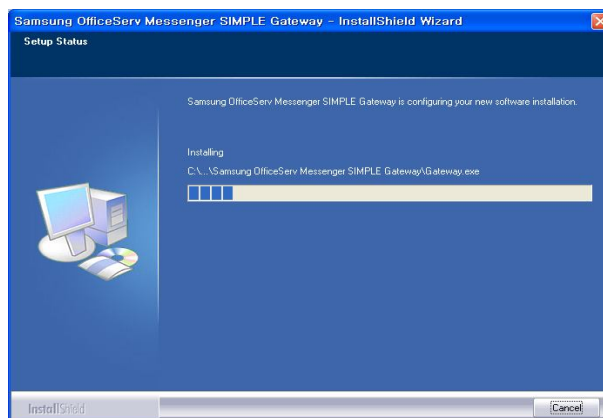


The OfficeServ Messenger Gateway is the relay server that connects the units using the SIP standard, such as IP phone(SMT-i5243), to the OfficeServ Messenger Server. The OfficeServ Messenger Server setup can be modified in the gateway.conf setup file of the installation folder.

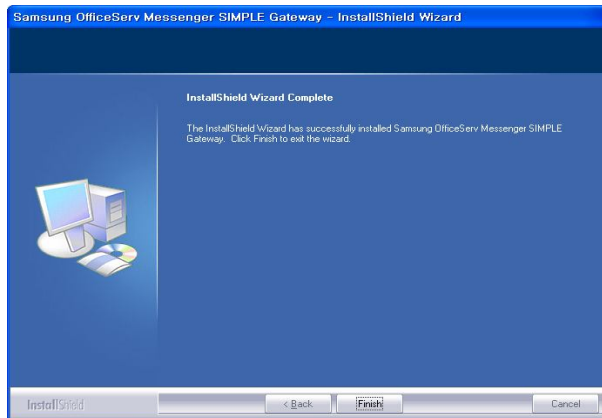
6. Select the location of the installation folder for the installation. After selecting the installation folder, click the **[Next]** button to continue the installation procedure.



7. Click on the **[Install]** Button to progress file copy and the installation.



8. Now, the window showing that the file copy and the installation are completed is displayed.



According to the installed system environment and the type of the OfficeServ Messenger gateway program in use, the system may start again.

9. If the installation is completed, a shortcut for the OfficeServ Messenger Gateway is created on desktop. If you want to start Gateway service, click this icon. To start/stop gateway service, use Start the OfficeServ Messenger Gateway SIMPLE Service and Stop the OfficeServ Messenger Gateway SIMPLE Service link in the Start Menu.

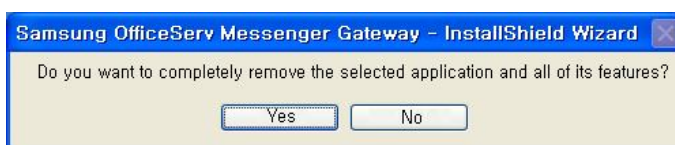


Uninstalling OfficeServ Messenger Gateway

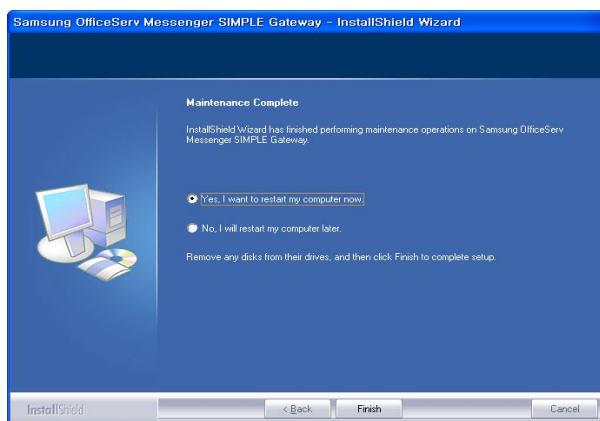
The procedure to uninstall OfficeServ Messenger Gateway is as follows:

1. Select Window **[Start]** button → Program → Samsung Electronics → OfficeServ Messenger Server Gateway V1.5 → Uninstall OfficeServ Messenger Gateway to uninstall the program.

The message to ask if you want to uninstall the program is displayed.



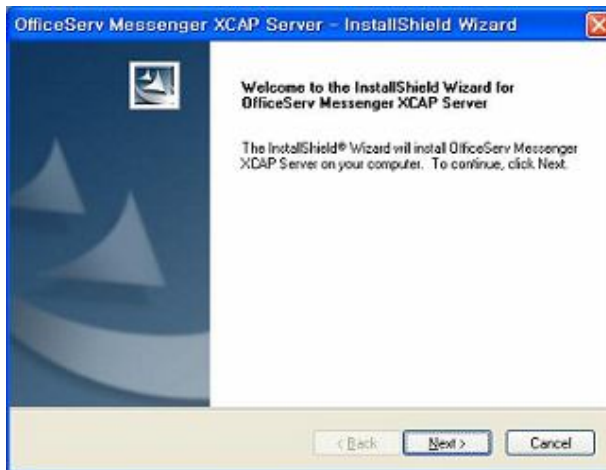
2. Select the **[Yes]** button to uninstall the program. If the un-installation is completed, you can restart the system according to the currently running program.



Installing OfficeServ XCAP Server

The procedure to install the OfficeServ Messenger XCAP Server is as follows:

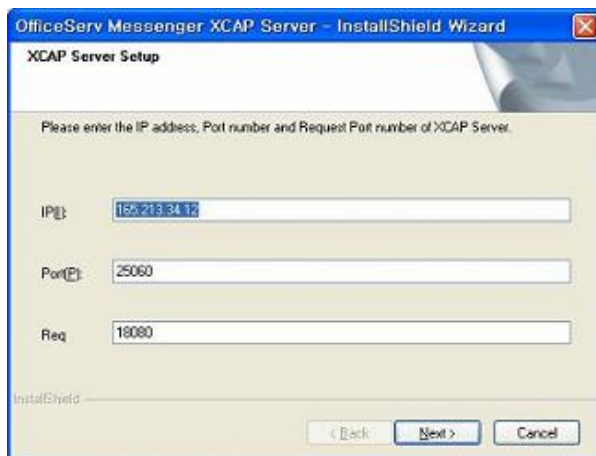
1. Execute the installation program for OfficeServ XCAP Server and select a desired language.
2. Select the **[Next]** button to start the installation of the OfficeServ Messenger XCAP Server.



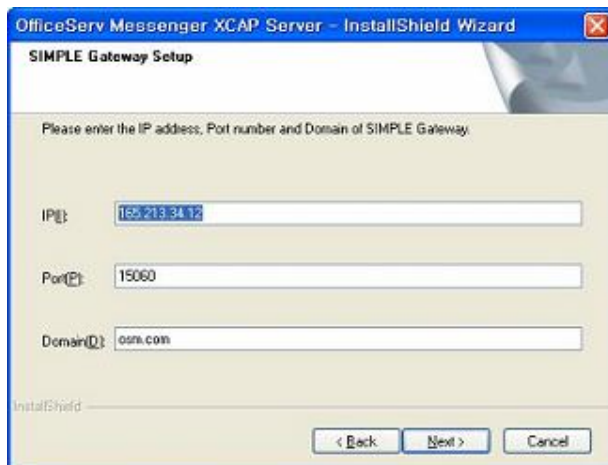
3. Read license agreement and select accept.



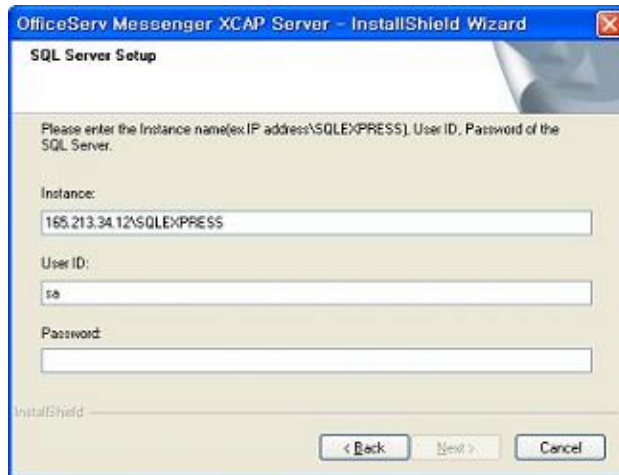
4. Enter the IP address, the port number and request port number of the XCAP SERVER and select the [Next] button on the XCAP SERVER Setup screen. (You should not use loopback address – 127.0.0.1)



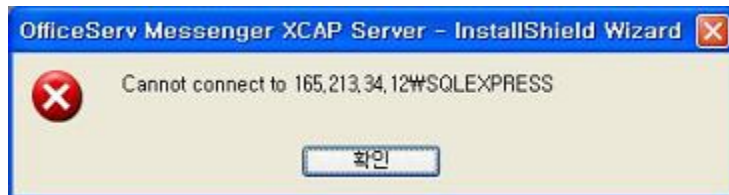
5. Enter IP address, port name and domain name of SIMPLE Gateway on the SIMPLE Gateway Setup screen.



