



OFFICEMASTER CLIENT 8 WORKPLACE SOFTWARE

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Table of contents

● Legal information	6
● Version history and imprint	7

1. Overview

● 1.1. Functional scope	9
● 1.2. Program components	10

2. User Guide

● 2.1. Installation	12
● 2.2. Start and use the application	14
● 2.3. Sending faxes	16
● 2.4. Use of voicemail functions	26

3. Administrator Guide

● 3.1. Requirements	31
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● 3.2. Architecture of the software	32
● 3.3. Single-user installation	33
● 3.4. Organization-wide roll-out	37
● 3.5. Parameters for programmatic modification	42
● 3.6. Software removal	43

4. Attachment

● 4.1. Monitor the messaging server	45
● 4.2. +Fax control commands	46
● 4.3. Help with problems	49
● 4.4. Ferrari electronic AG - End User License Agreement (EULA).	50

Legal information

Version 1.2

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[UNIFIED MESSAGING](#)

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This guide contains information about OfficeMaster Suite 8 in all variants. The target group is administrators who use this solution want to operate and configure.

Version history and imprint

Revision	Date	Changes
1.2	2024-3-8	Revision
1.1	2023-10-4	Update
1.0	2023-5-1	Data import, initial text

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1. Overview

1.1. Functional scope

Most of OfficeMaster's fax, SMS and voicemail functions can be used by users through a server-side installation alone. *OfficeMaster Client* is very helpful in order to be able to fax not only from email programs, but also from applications. The workplace software includes the following subprograms:

- OfficeMasterPDF printer driver

The OfficeMasterPDF printer driver is only available for 64-bit operating systems. By default, they are included in the list of printers during installation as OfficeMasterPDF. The fax printer driver for Microsoft Windows optionally transfers the printed data

- Microsoft Outlook (add-in)
 - Lotus/IBM/HCL Notes
 - OfficeMaster Client Gateway
 - MAPI-capable mail programs
- OfficeMaster Client taskbar program
 - Outlook Add-In (VSTO Add-In)

The interaction of the PDF printer driver with the taskbar program and the possible delivery routes, offers the user extensive options for easily integrating document transfer into their everyday work.

1.2. Program components

1.2.1. Outlook add-in

The Outlook add-in includes the following functions:

- Automatic address for automatic recognition of fax numbers
- Fax and SMS sending options that allow you to set fax-specific parameters in Outlook.
- Voicemail features that allow playing voicemails and entering custom voicemail settings.

1.2.2. Lotus/IBM/HCL Notes

Orders are transferred to a Notes client. The fax is then sent via the Notes connector of the OfficeMaster Suite.

1.2.3. OfficeMaster Client Gateway

The orders are transferred to the browser-based OfficeMaster Client Gateway, which orders the fax sending in the OfficeMaster Suite.

1.2.4. MAPI-capable mail programs

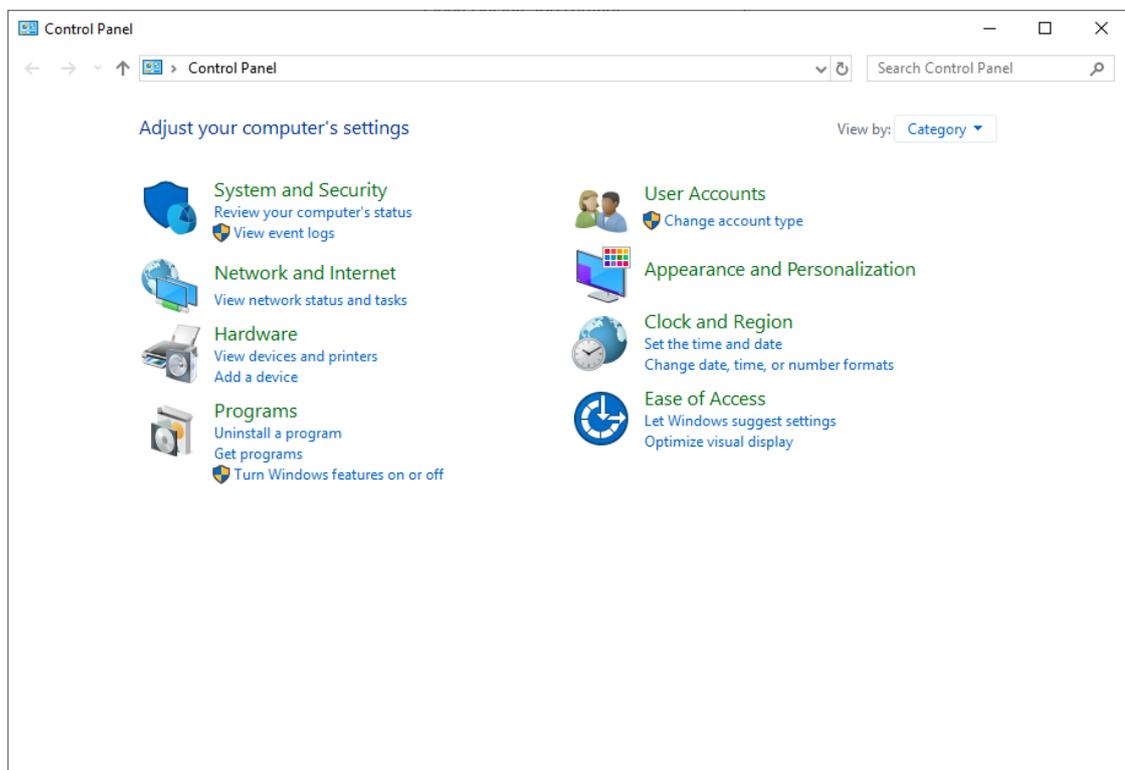
The jobs are transferred to the configured MAPI client. Further transport depends on the mail client set up. This type of communication is also chosen if Microsoft Outlook is closed and communication with the add-in is not possible.

2. User Guide

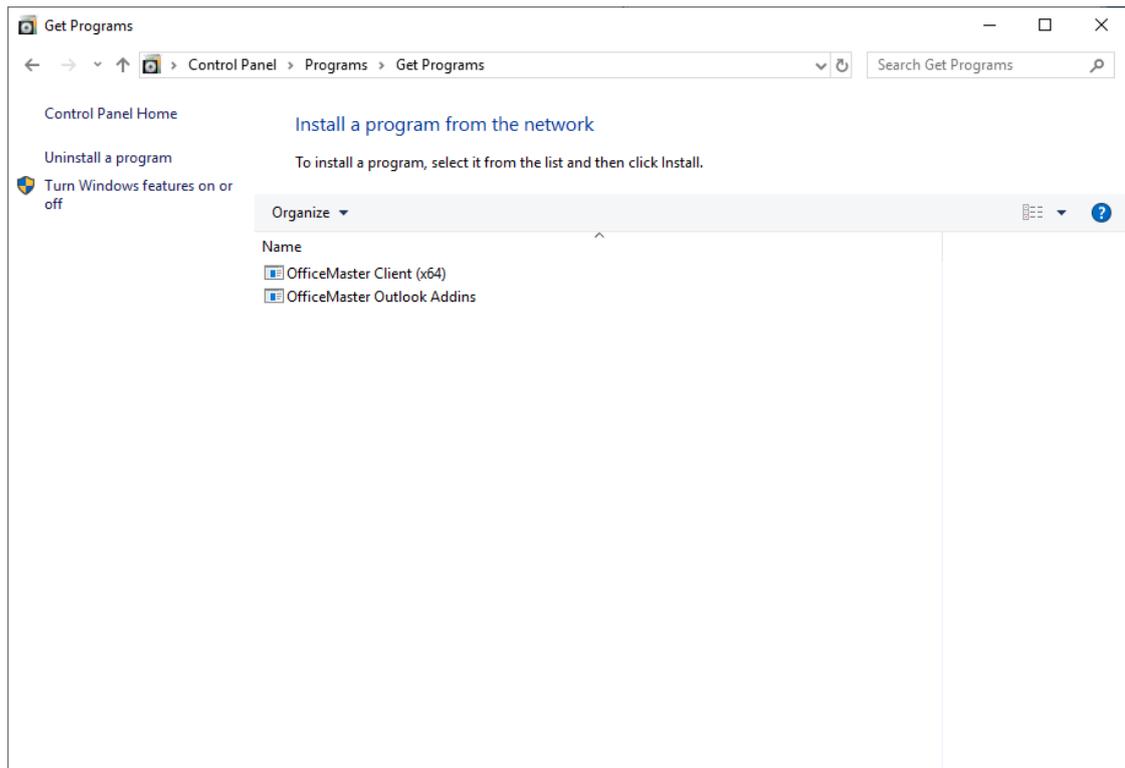
2.1. Installation

There are various ways in which the software can get onto a user's PC.

- In the simplest case, the administrator of your organization has distributed the software across the organization, triggering an automatic installation on the user's machine. In this case you already have the software and this can be recognized by that an *OfficeMasterPDF* printer driver is present or the taskbar program icon is visible.
- It may also be that the application was published in the organization via Group Policy. Then, depending on the settings in Group Policy, a normal user can also install the software. To see if a software has been published for your organization, open Control Panel and click Get Programs under Programs.



The "Get program" dialog then opens, in which the published applications are listed.



The *OfficeMaster Client* application contains the printer driver and the taskbar application. If Outlook is used, it also makes sense to install the *OfficeMaster Outlook Addins*. The settings adjusted centrally for the organization are used here, so the user should not receive any configuration queries.

