



Bopup Observer User's Guide

Version 4.4

Bopup Observer User's Guide

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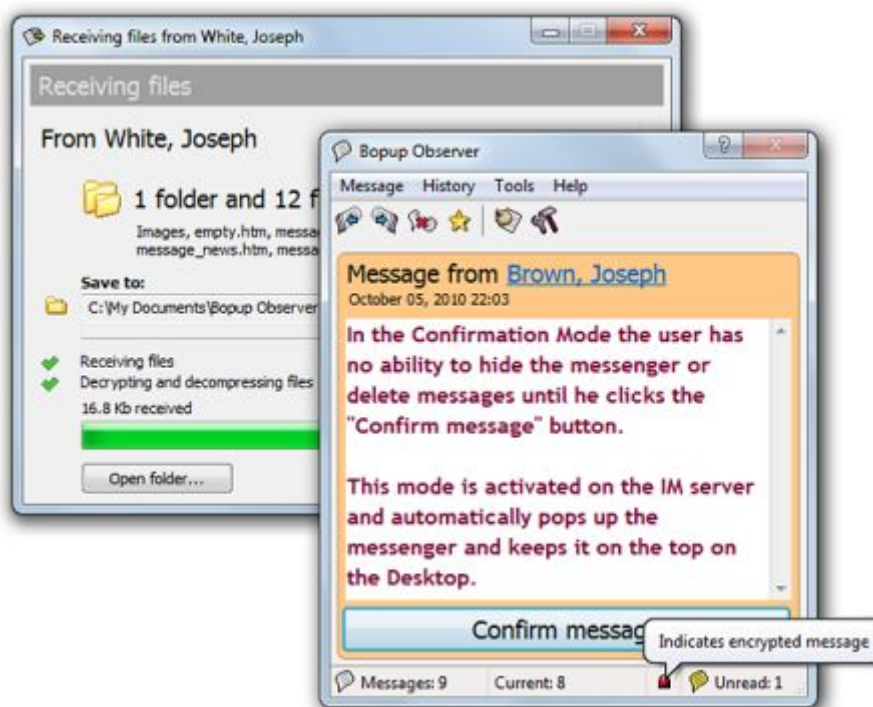
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1.1 Overview

Bopup Observer is a secure one-way messenger designed for alerting and notification purposes. This clear, easy to use and light-weight IM client can be deployed on LAN or enterprise-size networks and helps you keep users informed and updated instantly.

The messenger supports rich-text messages including links, font and color formatting, emoticons, and it can receive files and directories from the IM server and other users. You can get urgent messages or activate the Confirmation Mode on the IM server that pops up the program when a message is received and keeps it on top until the user clicks the Confirm Message button.

Messaging and File Transfer are encrypted with strong algorithms so that personal and group conversations are safe and secure even if you receive messages and files via the Internet. You will never lose any information you receive because offline messages and transfers are stored and automatically delivered by the server when the recipient goes online.



No user experience and skills are needed to use the program. The smart and comfortable user interface with advanced usability options and popup notifications allows you to join the IM network in a few mouse clicks. The messenger completely supports the Terminal Server/Citrix environment and can be used simultaneously by multiple users on one computer. Bopup Observer can automatically download and install updates from the IM server.

The centralized client/server architecture offers complete and flexible management for controlling your IM infrastructure. The central server logs all user activity and archives all messages and file transfers with the reporting, search and printing options. It allows you to manage messaging groups, users' contact information and permissions to send and view other users, assign and distribute important files and documents to users. It is easy to import user accounts from your Active Directory (LDAP) and start an efficient Instant Messaging system right now.

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KEY FEATURES

- **Secure Communication**
All messages and file transfers are encoded with strong encryption algorithms. That is the first and primary way to make corporate IM safe and secure.
- **Messaging Groups**
The centralized management of user groups allows organizing a flexible IM structure with a list of assigned groups and send/receive-only permissions available to each user.
- **Ease of Use**
The smart and handy user interface is intuitive and easy. It really is.
- **Offline Messaging and File Transfer**
Deliver important information to users even if they are currently unavailable and receive such messages and files. Offline messages and transfers are stored on the IM server and automatically delivered to the recipient when he goes online.
- **File Distribution**
Receive files and documents that are assigned to you on the IM server. This feature offers an easy and secure distributing files and directories with a set of advanced flags.
- **Favorite Messages**
Select your favorite messages with important information and they will be always in your message list until you delete them.
- **Terminal Server support**
The complete support for the Terminal Server, Citrix environments and Windows XP Fast User Switching feature. The messenger can be used by multiple users connected to the same server via Terminal Client sessions or by several users who have logon sessions on the same computer.
- **Centralized Notification**
Receive notifications and urgent messages from the IM server and stay updated on any events and information. These messages are automatically sent by the server on the scheduled time and at the specified intervals.
- **Confirmation Mode**
Activate the confirmation mode on IM server that pops-up the program on message reception and keeps it on top of other windows until user clicks the Confirm Message button.
- **Message and Transfer Logging & Archiving**
Browse, search and view the entire message and file transfer archive on the IM server. Print data for any period, for any person.
- **Instant updates from the IM server**
The messenger can be instantly updated from the central IM server. This feature allows you to keep client versions up-to-date and deploy new software updates and patches in a completely automated way without having to manually install it on all user computers.

This IM software is based on a client/server architecture, so you have to configure both server and client software on your LAN/WAN environment.

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1.2 System Requirements

Bopup Observer requires the following minimum system configuration:

- 533 MHz processor (or higher recommended)
- 64 MB RAM
- 3 MB free disk space
- Microsoft Windows 98/ME/NT 4.0/2000/XP/2003/Vista/7
- Network configured for TCP/IP protocol
- Internet connection (*Optional)

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1.3 End-User License Agreement (EULA)

Important! Read the following terms carefully before installing, copying and/or using the product. Installing, copying or using the product indicates your acceptance of these terms.

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(i) Do not use the SOFTWARE, and

(ii) Return the SOFTWARE, including all of the above-mentioned documentation, media and packaging, with the proof of payment, to the place where you bought the SOFTWARE, within the term provided by the law of the country and the return policy of the location in which you purchased the SOFTWARE.

1. Grant of License

1.1 Subject to your compliance with the terms of this EULA, B LABS grants you, the end user, a non-exclusive license enabling you to use the SOFTWARE.

1.2 All conditions stated below apply both to the SOFTWARE as a whole and to all of its separate components.

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3. Using the SOFTWARE

3.1. In the case of a stand-alone installation you may not install the SERVER SOFTWARE on any other computers except a single installation on a company's server computer or your home computer.



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3.2. You may install and use the CLIENT SOFTWARE simultaneously on a limited number of computers at the same time. The number of CLIENT SOFTWARE that supported by the SERVER SOFTWARE is provided to you by a LICENSE KEY file (described in article 6.1).

4. Dual-Media SOFTWARE

4.1 You may receive the SOFTWARE on more than one medium, including downloads over the Internet. Regardless of the number of media you receive, you are only licensed to use one copy of the SERVER SOFTWARE and a limited number of the CLIENT SOFTWARE supported by your LICENSE KEY file in accordance with Section 3 of this EULA.

5. Redistribution of the SOFTWARE

5.1 The SOFTWARE trial version may be freely distributed, with exceptions noted below, provided the distribution package is not modified. No person or company may charge a fee for the distribution of the SOFTWARE without written permission from B LABS. Trial version may not be bundled or distributed with any other package without written permission of B LABS. You may not sell or grant an access to third parties such as LICENSE KEY file (except as described in article 2.3), rent, lease, or lend the SOFTWARE.