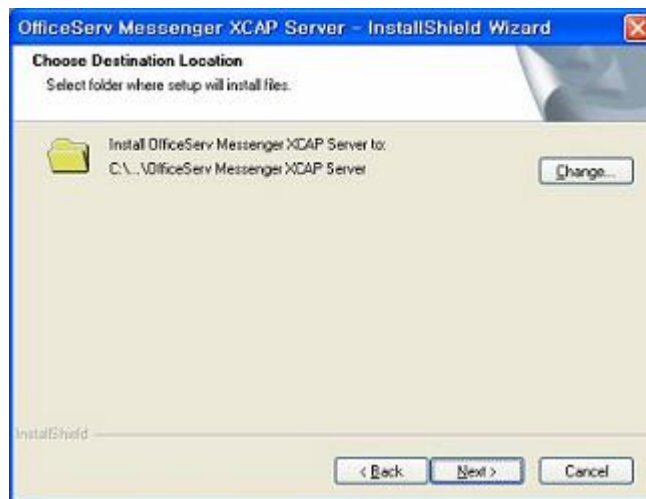
6. Enter Instance(eg. IP\SQLEXPRESS), UserID and password of the system where the SQL Server is installed.



If you cannot connect to the SQL Server, the failing message will be displayed. Check database connection information.



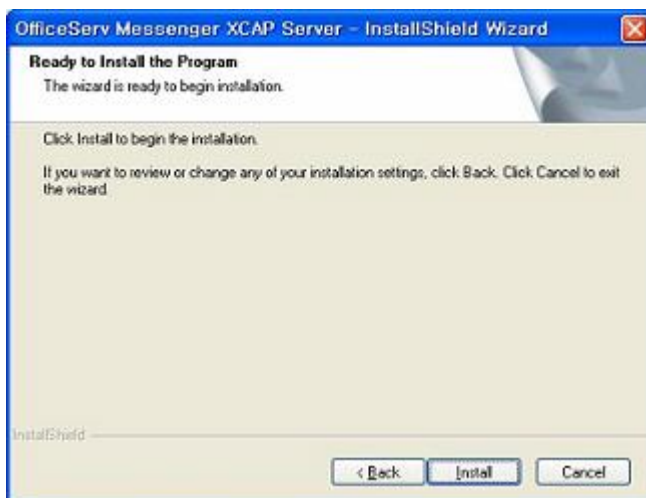
7. Select the folder for the file installation on the Target Folder Selection screen.



If you want to install to another folder other than the default folder,

click on the **[Change]** button to change the target folder.
Click on the **[Next]** button to display the screen showing the start of the program installation.

8. Click on the **[Install]** Button to progress the file copy and the installation.



9. Now, the screen showing that the file copy and the installation are completed is displayed.



Click on the **[Finish]** button to finish the installation of the OfficeServ Messenger XCAP Server.

- 10.** If you want to start/stop xcap service, use Start the OfficeServ Messenger XCAP Service and Stop the OfficeServ Messenger XCAP Service link in the Start Menu (Start –Program – Samsung Electronics – OfficeServ Messenger XCAP Server).
Also, you can start/stop all Messenger server services in the windows service MMC. Refer to the appendix.

Uninstalling OfficeServ XCAP Server

The procedure to uninstall the OfficeServ XCAP Server is as follows:

1. Select Window **[Start]** button → Program → Samsung Electronics → OfficeServ Messenger XCAP Server → Uninstall OfficeServ Messenger Server to uninstall the program.

Select language and click on the **[Next]** button on the Language Selection window.

2. The message to ask if you want to uninstall the program is displayed. Select the **[Yes]** button to uninstall the program.



3. If the uninstallation is completed, the 'Administration Completion' window appears to ask if you restart the system. Select Yes or No and click on the **[Finish]** button.



Accessing OfficeServ Messenger Web Admin

The procedure to connect to the Web Admin is as follows:

1. After installing the program, double-click the shortcut to access Web Admin installed on the desktop.



2. If Web admin is normally connected, the log-in window is displayed as follows:



If you cannot above screen, refer to APPENDIX A.

3. After the installation, the default login ID and password is 'admin'. If the login ID and the password are incorrect, the log-in window is displayed again.

4. After login, the Web Admin window appears.



The screenshot shows the OfficeServ Messenger Admin interface. The top navigation bar includes the logo and a user profile 'admin'. The left sidebar contains a tree view with categories: Contacts (Contacts List, Manage Position, Manage Group, Add User, Assign User), Conference (Conference Status, Session Statistics), Logs (Admin Activity Logs, Clear Activity Logs, Message Logs, Unread Message, File Transfer Logs), and Server (Server Status, Server Configuration, System Settings, Update License, Send Notice, Upload Contacts, Download Contacts). The main content area is titled 'Server Status' and displays a table of server information.

Server Status Type	Server Status Value
License Key	NMLUR8OG-390MAJZ1-QNRKZW2W-KMK8ZOK-BDOE6S3O-USTDBLMQ
License Info	9000(PC:4000, PDA:1000, PHONE:4000) Users, 4 System(s)
Server Startup Time	2010-02-23 오후 3:00:42
Export IP Address	165.213.66.99
Elapsed Time	17 days 04 hours 10 mins 29 secs
SIP Messages	1722
Buddy Management Messages	757
Admin Management Messages	22
Logon Users	0 (PC:0, PDA:0, PHONE:0)
Active Conferences	0
DB	DB Connection Success.
Version	V1.6.3.7 [2010.2.2]

At the bottom of the table, there are five buttons: Service Install, Service Uninstall, Start, Stop, and Refresh.

Screen Organization

The screen of the OfficeServ Messenger Server Web Admin is as follows:

The screenshot shows the OfficeServ Messenger Admin interface. The top navigation bar includes 'HOME' and 'LOGOUT' links. The left sidebar contains a menu with categories: Contacts, Conference, Logs, and Server. The main content area displays the 'Server Status' page, which includes a table of server status information and a set of control buttons at the bottom.

Server Status Type	Server Status Value
License Key	NMLUR80G-390M4JZ1-0NRKZW2W-KM6K3ZOK-6DOE6S30-U9TDBLMO
License Info	90000(PC:40000,PDA:10000,PHONE:40000) Users, 4 System(s)
Server Startup Time	2010-02-23 오후 3:00:42
Export IP Address	165.213.66.99
Elapsed Time	17 days 04 hours 10 mins 29 secs
SIP Messages	1722
Buddy Management Messages	757
Admin Management Messages	22
Logon Users	0 (PC:0, PDA:0, PHONE:0)
Active Conferences	0
DB	DB Connection Success.
Version	V1.6.3.7 [2010.2.2]

Buttons at the bottom: Service Install, Service Uninstall, Start, Stop, Refresh.

The current user's login ID is displayed on the upper left side.

The screenshot shows the OfficeServ Messenger Admin interface with the 'Contacts List' page selected. The top navigation bar includes 'HOME' and 'LOGOUT' links. The left sidebar contains a menu with categories: Contacts, Conference, Logs, and Server. The main content area displays the 'Contacts List' page, which includes a table of contact information.

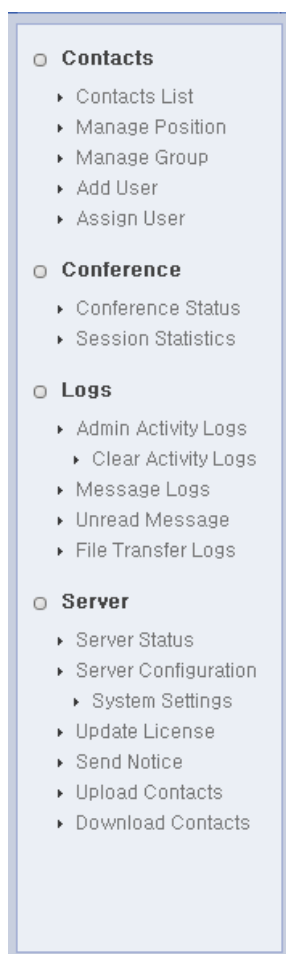
No.	Name
1	OfficeServ..

The link to go to the Contacts List and the link for log-out are displayed on the upper right side of the screen.

The screenshot shows the OfficeServ Messenger Admin interface with the 'Home' page selected. The top navigation bar includes 'HOME' and 'LOGOUT' links. The left sidebar contains a menu with categories: Contacts, Conference, Logs, and Server. The main content area displays the 'Home' page, which includes a 'Submit' button and a table of IP addresses.

IP Address		
	-	-

The menu list is displayed on the left side of the screen.



The menu list is divided into four parts, and each menu has its submenu.
The menu organization will be explained next.

Menu Organization

This section describes menu items.