- If the user has appropriate rights on his machine (e.g. local administrator), the software can also be downloaded from the [Ferrari electronic](#) website and the setup can be done. Start the installation. For the installation process, please refer to the corresponding section *Single-user installation* in the *Administrator Manual* chapter. During installation, the operating mode (Outlook, Notes, Client Gateway) and the host name of the *OfficeMaster Suite* server must be specified.

After installing the software, it may be necessary to log out and log in again. This ensures that the software was started correctly when you logged in.

A description of the necessary steps to distribute or publish the application in the organization can also be found in the *Administrator Guide* chapter (but is not relevant for users of the software).

2.2. Start and use the application

The application starts automatically when the user logs in. This can be recognized by the OfficeMaster icon of the taskbar application (*OfficeMaster Client*).

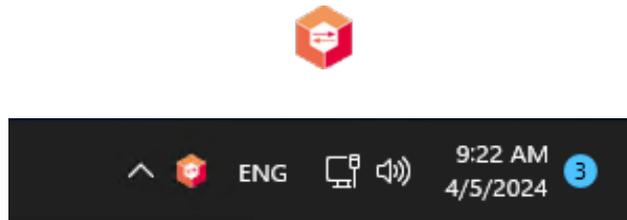


Figure 2.1: Taskbar program

To use the client software, you simply need to print from any application to the set up fax printer (*OfficeMasterPDF*).

The taskbar program itself provides a context menu (right-click on the icon to open it).

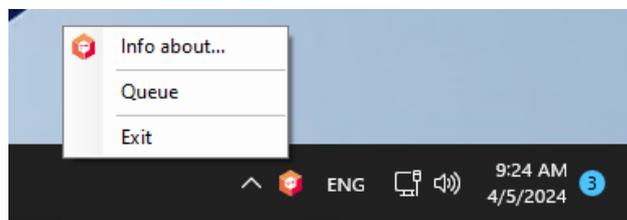


Figure 2.2: context menu

The menu entry “Info about...” shows the software version and the current operating mode of the software (Outlook, Notes, Client Gateway).

The queue contains a history of documents received by the printer driver. These can also be re-ordered from the queue dialog.

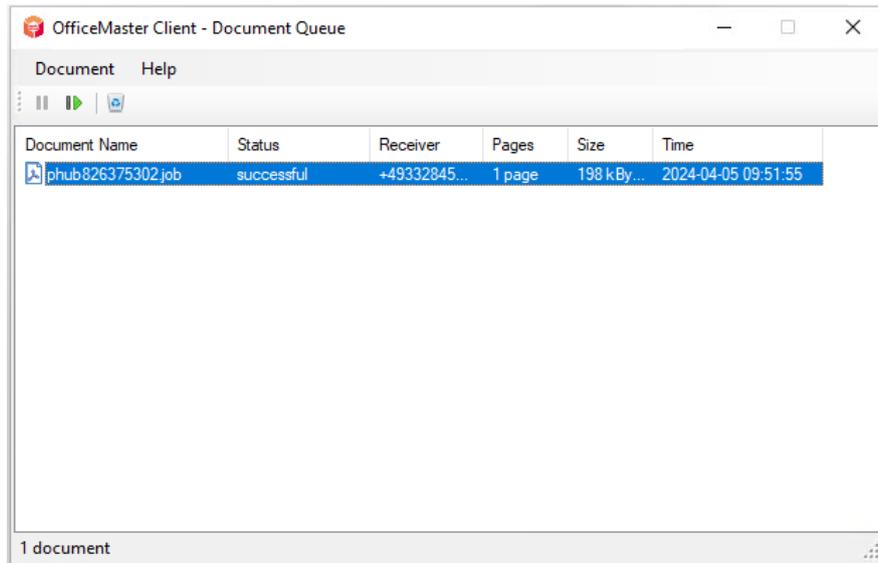


Figure 2.3: Queue dialog

The processing of documents can be influenced using the buttons on the toolbar or the document context menu in the queue dialog.

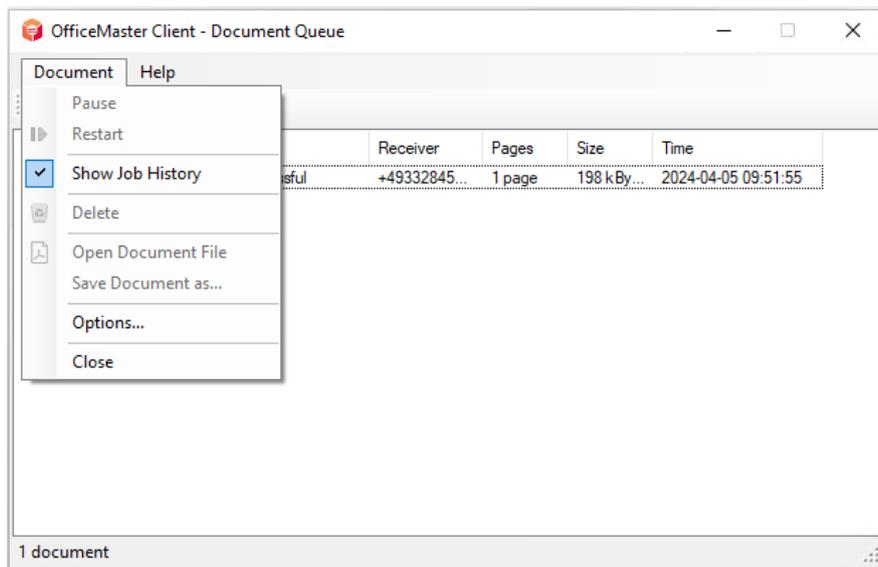


Figure 2.4: Queue dialog menu

The processing of a document can be influenced using the “Pause”, “Restart” and “Delete” buttons.

In the default state, the queue only displays documents that contain errors or are still being processed. By activating the “Show order history” button, documents that have already been successfully completed will also be displayed. The storage period can be changed under “Settings”. Orders are influenced. The standard time is seven days.

2.3. Sending faxes

2.3.1. *OfficeMasterPDF* Printer driver and taskbar program *OfficeMaster Client*

Installing OfficeMaster Workstation installs the printer **OfficeMasterPDF**. Any Windows applications can output documents locally to this fax printer. After the printing process, the document is integrated into the program used for OfficeMaster, such as Outlook, MAPI-enabled applications or Lotus/IBM/HCL Notes. The program used for this integration is determined during installation. The *OfficeMaster Client* taskbar program is installed by default and automatically starts every time you log on to Windows.

2.3.2. Fax sending via *OfficeMasterPDF* printer driver

The main function of the *OfficeMaster Client* is to output to the fax-capable printer driver, which is used for sending faxes (typically, received faxes are directly placed into the mailboxes of the installed communication solution).

Entering text commands

Using text commands, allows faxes to be sent from applications without opening the send dialog of the fax program (Microsoft Outlook, Lotus/IBM/HCL Notes, OfficeMaster Client Gateway). This option applies to serial faxes and to sending individual faxes. The text command has the syntax **@@+FAX:Fax number;Parameter@@**. The command begins with two address characters (@@), followed by a plus sign (+), the keyword FAX (in capital letters) and a colon without interspersed spaces. Spaces can be inserted into the parameters. Multiple parameters must be separated by semicolons. The command must be completed with two address characters (@@). It makes sense to set the color of the font text of a text command to white so that it does not appear in the sent document.

Note!

Most text-oriented applications allow the use of text commands. However, Graphics-oriented programs usually convert text into graphics before being transferred to the printer driver. In this case, the commands are not visible to the driver and therefore cannot be used.

Example:

The syntax of the control command for transferring the fax number and the

recipient name is:

@@+FAX:fax number;Erecipient name@@

@@+FAX:03328/455-960;EFerrari electronic@@

The fax is sent to the number 03328/455-960 and passes *Ferrari electronic* as the recipient name to the fax software.

Mail merge

With OfficeMaster, form letters can be sent as faxes. The mail merge function of the word processor creates a main document that contains the mail merge and a control file that contains the address details of the recipients. The form letter contains the corresponding fax number for each document to be sent by fax. OfficeMaster automatically sends the faxes one after the other. The fax number can be included as a field in the control file; there is no need to enter it manually. Additional fields can be *salutation* or *company, name* etc. as usual.

With mail merge, a separate printout of the document is output to the printer for each data record in the control file. The *OfficeMasterPDF* printer driver requires special information to separate the individual sent documents from each other. These are inserted into the text of the main document as so-called control commands or text commands. The control commands must be on the first page (preferably at the beginning) of the document. The most important parameter for sending serial faxes is the recipient's fax number. In addition, the recipient name should be passed on, for example to include it in a cover page. The **+Fax Control Commands** section contains an overview of which control commands are supported by the *OfficeMasterPDF* printer driver.

2.3.3. Fax with Outlook

Setting the OfficeMaster Server to use

In order to communicate with the OfficeMaster Server, its address must be known. The dialog shown below is used for this setting.

