

## Advanced Workflow Automation Manager



### **Setup Guide**

*Version 3, Created February 26, 2019*

# ABOUT THIS GUIDE

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## REVISION HISTORY

This section contains a list of any significant changes that were made from the previously published version of this Guide, including a brief description of the change, the type of change made (i.e. Revision, New, or Deletion), a link to the location in the Guide where the change occurred, and any pertinent details relating to the change.

CHANGE	TYPE	LOCATION IN GUIDE	DETAIL
Updated	Revision	Cover page	Updated cover page to coincide with the most current Window Book document style guide.
Updated document	Revision	<a href="#">ABOUT THIS GUIDE</a> and page footers throughout	Updated copyright information.
Updated document	Revision	Throughout Guide	Replaced obsolete links to the old User Guides web page with links to Window Book's Support Portal.
Updated document	Revision	Throughout Guide	Updated images where necessary.
Updated section	Revision	Performance Related Settings, <a href="#">General Tab</a>	Added information about the options that allow multiple users to run the AWAM Control Center simultaneously.
Updated section	Revision	Performance Related Settings, <a href="#">Notifications Tab</a>	Added information about the 'Notify on Server Failure' option and the notification <b>TEST</b> buttons.
Added section	New	<a href="#">DAT-MAIL 'SECURITY' USERS</a>	Added instructions for using AWAM with DAT-MAIL's Security feature enabled.

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# BEFORE YOU BEGIN

## SYMBOLS YOU SHOULD KNOW

The following symbols appear throughout this document:



Where displayed, this Information icon denotes important information regarding the subject matter at hand. The information is intended to provide helpful hints, references to other locations in the document to help further understanding about the current subject-matter, and/or include special requirements pertaining to specific subject-matter. It is important that the information provided be read and thoroughly understood before proceeding.



Where displayed, this Attention icon is intended to make the reader take special notice as the information provided is critical in nature to the subject matter at hand. It is not intended to lessen the importance of the information provided with the Information icon noted above; but to bring additional attention in situations of extreme necessity.



Where displayed, this Troubleshooting icon denotes helpful hints and tips for the subject matter at hand. The information in the troubleshooting tip is intended to provide helpful hints and resolutions for some of the more common issues that can occur during operation.

## **PURPOSE**

The purpose of this document is to provide activation, registration, and setup instructions for the Advanced Workflow Automation Manager or AWAM™, along with instructions for updating the software.

Instructions for using AWAM are provided in the “AWAM User Guide” which is available on the User Guides web page within the [Support Portal](#) of Window Book’s web site. Registration and/or login is required.

## **INTRODUCTION**

AWAM is a powerful automated processing tool that uses profiles created by the Mailer to: 1) Import Mail.dat® files into DAT-MAIL, while performing a large variety of automated tasks on each file before and after the import occurs; and 2) Merge and/or apply automated updates or changes to files that are already in DAT-MAIL™ (i.e. post-import).

While all profiles are created within AWAM™, they are applied using different utilities. Import profiles are used by AWAM and the AWAM File Manager. Merge and Post Process profiles are used by the AWAM Processing utilities available from within DAT-MAIL.

Functioning as a true Windows® service, AWAM is intended to run on a server, but can also be run on a computer operating in a stand-alone or single installation environment. In a server with workstation(s) environment, the available functionality differs between the server and workstation; both of which are documented in this Guide.

AWAM can process up to 20 Mail.dat files simultaneously for much faster throughput (depending on the number of CPUs and memory available on the server; as well as, the size of the Mail.dat files being processed). AWAM activity and profiles are managed via the AWAM Control Center, which is accessible from both the server and any workstations where DAT-MAIL and AWAM are installed. Full control of the AWAM service is only available on the server installation of AWAM (i.e. install, uninstall, start, and stop); however, users are able to pause/resume and restart the service from a workstation installation, if necessary.

AWAM also includes a separate utility to be used on workstations called the AWAM File Manager (File Manager). The File Manager works specifically with Import profiles and provides the ability for a user to manually select and stage the Mail.dat files to be imported into DAT-MAIL, or use the AWAM Rules Manager to automatically do so by applying user-defined rules to each file. For more information about the AWAM File Manager, refer to the “AWAM File Manager Installation & User Guide, which is available on the User Guides web page within the [Support Portal](#) of Window Book’s web site. Registration and/or login is required.

The AWAM Processing utilities that are used for merging files and/or applying post-import updates/changes are available for use from within DAT-MAIL; therefore, any computer where DAT-MAIL

is installed with AWAM can use these utilities (i.e. server, stand-alone/single-installation computer, and workstations).

## REQUIREMENTS

The requirements to be able to activate and register AWAM™ as documented in this Guide are as follows:

- DAT-MAIL™ software version 20.19.03.13 or newer must be installed first on the server and then any workstation(s) (if applicable) before activating and registering AWAM;
- The activation of AWAM requires an AWAM registration key obtained from Window Book;
- AWAM must have its own login account with the appropriate rights (created/implemented when AWAM is initially activated and configured). Refer to the [Installing the Service](#) section in this Guide for more information);



***Additional requirements exist for using AWAM. Those requirements are documented in the “AWAM User Guide”, which is available on the User Guides web page within the [Support Portal](#) of Window Book’s web site. Registration and/or login is required.***

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# GETTING STARTED

The activation of AWAM occurs within DAT-MAIL on the server (or computer in a stand-alone environment). Once activated, AWAM must be registered using an AWAM-specific registration code obtained from Window Book. To obtain the necessary registration code, contact your local Window Book Client Services representative (refer to the [Contact Information](#) section in this Guide for more information).

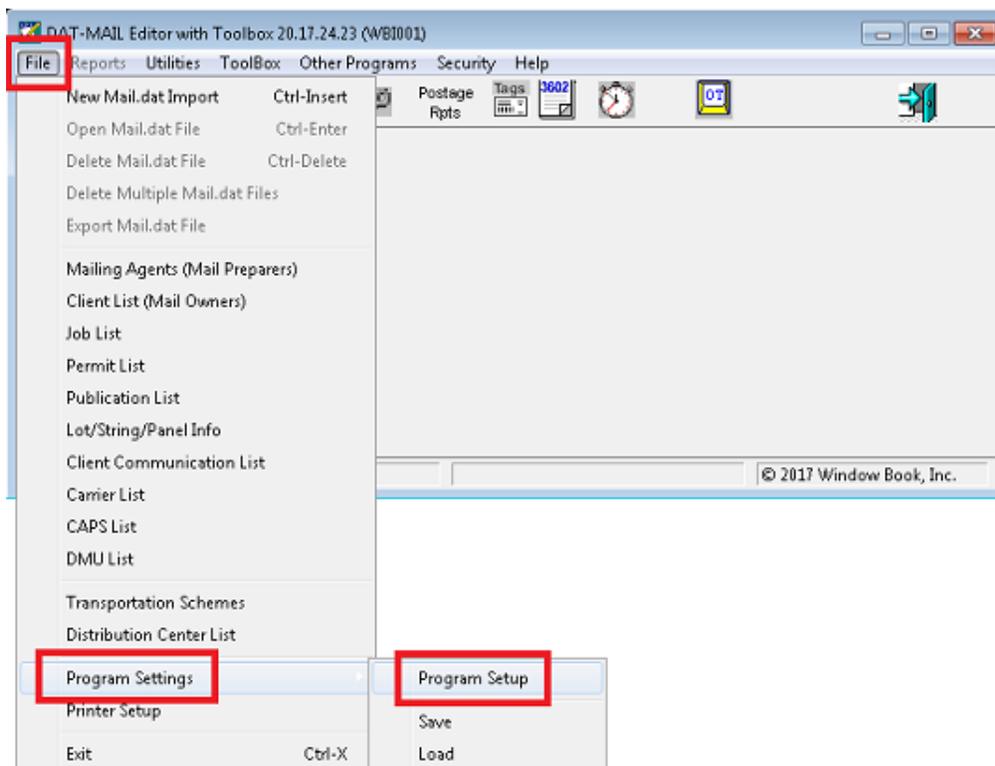
Once AWAM is activated and registered, the Windows service must be installed before AWAM can be used. In addition, some basic performance settings should be adjusted to best fit the Client's operating environment.

