

Advanced Workflow Automation Manager



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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	ABOUT THIS GUIDE 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, <u>General Tab</u>	Added information about the options that allow multiple users to run the AWAM Control Center simultaneously.
Updated section	Revision	Performance Related Settings, <u>Notifications</u> <u>Tab</u>	Added information about the 'Notify on Server Failure' option and the notification TEST buttons.
Added section	New	<u>DAT-MAIL 'SECURITY'</u> <u>USERS</u>	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.

Before You Begin

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 <u>Support Portal</u> 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 <u>Support Portal</u> 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

AWAM™ Setup Guide

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 <u>Installing the Service</u> 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 <u>Support Portal</u> 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.

igcup 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';

	21 n	AT-MAIL Editor with Toolb	ox 20.17.24.23 (WBIO	01)				- • •
1	File	Reports Utilities Tool	Box Other Pro	ogran	ns Securi	ty Help			
ľ	_	New Mail.dat Import	Ctrl-Insert	ø	Postage Rots	Tags 3602	٢	<u></u>	3 1
		Open Mail.dat File	Ctrl-Enter						
		Delete Mail.dat File	Ctrl-Delete						
		Delete Multiple Mail.dat F	iles						
		Export Mail.dat File							
		Mailing Agents (Mail Prep	arers)						
		Client List (Mail Owners)							
		Job List							
		Permit List							
		Publication List							
		Lot/String/Panel Info							
		Client Communication Li	st	-					© 2017 Window Book Inc.
4		Carrier List							a tott milden book, inc.
		CAPS List							
		DMU List							
		Transportation Schemes							
		Distribution Contact list							
		Distribution Center List		4		_	_		
		Program Settings			Program	Setup			
		Printer Setup			Save				
		Exit	Ctrl-X		Load				

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);

Container Tare Weights	Exp	ort	Archive		Advanced	Settings
list Teople's globaligent Mail		Mainten	ance Labeling List Validation			
nport Defaults Mailer Info	mation Pl	analyzer	PostalOnel	Statement (Seperation	Start Up Options
Single File Daemon Daem	non Auto	🔽 Sy	nc Settings	🔽 Use A'	WAM	
Default Single File Path	•	C:'WB'rmail	.dat			
Default Processed Path	P	ath has bee	en not specifie	d, files will no	t be moved.	
 East Network Option Allow changes to data 	a during impo	rt	Conformance	e Testing Validation	Conforma	nce Category:
Set In Home Date To Z	ero		IDEAlliance	Conformance	e Testing	•
Set Ship Date To Zero			Mark Contain	er Status		
Delete Mother Pallets	MyNDC E	SCE	No Chan	ge 🔘 Prelin	ninary 🔘 E	llank
Becal: Container Weix	abts After Inc	_ ovr	Do N	lot Import Piec	ce Detail File	
Run Freight Table Afte	r Import		P	ark Piece Det	tail File	
📃 Run PMOD Export						
Auto Export P1 Origina	al File After Im	port	Do N	lat Import Pie	ce Barcode F	ie
Mark All Pallets for ein	duction		P	ark Piece Bar	rcode File	
Only Dropship	All Pallets	:	Do N	lot import OC	I	
Run Batch reports aft	er import	Batch Rep	port Setup			
Mark CSM's Included I	n Other Docs					
Update only non-MLC	CR files	-		isk Space Mo 7 Turp og Lor	nitoring w Dick Seec	e Montoring
Create Sibling (Logica	() Records or	n Import		in Turn on Los	w Disk Spac	
Create Sibling (Physic	al) Records o	on Import		ow rree spa	ce mreshold	1% 🖶
QuickFix File Path						
AWAM Server Name: LB	W7x64Svr_1					

- 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;

🞇 D.	AT-MAIL E	ditor with To	olbox							
<u>F</u> ile	Reports	PostalOne!	Utilities	ToolBox	Other Prog	rams	Logistics 2	Security	Help	
1	i 🖉 🖻	×		Þ	Postage Rpts	Tags Tags	3602	10	ے چ	-

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

S File	C PAT MAIL Advanced Workflow Automation Manager Control Center 📃 📼 🔤 🔤									
	Registration	Customer Info Screen	gs to sort by column.							
	Cite Manage Labort	New Registration	Progress	Profile Name	Pr					

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

UNREGIS	TERED PRODUCT
<u>^</u>	This product is unregistered. In order for this product to start working, a registration string is required.
	OK]

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

Registration Wizard for: AWAM	
UNREGISTERED F	RODUCT
$G \ [$ Elick "Next" to proceed with regis	tration
Cancel out of this window R4 v8.16.03.09 3/18/2010	< Back Next >

 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 2nd option's radio button (i.e. 'Registration Key obtained. Enter it.').

