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# Chapter 1

## Introduction

*cc:Mail View Administrator's Guide* provides the conceptual background necessary for novice users to install and configure cc:Mail View successfully. This manual is part of the cc:Mail View documentation, which combines printed text, online Help, and Lotus ScreenCam movies, providing access to the information you need.

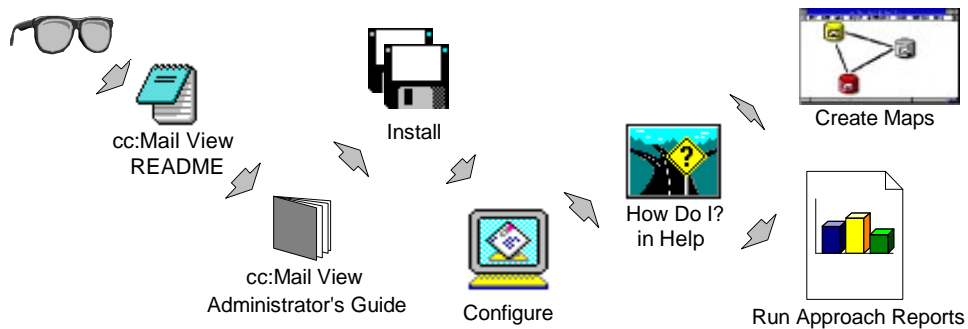
After reading this guide, explore the cc:Mail View user interface and Help to understand how cc:Mail View can facilitate the administration of your cc:Mail network.

*cc:Mail View Administrator's Guide* assumes that you understand how to use these products:

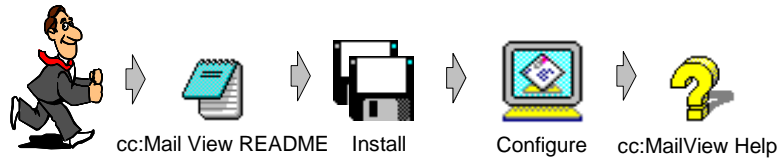
- cc:Mail Router Release 5.12
- cc:Mail ADMIN
- cc:Mail Automatic Directory Exchange (ADE) Release 2

The concepts discussed in the documentation for these products provide the background that is necessary to configure and use cc:Mail View.

### Using cc:Mail View



## Starting quickly



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## System Requirements

cc:Mail View receives and processes a lot of information, the exact amount of which varies depending upon the size and configuration of your cc:Mail network. Minimum system requirements are as follows:

- A 486-based computer running at 33 megahertz (MHz) with 12 megabytes (MB) of random access memory (RAM).
- A hard disk with at least 70MB of available space, or more for larger sites. This figure is based on the following calculation: 60MB for 30 days of data (on a cc:Mail network with 20 post offices, 10 gateways, and 1000 users) + 10MB for the cc:Mail View application and reports.
- A VGA monitor.
- A mouse.
- Microsoft® Windows™ 3.1.
- A network connection.

Though systems meeting minimum requirements perform adequately, Lotus cc:Mail recommends these enhancements:

- A 486-based computer running at 50MHz or faster with at least 16MB of RAM.
- A SuperVGA monitor and adapter. The ScreenCam movies in the “How Do I?” section are designed for viewing on a SuperVGA monitor, so that you can read the contents of the Help window while the movie plays.
- Windows 3.1 or Windows for Workgroups 3.

cc:Mail View collects statistics from cc:Mail Router Release 5.12 and cc:Mail ADE Release 2. While cc:Mail View works on networks that run various releases of these products, cc:Mail View monitors only those components that meet these requirements:

- Router Release 5.12 must service post offices and gateways you want to monitor.
- ADE Release 2 must be enabled to monitor ADE statistics.

---

## Types of cc:Mail View online Help

cc:Mail View online Help provides conceptual, procedural, and referential information. Help includes an index for searching keywords and Lotus ScreenCam movies for illustrating topics in the “How Do I?” section.

cc:Mail View Help uses the help features of the Microsoft Windows 3.1 operating system. For an explanation of Windows Help, choose Help - “How to use Help” from the Program Manager.

You can access cc:Mail View Help in several ways:



- Choose Help - Contents from the cc:Mail View menu bar.
- Click the Help SmartIcon in cc:Mail View.



- Double-click the cc:Mail View Help icon in the Program Manager.
- Press F1 while in cc:Mail View.



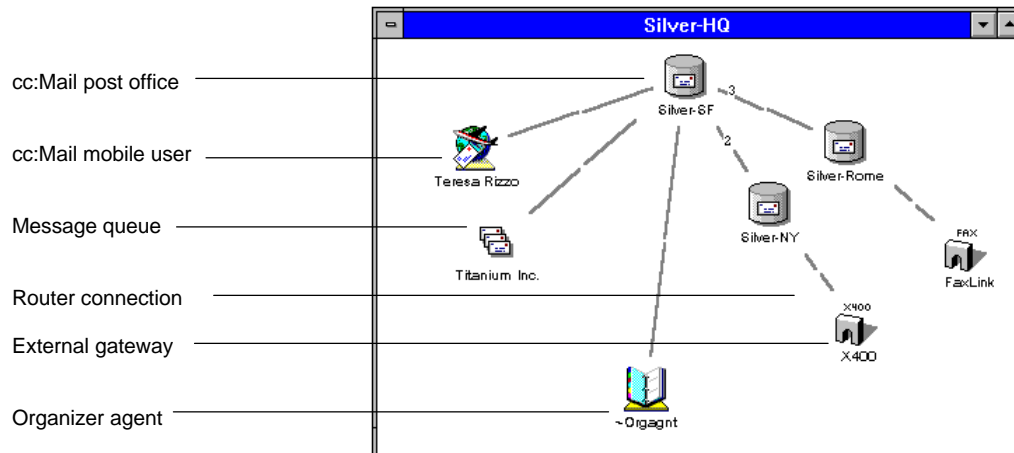
- Click the question mark in the upper right corner of a cc:Mail View dialog box.

## Conventions

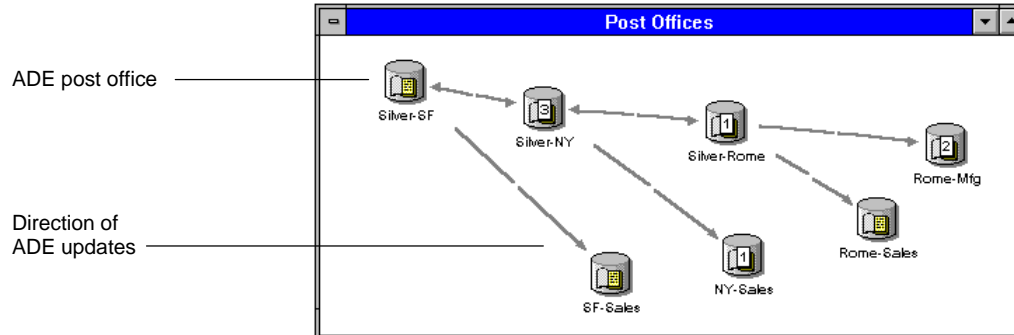
*cc:Mail View Administrator's Guide* uses these conventions.

<i>This convention</i>	<i>Indicates</i>
<i>Italic</i>	The name of a book or a variable
Fixed-width font	Text that you enter on the command line, contents of a settings file, or contents of an .INI file

cc:Mail View and Help use these graphical conventions:



When a map displays ADE messages, the post office icon changes slightly, and arrowheads show the direction of ADE updates.



## Printing cc:Mail View Help

### Printing all Help topics

Printing all Help topics is a way to read the textual content of Help on paper instead of online. This output is logically sequenced and formatted to help you distinguish individual topics, though there are no page numbers.



