

# **VisionFM 12 Event Notification Server (ENS)**

**Configuration Manual**

## VisionFM 12 CONFIGURATION MANUAL

Revision A      October 09

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# VisionFM 12 ENS Configuration Manual

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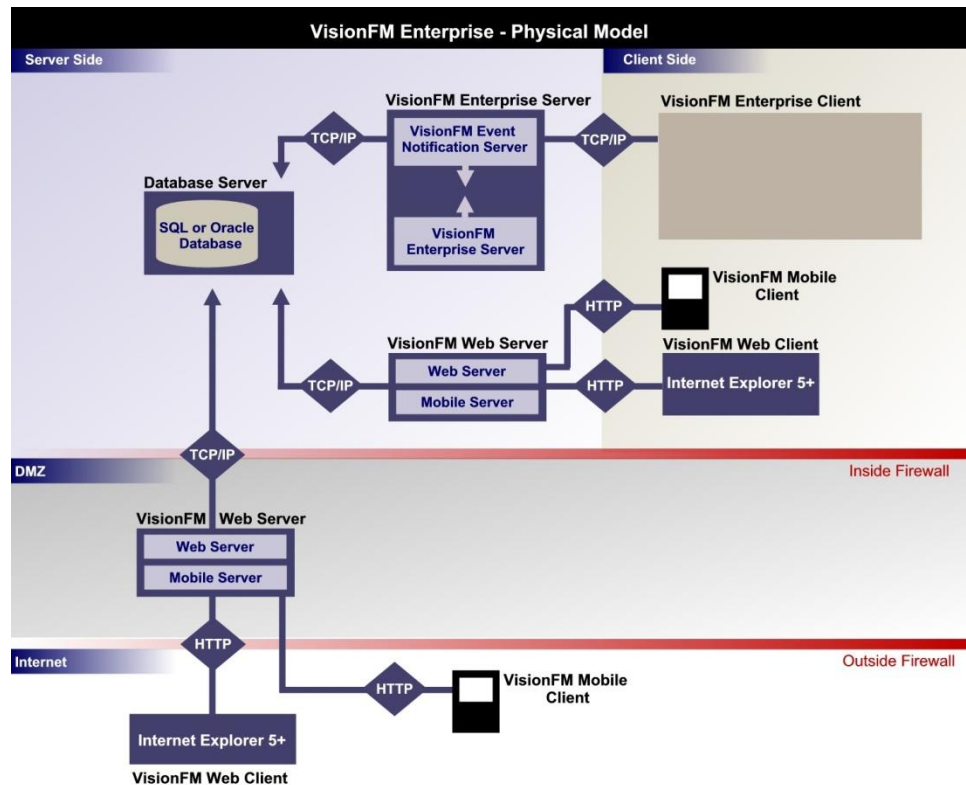
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## Overview

This guide is part of a set of guides created specifically for IT personnel to install the various parts of the VisionFM management system, including:

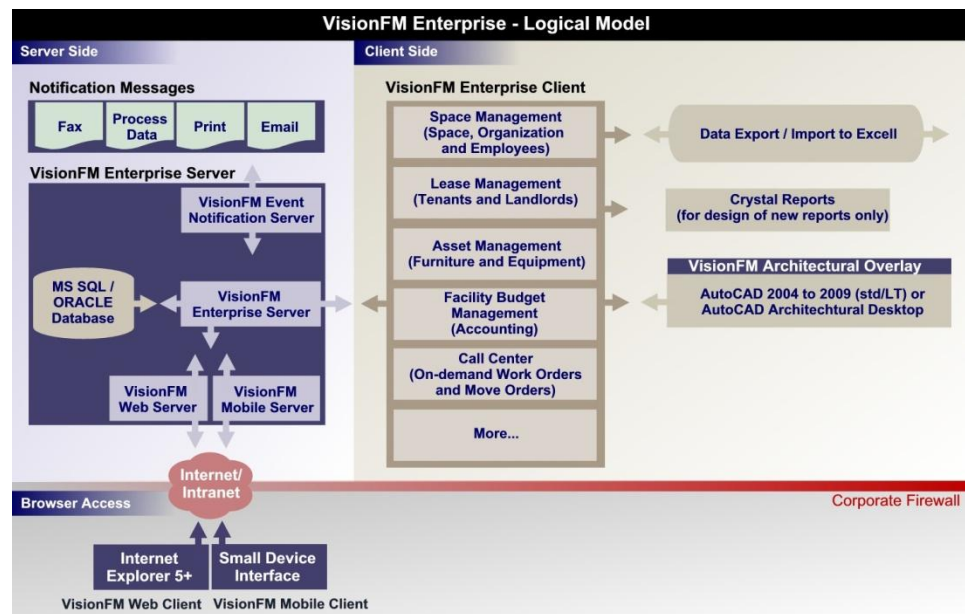
- VisionFM Enterprise Server
- VisionFM Enterprise Client
- VisionFM Web Server
- VisionFM Event Notification Server (ENS)

The ENS server is an add-on product to the VisionFM Enterprise Server. To install this product, you should already have a VisionFM Enterprise Server and Client operating on the VisionFM Server computer.



