



Version 9.4  
Administrative Utilities Guide

v. 1.0  
October 29, 2008

## Edition

Information in this document applies to version 9.4 of the Administrative Utilities Guide. This guide was last updated on October 29, 2008.

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## Chapter 1

# Administrative Utilities Requirements and Installation

In RightFax 9.4, the installation of the Administrative Utilities has been simplified. The Administrative Utilities are now installed as part of the regular Setup on the RightFax Product Suite DVD, rather than on a separate CD.

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 9.4 Installation Guide*.

For information on the requirements for installing the Administrative Utilities by themselves, see below:

## RightFax Administrative Utilities Computer Requirements

RightFax Administrative Utilities for RightFax 9.4 can be installed only on machines running the following Microsoft operating systems:

- Vista 32-bit versions
- XP Professional 32-bit edition, SP2 or later
- Server 2003 Standard x86
- Server 2003 R2 Standard x86
- Server 2003 Enterprise x86

## Additional Client Computer Requirements

The following required components are installed during RightFax 9.4 setup when you choose Administrative Utilities.

- Crystal Reports 10.2
- Microsoft .NET Framework 2.0 or later
- Microsoft Data Access Components 2.8
- Microsoft Visual C++ 2005 runtime components

## Installing the Administrative Utilities

Follow these steps to install the RightFax Administrative Utilities applications directly from the RightFax software DVD:

1. Log on to the computer using a Windows account that is a member of the domain and local Administrators group.
2. Insert the RightFax Product Suite DVD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the DVD and run **Setup.exe**. The RightFax Product Suite Setup wizard opens.
3. RightFax 9.4 Administrative Utilities require Microsoft .NET Framework 2.0 or later. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework 2.0 yourself, click **Cancel**.
4. Review the Install screen and click **Next**.
5. Carefully read and accept the license agreement, and click **Next**.
6. Setup can check for RightFax updates and other late-breaking information. To check for updates, verify that you have an active HTTP connection and click **Check for Updates**. If updates are found, follow the instructions in the **Result** section. To skip the update check and continue with Setup, check the box next to **Do not check for updates**, and click **Next**.
7. Click **Custom**, and then **Next**.
8. Select the Administrative Utilities feature located at the bottom of the features list and click **Next**.
9. The **Preview Requirements** step lists third-party software required by your chosen features, and also lists the status of setup operations. Software that must be installed will have a status of *Must Install*. To continue, click **Next**.

10. On the **Choose a SQL server** screen, select either:

- **Use an existing SQL Server**

or

- **Install SQL Server Express Edition on this computer**

When you make a choice, the Next button will be enabled. Click **Next**.



**Important** If you chose *Use an existing SQL Server* in this step, skip step 11 and go straight to step 12.

11. On the **Select a SQL Server Express Installation** screen, choose one of the following:

- **Typical** to install a new instance of SQL Server Express configured specifically for RightFax
- **Custom** to install SQL Server Express using interactive mode. Interactive mode allows you to change the default installation folder, SA password, and the Instance Name.

Click **Next**.

12. On the **Reserve TCP/IP Ports** screen, choose whether or not to have Setup reserve network ports to prevent conflicts with other applications. Click **Next**.

13. Click **Apply** on the **Apply Settings** screen.

14. Click **Next** on the **Ready to install** screen.

15. Accept the default, or choose your own location for the Installation Folder, and click **Next**.

16. You are now in stage 2: Install. Click **Apply** to complete this stage, and move on to stage 3: Configuration.

In the configuration stage of the install, you will go on to set up licensing, activate RightFax, and perform final configuration tasks. For more information on this process, refer to the *RightFax 9.4 Installation Guide*.

■ ■ ■



## Chapter 2

# Working with the RightFax Database and Administrative Utilities

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.