**i** *AWAM cannot be activated, registered, or the service installed from within DAT-MAIL on a workstation (i.e. server with workstation(s) environment).*

## ACTIVATING & REGISTERING AWAM

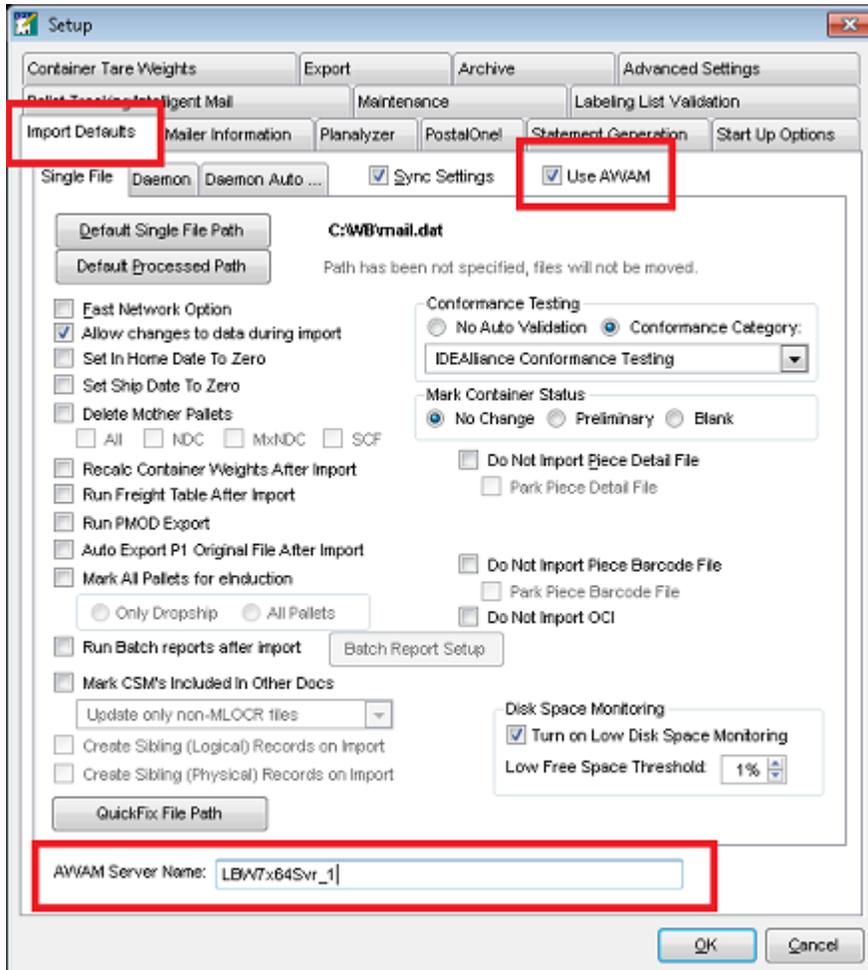
To activate and then register AWAM, perform the following:

1. Launch DAT-MAIL on the server (or computer in a stand-alone environment). From DAT-MAIL's main screen, select (click) the 'File' > 'Program Settings' > 'Program Setup';

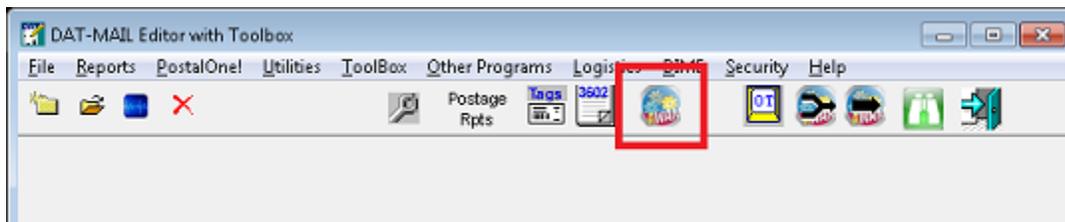


## Getting Started

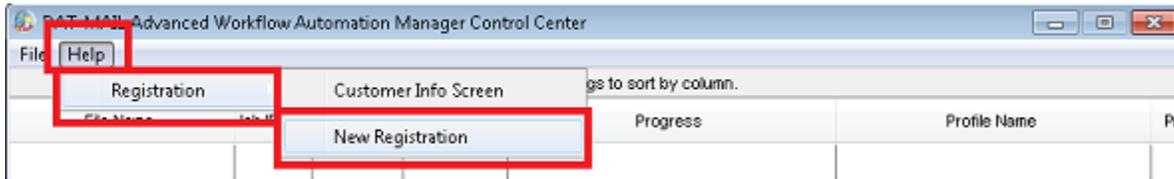
2. DAT-MAIL's *Setup* screen will display. On the Import Defaults tab (default), enable AWAM by selecting (checking) the corresponding 'Use AWAM' check-box, and enter the server name (or computer name in the case of a stand-alone or single-installation environment);



3. Click the **OK** button to close the *Setup* screen;
4. Close and re-launch DAT-MAIL;
5. On DAT-MAIL's main screen, note that the Daemon icon (clock) has been replaced with the AWAM icon. Click the AWAM icon;



6. The *AWAM Control Center* screen will display. Select (click) 'Help' > 'Registration' > 'New Registration';



7. An *UNREGISTERED PRODUCT* dialog will display. Click the **OK** button to resolve or close the dialog;

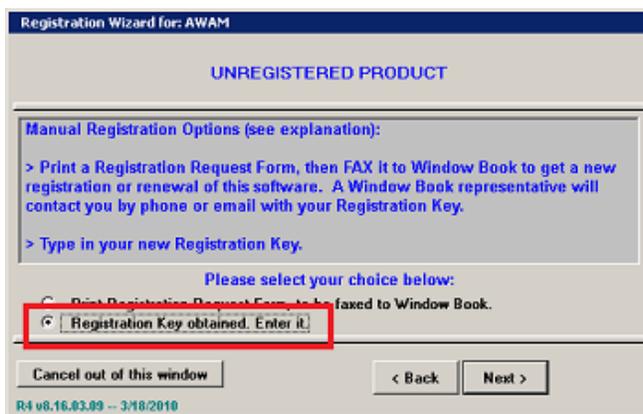


8. The *Registration Wizard for: AWAM* dialog will display. Click the **Next** button to continue;



9. The *Registration Wizard for: AWAM* dialog will update with two options for registering AWAM. Since this Guide assumes the registration key has already been obtained from Window Book, select (click) the 2<sup>nd</sup> option's radio button (i.e. 'Registration Key obtained. Enter it.').

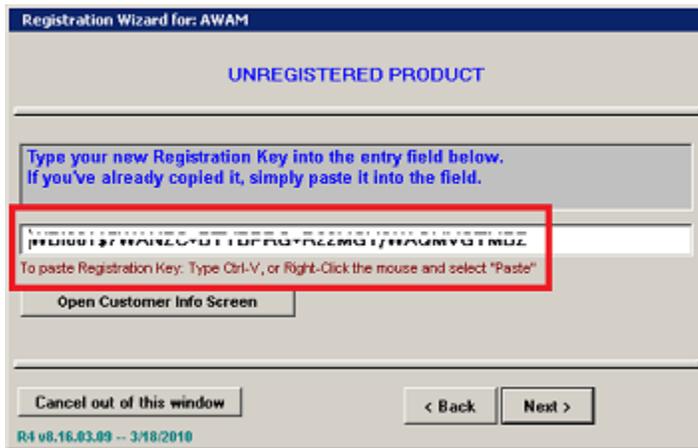
**i** *If the necessary registration key has not yet been obtained, follow the instructions on the screen for the first option, i.e. 'Print Registration Request Form, to be faxed to Window Book'.*



Click the **Next** button to continue;

Getting Started

- The *Registration Wizard for: AWAM* dialog will update. Enter the registration key obtained from Window Book in the field provided;



Click the **Next** button to continue;

- The *Registration Wizard for: AWAM* dialog will update, displaying the new registration key. Click the **Save Registration Key** button;



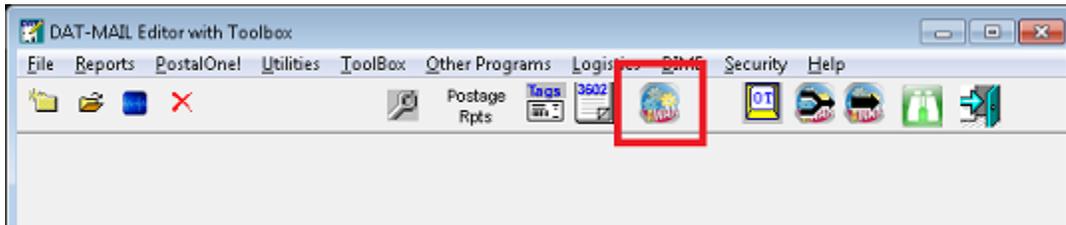
After the **Save Registration Key** button is clicked, a **Finish** button will display on the *Registration Wizard for: AWAM* dialog. Click the **Finish** button to close the dialog;

- The *NEW REGISTRATION ACCEPTED* dialog will display. Click the **OK** button to resolve the dialog and close the AWAM Control Center.

