

**MASTERCOM**



E-Mail Gateway Communications Series  
(CSIONet)

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**BrokerEDI/PC E-Mail/EDI Engine .NET**

for Power Broker for Windows

**Installation Guide**  
**(for Windows XP/7 Professional)**

(June/2010)

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BrokerEDI/PC E-Mail/EDI Engine .NET Installation Guide  
for Zycomp Systems Limited Power Broker for Windows  
(June/2010)

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# Welcome to the BrokerEDI/PC E-Mail/EDI Engine .NET

MASTERCOM's BrokerEDI/PC E-Mail/EDI Engine .NET has been designed to interface with Zycomp Systems Limited Power Broker agency management system. This publication of the "Installation Guide" dated June/2010 documents Version 8.4 and greater software releases of the BrokerEDI/PC E-Mail/EDI Engine.

Your e-mail and policy transactions are sent to the CSIONet insurance network where they are stored in a mailbox until the insurance company retrieves them. Likewise, insurance companies send mail and insurance policy/renewal transactions to your CSIONet mailbox.

CSIONet is the Canadian P&C insurance industry's preferred network for electronic communications. A virtual private network based on Internet technology, CSIONet is hosted by TELUS Corporation and managed by the Centre For Study of Insurance Operations (CSIO) on the industry's behalf. This network provides an electronic mailbox service that lets you exchange messages, transactions, and other data with your insurance companies. A CSIONet mailbox has an assigned username@domain\_name address and a CSIO machine address. CSIONet domain name addresses for insurance companies indicate their name e.g. "thedominion.edi.csio.com", but all brokers have the same domain name of "broker.edi.csio.com".

CSIONet is a virtual private network (VPN) which uses the TCP/IP (Transmission Control Protocol/Internet Protocol) protocol suite, firewalls another security features. TCP/IP-based networks use Simple Mail Transfer Protocol (SMTP) to transfer mail reliably and efficiently. SMTP transports a mail message across TCP/IP-based networks to a destination SMTP server. The TCP/IP Post Office Protocol version 3 (POP3) defines the standard for user mailboxes and the protocol for downloading mail messages to a user's local computer.

MASTERCOM's BrokerEDI/PC E-Mail/EDI Engine .NET is a store-and-forward mail gateway using Simple Mail Transfer Protocol (SMTP) to send mail to the CSIONet Mail Server and the Post Office Protocol 3 (POP3) to retrieve mail stored in the CSIONet POP Mail Server. CSIONet stores all mail addressed to your domain name in your corporate EDI mailbox for pickup by the BrokerEDI/PC E-Mail/EDI Engine .NET.

CSIO messages are formatted according to the Insurance Institute for Research Agency Company Operations Research Development (IIR/ACORD) 110 Message Structure Standard. The Centre For Study of Insurance Operations (CSIO) has adopted this standard to enable E-Mail communications between independent agents/brokers and companies within the Canadian Property and Casualty insurance industry. Internet messages are formatted according to the Standard For The Format of APPA Internet Text Messages RFC #822 and attachments are encoded according to the Multipurpose Internet Mail Extensions (MIME) standards of RFC 2045/2046/2047/2048/2049.

The BrokerEDI E-Mail/EDI Engine sends your CSIO policy transactions and electronic memos to CSIONet's Simple Mail Transfer Protocol (SMTP) server and reads your mailbox located in CSIONet's POP3 server.

# Welcome to the BrokerEDI/PC E-Mail/EDI Engine .NET

MASTERCOM's BrokerEDI/PC E-Mail/EDI Engine .NET uses a Telus provided Juniper Networks "Network Connect" to establish a browser based SSL VPN connection to CSIONet. MASTERCOM's SMTP/POP3 communications module (XMAILER.EXE) sends messages to CSIONet's SMTP server and retrieves messages from your CSIONet's POP3 mailbox. Detailed communication trace log of the SMTP communications and POP3 communications with CSIONet can be recorded for debugging and/or audit purposes.

## MASTERCOM Executables Digitally Signed

All MASTERCOM's executables are now digitally signed to protect from viruses being maliciously implanted by third parties. In addition, Microsoft's .NET Framework's built-in security helps to prevent malicious attacks.

## Minimum System Requirements

Hardware: Pentium Processor 512MB

Operating

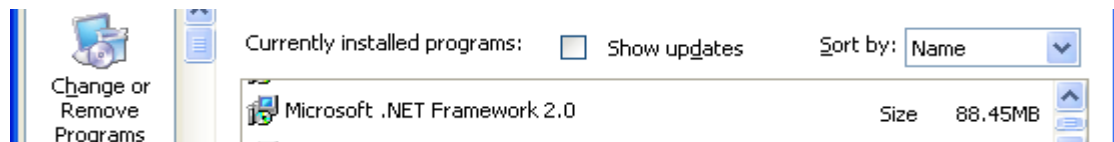
System: Microsoft Windows XP/7 Professional with their service packs.

.NET

Framework 2.0 Check that the .NET Framework 2.0 is installed by clicking **Start, Control Panel, Administrative Tools.**



If the above shortcut is missing, then check installed programs by clicking **Start, Control Panel, Add or Remove Programs.**

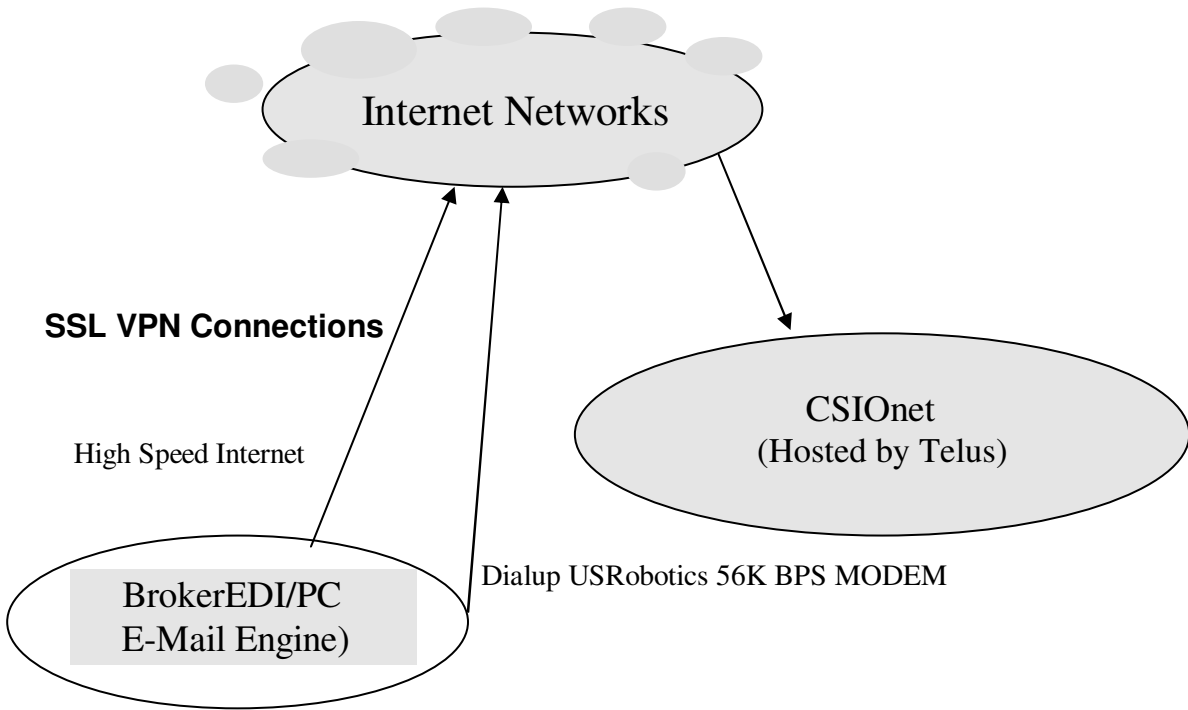


TCP/IP Stack: A Telus provided Juniper Networks SSL VPN browser (Internet Explorer) based connection.

Disk Space: Disk space for the temporary storage of incoming and outgoing messages and space for backed up files and message logs. Backup files are found in the \EMAIL\BACKUP and \EMAIL\AL3MAIL\BACKUP directories. Logs are found in the \EMAIL\LOGS directory. These files can be periodically removed according to your company's policy for file retention.

# Welcome to the BrokerEDI/PC E-Mail/EDI Engine .NET

The following “Mail Systems Interconnection Diagram” illustrates the interconnection of the various networks.



# Installing the BrokerEDI/PC Engine

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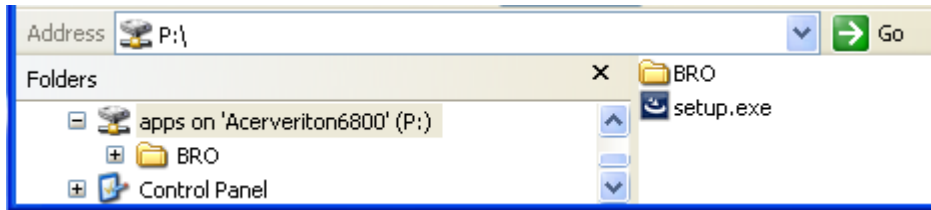
You subscribe to CSIONet by calling the Centre For Study of Insurance Operations (CSIO) at 416-360-1773 (1-800-463-2746) <http://www.csio.com>. You must have a CSIO Machine Address and a logon and password for CSIONet.

- 1) Designate a networked PC where a user will run the download/upload communications session for Power Broker. Temporarily give that user administrator rights and log in.

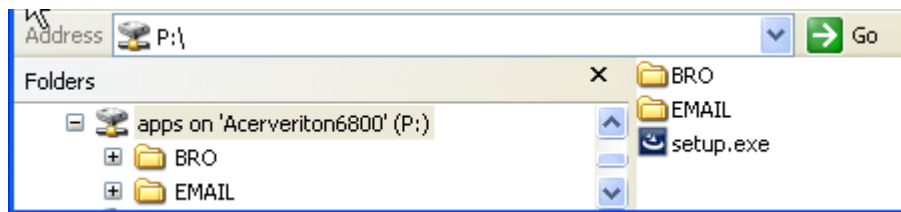
From this PC you will install the BrokerEDI/PC E-Mail/EDI Engine .NET software.

The BrokerEDI/PC E-Mail/EDI Engine software resides on the server with the Power Broker software. Power Broker is typically installed in e.g. a mapped applications directory as illustrated below.

MASTERCOM's setup.exe installation file must be put in this mapped directory as illustrated below.



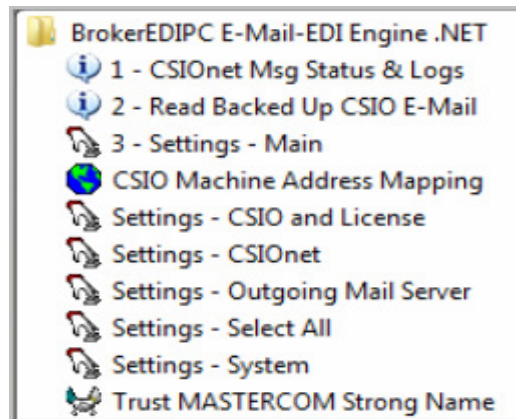
- 2) Run **setup.exe** to install the BrokerEDI/PC E-Mail/EDI Engine. NET. See page 7 entitled Installation Instructions. After installation a \EMAIL directory is created, as shown below, to hold the BrokerEDI/PC E-Mail/EDI Engine .NET software.



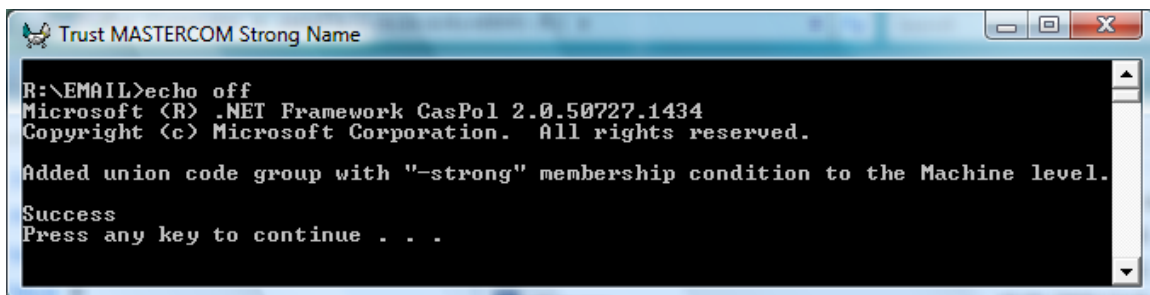
The installation creates the following **BrokerEDIPC E-Mail-EDI Engine .NET** program folder.