## Concepts

VisionFM is comprised of two primary applications, the VisionFM Client and the VisionFM Server. The client contains the majority of features including modules, queries and the interface to drafting software, while the Server does most of the data processing and communication to other VisionFM applications.



Communication between the client and server uses the TCP/IP protocol for both local and wide area networking.

Three optional applications, the VisionFM Web Server, the VisionFM Event Notification System, and the VisionFM Mobile server work with the VisionFM Enterprise Server Application. Their functions are described below.

In addition to the applications mentioned, users may also work with AutoCAD drawings and attach images. These files can be located anywhere on the network but the path must be a single location for all users, since the drawing path is stored in the database.

## Order of installation:

Setup the VisionFM Server

1. Install the Databases. You will need to have the SQL or Oracle databases installed prior to installing VisionFM Server. Selecting your existing database is part of the VisionFM Server installation.
2. Install the VisionFM Server on the server computer.
3. Install the VisionFM Client on the Server for testing.

Setup the VisionFM Event Notification System (if required)

4. Install the VisionFM Event Notification Service on the VisionFM Server computer.

Setup VisionFM Client Computers

5. Install AutoCAD, if required. For each client who uses AutoCAD, you will need to have AutoCAD installed first on their computer before installing VisionFM client. A new menu is added to AutoCAD when it is designated during VisionFM client install.
6. Install VisionFM Client(s)

Setup the VisionFM Web Server (Could be either the same computer as the VisionFM Server or another server)

7. Install IIS: Internet Information Service, an optional component of Windows 2000, 2003, 2008, is required.
8. Install the VisionFM Web Server
9. Install Optional Component(s)
  - a. VisionFM Active Directory Employee Mirroring System
  - b. VisionFM Automated Profile Creation System

## VisionFM Event Notification Server

### Introduction

The VisionFM Enterprise Event Notification Server (ENS) installation accomplishes the following tasks:

- Updates the registry with timing and email information used for generating messages.
- Adds various .dll files to the **visionserver directory** on the **VisionFM Server**.
- Registers a windows service called **vfmsvc**

Provided as a separate product, the VisionFM ENS system is installed on the VisionFM Server, creating a windows service that operates constantly to deliver messages from the VisionFM Enterprise Server via emails or printed reports.

Since the application needs to be installed on the VisionFM Server the hardware and software requirements are exactly the same as the VisionFM server. The table below indicates another 100 MB of hardware space are needed.

VisionFM Enterprise Event Notification System		
	Minimum	Recommended
Computer	Single Core Latest Model Pentium or AMD	Dual Core Latest Model Pentium or AMD
Operating System	Win 2000/3/8 Server	Win 2000/3/8 Server
RAM	N/A	N/A
Hard Drive Space	100 MB	100 MB
Display	N/A	N/A

### Computer Requirements

The ENS Service needs to be installed on the VisionFM Server to create the windows service that generates messages. As part of message delivery, the installer will need to:

1. Ensure the local service can print to a network printer.
2. Configure a local SMTP server, and ensure it can forward messages to the main SMTP server on the network.