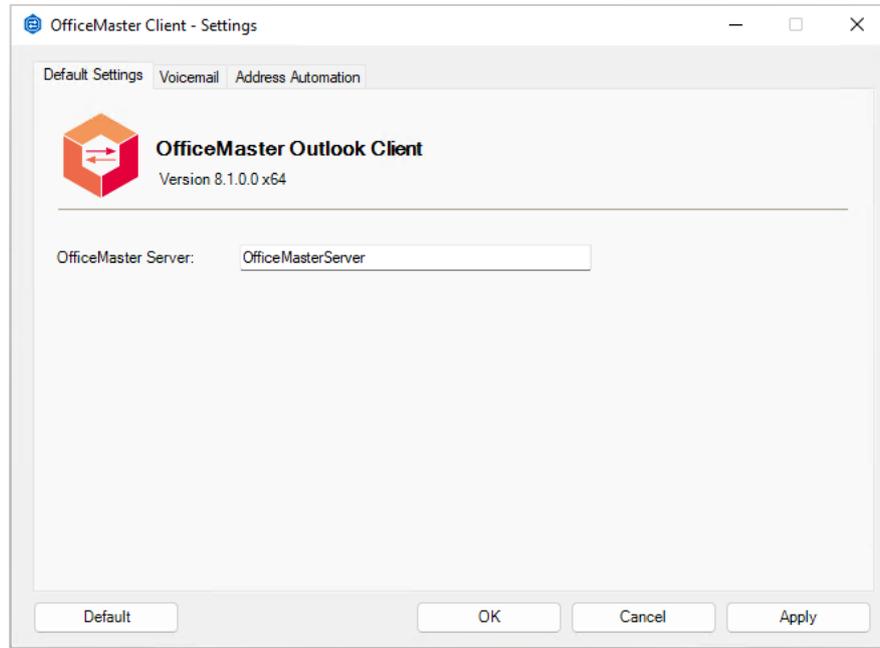


Figure 2.5: Setting the OfficeMaster Server

In the standard case, the OfficeMaster Server settings were already made by the administrator during installation. It is rarely necessary to change this value.

Addressing

By default, Outlook only recognizes addresses of the SMTP type, such as info@ferrari-electronic.de. Addresses of other types, such as FAX and SMS, require a type specification with the following representation: telephone number@fax domain.

Example:

info@ferrari-electronic.de (SMTP),

[03328-455-348@fax.local](tel:03328-455-348@fax.local) (fax),

[0177-4559420@sms.local](tel:0177-4559420@sms.local) (SMS).

When using the Outlook add-in or the client gateway, it is sufficient to just enter the phone number.

Shortly before sending the message or when you click the *Check Names* button in the Outlook toolbar, the addresses are checked. Correctly recognized addresses are presented in simplified form and underlined. They can be displayed by double-clicking on the relevant address.

Example:

From 03328/455-960, [03328-455-960@fax.local](tel:03328-455-960@fax.local) is generated and +49 177 4559420 becomes +49 177 [4559420@sms.local](tel:4559420@sms.local). These formats are recognized by Outlook.

Note!

Fax and SMS addresses can be entered in the To field without any additions Email must be entered.

The automatic address settings opens after clicking on the automatic address button in the menu ribbon in the *OfficeMaster Client*.

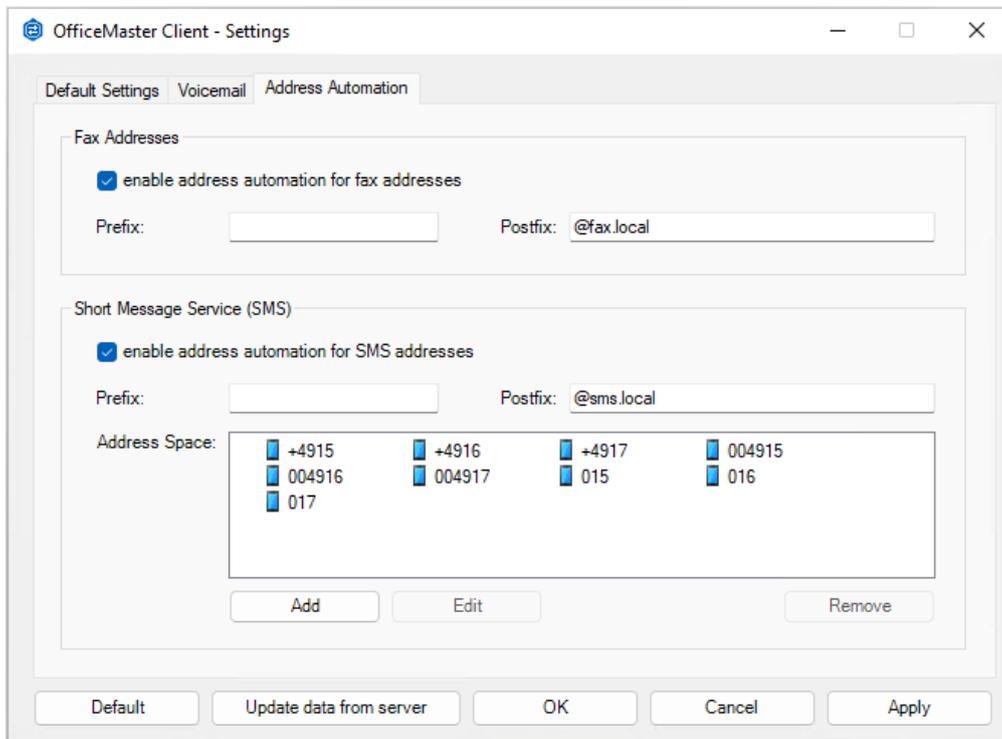


Figure 2.6: Automatic address settings

The automatic address contains an optional prefix. This character string is inserted before the address. Furthermore, a Postfix can be added to the address entered in Outlook.

The procedure for generating SMS addresses is analogous. The SMS address space is recognized based on the specified number prefixes. The default setting includes the german mobile networks.

The *Update data from server* button can be used to read the data from the *OfficeMaster Suite* if an Exchange Connector has been set up there. The prerequisite for this is that a correct server name has been specified in the *General* tab.

Sending options for Outlook

When using the OfficeMaster Exchange Connector, the send job created in Outlook can be transferred to the Fax Connector via the Exchange server with additional parameters, such as sending time. These parameters are called send options.

The sending options are accessed in Outlook in a newly created email in the ribbon in the OfficeMaster Workstation group using the *Fax Options* button.

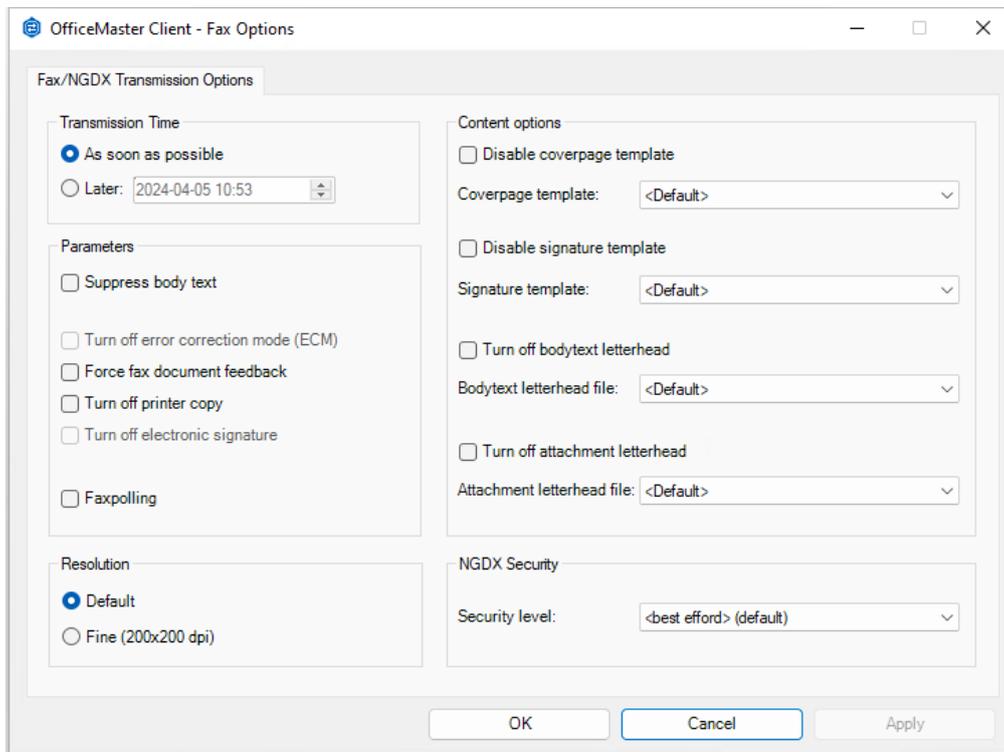


Figure 2.7: Send options

Broadcast time

The date and time for the dispatch can be specified here. If an entry is made there, this information has priority over the urgency selection *high*, *medium* or *low*. If only a time without a date is specified, this time refers to today's date if the time has not already passed, otherwise to the following day.

Settings

Suppress message text

Only attachments are sent and no textual email content.

Error Correction (ECM) off

This option can be used to switch off the default transmission of faxes using Error Correction Mode. Since ECM is automatically suppressed in communication with most fax machines that do not have ECM, it is usually not necessary to switch off ECM separately.

Request feedback with fax document

When sending faxes, you can set the user to receive feedback indicating whether their fax was sent without errors. If the option is activated, in addition to the status information, the message will also contain the actual fax as an attachment in the form of a graphic file. This option always makes sense if the user has triggered several send jobs and cannot easily assign the responses.

