



PAPAGENO

XML Interface
for
Process Control
Application

Version 5.9
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Update March 2018 - Behavior in case of errors, especially in the SFTP connection (`exitOnError`)

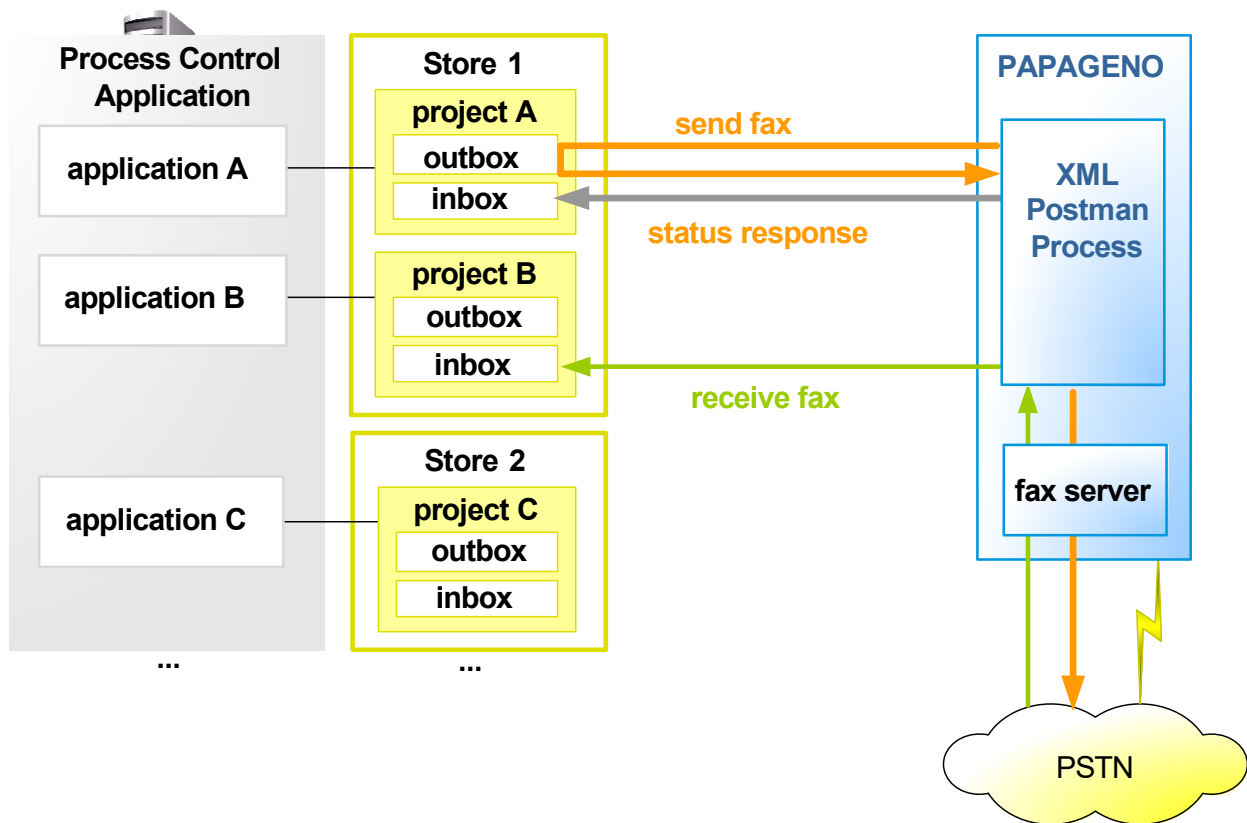
XML-Postman, Version 1.6

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PAPAGENO XML Interface for Process Control Application

The **PAPAGENO XML Interface** ensures that faxes from process-driven application software are simply and securely sent and received.



Outgoing faxes are stored in the project store outbox folder by the application software. The PAPAGENO XML Postman Process fetches all these jobs and forwards them to the PAPAGENO Fax Server. The status feedbacks of the transmitted faxes are placed in the inbox of the respective project.

Incoming faxes are placed directly into the input system of the project in the store. For every received fax, an XML file is included which contains all data relevant to the fax. The process-controlled application can be programmed to read and evaluate data and fax contents.