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'.

Registration Wizard for: AWAM							
UNREGISTERED PRODUCT							
Manual Registration Options (see explanation):							
> Print a Registration Request Form, then FAX it to Window Book to get a new registration or renewal of this software. A Window Book representative will contact you by phone or email with your Registration Key.							
Please select your choice below:							
Registration Key obtained. Enter IL							
Cancel out of this window Kack Next > R4 y8.16.03.09 3/16/2010							

Click the **Next** button to continue;

Getting Started

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

Registration Wizard for: AWAM
UNREGISTERED PRODUCT
Type your new Registration Key into the entry field below. If you've already copied it, simply paste it into the field.
To paste Registration Key. Type Ctrl-V, or Right-Click the mouse and select "Paste"
Open Customer Info Screen
Cancel out of this window < Back Next > R4 v8.16.03.09 3/18/2010

Click the Next button to continue;

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

Registration Wizard for: AWAM	
UNREGISTERED PRODUCT	
You have successfully entered a new registration key. Press the "Save" button to store it away.	
This is your new Registration Key WDI001071070020-DT/IDD100-D221101/VW101110711D2 Save Registration Key	
Cancel out of this window < Back Next > R4 v8.16.03.09 3/18/2010	

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;

12. 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;

1)AT-MAIL 8	ditor with To	olbox								
<u>F</u> ile	Reports	PostalOne!	Utilities	ToolBox	Other Prog	rams	Logis	22146	Security	Help	
1	i 🖻 🧧	×		P	Postage Rpts	Tags Tags	3602 [2]		DT	2	3

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 <u>Installing the Service</u> section in this Guide for more information on how to install the AWAM Windows[®] service.

🚯 DAT	-MAIL Advanced	Workflow A	utomation	Manager Co	ontrol Center			
File H	lelp							
Activity	History	Click column headings to sort by column Right click on finished items for more details						
	File Name	Job ID	Status	Hist. Job ID) Progress	Profile Name P		
			/					
						ll		
·				_		F		
v	START I Pe	use Ser	vice is NOT	Installed		Edit profiles Minimize		
					Number of Active Profiles: 1	© 2017 Window Book, Inc.		

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).

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.

Pr

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'.

1 In a workstation instance of AWAM, the 'Setup' menu will not be displayed. C DAT-MAIL Advanced Workflow Automation Manager Control Center File Help Click column headings to sort by column. Setup b D Status Hist, Job ID Progress Profile Name Export Profiles Import Profile Exit

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.

🛦 DAT-MAIL AWAM Setup
General Maintenance Notifications
Max. Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Port: 3000 Allow to use multi-instance AWAM CC Multicast Group IP Address: 224.0.0.250
Instal Service Service is removed

Service Not Installed

📐 DAT-M	AIL AWAM Setup	— ×
General	Maintenance Notific	cations
Ma Wa Cor Mu	x Agent Processes; it Interval (seconds) imunication Port Allow to use multi-ins bicast Group IP Addre	Image: [1-20] Image:
Ser	ice is installed	Remove Service
		<u>QK</u> <u>C</u> ancel

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.

Service Is Installed

To install the AWAM service, perform the following:

1. Click the Install Service button;

<u> A</u> DAT-MAIL AWAM Setup
General Maintenance Notifications
Max Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Port 3000 Allow to use multi-instance AWAM CC Multicast Group IP Address: 224.0.0.250
Instal Service Service is removed

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;

Warning	X
A	This action requires the user to be in the Administrator group. Are you sure?
	<u>Yes</u> <u>N</u> o

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 <u>not</u> recommend using a Local System Account for running AWAM.