Switch off automatic fax printing

The administrator can specify that all sent faxes are automatically printed on a printer. If this option is activated in the send options, the printout will not occur.

Turn off electronic fax signature

The electronic signature, which may be activated centrally, can be switched off here for each order.

Fax polling

This option offers the possibility of using on-demand fax services. The fax number entered as the fax address is called and the fax protocol signals to the other party that a fax document made available for retrieval should be transmitted. The user receives this document in the same way as a received fax.

Fax resolution

When sending faxes you can choose between *fine resolution* (200x200 dpi) and *standard resolution* (200x100 dpi). Although fine resolution means slightly longer transmission times and therefore higher fees, it also means significantly higher quality of the fax for the recipient.

Content Settings

Suppress cover page

In the central administration, either a standard cover page can be specified for all users or a cover page for an individual user. With this option, the selected cover page can be suppressed by the user, e.g. if the document to be sent is created in a text program and has already been provided with its own cover page.

Fax cover sheet file

If the user has been authorized by the administrator to use individual cover pages, a cover page can be selected by entering a name that will be used for the fax that is currently being sent. The prerequisite is that a corresponding cover sheet file has been stored on the server on which the OfficeMaster Suite was installed. Any standard cover sheet that may have been set will be switched off.

Suppress signature template

The central administration can be used to specify that a signature is placed under a message by default, which must be made available as a file on the server for each user. If the user is authorized to use this option, he or she can suppress the insertion of the signature.

Signature template

If the user has been authorized by the administrator to use individual signatures, they can select one that will be used for the fax being sent by entering a name. The prerequisite is that a corresponding file has been stored on the server on which the OfficeMaster Suite was installed. Any default template that may have been set will be switched off.

Turn off stationery for cover page

This option only takes effect if the use of stationery for cover pages has been set in central administration. If the *Cover page off* option was activated there, this setting is meaningless.

Cover stationery

If the user has been authorized by the administrator to use individual stationery files, they can select one that will be used for the fax to be sent by entering a name. The prerequisite is that a corresponding file has been stored on the server on which the OfficeMaster Suite was installed. Any default template that may have been set will be switched off.

Turn off stationery for attachments

This option only takes effect if the use of stationery for an attachment has been set in central administration.

Attachment stationery

If the user has been authorized by the administrator to use individual stationery files, they can select one that will be used for the fax to be sent by entering a name. The prerequisite is that a corresponding file has been stored on the server on which the OfficeMaster Suite was installed. Any default template that may have been set will be switched off.

NGDX Security

This option is used to select the security setting for PDF transmissions using the NGDX (Next Generation Document Exchange) operating mode when sending documents. This makes it possible to transfer original PDF files in a legally secure manner. The following options are possible:

- **Try best possible security (default)**

An attempt is made here automatically to find the best possible security setting between the remote stations. This can However, unencrypted transmission can also be selected if the remote station does not support encryption.

- **CA authenticated**

A full certificate check is required. The remote station is authenticated (trustworthy) and the transmission encrypted.

- **CA Chain required**

The counterpart's certificate must have been signed by a trustworthy certification authority, but the phone number does not necessarily match the SAN Tel URI field. The transmission is encrypted, but the The telephone number may not match the certificate, which is why the remote station is not authenticated.

- **Encrypted only**

The transmission is encrypted but not authenticated. Self-signed certificates are also sufficient here.

2.3.4. Fax with Lotus/IBM/HCL Notes

Addressing

For Lotus/IBM/HCL Notes, the foreign domain configured in the Domino server must be specified instead of the mail domain. If this was configured during installation, an automatic addition is possible.

Example:

from 03328-455-960, 03328-455-960@fax is generated and from +49 177 4559420 becomes +49 177 4559420@sms.

Settings

The fax options can only be set using a fax command in the print job.

2.3.5. Fax with MAPI-enabled applications

Addressing

Here the fax document is sent to the server via email, and the fax is then sent there. The response is typically sent to the user's mailbox.

Settings

The standard settings of the fax server apply.

2.3.6. Client gateway

Addressing

The client gateway receives the fax job via a browser interface and uses directly the fax or SMS address.

Settings

The sending options can be set per user in the client gateway's web interface.

2.4. Use of voicemail functions

2.4.1. Voicemail with Outlook

When you install the OfficeMaster client, an Outlook add-in is added, which simplifies the processing of voice mail messages.

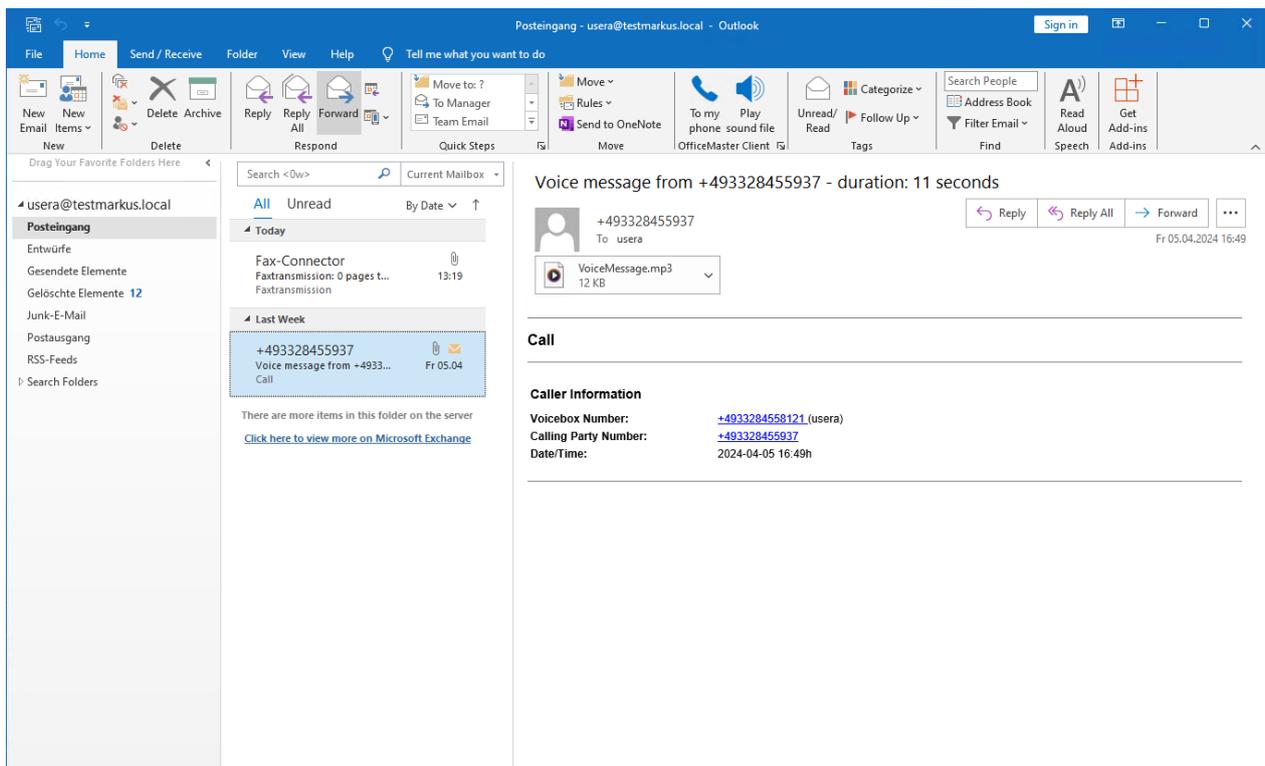


Figure 2.8: Outlook inbox with voice messages

When a voice message is selected in the inbox, the “To my phone” and “Play voice message” buttons become active.

Settings

There are a few parameters that need to be set to work with voice mail messages. The dialog to be used for this can be opened by clicking on the small options button (Dialog Box Launcher) in the lower right corner of the *OfficeMaster Workstation* ribbon group (illustrated in the image below).

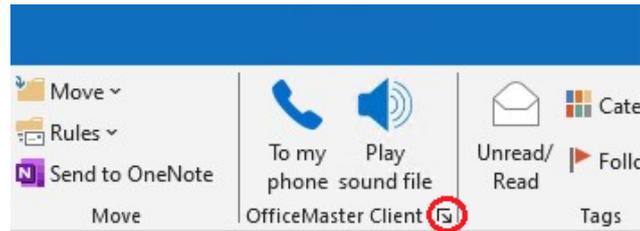


Figure 2.9: Position of the options button

You can make the appropriate settings in the Voicemail tab. These settings can be used to influence the behavior of the individual answering machine.

