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**Cleaning Out E-mail Attachments**

by

**Bradley Ward**

Last year, I inherited a 10-year-old GoldMine installation. One of the things that I noticed early on was the **huge** size of the ...\\GoldMine\\MailBox\\ folder, which contained over 60,000 files totaling almost 15 GB in size. I knew that I needed to do a cleanup, but since there is no easy way to tell which files are associated with existing e-mails, it would be difficult. In this article, I will share my experiences, and the solutions that I came up with in the hope that it will help others in similar situations.

First, let me detail our environment. We are running GoldMine Corporate Edition 6.70.50123 with a SQL Server 2000 ( SP3 ) database backend. We have over 265,000 records in Common going back over 10 years.

**Editorial Note:**

GoldMine 6.70.70226 is the final build of the GoldMine 6.7 series. GoldMine 6.7 will no longer be supported by the FrontRange organization after April 30th, 2008. I print this article as the information provided should work With GoldMine 7/Premium.

The first thing I needed to do was to identify all the files that needed to remain. GoldMine stores the raw e-mail text in MAILBOX.RFC822, and the attachment pathnames are embedded in the e-mail text. But there are over 1.4 million e-mails in MAILBOX. Querying against MAILBOX.RFC822 using the LIKE operator would take far too long, and would severely bog down the server. Also, MAILBOX.RFC822 is a text field so retrieving each E-mail in its entirety is not without complications.

In order to effectively scan the e-mails I needed to create a full-text catalog on MAILBOX.RFC822. Populating the catalog would take several hours, so I scheduled it to run overnight. Once the catalog was populated, I ran the following query to find out how many e-mails had attachments in the folder I was concerned with, and how big the largest email was.

```
select count(RecID),
       max(DataLength(RFC822))
from MailBox
where contains (RFC822, "GoldMine Mailbox Attach")
       and RFC822 like '%\\GoldMine\\Mailbox\\Attach%'
```

Now that I had an idea of what I was dealing with, the next step was to dump the actual emails into a file so that I could parse them for attachment pathnames. To do that, I ran the following query in SQL Query Analyzer, and set the output to "text".

```
SET TEXTSIZE 120000
```

```
DECLARE @ptrval binary(16)
        ,@textlen int
        ,@recid char(15)
```

# Legalese

Editor: **DJ Hunt**



Although I try to edit these articles for content and accuracy, I cannot always guarantee their content is 100% accurate. Should you use anything from this newsletter, you do so at your own risk. All information contained herein is not intended as specific advice, but as a general point of discussion.

All articles are freely contributed by their author. In many cases the authors have had a technical expert, in the area of the document, preview the document for content and accuracy.

All major article contributors will have a business card displayed on the last page of this document. You are encouraged to clip the business card, and save it. Do not contact the author directly unless, at the end of their article, they have made a declaration of sorts that states that you may contact them personally.

All questions, and future articles should be submitted to:

**DJ.Hunt@DJ-Hunt.com**

If you are including screenshots, they should be no wider than 3.57" US. Their print resolution should be 300 dpi, and they should be in jpg format.

Major contributors are asked to also submit a 1" US wide portrait photo. The print resolution should be 300 dpi, and the format should also be a jpg format.

We accept all articles, however, the editor reserves the right to determine which articles are included, and in which issues they are included.

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Continued from Page 1 ( Cleaning Out E-mail Attachments )

```
DECLARE MailBox_Cursor CURSOR FOR
SELECT RECID FROM MAILBOX
WHERE CONTAINS (RFC822, "'GoldMine Mailbox Attach'") AND
RFC822 LIKE '%\GoldMine\Mailbox\Attach\%'
```

```
OPEN MailBox_Cursor
```

```
FETCH NEXT FROM MailBox_Cursor INTO @recid
```

