



OpenText RightFax 10.0
Administrative Utilities Guide

Edition

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Chapter 1

Administrative Utilities

The OpenText RightFax Administrative Utilities can be installed as part of the regular Setup for the RightFax Product Suite. During the installation process, select the Administrative Utilities feature located at the bottom of the features list.

For information on requirements and installation of a standard or custom version of RightFax, including components above and beyond the Administrative Utilities, refer to the *RightFax 10.0 Installation Guide*.

All of the RightFax administrative utilities are installed in the RightFax\AdmUtils folder or one of its subfolders on the RightFax server.

The RightFax SQL Database

RightFax stores all of its data, including information on faxes, users, and dialing rules in a SQL database (although fax images are stored separately as graphic files in the RightFax\Image folder). This database may be installed directly on the RightFax server, or can be installed on an existing SQL server. You select where the SQL database is to be installed when you install the RightFax server software.

The Microsoft SQL Server that is provided with RightFax includes all of the SQL functionality required by the RightFax software. However, this version of SQL does not include all of the tools and administrative capabilities that the full version does.

It is strongly recommended that you do not make any changes directly to the RightFax SQL database. A complete schema of the RightFax database can be viewed using SQL Administrator. An image of the schema is also available in the Docs folder on the RightFax installation DVD in the file RightFax Database Schema.pdf.

Retrieving Data from the Audits Table

When a user or group is added, modified, or deleted from Enterprise Fax Manager, a record appears in the Audits Table.

To retrieve data from the Audits Table, do the following:

1. Access the program you normally use to perform a SELECT query (for example, Microsoft Excel).
2. Using that program, establish a connection to the SQL Server that contains your RightFax database (whatever you named it when RightFax was installed. The default name is RightFax).
3. Using SQL query language:
USE RightFax (or whatever you named your database)

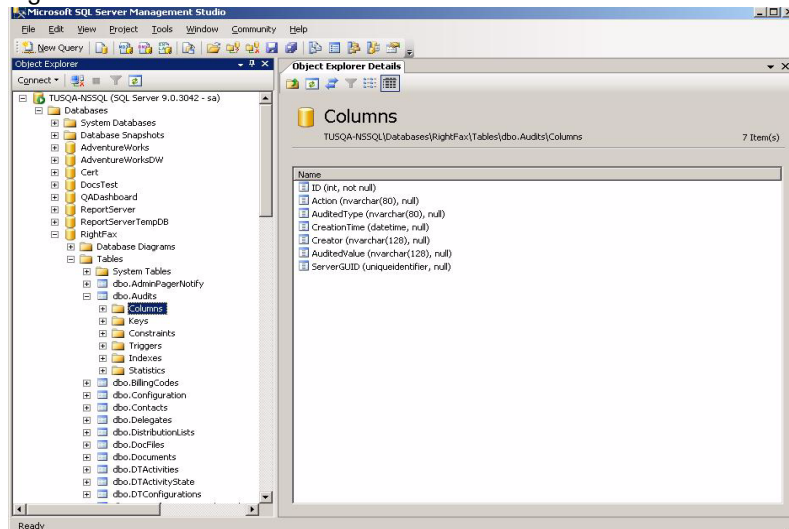
- Retrieve all of the rows and columns from the table by executing the following command:

```
SELECT * FROM dbo.Audits
```

Structure of the Audits Table

See the screen shot below for the structure of the Audits Table as viewed in SQL Server Management Studio:

Figure 1.1 The Structure of the Audits Table



Audits Table Columns

Here is a list of the Audits Table columns and their descriptions.

Table 1a Columns in the Audit Table and their Descriptions

Column	Description
ID	Unique identifier for each row, which increments sequentially
Action	The action performed on the user or group. Valid values are "Added", "Modified", or "Deleted".
AuditedType	The RightFax object on which the action was performed: "User" or "Group".
CreationTime	The date and time when the action was performed.
Creator	The RightFax UserID of the user performing the action.
AuditedValue	The ID of the RightFax object upon which the action was performed.
ServerGUID	The unique identifier of the RightFax server upon which the action was performed.

Using the RightFax Administrative Utilities

Table 1b The RightFax Administrative Utilities

Utility	Description
ChgUser.exe	Changes RightFax privileges and options for all users or groups of users at once (see “Running ChgUser.exe” on page 7).
DSender.exe	Uploads RightFax user IDs to the HP 9100C Digital Sender so that RightFax can apply users' specific fax transmission and notification options (see “Running DSender.exe” on page 10).
FaxAge.exe	Deletes faxes from RightFax users' mailboxes after a fixed interval (see “Purging Faxes from Users' Fax Mailboxes” on page 11).
FaxDump.exe	Outputs fax data in text format for import into other databases (see “Running FaxDump.exe” on page 12).
Enterprise Fax Reporter	Organizes and presents data from your RightFax database for reporting and billing purposes.
FaxStat.exe	Remotely monitors any RightFax server on the network (see “Running FaxStat.exe” on page 13).
ImpUser.exe	Imports users from a comma-delimited ASCII file (see “Running ImpUser.exe” on page 14).
ModUser.exe	Changes user settings for multiple RightFax users (see “Running ModUser.exe” on page 17).
ODBCSync.exe	Imports user, printer, and billing code information from an ODBC source (see “Running ODBCSync.exe” on page 18).
orphan.exe	

Table 1b The RightFax Administrative Utilities (Continued)

Utility	Description
PhnPrint.exe	Prints the published and private phonebook entries of one or more RightFax users (see “Running PhnPrint.exe” on page 19).
RFDiag.exe	Displays diagnostic information about the RightFax server (see “Running Server Diagnostics” on page 5).
ServSync.exe	Compares database objects on two RightFax servers. (see “Running ServSync.exe” on page 21).

Running ChgUser.exe

ChgUser.exe is a command line utility that changes RightFax permissions and options for multiple users at once. ChgUser.exe is located in the RightFax\AdmUtils folder on the RightFax server.

Syntax `chguser [options] [keywords]`

Table 1c ChgUser.exe Command Line Options

Option	Function
<code>-1number</code>	Specify default fax number for users
<code>-2number</code>	Specify default voice number for users
<code>-3</code>	Display a user list with ID, name, and routing code
<code>-4</code>	Reset all user names to match user IDs
<code>-6</code>	Display a tab-delimited user list with ID, name, routing code, and group ID

Table 1c ChgUser.exe Command Line Options (Continued)

Option	Function
-7option	Set auto-print options for users using the following: b = Print fax body c = Print fax cover sheet t = Print transmission history f = Print for failed faxes only s = Print for successful faxes only
-aprinterID	Specify the printer ID to which received faxes should be automatically printed
-bprinterID	Specify the printer ID to which sent faxes should be automatically printed
-cfile	Specify the cover sheet file (i.e. FCS.pcl) for users
-d	Turn on Debug mode
-fserver	Specify the name of RightFax server
-ggroupID	Name of group in which to place users. The group ID must already exist
-iDIDnum	Specify a routing code for the users
-luserID	User ID to log in to the RightFax server
-mVMSID	Specify a voice mail subscriber ID for the users

Table 1c ChgUser.exe Command Line Options (Continued)

Option	Function
-nsend,receive	Sets sent and received fax notifications. Separate send and receive values with a comma (i.e., -n0x80,0x00) Values for send are: 0x01 = Send "Info incomplete" message once 0x02 = Send "Info incomplete" message periodically 0x04 = Send "Sending..." message once only 0x08 = Send "Sending..." message periodically 0x10 = Send "Error, will be retried" messages 0x20 = Send "Successful send" messages 0x40 = Send "Error, will be aborted" messages 0x80 = Do not notify about faxes held for preview Values for receive are: 0x00 = Do not send messages for received faxes 0x01 = Send new fax message once only 0x02 = Send new fax message periodically To enable multiple notifications, add the values of all desired notification options. For example, to enable send options 0x01, 0x10, and 0x40, use the value 0x51.
-opassword	Password for the user ID used to log in to the RightFax server. To use NT authentication, leave this blank
-pprinterID	Specify the ID of the default printer for users

Table 1c ChgUser.exe Command Line Options (Continued)

Option	Function
-r <i>type</i>	Specify routing types for users using the following: RF = RightFax mailbox GW = GroupWise OCR = Optical Character Recognition CX = Telephony Server EXCH = MS Exchange NOTE = Notes XRT = RightFax Interconnect TRS = TRS NetComm Server SMTP = SMTP mail FILE = network folder Add "+" to the end of the routing type to delete the original file after routing (e.g., "-rSMTP+")
-s <i>format</i>	Fax file routing format using the following: PCX = PCX format DCX = DCX format G3 = TIFF-G3 format G4 = TIFF-G4 format PDF = PDF format GIF = GIF format
-t <i>protocol</i>	Force protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes s = SPX t = TCP/IP x = IPX
-u <i>userIDs</i>	Comma delimited list of users to change
-v	Display current values for users
-x	Delete the users specified with the -u command line option (required)

Table 1d ChgUser.exe Keywords

Keyword	Function
admin/ noadmin	Enables/disables administrative privileges
allowocr/ noallowocr	Enables/disables the permission to OCR faxes
archive/ noarchive	Enables/disables archiving of all sent faxes
auditstamprecv/ noauditstamprecv	Enables/disables the Stamp Pages of Received Faxes With Audit Stamp permission
autoforwardfax	Enables the autoforward feature to a fax machine. Use Noautoforward to disable the autoforward feature Note If this feature has never been enabled in the user configuration in Enterprise Fax Manager, no fax machine information will exist and this feature will not work
autoforwarduser	Enables the autoforward feature to a RightFax user. Use Noautoforward to disable the autoforward feature Note If this feature has never been enabled in the user configuration in Enterprise Fax Manager, no user ID information will exist and this feature will not work
autoprint/ noautoprint	Enables/disables automatic printing of received faxes. Use -7 and -A options to set printer ID and autoprint options
billcodeedit/ nobillcodeedit	Enables/disables changing of default billing code settings
billcodelookup/ nobillcodelookup	Enables/disables ability to select billing codes by ID