6. Limitations

6.1 Purchase. You acknowledge that the SOFTWARE is protected from unauthorized copying and unlimited use. You may not be able to exercise your rights to the SOFTWARE under this EULA unless you purchase your copy of the SOFTWARE. When you purchase the SOFTWARE you receive an unique LICENSE KEY file within 24-72 hours after your payment of the SOFTWARE is transferred. A LICENSE KEY file is provided by B LABS and includes a number of the CLIENT SOFTWARE supported by your single installation of the SERVER SOFTWARE. B LABS agrees to provide all the instructions and step-by-step information on how to set and use a LICENSE KEY file in the SOFTWARE.

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7.1 B LABS will provide you with support services related to the SOFTWARE ("Support Services") as stated in the current B LABS Technical Support Policy. The latest version of the B LABS Technical Support Policy is available on the B LABS Web site. B LABS retains the right to make changes to its Technical Support Policy without prior notice.

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7.2 Any supplementary software code provided to you as part of Support Services is to be considered as part of the SOFTWARE and subject to the terms and conditions of this EULA.

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10.5 You acknowledge that any obligation B LABS may have to support the version of the SOFTWARE being upgraded shall end upon the availability of the upgrade.

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14.1 If the SOFTWARE was purchased in the United States, Canada, Mexico, Japan or Taiwan, this EULA shall be governed by and construed in accordance with the substantial laws in force in the courts of Santa Clara County, State of California, United States of America.

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15.1.2 B LABS shall not provide you with any printed materials, including the User's Guide;

15.3 B LABS guarantees that all the personal information you provide when installing, purchased and registering the SOFTWARE will be stored and used strictly within B LABS.

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16.1 If use is made of the SOFTWARE by the United States Government or any US Government agency, the following additional terms shall apply: (1) Restricted Computer Software, as defined in the Rights in Data-General clause at Federal Acquisition Regulations 52.227-14; and (2) any use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013.

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2.1.1 Installation and starting

Before installation make sure that TCP/IP protocol is installed in your Network Settings.

To install Bopup Observer:

1. Launch *observer.exe* or *observer.msi* setup file (*).
2. Follow all instructions in the Setup Wizard.
3. After installation you can launch Bopup Observer from "Start Menu -> Programs -> Bopup Observer" folder.

(*) – The filename may have a different name depending on custom installation package or other related settings.

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2.1.2 Removing

To remove Bopup Observer's program files from your computer carry out the following steps:

1. Click "Add/Remove Programs" icon in the "Control Panel" folder.
2. In the window select Bopup Observer and click Add/Remove button.
3. Follow all instructions of the Setup Wizard.

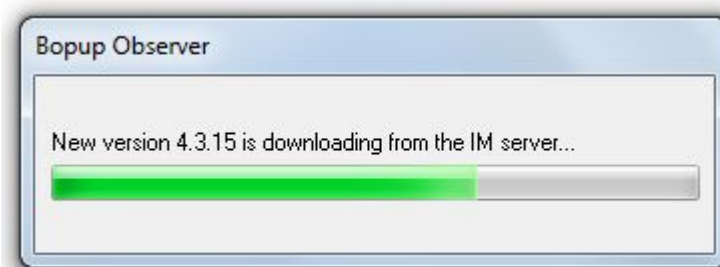
You can also launch "Uninstall" shortcut from "Start Menu -> Programs -> Bopup Observer" folder.

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2.1.3 Instant Updates from the IM server

Bopup Observer can be instantly updated from a central IM server. This ability allows administrators and managers to deploy new versions and patches of the software in a fully automated mode without manual handling configurations and installations and to keep client versions up-to-date on all client computers.

New available update package is automatically downloaded from IM server on messenger startup. The messenger displays balloon tooltip in the system area and download progress window.



Download progress dialog

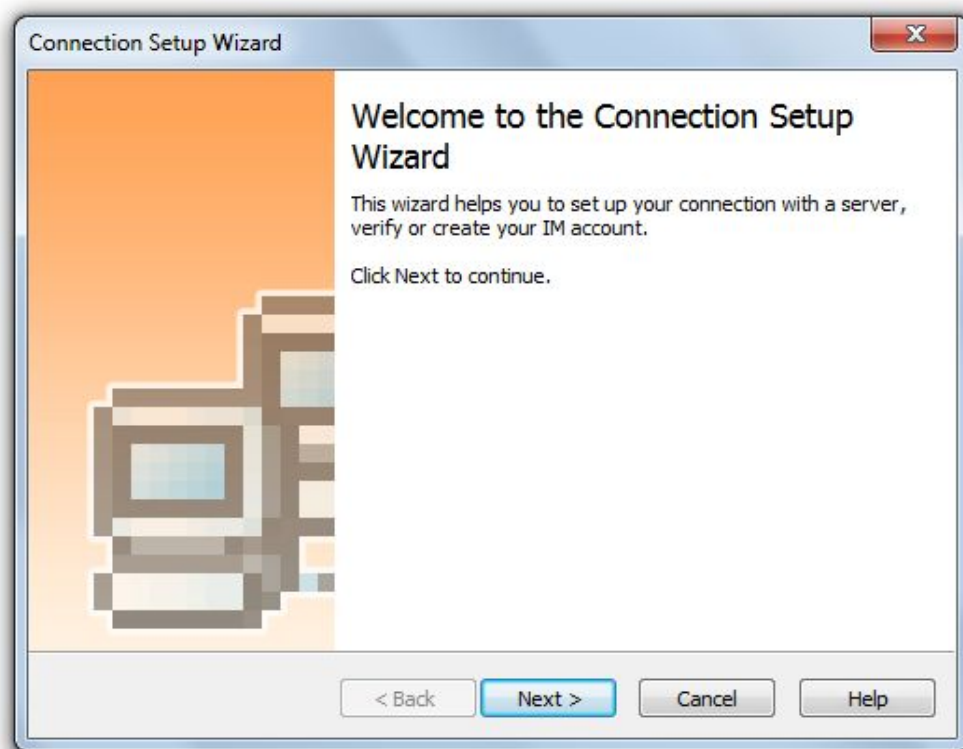
Instant updating of the client software is based on MSI technology which automatically detects existing version and upgrades installed software in automated mode. This functionality requires that user has appropriated privileges on a local computer otherwise installation will fail.

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2.2.1 Setup a connection to the IM server

To be able to communicate with other users, receive personal, group, news messages and assigned files you need to specify IM server name. Usually it is a computer name or IP address which is accessible to you from your LAN or corporate network. If you do not know a name or address of your server, please contact your system or administrator or manager.

You can specify a server name within the Connection Setup Wizard. Select the "[Tools\Connection Setup Wizard...](#)" from the main menu to run the wizard. It automatically starts on your first startup of the program, or when the messenger cannot connect to IM server.