## Installing the BrokerEDI/PC Engine

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- 4) After the installation has been done **you must reboot the PC.**
- 5) Select the “**Trust MASTERCOM Strong Name**” program-item to modify your security policy to trust the MASTERCOM “strong name”. This will add MASTERCOM’s strong name to your security policy’s machine policy level. You should see the following command window open with “-strong” membership added with “**Success**”.

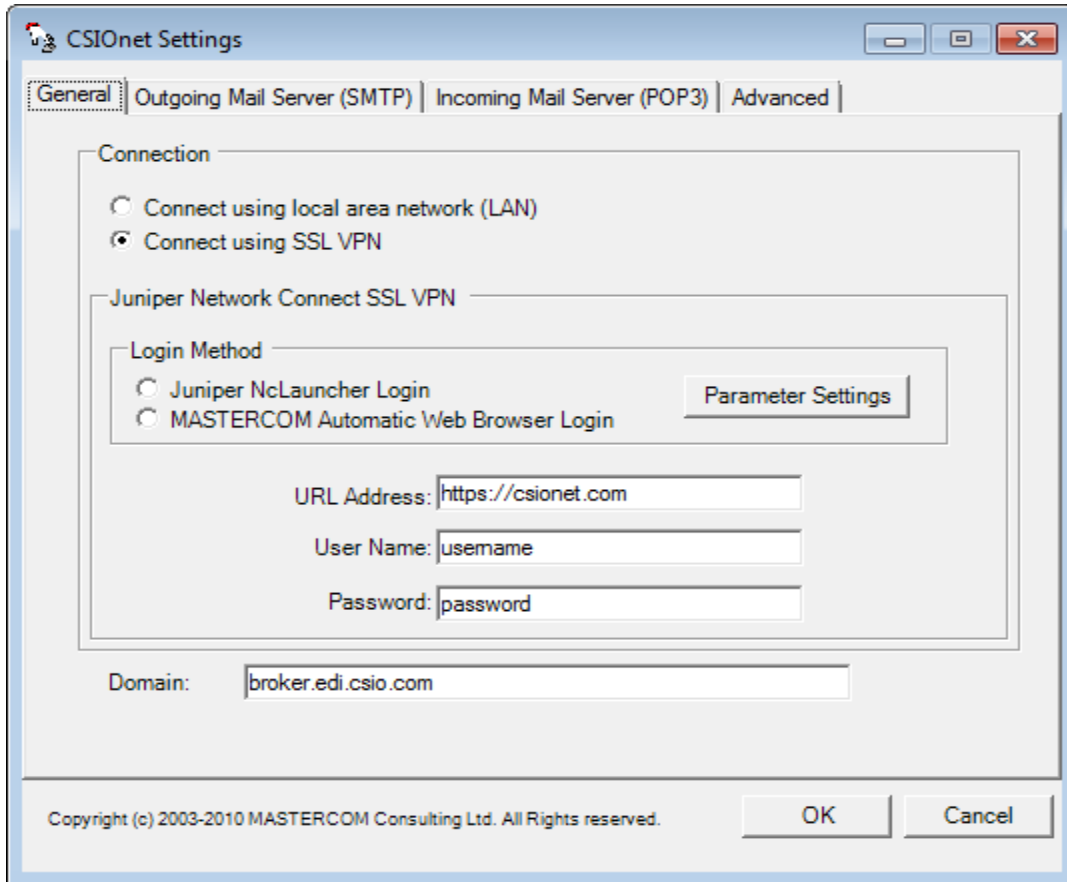


- 6) Select the “**3- Settings – Main**” program-item and specify your CSIO and CSIONet parameters. Replace “rdawson@mastercom.com” in the **Your E-Mail Address** field with the e-mail address of the person running the upload/download session. Select the **OK** button to save the settings. Please **see pages 15 and 16.**
- 7) You can specify more e-mail addresses to receive error messages from the BrokerED/PC E-Mail.EDI Engine .NET by selecting the **Settings – System** program-item, **see page 16.**
- 8) Select the “**Settings – Outgoing Mail Server**” program-item to specify your e-mail client e.g. Outlook’s outgoing email server. If you use Microsoft Exchange server you would specify the IP address of the PC hosting the server. Please **see page 23** for instructions to specify this outgoing mail server value. This server is used to send you Engine error messages.
- 9) In the **BrokerEDIPC E-Mail-EDI Engine .NET** program folder select the “**Setting- CSIONet**” program-item. As shown below, select a **Login Method**. Typically

## Installing the BrokerEDI/PC Engine

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For Windows XP you would select “Juniper NcLauncher Login”, For Windows 7 select “MASTERCOM Automatic Web Browser Login”. Select the **OK** button to save the setting.



The screenshot shows the CSIONet Settings dialog box with the General tab selected. The dialog has a title bar with a minimize, maximize, and close button. Below the title bar are four tabs: General, Outgoing Mail Server (SMTP), Incoming Mail Server (POP3), and Advanced. The General tab is active and contains the following settings:

- Connection:** Two radio buttons are present: "Connect using local area network (LAN)" (unselected) and "Connect using SSL VPN" (selected).
- Juniper Network Connect SSL VPN:** A sub-section containing:
  - Login Method:** Two radio buttons: "Juniper NcLauncher Login" (unselected) and "MASTERCOM Automatic Web Browser Login" (selected). A "Parameter Settings" button is located to the right of these options.
  - URL Address:** A text box containing "https://csionet.com".
  - User Name:** A text box containing "username".
  - Password:** A text box containing "password".
- Domain:** A text box containing "broker.edi.csio.com".

At the bottom of the dialog, there is a copyright notice: "Copyright (c) 2003-2010 MASTERCOM Consulting Ltd. All Rights reserved." and two buttons: "OK" and "Cancel".

10) Run a test.

11) If you get **Open File – Security Warning** see Appendix A to solve the problem.

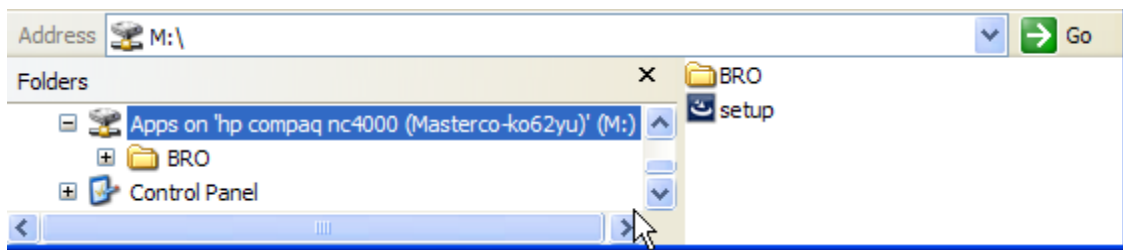
# Installation Instructions

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The BrokerEDI/PC E-Mail/EDI Engine .NET installation creates a directory of **EMAIL** and a sub- directory structure beginning with **AL3MAIL**. The BrokerEDI/PC E-Mail/EDI Engine .NET programs and files are installed in the various **EMAIL** sub-directories.

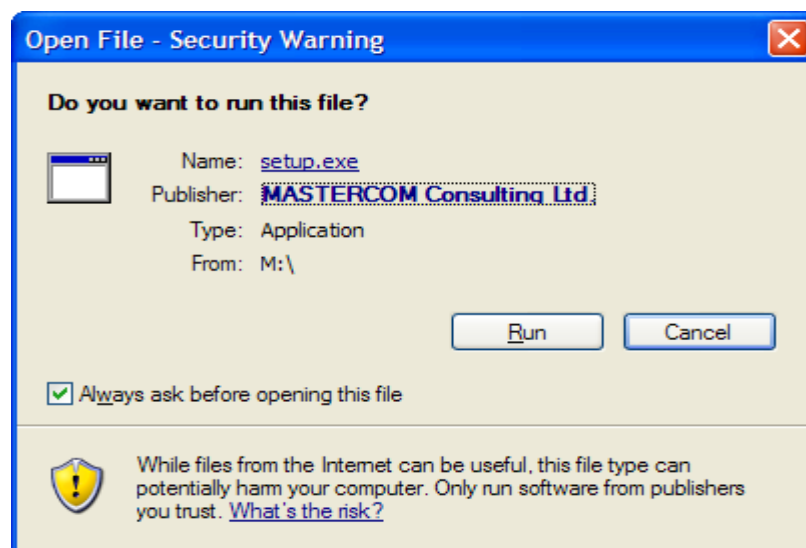
The Setup program suggests a default directory of **EMAIL** and Power Broker expects this directory name of **EMAIL**. If you make this directory another name, please contact Power Broker technical support.

- 1) At the PC you intend to use for the upload/download communications explore to the drive that contains the \BRO directory and copy the BrokerEDI/PC E-Mail/EDI Engine .NET **setup.exe** file to this directory, as illustrated below.



- 2) With either Power User or Administrator rights double-click **setup.exe** o start the installation.

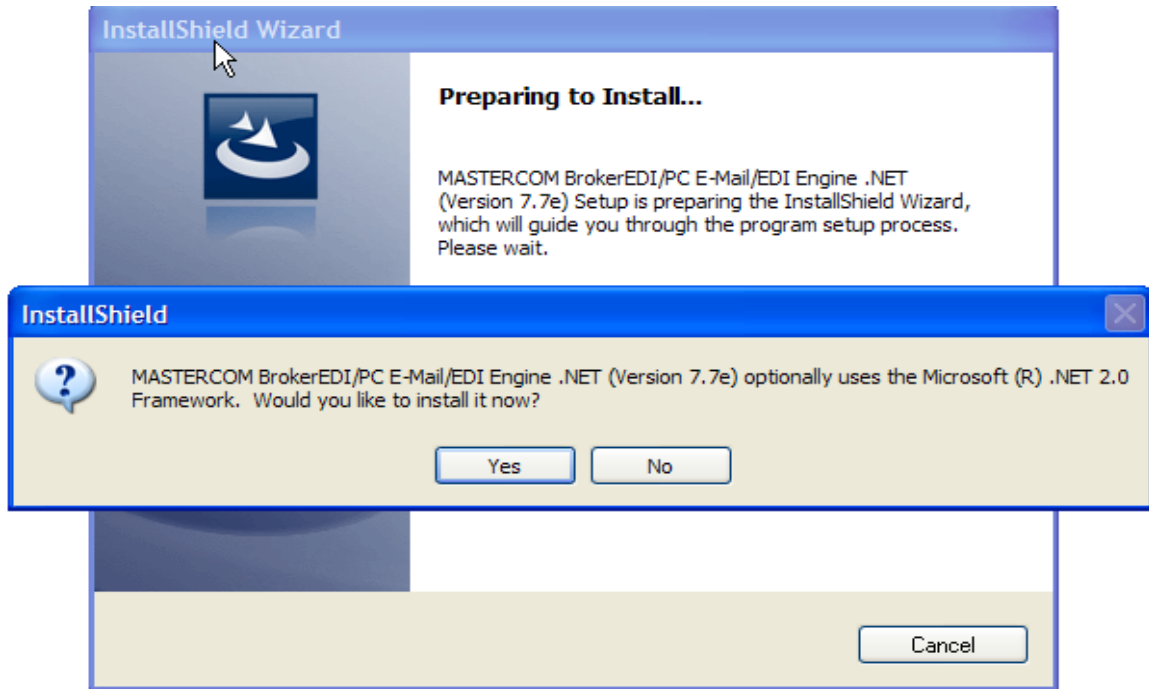
When **setup.exe** starts you could see:



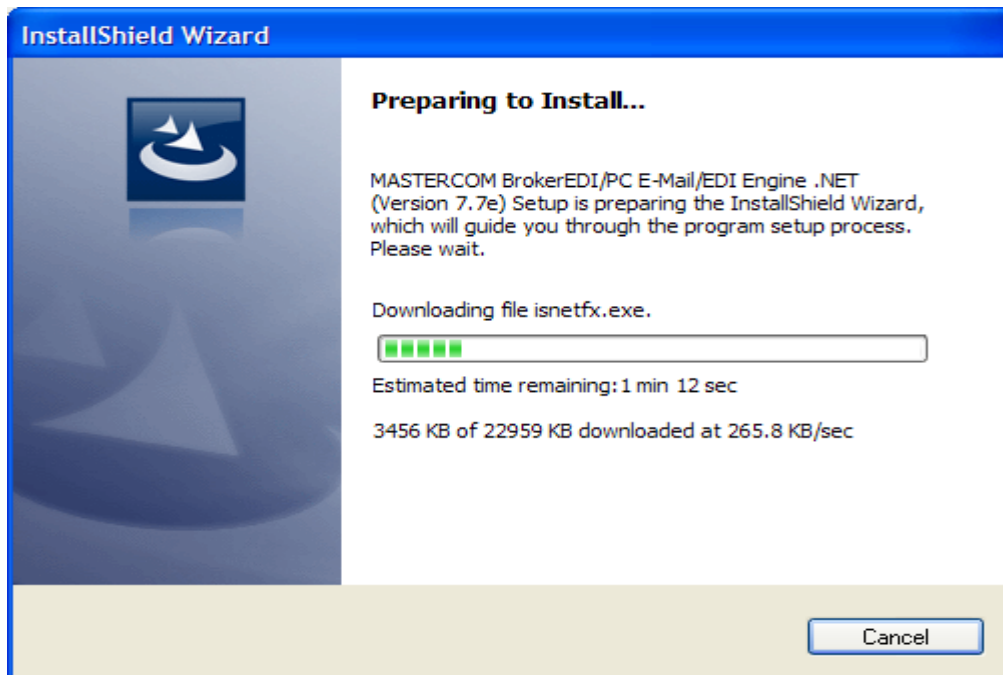
- 3) Click the **Run** button to to run “setup.exe”. Note: You can click **MASTERCOM Consulting Ltd.** in the “Publisher:” field to verify **MASTERCOM**’s digital signature information and be sure that the file was created by **MASTERCOM**.

