Message Server

Manual for System Administrators

netpresenter®

Message Server 16 Manual for System Administrators

V16.0

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1 INTRODUCTION

Netpresenter offers internal communication software solutions that broadcast internal news messages to every PC screen as interactive PC screensavers, as a PC desktop Player (Alert), or as Digital Signage presentations on large TV screens:

Netpresenter Message Server is a web application that creates, schedules and broadcasts Netpresenter presentations on any PC or TV.

Entering information into the Netpresenter Message Server is done via an easy-to-use web interface. The information that is entered into a presentation can be made available to Netpresenter PC screensavers, PC Desktop Players, and Digital Signage TV Players. And optionally as a webpage, RSS Newsfeed, email, SMS, on Twitter and/or on mobile devices (mobile website).

Netpresenter Alert Server allows organizations to send out emergency broadcasts as an emergency pop-up window on any PC or TV. Additionally, these alerts can also be displayed on mobile devices, as a (banner or pop up on a) webpage, on a mobile website, on Twitter and/ or RSS Newsfeed. Alert messages can also be sent out as SMS text messages and/or emails (optional).

Alert broadcasts can be sent out by authorized users (password required), using the Alert Server (a web application).

It is also possible to link the Netpresenter Alert Server software to existing alarm systems to be able to issue Alerts without human intervention.

You will find an online demo version of the Message Server and Alert Server at http://demo.netpresenter.com. (When demoing our software, please make sure to install the Netpresenter Player to view your messages.)

Fig. 1: A screenshot of the Netpresenter Desktop Player - playing channels broadcasted via the demo Message Server at http://demo.netpresenter.com.

1.1 Installation

Netpresenter Message Server and (optional) Alert Server are installed on a Windows web server. For study and demonstration purposes you may install it on any Windows workstation or server.

The Netpresenter Player uses a viewer friendly type of push technology, which does not interrupt the work process. The Player software will typically be installed on everyone's PC desktop, as well as on LCD/ plasma screens at strategic positions. This ensures that messages are also broadcasted to people who are not using a desktop PC – employees, but also visitors. Configuration of the Targeting feature allows different target audiences to receive different messages and alerts based on preconfigured rules.

Before proceeding with the installation of the Netpresenter Alert Server, please note that this is a potentially life-saving application. Make sure that you install and maintain it properly! Please contact the Netpresenter support team before you start to use this application in production.

1.2 Support & Updates

Netpresenter regularly provides updates of the Netpresenter Message Server and Alert Server. By doing so, it wants to ensure that clients use the latest version of the software.

If you have any questions after reading this document, please feel free to contact the Netpresenter Support team via e-mail: techsupport@netpresenter.com, or by telephone - during office hours at +31 (0)46 4370886 (Netherlands) or in the US at +1 (212) 710 59 08 (New York). The Netpresenter Support team can also advice you on the best way to configure your hardware for continuous usage.

1.3 Copyright

The Netpresenter Message Server and Netpresenter Alert Server are a copyright of Netpresenter.

netpresenter.com

2 INSTALLATION INSTRUCTIONS

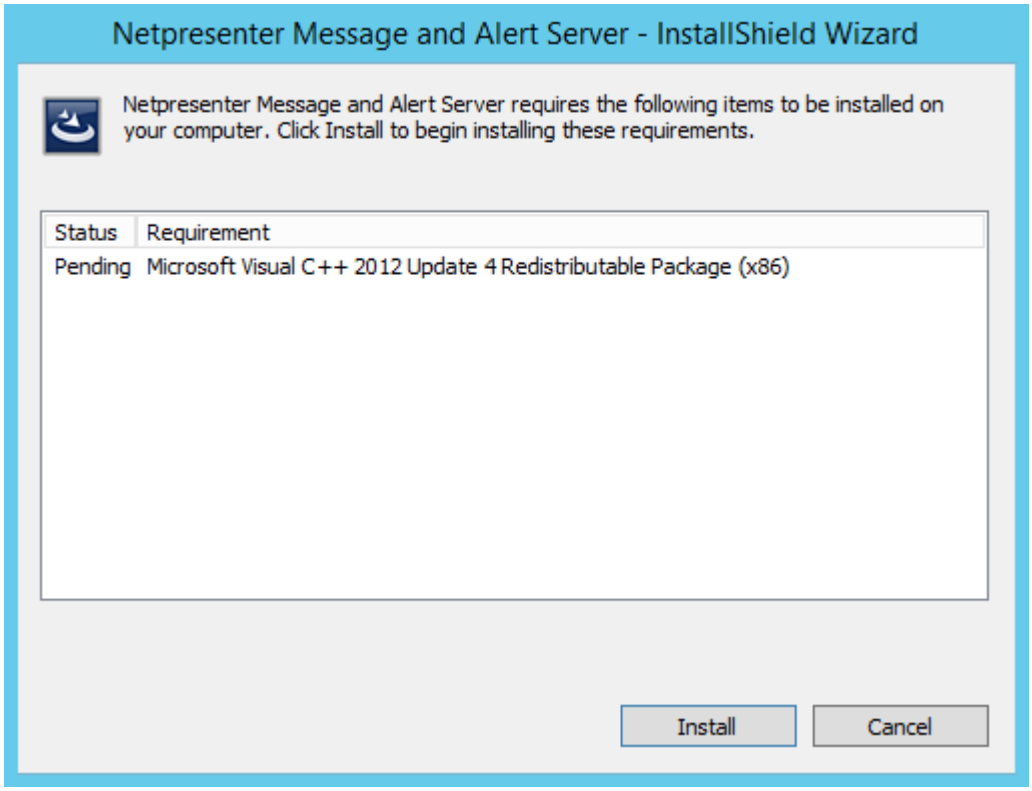
System Requirements

The system requirements may vary from version to version as technology progresses. Please refer to the System Requirements document as distributed by Netpresenter Technical Support for more information.

2.1 Installation procedure IIS

This chapter describes the procedure for installing the Netpresenter Message Server on IIS Internet Information Server, 7.0 and higher).

1 Double click the "NpMsgServer-w2008.exe" installation package to start the installation; the following error will appear if Microsoft .NET Framework is not installed:



2 In most cases clicking the “Next” button on every page presented by the Installation Wizard should suffice to install the Netpresenter Message and Alert Server correctly:

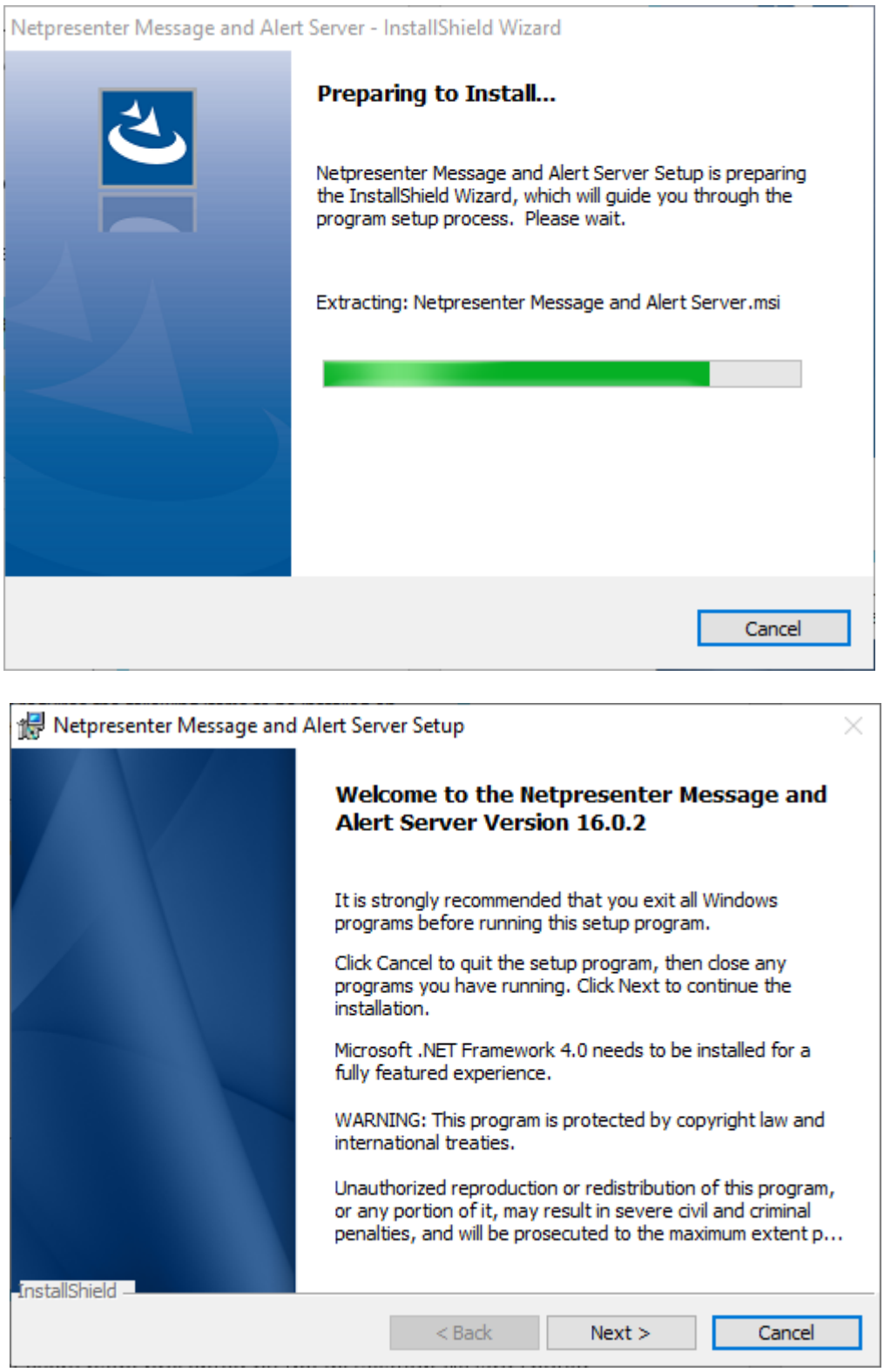


Figure 2:1First screen of Netpresenter Message Server Installation Wizard

3 Fill out Name and Organization name:

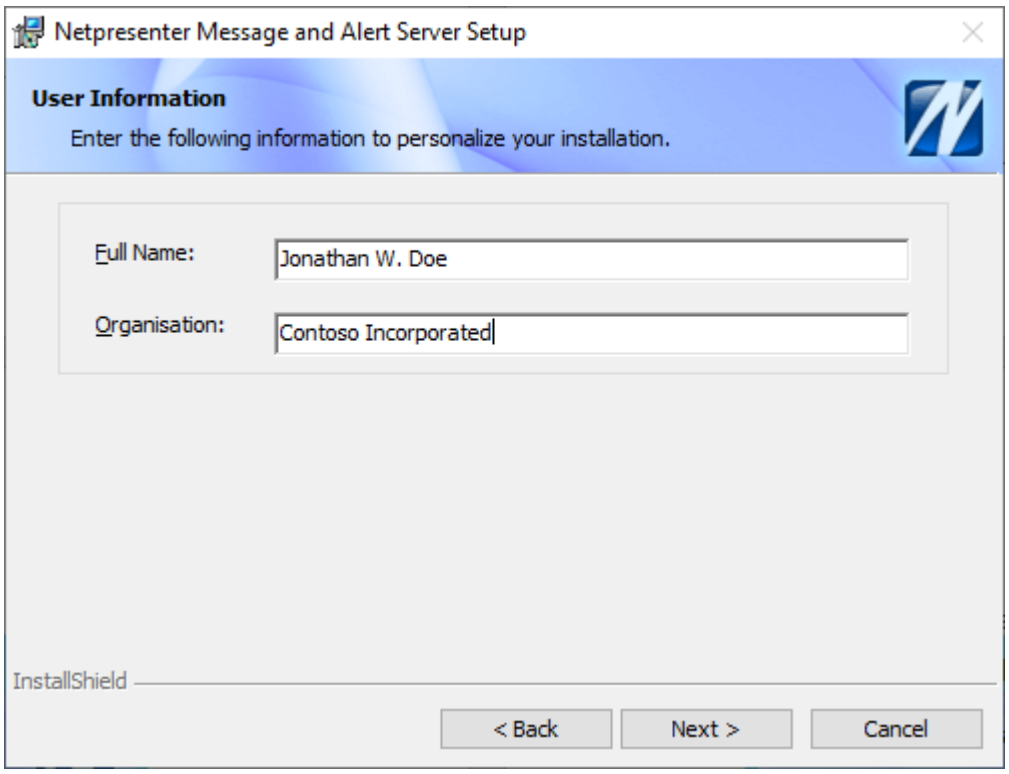


Figure 2:2 Name and Organization screen Netpresenter Message Server Installation Wizard

4 Select installation directory:

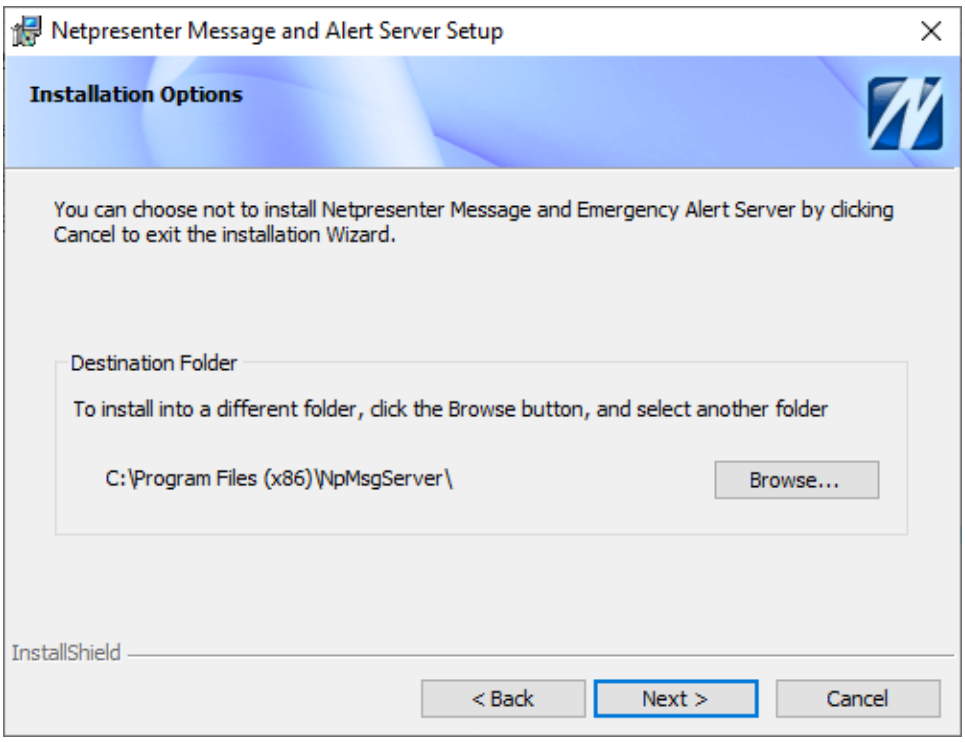


Figure 2:3 Installation Options screen

5 Read Information on Web Resources Configuration and click "Next":

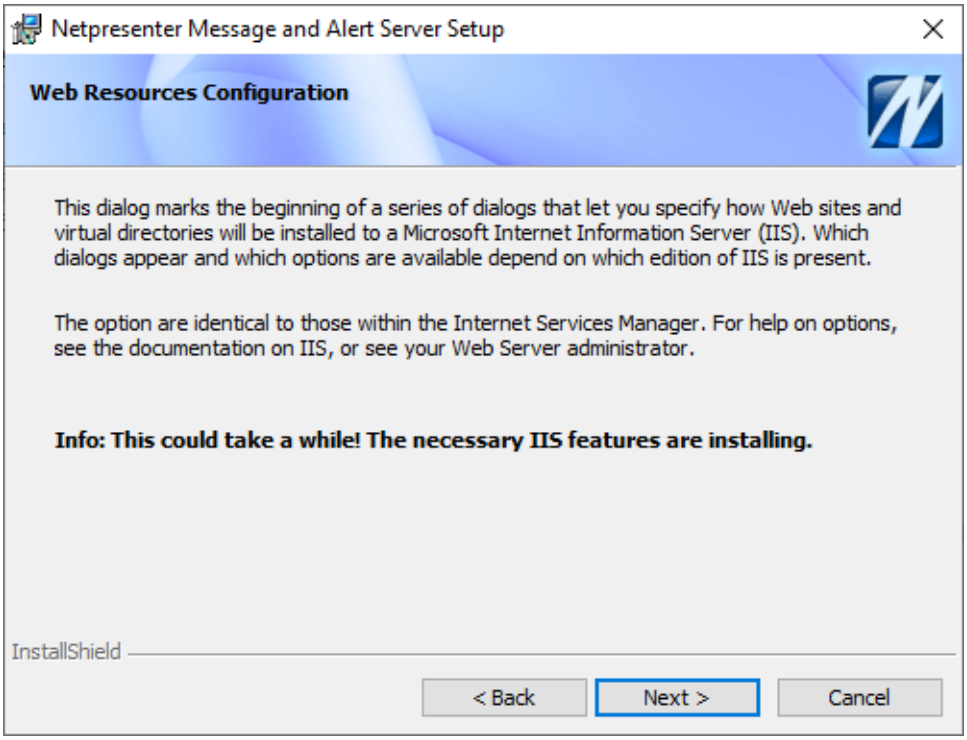


Figure 2:4 Informational message

6 Check Name and Parent of the virtual directory and change this if needed:

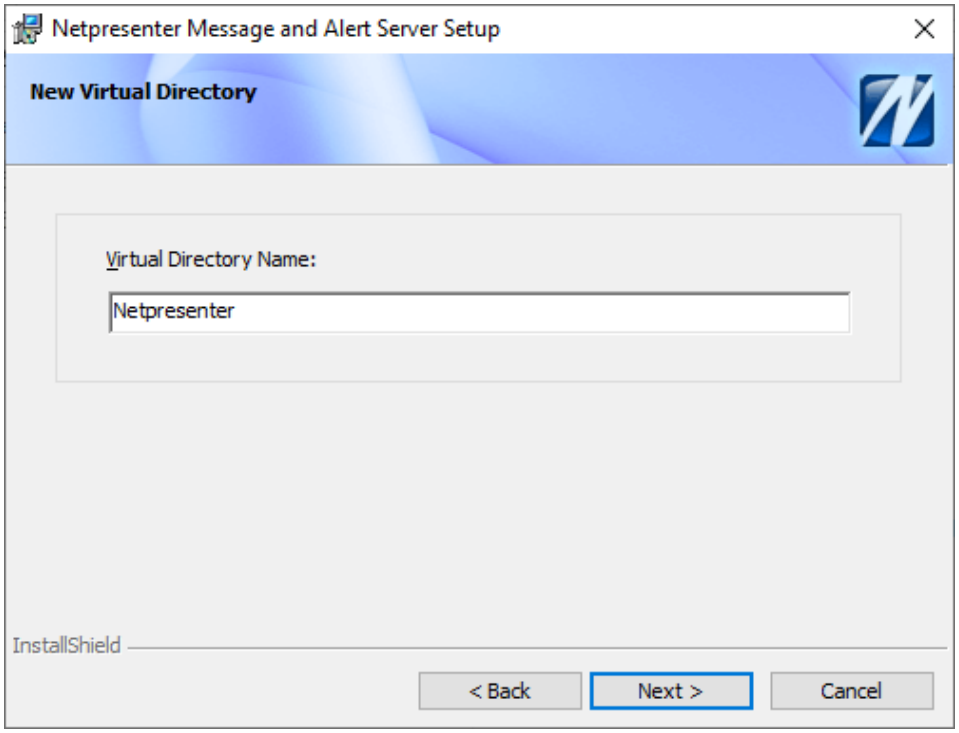


Figure 2:5 Opportunity to change the Name and Parent of the virtual directory

7 Confirm installation:

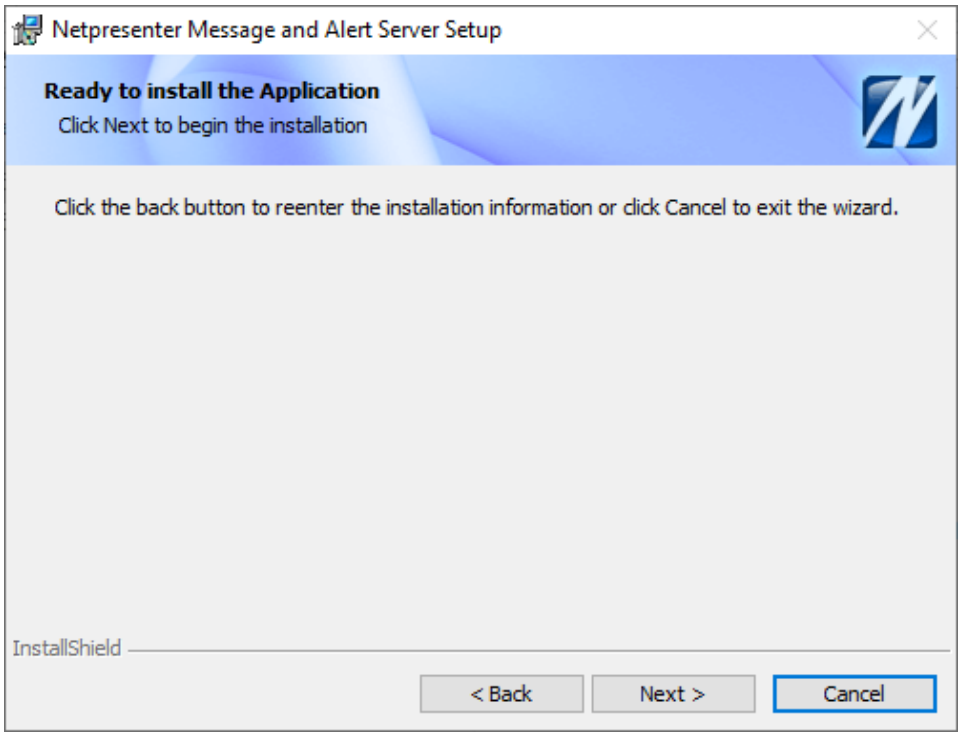


Figure 2:6 Last confirmation required

10 Installation has been completed:

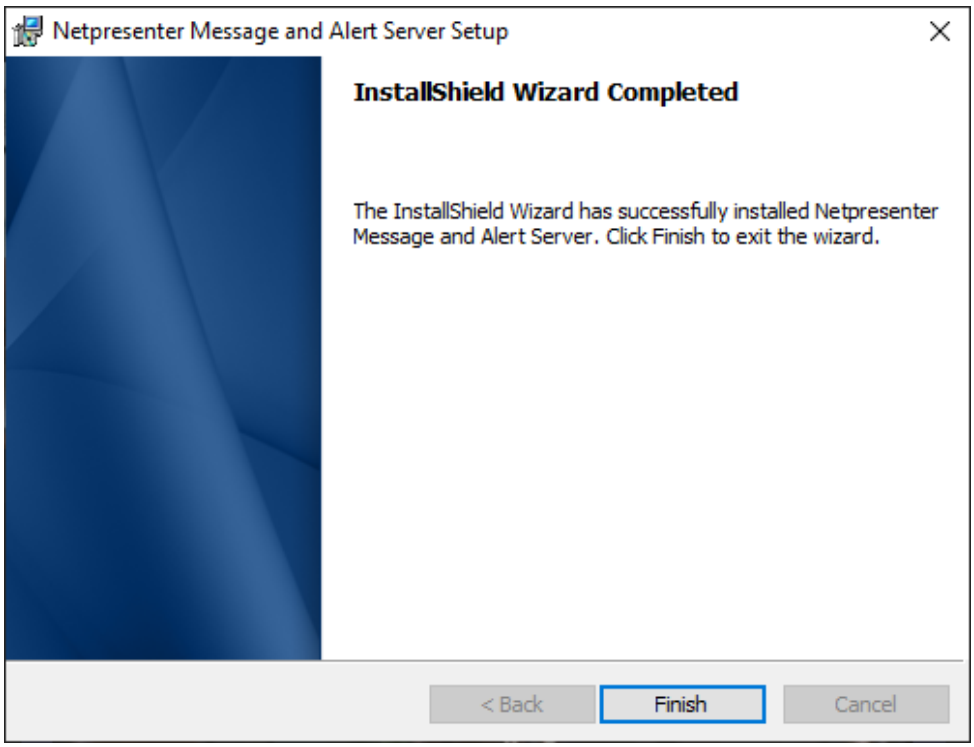


Figure 2:7 "Installation completed" screen

3 DATABASE CONFIGURATION

You will need to create an empty MSSQL/MySQL database on your server and a user with DBO rights to that database. All the tables and necessary data will be created when starting the database maintenance.

3.1 Microsoft SQL Server database

If your Message Server is using a Microsoft SQL Server database, you will need to enter the settings into the NpMsgServer.ini file. You can find this file in the installation folder of the Message Server

- 32bit Windows Server: "C:\Program Files\NpMsgServer\NpMsgServer.ini"
- 64bit Windows Server: "C:\Program Files (x86)\NpMsgServer\NpMsgServer.ini"

Open the file with a text editor and fill in the following values:

`DbType="1"` (1 is the value for MSSQL)
`DbServername=`
`DbDatabasename=`
`DbUsername=`
`DbPassword=`

Sample values:

```
DbType="1"
DbServername="MSSQLSERVER"
DbDatabasename="NpMsgServer"
DbUsername="Netpresenter"
DbPassword="P@ssw0rd"
```

Continue with the instructions explained in section 6.4

3.2 MySQL database

If your Message Server is using a MySQL database, then you will need to enter the settings into the NpMsgServer.ini file. You can find this file in the installation folder of the Message Server.

- 32bit Windows Server: C:\Program Files\NpMsgServer\NpMsgServer.ini
- 64bit Windows Server: C:\Program Files (x86)\NpMsgServer\NpMsgServer.ini

Open the file with a text editor and fill in the following values:

`DbType="2"` (2 is the value for MySQL)
`DbServername=`
`DbDatabasename=`
`DbUsername=`
`DbPassword=`

Sample values:

```
DbType="2"
DbServername=”MYSQLSERVER”
DbDatabasename=”NpMsgServer”
DbUsername=”Netpresenter”
DbPassword=”P@ssw0rd”
```

3.3 Start database maintenance

After installation, please browse to the Netpresenter Message Server using the shortcut on your desktop or by opening a browser and entering http://localhost/netpresenter/.

Database maintenance starts here. The database maintenance creates all necessary tables and data in your database.

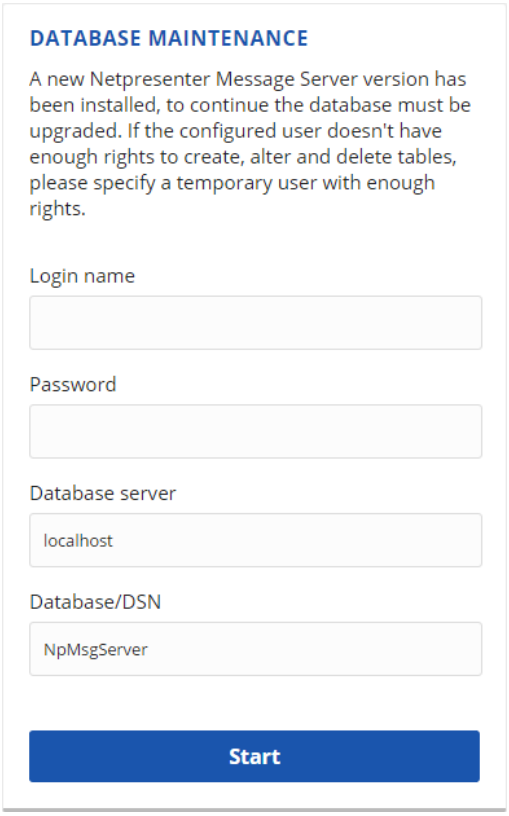


Figure 3:1 Initial screen when browsing to "http://localhost/netpresenter"

If using the default MS Access database, leave the login name and password empty.