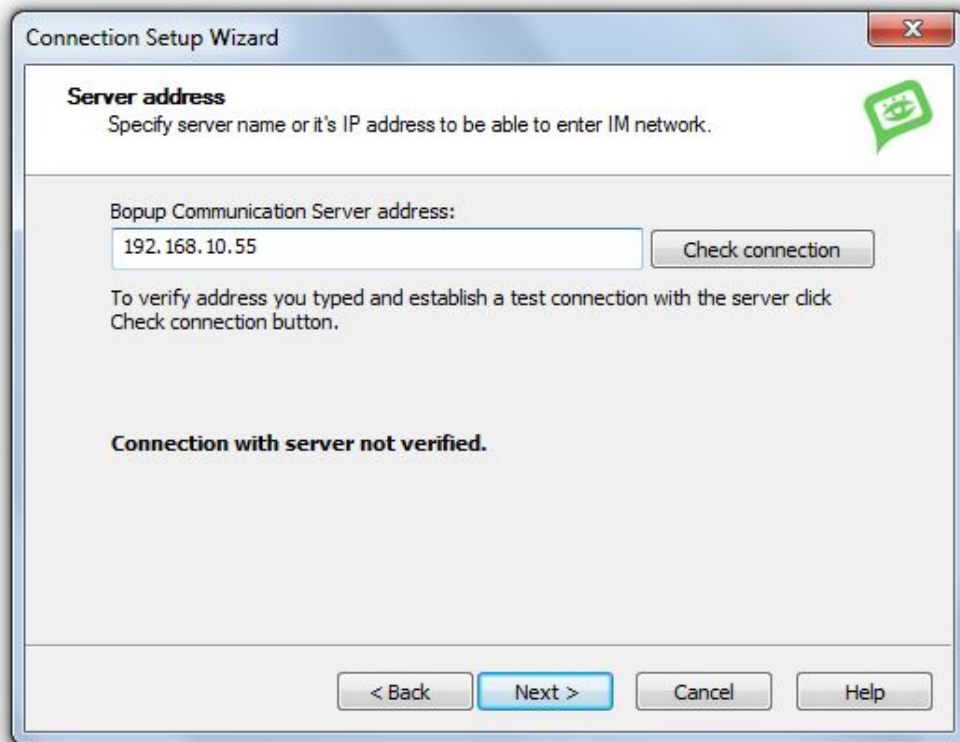


Welcome page of the wizard

Click Next to continue.

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On the following page you need to specify name or IP address of your IM server. A name of server can be DNS name like computer name, for example "imserver" or IP address, like "207.46.232.182" string. To verify a connection with a server and it's availability click Test connection button. If a test connection is successful you will see the "Successful connection with server!" message on the same page of the wizard. Otherwise you will get the "Connection cannot be established. Server not found." message.



Type a name or address of your IM server

Click Next to save a server name in your preferences.

If your IM account is not found on a server but server's options allow users to create their own accounts from IM clients, you will see the next page of the Create My Account Wizard.

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2.2.2 Create and modify IM account

You need to have your own account on IM server to be able to communicate with other users, receive messages and files. Your IM account has the same name as your Windows Login ID, or can be any other name, e-mail address (depends on a server configuration).

Communication server supports various types to authenticate and allow you to enter to the IM network. Administrator can choose on the server one from the following authentication modes: *Simple*, *Windows Authentication* or *Private login/password*.

When the *Windows Authentication* mode is enabled the observer uses your current Windows Login ID by default as your current IM account name to authenticate on the communication server. If Windows Authentication fails or *Private login/password* mode is enabled on the communication server, then **Login to the IM network** pane is shown in the main window of the messenger to allow enter your own IM account name and your password.

You can login to the IM network outside a domain network even the *Windows Authentication* mode is enabled on the server. For successful authentication you must enter your Windows Login ID including your domain name, i.e in the *DOMAIN\account* format. The observer automatically resolves and delivers specified domain name on the server that gives you ability to authenticate to the communication server using Windows Authentication outside a domain LAN, for example, from a home computer or other locations.

Use the "Remember me on this computer" checkbox on the **Login to the IM network** pane to allow the observer to remember entered login ID and password. Bopup Observer automatically passes saved IM account name and password on messenger startup, so you need only to click Login button to establish a connection with the IM server in the next time.



Sign in to the IM network

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Create IM account

In the *Windows Authentication* mode the messenger automatically shows balloon tooltip in the system area on startup and starts the Create My Account Wizard when your IM account is not found on the server.

To create your own IM account on the server in the *Private login/password* authentication mode you should enter desired IM account name and type any password and press Login button. The messenger will display an error that your IM account is invalid and enable/disable New... button. If the server security settings allow users to create their own IM accounts from the instant messaging clients, then you will be able to create your own account by pressing New... button.

You can run the wizard manually from the "Tools\My account..." menu.



Welcome page of the wizard

Click Next to continue.

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On the following page you should enter your first and last names, and short account description. These fields are not required so you may leave them empty.



Enter your first and last name

When the E-mail mode authentication enabled on the server you have to also enter your email address to use it as your IM account name. Entered e-mail will override your Windows logon ID that is used by the messenger by default to connect to the communication server.

Click Next to continue.

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Then specify your contact details, department and title within your organization. These fields are also optional so you may leave them empty.

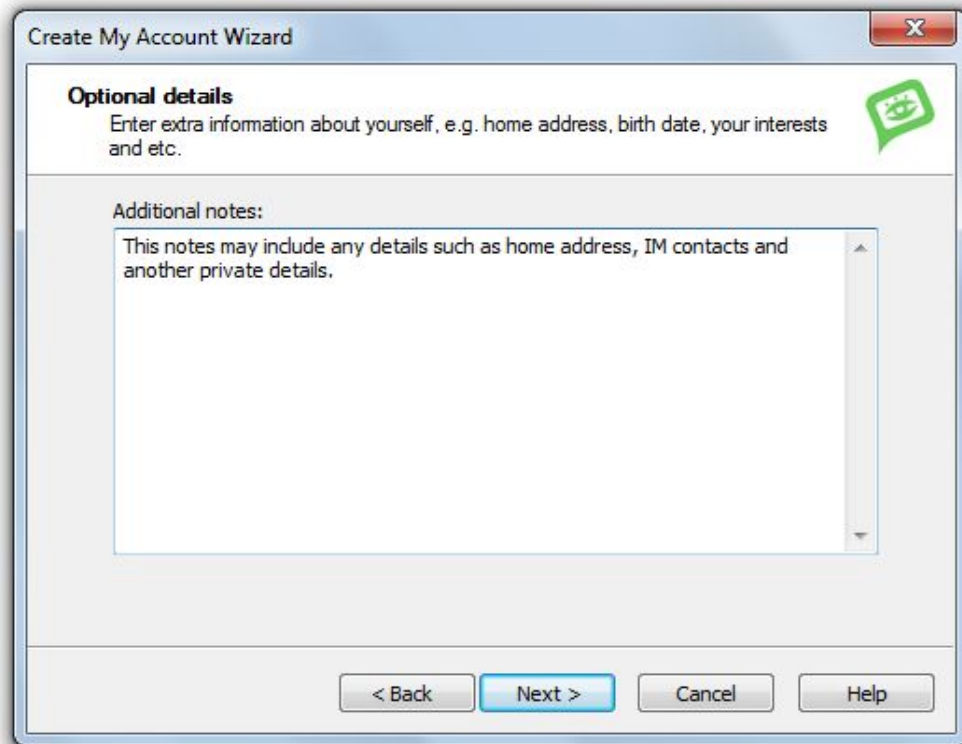
A screenshot of a "Create My Account Wizard" dialog box. The title bar reads "Create My Account Wizard" with a close button (X) on the right. The main content area is titled "Contact information" and includes the instruction: "Enter your title and department within organization, contact phone, e-mail address and web page you have." There is a green speech bubble icon on the right. Below the instruction are five input fields: "Title:" with "System Manager", "Department:" with "QA", "Phone:" with "+1-877-992-6787", "E-mail:" with "jim.strong@blabsoft.com", and "Webpage:" which is empty. At the bottom, there are four buttons: "< Back", "Next >" (highlighted in blue), "Cancel", and "Help".