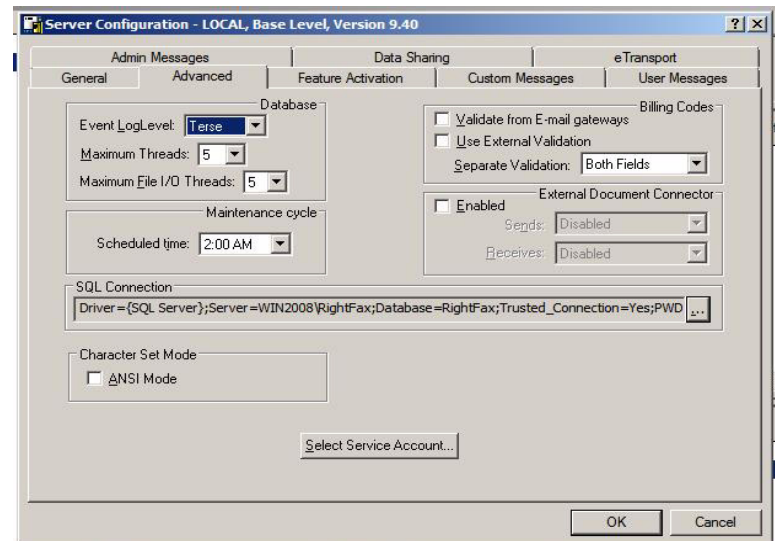
It is strongly recommended that you do not make any changes directly to the RightFax SQL database. A complete schema of the RightFax database can be viewed using SQL Administrator. An image of the schema is also available in the Docs folder on the RightFax installation DVD in the file RightFax Database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

## Changing the Connection to the SQL Server

RightFax creates and links to a SQL database during installation. However, the SQL database connection can be modified if at any time you need to make changes to your existing SQL installation.

To view your current SQL connection information, run the RightFax Server Configuration program from Windows Control Panel and click the **Advanced** tab. The SQL connection string is displayed in the **SQL Connection** box.

Figure 2.1 The Server Configuration *Advanced* tab



1. To edit the SQL connection, click the [...] button to the right of the SQL Connection field. This opens the **RightFax Service Database Connection String Editor** dialog box.
2. Click on the **Modify** button to open the **General SQL Connection String** window.
3. From here, you can do the following: You can also click **Lookup** next to the **Database** field to search for the database you wish to use.
  - Click the [...] button next to the Server name field to browse for a Local Server or a Network Server.
  - Choose between Windows Authentication and SQL Authentication.
  - Click **Lookup** next to the **Database** field to search for the database you wish to use.

## Backing up the Database

The RightFax server does not include any SQL utilities designed to back up or restore the RightFax database. Several SQL backup and maintenance utilities are available commercially and it is strongly recommended that you use one of these utilities for creating frequent and regular backup copies of the RightFax database.

## Purging Deleted Fax Records from the Database

RightFax stores records of all faxes, even if users have deleted the faxes from their fax mailboxes. When a user deletes a fax, the fax image is deleted, but the fax record is saved and marked as belonging to a deleted fax. This is how the fax server is able to run reports on fax activity even when the fax images have been deleted.

Removing deleted fax records from the database is called “purging.” To keep the fax database to a manageable size, RightFax purges deleted fax records after a set length of time. The length of time fax records of deleted faxes are saved before being purged can be customized for each RightFax group.

### To change the length of time RightFax keeps deleted fax records

1. Run Enterprise Fax Manager and click **Groups**.
2. Select the group ID to modify.
3. Click the **Basic Information** tab.
4. In the **Days to Keep Deleted Fax Records** box, enter the number of days to keep deleted fax records.

## Database Consistency Checking

Captaris recommends that you periodically examine the fax database for errors. Several administrative tools are available that let you perform periodic database maintenance tasks. All of the utilities described in this section are installed with the RightFax Administrative Utilities. For information on installing the RightFax Administrative Utilities, refer to the *RightFax Installation Guide*.



**Warning** *You must shut down all of the RightFax services before executing any of these database diagnostic tools.*

### 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 2a 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 -fjanescmputer -ic:\program files\rightfax\image -ujanedoe -a`

## 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. For information on running FaxAge.exe, see ["Running FaxAge.exe"](#) on [page 25](#).

