



version 7

Administrator Guide

ePigeon Instant Messaging

Administrator guide

by Tech-Noel Inc.

This manual has been created for ePigeon Instant Messaging administrators.. It contains technical information about the software.

ePigeon Instant Messaging

© 2010 Tech-Noel Inc.

All rights reserved. No parts of this work may be reproduced in any form or by any means - graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems - without the written permission of the publisher.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Printed: 2010-03-22

Table of Contents

Part I Welcome to ePigeon Instant Messaging	2
1 Text Conventions	2
Part II What's new in Version 7?	5
1 New network configuration	5
2 New ePigeon Server configuration application	5
3 Fully compatible with Terminal Server sessions	6
4 Improved licenses reporting	6
5 Import/Export data	6
6 What's this ?	7
Part III Introduction	11
1 Presentation	11
2 The ePigeon Server	12
ePigeon Service	12
Part IV Installation	14
1 ePigeon Server installation	14
ePigeon Server configuration	14
Adding an administrator.....	15
Configure the server	18
2 Installing ePigeon Clients	19
Installation switches	21
Installation parameters	21
Using configuration file	23
Installing the client on terminal servers	24
3 First client launch	25
4 Automatic client updates	25
5 Restarting every connected clients	26
6 Installing other components	27
Windows components installation	27
UNIX Generator installation	28
Part V Updating and upgrading the system	30
1 Upgrading from version 4 or prior	30
2 Upgrading from version 5 or 6	31
Importing the data from previous version	31
Part VI System configuration	34

- 1 Message levels 35**
 - General section 36
 - Visual effects 37
 - Sound effects 37
 - Add a new level 38
 - Modify a level 39
 - Delete a level 40
 - Levels bundled with the system 40
 - MESSAGE level..... 41
 - WARNING level..... 42
 - ALERT level..... 42
 - ALARM level..... 43
- 2 Server registration 44**
- 3 Policies 45**
 - Policies description 47
- 4 Roles 49**

Part VII ePigeon Client 51

- 1 Scrolling banner 51**
 - Contextual menu 51
 - Expanded banner 52
- 2 Main menu 52**
 - Custom message 53
 - Instant message 57
 - Certified message 58
 - Administration 60
 - Options 60
 - Show replies 61
 - Connect 61
 - Configuration 62
 - About... 62
 - Help 63
 - Log 63
 - Exit 63
- 3 Messages 64**
 - Message properties 64
 - Reply to a message 67
 - Use of variables 68
 - Selection of recipients 69
 - Attaching a document 70
- 4 Options 71**
 - Scrolling banner 71
 - Character font..... 72
 - Starting position..... 72
 - Scrolling speed..... 72
 - Width 72
 - Miscellaneous 73
- 5 Administration 73**
 - Interface elements 73
 - Working with lists 74

Moving and re-sizing columns	75
Information grouping	75
Customizing the interface	76
Additional lists	78
Messages section	79
Outbox	79
Inbox	80
Deleted messages	80
All messages	81
Templates section	82
Shared templates	82
Personal templates	83
Packages section	84
Received	84
All packages	85
Miscellaneous section	86
Domain groups	86
ePigeon groups	86
Personal groups	87
Users	88
Machines	89
Administrators	90

Part VIII ePigeon Extra Components 92

1 ePigeon NT Generator	92
NT Generator Syntax	93
NT Generator Commands	93
NT Generator Parameters	93
NT Generator Examples	94
2 ActiveX components	95
ActiveX Properties	95
ActiveX Methods	96
ActiveX Events	97
ActiveX Example	98
3 Pigeon Generator for UNIX	99
4 Pigeon Generator for Windows	100

Part IX Technical information 103

1 Validating the connections	103
2 Remote maintenance	103
3 Enabling/disabling users and/or machines	103
4 Purging machines or users	103
5 Client configuration file	104
6 Server configuration file	105
7 Other configuration files	105
8 Communications	106
9 Transmission speed	106
10 Scheduled or repeated messages	106

11 Client directories	106
12 Databases	107
13 Troubleshooting	107
Index	0



Welcome to ePigeon Instant Messaging

1 Welcome to ePigeon Instant Messaging

A whole new dimension in Instant Messaging for your private network

ePigeon Instant Messaging is a piece of Client/Server software especially created for your private network.

ePigeon Instant Messaging offers practically all the options available in previous versions and more. Virtually all user requests have been incorporated into the software, and all existing program functions have been improved without sacrificing its intuitive ease-of-use.

An improved software:

Version 5 represented a major increase in the capacities of the program. It combined elements of a modern instantaneous messaging system and elements of files distribution software.

Version 6 pushed even more the stability of the system and added even more simplicity. Its contextual assistance was improved and the server was able to accept a virtually unlimited number clients.

With version 7, we completely re-wrote the server portion to get rid of the Microsoft .NET Framework which was required under previous versions.

The communication protocol have also been modified. Only one TCP port is now required by the whole system but we continue to support the old remote generators used by some customers since the first versions.

We also improved the contextual help by implementing the "What's this ?" contextual menu item. Simply right-click over any control to get help about it.

And as usual, we implemented most of our customer's requests.

We are convinced that this is one of the best instant messaging products available on the market for private networks. It is simply a pleasure to use. We are confident that you will agree when you start using it.



NB: Up to version 4, *ePigeon Instant Messaging* was called *Pigeon Communication System*.

1.1 Text Conventions

The following text conventions are used throughout this manual:

- File names, directories and UNC paths are written in `black Courier New standard font`.
- Command line entries are written in `blue Courier New bold font`.
- User interface field names, menu items and Window names are written in `white arial bold font over dark background`.
- Cross-references to topics within this manual are written in ***black Arial bold-italic font***.
- Important notes are written in `black Arial normal font over a light beige background with a red pin symbol in front of the text`.



What's new in Version 7?

2 What's new in Version 7?

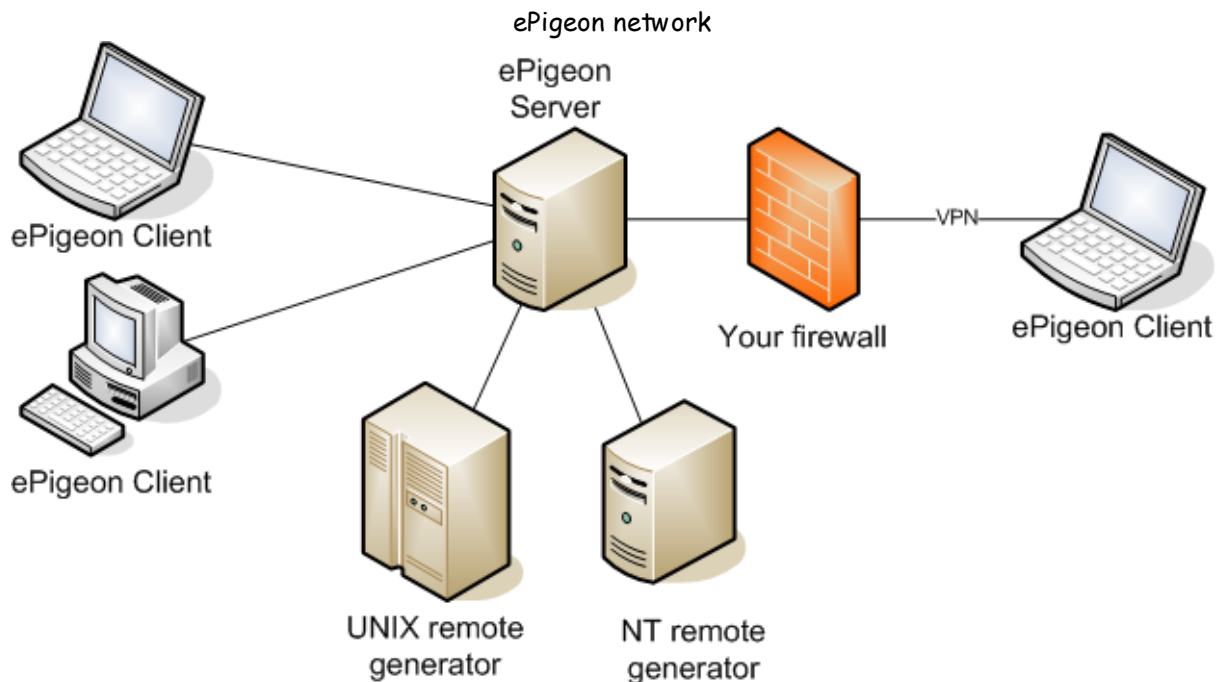


Once again, we listened to our customers and the majority of their requests was included in this new version. Result, a more stable system, a better contextual help and a greater ease of use.

This section gives you a brief introduction to some of the improvements brought to ePigeon Instant Messaging.

2.1 New network configuration

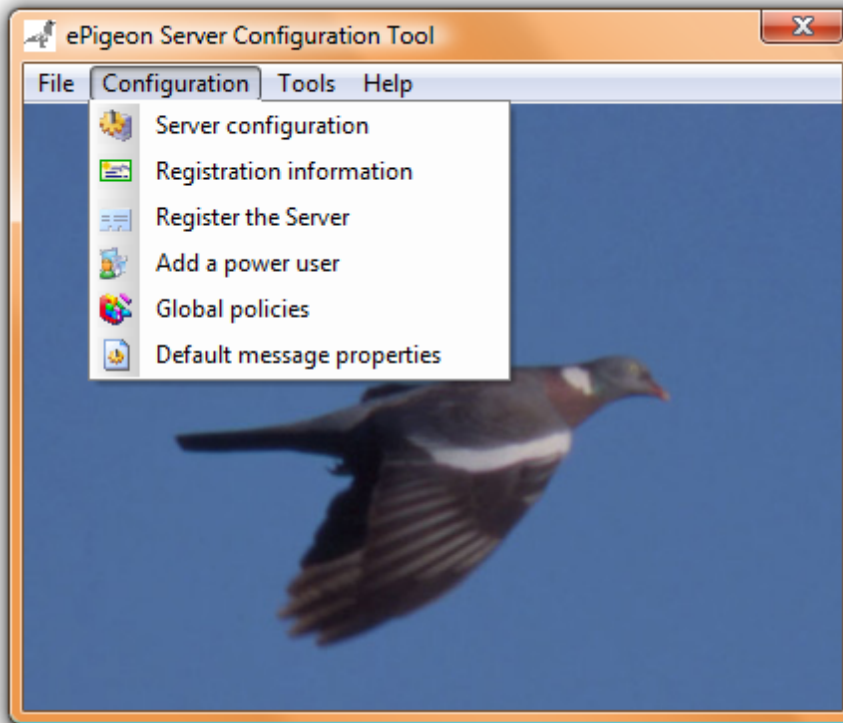
With version 7, only 1 TCP/IP port is required, thus simplifying the structure of the ePigeon network. We have completely rebuilt the ePigeon Server in a way that Microsoft .NET Framework is not required anymore.



It can be used from a VPN connection and is still compatible with Pigeon Windows Generator 3.2 and Pigeon UNIX Generator 2.1.

2.2 New ePigeon Server configuration application

The new ePigeon Server Configuration Tool connects directly to the ePigeon Server.



It also brings to the administrator most of the configuration functionalities that are available from the ePigeon Client.

2.3 Fully compatible with Terminal Server sessions

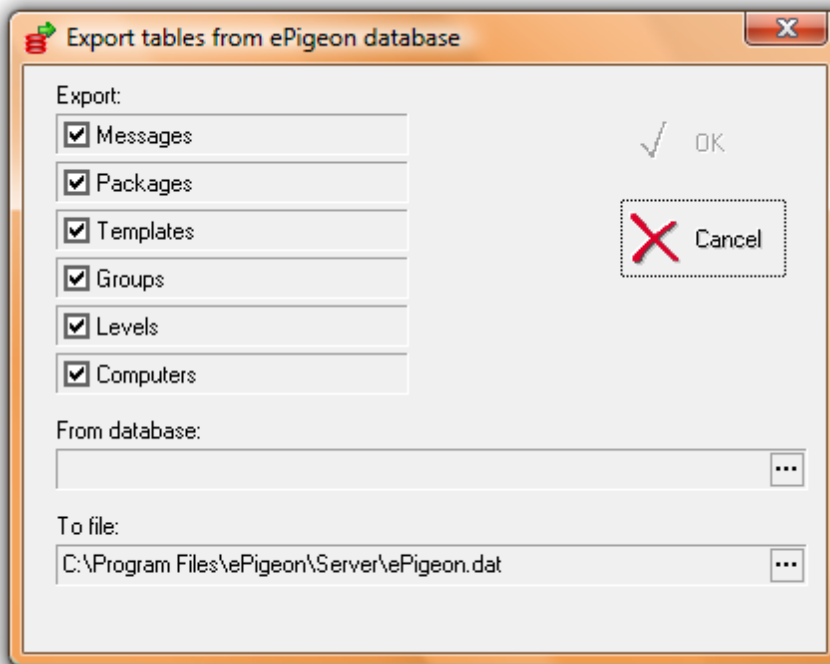
ePigeon Instant Messaging is fully compatible with Terminal Server sessions. Multiple instances of the ePigeon Client may be running simultaneously. We also supply some more installation parameters to automatically configure your ePigeon Client to run under the Terminal Server sessions.

2.4 Improved licenses reporting

The **Machines** and **Users** administration interfaces now report how many connections are used by each one and gives you the total of licenses used. You can also get a report of the licenses used from the **Registration Information** window which gives you the maximum number of connections permitted by your registration key as well as the number of licenses used.

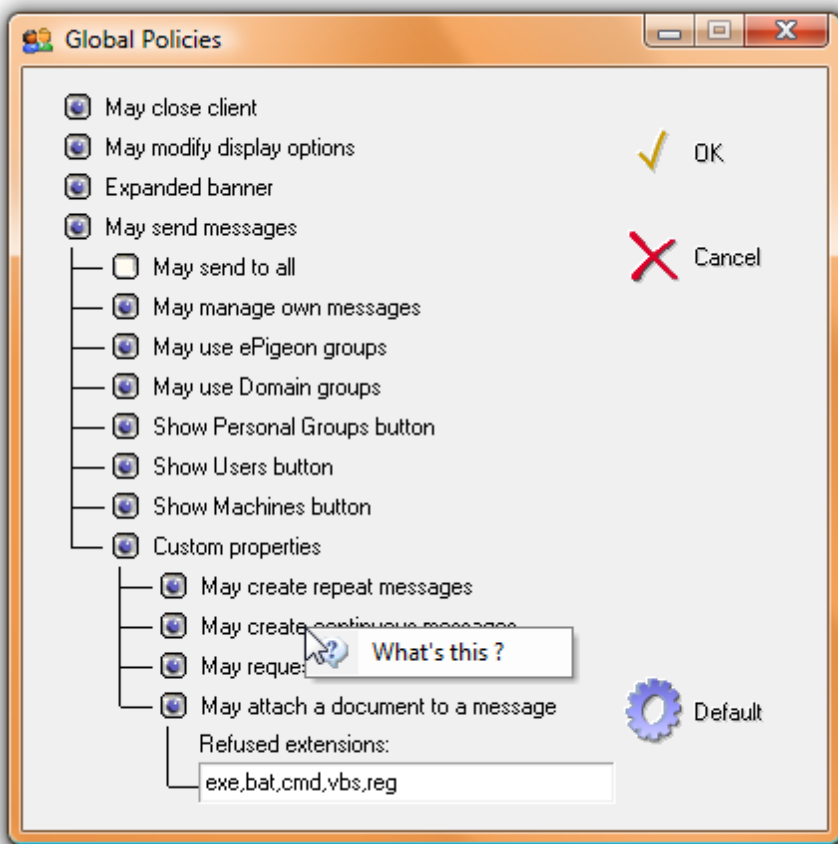
2.5 Import/Export data

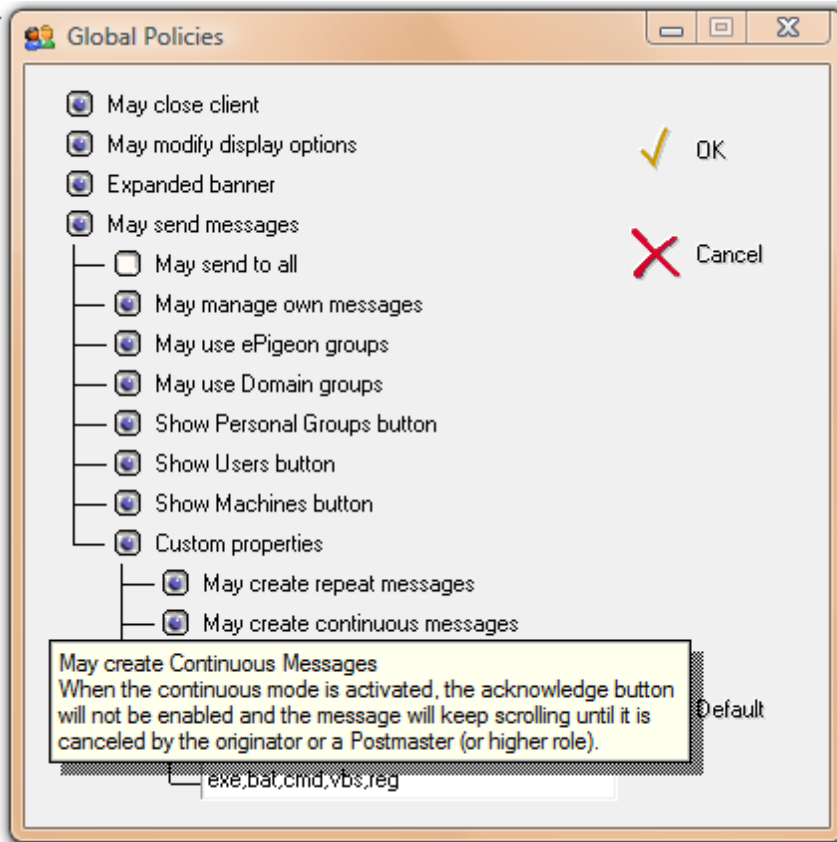
You can now export the content of a database and import it into another database.



2.6 What's this ?

You can get a description of any control by right-clicking the control and selecting the [What's this ?](#) menu item.







Introduction

3 Introduction



Welcome to the ePigeon Instant Messaging® guide – designed to lead you through the latest version of this electronic instant messaging software, brought to you by Tech-Noel Inc.

ePigeon Instant Messaging radically improves communications within your organization by:

- Sending instant messages, posted in a unobtrusive scrolling banner designed so as not to disrupt your work;
- Enabling you to send various message levels (message, warning, alert, alarm or any other level you may wish to define) with a visual notification (background color) and an audio notification (optional);
- Enabling you to send messages to recipients using User ID(s), Machine Name(s), ePigeon Group name(s), Domain group name(s), to a personal group, an IP address or a range of IP addresses, to any combination of these, or to everyone on your network;
- Providing date/time scheduling options;
- Auto-repeating messages;
- The option of attaching a document to your message;
- Sending electronic packages including installation programs and software updates (function reserved for a defined group of users);
- The ability to reply to messages;
- The option of being notified once a user has read your message;
- The use of pre-configured message templates (shared or personal) in order to speed up or standardize the creation of messages;
- And much more!

ePigeon Instant Messaging provides all the tools and technologies that you need to communicate effectively and quickly with everyone on your computer network. Information travels using the TCP/IP communication protocol. This means that every workstation that can be connected to your Intranet or Internet network can connect to the ePigeon Server and receive or generate messages.

With the help of this guide, you will discover just how easy it is to create, post and manage your messages with ePigeon Instant Messaging.

3.1 Presentation

ePigeon Instant Messaging for Windows™ is a client/server solution developed by Tech-Noel Inc. to enable the transmission of messages to users connected to your company's internal computer network. Messages are received instantaneously on users' workstations without interrupting their work. Messages are displayed in a scrolling banner which uses approximately half the width of a monitor screen. The height of this banner depends on the font size being used.

Messages can be created using either an ePigeon Client or an ePigeon Generator. An ePigeon Generator is a command line utility available for Windows and Unix systems. The modification, cancellation, retransmission or deletion of a message are performed using an ePigeon Client Administration interface.

Messages can be transmitted to all users on your network or to specified users by using their User ID (s), Machine Name(s), an ePigeon group name, your existing Domain group(s) (NT or AD), an IP address, a range of IP addresses or a combination of these things. They can also be sent to users currently connected to the network and/or to those who will log-on at a later time.

Administrators can apply universal usage policies and/or policies based on individual users in order to limit their usage of the system. For example, an administrator can remove the right to send messages from the ePigeon Client for all users or just for some users.

The ePigeon network administrators can apply several policies in order to configure the system to company requirements. The use of roles also increases the flexibility of the system in drawing up user groups.

ePigeon Instant Messaging also offers the functionality required for the distribution of electronic packages such as software updates in the same way that messages are sent. Packages can be targeted in exactly the same way as messages, and the list of ePigeon Clients on which the packages are run can be drawn up (or displayed depending on the type of package).

3.2 The ePigeon Server

The ePigeon Server represents the heart of the system. All ePigeon components must be connected to the ePigeon Server. This is the only component of ePigeon Instant Messaging that has to be saved using a registration key supplied at the time of purchasing licenses.

The freeware version is unregistered and may be used for trial purposes for a period of up to 120 days. This version gives you the option of using the ePigeon system with one ePigeon Server and up to five ePigeon Clients. After the expiry of this 120 day period, any commercial use must be registered by using a valid registration key.

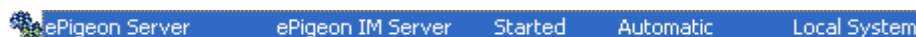


NB: ePigeon Instant Messaging can be used free of charge on any personal private network with no time limits. This free license gives you the right to install one ePigeon Server which can cater for up to five simultaneous connections through as many ePigeon Clients

The ePigeon Server writes its information, error and trace messages to an **ePigeonServer.log** file in the <Program Files>\ePigeon\Server directory.

3.2.1 ePigeon Service

This version of ePigeon Server is the default version installed on operating systems where services are available (based on Windows NT technology). The service runs in the background, using the local system account. This service can be stopped and started, just like any other service.



You stop or start it like any other service installed on your machine.



Installation

4 Installation

In this section, we will guide you through the installation of the ePigeon network consisting of one ePigeon Server and a several ePigeon Clients.

The first step consists of installing the ePigeon Server.

- If you plan to install several hundred ePigeon Clients, you should consider installing the ePigeon Server on a “server” type machine running an a suitable operating system. A server releases more resources and more TCP connections than a normal workstation.
- If you plan to install less than 300 ePigeon Clients, the ePigeon Server can be installed on a conventional computer. You should ensure that this computer is constantly left switched on.

The second step consists of assigning one or more ePigeon administrators. **The system should include at least one ePigeon administrator.**

Finally, we will look at the installation and use of an ePigeon Client.



NB: The ePigeon system can be used with the default configuration settings. The only things you need to do is to install the ePigeon Server then install the ePigeon Clients by telling these clients where you installed the ePigeon Server. You can give this information during the installation of the client otherwise, the client will ask you where to find the server at startup.

4.1 ePigeon Server installation

Make sure you have downloaded the latest available version of the ePigeon Server. You can download it from our FTP site, at:

<ftp://ftp.tech-noel.com/ePigeon7/ePigeonServerSetup.EXE>.

Then, run the installation file. The files will be installed in the <Program Files>\ePigeon\Server directory.



NB: ePigeon Server service will be created and run automatically at the end of the installation process.

4.1.1 ePigeon Server configuration

Configuration of the server and the policies, as well as the addition of other administrators, can be carried out from the **Server Configuration Tool** or from the ePigeon Client if the user was assigned with the **Administrator** role. Note however that the first administrator can only be added from the **Server Configuration Tool**.

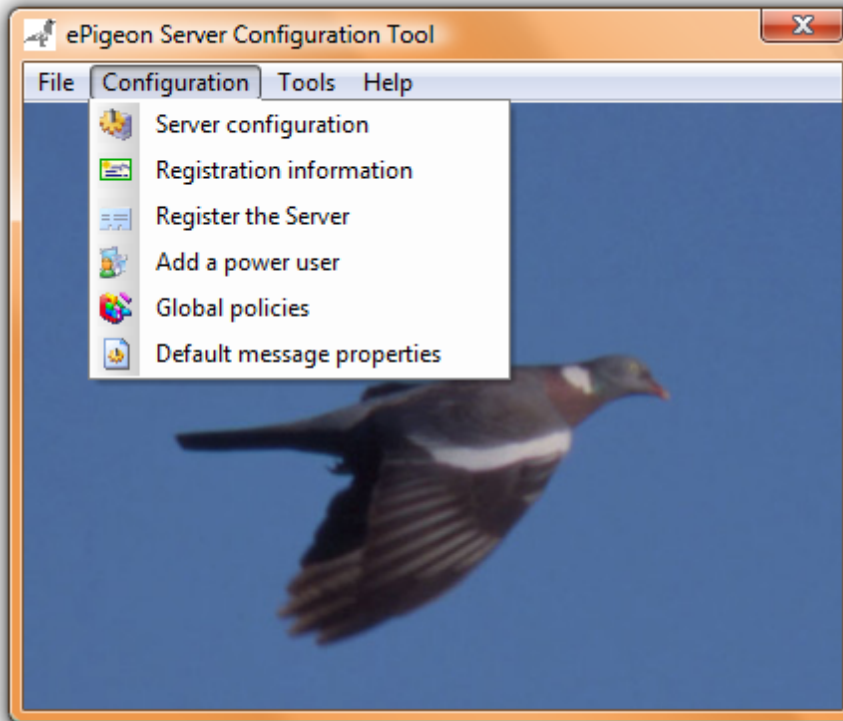
Using the Server Configuration Tool

From the machine where the ePigeon Server was installed, select the **Server Configuration Tool** shortcut which was created in the **ePigeon Instant Messaging** icons group.