**Figure 4** shows a network diagram outlining the process.

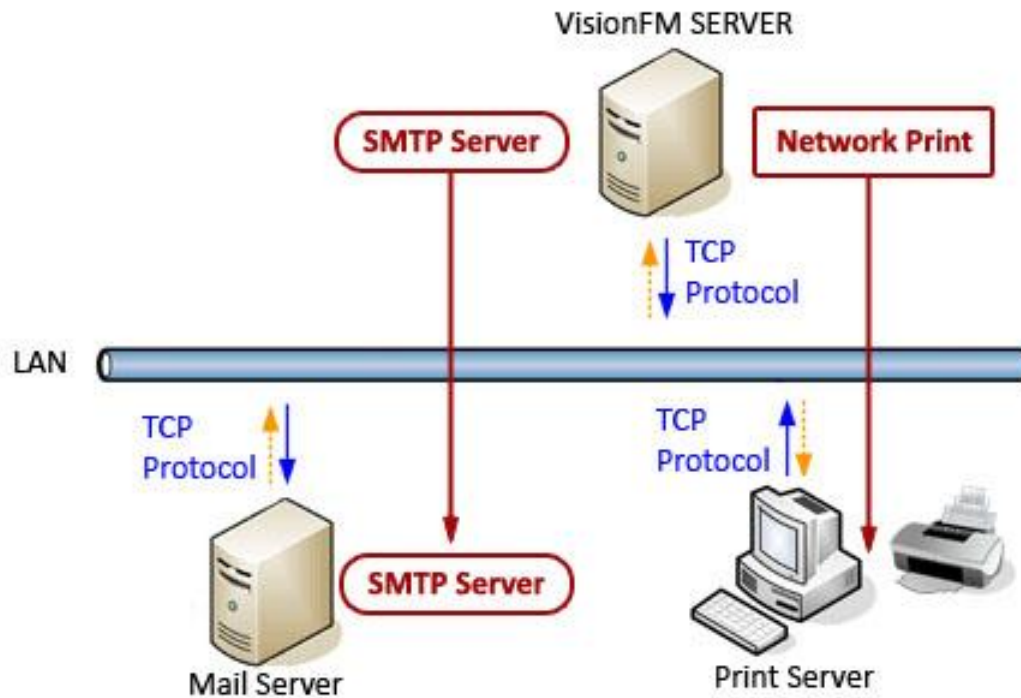


Figure 4

## Before installing...

You will need:

- The VisionFM ENS Installation CD (The install serial number can be found on the CD case)
- SQL or Oracle Server installed on the local network for VisionFM Server (typically installed on the VisionFM Server)
- VisionFM Server installed on a server on the local network (Windows 2003, 2008) and working with the databases.
- A functioning corporate Mail server or an external SMTP service.
- Administrator access rights
- The ability to install the SMTP server component of Windows Server (part of Internet Information Services )
- The ability to update the main mail server, or external SMTP server, to accept forwarded mail from the VisionFM Server.
- A telephone. During installation a validation code will be generated. This number will need be given to a VisionFM attendant, who will return a final install code.
- A network printer, if you want to test ENS report printing events.

## Installation Procedure

To begin insert the CD you received VisionFM E.N.S. Server, and run the Setup.exe. The Installation wizard will open taking you through the steps of installing the software. You will:

1. Read and Accept the Licensing terms of the installation.
2. Create an email address for ENS to use to send emails. (i.e. [VFMEvent\\_noreply@mybusiness.com](mailto:VFMEvent_noreply@mybusiness.com))

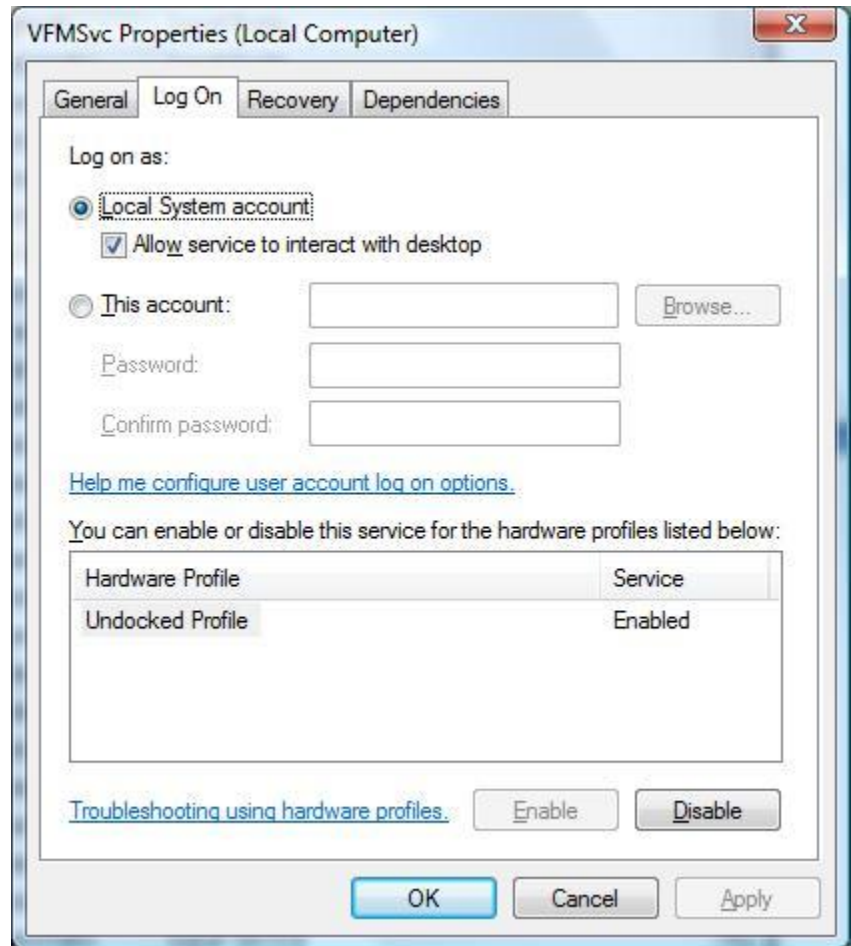
3. Choose your database version (Microsoft 2000/2005 or Oracle 9i/10g)
4. Enter the database server name
5. Restart the Server for the Client to operate

### Configure Network Printing

Now that the ENS Server is installed you will have to configure the two services offered by ENS: printing reports and generating email.