# Installation Instructions

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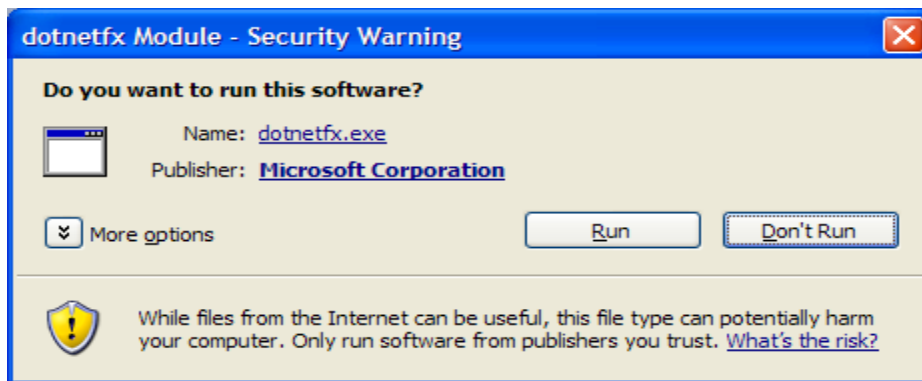
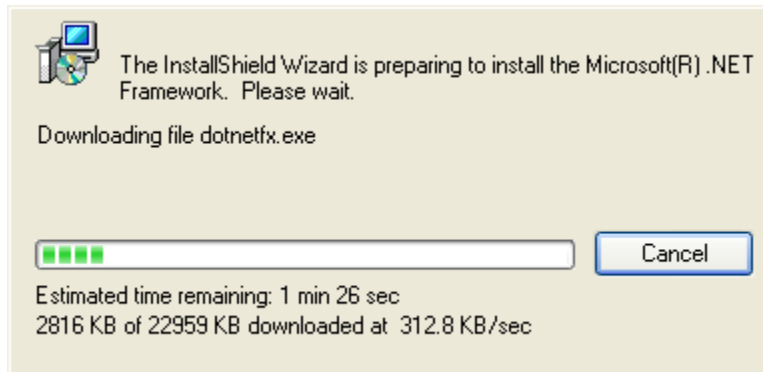


- 4) If you do not have the .NET Framework 2.0 installed you will be asked if you would like to install it now. Click the **Yes** button to download the NET Framework 2.0.

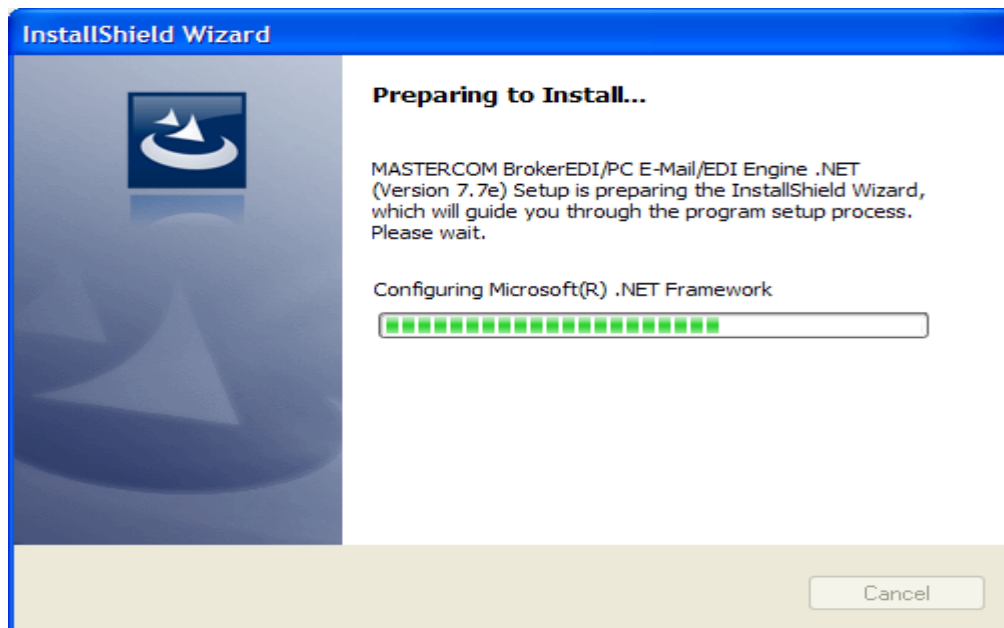


# Installation Instructions

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4) Click the **Run** button to install the NET Framework 2.0.



**Note: This may take several minutes to do the install.**

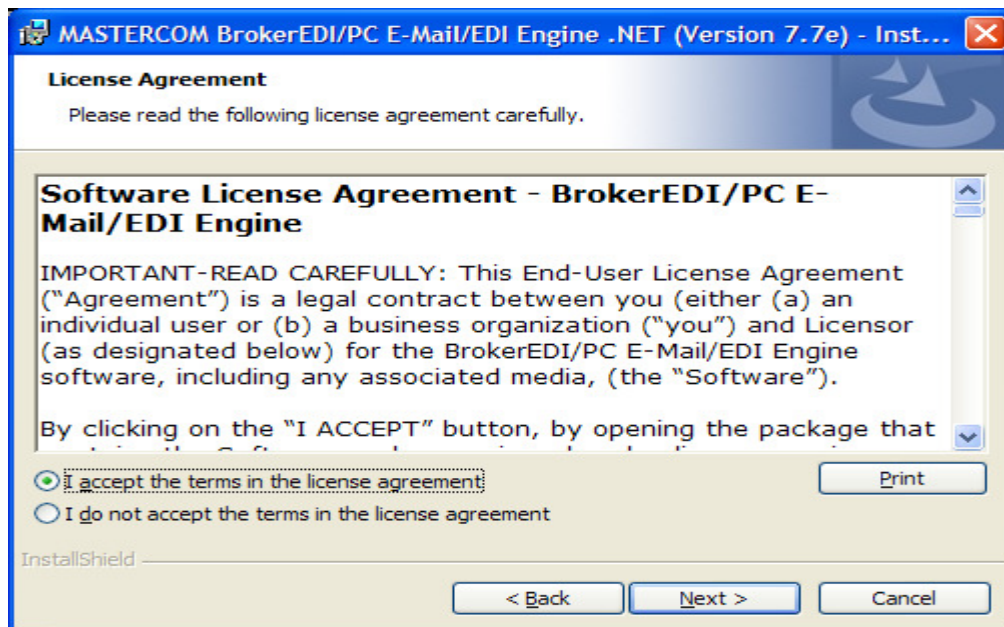
# Installation Instructions

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After the .NET Framework has been installed you will get the **Welcome ....** Dialog.



5) Click the Next button to continue with installation.

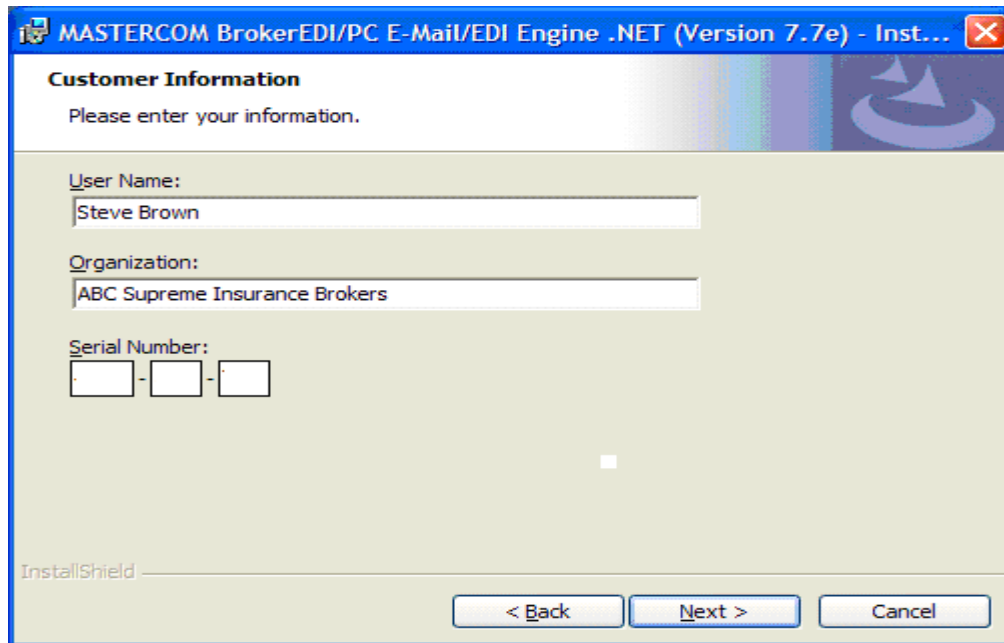


6) After reading and agreeing to the license agreement, click **"I accept.."** and the **Next** button to continue with the installation.

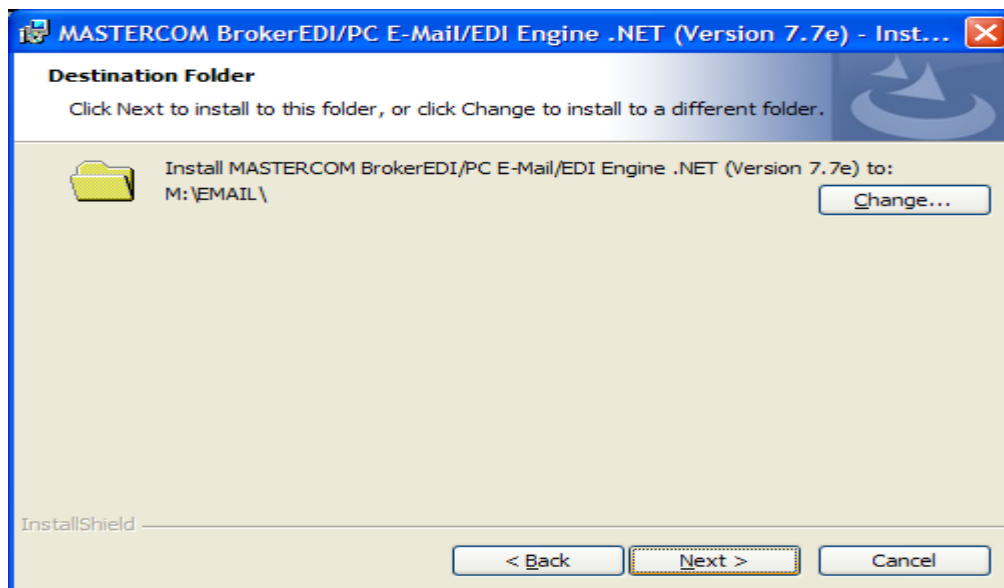
# Installation Instructions

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- 7) For a **User Name** specify the name of the user for the PC, for **Organization** specify the brokerage name and for **Serial Number** your MASTERCOM product id.



