



FirstClass fundamentals

[The FirstClass network store](#)

[The FirstClass network store folder](#)

[The administrator's Desktop](#)

[Desktop objects](#)

[The Admin menu](#)

[The Control menu](#)

[Checking the administrator's email](#)

[The FirstClass Directory](#)

[Listing Directory entries](#)

[Performing multiple searches](#)

[Performing tasks from the administrator's Directory](#)

[Creating application rules for workflows](#)

[Disabling user logins](#)

[Disabling logins for all users](#)

[Disabling logins for a user group](#)

The FirstClass network store

The FirstClass network store contains all FirstClass data including messages, users, conferences, groups, files, configuration files, and the Directory that you have created on your system. As this information is different for every organization, every network store is unique.

The FirstClass network store (FCNS) folder

The network store is located in the FCNS (Windows) or fcns (Mac or Linux) folder. Many of the files and folders in this folder are used only by the server.

Network store locations:

Windows: *drive:\FCServer\FCNS*

Mac: */Library/FirstClass Server/Volumes/Master/fcns*

Linux: */var/opt/fcsd/volumes/master/fcns*



Warning

It is vital that you maintain the integrity of your network store folder. Do not:

- rename it
- move it to a different volume
- move it from the root of the volume on which it is located
- add files or folders to any folders inside it
- change, delete, or move anything other than the log files, statistics files, Netinfo file, database extension files, or connection scripts
- merge multiple network store folders into a single folder.

If you make unauthorized changes to the network store, the server may not start, or it may damage data files. To start the server, reverse the changes.

If you add, change or delete files in the network store, it might be damaged. If this happens, restore or reinstall your server.

The Logfiles folder

The Logfiles (Windows) or logfiles (Mac or Linux) folder contains the server's log files.

The Stats.dir folder

The Stats.dir (Windows) or stats.dir (Mac or Linux) folder contains the statistics files.

The Server folder

The Server folder contains support files for the server as well as the following files and folders:

Dbext (Windows) or dbext (Mac)	Contains any database extension Dynamic Link Libraries (DLLs) installed on the server. When you first install your server, this folder is empty.
Scripts	Contains the connection script files.
Netinfo file	Allows you to configure TCP/IP connections.

The Index folder

The Index folder contains daily files that list the state of the index each day.

[Top](#)

The administrator's Desktop

The administrator's Desktop contains both the same standard objects that all users see, and a set of objects related to system administration. Don't delete or rename any objects on the administrator's Desktop. If you do, you might not be able to perform necessary administrative tasks. These objects are protected by default to avoid mistakenly deleting them.






Warning

If you delete one of the standard user icons from the administrator's Desktop, that object and all its contents will be deleted and it may be impossible to restore the administrator's link. If you accidentally delete an object, recover it by choosing View > Show Deleted Items and using the undelete feature before [audit](#) runs.

Desktop objects

Mailbox	System messages will be automatically sent to the administrator's Mailbox. We recommend that you log into the administrator's account regularly to check for these messages.
Admin Help	Displays all online help files. The administrator's help is only accessible from the administrator's Desktop, and by users in the Sub Admin and Webmasters groups.
Help	Displays the end user online help files. Your users will see this help folder on their Desktops. If your organization started using FirstClass with 12.0, your users won't see a help folder on their Desktops. They will access help from the Help menu. This object is just on the administrator's Desktop to support organizations that started using FirstClass prior to 12.0.
FirstClass Registration	This is the form that needs to be completed and sent to OpenText to register your server.
General Conferences	A folder in which you can add conferences so users can collaborate effectively. Conferences in this folder are only visible to users when you make a user a member of a conference, add a conference to a user group's Model Desktop, or put a link to a conference in a public place.
Groups	All the user groups and container templates defined on your server.
FC Update Service (formerly FC Control)	Automatically receives product updates, such as new server executables and license files, from FirstClass.
Object Templates	Contains all the templates required for classic FirstClass applications.
FirstClass Applications	Contains the Application Configuration form, required to register installed FirstClass applications.
Core Services	Contains the core forms used to administer the server. (Server Monitor, Server