🔺 DAT-MAIL AWAM Log On Info	×
Service Log On Domain: User Account: Password:	
The service login should have "Log on as a service rights"	
QK Cancel	j

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.

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.

🙏 DAT-MAIL AW 🕴 Log On Info 🛛 🗶
C Service Log On
Domain: V
User Account: vmuser
Password: .
The service login should have "Log on as a service rights"
Auto-start AWAM Service on System Boot Up
QK Cancel

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).



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.

🔺 DAT-MAIL AWAM Setup	×
General Maintenance Notifications	_
Max Agent Processes: 1-20]	
Wait Interval (seconds) 3 🚔 (1-999)	
Communication Port 3000	
Allow to use multi-instance AWAM CC	
Multicast Group IP Address: 224.0.0.250	
Service is installed Remove Service	
<u>QK</u>	el

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:

- <u>Error 1057</u>: 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.
- <u>Error 1058</u>: 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 standalone environment) by clicking the Start button and selecting Control Panel > Administrative Tools > Services.

Q Services								
Ele Action View Help								
<⇒ 🖬 Q 🛛	👌 🔽 📷 🕞 🖉 🔳 H 🕪 👘							
🔍 Services (Local)	Q Services (Local)	· · · · · · · · · · · · · · · · · · ·						
	Select an item to view its description.	Name 🗠	Description Status	Startup Type	Log On As 🔺			
		🔍 Thread Ordering Server	Provides	Manual	Local Service			
		TPM Base Services	Enables a	Manual	Local Service			
		🔍 UPnP Device Host	Allows UP	Manual	Local Service			
		🔍 User Profile Service	This servi Started	Automatic	Local System			
		🔍 Virtual Disk	Provides	Manual	Local System			
		🔍 Wilware Snapshot Provider	VMware S	Manual	Local System			
		🔍 WMware Tools	Provides Started	Automatic	Local System			
		🔍 Volume Shadow Copy	Manages	Manual	Local System			
		Topy webcalence	Enables	Manual	Local Service			
		🔍 Window Book DM Import Daemon Service		Automatic	.lymuser			
	1	Carriedon Bach Schooldon	Task sche Started	Automatic	WINDOW			
	1	🔍 Windows Color System	The WcsP	Manual	Local Service			

 <u>Error 1069</u>: 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 > Adminsitrative 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

Local Security Policy		
File Action View Help		
🗢 🧼 🖄 📷 🗙 🖫 🕒 🖬		
Security Settings	Policy A Increase a process working set Increase scheduling priority Load and unload device drivers Load pages in memory Load pages in memory Load pages in memory Load pages in service Respective	Security Setting Users Administrators Administrators Administrators, Backup Op NETWORK SERVICE, MMJ8
Public Key Policies Software Restriction Policies Application Control Policies Policies Policies Policies Advanced Audit Policy Configuration	Magaza sudito and se Modify an object label Help Modify firmware environment values Perform volume maintenance tasks Profile single process Profile system performance Remove computer from docking station Replace a process level token	Administrators Administrators Administrators Administrators, NT SERVIC Administrators, USers LOCAL SERVICE, METWOR

og on as a service Properties			? ×					
Local Security Setting Explain								
Log on as a service								
NETWORK SERVICE NT SERVICEVALL SERVICES NT SERVICEVMSSDL\$SQLEXPRESS SQLServe2005SDLBrowserUser\$LBW7x645VR_1 SQLServe2005SDLBrowserUser\$LBW7x645VR_1\$SQLEXPRESS VMUser								
Add ser or Group								
	OK	Cancel	Apply					

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.

Select Users, Computers, Service Account	s, or Groups	? ×
Select this object type: Users, Service Accounts, Groups, or Built-in sec	curity principals	Object Types
Erom this location: WindowBook.local		Locations
Enter the object names to select (examples): vmuse(Check Names
Advanced	DK	Cancel

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.

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 Acounts, or Groups* window and be underlined.

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Select Users, Computers, Service Accounts,	or Groups	? ×
Select this object type:		
Users, Service Accounts, Groups, or Built-in secu	nity principals Object Typ	es
From this location:		
WindowBook.local	Locations	i
Enter the object names to select (examples):		
vmuser (vmuser@WindowBook.local)	Check Nar	nes
Advanced	DK. Canc	el

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.