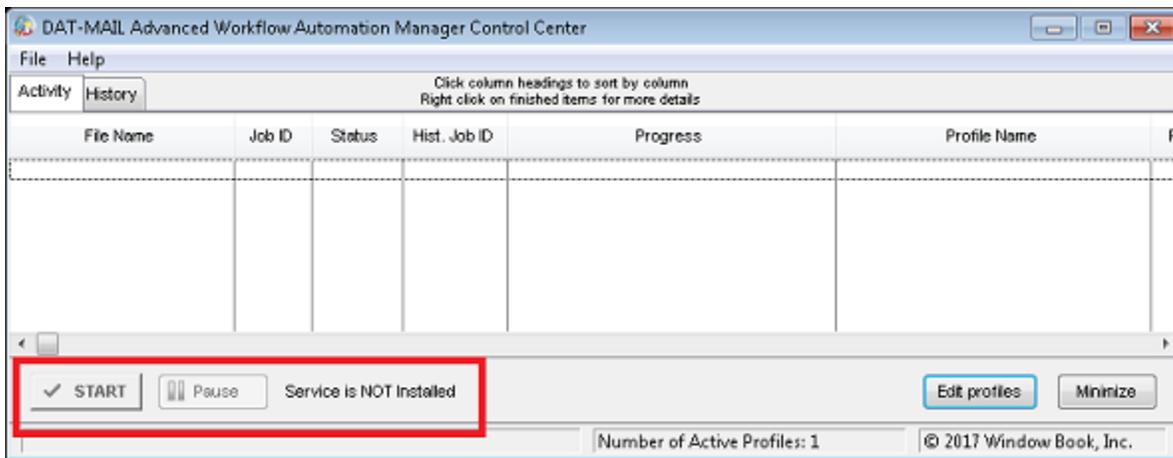


 **Before AWAM can be launched, DAT-MAIL must be re-started!**

13. Close the DAT-MAIL software and then open/launch it;
14. From DAT-MAIL's main screen, click the AWAM icon to launch AWAM;



15. The AWAM Control Center screen will display. Note that the status message next to the **START** button reads "Service is NOT installed". Proceed to the [Installing the Service](#) section in this Guide for more information on how to install the AWAM Windows® service.



## INSTALLING THE SERVICE

Before AWAM can be used, AWAM's Windows® service must be installed. As part of the installation, valid log on credentials must be entered that will be used to run the service. This procedure only needs to be done once, unless for whatever reason, the service gets uninstalled/removed or the log on credentials become invalid. The service can only be installed from within the server instance of AWAM (i.e. not from a workstation instance).

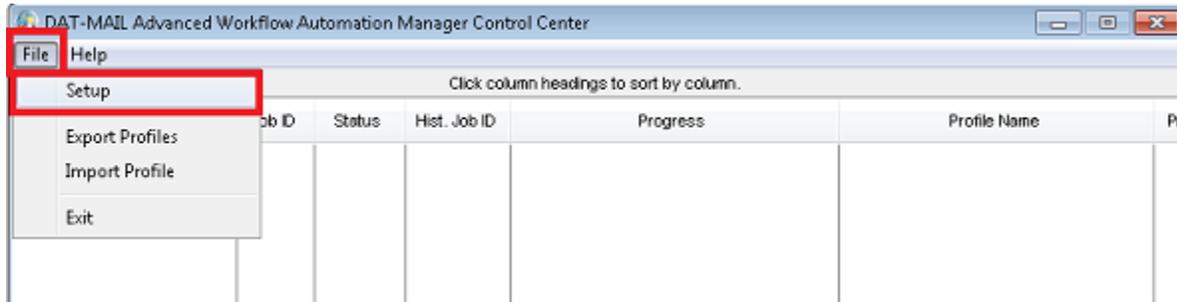
**i** *Window Book recommends creating log on credentials specific for using AWAM to avoid any downtime due to things like a password change that isn't carried over to AWAM, and/or users leaving the company.*

## Getting Started

Installing and removing the AWAM service is as easy as clicking the appropriate button in the *DAT-MAIL AWAM Setup* screen. To access this screen, click the 'File' menu option within the AWAM Control Center and select 'Setup'.

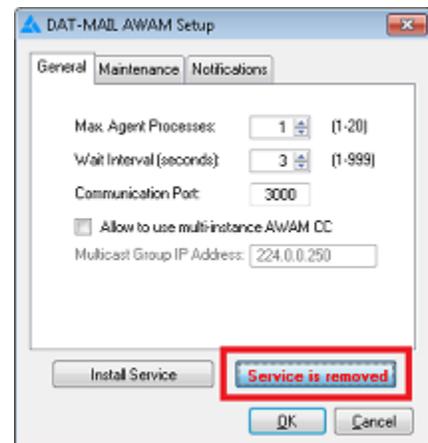


*In a workstation instance of AWAM, the 'Setup' menu will not be displayed.*

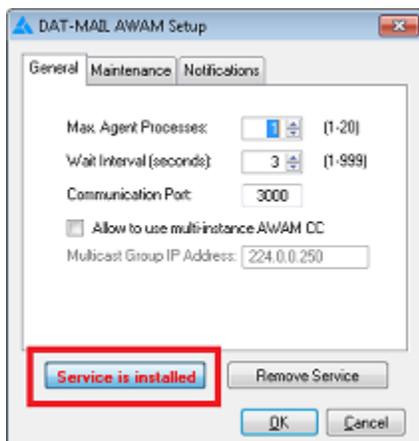


The button that controls the installation is located on the left and the button that controls the removal is located on the right. Whether the service is installed or not, is denoted by the corresponding button label; as well as, the text displaying **red** in color.

If the service is not installed, the right button label will read "Service is removed" and the text will be **red** in color. At the same time, the adjacent button label will read "Install Service" and the text will be **black** in color.



*Service Not Installed*

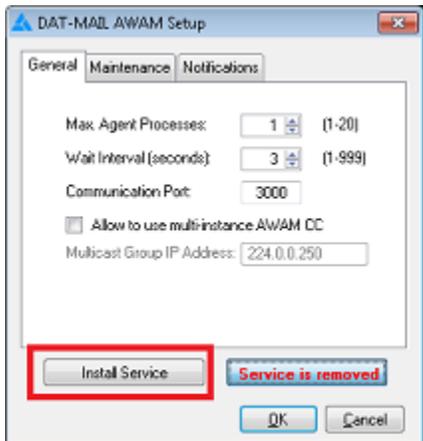


*Service Is Installed*

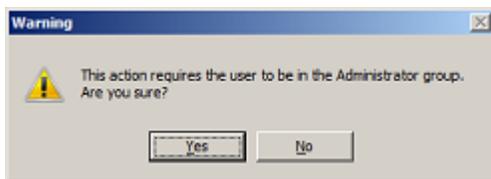
If the service is installed, the button label for installing the service will read as "Service is installed" and the text will be **red** in color. At the same time, the adjacent button label for removing the service will read "Remove Service" and the text will be **black** in color.

To install the AWAM service, perform the following:

1. Click the **Install Service** button;

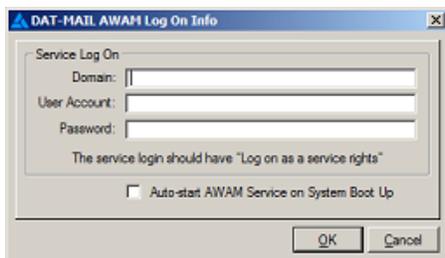


2. A **Warning** dialog will display informing the user that the service user must be in the Administrator group and asking for a confirmation of yes or no. Click **Yes** to continue;



3. The **DAT-MAIL AWAM Log On Info** screen will display. The logon credentials used to run the AWAM service on the computer or server require the same Windows® rights, SQL roles/permissions, and folder/file permissions that a DAT-MAIL user needs if they are importing Mail.dat files. They can be for the local machine (workgroup) or can be created as a domain login. The log on credentials must also be part of an Administrator group or have Administrator rights.