1. Click "Printing Sections of Help" in cc:Mail View Help.
2. Click the printer icon.  
A confirmation dialog box appears.
3. Click OK.

### Printing your own manual

To create your own manual, edit the file VIEWHLP.TXT, which is in the \CCMVIEW directory (by default) and contains all the information in Help in ASCII format.

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## Technical Support

To ensure a successful installation and configuration, refer to the enclosed Support Programs Data Sheet for information on which support program best suits your needs.

To order a support program, contact a Lotus Inside Sales representative at 1-800-448-2500.

Additional technical and product information is also available at the following locations:

- The cc:Mail Bulletin Board. Call (415) 691-0401; the settings are N-8-1.
- The cc:Mail FTP Server. Address: ftp.ccmail.com
- CompuServe. Type GO LOTUSC.

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## Related documentation

- *Lotus cc:Mail Administrative Utilities Release 5.1 Administrator's Manual*
- *Lotus cc:Mail Router Release 4 Administrator's Manual*
- *Lotus cc:Mail Router Release 5.1 Release Notes*
- *Lotus cc:Mail Automatic Directory Exchange Release 2 Administrator's Manual*

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## Chapter 2

### Overview

cc:Mail View is a monitoring tool that enables you to look at various components in your cc:Mail network. You can use cc:Mail View to prevent problems from occurring, or to investigate the cause of a malfunction.

Install cc:Mail View on a computer dedicated solely to monitoring the cc:Mail network and keep this computer running constantly. Once configured, the cc:Mail network generates updated-statistical information at regular intervals. The optimum environment for cc:Mail View is one in which it checks for and parses new statistics.

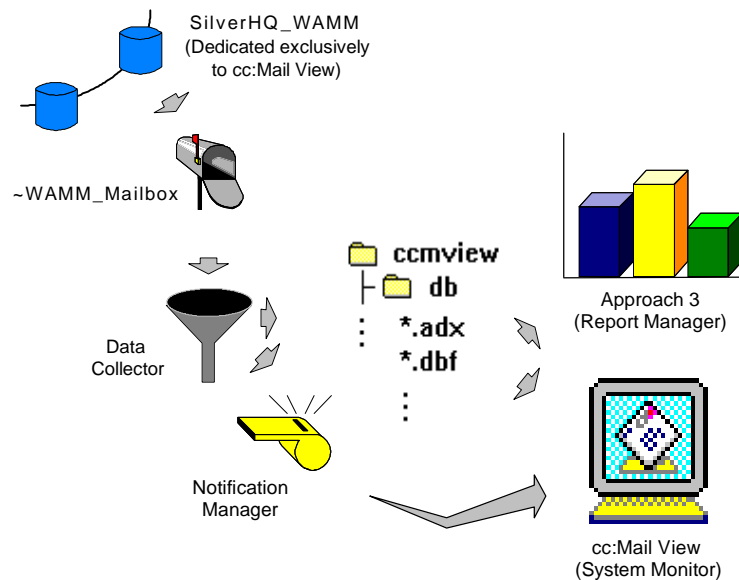
cc:Mail View has four major subsystems: the System Monitor, the Data Collector, the Notification Manager, and the Report Manager.

- The System Monitor is the user interface, which allows you to display, create, and delete maps; in addition, you can manage map contents, and switch between a map's message-routing and ADE topology.
- The Data Collector parses statistical messages that objects in the network send to a Wide Area Mail Management (WAMM) mailbox. The Data Collector places this data into a database in dBASE IV format.
- The Notification Manager compares incoming statistics, which the cc:Mail network generates, with user-defined conditions. When a condition is met, the Notification Manager provides notification in one or more user-definable ways.
- The Report Manager consists of predefined Approach Release 3 reports, which administrators can run, create, and customize.

There are three common ways to use cc:Mail View to monitor your network:

- Use the System Monitor to create maps containing cc:Mail network objects. Then, click an object to display the relevant statistics about that object.
- Configure the Notification Manager to alert you when components in the cc:Mail network become potentially problematic.
- Run an Approach report to analyze trends and resource consumption.

The following figure illustrates how major cc:Mail View components work with your cc:Mail network to process statistics, store information in the database, and display the data with either the System Monitor or the Report Manager.

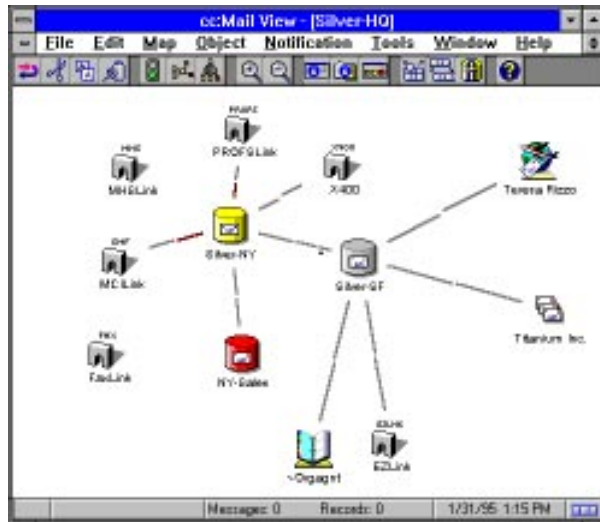



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## System Monitor basics

The System Monitor provides a graphical interface to the objects—and connections between the objects—in the cc:Mail network. The System Monitor displays these objects in one or more maps that administrators can create. A map can contain cc:Mail post offices, cc:Mail Mobile users, external cc:Mail gateways and queues, and Router and ADE connections.

**Example: A sample map titled Silver-HQ.**



Use the System Monitor to obtain information about a map, an object in a map, or a connection in a map.

For maps, you can perform the following tasks:

- Add and remove objects.
- Manage the objects in the map; for example, you can move objects to convey a hierarchy.
- Show the physical topology traversed by mail messages or the logical propagation path traversed by ADE updates.

For objects, you can display the following information:

- A “snapshot” of statistics about an object; for example, the date of the last reclaim and the size of the MLANDATA file.
- A summary of an object’s ADE updates or details about a specific ADE update.
- A history of notification events and the current status.

For connections, you can display the following information:

- A summary of the connections between two objects, or details about a specific connection.
- The notification status.
- The most recent information for the associated message queues.

**See also** “How Do I?” in cc:Mail View Help for an explanation of commonly performed tasks.

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## Data Collector basics

In a properly configured cc:Mail network, cc:Mail Router Release 5.12 and ADE Release 2 collect statistics and send updates to a special Wide Area Mail Management (WAMM) mailbox. The Data Collector, once configured, performs these tasks in the background:

- Polls the mailbox for new messages
- Parses the CCMSTAT file attachment
- Places the data into the cc:Mail View database (in dBASE IV format)
- Cleans-up the database



When the Data Collector checks the WAMM mailbox (usually called ~WAMM\_Mailbox, depending upon the system configuration) for new messages and when it accesses the database, a database activity indicator blinks in the bottom left corner of the application window.

The status bar, next to the database activity indicator, displays messages regarding the data collection and parsing process.



**Note** In cc:Mail View Release 1.02, the Data Collector also writes these messages to a file called STATUS.LOG in the database directory.

See “Status bar messages” in Appendix B, or go to “Basics” in Help for an explanation of these messages.

The Data Collector monitors WAMM messages as it parses them to discover objects that it has not seen before. The Data Collector automatically adds new objects to the database. If you specify it, the Data Collector can also automatically add new objects to existing maps. Each record in the database is time stamped, which creates a status history.