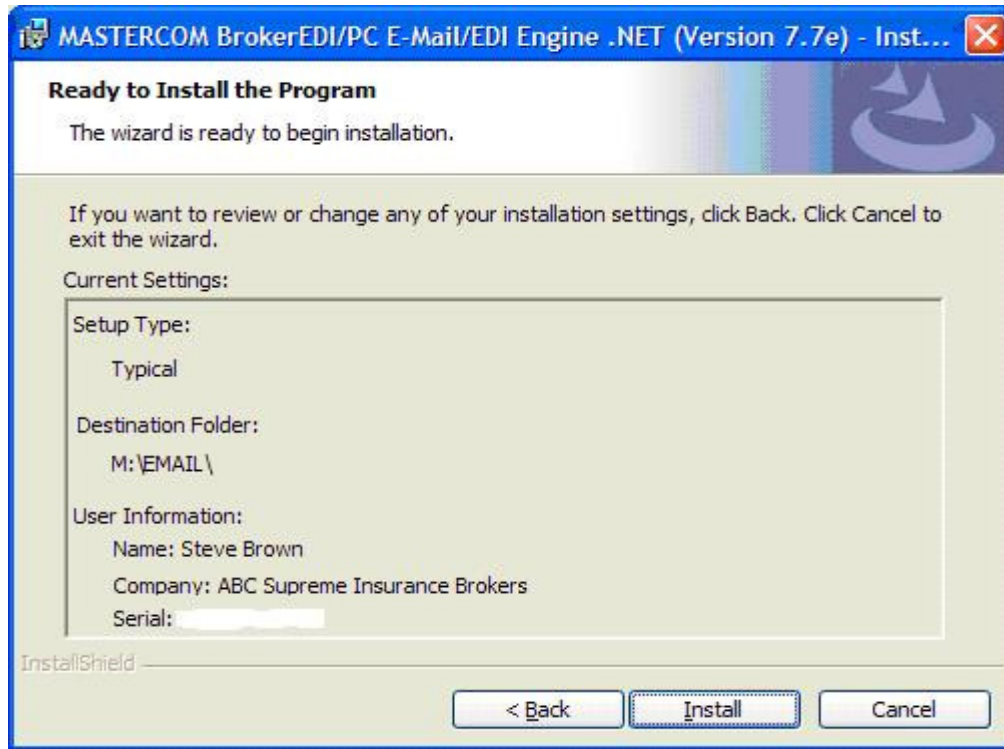
- 8) Click **Next** to continue with the installation.  
Take the suggested “**Destination Folder**” as illustrated below.



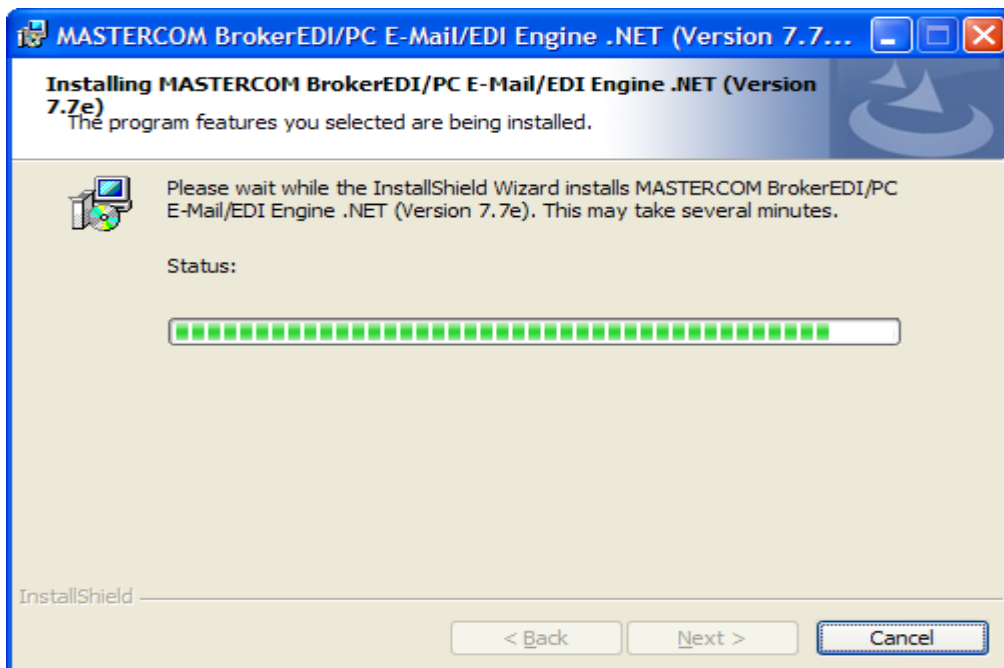
- 9) Click **Next** to continue with the installation.

# Installation Instructions

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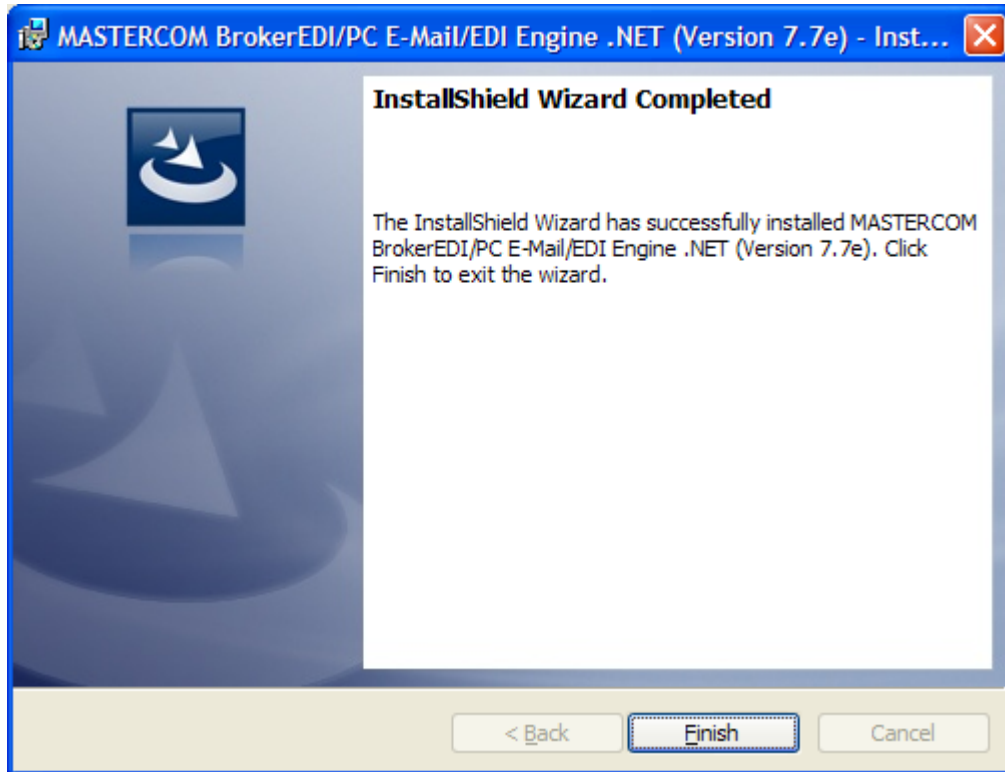


- 9) Click **Install** to continue with the installation.

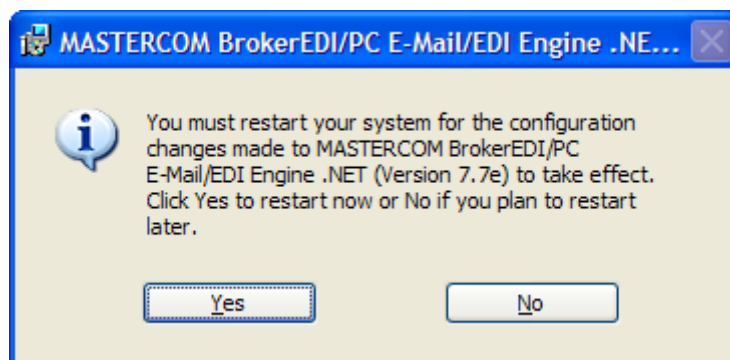


# Installation Instructions

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7) Click **Finish** to continue with the installation.

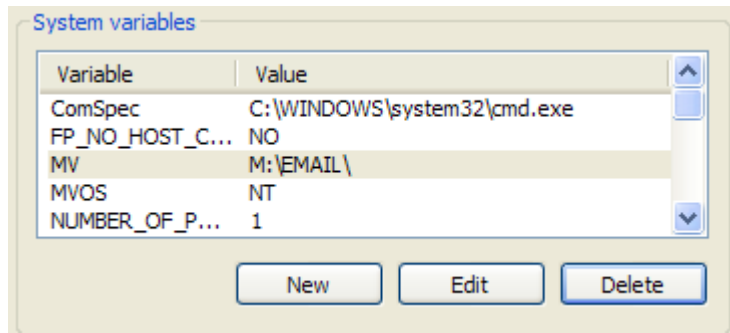


8) Click the **Yes** button to restart your system.

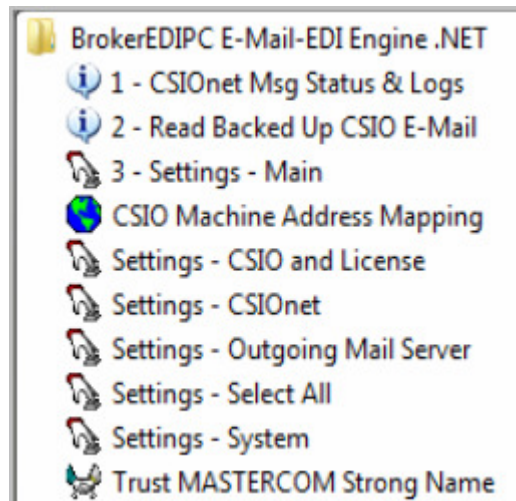
# Installation Instructions

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Your System environment variables will be updated with the **MV** and **MVOS** variables as shown below. To check that these variables were installed, click **Control Panel, System, Advanced system settings, Environment Variables..** button.



The BrokerEDI/PC E-Mail/EDI Engine .NET program folder will be created as shown below.



# Installation Instructions

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Choose the **Settings – Main** program item to set the required settings needed to personalize the BrokerEDI/PC E-Mail/EDI Engine for your brokerage. All other settings are default settings and should only be changed if directed by Power Broker Support.

BrokerEDI/PC E-Mail/EDI Engine (Version:8.0.NET) - Main Settings

Your Personal E-Mail Settings

Your E-Mail Address:  for system error messages.

Outgoing mail server (SMTP)  From your Outlook's Internet E-mail Settings

CSIONet Settings

CSIONet User Name:  Lowercase

CSIONet Password:  Lowercase

Company Name:  Up to 25 characters

CSIO Source Machine Address:  Must be 12 characters - Uppercase

CSIO Source Machine Password:  Up to 12 characters - Uppercase

Parameters in the other Settings are default settings and should only be changed by direction of Power Broker Support.

Display Settings in Notepad or E-Mail Settings to "Your E-Mail Address"

Select  Main Settings or  All Settings and click  or

To view the System Run Log after an E-Mail Session click  Logging level:

MASTERCOM Product ID:

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## **Your E-Mail Address (Settings – System)**

This e-mail address is used by the E-Mail/EDI Engine to report any problems with CSIONet and problems with the CSIO upload/download files.

## **Outgoing mail server (SMTP) (Settings - Outgoing Mail Server)**

This field specifies your SMTP Mail server found in e.g. Microsoft Outlook. If you have a Microsoft Exchange Server you would specify the IP address, of the PC that is hosting the Exchange Server.

## **CSIONet User Name (Settings – CSIONet)**

This field specifies your CSIONet user name.

## **CSIONet Password (Settings – CSIONet)**

This field specifies your CSIONet password.

# Installation Instructions

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## **Company Name (Settings - CSIO and License)**

The company name is defaulted to the first 25 characters that were specified at the time of installation. CSIO e-mail uses this name to identify the brokerage sending the e-mail. If you would like to change/shorten your company name then edit this field.

## **CSIO Source Machine Address (Settings - CSIO and License)**

Specify your machine address in this field. It will begin with “IBM”, your telephone area code and a six character id assigned by CSIO.

## **CSIO Source Machine Password (Settings - CSIO and License)**

The field is defaulted to **FEATURES**. This field is not shown when you specify the settings the first time on a new installation since we want to force default value of **FEATURES**.