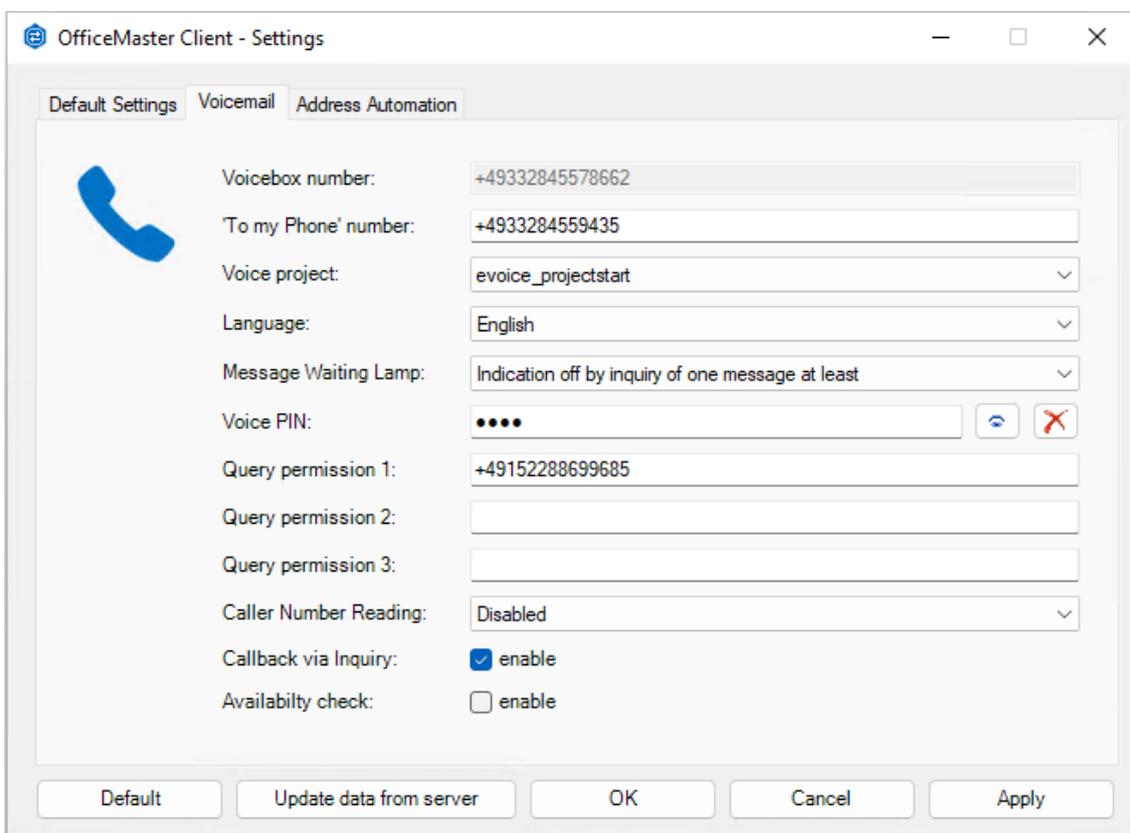


Figure 2.10: Personal answering machine settings

The *Update data from server* button can be used to read the data from the *OfficeMaster Suite* if an Exchange Connector has been set up there. The prerequisite for this is that a correct server name has been specified in the *General* tab (see Figure 2.1).

Voicebox number

The voicebox number is requested from the server and cannot be changed. The display is used to identify the voicemail box to be processed.

‘To my phone’ number

The number specified here will be called when the voicemail should be played on a specific phone. During this call the voicemail box is in configuration mode.

Voice Project

The voice project of the voice server to be used is specified in this field. The voice project determines the behavior of the voice server when receiving incoming messages.

Language

The language directory refers to the language tree of the *Messaging Server*. Everyone *Messaging Server* with a voice tree installed contains audio directories where language-relevant announcements were stored. At the time of printing this document, you could choose between “de” (German) and “en” (English).

MWI lamp (message waiting indicator)

The “Message Waiting” behavior determines whether a message waiting lamp on a user’s phone is switched off. Switching on the lamp is largely determined by the OfficeMaster Admin Center or the messaging server configuration, along with the corresponding control of the message waiting function in the PBX. Shutdown supports three modes:

- Reset by general remote query
- Reset by listening to at least one message
- Reset by listening to all messages

Voice PIN

When remotely accessing a user’s voice box, it makes sense to store a PIN. The configuration of the voice server determined the minimum or maximum number of digits for the PIN.

Query permission 1...3

You can specify telephone numbers here that, when called from these devices, will immediately put the called voice box into configuration mode without entering a PIN.

Read out the caller number

It can be specified here that the caller's telephone number is used for remote access is read out. It can also be determined whether the reading is done before or after the individual message is listened to.

Remote query callback

At this point you can determine whether the callback option should be offered in the voice menu of the remote query.

Check availability

With this option, the connector checks the recipient's mailbox for calendar entries that mark the recipient as busy. In this case, the voice server may influence the voicemail recording process.

3. Administrator Guide

3.1. Requirements

The OfficeMaster workplace software can be installed on computers with Windows 10 or Windows 11 operating systems. Installation on Terminal Server 2019 and Terminal Server 2022 is also supported. All machines that meet the minimum requirements of the operating systems mentioned can be used.

If older Windows versions are to be used, an *OfficeMaster Client* version 7 or 6 may be used. However, not all functions (e.g. to my phone for voicemail) will be available on older versions of the *OfficeMaster Suite*. Outdated or mixed installations won't be supported by the support team.

At the time of writing, there is no support for macOS. Here printing or exporting as a PDF is possible, and then the document can be sent as an email attachment.

3.2. Architecture of the software

The main function of the *OfficeMaster Client* is sending faxes from any application via printing. To do this, the *OfficeMasterPDF* printer driver is selected by the user as the print destination. The printer driver is connected to a local print server using the LPD protocol (Windows service). The *OfficeMaster Printer Hub* service extracts the +Fax commands from the PDF documents and processes them to obtain job parameters. This also identifies the user who initiated the print job. If a taskbar application is connected to this user, the print job can be delivered. Otherwise a printing error will occur. For security reasons, the service's TCP ports are only bound to the localhost address.

A taskbar application runs per user session, connecting to a local, dynamic port on the print server to accept fax jobs. This means that it can also be used in terminal server or Citrix environments. Depending on the operating mode, the jobs are then transferred to an Outlook started in the respective user session, a Notes client or to the client gateway via a web request.

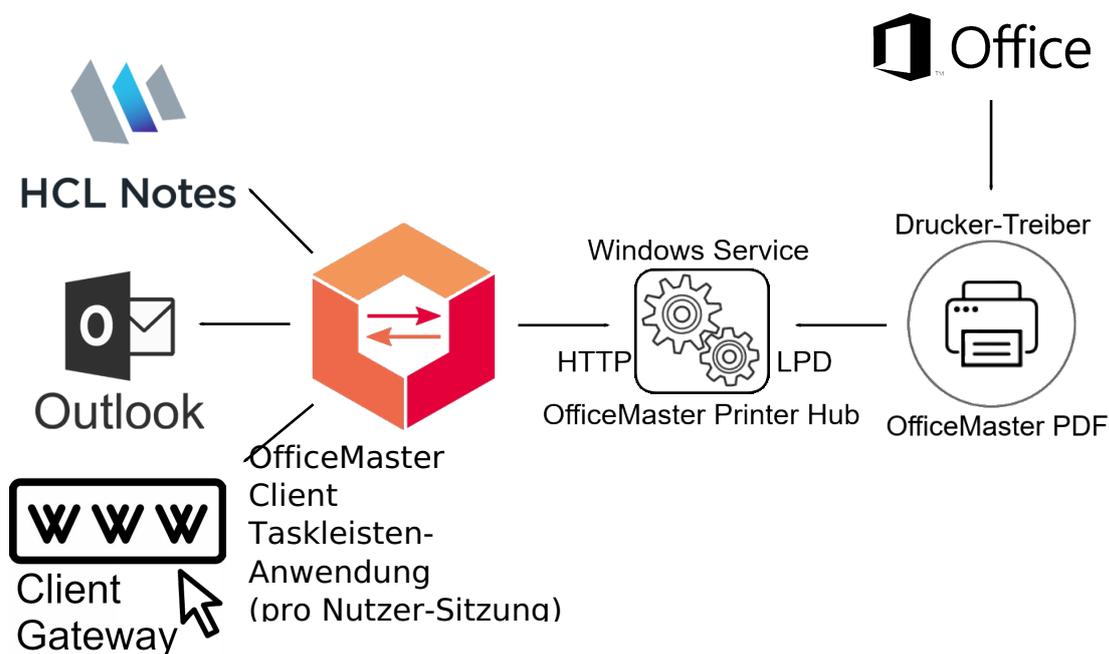


Figure 3.1: Interaction of the software components

The *Outlook Add-In* also offers the option of setting parameters or, for example, playing voice messages on a telephone.

3.3. Single-user installation

Before installing the *OfficeMaster Client* application, the current version of the software should be downloaded from the [Ferrari electronic website](#). msi packages are available for distribution within organizations. The 64 bit client setup is best suited for manual installation. This is an executable file which, when started, displays the following dialog:

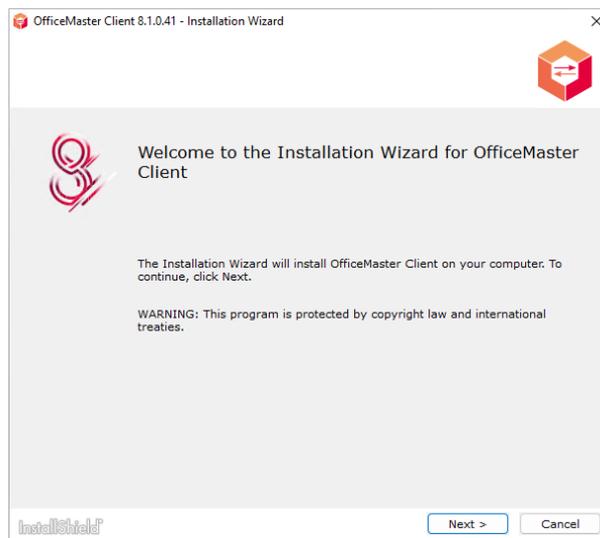


Figure 3.2: Starting the client installation

To continue the installation, you must click “Next”. The “Cancel” button ends the installation. On the next page you must agree to the license conditions before installation.