From that tool, you can access several configuration options:

- **Configure the server**
- **Get the registration information**

- Register the server
- Add a power user (Administrator, Packager, Postmaster)
- Define global policies
- Define default message properties

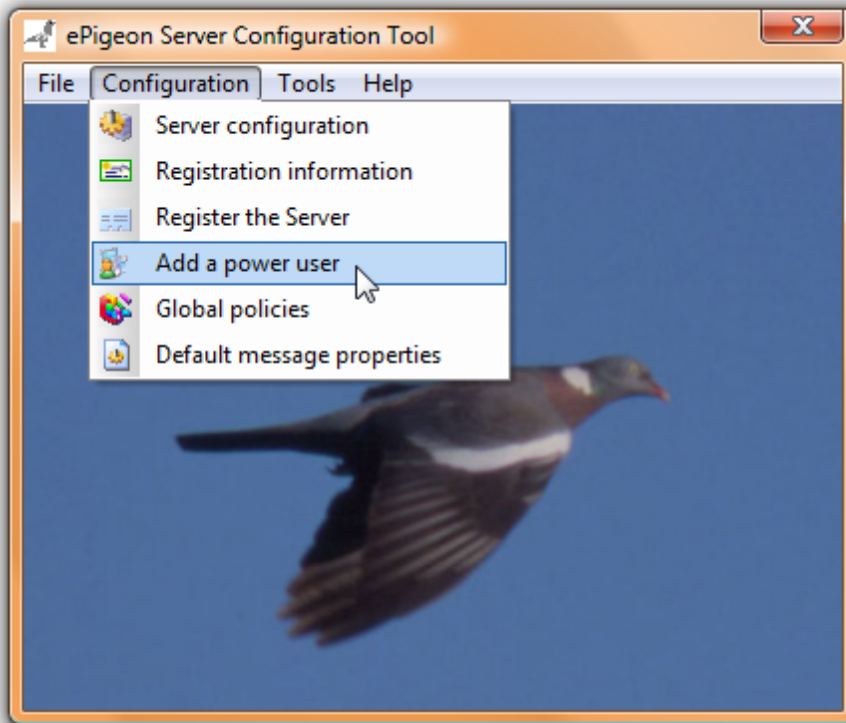


All of these functionalities are also available to the administrator from his client's **Configuration** menu except Add a power user which is available from the Client **Administration** interface, under the **Administrators** section.

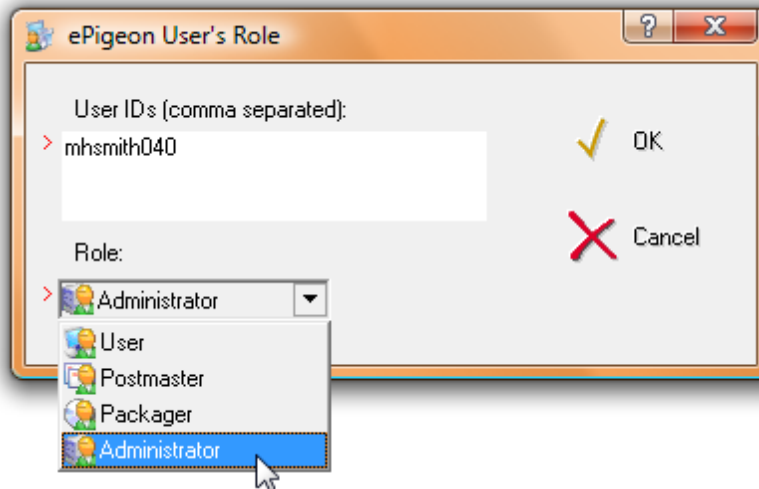
4.1.1.1 Adding an administrator

At least one administrator should be assigned to the system. This first administrator should be added using the **ePigeon Server Configuration Tool**. Once this has been done, this administrator can directly configure and assign roles and other users from his/her ePigeon Client.

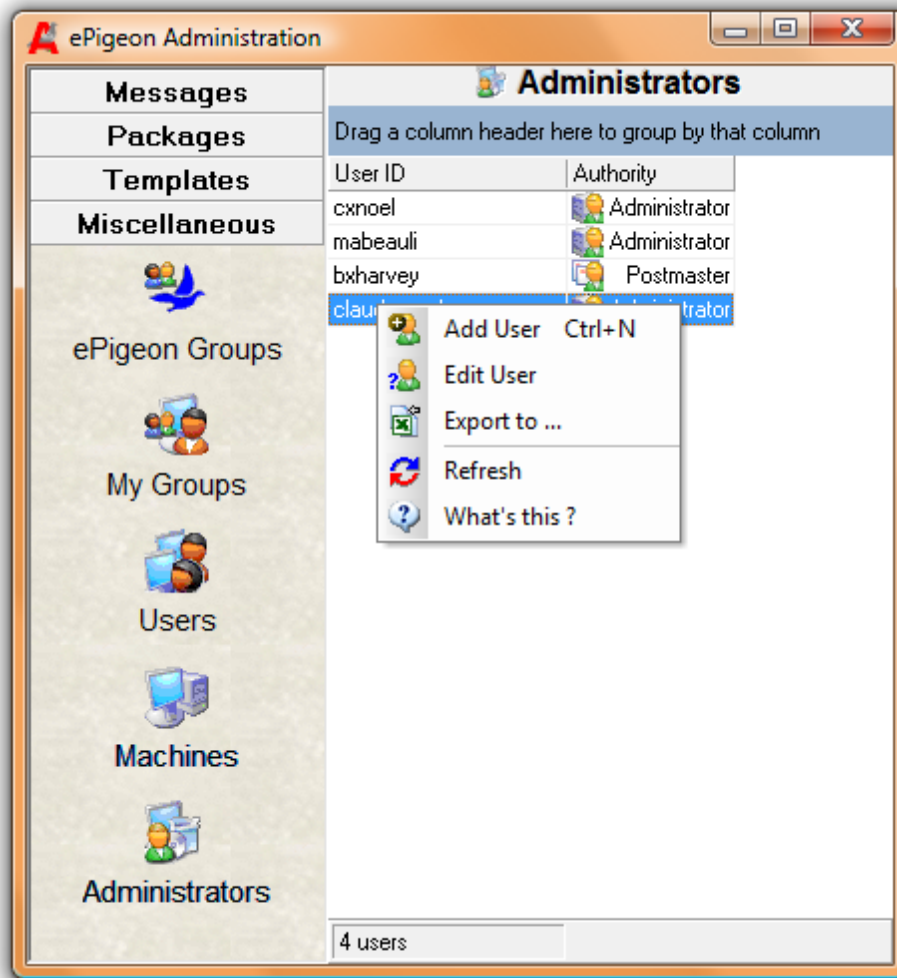
- From the **ePigeon Server Configuration Tool**, select **Add a power user** from the Configuration menu:



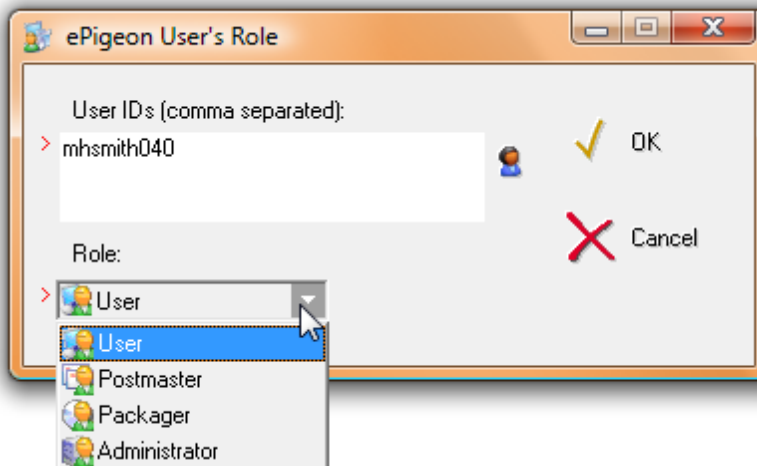
Enter one or more user IDs and select the appropriate role from the list:




- From the **ePigeon Client**, select the **Administration** menu, activate the **Miscellaneous** section then click on the **Administrators** icon. Bring your mouse over the Administrators section to activate the contextual menu and select **Add User** menu item:

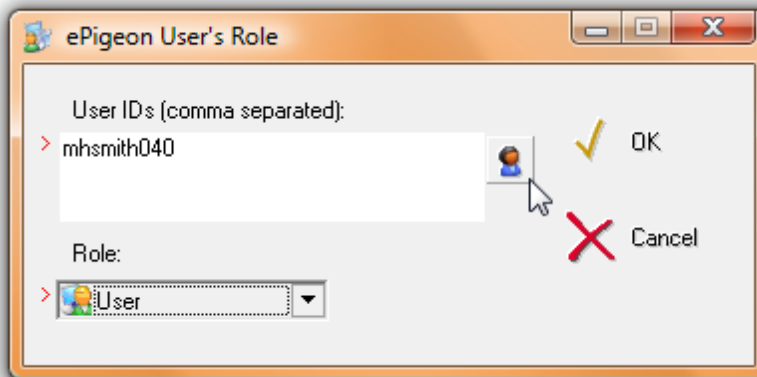


The **ePigeon User's Role** window will appear. Enter the code of the users whom you wish to add then choose a role among the list available.



When adding the users from the **ePigeon Client** interface, you can choose the users from a list by clicking on the **Users** button . This button is not available when adding a power user from the

ePigeon Server Configuration Tool.



NB: If you choose the **User** role, that will remove the role for this user. The users assigned with the **User** role will be posted in the list of the administrators until the next refreshing of the list because only the users having a role higher than **User** are presented in this list.

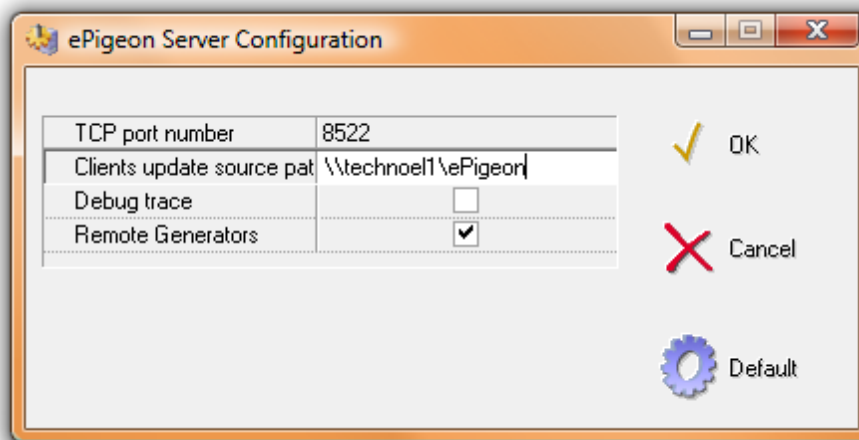
4.1.1.2 Configure the server

In the configuration of the ePigeon Server, you specify the port to be used, the place on your network where you will place the *ePigeonClientUpd.exe* file for the automatic update of your clients, if you wish to add supplementary debugging information in the log file, as well as the use of the compatible distant generators.

Select **Server configuration** from the **Configuration** menu.



NB: The **Configuration** menu item from the **ePigeon Client** is available only to the users assigned to the **Administrator** role.



- **Client TCP port number:** It is the TCP port used to exchange data with the ePigeon Server. The TCP port is used to establish a reliable communication between the client and the server to exchange data. By default, port 8522 is used.
- **Client update source path:** This property defines the location on your private network where the *ePigeonClientUpd.exe* file will be placed. This location is passed on to the clients so that when they start, they verify at first the version of this file. If the version is different from the installed client, then the file is executed before launching the ePigeon Client. In this way, the clients update automatically at the moment you wish it by placing the new update file in the indicated location. Enter the path to the update file. Do not include the ePigeonClientUpd.exe filename. Leave this field blank if you do not wish to use the auto-update feature.
- **Debug trace:** This function indicates to the ePigeon Server if it has to register a higher quantity of information in its log file to determine the cause of a problem. Activate this option only when asked by the technical support of Tech-Noel Inc.
- **Remote Generators:** This option indicates to the ePigeon Server if he has to accept connections from old Pigeon distant generators (PigeonSend.exe Windows utility, version 3.2, or uPigeon UNIX utility, version 2.1). When this option is activated, the ePigeon Server will accept connection from the old Pigeon Generators on TCP port 3101. This option is not required to use any other ePigeon component.

4.2 Installing ePigeon Clients

Before you do anything else, please ensure that you have the latest ePigeon Client by downloading it from our FTP site:

<ftp://ftp.tech-noel.com/ePigeon7/ePigeonClientSetup.EXE>.

But before running the installation program, it is important that you know how to configure the *ePigeon Client*. The client needs one essential piece of information in order to connect to the ePigeon network: The name or IP address of the machine where the *ePigeon Server* has been installed.



NB: If you specify the IP address, make sure it is a static address (i.e. the IP address will never change).

The syntax for running the setup or update program is:

```
ePigeonClientSetup.exe [switches] [parameters]
```

or

```
ePigeonClientUpd.exe [switches] [parameters]
```

Please note that if the client is not configured during installation, you can add or modify this information manually from the ePigeon Client main menu. You will be prompted to enter the information if it is not yet entered when you launch the program for the first time.

There are two ways of transmitting this information to the client at the time of installation.

1. By entering the information in a Setup.ini file
2. By transmitting this information to the installation program using switches.

You can use one or the other method, or both methods!

Setup.ini file

This is the easiest way of doing things. Put the installation program in a shared directory on your network and run it from this location. In the same shared directory, create a **Setup.ini** file and add the following lines:

[General]

RemoteHost=<Name or IP address of the server>

When you run the *ePigeonClientSetup.exe* installation program, the values found in the **Setup.ini** file will be automatically transferred into the ePigeon Client configuration file (*ePigeonClient.ini*). Each time the client is launched, it will try to connect to the *ePigeon Server* using these values saved in its configuration file.

Installation parameters



NB: In order to support the client installation under Windows Vista, Tech-Noel Inc. had to change its installation and update programs. Because of this change, the installation parameters have changed since version 7.0.83.

When you run *ePigeonClientSetup.exe* (or the *ePigeonClientUpd.exe* update file), you can enter the configuration settings. Among these settings, there is one which serve to identify the ePigeon Server:

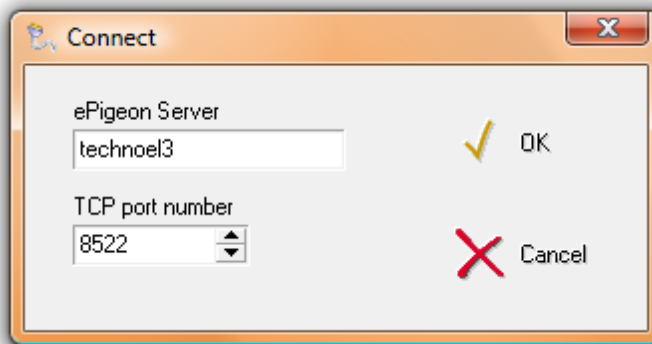
[/HOST]=<Name or IP address of the server>

You may also prepare and use different INI files to achieve your goals. In this case, you can tell the installation program to use a different ini file than Setup.ini:

[/INI]:<Name of the ini file to use>

At client start-up

If the valid connection settings were not transmitted during installation of the *ePigeon Client*, you will be prompted for them upon start-up:



If the information is incorrect, the *ePigeon Client* will not be able to connect to the *ePigeon Server*. You will then be able to configure these setting from the main menu by choosing the **Connect** menu.

Ready for installation

Now that you know how to configure the *ePigeon Client* either during or after installation, you can run *ePigeonClientSetup.exe* and follow the on-screen instructions. After installation, the client will automatically launch at each session log-on.

4.2.1 Installation switches

When you run either the ePigeonClientSetup.exe file or the ePigeonClientUpd.exe file, you may use some switches to define the way the setup or update file will be displayed.

Switch	Description
/Silent	Perform Silent Setup When this option is checked, the program will run without intervention of the user. The program will skip all the first pages, go straight to the "Copy Files" dialog, perform the installation and close.
/Hide	Perform Hidden Setup When this option is checked, the program will run completely in the background, presenting no dialog during the process.

4.2.2 Installation parameters


When you run either the ePigeonClientSetup.exe file or the ePigeonClientUpd.exe file, you may use several parameters to configure the client at this point. Below is a list of parameters that may be applied to one or the other file.



NB: In order to support the client installation under Windows Vista, Tech-Noel Inc. had to change its installation and update programs. Because of this change, the installation parameters have changed since version 7.0.83.

The format of a parameter is: */[parameter name]=parameter value*

Parameter	Description	Default
/[HOST]=<server>	Used to identify the ePigeon Server to connect to. You may use the name of the machine or its IP address. Replace <server> by your server name or IP address.	
/[PORT]=<TCP port>	TCP port number to use to connect to the ePigeon Server. By default, the ePigeon system will use TCP port 8522. Use this parameter to specify a different port number.	
/[DRIVE]=<Drive letter>	By default, ePigeon Client is installed on the same hard disk drive as the operating system. To install the ePigeon Client on a separate drive, use this parameter. Ex. to install it on the D: drive: /[DRIVE]=D	
/[INI]=<ini file name>	By default, the installation program will look for a Setup.ini file in the same directory as itself. If this file exists, the installation program will use the setting found in this file to configure some parameters of the client software. If you wish, you may use a different ini file using this installation parameter. The file should however be located in the same directory as the installation file. Ex.: /[INI]=Marketing.ini	Setup.ini

Parameter	Description	Default
	 NB: The update program always uses the Setup.ini configuration file.	
/[ASKUSERNAME]=Yes/No	When the client starts, it tries to get the user's name. If a domain (NT or AD) exists, the user's name will be extracted from there. If no domain controller is found, the name of the user will be prompted the first time the client runs. This information will be stored in the <i>ePigeonClient.ini</i> file for subsequent runs of the client. If the /[ASKUSERNAME]=No parameter is used, the user will not be prompted and "no name" will be used and stored.	Yes
/[REBOOT]=Yes/No	When the installation program runs, if a file to be updated is in used, then it will ask to reboot (or automatically reboot if the /Hide switch is used) the system in order to replace the required files. To prevent rebooting, use the /[REBOOT]=No parameter.	Yes (if required)
/[START]=Yes/No	When executing the <i>ePigeonClientSetup.exe</i> file, if the machine does not need to reboot, the client will be automatically launched. If you don't want the client to start at the end of the installation process, use the /[START]=No parameter. Because the <i>ePigeonClientUpd.exe</i> file is used by the ePigeon launcher program, the client will not be automatically launched by the update file. If you manually run the update program and you want the client to start at the end of the update process, use the /[START]=Yes parameter.	Yes for setup No for update
/[UPDATE]=Yes/No	You may implement the client's auto-update feature by placing the <i>ePigeonClientUpd.exe</i> file in a shared location on your network then configure the ePigeon Server to indicate this location to the clients. When a client starts, it will look at this location and compare the <i>ePigeonClientUpd.exe</i> file version with its own version. If a difference is detected, the client will update itself prior to starting. To disable to automatic update of a particular client, use the /[UPDATE]=No parameter. This may be useful when the client is installed on a Terminal Server where multiple instances of a client may run simultaneously.	Yes
/[MULTIPLE]=Yes/No	When a client starts, if another instance is already running, it will stop. This is to prevent more than one instance of the client to run for one user on the same machine. If the client is installed on a Terminal Server machine where several users will use the ePigeon Client, use the /[MULTIPLE]=Yes parameter. This will prevent the client to look for other running instances.	No

4.2.3 Using configuration file

The configuration file gives you more options than installation switches. With the configuration file, you may define the default font used by the client, the scrolling banner position and size, as well as the connection information.



NB: If a switch is used and a *Setup.ini* file exists with an equivalent command, the value entered with the switch will take precedence. For example, if your *Setup.ini* file contains **RemoteHost=server1** and you invoke the *ePigeonClientSetup.exe* file with the **/[HOST]=server2** switch, then **server2** will be used.

The configuration file has the same format as any other INI file, that means one or more sections, under which you can define one or more pair of values in the form Name=Value.

Section		
Parameter	Default value	Description
[General]		
RemoteHost =<ePigeon Server>		ePigeon Server to connect to. Equivalent to the /HOST: switch.
RemotePort =<TCP port number>	8522	TCP port number to use. Equivalent to the /PORT: switch.
AskUsername =<0 = No, 1=Yes>	1	Tells the system if the user will be prompted to enter his (her) name. AskUsername=0 is equivalent to the / NOUSERNAME switch.
DoNotUpdate =<0 = False, 1=true>	0	Defines if the client will look for any update to be installed at start-up. If value is 1 then the client will not update automatically.
MultipleInstances =<0 = False, 1=true>	0	Defines if more than 1 instance of the ePigeon Client application may run simultaneously. If value is 1 then more than 1 instance may start.
[Banner]		
FontName =<name of the font>	Arial	Font to be used by the scrolling banner
FontSize =<size>	12	Size of the font used by the scrolling banner.
FontBold =<0 = normal, 1 = bold>	0	Defines if the font will be normal or bold.
FontItalic =<0 = normal, 1 = italic>	0	Defines if the font will be

Section		
Parameter	Default value	Description
		normal or italic.
Horizontal =<0 = left, 1 = center, 2 = right>	0	Defines if the scrolling banner will be displayed in the left hand side, the center or the right hand side of the screen.
Vertical =<0 = upper. 1 = lower>	0	Defines if the scrolling banner will be displayed in the upper portion or the lower portion of the screen.
HorizontalSize =<width in percent>	50	The width of the scrolling banner, in percent of the screen width. Value can be between 20 to 100.

You may define any or all of these lines. Default values are used when the line does not exist.

Ex.: The following lines will configure the client to connect to TECHNOEL3 server and the banner to use the default "Arial" font, 16 points size, bold, non italic. The banner will start on the upper center portion of the screen.

```
[General]
RemoteHost=TECHNOEL3
[Banner]
FontSize=16
FontBold=1
Horizontal=1
```



NB: The Setup.ini file will be used by both the Installation program (ePigeonClientSetup.exe) and the Update program (ePigeonClientUpd.exe). However, the [Banner] section will only be used with the installation program.



NB: Using the installation program, you may specify another configuration file using the /INI:<ini file name>. However, only the Setup.ini file can be used when using the update program.

4.2.4 Installing the client on terminal servers

On a terminal server, multiple instances of the ePigeon Client may run at the same time. To allow this, use the following installation parameters when installing the client:

```
/[MULTIPLE]=Yes /[UPDATE]=No
```

The **/[MULTIPLE]=Yes** parameter will configure the client to allow multiple instances of itself. The **/[UPDATE]=No** parameter will tell the client to not look for new version to be installed. This parameter will prevent the client to update itself while other instance of itself is already running. In this case, you will have to manually update the clients by killing all ePigeonClient.exe processes then run

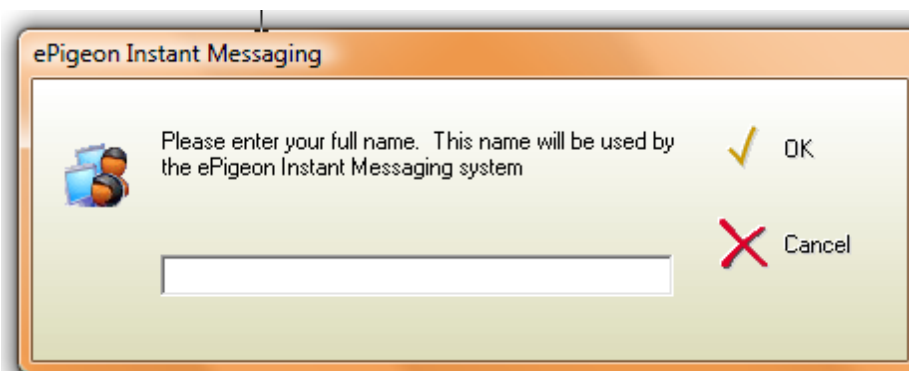
the ePigeonClientUpd.exe file.

You may also use the following entries if you are using a configuration file instead of the installation parameters:

```
[General]
DoNotUpdate=1
MultipleInstances=1
```

4.3 First client launch

When the ePigeon Client is launched for the first time for the current user and no domain is found, the system will prompt the user to enter their full name. This information will be saved in the **User** section of the client's configuration file (ePigeonClient.ini) for later use.



NB: If the installation parameter `/[ASKUSERNAME]=No` or the configuration setting `AskUsername=0` were used during the installation process, the above prompt window will not appear. The value "no name" will be used instead.

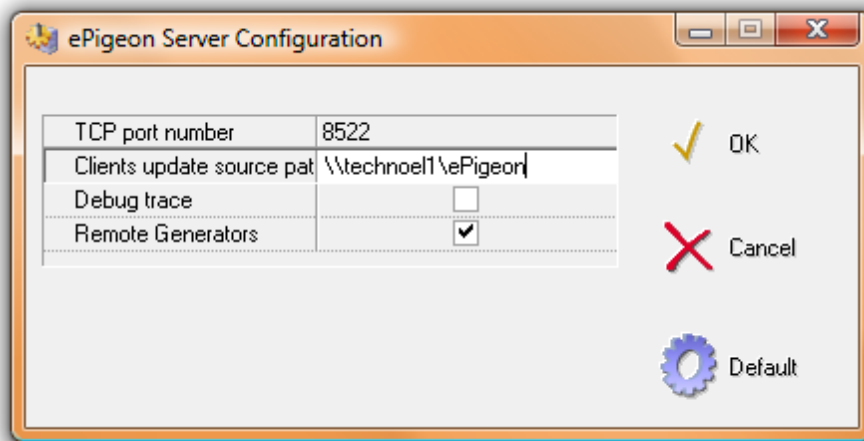
It may take a few moments for the ePigeon Client to run the first time, as it has to create its local database and extract further information.