— Check @@FETCH\_STATUS to see if there are any more rows to fetch.

```
WHILE @@FETCH_STATUS = 0
BEGIN
```

```
SELECT
    @ptrval = TEXTPTR(RFC822),
    @textlen = DATALENGTH(RFC822)
FROM MAILBOX WHERE RECID = @recid;
```

```
READTEXT MAILBOX.RFC822 @ptrval 0 @textlen
```

```
FETCH NEXT FROM MailBox_Cursor
INTO @recid
```

```
END
```

```
CLOSE MailBox_Cursor
DEALLOCATE MailBox_Cursor
GO
```

The astute reader, who examines the result of this query, will notice that the pathname is stored in several places. In order to deal with name conflicts, GoldMine will sometimes use alternate file names to save the attachment. Since we only care about what the attachment was saved as, and not what it was called in the original email, we ignore everything except the line that has the pathname entirely on its own. In my case, the file was very large ( over 130,000 lines ). My first idea was to import the file into Excel, and to sort them to find the lines I was interested in. This was not possible due to the 65,535 row limit in Excel. Instead, I obtained a free Windows port of **GNU sed**, and applied the following filter.

```
#!/usr/bin/sed -nf
```

```
# Find lines beginning with UNC path and print them.
/^\\Wp
```

```
# Find lines beginning with drive letter and print them.
 /^[a-zA-Z]:\Wp
```

Aside from giving me a list of files to keep, this had the added bonus of revealing to me other paths that had been used over time. In some cases, the UNC path had the IP address of the server instead of the server name. In others, it had an entirely different IP address or server name. After a little tweaking of the BLOB cache limits in the BDE Administrator to accommodate the size of the largest e-mail in MAILBOX.RFC822, the Path Changer functionality of GoldBox worked very well in dealing with this issue. It should be noted, however, that care had to be taken where the path pointed to a different shared volume than expected. There was no way to know if these files had been copied over to the current volume after a server migration or just deleted. Since GoldMine could potentially reuse a given filename in a later e-mail, the creation date of the file should be compared with the date in MAILBOX.CREATEON for

Continued on Page 3, Column 1

clues as to whether such entries related to files presently in the e-mail attachment folder.

Now that I had the list of e-mail attachments, I only needed to add any linked documents that resided in the same folder. This was a relatively simple query, but needed to be run against each data set, and not just Common.

```
select LinkedDoc
from ContSupp
where RecType = 'L'
and LinkedDoc like '%~~FILENAME=%\GoldMine\MailBox\Attach%
```

After some simple text processing, I added these to the list created earlier. My list now looked like this. Note the presence of non-ASCII characters in some of the file names. This would become an issue later.

```
.\Attach\Declaraco Acadmica - Ceclia Guimares.doc
.\Attach\EMBF01B.eml
.\Attach\EMBF01E.eml
.\Attach\EMBF10F.eml
.\Attach\EMBF2A7.eml
.\Attach\EMBF487.eml
.\Attach\EMBF488.eml
.\Attach\EMBF48D.eml
.\Attach\endless_sky2(1).jpg
.\Attach\endless_sky2.jpg
.\Attach\enrolled letter(1).doc
.\Attach\enrolled letter.doc
.\Attach\Erin.JPG
.\Attach\Erin-phone.JPG
.\Attach\Erin-profile.JPG
.\Attach\Erin-smile.JPG
.\Attach\ESEXTON\2007\08\EMB5000.eml
.\Attach\ESEXTON\2007\08\EMB7000.eml
```

Now I had my list of files to keep. The trick now is to turn that into a list of files to be deleted. To do that, I used the following DOS command.

```
dir Attach /s /a-d /b > filelist.txt
```

I used Microsoft Access to reconcile the two lists together. I imported each list into a separate table in the same Access database. Since the list generated from the DOS command did not seem to treat Unicode characters the same way, I had to do a bit of processing on those in order to achieve a match, but for the most part all I had to do at this point was to create my "hit list" with the following query in Access.

```
select 'del '+Chr(34)+[FILELIST.PathName]+Chr(34) AS Expr1
from FILELIST left join files on FILELIST.PathName =
FILES_TO_KEEP.PathName
where (((FILES_TO_KEEP.PathName) Is Null))
order by 'del '+Chr(34)+[FILELIST.PathName]+Chr(34);
```

