

PASSPORT® 4000 MESSAGE HANDLING SYSTEM

System Control Guide

V 1.0

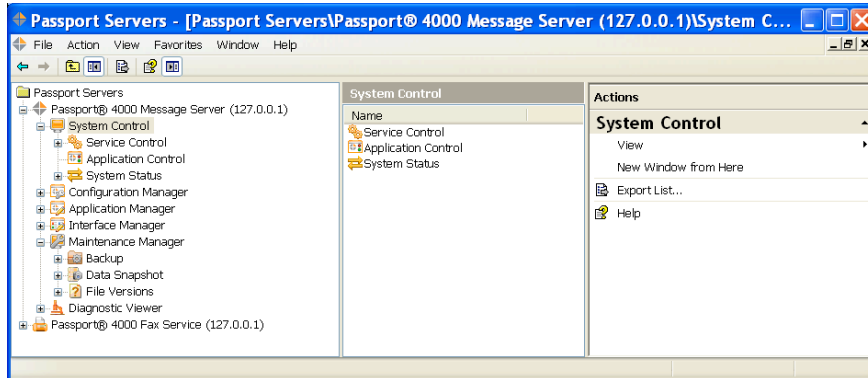




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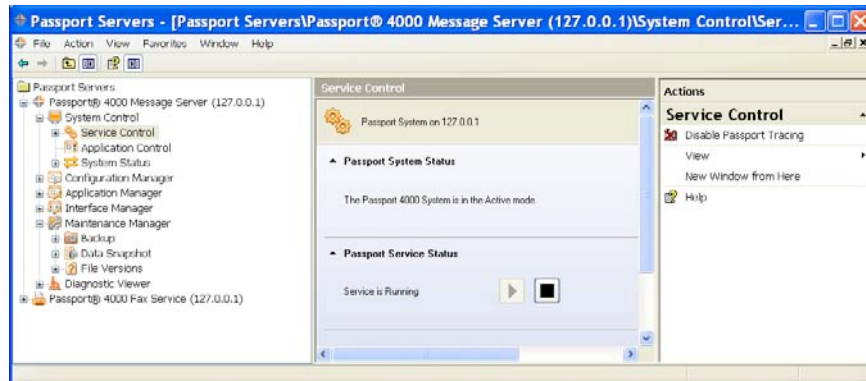
PASSPORT System Control



Use the System Control snap-in extensions for controlling the service and applications.

- | | |
|----------------------------|-------------------------------------------------------------------------------------------------|
| Service Control | Control the Passport® 4000 Service |
| Application Control | Control the various other applications and interfaces associated with the Passport 4000 System. |
| System Status | View and control the status of the communication lines. |

PASSPORT Service Control



Use the Service Control snap-in to start and stop the Passport® 4000 Service.

▲ Passport System Status

This section will indicate the status of the system. Waiting on Service indicates that the service is not currently running. Otherwise it will indicate whether the Passport System in an Active or Standby mode.

▲ Passport Service Status

This section will indicate the status of the service process, showing either Service is Running or Service is Stopped.



The service is controlled using the buttons provided.

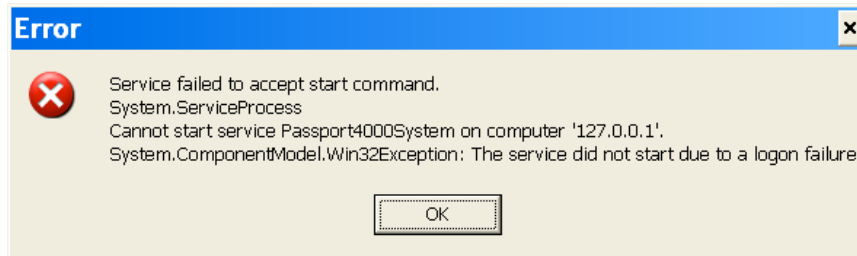
Enable/Disable Passport Tracing

Click on this entry in the Actions Pane to control the logging operation of the service itself. This will create or remove the file Passport4000.LOG in the DATA directory.