4 LICENSE REGISTERING AND LOG IN

1 After the maintenance is finished you can enter your license key:

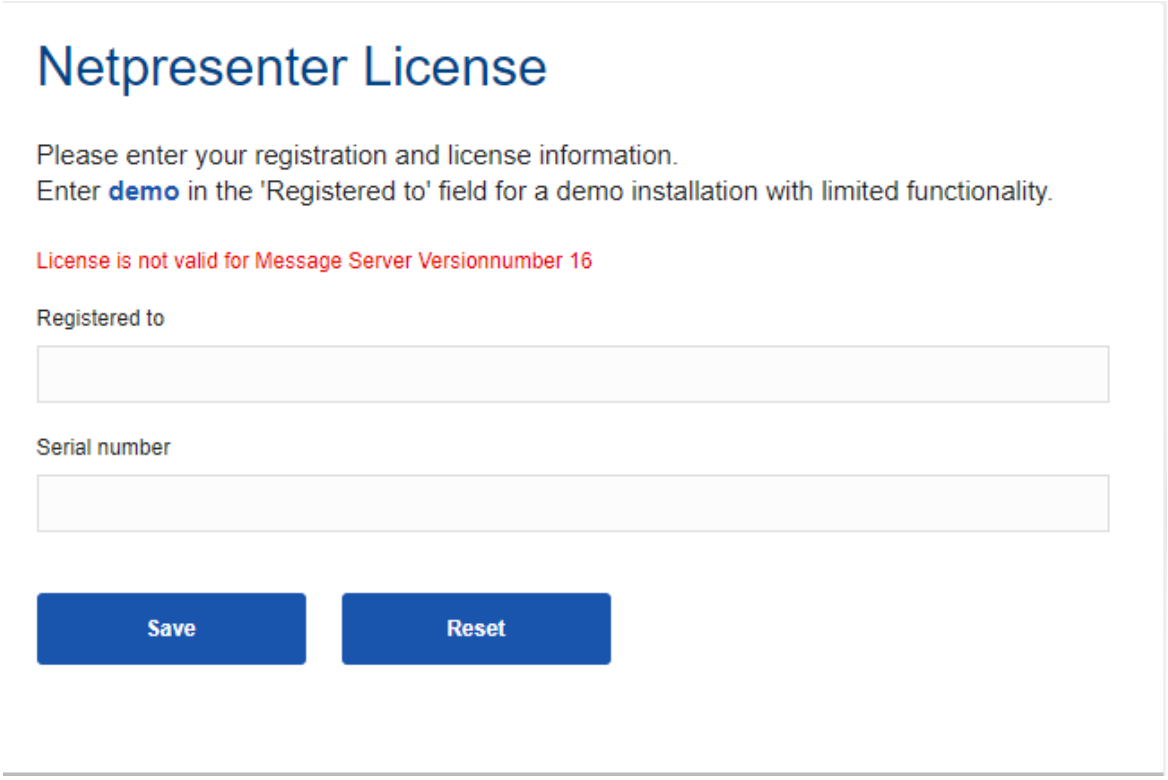


Figure 4:1 Netpresenter license entry screen

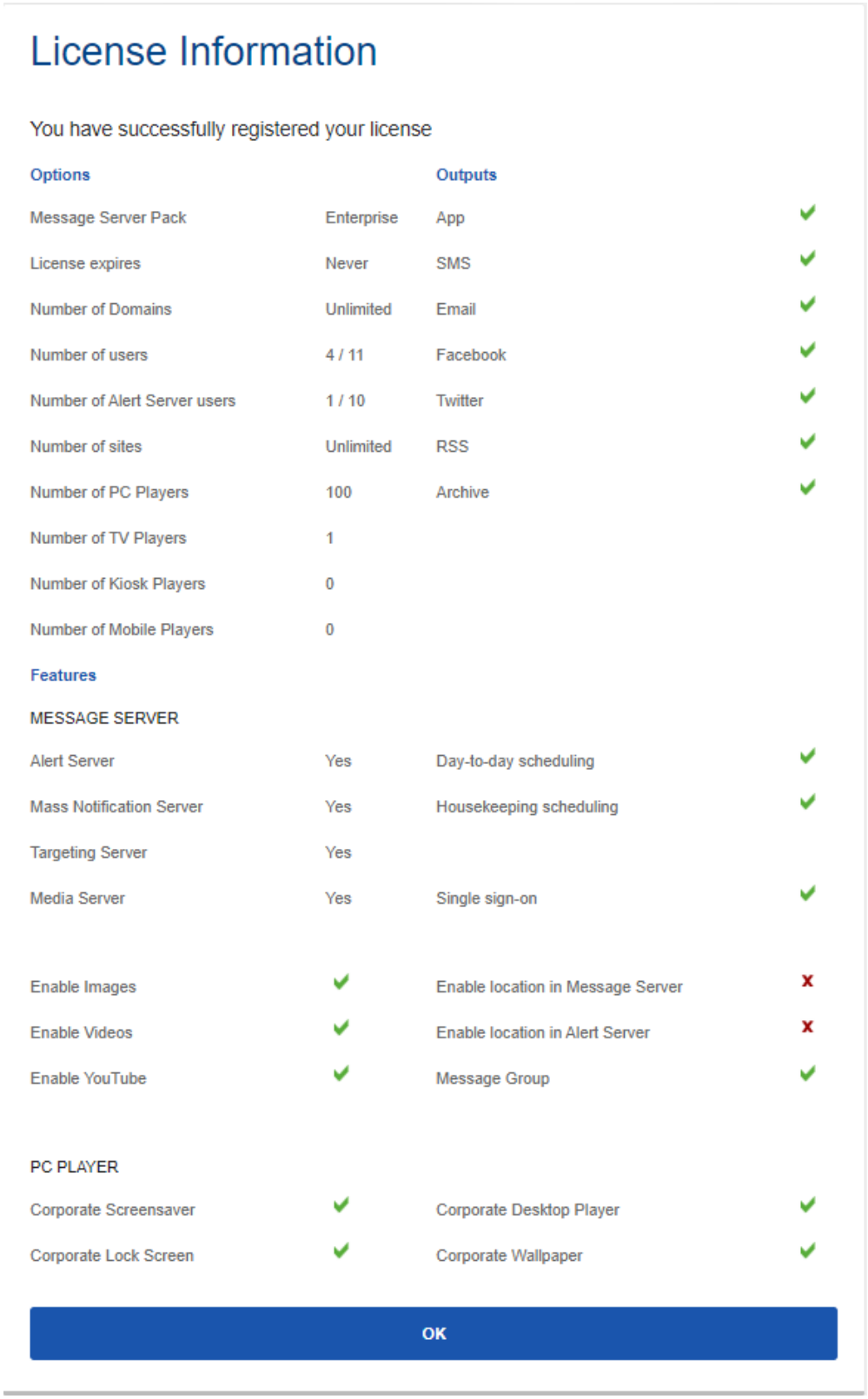


Figure 4:2 Netpresenter license verification screen

2 Next step: login

Next you will see the login screen. Use your username (default: demo) and password (default: demo) for the Message Server login.

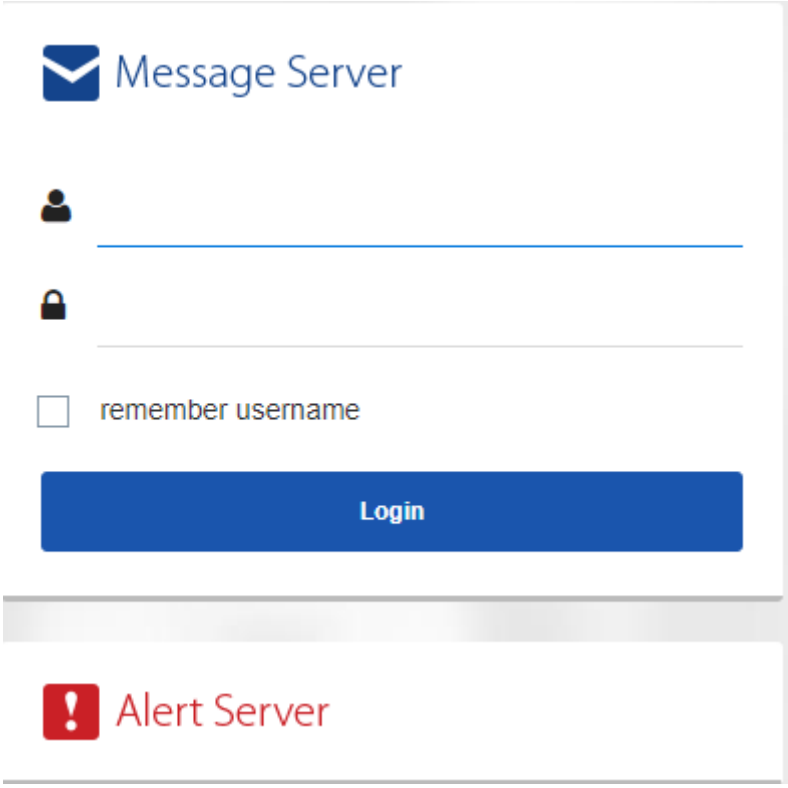


Figure 4:3 Netpresenter Message Server login screen

5 WHAT HAPPENS DURING INSTALLATION

This chapter details what exactly will be installed on your server:

General

All files needed will be installed in the <installdir>, typically C:\Program Files\NpMsgServer.

The Message Server is implemented as php script. Therefore, a php script engine will be installed (in a subdirectory of the <installdir>), the .php script files, some .html and image files to support the Message Server and a jet database engine.

IIS specific

The installer creates a new virtual directory that will contain the channels published, accessible for everyone in your company. This website will typically be accessible via http://<server>/Netpresenter. It will typically be mapped to the <installdir>\htdocs subdirectory. The website's access permissions will be set to "read" and "execute"

A php script interpreter engine will be installed in the <installdir>\php subdirectory

An application extension for PHP scripting will be added so that the server-side scripts with extension .php will be executed by <installdir>\php\php.exe

Index.php will be added to the website's list of default content pages

Anonymous access will be enabled for http://<server>/Netpresenter (by enabling access for the IUSR_<server>.

The IUSR_<server> user will be granted access rights to several directories according to the following table:

Rights	Directory
Read & Execute	<installdir>
Modify & Delete	<installdir>\tmp
Modify & Delete	<installdir>\htdocs
Modify & Delete	<installdir>\taskdata
Modify & Delete	<installdir>\data

Additional steps for IIS 6.0:

The extension php will be registered separately, as a new "Web Service Extension", to be executed by <installdir>\php\php.exe

Files with extension .chn (the extension of Netpresenter channel files) will be added to the list of “registered mime types” with mime type “text/plain”. This is because IIS 6 Web servers only provide trusted (registered) content to clients. .htm, .html, .jpg, .gif are usually trusted by default.

Database specific

The Message Server relies on an ODBC data source named NpMsgServer.

By default, the data source will be mapped to the jet engine database NpMsgServer.mdb located in the <installdir>\data directory. The data source may be mapped to other ODBC compatible database engines, such as Microsoft SQL server, Oracle or MySQL.

Later we will review issues related to Microsoft SQL server security.

Netpresenter specific

The Message Server component that handles parsing the Netpresenter templates and publishes the Netpresenter channels is a so-called COM-server that will be installed in <Installdir>\scripts\com directory and registered with Windows.

6 USING THE MESSAGE SERVER

Direct your browser to http://<servername>/Netpresenter (please use http://localhost/Netpresenter - the first time.

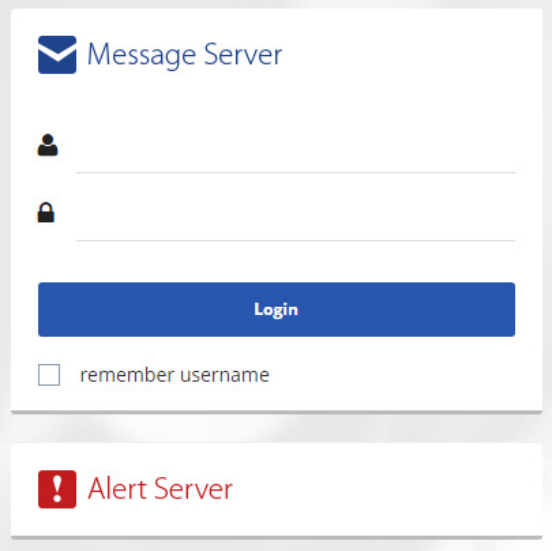


Figure 6:1 Start-up screen Message Server

The Message Server is where you enter, schedule and broadcast your messages organization wide.

Messages published via the Alert Server however are more intrusive, because they are potentially 'life saving'. Unlike messages usually published with the Message Server, Alert messages will pop up on each user's desktop, requiring immediate attention and interrupting the users in their activities.

To start, click on the "Message Server" button and proceed with the following chapter.

6.1 Creating a new message

The Message Server is a user-friendly way to enter new messages using pre-defined templates. It creates a Netpresenter slideshow (Channel) from your messages.

1 Click the “Message Server” button at the Startup Screen.

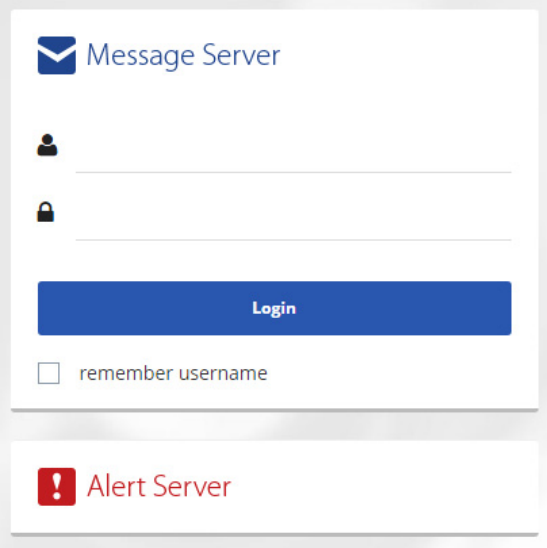


Figure 6:2 Login screen for Netpresenter Message Server

If you have selected the “Demo Mode” option during installation, the text boxes will be predefined.

2 Click the “Login” button to log in to the Message Server. If you have not selected the “Demo Mode” option, please enter your own username (default: demo) and password (default: demo).

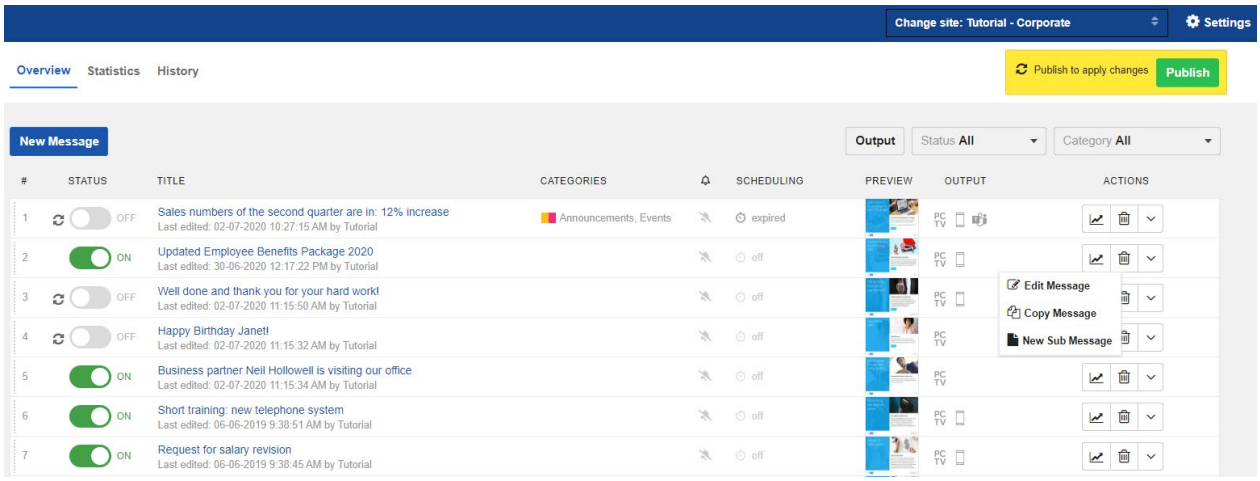


Figure 6:3 Message Overview page

After login, the Message Overview page appears. This page displays all the messages of a site. This page provides the following options:

1. "Change Site" combo box: Select a site to view/alter/publish its presentation
2. Settings: Links to the Message Server manage section
3. "Sign Out" button: Click to sign out from the Message Server;
4. The "Overview" tab shows the current (in)active messages on this site
5. The "Statistics" tab shows the number of players connected, messages published, click rates, etc.
6. The "History" tab shows deleted messages from this site
7. Create a "New Message"
8. The "Output" button shows active outputs where this site can publish towards
9. Display filter for the message overview: show ALL / ON / OFF / Twitter / Facebook
10. Publish: only after publishing the messages will be visible in the Netpresenter Players
11. Status: determines whether a message is visible in the presentation
12. Title: The title of a message
13. Categories: For maintenance purposes only. Here you can see what kind of message this is
14. Scheduling info: Displays whether the message is scheduled for a certain date
15. Preview image of the slide. When rolling over you will see an enlarged image of the preview
16. Output: Indicates if the message is being published to Facebook or Twitter. Click the button to view the Facebook/Twitter/SMS/Email history and comments
17. Message Statistics: Shows the reach of this message
18. Message Actions: Edit, Copy, Delete and Move (Drag and drop a message to change its position in the list)

Figure 6:4 Preview example

To proceed with the demo, please click the “New Message” button.

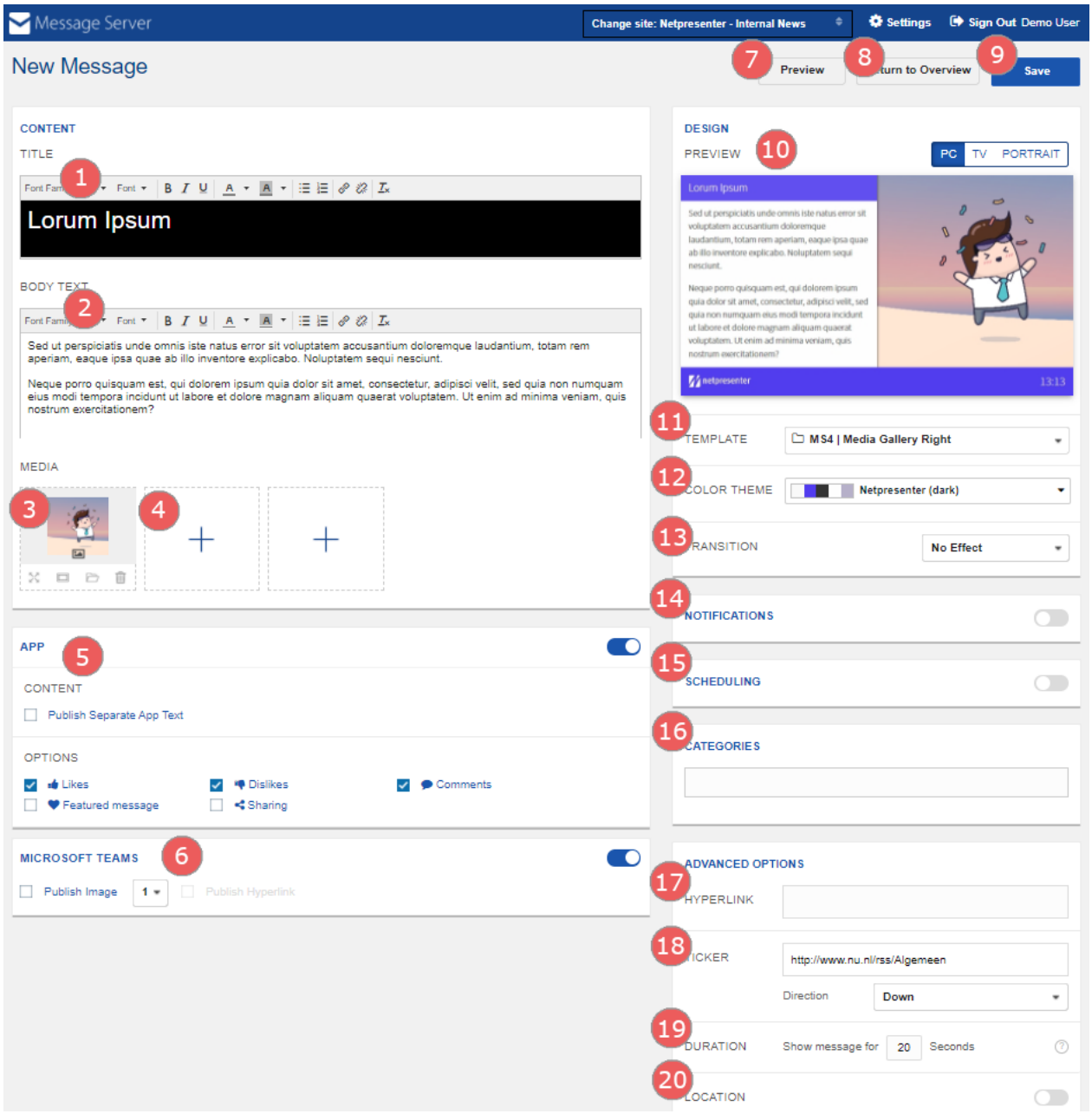


Figure 6:5 New Message page

On the “New Message page” you can create a new message:

1. Enter the title and change the layout of the text
2. Enter the message and change the layout of the text

3. Example of a selected media (Image). Media Options:
   : Open the position dialog
   : Open the image border dialog
   : Open the gallery dialog
   : delete the media object

4. Example of an empty media object. You can choose to add an image, a video, Flash or a YouTube video. The number of media tabs depends on the number of media objects supported by the template (the maximum is five). In our example the template has four media objects. The numbers on the message template show the position of the media objects. These numbers correspond with its media object.
5. Turn on the app output for this message.
   You can enable specific configurations for this message in the app as well.
6. Turn on the Microsoft output for this message.
   The Message will be available in a preconfigured team in Microsoft Teams.
7. Click to view a preview of the current message
8. Click to return to the message overview page
9. Click to save the message;
10. A live preview of your message.
11. Select a template or create a new template with the Template Builder (see chapter 6.5)
12. If supported by the template, you can choose a color theme or create a custom theme.
13. Select the kind of transition between messages
14. Click on Notifications to select how to notify the public. Either with and app notification, windows notification or a Netpresenter Player popup.
15. Choose when you would like the message to appear (date and time). If you do not include a time and a date, the message is visible from the moment you publish it to the moment you manually hide/delete it from the list (see chapter 6.3)
16. Select a category for your message (Strictly for content management).
17. Add a hyperlink to a website, an email address, a file on a share, etc.
18. If the selected template contains a ticker, please insert the URL of the desired RSS feed and select the scrolling direction from the combo box
19. Enter the number of seconds the message will be shown
20. You can set a location for the message.

6.2 Media Objects

As described in the previous chapter you can add a media object to your message. This chapter will describe each media object.

6.2.1 Image

6.2.1.1 Select an Image

An image can be selected from a list of uploaded images. Upload new images by clicking the “Upload Images” button and selecting the image(s) from your local machine. Image formats currently supported are: JPG, GIF and PNG. You can upload multiple images by selecting multiple images and click “Open”.

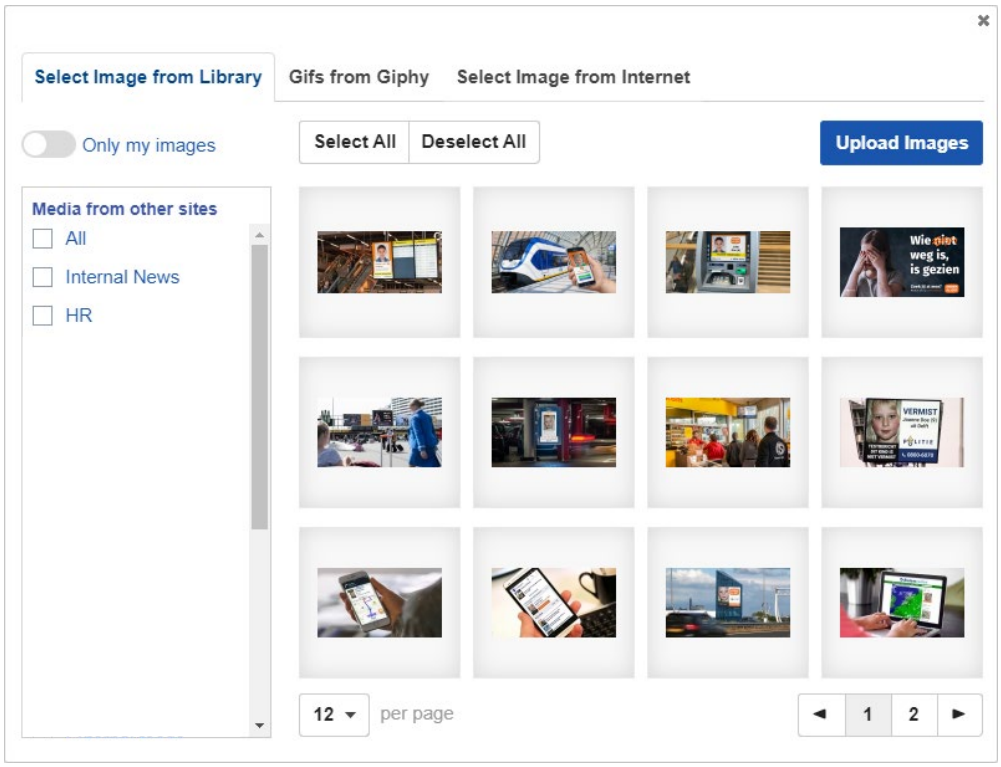


Figure 6:6 Select Image from List

It is also possible to Post Gifs straight from Giphy. Select one from the list or search for a specific one by narrowing it down in the search field.

Or you can select an image from the internet/intranet using the second tab. Enter the exact image URL. The image will be monitored for updates.