See “Database Table Schema” in cc:Mail View Help for a description of the database schema.

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## Notification Manager basics

You can automatically monitor the status of objects in the network by specifying how and when the Notification Manager notifies you. For example, use the Notification Manager to indicate when to run RECLAIM, or when free disk space is low.

**See also** “cc:Mail network monitoring guidelines” in the Basics section of cc:Mail View Help for information about how to determine notification conditions that are appropriate for your cc:Mail network.

### Notification states

The Notification Manager defines three states for the objects it watches: normal, warning, and error states. The Notification Manager watches the following objects:

- Post offices
- Router connections
- Message queues
- The ADE component of a post office

You can specify the thresholds that determine when an object enters either a warning or an error state.

You can receive notification in a number of ways. For example, the Notification Manager can change the color of an object in a map and send a mail message. When notification occurs, the Notification Manager also creates a notification record containing information about the event.

### How notification occurs

After the Data Collector parses new messages in the WAMM mailbox, the Notification Manager checks the condition of the objects it monitors. When the setting for a monitored condition is met, the Notification Manager performs the associated action.

**Note** The Notification Manager checks all new records, but only while the Data Collector is active. Therefore, notification occurs only as frequently as the Data Collector processes new WAMM messages.

**See also** “Establish settings for automatic notification” in the “How Do I?” section of cc:Mail View Help.

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## Report Manager basics

You can use the Report Manager to run reports, generate charts, and view data in the database. The following table shows the reports, charts, and data available through the Report Manager:

<i>Reports</i>	<i>Charts</i>	<i>Data</i>
Post office sizes	MLANDATA file sizes by post office	Post office
Mailboxes per post office	Mailboxes used by post office	Queue
Post offices requiring RECLAIM	Connection errors by type	Connection
Most recent queue data	Connection history for a post office	ADE
Notification status messages	Connection success	Object
Daily ADE activity		Status
Connection types		
Connection summary		
Connection detail		
Connection traffic		

The reports use Approach reporting and charting features to display statistics in the cc:Mail View database. The data is in dBASE IV format and conforms to the format defined in “Database Schema Reference” in cc:Mail View Help.

You can create custom reports and charts to analyze data and track the performance of the cc:Mail network. Refer to the Approach documentation to do this. More advanced users can use the Approach Design Mode to analyze the combination of macros and database schema used to create each report.



To run a report, choose Tools - Run Reports from within cc:Mail View or double-click the icon labeled “cc:Mail View Reports.” This icon appears by default in the same program group as the cc:Mail View icon.

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## Where the data comes from

When properly configured, a cc:Mail network tracks various statistics. cc:Mail View uses these statistics to draw maps, track notification status, and run Approach reports.

Two components of the cc:Mail network submit all the statistics that cc:Mail View uses: cc:Mail Router Release 5.12 and ADE Release 2. These components create a special message addressed to ~WAMM\_Mailbox (and #WAMM\_Mailbox if it exists) and attach a file, containing these statistics, to the message. The Data Collector parses the statistical information and places relevant data into a database.

The generated data includes information about post offices, message queues, Router connections, ADE, and ~WAMM\_Mailbox call-list entries.

### **~WAMM\_Mailbox and #WAMM\_Mailbox**

The names ~WAMM\_Mailbox and #WAMM\_Mailbox are reserved by Lotus cc:Mail as special identifiers. When Router and ADE encounter these symbols, they track statistical information.

The presence of ~WAMM\_Mailbox in a directory causes Router Release 5.12 to collect statistics automatically for all post offices that it calls. You can't selectively disable collecting statistics for individual post offices; you can do so only for individual Routers.

**Note** The temporary files that Router uses to track statistics can become large. Therefore, create these directory entries only if you want to track statistics for a post office.

### **How Router Release 5.12 collects statistical information**

When a post office contains a directory entry for ~WAMM\_Mailbox, Router tracks and writes the statistics to a number of temporary files that it creates.

**Note** To send the collected statistics to cc:Mail View, you must schedule periodic calls to ~WAMM\_Mailbox. Using Router to call ~WAMM\_Mailbox is the only way to collect and deliver statistical information.

When Router encounters a call-list entry for ~WAMM\_Mailbox, it completes the following tasks:

- Collects CCMSTAT file type 51 (post office record) information for the local post office.
- Collects statistical information from \CCDATA of the calling post office .
- Reinitializes temporary files to an empty state for subsequent statistical tracking.
- Collects CCMSTAT type 52 (queue record) information for each P directory entry containing messages.
- Collects CCMSTAT type 53 (call-list record) information for ~WAMM\_Mailbox.
- Writes the collected statistical information to a CCMSTAT file and attaches it to a regular cc:Mail message.
- Mails the message to ~WAMM\_Mailbox.

If a #WAMM\_Mailbox entry exists, Router mails the message to members of the mailing list as well

## ADE Release 2 generated statistics

When ADE Release 2 creates an update message, it creates a cc:Mail message and attaches a file titled CCMUPDAT or CCMSYNCH to the mail message. When ADE Release 2 creates these files, it can also create a statistical message that corresponds to the records in these files.

ADE Release 2 creates a file for statistics if a ~WAMM\_Mailbox entry exists in the directory of the post office that created the ADE update. ADE performs the following tasks:

- Creates the file (titled CCMSTAT, just as with Router statistics)
- Marks this message with a unique identifier
- Places the message in the Inbox for ~WAMM\_Mailbox

When ADE Release 2 applies a CCMUPDAT file or CCMSYNCH file, it performs the following tasks:

- Creates another CCMSTAT file
- Marks it with the previously generated unique identifier
- Attaches the CCMSTAT file to a mail message addressed to ~WAMM\_Mailbox at the post office that created the original update

The second statistical message contains information regarding the success or failure of the update or synchronization. Two messages, each marked with the same identifier, are required so that cc:Mail View can compare the requested updates with what was actually applied.

## The age of statistical messages

Determining the latency period between the time when statistical information is recorded and when it is available to cc:Mail View is a crucial configuration decision you must make. Three factors control how current the information in statistical messages is by the time the information appears in cc:Mail View:

- How often Router and ADE send statistical messages to ~WAMM\_Mailbox
- How often the Data Collector parses messages from the ~WAMM\_Mailbox Inbox
- How often Router reports statistical information for post offices

**See also** Chapter 4, “Configuration,” which describes strategies for balancing current information with managing the increased message traffic. Chapter 5, “Troubleshooting,” discusses the `PORecordGranularity` setting of the `CCMVIEW.INI` file, which controls how often Router reports statistical information for post offices.

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## CCMSTAT files

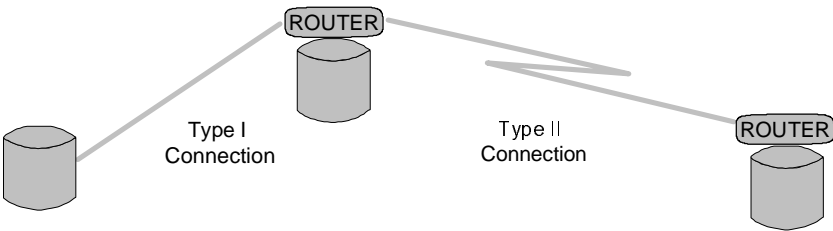
During usual operation, post offices keep track of statistics as described previously in this chapter. The format of the data in the temporary files is defined by CCMSTAT record types. Each type of record contains different information.

Depending upon the type of connection and whether Router or ADE creates the file, the CCMSTAT file contains one or more records. With statistics from Router, CCMSTAT files often contain concatenated statistics from multiple connections.