Contact

- Contact List: Displays user accounts and group lists. With this menu, you can move to the screen to modify/delete users' accounts and groups.
- Manager Position: Adds, modifies and deletes positions.
- Manage Group: Adds, modifies and deletes groups.
- Add User: Adds user accounts
- Assign User: Specifies groups to a user account that user groups are not specified in (in the Unfiled group).

Conferences

- Conference Status: Displays the status of the current conference.
- Session Statistics: Displays the numbers of users in use, voice calls, chatting, videos, and white boards.

Log

- Admin Activity Logs: Displays administrator activity logs.
- Clear Activity Logs: Deletes administrator activity logs.
- Message Logs: Displays the message transmission logs.
- Unread Message: Inquires unread message information.
- File Transfer Logs: Inquires the log of the file transmission between users.

Server

- Server Status: Displays the status of the messenger server.
- Server Configuration: Sets the configuration of the messenger server.
- System Settings: Sets the environment for the telephone and the switch of the messenger server.
- Update License: Updates license keys.
- Send Notice: Sends urgent messages to all users using the messenger server.
- Upload Contacts: Registers messenger user list in a batch.
- Download Contacts: Downloads messenger user lists as a whole or by groups.

CHAPTER 2. Management of User Accounts and Groups

This chapter describes how to manage user accounts and groups.

Selecting Groups to Be Displayed

You can select the groups to be displayed in the account list.

- The groups to be displayed are selected in the upper part of the accounts list.



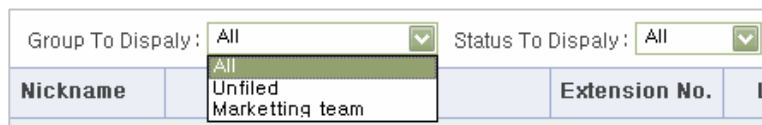
Group To Display: All Status To Display: All

- The account list has the 'Unfiled' group initially.



Nickname	Extension No.	L
All		
Unfiled		

- If groups are added, the added groups are displayed. The following figure shows the window that 'Marketing team' group is added:



Nickname	Extension No.	L
All		
Unfiled		
Marketing team		

- If you select a newly added group, only the users pertaining to the selected group are displayed.

Contacts List									
Group To Display: Marketing team			Status To Display: All		Condition: ID		Submit		
No.	Name	Nickname	ID (SIP URI)	Extension No.	Last Access Time	IP Address	-	-	-
Marketing team (3)									
1	dy.yoon	dy.yoon[Mark..	dukyeo.yoon@office_osm.com	3242	2007-03-05 13:17:39		Mod.	Del.	
2	wh.yoo	wh.yoo[Mkt/M..	woonghun.yoo@office_osm.com	1001	2007-02-02 15:52:42		Mod.	Del.	
3	test@office_..	test@office_..	test@office_osm.com	3456	2007-01-03 16:06:06		Mod.	Del.	

- After selecting a group, you can add a specific condition to display only the users you want.

Group To Display: Marketing team			Status To Display: All		Condition: ID				
Nickname	ID (SIP URI)	Extension	Last Access Time	IP Address	-	-	-	-	-
Marketing team (3)									
dy.yoon[Mark..	dukyeo.yoon@office_osm.com	3242	2007-03-05 13:17:39						
wh.yoo[Mkt/M..	woonghun.yoo@office_osm.com	1001	2007-02-02 15:52:42						
test@office_..	test@office_osm.com	3456	2007-01-03 16:06:06						

Adding Position

OfficeServ Messenger Server has only 'unassigned' position in initial mode, and newly add, modify and delete positions.

1. If you select **[Manage Position]** in the menu list, the registered positions are displayed on the Manage Position window.

Position	Weight	-	-
temporary	100	Mod.	
test	12	Mod.	Del.
test2	1	Mod.	Del.

Enter position name, code and weight to be added.

2. After entering position name, code and weight, click the **[Submit]** button to register the position.

Position **Manager** added successfully.

3. If a position is registered, the added position name is displayed on the position list window and Add/Modify User windows.

Modifying Positions

To modify position information select **[Mod.]** link in the Manage Position Window.

Enter the change information and click the **[Submit]** button to edit the group information.

Deleting Positions

You can delete positions by selecting the **[Manage Position]** menu and clicking the **[Del.]** link on the right of a position name.

Adding Groups

OfficeServ Messenger Server has only 'Unfiled' group in initial mode, and newly added users are specified in this group.

1. If you select **[Manage Group]** in the menu list, the registered groups are displayed on the Manage Group window.

Group Name	<input type="text"/>
Group Description	<input type="text"/>
Group Code	<input type="text"/>
Group Rank	<input type="text"/>
Upper Group	<input type="text"/> ▼

☒ Unfiled
☐ Marketing

Enter group name, description, code, rank, upper group to be added.

- Name: The name of group. (required)
 - Description: detailed information about the group. (optional)
 - Group Code : group code (optional)
 - Rank: The order to be displayed. This value is applied to groups which have the same upper group.
 - Upper group: parent group name.
2. After entering group names and descriptions, click the **[Submit]** button to register the groups.
 3. If a group is registered, the added group name is displayed on the user account and group list window.

Modifying Groups

If you select the **[Manage Group]** menu or the link, **[Mod.]**, that is placed in the right of a group name in the contact list. The window configuration is the same as that of the window to add groups.

Enter the change information and click the **[Submit]** button to edit the group information.

Office Group **Manage Group** updated successfully.

Deleting Groups

You can delete groups by selecting the **[Manage Group]** menu or clicking the **[Del.]** link on the right of a group name in the Contact list.

Office Group removed.

Only the groups with no user can be deleted. If a group with users is deleted, the following error message appears:

You can remove a Office Group only if it has no member.

Adding Users

Click the [Add User] menu in the menu list of the Web Admin screen to add users.

Fields marked with an asterisk (*) are required.

Name (*)	<input type="text"/>
Nickname (*)	<input type="text"/>
ID (SIP URI) (*)	<input type="text" value="@osm.com"/> <input type="button" value="Check Availability"/> You cannot change your ID later. You must use the specific domain name(@osm.com) for multi-login.
Password (*)	<input type="password"/>
Hint for reissuing the password (*)	<input type="text"/>
Answer the upper hint (*)	<input type="text"/>
SYSTEM ID (*)	<input type="text" value="1"/> <input type="button" value="Select System"/>
Extension Number(*)	<input type="text"/> <input type="button" value="Check Availability"/>
CID	<input type="text"/> <input type="button" value="Enter"/>
Mobile	<input type="text"/>
Job Description	<input type="text"/>
Image Path	<input type="text"/>
Position	<input type="text" value="temporary"/>
E-mail (*)	<input type="text"/>
Address	<input type="text"/>
Department	<input type="text" value="Untitled"/>

Descriptions for each item on the window are as follows:

- Name: User's actual name.
- Nickname: User's nick name, which is displayed on the Buddy tab of OfficeServ Communicator.
- ID (SIP URI): Login ID (Since ID is used for the identification of a user, ID cannot be changed later.) ID should have three or more digits of alphabetical/numerical characters including '.', '_', and '-'. For multi-login, specific domain name should be followed. (refer to chapter 1. Installing Messenger Server.)
- Password: Password for login
- Hint for reissuing the password: Question for password re-issuance
- Answer the upper hint: Answer for password re-issuance

- **SYSTEM ID:** Telephone system for use. Up to eight systems can configure the OfficeServ Messenger system. In addition, the individual system is configured as independent phone connection environment.
- **Extension Number :** The extension numbers in the system to be used are assigned. An extension number has three or more numerical digits.
- **CID :** Not used.
- **Mobile :** User's mobile phone number.
- **Job Description:** User's job description.
- **Image Path:** User's image file path (not used).
- **Position:** User's position. refer to Manage Position menu.
- **E-mail:** User's E-mail address
- **Address:** Postal address
- **Department:** Group that the user belongs to

Checking the Availability of User ID and Extension Number

After entering the user information, click the **[Check Availability]** button to check if the ID and the extension name are available.

1. If the entered ID is available, the window below is displayed. Click the **[Use]** button to return to the Add User window.



If the entered ID is not available, the window below is displayed:

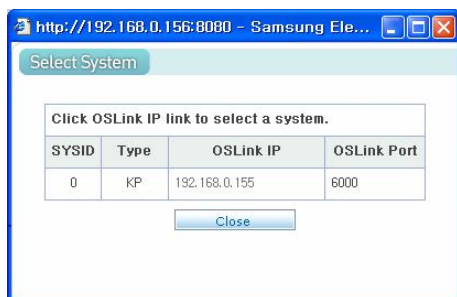


Enter another ID into the SIP URI input field and click the **[Check Availability]** button to check again if the ID is available.