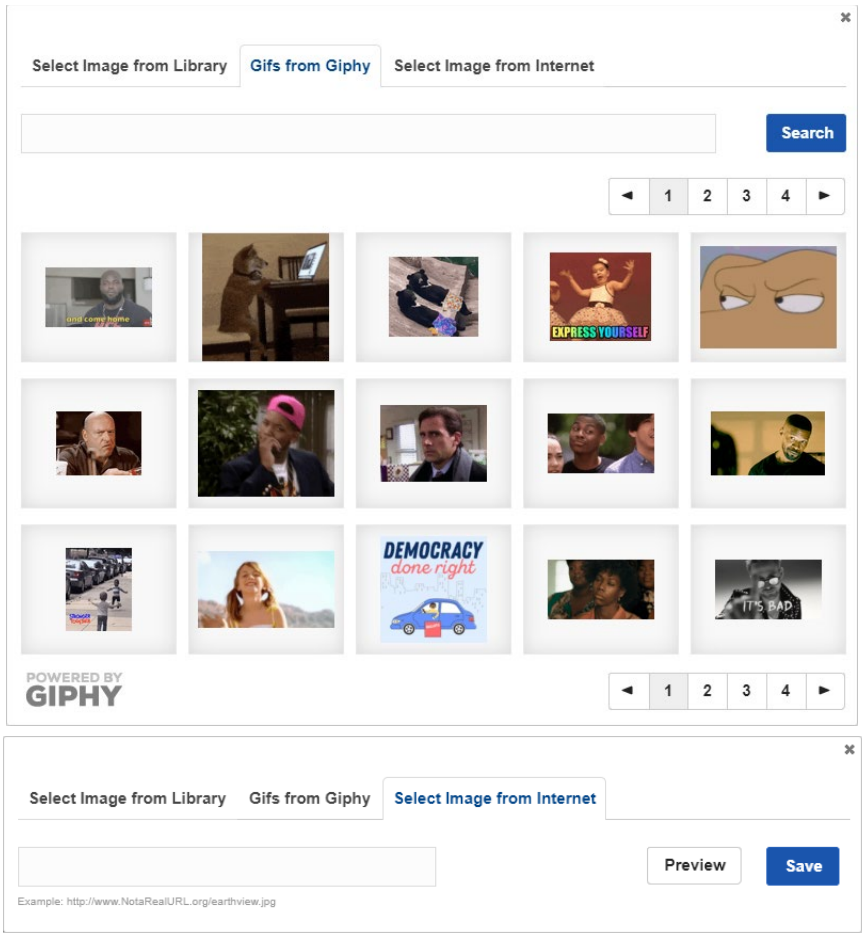


Figure 6:7 Select Image from Internet

6.2.1.2 Remove image(s)

To remove an image simply click the trashcan icon to remove a single image. You can also remove multiple images by ticking off the checkbox above the image. Then click the blue “Delete” button to remove the images.

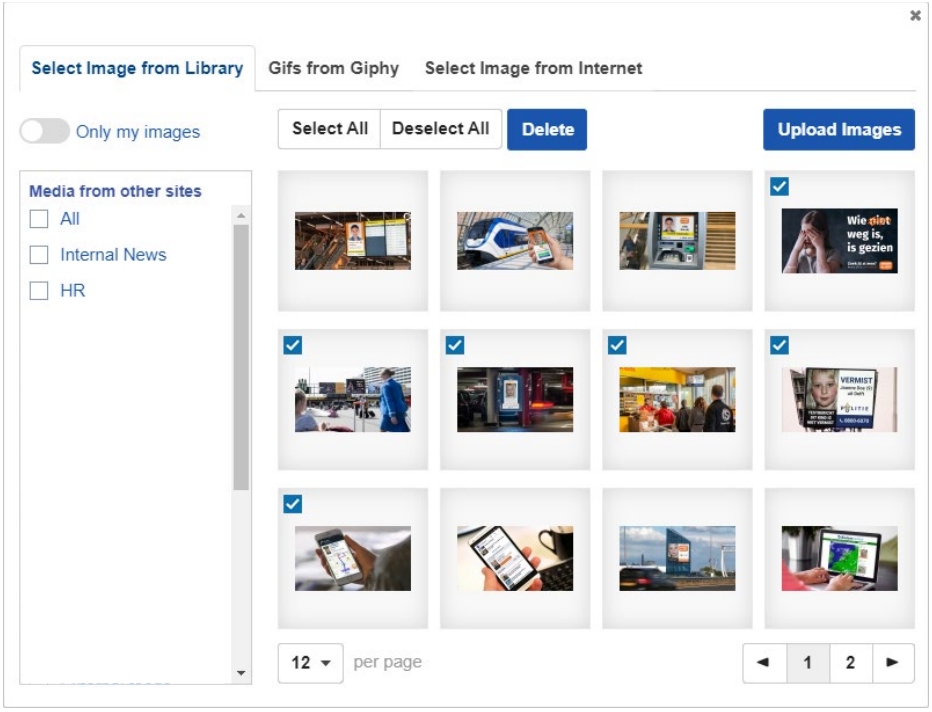


Figure 6:8 Removing multiple images

6.2.2 Video

A video can be selected from a list of uploaded videos. You can upload a new video to the Message Server by copying it to the 'videos' folder or by clicking the "Upload Videos" button and browse to the video location. In the videos folder there is a 'common' folder to upload videos that can be used in all Message Server sites. If you want to use a video on a specific site only, you can create a folder with the ID of the site and copy the video to that folder.

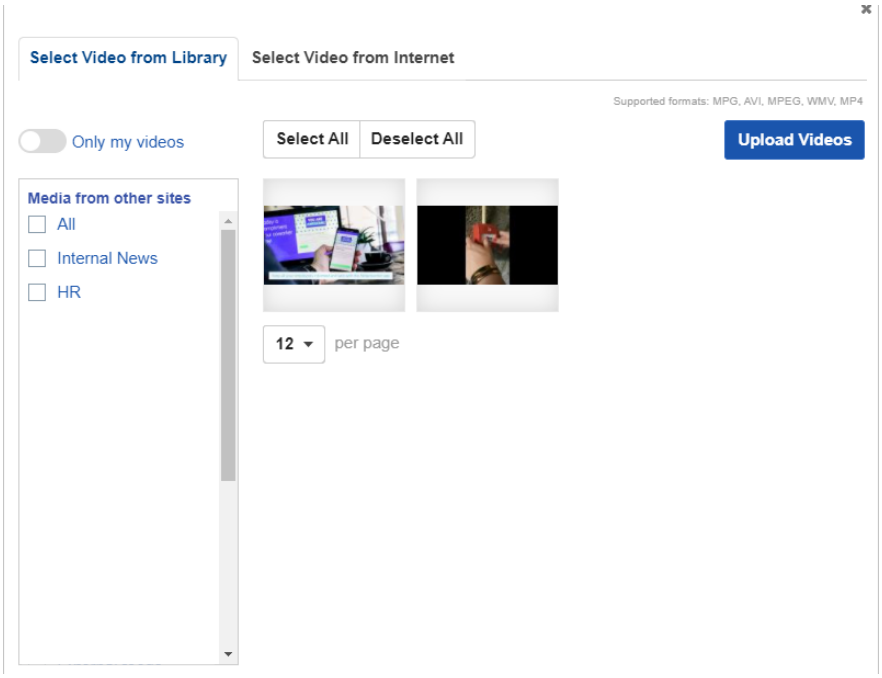


Figure 6:9 Select Video from List

Or you can select a video from the internet/intranet using the second tab. This will also allow you to choose a live stream. The live stream will only work if it is playable in Windows Media Player.

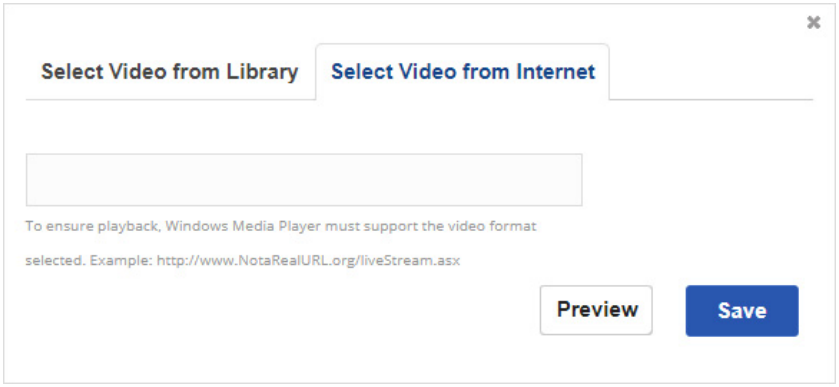
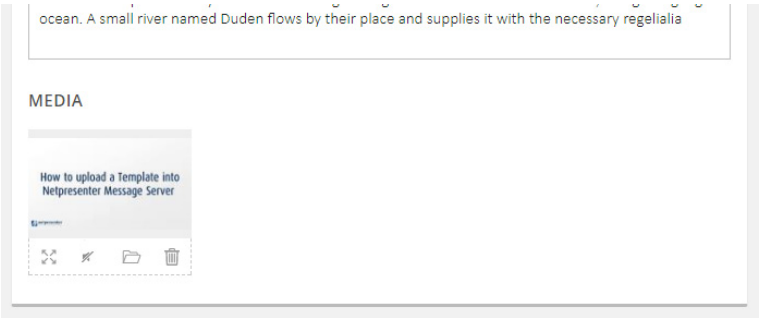


Figure 6:10 Select Video from Internet

6.2.2.1 Muting video's

Sometimes you do not want sound in your video's. You can mute the sound of the video directly via the Message Server. To mute a video, first select a video into the media object as explained in section 5.2.2. When the video is loaded into the media object, click the mute icon to mute the sound.

- Video sound enabled icon:
- Video sound muted icon:

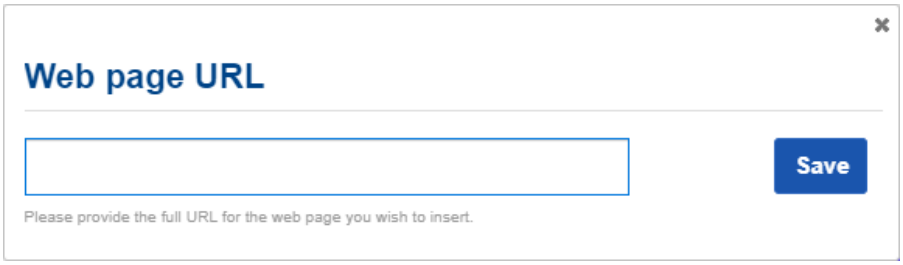


Video selected & sound enabled

6.2.3 Web Page

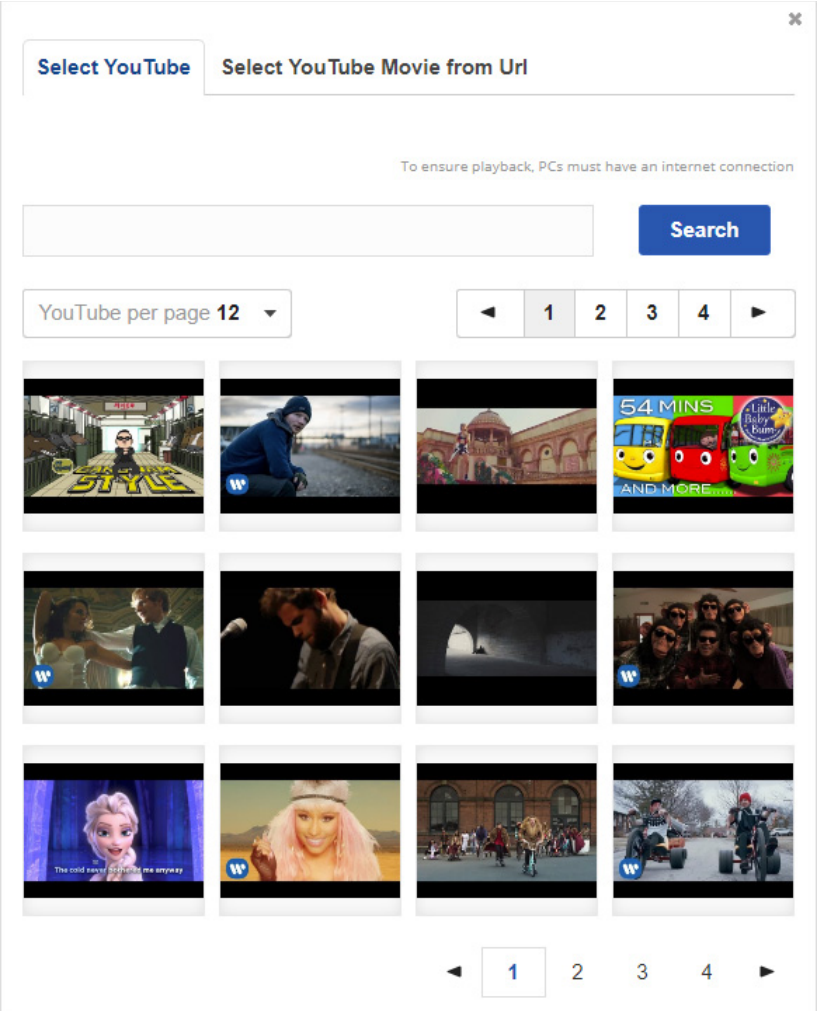
It is possible to show a webpage or local HTML page by selecting the Web Page media object and filling in the Web Page URL in this section.

The use of this webpage is non-interactive. Using a webpage that has cookie popups or any other clickables will not have the desired outcome.



6.2.4 YouTube

A YouTube clip can be selected from the displayed list. It is possible to search for a specific YouTube clip using the search field on top. It is possible to specify a YouTube user in the Message Server site settings. If a YouTube user is specified, the list will only show videos from that user.



Select YouTube Clip

6.3 Creating a message

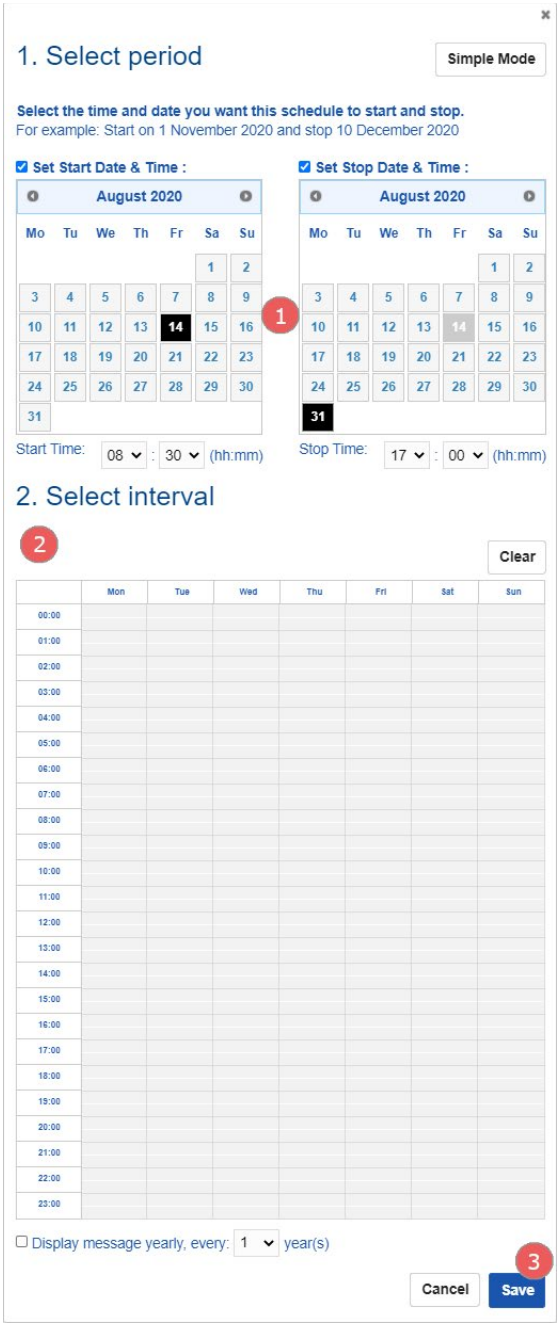
To schedule the current message, please click the “Schedule Message” button. There are two schedule modes: Simple Mode and Advanced Mode.

In Simple mode you can specify a start date & time and/or stop date & time for each message. You can click “Advanced mode” to schedule the message weekly or daily, for example every Monday from 9 am to 1 pm, or every afternoon from 4 pm to 5 pm.

6.3.1 Advanced Mode explained

Scheduling messages using Advanced Mode is very similar to scheduling messages using Simple Mode.

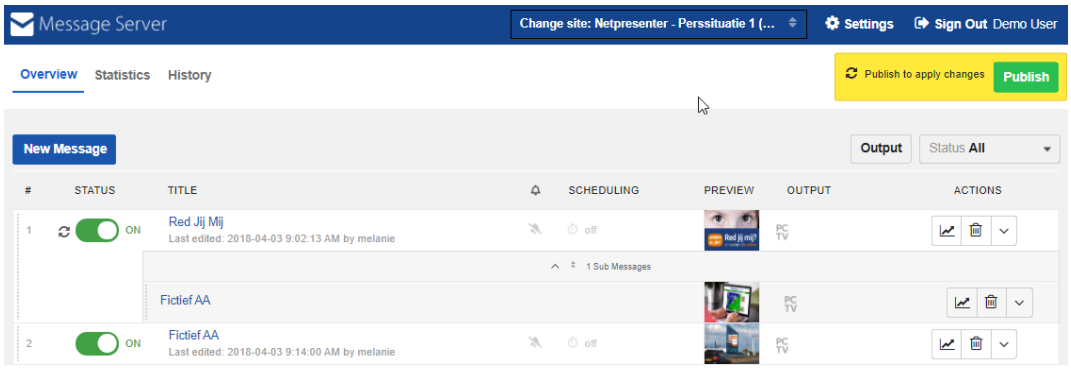
Use the yearly scheduling for messages that need to reoccur once a year. For example birthdays, Happy New-year messages etc.



1. First configure start date & time and/or stop date & time for the message;
2. Select which days and period the message must be displayed;
3. Save changes.

6.4 Sub Messages

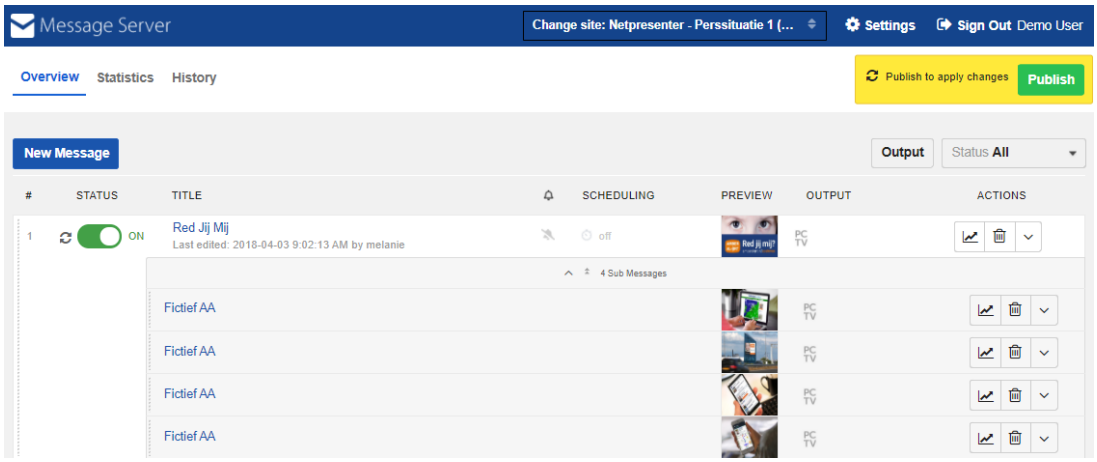
A message can have multiple sub messages. To add a sub message to an existing message, just drag and drop an existing message below the message or create a new message and drag and drop it below an existing message.



Drag and dropping the message

Things to take into account about sub messages:

- The main message and its sub messages all have the same scheduling.
- When you delete the main message, all the sub messages will also be deleted.
- You cannot turn a sub message on or off individually.
- Sub messages can have different templates than the main message.



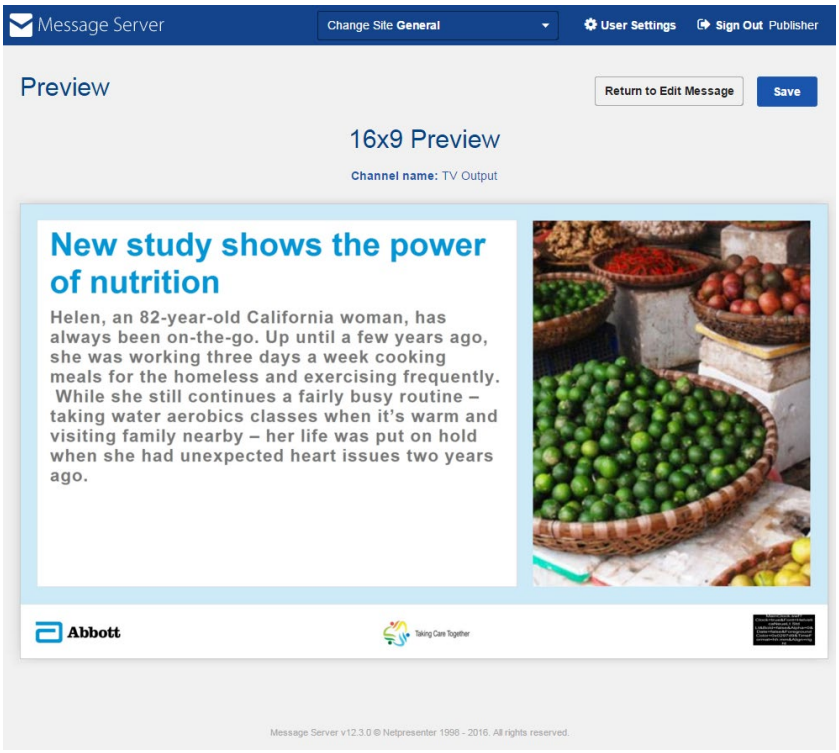
Message with 3 sub messages

Sub messages are disabled by default. To enable sub messages, follow the steps below:

1. Log in the Message server with an Administrator account
2. Click on the “Settings” button in the right-hand corner
3. In the menu on the left, select “Configuration”
4. Click on the name of the site where you want to enable sub messages
5. Tick off “Message Group” to enable the sub messages
6. Click the “Save” button in the right hand corner of the page
7. Sub messages are now enabled

6.5 Publishing the Message

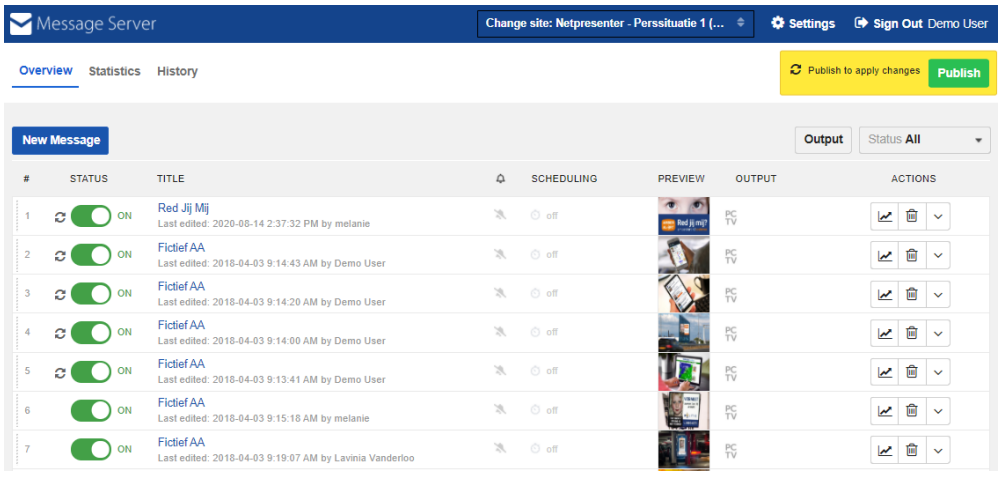
1 Back on the Overview screen click “New Message” page add text and images and click the “Preview” button to preview the final version of the message, and verify it is as you intended.



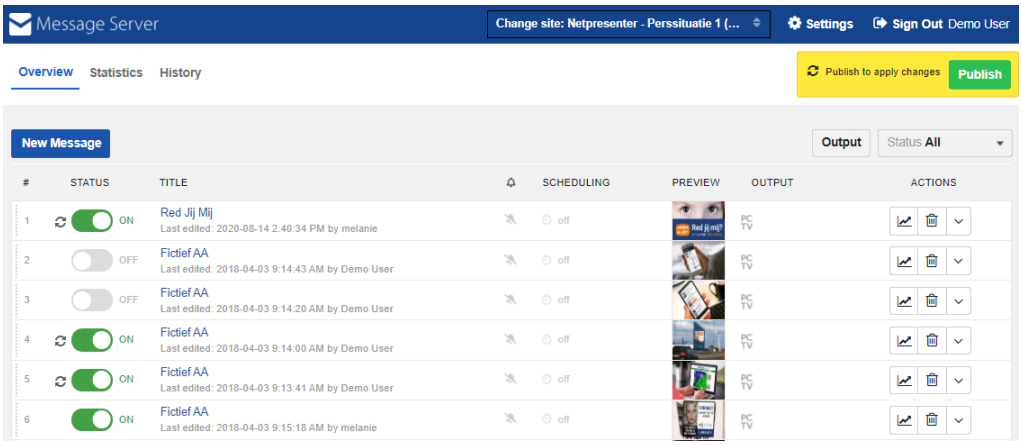
Preview – showing you what the message would look like on a TV screen

2 If the result is to your liking, please click the “Save” button to continue:

Overview of messages ready for publishing



To prepare for publishing messages, toggle the status icon to ON for each message you would like to publish.



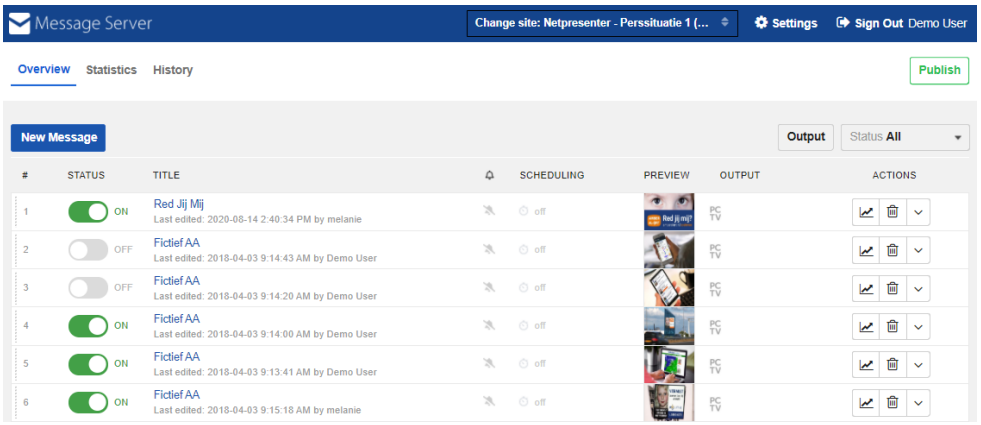
The New Message page - two messages have been added and marked for publication

On the "Message Overview" page, you can now see what messages have been prepared for publication, because these have a green status icon followed by an exclamation mark in a yellow triangle.

The exclamation mark stresses the fact that a message is marked "ready for publishing". Before pressing the "Publish" button, to actually start broadcasting the message, mark all other messages you would like to distribute now.

Please use the "Publish with Pop-up" option with care. This option is used for messages everyone should be informed of immediately. However, because with this feature messages pop up on all screens, it disturbs employees' current activities. Therefore this feature should only be used in rare instances.

When messages are published, the exclamation mark disappears.



All of the messages have been successfully published

The "Message Overview" page is also used to delete messages or to move the message up or down in the presentation order. To move messages into another order, just drag them to the desired order. The first message in the list is the first that is displayed as soon as the screensaver kicks in/ presentation starts.

Players that are configured to monitor this channel will show the information you just entered within the (configurable) poll interval.