	Control, Session Monitor, Task Monitors, System Events calendar, Server Tools).
FC Resource Registry	Contains resources such as forms, icons, and sounds, for all your users to access.
Reports	Contains the Statistics folder, the Log Files folder, and the Statistics Control form.
Mail Lists	Contains all the public mail lists on your server.
Internet Services	A folder where you configure your Internet connections and services.
Clustered Services	A folder where you configure multiple Internet Services or Voice Services clusters (if applicable).
Gateways & Services	Contains the gateways and FirstClass services defined on your server.
Multi-Site Setup	Contains forms used in setting up networks consisting of two or more servers, using the Directory synchronization feature. Also contains scripts used when creating clustered servers.
Hard Disk	An external folder that gives you access to the other files on the hard disk containing the post office.
Volumes	Contains a list of all the volumes mounted on the server computer.
MultiVol Conferences	Folders containing a list of all the secondary volumes mounted on the server computer on which conferences have been created.
Voice Services	 Applies if you use FirstClass Unified Communications. A folder where you configure your Voice Services connections and services.
Directory Services	 Applies if you use FirstClass Directory Services. A folder where you configure your FirstClass Directory Services (FCDS) connections and services.
External Applications	 Applies if you use FirstClass Web Services. A folder where you can create HTML applications external to FirstClass. Users access these applications from the Apps pane in their Web Services client.

[Top](#)

The Admin menu

The administrator's account includes a special menu that allows you to quickly perform many required day-to-day administration tasks. The options available from the Admin menu are:

List Directory	Opens the administrator's version of the Directory.
System Profile	Opens the System Profile form, used to set your system's default settings.
Add User	Quickly adds a user to your FirstClass system.
Add	Quickly adds a gateway, user group, container template (conference) group, calendar group, public mail list, route, or remote name to your FirstClass system.
New Stationery	Creates a standard stationery form.
Give Alias	Creates a link to the selected object on a user's Desktop. The link will be placed in the same position on the user's Desktop as it appears on the administrator's Desktop.
Broadcast	Sends a broadcast message to all users who are currently logged in. This is useful, for example, to warn users to log off so you can do a backup.
Control	This submenu is described below.
Session Monitor	Opens the Session Monitor, allowing you to see all users who are currently logged in, the most recent action each has performed, and all objects each currently has open.

The Control menu

The Admin > Control menu provides you with menu options for some of the most common server and Internet Services control tasks:

Audit	Begins immediate full audit.
Fast Shutdown	Forces off all users and shuts down the server immediately. Other than the abrupt disconnect logged-in users will see, this should be considered safe at all times.
Polite Shutdown	Sends a message to users warning them and waits for them to log off before shutting down the server.
Restart	Initiates a full restart of the Windows operating system. This is not applicable to Mac.
Logoff All Users	Disconnects all users without shutting down the server. You might want to choose Collaborate > Who's Online first to see who is currently logged in. This command doesn't log off yourself or subadministrators. If you want to log off a subadministrator, you must log them off selectively.
Logoff Selected Users	Disconnects selected users without shutting down the server. You select users before choosing this command using Collaborate > Who's Online or Admin > Session Monitor. This command logs off selected users immediately. This can include yourself and subadministrators.
Pause Mirroring	Pauses all mirrors immediately.
Continue Mirroring	Resumes all paused mirrors.

[Top](#)

Checking the administrator's email

When certain events occur, FirstClass sends a message to the FirstClass administrator. These events include:

- completion of audit
- gateway problems
- autoregistration of a new user
- gateway license conflicts
- duplicate aliases
- mirror failures
- messages regarding exceeding text-to-speech licensing limits for FirstClass Unified Communications customers
- FirstClass Web Services issues or alerts.