**See also** “What do the fields in CCMVIEW.INI mean?” in Chapter 5, or go to the “Troubleshooting” section in cc:Mail View Help for more information.

### CCMSTAT records that Router creates

Router collects four types of CCMSTAT records. The type of connection—Type I or Type II—determines the type of records collected.



The four types of CCMSTAT records that Router collects are listed in the following table:

<i>CCMSTAT record type</i>	<i>Description</i>
50	The connection record, which contains information similar to TRANSIT.LOG.
51	The post office record.
52	The message-queue record, which is created only when Router calls ~WAMM_Mailbox.
53	The call-list record for ~WAMM_Mailbox, which is created only when Router calls ~WAMM_Mailbox.

In a Type I connection, one Router connects—often over a local area network—two post offices. Router writes updated statistical records of type 50 and 51 into temporary files that reside in the \CCDATA directory of the calling post office.

In a Type II connection, two Routers connect with each other over a wide area network. Router writes updated statistical records of type 50 and places the information into temporary files that reside in the \CCDATA directory of the calling post office.

Router collects CCMSTAT record types 52 and 53 only when it places a call to ~WAMM\_Mailbox.

### **CCMSTAT records that ADE creates**

ADE writes two CCMSTAT records for each update: once when the update is sent and again when the update is applied. cc:Mail View compares these records to determine whether ADE Release 2 is functioning properly. In a properly configured ADE network, an object generating updates sends only those updates it is allowed to, and accepts all ADE updates it receives.

The record types that ADE creates are listed in the following table:

<i>CCMSTAT</i>	
<i>record type</i>	<i>Type of ADE message</i>
10	Update message
20	Synchronization message
21	Test synchronization message
30	Bulletin board synchronization message
31	Test bulletin board synchronization message
40	Information message returned

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## Chapter 3 Installation

Installing cc:Mail View is an automated process of copying files from the distribution disks to the hard drive of your computer. Before beginning installation, be certain that the computer has enough storage space to handle the needs of your site. You'll need a hard disk with at least 70MB of available space, or more for larger sites. This figure is based on the following calculation: 60MB for 30 days of data (on a cc:Mail network with 20 post offices, 10 gateways, and 1000 users) + 10MB for the cc:Mail View application and reports.

See also "Configuration" in Chapter 4, or go to the "Configuration" topic in the "Getting Started" section of cc:Mail View Help.

By default, the installation process creates a subdirectory that looks like this:



By default, the installation process creates a Windows program group that looks like this:



The installation software also scans the computer for the following items and suggests solutions if it detects any problems:

- Vendor Independent Messaging (VIM) Dynamic Link Libraries (DLLs)
- Lotus shared tools
- Proper settings in the AUTOEXEC.BAT file

## **Installing cc:Mail View**

Installing cc:Mail View requires that you specify the location of the cc:Mail View database files. For optimal performance, put the database on a hard-disk drive local to the computer running cc:Mail View.

To install cc:Mail View, follow these steps:

1. Read the “Read Me First” cover letter.
2. Insert Disk 1 of cc:Mail View for Windows Release 1 in the diskette drive of your computer.
3. Choose File - Run from the Program Manager.
4. Type `a:\install`
5. Click OK.

### **Details: Installing cc:Mail View**

To see context-sensitive Help during installation, click Help in any of the dialog boxes.

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## Chapter 4 Configuration

Configuration involves making changes to post office Directories and Router call lists, as well as configuring cc:Mail View.

The following issues impact system performance:

- The location of cc:Mail View and its database. The database must be on a hard-disk drive local to the computer running cc:Mail View for optimum performance. The hard drive where the database resides requires enough storage space to handle the needs of your site.
- The impact on cc:Mail network performance from the statistical-message traffic. Large networks in particular will experience a 3 to 5 percent increase in network traffic, though some networks may experience a larger increase. The amount of increase depends upon the complexity and frequency of connections between post offices.
- The latency of notification. There is a delay between when events occur and when cc:Mail View notifies you of the event. The delay can range from a few minutes to hours depending on how you configure cc:Mail View and your cc:Mail network.

See also Chapter 5, “Troubleshooting” for information on possible problems.

Some large cc:Mail sites require more than one administrator to monitor part, or all, of the cc:Mail network with each administrator running a personal copy of cc:Mail View. This requires that each copy of cc:Mail View has exclusive access to a WAMM mailbox and a database.

You can configure the cc:Mail network to send statistical messages to members of a mailing list. The members are various WAMM mailboxes that monitor the cc:Mail network. Each administrator’s version of cc:Mail View then has exclusive access to a WAMM mailbox and creates a private copy of the database.

**Caution** Verify that only one cc:Mail View application logs in to the WAMM mailbox; otherwise, there will be contention over Inbox messages that results in an incomplete database.

Configuration involves these tasks:

**Task 1.** Creating a WAMM post office

**Task 2.** Configuring Router call lists

**Task 3.** Starting cc:Mail View the first time

**Task 4.** Configuring cc:Mail View

**Task 5.** (Optional) Enabling distributed administration with cc:Mail View

**Task 1: Creating the WAMM post office**

To create the WAMM post office, which is the primary location in the cc:Mail network for sending statistics, follow these steps:

1. Create a new post office using ADMIN; for example:  
`ADMIN Silver_WAMM password \popath`
2. Create a directory entry for ~WAMM\_Mailbox with an L or P location code.
3. Exit from ADMIN.  
A dialog box asking “Do you want to propagate ADE changes?” appears.
4. Type Y if you want to collect statistical messages from remote post offices.
5. Start ADMIN again.
6. Hide and lock ~WAMM\_Mailbox by setting the H and L propagation flags to Y.
7. Exit from ADMIN.

**Details: Creating the WAMM post office**

Specifying the ~WAMM\_Mailbox entry as a P causes it to appear to cc:Mail View as a message queue, thereby enabling cc:Mail View to monitor the mailbox. Specifying the ~WAMM\_Mailbox as an L is valid, but does not enable cc:Mail View to monitor its message queue.

If you respond “Y” in step 4 above, ADE propagates the ~WAMM\_Mailbox directory entry to other post offices in your cc:Mail network. After applying the update, these post offices (if they are running Router Release 5.12 and ADE Release 2) record statistics. To deliver these statistics, run Router against ~WAMM\_Mailbox, as described in Task 2.

Using ADE to hide and lock ~WAMM\_Mailbox prevents it from automatically propagating to other post offices (after the initial propagation), and from being changed or deleted from the directory by mistake. Be sure that the ADE network is configured to propagate the ~WAMM\_Mailbox directory entry properly.

See *Automatic Directory Exchange Release 2 Administrator's Guide* for instructions on how to hide and lock directory entries.

### **Task 2: Configuring the Router call list**

Determining an appropriate call interval is a tradeoff between how current the information is and how much traffic overhead your cc:Mail network can accommodate. A shorter call interval results in more recent statistics arriving in the Inbox for ~WAMM\_Mailbox. A longer call interval reduces the number of messages that the cc:Mail network generates for monitoring purposes.

1. Create call-list entries to specify how frequently the post office gathers the collected statistics and places them in the Inbox at ~WAMM\_Mailbox.
2. Set the call interval to 15 minutes initially; then, adjust it according to your needs.
3. You can also gather statistics with an Express Call; for example:

```
ROUTER ~WAMM_Mailbox popath modem\none
```

### **Details: Configuring the Router call list**

Each post office containing a Router requires a call-list entry for ~WAMM\_Mailbox. This is the mechanism by which a post office collects and sends statistical information to cc:Mail View.