Actual display on Desktop Player or Screensaver

Note that the actual output on a Desktop Player depends on the screen resolution of each individual computer as well as the window size of each Desktop Player. Although the Netpresenter Players will scale the text as accurately as possible, the actual word wrap positions may vary slightly from the print preview shown earlier.

Also please note that the output depends on the template being used. The template (i.e. the background image, the position and the size of the text, the fonts etc.) can be changed with the Netpresenter Message Server (as described in chapter 5.3 on the Template builder feature) or with the Netpresenter Editor software (see chapter 7 of this manual).

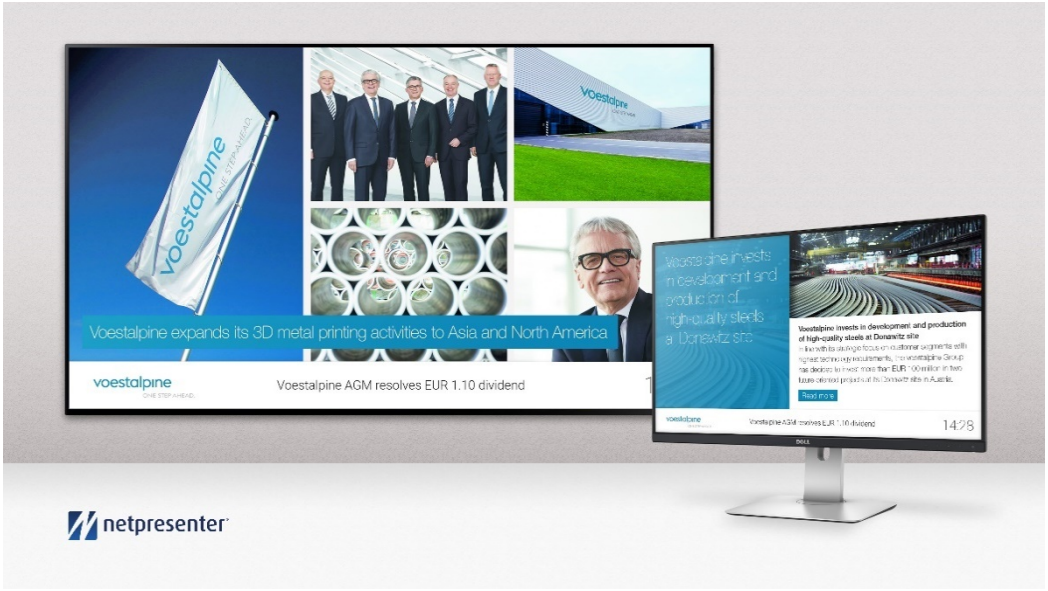
6.6 Viewing the results

The Message Server output formats are: Netpresenter channel (Netpresenter Player), App, RSS feed, Twitter, Facebook, Intranet HTML, Mobile website, Archive and Blog.

6.6.1 Netpresenter Channel

The Netpresenter channel can only be used if the Netpresenter client software has been installed.

This is what example news items would look like when displayed using the Netpresenter Player:

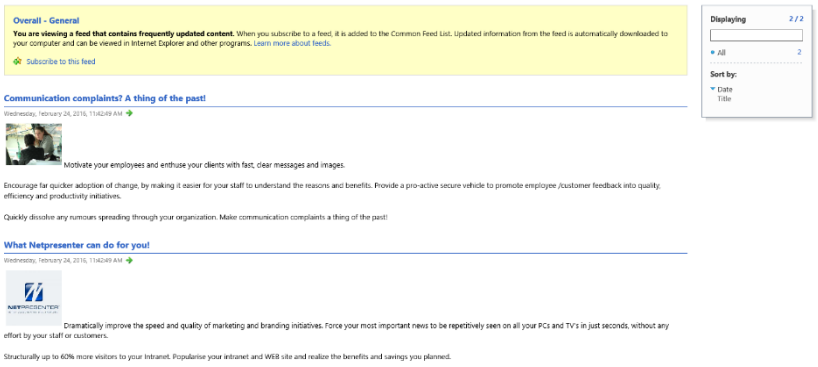


Example messages on large TV screen (Digital Signage) and PC screen

6.6.2 RSS feed

For viewing the RSS feeds, an RSS reader has to be installed.

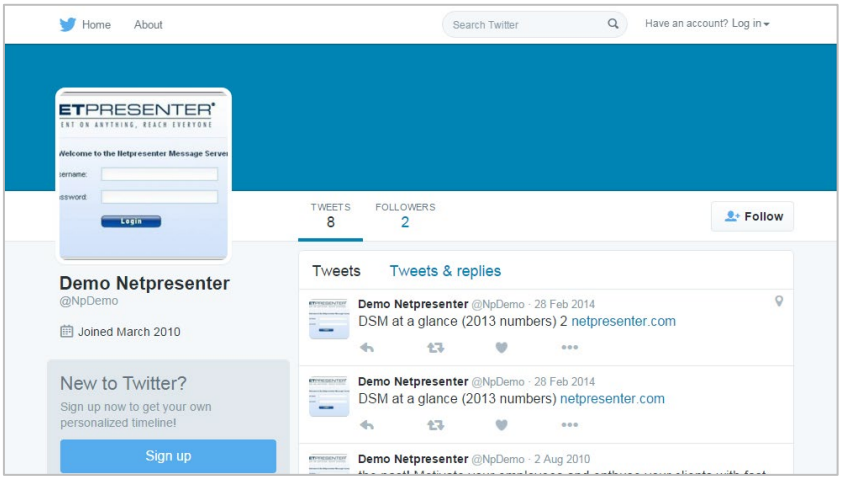
This is what example messages look like as a RSS Newsfeed, displayed by the Internet Explorer RSS reader:



Example messages, displayed as an RSS newsfeed

6.6.3 Twitter

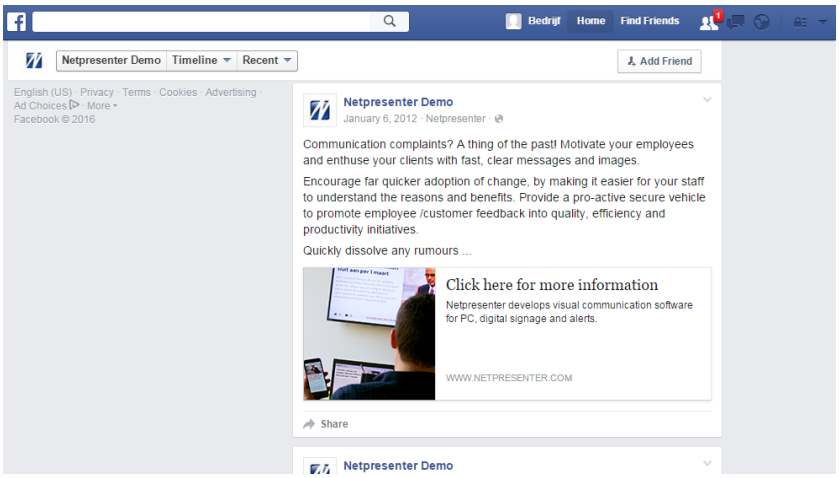
This is what an example message looks like when published on Twitter:



Message published on Twitter

6.6.4 Facebook

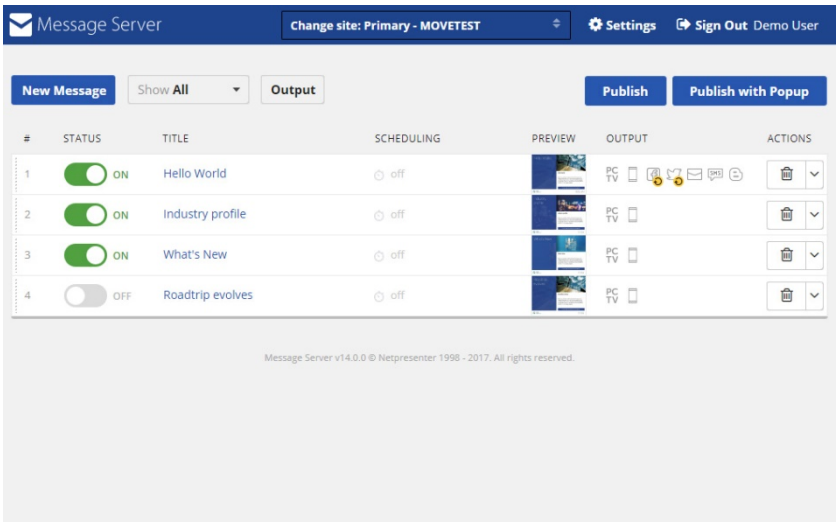
This is what an example message looks like when published on Facebook:



Facebook

6.7 Administrating the Message Server

When logged on as an administrator, click the "Settings" button to go to the Administrator section.

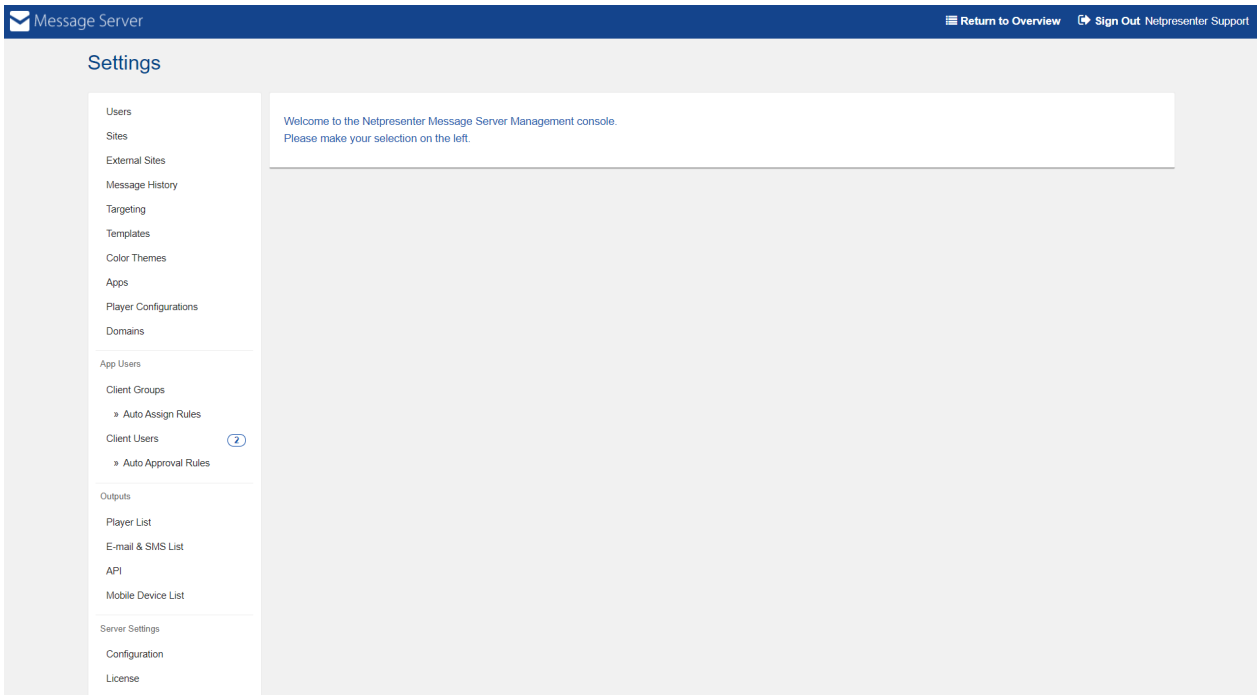


Message overview

Here you find 12 main sections:

1. Users
2. Sites
3. External Sites
4. Message History
5. Targeting
6. Templates
7. Color themes

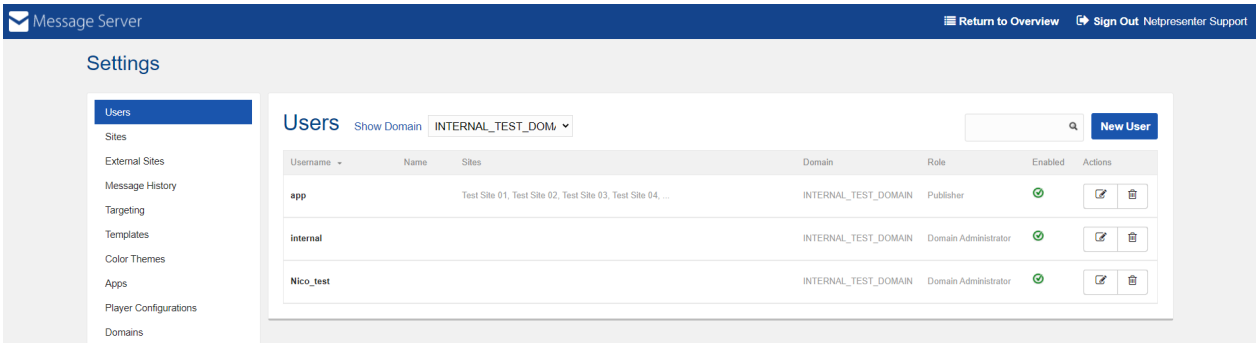
8. Apps
9. Player Configurations
10. Player List
11. Configuration
12. License



Manage settings screen

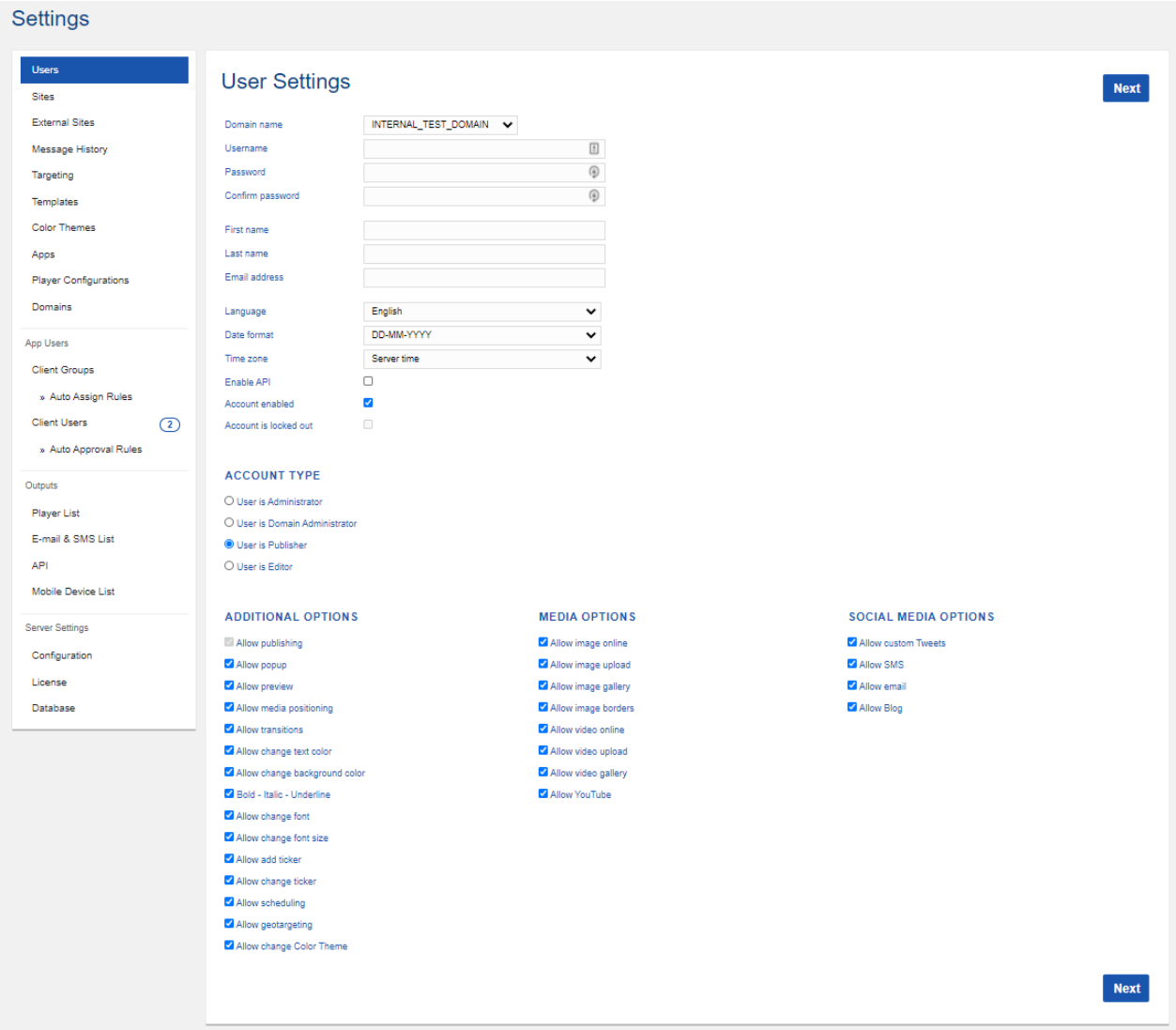
6.7.1 Users

In the Users menu, you can add new users or edit the status of existing users.



Manage users

1. Click the “New User” button to add a new user. The following screen will appear:



Add user screen: a. General user information; b. Geographical limitation

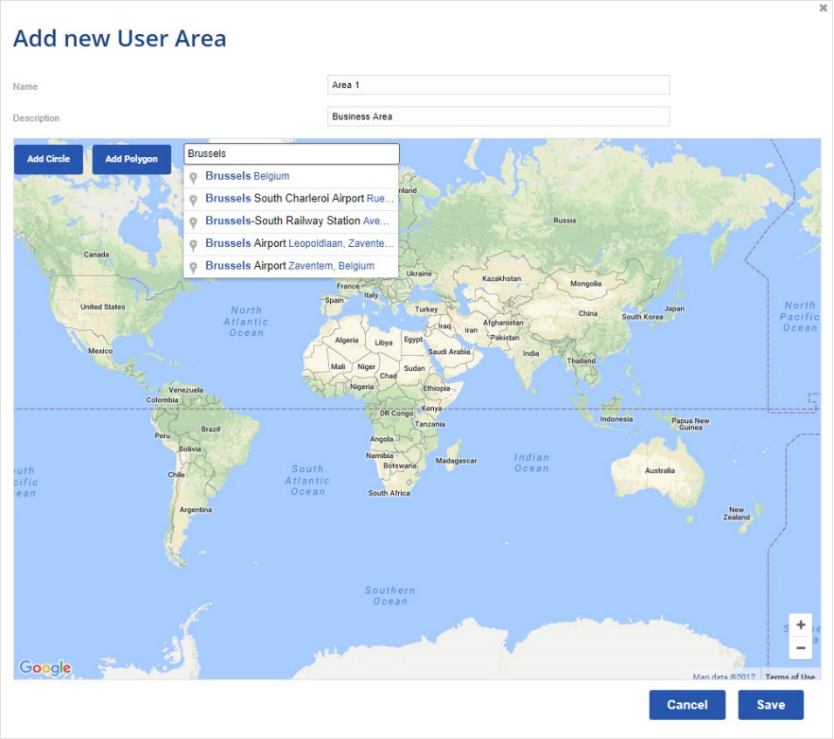
You can specify a particular user to a geographical location. To assign a user to a geo-location, click on the “Limit Area” button.

No areas are defined

To add a new area, click on the “New Area” button. You will see a world map. Enter a name and/or a description for the area you want to add.

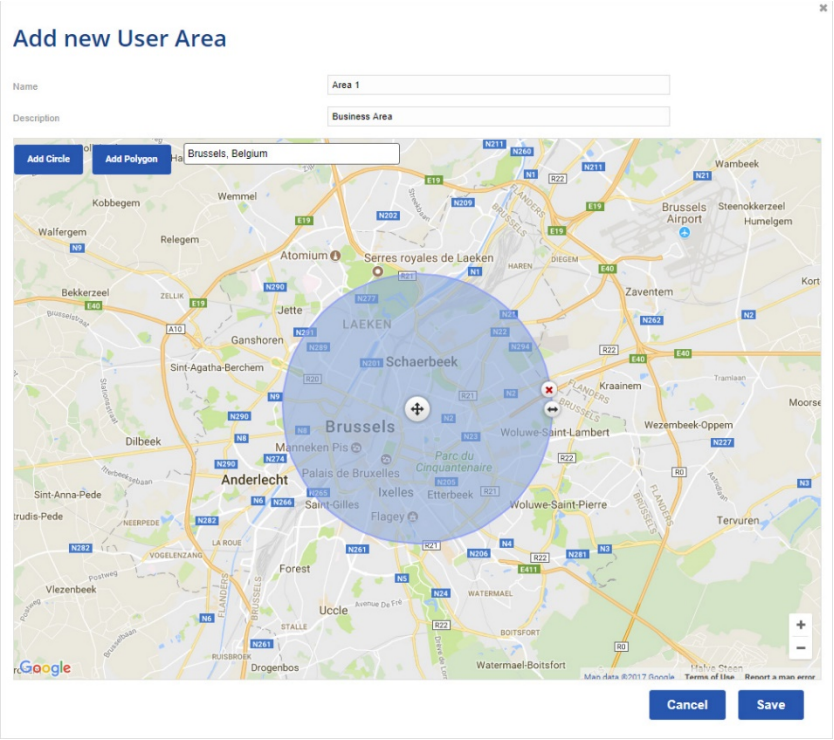
Enter a location in the search box. For example: Brussels, Belgium.

While you are typing you will get a list of suggestions. After selecting a suggestion the map will zoom in to that location.



Searching a location

Press the “Add Circle” button to add a circle.



If you hover over the circle you see that some icons appear.

By clicking on the X button you can remove the circle.

You can edit the size of the circle by holding the button and moving your mouse right to left to decrease the size or left to right to increase the size.

. You can move the circle to another location by dragging it using the cross arrow button.

When you are happy with the result, click on the "Save" button.

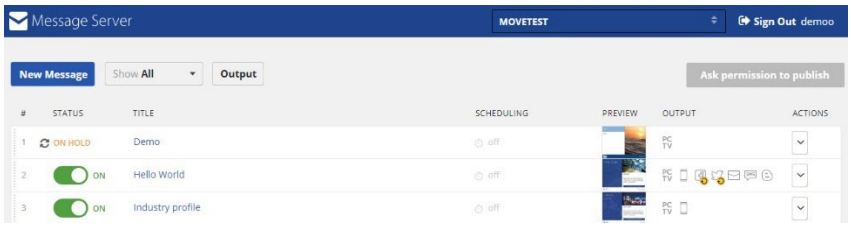
Select the newly created area and click the save button. Click the "Save" button again on the bottom of the page to apply the changes you made.

a. Choose an account Type:

- Administrator: An Administrator has full control over the Message Server. He can manage the server, users and site settings, and can create/edit/publish messages.
  When the domain feature is enabled, he can change settings over domains, he is not locked into a particular domain like a Domain Administrator is.

- Domain Administrator (license dependent): A domain administrator is a user who only admins a particular domain. He can only change the settings in his domain.
- Publisher: A publisher is authorized to create/edit and publish messages;
- Editor: An editor is only authorized to create and edit messages. When he is finished with all his messages, he can ask a publisher to publish the messages by clicking on the "Ask

permission to publish" button in the overview page. The publisher who is assigned to the site will receive an email with the request to publish the messages.



Editors can ask for permission to publish messages by clicking on the blue bar button in the right corner

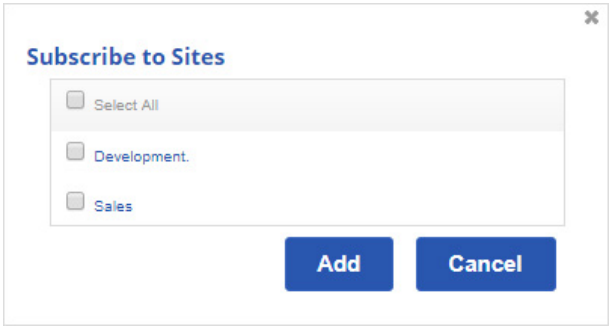
b. Additional options: Deselect options to constrain the user in his functionality;

c. Media options: Define which media objects the user can use.