4.4 Automatic client updates

Automatic updates for your clients can be activated, but you maintain control over these updates. Rather than search the Internet for a new version, you fix a location on your computer network where the update file will be downloaded. When you want to update your *ePigeon Clients*, download the update file and save it in the directory you have set up for this purpose. The client will detect this update at start-up and run it.

In order to define where this update file will be downloaded to, you can use the **ePigeon Server Configuration Tool** or access this configuration directly through your **ePigeon Client**. All ePigeon administrators will be given access to the **Configuration** sub-menu from the main menu. The server configuration menu will be displayed on the screen. In the appropriate field, simply enter the UNC path where the *ePigeonClientUpd.exe* update file will be saved. All users must have read and run access to

this directory and must be able to run the update file.

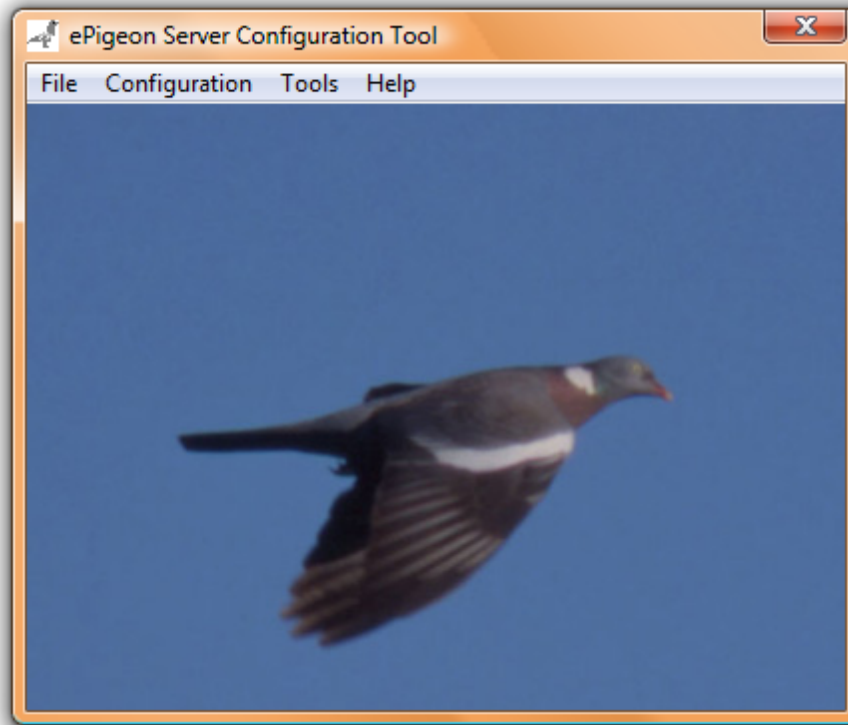


As soon as you press the OK button, the information is transmitted to the *ePigeon Server*, which saves it and then transmits it to all connected users. This information is also transmitted at each launch of the *ePigeon Client* for use at the next launch. It will not be necessary to restart the *ePigeon Server*.

You can download the *ePigeon Client* update file from our FTP site:
<ftp://ftp.tech-noel.com/ePigeon7/ePigeonClientUpd.EXE>

4.5 Restarting every connected clients

You can restart all known clients from the **ePigeon Server Configuration Tool** by clicking the **Restart every connected clients** under the **Tools** menu.



This option will tell the *ePigeon Server* to send a **Restart** command to all connected clients.. This option can be practical if you wish to make sure that all the clients are updated after you placed a new *ePigeonClientUpd.exe* file in the directory defined for an automatic update of the clients.

4.6 Installing other components

Tech-Noel Inc. offers you free of charge several other constituents which can be added to the ePigeon network. You will find among others NT and UNIX generators which can be used by certain NT or UNIX processes to generate messages, as well as an ActiveX control and library to integrate ePigeon message creation into your own applications.

4.6.1 Windows components installation

There are three Windows components that may be installed:

1. ePigeon.dll is a dynamic library that may be used to integrate ePigeon message generation into your own application;
2. ePigeon.ocx is an ActiveX component that may be integrated within any ActiveX-compliant applications to generate ePigeon messages;
3. ePigeonCMD.exe is a command line utility that may be used to generate ePigeon Messages.

These components are installed by running the ePigeonXtraSetup.exe. You can find this installation file from our download site: <http://ePigeon-Instant-Messaging.com/Customers/Download.aspx>. This is a reserved section for our registered customers. Credentials received when you ordered your licenses are required to access this site.

All these three components are installed in your Windows\System32 directory.



NB: These components uses the same port as the ePigeon Client (default to 8522). You do not need to configure the server to enable remote generators (**GenEnabled** parameter) which is required only if you use Pigeon Generators 3.2 or lower.



NB: These components will use a license while they are in used.

4.6.2 UNIX Generator installation

The Pigeon Generator for UNIX is a simple file to be downloaded (*uPigeon.c*) from the download site reserved for the members. The file must be placed on a UNIX server and be compiled with the C compiler of the machine.

When compiled, you can obtain its syntax by entering *uPigeon* without argument on a UNIX command line.



NB: If you plan to use this UNIX generator, then you must configure the ePigeon Server to enable the remote generators (**GenEnabled** parameter).



Updating and upgrading the system

5 Updating and upgrading the system

What are the differences between updating and upgrading?

Update

An update distinguishes itself by its change of version which the major constituent does not change. For example, an update of the client version 6.0.x.x towards version 6.1.x.x constitutes an update.

Normally, an update of a constituent does not require an update of another constituent. On the other hand, it's better to make sure always to have the last available version. Visit regularly the download site which was passed on to you during your purchase.

Rather, use the automatic update of the clients such as presented to the paragraph **Automatic client updates** under the section **Installing ePigeon Clients**. Otherwise, you will have to execute the *ePigeonClientUpd.exe* file on all the workstations where a client was installed.

To update the server, it is necessary to execute the *ePigeonServerUpd.exe* file. This utility will stop the service, will proceed to the update, then will restart the service. Verify however that the service started well.



NB: If you arrange several hundreds of clients, the server could use a maximum of resources, memory and CPU due to the fact that he sends a signal to all the customers and that these last ones try to connect. This could last several minutes according to the capacity of the machine and quantity of clients.

Updates are always free of charge.

Upgrade

An upgrade distinguishes itself by its change of major version. For example, an upgrade of the client version 6.x.x.x towards version 7.x.x.x constitutes an upgrade.

Normally, a major upgrade of a constituent requires the upgrade of another constituent.

5.1 Upgrading from version 4 or prior

From the version 5, we had to break the compatibility with previous versions. Therefore, it is absolutely impossible to upgrade a version 4 or a lower, to a version 5 or higher. To proceed, you have to completely remove the clients, server(s) as well as any ePigeon Gateway installed on your network then to install the new clients and the new server according to the instructions given in the chapter **Installation** of the present manual.

You will find on the download site reserved for the members a utility to use to remove the client version 4.

5.2 Upgrading from version 5 or 6

By default, ePigeon Instant Messaging uses a different TCP port number than the previous versions.

Also, while the client's database is the same, the ePigeon Server database is different. For this reason, the server will use the ePigeonServer7.vdb database instead of the previous ePigeonServer.vdb file.

There are two methods to upgrade your ePigeon network from the version 5 or 6 towards the version 7: automatic or manual.

Automatic

This upgrade implies that you already use the automatic update of the clients. In that case, follow these simple steps:

1. Stop your ePigeon Server service.
2. Place the new file *ePigeonClientUpd.exe* in the directory of your network as defined in the Server configuration window.
3. Make sure a Setup.ini file exists in the same directory as the ePigeonClientUpd.exe file with the appropriate RemoteHost and RemotePort values.
4. From the ePigeon Server Configuration Tool, select "Restart every known clients".
5. Close your ePigeon Server Configuration Tool.
6. Backup your ePigeon\Server directory.
7. Uninstall your ePigeon Server application (version 5 or 6). **NOTE: The server can not be upgraded to version 7.**
8. Install the new ePigeon Server version 7 by running the ePigeonServerSetup.exe file. At the end of the installation, the server will automatically start and clients version 7 will connect to it.

Manual

If you do not use the automatic update of the clients, you will have to proceed manually, by following these steps:

1. Stop your ePigeon Server service.
2. Run the file *ePigeonClientUpd.exe* with the appropriate **/[HOST]=**, **/[PORT]=** and **/[START]=Yes** installation parameters on all the workstations where an ePigeon Client was installed. If the ePigeon Client is active, it will be stopped.
3. Backup your ePigeon\Server directory.
4. Uninstall your ePigeon Server application (version 5 or 6). **NOTE: The server can not be upgraded to version 7.**
5. Install the new ePigeon Server version 7 by running the ePigeonServerSetup.exe file. At the end of the installation, the server will automatically start and clients version 7 will connect to it.

5.2.1 Importing the data from previous version

When you install the ePigeon Server version 7, a new database file is created: ePigeonServer7.vdb. You can import the data from the previous ePigeonServer.vdb file by following these steps:

Export the tables into a data file

1. Start the ePigeon Server Configuration Tool and select **Tools\Export** menu item
2. From the **Export Tables from ePigeon Database** window, click on the **From Database:** field button
3. Navigate to the old ePigeonServer.vdb database file and open it
4. Select the type of data you wish to export

5. Select a destination data file in the **To File:** field
6. Click the **OK** button to export the selected tables into the data file

Import the data file into the tables

1. Stop your ePigeon Server service
2. If not already running, start the ePigeon Server Configuration Tool.
3. Select **Tools\Import** menu item
4. From the **Import Tables into ePigeon Database** window, click on the **From File:** field button
5. Navigate to the data file you created (.dat) and open it
6. Click on the **To Database:** field button
7. Navigate to your ePigeon Server 7 database (C:\Program Files\ePigeon\Server\ePigeonServer7.vdb) and open it
8. Select the tables you wish to import then click the **OK** button to import
9. Close your ePigeon Server Configuration Tool and start your ePigeon Server service.



NB: You cannot import the data from any version prior to version 5.



NB: When you import from a file, data that already exists into the target database is not overwritten.

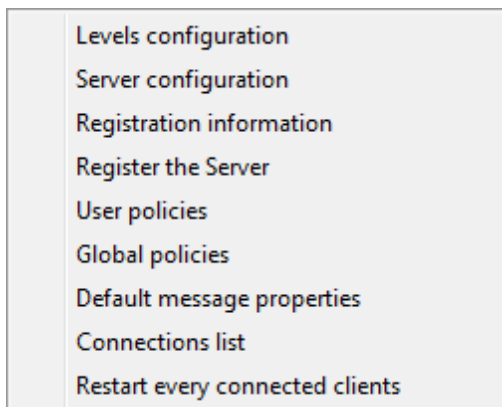


System configuration

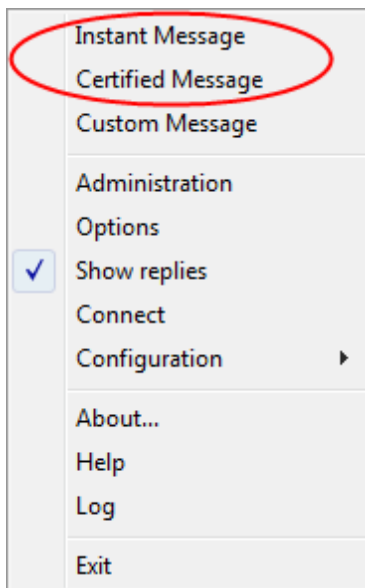
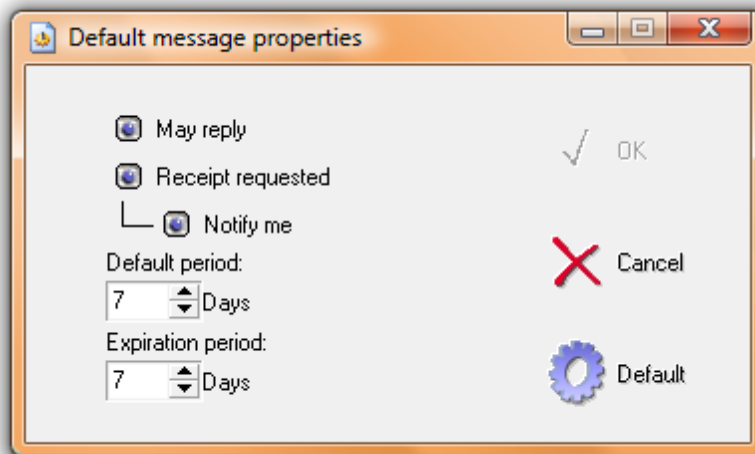
6 System configuration

All configuration tasks can be launched from the ePigeon *Client*. Most of them can be launched from the ePigeon Server Configuration Tool available on the server.

You can access the main configuration tool from the **Configuration** sub-menu of the ePigeon Client main menu.



- **Levels configuration:** Opens the *Edit message levels* window where the ePigeon administrator can create and/or modify the message levels that can be used when creating or editing messages. A level defines the appearance properties for the message (colors, shadow, etc.) as well as the sound effects to be used.
- **Server configuration:** Opens the ePigeon Server configuration window where, amongst other things, the port number to be used is defined.
- **Registration information:** Shows the details on the licenses (Name and Key) as well as the maximum number of licenses and the number of licenses currently used.
- **Register the server:** Enables the registration keys obtained at the time of purchasing licenses to be entered.
- **User policies:** Enables the user policies to be defined for individual users.
- **Global policies:** Enables user policies for all “User” role users to be defined.
- **Default message properties:** Opens the **Default message properties** window to define the properties that will be used with the pre-defined **Instant message** or **Certified message** windows.



- **Connections list:** Opens the Connections list window which gives you a detail view of all used connections (connection number, User ID and Machine Name).
- **Restart every connected clients:** This menu item will tell the ePigeon Server to send a Restart command to every connected client, including the one from which you select this option. This may be useful if you placed a new ePigeonClientUpd.exe file in the shared directory (auto-update feature) and you want all of the clients to immediately upgrade. The clients will shut down, execute the ePigeonClientUpd.exe file if the version is not the same, then restart.

6.1 Message levels

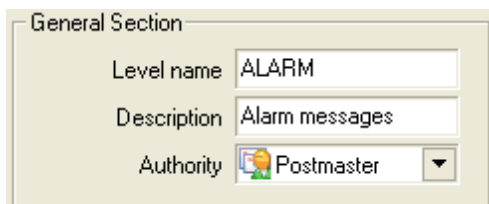
A message level contains the settings to be used for displaying messages in the scrolling banner, as well as the optional sound elements. You can define the message levels that best suit your organization.



NB: Any addition or modification made from this window will be saved in a temporary work area. Data will only be transmitted to the ePigeon Server and to other ePigeon Clients when you click on the OK button. If you click on "Cancel", any changes and/or additions made since opening the window will be lost.

6.1.1 General section

In this section, you can set the name given to the level, its description and the minimum authority (role) required in order to be able to submit a message with this level.

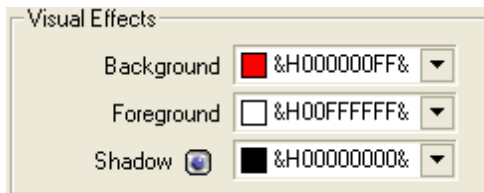


- **Level name** is the name given to this level. This is the name that appears in the message's level property when you create or edit a message.
- **Description** is simply a descriptive text for this message level. The description also appears when selecting a level within the message's editing window.
- **Authority** is the minimum role required to create a message with this level. When authority is "User",

everyone may use this level. If the authority is Postmaster, only users assigned to role "Postmaster" role or higher may create a message with this level.

6.1.2 Visual effects

In this section, you can define the visual attributes to be used when displaying messages in the scrolling banner. You can set the background color, the text color, whether the text should be shaded and what color this shading should be.



Background is the color that will be used to draw the background of the scrolling banner.

Foreground is the color used to draw the text in the scrolling banner.

Shadows defines if the text will be draw with shadow having the selected color.

When you change one of these properties, you can see how the text in the scrolling banner will appear in the Preview window.



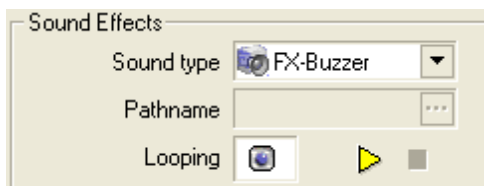
The only attributes to which users will have access are those relating to the font used to display the characters.








NB: When using "System" colors, the colors are translated to RGB color in order to keep it identical on every workstation no matter which color was assigned to the selected system color. So, if the administrator chooses "Button face" color which is beige on his workstation, the color will be beige on every workstations.

6.1.3 Sound effects

All message levels can be accompanied by a sound effect. This can range from a simple computer beep up to an MP3 or WMA audio file. The sound can either be played once while the message scrolls for the first time, or it can be looped for as long as the message is displayed.



- **Sound type** is the type of sound that you wish to use with this level. Choices are:

Sound type	Description
 No sound	No sound effect will be used with this level.
 Computer beep	A "beep" sound generated by the computer's hardware will be used with this level.
 Sound file	You can choose your own sound file to be used with this level. Sound files may be of type WAVE, MP3 or WMA.
 FX-Buzzer	Predefined sound effect. Few of them have been installed with the ePigeon Client.
 LP-News Flash	Predefined looping music. Few of them have been installed with the ePigeon Client.

- **Pathname** is the full path of the file when "Sound file" sound type is selected. Your audio file must already exist in a shared network directory to which all users have access. When an ePigeon Client receives the list of message levels, it checks whether a particular file-type is required and downloads it into the relevant user's personal directory if the file has not already been saved in that location.
- **Looping** defines is the sound will repeat itself when completed. In this case, the sound will loop forever, until the message is acknowledged.

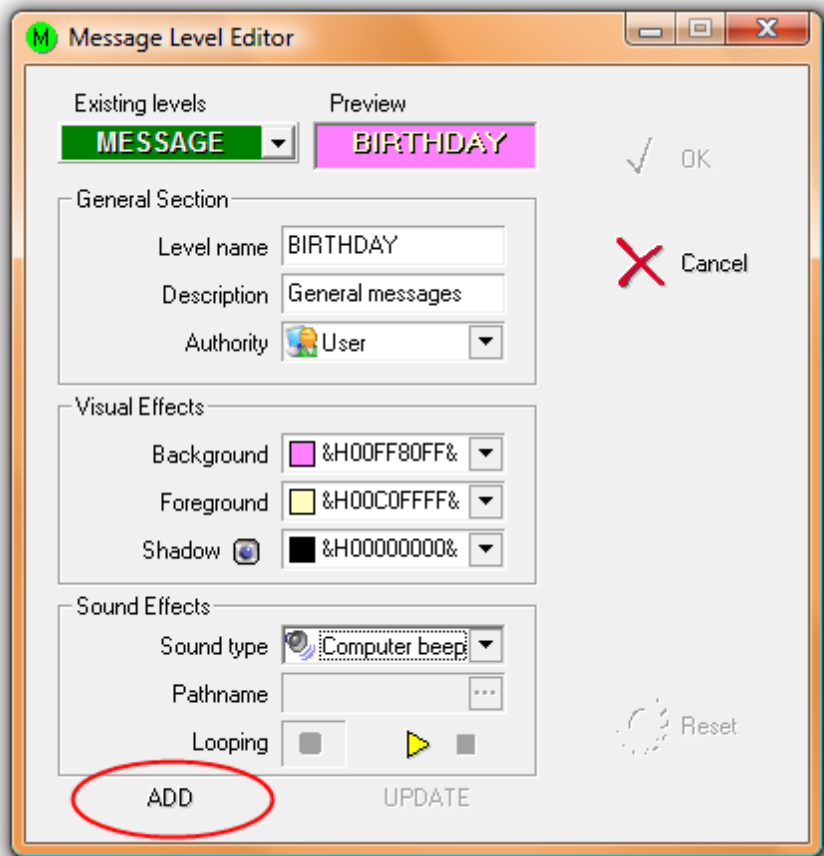
To listen to the selected sound effect, press the play button . To stop it, press the Stop button .



If you are thinking of using ePigeon in order to give notifications of employee birthdays, you can create a "BIRTHDAY" message level whose audio settings may include a "Happy Birthday" music file!

6.1.4 Add a new level

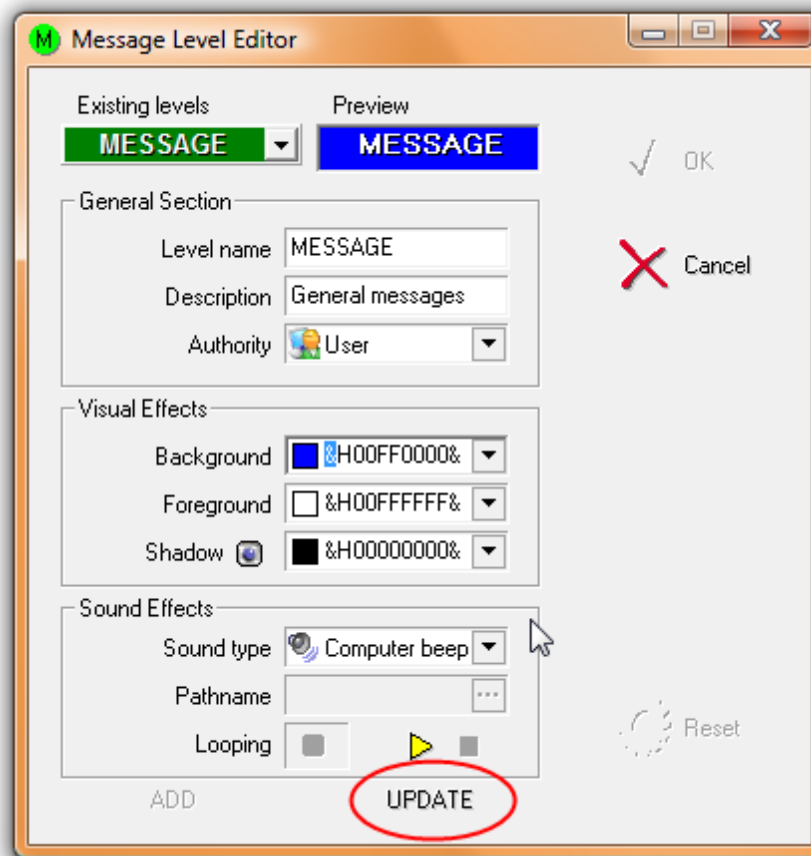
You can create your own message levels. Simply select an existing level as a template then change the **Level name** property. When you change the "Level name" property, the "ADD" button will be activated.



Type in the new name, fill in the description field and assign all properties you wish then press the **ADD** button.

6.1.5 Modify a level

Select the message level you wish to modify from the Existing levels drop-down list. If you change any property other than "Level name", the "UPDATE" button will be activated.



Make any change you wish except the **Level name** property then press the **UPDATE** button.



NB: It is not possible to change the name of an existing level because all existing messages using this level must be able to be routed back to it. This is why when you change the name, the **ADD** button appears instead of the **UPDATE** button.

6.1.6 Delete a level



NB: It is not possible to delete an existing level because all existing messages using this level must be able to be routed back to it. However, if you would like to delete a message level, assign it to the Administrator's role (authority). Only administrators will be able to create a message using this level.

6.1.7 Levels bundled with the system

The system is shipped with four pre-set message levels:

Name	Description
MESSAGE	General messages
WARNING	Warning messages
ALERT	Alert messages
ALARM	Alarm messages

When you select the list of existing message levels, be it through the levels configuration window or when creating a message, the level will appear exactly as it is displayed (except for the character font, which is controlled by the user).

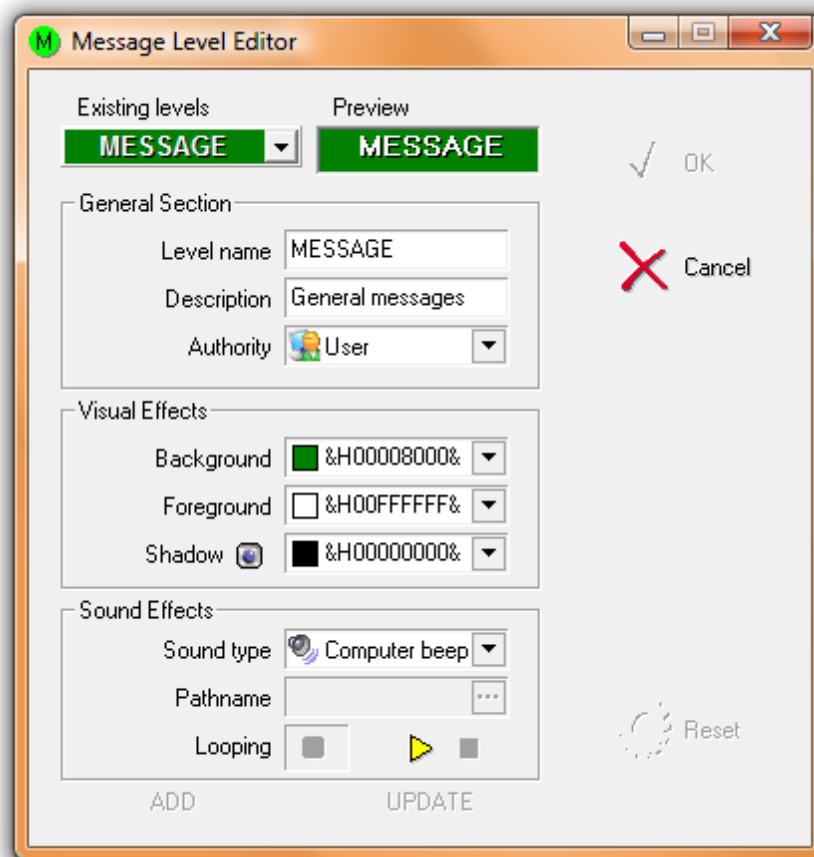
You can change all the existing level attributes to suit your organization.