 **Window Book does not recommend using a Local System Account for running AWAM.**



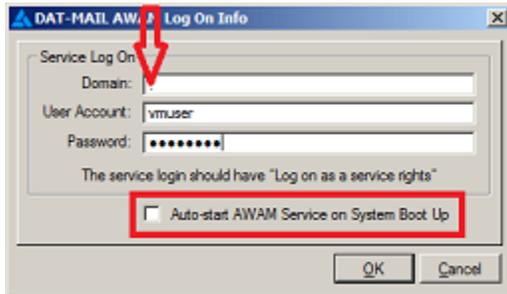
The requirements for the 'Service Log On' credentials are as follows:

- ~ **Domain:** If the 'User Account' being entered is a "domain login", enter the domain name it is associated with.

## Getting Started

If the 'User Account' being entered is *not* a "domain login", enter a period ('.') in the 'Domain' field. Entering a period causes the system to automatically default to the local computer name (the local computer name will *not* display in the field).

- ~ **User Account:** The User Account is the logon or login name.
- ~ **Password:** The password is encrypted. Take care to avoid making any typing mistakes when entering the password.



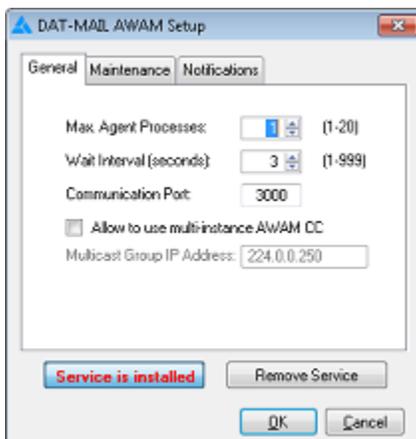
Select (check) the 'Auto-start AWAM Service on System Boot Up' if having the service start automatically is preferred.

Click the **OK** button when finished to save the information entered (clicking the **Cancel** button will close the *DAT-MAIL AWAM Log On Info* screen without retaining/saving the entered logon information).



*If an error message displays after the 'OK' button is clicked, refer to the [INSTALL SERVICE & START SERVICE TROUBLESHOOTING](#) section in this Guide.*

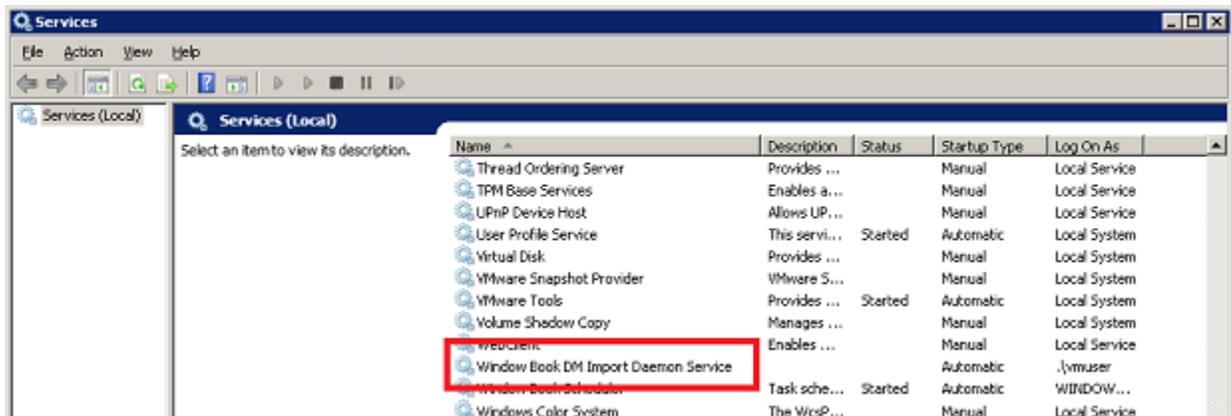
4. The *DAT-MAIL AWAM Setup* screen will display and show the service installed. Click the **OK** button to close the *DAT-MAIL AWAM Setup* screen.



## Install & Start Service Troubleshooting

The following are possible errors that could result after the service log on credentials are entered and the **OK** button is clicked and/or when attempting to start the service:

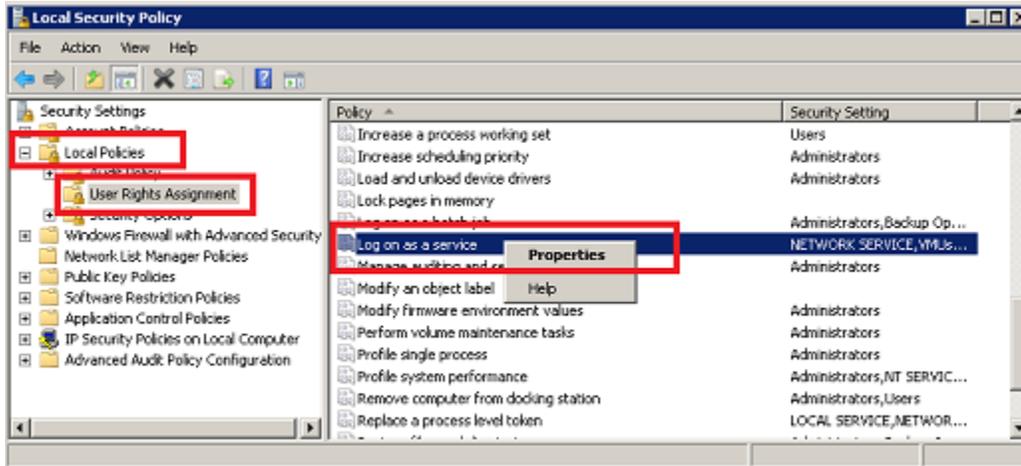
- **Error 1057:** The most common causes for this error are: Incorrect domain name; invalid or incorrect user name or password; or the username does not belong to the Administrator group. In addition, if the “Domain” field is left blank, this error message will also display.
- **Error 1058:** The most common cause for this error is that the service has been disabled. Check the status using the Windows Service Manager for the service named “Window Book DM Import Daemon Service.” Access the Windows Service Manager on the server (or computer in a stand-alone environment) by clicking the Start button and selecting Control Panel > Administrative Tools > Services.



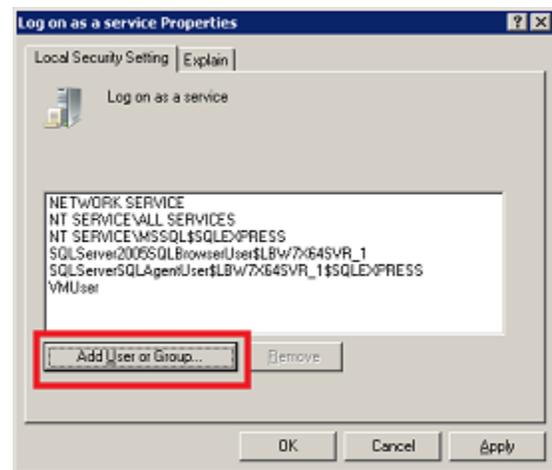
- **Error 1069:** The most common causes for this error are: An incorrect password for the service log on account; or the user or log on ID does not have the necessary right of “Log on as a service.” To confirm whether or not a user has a right of “Log on as a service”, click the ‘Start’ key on the server (or computer in a stand-alone environment), and select Control Panel > Administrative Tools > Local Security Policy.

When the *Local Security Policy* screen displays, expand ‘Local Policies’ and select ‘User Rights Assignment’. Scroll down the list of Policies and right-click on “Log on as a service”. Select the ‘Properties’ menu option.

Getting Started



The *Logon as a service Properties* window will display. Confirm the user is listed. If it is not, click the **Add User or Group** button.



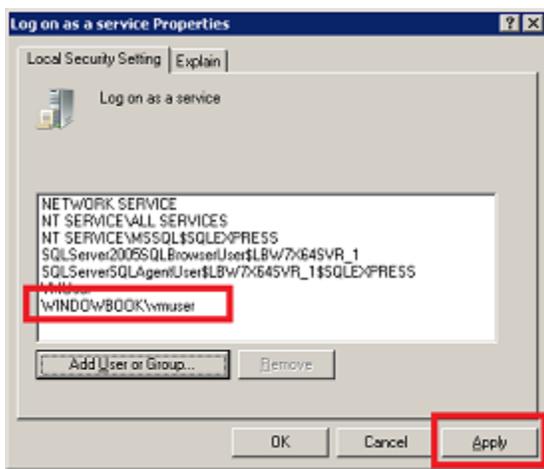
The *Select Users, Computers, Service Accounts, or Groups* window will display. Type the user name into the window and click the **Check Names** button. In the example being used here, the user "vmuser" was entered.