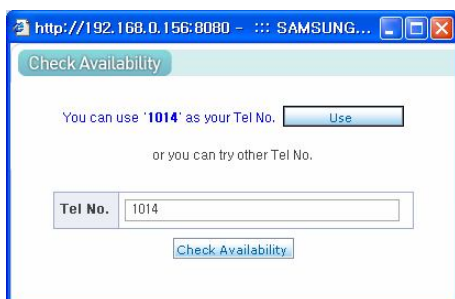
Click the **[Check Availability]** button in the Add User window and click the **[OK]** button. Then, the message below is displayed:



2. Click the **[Select System]** button to configure the telephone system that the user belongs to. Select the 'OSLink IP' link on the Select System window to apply the setup to the Add User window.



3. If the entered extension number is available, the window below is displayed.



The extension number is subject to the system setup. If you enter an extension number or click the **[Check Availability]** button before selecting the system, the 'Select System' message is displayed:

If the entered extension number is not available, the window below is displayed:

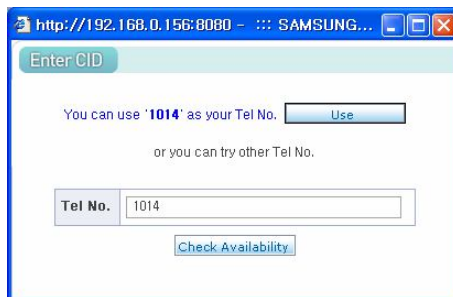


4. After entering all information and checking if the ID and the extension number are available, click the **[Submit]** button to add the user account. The added account is added to the 'Contact List' window.

If the added extension number duplicates with an extension number in another system, the message below is displayed when you click the **[OK]** button:



In this case, CID should be assigned additionally. The CID input is progressed by clicking the **[Registration]** button. Except for the input of an extension number, the procedure to enter CID is the same as that to check the availability of extension numbers.

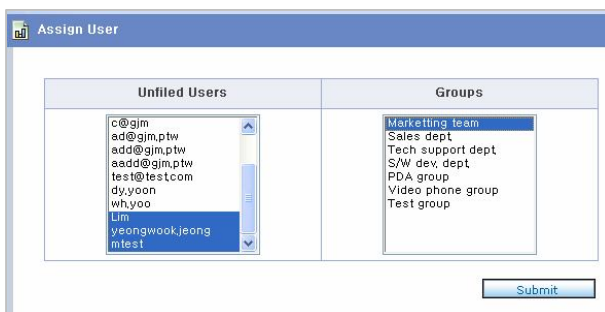


The extension numbers for users should be registered in the switch of each system in advance, and CID, also, should have the same value as the value registered in the switch. For the extension number setup, contact the administrator who is in charge of office telephones and switches.

Assigning User Groups

You can assign users in the unfiled group to group as follows:

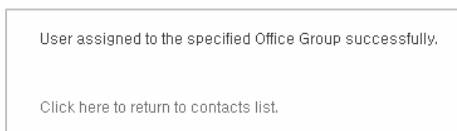
1. Select the **[Assign User]** menu in the menu list of the Web Admin screen to change the group of 'Unfiled' group user.



The user list of 'Unfiled' group is displayed on the left of the Assign User window. The added group list is displayed on the right of the window. One or more user can be selected simultaneously, but only one group can be selected at once.

In the figure above, the users whose group is not assigned are assigned as 'Support Team.'

2. Click the **[Submit]** button. The message indicating that the group is assigned appears.



You can display the Contacts List to check if the user group is changed.

Modifying User Information

You can modify the existing user information by clicking the **[Mod.]** in the right of a desired user name.

Fields marked with an asterisk (*) are required.

Name (*)	<input type="text" value="iap3016"/>
Nickname (*)	<input type="text" value="UC Lab PC2"/>
ID (SIP URI) (*)	<input type="text" value="iap3016@osm.com"/>
Password	Change Password
Hint for reissuing the password (*)	<input type="text" value="1234"/>
Answer the upper hint (*)	<input type="text" value="1234"/>
SYSTEM ID (*)	1 <input type="text" value="IAP / 165.213.66.34:21000"/> Select System
Extension Number	<input type="text" value="3016"/> Check Availability
CID	<input type="text"/> Enter
Mobile Extension Number	<input type="text"/> Check Availability
Mobile	<input type="text"/>
Office Phone Number	<input type="text"/>
Job Description	<input type="text"/>
Image Path	<input type="text"/>
Position	<input type="text"/>
E-mail (*)	<input type="text" value="13@sm.2d"/>
Address	<input type="text"/>
Department	111 <input type="text"/>

[Submit](#) [Back](#)

Since ID (SIP URI) is used for the identification of users, the ID cannot be changed. In addition, the login user cannot change system ID, extension number, hint for password re-issuance, and answer for password re-issuance.

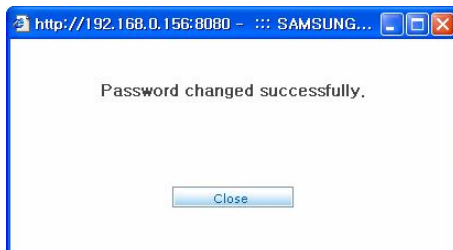
The Modify User window is different with the password change from the Add User window.

Click the **[Change Password]** button to change user password.

Enter new password twice on the Password Change window and click the **[Change Password]** button.

A screenshot of a web browser window titled "http://192.168.0.156:8080 - :: SAMSUNG...". The browser displays a "Please Enter New Password." form. The form contains two input fields: "New Password" and "Confirm", each with a corresponding label to its left. Below the input fields is a "Change Password" button.

The message indicating that the user password is successfully changed appears. Click the **[Close]** button to close the window.

A screenshot of a web browser window titled "http://192.168.0.156:8080 - :: SAMSUNG...". The browser displays a message "Password changed successfully." centered on the page. Below the message is a "Close" button.


If you do not want to change the password, do not click the **[Change Password]** button.

The change of other user information has the same procedure as the addition of user information.

Deleting Users

You can delete users by clicking the **[Del.]** link on the right of user information in Contacts List.



If you click the **[Del.]** link, a dialog box to confirm if you delete the corresponding user. If you select the **[OK]** button, the user is deleted. After that, the contacts List is displayed again and the user is not displayed.

10	wh.yoo	wh.yoo [Biz...]	 biz2004	 2004	2007-03-20 16:05:39		Mod.	Del.
----	--------	-----------------	---	--	---------------------	--	------	------

The **[Del.]** link appears only when the user is in off-line status.

Forced Logout of Users

You can log out the login user by force. The login user has the **[Kick]** link, other than the **[Del.]** link.

10	dy.yoon	dy.yoon [Mar...]	 biz2001	 2001	2007-03-20 11:26:29	192.168.0.155	View.	Kick.
----	---------	------------------	---	--	---------------------	---------------	-------	-------

If you click the **[Kick.]** link on the right of a login user, a dialog box to confirm if you force out the corresponding user appears. If you select the **[OK]** button, the user is forced out. After that, the contacts List is displayed again and the user status is changed in 'offline' mode.

CHAPTER 3. Display of Conference and Session Status

This chapter describes how to display the use status of OfficeServ Messenger.

Displaying Conference Status

OfficeServ Messenger allows the login users to have conferences via chatting or phone connections. You can display the current conference status by selecting the **[Conference Status]** menu in the menu list.



#	Room No.	Title	Description	Attendant(s)	Start Time
1	0	Chatting-kp2004	1:1 chat session	1	2007-03-20 16:05:38

The Conference Status window displays Room #, Subject, Detailed description, Attendant Numbers and Conference start time. If you select Room # or Subject, the detailed information on the corresponding room.

The detailed information of a conference room additionally contains attendants' names and media types or the current conference.

In the conference room below, 'yw.jeong' and 'cs.lee' are attending the conference using chatting/white board.

Room Status	
Room No.	0
Title	Chatting-kp2004
Description	1:1 chat session
Attendee	wh.yoo
Start Time	2007-03-20 16:05:38
Active Session Type	Chatting /

Displaying Session Statistics

The Session Statistics window displays the information on the number of conference attendants among the whole users, the number of voice call users, etc.

Click the **[Session Statistics]** menu in the menu list to display the **[Session Statistics]** window.

The current use status for each session type is displayed.

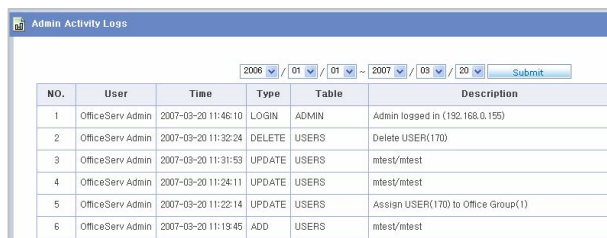
Session Statistics	
<div>Refresh</div>	
Session Type	Session Count
Active Users	1 (Total 66)
Voice	0
Chatting	1
Video	0
Whiteboard	0

CHAPTER 4. Display and Deletion of Activity Logs

This chapter describes the method that the administrator of OfficeServ Messenger Server displays the activity logs after accessing Messenger Admin.