Log on as a service Properties	? ×
Local Security Setting Explain	
Log on as a service	
NETWORK SERVICE NT SERVICEVALL SERVICES NT SERVICEVALL SERVICES SQLServer2005SQLBrowserUser\$LBW7X645VR_1 SQLServer5QLAgenUtser\$LBW7X645VR_1\$SQLEXPRESS	
Add User or Group	
DK Cancel	Apply

Changing the Log On Credentials

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).

 Image: Control Center

 Click column headings to sort by column.

 Setup
 Click column headings to sort by column.

 Export Profiles
 bb D
 Status
 Hist. Job ID
 Progress
 Profile Name
 Profile Name

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

 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;

🛦 DAT-MAIL AWAM Setup 🛛 📧
General Maintenance Notifications
Max, Agent Processes: 🚺 🚔 (1-20)
Wait Interval (seconds) 3 🚊 (1-999)
Communication Port 3000
Allow to use multi-instance AWAM CC
Multicast Group IP Address: 224.0.0.250
Service is installed Remove Service
QK Cancel
A DOT MOD DIMONS Seture
🛦 DAT-MAIL AWAM Setup
A DAT-MAIL AWAM Setup
DAT-MAIL AWAM Setup General Maintenance Notifications May Apart Processor T = 0.20
DAT-MAIL AWAM Setup General Maintenance Notifications Max Agent Processes: 1 ÷ (1-20) Wish Internal (accord) 2 in (1-99)
A DAT-MAIL AWAM Setup General Maintenance Notifications Max. Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Ref. 2000
DAT-MAIL AWAM Setup General Maintenance Notifications Max Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Port: 3000 Alow to use an division on Alow DC
▲ DAT-MAIL AWAM Setup General Maintenance Notifications Max Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Port: 3000 Allow to use multi-instance AWAM CC Multicast Group IP Address: 224.0.0,250
DAT-MAIL AWAM Setup General Maintenance Notifications Max: Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Port: 3000 Alow to use multi-instance AWAM CC Multicast Group IP Address: 224.0.0.250
DAT-MAIL AWAM Setup General Maintenance Notifications Max. Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Post: 3000 Allow to use multi-instance AWAM CC Multicast Group IP Address: 224,0.0.250
DAT-MAIL AWAM Setup General Maintenance Notifications Max Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Port: 3000 Allow to use multi-instance AWAM CC Multicast Group IP Address: 224,0.0,250
DAT-MAIL AWAM Setup General Maintenance Notifications Max. Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-999) Communication Port: 3000 Alow to use multi-instance AWAM DC Multicast Group IP Address: 224,0.0.250 Instal Service Service is removed
DAT-MAIL AWAM Setup General Maintenance Notifications Max. Agent Processes: 1 (1-20) Wait Interval (seconds) 3 (1-299) Communication Port: 3000 Allow to use multi-instance AWAM DC Multicast Group IP Address: 224.0.0.250 Instal Service Service is removed DK Cancel

AWAM™ Setup Guide

4. The DAT-MAIL AWAM Log On Info screen will display. Enter the 'Service Log On' credentials as directed in the <u>Installing the Service</u> section in this Guide, beginning with step 3.

Window Book does <u>not</u> 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';
- 2. From within the Control Panel, select 'Administrative Tools';
- 3. From within the *Administrative Tools* screen, double-click on 'Services' which will be located in the list on the right to launch it;
- 4. From within the *Services* screen, locate the "Window Book DM Daemon Import Service" and right click on it. Select 'Properties;

🔍 Service	s						_ 🗆 X
Ele Acti	an Yew Help						
$\Leftrightarrow \Rightarrow $	📰 🖻 🕞 🔽 📷 🕨 🖉 💷 🖬						
Service	s (Local) 🔕 Services (Local)						
	Select an item to view its description.	Name 🗠	Description	Status	Startup Type	Log On As	
		Thread Ordering Server	Provides		Manual	Local Service	
		TPM Base Services	Enables a		Manual	Local Service	
		🔍 UPnP Device Host	Allows UP		Manual	Local Service	
		🔍 User Profile Service	This servi	Started	Automatic	Local System	
		🔍 Virtual Disk	Provides		Manual	Local System	
		🔍 Wiware Snapshot Provider	VMware S		Manual	Local System	
		🔍 VMware Tools	Provides	Started	Automatic	Local System	
		🔍 Volume Shadow Copy	Manages		Manual	Local System	
		Webcielk	Enables		Manual	Local Service	
		🔍 Window Book DM Import Daemon Service			Automatic	.lymuser	
		Contractor Deck Del codec	Task sche	Started	Automatic	WINDOW	
		🔍 Windows Color System	The WcsP		Manual	Local Service	

 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.