After outputting the results to a file I called NUKEM.BAT, I now had a script that I could run that would do the cleanup for me.

```
del ".\Attach\clip_image002(8).gif"
del ".\Attach\clip_image002(8).jpg"
del ".\Attach\clip_image002(9).gif"
del ".\Attach\clip_image002(9).jpg"
del ".\Attach\Clothing Production Entry and Judging form 440
(xp).doc"
```

```
del ".\Attach\CLUBRU~1.JPG"
del ".\Attach\CLUBRU~2.JPG"
del ".\Attach\CLUBRU~3.JPG"
del ".\Attach\College Weekend Fall 2006.doc"
del ".\Attach\Commencement 2006 Library Hours(1).doc"
del ".\Attach\Commencement 2006 Library Hours.doc"
del ".\Attach\Commuter Messaging Service Memo(2).doc"
del ".\Attach\Computer Log(1).doc"
```

The results were that I went from a folder containing 60,019 files taking up 14.8 GB of space to a mere 2,010 files taking up 370 MB of space.

Lastly, in order to try to prevent this from building up again in the future, I made the following changes to my GM.ini file. These changes are fully explained in DJ's book so I will not go into them here.

```
[User-OverRide:Internet]
AttachDir=W:\GoldMine\MailBox\Attach\
DelAttachWithMsg=1
SkipOverWriteUI=1
RetrieveOverwrite=4
```

## GoldMine Premium Workstation Installation



by

**Bob Gannett**

The purpose of this paper is to present various options concerning the connection of networked Workstations to GMPE ( Premium ). This paper also suggests an easy way to accomplish repetitive Workstation installations when a relatively large number of Workstations are involved.

The Problem. While GoldMine's installation instructions are complete and thorough, environmental issues sometimes make the installation difficult to accomplish.

To start with, follow the instructions that begin on Page 51 ( Chapter 2-23 ) of GMPE\_8Install\_Guide.pdf. Caution, if you are not presented with the choice of minimal installation ( as shown on Page 56, "Setup Type" ), do not proceed for you run the risk of installing GoldMine Premium on top of the Server's installation.

Here are the steps that I followed to connect Workstations to PE. This example is based on the assumption that PE is installed on the Server's physical drive D:\Apps\GoldMine, and that D:\Apps is mapped to drive "M" thus PE will be located at M:\GoldMine.

On the Workstation, we are installing the PE's program files to C:\GMApps\GoldMine. ( You can change the paths, and mappings to suit your needs. )

1. Copy "GMSetup.exe" to the C:\GMApps\GoldMine\Setup\GoldMine folder.

2. Copy "NTWDBLib.dll" to the Workstations' C:\Windows\System32 folder.
3. Map drive M on the Workstation so that it points to the Server's D:\Apps.
4. From the Workstation, using Explore, point to and double click on M:\GoldMine\GMW.exe.
  - a. If GoldMine loads and runs, you are ready to accomplish the Minimum Installation as per the instructions in GMPE\_8Install\_Guide.pdf.
  - b. If you get error messages, resolve the error messages before proceeding.

- c. If the error message states something like "GoldMine could not initialize a toolbar control it requires in order to run," you will need to register some files. On the Workstation, execute each of these from Window's "Run" function:

**RegSvr32 M:\GoldMine\CommandBars.ocx**  
**Regsvr32 M:\GoldMine\DXDBGrid.dll**

- d. Test again to see if PE will now run.
5. If PE runs, you are ready to do the Minimal Workstation Installation as per the GMPE\_8Install\_Guide.pdf.

- a. If the Minimum Installation will not run, then from the Workstation, start PE as described above, go to the GoldMine menu for Tools | Configure | License Manager | Install Locally. Point the path to C:\GMAApps\GoldMine.

- b. While it will most likely not complete the local installation ( and will tell you to do the Minimum Installation from GMSetup.exe ), it will place several critical files in C:\GMAApps\GoldMine ( including the proper GM.ini ).