Open windows services (Control Panel... Administrative Tools) and right-click the VFMSvc service, then select properties. Click the Log On tab. You will see the service is setup to run under the Local System account. In order to print to a network printer, you may have to assign a domain user to this service to give it rights.

Add the desired network printer to this server as a print server. When the time comes to create an event you will be asked for the name of the printer to print to.



### Configure Email Message Routing

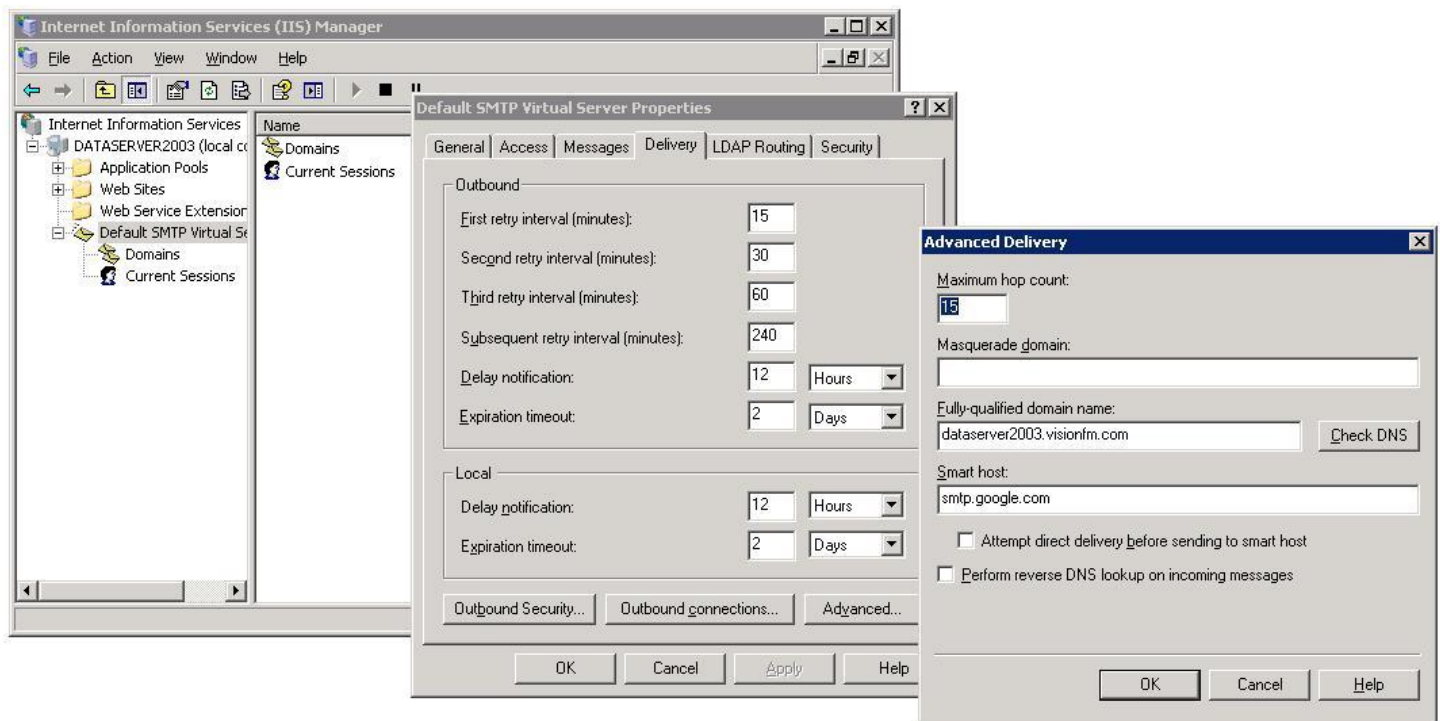
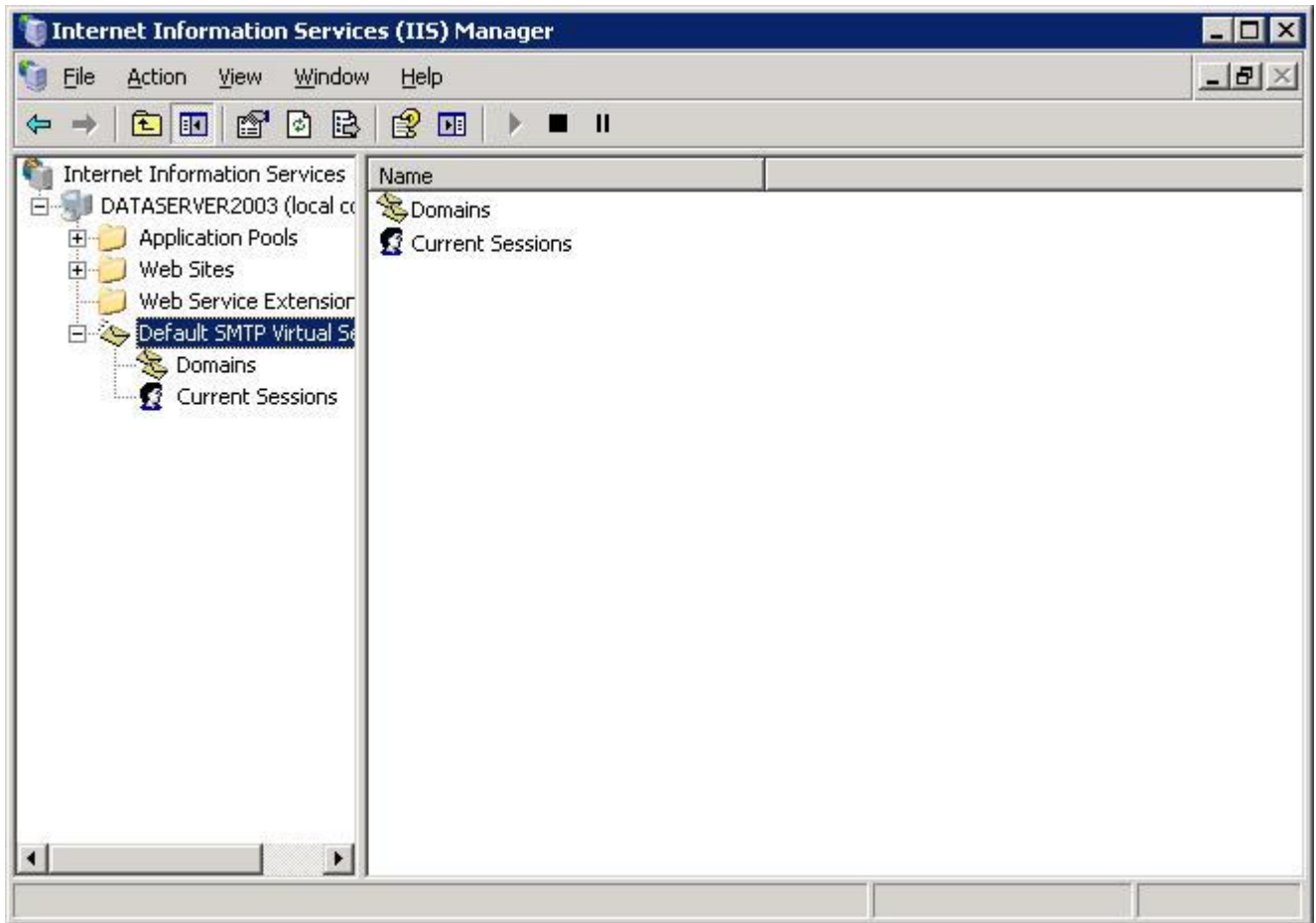
#### SMTP Server