There are two further message levels which cannot be configured:

- When anybody replies to a message, the reply will automatically be assigned a **sysEPReply** level, with black text on a beige background.
- Packages are sent using the **sysEPPackage** level. This will be black text on a white background.

6.1.7.1 MESSAGE level

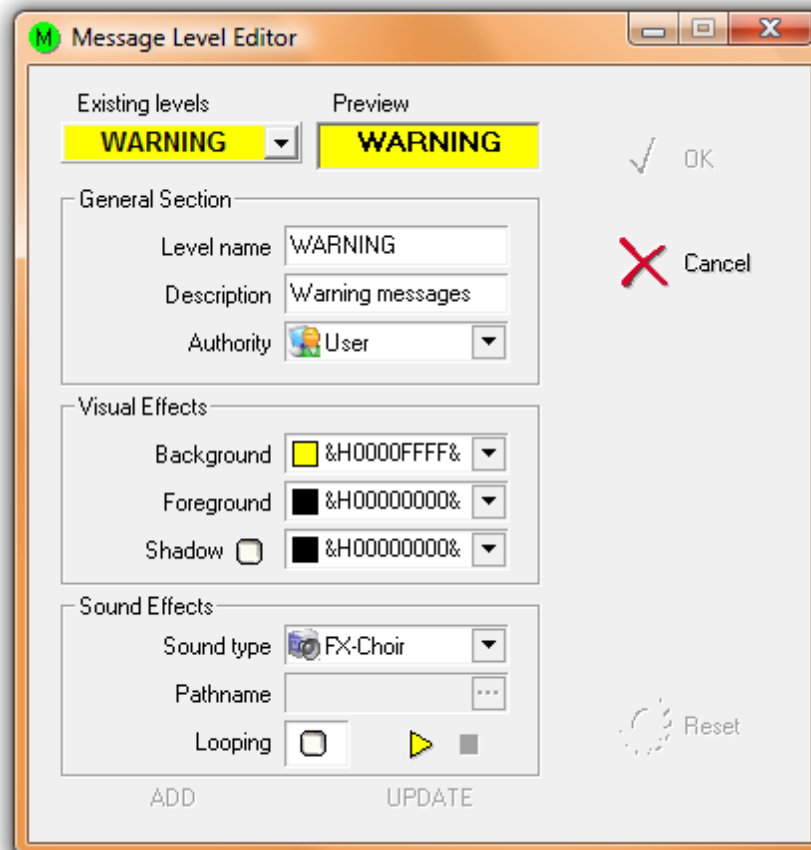
The MESSAGE level is for general purpose message.



White text with black shadow will be scrolling over a green background. It can be used by anyone who are allowed to send a message. On posting, a computer beep will be sounded.

6.1.7.2 WARNING level

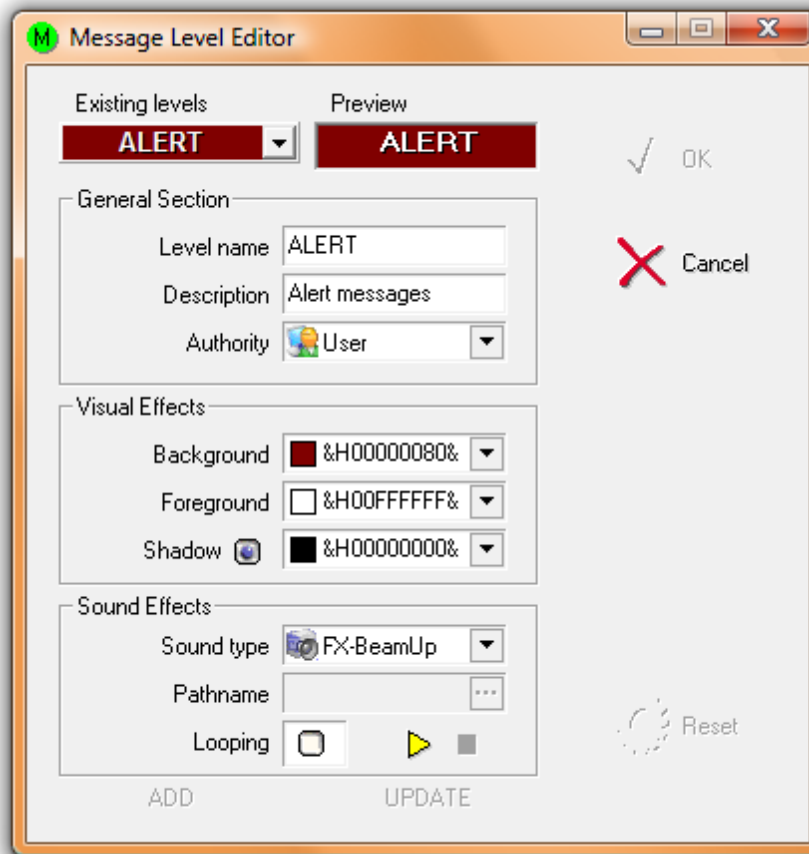
The WARNING level is for general warning message. It may be used, for example, if you want to notify your users about an upcoming maintenance period.



Black text with no shadow will be scrolling over a yellow background. It can be used by anyone who are allowed to send a message. On posting, a sound effect (FX-Choir) will be sounded.

6.1.7.3 ALERT level

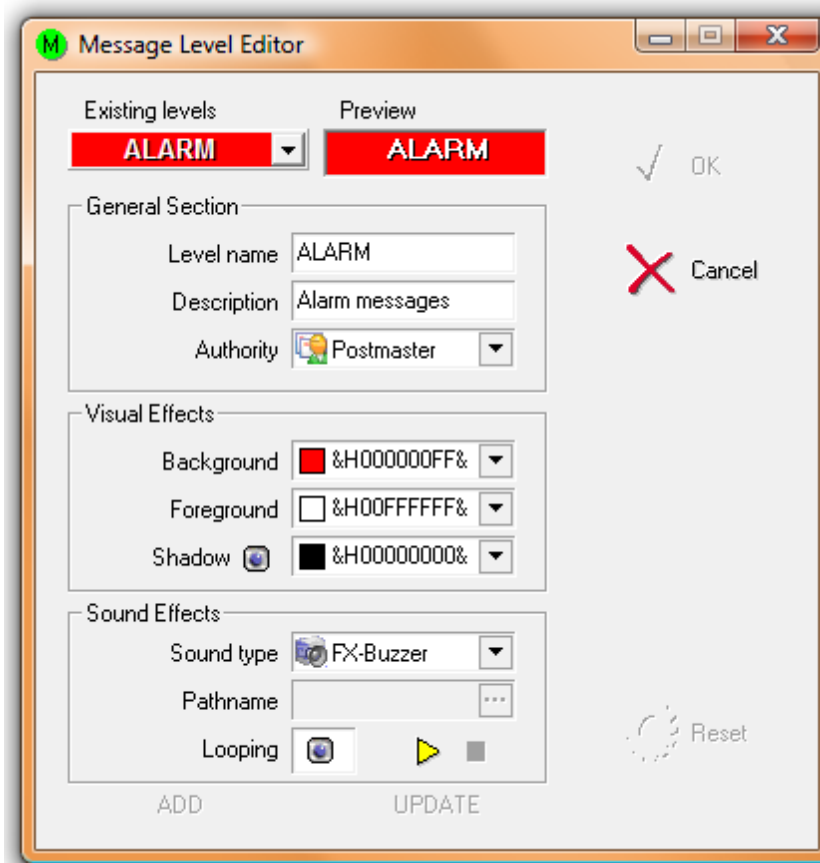
The ALERT level is for general alerting message. It may be used, for example, if you want to notify your users about an outage of a system.



White text with black shadow will be scrolling over a dark red background. It can be used by anyone who are allowed to send a message. On posting, a sound effect (FX-BeamUp) will be sounded.

6.1.7.4 ALARM level

The ALARM level is for an extremely important message. It may be used, for example, if you want to notify your users about an upcoming hurricane.



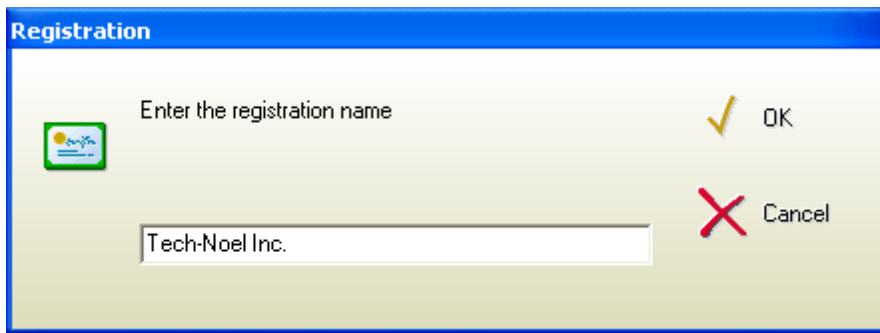
White text with black shadow will be scrolling over a light red background. This level is reserved to users assigned to role "**Postmaster**" or higher. On posting, a looping sound effect (FX-Buzzer) will be continuously sounded.

6.2 Server registration

To obtain the actual registration information, select **Registration information** from the **Configuration** menu:



To register your ePigeon Server, select **Register the server** from the **Configuration** menu. Enter the registration name received with your registration key:



Then, enter the registration key received after you bought the software

6.3 Policies

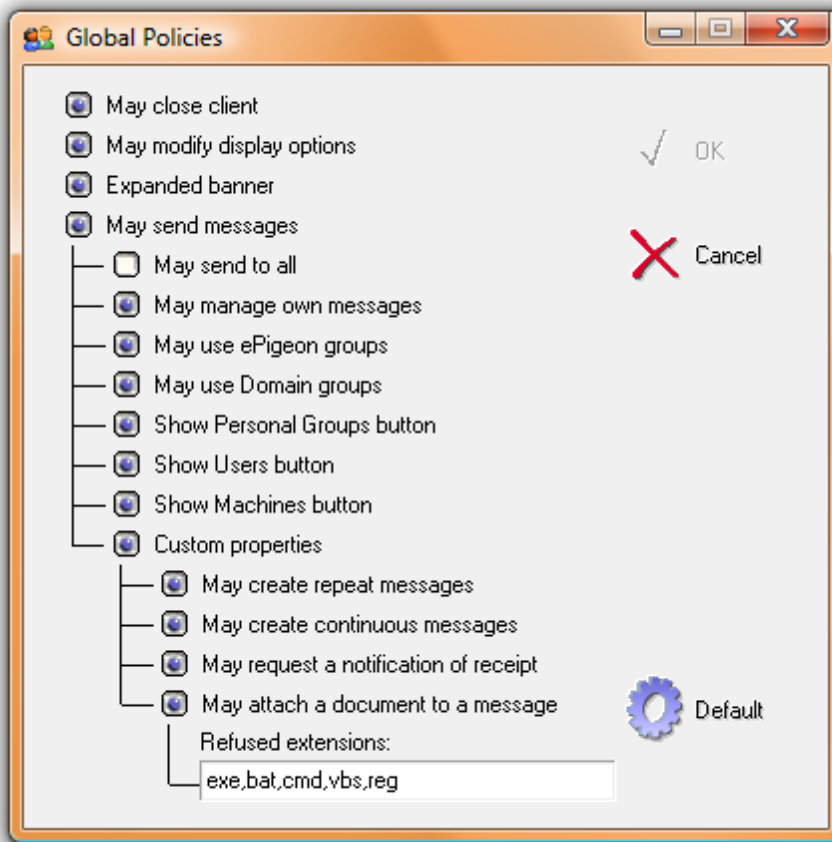
Policies can be defined globally (will apply to every users) or individually (will apply to a selected user).



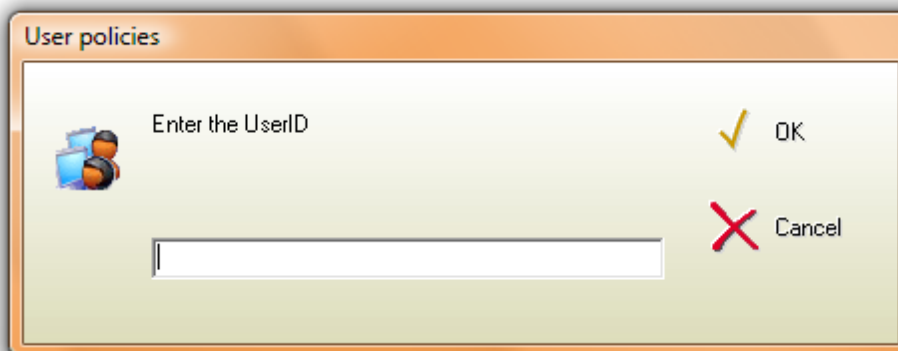
NB: Most of the policies do not apply to users assigned to role Postmaster or higher.

Expanded banner and **Refused extensions** are effective to every roles.




The definitions of the global policies can be set using the ePigeon Server Configuration Tool or from the **Configuration / Global policies** menu item of the ePigeon Client.










The definitions of a user's policies can only be set from the **Configuration / User policies** menu item from the ePigeon Client. You will be asked to enter the identification for the user. Type in the user ID that is, the identification the user types in to log to your network.



6.3.1 Policies description

Policy	Description	Default
May close client	Determines whether the “ Exit ” function on the main menu should be available.	Yes
May modify display options	Indicates whether the user can modify the character font used in the scrolling banner, the scrolling speed, the start position of the banner and the language used by the client. The user can also activate the “ Trace ” option used for “debugging” purposes from the Options window.	Yes
Access Log from menu	Determines whether the “ Log ” function on the main menu should be available, giving direct access to the log file.	Yes
Expanded banner	Indicates if the banner will be expanded vertically to include extra information about the message being displayed as well as some command buttons.	Yes
May send messages	If this policy is deactivated, users cannot send messages or access the Administration window. All other policies also become unusable.	Yes
May send to all	When sending a message, if no recipient is stated, the message will be displayed by all ePigeon Clients. If this policy is deactivated, the message must contain one or more recipients in order for it to be sent.	No
May manage own messages	If this policy is active along with the “May send messages” policy, the “ Administration ” item will be available in the main menu, thereby enabling users to access the administration interface where they can manage their incoming and outgoing messages, and also access templates and groups.	Yes
May use ePigeon groups	<p>Indicates whether the list of ePigeon groups can be downloaded from the ePigeon Server and therefore be used to define recipients.</p> <p> NB: Deactivating this policy does not prevent the use of these groups. However, the group name has to be entered manually in the list of recipients.</p> <p>When this policy is activated, the user will have the option to choose the recipients from the ePigeon groups list by clicking on the personal groups button .</p>	Yes
May use domain groups	<p>Indicates whether the list of domain groups can be extracted from your computer network and therefore be used to define recipients.</p> <p> NB: Deactivating this policy does not prevent the use of these groups. However, the group name has to be entered manually in the list of recipients.</p> <p>When this policy is activated, the user will have the option to</p>	Yes (if domain exists)

Policy	Description	Default
	choose the recipients from the domain groups list by clicking on the personal groups button  .	
Show Personal Groups button	When this policy is activated, the user will have the option to choose the recipients from his(her) personal groups list by clicking on the personal groups button  .	Yes
Show Users button	When this policy is activated, the user will have the option to choose the recipients from the users list by clicking on the users button  .	Yes
Show Machines button	When this policy is activated, the user will have the option to choose the recipients from the machines list by clicking on the machines button  .	Yes
Custom properties	This policy defines if the user can create messages with advanced properties. When this policy is deactivated, the policies which follow will be ineffective.	Yes
May create repeat messages	This policy defines whether a user can create a message that can be repeated in frequencies running from 1 minute to 99 years (or upon each log-on to the system).	Yes
May create continuous messages	A continuous message is displayed until the sender (or someone with a Postmaster role or higher) cancels or deletes it. The user cannot acknowledge the message and the acknowledge button shows the continuous symbol.  .	No
May request a notification of receipt	When a recipient acknowledges having read a message and a receipt has been requested, the message creator can be notified. If this policy is activated, a message will appear in a small pop-up window at the lower right-hand side of the screen. Simply click on this window to close it. 	Yes
May attach a document to a message	Indicates whether a user can attach a document to their message. The type of document may be restricted through the use of the "Refused extensions" policy (see below). NB: The document is not physically sent with the message. Only a link to the document location is sent. The document must therefore be located in the relevant accessible shared directory – at least as a read-only file – for all recipients. 	Yes
Refused extensions	Gives a list of document extensions that cannot be attached	exe,bat,

Policy	Description	Default
	to messages. For security reasons, the following extensions should be refused: .EXE, .CMD, .VBS and .REG. You can add as many extensions as you like.	cmd,vbs, reg

6.4 Roles

The ePigeon Instant Messaging system is based on user's role. A role defines the type of users. There are 4 roles:

Role	Description
User	This is the default role assigned to every users. The actions these users can do with the ePigeon Clients are defined by the policies.
Postmaster	Users assigned to this role can post messages and manage everyone's messages. They can get all messages recorded in the ePigeon Server's database and manage them (edit, resubmit, cancel, delete, etc.). However, the types of attachment are limited by the policies..
Packager	Users assigned to this role can post and manage all messages and packages. A package is a special type of message where the Refused extensions policy do not apply.
Administrator	Users assigned to this role have full authority. At least, one administrator must be defined.

Roles can be assigned from the **ePigeon** Server Configuration Tool or from the ePigeon Client **Administration / Miscellaneous / Administrators** interface. See **Adding an administrator** in the **Installation / ePigeon Server Installation / ePigeon Server Configuration** section of this manual.



ePigeon Client

7 ePigeon Client

The ePigeon Client is the ePigeon Instant Messaging component installed on all user workstations enabling:

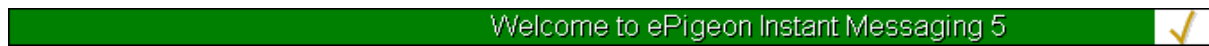
- messages to be displayed in a scrolling banner;
- the creation and editing of messages and packages;
- the creation and editing of all available objects such as templates and groups;
- the configuration of all the elements.

7.1 Scrolling banner

A scrolling banner is a window displaying the message sent (if you are one of the intended recipients).



Expanded banner



Regular banner

This width banner takes up around half the screen, and its height depends on the font size used for displaying messages. Font properties and banner's width may be configured from the “**Options**” window accessible from the main menu if the policies defined by the ePigeon administrator allow for this. The background color of the scrolling message, the text and shading color are set by the level assigned to the message (see “Message Properties”).

The message to be displayed will scroll from right to left and will start from the beginning for as long as the user has not acknowledged the message.

- Clicking on the confirmation button  at the far right of the window or:
- selecting “Acknowledge” from the contextual menu available above the banner.



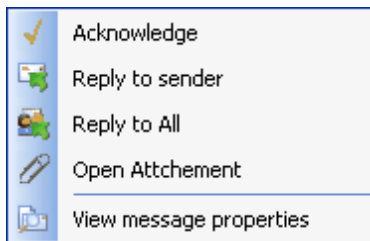
NB: The message confirmation button will only be activated once the whole message has been displayed in the scrolling banner.



NB: Underlined text indicates that a document has been attached to the current message.

7.1.1 Contextual menu

A contextual menu is available by right-clicking the mouse on the scrolling banner window.



- **Acknowledge:** Stops the current scrolling message (and closes the banner if no other message is displayed) and sends a receipt acknowledging that the message has been read (if a receipt has been requested). The same result can be obtained by pressing the confirmation button at the far right of the banner.
- **Reply to sender:** Stops the current scrolling message (and closes the banner if no other message is to be displayed) and opens a message editing window in “Reply” mode (see “Reply to a message”) to send a reply to the message sender.
- **Reply to all:** Stops the current scrolling message (and closes the banner if no other message is to be displayed) and opens a message editing window in “Reply” mode (see “Reply to a message”) to send a reply to the message sender and to all the intended recipients of the original message.
- **Open the attachment:** Opens the document attached to the message in the appropriate editor, depending on the type of document.



NB: The attachment is not physically sent with the message. It merely gives the path to access the document. The original document must therefore be located in a shared directory on your network to which users have access.

7.1.2 Expanded banner



When the banner is in "Expanded" mode (as defined by the policies), there are three buttons under the banner, depending on the type of message (the above example shows a MESSAGE type), along with the name of the message sender and the date of creation. Once activated, the three buttons enable the following functions:

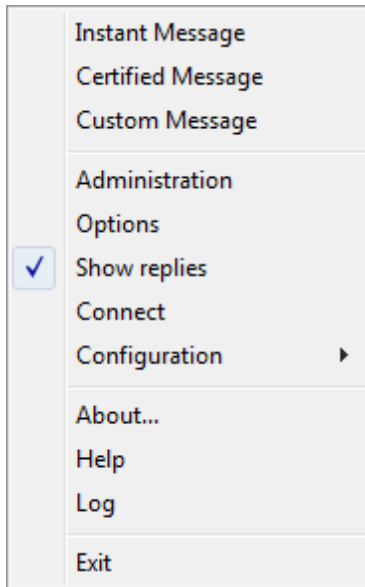
This button enables all the properties to be displayed in the message editing window in read-only mode. It is permanently accessible. You can also access this information by selecting “See properties” from the contextual menu.

This button enables users to reply to the message sender. It will be activated if the “May reply” property has been activated for the relevant message (see “Message properties”). You can also access this information by selecting “Reply” from the contextual menu.

This button enables the activation of the document attached to the relevant message. It is only activated if a document has been attached to the message. This function is also available by selecting “Open attachment” from the contextual menu or by double-clicking on the scrolling text.

7.2 Main menu

The main menu can be accessed through the ePigeon Client icon above the Windows status bar. The elements available in this menu depend on the connection status with the ePigeon Server, to the role assigned to the user and to the usage policies set by the ePigeon administrator. A full menu as displayed to an administrator is shown as follows:










7.2.1 Custom message



Opens the message editing window where you can create a message and customize all properties. However, some of the message properties may be restricted by some of the policies set by your administrator.





NB: The availability of this menu item depends on the "May send message" and "Custom Properties" policies set by the ePigeon Administrator.

