

DM Server is part of the Dialog Manager suite, which is a unique multi-channel solution enabling you to attract, retain and grow customer relationships across traditional sale-, service- and marketing boundaries.

**DM Server**, DIALOG MANAGER

## EFFICIENT RESOURCE MANAGEMENT AND STABILITY



### DESCRIPTION

DM Server is the always active integration and user management core. With DM Server you efficiently manage database validation and access, synchronization of Lotus Notes/Outlook and Dialog Manager object batch runs.

#### User validation and security

To obtain maximum security in all Dialog Manager installations only the DM Server "knows" the Database Owner's password. In other words, physically it only exists in one location - and of course in encrypted form.

All Dialog Manager clients who wish to access the database automatically contact the DM Server, which validates username/password for the individual user. If the validation is successful the client is provided access to the database. The connection is secure as in no other way is it possible to get access to the database and possible business critical data.

#### Lotus Notes and Outlook

At the same time, the DM Server is "responsible" for updating the two-way integration with Outlook and Lotus Notes. With a certain interval, the program scans for changes in Meetings/Agreements, Tasks and sent emails. These changes are automatically filed in Dialog Manager for the individual user under the correct contact in the database.

#### Error tolerant operations

The DM Server is designed with high error tolerance towards communication with external programs and in relations to the current IT environment. For instance, the DM Server is able to "survive" in case database connection is momentarily interrupted, when Domino/Exchange servers are rebooted, program errors occur in user-defined SQL scripts and PowerScripts.

For operations security the system is designed with embedded event-logging of all errors in both Windows-eventlog and Dialog Manager's internal Program log.

#### Multi-tasking

The DM Server is multi-tasking, which means that individual jobs are executed in parallel with- and independent from each other. Through this mechanism the machine's resources are utilized to a maximum.

#### Monitoring batch jobs

The DM Server constantly monitors the job queue and initiates, and not least, monitors the individual jobs. The result of each job is registered in a job log, which the individual user has access to via his/her client. Typically, the DM Server handles all import/export jobs, which then ensures integration with external applications and data sources.

### KEY BENEFITS

- ✓ DM Server eases administration, e.g. via verification of rights, configuration of the mail system and automatic forwarding of reports to Administrator
- ✓ Administrator can be informed per email in case errors occur on Dialog Manager clients, for instance if database connection is interrupted or if the mail server crashes
- ✓ Email reports can be configured - via Outlook, Lotus Notes and SMTP - with status information from both errors and completed functions
- ✓ For best hardware utilization more than one DM Server installation can exist on the same physical machine - typically in connection with test-, development- and production environments
- ✓ DM Server can be remote controlled allowing superusers to change configuration without physical machine access, e.g. for batch job executions, start and stop of DM Server, change of scan intervals, etc.
- ✓ Administration of the different types of users' login and logout is handled efficiently and securely through secure password management
- ✓ Constant update of integration to Exchange/Domino servers, for instance monitoring of Lotus Notes/Outlook clients with regard to Meetings, Tasks, Reporting/verification of configuration and rights

See **FUNCTIONALITY** on back side



- ✓ Extended Enterprise Edition      **DM Server**, DIALOG MANAGER
- ✓ Enterprise Edition
- ✓ Professional Edition
- ✓ Small Business Edition

## FUNCTIONALITY

The following functionality is included in DM Server:

- ◆ Login/logout verification of users
- ◆ Protection of database passwords
- ◆ Hosting of Batch Manager:
  - Initiates Import/Export
  - Initiates Activities
  - Initiates Searches
  - Initiates SQL Script Manager
  - Initiates Power Script Manager
- ◆ Lotus Domino and Microsoft Exchange integration:
  - Monitoring of Lotus Notes/Outlook clients
  - Meetings
  - Tasks
  - Reporting/verification of configuration and rights
- ◆ Executed as Service or Application  
Email eventlog on clients
- ◆ More than one DM Server installations on the same machine
- ◆ Access to remote control
- ◆ Error tolerant towards:
  - Database configuration error
  - Database communication error
  - Hardware error
  - Network error
  - Domino/Exchange error
  - User expansions - SQL Script
  - User expansions - PowerScript

## CHECKLIST

- ✓ Exchange / Domino:
  - Email
  - Calendar
  - Task
  - Meeting
- ✓ User login / logout
- ✓ Database security
- ✓ Batch Manager hosting
- ✓ Email eventlog
- ✓ Error tolerant
- ✓ Multi-installation
- ✓ Remote control