There are two ways to use the XML Interface

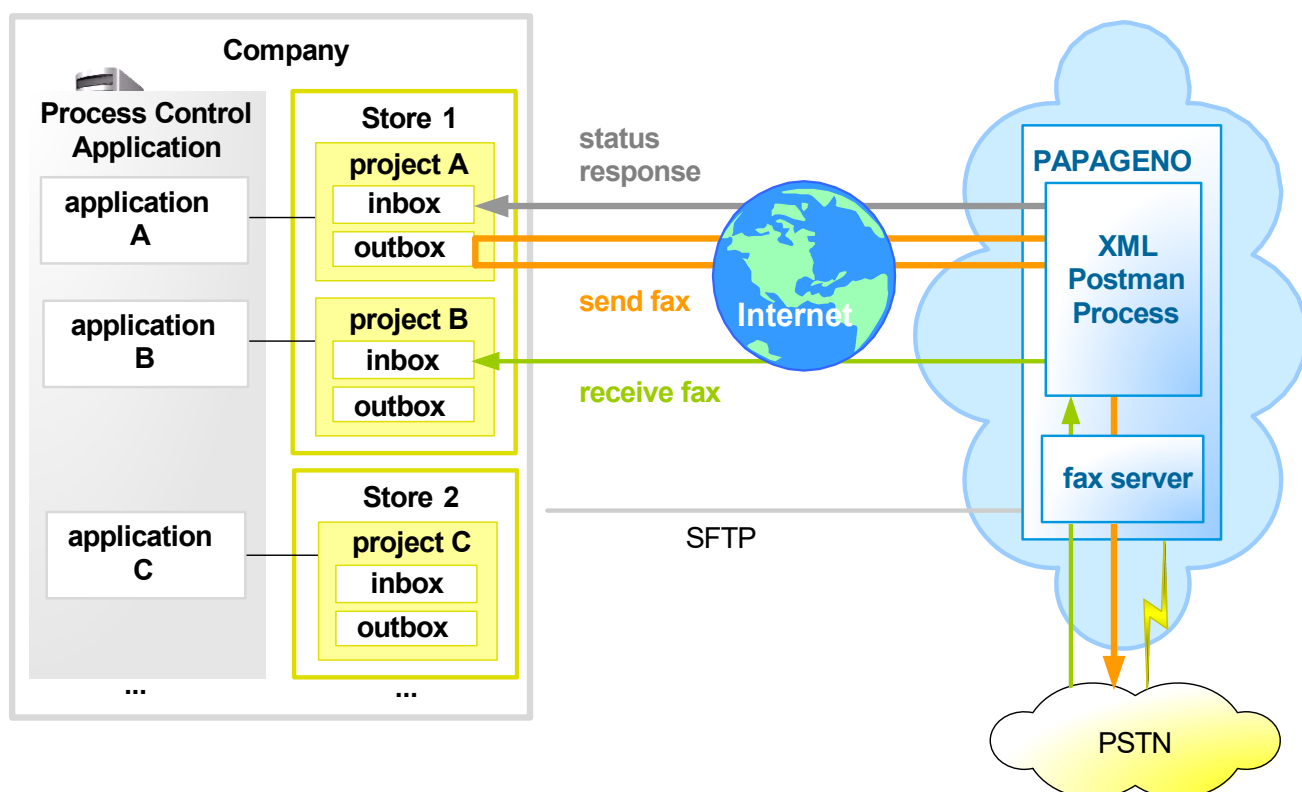
Either have or plan a **PAPAGENO** installation in the house or use our **PAPAGENO** installation in a data center.

In-house PAPAGENO Installation

- For incoming faxes you need an LDAP Directory Server and a PAPAGENO SMTP-Gateway.
(see chapter 2. "Establishing Stores and Projects", page 9).
- You set up the store (s) and projects on the application page (see chapter 2. "Establishing Stores and Projects", page 9).
- You set up the XML postman for PAPAGENO (see chapter 3. "Establishing XML Postman", page 17).

PAPAGENO Installation in a Data Center

- You only need to create and set up the store (s) with the respective projects (see chapter 2. "Establishing Stores and Projects", page 9).



The PAPAGENO XML Postman Process interacts with these stores via a safe SFTP connection.

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1. PAPAGENO In-House Installation

Prerequisites

LDAP Directory Server

When an incoming fax is received, the XML postman in the LDAP server will see which project the fax number of an incoming fax is assigned. This means that the fax numbers and names of the projects must be entered in the LDAP server.

If no LDAP Directory Server is set up:

- ▶ Install it.

The project-relevant data to be entered is described in Kapitel „Enter Fax Numbers in the LDAP Directory Server“, Seite 21.

SMTP Gateway

To access the LDAP server, the XML postman uses the variables set for the native user of the PAPAGENO SMTP gateway.

If not done yet

- ▶ Install the PAPAGENO SMTP Gateway.
- ▶ Enter a gateway user in PAPAGENO.
- ▶ Set the gateway and the LDAP configuration variables.

See manual „PAPAGENO SMTP Gateway“, part B, chapter 1. "Note the Installation Prerequisites", page 21, to chapter 7. "Using LDAP", page 34.

If you are using a Linux operating system

- ▶ Make sure that the `expat` package is installed.

When do you need multiple XML Postmen?

The use of multiple postmen is appropriate when you have multiple stores or many projects. If one postman fails due to an error, the remaining projects are processed by the other postmen.

2. Setting up Stores and Projects

A process control application “project” consists of so-called “projects” (eg “catering”, „marketing“, „bookings“,...).

Creating Stores

First, create one or more „stores“. A store is the location where, for example, all the projects of an application software are grouped together. It can be a separate computer or a folder in a file system. The XML postman needs the absolute path to each store.

- Create the store(s).

Creating Projects

In each store, you create the related projects with the subfolders “in” and “out”.

Subfolder „in“

for all incoming faxes and status responses.

Subfolder „out“

for all sent jobs.

File structure of a store:

```
.../ store/project1/in/  
                        out/  
    /project2/in/  
                        out/  
    /project3/in/  
                        out/
```


Example:

```
xy/data/store/papageno/apps/bookings/in/  
                                bookings/out/  
  
xy/data/store/papageno/apps/catering/in/  
                                catering/out/  
  
xy/data/store/papageno/apps/marketing/in/  
                                marketing/out/
```

- Create the project(s) in a store - each with the subfolders „in“ and „out“.

Outbound Fax Requests

Outbound fax requests must be stored in the project subfolder “out” by the process control application.