2. Click "Next" to add the user. At the bottom, a new form appears to subscribe a site to the user;
3. Click the "Add" button to open a popup with all available sites

Subscribe sites

4. Select the site where you want the user to subscribe to



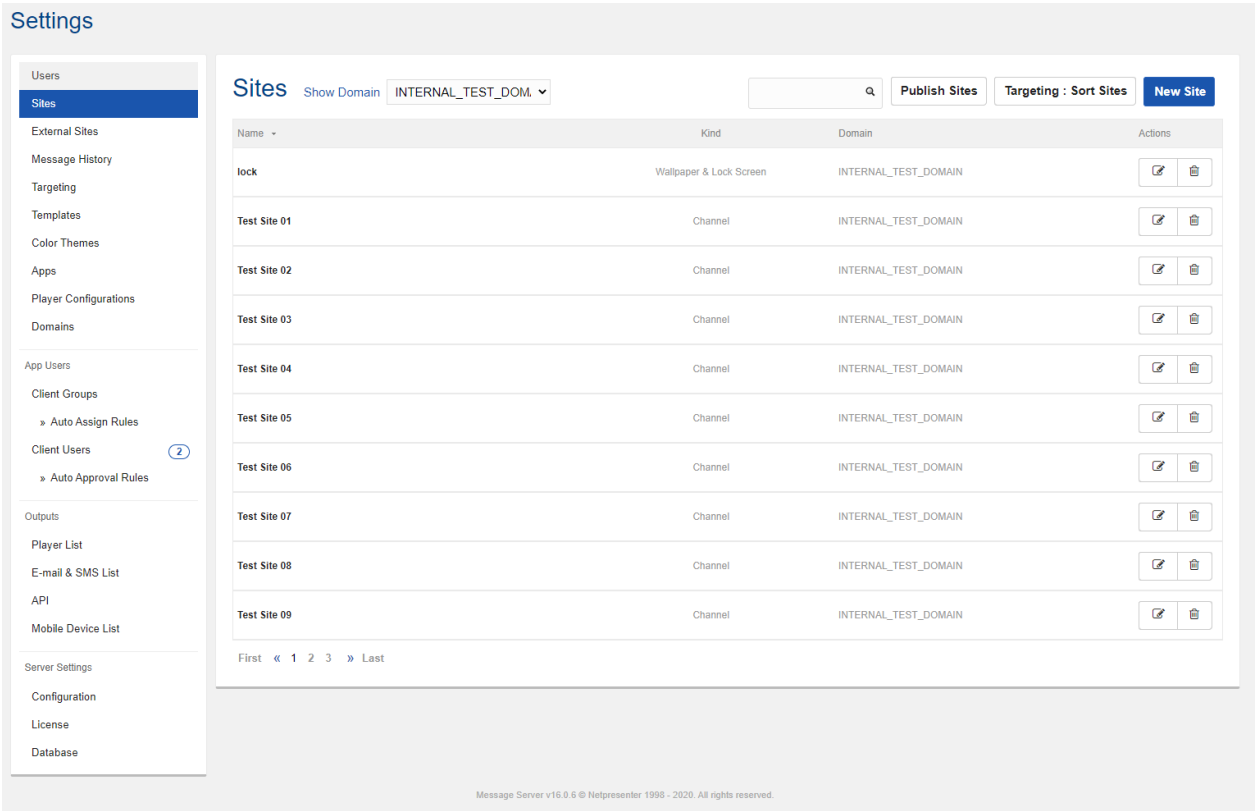
6.7.2 Sites

The Message Server site modules can be controlled using the Sites menu, i.e. how the information will be published. There are several options to choose from. Always select one or more of the following options:

- As a Netpresenter channel, for display in Netpresenter screensaver's, Desktop Players and Digital Signage;
- Into the Message Server's Archive, for later reference.
- As an RSS newsfeed, for display in RSS newsreaders;
- As a Tweet, for display on a Twitter account;
- As a message on your Facebook account;
- As a message on a team in Microsoft Teams;
- As email;
- As SMS, to send messages to mobile phones;

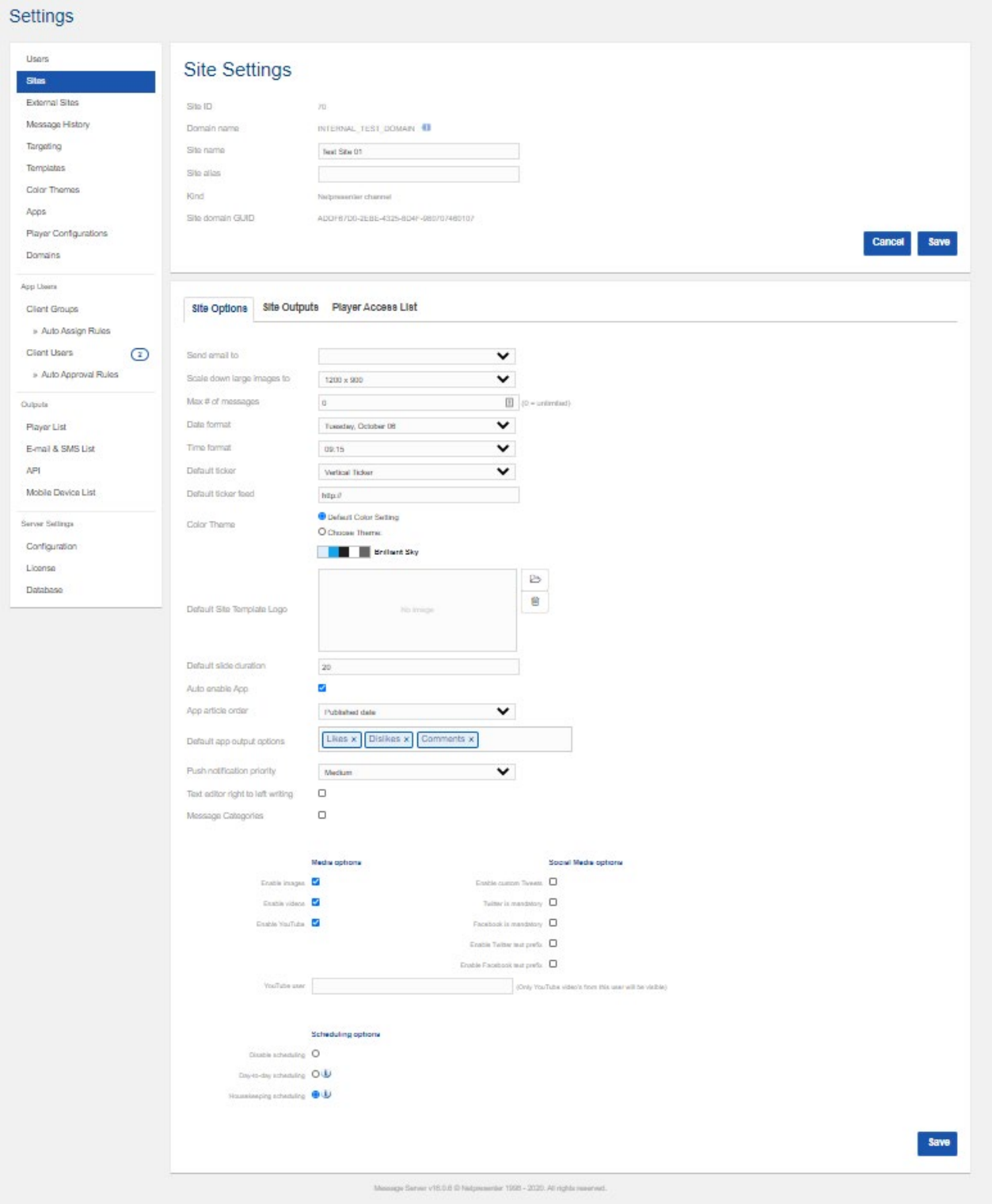
To change this, proceed as follows:

1. Select "Sites":



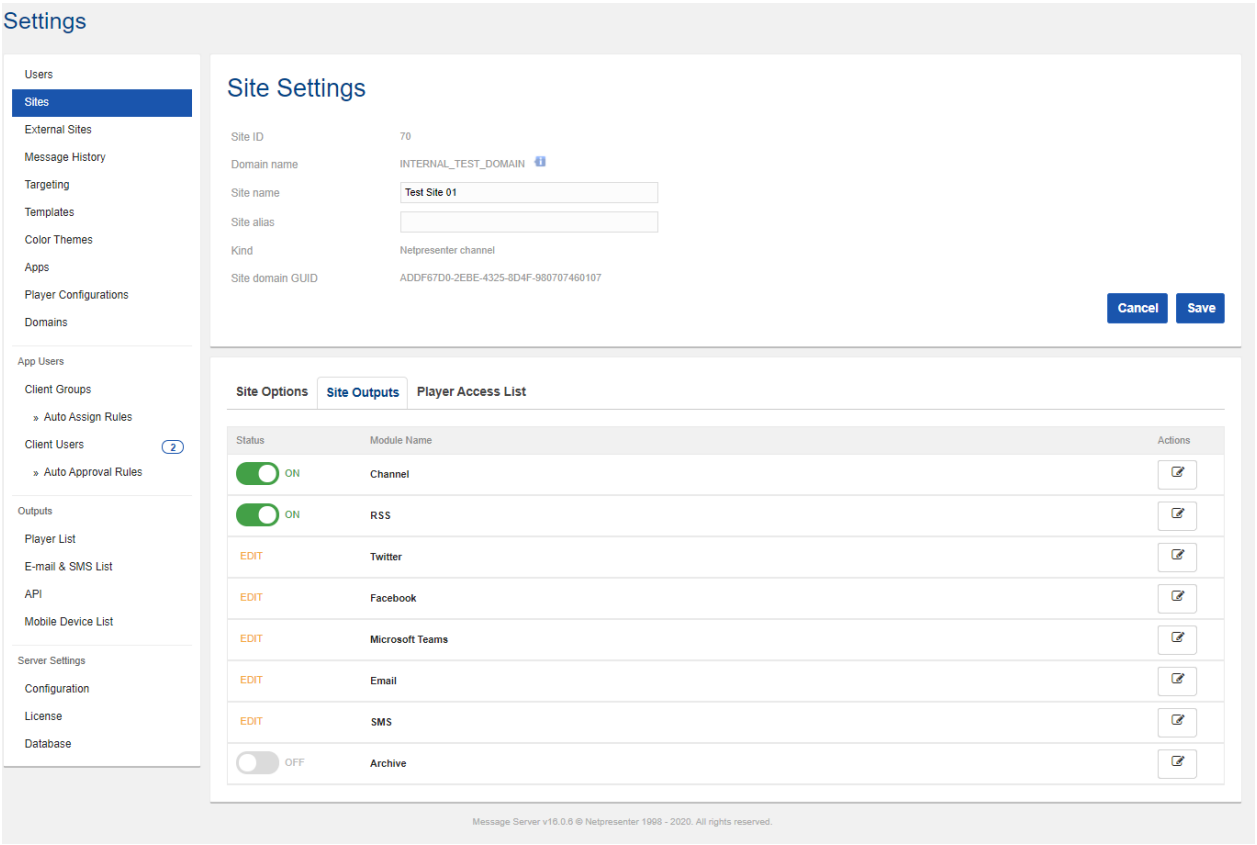
Manage sites

2. Select the site name to change the site options.



Manage site

3. Select the site outputs to enable/disable and configure site outputs

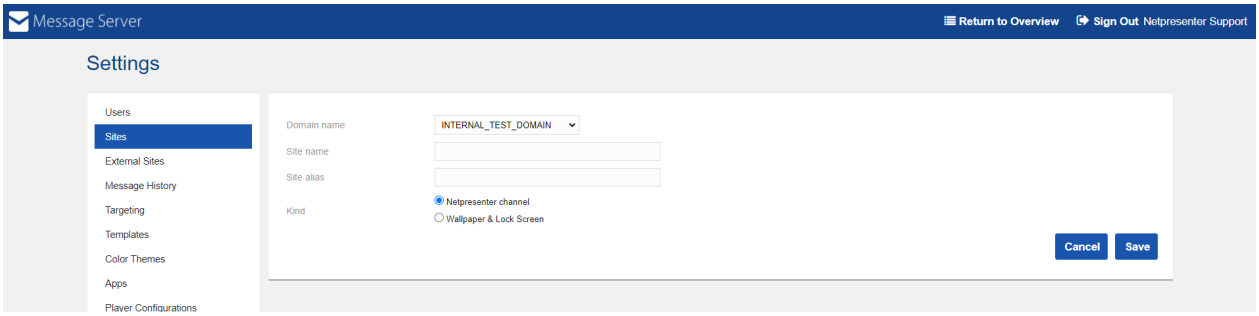


Site outputs screen

4. Set “Enabled” to its new value and press “Save changes”. Verify that the modules that represent the methods you would like to use to publish are enabled.

6.7.2.1 Adding a Site

1. Click “New site” on the “Sites” screen.



Adding a new site

2. Enter an appropriate name, you can also choose a site alias (not mandatory) click “Save” to create the new site. The site settings screen will be shown.
3. Choose a desired formatting for date and time values. Select a publisher from the “Send email to” combo box. This publisher is responsible for this site. When an editor creates or changes messages, he/she can ask the responsible publisher to publish the site. The editor can easily send this request by clicking the “Ask permission to publish” button on the overview page.
4. Choose whether it will be a channel site or Wallpaper/Lock screen site

Optionally, enter values under “scale down large images”. For the demo site we use 800x600. People uploading images may not be aware of network bandwidth issues. By entering a value here the size of the images being published to all computers in a network will be limited. Please note that the aspect ratio of the original image will be preserved at all times.

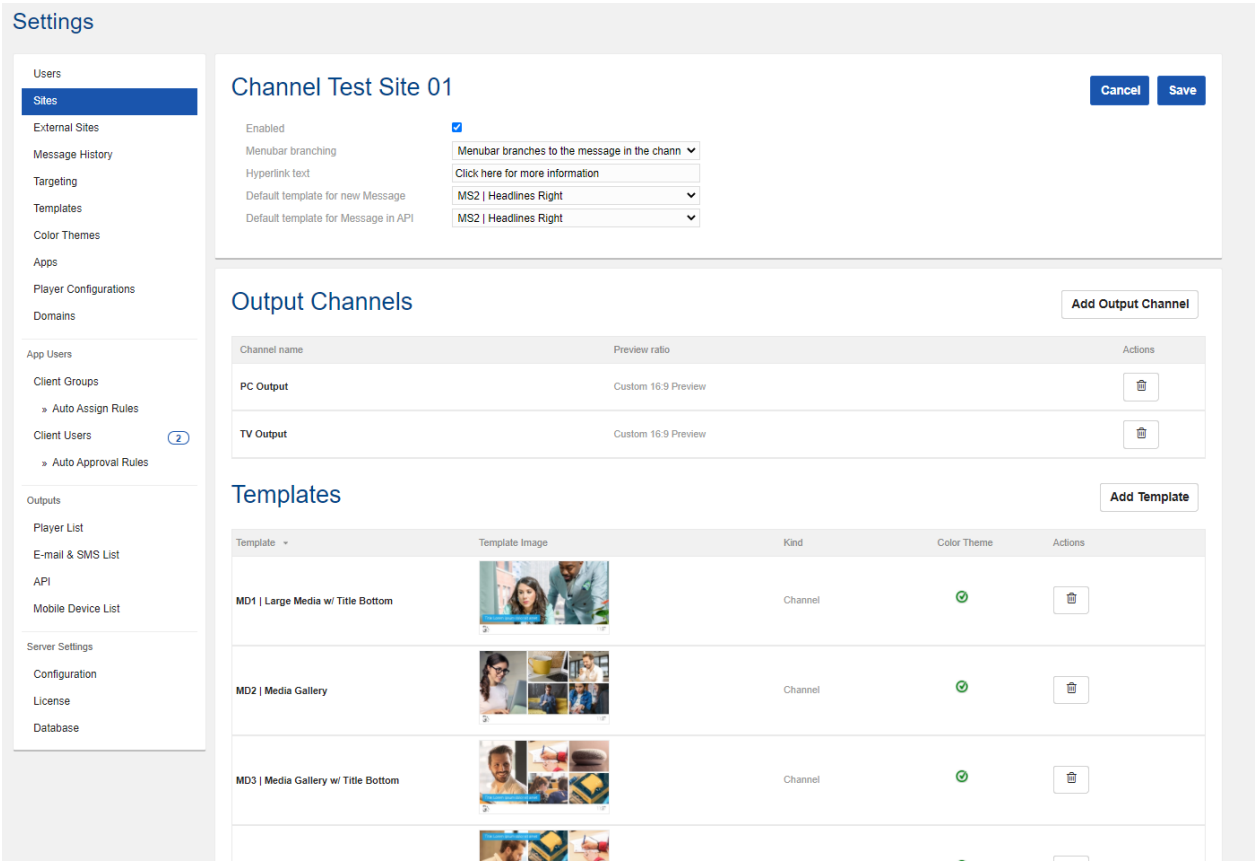
The media options determine which media objects are available for this site.

6.7.2.2 Example

In our sample we have named the site “Flope” (just a meaningless, made-up name) and in the next part we will configure the channel for this Flope site.

By default all publication methods are disabled (since no information about where to publish them or what template to choose is available as of yet).

1. Please select one of the publication methods. In the next example we have selected the channel module.



Configuring a channel

2. Now tick the box behind “Enabled” for “yes”.

Note that there are 2 options for the menu bar:

- Menu bar branches to the message in the channel;
- Menu bar branches to the message on the intranet.

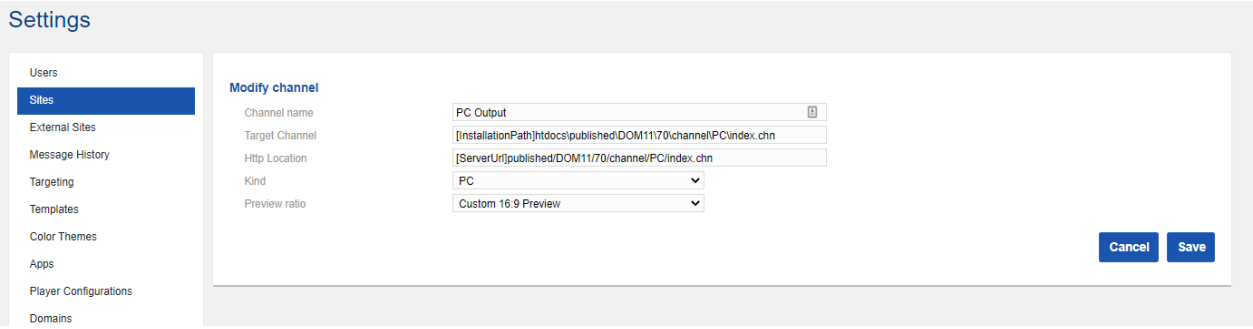
These settings determine what happens when someone clicks on an item in the menu bar. This menu bar contains headlines when a presentation is being viewed via the Netpresenter Desktop Player or screensaver. The options are for the Player to go to that specific Netpresenter slide, or for the Player to

launch the web browser to display the intranet page. The intranet page can optionally display more detailed information.

3. Now click “Save”.

You can specify (multiple) output channels for every site. In practice this means you can publish your messages to different channels, possibly with a different template (and thus layout). I.e. a PC 4:3 output channel and a TV 16:9 output channel.

4. Click “Add output channel”.



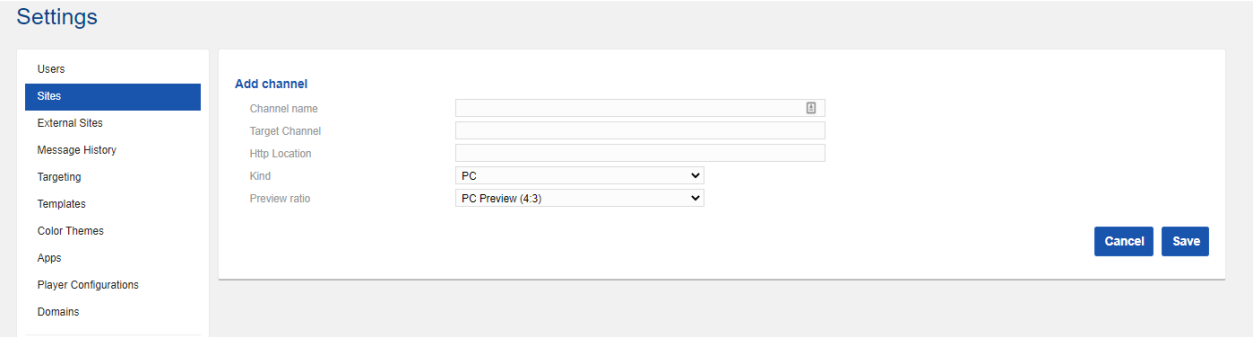
Configuring an output channel

5. Specify a channel name (i.e. PC Screens).
6. Specify a target location to copy the published data to. This is usually a path to a virtual directory unique for this site. (i.e. [InstallationPath]htdocs\published\1\channel\PC\index.chn for the PC channel.

[InstallationPath] will expand to something like “C:\Program Files\NpMsgServer\”.

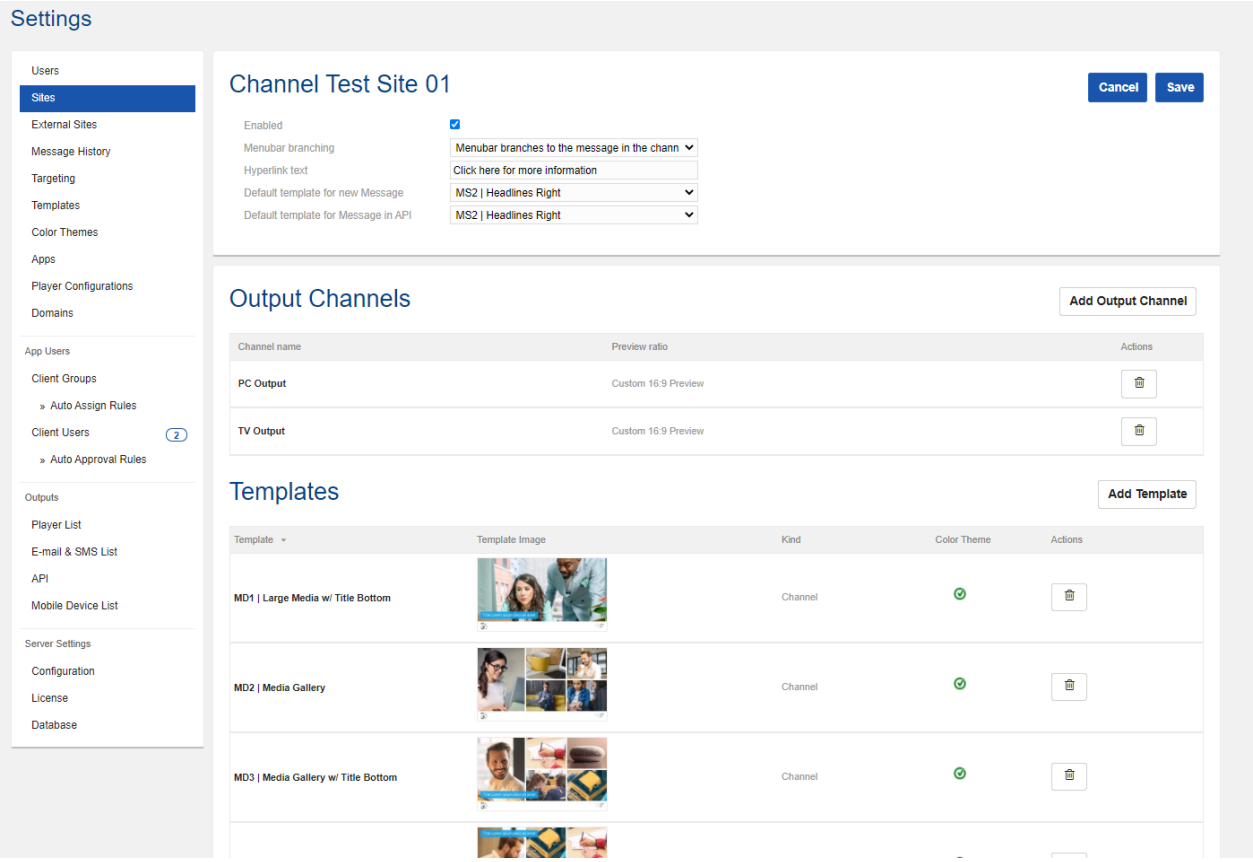
7. Enter the http location for the output channel. This is usually the http location of the output channel. For Example [ServerUrl]published/1/channel/pc/index.chn
8. Select the kind of the output channel (PC, TV or TVP (TV portrait)
9. Select the desired preview type for this output channel, i.e. Custom Preview (16:9).
10. Click “Save channel”.

You can add as much output channels as you like, in this example we will add an output channel for TV screens:



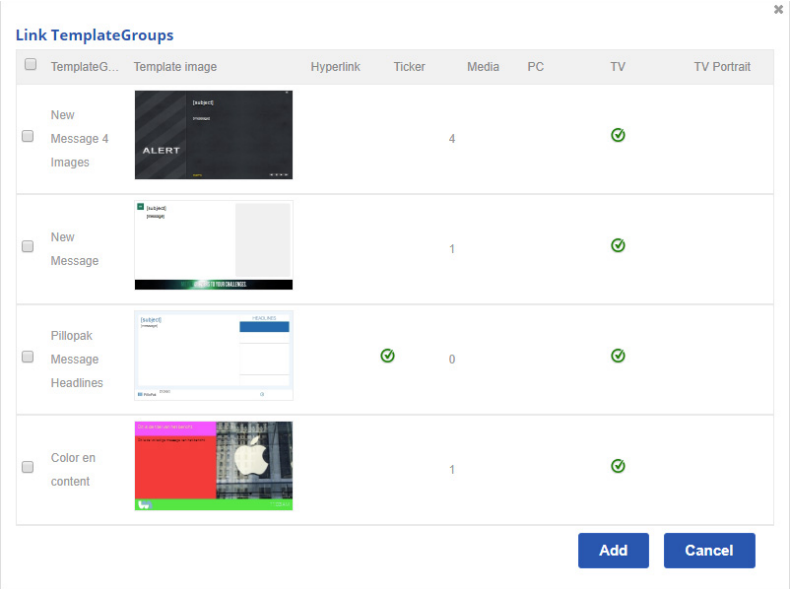
Configuring another output channel

A list of output channels is visible in the “Manage Channel Settings” screen:



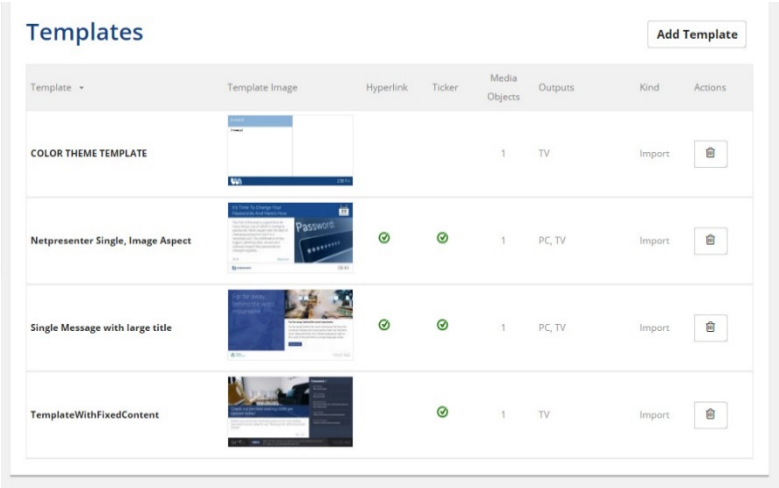
Channel settings

11. Now click “Add TemplateGroup” to add templates for the output channel(s).



Select a template group

12. A pop-up, with all the available templates, appears. Select one or more templates and click the “Add” button to link these templates to the Site. If your template is not available in the list, first add the template using the template section.



Channel settings

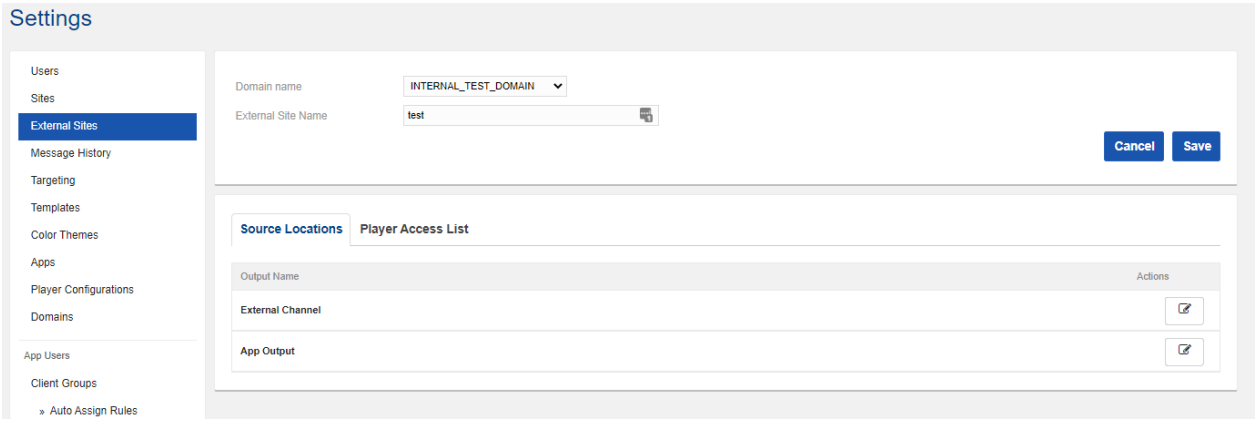
13. Click “Save” to save the settings for the channel module.

6.7.3 External sites

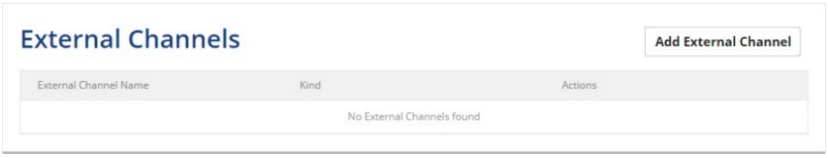
You can add an external site to the Message Server. An external site is a site that is not being generated by the Message Server. Thus you cannot use the targeting feature for this site. When you add this site as an external site then you will be able to do so.

To add an external site, click “New External Site”, fill in a name and click “Save”.

New External site

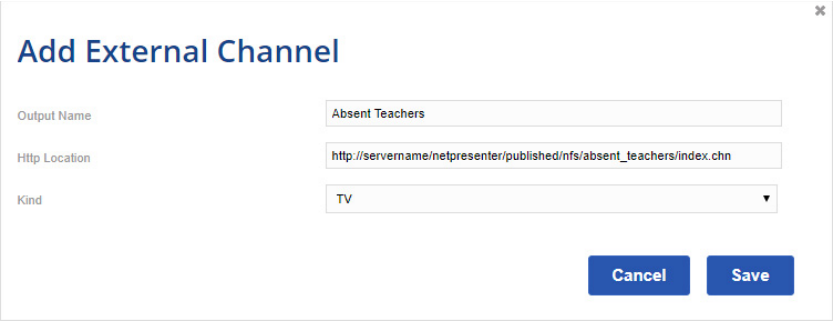


Click on “External Channel” in Source Locations tab.