Table 1d ChgUser.exe Keywords (Continued)

Keyword	Function
bodyfine/ bodynormal	Sets resolution of fax body to fine or normal
bypassbillcodeverify/ nobypassbillcodeverify	Enables/disables permission to bypass billing code verification
coverfine/ covernormal	Sets resolution of fax cover sheet to fine or normal
coverpage/ nocoverpage	Enables/disables sending a cover page with every fax. Use -C option to set cover sheet file
defaultbc/ nodefaultbc	Enables/disables the Assign Default Billing Codes to Received Faxes permission
deleteaftersent/ deletealways/ deletenever	Specifies Autodelete setting for when to delete sent faxes from the FaxUtil mailbox
emptytrash/ noemptytrash	Enables/disables the user's option to automatically empty the use the Trash folder when exiting FaxUtil
highp/ nohighp	Enables/disables the availability of High Priority for user
noautoforward	Disables the autoforward feature
nontsecurity	Disables the Use NT authentication feature
protected/ unprotected	Sets user mailbox to protected (requires password) or unprotected (does not require password)
sautoprint/ nosautoprint	Enables/disables automatic printing of sent faxes. Use -7 and -B options to set printer ID and autoprint options

Table 1d ChgUser.exe Keywords (Continued)

Keyword	Function
smartresume/ nosmartresume	Enables/disables the Smart-Resume feature
usetrash/ nousetrash	Enables/disables the user's option to use the Trash folder when deleting faxes in FaxUtil



Note Unless you use the -u option to specify individual RightFax user IDs, ChgUser commands will be applied to all RightFax user IDs.

Example chguser -frfserver -v
 chguser -frfserver -ubob,fred noadmin
 chguser -frfserver2 -v -alaser4 autoprint

Running DSender.exe

DSender.exe is a command line utility that synchronizes user IDs between RightFax and an HP Digital Senders on your network. You can either import your RightFax user IDs to each Digital Sender or export the User IDs on each Digital Sender to RightFax (up to a maximum of 1,024 user IDs). The method you choose depends on

which system already contains the most comprehensive user ID list. DSender.exe is located in the RightFax\AdmUtils folder on the RightFax server.



Important User synchronization with DSender.exe is not dynamic. If new users are added, you will need to re-run the DSender.exe utility to synchronize the user lists.

Syntax `dsender -idigsender [-aaccount] -ppassword -ffaxserver [-userid] [-t{n|s|t}] [-1] [-s] [-z]`

Table 1e DSender.exe Command Line Options

Option	Function
<code>-idigsender</code>	Specifies the IP address of the Digital Sender.
<code>-aaccount</code>	The account name used to log on to the Digital Sender. Default account name is "ADMINISTRATOR".
<code>-ppassword</code>	The password for the account name used to log on to the Digital Sender.
<code>-ffaxserver</code>	The name of the RightFax server to synchronize.
<code>-userid</code>	Specifies the user ID to use as the model when creating new users (usually set to "DEFAULT").
<code>-tprotocol</code>	Force network protocol to specific type (rather than assigning automatically) using the following: n = Named pipes (default) s = SPX t = TCP/IP
<code>-1</code>	Copies user IDs from the HP Digital Sender to RightFax. The default setting is to copy user IDs from RightFax to the HP Digital Sender.
<code>-s</code>	Disallows synching of the ADMINISTRATOR account.
<code>-z</code>	Deletes existing unmatched users from the destination system.

Example `dsender -i38.2.54.156 -mpassword -frfserver -tt -z`

This example logs on to the Digital Sender at IP address 38.2.54.156 using the user name "administrator" and the password "joshua." It then copies the user IDs from the RightFax server "RFaxServ" to that Digital Sender using the TCP/IP protocol and leaves the "Administrator" user ID on the Digital Sender unchanged.

Purging Faxes from Users' Fax Mailboxes

RightFax includes a feature called automatic fax aging that you can use to delete fax images from users' fax mailboxes after a certain length of time. This can prevent older fax images from occupying too much hard drive space on your server. Automatic fax aging is only available if you have a RightFax Enterprise or Satellite server. This feature is configured separately for each group. Individual users can be excluded from automatic fax aging by checking the **Excluded from Group Fax Aging** permission in their RightFax user profiles.

RightFax also includes a command line utility, FaxAge.exe, that purges fax records from users' mailboxes. FaxAge.exe is located in the RightFax\AdmUtils folder on the RightFax server.



Important The fax server must be running when executing this utility.

Syntax `faxage -fserver -auserID -ofile [-dvalue] [-emm/dd/yyyy] [-llevel] [-ppassword] [-q] [-smm/dd/yyyy] [-t{n|s|t|x}] [-uuserIDs] [-wfolder] [-y] [-z]`

Table 1f FaxAge.exe Command Line Options

Option	Function
<code>-auserID</code>	The RightFax user ID to use when logging in to the RightFax server. A password can be required using the <code>-p</code> option.
<code>-dvalue</code>	Specifies which faxes should be deleted: 1 = only received faxes 2 = only sent faxes 3 = all faxes (default) 4 = only viewed or printed faxes 5 = only printed faxes 6 = only non-approved faxes 7 = only approved faxes
<code>-emm/dd/yyyy</code>	Specifies the ending date of the date range to delete. This can also be specified as a day offset, i.e, <code>-e-30</code> (default is 12/31/2010). Note You must use the 4-digit year format or the date may be read incorrectly.
<code>-fserver</code>	Specifies the name of RightFax server.
<code>-llevel</code>	Information level 0 or 1 (default is 0).
<code>-ofile</code>	Output file listing all deleted faxes. If the file already exists, the new file list will be appended to the end.

Table 1f FaxAge.exe Command Line Options (Continued)

Option	Function
<code>-ppassword</code>	The RightFax password for the user ID specified with the <code>-a</code> option. To use NT authentication, leave this option blank.
<code>-q</code>	Prints a table containing field definitions for information levels. This options overrides all other options and causes the program to do nothing else.
<code>-smm/dd/yyyy</code>	Specifies the starting date of the date range to delete. This can also be specified as a day offset, i.e, <code>-s-30</code> (default is 01/01/1980). Note You must use the 4-digit year format or the date may be read incorrectly.
<code>-tprotocol</code>	Forces protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes (default) s = SPX t = TCP/IP x = IPX
<code>-uuserIDs</code>	Comma delimited list of users (default is all users).
<code>-wfolder</code>	Name of folder in which to restrict the deletions (default is all folders).
<code>-y</code>	Skips any verification questions.
<code>-z</code>	Without this parameter, no deletions will occur.

Example `faxage -frfserver -aadministrator -odump.out -d2 -s01/01/2004 -z`

Running FaxDump.exe

FaxDump.exe is a command line utility that outputs ASCII text files of fax data that you can import into other databases to produce reports. The text file prints one complete fax record per line. Quotes surround string data, and all fields are separated by commas (this

can be customized using the `-d` option). FaxDump can report eight levels of information. For definitions of the fields included in each fax record for each of these information levels, see [Appendix A, "FaxDump.exe Data Fields"](#). FaxDump.exe is located in the RightFax\AdmUtils folder on the RightFax server.

Syntax `faxdump -fserver -auserID -ofile {-ggroupID|-userID} [-1] [-dascii] [-emm/dd/yyyy] [-h] [-i{s|f|a}] [-llevel] [-ppassword] [-q] [-smm/dd/yyyy] [-t{n|s|t|x}]`

Table 1g FaxDump.exe Command Line Options

Option	Function
<code>-1</code>	Fields that contain a delimiter (see the <code>-d</code> option) will not include quotation marks.
<code>-auserID</code>	The RightFax user ID to use when logging in to the RightFax server. A password can be required using the <code>-p</code> option.
<code>-dASCII</code>	The ASCII value (in decimal) of the character to use as a delimiter for FaxDump output. By default, this is set to comma (ASCII 44).
<code>-emm/dd/yyyy</code>	The ending date of the date range to report on. This can be specified as a day offset, i.e., <code>-e-30</code> (default is 12/31/2010).
<code>-fserver</code>	The name of RightFax server that contains the fax information to output.
<code>-ggroupID</code>	The RightFax group ID for a group of users on which to report.
<code>-h</code>	Prints field headers in the first line of the output file.
<code>-ioption</code>	Ignores faxes of the specified type using one of the following options: s = Ignore successfully transmitted faxes f = Ignore failed faxes a = Ignore all failed fax history records

Table 1g FaxDump.exe Command Line Options (Continued)

Option	Function
<code>-llevel</code>	Information level 0–7 (default is 0). See Appendix A, "FaxDump.exe Data Fields" for details on the available information levels.
<code>-ofile</code>	Name of the ASCII file to output.
<code>-ppassword</code>	The RightFax password for the user ID specified with the <code>-a</code> option. To use NT authentication, leave this option blank.
<code>-q</code>	Prints a table containing the definitions of the fields in each information level. If you select this option, any other specified options will be ignored.
<code>-smm/dd/yyyy</code>	The starting date of the date range to report on. This can also be specified as a day offset, i.e., <code>-S-30</code> (default is 01/01/1980).
<code>-tprotocol</code>	Force the protocol used to communicate with the RightFax server to a specific type (rather than assigning automatically) using the following: n = Named pipes (default) s = SPX t = TCP/IP x = IPX
<code>-userIDs</code>	Comma delimited list of users to include (default is all users).

Example `faxdump -frfserver -aadministrator -odump.out -l2 -s01/01/2002 -e01/31/2004`

Running FaxStat.exe

FaxStat.exe is a Windows-based utility that monitors the fax database, BoardServer, server status, WorkServer, e-mail gateways, and RPC server status on any RightFax server. FaxStat.exe is located in the RightFax\AdmUtils folder on the RightFax server.

