

## Configuring Voice and Email EPM Systems

*This application note describes the steps necessary to setup and configure the voice and email in ProHelp®EPM.*

### 1. Voice/Email Overview

For the voice to be fully functional the following has to be done:

1. Sound card and drivers have to be installed in the Mattec Server.
2. A microphone and recording/editing software are needed to record sound files.
3. The sound files have to be recorded and be put in the correct folder locations.
4. Configure the system. Create voice map(s). Assign .wav files to the department(s), machine(s), help/down reasons, and process parameters. Enable voice and email on help/down reasons and process parameters.

### 2. Recording .Wav Files

Voice recording and editing software is generally provided by the sound board's manufacturer. There is third party software that could also be used to record sound files. Goldwave™ is a good third party sound recorder. Refer to your manual for the sound recording software on how to record and edit sound files.

Practice recording and playing back the sound. Try to adjust the distance to the microphone for best recording. A good recording will be loud without any distortion.

Save the files in the following format: **PCM signed 16bit, Mono, 44100Hz**. This will provide the best sound for most PA systems.

The .wav files need to be in a specific location for the software to use them.

**C:\Program Files\Mattec\ProHelp\Voice**

**This could be slightly different depending on the system setup**

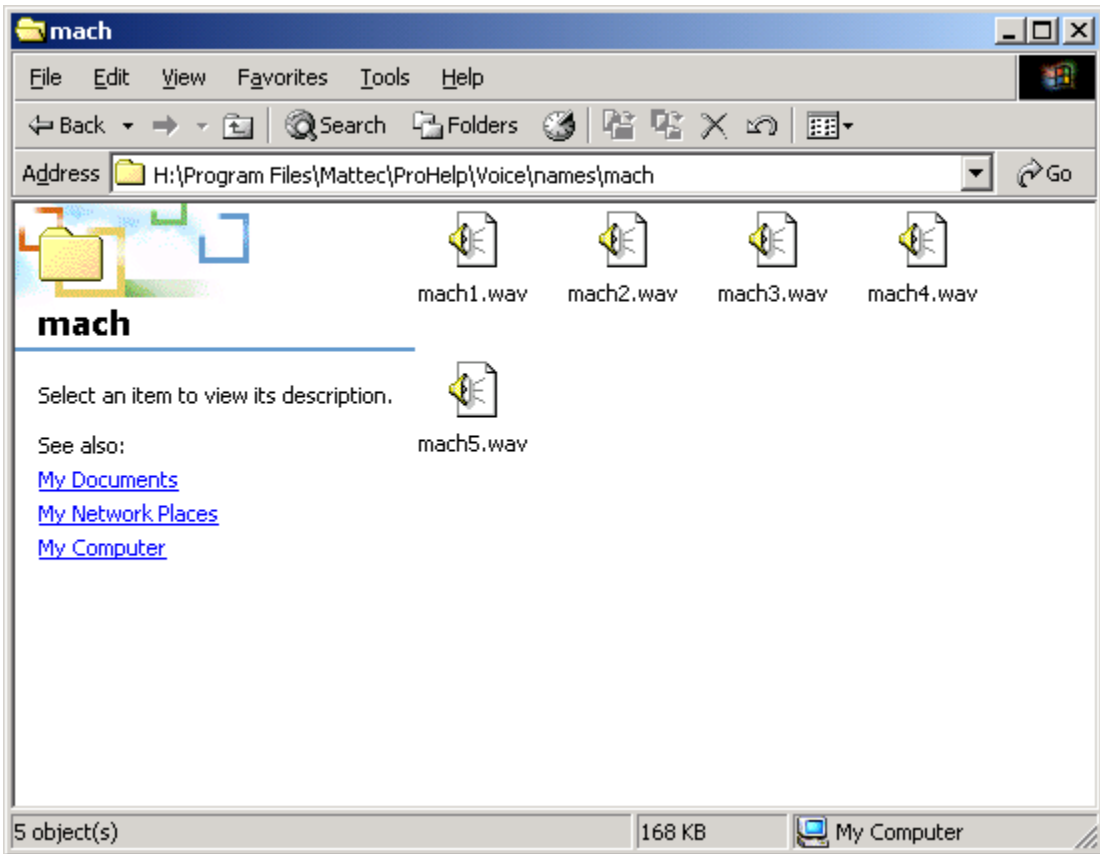
**Recording Machine Sound Files:**

EX: say “Machine one” for Mach 1. Save file as “Mach1.wav”

The location for the machine .wav files is:

**C:\Program Files\Mattec\ProHelp\Voice\names\mach**

Look at example below:



**Location of Machine .Wav Files**

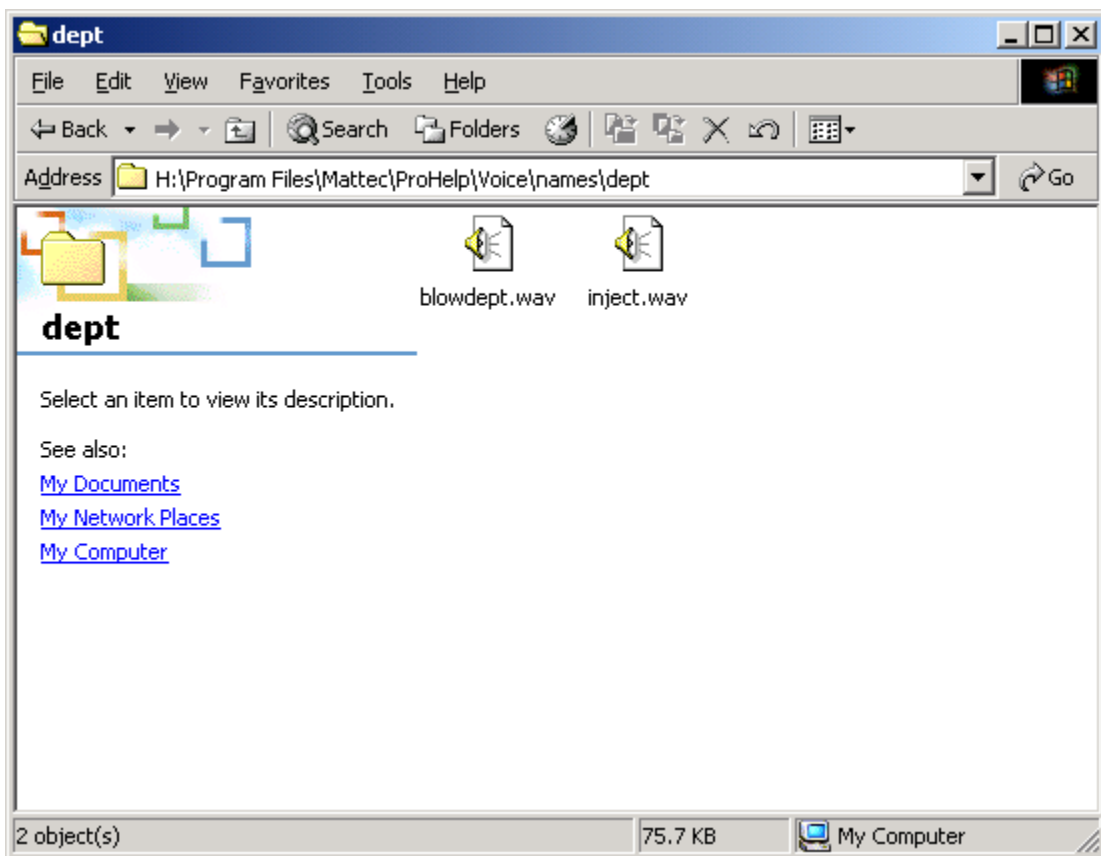
**Recording Department Sound Files:**

EX: say “Injection Department”. Save file as “Inject.wav”

The location for the department .wav files is:

**C:\Program Files\Mattec\ProHelp\Voice\names\dept**

Look at example below:



**Location of Department .Wav Files**

**Recording Help Sound Files:**

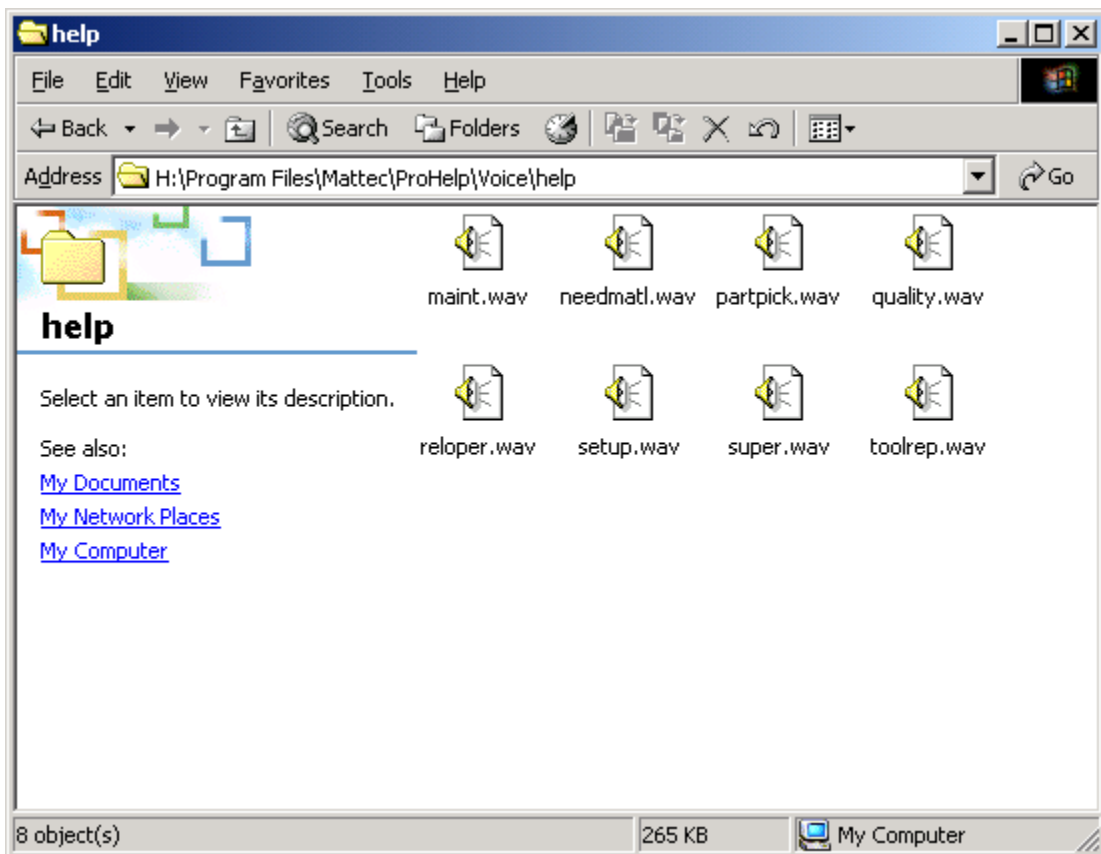
Say a machine name before the help call to make the system sound more natural.