Click on the “Add External Channel” button.

Enter an output name for the channel and the HTTP location where the chn file is located on the server. In our example we have a template that shows all absent teachers.



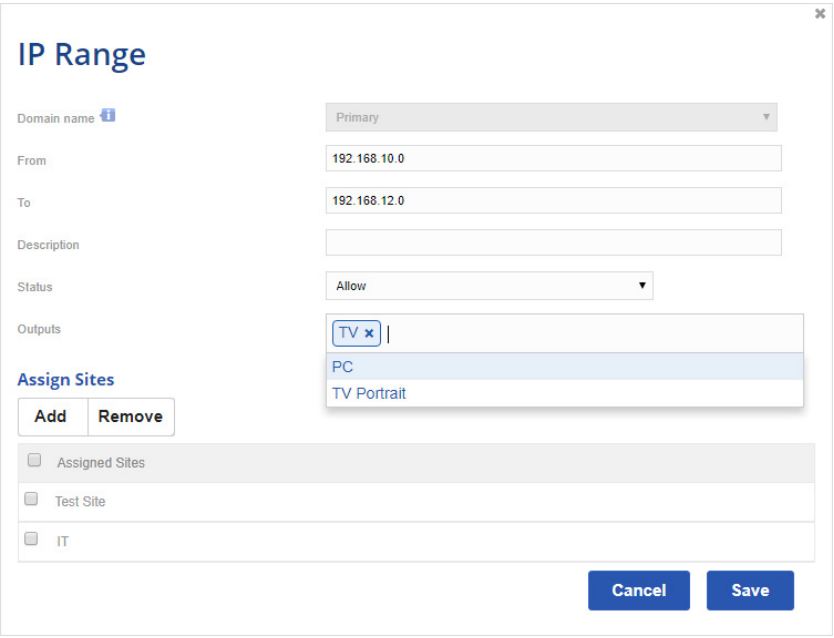
Click “Save” when you are ready. Now you can target your external sites to the clients as you would do with a normal site.

6.7.4 Targeting (license dependent)

If your license allows it, you can target content dynamically via the Message Server. This means you can decide via the web interface which clients display content of which sites. You can target information based on 4 types: IP Ranges, Active Directory (OUs or Groups), Usernames and Installation packages. To setup targeting, please click the targeting menu in the settings of the Message Server. You can either choose to allow or deny a channel to your clients. Remember that the deny option always has priority over allow.

6.7.4.1 IP range

To target a site via an IP range, all you need to do is click the “New” button and fill in the fields in the pop-up window.



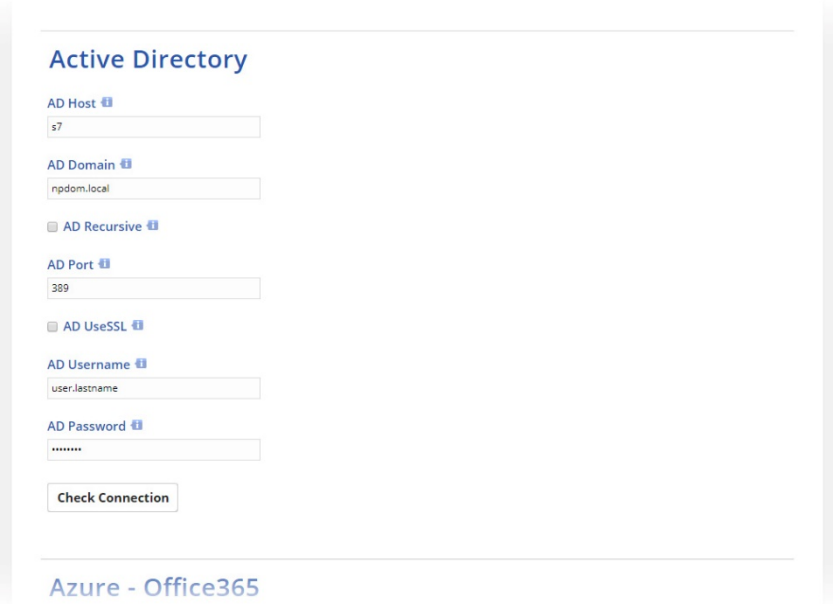
Adding a new IP range

Enter the IP range that you want to use by entering the start and end IP address. Tick off the kind of players you want to receive the channel content. For example if you have a TV channel then only tick off the TV checkbox to push the channel to the TVs in the given IP-range. PCs or Kiosk players will not see this channel.

6.7.4.2 Active Directory Group/OU

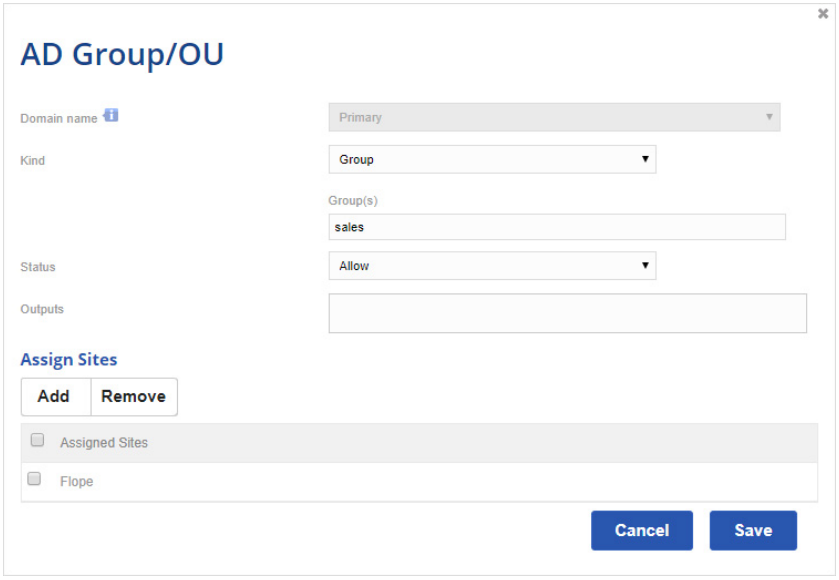
You can push your channels to a particular OU or Group in your Active Directory.

To enable this feature, you will need to enter the domain controllers' hostname and the domain name. You can find these options under the "Domains" button in the menu. Depending on your AD configuration you will need to also fill in a username and password. Checking the connection to your AD can be done by clicking the "Check Connection" button.



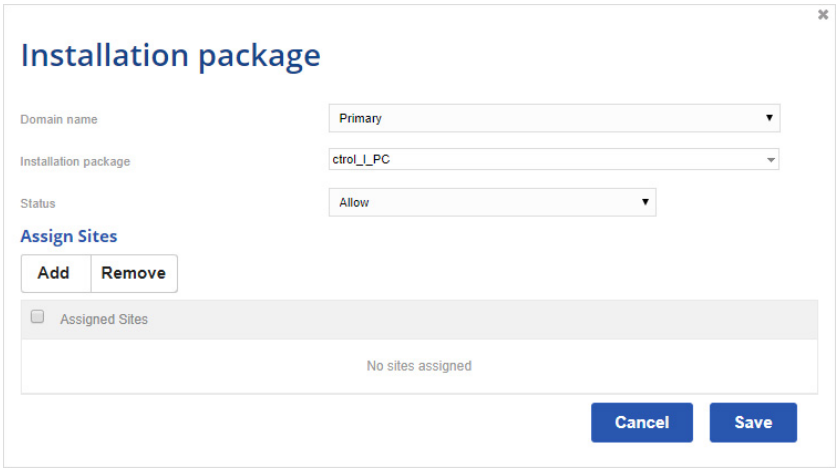
Click the “New” button in the AD Group/OU tab to create a new targeting setting.

You can either choose to target a OU or Group by selecting the corresponding radio button. Type the OU or group name in the object name field. Select whether you want to deny or allow the site to the Group/OU and select the kind of player.



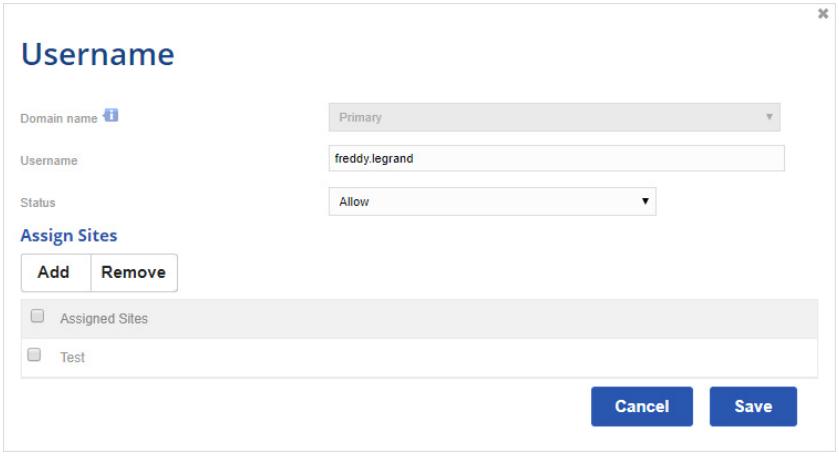
6.7.4.3 Installation Package

You can push your channels to the clients via the installation-id. You can enter an installation id or select one from the dropdown list. An installation-id



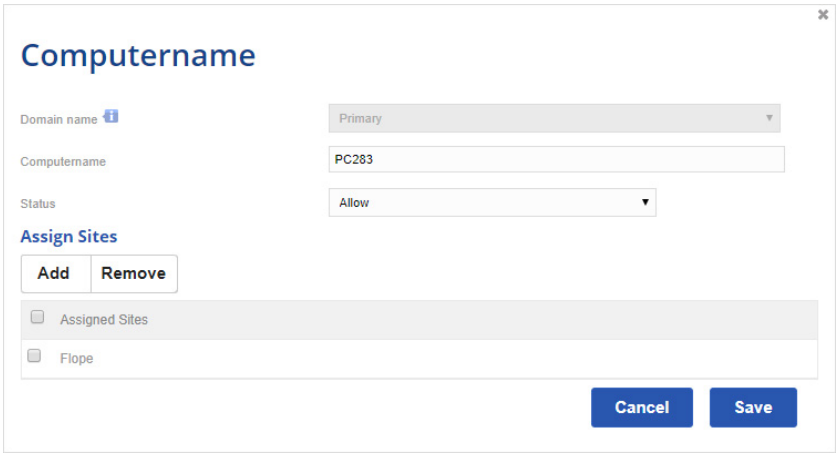
6.7.4.4 Username Installation Package

You can target a single user by using the username target feature.



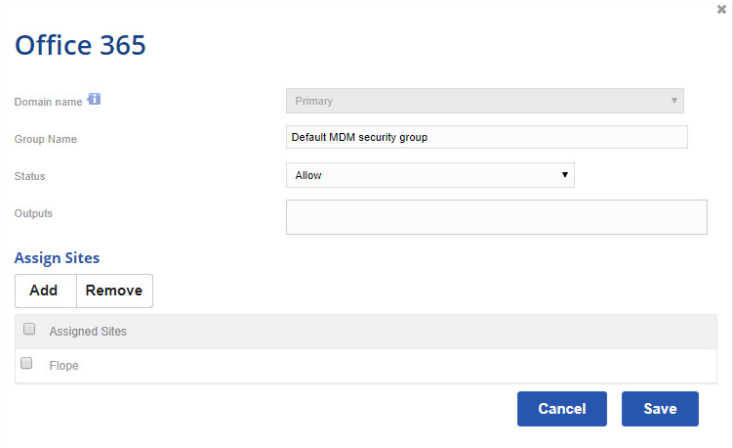
6.7.4.5 Computer Name

You can target a single computer by using the computer name target feature.



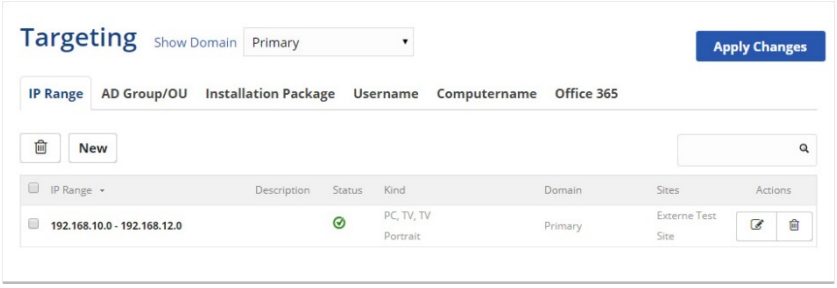
6.7.4.6 Office 365

You can target an Office 365 group by using the Office 365 target feature.



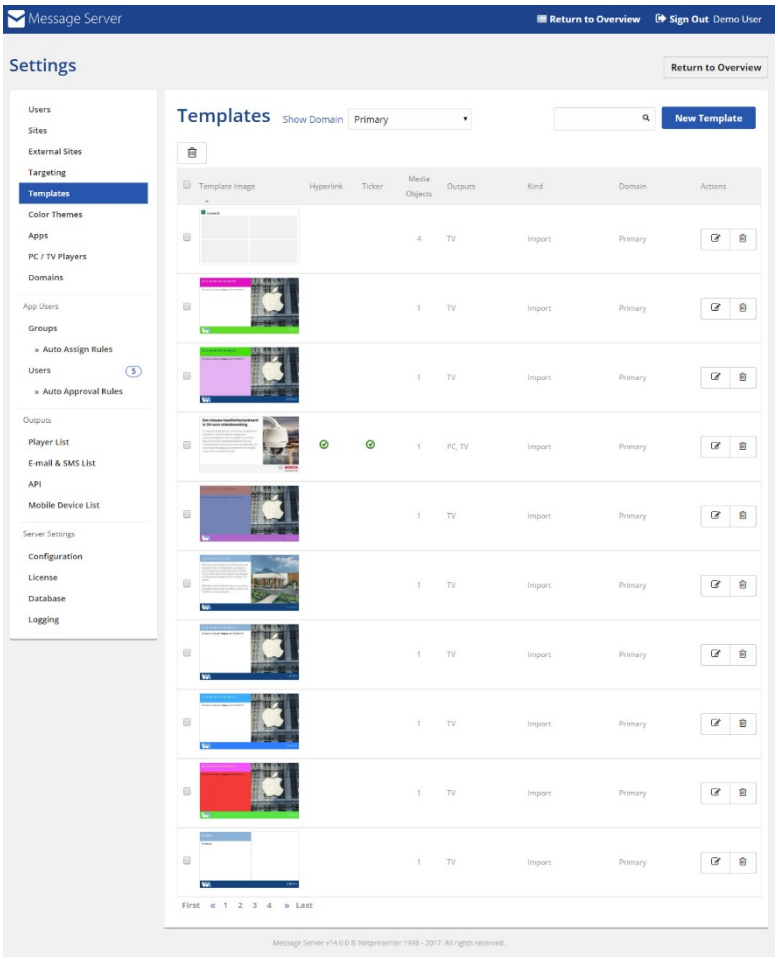
6.7.4.7 Targeting Apply Changes

When you add a new entry for targeting, you will need to apply the changes to push it to the clients. You can click the “Apply Changes” button in the targeting overview.



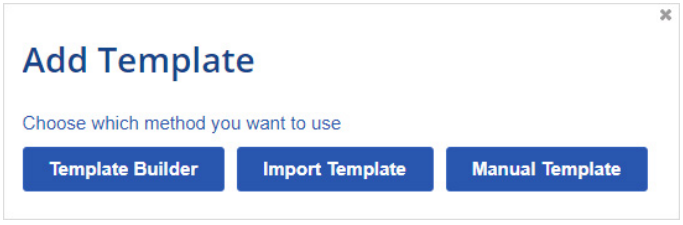
6.7.5 Templates

Templates can be managed under the Templates section. Templates can be added/edited/updated and deleted. It is also possible to link a template to an existing site.



Manage templates

Click the “New Template” button.



Template group Pop-up

A Popup appears with 3 template import functions:

- Import Template
- Manual Template

6.7.5.1 Import Template

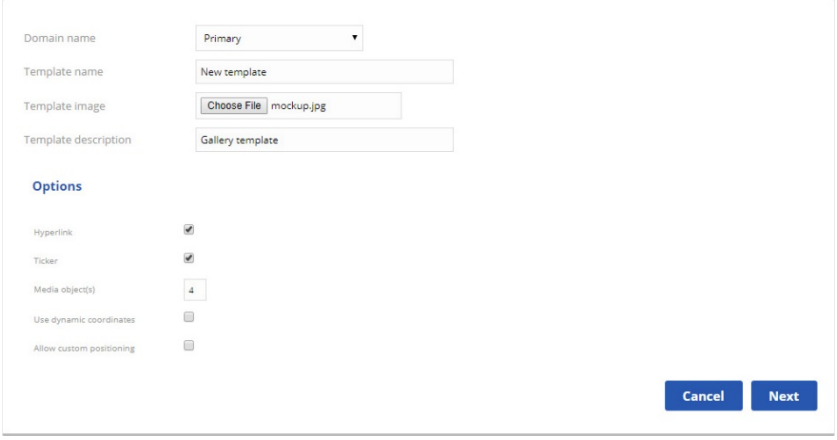
The “Import Template” function can be used to upload Netpresenter Template packages. These template packages are configured by the Netpresenter Support team. Just click the “Import Template” button and browse to the desired Template zip package.

6.7.5.2 Update Template

The update Template function can be used to update an existing template. If you want to swap an old template with a new template, this function can be used. To update a template, click the template name you want to replace. In the next screen: select update, in the popup click “OK”. Then browse to and select the desired zip package. However this function does not work in Internet Explorer. This is due to a technical issue which cannot be fixed.

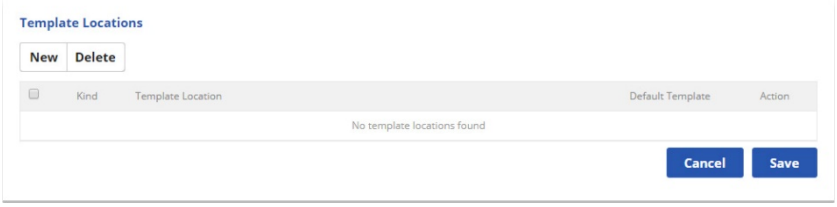
6.7.5.3 Manual Template

Manually import templates to the Message Server.



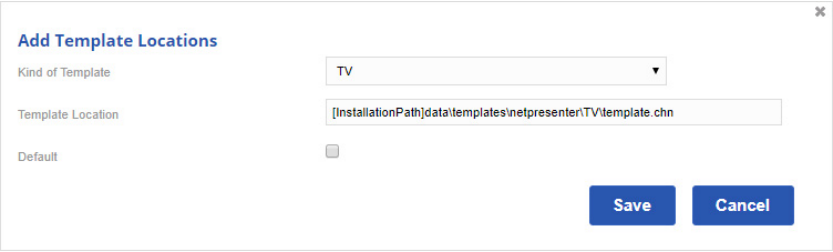
Manual Template import

Select a template image to represent this template group in the message overview, i.e. the template background. Enable the Hyperlink and Ticker checkboxes if applicable for this template and set the number of Media Objects. Now click “Next” and “New” to specify the template locations.



Manage template location

A popup will appear:



Template location popupSpecify the template locations. Make sure that the template files really exist (and the computer account used by the web server should have rights to read the file). (i.e. [InstallationPath]data\templates\netpresenter\TV\template.chn for the TV template)

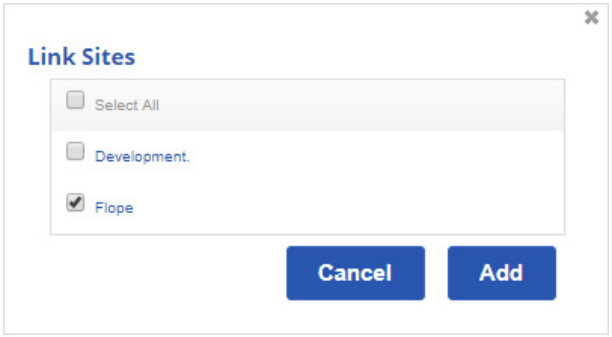
Click “Save” to add the template location.

Template locations

Once the template locations are added and saved, you can link the template group to one of the existing sites.

Linked sites overview

Click "Add" to open a pop-up with all the available sites.



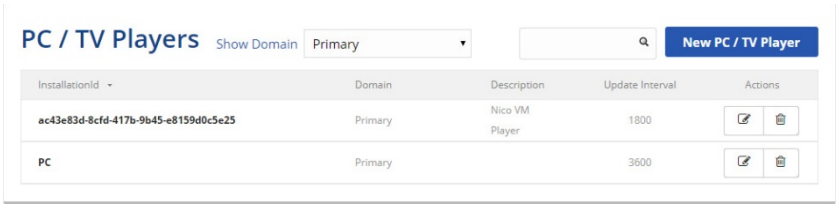
Link site(s)

Select for example the Demo Site.

Linked site added

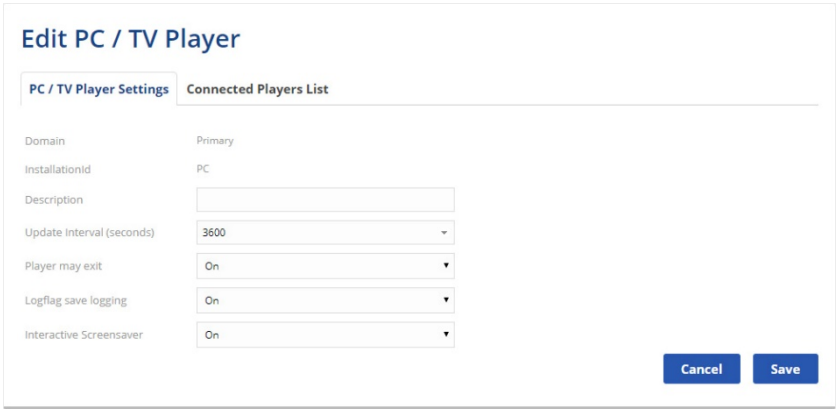
6.7.6 Player Configurations

In the Player configurations screen, you can see a list of players that are connected to your message server.
You can use the search box to search for a particular player(s). You can sort the players by clicking on the column name. You can sort the players on InstallationId, Domain, Description and Update Internval.

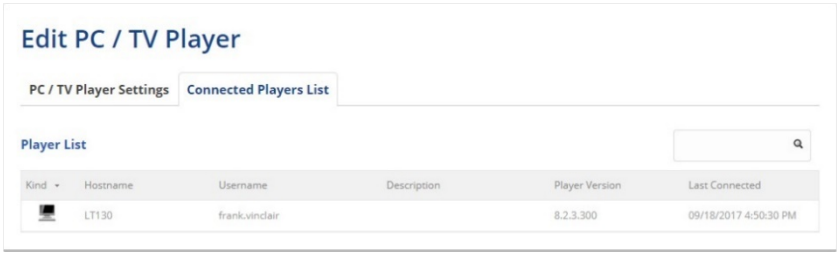


To remove players simply click the trashcan icon. If a player is remove from the list by accident, then it will reappear when it reconnects to the server.

You can click the edit button to see more information about the player that is connected.

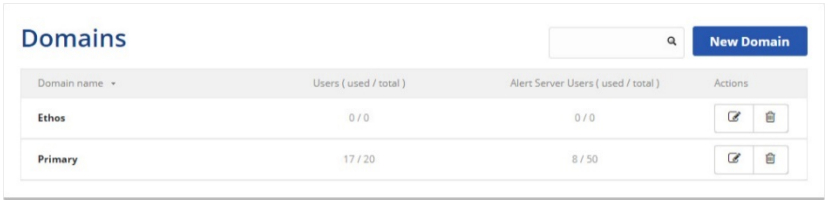


The tab “Connected Players List” shows additional information. You can sort the players by clicking on the column name. You can sort the players on Kind, Hostname, Description, Player Version and Last Connected.

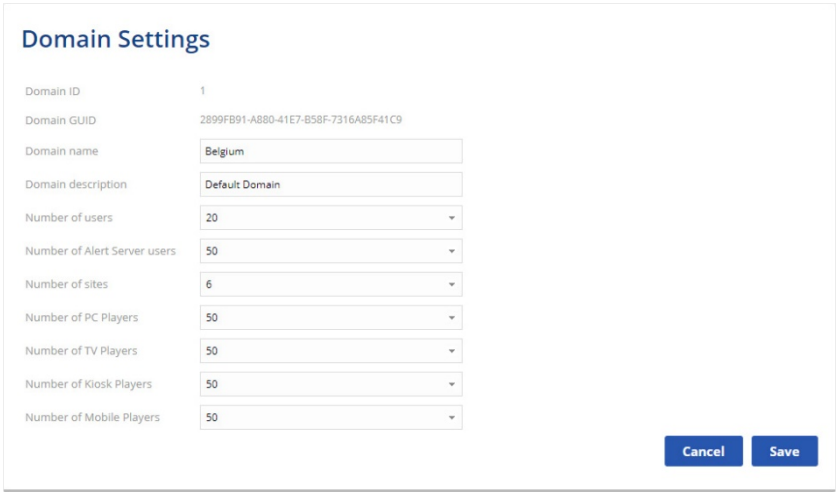


6.7.7 Domains (license dependent)

If you select domains from the left menu, you will see a list of all the domains that are currently created in your message server. In the screenshot below we have two domains: Belgium & France.



Click on the name of the domain to edit the settings for that particular domain.



You can choose the maximum amount of users, Alert Server Users, etc. These maximum amounts are determined by the amount of players, users, etc. you have in your license.

6.7.7.1 Domain Configuration Settings

6.7.7.1.1 General

- HttpHostUrl: You need to enter the server name in this field. This only needs to be filled in when you are using the RSS output.
- RssDefaultLink: The link that will be filled in in your RSS feed.
- Delete Social Media: tick off this options if you want to delete a Facebook message or Tweet from your account when you delete the message in the message server.
- MessageGroup: Enable or disable Sub Messages see chapter 5.4 for more information
- EnableLocationInMS: select this if you want to be able to set a location for a message. This is mainly used to set a location in a tweet via the Message Server.
- GISinAS: enable GIS information in the alert server

- EnableLocationInAs: same as EnableLocationInMS but then for the Alert Server
- ChangeSmsAseAccount: enable this if you want to be able to select a different the SMS account then the default one. You can change this account in the SMS module settings.
- ChangeSmsSender: check this if you want to be able to change the name of the sender rather than using the default one.
- SlideDuration: select the default slide duration for the domain in seconds
- EnableDynamicTargeting: enable this if you want to use the targeting feature (license dependent).
- DesktopVirtualization: Select whether you are using Desktop Virtualization in your company. You have the following options:
    - No: no virtual desktops
    - Yes: all your machines where Netpresenter is running on are virtual workstations
    - Hybrid: if you have virtual workstations and fat clients. For example: virtual desktops for the users and fat clients for TV players that are hooked up to the large screens. When enabling this, you will need to enter the Virtual InstallationId. This is the Id of the Netpresenter client that is running on the server.
- AlertServer: enable this if you want to use the alert server for this particular domain
- TemplateBuilder: enable or disable the template builder function for the domain
- BroadCastAlertServer: select this if you want to make use of the SMS/email functions in the selected domain.
- Scheduling: choose if you want to enable scheduling in the selected domain.
- Advanced Scheduling: enable this if you want to be able to use the advanced schedule function in the selected domain
- Shift Scheduling: enable this if you want to be able to use the Housekeeping schedule function in the selected domain
- SingleSignOn: enable the single sign on feature for the selected domain
- UseRichText: enable this feature if you want to make use of the Rich text editor instead of the default one when creating/editing a message.