Running ImpUser.exe

ImpUser.exe is a command line utility that imports users into RightFax from a comma-delimited ASCII file. ImpUser.exe is located in the RightFax\AdmUtils folder on the RightFax server.

To import user IDs from a file, you must create a comma-delimited ASCII file containing all of the user records to import. Each individual user record must appear on a separate line and must contain 22 fields. The following table lists each of these fields in the order the fields must appear (use quotation marks around any field that contains an embedded comma).

Table 1h ImpUser.exe Import File Required Fields

Field	Maximum length	Description
User ID	21	Unique RightFax user ID (If a user with this ID already exists, the existing user will be changed)
User name	29	Descriptive user name
Password	11	Password used to access FaxUtil and administrative functions
Group	21	The user's group ID. The group must already exist
Routing code	7	Unique routing code for the user
Cover sheet	12	File name (no path) of default cover sheet file in RightFax\FCS folder. The file name must end with .pcl. Leave blank to use group's default cover sheet
Permissions flags	31	Characters that specify assigned user permissions (see "Table 1i: ImpUser.exe Import File Permissions Flags" on page 15)

Table 1h ImpUser.exe Import File Required Fields (Continued)

Field	Maximum length	Description
Notification type	2	Notification type for received faxes: 0 = Use group's type 1–9 = Custom type 12 = GroupWise 14 = CallXpress 16 = Notes 17 = Exchange 18 = SMTP
Routing info	99	Routing information formatted as <i>Type:Info</i> or <i>+Type:Info</i> where <i>Type</i> must be one of the following: RF, CC, MS, FILE, OCR, GW, NOTES, RFIC, TRS, CX3, or EXCH; and where <i>Info</i> is the address for the specified type. <i>+Type:Info</i> is identical but enables the Delete After Routing option
Routing format	7	File format to use when routing. Must be one of the following: PCX, DCX, TIFF-G3, or TIFF-G4
Subscriber ID	7	Voice mail subscriber ID, if telephony system routing is enabled
From name	59	Default 'From Name' for cover sheet
From phone	31	Default 'From Voice Number' for cover sheet
DID fax num	31	Default 'DID Fax Number' for cover sheet
General fax	31	Default 'General Fax Number' for cover sheet

Table 1h ImpUser.exe Import File Required Fields (Continued)

Field	Maximum length	Description
Operator num	31	Default 'Operator Voice Number' for cover sheet
Distinguished name	79	The Microsoft Exchange distinguished name, used to confirm accurate RightFax/Exchange user synchronization
Default billing code 1	15	Default Billing Code 1 setting
Default billing code 2	15	Default Billing Code 2 setting
Pager notify	99	User pager notification formatted as <i>Service:PagerID</i> where <i>Service</i> is one of the defined pager services on the fax server, and <i>PagerID</i> is the pager number
Pager alert	99	Administrator pager notification formatted as <i>Service:PagerID</i> where <i>Service</i> is one of the defined pager services on the fax server, and <i>PagerID</i> is the pager number
Pager flags	31	Characters that specify pager notification events (see "Table 1j: Impuser.exe Import File Pager Flags" on page 16)
Email	255	The reply-to email address of the user.

The following table lists user permission flags that can be used in the import file. A plus (+) or minus (-) sign must follow each character to indicate whether to add or remove the permission.

Table 1i ImpUser.exe Import File Permissions Flags

Flag	Function
a±	Administrative access
b±	Bypass billing code verification
c±	Can change cover sheet
d±	Disallow fax deleting
f±	Can add/update forms
h±	Can use high priority
i±	Cannot search billing codes
l±	Can add/update library documents
m±	Must have password
o±	Can OCR faxes
r±	Can run reports
s±	Sent fax archiving
u±	Unprotected mailbox
v±	View first page only
p±	Administrator can bypass privacy restrictions.

The following table lists pager flags that can be used in the import file. A plus (+) or minus (-) sign must follow each character to indicate whether to add or remove the alert.

Table 1j Impuser.exe Import File Pager Flags

Flag	Function
a±	All BoardServer services down
b±	BoardServer service down
c±	Critically low disk space
e±	Server Event Queue full
h± <i>interval</i>	Periodic server heartbeat. Specify heartbeat interval in minutes
i±	Server improperly started
l±	Low disk space
n±	New fax received
o±	Outbound fax has been abandoned
p±	Probable line failure
q± <i>faxes-pages</i>	Send queue too deep. Specify fax and page maximum depths

After you have created the ASCII file to import, run the ImpUser.exe command line utility.



Important The fax server must be running when executing this utility.

Syntax `impuser -ffaxserver -uuserID -ppassword -isourcefile -nsource [-dtemplateID] [-ggroupname] [-ooutputfile] [-r][-tprotocol] [-1]`

Table 1k ImpUser.exe Command Line Options

Option	Function
- <i>dtemplateID</i>	Specifies the RightFax user ID to use as a template for imported users' settings. If not specified, uses the Default RightFax user ID.
- <i>ffaxserver</i>	Specifies the name of a fax server to import to.
- <i>ggroupname</i>	Specifies the name of a Windows NT group from which to import. If not specified, imports all users in the domain.
- <i>isourcefile</i>	Specifies the name of the file to import.
- <i>nsource</i>	Specifies the name of the Windows NT server to import the Windows NT domain accounts from.
- <i>ooutputfile</i>	Outputs the user list to a file rather than importing directly to RightFax. This file can then be edited and re-imported.
- <i>ppassword</i>	The RightFax password for the user ID specified with the -u option. To use NT authentication, leave this option blank.
- <i>tprotocol</i>	Forces protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes s = SPX t = TCP/IP

Table 1k ImpUser.exe Command Line Options (Continued)

Option	Function
-uuserID	The RightFax user ID to use when logging in to the RightFax server. A password can be required using the -p option.
-i	Imports from an Omtool Userdb.dat file.

Example `impuser -frfserver -ujanedoe -ppassword -iuserfile.txt -nsourceserver -tt`

When you execute this command, users from the specified ASCII file will be imported as fax users. If an imported user ID already exists, that user's record will be updated based on the data from the file. If a user ID does not already exist, it will be added.

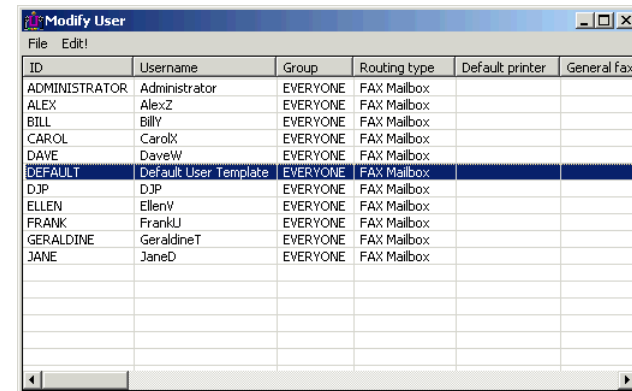
Running ModUser.exe

ModUser.exe is a Windows-based utility available only with RightFax Enterprise servers that changes RightFax permissions and options for multiple users at once. You must have RightFax administrative privileges to run ModUser.exe. ModUser.exe can be run from any workstation on your network; however, if you will be using ModUser's Windows NT user import function, you must be at a computer running Windows NT 4.0, Windows 2000, or Windows XP. ModUser.exe is located in the RightFax\AdmUtils folder on the RightFax server.

Once it is installed, you can run ModUser.exe by selecting the **Captaris Modify User** option in the **Programs** list in the Windows **Start** menu. When prompted for a server name, enter the name of the RightFax server you want to modify, and then click **Next**.

Choose the network protocol for the server and click **Next**. Finally, enter your RightFax administrator user ID and password, and then click **Finish**. The **Modify User** window opens.

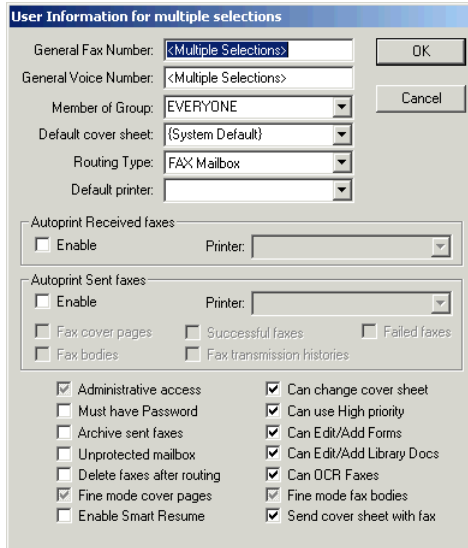
Figure 1.2 The Modify User Dialog Box



This window lists each RightFax user on the server you selected. To make global changes that will affect a group of selected users, select the users you want by clicking the user IDs while holding

down either the SHIFT or CTRL key. When you have selected the users to edit, click **Edit** in the menu bar. The **User Information for Multiple Selections** dialog box opens.

Figure 1.3 The User Information for Multiple Selections Dialog Box



For each option, a black check mark indicates that the option is enabled for all selected users, a gray check mark indicates that the option is enabled for some users, and if there is no check mark, the option is disabled for all users.

When you have made the changes you want, click **OK** to return to the **Modify User** dialog box. Asterisks (*) appear next the users names to indicate that they have unsaved changes. You will be prompted to save all your changes when you close the **Modify User** dialog box. To immediately apply changes without quitting, select **Save Changes** from the **File** menu.

Running ODBCSync.exe

ODBCSync.exe is a command line utility that imports RightFax users, printers, and billing codes from an ODBC source. ODBCSync.exe uses a configuration file that you create to map ODBC fields to RightFax. ODBCSync.exe, a sample configuration file called ODBCdemo.ini, and a text file that documents the configuration file called ODBCSync.txt are all included in the RightFax\AdmUtils folder on the RightFax server.