A fax request consists of two parts: the **document(s)** you want to send as a fax (e. g. .pdf) and the **corresponding job control file** (.xml)

The following is described below:

- the **name-giving syntax** of the documents to be sent and the job control file
- the **structure of the job control file**
- the procedure of the **send process**
- the **status response**

Name Giving Syntax

Fax files and job control file must have the same base name - a unique number sequence:

```
jobname.xml  
jobname.pdf  
jobname002.pdf
```

If a send job contains several identical documents (for example, two PDF files), `jobname` is extended by a number from the second document (in the example: `name_002`).

Example:

jobcateringB201207 00017.xml belongs to the files
jobcateringB201207-00017 *.* :
jobcateringB201207-00017.pdf
jobcateringB201207-00017_001.pdf
jobcateringB201207-00017_002.pdf
jobcateringB201207-00017.xml

❗ You have to lowercase all file names!

Supported Formats

The process control application can send documents in the format .tif, .txt, .pcl, .ps and .pdf files as fax.

Job control file (.xml)

The job control file with xml extension may only exist when it is complete and all document parts are present. It can first be endowed with the extension .part and later renamed to *.xml.

Content of a job control file:

The example entries are obliquely printed.

```
<?xml version="1.0" encoding="iso-8859-1"?>
<!DOCTYPE jobs>
<jobs>
    <fax>
        <fax-file-list>
            <fax-file>
                <file-name>jobuniquestring.pdf</file-name>
            </fax-file>
            <fax-file>
                <file-name>jobuniquestring _002.pdf</file-
name>
            </fax-file>
        </fax-file-list>
```

```

        <distribution-list>
        <fax-address>
        <fax-number>00498954750200</fax-number>
        </fax-address >
        <fax-address>
        <fax-number>00498954750210</fax-number>
        </fax-address >
        <fax-address >
        <fax-number>+498954750220</fax-number>
        </fax- address >
        </distribution-list>
    </fax>
</jobs>

```

The **fax file name** (file-name) may contain only letters (a-z), digits 1-9 and "_" (underscore), NO special characters.

Only "-" (hyphen) or " " (blanks) are permitted as separators for the **fax number** (fax-number).

These characters are automatically ignored when the number is read.

Additional Information Tags

It is possible to add information tags to the .xml-file. During the sending process the information in these tags will be ignored. But they remain in the file and will be added to the status response in the "in" file. Then they can be analyzed.

Examples of information tags are "customer id" or "order number".

In information tags, only letters (a-z), digits 1-9 and "_" (underscore) are allowed.

Example

```

<?xml version="1.0" encoding="iso-8859-1"?>
<!DOCTYPE jobs>
<jobs>
    <SpecIDNr>12345683902</SpecIDNr>
    <fax>
    <order number>08-13-F23</order number>
    <fax-file-list>
    <fax-file>
    <Typ>fax </Typ>
    <file-name>job7411.pdf</file-name>
    </fax-file>

```

```

    <fax-file>
    <file-name> job7411_002.pdf</file-name>
  </fax-file>
</fax-file-list>
<distribution-list>
  <fax-address>
    <customer id>Michael Schmitt</customer id>
    <customer id>S4711 0815 </customer id>
    <fax-number>00498954750200</fax-number>
  </fax-address>
  <fax-address>
    <fax-number>0049 64321 24567</fax-number>
  </fax-address>
  <fax-address>
    <fax-number>+49-89382-70 20690</fax-number>
  </fax-address>
</distribution-list>
</fax>
</jobs>

```

Send multiple fax documents in one job

You can send multiple documents with one fax-job. The tag `<fax></fax>` marks these faxes.

Example:

```

<?xml version="1.0" encoding="iso-8859-1"?>
<!DOCTYPE jobs>
<jobs>
  <fax>
    first fax
  </fax>
  <fax>
    second fax
  </fax>
  <fax>
    etc...
  </fax>
</jobs>

```

Configure your Process Control Application

- ▶ Program the process control application software to move outgoing faxes to the out folder of the respective project and create a job control file. Note the above syntax rules (see „Name Giving Syntax“, Seite 9).

① Make sure all filenames are lowercase!