Window Book DM Impor	t Daemon Service Properties (Local Comp 🗙 very Dependencies
Log on as:	
C Local System account Alog service to it	nk nteract with desktop
It is account.	Avmuser Browse
Password:	•••••
Confirm password:	•••••
Help me configure user a	account log on options.
	OK Cancel Apply

① Window Book does <u>not</u> recommend using a Local System Account for running AWAM.

👶 DAT	-MAIL Advance	d Workflow A	tomation	Manager Control Co	enter		×
<u>F</u> ile <u>H</u>	lelp						
Activity	History			Click column headi Right click on finishe	ngs to sort by column d items for more details		
	File Name	Job ID	Status	Hist. Job ID	Progress	Profile Name	Ρ
٠ 📖							- P
~ :	START I P	ause Ser	vice is STO	PPED		Edit profiles Minimize	
					Number of Active Profiles:	© 2017 Window Book, Inc.	

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

 $\overset{\scriptstyle }{\times}$ 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 'Autostart 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".

Name	Description	Status	Startup Type	Log On As	*
🕞 Themes	Provides us	Started	Automatic	Local Syste	
Stread Ordering Server	Provides or		Manual	Local Service	
G TPM Base Services	Enables acc		Manual	Local Service	
🔍 UPnP Device Host	Allows UPn	Started	Manual	Local Service	
🔍 User Profile Service	This service	Started	Automatic	Local Syste	
🔍 Volume Shadow Copy	Manages an		Manual	Local Syste	
Swacom Professional Touch Service		Started	Automatic	Local Syste	
Q WebClient	Enables Win	Started	Manual	Local Service	
Butter Control Hand for Compart Control	Web Co. Com	Contract	A-4	Level Cynte	
🗟 Window Book DM Import Daemon Service			Manual	windowbo	
and a second sec	T 1 1 1			100000	
🔍 Windows Activation Technologies Service	Performs W		Manual	Local Syste	=
🔍 Windows Audio	Manages au	Started	Automatic	Local Service	
🔍 Windows Audio Endpoint Builder	Manages au	Started	Automatic	Local Syste	_
🔍 Windows Backup	Provides Wi		Manual	Local Syste	
🔍 Windows Biometric Service	The Windo		Manual	Local Syste	
🔍 Windows CardSpace	Securely en		Manual	Local Syste	-
Extended Standard					

Service Log On		
Domain:		
User Account:	vmuser	
Password:	•••••	
The servic	e login should have "Log on as a service rights"	
	Auto-start AWAM Service on System Boot Up	ľ
	OK Cm	

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).

🔺 DAT-MAIL AWAM Setup	- ×-
General Maintenance Notifications	
Max Agent Processes:	÷ (1-20)
Wait Interval (seconds) 3	(1-999)
Communication Port 3000	2
Allow to use multi-instance AWA	AM CC
Multicast Group IP Address: 224,0	0.250
Service is installed Rem	ove Service
۵	

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 multiinstance AWAM CC' option is selected (i.e. checked). <u>This is a special IP address type</u> 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 <u>Multicast IP Address</u> 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 an 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).

AWAM™ Setup Guide

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.

🔺 DAT-MAIL AWAM Setup
General Maintenance Notifications
CMD Files processing
Auto-delete CMD files older than XXXX days: 👖 🖨
Delete processed CMD files
Log Records processing
Auto-delete log records older than XXXX days: 7 🚖
Install Service Service is removed
<u>QK</u> <u>Cancel</u>

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 Clientspecified 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 <u>not</u> 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

🖌 DAT-MAIL AWAM Setup
General Maintenance Notifications
Notity on Success
Send To (separate multiple addresses with a semi-colon)
Notity on Failure
Send To (separate multiple addresses with a semi-colon)
Notity on Server Failure
Send To [separate multiple addresses with a semi-colon):
Service is installed Remove Service
<u>DK</u> <u>C</u> ancel

enabled notification, click the corresponding **TEST** button to send a test notification.