Field	Description	Policy that may limit its usage
Subject	This is a 30-character field. If this field is left empty, the first 30 characters of the <i>Text</i> field will be used.	n/a
Text	This is the message that will be displayed in the scrolling banner. It is limited to 2,048 characters.	n/a
	This button gives you a choice of variables to be inserted into your Text field. It is always available.	n/a
Recipients	You type in the list of users, machines and/or groups for the clients you want to display the message. If this field is left blank and the policy permits it, the message will be displayed on every clients.	May send to all
	This button gives you the list of personal groups you may have created. The selected group(s) will be inserted into the list of Recipients. This button is always available.	n/a

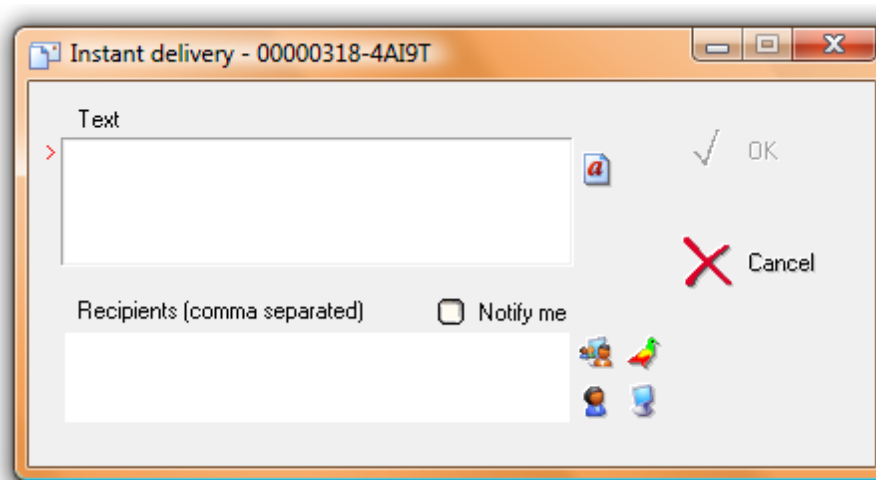
Field	Description	Policy that may limit its usage
	This button gives you the list of ePigeon groups that may have been created. The selected group(s) will be inserted into the list of Recipients. The availability of this button depends on the policy.	May use ePigeon groups
	This button gives you the list of Domain groups that may exist on your network. The selected group(s) will be inserted into the list of Recipients. The availability of this button depends on the policy and the existence of a domain controller.	May use Domain groups
	This button gives you the list of users who have connected to the ePigeon Server at least once. The selected user(s) will be inserted into the list of Recipients. This button is always available.	n/a
	This button gives you the list of computers which have connected to the ePigeon Server at least once. The selected machine(s) will be inserted into the list of Recipients. This button is always available.	n/a
Attachment	This field contains the path of a file you wish to attach to this message. Because the document is not physically delivered with the message, it has to reside on a shared directory or a network place. Press the  button to navigate to your document. If a document is reachable by everyone (a shared directory or network directory), the path will be automatically converted to the UNC format (\\machine\directory). The availability of this field depends on the policy as well as the type of document that you may attach.	May attach a document to the message & Refused extensions
Level	This property defines the visual and audio effects that will be used when the message will be displayed on the recipient's scrolling banner. The way the level name is displayed on this field represents the way it will be displayed on the scrolling banner. Levels are created by your ePigeon administrator(s). Choose a level within the list.	n/a
Delivery	This property defines when the message will be displayed on the recipient's scrolling banner. Choose one of the following delivery methods: <ul style="list-style-type: none"> • IMMEDIATE : The message will be immediately displayed on recipient's scrolling banner only if the client is already connected to the ePigeon Server. • NEXT LOGON : The message will be displayed on recipient's scrolling banner the next time the client will connect to the ePigeon Server. • CERTIFIED : The message will be immediately displayed on recipient's scrolling banner for the clients already connected to the ePigeon Server and for those who are not connected yet, the message will be displayed when they will connect to the ePigeon Server. • SCHEDULED : The message will be displayed at the date/ 	n/a

Field	Description	Policy that may limit its usage
	time you will define in the Next run property (see below). If the client is not connected at that time, the message will be displayed on its next connection to the server unless the Exact time property is enabled (see below).	
Repeat	If you want your message to be re-displayed at every X period, increase the repeat value then select a period from the list. The availability of this field depends on the policy.	May create repeat message
Next run	If SCHEDULED delivery is selected or you create a repeating message (other than repeat at every logon), then you must define the date/time the message will be displayed or start repeating.	n/a
Expiration	A message has a limited life time defined by the Expiration date/time value. At expiration, the message will be deleted. The default life time value is defined by your ePigeon administrator. The value is added to the actual date/time to define a default Expiration date/time value that you may modify to suit your needs.	n/a
May reply	If this property is checked, the user who reads the message will be able to send you a reply message by selecting Reply from his banner's contextual menu.  NB: If you checked this property and send your message to a large number of recipients, you may receive a huge number of replies. To stop displaying these replies, uncheck the Show replies option from the main menu.	n/a
Receipt requested	Enable this property if you wish to know who read your message and when. This information will be extracted when you select your message within your Outbox administration interface.	n/a
Notify me	When you enable the Receipt requested property (see above), you may wish to be notified as soon as a recipient acknowledges it. Enable this property to get a popup notification like this one:  The availability of this property depends on the policy.	May request a notification of receipt
Exact time	Enable this property if you want the message to be displayed on recipient's scrolling banner only if the client is connected at the date/time specified by the Next run field.	n/a
Continuous mode	A message in continuous mode is a message that the user cannot acknowledge. That means the message will be	May create continuous messages



Field	Description	Policy that may limit its usage
	scrolling forever until you (or a Postmaster) cancel or delete it. The acknowledge button  will be replaced by the continuous mode button  .	





7.2.2 Instant message

Opens the message editing window where you can create a message for certified delivery using the default properties. The message will be transmitted to already connected clients and to those who will connect later.



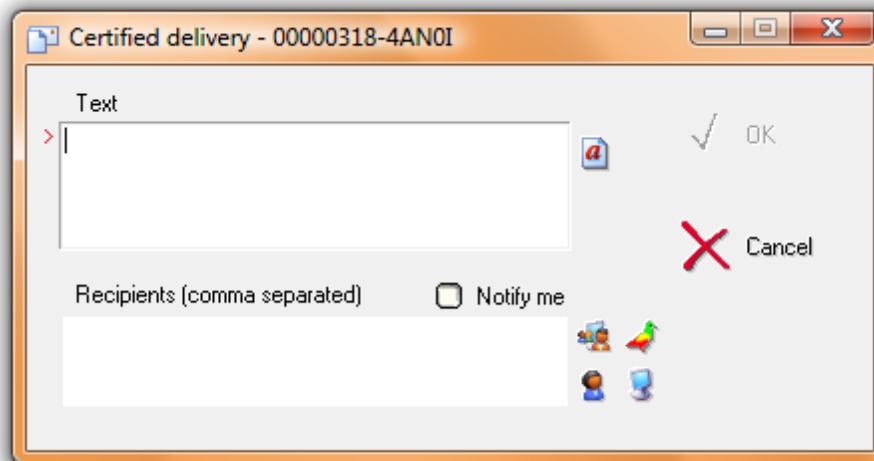
NB: The availability of this menu item depends on the "May send message" policy set by the ePigeon Administrator.

Field	Description	Policy that may limit its usage
Text	This is the message that will be displayed in the scrolling banner. It is limited to 2,048 characters.	n/a
	This button gives you a choice of variables to be inserted into your Text field. It is always available.	n/a
Recipients	You type in the list of users, machines and/or groups for the clients you want to display the message. If this field is left blank and the policy permits it, the message will be displayed on every clients.	May send to all
	This button gives you the list of personal groups you may have created. The selected group(s) will be inserted into the list of Recipients. This button is always available.	n/a







Field	Description	Policy that may limit its usage
	This button gives you the list of ePigeon groups that may have been created. The selected group(s) will be inserted into the list of Recipients. The availability of this button depends on the policy.	May use ePigeon groups
	This button gives you the list of Domain groups that may exist on your network. The selected group(s) will be inserted into the list of Recipients. The availability of this button depends on the policy and the existence of a domain controller.	May use Domain groups
	This button gives you the list of users who have connected to the ePigeon Server at least once. The selected user(s) will be inserted into the list of Recipients. This button is always available.	n/a
	This button gives you the list of computers which have connected to the ePigeon Server at least once. The selected machine(s) will be inserted into the list of Recipients. This button is always available.	n/a
Notify me	<p>When you enable the Receipt requested property (see above), you may wish to be notified as soon as a recipient acknowledges it. Enable this property to get a popup notification like this one:</p> <div data-bbox="462 1031 755 1220" style="border: 1px solid gray; padding: 5px; text-align: center;"> <p>Message read by: Noel, Claude</p> </div> <p>The availability of this property depends on the policy.</p>	May request a notification of receipt


7.2.3 Certified message

Opens the message editing window where you can create a message for certified delivery using the default properties. The message will be transmitted to already connected clients and to those who will connect later.



NB: The availability of this menu item depends on the "May send message" policy set by the ePigeon Administrator.

Field	Description	Policy that may limit its usage
Text	This is the message that will be displayed in the scrolling banner. It is limited to 2,048 characters.	n/a
	This button gives you a choice of variables to be inserted into your Text field. It is always available.	n/a
Recipients	You type in the list of users, machines and/or groups for the clients you want to display the message. If this field is left blank and the policy permits it, the message will be displayed on every clients.	May send to all
	This button gives you the list of personal groups you may have created. The selected group(s) will be inserted into the list of Recipients. This button is always available.	n/a
	This button gives you the list of ePigeon groups that may have been created. The selected group(s) will be inserted into the list of Recipients. The availability of this button depends on the policy.	May use ePigeon groups
	This button gives you the list of Domain groups that may exist on your network. The selected group(s) will be inserted into the list of Recipients. The availability of this button depends on the policy and the existence of a domain controller.	May use Domain groups
	This button gives you the list of users who have connected to the ePigeon Server at least once. The selected user(s) will be inserted into the list of Recipients. This button is always available.	n/a
	This button gives you the list of computers which have connected to the ePigeon Server at least once. The selected	n/a

Field	Description	Policy that may limit its usage
	machine(s) will be inserted into the list of Recipients. This button is always available.	
Notify me	<p>When you enable the <i>Receipt requested</i> property (see above), you may wish to be notified as soon as a recipient acknowledges it. Enable this property to get a popup notification like this one:</p>  <p>The availability of this property depends on the policy.</p>	May request a notification of receipt

7.2.4 Administration

Grants access to the administration interface. Using this interface, you can access your inbox, where you can view active messages that you have received, your outbox where you can manage your messages (edit, cancel, re-send, view return receipts and reply records, etc.), packages you have received, your customized templates and the shared templates, the ePigeon groups, domain groups (if domain exists) and your personal groups, as well a list of users and machines.

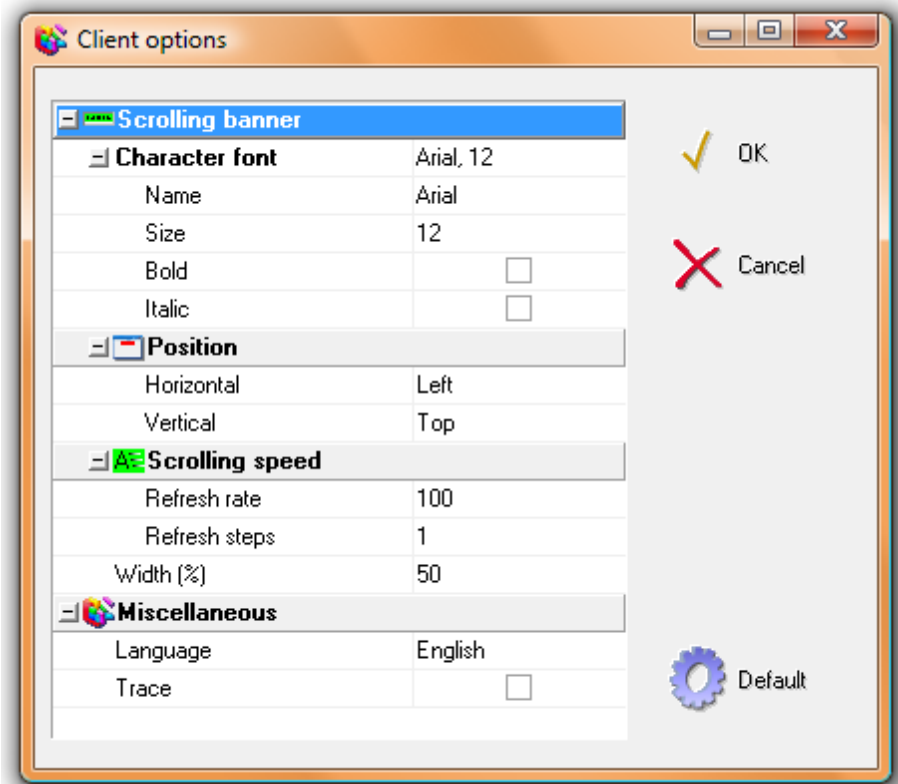


NB: The availability of this menu item depends on the "*May send message*" and "*May manage own message*" policies set by the ePigeon Administrator.

See the **Administration** section later on this document.

7.2.5 Options

Activates the custom options configuration window, such as the font used for the characters displayed in the scrolling banner, as well as the user language.



NB: The availability of this menu item depends on the "May modify display options" policy set by the ePigeon Administrator.

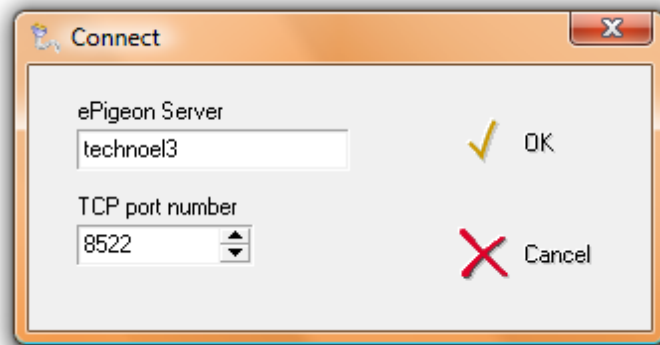
See the **Options** section later on this document.

7.2.6 Show replies

When checked, any reply to your submitted message will be posted in the scrolling banner. To stop posting the replies, uncheck this menu item. In this case, you will be able to read all replies by selecting your **Inbox** from the **Administration** Window or the **History** section of your **Outbox** for the selected message.

7.2.7 Connect

Use this menu item to connect your ePigeon Client to another ePigeon Server.



Type in the name or IP address of the ePigeon Server you wish to connect to and select the appropriate TCP port number to use for this new connection.



NB: If you type in the IP address, make sure this address will never change on the server side otherwise, the next time the server will start, the address will change and the ePigeon Client will not be able to connect to it.



NB: If the client is already connected to an ePigeon Server and you change these values, if the client cannot connect to the new server, it will reconnect to the existing one. If the connection is successful, the information will be recorded in the client's configuration file for subsequent executions.

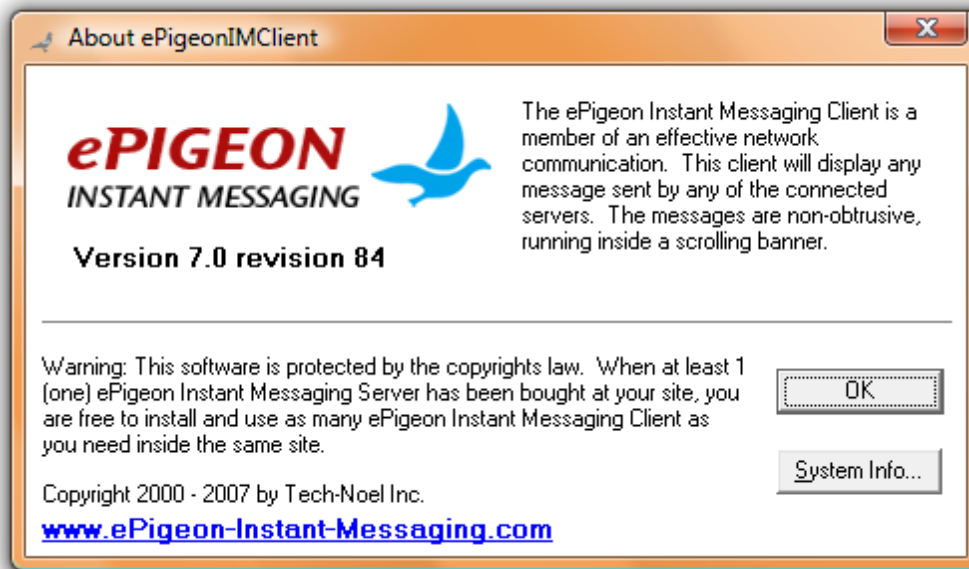
7.2.8 Configuration



NB: This menu item is reserved for the ePigeon administrators only. It will not appear for any other user.

7.2.9 About...

This is where you can get some information about the actual ePigeon Client application.



You may also get lot of information about your computer system by pressing the **System Info...** button.

7.2.10 Help

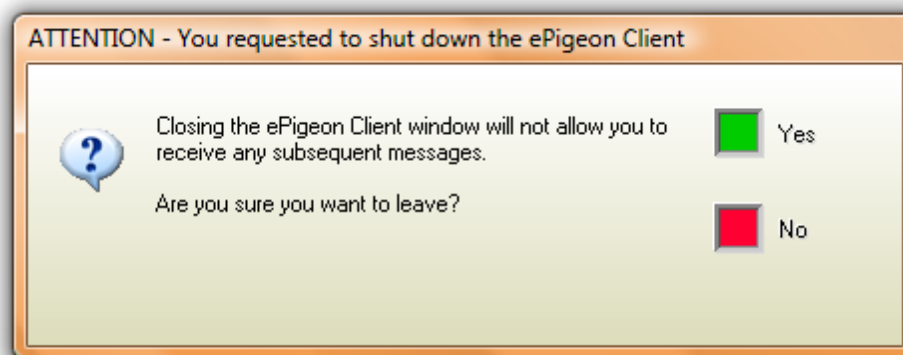
Use this menu item to display this help file.

7.2.11 Log

Use this menu item to open your client.log file within a window for reading or copying to your clipboard.

7.2.12 Exit

This menu item will close your running ePigeon Client application. When you select this menu item, you will be prompted to confirm the action.



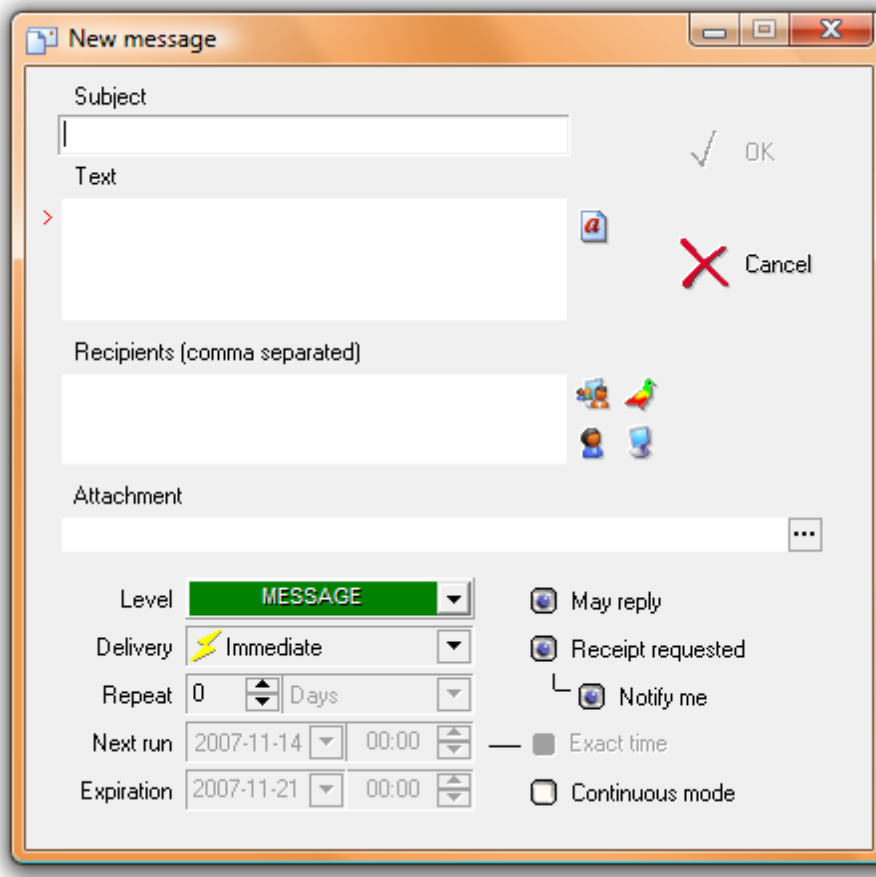
Click the **Yes** button to close the application or **No** to keep it alive.



NB: The availability of this menu item depends on the "May close client" policy set by the ePigeon Administrator.

7.3 Messages


The message editing window is used for the creation and editing of messages. It can be accessed depending on the policies defined by your ePigeon administrator. It can be activated from the main menu or from the contextual menu in the “Sent items” window in the administration interface.




If you are writing a new message, the window opens with the default properties. Only the “Text” field (and possibly the “Recipients” field, depending on the policies being used) is required. All the properties are explained in detail in the “Message properties” section in this document. A brief explanation is provided in the field below the window. The content of these fields can be changed by navigating from one field to another using the TAB key on your keyboard, or by moving your mouse onto the relevant fields.

7.3.1 Message properties

All messages and packages have a series of properties that set their display, delivery and scheduling, as well as the actions made possible by the message. Here is a complete list (the ✓ symbol in front of the property name indicates a mandatory property):


Property	Description	Applies to Messages	Applies to Packages
Subject	You can allocate a subject to your message or package. If no subject is specified, it will be automatically taken from the first 30 characters of the message body.	✓	✓
✓ Text	This is the text displayed in the scrolling banner.	✓	✓
Recipients	Indicates who the message is sent to. This can be made up of User IDs, machine names, ePigeon groups, domain groups or personal groups, IP addresses or ranges of IP addresses. If this field is left empty, it will be displayed on all ePigeon Clients on your network.  NB: this field may be mandatory if so required by the policies.	✓	✓
Attachment	If so enabled by the policies, a user can attach a document to a message. This document is not sent to users. A link is provided to it. It will be available in a shared directory on your network where it can be accessed by any users who may wish to open it. The type of attachment is restricted by the relevant policies and must be able to be opened by an application (i.e.: an MS Word document). URL of type HTTP:, HTTPS: and FTP: are permitted. Also, to specify a document located on the targeted user's hard drive, use environment variables within "%" signs (i.e. %ProgramFiles%\ePigeon\Client\epigeonclient.chm indicates a locally stored document).	✓	✓
✓ Level	Defines the display properties for the text in the scrolling banner (banner color, text color, shading color – if applicable) and the optional audio properties. Four levels are bundled with the installation program. MESSAGE, WARNING, ALERT and ALARM. These pre-set levels can be modified according to your company's needs.	✓	✓
✓ Delivery	Defines the time when the delivered message will be displayed. Immediate: The message will be displayed as soon as it has been created, for the intended users – as long as they are connected to the server. Other intended users will not see the message (similar to the "Net Send" command). Logon: The message will be displayed to the intended users when they next log-on to their client. Certified: (Immediate + Log-on) The message will be displayed as soon as it has been created, for the intended users connected to the server. The other intended users will see the message when they next log-on to their client. Scheduled: The message will be displayed to the intended users on the date and time specified in the "Run" field (see below). If the "Exact time" option (see below) is	✓	✓

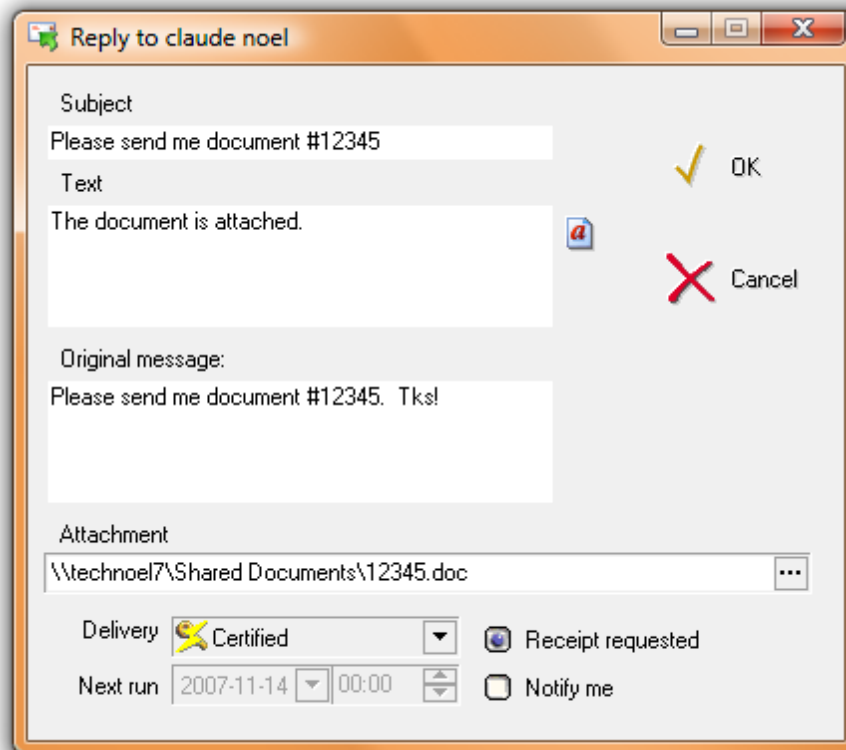
Property	Description	Applies to Messages	Applies to Packages
	selected, the message will be displayed to users connected to the server at the exact time stated (local time of the intended user). Otherwise, it will be displayed to intended users from the specified date and time onwards.		
Repeat	Enables the creation of a message that will be displayed at the time specified in the "Delivery" property (see above) and which will be repeated at intervals of between 1 minute and 999 years, or each time the user logs-on. If the value is set to 0 (default value), the message will not be repeated.	✓	✓
Next run	Indicates the time and date of the next time the message runs. This field is only activated if the delivery is "Scheduled" (see above) or if the message is repeated (unless it is to be repeated each time the user logs-on to the system). In the event that a repeated message whose delivery is not "Scheduled", the designated date and time will be those from which the message begins repeating. After each run, this date and time will be increased in accordance with the "Repeat" field until the expiration date (see below) is reached.	✓	✓
Expiration	Indicates the time and date from which the message will no longer be active and will stop being displayed.	✓	✓
May reply	Indicator setting whether the message recipients can directly reply to the message. If you send a message to a large number of clients, you can prevent all these people from replying by deactivating this option. Please note that if you receive a large number of replies, you can deactivate the display of these replies by unchecking " Show replies " from the main menu. Please also note that recipients cannot reply to a package.	✓	
Receipt requested	When you activate this option, a receipt is sent to the message sender once the recipients have acknowledged that they have read it. Thanks to this receipt, you will be able to know who has read your message when you activate the "Inbox" window in the administration interface (this interface may not be accessible to all users if prohibited by policies). If you require such a receipt (for example, if the message sent to you is just a reminder), deactivate this option in order to reduce the server and bandwidth workload of your computer network.	✓	✓
Notify me	If a receipt is requested (see above) and the policies allow for it, a small pop-up window will appear in the lower right-hand corner of your screen to inform you that a user has acknowledged that he/she has read the message.	✓	✓

Property	Description	Applies to Messages	Applies to Packages
			
Exact time	When a delivery date is scheduled or a message is repeated (see above) and this option is selected, the message will only display at the exact time specified (recipient's local time). Otherwise, if a user connects to the server after the run date, the message will be displayed. This does not apply to packages.	✓	
Continuous mode	A message in continuous mode cannot be acknowledged by the recipients. It will be displayed continuously until the originator cancels or deletes it. This mode may have been disabled by your ePigeon administrator.	✓	
Mandatory	When a package is mandatory, if the recipient does not open it (or run it, depending on the type of package), it will be opened when the user acknowledges having read the message.		✓

7.3.2 Reply to a message

Reply to the message author

You can reply to a message if replies are permitted by the "May reply" property of the original message. You can then choose the  button on the scrolling banner or choose "Reply" from the contextual menu. The message editing window will be presented in "Reply" mode.