Syntax `odbsync -ffaxserver [-o] [-t{n|s|t}]`

Table 11 ODBCSync.exe Command Line Options

Option	Function
<code>-ffaxserver</code>	Specifies the name of a fax server to update.
<code>-o</code>	Overwrite any records that already exist on the server.
<code>-tprotocol</code>	Forces protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes s = SPX t = TCP/IP

Example `odbsync -frfserver -tt -o ODBCImport.ini`

Running Orphan.exe

Orphan.exe searches the RightFax server for fax image files that do not have any references in the RightFax database. The image files are called "orphans" because RightFax has no record of their existence and cannot access them. Using Orphan.exe, orphan image files can be deleted from the server, or their records can be restored in the RightFax database.

Orphan.exe is located in the RightFax\Database folder on the RightFax server. The fax server must not be running when executing this utility.

Syntax `orphan -fcomputer -ipath -uuserID [-a] [-n] [-z]`

Table 1m Orphan.exe Command Line Options

Option	Function
-n	Do not prompt.
-ipath	Specifies the path to the IMAGE files. (e.g. -iC:\RIGHTFAX\IMAGE).
-f	The fax server to connect to.
-z	Actually erase files.
-a	Recovers files to the -u option.
-l	Login UserID for logging in to the fax server. You will be prompted for a password.
-d	Debug output (show all files being processed).
-u (only used with the -a option)	The UserID to recover the files into.

Example `orphan -fjanesccomputer -ic:\program files\rightfax\image -ujanedoe -a`

Running PhnPrint.exe

PhnPrint.exe is a command line utility that prints the published and private phonebook entries of one or more RightFax users to a file or printer. PhnPrint.exe is included in the RightFax\AdmUtils folder on the RightFax server.



Important *The fax server must be running when executing this utility.*

Syntax `phnprint -fserver -uuserIDs -ofile [-g{0|1}] [-lformat] [-ppasswords] [-q] [-t{n|t|s|x}]`

Table 1n PhnPrint.exe Command Line Options

Option	Function
-fserver	Specify the name of RightFax server that contains the users whose phonebooks you want to print.
-goption	Optionally print phonebook groups from the specified users' phonebooks. Specify option 0 or 1 where: 0 = Include phonebook groups 1 = Do not include phonebook groups (default)
-lformat	Output format 0, 1, 2, or 3 where: 0 = Multi-line format, designed to be printed for reference (default) 1 = Space-delimited format 2 = Comma-delimited format 3 = Tab-delimited format
-ofile	Output file listing phonebook entries for all specified users
-ppassword	Comma delimited list of passwords for specified users
-q	Lists the field definitions for all of the output formats. This option overrides all other options

Table 1n PhnPrint.exe Command Line Options (Continued)

Option	Function
<code>-tprotocol</code>	Force protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes (default) s = SPX t = TCP/IP x = IPX
<code>-uuserIDs</code>	Comma delimited list of users whose phonebooks you want to print

Example `phnprint -frfserver -ujaned,johns -odump.out
-psecret,password -g0 -l1`



Note Because the last two lines in all of the output formats list the total number of entries, attempting to directly re-import the phonebook into RightFax will fail. To import the file back into RightFax, you must manually edit the file and delete the entry-count lines. The level 0 output format is designed for reference and cannot be used for importing phonebook entries from a file. When creating a file that will be imported back into RightFax, you must select output level 1 or 3.

Running Server Diagnostics

RightFax includes a command line diagnostic utility, RFDiag.exe, that displays information about the RightFax server on which RFDiag.exe is run. RFDiag.exe is included in the RightFax\AdmUtils folder on the RightFax server.



Important The fax server must be running when executing this utility.

Syntax `rfdiag options`

Table 1o RFDiag.exe Command Line Options

Option	Function
<code>-all</code>	Display all available configuration information.
<code>-app</code>	Display information about your Microsoft Office, Microsoft Exchange, and Lotus Notes applications, if any.
<code>-brd</code>	Display BoardServer configuration.
<code>-dev</code>	Display installed devices.
<code>-dir</code>	Display a summary of the contents of the RightFax subfolders.
<code>-dir0</code>	List files in the RightFax folder.
<code>-dir1</code>	List files in the RightFax\Bin folder.
<code>-dir2</code>	List files in the RightFax\Image folder.
<code>-dir3</code>	List files in the RightFax\Database folder.
<code>-dir4</code>	List files in the RightFax\Outgoing folder.
<code>-dir5</code>	List files in the RightFax\BFT folder.
<code>-dir6</code>	List files in the RightFax\FCS folder.
<code>-dir7</code>	List files in the RightFax\Sig folder.
<code>-dir8</code>	List files in the RightFax\Papers folder.
<code>-dir9</code>	List files in the RightFax\Boardsrv folder.

Table 1o RFDiag.exe Command Line Options (Continued)

Option	Function
-hw	Display fax hardware configuration.
-net	Display network configuration.
-srv	Display fax server configuration.
-svc	Display installed services.
-sys	Display information about the fax server system configuration.

Example rfdiag -all -dir3

Running ServSync.exe

ServSync.exe is a command line utility that compares one or more categories of information between two RightFax servers. ServSync.exe is included in the RightFax\AdmUtils folder on the RightFax server.



Important *The fax server must be running when executing this utility.*

Syntax `servsync -auserID server1[:{n|s|t}] [server2[:{n|s|t}]]
-c{b|f|g|p|u|*} [-spassword] [-v]`

Table 1p ServSync.exe Command Line Options

Option	Function
-auserID	The user ID to use to log in to the RightFax server.
-spassword	Password for the user ID used to log in to the RightFax server. To use NT authentication, leave this option blank.
-categories	Categories of information to be compared using the following: b = Billing codes f = Forms g = Groups p = Printers u = Users * = All categories
;protocol	The network protocol to use to communicate to each of the RightFax servers using the following: n = Named Pipes (default) s = SPX t = TCP/IP
-v	Verbose output. This option gives you the most comprehensive comparison.

Example `servsync rfserver:t -administrator -spassword -c* -v`

Chapter 2

Enterprise Fax Reporter

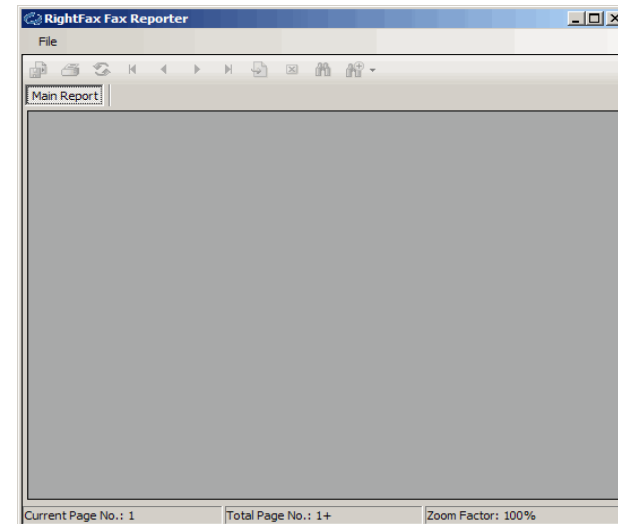
The RightFax database stores detailed information about each sent and received fax. The RightFax Enterprise Fax Reporter administrative utility organizes and presents this information for reporting and billing.

Fax Reporter can be run from the RightFax server or from a client workstation.

Running RightFax Enterprise Fax Reporter

To run RightFax Enterprise Fax Reporter, select **Start > Programs (or All Programs) > Captaris > RightFax Enterprise Fax Reporter**. The **RightFax Fax Reporter** program opens.

Figure 2.1 The RightFax Fax Reporter



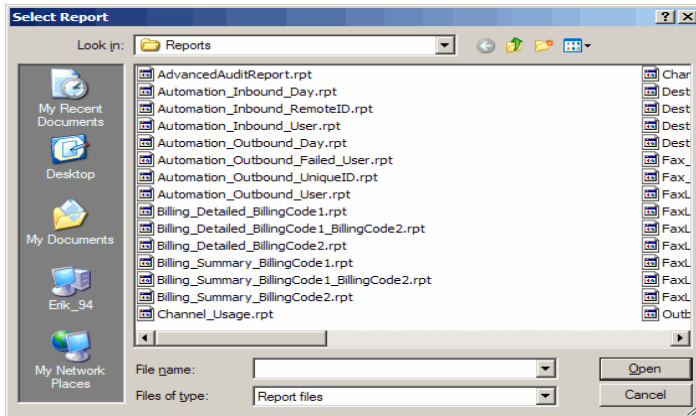
Note Although any user can run RightFax Enterprise Fax Reporter, the user must be granted the **Can Run Reports** permission in his or her RightFax user profile in order to access report data from the specified server.

Opening Reports

To open a report, do the following:

1. Click **File > Open Report**. The **Select Report** dialog box opens.

Figure 2.2 The Select Report Dialog Box



2. Use any of the following ways to open a report:

- Highlight a report, and click **Open**.
- Double-click a report.
- Right-click a report, and choose **Select**.

The **RightFax SQL Server** dialog box opens.

3. Enter the following information to log in:

- The name of your SQL Server, followed by **\Rightfax**.
- Your Authentication type (SQL Server or Windows Authentication). *If you choose Windows Authentication, the User ID, Password, and Remember Password checkbox will be disabled because Windows provides this information.*



Note Windows Authentication should be used only if your company uses Windows Authentication to synchronize your RightFax and SQL Server passwords with Windows. The ID used to create the reports must have at least datareader SQL server permission in order to generate RightFax reports.

- Your SQL Server User ID and Password.
- The name of your RightFax Database.
- Check the box to Remember Password, if applicable.

4. Enter the required parameter values, such as Date Range. For some reports, other parameter values will also need to be defined.

Figure 2.3 Enter Parameter Values

Printing a Fax Report

After you have opened a fax report, you can choose to print it.

1. To print the report, click on the **Print** icon.
2. Depending on the type of report you select, an **Enter Parameter Values** dialog box may open. The dialog box may look different depending on the parameters for the specific report.
3. Enter parameters for your report, and click **OK**.