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).

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.

File	Message	Help	🖓 Tell me what you want to do	
G 5	J 🕇 🗸	÷		
so	do-not- AWAM r	reply@v notificati	windowbook.com on behalf of Window Book Inc <do-not-reply@windowbook ion JobID: 00002497 JobNo: Auto_C-NE1 Status: Successful from LBW7X64SVR_1</do-not-reply@windowbook 	10:18 AM
AWAM Profile Date/T JobID: JobNo: Job De Mail.d:	1 import (000 used: Defau Time: 09/01/ 00002497 : Auto_C-NE scription: DC at file name:	000008.HI 2017 - 10 1 0C011T64 \\Lbw7x6	IDR) is successfully completed. : Settings):18:47AM 4000270N1122101 :64svr 1\wb\mail.dat\incoming\0000008.HDR	

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).

File	Message	Help	🖓 Tell me wh	it you want to do					
SO	do-not AWAM	↓ = -reply@wi I notificati	indowbook.cor ion Status: Fail	n on behalf of W ed from LBW7X	indow Book Ir 64SVR_1	IC		<u>ئ</u> ْھُ 1 -	10:26 AM
AWAM Profile Date/T Mail.da AWAM due to msg: P SEG,MI due to msg: 2	I import (0 used: Defa ime: 09/0: at file nam I daemon s MESSAGE: rocess is al PU,MCR,M MESSAGE: 1 - Error de	0000008.Hi nult Import L/2017 - 10 e: <u>\\Lbw7xt</u> topped : Mail.dat ir ported by n IPA,CSM,CP : Error elete backu	DR) is aborted. Settings :27:31AM <u>64svr 1\wb\ma</u> ntegrity issue eason of incomy T,CQT,PQT - <u>\\L</u> up file: DeleteDN	I.dat\incoming\00 lete mail.dat set - bw7x64svr_1\wb\ IDBBa	000008.HDR required files (mail.dat\incon	are not preser hing\000000	nt: 8.HDR		

Example E-Mail Notification of Service Failure

			AW/	AM notification: AWAM service failed - Message (Plain Text)	Œ	-		×
File	Message	Help	Q	Tell me what you want to do				
89	"℃ ↑ ↓	÷						
D	do-not-rep AWAM no	oly@wine tificatio	dowb n: AV	ook.com on behalf of Window Book Inc VAM service failed			1	2:51 PM
AWAM Date/T due to msg: A	service is faile ime: 02/26/20 MS SQL conne WAM service i	ed. 019 - 01:5 ection los is waiting	50:428 st g for c	PM onnection renewal				

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

🞇 D.	AT-MAIL E	ditor with To	olbex					_	1	
<u>F</u> ile	Reports	PostalOne!	Utilities	ToolBox	Other Prog	rams <u>L</u> ogistic	s <u>D</u> IME	Security	Help	
1	i 🖻 🖬	×		P	Postage Rpts	Tags 3602		01	ی چ	3

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.