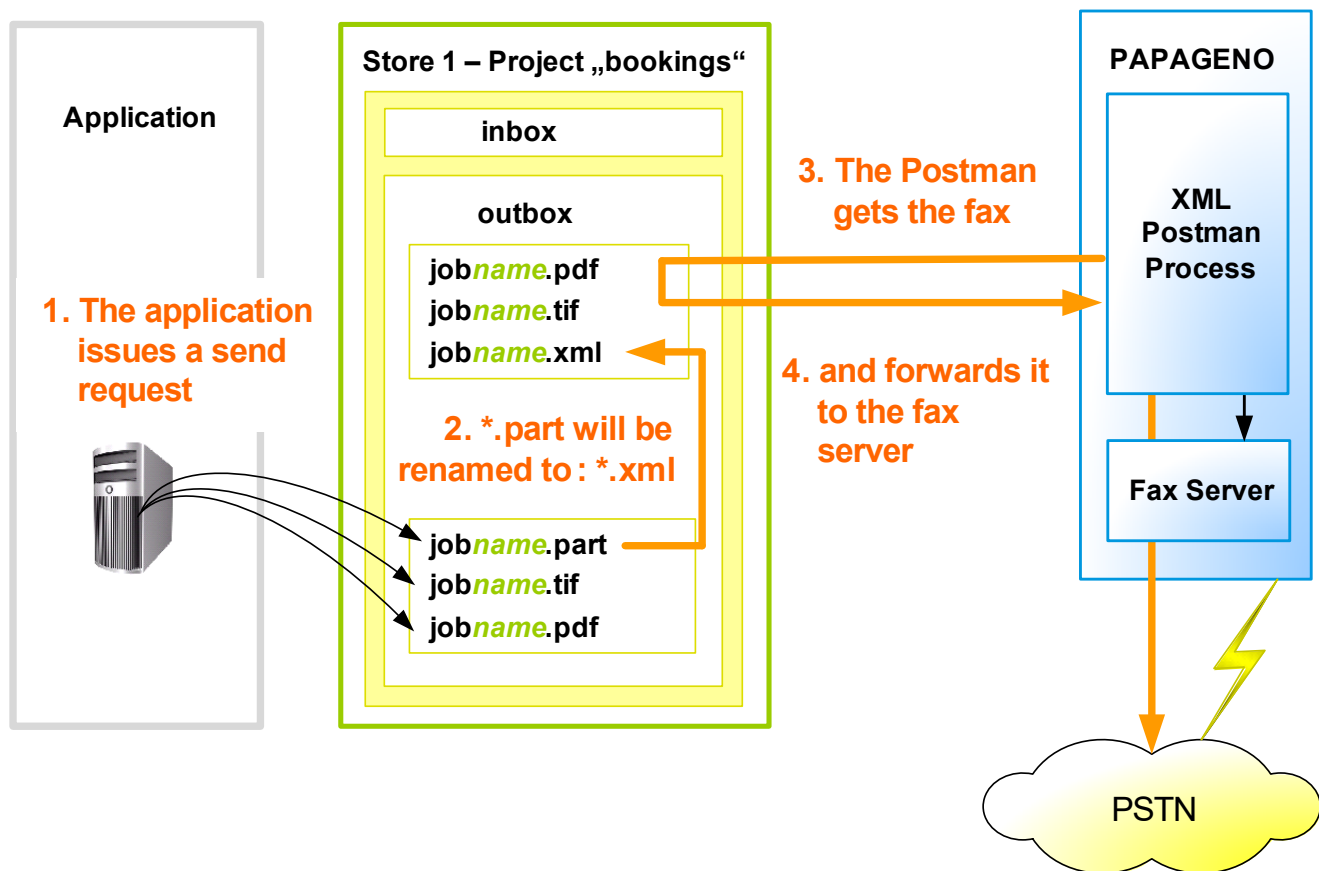
① When creating the send jobs, make sure that the .xml file does not exist until it is complete and all document parts are present!

For example, name the control file `jobname.part` and rename it to `jobname.xml` after completion of the send job.

For example, name the control file `jobname.part` and rename it to `job-name.xml` after completion of the send job.

Flow of the Send Process

With a single query, the XML Postman process captures all outgoing faxes in the outboxes and passes them to the PAPAGENO server.