EX: say “Machine one needs a supervisor”. Then edit the sound file and remove “Machine one”. The sound file should just say “needs a supervisor”  
Save file as “super.wav”

The location for the help .wav files is:

**C:\Program Files\Mattec\ProHelp\Voice\help**

Look at example below:



**Location of Help .Wav Files**

**Recording Process Parameter Sound Files:**

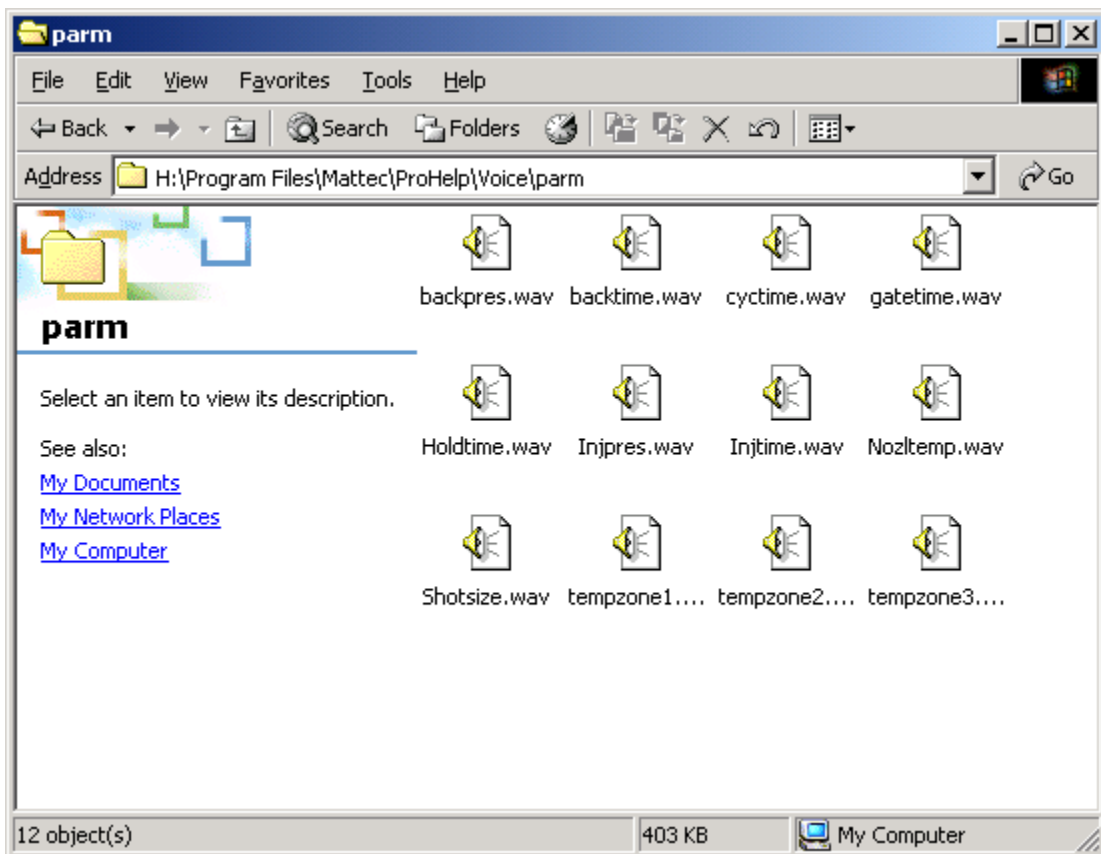
Say a machine name before the parameter call to make the system sound more natural.

EX: say "Machine one cycle time is out of spec". Then edit the sound file and remove "Machine one". The sound file should just say "cycle time is out of spec"  
Save file as "cyctime.wav"

The location for the parameter .wav files is:

**C:\Program Files\Mattec\ProHelp\Voice\parm**

Look at example below:



**Location of Parameter .Wav Files**

**Recording Down Time Sound Files:**

The system has a special down code called “unknown”. This is usually the only down code that is enabled for voice. This setup will announce when a machine is down for an unknown reason.

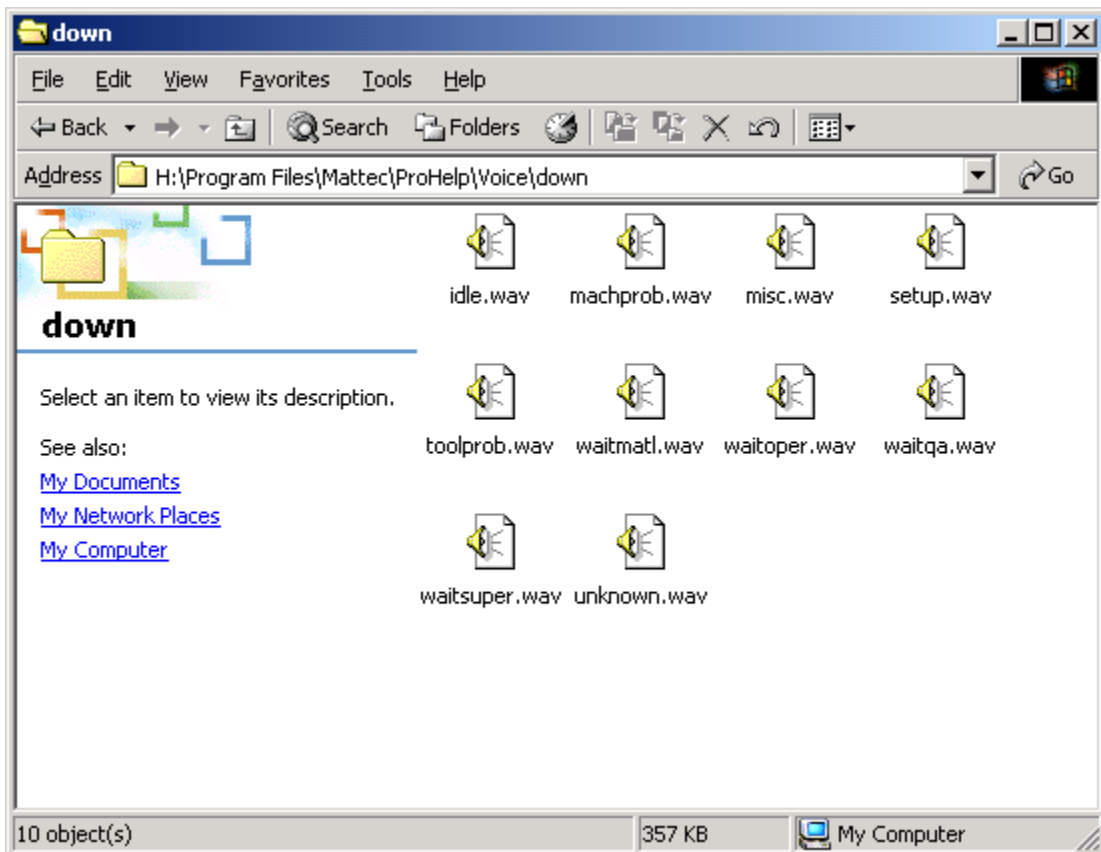
Say a machine name before “is down” to make the system sound more natural.

EX: say “Machine one is down”. Then edit the sound file and remove “Machine one”. The sound file should just say “is down”  
Save file as “unknown.wav”

The location for the down time .wav files is:

**C:\Program Files\Mattec\ProHelp\Voice\down**

Look at example below:



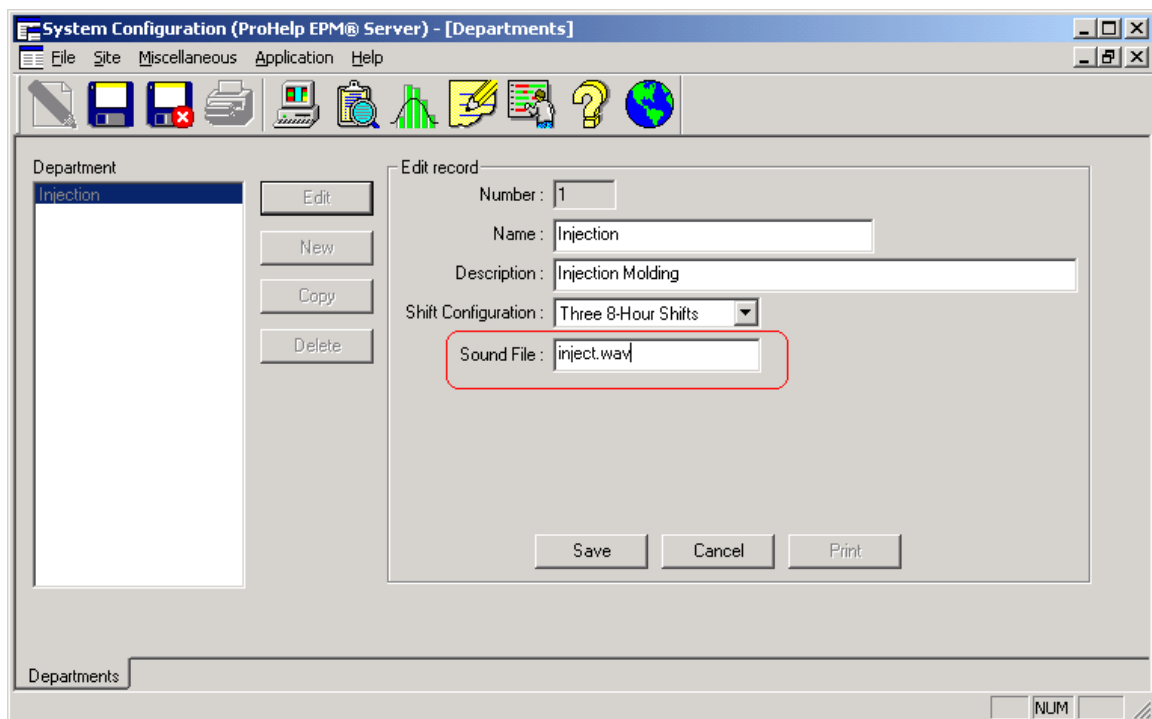
**Location of Down Time .Wav Files**

### 3. Configuring Software

The sound files are recorded and in the proper location. Now you can configure the software.

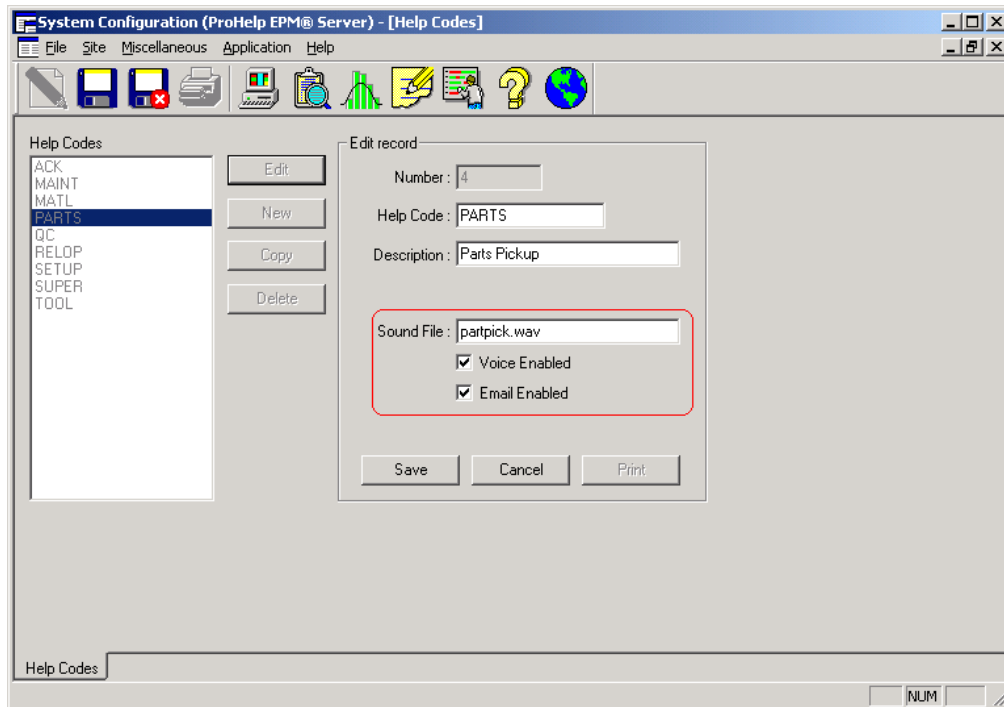
#### Configuring Departments for Voice

1. In the System configuration module. Click on the **Site** menu and select **Departments**.
2. Select the Department and click the **edit** button.
3. Enter the name of the .wav file for the department in the “Sound File” field.
4. Click the **save** button.