The "Subject" and "Original message" fields will be read-only and will be extracted from the original message. The message will be sent to the author of the original message. It may not be a repeated message, but all delivery choices are available. This reply message will expire at the same time as the original message.

Reply to all

Users have the option of replying the author of the message and of sending this reply to all the users who received the original message. To do this, choose "Reply to all" from the contextual menu in the scrolling banner.


7.3.3 Use of variables

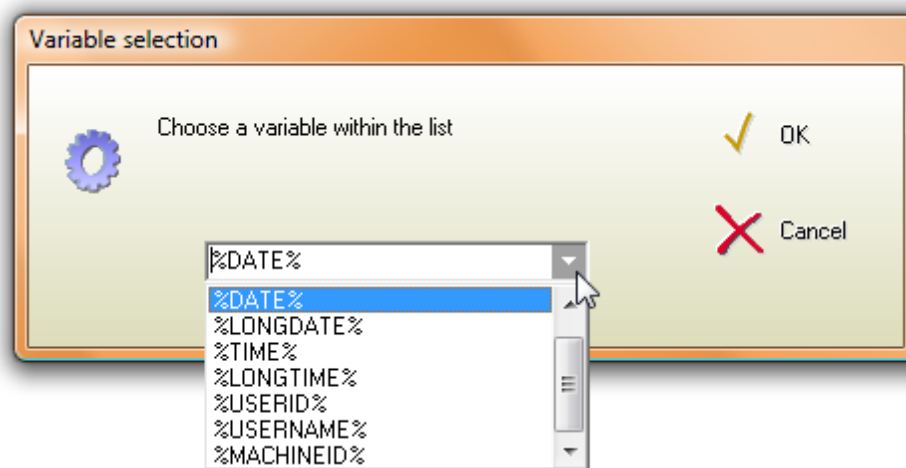
Some variables are available for use within your text to be displayed. These variables are resolved when the message is displayed on the intended recipients' workstations.

The available variables are:

Variable	Description
%DAYOFWEEK%	Gives a text display of the current day (Monday, Tuesday, etc.)
%DATE%	Displays the current date in shortened format as set by the recipient's computer (for example: 2006-02-16).
%LONGDATE%	Displays the current date in long format as set by the recipient's computer (for example: 16 February 2006).
%TIME%	Displays the current time in shortened format as set by the recipient's computer (for example: 15:27).

Variable	Description
%LONGTIME%	Displays the current time in long format as set by the recipient's computer (for example: 15:27:35).
%USERID%	Displays the recipient's User ID.
%USERNAME%	Displays the full name of the recipient.
%MACHINEID%	Displays the name of the client machine.






These variables can be entered using the keyboard or by clicking on the variable selection button . This button opens a window in which you can select variables available given in a list.



The selected variable will be added to the body of the current text.

7.3.4 Selection of recipients

You can choose your recipients from one of the five available lists by clicking on the corresponding button located to the right of the "Recipients" field.

Button	Name	Description
	Personal groups	Displays the personal groups defined by the user. Each user can create their own groups. These groups can include users, machines, ePigeon groups or domain groups if they are available and permitted by user policies.
	ePigeon groups	Displays the list of ePigeon groups. These groups are available for all users if permitted by the policies. In order to create and administer these groups, users must hold the role of Postmaster or higher.
	Domain groups	Displays the list of domain groups if your company uses such groups (NT Domain or Active Directory). These groups are available for all users if permitted by the policies.
	Users	Displays a list of users who have connected to the ePigeon Server at least once. They are accessible to all users.
	Machines	Displays a list of machines whose ePigeon Client has connected to

Button	Name	Description
		the ePigeon Server at least once. They are accessible to all users.

These are multiple-selection lists. You can therefore select a number of elements from the list by using standard Windows multiple-selection methods. The element(s) selected will be added to the recipient field. You can also choose further elements from a list in the same message.



NB: Where there are several recipients, irrespective of the type (User ID, machine name, group, etc.), these elements should be separated by commas. When you select elements from lists, the commas are automatically inserted.

7.3.5 Attaching a document

A document can be attached to your text if this is permitted by the policies being used. However, these same policies may limit the type of documents that can be attached.

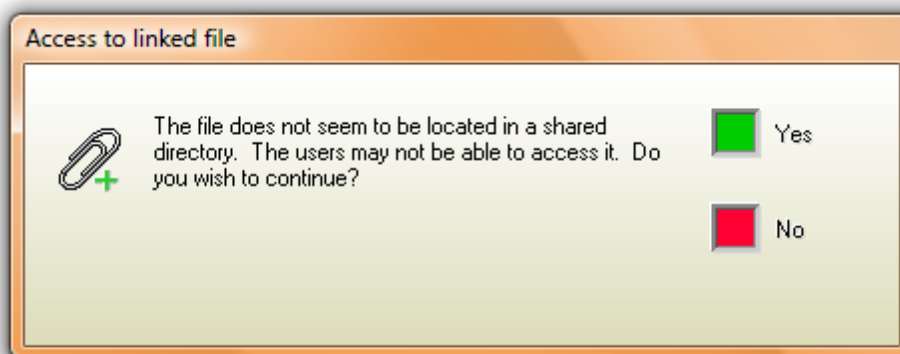
An attachment is not physically sent to recipients. There is merely a link pointing to the document location on your computer network. This document must therefore be located in a shared directory to which all the recipients have access – at least in read-only mode – in order to be able to open the document.

If the document is attached to an application, this application will open upon clicking on the document.



For example: If you attach a .doc document and Microsoft Word is installed on the recipient's workstation, the MS Word application will be launched and the document will open in this application. If Microsoft Word is not installed, but another application supporting the .doc format is installed, the document will be opened in this other application.

Before transmitting the message, the ePigeon Client will check whether the attachment is located in a shared directory accessible to all. If it isn't, a message will be sent to inform you and the editing window will remain open so that you can make the necessary changes.

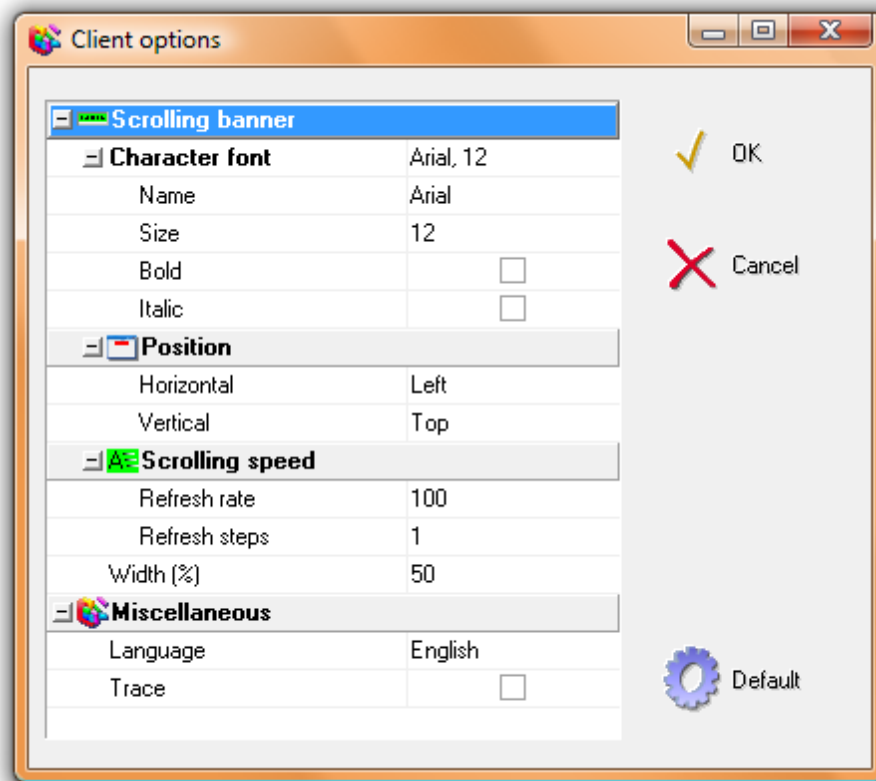


If your attachment is refused through the above message, move it to a

suitable shared directory and change the link to point to the new directory where the document has been moved to.

7.4 Options

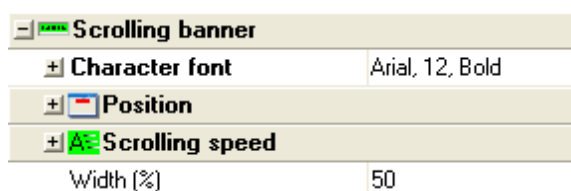
The options configuration menu can be accessed from the main menu if permitted by the policies set by the ePigeon administrator.



You can set the character font to be used in the scrolling banner text from this options window, as well as the initial positioning (horizontal or vertical) of the banner and the message scrolling speed. The language used in the various ePigeon Client windows can also be set in this window. Furthermore, you can also use this window to activate the “Trace” option. This option is useful in the event of any problems arising with the program. If an application error occurs, the support team can activate this trace option and reproduce the problem. “Trace” provides a large amount of useful information to help resolve issues.


7.4.1 Scrolling banner

This is where you define scrolling banner's properties like the character font used, the starting position and width as well as the scrolling speed.



7.4.1.1 Character font

Character font		Arial, 12, Bold	...
Name		Arial	
Size		12	
Bold		<input checked="" type="checkbox"/>	
Italic		<input type="checkbox"/>	

To define the type of font used, click on the dots button  to open the standard Font selection window or fill in the **Name**, **Size**, **Bold** and **Italic** fields.

7.4.1.2 Starting position

This is where you define the position of the scrolling banner when it will be shown for the first time. Choose *Left*, *Center* or *Right* **Horizontal** position, and *Top* or *Bottom* **Vertical** position.

Position	
Horizontal	Left
Vertical	Top



NB: You may always freely move the banner on your screen by dragging it with your mouse.

7.4.1.3 Scrolling speed

The scrolling speed is set using two properties: The refresh rate and the refresh pace.

Scrolling speed	
Refresh rate	100
Refresh steps	1

- **Refresh rate:** Sets the number of times per second that the banner text will move. The higher the value, the faster the scrolling. This value must be situated between 1 and 100.
- **Refresh pace:** Sets the number of text pixels that will move with each refreshing. The higher the value, the faster the scrolling. The lower the value, the smoother the scrolling. This value must be situated between 1 and 10.



If the refresh rate has a value of 100 and a pace value of 3, the text will move at 300 pixels per second.

7.4.1.4 Width

This is where you define the horizontal size of the scrolling banner (vertical size depends on the character font used). You define the width in percent of your screen horizontal size. Values range from 205 to 100%.

Width (%)	50	▲	▼
-----------	----	---	---

Type in the value or use the selector  to step the value up/down in step of 5%.

7.4.2 Miscellaneous

In this section, you define some miscellaneous options.

Miscellaneous	
Language	English
Trace	<input type="checkbox"/>

Select the language you wish to use from the available drop-down list.

When you enable the Trace option, lot of information will be recorded in your client.log file. This file is used for debugging purpose. Turn the Trace ON only when requested by the support group.

7.5 Administration

The administration interface has several functions. It enables you:

- to manage the messages you have sent;
- to view a list of messages received;
- to see a record of replies;
- to find out who has received your messages and when they received them;
- to create and manage your personal templates;
- to create messages from shared or personal templates;
- to create customized user groups;
- to view a list of shared user groups (ePigeon groups);
- to view a list of domain groups (if used by your organization);
- to view a list of packages received;
- to view a list of users on the ePigeon Client;
- to view a list of computers with the ePigeon Client;

Users allocated a higher-level role may also use the administration interface to:

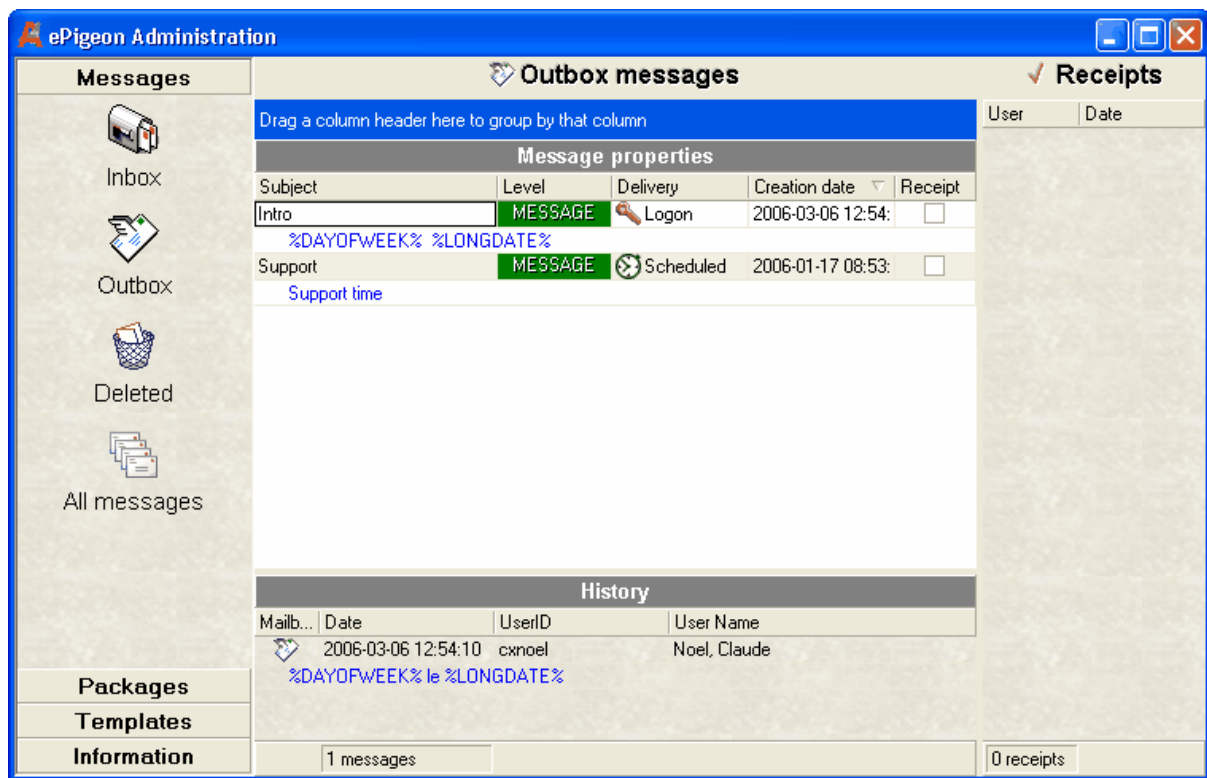
- manage all messages from all users;
- create packages;
- manage shared templates;
- manage shared groups;
- manage roles.



NB: This interface is available to users allocated a high-level role and to user with user roles, if permitted by the policies being applied.

7.5.1 Interface elements

The interface is displayed in window using several frames.



The left hand side of the window contains links to the various interfaces. This is the “Menu” section. You can use this menu to access the various administration interface functions such as access to your sent and received messages, available group lists, etc.

The “Details” section is located to the right of the menu section. Its content and presentation depend on the menu selected. For example, the above image shows the “Details” section with three areas linked to your “Inbox”. These areas are:

- The list of messages
- History for a selected message
- Notification receipts for a selected message

The “Details” section areas relate to the choice of menu. For example, if you choose the “Users” menu, only a list of users will be displayed. If you choose the ePigeon groups menu, a list of groups will be displayed, along with a list of members of the selected group.

7.5.1.1 Working with lists

Whichever menu is selected, there will always be a main list area similar to the one shown here:



Area description:

1. **Title bar:** Tells you the type of information displayed in the list
2. **Group bar:** Enables messages to be grouped together by moving a column header into this area. See "Information Grouping" for more details.
3. **Bands:** Bands are used to organize the various headers. Depending on the type of interface, one or two bands may be available. They also enable all the headers located in the customization area to be moved (see "Interface Customization" section).
4. **Headers:** The headers represent the various properties of the displayed information. They can be moved, withdrawn or sorted.
5. **Data:** The data for the relevant type of list will be displayed in this section. A contextual menu is usually available in this section, depending on the type of list.

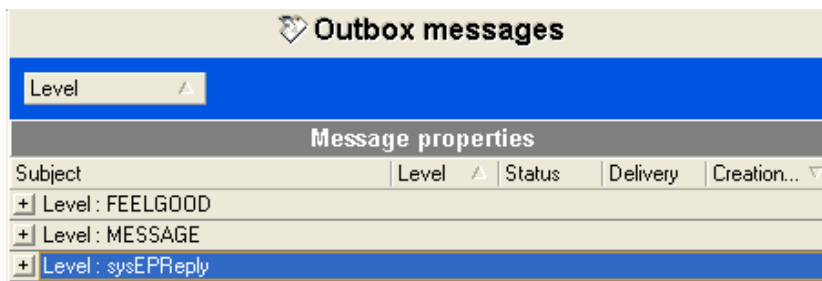
7.5.1.2 Moving and re-sizing columns

All the columns can be moved exactly as you please. All you have to do is select the relevant header and move it to the desired position. As you move the header, a pair of arrows will indicate the position for insertion in the header area.

A number of columns can also be re-sized. Simply place the cursor at the right edge of the column. The cursor will turn into a double-headed arrow. Click and hold down the left mouse button and move the mouse to the right to widen the column and to the left to make it narrower. Release the mouse button when you reach the desired width.

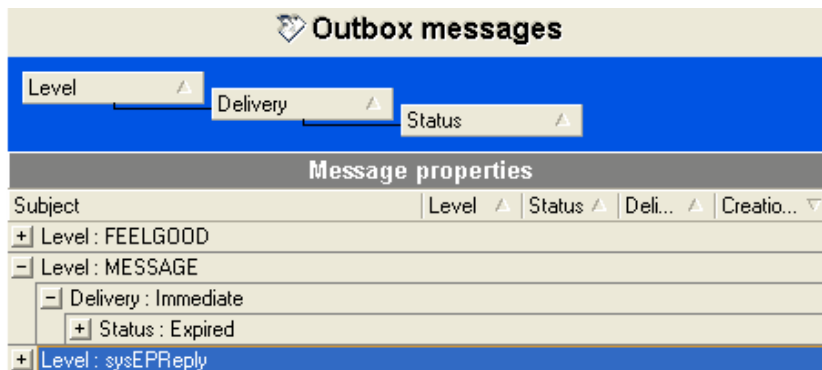
7.5.1.3 Information grouping

The information contained in these lists can easily be grouped together. For example, you may wish to group your messages by level. This is easily done by moving the header into the grouping area. Click and hold down the left mouse button on the column header representing the messages you would like to group together and then move this header into the grouping bar:



You can then click on the plus sign (+) in order to expand this list of messages.

You can add as many group levels as you like.



To withdraw a grouping level, simply move the header from the grouping area to the header area. You can also delete the groupings by choosing one of the options available from the contextual menu in the grouping bar.

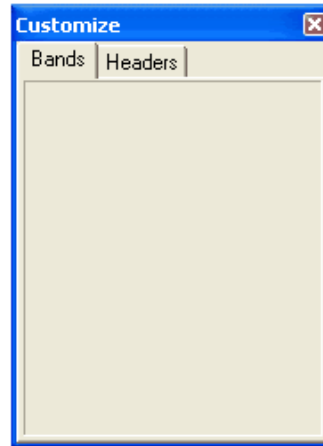
7.5.1.4 Customizing the interface

Most lists can be customized. You have the option of just displaying the columns you are interested in, in whatever order you like. When you activate the contextual menu above the grouping area, you will get one or more of the following options:

- **Simple view:** Only the main headers will be presented in a single line
- **Full view:** Most the available headers will be displayed on one or more lines, depending on the type of list
- **Custom view:** Choose the headers to be displayed and the number of lines

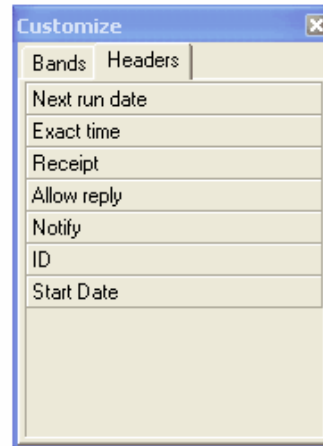
If you choose the custom view, a pop-up window appears on the screen:


Deleted messages				
Drag a column header here to group by that column				
Message properties		Timing properties		
Subject	Creation date ▾	Delivery	Receipt	Notify
Target	Level	Next run date	Exact time	Allow reply
Link	Status	Expiration		



This window has two tabs: **Bands** and **Headers**. You can move a header or a band from the list into the customization window in order to withdraw the corresponding information from the list, or you can move a header or a band from the customization window in order to add information to the list. When you move a band, all the headers in that band are transferred at the same time.

X Deleted messages		
Drag a column header here to group by that column		
Message properties		
Subject	Expiration	Creation date ▾
Target	Delivery	Level
Link	Status	



Even if you move a bar into the customization window, you can move one of its headers into the list under a different bar. When you have finished customizing the information, all you have to do is close the customization window by clicking on the  in the top right hand corner.

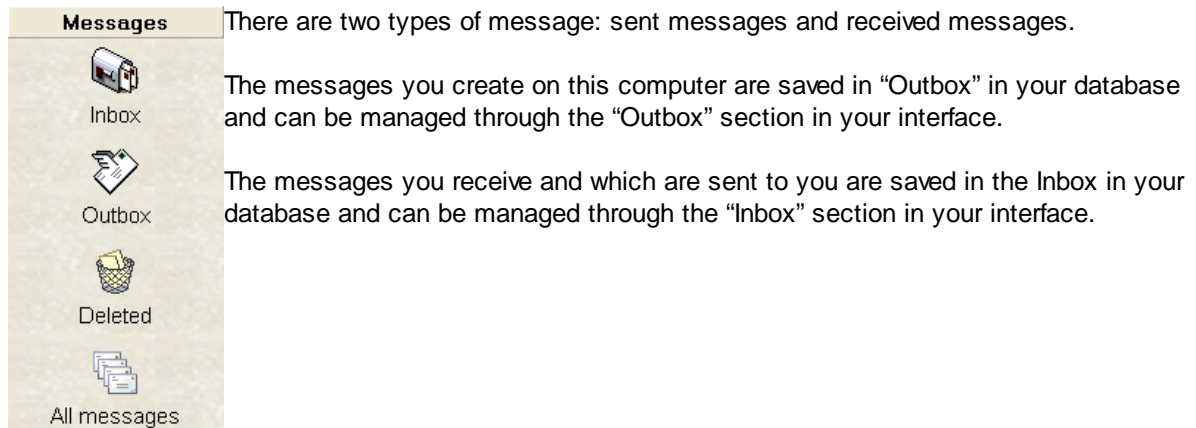
This arrangement will be saved in the user's personal directory.

7.5.1.5 Additional lists

Depending on the type of list, additional lists may appear. For example, you will find a **Receipts** list to the right of the main list in the **Sent Items** list, the content of which depends on the item selected in the main list. You will also find an **Archives** list under the main list, containing a list of messages and replies associated with the message selected in the main list.

The width and the height of these additional lists can be changed to suit your own preferences. Simply place the cursor on the meeting point of the two lists to move them apart.

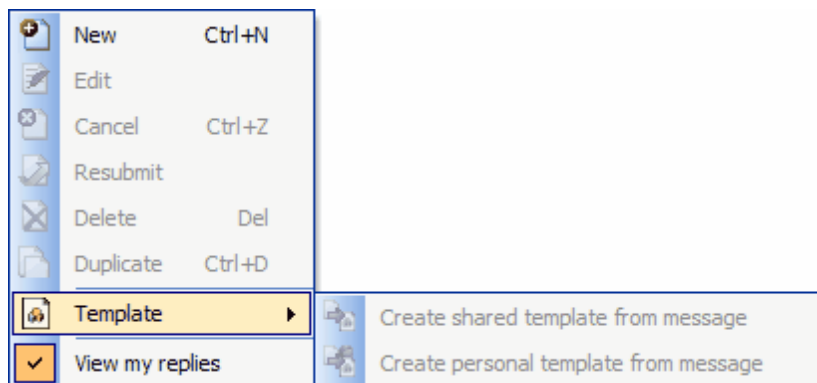
7.5.2 Messages section



7.5.2.1 Outbox



“Outbox” contains a list of all the messages you have sent more than one week ago whose expiry date has not been reached. The interface contains a list of messages, archived communication regarding a selected message and a list of receipts for a selected message if the “Receipt Requested” option has been activated for the message in question.



From the contextual menu, you can:

- **Create a new message**
- **Edit a selected message:** When you save an edited message, the system will ask you whether you would like to re-display the message with the modified properties or whether you would simply like to save the changes.
- **Cancel a message:** The message becomes inactive. It will no longer be displayed. If the message is still being displayed on any computer, it will disappear from the screen.
- **Re-submit a message:** The message will be sent to recipients with instructions to re-display it.
- **Delete one or more messages:** The deleted messages will be transferred to the “Deleted Messages” section. They will remain there for seven days before being permanently deleted from the database. The message will be permanently deleted from all user inboxes.
- **Duplicate a message:** All the properties of the selected message will be entered into a message

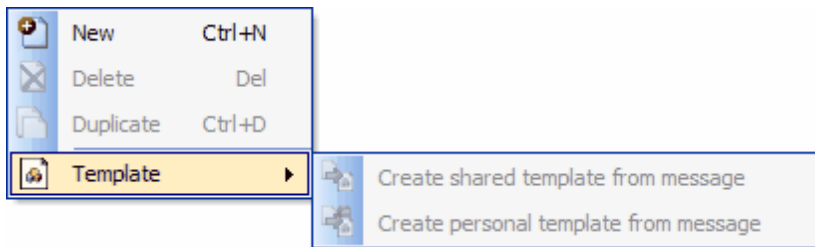
editing window to create a new message.