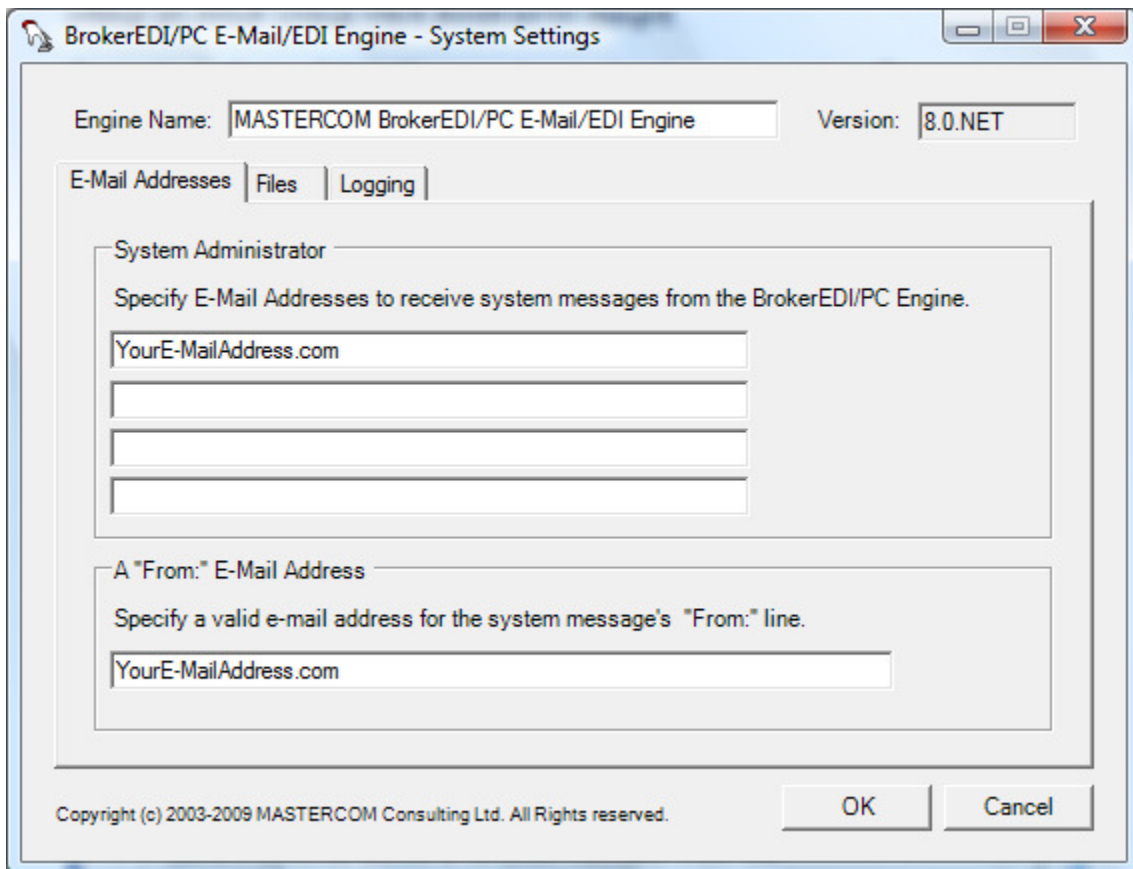
# Settings - System

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The BrokerEDI/PC E-Mail/EDI Engine .NET has various categories of settings. Many of the settings are default settings which should not be changed.

Choose the **Settings – Select All** program item to view the various settings. They are:

- Settings – System**
- Settings – CSIONet**
- Settings – Outgoing Mail Server (SMTP)**
- Settings – CSIO and License**



The BrokerEDI/PC E-Mail/EDI Engine .NET must be able to send system alert and error messages to a system administrator(s). These persons can have an e-mail addresses on a corporate mail system such as Microsoft Exchange Server or an e-mail address on the Internet or e.g. on a “BlackBerry Wireless Handheld”. Specify e-mail addresses in the **System Administrator** text boxes.

Some corporate e-mail systems and SMTP servers check a message’s From: line for a valid e-mail address as a means to eliminate spam. Therefore, please specify a valid e-mail address in the

## Settings - System

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A **“From:” E-Mail Address** text box. This e-mail address is used by the E-Mail/EDI Engine to report a problems with CSIONet and problems with the CSIO upload/download files.

The settings in **Files** and **Logging** tabs are default settings and should only be changed on direction from Power Broker or MASTERCOM support.

Select the **OK** button to save the changes.

# Settings - CSIONet

---

Select the **Settings - CSIONet** program-item. Specify the username, password etc. used to connect with CSIONet. The URL Address is <https://csionet.com>.

The screenshot shows the 'CSIONet Settings' dialog box with the following configuration:

- General** tab selected.
- Connection:**  Connect using SSL VPN
- Juniper Network Connect SSL VPN:**
  - Login Method:**  Juniper NcLauncher Login (with **Parameter Settings** button)
  - MASTERCOM Automatic Web Browser Login
- URL Address:**
- User Name:**
- Password:**
- Domain:**

Footer: Copyright (c) 2003-2010 MASTERCOM Consulting Ltd. All Rights reserved. [OK] [Cancel]

### **Connection: Connect using local area network(LAN)**

Select **Connect using local area network(LAN)** if you have a dedicated connection to CSIONet.

### **Connection: Connect using Net Connect SSL VPN**

Select this option when connecting to CSIONet hosted by Telus. If instructed by MASTERCOM, choose the **Parameter Settings** button to change parameters for the Juniper Networks' Network Connect module. Select a **Login Method**. Typically for Windows XP you would select "Juniper NcLauncher Login", For Windows 7 select "MASTERCOM Automatic Web Browser Login".

# Settings - CSIONet

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**Connection: Username**

This field specifies your CSIONet login user name.

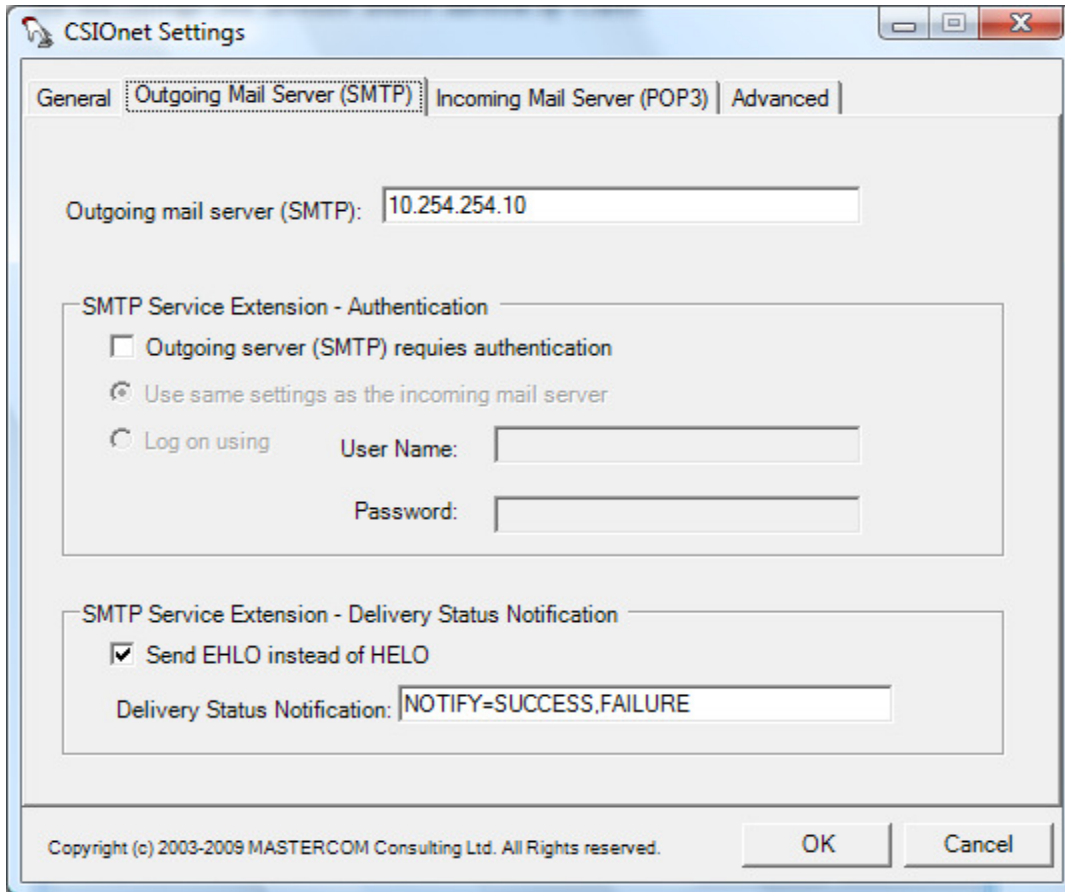
**Connection: Password**

This field specifies your CSIONet login password.

**Domain:**

This field specifies the default broker EDI domain name of "broker.edi.csio.com".

***Do not change this domain unless advised by CSIO.***



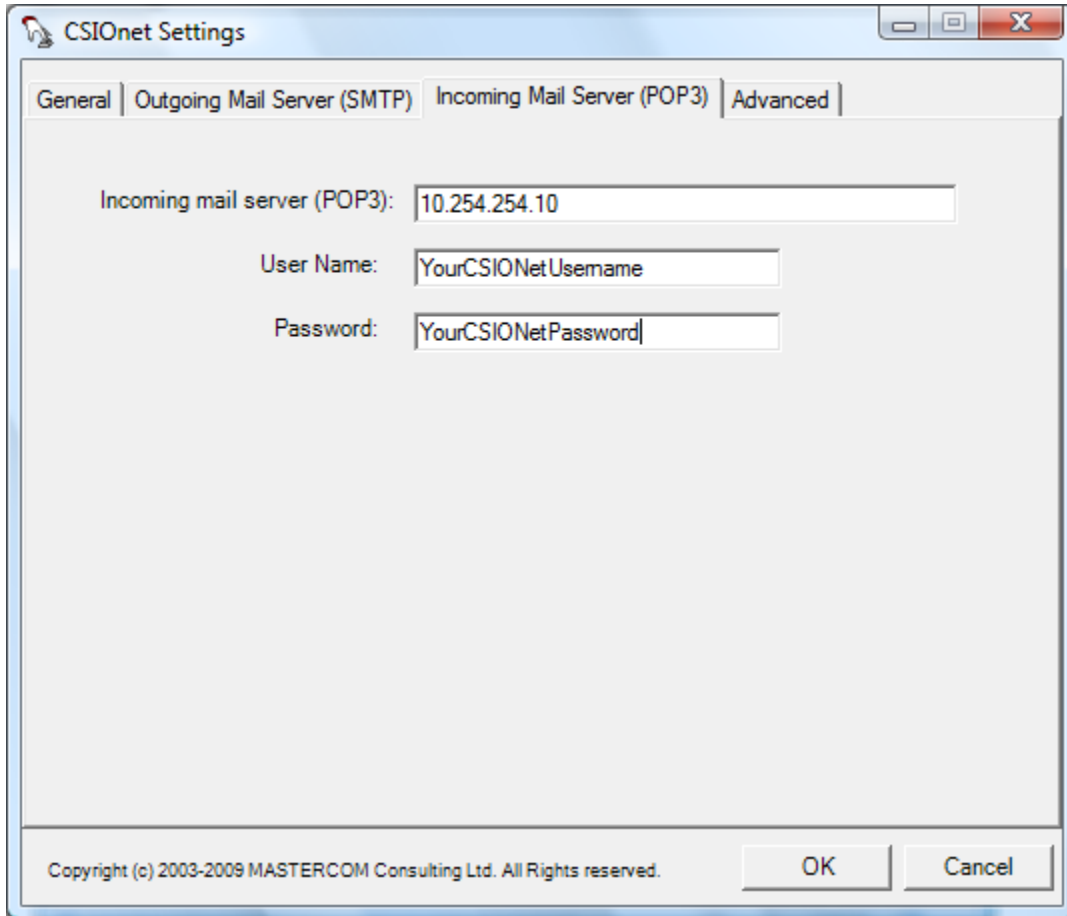
**Outgoing mail server (SMTP):**

This field specifies the outgoing mail server for CSIONet EDI. For Telus specify an IP address of **10.254.254.10**.