- c. Copy the following files from the server to C:\GMAApps\GoldMine:

**\*.exe; \*.dll; \*.bin; \*.xml; and \TX32 folder and its contents**

- d. Create a shortcut icon pointing to C:\GMAApps\GoldMine\GMW.exe

- e. Test ( always Test )

6. If you have to connect multiple Workstations to PE, here is one method that has worked well for me.

- a. From the first connected Workstation, copy C:\GMAApps\GoldMine to the Server so that it can be accessed by the other Workstations.

- b. On your next Workstation, map "M:\:" to the Server's D:\Apps as stated previously.
- c. Copy "NTWDBLib.exe" to the Workstation's C:\Windows\System32 folder.
- d. From that Workstation, point to the Server's M:\GoldMine\GMW.exe, and see if GoldMine will load.
- e. If you get an error message stating something like "GoldMine could not initialize a toolbar control it requires in order to run," you will need to register some files. On the Workstation, execute each of these from the "Run" function of your Windows:

**RegSvr32 M:\GoldMine\CommandBars.ocx**  
**Regsvr32 M:\GoldMine\DXDBGrid.dll**

- f. Test again to make sure that GM will run.
- g. From the Server, copy "\GMAApps" ( and its contents ) to the Workstations C:\. This should give you C:\GMAApps\GoldMine containing the local files needed to connect the Workstation to PE.
- h. Create a shortcut to C:\GMAApps\GoldMine\GMW.exe, and you should be off and running.
- i. Repeat as needed for other Workstations.

## Taking the Service Module for a Spin

by

**Lynn Catterson**



As a company that provides technical support for to our customers, we eagerly adopted the new Customer Service module in GoldMine Premium Edition to see if it would meet our real world business demands. After six months use the results are in and overall, we are satisfied. We have a case management system that is entirely integrated into GoldMine, and the system has proven itself to be functional on a day to day basis. It is fast and easy for any GoldMine user to create new support cases, it is clear to see who is responsible for open cases, and we have a clear customer case history.

You can create new cases from the Service Center, from a contact record, or even "on the fly" from scheduling an activity. New cases are automatically assigned a unique case ID, and you can categorize and describe the case in a variety of ways ( See Figure 1 on the next page ).