If multiple users are found, the user will be prompted to select the correct user from the list. Once the user is confirmed it will display in the *Select Users, Computers, Service Accounts, or Groups* window and be underlined.



Click the **OK** button to select the user, close the window, and display the *Logon as a service Properties* window. Click the **Apply** button and then the **OK** button.



## Changing the Log On Credentials

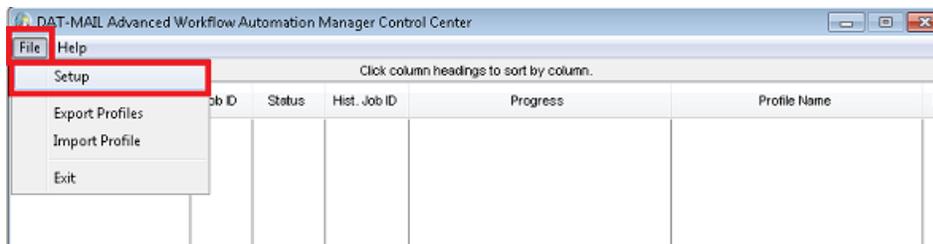
**i** *Changing the log on credentials for the AWAM service can only be performed on the server (i.e. not from a workstation).*

There are two options for changing the existing log on credentials that AWAM uses to run the service: 1) Changing them directly through AWAM; or 2) Using the Windows® Services Manager.

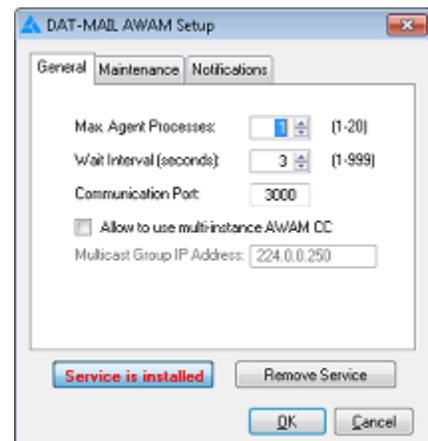
### THROUGH AWAM

If at any point the logon credentials require changing, they can be changed directly from within the server instance of AWAM (i.e. not a workstation instance).

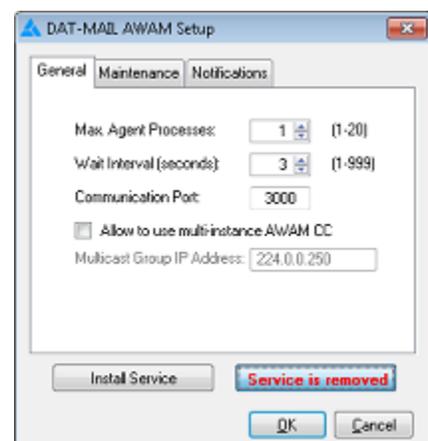
1. From the *AWAM Control Center* screen, select 'File' and 'Setup';



2. The *DAT-MAIL AWAM Setup* screen will display. Remove the service by clicking the **Remove Service** button;



3. Then, reinstall the service by clicking the **Install Service** button;



- The *DAT-MAIL AWAM Log On Info* screen will display. Enter the ‘Service Log On’ credentials as directed in the [Installing the Service](#) section in this Guide, beginning with step 3.



**Window Book does not recommend using a Local System Account for running AWAM.**

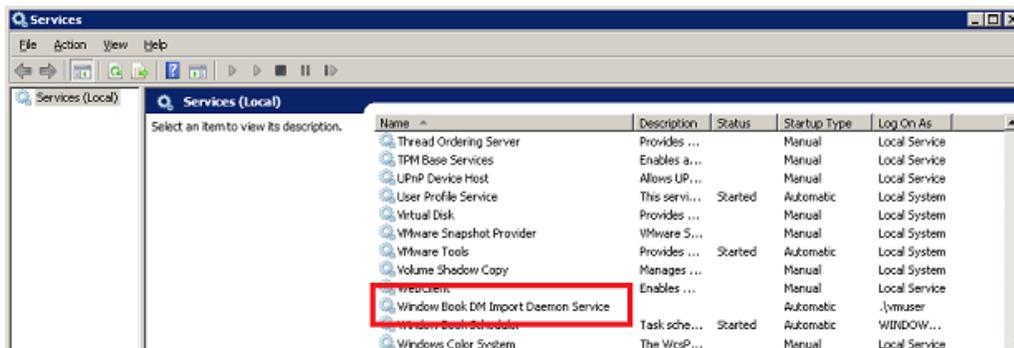
### THROUGH THE WINDOWS® SERVICES MANAGER

A second option for changing the logon credentials would be to do so from within the Windows® Services Manager, which is located on the server (or computer in a stand-alone environment) that AWAM is installed on.



**IMPORTANT: If changing the log on credentials using the Windows® Services Manager, make sure to stop the service in AWAM and close (not minimize) AWAM before doing so.**

- Click the **Start** button on the server (or computer in a stand-alone environment) and select ‘Control Panel’;
- From within the Control Panel, select ‘Administrative Tools’;
- From within the *Administrative Tools* screen, double-click on ‘Services’ which will be located in the list on the right to launch it;
- From within the *Services* screen, locate the “Window Book DM Daemon Import Service” and right click on it. Select ‘Properties’;



- Click/select the ‘Log On’ tab and make the necessary changes to the log on credentials. Click the **Apply** button, then the **OK** button when finished.

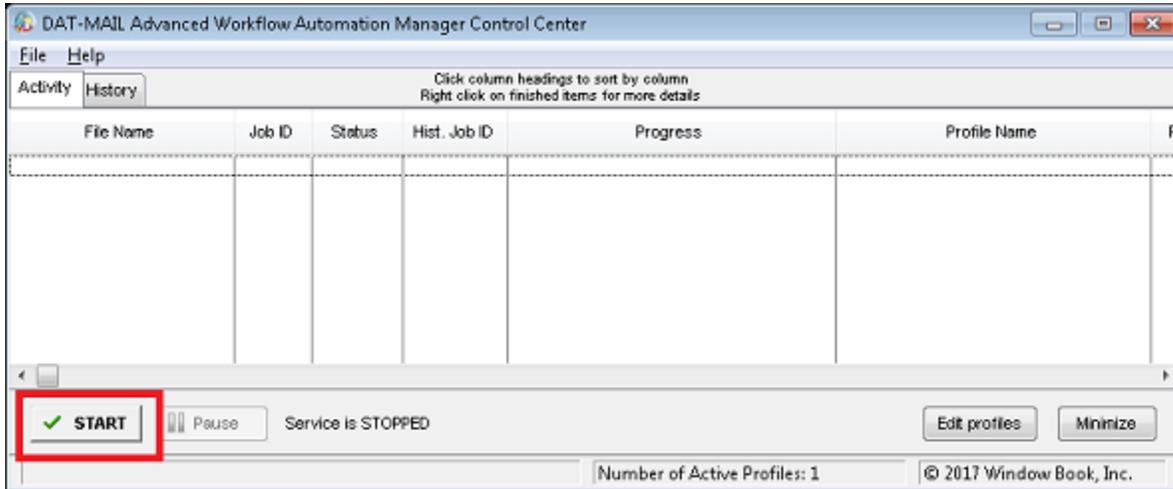


Getting Started

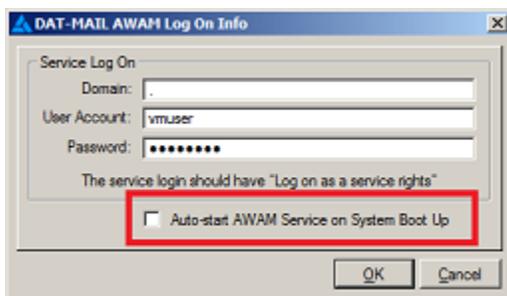
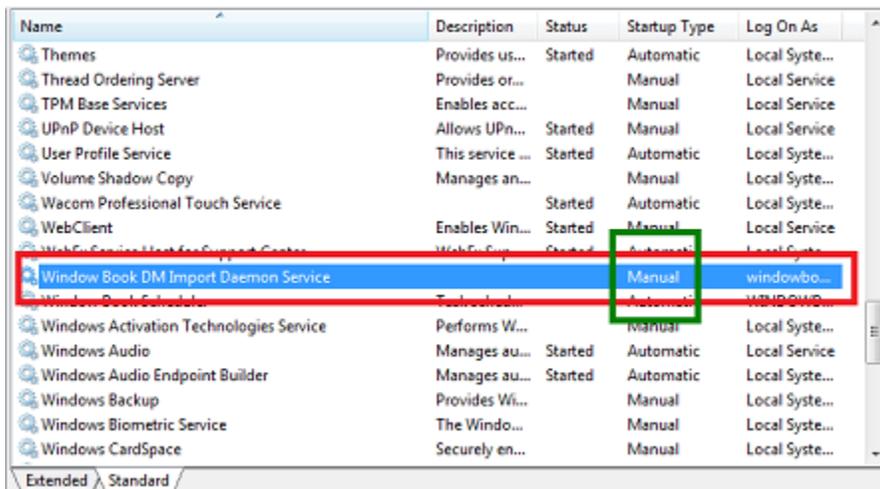