Displaying Administrator Activity Logs

To display administrator activity logs, click the [Admin Activity Logs] menu in the menu list.



The screenshot shows a window titled "Admin Activity Logs". At the top, there is a date range selector: "2006 / 01 / 01 ~ 2007 / 03 / 20" with a "Submit" button. Below this is a table with the following data:

NO.	User	Time	Type	Table	Description
1	OfficeServ Admin	2007-09-20 11:46:10	LOGIN	ADMIN	Admin logged in (192.168.0.155)
2	OfficeServ Admin	2007-09-20 11:32:24	DELETE	USERS	Delete USER(170)
3	OfficeServ Admin	2007-09-20 11:31:53	UPDATE	USERS	mtest/mtest
4	OfficeServ Admin	2007-09-20 11:24:11	UPDATE	USERS	mtest/mtest
5	OfficeServ Admin	2007-09-20 11:22:14	UPDATE	USERS	Assign USER(170) to Office Group(1)
6	OfficeServ Admin	2007-09-20 11:19:45	ADD	USERS	mtest/mtest

The administrator activity logs can be displayed depending on the search period.



The form shows a date range selector: "2006 / 01 / 01 ~ 2007 / 03 / 20" with a "Submit" button.

Clearing Administrator Activity Logs

To delete the administrator activity logs, click the **[Clear Activity Logs]** menu in the menu list. The Clear Admin Activity Logs window appears.



Clear Activity Logs

2006 / 01 / 01 ~ 2007 / 03 / 20

Enter the period and click the **[Submit]** button, and the administrator activity logs for the period will be deleted.

Displaying Message Logs

To display message logs, click the **[Message Logs]** menu in the menu list. The Message Logs window displays the periods of all message logs and unread message logs, and the numbers of notices and memos for the period.



Message Logs

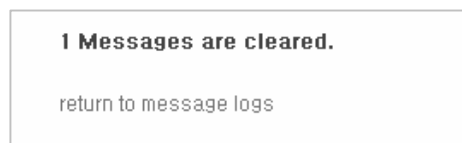
Brief Logs		
Unread Message	Period	2010-02-08 ~ 2010-03-03
	Notice	0
	Note	16
	Total	16

Type: Status:

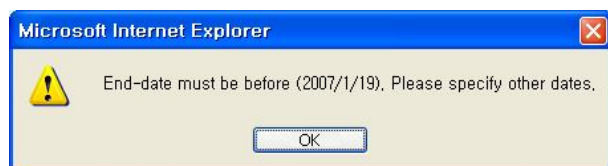
Period: [2005/01/01] ~ 2010 / 01 / 07

Clearing Message Logs

Select the type and the status of the message to be cleared and click the **[Clear]** button on the bottom of the window. Messages prior to the selected date are deleted.



To prevent the administrator from deleting messages accidentally, only the messages made prior to two months are deleted. If a date within two months is specified, the message box below appears.



Displaying Unread Message Logs

The administrator can display unread message logs among all message logs. Click the **[Unread Message]** menu to display the logs of unread messages and notices.

NO.	Time	From	To
1	2006-12-21 13:56:17	Lim	c@gim
2	2006-12-20 15:16:22	c@gim	wh.yoo
3	2006-12-14 20:26:37	wh.yoo	Lim

The Unread Message window displays the composed time of all unread messages, composers and recipients and provides the function to identify before deleting files old enough but unread.

Displaying and Deleting File Transfer Logs

File transfer logs are managed and stored in a server separately.
Click the **[File Transfer Logs]** menu in the menu list to display the file transfer logs stored in a server.

File Transfer Logs					
[2006/01/01] ~ 2007 / 08 / 19 <input type="button" value="Delete"/>					
NO.	Time	To	From	File Name	Size (KB)
1	2007-03-19 13:34:09	dy.yoon	wh.yoo	Ref.ppt	1,466.00
2	2007-03-19 13:34:09	dy.yoon	wh.yoo	OSM V1.5 Architecture_20070314.ppt	919.50
3	2007-03-19 13:34:09	dy.yoon	wh.yoo	OfficeServ Messenger(Eng)_Architecture_20070312.ppt	919.50
4	2007-03-19 13:33:15	dy.yoon	wh.yoo	Ref.ppt	1,466.00
5	2007-03-19 13:33:15	dy.yoon	wh.yoo	OSM V1.5 Architecture_20070314.ppt	919.50
6	2007-03-19 13:33:15	dy.yoon	wh.yoo	OfficeServ Messenger(Eng)_Architecture_20070312.ppt	919.50
7	2007-03-19 13:31:18	wh.yoo	dy.yoon	Ref.ppt	1,466.00
8	2007-03-19 13:31:18	wh.yoo	dy.yoon	OfficeServ Messenger(Eng)_Architecture_20070312.ppt	919.50
9	2007-03-19 13:31:18	wh.yoo	dy.yoon	OSM V1.5 Architecture_20070314.ppt	919.50
10	2007-01-08 16:32:50	yw.jeong	sh.lee	Skype-a-Manger.jpg	26.78
11	2007-01-08 16:32:50	yw.jeong	sh.lee	Skype-ahoy.jpg	28.43
12	2007-01-08 16:32:50	yw.jeong	sh.lee	skype-ald.jpg	19.16
13	2007-01-08 16:32:50	yw.jeong	sh.lee	skypeaholic.jpg	19.87
14	2007-01-08 16:32:32	sk.seol	sh.lee	Skype-a-Manger.jpg	26.78
15	2007-01-08 16:32:32	sk.seol	sh.lee	Skype-ahoy.jpg	28.43

[1] [2]

If you click the **[Delete]** button, the previously registered transfer logs on the basis of the selected date are deleted.

1 File logs are cleared.

[return to file transfer logs](#)

CHAPTER 5. Display and Setting of Server Status

This chapter describes how to display the server status and set the server.

Displaying the Server Status

To display the server status in use, click the **[Server Status]** menu in the menu list.



Server Status Type	Server Status Value
License Key	NMUJR80G-390M4JZ1-0NRKZWZWK-M6K8ZQK-BDOE6S3O-U97DBLMO
License Info	90000(PC:40000,PDA:10000,PHONE:40000) Users, 4 System(s)
Server Startup Time	2010-02-23 오후 3:00:42
Export IP Address	165.213.66.99
Elapsed Time	13 days 03 hours 53 mins 44 secs
SIP Messages	1586
Buddy Management Messages	706
Admin Management Messages	17
Logon Users	0 (PC:0, PDA:0, PHONE:0)
Active Conferences	0
DB	DB Connection Success.
Version	V1.6.3.7 [2010.2.2]

Service Install Service Uninstall Start Stop Refresh

The items displayed on the Server Status window are as follows:

- License Key: License key of the currently registered product
- License Info: Number of users that the registered license allows

- Server Startup Time: Start time of the OfficeServ Messenger Server
- Export IP Address: IP address for server service
- Elapsed Time: Running time of the server in use
- SIP Messages: Number of handled Session Initiation Protocol (SIP) messages.
- Buddy Management Messages: Number of contact and group information management messages
- Admin Management Messages: Number of exchange messages between Web administrator and the server
- Logon User: Number of users who logs in the server. The login user numbers are displayed by separating PC and PDA and phone clients.
- Active Conference: Number of conferences in progress
- DB: connection status to the SQL Server.
- Version : The version of the server engine.

Server Configuration

This section describes how to set the server operation environment.

If you click the **[Server Configuration]** in the menu list, the current operation environment of the server appears.

Server Configuration

(*) It is not effective until you restart server.

Type	Name	Value
Logging	Path	C:\Program Files\Samsung Electronics\Samsun <input type="button" value="Select"/>
	Level	DEBUG
	Keeping Days	2 days
	Auto Clear Hour	05
Network	IP Auto Check	<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE
	Server Manual IP	165.213.88.176
	Multicast TTL Value	5
Database	Authentication	Save: <input type="checkbox"/> Database Server: 165.213.88.176\Sqlexpress Account: sa Password:

The following items are displayed on the Server Configuration window:

Logging

- Path: A path to save log files. The log files contain messages related to

the server operation.

- Level: The information on the store of logs is specified.
 - System: Only the default messages provided by the server are displayed. The start and the end of the server are recoded.
 - Error: The errors (including system level) generated during the server operation are displayed. Database errors and SIP lead-in message parsing errors are included.
 - Warning: When the logical operation (including error levels) is interrupted, messages are displayed. Warning messages are created in case that the status change or the logout request of user without connection, conference invitation of users who do not log in, and no answers for notices by login users occur.
 - Information: Server operation information including warning level is briefly displayed. The summary for an incoming user request message and the information on open of conferences, withdrawal and media connection by users are displayed.
 - Debug: Server operation information including information level is displayed.
System operation status enough to be verified by developers is displayed in detail. Debug does not need to be specified in the actual operation environment.
- Keeping Days: The number of log storing dates is specified. You can select one of the following values:
 - No Deletion: Logs are not deleted.
 - 2-Day: Logs are stored for two days.
 - 7-Day: Logs are stored for seven days.
 - 30-Day: Logs are stored for 30-day.
 - 60-Day: Logs are stored for 60-day.
 - One year: Logs are stored for one year.
 - Manually: The administrator specifies manually.
- Auto Clear Hour: The deletion time for the logs that the storing dates are expired is specified. The time can be specified between 0~ 23 o'clock by the unit of one hour.