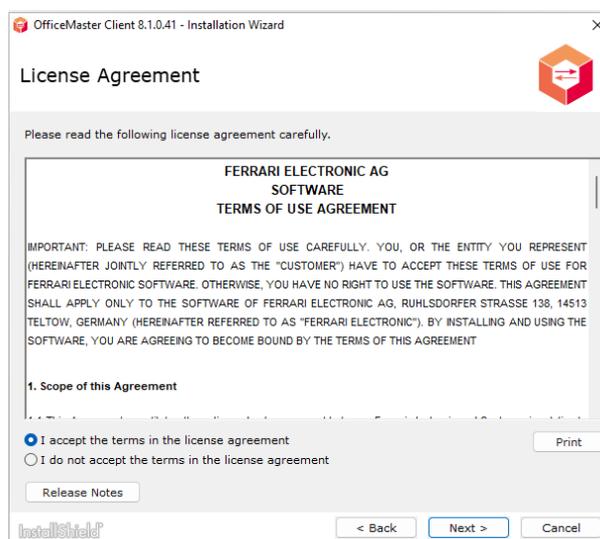


Figure 3.3: Accepting the license terms

The target folder can then be selected. In the vast majority of cases, the default setting does not need to be changed.

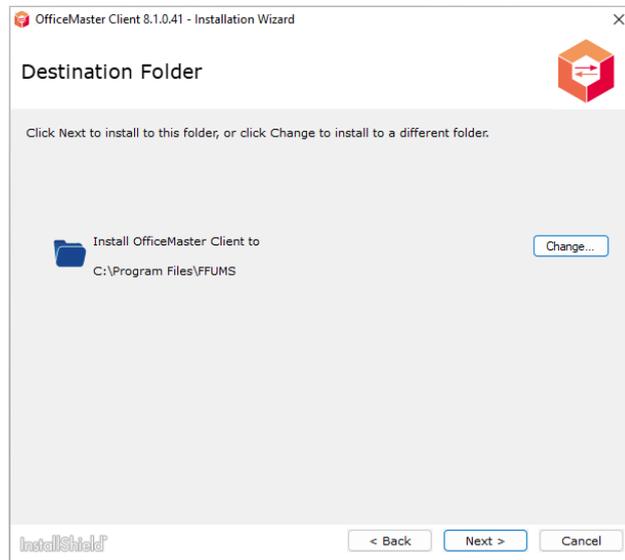


Figure 3.4: Selecting the target folder

The installer contains two packages: the *OfficeMaster Client* and the matching *Outlook Add-Ins*. If, for example, Outlook is not used, this package can be deselected.

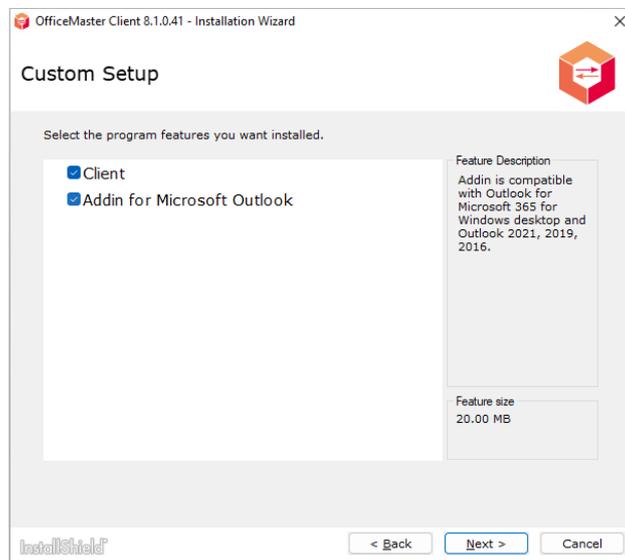


Figure 3.5: Choosing the packages to install

The *OfficeMaster Client* can work with Microsoft Outlook, Lotus/IBM/HCL Notes or the client gateway. This is selected during installation in the dialog shown below. In addition, the hostname of the *OfficeMaster Suite* server must be set.

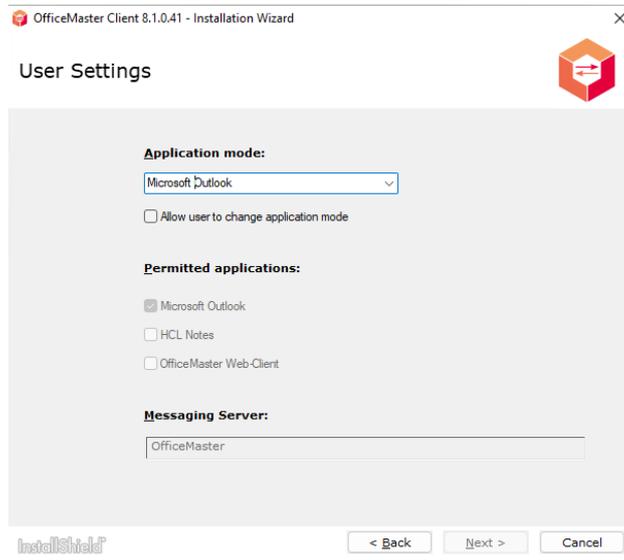


Figure 3.6: user setting

The Outlook add-in settings include the automatic address preferences and the *OfficeMaster Suite* server address.

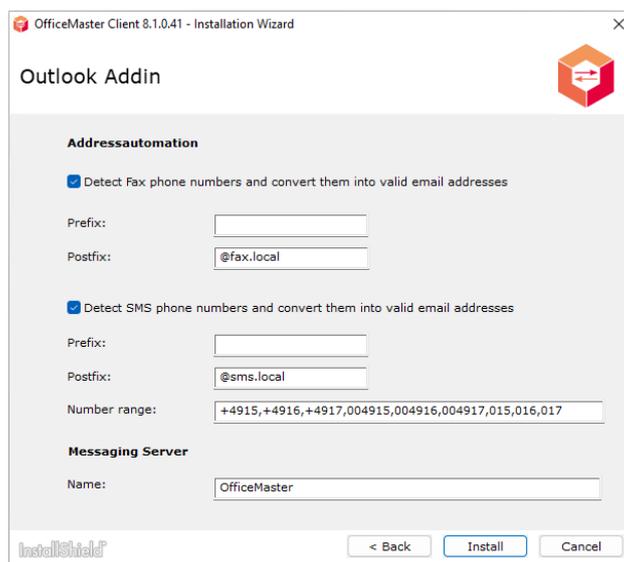


Figure 3.7: Outlook add-in settings

After all the necessary information has been collected, the installation is carried out. A progress bar appears.

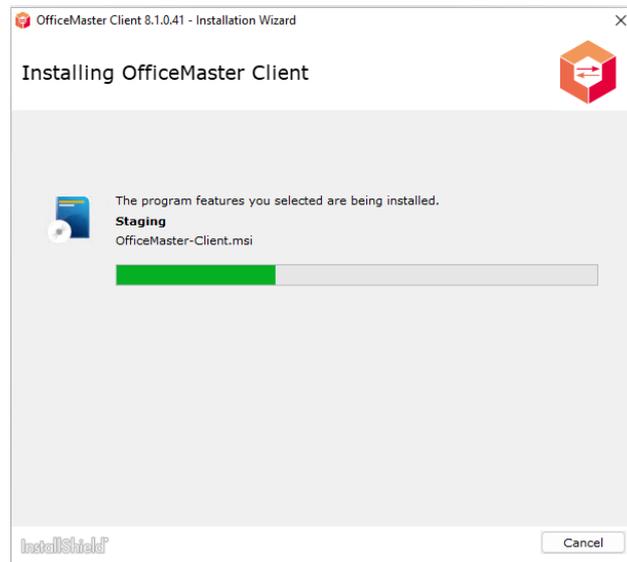


Figure 3.8: Program features are being installed

After the installation has been completed, the installation log or the release notes can be displayed for diagnostic purposes. The “Finish” button ends the installation.

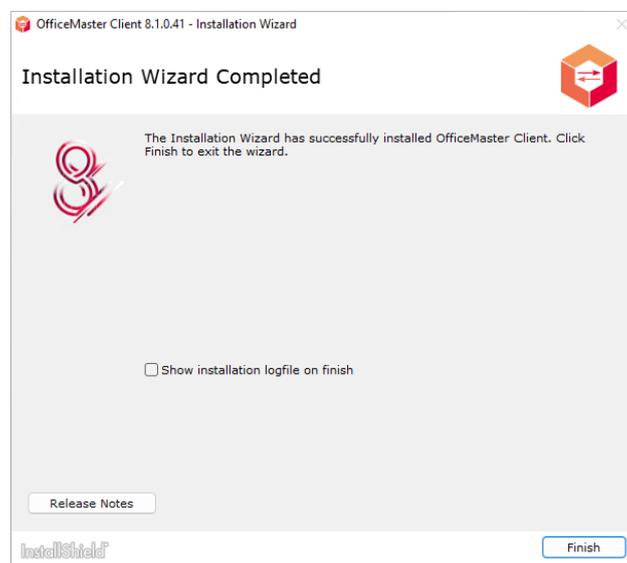


Figure 3.9: Installation completed

After the installation has been completed, the software can be used as described in the “User Manual” chapter.