6.7.7.1.2 Outputs

- Outputs: select which outputs you will be able to set up in the particular domain

6.7.7.1.3 Media

- Select which media you will be able to use in the selected domain

6.7.8 App configuration

6.7.8.1 Add Internal Site to App

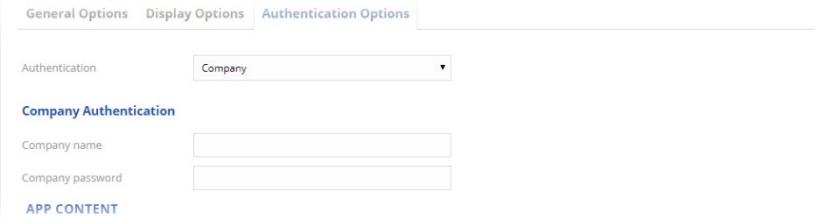
To add a site to the app follow the steps below:

1. Click “Apps”
2. Click on the name of the app where you want to add a site to
3. In the Manage App screen and under the tab General Options scroll down until you see the Internal Sources tab. Click “Add”
4. Select the site which you want to add to the app
5. Click “Save”

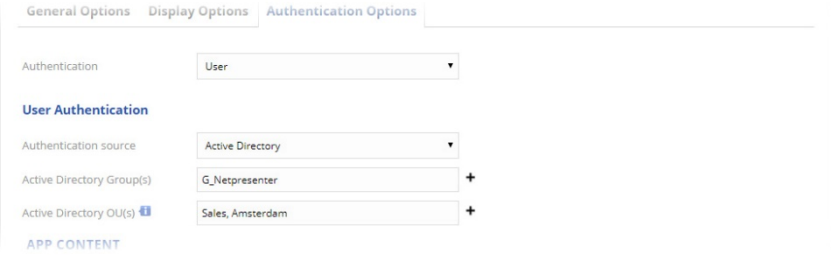
6.7.8.2 Authentication Options

Under the tab Authentication Options you can select different authentication options from the list:

- Company: Company name and a preset password
  - Enter the company name and password and click “Save”

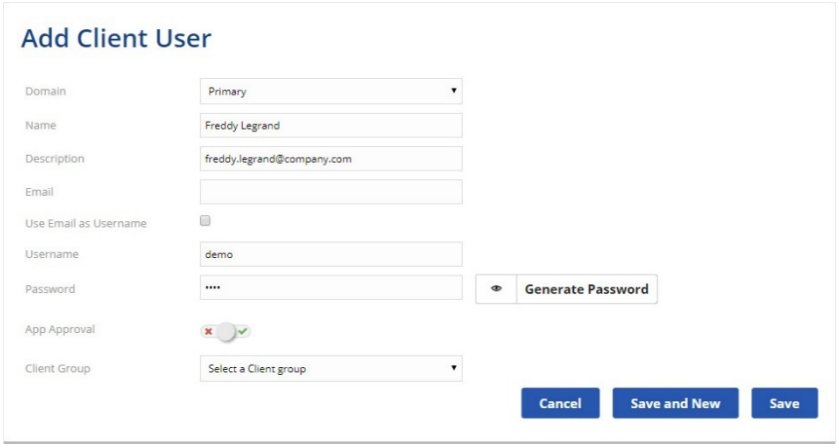


  - User: Based on AD users



- User: Based on Message Server accounts

1. Click in the menu on the left under the label App Users on “Users”
2. Click “New User”
3. Upload and Import client user (csv-file) or click Create a new client user
4. If you picked the last option fill in the necessary fields (if you want users to use their email as login, please tick off the “Use email as username” checkbox). Choose if the user gets access to your app using the ‘App Approval’ switch.
5. Click “Save”
6. The user is added and will receive a confirmation email



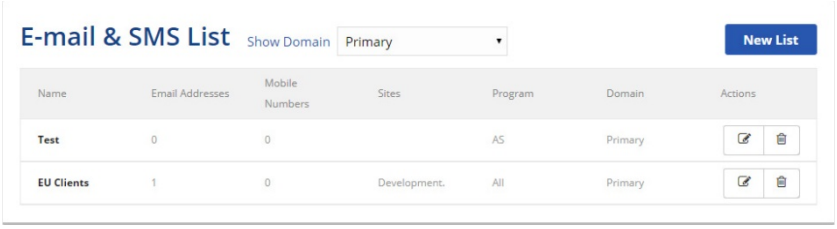
6.7.8.3 Auto approve rules

You can auto approve users to the app by using various email rules.

1. Click “Auto Approve Rules” in the “Users” menu on the left
2. Click “New rule”
3. Choose if you want to approve or deny users to your app
4. You can use various rules by selecting them from the select box. Click “Save”
5. Users will now be accepted or denied based on the rules you provided

6.7.9 Email/SMS List

In the Email/SMS List section you will see an overview of all the email and SMS groups that are currently in your Message Server. To add a list simply click the “New List” button and enter the fields.

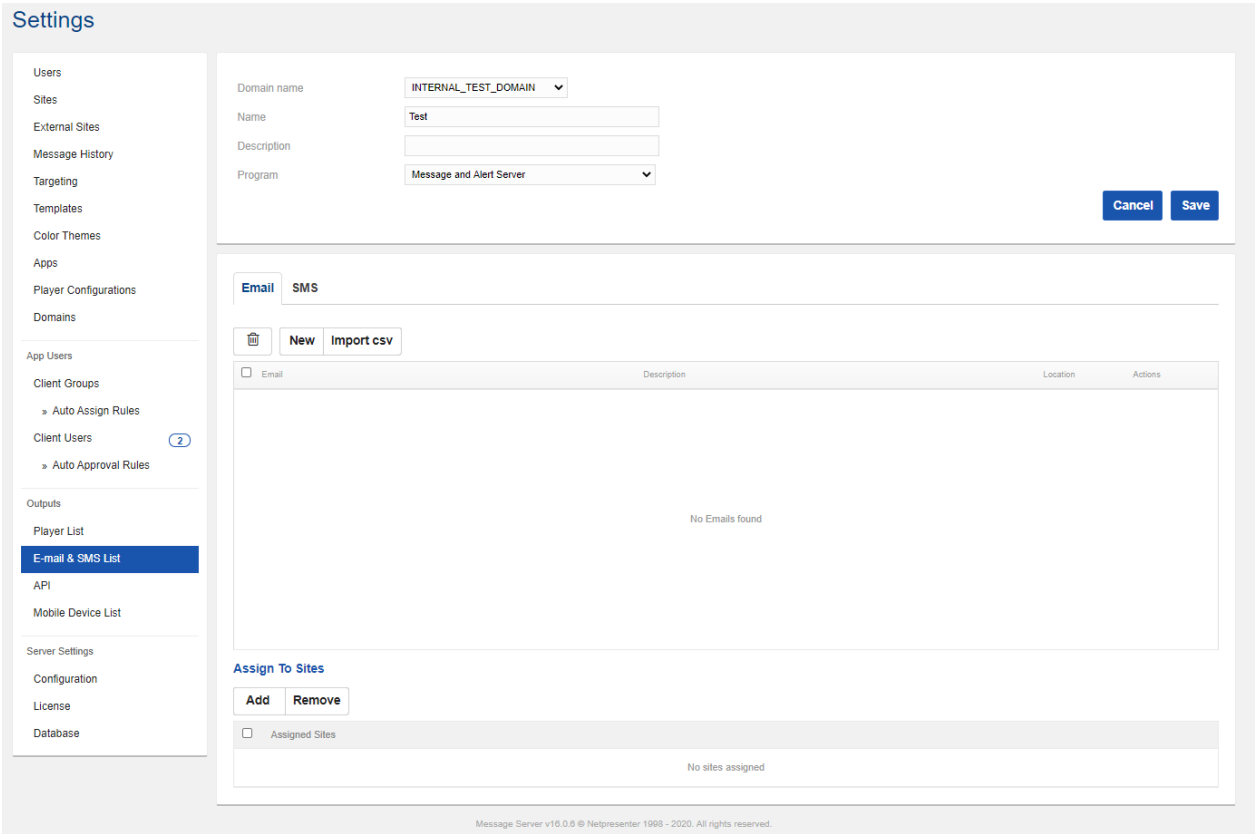


You can edit the group settings by either clicking on the name or clicking the edit button next to the group. You can add an email/SMS-number by clicking on the button “New”.

You can also mass import email addresses and phone numbers by importing a *.csv file. To delete a number or email-address simply click on the trashcan icon next to the number or tick the checkbox and click the trashcan icon on the left.

In the program dropdown box you can choose for which program you want to use the list. Both Message and Alert Server or separately.

At the bottom of the page, you can assign the list to a particular site.



6.7.10 Configuration Settings

Configuration settings consist of 5 categories.

6.7.10.1 General Settings

- DisplayEditInformationBelowTitle: Displays ‘Last edited’ information below the message title
- PublishEmptyChannelWhenNoMessages: Turn on if you don’t want to see ‘no messages are active’ in the player.
- EnableTabInTextarea: Turn on if you want to format text (create tables) in the text areas
- RssLinkToIntranet: Messages in RSS Feeds link to their equivalents in the Message Server Intranet
- MaxSlideDuration: Maximum slide duration in seconds
- DefaultMaxHeadlines :The default max number of headlines for a template
- ItemsInScrollList: Number of messages that is shown without scrolling in the main overview
- MaxItemsInScrollList: The maximum number of messages in the main overview
- AlertServerOnTop: Turn on if you want to display the Alert Server on top in the start screen
- LockoutThreshold: Determines the number of failed logon attempts that causes a user account to be locked out
- LockoutDuration: Determines the number of minutes a locked-out account remains locked out before automatically becoming unlocked
- LockoutEnabled: Determines if Lock-out feature is enabled
- EnableGIS: Enable the Geographic information system
- GoogleMapsAPIVersion: Example: 3.10 (leave empty for the latest version.
- DisplayOutOfBoundsAlerts: Display active alerts which are located outside the users GIS boundaries
- EnableHttpUserHeaderLogin: Enable 'Single Sign On' for http post headers

6.7.10.2 Media

- EnableImages: Enable insertion of images in messages
- EnableVideo: Enable insertion of videos in messages
- EnableFlash: Enable insertion of Flash in messages
- EnableYouTube: Enable insertion of YouTube in messages
- EnableMediaPerSite: Turn on if you want to use images only on one specific site
- ConvertImagesToJpeg: Turn on if you want to convert all uploaded images to jpeg
- YouTubeDurationOffset: Extra duration in seconds of slide with YouTube video

6.7.10.3 Performance

- EnableMessagesOnAfterExpired: Turn on if message state is kept on after it is expired
- JpegQuality: Quality of jpeg images after resizing them (90 = high quality)

6.7.10.4 User Settings

Select which settings a user (publisher and editor) can change when there are logged in to the Message Server.

6.7.10.5 SMTP Settings

You can enter the information for you SMTP server in here. This setting is needed if you want to be able to let the Message server send email messages to publishers.

6.7.10.6 Active Directory Settings

Fill in your Active Directory Settings information if you want to make use of the groups/OU function for targeting see section 5.4.9.2 for more information about AD targeting.

6.7.10.7 Alert Extension

- ASEDNS: Comma separated list of ASE hostnames/IP Addresses
- ASEPorts: Comma separated list of ASE ports (default: 13000)
- ASETimeout: The timeout for the communication with the Alert Server Extension
- TwitterRetryPosting: The max number of retries for sending the Alert to Twitter

6.7.10.8 Single sign on

As from version 10.4 users can use single sign on. Follow the steps below to implement single sign on for your Netpresenter Message and Alert server.

1. Enable the SingleSignOn checkbox in the (Domain) configuration settings and save the changes.
2. Navigate to the 'Users' section and select the user you want to connect to an AD user account. Click the "Add User" button to enter the domain user account

3. You will be presented with the next popup window:

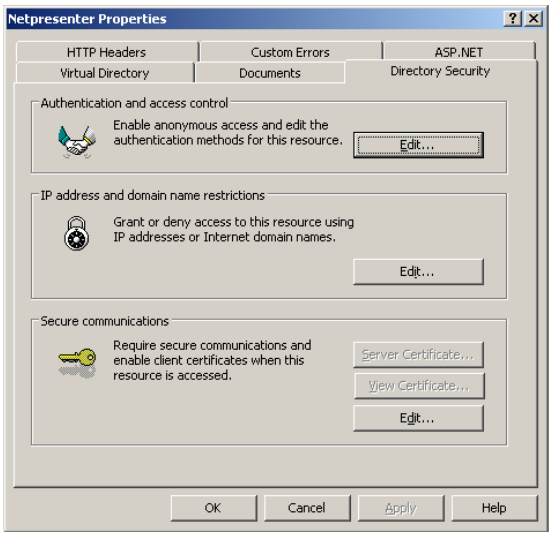
Fill in the associated domain and username of the user you want to connect to the Netpresenter user.

For example if you have a user freddy.legrand in the domain general.local then you need to fill in: GENERAL\freddy.legrand

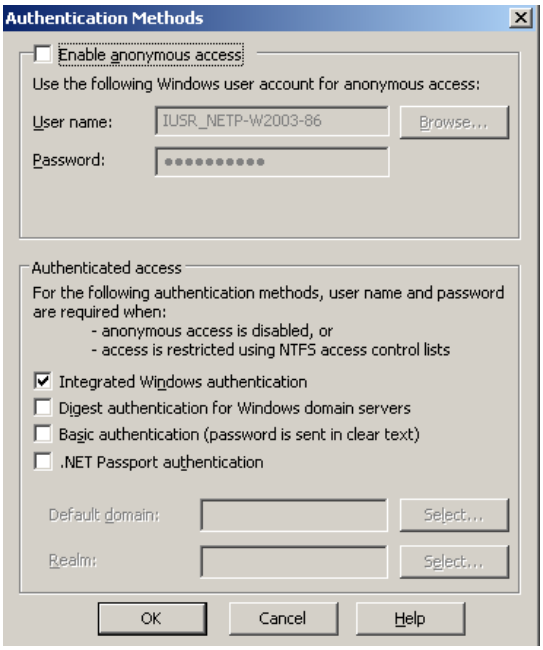
Click "OK" and then the "Save" button to save your changes.

4. Open you IIS manager
    a. IIS 6
    Navigate to the Netpresenter website and right click on the website and select properties.

Select the Directory security tab:



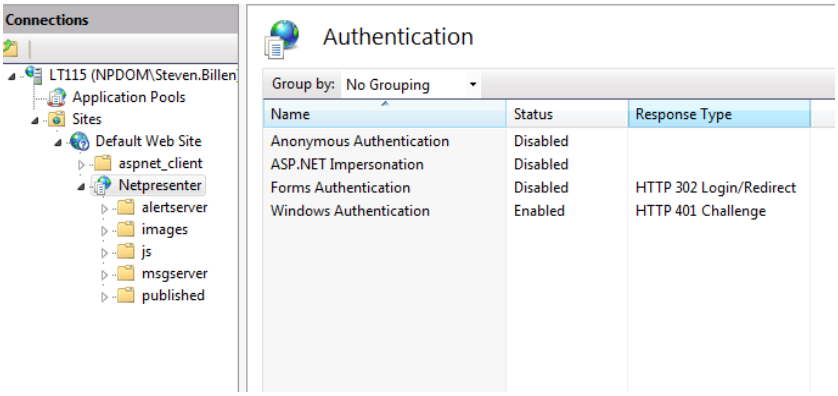
Edit the Authentication and access control by clicking on the corresponding button:



Disable anonymous authentication.

Enable the Integrated Windows authentication checkbox and click “OK”.

b. IIS 7
Navigate to the Netpresenter website. In the features panel, double click “Authentication”



Disable Anonymous authentication;

Enable Windows Authentication.

5. You will now be logged in automatically the Message Server without entering your password and username.

6.7.10.9 GIS configuration

As from Message Server v10.5.0 you can use geographical information in your alerts/messages.

To enable GIS in the Message Server, check the next checkboxes in the (domain) configuration:

- EnableGIS
- EnableLocationInMs

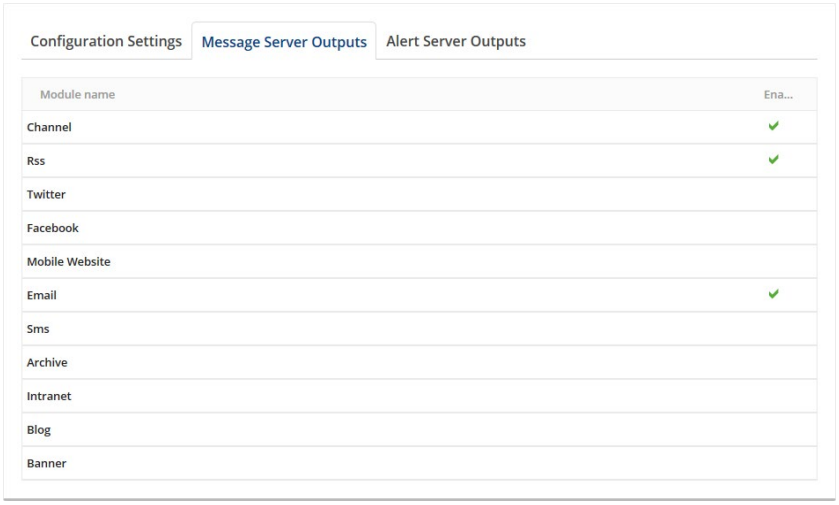
To enable GIS in the Alert Server, check the next checkboxes in the (domain) configuration:

- EnableGIS
- GISinAS
- EnableLocationInAs

When enabling Geo info in the Alert Server you can add a geographical area for your alerts. The same way as you would enter a location for a user. See chapter 5.8.1 Users.

6.7.11 Message Server Outputs

In Domains > Domain you find the Message Server Outputs tab. In this section, you can define the default settings for each new site that you create. If you have enabled the domain feature, then you can find the Message Server outputs in the domains section.



6.7.11.1 Channel configuration

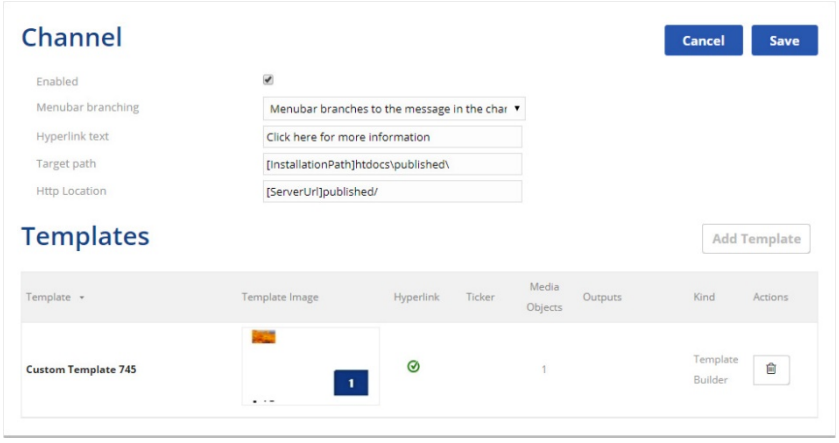
In the channel configuration, you have to fill in the Hyperlink text, and Target path of the channel.

Specify a target location to copy the published data to. This is usually a path to a virtual directory. i.e. [InstallationPath]htdocs\published\

When you add a new site; the path will be filled automatically with the correct data. The path will look like this: [InstallationPath]htdocs\published\4\channel\pc\index.chn

The “4” in this example stands for the site id.

Click the “Save” button when you are ready. A popup will show, just click the “OK” button.



6.7.11.2 RSS Configuration

To configure the RSS output, tick off the enabled box. Specify a target location to copy the published data to. This is usually a path to a virtual directory. i.e. [InstallationPath]htdocs\published\

The http location path should be something like: [ServerUrl]published/

If you tick off the: “generate HD slide images” box. The server will created a HD image of the message slides, and publish the URL in the RSS feed.

Tick off the RSS feed Publicly Accessible if the feed can be viewed from the internet.

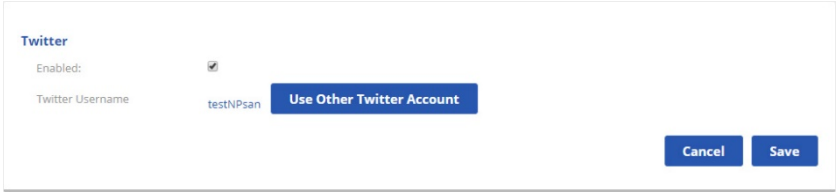
When you add a new site; the path will be filled automatically with the correct data.

Click the “Save” button when you are ready. A popup will show, just click the “OK” button.

6.7.11.3 Twitter Configuration

You can also configure the default Twitter account for new sites. To enable Twitter, just tick off the box and click the “Twitter Connect” button.

A new window will open where you have to fill in your Twitter username and password. Click the “Authorize App” button to finish and the selected username will be shown in the



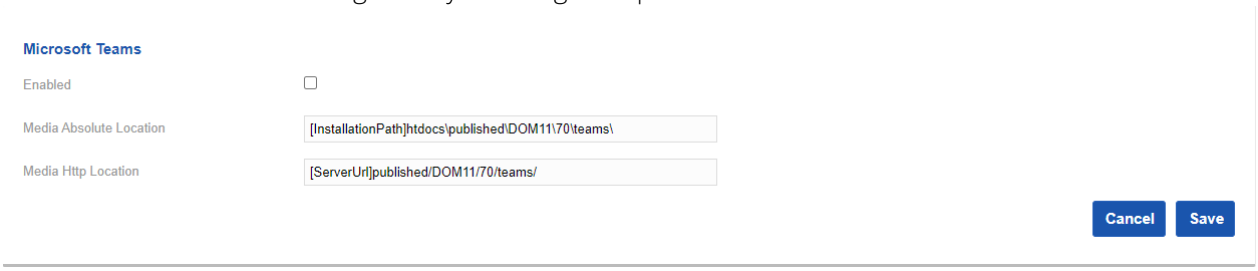
Click the “Save” button when you are ready. A popup will show, just click the “OK” button.

6.7.11.4 Facebook Configuration

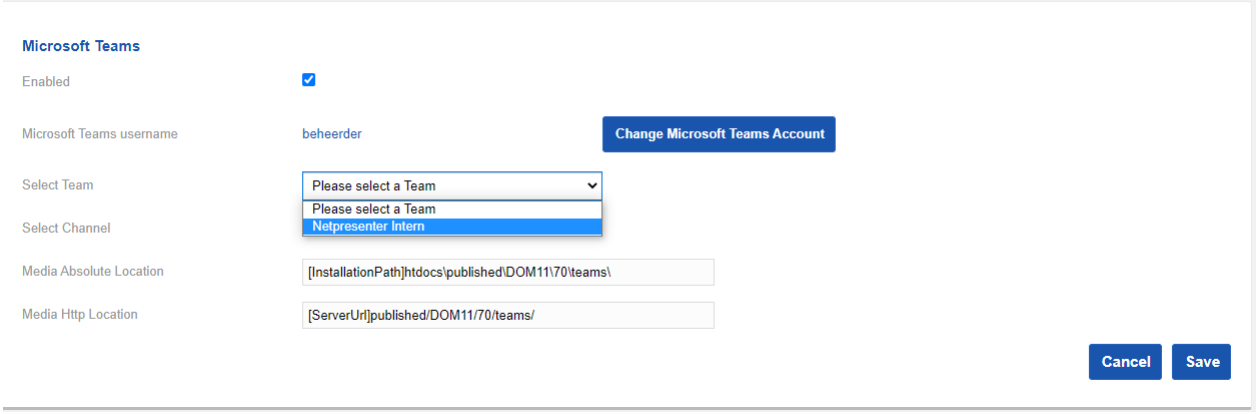
The configuration for Facebook is the same procedure as for Twitter.

6.7.11.5 Microsoft Teams configuration

Microsoft Teams can be configured by enabling the option first.



Then, when you connect with your Microsoft/Azure account, you will need to select the team where this site needs to send its contents toward.



6.7.11.6 Mobile Website Configuration

To configure the Mobile Website output, tick off the enabled box.

For the Mobile Website Template you specify the folder where the mobile website templates are located. The default path is [DataPath]templates\mobile\

Specify a target location to copy the published data to. This is usually a path to a virtual directory. i.e. [InstallationPath]htdocs\published\

The http location path should be something like: [ServerUrl]published/

When you add a new site; the path will be automatically filled with the correct data.

Click the “Save” button when you are ready. A pop-up will show, just click the “OK” button.

6.7.11.7 Email Configuration

To configure the email output, tick off the enabled box.

Specify a target location to copy the published data to. This is usually a path to a virtual directory. i.e. [InstallationPath]htdocs\published\

The Media http location path should be something like: [ServerUrl]published/

When you add a new site; the path will be automatically filled with the correct data.

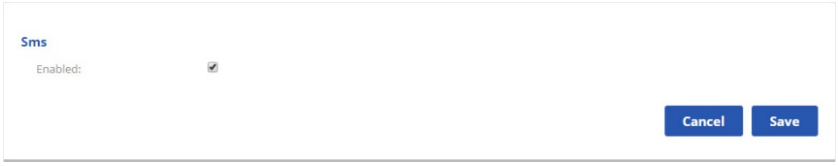
Click the “Save” button when you are ready. A pop-up will show, just click the “OK” button.

6.7.11.8 SMS Configuration

To enable SMS as default just tick off the enabled box.

Select the SMS account you want to use and fill in the name of the sender

Click the “Save” button when you are ready.



6.7.11.9 Archive Configuration

To configure the archive output, tick off the enabled box.

Specify where the xml style directory is located for the archive, the default is located in: [DataPath]templates\archive\

Specify where the message template html file is located for the archive, the default is located in: [DataPath]templates\archive\message.html

Specify where the overview template html file is located for the archive, the default is located in: [DataPath]templates\archive\overview.html

Specify a target location to copy the published data to. This is usually a path to a virtual directory. i.e. [InstallationPath]htdocs\published\

When you add a new site; the path will be automatically filled with the correct data.

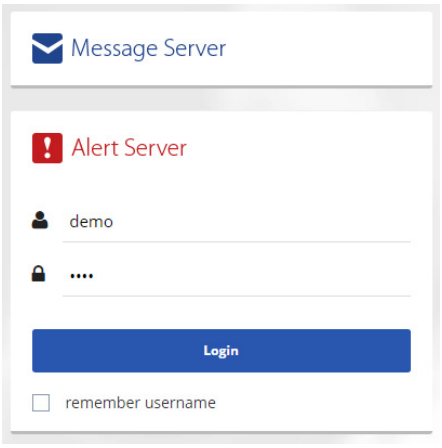
Click the “Save” button when you are ready. A popup will show, just click the “OK” button.

6.7.12 License

Fill in your license key and click the “Save” button.