### **Task 3: Starting cc:Mail View the first time**

The first time you start cc:Mail View, create a test map to see if the cc:Mail network generates statistical messages and sends them to the correct location.

To create your first map, follow these steps:

1. Start cc:Mail View.  
The Login dialog box appears.
2. Type the WAMM mailbox name, path, and password.
3. Click OK.  
A Login confirmation dialog box appears.

**Caution** Be certain that you log in to the WAMM mailbox. If you log in to a user's mailbox instead of ~WAMM\_Mailbox, the Data Collector attempts to parse the contents of the Inbox. This causes all the messages to disappear.

4. Click Proceed.  
The Create New Map dialog box appears.
5. Type "Found Objects" in the Name field.

6. Verify that “Automatically add new Post Offices” and “Automatically add new Mobile Users” are selected.
7. Click OK to close the Create New Map dialog box.  
An information dialog box appears telling you that no post offices or other mail objects have been detected in the mail network.
8. Click OK.
9. Verify that statistical processing is enabled by clicking Tools in the menu bar and making sure that the Process Statistics Messages menu item is selected.  
(Statistical processing is when the Data Collector parses messages from the WAMM mailbox.)

#### **Details: Starting cc:Mail View the first time**

Enabling the features in step 6 causes the System Monitor to add objects to the Found Objects map automatically as it becomes aware of them. This indicates that the cc:Mail network is properly configured. Depending upon how you configure the call list and cc:Mail View, it may take a few minutes for objects to appear. The “Messages” and “Records” fields in the status bar increment as the Data Collector reads CCMSTAT files.

#### **Task 4: Configuring cc:Mail View**

cc:Mail View has three configurable system options:

1. Choose Tools - System Options.
2. To help manage the size of the database, which can grow rapidly on large networks, check “Delete old statistics data from database.”
3. To specify how frequently the Data Collector parses messages in the WAMM mailbox, enter a number in the “Check for new statistics every *n* minutes” field.
4. To skip the Login dialog box when starting cc:Mail View, check “Remember password for WAMM mailbox.”

#### **Details: Configuring cc:Mail View**

When you select “Delete old statistics data from database,” cc:Mail View deletes records that are older than the specified number of days. cc:Mail View deletes only those ADE records that have been applied or are so marked manually.

If no messages are present, the Data Collector waits *n* minutes until its next check, based on the value in the “Check for new data every *n* minutes” field. If you set this field to 0, the Data Collector constantly checks for new messages, though network traffic increases significantly.

When “Remember password for WAMM mailbox” is enabled, cc:Mail View logs in to the specified mailbox automatically when the application starts up.

**Task 5: (Optional) Distributing administration with cc:Mail View**

Once properly configured, Router and ADE send statistical messages to ~WAMM\_Mailbox and also to the members of the mailing list (#WAMM\_Mailbox). To enable distributed administration, follow these steps:

1. Create the ~WAMM\_Mailbox as described in Task 1, “Creating the WAMM post office.”
2. Propagate this entry to the various post offices from which you want to gather statistics.
3. Create a unique WAMM mailbox for each copy of cc:Mail View running on the cc:Mail network.
4. Create a #WAMM\_Mailbox mailing list that includes the various WAMM mailboxes in the directory that contains the ~WAMM\_Mailbox as an L or P entry.
5. Use ADE to propagate the #WAMM\_Mailbox entry, or manually enter it into the post office directories.

**Example: Distributing administration with cc:Mail View**

Each cc:Mail network must have only one ~WAMM\_Mailbox entry. Therefore, in step 3, provide a name that uniquely identifies the WAMM mailbox; for example, SilverHQ\_WAMM or Manufacturing\_WAMM

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## Chapter 5

# Troubleshooting

This chapter provides answers to the following questions:

- Why can't I run Approach reports and cc:Mail View at the same time?
- How do I restart with an empty database?
- How can I increase performance and reduce the database size?
- Why don't mail objects appear in the maps?
- Why do gateway objects appear with a question mark?
- Why do mail objects appear with [Unknown] for the name?
- Why do negative numbers appear as "Unapplied ADE message counts"?
- What do the fields in CCMVIEW.INI mean?

### **Why can't I run Approach reports and cc:Mail View at the same time?**

When you install cc:Mail View, the installation program sets appropriate values for two parameters that control simultaneous access to the database. If you reinstalled Approach, it's possible the values are wrong.

To provide simultaneous access to the database, the two parameters in the APPROACH.INI file must contain these values:

```
[Approach]
idBaseShareDatabases=1
idBaseShareLocalDatabases=1
```

Also, verify that APPROACH.INI is in your Windows directory.

### **How do I restart with an empty database?**

There are times when you want an empty database; for example, when you change a parameter that accidentally alters the contents of the database. Another example is when the cause of unusual database errors is not apparent from the error string, and rebooting and restarting cc:Mail View doesn't clear the problem. Your database may be corrupt and you need to restart with an empty database.

To delete the database and re-create it with cc:Mail View, follow these steps:

1. Make the directory containing the database the current directory; for example:  
`cd \ccmview\db`
2. Copy the contents of the \ccmview\db directory to a backup directory in case you need to restore the database; for example:  
`copy *.* c:\olddb\*.*`
3. Delete the database files; for example:  
`del *.dbf`
4. Delete the index files; for example:  
`del *.adx`
5. Copy the error file for Approach reports into the database directory; for example:  
`copy ..\reports\error.dbf`
6. Delete your map files; for example:  
`del ccmviewm.cfg`
7. Re-create your maps after the database contains data.
8. If you have any notification conditions that add objects to a map, make sure that the map name you specified in the Notification Action dialog box is still correct.
9. Restart cc:Mail View.  
It asks you if you want to recreate your database.
10. Click Yes.  
cc:Mail View re-creates the database and indexes, and rediscovers objects in the mail network.

#### **How can I increase performance and reduce the database size?**

To increase performance and reduce the number of records in your database, follow these tips:

- Adjust the `PORecordGranularity` and `ConnRecordGranularity` settings in the CCMVIEW.INI file, which are described in “What do the fields in CCMVIEW.INI mean?” in this chapter.
- If you are unconcerned about preserving the `router list.sublist` values on connection records, reduce the size of that table by making sure that `[DataCollection]ConnRecordDistinguishRouters` is set to 0 (the default).
- Keep your database on a local drive—not on a network drive.

### **Why don't mail objects appear in the maps?**

The objects known to cc:Mail View are in the "Mail Objects not in Map" list box in the Manage Map dialog box. cc:Mail View stores these objects in the OBJECT.DBF database file.

If there are no objects in the "Mail Objects not in Map" and "Mail Objects in Map" list boxes, it means that cc:Mail View has not yet collected data and therefore does not know about any of the mail-system objects.

To ensure that data collection is enabled, choose Tools - Process Statistic Messages. This command has a check mark next to it when it is selected.

To see if there are CCMSTAT messages in the WAMM mailbox, follow these steps:

1. Log in to the mailbox using any cc:Mail client application.
2. If there are messages, choose File - Login in cc:Mail View to confirm that you are logged into the correct mailbox.

If there are no CCMSTAT messages in the WAMM mailbox, either Router is not yet configured to send CCMSTAT messages or you need to wait until enough time has passed so that the call is made.

See "Configuration" in Chapter 4 or go to "Configuration" in cc:Mail View Help for information on how to make sure your Routers are properly configured.