Network

- IP Auto Check: When a server system uses multiple IP addresses, auto-selection of the IP address for the server is specified.
- Server Manual IP: The IP address for server service is directly specified.
- Multicast TTL Value: In the transmission of image data between users, multicast TTL value is specified. The multicast TTL value means the

number of routers that image data transmitted pass through for data transfer. The TTL value is configured depending on in-house Network environment.

In default, video conference in the system uses multicast transfer method to minimize Network traffic. However, the default multicast data are received only over single subnet. As TTL value increases, data can be transmitted outside the network where data is created. Note that routers connecting Network may transfer multicast data or not. So, you can use unicast by changing Multicast TTL Value as -1 in the `mssps.conf` file.



Multicast TTL Value in the `mssps.conf` file is the `<network> - ttl` item. It cannot be set to -1 in the Web admin.

Database

- Authentication: the SQL Server is specified. If 'Save' is checked, database configuration will be changed when you click the 'Save' button.
- Database Server, Account, Password: database instance name, account and password is specified.



If the database configuration is incorrect, the Messenger Server will not be started.

The buttons to add/delete/start/stop/store/refresh the service are positioned on the bottom of the Server Configuration window.

- Service Install Button: Click the **[Service Install]** button to add OfficeServ Messenger Server as the system service. In default, OfficeServ Messenger is registered as the system service.
- Service Uninstall Button: Click the **[Service Uninstall]** button to delete OfficeServ Messenger Server for the system service.
- Start Button: click the **[Start]** button to start the OfficeServ Messenger Server service. In default, the service starts when OfficeServ Messenger is registered.
- Stop Button: Click the **[Stop]** button to stop the OfficeServ Messenger Server service.
- Click the **[Save]** button to store the changes. If (*) is marked on the left

side of the changes, the changes are reflected after the server is restarted.

- Click the **[Refresh]** button to refresh the current configuration.



To Add, delete, start and stop the service function requires administrative privileges. Refer to Appendix A. "Cannot access OfficeServ Messenger Web admin" – No 4.

System Settings

This section describes how to set the phone system in server operation environment.

If you click the **[System Settings]** menu in the menu list, the current system settings of the server appears.

SYSID	Type	OSLink IP	OSLink Port	Switch IP	Out #	Access Code (1-6 characters)								-
						S1	S2	S3	S4	S5	S6	S7	S8	
0	KP	165.213.66.86	6000		9									Mod. Del.
1	KP	165.213.66.86	6000	165.213.66.66	9									Mod. Del.
2														Add.
3														Add.
4														Add.
5														Add.
6														Add.
7														Add.

When OfficeServ Messenger Server is installed, only one system (system ID (0)) exists. OSLink IP and port number of System 0 are specified in the installation process. In installation, other default values are set as 'Korea (82), Seoul (2),' same area and long distance call connection code (9). After the installation of the server, the change of the system settings is required. The system (system ID(1)) is used for OSLink version 3 and The switch IP is specified.

While the server is operating, the modification/deletion/addition of the system settings are not allowed. The system settings should be modified only after the server is stopped.

If the setting is registered, the **[Mod.]** and the **[Del.]** links appear on the right side. If not, the **[Add.]** appears.

The System Settings window is as follows:

SYSID	Type	OSLink IP	OSLink Port	Switch IP	Out #	Access Code (1-6 characters)								-
						S1	S2	S3	S4	S5	S6	S7	S8	
0	KP	165.213.66.171	6000		9									View.
1	KP	165.213.66.86	6000	165.213.66.66	9									View.

If you click the **[Mod.]** link on the right of the system information in server stop mode, a window to modify the system information appears.

Modify System

Fields marked with an asterisk (*) are required.

SYSTEM ID		0
OSLink Type (*)		<input checked="" type="radio"/> KP <input type="radio"/> IAP
OSLink IP (*)		165.213.66.86 <input type="checkbox"/> V3 Switch IP <input type="text"/>
OSLink Port (*)		6000
Dialing Position	Country/Region (*)	Korea
	Area Code (*)	2
Dialing Rule	Access Code for Local Calls (*)	9 <input type="checkbox"/> Use Area Code for Local Calls
	other area code for local calls	<input type="text"/> Use comma to separate area codes.
	Access Code for Long-Distance Calls (*)	9
	Carrier Code for Long-Distance Calls	<input type="text"/>
	Carrier Code for International Calls	<input type="text"/>
Access Code	System 1	<input type="text"/>
	System 2	<input type="text"/>
	System 3	<input type="text"/>
	System 4	<input type="text"/>
	System 5	<input type="text"/>
	System 6	<input type="text"/>
	System 7	<input type="text"/>
	System 8	<input type="text"/>

SaveBack

Descriptions for each item on the window are as follows:

- **SYSTEM ID:** System identifier. Up to 8-system (from 0 to 7) can be registered.
- **OSLink Type:** The OfficeServ Link is the relay server connected for controlling phones and receiving the information related to the phones. The kind of a telephone switch connecting OSLink is specified. One of KP and IAP is selected.
- **OSLink IP:** IP address of the OSLink server is registered. For OSLink version 3, 'V3' checkbox is selected and the switch IP address is entered.
- **OSLink Port:** The port number of the OSLink server is registered. For KP type OSLink, the port number to connect a user is entered. For IAP type OSLink, the port number of 'UNI SUPER PORT' is entered.
- **Dialing Position:** The country code and the area code for the current

position of the system are entered. Select one of countries listed in the combo box in the Country/Area field, and enter the area code except the prefix '0' in the Area Code field.

- **Dialing Rules:** The rules to call from the system to outside are specified. For local calls, long distance calls, and internal calls, numbers to be added as the prefix of each phone number are specified, respectively.
- **Access Code:** eight connection codes are used for the setting that is required to make calls from the present system to another system when several systems exist. When dialed to the target system, a number to be added in the front of the extension number is registered.

After all values are entered, click the **[Save]** button on the bottom of the System Setting window to store and display the settings.

Modify System

Updated Successfully.

Fields marked with an asterisk (*) are required.

SYSTEM ID	0
OSLink Type (*)	<input checked="" type="radio"/> XP <input type="radio"/> C <input type="radio"/> IAP
OSLink IP (*)	165.213.66.96
OSLink Port (*)	6000
	<input type="checkbox"/> V3 Switch IP

If you want to add a system, click the **[Add.]** button on the right of un-registered line on the System Setting and move to the Add System window.

The setting to add systems is equal to that to modify systems. After all settings are entered, click the **[Save]** button to display the added settings like the modification of the system.

Modify System

Added Successfully.

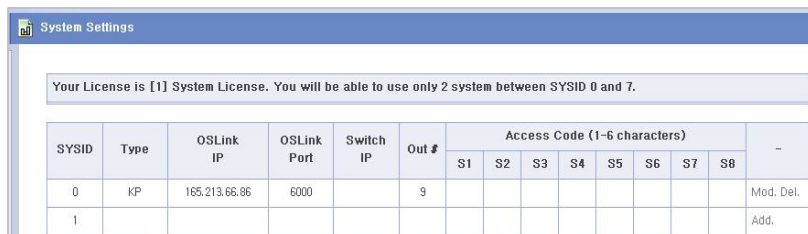
Fields marked with an asterisk (*) are required.

SYSTEM ID	1
OSLink Type (*)	<input checked="" type="radio"/> XP <input type="radio"/> C <input type="radio"/> IAP
OSLink IP (*)	165.213.66.96
OSLink Port (*)	6000
	<input checked="" type="checkbox"/> V3 Switch IP 165.213.66.66

To delete a system, click the **[Del.]** link on the right of the corresponding system of the System List window.



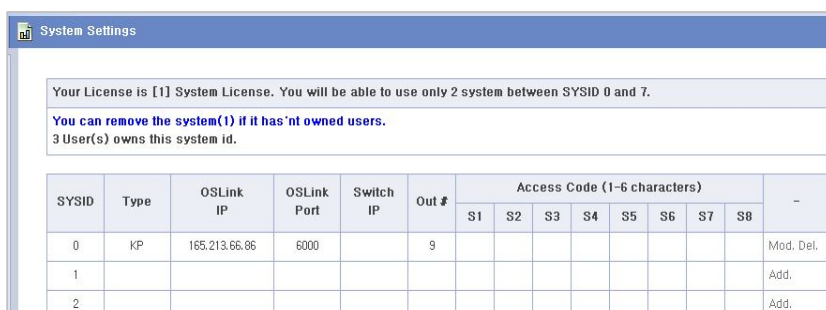
The message window to confirm if you really delete the system appears. If you click the [OK] button, the system is deleted.