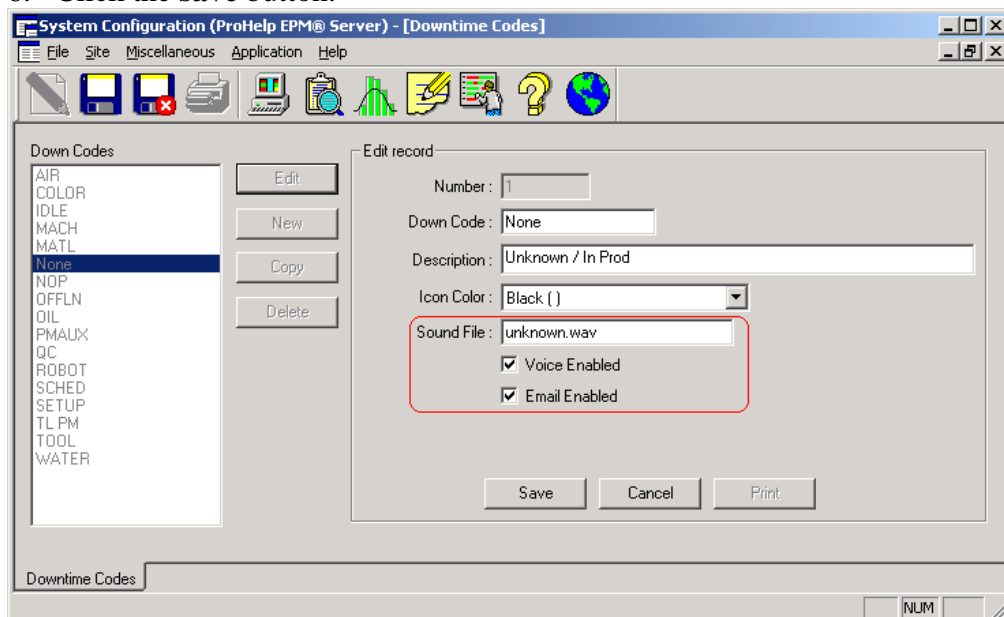


#### Configuring Help codes for Voice and Email

1. In the System configuration module. Click on the **Site** menu and select **Codes** then **Help**.
2. Select the help code and click the **edit** button.
3. Enter the name of the .wav file for the help code in the “Sound File” field.
4. Checkmark **Voice Enabled** to turn on voice for this help code.
5. Checkmark **Email Enabled** to turn on email for this help code.

6. Click the **save** button.**Configuring Down codes for Voice and Email**

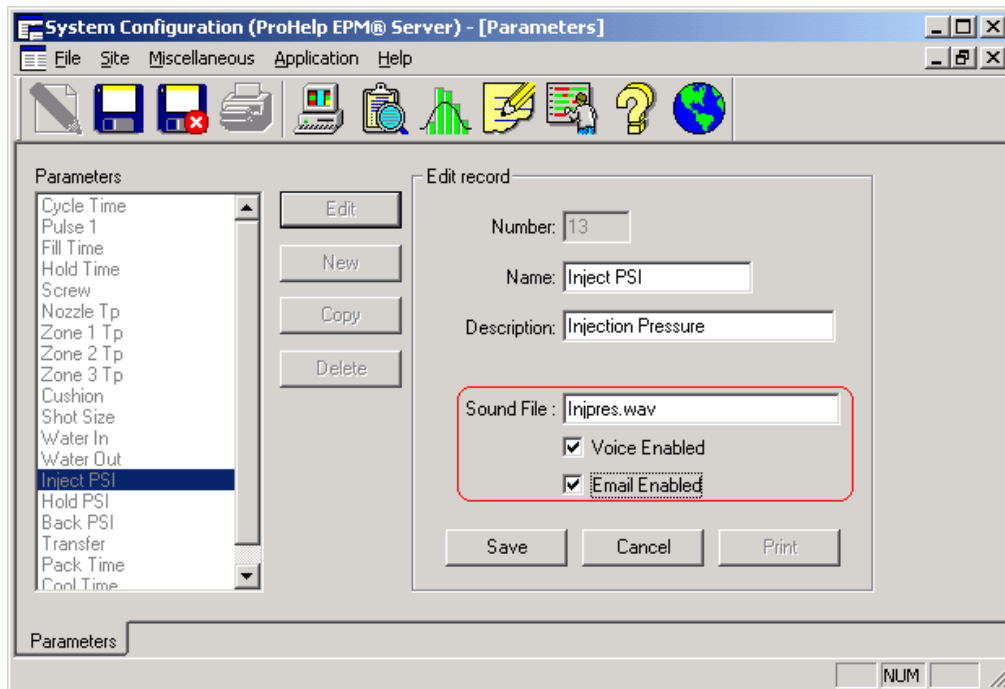
1. In the System configuration module. Click on the **Site** menu and select **Codes** then **Down**.
2. Select the down code and click the **edit** button.
3. Enter the name of the .wav file for the down code in the “Sound File” field.
4. Checkmark **Voice Enabled** to turn on voice for this down code.
5. Checkmark **Email Enabled** to turn on email for this down code.
6. Click the **save** button.





## Configuring Parameter codes for Voice and Email

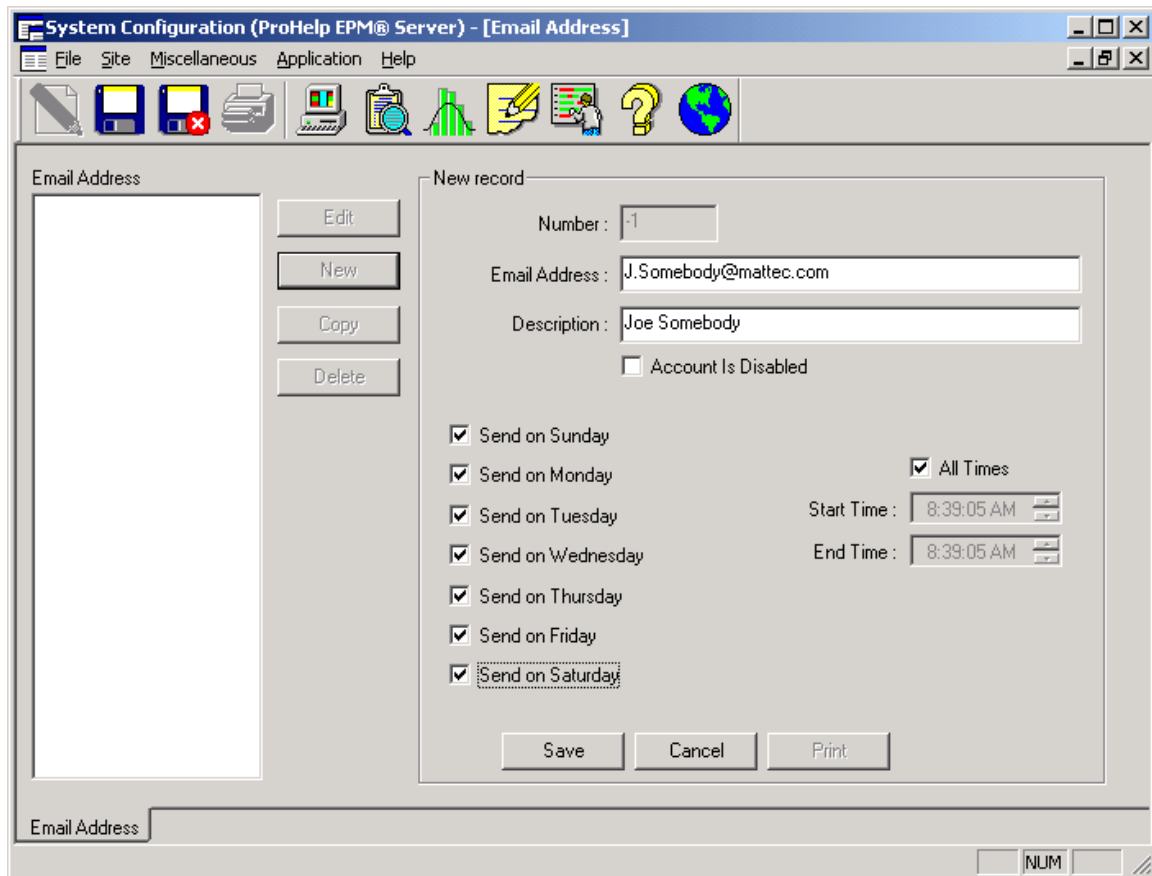
1. In the System configuration module. Click on the **Site** menu and select **Parameters**.
2. Select the parameter and click the **edit** button.
3. Enter the name of the .wav file for the parameter in the “Sound File” field.
4. Checkmark **Voice Enabled** to turn on voice for this parameter.
5. Checkmark **Email Enabled** to turn on email for this parameter.
6. Click the **save** button.



### Parameter Configuration

## Configure Email Addresses

1. In the System configuration module. Click on the **Site** menu and select **Miscellaneous** then **Email Address**.(Version 7-- **Miscellaneous** menu and select **Email Address**)
2. Click the New button.
3. Fill out the following:
  - a. Email Address: Enter the email address.
  - b. Description: Enter a description of your email address.

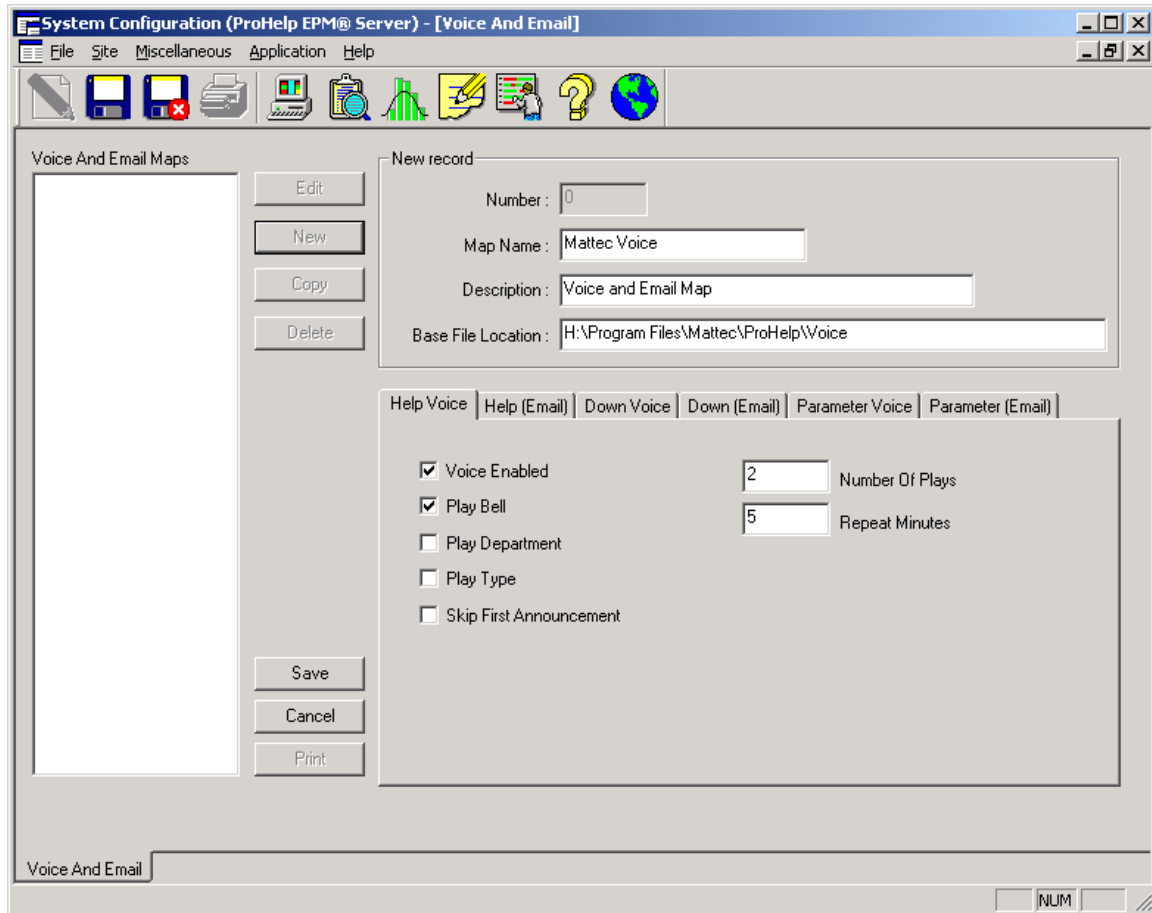


4. Configure Email Address
  - a. **Send on Sunday – Saturday:** Checkmark which days of the week this email address is to receive emails.
  - b. **Account Is Disabled:** This will disable the email account.
  - c. **All Times:** This will enable the email account to receive emails 24 hours a day. Uncheck mark and select the times that this email account is to receive emails.

### Create Voice Email Maps

Setup for the Help, Down, and Parameter voice are the same.