If it is not already installed, install Internet Information Service (IIS) with the SMTP server option. IIS is an optional feature of Windows Server.

Once installed, set your SMTP service to forward messages to your main mail server or service:

1. Open your SMTP server by opening **Internet Information Service**. (Administrative Tools... Internet Information Service).  
Select the **Default SMTP Virtual server**, right click, and select **Properties**.
2. Select the **Delivery** tab.

- In the **Smart Host** field set the fully qualified domain name of your mail server or mail service. Click 'OK' and close IIS.



### *Test the mail delivery*

In windows explorer, navigate to c:\inetpub\mailroot and create a new folder called **temp**.

1. Copy the following text to notepad.

```
///TEXT FOR NOTEPAD BEGINS – DON’T INCLUDE THIS LINE///
```

```
To: <myname@myorg.com>
From: <myname@myorg.com>
Subject: test SMTP routing
Date: Fri, 30 Oct 2009 20:00:00 -0500
MIME-Version: 1.0
Content-Type: text/plain;
    charset="iso-8859-1"
Content-Transfer-Encoding: 7bit
X-Priority: 3
X-MSMail-Priority: Normal
X-Unsent: 1
X-MimeOLE: Produced By Microsoft MimeOLE V5.50.4522.1200
```

This message should make it.

```
///TEXT FOR NOTEPAD ENDS – DON’T INCLUDE THIS LINE///
```