***Do not change these or any other of the default values unless advised by CSIO.***

## Settings - CSIONet

---



CSIONet Settings

General | Outgoing Mail Server (SMTP) | Incoming Mail Server (POP3) | Advanced

Incoming mail server (POP3): 10.254.254.10

User Name: YourCSIONetUsername

Password: YourCSIONetPassword

Copyright (c) 2003-2009 MASTERCOM Consulting Ltd. All Rights reserved. OK Cancel

**Incoming mail server (POP3):**

This field specifies the incoming mail server. For Telus specify an IP address of **10.254.254.10**

**User Name:**

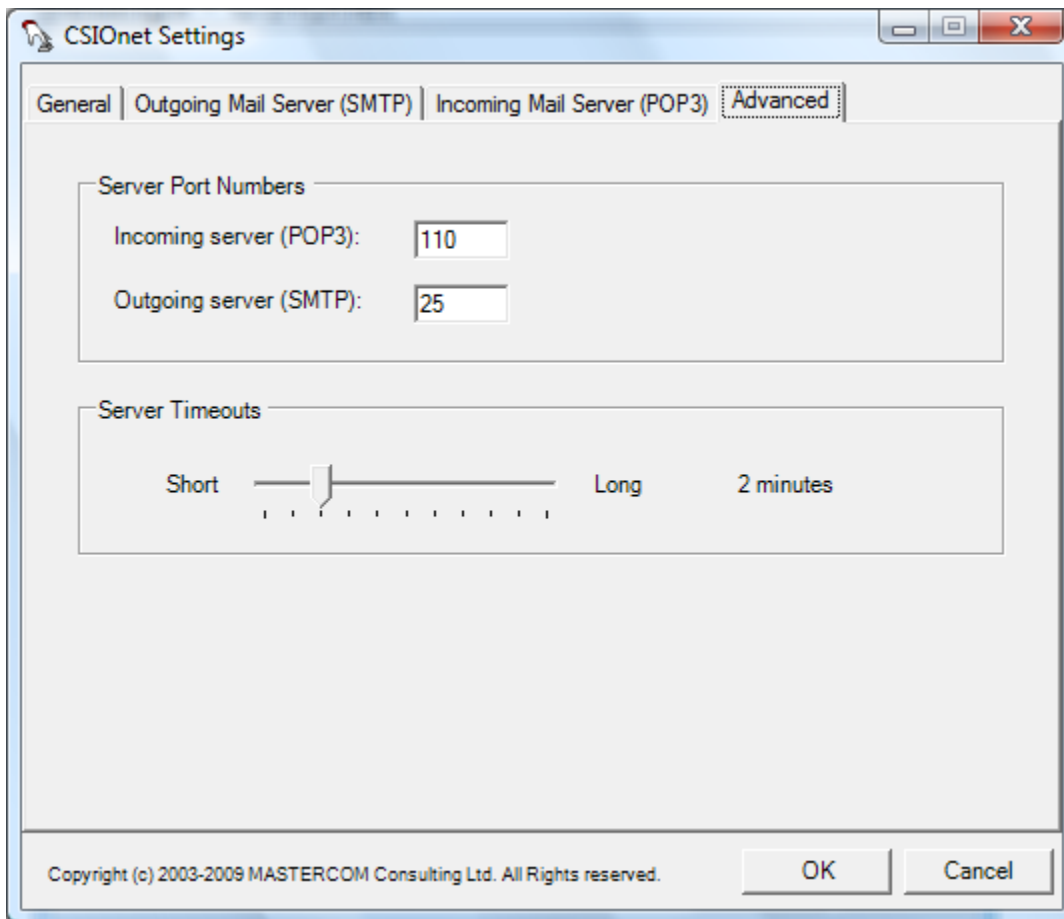
This field specifies your CSIONet login user name used to log into your mailbox on the POP3 server.

**Password :**

The field specifies your CSIONet password used to log into your mailbox on the POP3 server.

## Settings - CSIONet

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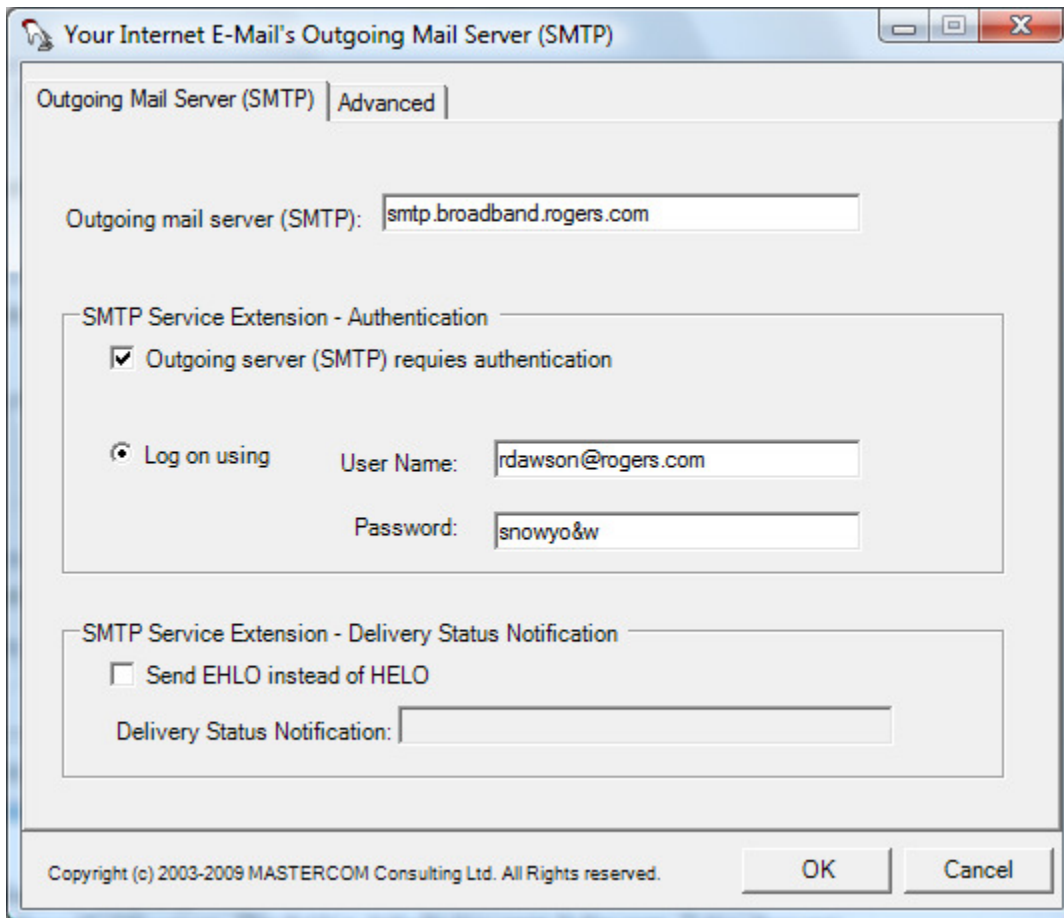
***Do not change any of these default values unless advised by CSIO or MASTERCOM.***

Select the **OK** button to save changes and exit.

## Settings – Outgoing Mail Server (SMTP)

---

Select the **Settings - Outgoing Mail Server** program-item. These values specify the Outgoing mail server (SMTP) which will be used by the BrokerEDI/PC E-Mail/EDI Engine .NET to send system/error messages to the system administrator(s) specified in the **Settings – System** dialog.



The screenshot shows a dialog box titled "Your Internet E-Mail's Outgoing Mail Server (SMTP)" with an "Advanced" tab selected. The "Outgoing mail server (SMTP)" field contains "smtp.broadband.rogers.com". Under the "SMTP Service Extension - Authentication" section, the checkbox "Outgoing server (SMTP) requires authentication" is checked, and the "Log on using" radio button is selected. The "User Name" field contains "rdawson@rogers.com" and the "Password" field contains "snowyo&w". Under the "SMTP Service Extension - Delivery Status Notification" section, the checkbox "Send EHLO instead of HELO" is unchecked, and the "Delivery Status Notification" field is empty. The dialog box includes "OK" and "Cancel" buttons at the bottom right and a copyright notice at the bottom left: "Copyright (c) 2003-2009 MASTERCOM Consulting Ltd. All Rights reserved."

### **Outgoing mail server (SMTP):**

This field specifies a your ISP's Outgoing mail server (SMTP) which you would find specified in your e-mail client e.g. Microsoft Outlook. The following page shows the field(s) you would copy.

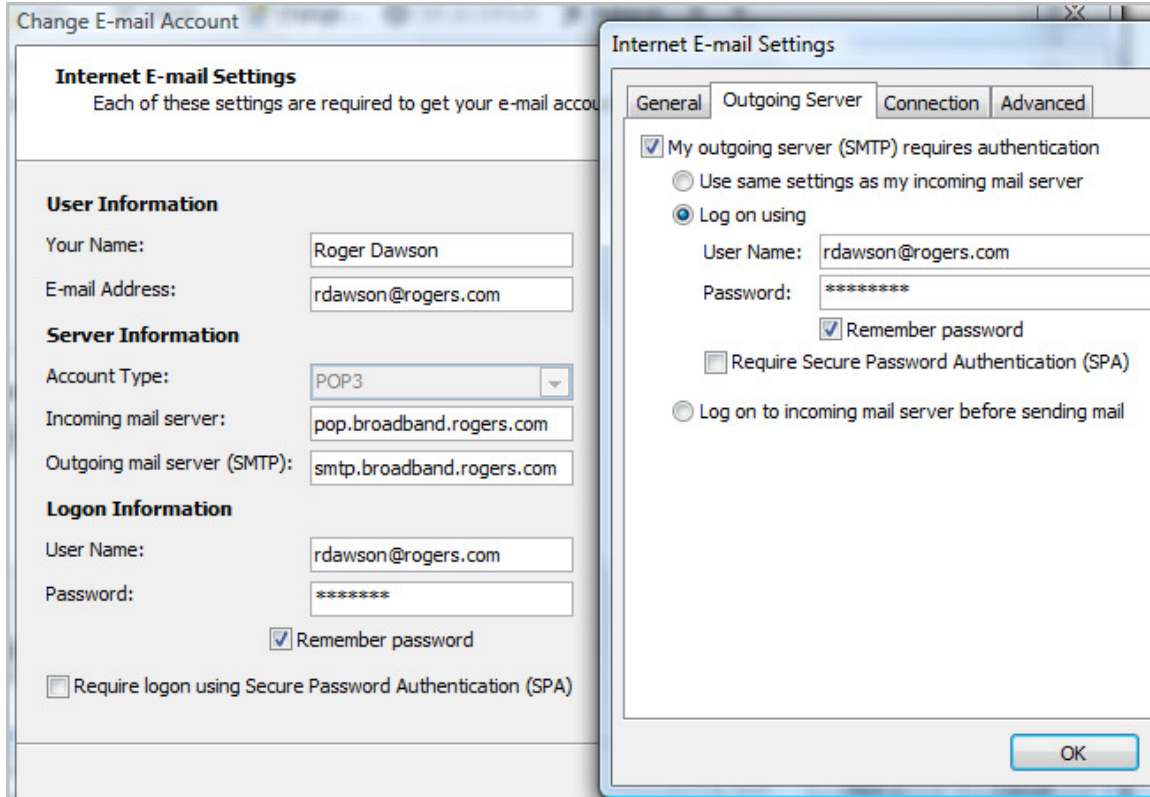
If you have a Microsoft Exchange Server you would specify the IP address, of the PC that is hosting the Exchange Server.

## Settings – Outgoing Mail Server (SMTP)

---

If you are a Microsoft Outlook user then open **Outlook, Tools, E-mail Accounts**, under the **E-Mail** title, select **View or change existing accounts** and then select the **Change** button.

Copy the **Outlook's Outgoing mail server (SMTP):**, field shown below, to **MASTERCOT's Outgoing mail server (SMTP):** field shown on the previous page.

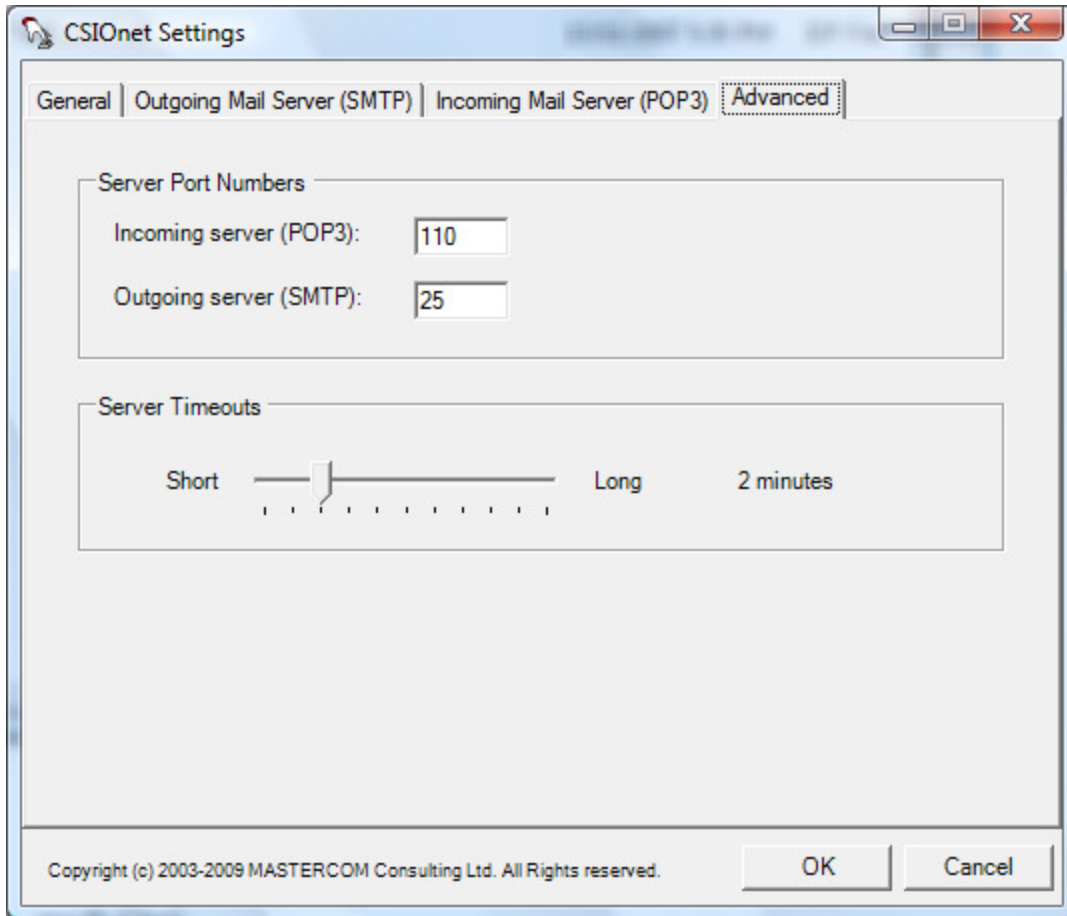


In this case, Rogers Hi-Speed Internet uses an SMTP authentication so the **SMTP Service Extension- Authentication** values must be specified.