2. In the System configuration module. Click on the **Site** menu and select **Miscellaneous** then **Voice and Email Maps**.(Version 7-- **Miscellaneous** menu and select **Voice and Email Maps**)
3. Click the New button.
4. Fill out the following:
  - a. Map Name: Enter the name of your Voice/Email Map
  - b. Description: Enter a description of your Voice/Email Map
  - c. Base File Location: **This should already be setup and should not be changed.**
5. Select the “Help Voice” Tab.



6. Configure the Voice Settings:

**Voice Enabled:** Turns on announcements for help codes.

**Play Bell:** System will play a Bell before announcing the help call.

**Play Department:** System will include the department in the help call.

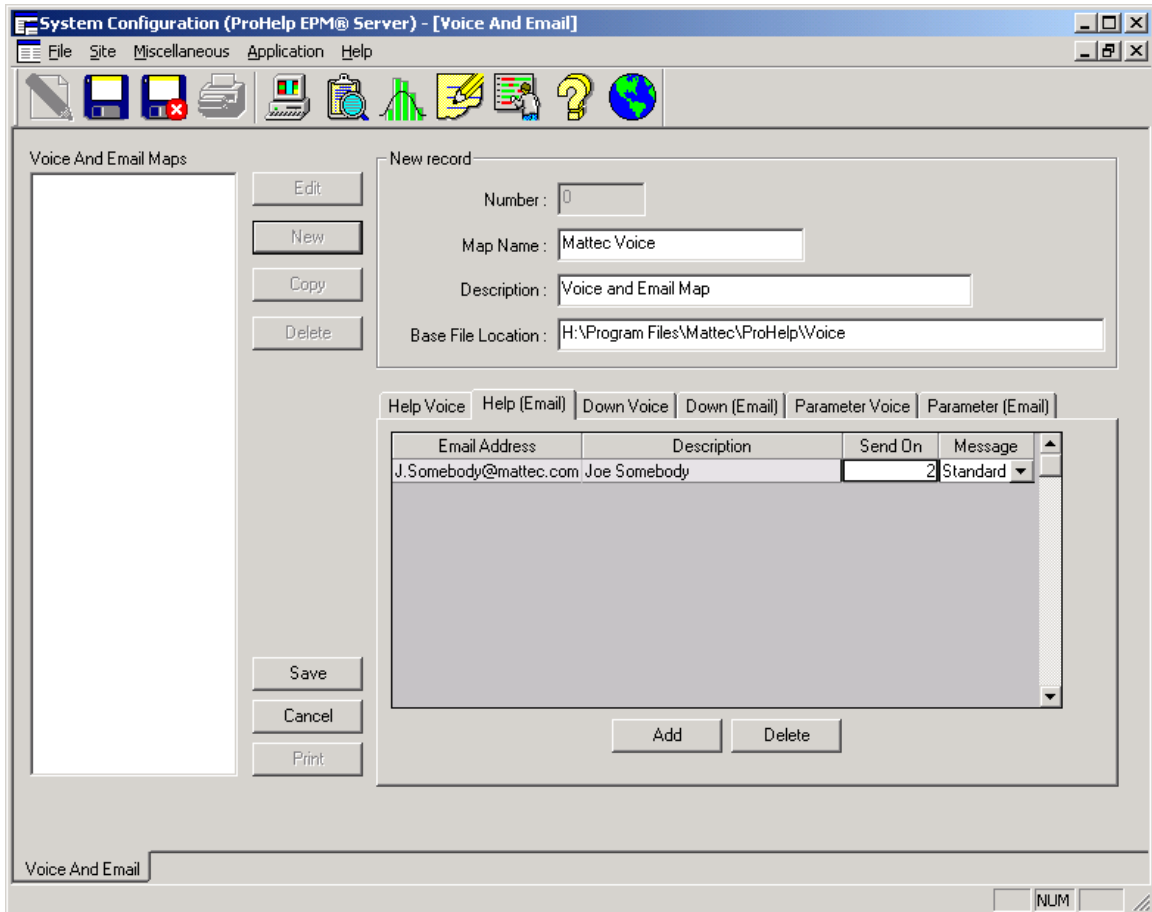
**Play Type:** Will play the "help.wav"(says-Needs Assistance) file in the Voice/name directory.

**Skip First Announcement:** System will skip the first announcement and not start paging till the second.

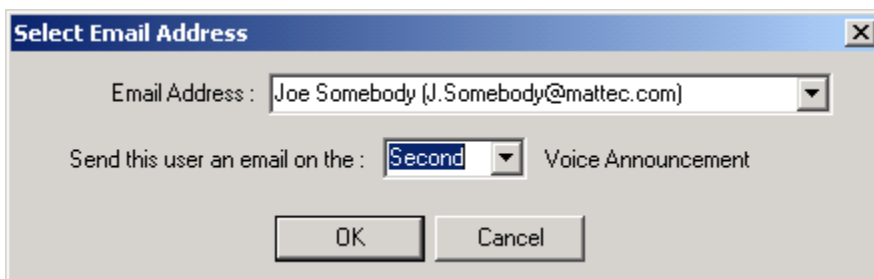
**Number of plays:** How many times the help call is to be made at each announcement.

**Repeat Minutes:** Number of minutes between announcements.

7. Repeat step 5 for the Down Voice tab and the Parameter Voice Tab.
8. Configure the Email settings.
9. Select the "Help Email" tab.

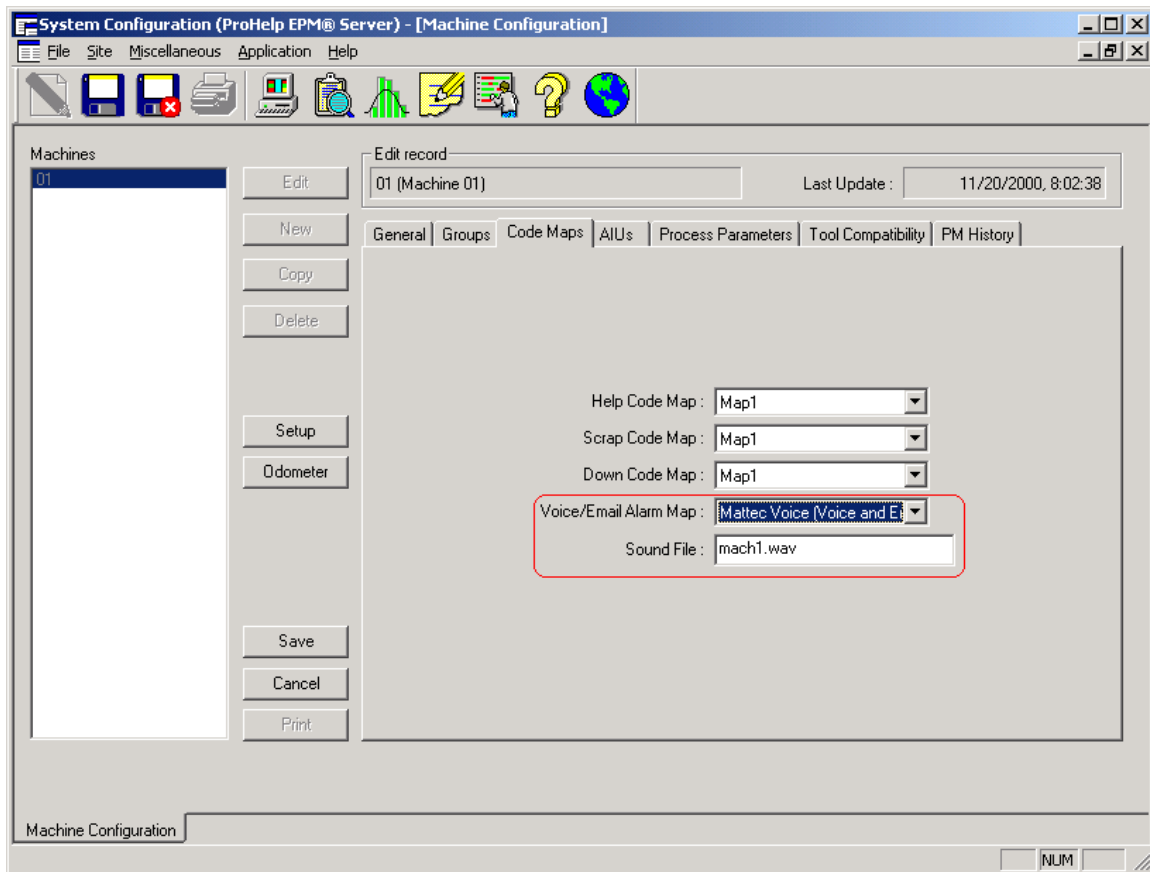


10. Click the Add button to add email addresses.
11. Select the email address from the drop down list.
12. Select on what announcement you want an email to be sent to this address.
13. Click OK button.
14. Select Message:
  - a. Standard: Help code description
  - b. Short: Help code.
15. Repeat steps 10 through 14 for the Down Email and Parameter Email tabs.



## Configuring Machines for Voice and Email

1. In the System configuration module. Click on the **Site** menu and select **Machine Configuration**.
2. Select the Code Maps Tab and click the **edit** button.
3. From the drop down, select the Voice/Email Alarm Map you want to use.
4. Enter the name of the .wav file for the machine in the “Sound File” field.
5. Click the **save** button



#### 4. Configuring Email Parameters

First setup an account in your email server for the Mattec system to use.

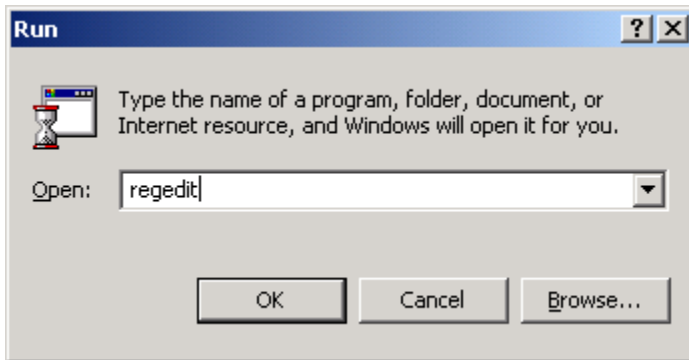
It is a good idea to create an e-mail account on the server using Microsoft Outlook Express. Use this account to send an e-mail as a test. If this is configured and works properly, you can simply set the registry value of UseDefaultAccount to 1. This will let our system use the account you have created to send the e-mail alerts. You do not need to do anything further unless your e-mail server requires more settings in order to work correctly.

#### Configuring the Email Settings

The email configuration is in the Windows OS registry.