### **Why do gateway objects appear with a question mark?**



If cc:Mail View recognizes a gateway serviced by the Task Manager or GateLink, but is unable to determine the specific type of gateway, cc:Mail View displays the gateway using an icon that includes a question mark.

cc:Mail View uses specific icons for each gateway when it determines the type of the gateway. It does this either by using the protocol type that Router specifies, or by looking for specific strings in the name of the object and in the address used to send mail to that object.

cc:Mail View uses the protocol when Router knows the exact type of the gateway. This is true for gateways built into Router. It uses the name or address when the gateway is implemented either as a Task Manager batch file that Router runs, or as a message queue that a separate gateway program accesses (such as the SMTP gateway or the Organizer Agent).

Organizer Agent gateways only appear in cc:Mail View if they are configured as P directory entries. Router collects queue information for P directory entries, including all gateways configured this way. Connection information is available only for gateways that use queues that Router calls.

cc:Mail View uses these strings to determine the gateway type in the object name or in the address.

<i>Gateway type</i>	<i>String</i>
~ORGAGNT	Organizer agent
X400	An X400 gateway
SMTP	An SMTP gateway
UUCP	A UUCP gateway
SMFLINK	An SMF gateway

#### **Why do mail objects appear with [Unknown] for the name?**

Two conditions can cause a mail object to appear with [Unknown] as its name:

- Router received a call, but the connection failed before Router received the name of the caller.
- Because of a problem in the OS/2 Router, connections made to the [Unknown] object may show up as successful, but are actually errors. This bug is not in DOS Router.

#### **Why do negative numbers appear as Unapplied ADE message counts?**

cc:Mail View was configured or the database was cleared out just after the “Sent message” was sent, but before the “Applied message” was sent. In this case, the mismatched Applied message is the earliest message in the list of ADE messages. To Hide this ADE message, which causes the count to update properly, follow these steps:

1. Select the post office in a map.
2. Choose Object - ADE Information.
3. Select the Applied record, which has no corresponding Sent record.
4. Click Hide Record.

## What do the fields in CCMVIEW.INI mean?

<i>Field</i>	<i>Meaning</i>
<b>[VIM]</b>	
User	Name of WAMM mailbox as it appears in the cc:Mail Directory.
Password	Encrypted password for the WAMM mailbox.
Path	Location of the post office.
POShutdownIntervalTimer	cc:Mail View checks every <i>POShutdownIntervalTimer</i> minutes to see if the post office it's logged in to is shutdown. If so, cc:Mail View logs out of the post office and displays a message.
<b>[Data Collection]</b>	
ProcessMessages	Boolean: 0 = No, 1 = Yes. To set this field, choose Tools - Process Statistic Messages.
DeleteOldStatisticsData	Boolean: 0 = No, 1 = Yes. To set this field, choose Tools - System Options.
ProcessMessagesInterval	The frequency, measured in minutes, with which the Data Collector checks WAMM mailbox. To set this field, choose Tools - System Options. Default = 5 minutes.
DaysOfDataToKeep	The number of days to keep statistical information in the cc:Mail View database. To set this field, choose Tools - System Options.
CachePassword	Whether to cache the WAMM mailbox password. Boolean: 0 = No, 1 = Yes. To set this field, choose Tools - System Options.
PORecordGranularity	Ignore post office records if not more than <i>PORecordGranularity</i> minutes have passed since the last record for a post office. Higher values reduce the number of records stored in the post office table, but also increase the likelihood of a notification event being ignored. Default = 180 minutes.
ConnRecordGranularity	Similar connection records are added together until <i>ConnRecordGranularity</i> minutes have passed since the last record for a connection (or until various other criteria are met). Higher values reduce the number of records stored in the CONN table, but also increase the likelihood of a notification event being ignored. Default = 180 minutes.

<i>Field</i>	<i>Meaning</i>
ConnRecordDistinguishRouters	<p>If 1, then cc:Mail View uses Router List/Sublist values (along with other criteria) to determine whether to combine a connection record with the previous record.</p> <p>If many different Routers connect to the same post offices, a value of 0 can reduce greatly the number of records in the CONN table by causing cc:Mail View to ignore different Router List/Sublist values.</p> <p>If 1, then cc:Mail View stores separate connection records, even if Router List/Sublist is the only major difference between the records.</p>
<b>[Report]</b>	
ReportFile	The full path of the Approach report file.
<b>[Monitor]</b>	
NotificationTimerInterval	Number of minutes between checks cc:Mail View makes for timer-based notification. Default = 15.
MapSaveTimerInterval	Number of minutes between saves. Default = 15.
FirstTimeRunning	Tells cc:Mail View that this is the first time the user is starting the application. Boolean: 0=No, 1=Yes.
<b>[Database]</b>	
Path	Location of the database files.
QueueCompactThreshold	Compact the table when <i>QueueCompactThreshold</i> queue records are deleted.
QueueUncompactCount	Number of queue records deleted without compacting.
POCompactThreshold	When <i>POCompactThreshold</i> post office records are deleted, compact the table.
POUncompactCount	Number of post office records deleted without compacting.
ConnCompactThreshold	When <i>ConnCompactThreshold</i> connection records are deleted, compact the table.
ConnUncompactCount	Number of connection records deleted without compacting.
StatusCompactThreshold	When <i>StatusCompactThreshold</i> status records are deleted, compact the table.
StatusUncompactCount	Number of status records deleted without compacting.
ADECompactThreshold	When <i>ADECompactThreshold</i> ADE records are deleted, compact the table.
ADEUncompactCount	Number of ADE records deleted without compacting.
<b>[HelpMovies]</b>	Location and name of ScreenCam movies that Help uses.

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## Appendix A

### Error Messages

Many of the error messages you see when using cc:Mail View describe the problem and suggest a solution. The table below contains those error messages that require more explanation than can fit in a dialog box. Therefore, not all error messages cc:Mail View displays are in this table.

<i>Error or diagnostic message</i>	<i>This message appears because...</i>
cc:Mail View has not detected any mail system objects. Make sure that you have configured your routers to send statistics messages. During data collection, cc:Mail View becomes aware of objects. To add objects to a map, choose Map-Manage Map.	Most often, you tried to create your first map before cc:Mail View became aware of objects in your cc:Mail network. Wait a few minutes; then, try again.
Could not start print job.	The Windows Print Monitor was unavailable.
Exec Error: Invalid command line for running reports.	You tried to run cc:Mail View reports from within cc:Mail View, but Approach was not installed properly. Try reinstalling Approach.
File Error: No more directory entries.	cc:Mail View attempted to create a file in a directory that is full. Delete some files in the directory.
File Error: SHARE.EXE is not loaded, or a shared region was locked.	cc:Mail View requires SHARE. Start SHARE either from your AUTOEXEC.BAT file or as part of Windows (VSHARE.386 must be running; see the SYSTEM.INI file).
File Error: Too many open files.	cc:Mail View ran out of file handles. Make sure that the FILES setting in your CONFIG.SYS is 70 or greater.
Information for an object in the current map is missing from the database. Delete the map and recreate it.	You refreshed your database, but you're using an old CCMVIEWM.CFG file. Either delete the CCMVIEWM.CFG file, or delete the current map and recreate it.
Invalid mail recipient.	You specified a recipient for notification via e-mail, but the name is not in the Directory. cc:Mail View validates names by using VIM.
Invalid page recipient.	You specified a recipient for notification via a pager, but the name is not in the Directory. cc:Mail View validates names by using VIM.