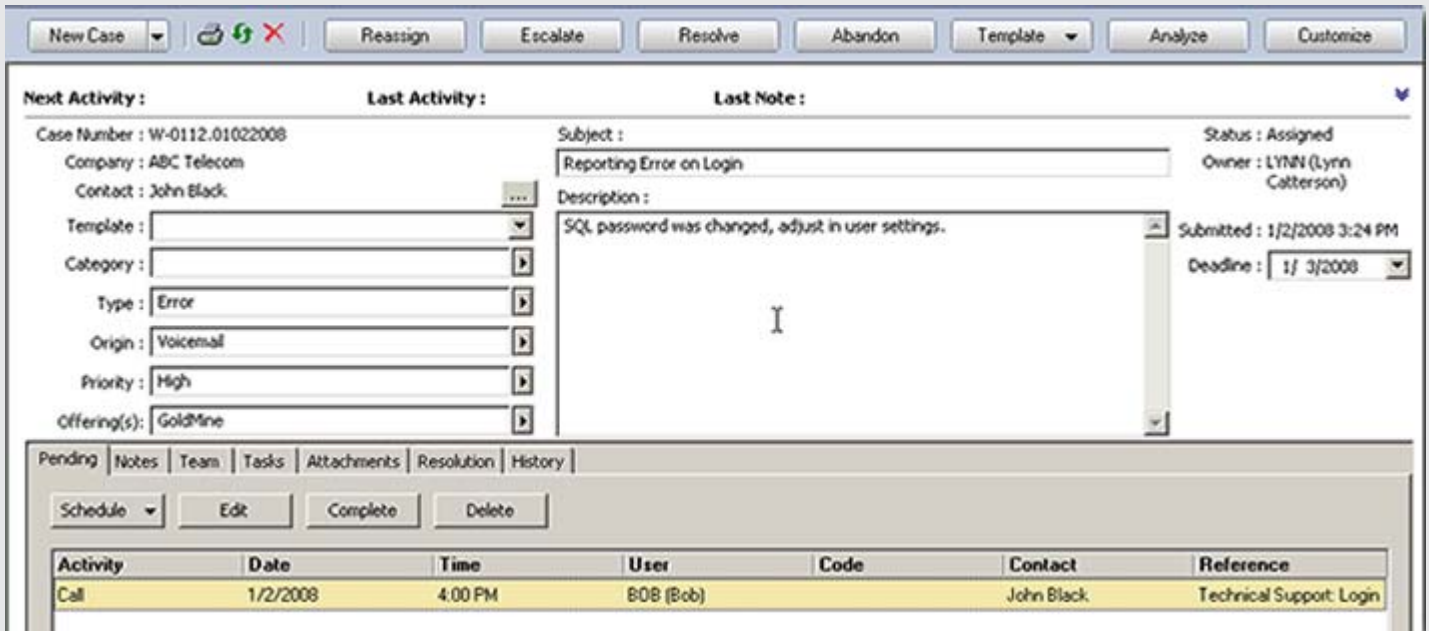


Figure 1

Each case is given an owner who is responsible for the case even while case related activity such as calls and actions can be assigned to any GoldMine user. GoldMine lets you easily review these Pending and Completed Case assignments as well as other case related information such as Notes, Linked Documents and files.

You can create Case Templates for frequent issues that can then be selected and applied when creating new cases. The advantage of applying a template is that any values you set in the template for Category, Type, Origin, Priority, etc. will automatically fill in for you, saving you selecting or typing in values each time.

Open cases can be Viewed, Filtered and Grouped in a variety of ways. The option I probably use most is to select Show | My Cases | Open Cases ( See Figure 2 ).