Specify your contact information

Click Next to continue.

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You may specify any additional notes about yourself, such as home address, your favorite car model and other information that will be available to other users.



The screenshot shows a window titled "Create My Account Wizard" with a close button (X) in the top right corner. The main content area is titled "Optional details" and includes a sub-header "Optional details" followed by the instruction "Enter extra information about yourself, e.g. home address, birth date, your interests and etc." A green speech bubble icon is visible to the right of this instruction. Below this is a section labeled "Additional notes:" followed by a text area containing the text "This notes may include any details such as home address, IM contacts and another private details." At the bottom of the window, there are four buttons: "< Back", "Next >" (highlighted in blue), "Cancel", and "Help".

Enter any additional details about yourself

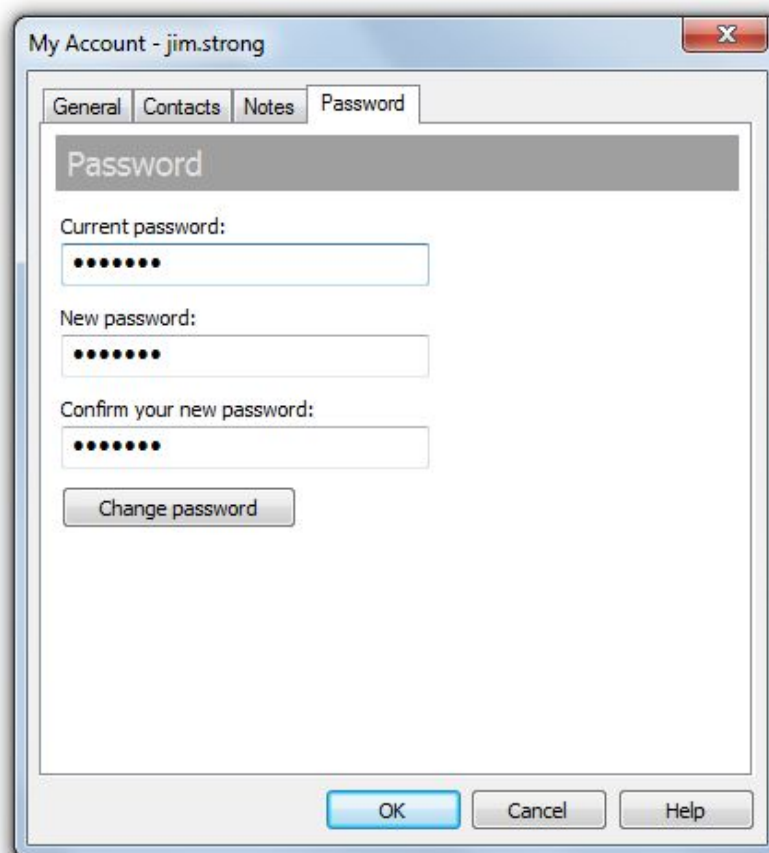
Then click Next to finish and save your account details on IM server.

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Modify IM account

You can change your IM account at any time from the "Tools\My account..." menu. Due to options enabled on IM server, some account fields may be unavailable to change. Administrator manages a list of account fields that can be modified by users from IM clients, so other fields will be displayed as "read-only" items in the messenger and cannot be modified.

You can change/set up your password that will be used to logon to the IM server (only in the *Private login/password* authentication mode). Click the **Password** tab to do this.



Change your password

Type your current password that you are using to login to the IM server, then enter your new password and retype it again to confirm. Note that your new password should be at least 4 symbols length. Then press Change password button. If you successfully have changed your password you will see appropriate message box.

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2.3.1 User interface

The main window of Bopup Observer is designed to display incoming messages. Each message is highlighted with a different color based on a message type, i.e. Personal, Group, News notification from a server or Urgent message. It is an easy way to attract an attention and see what type of message is received.

Message Types



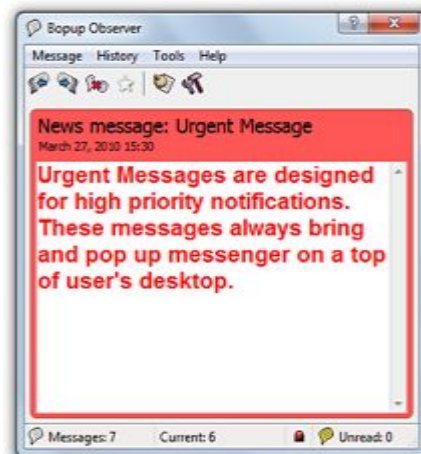
Personal



Group



News



Urgent

Urgent message indicates a priority of message and it can be Personal, Group and News message. When urgent message is received Bopup Observer automatically pops up from the System Tray area and notifies user with a sound file even the same settings in the program options disabled.

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The program toolbar contains the following functions you can quickly access.



From the left to the right:

- Pass on to previous message
This displays a previous message you received
- Pass on to next message
This displays a next message you received
- Delete current message
This deletes currently displayed message from incoming message list.
- Mark message as a favorite
Mark current message as a favorite message or removes the message from favorite messages list.
- View Message and Transfer History
This opens Message and File Transfer History dialog box.
- Open the program options
This opens Options dialog to change the program settings.

You can use keyboard shortcuts (hotkeys) for many of the tasks you perform in Bopup Observer to help increase your efficiency.

Bopup Observer displays a good visible icon in the System Tray area  that changes its color and blinks when a new message comes 

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2.3.2 Main menu

Message

- "Move to previous" – Pass on to a previous message.
- "Move to next" – Pass on to a next message.
- "Mark as favorite" – Mark displayed message as a favorite message.
- "Delete" – Delete a current message.
- "Delete all" – Delete all received messages.
- "Exit" – Close Bopup Observer.

History

- "Log history" – Switch on/off a logging of all incoming messages and file transfers.
- "View..." – View Message and Transfer History.

Tools

- "View user's details..." – Display account information on a sender of current incoming message.
- "Open receiving folder..." – Browse the default directory with received files and documents.
- "Connection Setup Wizard..." – Run the Connection Setup Wizard to specify a server name and enter to IM network.
- "My account..." – Change and specify details related to your IM account. Information you entered is available to other users.
- "Options" – Change the program settings.