Note You can use the standard wildcards * and ? to define a user set. The * character represents any number of characters. The ? character represents any single character. The * character entered in this box by default will run the report on all users.

Exporting Report Information to Another File Format

Follow these steps to export fax report information to a specific file format:

1. Open a report in Enterprise Fax Reporter.
2. Click Export Report.
3. Choose the report you wish to export, and choose a location, and a format from the **Save as type** drop-down box.
4. Click **Save**.



Note: Saved reports will be stored in C:\Program Files\RightFax\Admin_Utills\Reports. Reports created and saved using RightFax 9.4 or earlier are stored in C:\Program Files\RightFax\AdminUtils_SavedReports but cannot be opened by RightFax 10 systems.

Available Fax Reports

With Enterprise Fax Reporter, you can generate any of the following reports.

“AdvancedAuditReport.rpt”

“Automation_Inbound_Day.rpt”

“Automation_Inbound_RemotelD.rpt”

“Automation_Inbound_User.rpt”

“Automation_Outbound_Day.rpt”

“Automation_Outbound_Failed_User.rpt”

“Automation_Outbound_UniquelD.rpt”

“Automation_Outbound_User.rpt”

“Billing_Detailed_BillingCode1.rpt”

“Billing_Detailed_BillingCode1_BillingCode2.rpt”

“Billing_Detailed_BillingCode2.rpt”

“Billing_Summary_BillingCode1.rpt”
 “Billing_Summary_BillingCode1_BillingCode2.rpt”
 “Billing_Summary_BillingCode2.rpt”
 “Channel_Usage.rpt”
 “Channel_Usage_Summary.rpt”
 “Destination_FaxNumber.rpt”
 “Destination_RemoteID.rpt”
 “Destination_ToCompany.rpt”
 “Destination_ToName.rpt”
 “Fax_Printing_Group.rpt”
 “Fax_Printing_User.rpt”
 “FaxLists_Detailed_AllFaxes.rpt”
 “FaxLists_Detailed_CompletedFaxes.rpt”
 “FaxLists_Summary_AllFaxes.rpt”
 “FaxLists_Summary_CompletedFaxes.rpt”
 “FaxLists_Summary_HumanRoutedReceived.rpt”
 “FaxLists_Summary_HumanRoutedReceived_SubReport_ReceivedCount.rpt”
 “FaxLists_Summary_HumanRoutedReceived_SubReport_ReceivedEdcCount.rpt”
 “Outbound_Activity_Users.rpt”
 “Outbound_Completed_Activity_Users.rpt”
 “Time_of_Day_Usage.rpt”
 “Usage_Inbound_TransmissionTime.rpt”
 “Usage_Inbound_Users.rpt”
 “Usage_Outbound_TransmissionTime.rpt”
 “Usage_Outbound_Users.rpt”

“Usage_Top_10_Inbound_TransmissionTime.rpt”
 “Usage_Top_10_Inbound_Users.rpt”
 “Usage_Top_10_Outbound_TransmissionTime.rpt”
 “Usage_Top_10_Outbound_Users.rpt”

AdvancedAuditReport.rpt

Report Title: Audit Activity

This report shows an audit trail of additions, deletions, and modifications to Group and User accounts. For each change, the report shows:

- Date/Time of the action
- Name of the user performing the action
- Action taken (Added, Deleted, or Modified)
- Type of object modified (User or Group)
- Name of object modified (User or Group name)

Valid parameters are:

DateRange; Search User (String, Wildcard); Audited Action (String, Wildcard); Audited Action Type (String, Wildcard); Audited Value (String, Wildcard)

Automation_Inbound_Day.rpt

Report Title: Received Fax Report Inbound Faxes by Day

For each day, the report shows:

- RightFax user ID.
- Date and time the fax was received.
- Status of the fax (viewed or printed).
- DID number that the fax was sent to.
- Name or telephone number of the sending fax machine (remote ID).
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.

For the day, the report shows the total pages received. For all users, the report shows the overall total pages received during the reporting period.

The only parameter required for this report is the DateRange.

Automation_Inbound_RemoteID.rpt

Report Title: Received Fax Report Inbound Faxes by RemoteID

For each sending fax machine, the report shows:

- Name or telephone number of the sending fax machine (remote ID).
- RightFax user ID of the user who received the fax.
- Date and time the fax was received.
- Status of the fax (viewed or printed).
- DID number that the fax was sent to.
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.
- Overall total number of fax pages received by the user.

For each sending fax machine, the report shows the total pages received. For all received faxes, the report shows the overall total pages received.

The only parameter required for this report is the DateRange.

Automation_Inbound_User.rpt

Report Title: Received Fax Report Inbound Faxes by User

For each RightFax user ID, the report shows:

- Unique ID of the received fax, as assigned by the fax server.
- Date and time the fax was received.
- Status of the fax (viewed or printed).
- DID number that the fax was sent to.
- Name or telephone number of the sending fax machine (remote ID).
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.
- Overall total number of fax pages received by the user.

For all users, the report shows the overall total pages received.

The only parameter required for this report is the DateRange.

Automation_Outbound_Day.rpt

Report Title: Sent Fax Report Outbound Faxes by Day

For each day, the report shows:

- Unique ID of the sent fax, as assigned by the fax server.
- Date and time the fax was sent.
- Date and time the fax was transmitted.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.

For each user, the report shows the number of pages sent. The report also shows the overall total number of pages sent during the reporting period.

The only parameter required for this report is the DateRange.

Automation_Outbound_Failed_User.rpt

Report Title: Failed Fax Report Unsuccessful Outbound Faxes by User

For each sent fax that failed in transmission, the report shows:

- RightFax user ID of the person who attempted to send the fax.
- Unique ID of the fax, as assigned by the fax server.
- The initial date and time that the server attempted to send the fax.
- The final date and time that the server attempted to send the fax.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or phone number of the recipient fax machine (remote ID).
- Status of the fax transmission.
- Length of time of the attempted transmission.

For each user, the report shows the number of pages sent. The report also shows the overall total number of pages sent during the reporting period.

The only parameter required for this report is the DateRange.

Automation_Outbound_UniqueID.rpt

Report Title: Fax Report Outbound Faxes by Unique ID

For each sent fax, the report shows:

- Unique ID of the sent fax, as assigned by the fax server.
- Date and time the fax was sent.
- Date and time the fax was transmitted.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.

The report shows the overall total pages sent during the reporting period.

The only parameter required for this report is the DateRange.

Automation_Outbound_User.rpt

Report Title: Fax Report Outbound Faxes by User

For each RightFax user, the report shows:

- RightFax user ID of the person who sent the fax.
- Unique ID of the sent fax, as assigned by the fax server.
- Date and time the fax was sent.
- Date and time the fax was received by the recipient.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.

For each user, the report shows the number of pages sent. The report also shows the overall total number of pages sent during the reporting period.

The only parameter required for this report is the DateRange.

Billing_Detailed_BillingCode1.rpt

Report Title: Detailed Billing Report - BillingCode1 Outbound Faxes Only

RightFax supports the use of two billing codes for each faxed document. These are referred to as "Billing Code 1" and "Billing Code 2," or you can assign unique names to the fields.

The detailed report lists faxes sorted by billing code 1. For each fax, the report shows:

- Date the fax was sent.
- Number of pages in the fax.
- Name of the recipient.
- Fax number of the recipient.
- Caller Subscriber Identification (CSID) from the recipient fax machine.
- RightFax user ID of the person who sent the fax.

For all faxes, the report shows the overall total pages sent.

The only parameter required for this report is the DateRange.

Billing_Detailed_BillingCode1_BillingCode2.rpt

Report Title: Detailed Billing Report - BillingCode 1 and Billing Code 2 Outbound Faxes Only

RightFax supports the use of two billing codes for each faxed document. These are referred to as “Billing Code 1” and “Billing Code 2,” or you can assign unique names to the fields.

The detailed report lists faxes sorted billing code 1 and billing code 2. For each fax, the report shows:

- Date the fax was sent.
- Number of pages in the fax.
- Name of the recipient.
- Fax number of the recipient.
- Caller Subscriber Identification (CSID) from the recipient fax machine.
- RightFax user ID of the person who sent the fax.

For all faxes, the report shows the overall total pages sent.

The only parameter required for this report is the DateRange.

Billing_Detailed_BillingCode2.rpt

Report Title: Detailed Billing Report - BillingCode2 Outbound Faxes Only

RightFax supports the use of two billing codes for each faxed document. These are referred to as “Billing Code 1” and “Billing Code 2,” or you can assign unique names to the fields.

The detailed report lists faxes sorted by billing code 2. For each fax, the report shows:

- Date the fax was sent.
- Number of pages in the fax.
- Name of the recipient.
- Fax number of the recipient.
- Caller Subscriber Identification (CSID) from the recipient fax machine.
- RightFax user ID of the person who sent the fax.

For all faxes, the report shows the overall total pages sent.

The only parameter required for this report is the DateRange.

Billing_Summary_BillingCode1.rpt

Report Title: Summary Billing Report - BillingCode1 Outbound Faxes Only

RightFax supports the use of two billing codes for each faxed document. These are referred to as “Billing Code 1” and “Billing Code 2,” or you can assign unique names to the fields.

For each value of Billing Code 1, the report shows:

- Number of pages
- Elapsed time

The report also shows a total overall number of pages and elapsed time.

Valid parameters are DateRange; ServerName (String)

Billing_Summary_BillingCode1_BillingCode2.rpt

Report Title: Summary Billing Report - BillingCode 1 and Billing Code 2 Outbound Faxes Only

RightFax supports the use of two billing codes for each faxed document. These are referred to as “Billing Code 1” and “Billing Code 2,” or you can assign unique names to the fields.

For each value of Billing Code 1 and Billing Code 2, the report shows:

- Number of pages
- Elapsed time

The report also shows a total overall number of pages and elapsed time.