**Window Book does not recommend using a Local System Account for running AWAM.**

6. Within the AWAM Control Center screen, click the **Start** button to confirm the service starts.



**When the service is running, it can be viewed in the Task Manager > Services tab. See the screen images below. Note that the 'Startup Type' for the service is displayed as "Manual". If the 'Auto-start AWAM Service on System Boot Up' option located in the 'DAT-MAIL AWAM Log On Info' screen had been enabled (checked), the value displayed would be "Automatic".**



## PERFORMANCE-RELATED SETTINGS

There are settings that should be addressed before using AWAM as they have the potential to impact performance (the default settings can be used, or they can be adjusted to best fit a Client's individual operations). These settings are located in the three tabs that make up the *DAT-MAIL AWAM Setup* screen (i.e. General; Maintenance; and Notifications). The *DAT-MAIL AWAM Setup* screen is accessible from within AWAM's 'File' > 'Setup' menu option, which is only available within a server instance of AWAM (i.e. not from within a workstation instance of AWAM).



### General Tab

- **Max. Agent Processes:** The maximum number of profiles that can run simultaneously (default = 1);



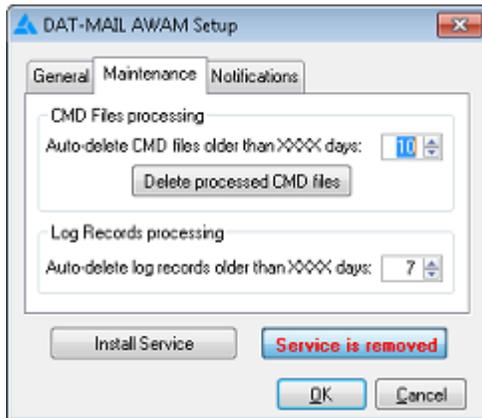
*In a server with workstation(s) environment, Window Book recommends beginning with a "Max Agent Processes" of 6, and in a stand-alone or single-installation environment, a "Max Agent Processes" of 2.*



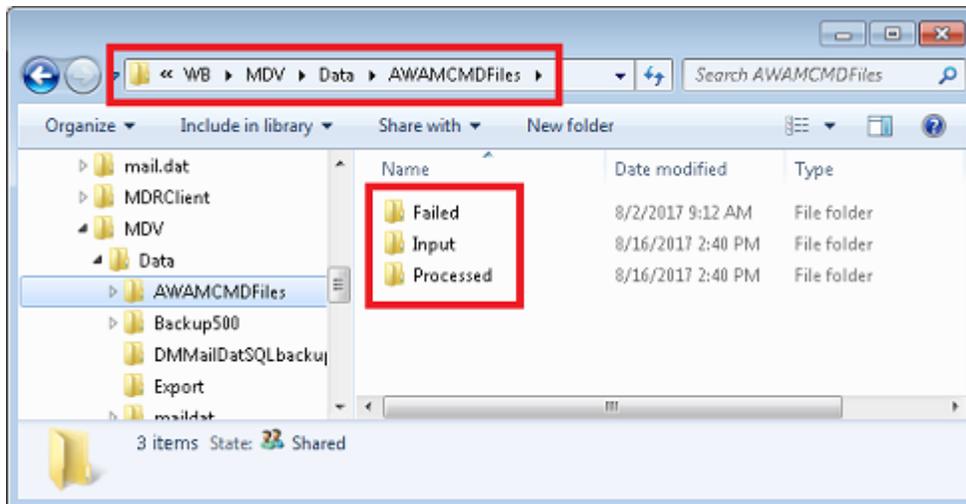
*The maximum number of profiles that can run simultaneously is 20; however, this number can be affected by the amount of available memory on the server and the size of the Mail.dat files being imported.*

- **Wait Interval (seconds):** How often the AWAM service checks the appropriate import folder(s) for incoming Mail.dat files (default = 3 seconds);
- **Communication Port:** The port AWAM will use for communicating over the Web. The default (3000) can be changed by the Client if there is a conflict such as another application using the same port or port 3000 is out of their allowable range;
- **Allow to use multi-instance AWAM CC:** Allows multiple users to run the AWAM Control Center (CC), simultaneously through the use of a special IP address (see 'Multicast Group IP Address' below); and
- **Multicast Group IP Address:** This field becomes enabled or active when the 'Allow to use multi-instance AWAM CC' option is selected (i.e. checked). This is a special IP address type that is required in order to be able to have multiple users run the AWAM CC simultaneously. Use the default address provided. If it is determined that the default will or does not work with their system, Clients will have to contact their IT department to obtain a Multicast IP Address that works with their system.

## Maintenance Tab



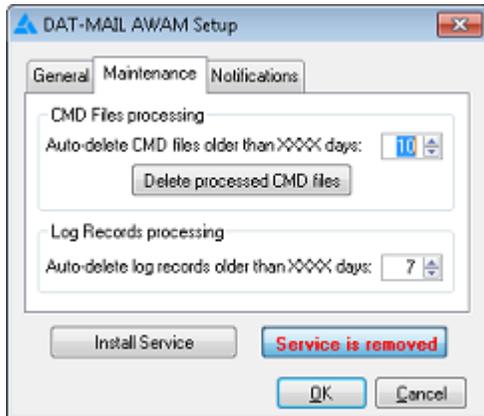
'CMD' files are generated every time an AWAM process is run. They are stored in the \\...\wb\MDV\data\AWAMCMDFiles folder on the server (or computer in a single-installation or standalone environment); specifically, in one of three folders (i.e. Input, Processed, or Failed).



When they are initially created, CMD files are located in the Input folder; however, after processing completes, they are moved by the service into the Processed folder or the Failed folder. The status of the process determines which of those two folders they are moved to.

Over time, the number of CMD files that are on the server in the Processed and Failed folders can impact disk space and eventually, system performance. Therefore, it is important to delete or purge these files on a regular basis. AWAM purges the CMD files in the Processed and Failed folders daily and any time the AWAM service is started. They are purged based on the cut-off date that is set in the Maintenance tab. The Auto-delete will purge the CMD files older than the date specified. In the image above, the Auto-delete process will purge CMD files older than 10 days (default).

All the existing CMD files that are located in the Processed and Failed folders can be purged by the user, including files newer than the date specified (e.g. 10 days) by clicking the **Delete Processed CMD Files** button.

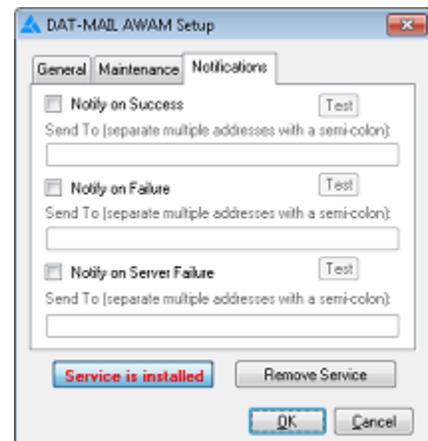


To also help maintain disk space and system performance, users can also set up AWAM to automatically delete the Log Records created during processing that are older than a specified number of days (default is 7 days).

## Notifications Tab

AWAM can be set up to send e-mail notifications to Client-specified users when a file has been processed successfully and/or when a file's processing fails. In addition, the 'Notify on Server Failure' option exists to be able to notify recipients when something happens with the service (not 'server') that is not related to Mail.dat file processing, such as when the connection to MS SQL is lost.

Simply select (check) the box of the notification type(s) that should be enabled and enter the correct e-mail address of the recipient. Multiple e-mail addresses can be entered for each notification by separating the e-mail addresses with a semi-colon (;). To test that communication exists between AWAM and the recipients of each enabled notification, click the corresponding **TEST** button to send a test notification.