If authentication is required, copy the **User Name** and **Password** fields values, as shown above, to MASTERCOT's **User Name** and **Password** fields shown on the previous page.

## Settings – Outgoing Mail Server (SMTP)

---



The Outgoing Server (SMTP) port is defaulted to 25. If it is a different value then specify it here.

Select the **OK** button to save changes and exit.

## Settings – CSIO and License

---

Settings - CSIO and License

Settings Assigned to Outgoing AL3 CSIO Mail

Source Machine Address: IBM416IEDEMJ Password: FEATURES

BrokerEDI/PC E-Mail/EDI Engine License Settings

Company Name: ABC Supreme Insurance Brok

Product ID: 970-234-987

Copyright (c) 20062007 MASTERCOMConsulting Ltd. All rights reserved. Ver: 7.0

Cancel OK

**Source Machine Address:**

Specify your machine address in this field. It will begin with “**IBM**”

**Password:**

Default the password to FEATURES.

**Company Name:**

The CSIO company name is defaulted to the first 25 characters of the value that was specified on installation. The company name must be 25 or less characters as this is the length of CSIO field used to identify the brokerage sending CSIO e-mail. If you would like to shorten your company name then edit this field.

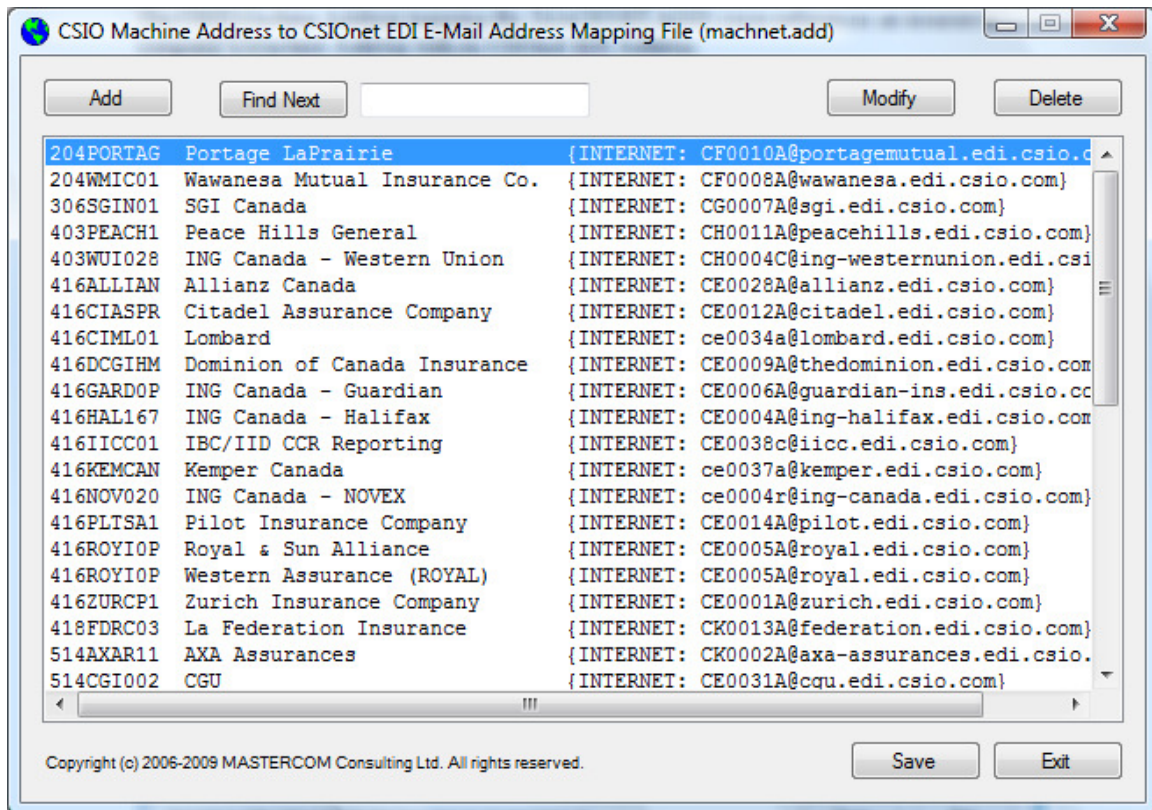
Select the **OK** button to save changes and exit.

# CSIO Machine Address Mapping

## CSIO Machine Address Mapping File Program-item

The CSIO Machine Address mapping file (MACHNET.ADD) cross-references an insurance company's Machine Address with its CSIONet EDI Address.

Choose the **CSIO Machine Address Mapping** program-item to display and update the list of machine addresses and their corresponding CSIONet EDI E-Mail addresses in the MACHNET.ADD file. The mapping file entries will be listed and displayed as shown below.



*Do not change any of these default values unless advised by CSIO.*

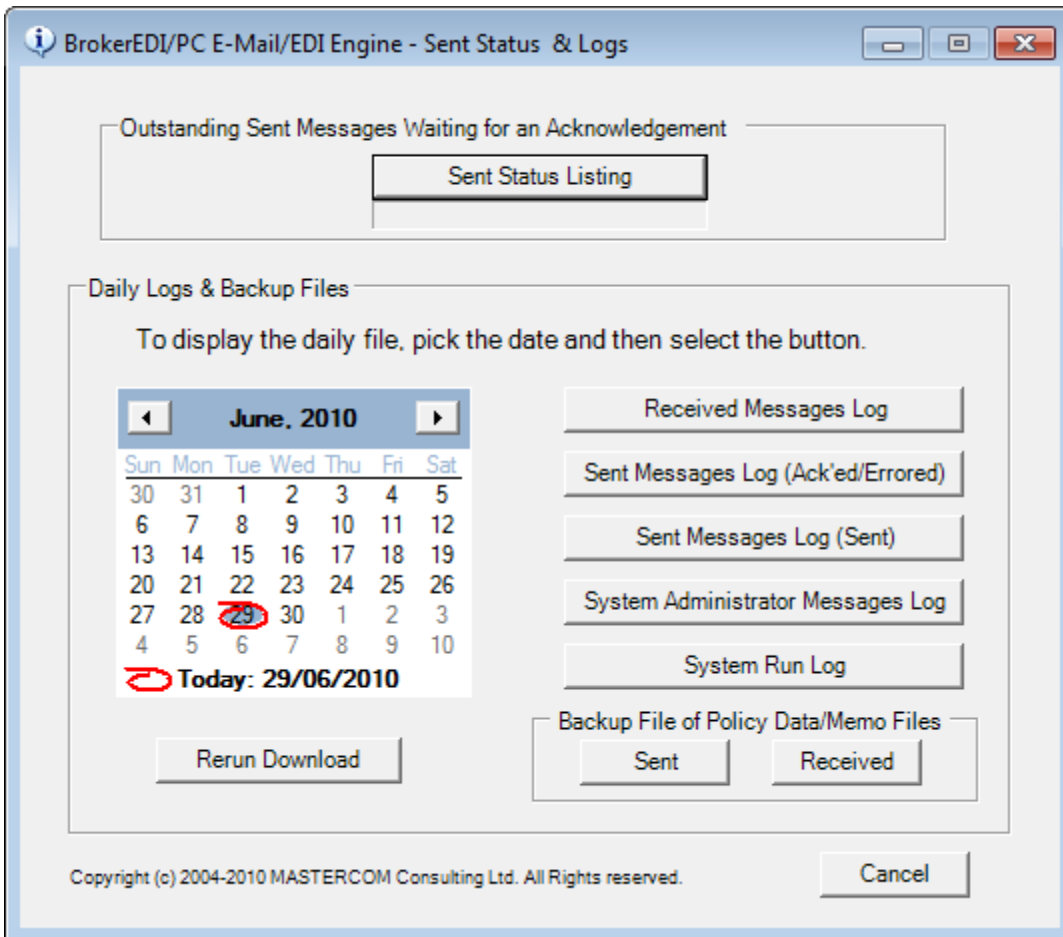
# Sent Status & Logs

The BrokerEDI/PC E-Mail/EDI Engine .NET provides various individual logs to determine the delivery status of sent messages and received messages etc. The log files are flat ASCII files viewed using Notepad.

There are six log files – three log files track sent messages, one log file records received messages, another log file records the BrokerEDI Gateway system/error messages sent to a System Administrator and the **System Run Log** records all the Engine activity.

The three log files that track sent messages are **Sent Messages Log (Sent)**, **Sent Status Listing** and **Sent Messages Log (Ack'ed/Errored)**. The log file that records valid received messages is the **Received Messages Log**. The log file that records messages to the System Administrator is **System Administrator Messages Log**. The **System Run Log's** logging detail is controlled by selecting **Minimum**, **Medium** or **Maximum** in the **Settings – System Logging** tab.

To access these logs select the **1- CSIONet Msg Status Listing & Logs** program-item and the following dialog is displayed.

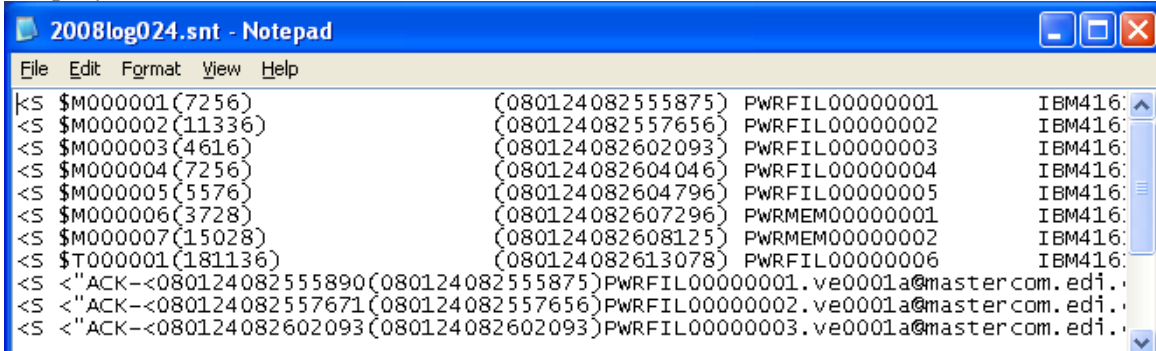


If you wish to reprocess the download received on a particular day, pick the day in the calendar and select the **Rerun Download** button.

# Status of Sent Messages

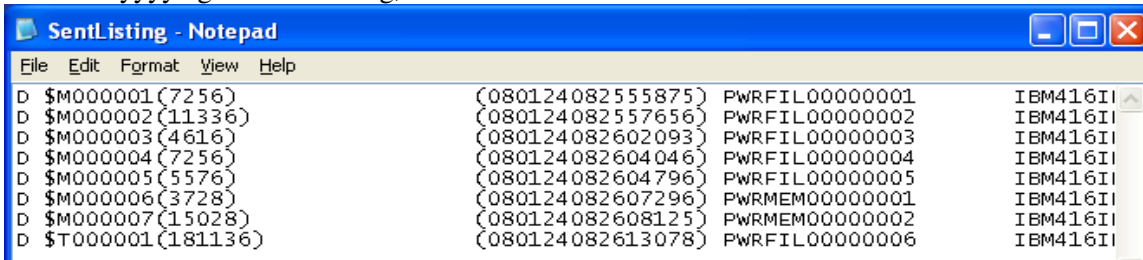
A sent message will have a message status of “S”, “D”, “E” or “A”.

Selecting the **Sent Messages Log (Sent)** button displays all messages sent including ACK Status messages sent for each message received. Note: PWRFIL##### indicates a policy upload and PWRMEM##### a CSIO message. An "S" means that the message has been sent/posted, that is, it has been transmitted to and accepted by the CSIONet network for delivery to the insurance company’s mailbox.