**Warning: Editing the Windows OS registry should only be done by someone who has experience in modifying the registry. Any mistakes can adversely affect the performance of the system. (Always backup the registry before editing!)**

1. Click on the **START** Button and select **run**.
2. Type regedit in the text box.
3. Click the OK button.

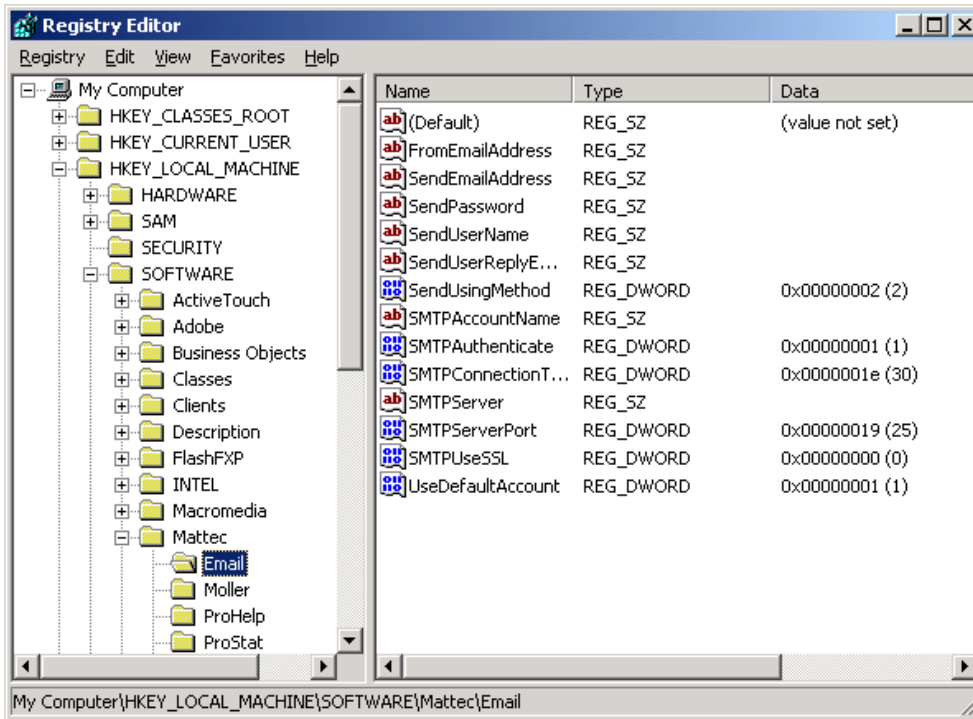


Click on **HKEY\_LOCAL\_MACHINE**  
----- **SOFTWARE**  
----- **Mattec**  
----- **Email**

**Registry Editor**

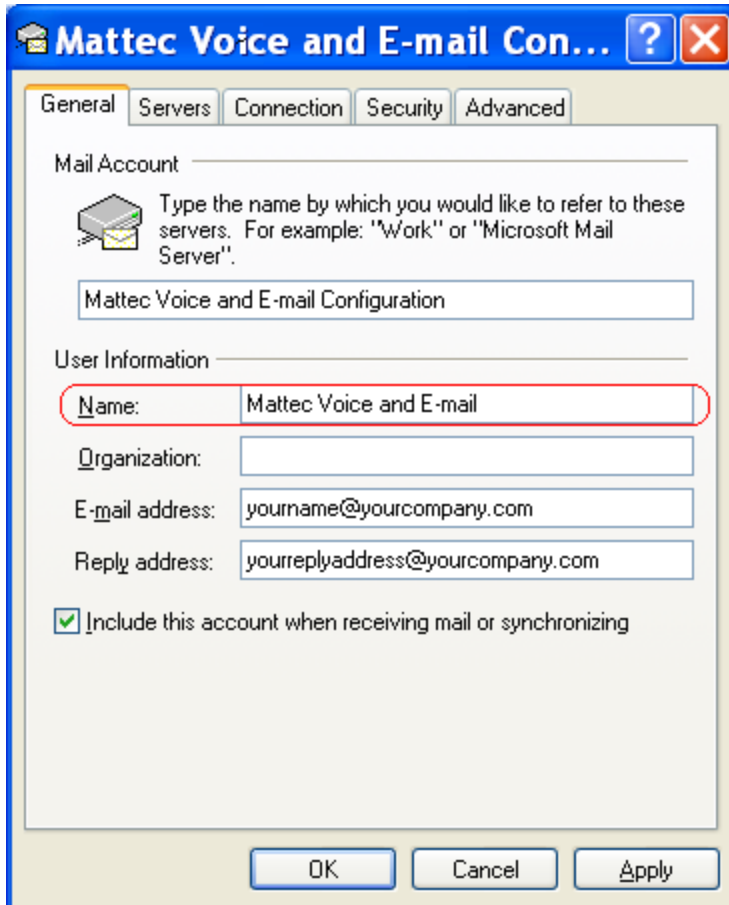
## Configuring Mattec E-mail Registry Settings

While configuring the Mattec E-mail alerts program it may become necessary to set the Registry settings inside of the server. Here is a screenshot showing you the location and names of all of the fields required. This should only be attempted by an experienced user. If you are not familiar with changing the Windows registry, please stop here and ask the Mattec Customer Service department for assistance. Also, it is a good practice to make a backup of the registry before attempting any changes.



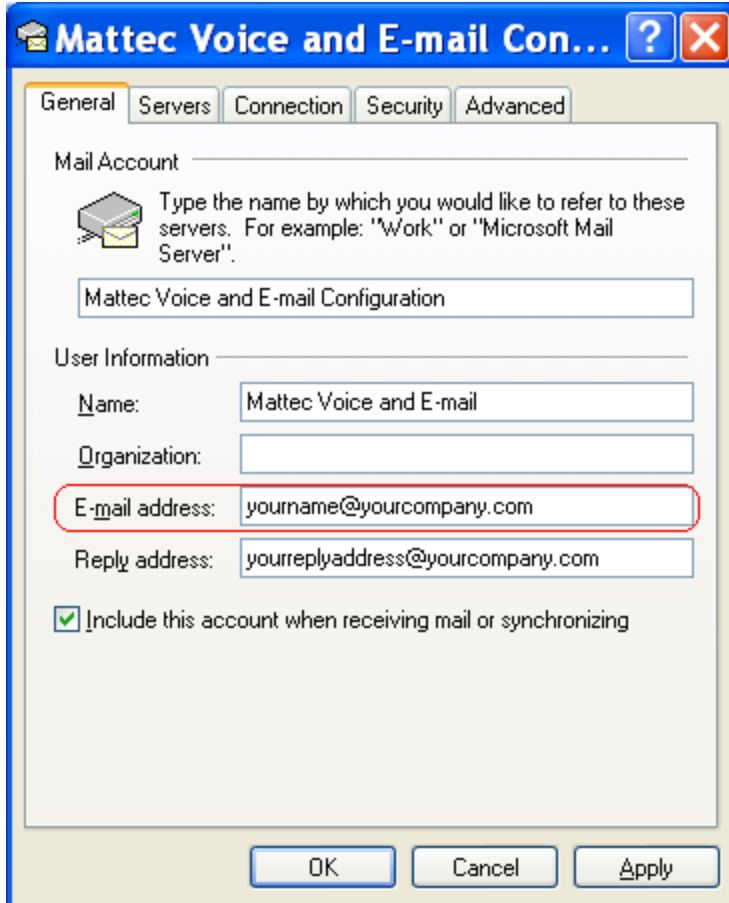
Below we will run through all of the field names, what the definition of each field is, and where to get the values of these fields from inside of Outlook Express.

**FromEmailAddress** – This is the name that will appear in the e-mail as to who it is from. A good idea for this name is something like Mattec E-mail Alert. You can get this value from this location in Outlook Express:

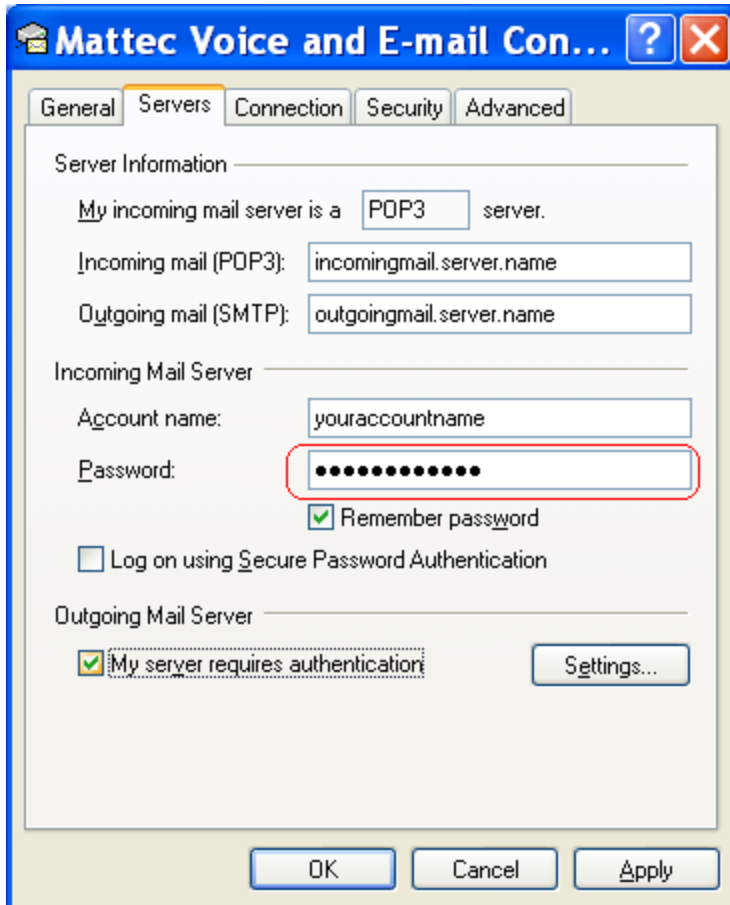




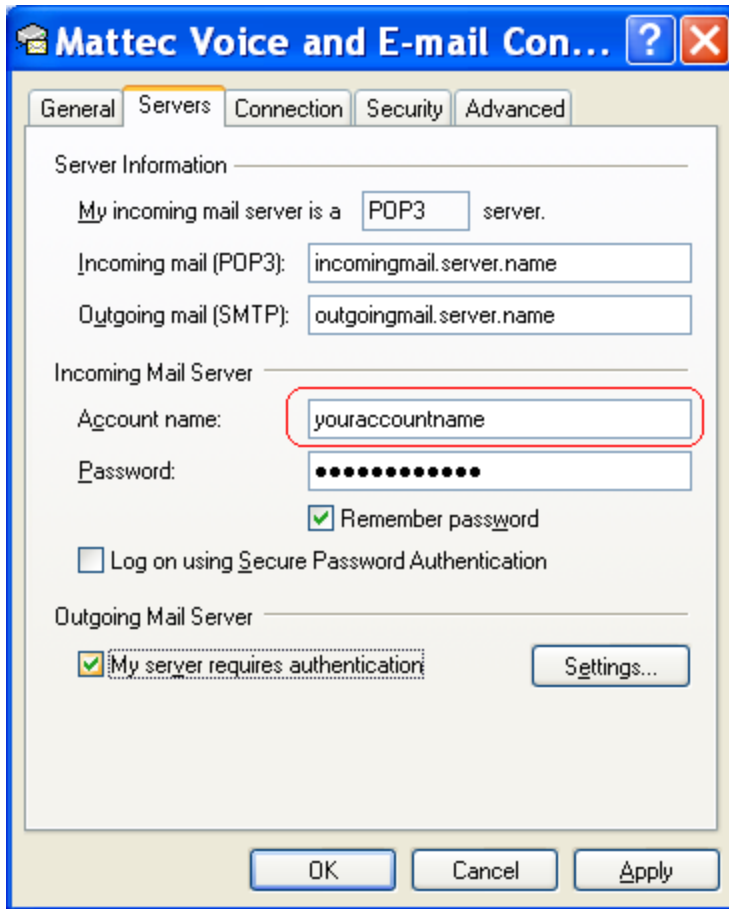
**SendEmailAddress** – This is the e-mail address that is used to send the e-mail.  
This is a screenshot of the location of this field in Outlook Express:



**SendPassword** – This is the password required for the account name you use in the **SendUserName** field. This password is stored as clear text in the registry, it is a good idea for this account to an account only used for sending Mattec e-mails as it is easily compromised. The location for this entry comes from here in Outlook Express:



**SendUserName** – This is the name of the account you will be using to send the e-mail to your mail server. It is a good idea to have your IT department set this account up as someone other than a normal user. Since the username and password are easily obtained via the registry, it is more vulnerable and thus should be carefully monitored. This field comes from here in Outlook Express:

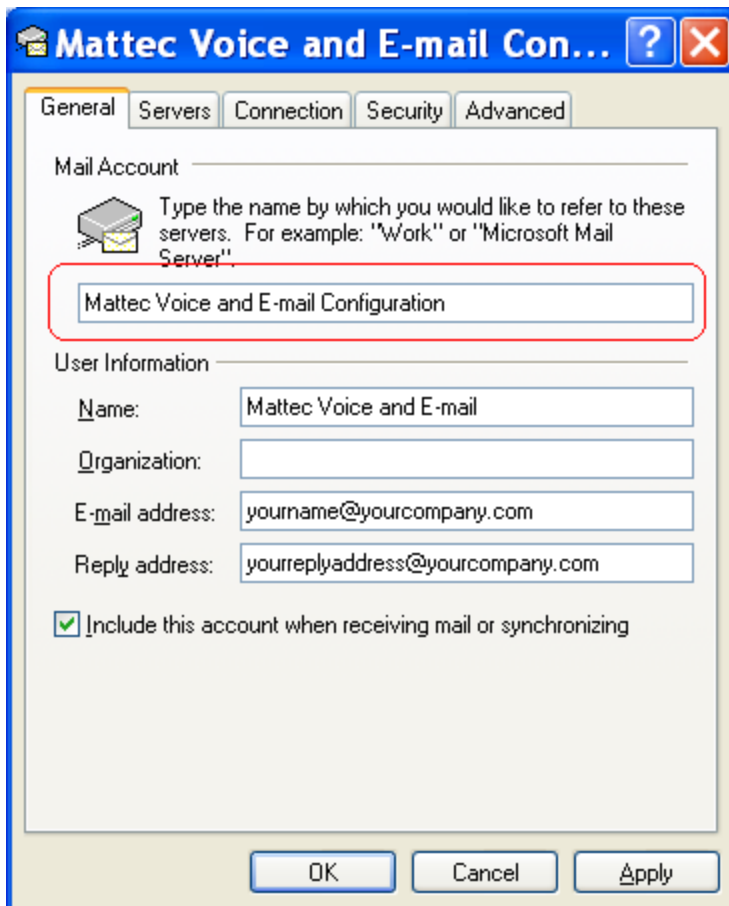


**SendUsingMethod** – This field is the only one that does not come directly out of Outlook Express proper. This String has 2 possible settings. Under most circumstances you will want to set this value to a 2. This will be the default setting for POP3 Servers. The possible values this can be set to are as follows:

1= That you are going to be using an SMTP Pickup Directory (This is rarely used)  
2 = SMTP Over Network- This is also referred to as sending over port. This is most common and should be tried as a first effort.