To uninstall, you can search for the *OfficeMaster Client* entry under “Programs and Functions” and start the uninstallation from there.

3.4. Organization-wide roll-out

Before an organization-wide roll-out of the software is carried out, it is recommended to first carry out a single-user installation and to determine or check the parameters to be set.

Information about software distribution using group policies can be found in the [Microsoft documentation](#) available.

Using group policies, it is then possible to distribute the application automatically (installation without user interaction) or to release the application within the organization so that users can initiate a local installation without administrator rights if necessary.

MSI packages are required for automatic software distribution (Microsoft Installer packages). Once downloaded, these packages do not yet contain the parameters required for the customer organization. In order to parameterize the packages, [Microsoft Orca](#) must be used. To install Orca, you need to download the Windows SDK components and install the MSI tools from them. Afterwards, the MSI package for Orca is on the hard drive and still needs to be executed. Details about the Orca installation process can be found in the Microsoft documentation behind the link provided above.

Orca can then be used to open the MSI package of the *OfficeMaster client* or the *Outlook add-in* and parameters can be adjusted in the MSI database.

For the *OfficeMaster Client*, **OM_SERVER** and **OM_TRAYMODE** can be adjusted. These parameters can be found in the *Property* section.

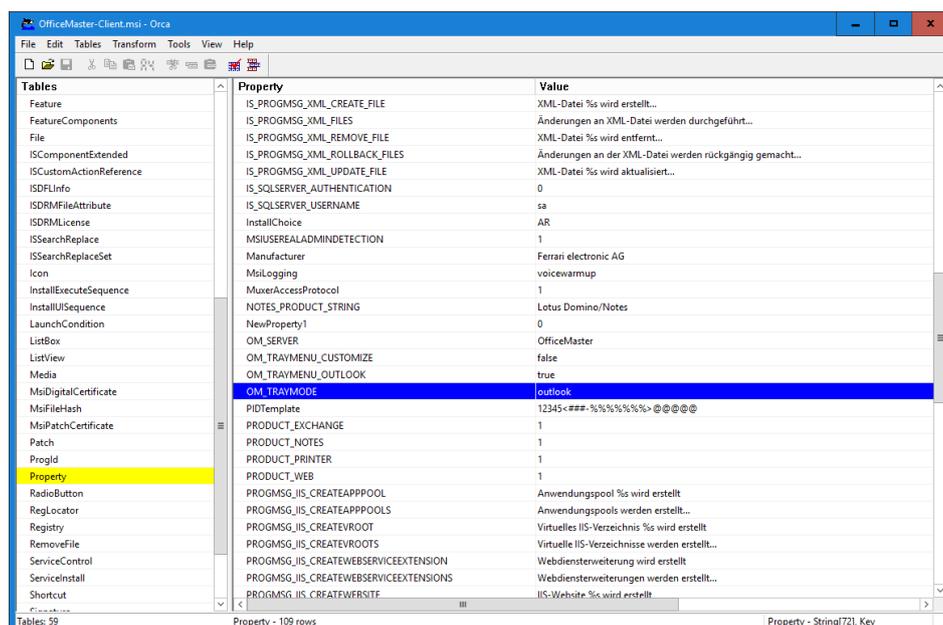


Figure 3.10: ORCA surface

The **OM_SERVER** parameter can be adjusted for the *Outlook Add-In*.

The change in the parameters of the two MSI packages must be saved as a customization transformation in an MST file (Microsoft Transform file). It is recommended to choose the base name of the MST file to be identical to the MSI package. After an update, the MST file may have to be recreated because version numbers are checked here.

After these preparations are completed, a group policy can be set up to distribute the software. To do this, the Group Policy Manager must be opened on the domain controller.

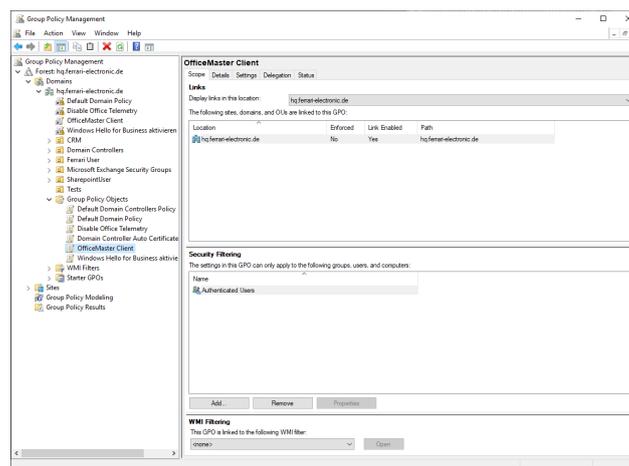


Figure 3.11: Group Policy Manager

An existing policy can be used or a new group policy can be created. The group policy settings can be adjusted by selecting **Edit...** in the context menu. The group policy can be set for which users in the organization it should be applied. This makes it possible to control which machines the software should be distributed on.

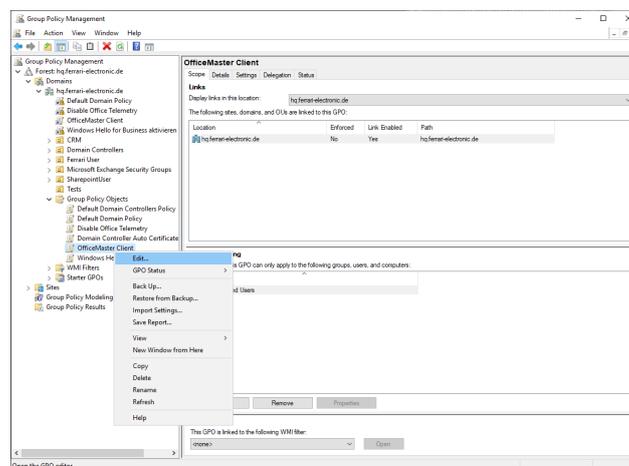


Figure 3.12: Edit GPO

Before a software installation can be added, the MSI and MST files must be copied to, for example, a network drive (file server). A new entry for a software package to be distributed can then be created in the context menu of the Software Settings/Software Installation entry.

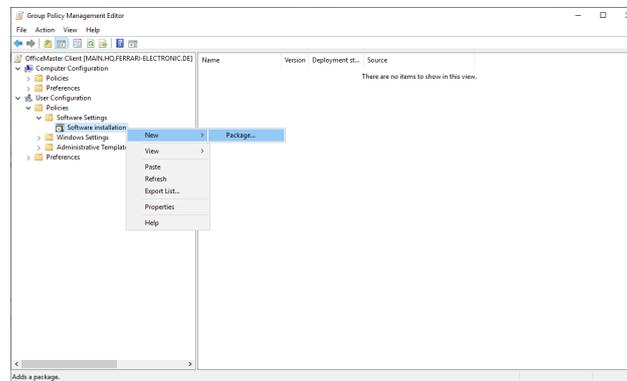


Figure 3.13: Adding software packages

When creating a new software installation, a dialog opens in which you can specify whether the software should be distributed (Assigned) or released (Published). In order to be able to make further settings, the extended setting options should be selected here (Advanced).

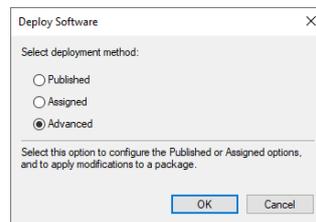


Figure 3.14: Selecting the distribution method

An important aspect of the software installation is the customized parameters in the MST (Application Transformation) file. The MST files should also be stored on the network drive and can then be added in the *Adjustments* tab.

Note:

MST files can only be added when creating a software installation for the first time. You should not click OK until all required MST files are loaded.

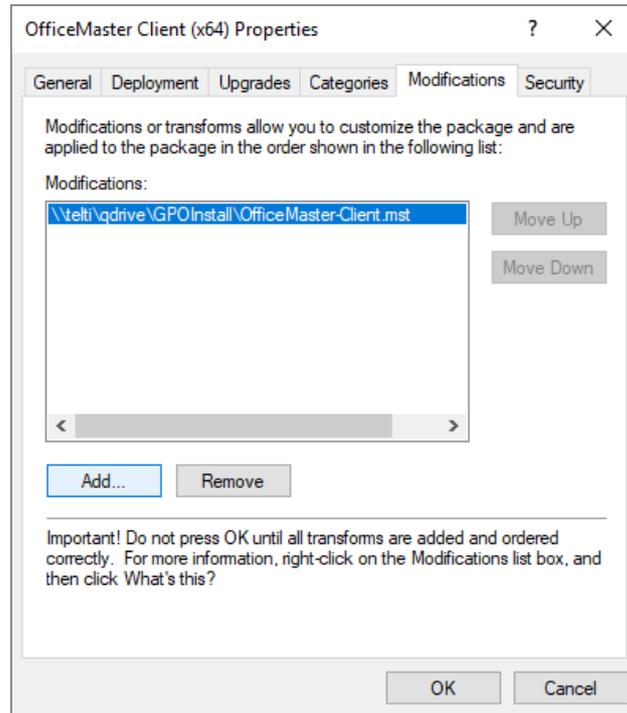


Figure 3.15: Properties of the software package, here tab Adjustments

On the *Distribution* tab you can choose whether the software should be assigned/distributed (Assigned, automatically installed) or only released/published (Published, user can install themselves if necessary).