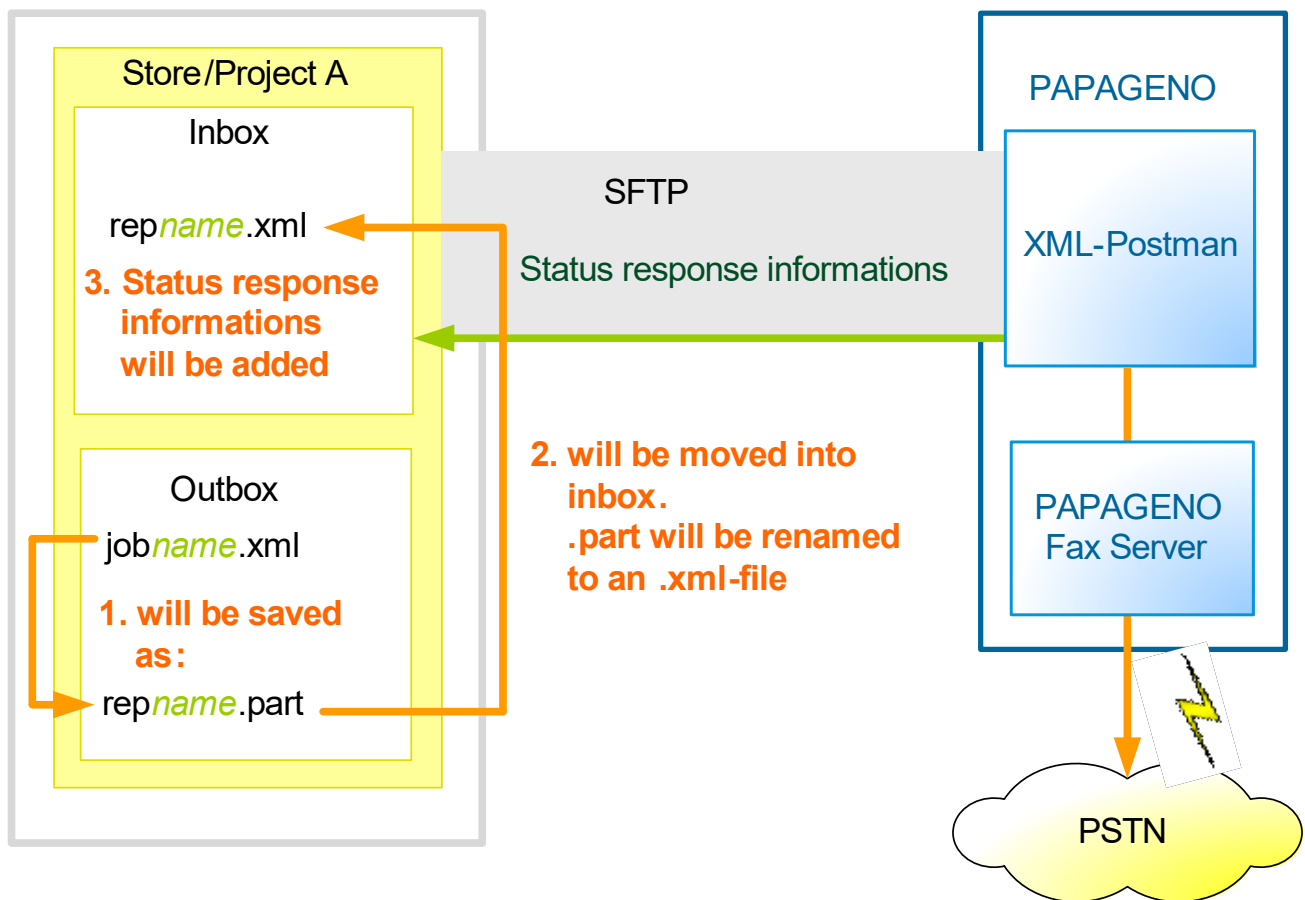


All files in an output box, which have the same basic name, are treated as a send job.

Already edited files in the output box will be deleted by the fax service.

Status Response

After sending a fax the file „`jobname.xml`“ is renamed to „`rename.part`“ and moved to the „in“-folder. After the transfer is completed it gets the `.xml` suffix.



The status in which a fax is currently being sent is placed in the input file *repname.xml*. As soon as a new information arrives, the old status message is overwritten.

First the daemon adds a tag `<SendJobId>` for each fax address to the xml structure.

This is the internal ID for the processing of the transmission process by PAPAGENO. After the transmission job has been executed, the tags `<duration>`, `<status>`, `<timestamp>`, etc. are added.

Example of a repname.xml file

```
<?xml version="1.0" encoding="iso-8859-1"?>
<!DOCTYPE reports>
<jobs>
    <fax>
        <fax-file-list>
            <fax-file>
                <file-name>jobproj794311.pdf</file-name>
            </fax-file>
        </fax-file-list>
    </fax>
</jobs>
```

```

name>
    <fax-file>
    <file-name>jobproj794311_001.pdf</file-
    </fax-file>
    </fax-file-list>

    <distribution-list>
    <SendJobId>59274547</SendJobId>
    <fax-address>
    <fax-number>+498954750200</fax-number>
    <status>OK</status>
    <remote-csid>+49/89/547500400-1702</remote-
csid>
    <duration>46</duration>
    <timestamp>31. March 05.03.2018 14:01:42</
timestamp>
    <reason>this is a text</reason>
    </fax-address>
    <fax-address>
    <fax-number>+49 64321 24567</fax-number>
    <status>OK</status>
    <remote-csid>+49/89/1250400-1702</remote-
csid>
    <duration>46</duration>
    <timestamp>31. March 2014 14:01:42</times-
tamp>
    <reason>This is the text</reason>
    </fax-address>
    <fax-address>
    <fax-number>089382-70 20690</fax-number>
    <status>no answer</status>
    <timestamp>31. March 05.03.2018 14:01:42</
timestamp>
    <errorcode>47</errorcode>
    <reason>receiver not found</reason>
    </fax-address>
    </distribution-list>
    </fax>
</jobs>

```


In a repname.xml file, the fax number can be extended by the following information:

<status>* : oK or Errorcode
<reason> : if error-code in <status>, the description is added here**
 e.g. busy line, being transmitted, no_line
<remote-csid>: receivers number (CSI)
<duration> : connection duration in seconds
<timestamp>: timestamp of sending time
<error code>: number of errorcode**

* The status will be sent in any case

** See page 27 for the list of error status messages.

Inbound Faxes

Incoming faxes are saved in the `in-` folder of a project as `inprojname.tif` or `inprojname.pdf` together with a control file.

Example of an `inprojname.xml` file:

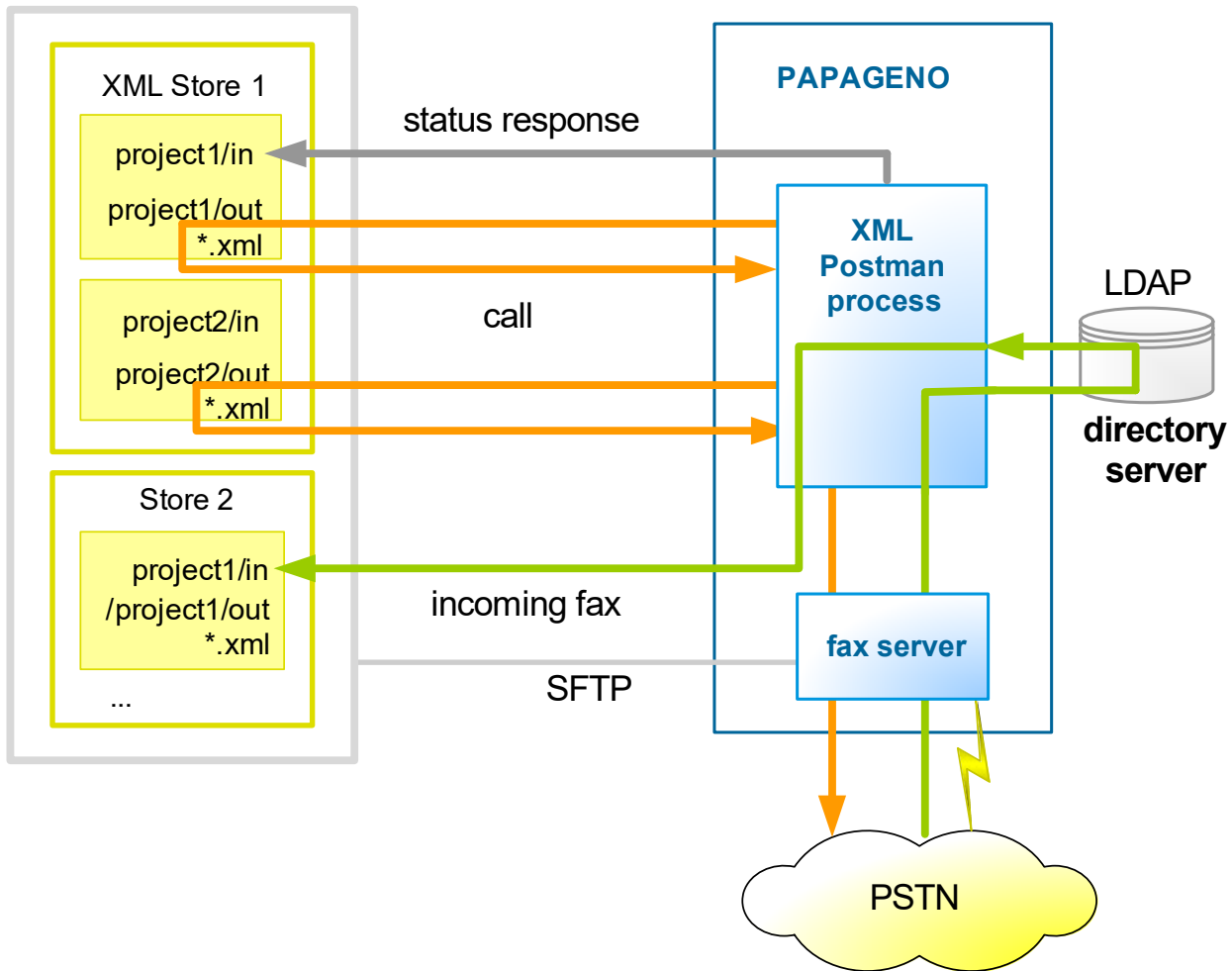
```
<?xml version="1.0" encoding="iso-8859-1"?>
<!DOCTYPE inbound>
<reports>
    <fax>
        <fax-file>
            <file-name>inprojconfirmation1234.tif</
file-name>
            </fax-file>
            <fax-address>
                <document-id>6543-21</document-id>
                <fax-number>0898954750200</fax-number>
                <status>OK</status>
                <remote-tsi>+49 89 54750200</remote-tsi>
                <duration>46</duration>
                <page-count>2</page-count>
                <timestamp>31. March 2014 14:01:42</times-
tamp>
                <error-message></error-message>
            </fax-address>
        </fax>
    </reports>
```

It is ensured that the control file (`inprojname.xml`) does not exist until it is complete and the corresponding document file (s) (`inprojname.tif`) is present.

3. Setup XML Postman

Overview

In the XML postman, the stores and the applications of the application software are entered as well as the paths to the `in` and `out` folders of the respective projects.



The XML Postman catches all **send jobs** from the project outboxes and transmits them to PAPAGENO. Status feedbacks of the transmitted faxes are placed in the input box of the respective project.

The XML Postman converts `.txt`, `.pcl`, `.ps` or `.pdf` documents to the fax format `.tif`.

For incoming faxes, the XML postman uses the fax number in the LDAP database to determine the project to which the fax is to be delivered.

The Postman provides an XML file for each received fax containing all data relevant to the fax.

To set up the XML-Postman,

- enter fax numbers and the mail addresses of the projects in the LDAP directory server (see below, page 21)
- copy the files in a directory (see page 22)
- publicize the XML-Postman in PAPAGENO (see page 23)
- Finally create the configuration file `xmlpostman.cfg` (see page 23)

Enter Fax Numbers in the LDAP Directory Server

In the LDAP database, the XML postman searches the `facsimileTelephoneNumber` attribute for the fax number of the incoming fax. If found, the XML postman uses the `mail` attribute to determine the project and store name.

To enter a project

- ▶ In the LDAP Directory Server switch to the `facsimileTelephoneNumber` or `proxyaddress:fax` attribute.
- ▶ Enter the fax number of the project.
- ▶ Switch to `mail` attribute.
- ▶ Enter name and store name of the project following the syntax `projectname.faxnumber@storeid`.
storeid is the name of the project store (see above, Kapitel „Creating Projects“, Seite 8).
Example: `reports.0898954750200@vipcomstore`
- ▶ Enter all projects names and fax numbers that way.

If a project has more than one fax number:

- ▶ For each fax number enter an account with the attributes `facsimileTelephoneNumber` and `mail`.