If you try a setting of 2 and it does not work, please consult the Mattec Customer Service department before changing this value.

**SMTPAccountName** – This is for reference only. This value does not get used in the Mattec E-mail alerts program. You may enter this value if you wish. This value should be the same as this entry in Outlook Express:

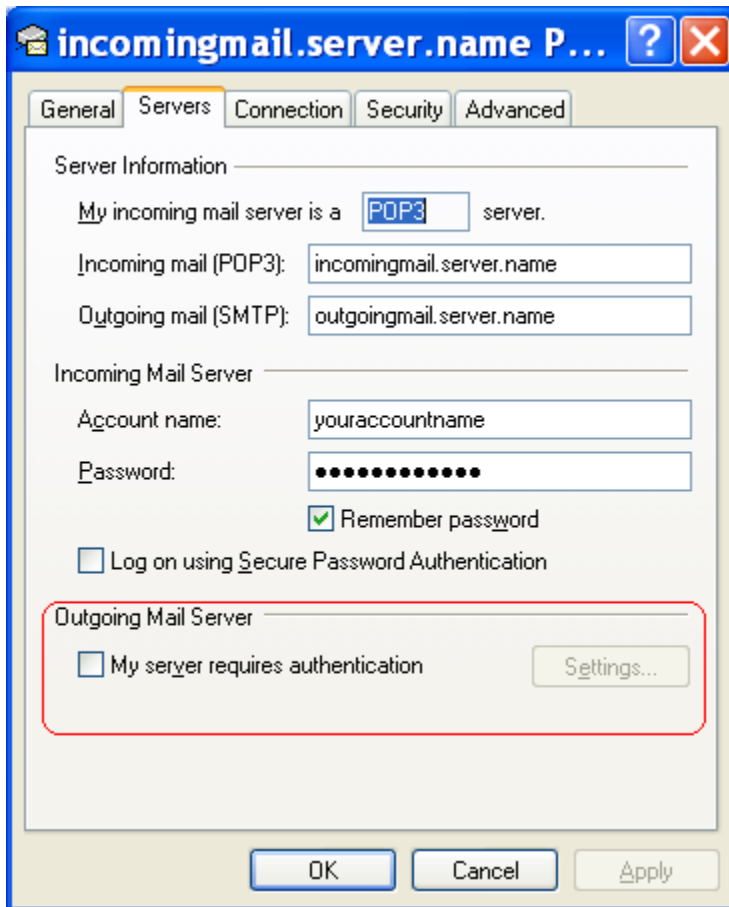


The screenshot shows a Windows-style dialog box titled "Mattec Voice and E-mail Con...". It has a blue title bar with a question mark and a close button. The dialog is divided into several tabs: "General", "Servers", "Connection", "Security", and "Advanced". The "General" tab is selected. Under "Mail Account", there is a text box containing "Mattec Voice and E-mail Configuration", which is highlighted with a red rectangle. Below this, under "User Information", there are four text boxes: "Name" (containing "Mattec Voice and E-mail"), "Organization" (empty), "E-mail address" (containing "yourname@yourcompany.com"), and "Reply address" (containing "yourreplyaddress@yourcompany.com"). At the bottom, there is a checked checkbox labeled "Include this account when receiving mail or synchronizing". At the very bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

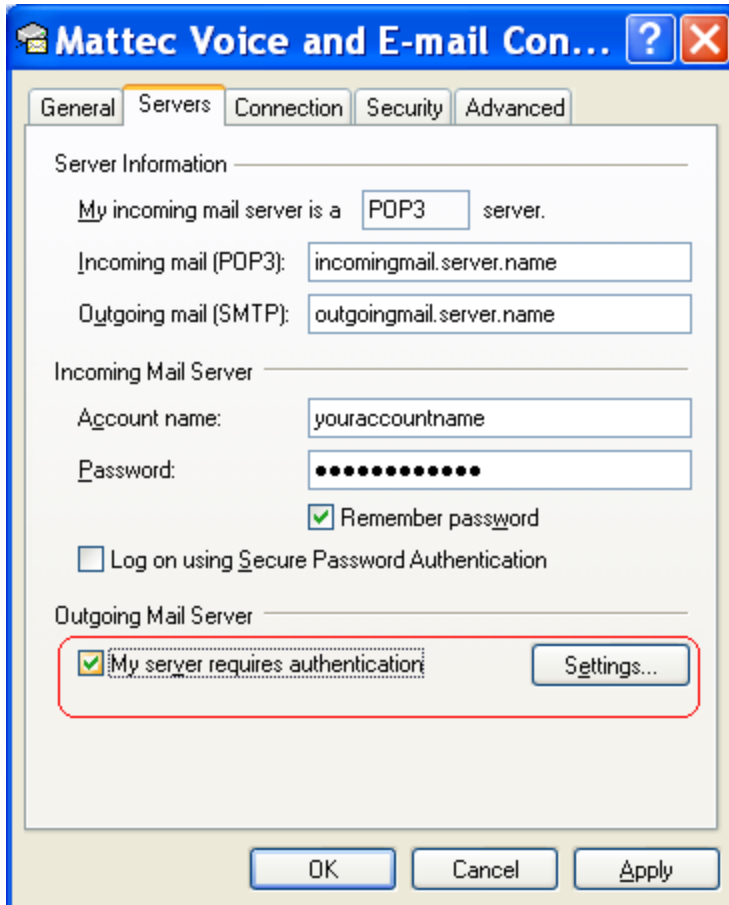
**SMTPAuthenticate** – This value has 3 possible settings. Below you will see different scenarios indicating what value you should set this to. The three possible settings are:

- 0 – No Authentication
- 1 – Basic Authentication
- 2 – NTLM Authentication

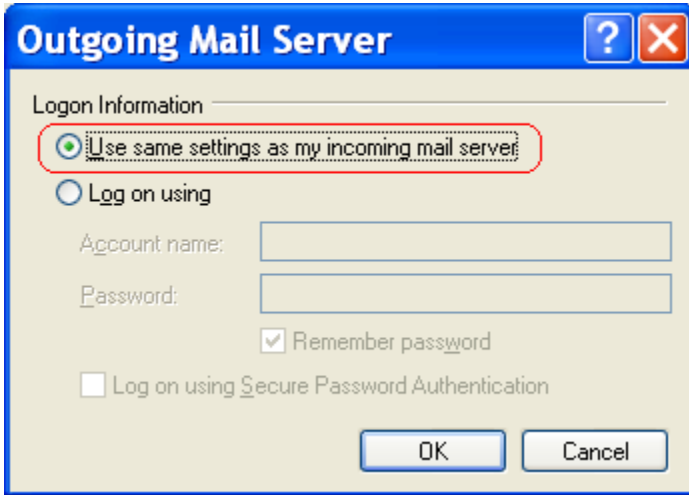
If you tab looks like the below image in Outlook Express, you need to set this value to a zero (0).



If your configuration in Outlook Express looks like the following screen, then the value will be either a one (1) or (2). We will distinguish between these two settings next.



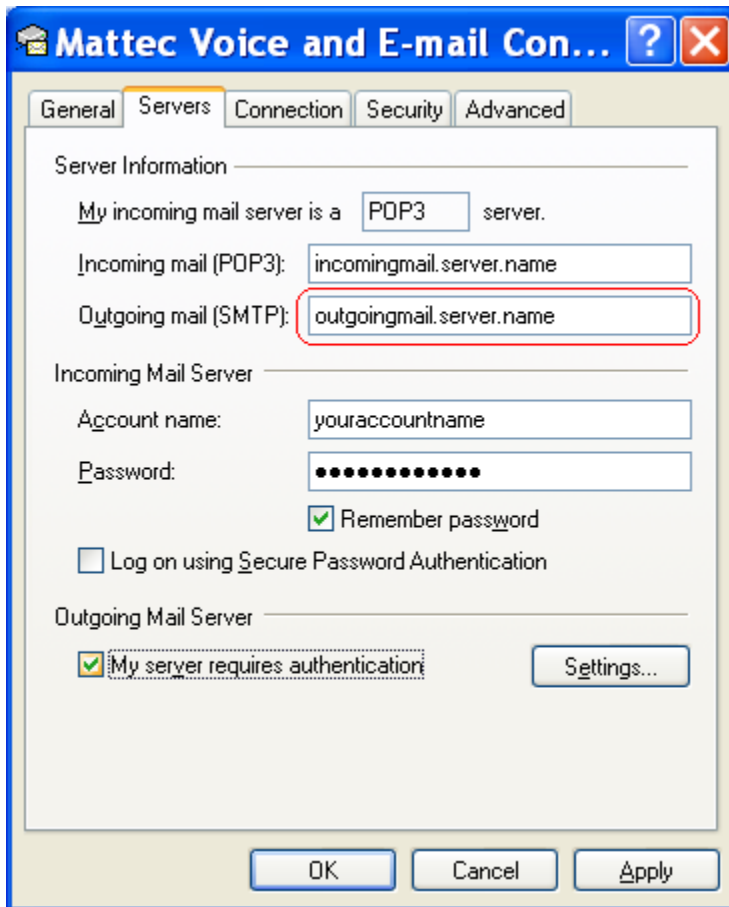
To figure out if this value is a one(1) or two(2), we will need to click on the Settings tab from the above screen. If you tab looks like the below example, please set the value to one (1).



The example below would require a setting of two (2).