## 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)
4. Retrieve all of the rows and columns from the table by executing the following command:

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

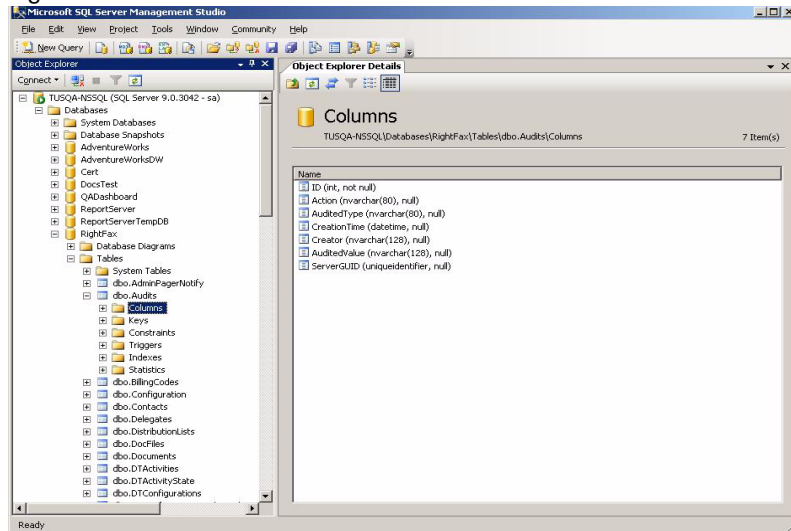
## Running Server Diagnostics

RightFax includes a command line diagnostic utility, RFDiag.exe, that displays information about the RightFax server on which RFDiag.exe is run. For information on running RFDiag.exe, see ["Running RFDiag.exe"](#) on [page 33](#).

## 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 2.2 The Structure of the Audits Table



## Audit Table Columns

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

Table 2b 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".

Table 2b Columns in the Audit Table and their Descriptions

Column	Description
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

RightFax includes several administrative utilities that are installed separately from the RightFax server installation. It is strongly recommended that you install the administrative utilities on the RightFax server immediately after installing the server software. For information and instructions on installing the RightFax Administrative utilities, see the *RightFax 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 following table lists each of the RightFax administrative utilities, and includes links to more complete documentation on each utility.

Table 2c The RightFax Administrative Utilities

Utility	Description
ChgUser.exe	Changes RightFax privileges and options for all users or groups of users at once (see <a href="#">“Running ChgUser.exe”</a> on page 21).
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 <a href="#">“Running DSender.exe”</a> on page 24).
FaxAge.exe	Deletes faxes from RightFax users' mailboxes after a fixed interval (see <a href="#">“Running FaxAge.exe”</a> on page 25).
FaxDump.exe	Outputs fax data in text format for import into other databases (see <a href="#">“Running FaxDump.exe”</a> on page 26).
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 <a href="#">“Running FaxStat.exe”</a> on page 27).
ImpUser.exe	Imports users from a comma-delimited ASCII file (see <a href="#">“Running ImpUser.exe”</a> on page 27).
ModUser.exe	Changes user settings for multiple RightFax users (see <a href="#">“Running ModUser.exe”</a> on page 30).
ODBCSync.exe	Imports user, printer, and billing code information from an ODBC source (see <a href="#">“Running ODBCSync.exe”</a> on page 32).
PhnPrint.exe	Prints the published and private phonebook entries of one or more RightFax users (see <a href="#">“Running PhnPrint.exe”</a> on page 32).

Table 2c The RightFax Administrative Utilities (Continued)

Utility	Description
RFDiag.exe	Displays diagnostic information about the RightFax server (see <a href="#">“Running RFDiag.exe”</a> on page 33).
ServSync.exe	Compares database objects on two RightFax servers. (see <a href="#">“Running ServSync.exe”</a> on page 34).