Help

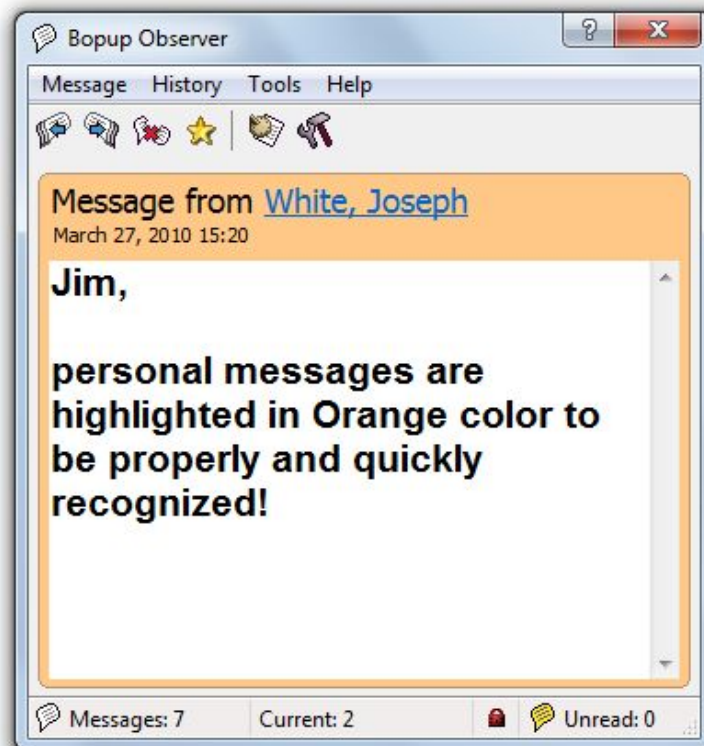
- "Contents" – Open Bopup Observer help (This window).
- "License Agreement" – Display End-User License Agreement (EULA).
- "About Bopup Observer" – Display version number and licensed details of the program.

You can use keyboard shortcuts (hotkeys) for many of the tasks that you perform in the Bopup Observer to help increase your efficiency.

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2.3.3 Receiving messages

All received messages are displayed in the the main window of the program. To pass on to previous or next messages you can use  Previous and  Next buttons on the toolbar or use Ctrl+P and Ctrl+N hotkeys. Use  Delete button or the same key on the keyboard to delete message. In order to delete all messages you received press Shift+Delete keys.



How incoming message is displayed

A number of received messages , index of current message  and number of the new (unread)  messages are displayed in the status bar of the main window. Bopup Observer blinks  icon in System Tray when a new message comes. You can also set up a sound file on receiving.

Offline messages

When you receive an offline message, i.e. a message that sent to you when you were offline and not available on IM network, it is displayed with the following prefix:

"[This message was stored and forwarded to you by Bopup Communication Server. The message was actually sent on Month Day, Year HH:MM]"

where the Month Day, Year HH:MM is a date and time when the message was sent.

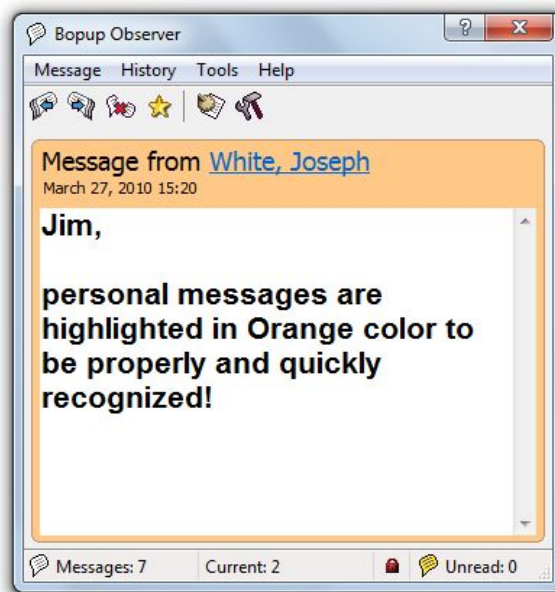
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Reception mode

There are two modes of message reception available in Bopup Observer: Regular and Confirmation. The mode is managed on IM server and cannot be changed by user from the program.



Confirmation mode



Regular Mode

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In the Confirmation mode you have to click the Confirm message button to be able to minimize the program or delete message. Otherwise Bopup Observer will be displayed on top (above all other windows on your Desktop).

The Regular mode is a normal mode of message reception and there are no any confirmation options in Bopup Observer.

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2.3.4 Receiving files

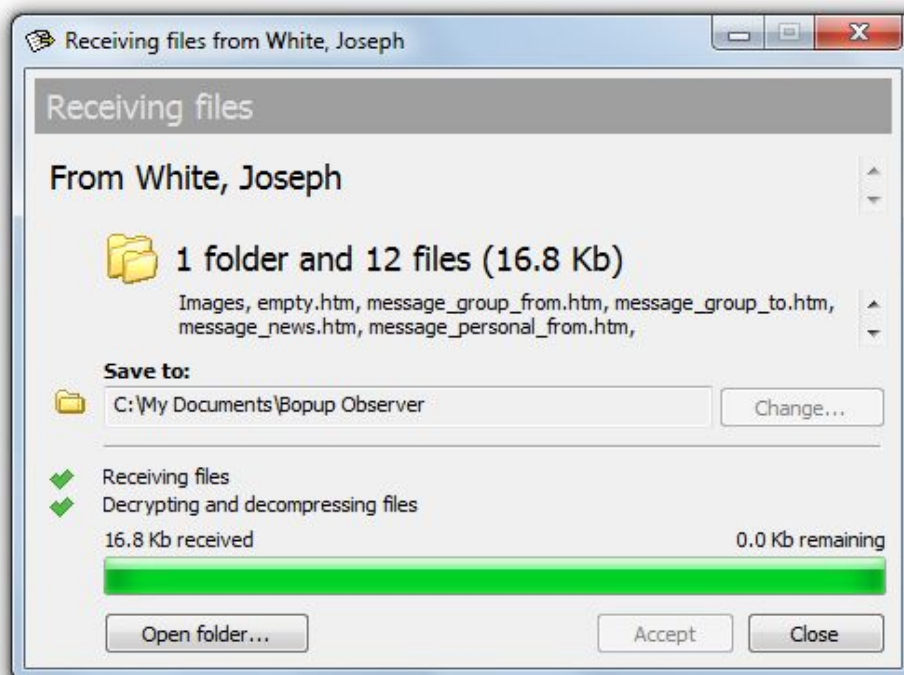
When you get a file transfer request the messenger automatically opens and displays the Receiving files dialog box. It contains a sender name, list and size of delivered files.

The file transfer can be the following types:

- A Personal File Transfer that is initiated by other user
- A Group File Transfer that is initiated by user to a messaging group that you are a part of
- A File Distribution from the IM server that includes files and documents assigned to you by administrator

Click Change... button to change the folder where you want to save the received files. By default, Bopup Observer stores all received transfers in your current "My Documents\Bopup Observer" folder by creating a new sub-folder in the YYYY-mm-dd format where the YYYY-mm-dd is a date of transfer.

Click Accept to receive the data or Decline to abort the file transfer.



Receiving multiple files and folders


Click Open folder... button when the transfer is completed to open the folder that contains received files and documents.

Please note that a file transfer can be sent with a set of advanced flags that may give you no options to decline the transfer, and/or automatically open/execute a received document after it's delivering. That file transfers can be a File Distribution transfers from the IM server and transfers that are sent by users that have *administrative* account type on the communication server.

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2.3.5 Favorite messages

You can mark incoming message as a favorite message that means that the message will be automatically displayed every next time when you start the messenger. This is useful when you want to do not forget on important messages and notifications that you received.

To mark received message as a favorite click the  Favorite button on the toolbar or select "Message\Mark as favorite" from the main menu.