antenance Labeling List Validation Logistics nport Defaults Maier Information Planalyzer PostalOnel Statement Generation Start Up Op Single File Deemon Deemon Auto Image: Sync Settings Use AWAM Daemon Deemon Auto Image: Sync Settings Use AWAM Daemon Deemon Auto Image: Sync Settings Use AWAM Daemon Statements for Invalid Mail Max Number of Segments to Import: Image: Sync Settings Delay (in minutes) for Deemon to process ZIP files: Image: Statement Setup Image: Statement Setup Delay (in minutes) for Deemon to process ZIP files: Image: Statement Setup Image: Statement Setup Print Defivery Point Barcodes instead of Piece ID's Import CYF Files Import Set Files Run Entry Point - Entry and Local Postage CSV Export Auto CSV Export Path Import Set Files Default SEL Files Default SEL Files Default SEL Path Deemon Move To Path AWVAM / Daemon Auto-Start Login ID: ADMIN Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWAM Server Name: LBW7X64SVR_1 Import Set Cut Paties Import Set Cut Paties	Archive Advanced Settings Palet tracking/intelligent	Mail		
Induct Information Planalyzer PostalOnel Statement Generation Start Up Op Single File Deemon Auto Image Sync Settings Image AWAAM Daemon Skip Segments for Invalid Mail Max: Number of Segments to Import: 2 Image AWAAM Delay (in minutes) for Deemon to process ZIP files: 0 Image AWAAM Delay (in minutes) for Deemon to process ZIP files: 0 Image AWAAM Generate Statements Automatically at Import Auto Initialize Statement Generate Setup Statement Setup Print Delivery Point Barcodes instead of Piece ID's Import QVF Files Statement Setup Run Entry Point - Entry and Local Postage CSV Export Auto CSV Export Path Import SEL Files Default SEL Path Deemon Move To Path Image Auto-Start Login ID: ADMN AtvAMM / Daemon Auto-Start Passwordt Image Auto-Start Login ID: ADMN Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AtvAM Server Name: LBW7X64SVR_1	abeling List Validation Logistics	Logistics		
Single File Deemon Auto Image: Sync Settings Image: Use AWVAM Deemon Skip Segments for Invalid Mail Max Number of Segments to Import: 2 Image: Sync Settings Max Number of Segments to Import: 2 Image: Sync Settings Image: Sync Settings Delay (in minutes) for Deemon to process ZIP files: 0 Image: Sync Settings Image: Sync Settings Delay (in minutes) for Deemon to process ZIP files: 0 Image: Sync Settings Image: Sync Settings Delay (in minutes) for Deemon to process ZIP files: 0 Image: Sync Settings Image: Sync Settings Delay (in minutes) for Deemon to process ZIP files: 0 Image: Sync Settings Image: Sync Settings Print Delivery Point Barcodes instead of Piece ID's Import CVF Files Import Set Files Import Set Files Default SEL Path Default SEL Path Default SEL Path Image: Statement Muto-State Passwort Image: Statement Auto-State Passwort AWWAM / Deemon Auto-State Login ID: ADMIN Image: Statement Cut requires a default UserID. Auto-stating Import Deemon from AWVAM, command line or short cut requires a default UserID. Atvost Set View: State Passwort Image: State Passwort Atvoster Name: LBW7X64SVR_1 Image: State Passwor	Planalyzer PostalOnel Statement Generation Start Up O	ptions		
Deemon Skip Segments for Invalid Mail Max: Number of Segments to Import: 2 Delay (in minutes) for Deemon to process ZIP files: 0	o 💟 Sync Settings 🔍 Use AWAM			
Max Number of Segments to Import: 2 Delay (in minutes) for Daemon to process ZIP files: 0 Build Floating Batch Manifest View 0 Generate Statements Autonatically at Import 0 Auto Initialize Statement Generate Setup Statement Setup Print Delivery Point Barcodes instead of Piece ID's Import 2VF Files Run Entry Point - Entry and Local Postage CSV Export Auto CSV Export Path Import SEL Files Default SEL Path Default SEL Path Daemon Move To Path	volid Mail			
Delay (in minutes) for Deemon to process ZIP files: 	rt: 2			
Build Floating Batch Manifest View Generate Statements Automatically at Import Auto Initialize Statement Generate Setup Print Delivery Point Barcodes instead of Piece ID's Import CVF Files Run Entry Point - Entry and Local Postage CSV Export Auto CSV Export Path Majort SEL Files Default SEL Path Deemon Move To Path AWWAM / Daemon Auto-Start Login ID: ADMN AWWAM / Daemon Auto-Start Passwort Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWWAM Server Name: LBW7X64SVR_1	arocess ZIP files:			
Build Floating Betch Manifest View Generate Statements <u>A</u> utonatically at Import Auto Initialize Statement Generate Setup Print Delivery Point Barcodes instead of Piece ID's Import <u>C</u> VF Files Run Entry Point - Entry and Local Postage CSV Export <u>Auto CSV Export Path</u> Import <u>SEL Files Default <u>SEL Path</u> Daemon <u>Move To Path</u> AWWAM / Daemon Auto-Start Login ID: <u>ADMIN</u> AWWAM / Daemon Auto-Start Password: Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWWAM Server Name: LBW7X64SVR_1</u>				
Cenerate Statements Autonatically at Import Auto Initialize Statement Generate Setup Print Delivery Point Barcodes instead of Piece ID's Import CVF Files Run Entry Point - Entry and Local Postage CSV Export Auto CSV Export Path Import SEL Files Default SEL Path Daemon Move To Path AVWAM / Daemon Auto-Start Login ID: ADMIN AVWAM / Daemon Auto-Start Passwordt Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWWAM Server Name: LBW/TX64SVR_1	View			
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Print Delivery Point Barcodes instead of Piece ID's ImportVF Files Run Entry Point - Entry and Local Postage CSV Export	rate Setup Statement Setup			
Import ⊈VF Files Run Entry Point - Entry and Local Postage CSV Export Auto CSV Export Path Import §EL Files Default §EL Path Daemon Move To Path	instead of Piece ID's			
Run Entry Point - Entry and Local Postage CSV Export Auto CSV Export Path Import SEL Files Default SEL Path Daemon Move To Path AWWAM / Daemon Auto-Start Login ID: ADMIN AWWAM / Daemon Auto-Start Password: Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWWAM Server Name: LBW/7X64SVR_1				
Auto CSV Export Path Import SEL Files Default SEL Path Deemon Move To Path AWWAM / Daemon Auto-Start Login ID: ADMIN AWWAM / Daemon Auto-Start Password: Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWWAM Server Name: LBW/7X64SVR_1	cal Postage CSV Export			
Import SEL Files Default SEL Path Deemon Move To Path AWAM / Daemon Auto-Start Login ID: AWAM / Daemon Auto-Start Password Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWAM Server Name: LBW7X64SVR_1				
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AVVAM / Deemon Auto-Start Password: Auto-starting Import Deemon from AWAM, command line or short cut requires a default UserID. AVVAM Server Name: LBW7X64SVR_1				
Auto-starting Import Daemon from AWAM, command line or short cut requires a default UserID. AWWAM Server Name: LBW7X64SVR_1	ID: ADMIN	1		
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AW/AM Server Name: LBW/7X64SVR_1	ID: ADMN word: n from AWAM, command line or short cut requires a default UserID.	1		
	ID: ADMIN word: n from AWAM, command line or short cut requires a default UserID.]		
	ID: ADMIN word n from AWAM, command line or short cut requires a default UserID.]		