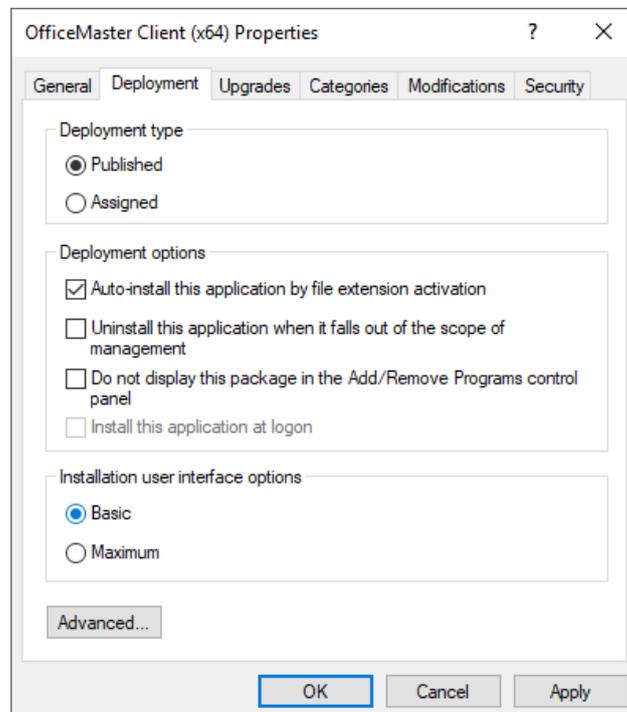


Figure 3.16: Properties of the software package, here Distribution tab

The *General* tab allows you to customize the name of the software installation. For example, a name can be chosen that explains the function of the software in more detail to users in the organization.

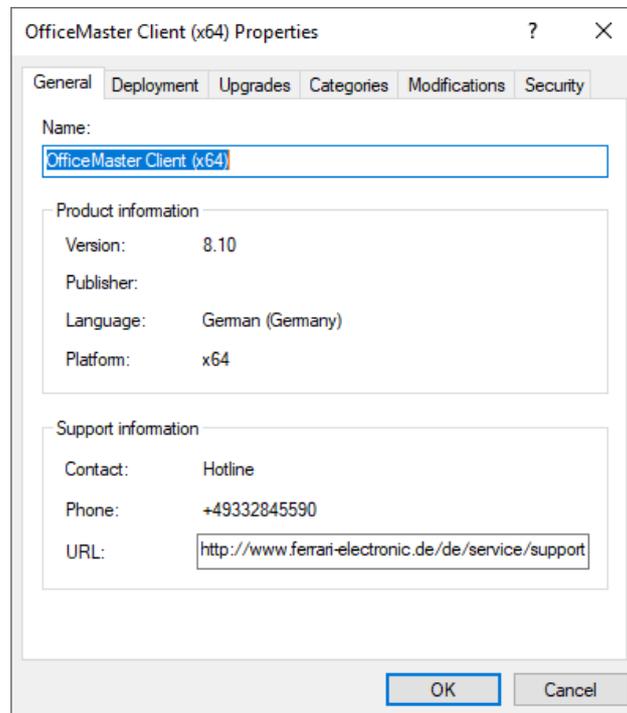


Figure 3.17: Properties of the software package, here General tab

By right-clicking on the software installation in the group policy editor, the context menu can be opened and the automatic installation can be activated or deactivated there. The distribution method (assign or publish) can also be adjusted there.

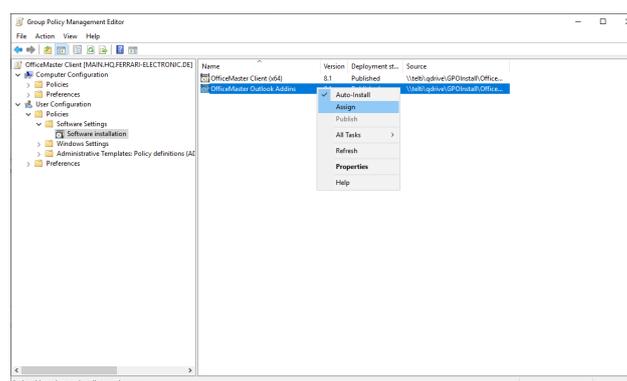


Figure 3.18: Group Policy Manager, Auto-Install Software

3.5. Parameters for programmatic modification

The following table lists the parameters that can be adjusted as part of an automated software distribution of the installation software using tools such as Orca.

Adjustable option	Default value	Possible values	Meaning
OM_SERVER	OfficeMaster		Name or address of the <i>OfficeMaster Suite</i> server
OM_TRAYMODE	Outlook	Outlook, Notes, Clientgw	Fax sending mode

3.6. Software removal

In the group policy editor, you can also select to remove this software installation in the context menu of a software package that has been set up under *All Tasks*.

4. Attachment

4.1. Monitor the messaging server

The messaging server provides the administrator along with the *Messaging Server Configuration* and the *OfficeMaster Admin Center* extensive monitoring and process management options.

The status display provides information, for example, about the list of ongoing processes (“jobs”) with reference to the user name, and about the current processing status, such as *is being sent*, *is converted* or *maintained*. If necessary, individual jobs can be canceled or deleted.

Individual components of the messaging server can be stopped and started, which may be necessary for maintenance purposes.

Should job status and component status be displayed at the workplace? Administrator or other authorized users can access the *Messaging Server Configuration* locally installed and connected to a messaging server or use the *OfficeMaster Admin Center* in the browser. Access can be restricted by administrator roles. Please refer to the *OfficeMaster Suite* manual.

4.2. +Fax control commands

With the help of control commands (also known as text commands), faxes can be sent from applications without the send dialog of the fax program being activated. This option can be used for both sending individual faxes as well as for series faxes.

Note!

Text-oriented applications allow the use of control commands. Graphics-oriented applications typically convert text into graphics before transferring it to the printer driver. Control commands are not visible to the drivers and cannot be used.

Control commands are always in exact format

`@@+FAX:Fax number;Parameter@@`

to handed over. The Syntax begins with two address characters (@@) followed by a plus sign, the keyword FAX, and a colon, without interspersed spaces. Spaces can be inserted into the parameters, and multiple parameters must be separated by semicolons. The command is concluded with two address characters (@@).

Note!

To prevent the control characters from appearing in the sent document, they can be set with the font color "white".

The following parameters are available for the control commands:

B Transfer rate

Transfer rate in bit/sec, or bit/sec / 100 or 1000, e.g. 96 or 9.6 for 9600 bps. If not specified, the highest possible transmission rate value will be used. Currently possible rates are 2400, 4800, 7200, 9600, ... 64,000.

Example:

`@@+FAX:030/4567890;B48@@`

C Error Correction Mode (ECM) off

If not specified, ECM is switched on.

Example:

`@@+FAX:030/4567890;C@@`

D Name for file copies

Create file copies on the fax server. The file name should include the complete designate path. The type of the file is determined by the file extension, If this ending is missing, the current entry is removed from the Printer driver configuration. Acceptable file types are BMP, PCX, DCX, FFF and SFF. When copying files to single-sided formats (PCX and BMP), if the file name ends in 000 (three digits 0), these digits are then incremented for subsequent pages.

Example:

@@+FAX:030/4567890;Dc:\temp\test000.pcx@@

K Comment

A comment of up to 30 characters can be inserted.

Example:

@@+FAX:030/4567890;KSerial fax from May 10, 2007@@

E Recipient name

Blanks embedded in the name are adopted, the name can contain a maximum of 31 characters.

Example:

@@+FAX:030/4567890;EFritz Müller@@

P Toggle preview on or off

If not specified, the default setting (from *Program Options*) will be used. When the preview is enable, the send dialog will be displayed before the send job is dispatched.

If not specified, the resolution set in the driver will be used for sending.

Example:

@@+FAX:030/4567890;P-@@

S Standard resolution

If not specified, it will be sent in the resolution set in the driver.

Example:

@@+FAX:030/4568790;S@@

S Subject field (for MAPI)

If not specified, no entry will be made in the subject line of the email.

Example:

```
@@+FAX:030/4568790;SSubject line@@
```

V Cover logo

Setting the cover page logo. If not specified, the default cover sheet logo will be used. The specified file is used as the logo, or if no file or the character "*" is specified, the preset logo is used. A minus sign "-" turns off the cover sheet.

Example:

```
@@+FAX:03328455960;X@@
```

X Turn off signature

Example:

```
@@+FAX:030/4567890;Vc:\ferfax\logo.pcx@@
```

Z Airtime

Setting the sending time. If not specified, it will be shipped immediately. The Airtime uses the format *Year-Month-Day-Hour:Minute* or can be specified as the *Time of order* to indicate the available broadcast time.

Example:

```
@@+FAX:030/4567890;Z2007-05-10-10:25@@
```

```
@@+FAX:030/4567890;ZTonight@@
```

4.3. Help with problems

If you encounter any problems, please first contact your organization's IT support. Depending on the support coverage (support contract, support ticket), the IT department can then reach out to the Ferrari electronic AG partner company that supports you, or if there is a direct support relationship, contact the Ferrari electronic AG hotline (hotline@ferrari-electronic.de).

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