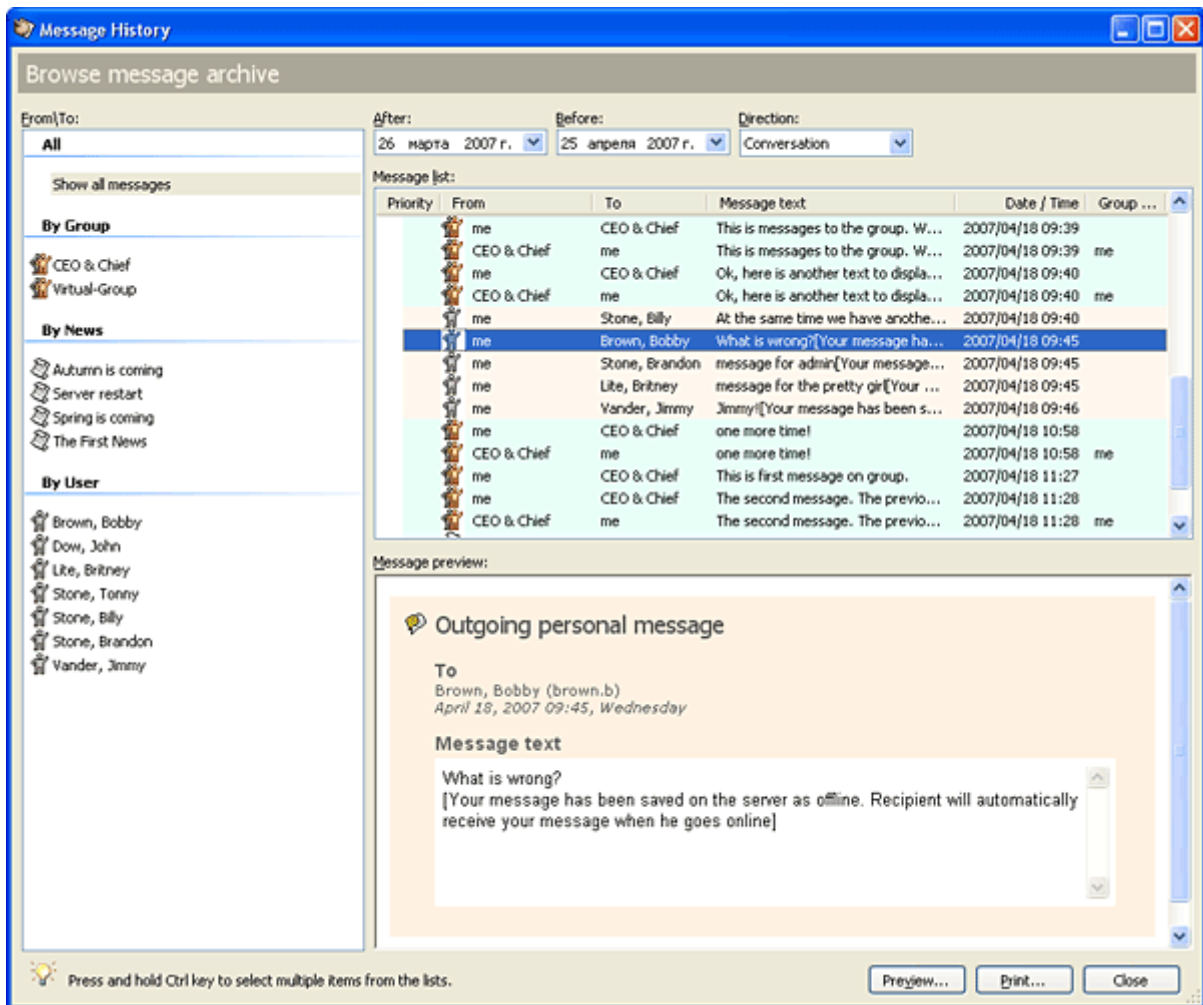
To remove message from your favorites list, deselect the same menu item or press again Favorite button on the toolbar.

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2.3.6 Message and Transfer History

Message and Transfer History is a log of all messages and files that were received by you.

To open Message and Transfer History dialog box click the  Message and Transfer History button on the toolbar or use Ctrl+H hotkey.



Browse messages and transfers archive

You can browse an archive and select messages and file transfers by user, group, and news, specify which type of data to display. Press and hold Ctrl key to select multiple items from the lists.

Available options

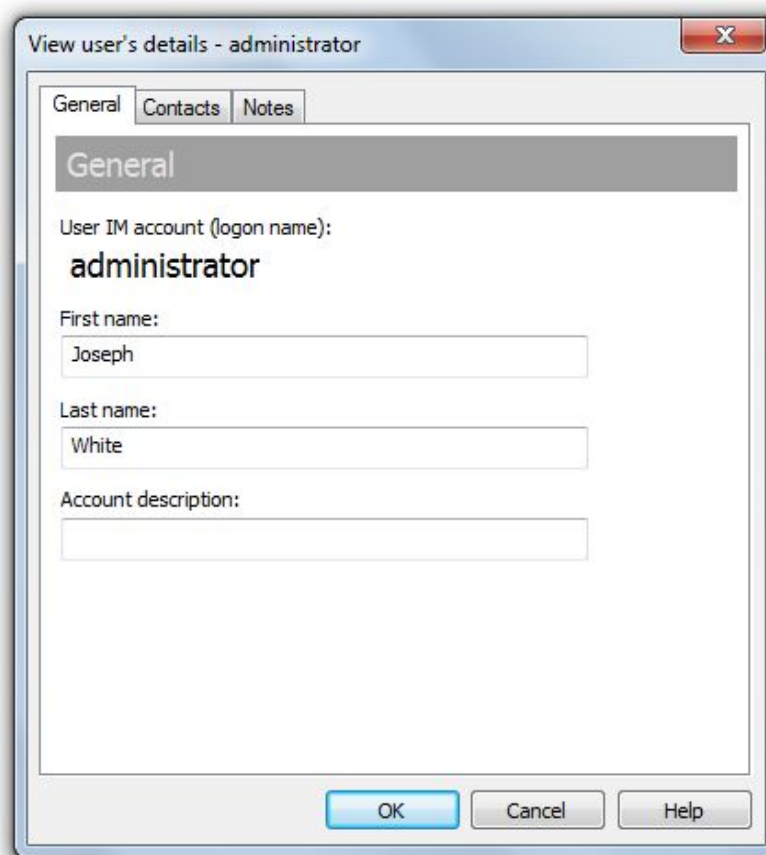
- "Preview..." – Print preview of currently selected messages and transfers displayed in the Preview view.
- "Print..." – Print currently selected data.

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2.3.7 View user's details

You may view user account information on other users on IM network. Account information is associated with user IM account and stored on IM server. You can modify your own information from the "Tools\My account..." menu. For more information on how to create and modify IM account information see the Create IM account topic.

User account information displays user's first and last names, department, title, contact phone and e-mail. That information is imported from Active Directory (LDAP) catalog when IM accounts on the server created via Active Directory Import Wizard.



You can quickly view account information on user by the following ways:

- Press F3 hotkey or select "Tools\View user's details..." menu
- Click on the user link and select "View user's details..." from the pop up menu

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2.3.8 Hotkeys


You can use keyboard shortcuts for many of the tasks that you perform in the Bopup Observer to help increase your efficiency.