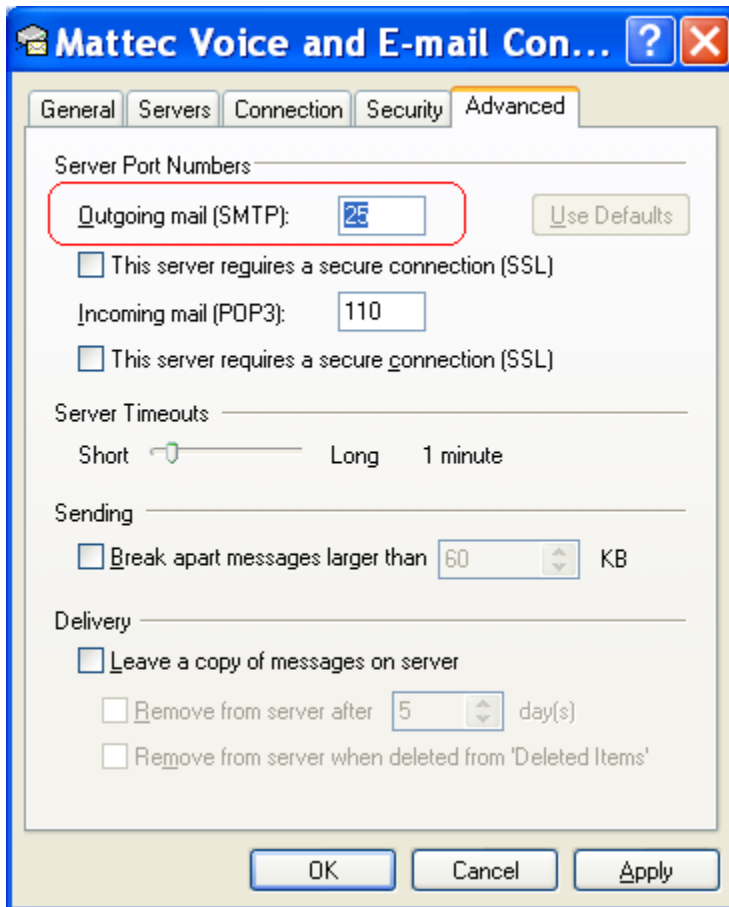


**SMTPServer** – This is the name of your SMTP server. The can either be a name (outgoingmail.server.name), or it may be simply an ip address (10.1.3.10). This is obtained from the below field in Outlook Express:

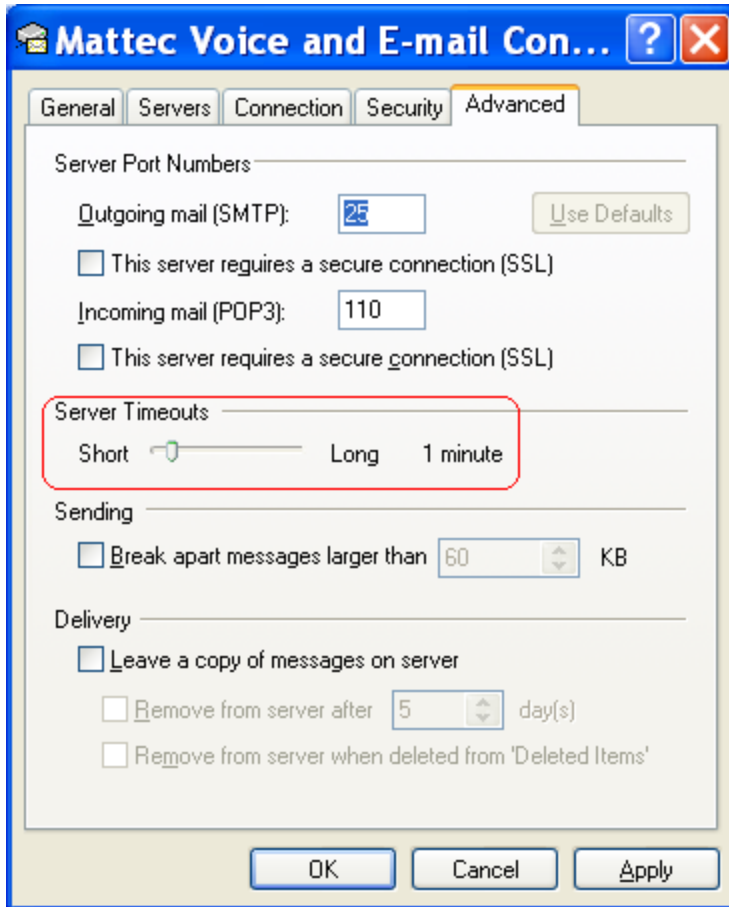




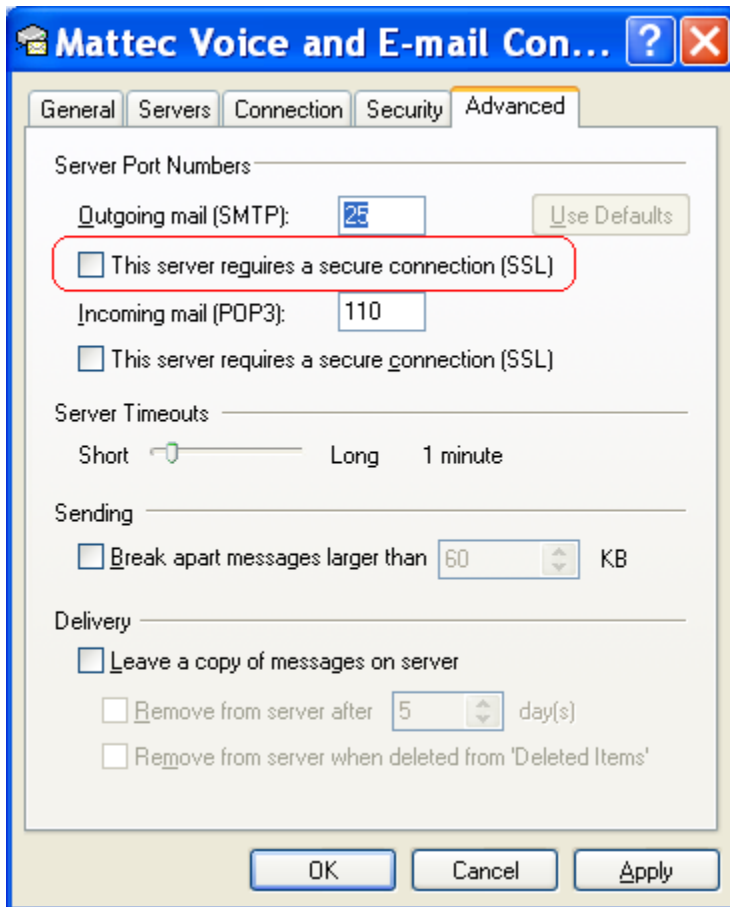
**SMTPServerPort** – This is the actual port number that your mail server uses (This is when **SendUsingMethod** is set to 2 - above). The below example shows the location of this field in Outlook Express:



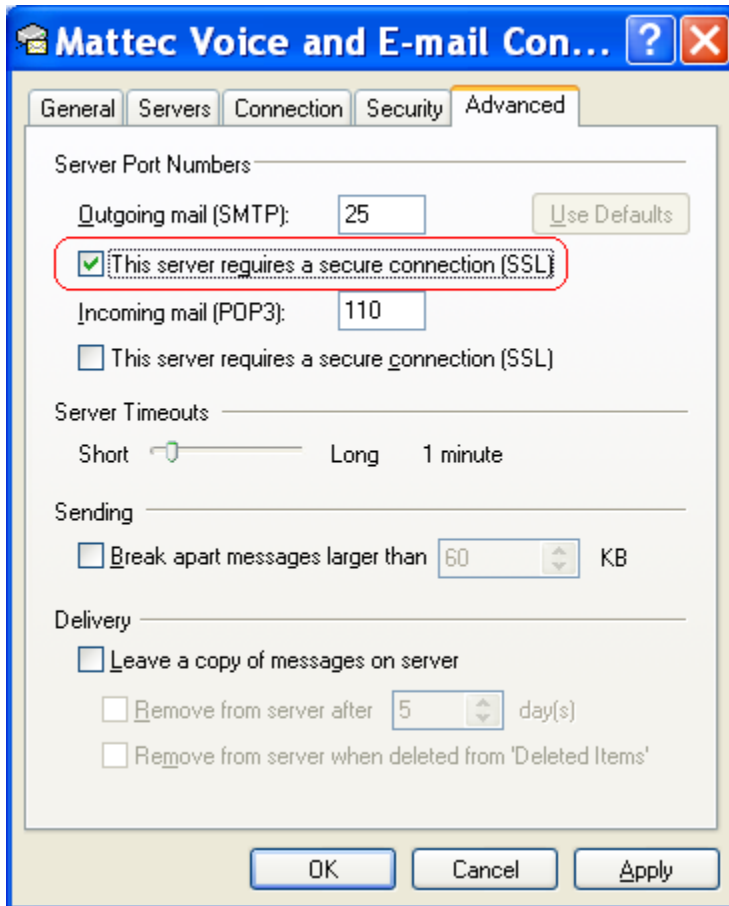
**SMTPConnectionTimeout** – This field determines how long the mail program will wait before determining the communication has times out. This value is in seconds. Below is the location of this in Outlook Express:



**SMTPUseSSL** – This value can either be set to False (Value of 0) or True (Value of 1). This is determined by the settings in the below examples. If the below screen matches yours in Outlook Express, please set this value to False (zero 0).



If your screen matches the below example, you need to set this value to True (one 1).



**UseDefaultAccount** - This last registry setting simply determines whether or not we use the default settings as set internally by Outlook Express, or if we override these settings and use the registry values we just input above. In most cases, you will want to try to use this with a value of True (one 1). If this is not successful, but you were able to send yourself an e-mail using Outlook Express itself, please change this value to False (zero 0), and then try to send an alert again.

Please report any error messages received to the Mattec Service Department by e-mailing a screenshot of the error, along with a copy of the c:\moller.log file from the server to [Helpdesk@mattec.com](mailto:Helpdesk@mattec.com).

## 5. Voice Administrator

The voice administrator is used to troubleshoot problems with the voice system. can find the voice admin in the following location:

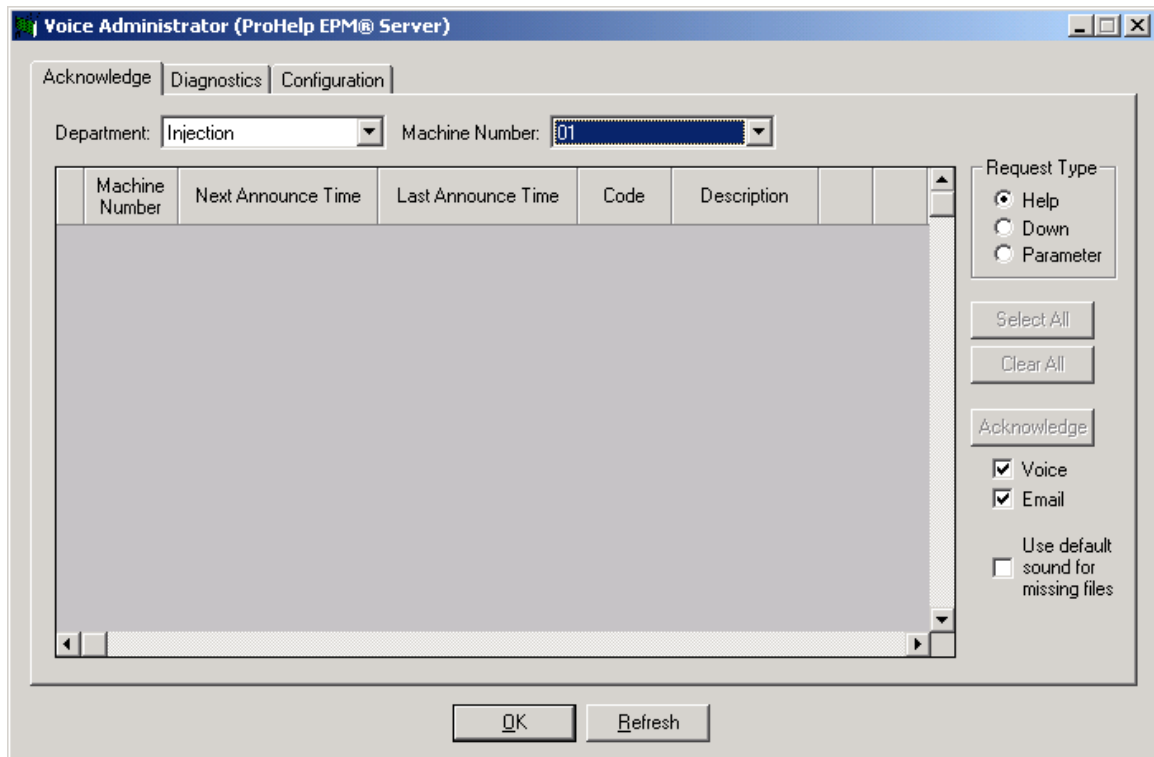
**C:\Program Files\Mattec\ProHelp\bin-- filename: VoiceAdmin**

Double click on the filename to launch program.

### Voice administrator (Acknowledge Tab)

This is used to acknowledge an announcement that for some reason will not acknowledge at the MIU or computer workstation.

1. Select the Department.
2. Select the Machine Number.
3. Select the Request Type (Help, Down, and Parameter).
4. Checkmark if you are looking for voice or email alarms.
5. If you have multiple announcements you can click on the Select All button to select all the announcements. You can also click on the individual announcements in the list.
6. Once you have your announcements selected, click the Acknowledge button.
7. This is also an excellent place to test whether your e-mail alarms are working. To do this, simply click on the e-mail icon all the way on the right and try to send an e-mail to someone.