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 <u>not</u> be open/minimized;
- The Automation Scheduler's service should <u>not</u> 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 autoupdate 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:

Import S	ervice is Running	x
0	Workflow Automation Manager (WAM) (or AWAM) is running - please Stop the service and restart this installation. (Right click the WAM icon and choose "Stop Service and Exit") - executable name: MDIMPSERVER707.exe	
	Installation will abort.	_
	OK	

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 (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.

Updating the Software

st 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)

Tennes Mana A	Lines Mana	COLL	Managul	Description	
involve eve *32	Administrator	00	65 800 K	Internet Evolorer	_
inetinfo.exe	SYSTEM	00	5,700 K	Internet Information Ser	
Longol II.exe	SYSTEM		5,644 K	Windows Longo Liser Tot	
Isass.exe	SYSTEM	õ	4.816 K	Local Security Authority	
lan and	OVETEN		1,004 8	Level Contine Manager C	- 1
MD6707.exe *32	Administrator	00	78,148 K	MD6707	
MDIMPCC707.exe *32	Administrator	00	85,360 K	mdimpcc707	
MDIMPDAEMON707.exe *32	Administrator	35	77,616 K	mdmpdaemon707	
MDIMPSERVER707.exe *32	Administrator	15	1,065,68	mdimpserver707	
mine.exe	Administrator		6,284 K	Microsoft Management C	- 1
msdtc.exe	NETWORK SERV	00	2.772 K	Microsoft Distributed Tra	
notifyviewer.exe *32	Administrator	00	22,556 K	notifyviewer	
rdpclp.exe	Administrator	00	2,576 K	RDP Clip Monitor	
services.exe	SYSTEM	00	4,628 K	Services and Controller app	
crace ava	SVSTEM	00	392 K	Windows Session Manager	-

 $rac{1}{8}$ 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.

st 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.

I Do <u>NOT</u> 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).