The screenshot shows the 'System Settings' window. At the top, a message states: 'Your License is [1] System License. You will be able to use only 2 system between SYSID 0 and 7.' Below this is a table with columns: SYSID, Type, OSLink IP, OSLink Port, Switch IP, Out #, Access Code (1-6 characters) (S1-S8), and an action column. The table contains two rows: SYSID 0 (Type: KP, OSLink IP: 165.213.66.86, OSLink Port: 6000, Out #: 9) and SYSID 1 (Type: empty, OSLink IP: empty, OSLink Port: empty, Out #: empty). The action column for SYSID 0 shows 'Mod. Del.' and for SYSID 1 it shows 'Add.'.

SYSID	Type	OSLink IP	OSLink Port	Switch IP	Out #	Access Code (1-6 characters)								-	
						S1	S2	S3	S4	S5	S6	S7	S8		
0	KP	165.213.66.86	6000		9										Mod. Del.
1															Add.

If any user exists in the system, the reason not to delete the system is displayed on the top of the window and the deletion is cancelled.



The screenshot shows the 'System Settings' window with a warning message: 'You can remove the system(1) if it has'nt owned users. 3 User(s) owns this system id.' Below the message is the same table as in the previous screenshot, but now it includes a third row for SYSID 2 (Type: empty, OSLink IP: empty, OSLink Port: empty, Out #: empty) with an 'Add.' action.

SYSID	Type	OSLink IP	OSLink Port	Switch IP	Out #	Access Code (1-6 characters)								-	
						S1	S2	S3	S4	S5	S6	S7	S8		
0	KP	165.213.66.86	6000		9										Mod. Del.
1															Add.
2															Add.



You can add/modify OSLink system configuration up to the system count of the license.

Upgrade License

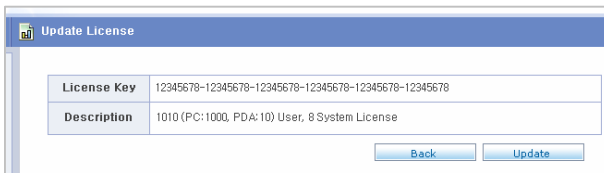
This section describes how to update the license key of OfficeServ Messenger.

If you click the **[Update License]** menu of the menu list on the Web Admin Screen, a window to enter the key appears. It is not allowed to change license, when the server is running.



The screenshot shows a window titled "Update License". Inside, there is a label "License Key" followed by a text input field. Below the input field is a button labeled "Verify".

Enter a license key and click the **[Verify]** button. The effective test result of the entered key is displayed. (If the server is operating, this button is disabled.)




The screenshot shows the "Update License" window after verification. It displays a table with two rows: "License Key" and "Description". The "License Key" value is "12345678-12345678-12345678-12345678-12345678-12345678". The "Description" value is "1010 (PC:100Q, PDA:10) User, 8 System License". Below the table are two buttons: "Back" and "Update".

License Key	12345678-12345678-12345678-12345678-12345678-12345678
Description	1010 (PC:100Q, PDA:10) User, 8 System License

Check the displayed result and click the **[Update]** button to complete the update.

Click the **[Back]** button to return to the previous window and enter the license key again.



The screenshot shows the "Update License" window with an error message. The "License Key" field contains "LWARMGIE-DNWNFCR-DUSEOEXE-EWHHOYZA-PMLLROEG-GGYGENOG". The "Description" field contains the error message: "Invalid Key: MAC Address mismatch (PC: 0013D4548FE8 vs. License Key: 00112FE07ACB)". Below the table is a "Back" button.

License Key	LWARMGIE-DNWNFCR-DUSEOEXE-EWHHOYZA-PMLLROEG-GGYGENOG
Description	Invalid Key: MAC Address mismatch (PC: 0013D4548FE8 vs. License Key: 00112FE07ACB)

If the entered license key is incorrect, the following message appears.

If the MAC Address of the server in operation or the installed version information is not equal to the registered license key value, the above window appears.

Sending Notices

This section describes how to send notices to all users.



If you click the **[Send]** menu in the menu list of the Web Admin screen, the Send Notice window appears.

After composing a message to notify to users, click the **[Send]** button to send the notice to all users.

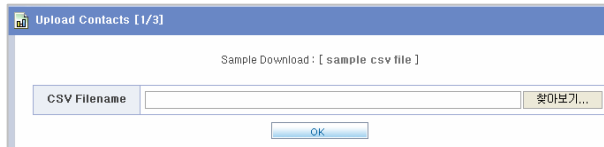


If the server is not operating, the Send Notice function is not available.



Uploading Contacts

This section describes how to upload contacts in a batch.



If you click the **[Upload Contacts]** menu in the menu list of the Web Admin screen, the start window appears.

Enter a CSV file containing contacts and click the **[OK]** button.
The contact information added in the file is verified and the window moves to the next window displaying the contacts that can be registered.

Contacts (OK/Error/Total) 55 / 4 / 59

Save to SYSTEM ID 0.192.168.0.195-6000 (KIP)

Save to Group Untitled

[Save]

Error Contacts (475)
(E1: Empty ID / E2: Invalid ID / E3: Duplicated ID / E4: Short Password / E5: Empty Realname / E6: Empty Display Name / E7: Empty Telephone No. / E8: Invalid E-mail)

ID (SIP URI)	Passwd	Real Name	Display Name	Tel.No. (PC)	Tel.No. (PDA)	E-mail	HINT	ANSWER	E
admin	00wYFmJK-VIITFB	OfficeServ Admin	Administr ator				admin	S	E3
xcap	KWAQVOKY-COGSTYDC	xcap	xcap				1234	S	E3
dukseo.yeon@office_oss.com	KWAQVOKY-COGSTYDC	dx.yeon	dx.yeon [Manager/Manager]	3241	3241	dukseo.yeon@office_oss.com	1234	S	E3
yeonswook.jeong@office_oss.com	KWAQVOKY-COGSTYDC	yeonswook.jeong@office_oss.com	yeonswook.jeong@office_oss.com	3219		yeonswook.jeong@office_oss.com	1234	S	E3

The contacts that cannot be registered are displayed on the bottom of the window, and the number of the contacts that can be registered are displayed on top of the window.

If you specify a system ID and a group for the contacts to be registered and click the **[Save]** button to register the contacts a batch.

As a result of the registration, the numbers of all contacts, the registered contacts and the failed contacts in the CSV file are displayed.

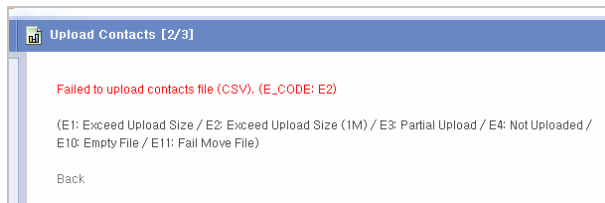
Upload Contacts [3/3]	
Success Contacts (Total)	50 (59)
Empty ID	0
Invalid ID	0
Duplicated ID	4
Short Password	0
Empty Real Name	0
Empty Display Name	0
Empty Telephone No.	0
Invalid E-mail	0
Duplicated Ext. No. (PC)	0
Duplicated Ext. No. (PDA)	5
Database Insert Failed	0
Back	

The CSV file format to upload contacts is as follows:



In the Upload Contacts window, only the files with extension names of csv and txt are allowed. In addition, a file size should be less than 1 Mbyte. If the file extension name and the file size are not invalid, the following error message appears:

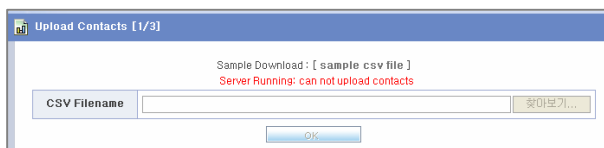




In the csv file, one contact information is recorded in a line and each item of the contact information are separated by ‘,’. The first line of the csv file are always ignored in the registration of contacts. The contact items are as follows:

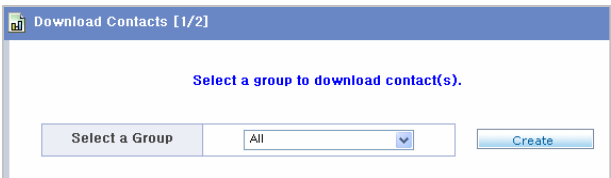
- ID (SIP URI): User ID within 50 letters
- Password: Encrypted password within 16 letters
- Name: User name within 50 letters
- Nickname: User nickname within 50 letters
- E-mail: E-mail address within 255 letters
- Extension Number : Extension number within 8 letters
- CID: Extension number CID for PC within 8 letters
- Department: User’s organization within 50 letters
- Position: User’s position within 50 letters
- Address: User’s postal address within 255 letters
- Hint for reissuing the password : 50 letters
- Answer the upper hint: 50 letters

While the server is operating, the Upload Contacts function for batch registration is not available.