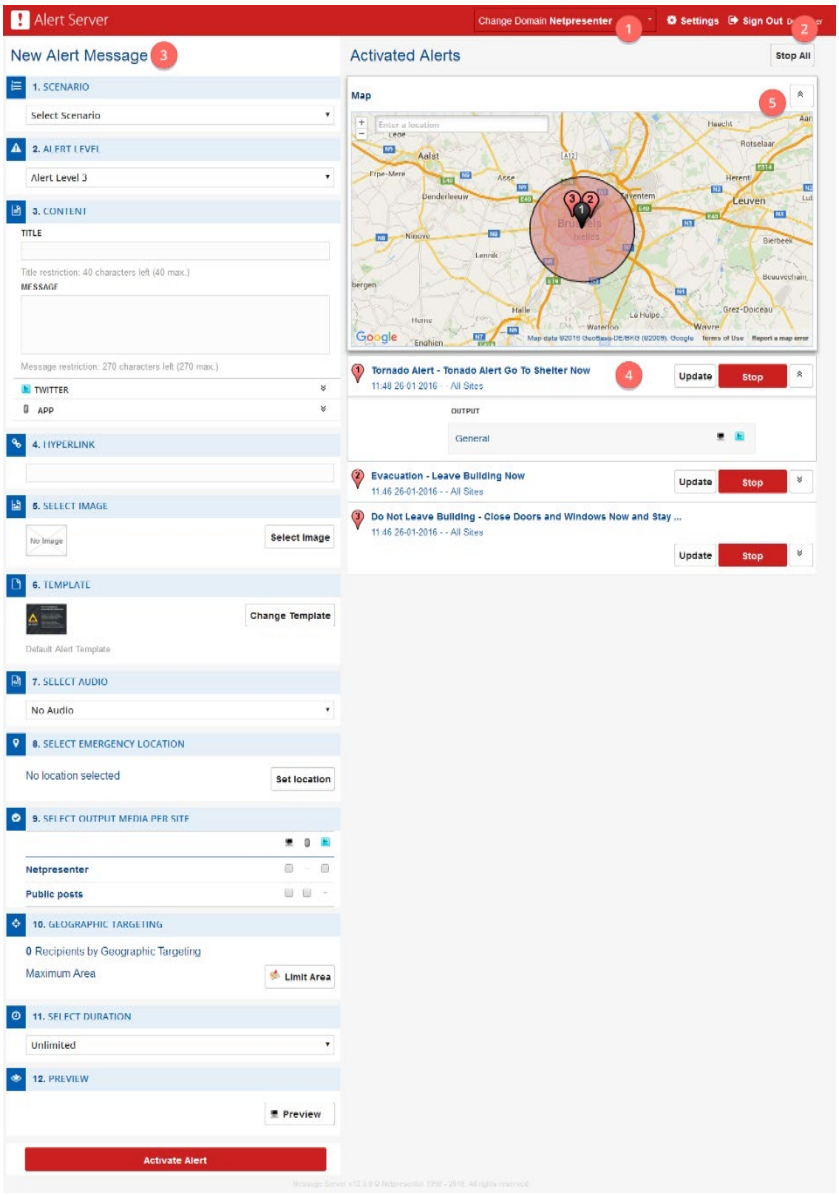
7 USING NETPRESENTER ALERT SERVER

This is what the welcome screen for Netpresenter Alert Server looks like (after having selected “Alert Server”):



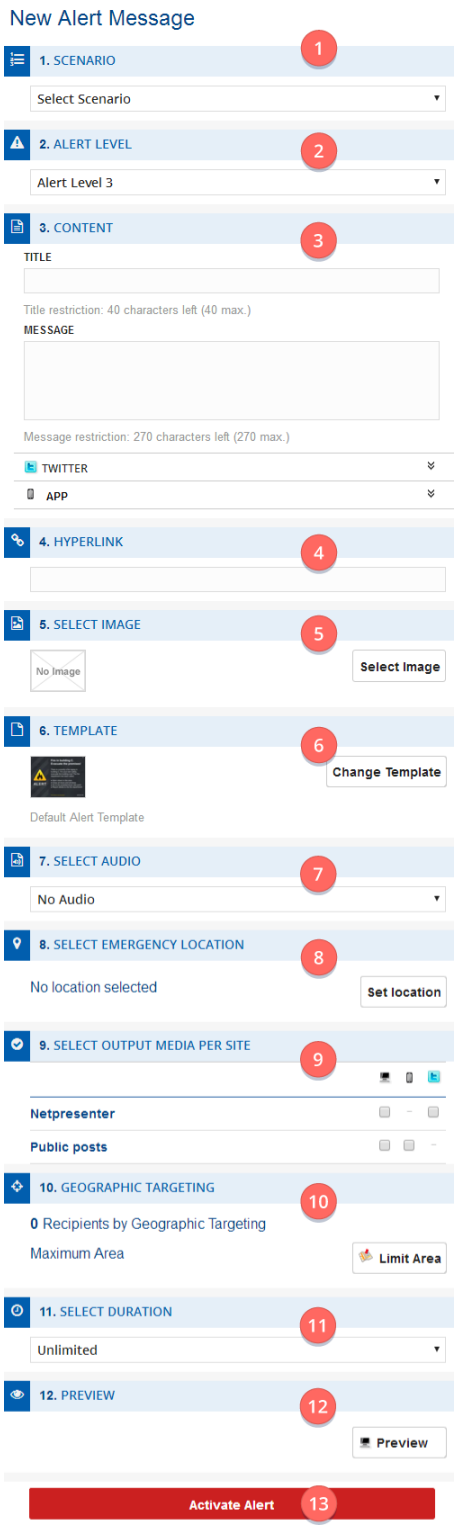
The login screen is needed to prevent unauthorized use of Netpresenter Alert Server. Only a limited number of people should have the ability to broadcast Alert messages to everyone in the company!

After logging in the Alert Server page appears. This page displays all the current activated alerts and allows you to create a new alert.



1. Settings: A button to the configuration screen of the Alert Server. This button is only visible for administrators.
2. Sign Out: Button to Sign Out from the Alert Server
3. New Alert Message: Creating a new Alert
4. Activated Alerts: Overview of the current alerts
5. Map overview of the published alerts

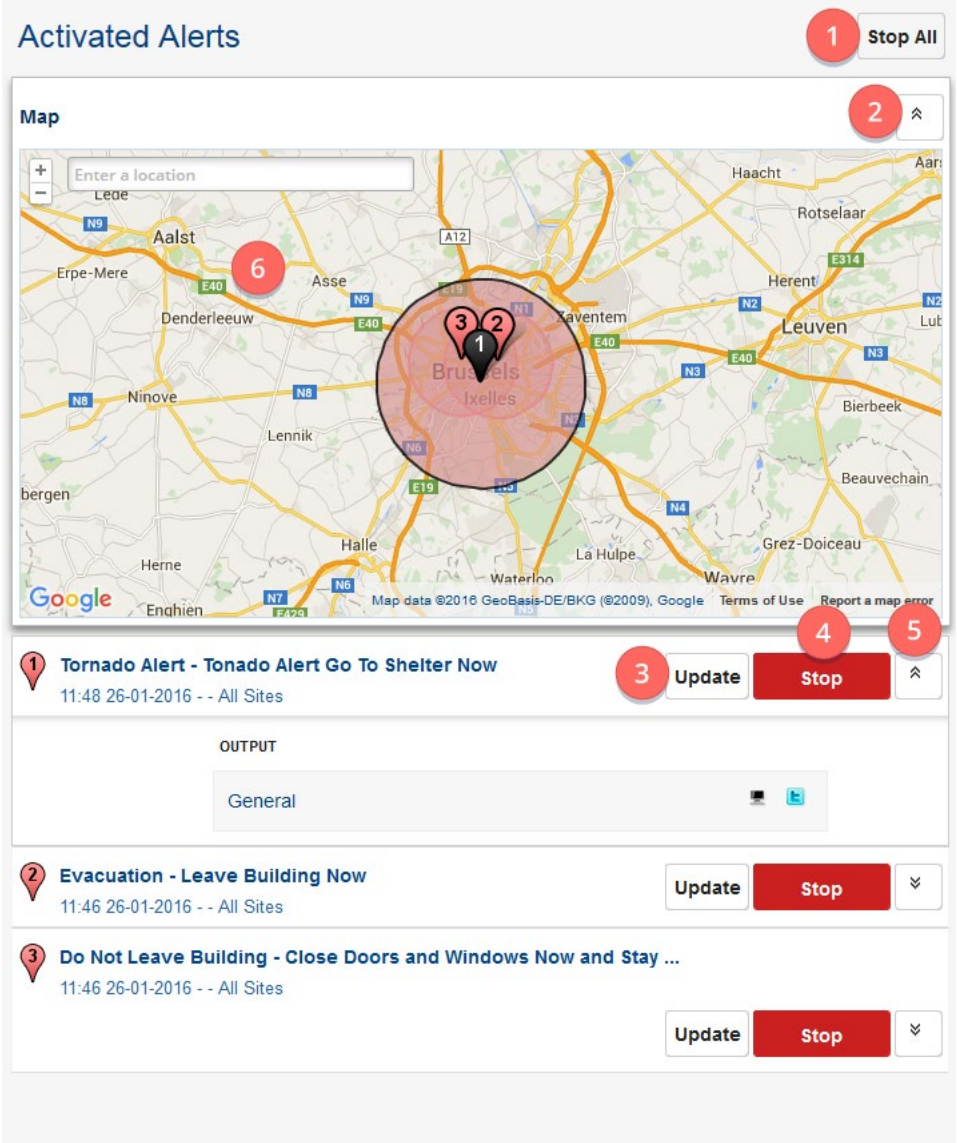
6.1 Create a new Alert



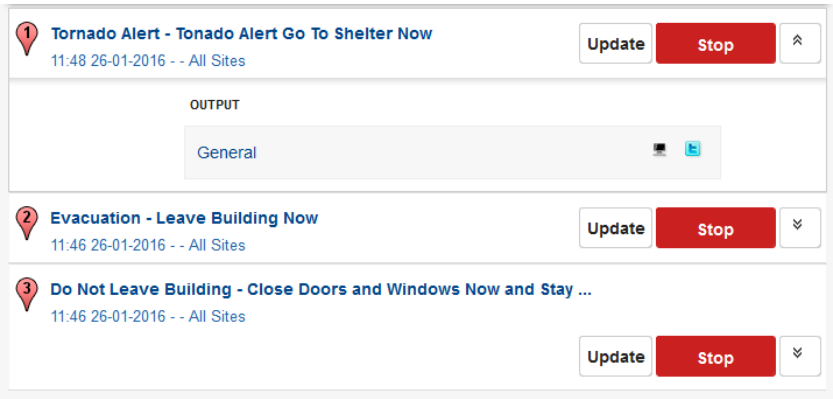
1. Here you can select one of the predefined scenarios. Selecting a scenario is optional.
2. Select the desired alert level.
3. In "Content" you can alter the scenario title and message or enter a new title and message if you did not select a scenario.
4. Add a category
5 Select a predefined User action.
6. Add a hyperlink to the message (optional).
7. Add an image to the Alert from the Alert Server image gallery.
8. Select the desired template
9. Add a sound to the Alert (optional).
10. Select the desired output method(s) for the Alert. Some output mediums may not be available depending on the configuration and settings. You can select/deselect a complete row or column by clicking on the site name or output medium.
11. Select the desired duration of the alert.
12. Show preview, click to see a preview of the alert.
13. Button to activate the Alert.

All the Netpresenter Players/Screensavers of the people within the targeted group will now display the Alert message within the update interval of the Players and the time needed to download the channel. The default update interval is one minute, but the Alert may already appear after a couple of seconds.

Activated Alerts: In this overview you can see all the current alerts that are running for the sites you have access to.



1. Stop all: Button to stop all the currently activated Alerts.
2. Minimize alerts map
3. Update: update this specific Alert.
4. Stop: Stop this specific Alert
5. Expand: Expand this specific Alert to see more info



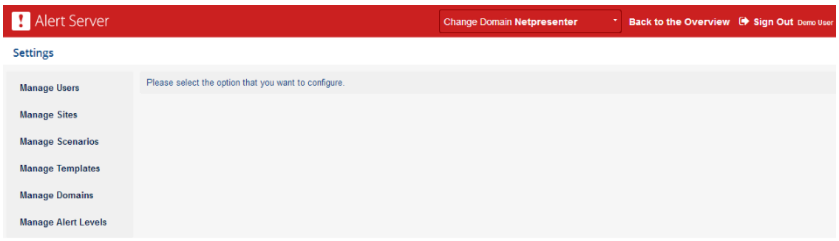
Expanded Alert

When you expand an alert, the map automatically zooms in to the expanded alert.

6.2 Netpresenter Alert Server Settings

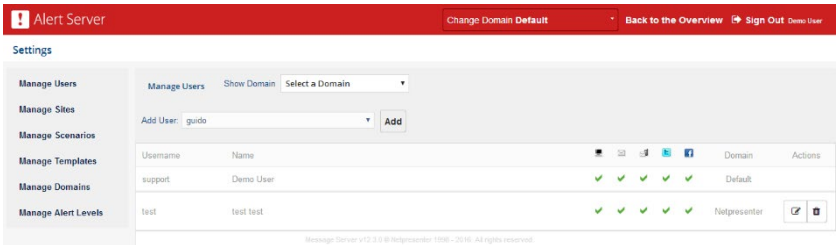
The Alert Server shares its users and sites with the Netpresenter Message Server. If you want to add a new site or create a new account you can only do this in the Netpresenter Message Server.

When entering the settings of the Alert Server you will see the following screen.



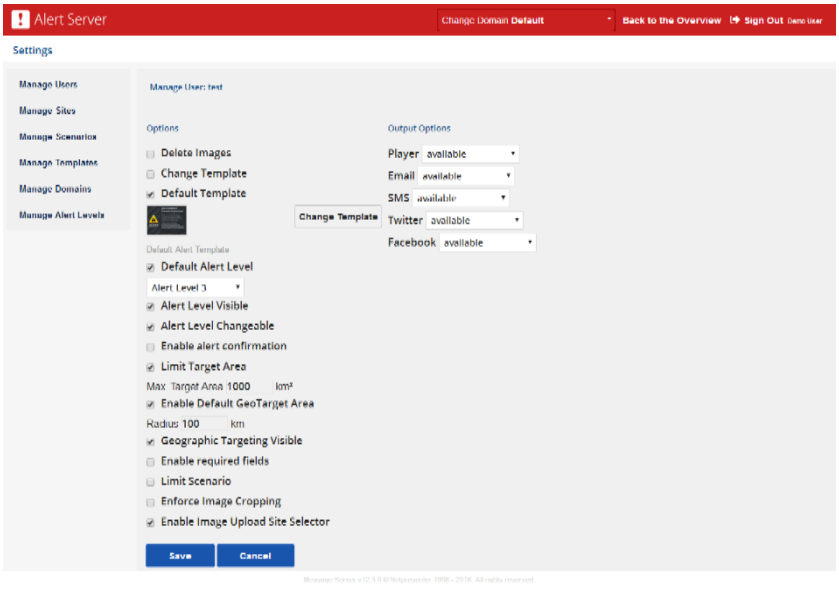
6.2.1 Manage users

In this interface, you can give users access to the Alert Server. Just select the user you wish to give access to and click “Add”. The user will now be added to the list below.



You can select the output channels a user has the right to publish an alert to. By default it automatically sets all output channels that are available.

To edit the output channels selected for a user click the pencil button next to the user you want the right to edit.



User 'Test' can send out alerts to all channels but is unable to change the alert template or delete images.

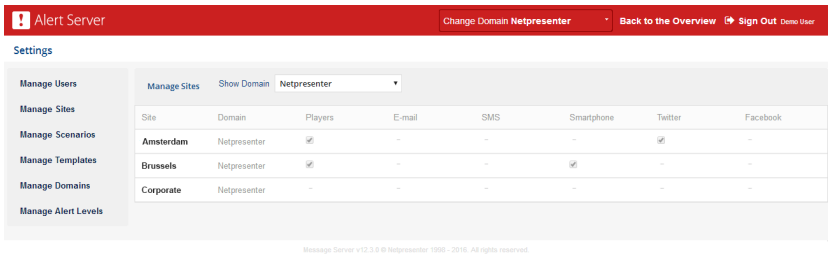
You can also select a different SMS account or sender name if SMS is enabled and if you selected the following settings in the configuration section of the Message Server.

- ChangeSmsSender
- ChangeSmsAseAccount

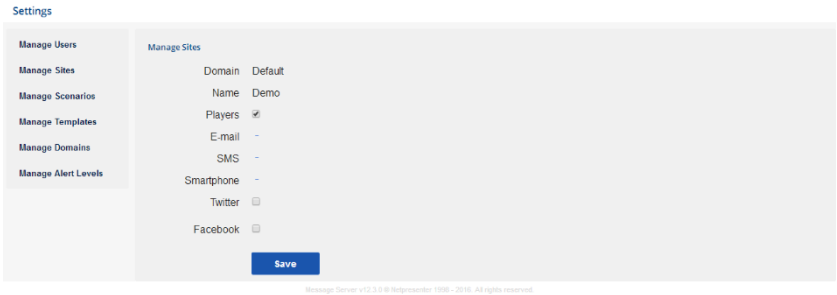
Select the desired output channels and/or options and click the "Save" button to apply the changes.

6.2.2 Manage sites

Here you have the option to enable or disable the different output media per site.



Click on the site name to alter the output media options.

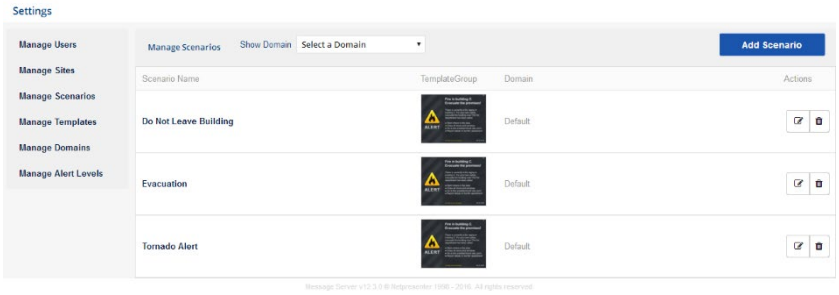


E-mail and SMS are only available if the Alert Server Extension is installed and correctly configured.

To enable Twitter or Facebook, just tick off the checkboxes. You will then be able to connect to your Twitter or Facebook account by pressing the “Connect” button. A window will then pop-up where you can enter your credentials.

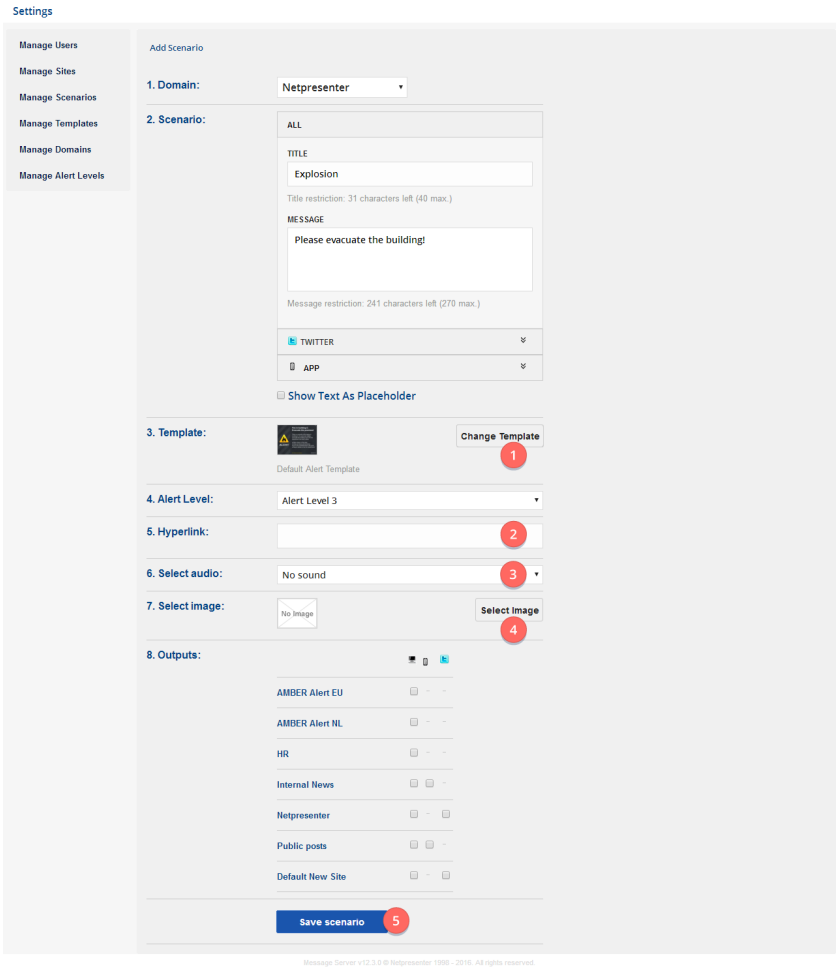
6.2.3 Manage scenarios

You can create custom scenarios in the manage scenarios section. There are four predefined scenarios when the Alert Server is installed by default.



To add a new scenario follow the steps below:

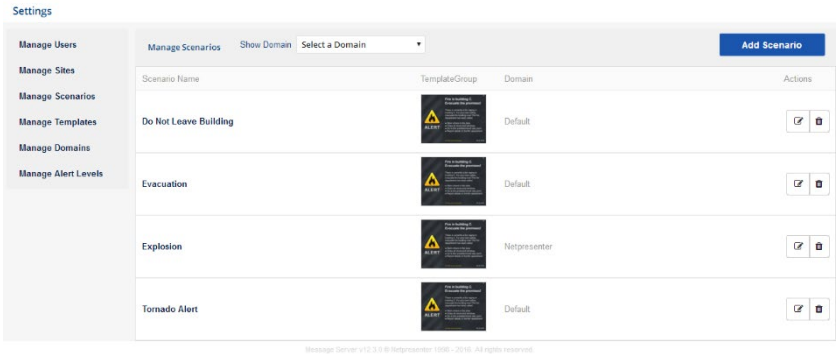
1. Click “Add scenario”.



Screen for adding a new scenario

a. Select the desired template (only available if there are multiple templates)
b. Fill in a default hyperlink for the new scenario
c. Select default sound for the new scenario
d. Browse for an image
e. “Save Scenario” button

2. Enter a scenario as indicated above.
3. Save it, and see how it appears in a list of scenarios.



New scenario added to the list of saved scenarios

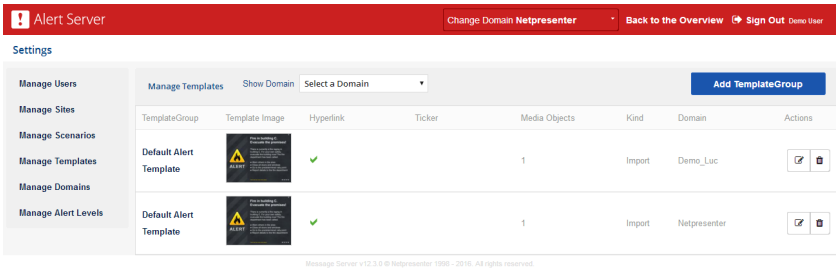
4. Now click “Back to the overview”.

6.2.4 Manage Categories

To manage Alerts into categories (e.g. HR related, IT related, Hazard related), those categories can be created and managed here.

6.2.5 Manage templates

Click on “Manage Templates” to delete or add or edit new templates.



The “Add TemplateGroup” function can be used to upload Netpresenter Template packages. These template packages are configured by the Netpresenter Support team. Just click the “Add TemplateGroup” button and browse to the desired Template package.

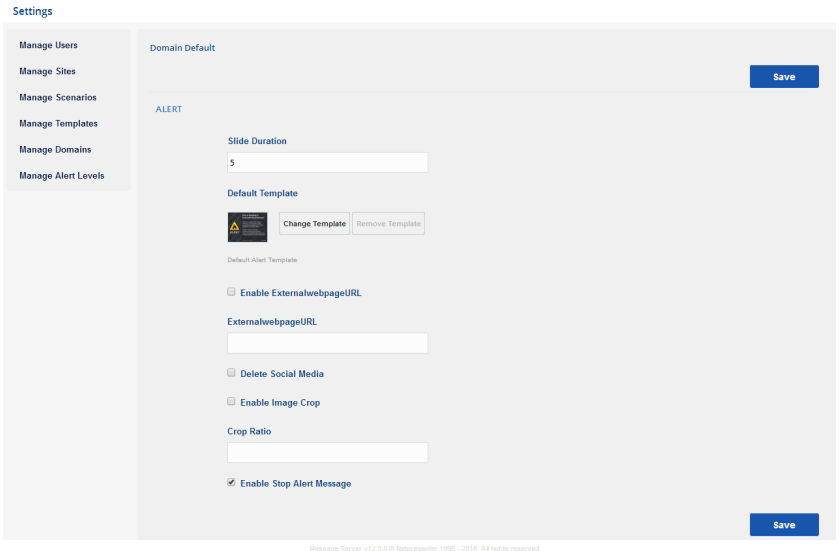
6.2.6 Manage Color themes

All alert types are accompanied with colors. The default Emergency alert type is accompanied with the default Red color.

More colors can be added with the 'Add theme' button. The .zip files are distributed by Netpresenter.

6.2.7 Manage Settings / Manage Domains>Edit

Click on "Manage Settings" or click on "Manage Domains" and then on an edit button ; you will see the domain alert settings.



If you tick-off "DeleteSocialMedia", the alerts will also be removed from the social media when the alert is stopped. The "EnableExternalwebpageURL" option is used to link an alert to a specific article on a webpage. Contact Netpresenter Support for more detailed information about this feature.

6.2.8 Manage Alert Types

A default Emergency Alert type is available by default.

New ones can be created here that can determine different kinds of alerts. There can be Alert types for Warnings or Notices. They can be named and combined with a color theme that has been added to your system.

If your company has color coded alerts, these color-coded alerts can be added as types and added in the Scenarios that will be created.

6.2.9 Manage Users Actions

The Netpresenter Player and Mobile application support the use of user actions.

The Player and app can have a feedback option, which is a button that the user can click, and the result will be sent to the Alert Server's statistics. This way, information can be gathered on how many clients actively give feedback.

The app also supports a call or text action. A button can be configured that will automatically fill in a number you will call upon clicking this button or text a specific text to a specific person.

8 FREQUENTLY ASKED QUESTIONS

Q We run another web server on our systems. Do we really have to use IIS?

A Yes, the Message and Alert Server will run only on a Windows server that supports IIS 7.0 and up.

Q The system apparently uses a database system to store its information. What if we want to use our own system?

A The Message and Alert Server use ODBC with an Access DB by default. It also supports MSSQL and MySQL.

Q Will the Alert Server run on non-Windows systems?

A The Message and Alert Server use a COM component to generate the Netpresenter channels. This will only work on systems running a Microsoft Windows operating system.

Q Can we issue Alert messages automatically?

A It is possible to integrate the Alert server with an alarm unit to generate alarm messages automatically. Depending on the system used, this may require custom adaptations.

Q After having added a new site and attempting to publish a new message on it, I get the error message "The Netpresenter channel template is not configured for this site". How can I solve this?

A Please select "Settings"; select "Sites"; verify that Channel Off; select it; set enabled to yes; press save; verify that the Channel is now on. Please refer to the chapter about "Settings" for further details.

Q When trying to browse to Netpresenter Message Server, I get the message "you are not authorized to view this page". What happens?

A This typically happens when the access control list (ACL) for the directories used by Netpresenter Message Server does not include the proper rights for the user account running the web server. For IIS this would be the IUSR_<computername>. The installer usually takes care of this. This typically happens after a re-installation of IIS.