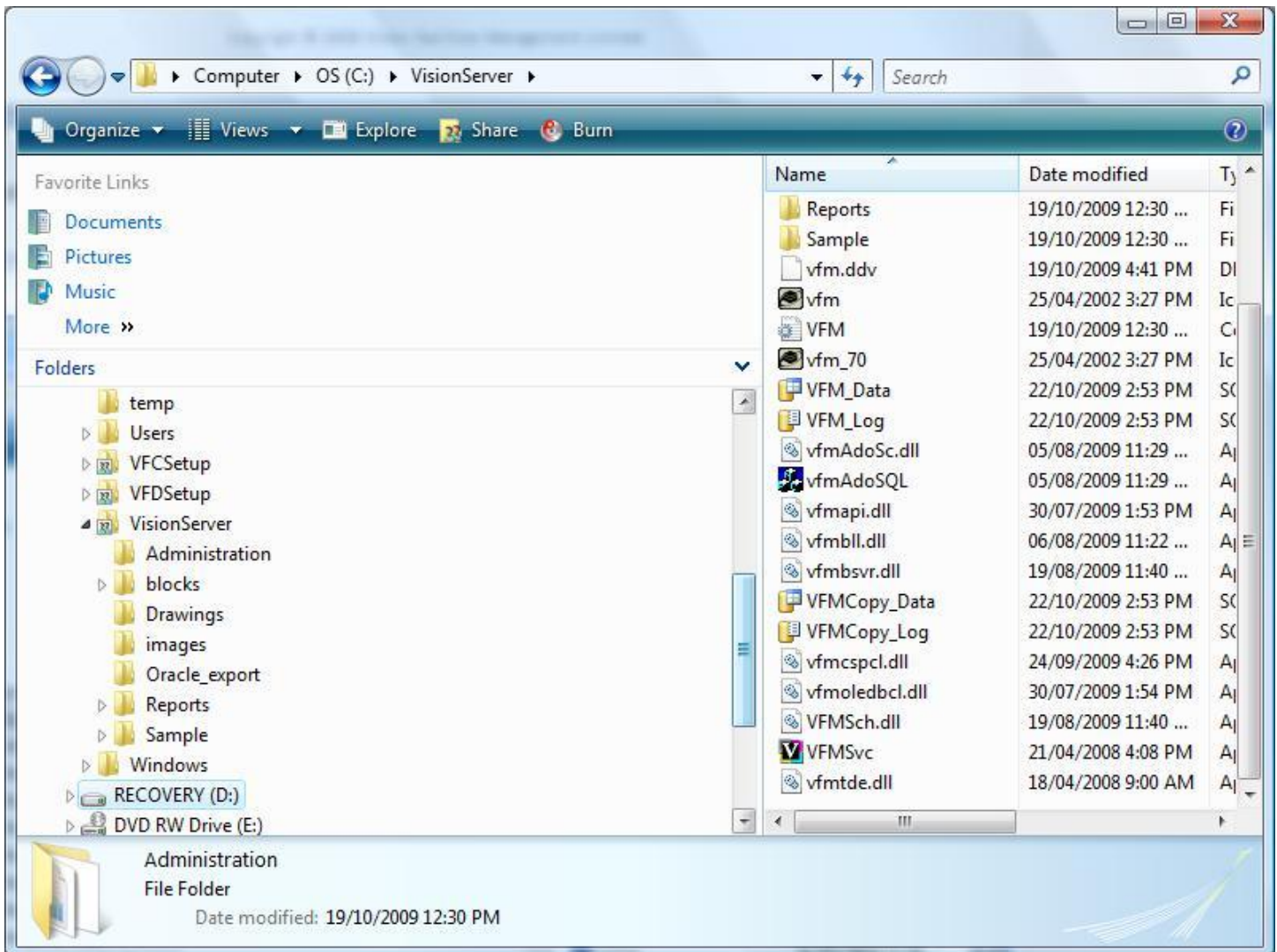
2. Change the email **TO** and **FROM** addresses to your own email address. Change the date to the correct date and time. Save the file as **test.eml** in the new temp folder so you can use it again and again.
3. Copy **test.eml** and paste it into the adjacent **Pickup** folder (c:\inetpub\mailroot\pickup). The file should disappear. If it cannot route properly it will sit in the **queue** folder for a while and end up in the **badmail** folder.

If the mail doesn't route, try the following:

1. If your server is behind a firewall, make sure the SMTP protocol, port 25, is allowed to pass through, outgoing.
2. If you use a mail service, like Google apps, make sure you have the correct name of the SMTP server that the service makes available.
3. If you use an internal mail server, like Microsoft Exchange, make sure the server is configured to allow your local SMTP server to forward mail to it.

## Server Components

### Included files and folders



When you install the VisionFM Server, the following components are installed.