**Voice Administrator (Acknowledge Tab)****Voice administrator (Diagnostics Tab)**

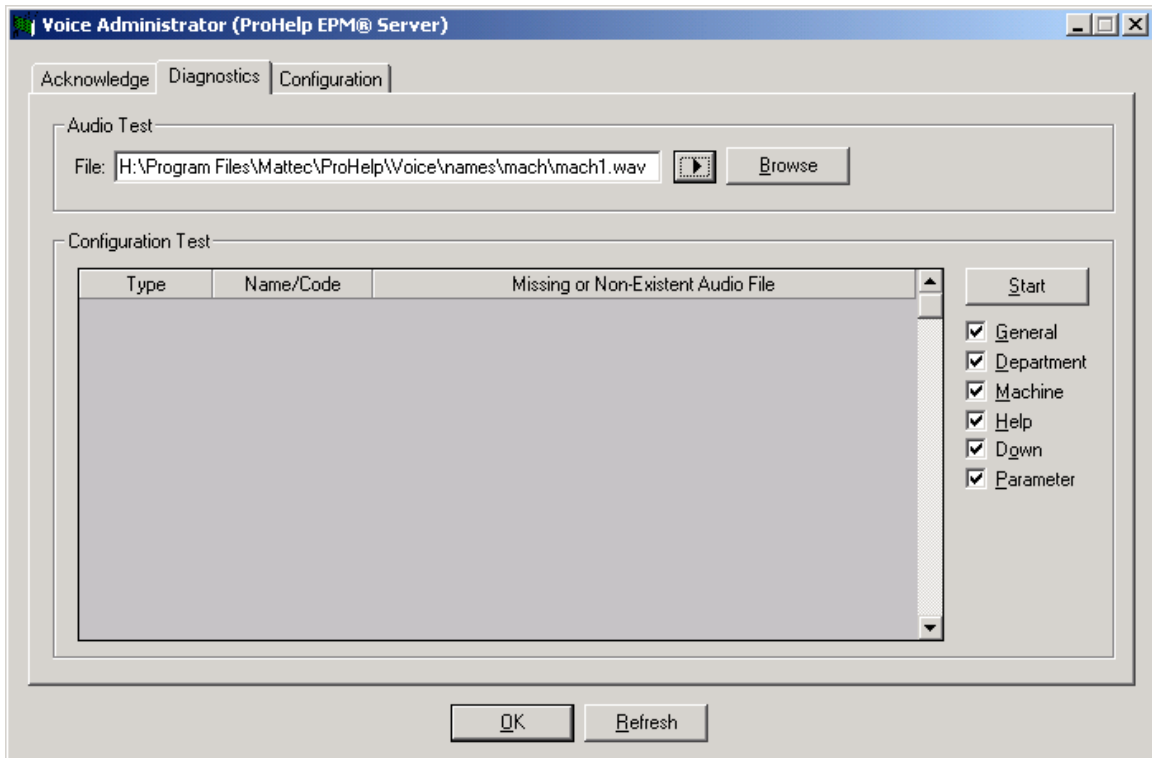
This is used to test the system configuration. Also to test existing sound files.

**Audio Test**

1. Using the browse button you can find the sound file you would like to test.
2. After you find the sound file click the play button to hear the sound.

**Configuration test**

1. Checkmark the categories you want the system to test.
2. Click the Start button.
3. If the test finds any issues, it will list them.



**Voice administrator (Configuration Tab)**

This page will show the email configuration. You cannot make changes in this window. All email configurations have to be edited in the Windows registry.

**Voice Administrator (ProHelp EPM@ Server)**

Acknowledge | Diagnostics | **Configuration**

HKLM\SOFTWARE\Mattec\Moller

EmailEnabled	True	VoiceSleep	The system cannot find the file spe
VoiceEnabled	True	VoiceSleepAfterPlay	The system cannot find the file spe

HKLM\SOFTWARE\Mattec\Email

FromEmailAddress		SMTPAuthenticate	1 (Basic authentication)
SendEmailAddress		SMTPServer	
SendPassword		SMTPServerPort	25
SendUserName		SMTPConnectionTimeout	30
SendUserReplyEmailAddress		SMTPUseSSL	
SendUsingMethod	2 (SMTP over network)	UseDefaultAccount	False
SMTPAccountName			

OK Refresh

**Voice Administrator (Configuration Tab)**

This document should detail all of the steps required to setup and configure the Mattec Voice and E-mail alarms portion of our software. If you still need assistance, please feel free to contact the Helpdesk directly either through the above e-mail link, or by calling us at 1-800-966-1301 Option 4.

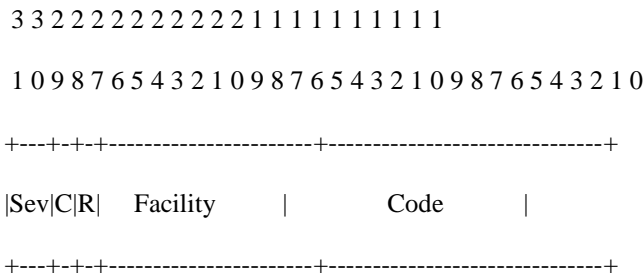
## *Advanced Trouble Shooting Section*

### *Error Codes*

CDO for Exchange 2000 Server Error Codes

This section contains the custom error codes used by Collaboration Data Objects (CDO). All of these values are available as constants in the type library CdoErrorCodes module.

Error codes are 32-bit values whose structure is as follows:



Each error code consists of the following elements, as illustrated in the structure:

- Sev—The severity code, which is one of the following values:
  - 00 – Success
  - 01 – Informational
  - 10 – Warning
  - 11 – Error
- C — The customer code flag.
- R — A reserved bit.
- Facility — The facility code.
- Code — The facility's status code.

The following table presents the custom error codes used by CDO.

Error Name	Value	Remarks
CDO_E_UNCAUGHT_EXCEPTION	0x80040201L	Exception %1 was generated at address %2.
CDO_E_NOT_OPENED	0x80040202L	No data source has been opened for the object.
CDO_E_UNSUPPORTED_DATASOURCE	0x80040203L	The object does not support this type of data source.
CDO_E_INVALID_PROPERTYNAME	0x80040204L	The object does not support the requested property name or namespace.



CDO_E_PROP_UNSUPPORTED	0x80040205L	The object does not support the requested property.
CDO_E_INACTIVE	0x80040206L	The object is not active. It may have been deleted or it may not have been opened.
CDO_E_NO_SUPPORT_FOR_OBJECTS	0x80040207L	The object does not support storing persistent state information for objects.
CDO_E_NOT_AVAILABLE	0x80040208L	The requested property or feature, while supported, is not available at this time or in this context.
CDO_E_NO_DEFAULT_DROP_DIR	0x80040209L	No default drop directory has been configured for this server.
CDO_E_SMTP_SERVER_REQUIRED	0x8004020AL	The SMTP server name is required, and was not found in the configuration source.
CDO_E_NNTP_SERVER_REQUIRED	0x8004020BL	The Network News Transfer Protocol (NNTP) server name is required, and was not found in the configuration source.
CDO_E_RECIPIENT_MISSING	0x8004020CL	At least one recipient is required, but none were found.
CDO_E_FROM_MISSING	0x8004020DL	At least one of the From or Sender fields is required, and neither was found.
CDO_E_SENDER_REJECTED	0x8004020EL	The server rejected the sender address. The server response was: %1.
CDO_E_RECIPIENTS_REJECTED	0x8004020FL	The server rejected one or more recipient addresses. The server response was: %1.
CDO_E_NNTP_POST_FAILED	0x80040210L	The message could not be posted to the NNTP server. The transport error code was %2. The server response was: %1.
CDO_E_SMTP_SEND_FAILED	0x80040211L	The message could not be sent to the SMTP server. The transport error code was %2. The server response was: %1.
CDO_E_CONNECTION_DROPPED	0x80040212L	The transport lost its connection to the server.
CDO_E_FAILED_TO_CONNECT	0x80040213L	The transport failed to connect to the server.
CDO_E_INVALID_POST	0x80040214L	The Subject, From, and Newsgroup fields are all required, and one or more was not found.

CDO_E_AUTHENTICATION_FAILURE	0x80040215L	The server rejected the logon attempt due to authentication failure. The server response was: %1.
CDO_E_INVALID_CONTENT_TYPE	0x80040216L	The content type was not valid in this context. For example, the root of a MIME Encapsulation of Aggregate HTML Documents (MHTML) message must be an HTML document.
CDO_E_LOGON_FAILURE	0x80040217L	The transport was unable to log on to the server.
CDO_E_HTTP_NOT_FOUND	0x80040218L	The requested resource could not be found. The server response was: %1.
CDO_E_HTTP_FORBIDDEN	0x80040219L	Access to the requested resource is denied. The server response was: %1.
CDO_E_HTTP_FAILED	0x8004021AL	The HTTP request failed. The server response was: %1.
CDO_E_MULTIPART_NO_DATA	0x8004021BL	This is a multipart body part. It has no content other than the body parts contained within it.
CDO_E_INVALID_ENCODING_FOR_MULTIPART	0x8004021CL	Multipart body parts must be encoded as 7-bit, 8-bit, or binary.
CDO_E_PROP_NOT_FOUND	0x8004021EL	The requested property was not found.
CDO_E_INVALID_SEND_OPTION	0x80040220L	The "SendUsing" configuration value is invalid.
CDO_E_INVALID_POST_OPTION	0x80040221L	The "PostUsing" configuration value is invalid.
CDO_E_NO_PICKUP_DIR	0x80040222L	The pickup directory path is required and was not specified.
CDO_E_NOT_ALL_DELETED	0x80040223L	One or more messages could not be deleted.
CDO_E_NO_METHOD	0x80040224L	The requested operation is not available on the underlying object.
CDO_E_PROP_READONLY	0x80040227L	The property is read-only.
CDO_E_PROP_CANNOT_DELETE	0x80040228L	The property cannot be deleted.
CDO_E_BAD_DATA	0x80040229L	Data written to the object is inconsistent or invalid.
CDO_E_PROP_NONHEADER	0x8004022AL	The requested property is not in the mail header namespace.
CDO_E_INVALID_CHARSET	0x8004022BL	The requested character set is not installed on the computer.
CDO_E_ADOSTREAM_NOT_BOUND	0x8004022CL	The Microsoft® ActiveX® Data Objects (ADO) stream has not been opened.
CDO_E_CONTENTPROPXML_NOT_FOUND	0x8004022DL	The content properties are missing.

CDO_E_CONTENTPROXML_WRONG_CHARSET	0x8004022EL	Content properties XML must be encoded using UTF-8.
CDO_E_CONTENTPROXML_PARSE_FAILED	0x8004022FL	Failed to parse content properties XML.
CDO_E_CONTENTPROXML_CONVERT_FAILED	0x80040230L	Failed to convert a property from XML to a requested type.
CDO_E_NO_DIRECTORIES_SPECIFIED	0x80040231L	No directories were specified for resolution.
CDO_E_DIRECTORIES_UNREACHABLE	0x80040232L	Failed to resolve against one or more of the specified directories.
CDO_E_BAD_SENDER	0x80040233L	Could not find the Sender's mailbox.
CDO_E_SELF_BINDING	0x80040234L	Binding to self is not allowed. Data of the Attendees in the object is inconsistent or invalid.
CDO_E_BAD_ATTENDEE_DATA	0x80040235L	This error occurs when more than one attendee has the IsOrganizer Property set to TRUE.
CDO_E_ARGUMENT1	0x80044000L	The first argument is invalid.
CDO_E_ARGUMENT2	0x80044001L	The second argument is invalid.
CDO_E_ARGUMENT3	0x80044002L	The third argument is invalid.
CDO_E_ARGUMENT4	0x80044003L	The fourth argument is invalid.
CDO_E_ARGUMENT5	0x80044004L	The fifth argument is invalid.
CDO_E_NOT_FOUND	0x800CCE05L	The requested body part was not found in this message.
CDO_E_INVALID_ENCODING_TYPE	0x800CCE1DL	The content encoding type is invalid.