Valid parameters are DateRange; ServerName (String)

Billing_Summary_BillingCode2.rpt

Report Title: Summary Billing Report - BillingCode 2

RightFax supports the use of two billing codes for each faxed document. These are referred to as “Billing Code 1” and “Billing Code 2,” or you can assign unique names to the fields.

For each value of Billing Code 2, the report shows:

- Number of pages
- Elapsed time

The report also shows a total overall number of pages and elapsed time.

Valid parameters are DateRange; ServerName (String)

Channel_Usage.rpt

Report Title: Channel Usage Report by Day

The detailed report lists the usage of the fax channels on each board server for each day of the reporting period.

For each fax channel, the report shows:

- Total minutes.
- Receive minutes.
- Send minutes.
- Utilization percentage.

For each BoardServer, the report shows:

- Total minutes.
- Total receive minutes.
- Total send minutes.

For all BoardServers for each day, the report shows:

- Overall total minutes.
- Overall total receive minutes.
- Overall total send minutes.

For all BoardServers and all days in the reporting period, the report shows:

- Overall total minutes.
- Overall total receive minutes.
- Overall total send minutes.

The only parameter required for this report is the DateRange.

Channel_Usage_Summary.rpt

Report Title: Channel Usage Summary Report

The summary report lists the usage of the fax channels on each board server.

For each fax channel, the report shows:

- Total minutes.
- Receive minutes.
- Send minutes.
- Utilization percentage.

For each board server, the report shows:

- Total minutes.
- Total receive minutes.
- Total send minutes.

For all board servers, the report shows:

- Overall total minutes.
- Overall total receive minutes.
- Overall total send minutes.

Destination_FaxNumber.rpt

Report Title: Destination Record Outbund Faxes by Fax Number (search parameter)

This report lists faxes sent to a specific fax number. For each fax number, the report shows:

- RightFax user ID of the person who sent the fax.
- The user group of which the user is a member.
- Date the fax was sent.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax.
- Number of pages in the fax.
- Unique ID of the fax, as assigned by the fax server.

For all faxes, the report shows the overall total pages sent.

You will be prompted to enter a fax number.

Valid parameters are DateRange; Destination (String, Wildcard)

Destination_RemoteID.rpt

Report Title: Destination Report Outbund Faxes by Remote ID
(search parameter)

This report lists faxes sent to a specific recipient fax machine. For each fax machine, the report shows:

- RightFax user ID of the person who sent the fax.
- The user group of which the user is a member.
- Date the fax was sent.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax.
- Number of pages in the fax.
- Unique ID of the fax, as assigned by the fax server.

For all faxes, the report shows the overall total pages sent.

You will be prompted to enter a remote ID, which is the name or telephone number of the recipient fax machine.

Valid parameters are DateRange; Destination (String, Wildcard)

Destination_ToCompany.rpt

Report Title: Destination Record Outbund Faxes by To-Company
(search parameter)

This report lists faxes sent to a specific recipient company. For each company, the report shows:

- RightFax user ID of the person who sent the fax.
- The user group of which the user is a member.
- Date the fax was sent.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax.
- Number of pages in the fax.
- Unique ID of the fax, as assigned by the fax server.

For all faxes, the report shows the overall total pages sent.

You will be prompted to enter a company name.

Valid parameters are DateRange; Destination (String, Wildcard)

Destination_ToName.rpt

Report Title: User History Report All Outbund Faxes for User(s)

This report lists faxes sent to a specific recipient. For each recipient, the report shows:

- RightFax user ID of the person who sent the fax.
- The user group of which the user is a member.
- Date the fax was sent.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax.
- Number of pages in the fax.
- Unique ID of the fax, as assigned by the fax server.

For all faxes, the report shows the overall total pages sent.

You will be prompted to enter the name of a recipient.

Valid parameters are DateRange; Destination (String, Wildcard)

Fax_Printing_Group.rpt

Report Title: Fax Printing Report Faxes Printed by Group(s)

Lists the faxes that have been printed in order by group. For each fax, the report shows:

- Event date
- Printer ID
- Pages
- Copies
- Print Time
- Notes

Valid parameters are DateRange; Search Group (String, Wildcard)

Fax_Printing_User.rpt

Report Title: Fax Printing Report Faxes Printed by User(s)

Lists the faxes that have been printed in order by user. For each fax, the report shows:

- Event date
- Printer ID
- Pages
- Copies
- Print Time
- Notes

Valid parameters are DateRange; Search User (String, Wildcard)

FaxLists_Detailed_AllFaxes.rpt

Report Title: User History Report All Outbound Faxes for User(s)

This report lists the details of all faxes. For each RightFax user ID, the report shows:

- Date and time the fax was sent.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Estimated cost based on transmission time and standard rates.
- Status of the fax transmission
- Number of pages in the fax.
- Length of time of the transmission.
- Transmission history, which consists of:
 - event date and time
 - off hook time
- Name or telephone number of the recipient fax machine (remote ID).
- fax channel used for the transmission
- number of pages transmitted
- board result

Total for the user: pages faxed and cost

You will be prompted to enter a RightFax user ID or phone cost.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

FaxLists_Detailed_CompletedFaxes.rpt

Report Title: User History Report Completed Outbound Faxes for User(s)

This report lists the details of all completed faxes. For each RightFax user ID, the report shows:

- Date and time the fax was sent.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Estimated cost based on transmission time and standard rates.
- Status of the fax transmission
- Number of pages in the fax.
- Length of time of the transmission.
- Transmission history, which consists of:
 - event date and time
 - off hook time
- Name or telephone number of the recipient fax machine (remote ID).
- fax channel used for the transmission
- number of pages transmitted
- board result

Total for the user: pages faxed and cost

You will be prompted to enter a RightFax user ID or phone cost.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

FaxLists_Summary_AllFaxes.rpt

Report Title: User Fax Report Outbound Summary of All Faxes for User(s)

This report lists all faxes that the fax server attempted to send. For each fax, the report shows:

- Date and time the fax was sent.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.

For all faxes, the report shows the overall total pages sent.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

FaxLists_Summary_CompletedFaxes.rpt

Report Title: User Fax Report Outbound Summary of Completed Faxes for User(s)

This report lists all faxes that were successfully sent. For each fax, the report shows:

- Date and time the fax was sent.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Name of the recipient company.
- Fax number of the recipient.
- Name or telephone number of the recipient fax machine (remote ID).
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.

For all faxes, the report shows the overall total pages sent.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

FaxLists_Summary_HumanRoutedReceived.rpt

Report Title: User Routed Received Documents Report Activities on Received Documents Performed by User(s)

This report lists activities that users performed on received documents (such as viewing or forwarding). For each activity, the report lists:

- Date and time of the action
- RighFax user ID of the person who owns the fax
- Operation (the action performed)
- Fax number or Remote ID of recipient
- Status of fax document
- Unique ID of fax document

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

FaxLists_Summary_HumanRoutedReceived_SubReport_ReceivedCount.rpt

Report Title: Documents Received

This report returns a count of the number of documents received for all users in the selected data set.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

FaxLists_Summary_HumanRoutedReceived_SubReport_ReceivedEdcCount.rpt

Report Title: Received Documents sent to EDC

This report returns a count of the number of documents received that were sent to the Electronic Document Connector for processing.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

Outbound_Activity_Users.rpt

Report Title: User History Report All Outbound Activities for User(s)

This report shows all outbound activities for selected users for all faxes, including Deleted faxes. This report sorts the faxes by user. For each fax, the report shows:

- Date and time the fax was sent.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Fax number of the recipient.
- Estimated cost per minute
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.
- Total Off-Hook Time for this fax
- Transmission History for each transmission attempt:
 - Event date and time
 - Remote ID of recipient device
 - Pages Transmitted
 - Off-hook Time
 - RightFax server name/Channel number
 - Board Result: Call status from fax board.

For each user, the report also displays total number of pages with estimated cost.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

Outbound_Completed_Activity_Users.rpt

Report Title: User History Report Completed Outbound Activities for User(s)

This report shows all outbound activities for selected users for completed faxes only, including Deleted faxes. This report sorts the faxes by user. For each fax, the report shows:

- Date and time the fax was sent.
- RightFax user ID of the person who sent the fax.
- Name of the recipient.
- Fax number of the recipient.
- Estimated cost per minute
- Status of the fax transmission.
- Number of pages in the fax.
- Length of time of the transmission.
- Total Off-Hook Time for this fax
- Transmission History for each transmission attempt:
 - Event date and time
 - Remote ID of recipient device
 - Pages Transmitted
 - Off-hook Time
 - RightFax server name/Channel number
 - Board Result: Call status from fax board.

For each user, the report also displays total number of pages with estimated cost.

Valid parameters are:

DateRange; Search User (String, Wildcard); Phone Cost (Currency)

Time_of_Day_Usage.rpt

Report Title: Time of Day Usage Report Outbound Faxes

This report shows the total number of minutes used by all outbound channels for each hour of the day, and calculates a utilization percentage for both a hypothetical number of sending channels and for the actual number of outbound channels used.

For example, a 16 channel board server might send faxes for 120 minutes in the hour between noon and one pm on a given day. To find out the percentage of capacity if this volume had occurred across only 4 channels, run the report using "4" for the Send-Capable Channels field. The resulting report would show the actual minutes (120), a utilization of 50% on 4 channels, and the actual utilization of 12.5% across all 16 channels. If you entered "1" for the Send-Capable Channels field, the utilization percentage column would show a 200% capacity since one channel can only transmit for 60 minutes each hour and the actual volume was 120 minutes.

Note that if you enter a DateRange for more than one day, the Minutes Elapsed column will reflect a total of the transmission time for all days for each hour (not an average).

When running this report, enter the number of channels for the hypothetical calculation.

For each hour, the report shows:

- Minutes Elapsed
- Percentage of capacity for entered number of channels
- Percentage of capacity for the actual number of channels

The report shows the grand total number of minutes for all channels, and the channel numbers that were actually used during the specified date range..