- **Create a shared template:** An exact copy of the selected message will be saved in the template editing window. A “Postmaster” role (or higher) is required for this option.
- **Create a personal template:** An exact copy of the selected message will be saved in the template editing window.
- **Activate/deactivate display of your replies:** When you reply to a message, this reply becomes a message sent with the “sysEPReply” level. You can prevent this type of message from being displayed in your “Outbox”. However, the message will still be displayed in the conversation archives in the inbox.

7.5.2.2 Inbox



This contains all the messages sent to you whose expiry dates have not been reached. The interface contains a list of messages, along with the communications archive for a selected message.



From the contextual menu, you can:

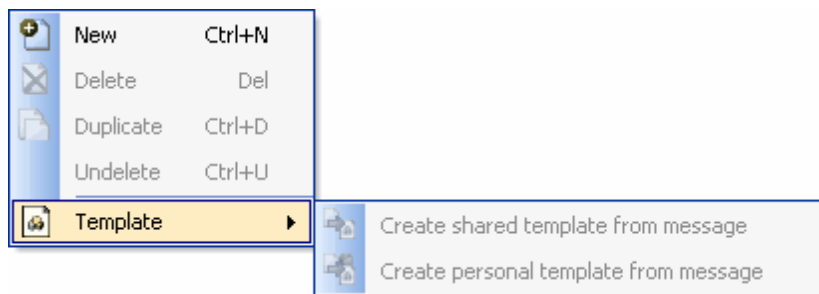
- **Create a new message** (the generated message will be saved in “Outbox”)
- **Delete a message:** The message may no longer be displayed unless it is re-sent by the sender or by a Postmaster (or any other person with high-level rights).
- **Duplicate a message:** All the properties of the selected message will be entered into a message editing window to create a new message. The new message will be saved in “Outbox”.
- **Create a shared template:** An exact copy of the selected message will be saved in the template editing window. A “Postmaster” role (or higher) is required for this option.
- **Create a personal template:** An exact copy of the selected message will be saved in the template editing window.

7.5.2.3 Deleted messages



When you delete messages from “Outbox”, they are not immediately deleted. Instead, they are transferred to a deleted messages box. They are stored here for seven days.

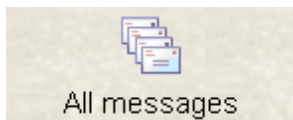
The interface contains just a list of deleted messages.



From the contextual menu, you can:

- **Create a new message** (the generated message will be saved in “Outbox”)
- **Delete a message:** The message will be permanently deleted.
- **Duplicate a message:** All the properties of the selected message will be entered into a message editing window to create a new message. The new message will be saved in “Outbox”.
- **Cancel deletion:** The message will be re-inserted into “Outbox”.
- **Create a shared template:** An exact copy of the selected message will be saved in the template editing window. A “Postmaster” role (or higher) is required for this option.
- **Create a personal template:** An exact copy of the selected message will be saved in the template editing window.

7.5.2.4 All messages



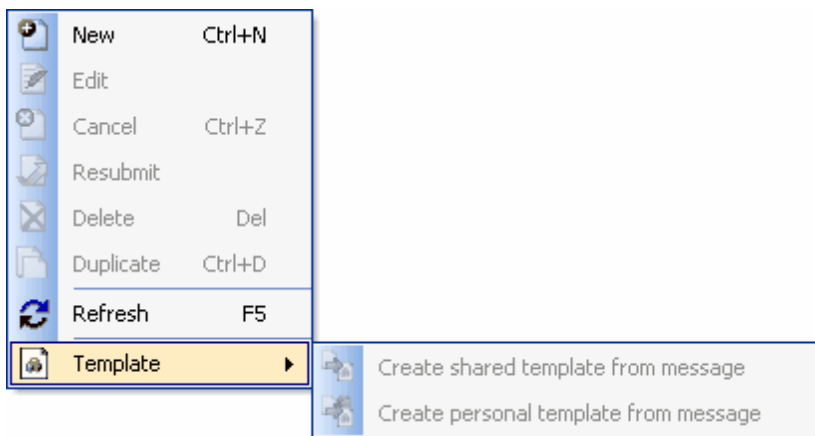
NB: This option is only available if you hold a “Postmaster” role or higher.

Enables you to manage existing unexpired messages in the ePigeon Server database, irrespective of the sender. First of all, the list of messages is downloaded from the server and saved locally in a temporary table.

The interface contains a list of messages and a list of receipts for a selected message if the “Receipt Requested” option has been activated for the message in question.





NB: Messages saved in the server database are permanently deleted on the message expiry date.



From the contextual menu, you can:

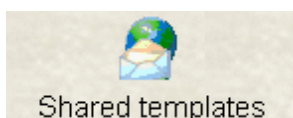
- **Create a new message:** The new message will be saved in “Outbox”.
- **Edit a selected message:** When you save an edited message, the system will ask you whether you would like to re-display the message with the modified properties or whether you would simply like to save the changes.
- **Cancel a message:** The message becomes inactive. It will no longer be displayed. If the message is still being displayed on any computer, it will disappear from the screen.
- **Re-submit a message:** The message will be sent to recipients with instructions to re-display it.
- **Delete one or more messages:** The deleted messages will be transferred to the “Deleted Messages” section. They will remain there for seven days before being permanently deleted from the database. The message will be permanently deleted from all user inboxes.
- **Duplicate a message:** All the properties of the selected message will be entered into a message editing window to create a new message.
- **Create a shared template:** An exact copy of the selected message will be saved in the template editing window. A “Postmaster” role (or higher) is required for this option.
- **Create a personal template:** An exact copy of the selected message will be saved in the template editing window.
- **Refresh:** Deletes all the entries in the temporary table and downloads the new messages from the ePigeon Server.

7.5.3 Templates section

Templates	Templates are pre-designed messages intended to standardize certain kinds of message or to speed up the creation of new messages with established properties.
 Shared templates	There are two types of template: Shared and Personal
 My templates	Shared templates are created by a user holding the role of “Postmaster” or higher and are available for all users for the generation of new messages.

Personal templates are created by users and saved in the user’s local database. Therefore, they are only available to the person who created the template and on the machine used to generate the template.

7.5.3.1 Shared templates

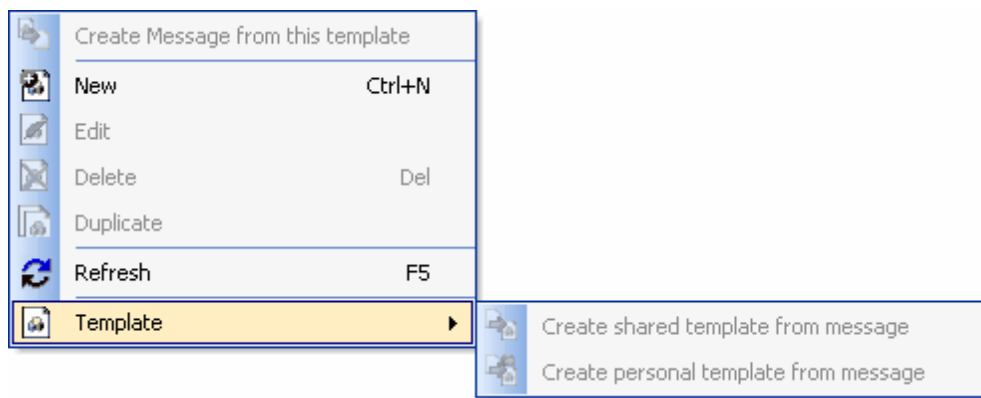


Shared templates are pre-configured messages available to all users, enabling them to rapidly create messages. If the "May manage own messages" policy has been activated, users may use these templates to create new messages.



NB: Only members holding "Postmaster" roles or higher can create and edit these templates. However, users can create a copy of the selected template in their personal templates section, thereby enabling them to edit them as they see fit.

The interface will contain a list of the shared templates. When you access this section, the list of shared templates is downloaded from the server database to a temporary table on the user's database.



You can then perform the following functions from the contextual menu (the items in red are available to members holding "Postmaster" roles or higher):

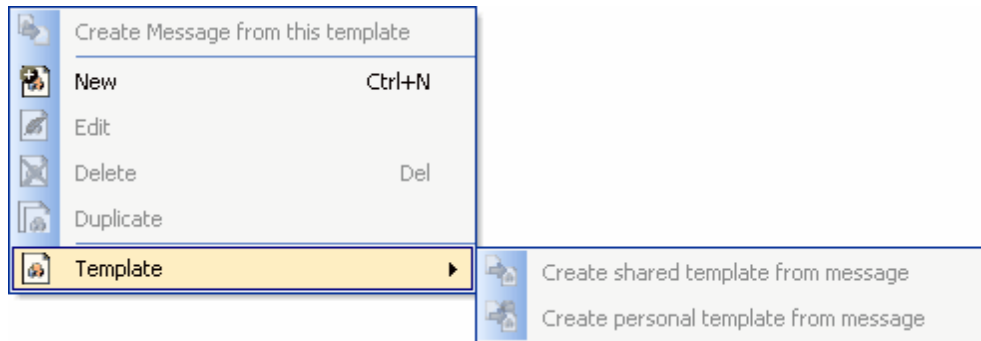
- **Create a new message using the selected template:** All the properties of the selected message will be entered into the message editing window.
- **Create a new shared template**
- **Edit the selected template**
- **Delete the selected template(s)**
- **Duplicate the selected template:** An exact copy of the selected template will be placed in the template editing window for saving in the shared template section.
- **Refresh the list:** As the list is downloaded locally when you first access this screen, it may be necessary to refresh the list as you go on.
- **Create a shared template using the selected template:** An exact copy of the selected template will be placed in the template editing window for saving in the shared template section.
- **Create a personal template using the selected template:** An exact copy of the selected template will be placed in the template editing window for saving in the personal template section.

7.5.3.2 Personal templates



Personal templates are pre-configured messages available to the creator of the templates on the computer on which they were created, enabling messages to be created quickly. If the "May manage own messages" policy has been activated, template owners can manage their own templates.



The interface will contain a list of the personal templates.



You can then perform the following functions from the contextual menu (the items in red are available to members holding "Postmaster" roles or higher):

- **Create a new message using the selected template:** All the properties of the selected message will be entered into the message editing window.
- **Create a new personal template:**
- **Edit the selected template**
- **Delete the selected template(s)**
- **Duplicate the selected template:** An exact copy of the selected template will be placed in the template editing window for saving in the personal template section.
- **Refresh the list:** As the list is downloaded locally when you first access this screen, it may be necessary to refresh the list as you go on.
- **Create a shared template using the selected template:** An exact copy of the selected template will be placed in the template editing window for saving in the shared template section.
- **Create a personal template using the selected template:** An exact copy of the selected template will be placed in the template editing window for saving in the personal template section.

7.5.4 Packages section

Packages	
 Received	Packages are messages generated by a member holding a "Packager" role or higher, with a link to a file. There are no restrictions as to the type of attachments. They can be executable files or any document that can be associated with an application. The attached file must therefore be located in an accessible shared network directory – at least as a read-only file – for all the intended recipients. Running or opening the document may be made obligatory. This means that if users do not activate a document themselves, the document will be run/opened upon confirmation of the message.
 All packages	



NB: It is not possible to reply to a "Package" type message.



NB: Packages are "sysEPPackage" level messages and are displayed in black characters on a white background.

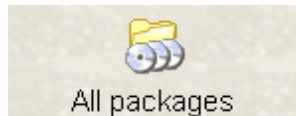
7.5.4.1 Received



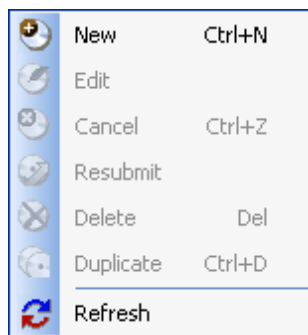
This box contains all the packages sent to you whose expiry dates have not been reached. The interface will contain a list of packages.

This screen does not contain a contextual menu. Packages can only be modified or deleted by members with a "Packager" role or higher. However, users can reactivate packages by double-clicking on the link.

7.5.4.2 All packages



This option is only available to members holding a "Postmaster" role or higher. When you access this section for the first time, the list of packages is downloaded from the ePigeon Server database to a local temporary table.



From the contextual menu, you can:

- **Create a new package**
- **Edit the selected package**
- **Cancel a package** The package becomes inactive. If it is a repeated or scheduled package, it will no longer be displayed. If the package is still being displayed on any computer, it will disappear from the screen.
- **Re-submit the selected package:** The package will be sent to recipients with instructions to re-display it.
- **Delete one or more packages:** The packages will be deleted from all user workstations. If a package is still being displayed on any computer, it will disappear from the screen.
- **Duplicate the selected package:**
- **Refresh the list**

7.5.5 Miscellaneous section



The "Miscellaneous" section grants access to all other available information.

Depending on the set policies and on the availability of the information, you can:

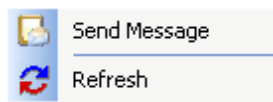
- Access the list of groups for your domain (NT or AD), as well as the list of members making up these groups;
- Access and manage the list of ePigeon groups, as well as the list of members making up these groups;
- Create your own user groups;
- Access the list of users who have connected to the ePigeon network at least once;
- Access the list of computers which have connected to the ePigeon network at least once;
- Administrators can manage ePigeon roles.

7.5.5.1 Domain groups



NB: This option is only available if a domain controller has been detected on your computer network. This is also subject to the set policies.

This option presents the list of domain groups (NT or AD) defined by your organization. The resulting list is taken from your computer network. It is dynamically generated each time you click on the icon. The interface will present a list of groups (giving the name and description), along with a list of members of the selected group.



From the contextual menu, you can:

- **Send a message** to the selected group(s)
- **Refresh** the list of groups

7.5.5.2 ePigeon groups

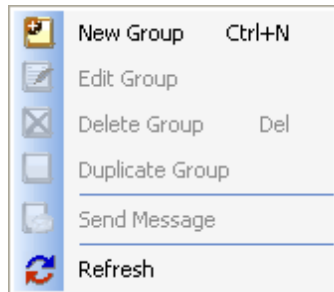




NB: The availability of this option is subject to the policies being applied. These groups are managed by members holding a "Postmaster" role or higher.

This option displays the list of ePigeon groups defined by your organization. The interface includes a list of groups (giving the name and description), along with a list of members of the selected group.

When you access this list for the first time, the information is downloaded from the ePigeon Server database to a temporary table in the local database.



The contextual menu enables you to perform the following functions (only the items listed in black are available to users):

- **Create a new group**
- **Modify an existing group**
- **Delete a group**
- **Duplicate an existing group**
- **Send a message to the selected group(s)**
- **Refresh the list**

7.5.5.3 Personal groups

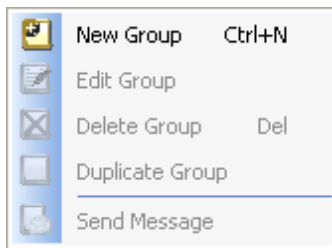


This option enables you to create and manage your personal groups. Only the creator of the group in question can use this function.



NB: When you send a message to a personal group, the group is replaced by a list of the group members at the time the message was sent to the ePigeon Server for broadcast. The name of the personal group will remain in your "Sent items" box, but the list of group members will be displayed in their inbox and not the group name.

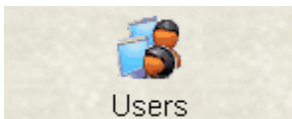
The interface will present a list of groups (giving the name and description), along with a list of members of the selected group.



From the contextual menu, you can:

- **Create a new group**
- **Modify an existing group**
- **Delete a group**
- **Duplicate a group**
- **Send a message** to the selected group(s)

7.5.5.4 Users



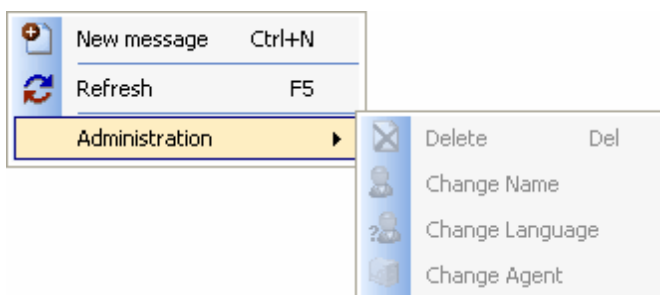
This option displays a list of users who have connected to the ePigeon Server at least once. When you access this list for the first time, it will be downloaded from the Server database to a temporary table in your local database.

The interface only contains the list of users with the following information:

- **Connected:** A checked box will indicate that the user is currently connected to the ePigeon network
- **ID:** Their UserID
- **Name:** The user's full name. If there is a domain controller, this name is extracted from your domain information (NT or AD). Otherwise, the user's name will be indicated the first time that they log-on to their ePigeon Client.
- **Computer:** The name of the computer used to connect to the ePigeon Server.
- **Log-on:** The date and time of the user's last connection to the ePigeon Server.
- **Language:** In a company comprised of users with different languages, this information will indicate which language is being used, as set in the "Options" menu.



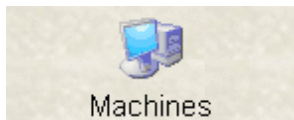
NB: The language information is available in the custom interface. You have to add this column to the list yourself.



In the contextual menu, you can use the following functions (the functions listed in red are only available to administrators):

- **Send a message** to the selected user(s);
- **Refresh** the list
- **Delete a user from the list** (this deletes the user from the ePigeon Server database).
- **Change the name of a user** (only available if the name has not been taken from the domain)
- **Change the language** (only available if the user is connected and if the "**May modify display options**" has not been activated)
- **Change the agent** (only available if the user is connected)

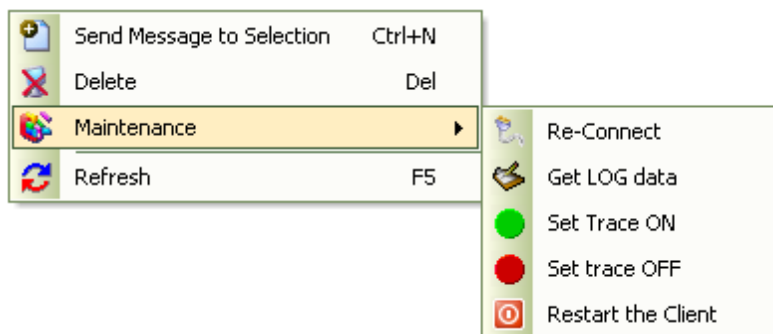
7.5.5.5 Machines



This option displays a list of computers which have been connected to the ePigeon Server at least once. When you access this list for the first time, it will be downloaded from the Server database to a temporary table in your local database.

The interface only contains the list of computers with the following information:

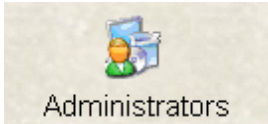
- **Connected:** A checked box will indicate that the computer is currently connected to the ePigeon network
- **Computer:** The name of the machine
- **IP Address:** Their IP address (shown as xxx.xxx.xxx.xxx)
- **User:** The UserID of the last user on this computer
- **Log-on:** The date and time of the computer's last connection to the ePigeon Server.
- **Agent:** The name of the ePigeon Agent through which the computer is connected to the ePigeon Server. This information will remain blank if the computer is directly connected to the ePigeon Server.
- **Version** The version of the ePigeon Client used on this computer.



In the contextual menu, you can use the following functions (the functions listed in red are only available to administrators):

- **Send a message** to the selected computer(s);
- **Refresh** the list
- **Delete a computer from the list** (this deletes the computer from the ePigeon Server database).
- **Maintenance:** This sub menu contains command that will be sent directly to the ePigeon Client regardless of the connection status with the ePigeon Server. The administrator may ask the client to **Re-connect**, to get the client's **Log** file, set the **Trace** on and off, even completely **Restart** the client. These commands are sent using the UDP transport protocole.

7.5.5.6 Administrators

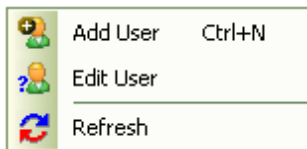


NB: This option is only available to members holding an "Administrator" role.

This option is used to assign roles to users. Its simple interface will present a list of users (UserID) and their respective roles.



NB: Users with a "User" role will not be displayed in this list. If you modify a user by assigning them a "User" role, they will be withdrawn from the list the next time that it is refreshed.



From the contextual menu, you can:

- **Add a user to the list:** You can then assign a role to them.
- **Modify the role of a user**
- **Refresh the list**



ePigeon Extra Components

8 ePigeon Extra Components

Tech-Noel Inc. offers you free of charge access to few other components so messages can be generated from other system or included within your own applications. Most of these components will use a server license for the duration of their use. They are:

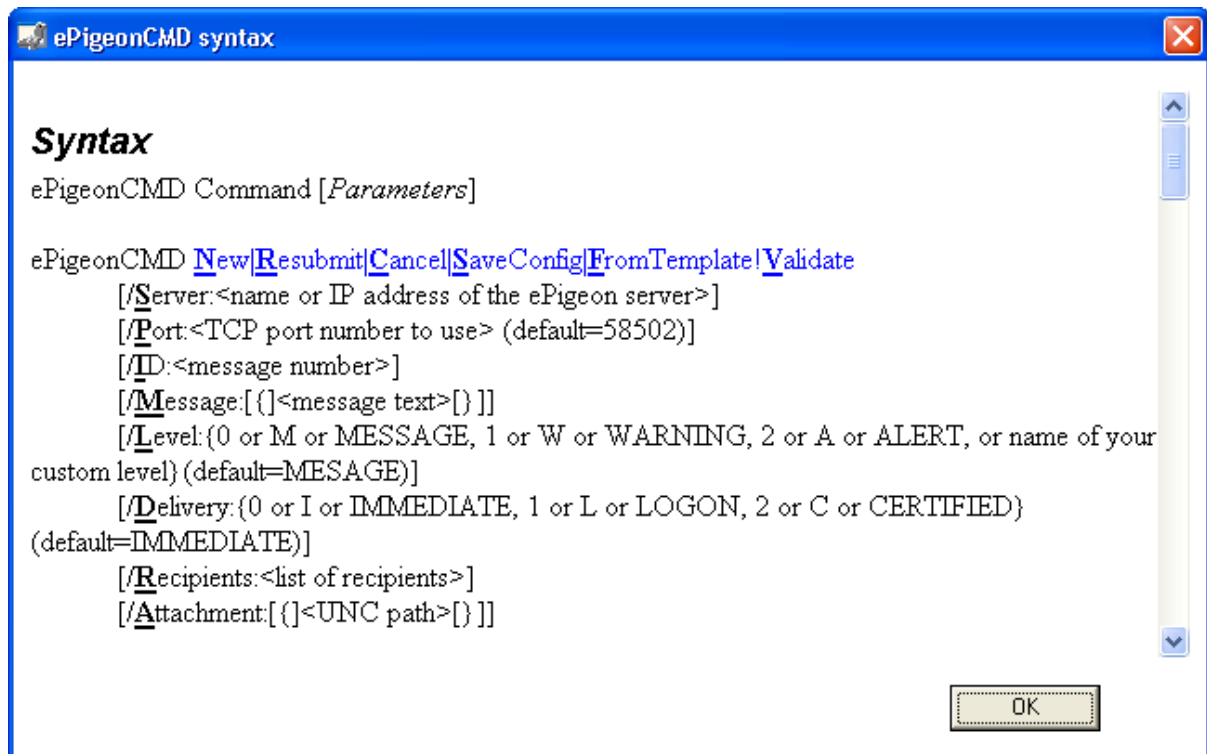
- ePigeon NT Generator - A Windows command line utility
- ePigeon OCX control - An ActiveX control that can be added within any ActiveX compliant application
- ePigeon DLL library - A COM library that can be used within your application
- Pigeon Generators - ePigeon Instant Messaging is compatible with the old Pigeon Generators (UNIX and Windows). To keep the compatibility, these generators were not updated since the version 2.1 (UNIX) or 3.2 (Windows). Some parameters are however unused with ePigeon Instant Messaging. These generators use the TCP port 3101. The server must be configured to accept these connections (see Configure the server section in this document).

8.1 ePigeon NT Generator

The ePigeon NT Generator is a utility on command line capable of connecting to the ePigeon Server to:

- **Generate new messages**
- **Generate new message from shared templates**
- **Resubmit a message**
- **Cancel a message**
- **Validate existing connections between the server and the clients**

To know its syntax and access its help file, enter `ePigeonCMD /?` on a command line.



Being installed in the **System32** directory of Windows, it is accessible from any directory.

All errors are reported into the *ePigeonCMD.log* file located in the same directory as the *ePigeonCMD.exe* file. This log file is recreated every times *ePigeonCMD.exe* file is executed.

8.1.1 NT Generator Syntax

Syntax

ePigeonCMD Command [*Parameters*]

```
ePigeonCMD New|Resubmit|Cancel|SaveConfig|FromTemplate|Validate
  [/Server:<name or IP address of the ePigeon Server>]
  [/Port:<TCP port number to use> (default=58502)]
  [/ID:<message number>]
  [/Message:[{<message text>}]
  [/Level:{0 or M or MESSAGE, 1 or W or WARNING, 2 or A or ALERT, or name of your custom
level}(default=MESSAGE)]
  [/Delivery:{0 or I or IMMEDIATE, 1 or L or LOGON, 2 or C or CERTIFIED} (default=IMMEDIATE)]
  [/Recipients:<list of recipients>]
  [/Attachment:[{<UNC path>}]]
```

You can use the full name or simply the first character for any command or parameter.