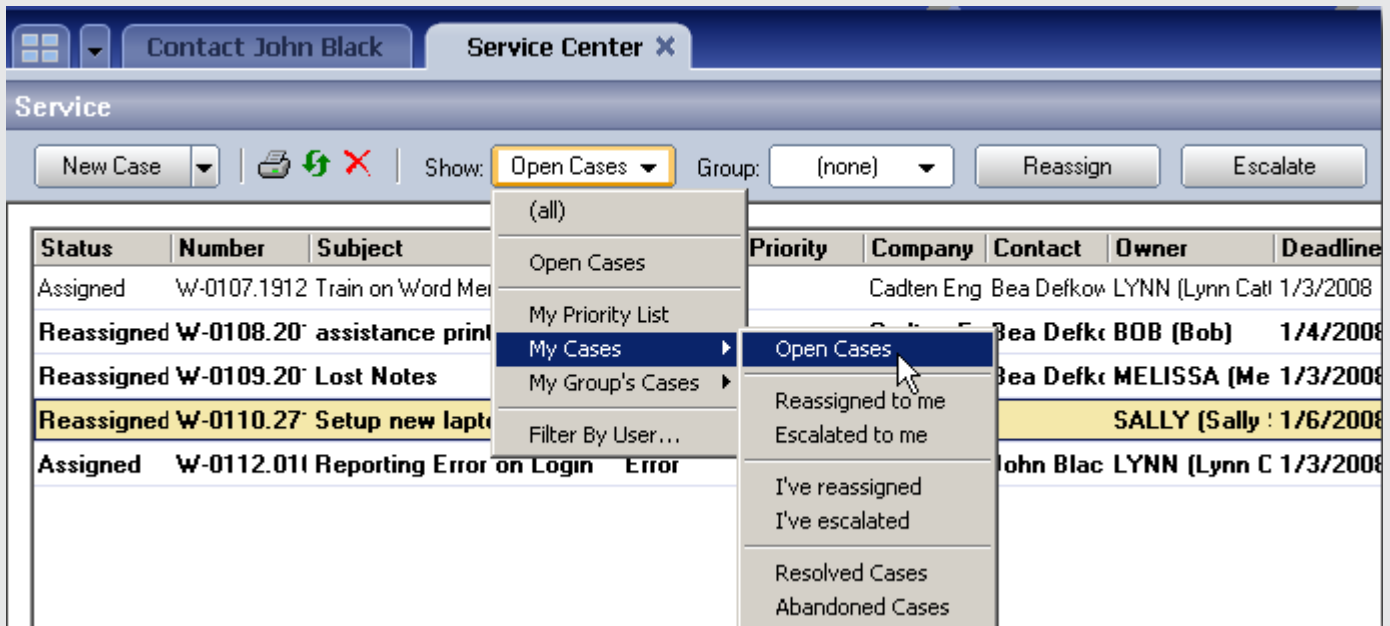


Figure 2

This displays a list of only my own open cases. There are also options to view cases for all or any other GoldMine user. GoldMine's Service Center can also be set up to display by GoldMine User Groups - this is useful for working with service cases for different departments or teams. While reviewing cases in a list view, you can use the Group function to group cases by Company, Status, Owner or Due Date. By using the More Options feature, you can drag and drop columns to sort by any displayed field, such as Priority.

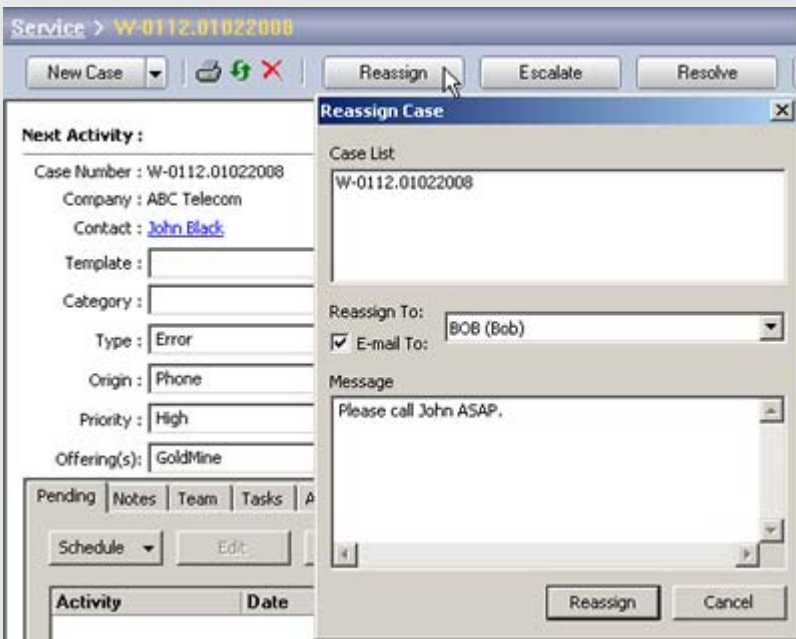


Figure 3

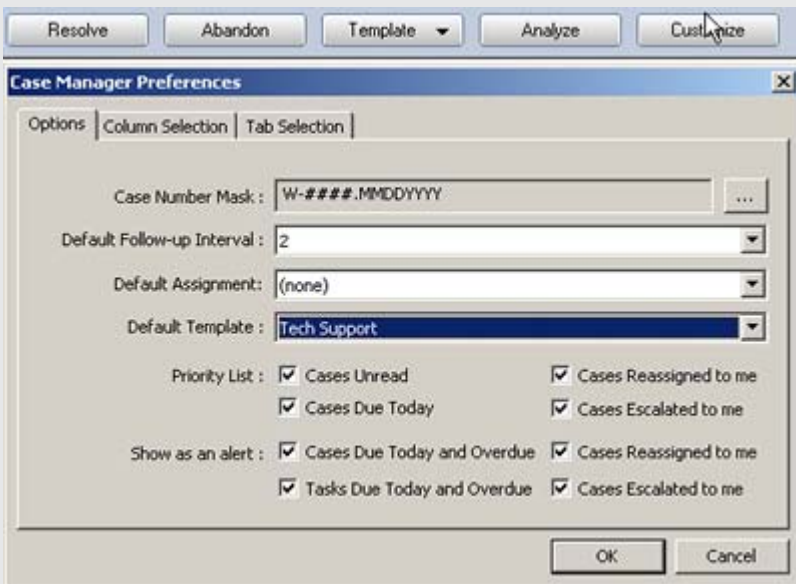


Figure 4

Open cases need to be moved along! In GoldMine's Service Center you have the option to Resolve a case, to Reassign it, to Escalate it to a specialist, or to Abandon it. These options are readily accessible from either the open case view or from the case list view. Users who receive a case assignment can be notified using GoldMine's Internal E-mail system.