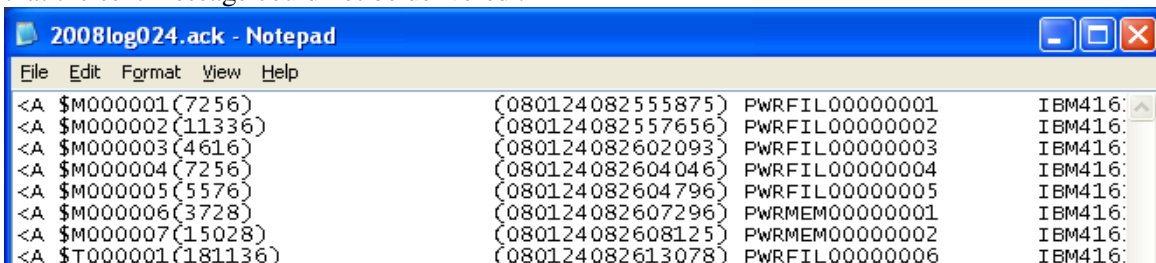
```
2008log024.snt - Notepad
File Edit Format View Help
<S $M000001(7256) (080124082555875) PWRFIL00000001 IBM416:
<S $M000002(11336) (080124082557656) PWRFIL00000002 IBM416:
<S $M000003(4616) (080124082602093) PWRFIL00000003 IBM416:
<S $M000004(7256) (080124082604046) PWRFIL00000004 IBM416:
<S $M000005(5576) (080124082604796) PWRFIL00000005 IBM416:
<S $M000006(3728) (080124082607296) PWRMEM00000001 IBM416:
<S $M000007(15028) (080124082608125) PWRMEM00000002 IBM416:
<S $T000001(181136) (080124082613078) PWRFIL00000006 IBM416:
<S <"ACK-<080124082555890(080124082555875)PWRFIL00000001.ve0001a@mastercom.edi..
<S <"ACK-<080124082557671(080124082557656)PWRFIL00000002.ve0001a@mastercom.edi..
<S <"ACK-<080124082602093(080124082602093)PWRFIL00000003.ve0001a@mastercom.edi..
```

Selecting the **Sent Status Listing** button displays all messages sent and the status can be an “S”, as above, or “D” which means that the sent message has been delivered to the recipient’s (insurance company’s) mailbox. When status becomes an “E” or “A” the entry is moved from this listing to the final “yyyylogddd.ack” listing, as shown below.



```
SentListing - Notepad
File Edit Format View Help
D $M000001(7256) (080124082555875) PWRFIL00000001 IBM416II
D $M000002(11336) (080124082557656) PWRFIL00000002 IBM416II
D $M000003(4616) (080124082602093) PWRFIL00000003 IBM416II
D $M000004(7256) (080124082604046) PWRFIL00000004 IBM416II
D $M000005(5576) (080124082604796) PWRFIL00000005 IBM416II
D $M000006(3728) (080124082607296) PWRMEM00000001 IBM416II
D $M000007(15028) (080124082608125) PWRMEM00000002 IBM416II
D $T000001(181136) (080124082613078) PWRFIL00000006 IBM416II
```

Selecting the **Sent Messages Log (Ack’ed/Errored)** button displays the final status of either “A” or “E”. An “A” means an Acknowledgement message has been received from the insurance company indicating that the sent message has been retrieved from their mailbox. An “E” means that the sent message could not be delivered.

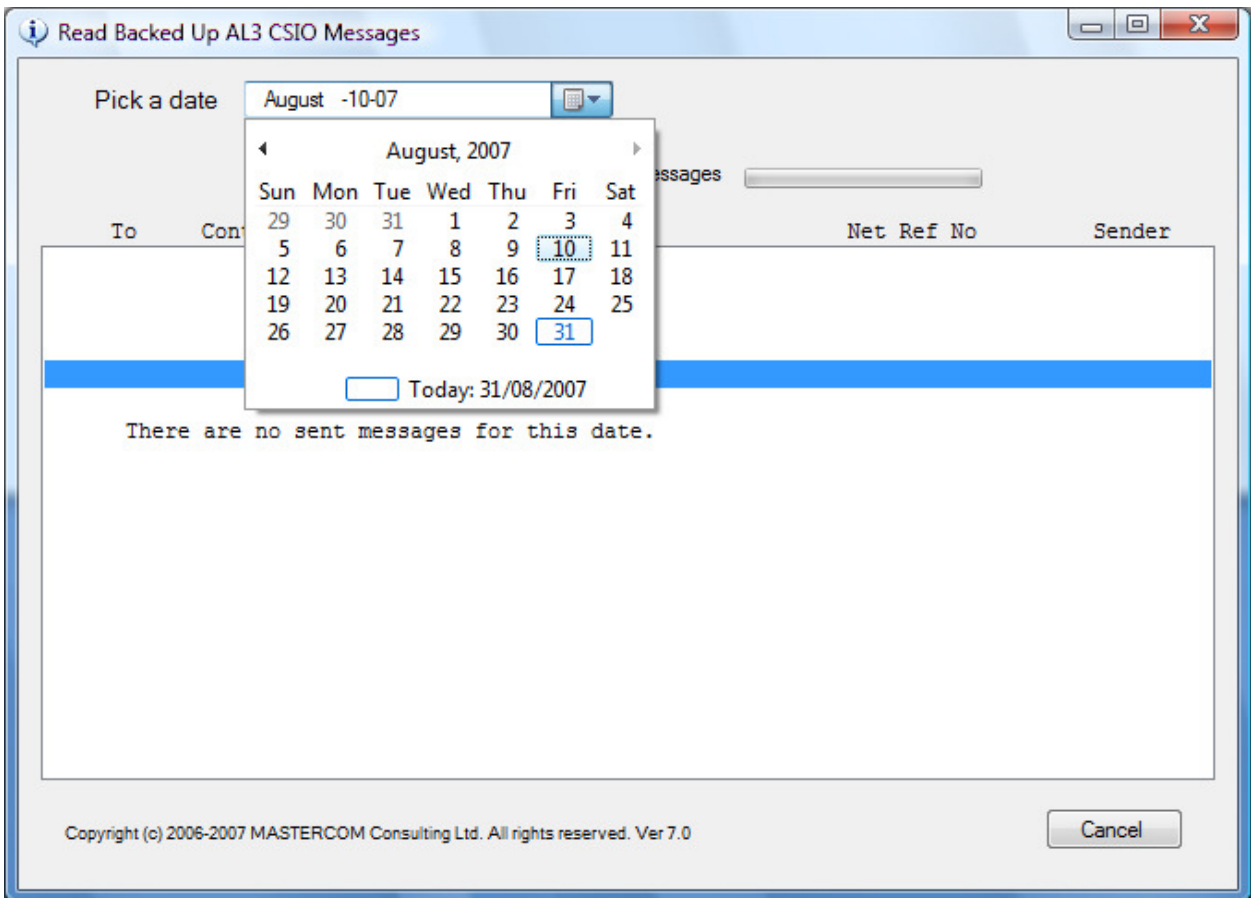


```
2008log024.ack - Notepad
File Edit Format View Help
<A $M000001(7256) (080124082555875) PWRFIL00000001 IBM416:
<A $M000002(11336) (080124082557656) PWRFIL00000002 IBM416:
<A $M000003(4616) (080124082602093) PWRFIL00000003 IBM416:
<A $M000004(7256) (080124082604046) PWRFIL00000004 IBM416:
<A $M000005(5576) (080124082604796) PWRFIL00000005 IBM416:
<A $M000006(3728) (080124082607296) PWRMEM00000001 IBM416:
<A $M000007(15028) (080124082608125) PWRMEM00000002 IBM416:
<A $T000001(181136) (080124082613078) PWRFIL00000006 IBM416:
```

# Read Backed Up CSIO Messages

All e-mail messages sent/received to/from insurance companies by Power Broker users are backed up so they can be accessed and read for backup reasons.

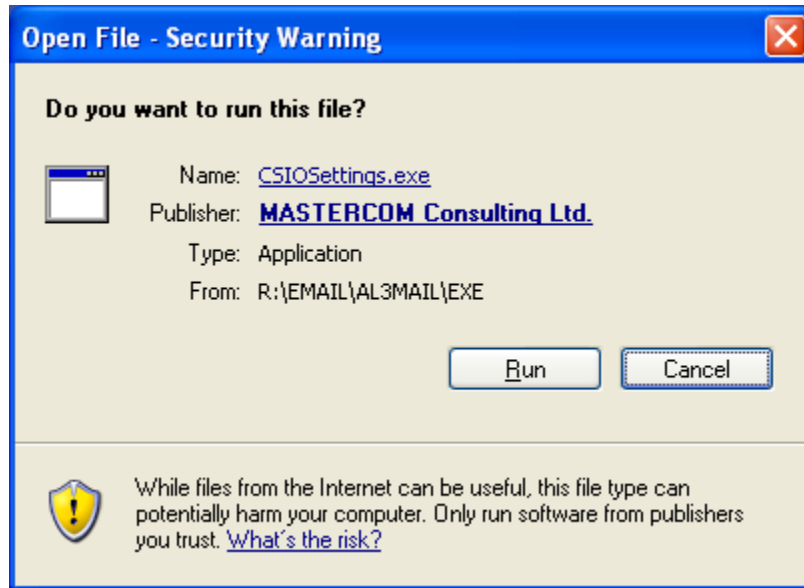
To access these backed up messages select the **2 - Read Backed Up CSIO E-Mail** program-item and the following dialog is displayed. To read messages for any given day, select **Sent Messages** or **Received Messages** and then pick the date from the drop-down calendar.



## Appendix A - “Open File – Security Warning”

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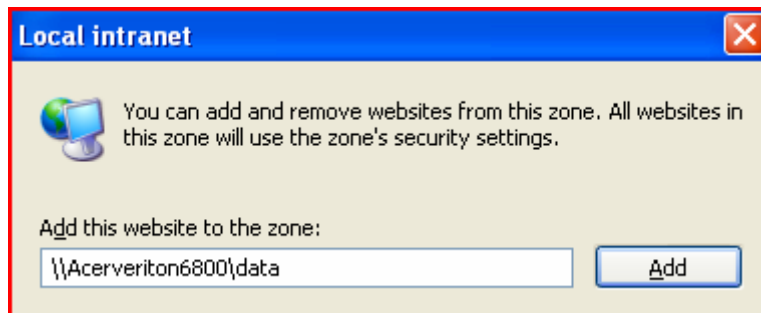
Even after programs have been trusted, Windows Internet Explorer 7 insists on issuing Security Warnings for programs being started from a mapped drive.



The **WORKAROUND** is as given in the Microsoft Knowledge Base Article **Intranet site is identified as an Internet site when you use an FQDN or an IP address** - <http://support.microsoft.com/kb/303650/en-us>

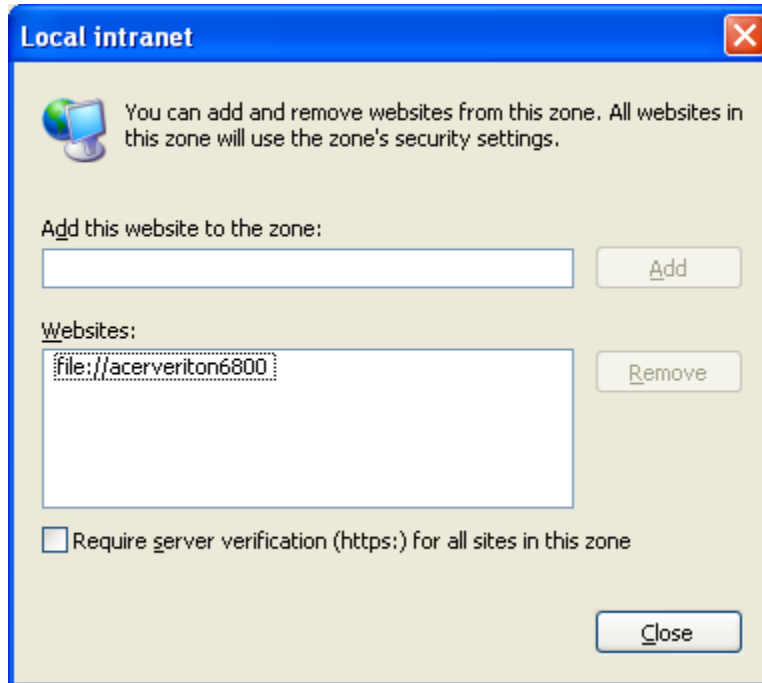
To work around this behavior, add the appropriate UNC path to the Local Intranet Sites dialog box:

1. In Internet Explorer, click **Tools**, and then click **Internet Options**.
2. On the **Security tab**, click **Local intranet**, and then click **Sites**.
3. Click **Advanced**, and then type the “**UNC path of the \data share**” as illustrated below. Add this Web site to the zone box,



## Appendix A - “Open File – Security Warning”

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4. Click **Add**, click **Close**, click **OK**, and then click **OK** again to close the Internet Options dialog box.
5. Restart the computer.