<b><i>Error or diagnostic message</i></b>	<b><i>This message appears because...</i></b>
LTSSB01.DLL - Failed to load library.	There is a problem with a Lotus shared component. Either cc:Mail View was not properly installed or another Lotus application improperly changed a shared component. Close all Lotus applications and start cc:Mail View again.
No ADE Message information for this Post Office.	Either there is no ADE information associated with the post office, or the information was deleted because it was old.
No more timers; Monitor cannot process messages.	Other applications are using the timers. Quit an application.
No valid command line is available!	Specify a path for running cc:Mail View reports.
OLE initialization failed.	Verify that OLE DLLs are in the WINDOWS\SYSTEM directory.
The version of VIM is not for cc:Mail. Only cc:Mail VIM is supported.	cc:Mail View requires a version of VIM specifically for cc:Mail, but found a different version. Verify that the cc:Mail version of VIM is the first version of VIM in your path.
New statistic messages will not be processed.	cc:Mail View found the wrong version of VIM.
There are no connection records for this connection.	If connection information existed previously, it was deleted because it was old.
There is no information available for this Post Office.	If post office information existed previously, it was deleted because it was old.
There is no information available for this Queue.	If queue information existed previously, it was deleted because it was old.
Unable to initialize LTSDLG02.DLL.	cc:Mail View is not properly installed; therefore it cannot initialize a Lotus shared dialog box component. Try reinstalling cc:Mail View.
Unable to load LTSDLG02.DLL.	cc:Mail View cannot find LTSDLG02.DLL. Verify that it is in the LOTUSAPP directory.
Unable to load SVGA Icons Resource.	cc:Mail View cannot find CCMVICNS.DLL. Verify that it is in the cc:Mail View home directory.
Unable to load VGA Icons Resource.	cc:Mail View could not find CCMVICNV.DLL. Verify that it is in the cc:Mail View home directory.

<b><i>Error or diagnostic message</i></b>	<b><i>This message appears because...</i></b>
Unable to open file CCMVIEWN.CFG.	Verify that cc:Mail View has permission to to open this file; it writes notification conditions here.
Unable to store setup values in .INI file.	cc:Mail View tried to update a value in \WINDOWS\CCMVIEW.INI. The file is missing or read only. Verify that the file exists and that cc:Mail View has permission to write to it.
Unable to write to <i>filename</i> , it is read-only or opened by someone else.	A file is open that is read only or is not shareable. Verify that cc:Mail View has permission to write to it. Also, try closing applications that open this file.
VIM Error: <i>m:n</i>	This error message appears if the VIM session object is bad, or if VIM status text is not supported. Call cc:Mail Technical Support for assistance.
Warning: Duplicate Object name in database, please delete it manually.	The Data Collector inserted an object into the database, but another object with the same name already exists. The database now contains two objects with the same name. Delete the object from the OBJECT table. Call cc:Mail Technical Support for assistance.

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## Appendix A

### Error Messages

Many of the error messages you see when using cc:Mail View describe the problem and suggest a solution. The table below contains those error messages that require more explanation than can fit in a dialog box. Therefore, not all error messages cc:Mail View displays are in this table.

<i>Error or diagnostic message</i>	<i>This message appears because...</i>
cc:Mail View has not detected any mail system objects. Make sure that you have configured your routers to send statistics messages. During data collection, cc:Mail View becomes aware of objects. To add objects to a map, choose Map-Manage Map.	Most often, you tried to create your first map before cc:Mail View became aware of objects in your cc:Mail network. Wait a few minutes; then, try again.
Could not start print job.	The Windows Print Monitor was unavailable.
Exec Error: Invalid command line for running reports.	You tried to run cc:Mail View reports from within cc:Mail View, but Approach was not installed properly. Try reinstalling Approach.
File Error: No more directory entries.	cc:Mail View attempted to create a file in a directory that is full. Delete some files in the directory.
File Error: SHARE.EXE is not loaded, or a shared region was locked.	cc:Mail View requires SHARE. Start SHARE either from your AUTOEXEC.BAT file or as part of Windows (VSHARE.386 must be running; see the SYSTEM.INI file).
File Error: Too many open files.	cc:Mail View ran out of file handles. Make sure that the FILES setting in your CONFIG.SYS is 70 or greater.
Information for an object in the current map is missing from the database. Delete the map and recreate it.	You refreshed your database, but you're using an old CCMVIEWM.CFG file. Either delete the CCMVIEWM.CFG file, or delete the current map and recreate it.
Invalid mail recipient.	You specified a recipient for notification via e-mail, but the name is not in the Directory. cc:Mail View validates names by using VIM.
Invalid page recipient.	You specified a recipient for notification via a pager, but the name is not in the Directory. cc:Mail View validates names by using VIM.

<b><i>Error or diagnostic message</i></b>	<b><i>This message appears because...</i></b>
LTSSB01.DLL - Failed to load library.	There is a problem with a Lotus shared component. Either cc:Mail View was not properly installed or another Lotus application improperly changed a shared component. Close all Lotus applications and start cc:Mail View again.
No ADE Message information for this Post Office.	Either there is no ADE information associated with the post office, or the information was deleted because it was old.
No more timers; Monitor cannot process messages.	Other applications are using the timers. Quit an application.
No valid command line is available!	Specify a path for running cc:Mail View reports.
OLE initialization failed.	Verify that OLE DLLs are in the WINDOWS\SYSTEM directory.
The version of VIM is not for cc:Mail. Only cc:Mail VIM is supported.	cc:Mail View requires a version of VIM specifically for cc:Mail, but found a different version. Verify that the cc:Mail version of VIM is the first version of VIM in your path.
New statistic messages will not be processed.	cc:Mail View found the wrong version of VIM.
There are no connection records for this connection.	If connection information existed previously, it was deleted because it was old.
There is no information available for this Post Office.	If post office information existed previously, it was deleted because it was old.
There is no information available for this Queue.	If queue information existed previously, it was deleted because it was old.
Unable to initialize LTSDLG02.DLL.	cc:Mail View is not properly installed; therefore it cannot initialize a Lotus shared dialog box component. Try reinstalling cc:Mail View.
Unable to load LTSDLG02.DLL.	cc:Mail View cannot find LTSDLG02.DLL. Verify that it is in the LOTUSAPP directory.
Unable to load SVGA Icons Resource.	cc:Mail View cannot find CCMVICNS.DLL. Verify that it is in the cc:Mail View home directory.
Unable to load VGA Icons Resource.	cc:Mail View could not find CCMVICNV.DLL. Verify that it is in the cc:Mail View home directory.

<b><i>Error or diagnostic message</i></b>	<b><i>This message appears because...</i></b>
Unable to open file CCMVIEWN.CFG.	Verify that cc:Mail View has permission to to open this file; it writes notification conditions here.
Unable to store setup values in .INI file.	cc:Mail View tried to update a value in \WINDOWS\CCMVIEW.INI. The file is missing or read only. Verify that the file exists and that cc:Mail View has permission to write to it.
Unable to write to <i>filename</i> , it is read-only or opened by someone else.	A file is open that is read only or is not shareable. Verify that cc:Mail View has permission to write to it. Also, try closing applications that open this file.
VIM Error: <i>m:n</i>	This error message appears if the VIM session object is bad, or if VIM status text is not supported. Call cc:Mail Technical Support for assistance.
Warning: Duplicate Object name in database, please delete it manually.	The Data Collector inserted an object into the database, but another object with the same name already exists. The database now contains two objects with the same name. Delete the object from the OBJECT table. Call cc:Mail Technical Support for assistance.

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## Appendix B

### Status-Bar Messages

The table below describes messages that appear in the status bar, at the bottom of the cc:Mail View window.



The messages in the table are in alphabetical order. To see a history of status bar messages, click the status bar.

**Note** In cc:Mail View Release 1.02, the month, day, year, and time the message was created precede the text of the message. Also, cc:Mail View Release 1.02 writes messages to a file titled STATUS.LOG, which is in the database directory.