Valid parameters are:

DateRange; Send-Capable Channels (Number)

Usage_Inbound_TransmissionTime.rpt

Report Title: Inbound Fax Users by Transmission Time

For each RightFax user ID, the report shows:

- Date.
- Number of minutes of transmission time for the user's received faxes that day.
- Total number of minutes of transmission time for the user's received faxes for all days.

The report shows the overall number of minutes of transmission receipt time for all users.

The only parameter required for this report is the DateRange.

Usage_Inbound_Users.rpt

Report Title: Inbound Fax Use by Pages

For each RightFax user ID, the report shows:

- Date.
- Number of pages received that day.
- Total number of pages received for all days.

The report shows the overall total pages received for all users.

The only parameter required for this report is the DateRange.

Usage_Outbound_TransmissionTime.rpt

Report Title: Outbound Fax Users by Transmission Time

For each RightFax user ID, the report shows:

- Date.
- Number of minutes of transmission time for the user's sent faxes that day.
- Total number of minutes of transmission time for the user's sent faxes for all days.

The report shows the overall number of minutes of transmission time for all users' sent faxes.

The only parameter required for this report is the DateRange.

Usage_Outbound_Users.rpt

Report Title: Outbound Fax Use by Pages

For each RightFax user ID, the report shows:

- Date.
- Number of pages sent that day.
- Total number of pages sent for all days.

The report shows the overall total pages sent for all users.

The only parameter required for this report is the DateRange.

Usage_Top_10_Inbound_TransmissionTime.rpt

Report Title: Top 10 Inbound Fax Users by Transmission Time

This report lists the 10 RightFax users whose received faxes used the most transmission time during the reporting period. For each of the top 10 RightFax user IDs, the report shows:

- Date.
- Number of minutes of transmission time for the user's received faxes that day.
- Total number of minutes of transmission time for all days.

The report shows the overall number of minutes of transmission receipt time for the top 10 users. The report also provides a bar chart of the top 10 users' transmission receipt times.

The only parameter required for this report is the DateRange.

Usage_Top_10_Inbound_Users.rpt

Report Title: Top 10 Inbound Users by Pages

This report lists the 10 RightFax users who received the most faxes during the reporting period. For each of the top 10 RightFax user IDs, the report shows:

- Date.
- Number of pages received that day.
- Total number of pages received for all days.

The report shows the overall total pages received for the top 10 users. The report also provides a bar chart of the top 10 users' received faxes.

The only parameter required for this report is the DateRange.

Usage_Top_10_Outbound_TransmissionTime.rpt

Report Title: Top 10 Outbound Fax Users by Transmission Time

This report lists the 10 RightFax users whose sent faxes used the most transmission time during the reporting period. For each of the top 10 RightFax user IDs, the report shows:

- Date.
- Number of minutes of transmission time for the user's sent faxes that day.
- Total number of minutes of transmission time for all days.

The report shows the overall number of minutes of transmission send time for the top 10 users. The report also provides a bar chart of the top 10 users' transmission send times.

The only parameter required for this report is the DateRange.

Usage_Top_10_Outbound_Users.rpt

Report Title: Top 10 Outbound Fax Users by Pages

This report lists the 10 RightFax users who sent the most faxes during the reporting period. For each of the top 10 RightFax user IDs, the report shows:

- Date.
- Number of pages sent that day.
- Total number of pages sent for all days.

The report shows the overall total pages sent for the top 10 users. The report also provides a bar chart of the top 10 users' sent faxes.

The only parameter required for this report is the DateRange.

-outputType "CR" | "XLS" | "XLSR" | "HTML32" | "HTML40" | "PDF" | "RTF" | "WORD"

-log Error | Info | Off | Verbose | Warning

Report Specific Parameters

-paramDestination faxNumber | RemoteID | ToCompany | ToName for "Destination_*" reports

-paramServerName "Name of Server"

-paramSearchUser "UserID"

-paramSearchGroup "GroupID"

-paramSendCapableChannels "Channel Number"

-paramPhoneCost "Cost of call"

-paramAuditedType "ALL" | "User" | "Group"

-paramAuditedAction "ALL" | "Added" | "Modified" | "Deleted"

-paramAuditedValue "ALL" | Name of value modified

Running Fax Reporter from a Command Line

You can run the Enterprise Fax Reporter utility from a command line. The utility EnterpriseFaxReporter.exe is located in the RightFax\AdminUtils folder on the RightFax server.

Required Parameters for All Reports

-reportName "Path to Crystal Report to be run"

-sqlServer "ServerID/InstanceID for RightFax Database"

-sqlDatabase "RightFax Database Name"

-sqlNTAuth "true" | "false"

-sqlUser "SQL User ID"

-sqlPassword "SQL User Password"

-dateStart "mm/dd/yyyy hh:mm:ss [AM][PM]" (Default time is 12am)

-dateEnd "mm/dd/yyyy hh:mm:ss [AM][PM]"

-outputPath "Path to directory where report output will be placed"

Command Line Help

-help Show Help

-? Show Help

-showparams "Path to Crystal Report" shows the parameters for a specific report.

Example: Using the Help

To generate a list of all of the required parameters for the report that shows the top ten users, enter the following command line:

```
EnterpriseFaxReporter.exe -showParams
"C:\Program
Files\RightFax\AdminUtils\Reports\Usage_Top_10
_Inbound_Users.rpt"
```

Example: Running a specific report

RightFax user jsmith wants to generate a report that shows the top ten inbound users for the months of March, April, and May. The report will be stored in the C:\tmp\RightFaxReports\d directory as a PDF file called Usage_Top_10_Inbound_Users_HH_MM_SS_MS.pdf where HH_MM_SS_MS is the time when the report was run.

```
EnterpriseFaxReporter.exe -reportName
"C:\Program
Files\RightFax\AdminUtils\Reports\Usage_Top_10
_Inbound_Users.rpt" -sqlServer
"MyMachineName\RightFax" -sqlDatabase
"RightFax" -sqlNTAuth "false" -sqlUser
"jsmith" -sqlPassword "password" -dateStart
"03/01/2008 01:00:00 AM" -dateEnd "05/01/2008
01:00:00 PM" -outputPath
"C:\tmp\RightFaxReports" -outputType "PDF"
-log "Verbose"
```

Appendix A

FaxDump.exe Data Fields

FaxDump.exe is a RightFax utility that outputs ASCII text files of data about faxes that you can import into other databases to produce reports. The text file prints one complete fax record per line. Quotes surround fields in a string, and all fields are separated by commas by default .

This appendix describes the data fields in each fax record at each level of information, in the sequence they appear in the FaxDump text file.

Different data is available for sent and received faxes, depending on your system configuration. For example, cover sheet data (such as the recipient's name and address) is normally available for received faxes unless it is manually entered into the fax record after the fax is received. Data that is captured from inbound or outbound faxes is noted in the following tables.

Information level 0 data fields

Table A1 Level 0 Data Fields

Field name	Type	Size	Captured from inbound or outbound fax	Description
Owner_ID	String	21	Both	User ID of person who sent fax
To_FaxNum	String	31	Outbound	Destination fax number
To_ContactNum	String	31	Outbound	Destination phone number
To_Name	String	59	Outbound	Recipient's name
To_Company	String	59	Outbound	Recipient's company
To_CityState	String	59	Outbound	Recipient's address
From_Name	String	59	Outbound	Sender's name
From_PhoneNum	String	31	Outbound	Sender's phone number
BillInfo1	String	15	Outbound	Billing code 1
BillInfo2	String	15	Outbound	Billing code 2
FaxDIDNum	String	31	Both	Sender's or recipient's DID fax number, when available
OperatorNum	String	31	Outbound	Sender's company phone number
GeneralFaxNum	String	31	Outbound	Sender's general fax number
RemoteID	String	21	Both	Name/number of remote fax machine
Send_Time	Integer	4	Both	Total elapsed time on fax card, in seconds
Fax_Status	Integer	2	Both	See "Fax status fields (FaxStat)" on page 52
Fax_TermStat	Integer	4	Both	See "Termination status fields (TermStat)" on page 53
NumPages	Integer	4	Both	Includes optional cover sheet, if any
FineMode	Integer	1	Outbound	0 = normal 1 = fine
Received	Integer	1	Both	0 = sent 1 = received

Table A1 Level 0 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
FaxDate	String	8	Both	Date fax record last modified (MM/DD/YYYY)
FaxTime	String	5	Both	Time fax record last modified (HH:MM)

Information level 1 data fields

Table A2 Level 1 Data Fields

Field name	Type	Size	Captured from inbound or outbound fax	Description
Owner_ID	String	21	Both	User ID of person who sent fax
To_FaxNum	String	31	Outbound	Destination fax number
To_ContactNum	String	31	Outbound	Destination phone number
To_Name	String	59	Outbound	Recipient's name
To_Company	String	59	Outbound	Recipient's company
To_CityState	String	59	Outbound	Recipient's address
From_Name	String	59	Outbound	Sender's name
From_PhoneNum	String	31	Outbound	Sender's phone number
BillInfo1	String	15	Outbound	Billing code 1
BillInfo2	String	15	Outbound	Billing code 2
FaxDIDNum	String	31	Both	Sender's or recipient's DID fax number, when available
OperatorNum	String	31	Outbound	Sender's company phone number
GeneralFaxNum	String	31	Outbound	Sender's general fax number
NumPages	Integer	4	Both	Includes optional cover sheet, if any
FineMode	Integer	1	Outbound	0 = normal 1 = fine