Entering a CSI

In the case of call forwarding via a data center, for example, the recipient fax number changes. If a CSI is specified, the sender receives the recipient number to which he originally sent the fax.

If you want to ensure that the correct recipient number is always sent to the sender:

- ▶ Enter a CSI in the LDAP directory server in a suitable attribute (field) for each project account

To find the CSI in the database:

- ▶ For the XML postman user, set the `GD_LDAED` variable to the CSI field name. (XML Postman user see also below „XML Postman-Benutzer eintragen“, Seite 19).

For more GD variables, for example, for search filters, refer to the manual „PAPAGENO SMTP-Gateway“, Part B, chapter 9. "To Configure Telephone Access to Messages", page 45.

Copying XML Postman Files

Prerequisite

The Postman must run on a PAPAGENO computer.

- ▶ Create a directory for the postman in `$FAXROOT`, for example, with the name `postman`.

The XML postman files can be found in your PAPAGENO installation files, version 5.9, in the `tools` folder.

- ▶ Copy them to the `postman` directory.

To set additional Postmen

- ▶ Set up additional directories in `$FAXROOT/daemons`, for example with the names `xmlpostman1`, `xmlpostman2`.
- ▶ Copy the XML postman files to each of these directories.

Publicize XML-Postman in PAPAGENO

First of all you create an XML Postman user on a PAPAGENO ALPHA host. Then, via configuration variables, you set the host on which the Postman is running, the command via which it is started and the path to this command. Using a configuration variable, enter the name and ALPHA host of the XML Postman user in the OMEGA database (see below).

If PAPAGENO is started on the Postman computer, the LAMBDA server finds in the OMEGA database the entry on which ALPHA server more detailed information on the Postman is stored. There, he uses the user configuration variable to determine where the postman is located and the command to start it.

Enter the XML Postman User

- ▶ Start the PAPAGENO administrator.
- ▶ Enter a new user on an ALPHA server (short description and description only), name, for example, `postman0`.
- ▶ Go to the `Extras` tab.
- ▶ Set the following variables:

Variable	Value	Description
DM_HOST	<i>hostname</i>	Host name of the XML-Postman computer
DM_DIR	<i>verzeichnis</i>	Path to the XML-Postman in the PAPAGENO directory tree
DM_CMD	<i>Name_des Postmans</i>	Command to start the XML-Postman

- ▶ Save the entries.

Add additional XML Postman Users

- ▶ Enter an additional user on an ALPHA server (only short description and description), for example with the name `postman1`. The ALPHA-Server can be the same as the one for the 1st postman) .
- ▶ Go to the `Extras` tab.
- ▶ Set the variables `DM_HOST`, `DM_DIR` und `DM_CMD` (see above)
- ▶ In this way enter all additional Postmen.
- ▶ Save the entries.

Setting an OMEGA Configuration Variable

Since you can use several postmen, there are several configuration variables: `DAEMON0` set for the first, `DAEMON1` for the second, etc.

- ▶ In a prompt enter
`o_put_config DAEMON0 xmlpostmanuser@alphahost`

Example:

```
o_put_config DAEMON0 postman0@faxserver3
```

- ▶ For additional Postmen, set the variables `DAEMON1`, `Daemon2`, ...

Establishing the conversion to Fax Format

The Postman can convert these document types into fax format:

`.txt`, `.pcl`, `.ps` .

If the process control application sends **PDF files**:

- ▶ Install the PAPAGENO tool `gs_pdftif`.
See manual „PAPAGENO-Tools“ (german), page 14

Modifying xmlpostman.cfg Configuration File

In the Postman directory (`xmlpostman`) you create a file `xmlpostman.cfg` for each Postman, into which you enter some configuration data as well as the stores and the current projects.

- ① A template with suggested values exists in your PAPAGENO installation files, version 5.9, in the `tools` directory.
- ① Eine Vorlage für die Datei `xmlpostman.cfg` finden Sie in Ihren PAPAGENO-Installationsdateien, Version 5.9, im Ordner `tools`. Dort sind bereits Vorschlagswerte eingetragen.

The entry possibilities are described in detail below.

PAPAGENO Interface

Keyword	Meaning
OMEGAHOST	Name of the computer with the PAPAGENO main installation
ALPHAHOST	ALPHA host of the XML-Postman user
user	Name of the XML-Postman user (see above „Enter the XML Postman User“, Seite 23“)
PW= <i>password</i>	Password of the XML-Postman user
defaultPrio= <i>digit</i>	Default priority of the fax documents Range 0 (lowest) to 32767 (highest)

Logging Control

Keyword	Meaning
loglevel	1 – 7 Level of log messages
logage	Number of days after which old logbooks are erased

Loop Control

Keyword	Meaning
<code>exitOnError</code>	<p>Behavior in case of errors, especially in the SFTP connection.</p> <p>0: Default. If an error occurs, the affected files are stored in the <code>savendir</code> directory (see below, page 27). The processing is then continued. If the error has been corrected, a search in the <code>savendir</code> directory can be used to create a list of non-delivered incoming documents. If you use the command <code>a_exc-status 1 faxid 6 j</code>, they are considered unprocessed and can be returned to the corresponding projects by the XML postman. For <code>a_exc-status</code> see PAPAGENO- Schnittstellen-Handbuch, Seite 100.</p> <p>1: If an error occurs, the daemon is stopped. This means that all orders are stopped, too. After correcting the error and restarting the XML-Postman, the documents are processed.</p>
<code>Min_Sleep</code>	<p>Minimal sleep between loops in seconds (A pass consists of:</p> <ul style="list-style-type: none">- pick up and send new faxes- receive faxes- update the sending status)
<code>Max_Sleep</code>	<p>If idle, sleep is increased to <i>digit</i> seconds</p>
<code>RunOnce</code>	<p>0: switched off 1: run should only be executed once. For debugging.</p>