**i** *Depending upon the number of AWAM processes that are run each day, the number of e-mails received if 'Notify on Success' is enabled could be overwhelming for the recipient(s).*

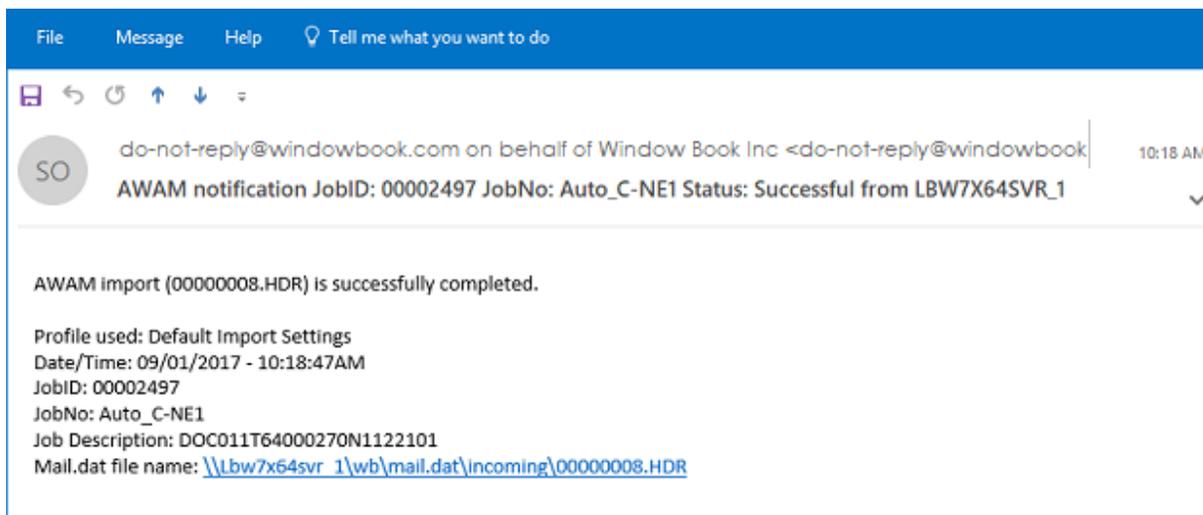
**i** *To ensure delivery of system-generated notifications, it is important for Clients to white-list the pertinent Window Book send-from e-mail addresses on their server(s). A list of these e-mail addresses can be found on the Window Book web site at: <https://www.windowbook.com/home/White-List-Help>.*

## Getting Started

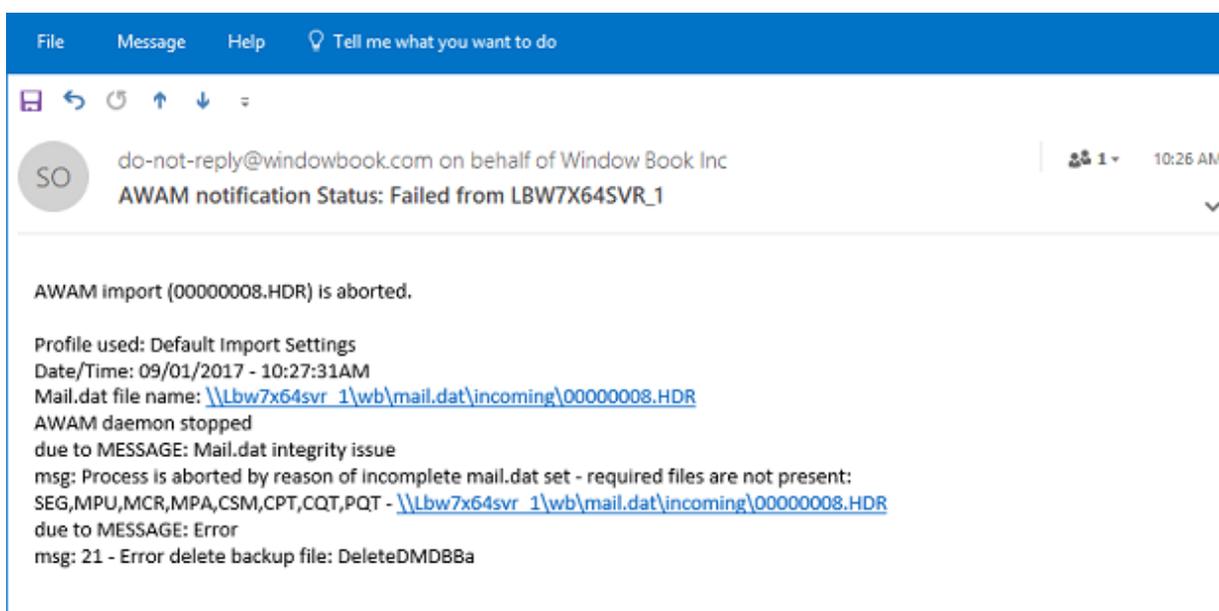
The subject line of the Successful e-mail will provide the Job ID, Job No., the Status of the AWAM process, and the name of the server the process was run on.

The subject line of the Successful e-mail will provide the Job ID, Job No., the Status of the AWAM process, and the name of the server the process was run on.

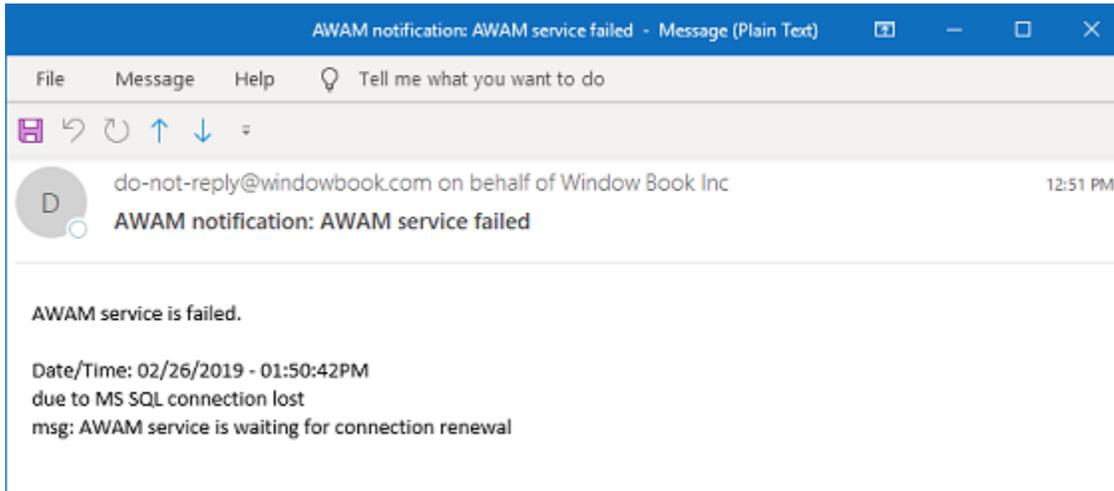
The body of the e-mails will provide what type of process was run (i.e. import, merge, post-import), what profile was used for the process, a date/time stamp, the Job ID (in the event of a merge, the job ID of the newly created Mail.dat is provided), the Job No., the Job Description (i.e. Job Name), and the name of the Mail.dat file name that was imported.



The Failed e-mail notification will provide a status notification in the Subject line along with the file name. The e-mail will also contain information about the error(s) that caused it to abort and where the associated file is located on the server (or computer in a single-installation or stand-alone environment).



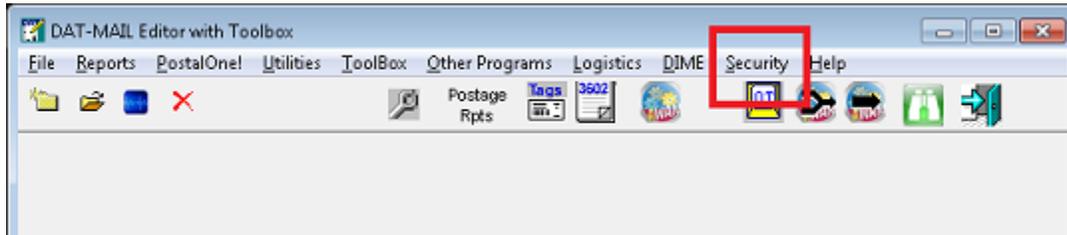
*Example E-Mail Notification of Service Failure*