#### **VFMSvc**

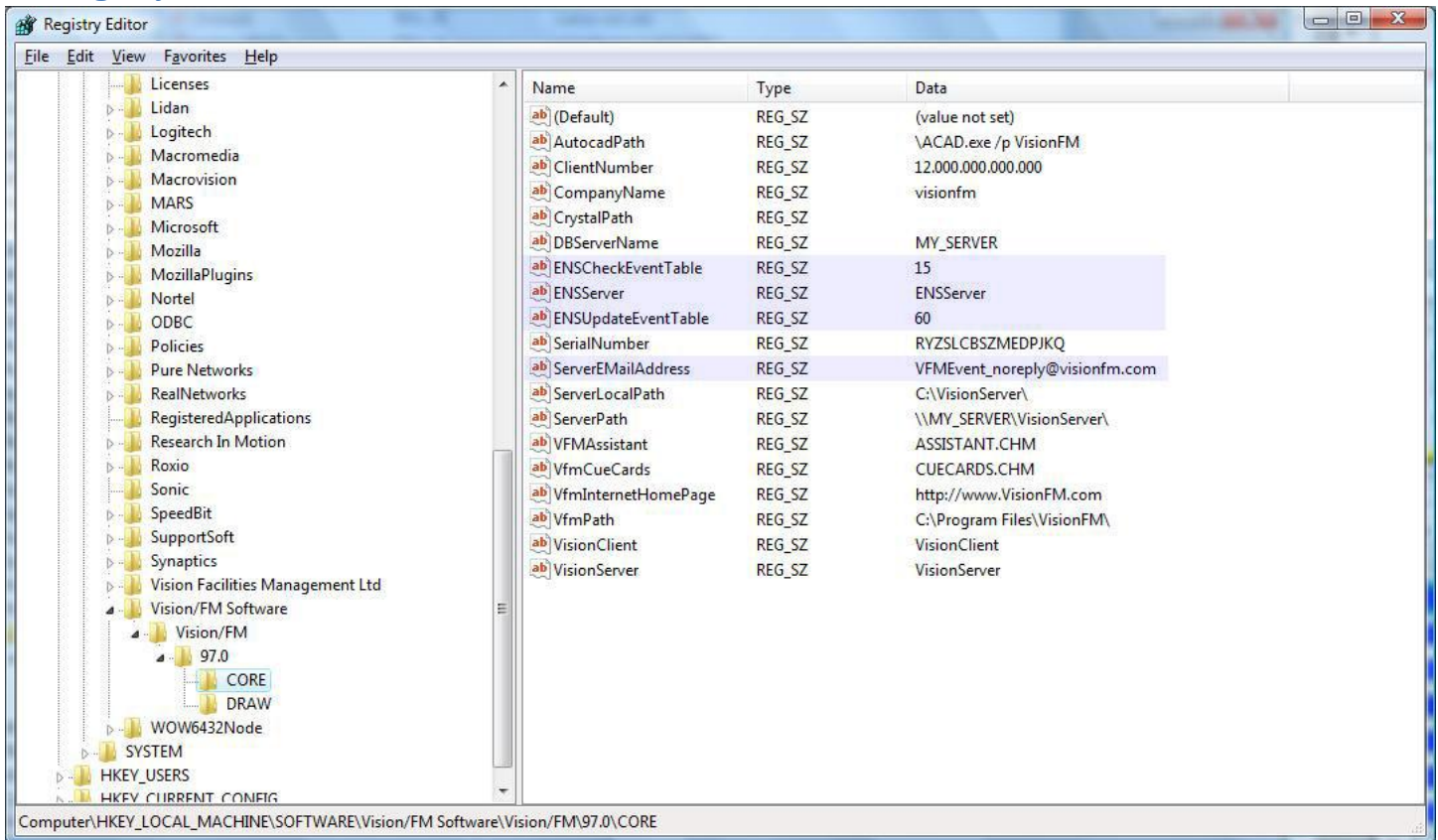
This is the ENS service application.

#### **Application Extensions for the service:**

vfmapi.dll  
 vfmbll.dll  
 vfmbsvr.dll  
 vfmcspl.dll  
 vfmoledbcl.dll  
 VFMSch.dll  
 vfmtde.dll

## Technical Specifications

### The Registry




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#### WARNING:

Mismanagement of registry settings can cause permanent data loss and permanent loss of functionality to your operating system and programs without recourse. A knowledgeable system administrator should always perform any alteration, addition, or deletion from the registry. Vision Facilities Management Ltd. takes no responsibility for the results of such actions. It is strongly recommended that, if you decide to change a registry setting, you only change the VisionFM Enterprise keys, and that this only be done by a professional system administrator. If you are not a professional system administrator, do not proceed. Instead forward this information to the appropriate personnel.

---

To get to your registry settings, click your Start button and select 'Run...'. Type 'REGEDIT' and click 'ok'. The registry editor should appear. Navigate to "HKEY\_LOCAL\_MACHINE/SOFTWARE/VISIONFM SOFTWARE/VISIONFM/97.0/CORE"

#### *Description of registry keys for VisionFM ENS Server*

The following is an example of registry settings for a machine that is set up with ENS.

