

## **MessagePort Server Help**

[About MessagePort Server](#)

[Menu options](#)

[Server Status Bar](#)

## Menu Options

The "MessagePort" pulldown menu has the following options:

Preferences

Reset

Abort Call

Exit

About

## **About MessagePort Server**

MessagePort Server is the module that establishes communication between your workstation and the locally attached modem. This periodically queries the database for pending fax or data requests and schedules them. It also automatically answers the incoming fax calls, receives the faxes and stores the fax images on your system.

## Preferences

Select this option to set how frequently MessagePort Server should query the database to check for any pending job requests. When you select this option, a dialog box pops up. Enter the interval in seconds between successive database queries and click on "OK" to update the database. The recommended value for this interval is not less than 30 seconds. If you choose to have a smaller interval, MessagePort server will access the database more frequently and it may degrade the overall performance.

When MessagePort Server is set in Reliable Mode, the mouse and keyboard are disabled while faxes are being sent or received. This is to assure no interruption during fax activity. If you select non-reliable mode, you may use your mouse and keyboard during fax transmission or reception. Depending on the amount of activity you perform, the fax process may be interrupted.

The flow control option is determined by your modem requirements. Your options are Hardware or Xon/Xoff flow control.

**Reset**

Choose this option to initialize the modem. This resets the communication between the server and the modem, and re-applies the modem initialization strings for the configured modem. This is useful when the modem is in an ambiguous state.

**Abort Call**

During a fax transmission or reception, the current call will be aborted and the corresponding record in the database will be updated to the "Aborted" status. The server will not retry the job.

During a data connection, the call will be terminated and the client will be notified. If a comm port has been opened by a communications application, the port will be closed and the client will again be notified.

If you are in Reliable Mode and wish to abort a call, type Alt A. MessagePort Server will abort the call.

**Exit**

Choose this option to end the MessagePort Server session. Remember to restart the server so that the fax/data jobs in the queue can be executed.

**About**

Select this option to get details about the MessagePort Server software you are currently running.



## **Server Status Bar**

The left portion of the status bar provides you with information about the status of the server. During normal operation, the status bar will show the last command string issued to your modem. If the server encounters any problems, the error messages will appear in the status bar. Some of the more common error messages are listed below. The right portion of the status bar will indicate the comm port the server expects the modem to be connected to. During fax transmission, this portion shows the amount of data sent and the total fax file size.

Here are some of the error messages that may appear in the status bar.

### **Power cycle modem and choose RESET from menu to continue.**

Check your modem connections or modem state. Cycle power on your modem, then choose RESET from the Message Port Menu.

### **Cleanup failed at server after modem sharing - sndrcv database corrupt.**

Message Port Server was unable to cleanup after a modem sharing session. This has caused an inconsistency within the database. The only entry that should be affected is the current modem sharing session. This entry can be deleted from the Message Port Manager log to remove the inconsistency.

### **Cleanup failed at server after modem sharing - server database corrupt.**

Message Port Server was unable to cleanup after a modem sharing session. This has caused an inconsistency within the database. The only entry that should be affected is the current modem sharing session. Bringing MessagePort Server down and back up should clear any database inconsistencies.

### **Could not get path names for fax file(s).**

The MSGPORT.INI file is corrupt or missing.

### **Failed to create receive record.**

Database is inaccessible or the database system has run out of disk space..

### **Failed to update record during call termination.**

Database has become inaccessible or the record has been inadvertently deleted by the user or an administrator. Check the PC where the database resides to see if it is out of disk space, powered off, no longer on the network, or that the database files have become unshared.

### **Server unable to access COMM/FAX record.**

A request for modem sharing was incompletely specified; possible network or data base error. This machine was not installed as a server during setup, or the MSGPORT.INI file is missing or corrupt.

### **Unable to setup modem interrupts/parameters.**

Please power cycle the modem. Some irrecoverable error in the modem or communications has occurred. In some cases, you may need to restart Message Port Server.

### **Server is currently in use.**

This is a warning message. The operation you are attempting to perform will affect the job the server is currently working on.

### **Send Fax: File access error.**

The fax data file has been corrupted or has an error such that the Send Fax routine cannot access it. Try to resubmit the fax. The fax may need to be recreated.

**Server unable to access COMM record.**

Database has become inaccessible or the record has been inadvertently deleted by the user or an administrator. Check the PC where the database resides to see if it is out of disk space, powered off, no longer on the network, or that the database files have become unshared.

**Error updating server record.**

Bring MessagePort Server down and back up to clear any database inconsistencies.

**Server unable to access FAX record.**

Database has become inaccessible or the record has been inadvertently deleted by the user or an administrator. Check the PC where the database resides to see if it is out of disk space, powered off, no longer on the network, or that the database files have become unshared.

**Failed to create fax receive record.**

Database has become inaccessible or the record has been inadvertently deleted by the user or an administrator. Check the PC where the database resides to see if it is out of disk space, powered off, no longer on the network, or that the database files have become unshared.

**Failed to update record during call termination.**

Database has become inaccessible or the record has been inadvertently deleted by the user or an administrator. Check the PC where the database resides to see if it is out of disk space, powered off, no longer on the network, or that the database files have become unshared.

**Unable to setup modem interrupts. Please power cycle the modem.**

MessagePort is unable to communicate with your modem. Cycle power on your modem.

**Unable to setup modem parameters. Please power cycle the modem.**

MessagePort is unable to communicate with your modem. Cycle power on your modem.

**Unable to communicate with modem. Please power cycle the modem.**

MessagePort is unable to communicate with your modem. Cycle power on your modem.

**Unable to initialize modem. Please power cycle the modem.**

MessagePort is unable to communicate with your modem. Cycle power on your modem.

**Unable to set modem interrupt. Please power cycle the modem.**

MessagePort is unable to communicate with your modem. Cycle power on your modem.

**Unable to reset modem. Please power cycle the modem.**

MessagePort is unable to communicate with your modem. Cycle power on your modem.

## CONTEXT HELP

This is a test to check out context help