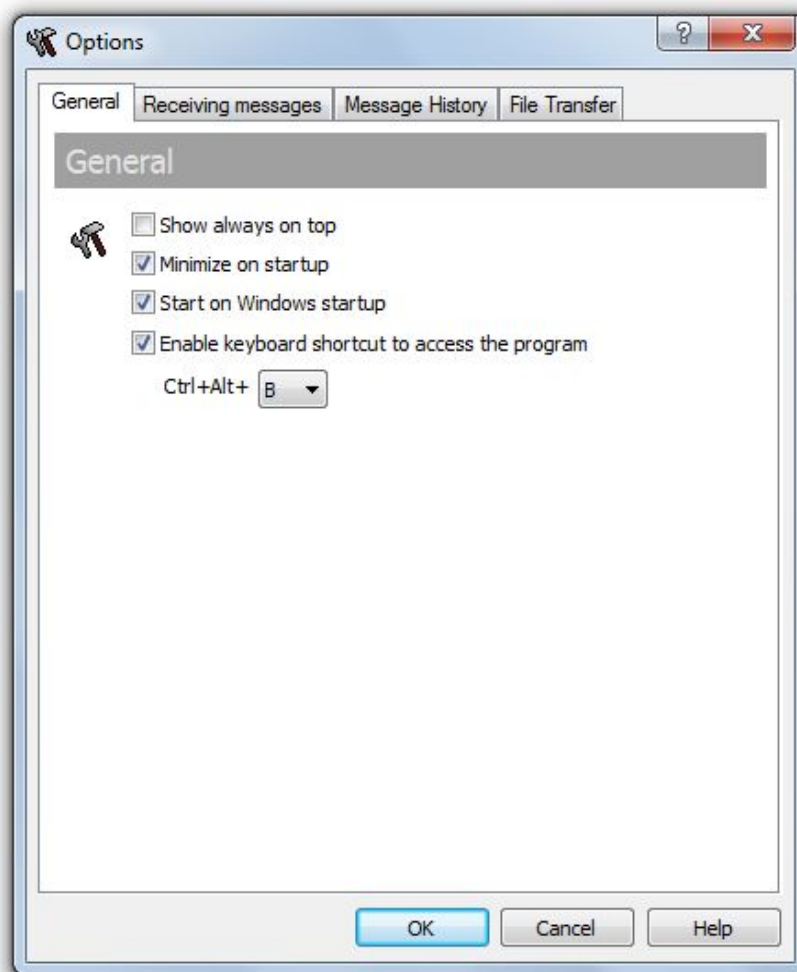
Keyboard shortcut	Action
Ctrl+P or Left Arrow	Pass on to a previous message
Ctrl+N or Right Arrow	Pass on to a next message
Delete	Delete current message
Shift+Delete	Delete all messages
F3	View user's details
Ctrl+F	Open receiving folder
Ctrl+M	My account details
Ctrl+O	Change the program settings
Ctrl+L	Enable log of Message and File Transfer History
Ctrl+H	View Message and Transfer History
F1	Contents help
ESC	Hide to System Tray

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2.4.1 General settings

The **General** tab of the options of Bopup Observer contains the following common settings of the program.

To open the options dialog box click  Options button on the toolbar or use Ctrl+O hotkey.




Available settings

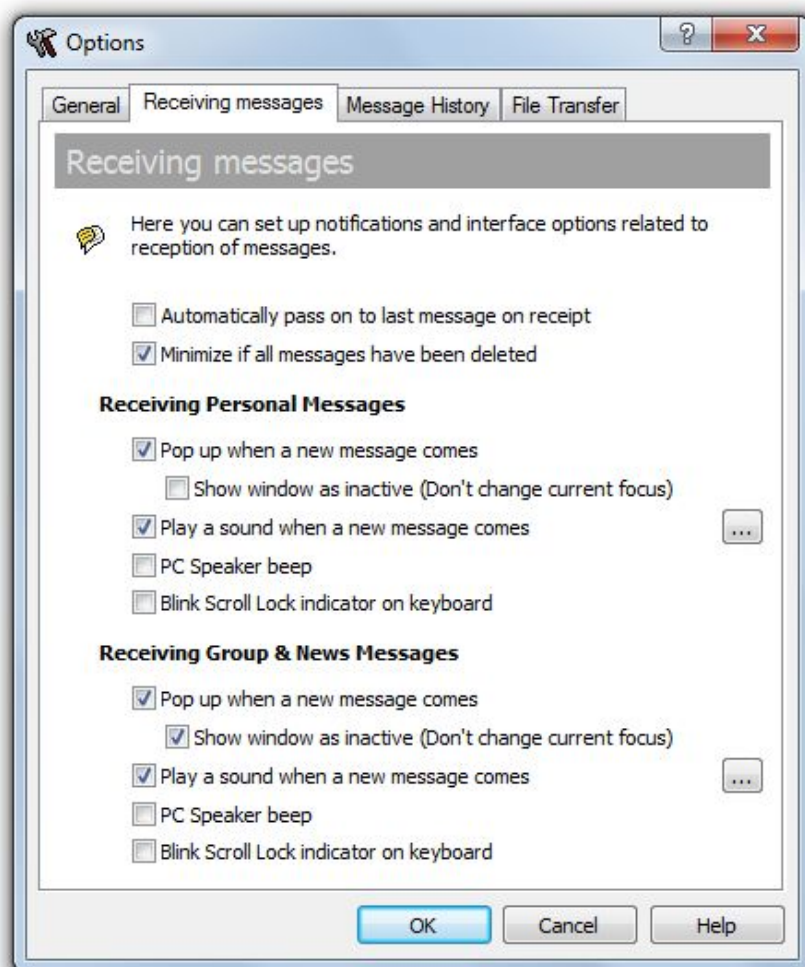
- "Show always on top" – Show all windows of the program above other windows on Desktop.
- "Minimize on startup" – Hide the program on startup and display its icon in System Tray.
- "Start on Windows startup" – Automatically run the program on Windows startup.
- "Enable keyboard shortcut to access the program" – This option enables selected keyboard shortcut, that is used to restore the program from System Tray.

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2.4.2 Receiving messages settings

The **Receiving messages** tab of the options window contains settings related to reception of instant messages. It contains two different sections for receiving personal instant messages sent privately and directly to the user and for receiving group and news messages.

To open the options dialog box click  Options button on the toolbar or use Ctrl+O hotkey.



Common settings

- "Automatically pass on to last message on receipt" – Automatically pass on to the message when it is received. This option is a very handy combined with the "Pop up when a new message is received" setting.
- "Minimize if all messages have been deleted" – Hide to System Tray area if a last or all messages have been deleted.

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Receiving Personal Messages

- "Pop up when a new message comes" – Automatically restore the program from System Tray on a reception a new personal message. This option is enabled by default and cannot be changed in the Confirmation Mode.
- "Show window as inactive (Don't change current focus)" – This option lets show Bopup Observer in inactive state when window automatically appears. It will be useful if user wants to view incoming personal message and save the focus on the window with which he is currently working.
- "Play a sound when a new message comes" – By default, Bopup Observer plays the "incoming.wav" located in the program's installation folder. But you may set up any other audio file. Click ... button, then go to the Sounds tab and select "Bopup Observer\Incoming message" item from the list.
- "PC Speaker beep" – Beep with PC speaker (if present) on a reception a new personal message.
- "Blink Scroll Lock indicator on keyboard" – Blink with Scroll Lock indicator on your keyboard on a reception a new personal message.