Resolving cases brings up options to describe how the case was resolved. You can check to send an e-mail case resolution notification to the customer. This e-mail notification is sent via internet e-mail, so you must have POP/SMTP e-mail settings configured for this to work properly. When the e-mail is generated, you can include attachments such as forms, FAQs, or other requested documentation.

There are a number of customization options that we have found helpful. When you have a case open, click on the Customize button for available options. You can change the case numbering schema to start with different code letters, to be shorter, and whether or not to include the date/timestamp in the case number. You can set the default deadline for resolution of new cases. For instance, if you set the default to 2 days, the case deadline will be set for 2 days from the date the case is created.

With the Column Selection tab, I can include fields such as Priority in my case list view. Once this field is included in my case list, I can then sort cases by that field. On the Tab Selection tab, I choose which tabs to display on the case detail screen. If a tab isn't used in your environment, remove it from view. These settings are system-wide not user-specific, so you only need to set them once. Additional customizations and business logic can be added to the SQL server hosting GoldMine. For clients

we have added functionality such as enforcing variable case deadlines based on assigned case priority.

There are some basic analysis functions available from the Analyze button which is available in an open case. You select User(s) and/or User Groups and date range. The analysis displays how many Cases are currently Assigned or Escalated. It shows how many Cases have been Abandoned or Resolved in the timeframe, and what percentage was Resolved on time based on the deadline field in each case. Using Crystal Reports, we easily created a set of reports that review Open Cases as well as Cases Closed in a specific time period. Using SQL Reporting Services, we also created a set of reports that alerts each GoldMine user of Open Cases currently Assigned to that UserID.

In the end, the Service module has given us a simple integrated HelpDesk. There are minor flaws and feature omissions, but given the popularity of GoldMine Premium, I'm sure that we'll see additions and tweaks to its functionality as we move into 2008. So, take it for a spin yourself, we think that the new feature will help your organization! I will be conducting training webinars on the Service module in January and February 2008. Check our training schedule at [www.w-systems.com](http://www.w-systems.com) for a schedule.

**Editorial Note:**  
The integrated Service Module was never intended to compete with the Heat HelpDesk product. The integrated Service Module is great as a new integrated Service Module to the GoldMine Premium product, it is not, however, a full blown HelpDesk solution.