Table A2 Level 1 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
Received	Integer	1	Both	0 = sent 1 = received
TotalTime	Integer	4	Both	Total elapsed time, in seconds, including all transmission attempt
FaxDate	String	8	Both	Date fax record last modified (MM/DD/YYYY)
FaxTime	String	5	Both	Time fax record last modified (HH:MM)
TrxLength	Integer	4	Both	Total elapsed time for transmission or receipt in seconds
Channel_Used	Integer	4	Both	Channel used to send or receive
TermStatus	Integer	4	Both	See “Termination status fields (TermStat)” on page 53
RemoteID	String	21	Both	Name/number of the remote fax machine
TrxDate	String	8	Both	Date the fax was submitted for transmission, regardless of the number of transmission attempts (MM/DD/YYYY)
TrxTime	String	5	Both	Time the fax was submitted for transmission, regardless of the number of transmission attempts (HH:MM)
Server_Used	String	47	Both	RightFax server name

Information level 2 data fields

Table A3 Level 2 Data Fields

Field name	Type	Size	Captured from inbound or outbound fax	Description
Owner_ID	String	21	Inbound	User ID of person who sent fax
To_FaxNum	String	31	Outbound	Destination fax number
To_ContactNum	String	31	Outbound	Destination phone number
To_Name	String	59	Outbound	Recipient's name
To_Company	String	59	Outbound	Recipient's company

Table A3 Level 2 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
To_CityState	String	59	Outbound	Recipient's address
From_Name	String	59	Outbound	Sender's name
From_PhoneNum	String	31	Outbound	Sender's phone number
BillInfo1	String	15	Outbound	Billing code 1
BillInfo2	String	15	Outbound	Billing code 2
FaxDIDNum	String	31	Both	Sender's or recipient's DID fax number, when available
OperatorNum	String	31	Outbound	Sender's company phone number
GeneralFaxNum	String	31	Outbound	Sender's general fax number
Unique_ID	String	15	Inbound	Unique number assigned to the fax by RightFax
NumPages	Integer	4	Both	Includes optional cover sheet, if any
FineMode	Integer	1	Outbound	0 = normal 1 = fine
Received	Integer	1	Both	0 = sent 1 = received
TotalTime	Integer	4	Both	Total elapsed time on fax card, in seconds, including all transmission attempts
FaxDate	String	8	Both	Date fax record last modified (MM/DD/YYYY)
FaxTime	String	5	Both	Time fax record last modified (HH:MM)
TrxLength	Integer	4	Both	Total elapsed time for transmission or receipt in seconds
Channel_Used	Integer	4	Both	Channel used to send/receive
TermStatus	Integer	4	Both	See "Termination status fields (TermStat)" on page 53
RemotelD	String	21	Both	Name/number of the remote fax machine
TrxDate	String	8	Both	Date the fax was submitted for transmission, regardless of the number of transmission attempts (MM/DD/YYYY)
TrxTime	String	5	Both	Time the fax was submitted for transmission, regardless of the number of transmission attempts (HH:MM)

Table A3 Level 2 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
BodyFileName	String	13	Both	File name of fax body image
FCSFileName	String	13	Outbound	File name of fax cover sheet
BodyUseCount	Integer	4	Both	Number of faxes linked to the body image file
GoodPages	Integer	4	Both	Number of pages successfully sent
Group	String	21	Both	Group ID of the fax owner

Information level 3 data fields

Table A4 Level 3 Data Fields

Field name	Type	Size	Captured from inbound or outbound fax	Description
Owner_ID	String	21	Both	User ID of person who sent fax
To_FaxNum	String	31	Outbound	Destination fax number
To_Name	String	59	Outbound	Recipient's name
To_Company	String	59	Outbound	Recipient's company
BillInfo1	String	15	Outbound	Billing code 1
BillInfo2	String	15	Outbound	Billing code 2
RemotelD	String	21	Both	Name/number of remote fax machine
Send_Time	Integer	4	Both	Total elapsed time in seconds
Fax_Status	Integer	2	Both	See "Fax status fields (FaxStat)" on page 52
Fax_TermStat	Integer	4	Both	See "Termination status fields (TermStat)" on page 53
NumPages	Integer	4	Both	Includes optional cover sheet, if any
Received	Integer	1	Both	0 = sent 1 = received

Table A4 Level 3 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
FaxDate	String	8	Both	Date fax record last modified (MM/DD/YYYY)
FaxTime	String	5	Both	Time fax record last modified (HH:MM)
Unique_ID	String	15	Inbound	Unique number assigned to the fax by RightFax

Information level 5 data fields

Table A5 Level 5 Data Fields

Field name	Type	Size	Captured from inbound or outbound fax	Description
Owner_ID	String	21	Inbound	User ID of person who sent fax
Owner_Name	String	29	Both	User name of person who sent fax
Owner_DsName	String	79	Both	Distinguished name of person who sent fax
To_FaxNum	String	31	Outbound	Destination fax number
To_Name	String	59	Outbound	Recipient's name
To_Company	String	59	Outbound	Recipient's company
BillInfo1	String	15	Outbound	Billing code 1
BillInfo2	String	15	Outbound	Billing code 2
From_Name	String	99	Outbound	Sender's name as it appears on the cover sheet
RemotelD	String	21	Both	Name/number of remote fax machine
Send_Time	Integer	4	Both	Total elapsed time in seconds
Fax_Status	Integer	2	Both	See "Fax status fields (FaxStat)" on page 52
Fax_TermStat	Integer	4	Both	See "Termination status fields (TermStat)" on page 53
NumPages	Integer	4	Both	Includes optional cover sheet, if any

Table A5 Level 5 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
Received	Integer	1	Both	0 = sent 1 = received
FaxDate	String	8	Both	Date fax record last modified (MM/DD/YYYY)
FaxTime	String	5	Both	Time fax record last modified (HH:MM)
Unique_ID	String	15	Inbound	Unique number assigned to the fax by RightFax

Information level 6 data fields

Table A6 Level 6 Data Fields

Field name	Type	Size	Captured from inbound or outbound fax	Description
Owner_ID	String	21	Inbound	User ID of person who sent fax
Owner_Name	String	29	Both	User name of person who sent fax
Owner_DsName	String	79	Both	Distinguished name of person who sent fax
To_FaxNum	String	31	Outbound	Destination fax number
To_Name	String	59	Outbound	Recipient's name
To_Company	String	59	Outbound	Recipient's company
BillInfo1	String	15	Outbound	Billing code 1
BillInfo2	String	15	Outbound	Billing code 2
From_Name	String	99	Outbound	Sender's name as it appears on the cover sheet
RemoteID	String	21	Both	Name/number of remote fax machine
Send_Time	Integer	4	Both	Total elapsed time in seconds
Fax_Status	Integer	2	Both	See "Fax status fields (FaxStat)" on page 52
Board_Error	Integer	4	Both	Error number, if any, generated by the fax board

Table A6 Level 6 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
NumPages	Integer	4	Both	Includes optional cover sheet, if any
Received	Integer	4	Both	0 = sent 1 = received
FaxDate	String	8	Both	Date fax record last modified (MM/DD/YYYY)
FaxTime	String	5	Both	Time fax record last modified (HH:MM)
Unique_ID	String	15	Inbound	Unique number assigned to the fax by RightFax
Sending_Server	String	47	Outbound	Name of the RightFax server that sent the fax
ByteCount	Integer	4	Both	Estimated disk space used by the fax image

Information level 7 data fields

Table A7 Level 7 Data Fields

Field name	Type	Size	Captured from inbound or outbound fax	Description
Owner_ID	String	21	Inbound	User ID of person who sent fax
To_FaxNum	String	31	Outbound	Destination fax number
To_Name	String	59	Outbound	Recipient's name
To_Company	String	59	Outbound	Recipient's company
BillInfo1	String	15	Outbound	Billing code 1
BillInfo2	String	15	Outbound	Billing code 2
RemotelD	String	21	Both	Name/number of remote fax machine
Send_Time	Integer	4	Both	Total elapsed time on in seconds
Fax_Status	Integer	2	Both	See "Fax status fields (FaxStat)" on page 52
Fax_TermStat	Integer	4	Both	See "Termination status fields (TermStat)" on page 53

Table A7 Level 7 Data Fields (Continued)

Field name	Type	Size	Captured from inbound or outbound fax	Description
Fax_Error_Code	Integer	4	Both	The RightFax error code, if any
NumPages	Integer	4	Both	Includes optional cover sheet, if any
Received	Integer	1	Both	0 = sent 1 = received
FaxDate	String	8	Both	Date fax record last modified (MM/DD/YYYY)
FaxTime	String	5	Both	Time fax record last modified (HH:MM)
Unique_ID	String	15	Inbound	Unique number assigned to the fax by RightFax
FaxHandle	Integer	4	Both	Database handle of the fax
Viewed	Integer	4	Inbound	0 = not viewed 1 = viewed
Deleted	Integer	4	Both	0 = not deleted 1 = deleted
GroupID	String	22	Both	User's group ID
RouteCode	Integer	4	Both	User's routing code

Fax status fields (FaxStat)

Table A8 Fax Status Fields (FaxStat)

Value	Definition
1	Fax needs cover sheet.
2	Fax needs conversion.
3	Fax needs to be sent.
4	Fax is in conversion.
5	Fax needs to be sent.
6	Fax is done sending or receiving.

Table A8 Fax Status Fields (FaxStat)

Value	Definition
7	Fax uses a manual fax cover sheet.
8	Fax is scheduled to be sent.
9	Fax is done sending or receiving. Errors were encountered. Will not be retried.
10	Fax is a duplicate of another fax.
11	Error encountered. Fax will be retried.
12	Sent or received fax needs user's attention (usually data must be entered on cover sheet).
13	Fax needs attachment.
14	Fax is held for preview.
15	Fax is in OCR conversion.
16	Fax is printing.
17	Fax is queued for printing.
18	Fax is queued for OCR conversion.
19	Fax is being validated.
20	Fax is awaiting approval.

Termination status fields (TermStat)

Table A9 Termination Status Field (TermStat)

Value	Definition
1,2	Line busy
3	Re-order busy signal
8,9,25	No answer
16	Human answered
17	A call was answered by RightFax
18	No dial tone
19	Special information tone detected

Table A9 Termination Status Field (TermStat)

Value	Definition
20	No circuits available
21	Transmit/receive error
22	No loop current detected
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