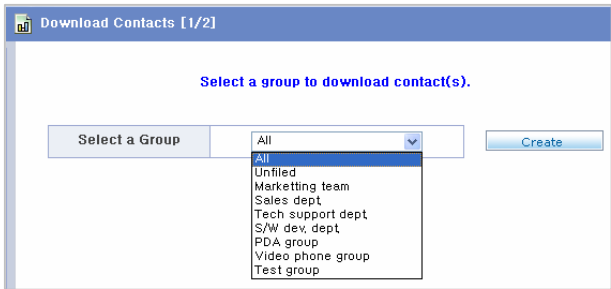


Downloading Contacts

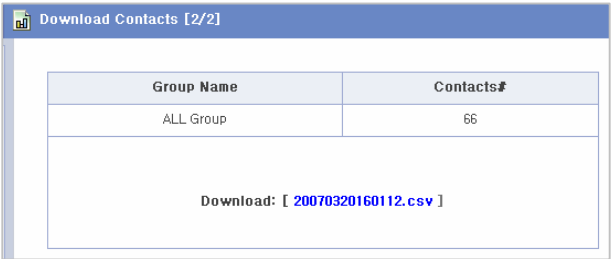
This section describes how to download contacts. The user contacts registered in the server are downloaded as all groups or individual group.



Select all groups or a desired group of registered groups and click the [Create] button.

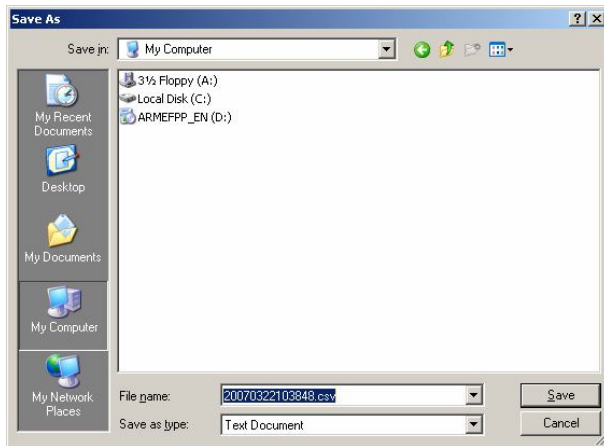


A CSV file containing the contacts of the selected group are created on the basis of the creation time.



The selected group name and the contact numbers pertaining to the group are displayed and the csv file containing the downloaded contacts is linked. The figure shows an example that all groups (All) is selected.

Select the stored and linked csv file and save a desired folder.



Since the csv file format for the contact download has the same file format as that for contact upload, the csv file can be used for contact upload.

APPENDIX A. Help and Troubleshooting

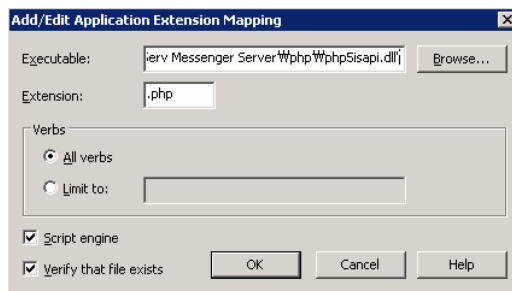
Network port for OfficeServ Messenger

Service Name	port	Remark
OfficeServ Messenger Server	5070	Main Service
OfficeServ Simple Gateway	15060	Gateway Server
OfficeServ XCAP Server	25060, 18080	XCAP Server

Cannot access OfficeServ Messenger Web admin

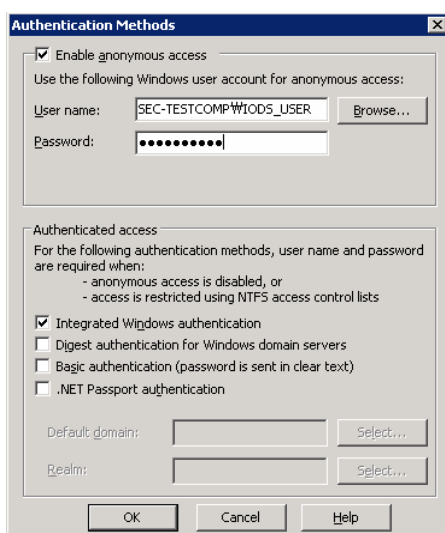
OfficeServ Messenger Server use php and asp for server script language. If you can't access OfficeServ Messenger Web Admin, refer to the following. Generally, the error numbers are 500(Internal), 403, 401.x.

1. Start the IIS MMC (the Control Panel → Administrative Tools → Internet Services Manager).
2. Select 'Default Web site', click the right button of the mouse and select Properties.
3. Under 'Home Directory', 'Virtual Directory', or 'Directory', do the following.
 - the Execute Permissions: scripts only
 - Click on the 'Configuration' button, and choose the Application Mappings tab. Check Executable, Extension, Verbs, Script engine, Verify that file exists as following figure. If you don't find ".php", add .php information.
 - i. Executable: <installation folder>\php\php5isapi.dll
 - ii. Extensions: .php
 - iii. Verbs: All verbs
 - iv. Script engine, Verify that file exists : check

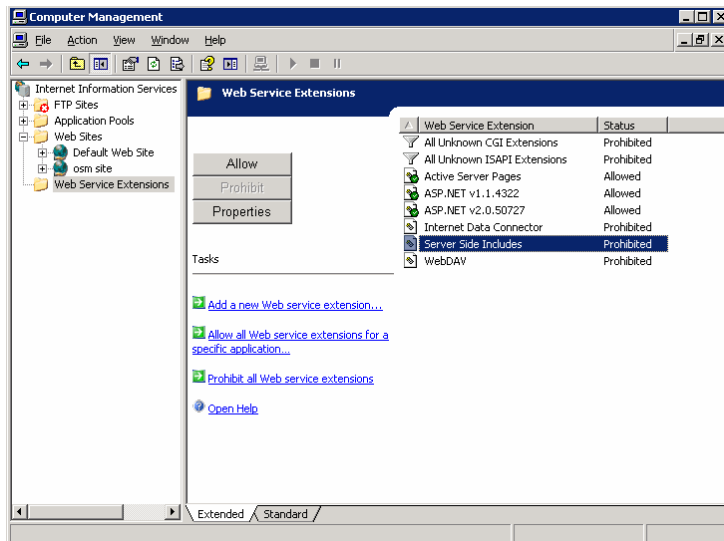


- If you meet 500 Internal Server error, try Executable value as 8.3 naming rule as follows. C:\Progra~1\Samsun~1\Samsun~2\php\php5isapi.dll. (To find 8.3 naming value, refer to the extension_dir value in the c:\windows\php.ini file.)

4. Under 'Directory Security', click Edit... button in the Authentication and access control. Do the following.
 - check Enable anonymous access, and click Browse...
 - Click Advanced..., click Find Now.
 - Select administrative user for using php, (e.g administrator), and click OK button (* administrator: if you don't administrative user, you can't some menu in the Web Admin – Server configuration, Update license, upload contacts, download contacts.)
 - IIS 5.x : check 'Allow IIS to control password'.



5. In case of IIS 6 (windows 2003), do the following.
 - IIS Manager – Web Service Extension: If you can't find php, add php as follows.
 - Web Service Extension in the IIS Manager main window, click right button of the mouse and choose 'Add a new Web service extension'
 - Extension name: PHP5 ISAPI, click 'Add' button. Click 'Browse' and select the 'php5isapi.dll' in the OfficeServ Messenger Server installation folder. (e.g C:\Program Files\Samsung Electronics\Samsung OfficeServ Messenger server\php\php5isapi.dll) Then click OK.
 - Check 'Set extension status to Allowed, and click OK.



6. Restart IIS as follows in the command prompt.
 - Stop: NET STOP iisadmin [ENTER]
 - Start: NET START W3SVC [ENTER]

Start OfficeServ Messenger Server service manually

OfficeServ Messenger Server is registered as windows service. You can start and stop OfficeServ Messenger Server service manually.

※ Stop All OfficeServ Messenger Server services.

1. Start windows service. (Control Panel → Administrative Tools → Services)
2. stop 'XCAP Server for Samsung UC'.
(if you cannot stop it, make 'xcap_uc.exe' process end in the task manager)
3. stop 'OfficeServ Messenger Gateway for OSM V1.6'.
4. stop 'OfficeServ Messenger Server for UC'.

※ Start All OfficeServ Messenger Server service.

1. Start windows service. (Control Panel → Administrative Tools → Services)
2. start 'OfficeServ Messenger Server for UC'.
3. start 'OfficeServ Messenger Gateway for OSM V1.6'.
4. start 'XCAP Server for Samsung UC'.

OfficeServ Messenger Administrator Guide

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