Log into the administrator account regularly to check for mail. The frequency you choose will depend on your system configuration and size.

If you wish, you can set the administrator's preferences to redirect mail to your personal account.

[Top](#)

The FirstClass Directory

The FirstClass Directory is a database containing the names of all global objects defined on your FirstClass system (users, conferences, public mail lists, groups, calendars, remote names). The FirstClass server consults the Directory whenever a user:

- logs in
- addresses mail
- sends mail.

Users can consult the Directory (Collaborate > Directory) to find the name of a user or conference to which they want to address mail.

You can adjust the Directory sort order based on language, and rebuild the Directory, using the [Server Tools](#) form.

As administrator, you have a more powerful search mechanism, the Admin > List Directory command. This allows you to filter the Directory listing, selecting the types of objects to be displayed, and their sort order. You can search the administrator's Directory for any entry (for example, a user or a conference) and perform common administrative functions on accounts.

Listing Directory entries

To list all entries in the administrator's Directory, click Search.

You can refine the list before you execute the search by:

- using the "Pattern" field to specify text that must occur in all listed entries
- choosing what you want to search at "Search"

If you choose By User ID, [remote names](#) and [routes](#) will not appear in the list because they don't have user IDs. If you select By Group, you must type the group name exactly at "Pattern".

- selecting the types of objects you want to list at "Show".

"Other" includes [user groups](#) and [mail lists](#).

Performing multiple searches

You can perform multiple searches and use "push pins" to save the results of each search.

To perform multiple searches:

- 1 Perform the first search.
- 2 Click the push pin column at the left beside each result you want to save.
- 3 Perform the next search.

The results with the push pins will stay and the others will be cleared from the list.

If the new search results move the push-pinned results out of sight, you can click the push pin column heading to bring all push-pinned results to the top.

To clear a push pin from a result, click the push pin icon beside it.

Performing tasks from the administrator's Directory

Once you have executed your search, you can manipulate data directly from the List Directory.

To do this

Create a user account.

Open a selected user's or object's information form.

Run a single audit on a selected user or object.

Open a selected user's Desktop.

Delete a selected user or object.

Open a new message form addressed to a selected user or conference.

Click this button

New User

Edit

Audit

Desktop

Delete

Message



Note

When changes are made to key administrative forms, notification messages are sent to you and the change author. This allows you to check maintenance activity and to undo any changes that were made in error.

Creating application rules for workflows

As administrator, you can create send, receive, and advanced rules on behalf of your users. You can also create application rules to set up forms workflows (applications).

Application rules are used in conjunction with custom forms created using FirstClass Designer, custom containers or container templates, and FirstClass scripting commands. Applications may also use custom columns and view properties, specific user groups and model Desktops.

Before attempting to create and run application rules, you must:

- have the Application Developer privilege enabled on the Group Privileges or User Info form
- have a full understanding of Send, Receive, and Advanced rules
- ensure what you are attempting to do cannot be done more simply using send, receive, or advanced rules
- have a documented plan of what you want to do with this application
- have all associated attachments, forms, and containers created and tested in their functional locations on your system.

To create an application rule, fill in the [Application Rule](#) form.

[Top](#)

Disabling user logins

Occasionally you might want to temporarily disable logins. Before disabling logins, it is a good idea to warn users with a broadcast message, so that they can save any work in progress.

Disabling logins for all users

The administrator and subadministrators can still log in. Other users cannot log in until you re-enable all logins by reversing this procedure or restarting the server.

- 1 Choose Admin > System Profile.
- 2 Select "Disable all logins" on the Server tab.

Disabling logins for a user group

Users in this group cannot log in until you re-enable at least one access option.

- 1 Open the Groups folder on the administrator's Desktop.
- 2 Open the user group for which you want to disable logins.
- 3 Clear all fields in the Access section.

[Top](#)