8.1.2 NT Generator Commands



Command	Description
N ew	Creates a new message. Parameters /Message and /Recipients are required.
R esubmit	Tells the server to resubmit an existing message. Parameter /ID is required
C ancel	Cancels an existing message being displayed. Parameter /ID is required.
S aveConfig	Saves the connection configuration (Server and Port) into the registry for future use. Parameter /Server is required.
F romTemplate	Creates a new message from an existing shared template. Parameter /ID is required.
V alidate	Sends a command to the server to validate all of its connections with the clients.



NB: You can only use 1 command at a time.

8.1.3 NT Generator Parameters

Parameter	Description
/Server:	This parameter is always required unless you saved it previously with the S aveConfig command which writes the server and port information in the registry to be used on subsequent ePigeonCMD calls.
/Port:	This parameter is optional. Is not specified, the default value 58502 or the value previously saved with the S aveConfig command will be used.
/ID:	This value is required when used with R esubmit, C ancel and F romTemplate

Parameter	Description
	commands. The value represents either the message number or the template number. It is ignored for all other commands. You can also use the value "LAST" which represents the latest ID used by ePigeonCMD.
/Message:	This parameter is required when used with the New command. The value contains the text to be displayed. When used with the FromTemplate command, it will replace the existing template message. It is ignored for all other commands.  NB: If a slash (/) has to be used as part of the message, enclose your message within braces ({}).
/Level:	This parameter is optional when used with the New or the FromTemplate command. It is ignored for all other commands. Default value for a new message is "MESSAGE".
/Delivery:	This parameter is optional when used with the New or the FromTemplate command. It is ignored for all other commands. Default value for a new message is "IMMEDIATE".
/Recipients:	This parameter is required when used with the New and optional when used with the FromTemplate command. You may use the UserID(s), Machine name(s), Domain group(s) or ePigeon group(s) separated by a comma. It is ignored for all other commands.
/Attachment:	This parameter is optional when used with the New or the FromTemplate command. When used, the path must be in the UNC format. It is ignored for all other commands.  NB: If a slash (/) has to be used as part of the message, enclose your message within braces ({}).

8.1.4 NT Generator Examples

The following command will save the server and port information into the registry. These values will be used on any subsequent calls of the *ePigeonCMD* if parameters **/Server:** or **/Port:** are omitted:

```
ePigeonCMD SaveConfig /Server:localhost /Port:8522
```

or

```
ePigeonCMD S /S:localhost /P:8522
```

The following command will create a new message using the server and port number previously stored in the registry with the [SaveConfig](#) (if information were not saved, this command will generate an error):

```
ePigeonCMD New /Message:This is a new message /Recipients:cnoel02,ssmith28
```

or

```
ePigeonCMD N /M:This is a new message /R:cxnoel02,ssmith28
```

The following command will resubmit an existing message (no effect if the message does not exist):

```
ePigeonCMD Resubmit /ID:1234-5678-9ABC
```

or

```
ePigeonCMD R /I:1234-5678-9ABC
```

The following command cancels the latest submitted message from ePigeonCMD:

```
ePigeonCMD Cancel /ID:last
```

or

```
ePigeonCMD C /I:last
```

The following command will create a new message from an existing template and change the Attachment link to an HTTP site:

```
ePigeonCMD FromTemplate /ID:1234-AA78-9ABC /Attachment:{http://www.tech-noel.com}
```

or

```
ePigeonCMD F /I:1234-AA78-9ABC /A:{http://www.tech-noel.com}
```

NOTE: Because the link contains slashes, the value is enclosed within braces.

The following command will create a new message from an existing shared template but will change the recipients list (no effect if the shared template ID does not exist):

```
ePigeonCMD FromTemplate /ID:DCBA-0987-5432 /Recipients:cxnoel02,ssmith28
```

or

```
ePigeonCMD F /I:DCBA-0987-5432 /R:cxnoel02,ssmith28
```

8.2 ActiveX components

Tech-Noel Inc. proposes you free of charge 2 ActiveX components which can be integrated into your applications. You will be able to:

- Create new messages
- Resubmit a message
- Cancel a message
- Create a message from an existing shared template.
- Validate connections between the server and the clients.

These two components are presented in the form of an OCX control and a DLL library. Both components offer the same functionalities.

To use them, you simply fill in some properties then call the Execute method with the appropriate parameter.



NB: Policies defined for the user who uses these components are also applied as if the commands were sent from the ePigeon Client interface. If the component is used by a system when no user is logged on the machine, then the user "ePigeonOCX" will be used. This value can however be changed to the machine name using the **ChangeUserToComputer** method.

8.2.1 ActiveX Properties

Property	Description	DLL	OCX
Attachment	<i>Optional.</i> Represents the UNC path for a linked document.	✓	✓
Delivery	<i>Mandatory for new messages.</i> Default value is "Immediate".	✓	✓
ePigeonServer	<i>Mandatory.</i> Contains the name or IP address of the ePigeon Server.	✓	✓
Identification	<i>Mandatory for new messages.</i> This value will appear on the banner as the name of the user. Default value is "ePigeon OCX control".	✓	✓
IsConnected	<i>Read-only.</i> Return true when the component is	✓	✓

Property	Description	DLL	OCX
	connected to an ePigeon Server.		
Level	<i>Mandatory for new messages.</i> Default value is "MESSAGE".	✓	✓
Message	<i>Mandatory for new messages.</i> This is the message to be displayed.	✓	✓
MessageID	<i>Mandatory to cancel or resubmit a message, or to get a shared template.</i>	✓	✓
MessageResubmitted	<i>Read-only.</i> Return true when the message has been submitted to an ePigeon Server.	✓	✓
Name	This is the name you give to your ePigeon control. Default is ePigeon1.		✓
Parent	Returns the form, object, or collection that contains the control.		✓
Tag	Returns or sets an expression that stores any extra data needed for your program. Unlike other properties, the value of the Tag property isn't used by the control; you can use this property to identify objects.		✓
Target	<i>Mandatory for new messages.</i> You may use the User ID(s), Machine name(s), Domain group(s) or ePigeon group(s) separated by a comma.	✓	✓
TCPPort	<i>Mandatory.</i> Must be between 1024 and 65535 and must be the same value as the one between the ePigeon Clients and the ePigeon Server. Default value is 8522.	✓	✓
TemplateReceived	<i>Read-only.</i> Return true when the template has been received from the ePigeon Server.	✓	✓

8.2.2 ActiveX Methods

Method	Description	DLL	OCX
CanCancel	Returns true if all information needed to cancel a message have been defined.	✓	✓
CanConnect	Returns true if all information needed to connect to the server have been defined.	✓	✓
CanResubmit	Returns true if all information needed to resubmit a message have been defined.	✓	✓
CanSendFromTemplate	Returns true if all information needed to create a message from a shared template have been defined and received.	✓	✓
CanSendMessage	Returns true if all information needed to create a new message have been defined.	✓	✓
ChangeUserToComputer	If a user is logged on, then the currently logged User ID is used to identify the	✓	✓

Method	Description	DLL	OCX
	component and this user ID cannot be changed. If the component is launched by process when no user is logged on, the User ID will be "ePigeonOCX" by default but you may change this name to the computer's name suffixed with "_OCX" by executing this method. The value of this User ID defines how the policies are applied.		
Connect	Use this method to connect to the ePigeon Server.	✓	✓
Disconnect	Use this method to disconnect from the ePigeon Server.	✓	✓
Execute	Use this method to send a command to the ePigeon Server. This command requires one of the following parameters: CancelMessage Use this command to cancel a message identified by the MessageID property. GetTemplate Use this command to fill the properties with the values extracted from a shared template identified by the MessageID property. Resubmit Use this command to resubmit an existing message identified by the MessageID property. SendMessage Use this command to generate a new message. On success, the MessageID property is filled with the new message ID value. Validate Use this command to tell the server to validate all connections with the clients.	✓	✓
Initialize	This method initialize most of the parameters to be used before you can use the control. It should be invoked before using the component.	✓	✓

8.2.3 ActiveX Events

Event	Description	DLL	OCX
Connected	Raised when the connection has been established with the ePigeon Server.	✓	✓
Disconnected	Raised when the connection has been closed with the ePigeon Server.	✓	✓
ePigeonError	Raised when an error occurs. It contains the error number as well as the description of the	✓	✓

Event	Description	DLL	OCX
	error.		
Info	Raised when an information has been received by the ePigeon Server or when the control want to advise you about something. It contains the message.	✓	✓
MessageCanceled	Raised when the <i>CancelMessage</i> command has been sent to the ePigeon Server.	✓	✓
MessageResubmitted	Raised when the <i>Resubmit</i> command has been sent to the ePigeon Server.	✓	✓
MessageSent	Raised when the <i>SendMessage</i> command has been sent to the ePigeon Server.	✓	✓
TemplateReceived	Raised when the requested template has been received from the ePigeon Server.	✓	✓
Validate	Raised when the ePigeon Server is validating this connection which results from the <i>Validate</i> command you sent.	✓	✓

8.2.4 ActiveX Example

Below is an example using the DLL component within a Visual Basic application.

```

Dim WithEvents ePigeon1 As ePigeon

Private Sub Form_Load()
    Set ePigeon1 = New ePigeon
    With ePigeon1
        .Initialize
        .ePigeonServer = "technoel7"
        .Identification = "ePigeon in MyApp"
        .Connect
    End With
End Sub

Private Sub ePigeon1_Connected()
    With ePigeon1
        .Message = "This is my ePigeon message!"
        .Target = "MyGroup"
        .Execute SendMessage
    End With
End Sub

Private Sub Form_Unload(Cancel As Integer)
    ePigeon1.Disconnect
    Set ePigeon1 = Nothing
End Sub

```

The following example can be used within an application which supports VBA:

```

Sub ePigeon()

```

```

Dim X As Object
Set X = CreateObject("ePigeonDLL.ePigeon")
X.Initialize
X.ePigeonServer = "technoel7"
X.Identification = "ePigeon in Word 2003"
X.Connect
DoEvents
DoEvents
DoEvents
X.Message = "This is my ePigeon message generated from Microsoft Word 2003 (VBA)!"
X.Target = "MyGroup"
DoEvents
X.Execute SendMessage
DoEvents
X.Disconnect
Set X = Nothing
End Sub

```



NB: The above VBA example will not display any error message because it doesn't handle the ActiveX events. The message will be transmitted only if the the policies permit it.

8.3 Pigeon Generator for UNIX

ePigeon Instant Messaging is fully compatible with the old Pigeon Generator for UNIX version 2.1. The server must be configured to accept these connections (see Configure the server section in this document).

The *Pigeon Generator* for UNIX is a utility on UNIX command line allowing to generate messages from a machine the operating system of which is Unix / Linux. Before using it for the first time, the *uPigeon.c* file must be compiled by your C compiler to create an *uPigeon* file for your version of Unix / Linux.

To know its syntax, enter *uPigeon* on a command line.

Pigeon Distant Generator 2.1 for Unix

USAGE:

```
uPigeon HostIP "TEXT|LEVEL|MODE|LIFETIME|GROUPS"
```

WHERE:

HostIP is the IP address of the Pigeon Server

TEXT is the message to send

LEVEL is a number: 0=Message

1=Warning

2=Alert

3=ALARM **

MODE is a number: 0=Acknowledge

1=Continuous

LIFETIME is a number: 0=One shot to connected users

1=Repeat at every client's login

2=Once to every users

GROUPS is optional. It lists all designated users

(separated by semicolons ;)

NOTES:

All 4 delimiter pipes | must be included even if no group is specified and the complete set must be enclosed within double quotes "

Using the ALARM level will generate a continuous alarm sound on targeted PCs. Use with care.



NB: The values of the parameter LIFETIME are interpreted in the following way:

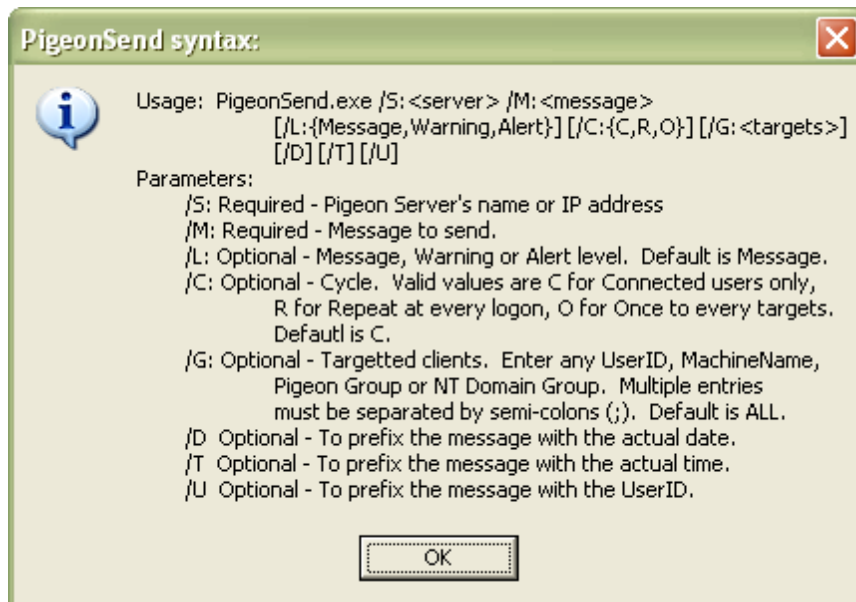
- 0 = Instant Message
- 1 = Certified message to repeat at every logon
- 2 = Certified message

8.4 Pigeon Generator for Windows

ePigeon Instant Messaging is fully compatible with the old Pigeon Generator for Windows. The server must be configured to accept these connections (see Configure the server section in this document). However, we strongly suggest that you install the ePigeon NT Generator version 7 for any new installation.

The Pigeon Generator for Windows is a utility on command line capable of connecting to the ePigeon Server and of generating messages.

To know its syntax, enter *PigeonSend /?* on a command line.



NB: */D*, */T* and */U* parameters are not used anymore.



NB: The values of the parameter **/C** are interpreted in the following way:

- **C** = Instant message
- **R** = Certified message to repeat at every logon
- **O** = Certified message

Being installed in the **System32** directory of Windows, it is accessible from any directory.



Technical information

9 Technical information

In this section, we will explain the technical aspects of ePigeon Instant Messaging. We will describe the communications channels used and the setting-up of a network of several thousand ePigeon Clients.

9.1 Validating the connections

From time to time, it may happen that the server reports the wrong number of used connections (licenses). This may be caused by a computer suddenly disconnected from the network, an unexpected reboot of a machine, etc. As an ePigeon administrator, you may initiate a validation process. During this process, the server will send a validation command to every connections and free any broken ones.

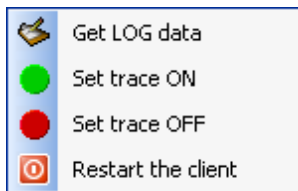
You may initiate this process from the **Users** or **Machines** interface, and select **Validate connections** from the contextual menu. This process may also be initiated via the *ePigeon NT Generator* using the **Validate** command, or by the *ePigeon.OCX* or *ePigeon.DLL* component, by running the **Execute (Validate)** command.




NB: You may wish to schedule this command periodically by using the Windows AT scheduler or any other scheduler to execute the *ePigeonCMD.exe Validate /Server:<your server>* command.

9.2 Remote maintenance

As an ePigeon administrator, you may access a remote client from your own client to get its log content, turn the Trace option ON or OFF, or restart the client. You can execute these commands from your **Machines** interface and selecting the **Maintenance** menu item from the contextual menu.



9.3 Enabling/disabling users and/or machines

When a user or a machine is enabled, it will be displayed in the list of users or machines when you ask for the list. For example, if you create a message and press the *Users list* button , only enabled users will be shown in the list.

To enable or disable a user or a machine, go to the corresponding interface and select the **Enable/Disable** menu item from the contextual menu.

9.4 Purging machines or users

When the ePigeon Server starts, it purge the list of users and machines that did not connect to the system since 30 days. If you server has been running for a long time, you may want to initiate this purge to get rid of older entries in the database.

You may purge the users by selecting **Purge users** from the **Users** interface's contextual menu.

You may purge the machines by selecting **Purge machines** from the **Machines** interface's contextual menu.

Would you like to keep these entries for more than 30 days, you will need to change the value in the *ePigeonConfig.ini* file then restart the ePigeon Server.

9.5 Client configuration file

The ePigeon Client stores its information in its *ePigeonClient.ini* file located in the installation directory (usually C:\Program Files\ePigeon\Client). This file has the following structure:

Parameter	Description
[Options]	ePigeon Client options section
Language=	A numeric value which indicates the language used by the ePigeon Client. 0=English, 1=French, etc.
Directory=	Indicates the installation path (usually C:\Program Files\ePigeon\Client)
Host=	Name or IP address of the ePigeon Server to connect to.
ClientPort=	TCP port number to use to connect to the ePigeon Server (default=8522).
FontName=	Name of the font used by the scrolling banner.
FontSize=	Size of the font used by the scrolling banner.
FontBold=	Numeric value which indicates if the font will be bold or not. 0=normal text, 1=bold text.
FontItalic=	Numeric value which indicates if the font will be italic or not. 0=normal text, 1=italic text.
ExpandedBanner=	Numeric value which indicates the the scrolling banner will use the normal or expanded style. 0=Normal, 1=Expanded.
Horizontal position=	Numeric value which indicates the horizontal startup position of the scrolling banner. 0=left, 1=center, 2=right.
Vertical position=	Numeric value which indicates the vertical startup position of the scrolling banner. 0=top, 1=bottom.
HorizontalSize=	Numeric value which indicates the width of the banner, in percent of the screen width. This value must be situated between 20 and 100.
ClientUpdatePath=	Indicates the last path received by the ePigeon Server for the client's auto-update feature.
DoNotUpdate=	Numeric value which indicates if the client should update itself when a value in the ClientUpdatePath= line is found. 0=Update, 1=Do not update.
Trace=	Numeric value which indicates if the trace option is ON or OFF. 0=Off, 1=On.
Speed=	Numeric value which indicates the speed of the scrolling text. This value must be situated between 1 and 100.
Refresh Rate=	Numeric value which indicates the number of pixels to move the scrolling text at each refresh. This value must be situated between 1 and 10.
AskUsername=	Numeric value which indicates if the name of the user will be asked the first time a user starts this client. The value will be stored in the [Users] section of this file for subsequent uses. This is only used when no domain controller is found. 0=Do not ask, 1=Ask.
MultipleInstances=	Numeric value which indicates if more than one instance of the ePigeon Client may run at the same time on this machine. This is useful is used on a

Parameter	Description
	Terminal Server machine. 0=Single instance only, 1=Multiple instances allowed
[Custom]	Custom section
CLVersion=	This value indicates the highest compatible version for the custom layouts. When we improve some of the interface, we may add contents that is no more compatible with existing layouts. While standard layouts are updated when the client is updated, we can't update any customize layout. This value will tell the client if it has to delete your custom layouts.
[Users]	Users section
<ID>=	When no domain controller is found, the user will be asked to type in his(her) name. This value will be associated with his(her) user identification value (UserID) and stored in this section in the form UserID=UserName. This value will be used at any subsequent startup of the ePigeon Client by this user. If the AskUsername value was 0, then "noname" will be stored. (<ID> is replaced by the actual user's identification value).

9.6 Server configuration file

The ePigeon Server stores its information in its *ePigeonConfig.ini* file located in the installation directory (usually C:\Program Files\ePigeon\Server). This file has the following structure:

Parameter	Description
[Tool]	ePigeon Server Configuration Tool section
Language=	A numeric value which indicates the language used by the ePigeon Server Configuration Tool. 0=English, 1=French, etc.
[Options]	ePigeon Server options section
ClientPort=	TCP port number to listen for the ePigeon Client connections (default=8522).
GenPort=	TCP port number to listen for the old Pigeon Generators connections (default=3101).
GenEnabled=	Numeric value which indicates if the old Pigeon Generator's listener will be started. 0=Do not listen, 1=Listen.
Trace=	Numeric value which indicates if the trace option is ON of OFF. 0=Off, 1=On.
ClientUpdatePath=	Indicates the path to use for the client's auto-update feature. This value is transmitted to clients upon connection.
DaysToKeep=	Numeric value which indicates the number of days to keep the users and machines in the server's database tables (default=30).

Any change to this configuration file will be read by the ePigeon Server at its next startup.

9.7 Other configuration files

There are two more configuration files used by the ePigeon Server. These configuration files will exist only if the default values were changed. They are:

- **DefaultMsgValues.ini** which contains default message property values for Instant Message and Certified Message options. If you manually edit this file, you will need to restart your ePigeon Server to get the new values effective.
- **Policies.ini** which contains all defined global policies. This file contains a value and a signature for

any policy. It cannot be edited. If a value changes, the signature will not match the value. In this case, the default policy (as defined by Tech-Noel Inc.) will be used.

9.8 Communications

ePigeon Instant Messaging is a client/server system based on TCP/IP transport protocol. It uses port TCP 8522 by default.

The TCP protocol guarantees the transmission of information. This protocol is used for all exchanges of information between the client and the server.

9.9 Transmission speed

The main exchanges between the *ePigeon Server* and each of the *ePigeon Clients* are performed using a TCP/IP communications protocol. This protocol guarantees the delivery of data thanks to an acknowledgement mechanism between the sender and the recipient.

When you create a message, it is systematically transmitted to all clients connected to the server, because the server does not know the groups to which the clients belong. This is why ePigeon Instant Messaging offers a greater choice as to the way it targets the recipients such as domain groups that the user belongs to, ePigeon groups or IP address.

On average, an *ePigeon Server* should be able to send a message to over 50 *ePigeon Clients* every second, depending on the machine on which it is running. So a message can be delivered to 500 clients in 10 seconds. It would take 40 seconds to send the same message to 2000 clients.

9.10 Scheduled or repeated messages

The *ePigeon Server* does not check the date of running repeated messages. It sends the message to the connected clients as soon as it receives it, and to other clients as soon as they are connected. It is the function of the *ePigeon Client* to display the message at the appropriate time. A scheduler is therefore integrated into the client which checks for messages to display every sixty seconds.

The scheduler will therefore display messages which had been scheduled for a later date/time.

In the case of repeated messages, the next run date/time is calculated when the message is acknowledged as having been read. This calculation will be repeated for as long as the next run date is not a later date than the current one.



It is eight o'clock, and a message that is due to be repeated every two minutes is displayed. If the user acknowledges the message within ten minutes, the next run date will be added until the date/time is later than the current time, i.e.: up to 8.12.

9.11 Client directories

At the time of installation, the `<Program Files>\ePigeon\Client` is created and the .exe files are placed into it. An *ePigeonClient.ini* configuration file is also created in this directory, containing basic information such as the language used at installation and the connection settings, if these are provided

at the time of running the installation program (see *Installation of ePigeon Clients* for more details).

As the configuration file is created when installing the program, users with limited rights can still save their customized options in it (such as the character font to be used in the scrolling banner). The *ePigeon Client* can then save the access path for automatic updates in this file (see *Automatic Client Updates* for more details).

The first time the *ePigeon Client* is started for a given user, their personal database will be created in the user's personal directory in <Documents and Settings>\<UserID>\Application data\ePigeon. This directory will also contain the .log files generated each time the *ePigeon Client* is started, the .xgl files customizing the administration screens and any .mp3 or .wma audio files that may be used by defined message levels.

9.12 Databases

The *ePigeon Server* uses a VistaDB 2.1 database to save active messages and packages. It also ensures that each user has received these messages and packages by saving this information in their database. This is also applicable for receipts. It will also save connected user and machine information in the database, as well as information regarding the *ePigeon* groups and shared templates. This database (*ePigeonServer7.vdb*) is located in the *ePigeon Server* installation directory <Program Files>\ePigeon\Server.

The clients themselves use two VistaDB 2.1 databases. Each user has their own databases located in their personal directory: <Documents and Settings>\<UserID>\Application data\ePigeon. The first database (*Client.vdb*) holds all the messages generated by the user and the received messages if they are included on the list of recipients. This database also holds all the personal templates created by the user, along with their personal distribution groups. The second database (*Temp.vdb*) is used as a buffer. It is recreated at each client start-up and holds the data downloaded from the *ePigeon Server*, such as the user list or the list of active messages requested by a Postmaster or higher role.

There is a utility program installed with the client to edit your VistaDB 2.1 databases. Simply execute <Program Files>\ePigeon\Client\DataBuilder.exe or <Program Files>\ePigeon\Server\DataBuilder.exe.

9.13 Troubleshooting

All errors are recorded in the .log files, along with some other information.

- *ePigeon Server*: <Program Files>\ePigeon\Server\Server.log
- *ePigeon Client*: <Document and Settings>\<User ID>\Application Data\ePigeon\Client.log

Furthermore, the *ePigeon Client* and the *ePigeon Server* have a "Trace" option enabling them to pinpoint problems more effectively as they arise.



NB: Before contacting the technical support team after a problem arises, please make sure that you have activated the client and/or server "Trace" option. Then try and reproduce the problem. Once you have done this, send the log file(s) to the technical support team. Once you have activated the "Trace" option, it will not be necessary to restart the program. The option is activated immediately. After you have sent the log file(s), you can deactivate the "Trace" option.



NB: When starting the *ePigeon Client*, if the “Trace” option is activated, a message will be displayed asking the user if the trace should be deactivated.