Problem Solving the PASSPORT Service

Logon Error

For the service to start it must have a user with rights “Log on as a service”. When installing the system the installation engineer will have entered the user id and the password of the service user. If there is an error then the following dialogue will appear.

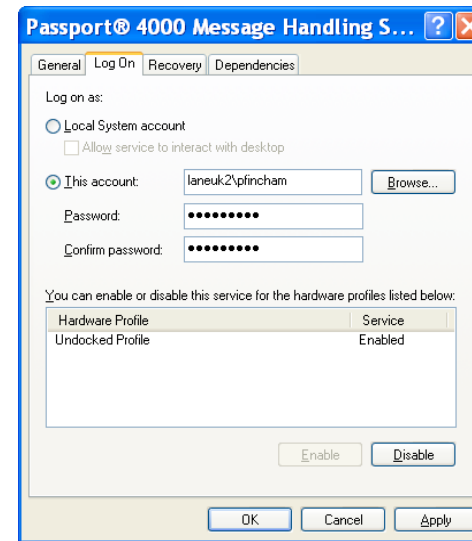


Corrective Action

To rectify this go to the service list. You will find this under Control Panel / Administrative tools / Services and for Vista right click Computer select manage / Services and Applications.

Scroll down to the service “PASSPORT 4000 Message Handling System” and double click to open.

Select Startup Type as ‘Automatic’ and go to the “Log On” tab



Here you must add the account and password of the service user.

- Ensure that the account has “Log on as a service” rights
- Check the account name is correct.
- Check the Password credentials.

Now:

Check that you can start and stop the service from the service list and

Then go to the PASSPORT Add-in and ensure that you may still start and stop the service

How to Change the PASSPORT Service Account

SUMMARY

The account that is used for the Passport service can be changed after initial installation.

MORE INFORMATION

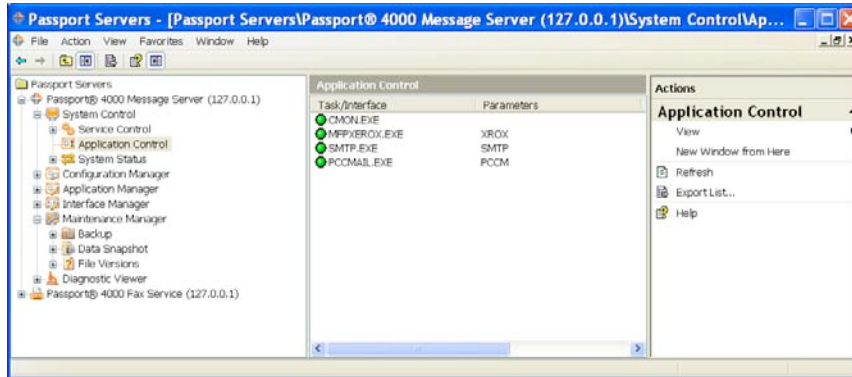


Create or choose the new account to use for the Passport service. If the Passport machine belongs to a domain, this must be a domain account. The account must be given Logon as a service rights. If the account is a local account, this can be set on the local computer. If it is a domain account, it must be set at the domain controller. Use the Services applet on the local computer to change the logon for the Passport service to the chosen account.

Go to the installation folder for the Passport (typically c:\Program Files\Passport4000) and there run the RegisterDcom application. Enter the same new account ID and password. This step will change the DCOM identity for cmon.exe, cmonadmin.dll, passportadmin.dll, pccmail.exe, and routinginfo.dll, thus permitting access from the MMC and Passport client applications.

Restart the Passport service.

Application Control



Use the Application Control snap-in to control the individual processes.

Operations



Refresh

Clicking **Refresh** in the Action Pane, or right-clicking on Application Control in the console tree and clicking **Refresh**, will refresh the current status of each of the processes.

Select an entry, and additional options will appear in the Action Pane, or right-click an entry and these options appear in the context menu.



Run

If the process is currently stopped, or if multiple processes have been selected, the **Run** function becomes available and allows you to start the process.



Terminate

If the process is currently running, or if multiple processes have been selected, the **Terminate** function becomes available and allows you to stop the process.