Registry Key	Description
ENSCheckEventTable	The interval, in minutes, the system uses to execute events in the Event Table
ENSServer	Indicates the server has been installed.
ENSUpdateEventTable	The interval, in minutes, the system uses to add new events to the Event Table.
ServerEMailAddress	An email address to be used in the 'FROM' field of generated email messages.

## Security Settings

### Levels of Security:

There are several security levels involved with the VisionFM ENS Server:

1. Windows NTFS security:
  - a. The VFMSvc service is a windows service, and therefore runs under a designated user context. By default, services are added with the 'System' user context, but this may need to be changed. If you want the service to be able to print reports, the service will need to have the access rights to print to a print server. In this case, a domain user may need to be used for the service in order to provide that access.
  - b. Generating email Messages requires creating .eml files and placing them in the pickup folder of the local SMTP server. Access rights should be configured to allow the Service user context ('System') to write to that location. (c:\inetpub\smtproot\pickup)
2. VisionFM Users. Only VisionFM Administrators should have access to the ENS Setup form.
3. Mail server relay restrictions. The local SMTP server must be able to forward messages from itself to the main mail server. This is done by setting the main server as a 'SMARTHOST' on the local server. As well, the main server must be configured to relay email messages from the local server.

### Network Considerations

1. For printing reports, a network printer should be on the same LAN.
2. For generating emails, the local SMTP server must be able to route emails to the mail SMTP server.

## Trouble-shooting

The following lists common issues, background information and their resolutions.

### Service Issues

#### *Service Issue 1 – Report does not print*

**DESCRIPTION:** A report that should be generated at a specific time does not get printed.

**BACKGROUND:** The VFMSvc service, running under the local 'System' account, does not have rights to print to the network printer.

RESOLUTION: Change the VFMSvc service log on account to use a specific domain account that has access to the network printer.

### *Service Issue 2 – email is not sent and an .eml file sits in the pickup folder.*

DESCRIPTION: An email that was supposed to be generated did not reach the recipient, and an .eml file sits in the c:\inetpub\mailroot\pickup folder on the server.

BACKGROUND: The ENS system generates an .eml file and places it in the local SMTP server's pickup folder, (typically c:\inetpub\mailroot\pickup). If the SMTP server is not running, it will stay in that folder.

RESOLUTION: Ensure the local SMTP Service is running.

### *Service Issue 3 – email is not sent and no .eml file sits in the pickup folder.*

DESCRIPTION: An email that was supposed to be generated did not reach the recipient, and there are no .eml files in the c:\inetpub\mailroot\pickup folder on the server.

BACKGROUND: The ENS system generates an .eml file and places it in the local SMTP server's pickup folder, (typically c:\inetpub\mailroot\pickup). If the ENS service or the particular event is not configured properly, no mail message will be created. If the email message was created, and SMTP service tried to route the message, and had trouble routing, it could be stuck in the **outgoing** cue, or designated as **badmail**.

RESOLUTION:

Determine if the message is being generated by ENS. Turn off the SMTP service and run the same ENS event again. If a message is being created it be placed, as an .eml file, in the c:\inetpub\mailroot\pickup folder.

1. If a message does exist it means the local mail server cannot route the message to the main mail server. Check the settings on the local SMTP server to ensure it has a SmartHost set with the name of the main mail server. Check the main mail server to ensure it will allow mail messages from the local mail server to route through it. You can test this by copying the .eml file out of the pickup folder, changing your SMTP settings, then copying the .eml file back to the pickup folder. When you have the settings right the .eml file will disappear and the message will route to the recipient.
2. If a message does not exist, it means the ENS system is not generating the mail message. Check the specific ENS event to ensure the event is configured properly. When you change or add an event, restart the VFMSvc service to add the event to the Event Table immediately. Then, wait up to twenty minutes for the event to fire. To reduce the wait time, you can change the registry setting **ENSCheckEventTable** to equal 1, then the system will check every minute for events to fire.

## Installing Updates

Updates are performed on the server and distributed to clients during the next logon. There is an Installing Updates section included in the VisionFM Enterprise Server Configuration Manual.

## Licensing

### License Agreement Summary

VisionFM Server can be installed on one computer only.

VisionFM Server includes the MS SQL Express 2005, VisionFM Server, VisionFM Database Designer, and application files installed by the VisionFM Server installation program.

VisionFM Client can be installed on any computer as long as the VisionFM Client is exclusively accessing the single installation of the VisionFM Server application.

Each VisionFM Client installation can use all the VisionFM Modules and the link to AutoCAD. There are no additional licensing costs for VisionFM Clients or Modules.

AutoCAD is not included in VisionFM. If you wish to work with AutoCAD, the install program on the VisionFM CD will ask you for the path during the installation of each client station.

Crystal Reports Viewer is built into VisionFM Client. The Viewer allows reports to be run and the results displayed and printed. For editing reports a copy of Crystal Reports 2008 will be required (not included).

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