# Tips, Tricks & Things

## Sneaky Dups

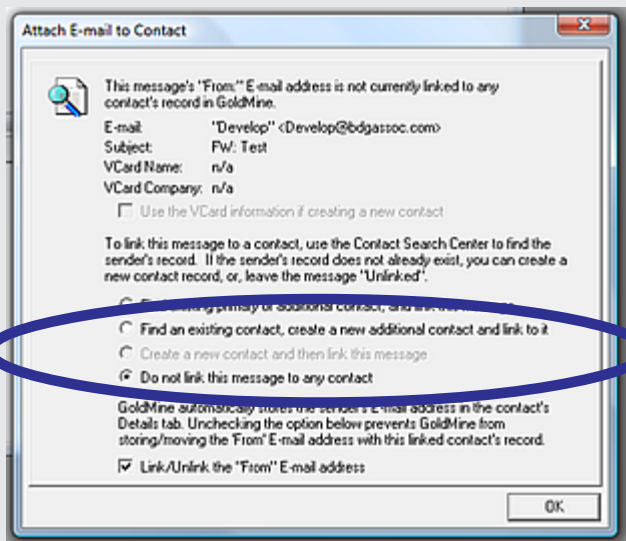
by

Andy Gibbs

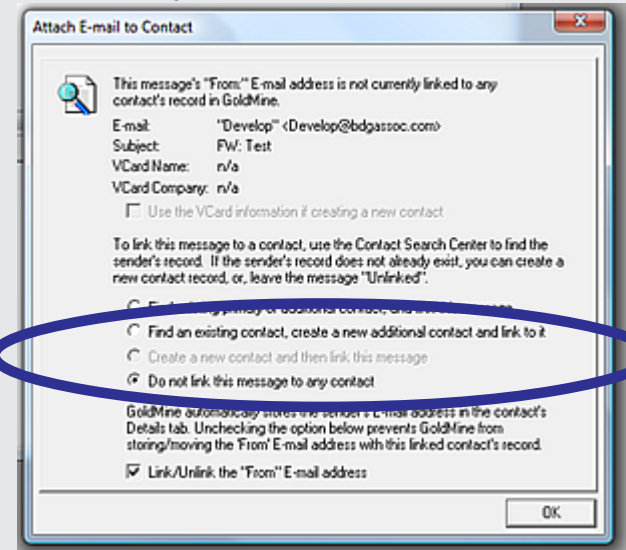


Recently we had one of our customers complaining to us that they keep getting duplicate contact records. We had already set the permissions in their GoldMine CE 6.7 to prevent users adding New Contact Record so were a little surprised over this. Following a little probing, we established that the MD had given out the master password to all users to allow them to add New Contact Records! We soon closed that obvious route, and thought that would be the end of the problem, but no, the 'dups' kept appearing.

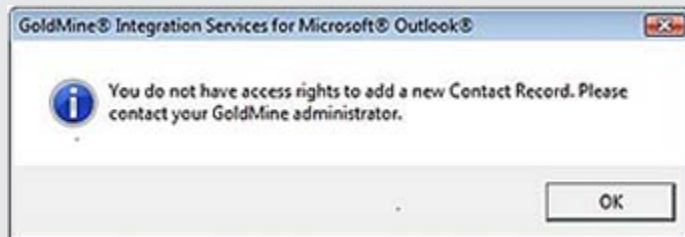
After further investigation we found that if you receive an E-mail through GoldMine or the Outlook Link from a New Contact, you were still given the option to 'Create a New Contact and link the message' even with permissions to 'Add New Contact Records' in GoldMine being denied.



GoldMine 7 Corporate



GoldMine Premium



### Outlook

We ran the same test in GoldMine CE 7.04 and GoldMine PE, and this 'loophole' has been closed, see screen in the previous column, ( GoldMine option 'greyed out, GISMO you don't have access rights message ).

Now all we have to do is convince their MD to upgrade to GoldMine Premium Edition and the problem is solved. Now where is the 'Merge / Purge wizard again!!!

## Pending & History Drop Lists



by

Gene Marks

A new feature in GoldMine Premium Edition is the ability to easily view your History and Pending items by particular users, particular dates, etc. Check this out:

- \* Click on the History Tab of a contact
- \* Next to Activity click on the down arrow, and choose E-mail Out
- \* You will now see a listing of just Outgoing E-mails to that contact
- \* Your choices in the drop down list will be any of the activities that have been completed for that contact
- \* You can do the same with any of the headers on the History tab
- \* You can output the information into Word or Excel by right clicking in the History area, and choosing Output To from the local menu, and the information will be put into an Excel Spreadsheet or a Word document
- \* When you have finished make sure you go back to the drop down under the column header and choose "All" or you will only see the activity you have chosen to view on all of your contact records

### Editorial Note:

You may also click upon the X at the bottom left of the History pane. This is sticky so you will want to make sure that you reset it.

# Tips, Tricks & Things

## The Standard Toolbar



by

**Gene Marks**

How can you add buttons to the Toolbar in GoldMine Premium Edition?

- \* The Standard Toolbar has a new look in GoldMine Premium Edition. It is located at the top of the screen

and are small buttons with the name of the task beside the icon

- \* To add or remove items on the Standard Toolbar click on the drop down button at the far right of the toolbar
- \* Select Add or Remove Buttons and choose Standard
- \* The Standard Toolbar list will appear
- \* Use the check boxes next to the items to select or deselect the items you regularly use

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