Enable Tracing

If tracing is currently disabled, or if multiple processes have been selected, the **Enable Tracing** function becomes available and allows you to create the logging file.



Disable Tracing

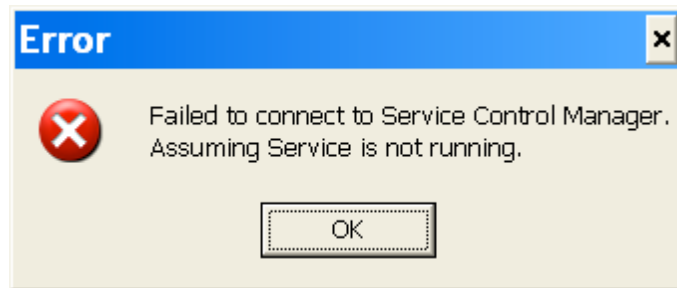
If tracing is currently enabled, or if multiple processes have been selected, the **Disable Tracing** function becomes available and allows you to remove the logging file. The file is renamed with a numeric extension rather than being deleted.

When working with multiple selections, operations will not toggle the status, but merely set the status of each entry to the function selected. For example, selecting a range of processes, where some are running and some are not, and clicking Run, will simply start any process that is currently not running.

Start up error

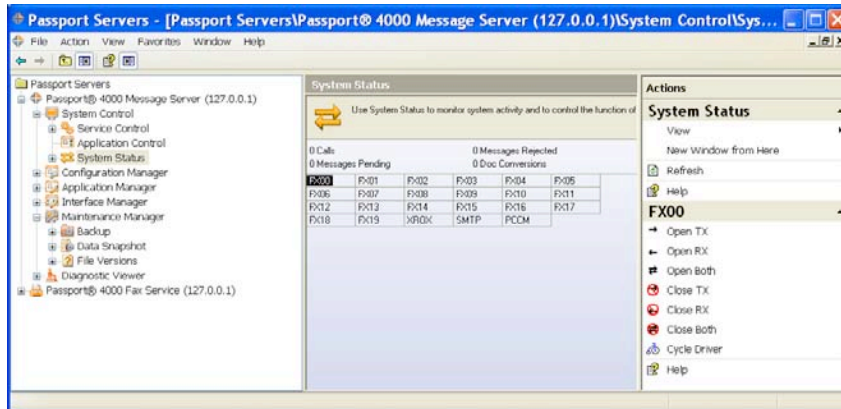


If when starting Application Control the following error occurs:



Go to the service control and check that the PASSPORT service is running. The service must be running before you can open this function.

System Status



System Status Line Control

Operations

Refresh

Click **Refresh** in the Action Pane (or right-click on System Status in the console tree and select **Refresh**) to refresh the status display. Since the status display updates automatically, you would normally do this only if the line configuration of the system had changed.

Statistics

Calls

Shows how many calls that are currently being transmitted or are waiting to be transmitted.

Messages Rejected

Shows how many messages that have been rejected, or exceptioned, to a Passport administrator.

Messages in Progress

Shows how many messages that are currently either active or have been rejected. Note that a single message can produce one or more calls, depending on the number of destinations, and can also produce one or more exceptions.

Messages Pending

Shows how many messages that have not yet been processed into 'in Progress' messages.

Doc Conversions

Shows how many documents that are awaiting conversion into a format suitable for transmission to their destinations.

Message Approvals

Shows how many messages that are awaiting approval before being transmitted.

System Line Control

You may control a line by first selecting it and then choosing one of the control options in the Action Pane, or by right-clicking the line and choosing from the context menu. To deselect a line, click the mouse in an area of the display away from the lines. The following commands are available.

→ Open TX	Open the selected line for transmitting
← Open RX	Open the selected line for receiving
↕ Open Both	Open the selected line for transmitting and receiving
🚫 Close TX	Close the selected line for transmitting
🚫 Close RX	Close the selected line for receiving
🚫 Close Both	Close the selected line for transmitting and receiving
🔄 Cycle Driver	Cycle (stop and start) the driver for the selected line