<i>Status message</i>	<i>Explanation</i>
An error occurred, the data collector will be restarted	The Data Collector stops processing WAMM messages when it encounters a problem. If the Data Collector determines that it can recover properly, it automatically restarts itself. This message usually follows a more specific message describing the problem.
Beginning deletion of old data...	When the "Delete old statistics data from database" option in the System Options dialog box is selected, the Data Collector examines the cc:Mail View database for records older than the time period specified in the "Retain statistics history for <i>n</i> days" field and deletes records older than the specified date.
Compaction skipped, table in use	After cc:Mail View purges old records, it compacts the database tables to recover space. Compaction requires exclusive use of the database. The Data Collector displays this message when it is unable to compact a database because it is being used concurrently by another application; for example, when cc:Mail View attempts to compact the database while Approach is using it to create a report. cc:Mail View tries again to compact the database the next time it parses old records.
Creating database...	The first time cc:Mail View starts, it creates an empty database. This message appears while the new database is being built.

<i>Status message</i>	<i>Explanation</i>
Error while Resetting ADE Counts	cc:Mail View resets all the counts of daily ADE activity for the ADE component of every post office to 0. This message indicates that cc:Mail View is unable to reset these counts because it can't update the object record; for example, when the database is unavailable. This message indicates that the ADE object table is corrupt, or that the data connection to the database files is not working.
Error with file attachment — attachment skipped	This message appears when a file-system error prevents the Data Collector from parsing a statistical file. The Data Collector copies the file to the cc:Mail View database directory, changes the extension of the file to ".BAD", and ignores all information in the file beyond the error.
Finished deleting old records from the database	This message appears after cc:Mail View successfully purges old records from the database and compacts the database tables.
Loading object information...	The message flashes on and off during program initialization while the System Monitor reads object records from the cc:Mail View database.
Loading connection information...	The message flashes on and off during program initialization while the System Monitor reads connection records from the cc:Mail View database.
Message processing is now off	This message appears when statistical-message processing changes from on to off.
Message processing is now on	This message appears when statistical-message processing changes from off to on.
Notification is now disabled	This message appears when you disable notification by choosing Tools - Enable Notification.
Notification is now enabled	This message appears when you enable notification by choosing Tools - Enable Notification.
Notification: Unable to display alert box	This problem arises because the Notification Manager is unable to fetch a status record since the database is corrupt, or because there are insufficient resources to create the alert box.
Parser: Invalid count/size value — record skipped	The Data Collector displays this message during parsing when it expects a count and size pair, but the first number is an invalid count. It ignores the record.
Parser: Field name length was too long	The Data Collector displays this message when it encounters an invalid field name while parsing a statistical file. This occurs if the file is corrupt. The Data Collector handles the corruption later in the parsing process.

<i>Status message</i>	<i>Explanation</i>
Parser: Invalid count/size value while parsing — record skipped	The Data Collector displays this message during parsing when it expects a count and size pair, but at least one of the values is invalid. It ignores the record.
Parser: Incorrect data type specification while parsing	The Data Collector displays this message when it can't find the start of a WAMM record field and can't track parsing. The Data Collector copies the file to the cc:Mail View database directory, changes the extension of the file to ".BAD", and ignores all information in the file beyond the error.
Parser: Missing or mismatched record end field	The Data Collector displays this message when it can't find the end of the current record in the statistical file, indicating that the file is corrupt.
Parser: Invalid count/size value while parsing — message skipped	The Data Collector displays this message during parsing when it expects to find a count and size pair, but doesn't. Parsing such a file can produce unintended results, so the Data Collector skips the message.
Parser: Incomplete line while parsing	The Data Collector displays this message during parsing when it expects the end of a line, but doesn't find one. This error suggests that the file is corrupt, so the Data Collector skips the rest of the file.
Parser: Invalid date value while parsing	The Data Collector displays this message during parsing when it expects a date and time value, but instead finds an invalid date. The Data Collector ignores the date and parses the time. The rest of the record is unaffected.
Parser: Invalid Router ID value while parsing	The Data Collector displays this message during parsing when it expects a valid router/subrouter pair, but does not find one. It ignores the record.
Parser: Unrecognized field name: name	The Data Collector displays this message during parsing when it encounters a field name that it does not recognize. It ignores the field.
Parser: Missing record begin field — message skipped	The Data Collector displays this message during parsing when it can't find the beginning of the next record, indicating that the data in the file is corrupt. The Data Collector ignores the rest of the file.
Parser: count too big — record skipped	The Data Collector displays this message during parsing when it encounters a count and size pair containing an invalid count. It ignores the record.
Parser: small number too big — record skipped	The Data Collector displays this message when it encounters a number greater than the expected range of 0 to 255. It skips the record.

<i>Status message</i>	<i>Explanation</i>
Parser: medium number too big — record skipped	The Data Collector displays this message when it encounters a number greater than the expected range of 0 to 65,535. It skips the record.
Parser: hex number too big — record skipped	The Data Collector displays this message when it encounters a value outside the permitted range for hexadecimal numbers. Some types of binary information are written this way. It skips the record.
Parser: big number too big — record skipped	The Data Collector displays this message when it encounters a number greater than the expected range of 0 to 2,147,483,647. It skips the record.
Unable to delete old statistic records	cc:Mail View displays this message when it is unable to delete old records from the database, which may be off line or corrupt.
Unable to perform maintenance work	cc:Mail View displays this error message when it is unable to perform general maintenance work. For example, it's unable to reset counters for sent and applied ADE messages.
Unknown record type while parsing — record skipped	The Data Collector displays this message when it encounters a record type that it does not recognize. This often indicates a corrupt WAMM message, so the Data Collector skips the record.
Unrecognized attachment type: <i>name</i>	The Data Collector displays this message when it encounters a WAMM message with a file attachment it does not recognize. <i>name</i> specifies the name of the unrecognized file, which the Data Collector ignores.
Warning: Source PO and Destination PO in ADE record are equal — record skipped	The Data Collector displays this message when it encounters an invalid ADE record in the file it is parsing. Since a post office does not send ADE messages to itself, the Data Collector ignores the record. This condition sometimes occurs in WAMM messages created by Router 5.11.
Warning: Source or Destination PO in ADE record is NULL — record skipped	The Data Collector displays this message when it discovers that the name of the source or destination post office is missing in the WAMM message it is parsing. It ignores the record. This condition sometimes occurs in WAMM messages created by Router 5.11.
Warning: Local PO and Remote PO in Connection record are equal — record skipped	The Data Collector displays this message when it discovers that the name of the source object is the same as that of the destination object, which is invalid. It ignores the record. This condition sometimes occurs in WAMM messages created by Router 5.11.

<i>Status message</i>	<i>Explanation</i>
Warning: Duplicate Object name in database, please delete it manually	The Data Collector displays this message when it encounters an object with the same name as an object already in the database. This happens infrequently during startup, and only if cc:Mail View receives messages from Router 5.11. The Data Collector ignores the second object. To correct this problem, use the Approach data table editor to remove the duplicate object from the OBJECTS.DBF table.
Warning: Local PO and Remote PO in Queue record are equal — record skipped	The Data Collector displays this message when it discovers that the name of the destination queue is the same as the name of the source or local post office, which is invalid. It ignores the record. This condition sometimes occurs in WAMM messages created by Router 5.11.
Warning: Source or Destination PO in Queue record is NULL — record skipped	The Data Collector displays this message when it discovers that the name of the source or destination queue is missing in the WAMM message it is parsing. It ignores the record. This condition sometimes occurs in WAMM messages created by Router 5.11.

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