Interface to the Local File System

Keyword	Meaning
<code>tmpdir</code>	Temporary directory

Keyword	Meaning
<code>savedir</code>	Backup directory. Must exist. Documents that cannot be delivered in the event of an error (see above, <code>exitOnError</code> , page 26) are stored here in a directory tree <code>name/yyy/mm/mm/dd/rg id</code> .

Stores

Keyword	Meaning
<code>sftpcmd</code>	Name of the SFTP command, e.g. <code>sftp</code>
<code>BEGIN:Stores</code>	Marks the beginning of the store data
<code>BEGIN: <i>storeid</i></code>	Marks the beginning of a store <i>storeid</i> : Name of the store on the remote system
<code>UserHost</code>	Store user
<code>WorkDir</code>	Absolute path to the work directory
<code>Pattern : */out/job*</code>	Here is the pattern of how the jobs are found in the specified store The search function <i>directorypath/WorkDir/*out/job*.xml</i> is formed from <code>WorkDir</code> and <code>Pattern</code> This will find all open send jobs in the store
<code>END: <i>storeid</i></code>	Marks the end of a store <i>storeid</i> : Name of the store on the remote system
<code>END:Stores</code>	Marks the end of the store data

Projects

Keyword	Meaning
BEGIN:Projects	Marks the beginning of the project data
BEGIN: <i>projectid@storeid</i>	Marks the beginning of the project
Comment	Description of the project. Multiple lines are possible.
CPI	Connection identification of the calling station.
TSI	Sender identification
priority	Priority (digit) If high priority is given, these faxes are sent before those from other projects with lower priority.
tries	Number of dial retries, defaults to 8
HEADLINE	Headline
FileType	pdf or tif
FillPage	0 or 1 0 means that the fax is sent as snippets, 1 means that the fax is sent as a whole page
End: <i>projectid@storeid</i>	Marks the end of the project
END:Projects	Marks the end of the project data

For „CPI“ and „TSI“ see manual PAPAGENO Configuration, Installation and Administration under Windows, part C, „How to Enter User’s Fax Send Properties“, Seite 100.

- In the XML Postman directory (`xmlpostman`) create a file named `xmlpostman.cfg`.

- ▶ Copy this template in an editor.
- ▶ Enter the configuration and project data.
- ▶ Save `xmlpostman.cfg`.

Starting and Stopping the Postman via Commands

Normally an XML Postman is started via the LAMBDA server when PAPAGENO is started.

You can also start and stop the process separately using the following commands:

```
l_startdaemon xmlpostman_name
```

```
l_stopdaemon xmlpostman_name
```

xmlpostman_name is the short name of the XML Postman user in PAPAGENO.

4. Error Status

Normally, the error stats are displayed in English. You can also set one of the other languages.

german_germany:

Errstat 0 : unbearbeitet
Errstat 1 : besetzt
Errstat 2 : wird übertragen
Errstat 3 : zuviele Versuche
Errstat 4 : storniert
Errstat 5 : erledigt
Errstat 6 : Verbindung fehlt
Errstat 7 : Übertragungsfehler
Errstat 8 : Keine Antwort
Errstat 9 : Timeout (Treiber)
Errstat 10 : Gerätestörung
Errstat 11 : Bitmapformat falsch
Errstat 12 : Externe Übertragung
Errstat 13 : Timeout (Route 1)
Errstat 14 : Route 1 nicht erreichbar
Errstat 15 : Externe Übertragung
Errstat 16 : Timeout (Route 2)
Errstat 17 : Route 2 nicht erreichbar

english_us:

Errstat 0 : idle
Errstat 1 : busy line
Errstat 2 : being transmitted
Errstat 3 : too many retries
Errstat 4 : cancelled
Errstat 5 : done
Errstat 6 : no line
Errstat 7 : transmission error
Errstat 8 : no answer
Errstat 9 : driver timeout
Errstat 10 : device error
Errstat 11 : bad bitmap format
Errstat 12 : routed
Errstat 13 : route 1 timeout
Errstat 14 : route 1 failed
Errstat 15 : routed
Errstat 16 : route 2 timeout
Errstat 17 : route 2 failed

french_france:

Errstat 0 : Non traité
Errstat 1 : Occupé
Errstat 2 : En cours de transmission
Errstat 3 : Trop d'essais
Errstat 4 : Annulé
Errstat 5 : Réalisé
Errstat 6 : Pas de liaison
Errstat 7 : Erreur de transmission
Errstat 8 : Pas de réponse

Errstat 9 : Timeout (Driver)
Errstat 10 : Incident équipement
Errstat 11 : Mauvais format de bitmap
Errstat 12 : Transmission externe
Errstat 13 : Timeout (Route 1)
Errstat 14 : Route 1 inaccessible
Errstat 15 : Transmission externe
Errstat 16 : Timeout (Route 2)
Errstat 17 : Route 2 inaccessible