Receiving Group & News Messages

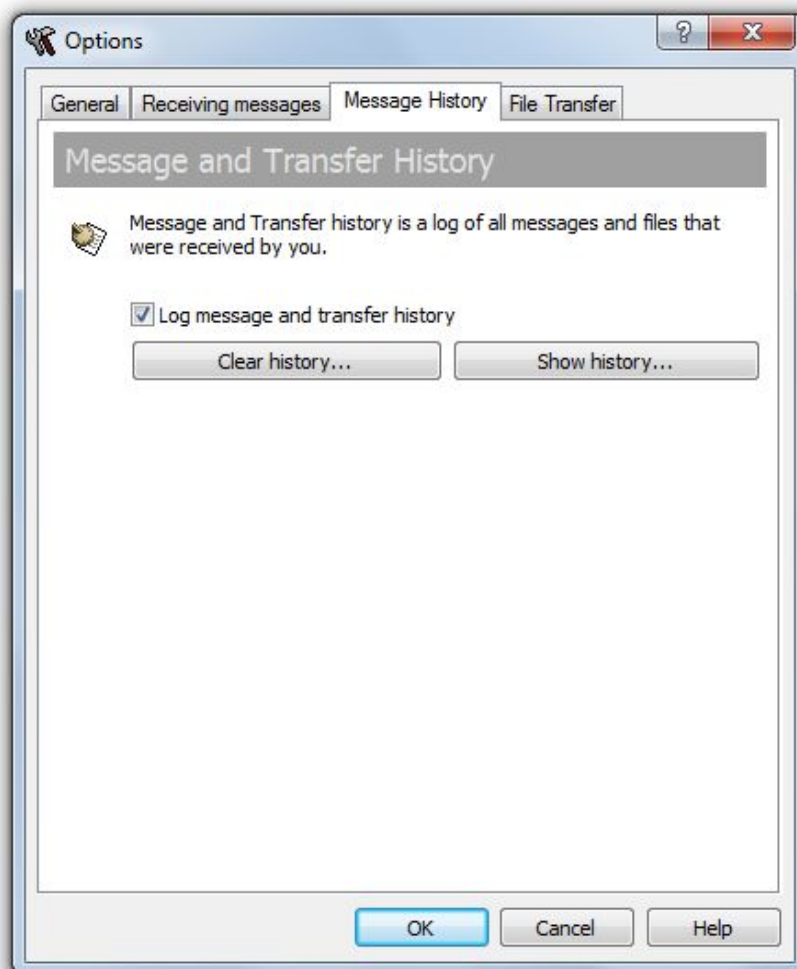
- "Pop up when a new message comes" – Automatically restore the program from System Tray on a reception a new group or news message. This option is enabled by default and cannot be changed in the Confirmation Mode.
- "Show window as inactive (Don't change current focus)" – This option lets show Bopup Observer in inactive state when window automatically appears. It will be useful if user wants to view incoming group or news message and save the focus on the window with which he is currently working.
- "Play a sound when a new message comes" – By default, Bopup Observer plays the "incoming.wav" located in the program's installation folder. But you may set up any other audio file. Click ... button, then go to the Sounds tab and select "Bopup Observer\Incoming group / news message" item from the list.
- "PC Speaker beep" – Beep with PC speaker (if present) on a reception a new group or news message.
- "Blink Scroll Lock indicator on keyboard" – Blink with Scroll Lock indicator on your keyboard on a reception a new group or news message.

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2.4.3 History settings

On this page you can enable a log of all messages and file transfers that were received by you and clear current Message and Transfer History.

To open the options dialog box click  Options button on the toolbar or use Ctrl+O hotkey.




Available settings

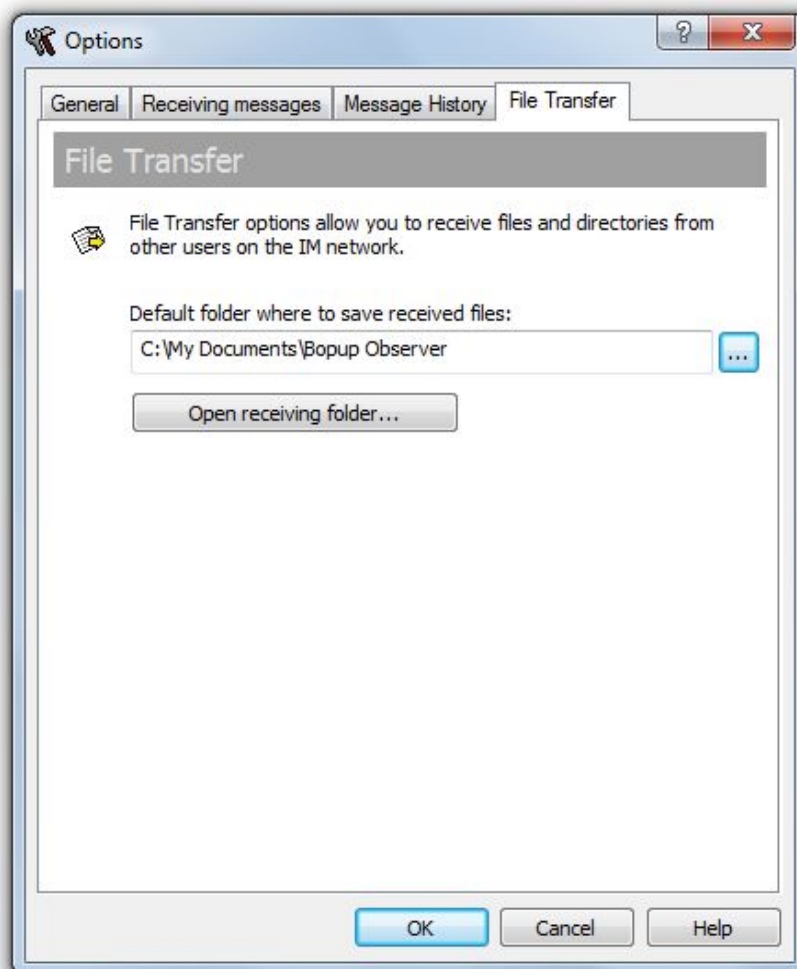
- "Log message and transfer history" – This option enables a log of all incoming messages and files.
- Clear history... – Delete current Message and Transfer History.
- Show history... – Display messages and file transfers log.

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2.4.4 Transfer settings

File Transfer options allows you to exchange files and directories with other users on the IM network. The ability to send and receive files and documents is configured and managed on the communication server.

To open the options dialog box click  Options button on the toolbar or use Ctrl+O hotkey.



You can configure and choose a directory where you want to save received files and folders. Click ... button to select a folder. By default, Bopup Observer stores all received transfers in your current "My Documents\Bopup Observer" folder by creating a new sub-folder in the YYYY-mm-dd format where the YYYY-mm-dd is a date of transfer.

Click Open receiving folder... button to browse the default directory with received files and documents.

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2.4.5 Advanced settings

This section describes advanced options that can be applied to the program. These options are set manually.

1. How to set up default program settings that applied to all users on the same computer?

To set up and apply common messenger settings to all the users on a computer, create *observer.ini* file in `\Documents and Settings\All Users\Application Data\B Labs\Bopup Observer\` folder. Just copy existing settings file from user's directory `\Documents and Settings\<USER_NAME>\Application Data\B Labs\Bopup Observer\` named *observer.ini* and leave all the settings you need to apply as common.

Common settings displayed in the program as disabled items. Users cannot change these settings from the program.

About B Labs

Starting from 2000, B Labs deals with the development of software systems in the sphere of instant messaging and real-time communication. The aim of the company is to present efficient and innovative software solutions for the organization in terms of safe exchange of messages, data and documents transmitting between the users in local networks of small offices, companies of small and medium business as well as in large corporate and enterprise networks. Company success and more than 10-year-experience in this sphere is proved by the list of clients, which covers the companies from 35 countries of the world.

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