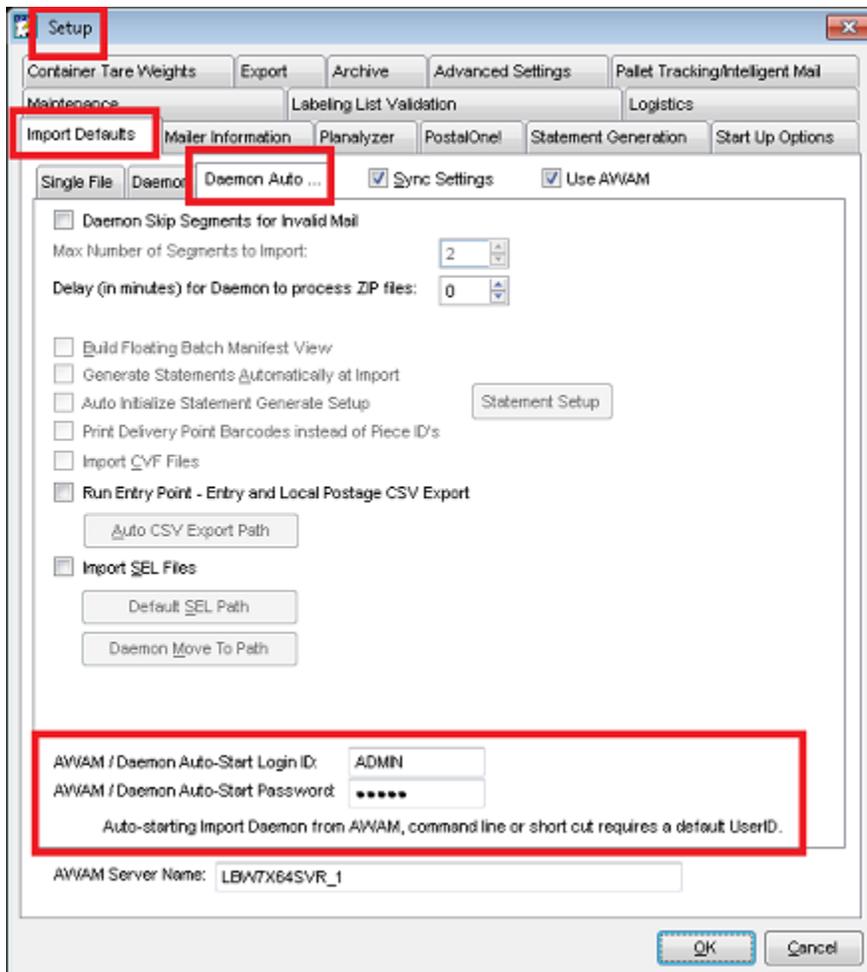
## **ACTIVATING AWAM ON WORKSTATIONS**

DAT-MAIL should be installed and registered/setup on the server, followed by the activation, registration and setup of AWAM, before DAT-MAIL is installed on the workstation(s). Once the server piece is complete, AWAM will automatically be carried over to the workstation(s) with the installation of DAT-MAIL.

## DAT-MAIL 'SECURITY' USERS



For Clients who use DAT-MAIL/AWAM with the 'Security' feature enabled, a Login ID and Password is required in order to successfully export files to *PostalOne!* using AWAM. Within DAT-MAIL, enter the Login ID and Password in the File > Program Settings > Program Setup > Setup > Import Defaults tab > Daemon Auto.. tab.



The Login ID and Password should be the same credentials that the Client has specified in Security for the account being used to run the AWAM service (NOT the AWAM service credentials). After entering the credentials, click the **OK** button, close AWAM (if open), and re-launch DAT-MAIL.

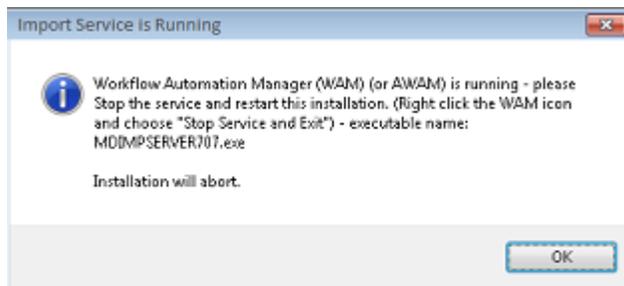
# UPDATING THE SOFTWARE

Updates to AWAM occur when the DAT-MAIL software is updated. Before attempting to install an update to the DAT-MAIL software on the server (or computer in a stand-alone or single installation environment), confirm the following:

- DAT-MAIL is not running on the server or any workstation(s);
- The AWAM service is not running;
- The Control Center should not be open/minimized;
- The Automation Scheduler's service should not be running; and
- The AWAM File Manager application should be closed.

 ***This applies to the server (or computer operating in a stand-alone environment) only. The auto-update of the DAT-MAIL software installed on workstations is not affected if the AWAM service is running.***

If an attempt is made to update the DAT-MAIL software on a computer or server with the AWAM service running, the following dialog will display when the InstallAware wizard begins the update process:



Click the **OK** button to resolve the dialog. Right click on the AWAM icon located in the computer or server's System tray and select the 'Stop Service and Exit' command. Begin the install again.

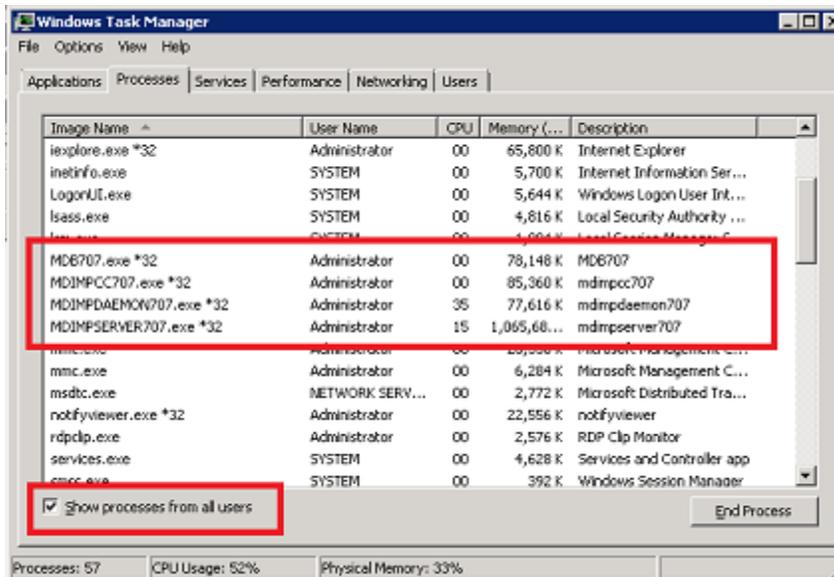
 ***If imports are being processed, the appropriate executable file (MdlmpDaemon707.exe) will continue to run even after the service and Control Center are shut down, until the import process is complete. Therefore, it may be necessary to wait for any import processes to complete before attempting a STOP and/or shut down. How long an import process takes to complete is dependent upon the size of the Mail.dat file being imported.***

## Updating the Software



**For troubleshooting needs it is important to be aware that the service can be running even if the AWAM Control Center is not displayed and/or there is no AWAM icon displayed in the computer or server's System tray. Access the Task Manager on the computer or server to determine whether the service or any of the AWAM-related executables are running that should not be when attempting to install an update to the DAT-MAIL software on the computer or server. A list of those executables is provided here:**

- **Mdb707.exe:** The main DAT-MAIL executable
- **MdImpCC707.exe:** The AWAM Control Center executable
- **MdImpServer707.exe:** The AWAM service executable (this is what monitors the input folders for files to import)
- **MdImpDaemon707.exe:** The AWAM import executable (performs the actual import of the Mail.dat files into DAT-MAIL)



**If referring to the Task Manager, make sure to enable the SHOW PROCESSES FROM ALL USERS function to make sure the AWAM service's processes display, since they will likely be running under a login different than what was used to log into that computer or server. Depending upon which operating system the computer or server is using, this feature is enabled by either checking a box or clicking a button.**

If a shutdown is required and the service is running, and there is no AWAM icon displayed in the computer or server's System tray, launch DAT-MAIL, access the AWAM Control Center, and click the **Stop** button.



**If imports are being processed, the appropriate executable file (MdImpDaemon707.exe) will continue to run even after the service and Control Center are shut down, until the import process is complete. Therefore, it may be necessary to wait for any import processes to complete before attempting a STOP and/or shut down. How long an import process takes to complete is dependent upon the size of the Mail.dat file being imported.**



***Do NOT use the Task Manager on the computer or server to stop the AWAM service!***

## UPDATING WORKSTATIONS

Software updates to DAT-MAIL should be carried out on the server first, along with any setup changes to AWAM. Once that is complete, then workstation installations of DAT-MAIL should be updated. Any updates or changes that were made to AWAM on the server will automatically carry over to the workstation(s).