### 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 2d 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
<code>-7option</code>	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

Table 2d ChgUser.exe Command Line Options (Continued)

Option	Function
<b>-a</b> <i>printerID</i>	Specify the printer ID to which received faxes should be automatically printed
<b>-b</b> <i>printerID</i>	Specify the printer ID to which sent faxes should be automatically printed
<b>-c</b> <i>file</i>	Specify the cover sheet file (i.e. FCS.pcl) for users
<b>-d</b>	Turn on Debug mode
<b>-f</b> <i>server</i>	Specify the name of RightFax server
<b>-g</b> <i>groupID</i>	Name of group in which to place users. The group ID must already exist
<b>-i</b> <i>DDnum</i>	Specify a routing code for the users
<b>-l</b> <i>userID</i>	User ID to log in to the RightFax server
<b>-m</b> <i>VMSID</i>	Specify a voice mail subscriber ID for the users

Table 2d ChgUser.exe Command Line Options (Continued)

Option	Function
<b>-n</b> <i>send,receive</i>	<p>Sets sent and received fax notifications. Separate send and receive values with a comma (i.e., -n0x80,0x00)</p> <p>Values for send are:</p> <p>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</p> <p>Values for receive are:</p> <p>0x00 = Do not send messages for received faxes  0x01 = Send new fax message once only  0x02 = Send new fax message periodically</p> <p>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.</p>
<b>-o</b> <i>password</i>	Password for the user ID used to log in to the RightFax server. To use NT authentication, leave this blank
<b>-p</b> <i>printerID</i>	Specify the ID of the default printer for users

Table 2d 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 2e 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 <b>Stamp Pages of Received Faxes With Audit Stamp</b> permission
autoforwardfax	Enables the autoforward feature to a fax machine. Use Noautoforward to disable the autoforward feature <b>Note</b> 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 <b>Note</b> 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 2e 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 <b>Assign Default Billing Codes to Received Faxes</b> 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 2e 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 2f DSender.exe Command Line Options

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

### Running FaxAge.exe

FaxAge.exe is a command line utility that deletes faxes from RightFax 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 -userid -ofile [-dvalue] [-emm/dd/yyyy] [-llevel] [-ppassword] [-q] [-smm/dd/yyyy] [-t{n|s|t|x}] [-uids] [-wfolder] [-y] [-z]`

Table 2g FaxAge.exe Command Line Options

Option	Function
-userid	The RightFax user ID to use when logging in to the RightFax server. A password can be required using the -p option.
-dvalue	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

Table 2g FaxAge.exe Command Line Options (Continued)

Option	Function
<b>-emm/dd/yyyy</b>	Specifies the ending date of the date range to delete. This can also be specified as a day offset, i.e, -e-30 (default is 12/31/2010). <b>Note</b> You must use the 4-digit year format or the date may be read incorrectly.
<b>-fserver</b>	Specifies the name of RightFax server.
<b>-llevel</b>	Information level 0 or 1 (default is 0).
<b>-ofile</b>	Output file listing all deleted faxes. If the file already exists, the new file list will be appended to the end.
<b>-ppassword</b>	The RightFax password for the user ID specified with the -a option. To use NT authentication, leave this option blank.
<b>-q</b>	Prints a table containing field definitions for information levels. This options overrides all other options and causes the program to do nothing else.
<b>-smm/dd/yyyy</b>	Specifies the starting date of the date range to delete. This can also be specified as a day offset, i.e, -s-30 (default is 01/01/1980). <b>Note</b> You must use the 4-digit year format or the date may be read incorrectly.
<b>-tprotocol</b>	Forces protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes (default) s = SPX t = TCP/IP x = IPX
<b>-uuserIDs</b>	Comma delimited list of users (default is all users).
<b>-wfolder</b>	Name of folder in which to restrict the deletions (default is all folders).

Table 2g FaxAge.exe Command Line Options (Continued)

Option	Function
<b>-y</b>	Skips any verification questions.
<b>-z</b>	Without this parameter, no deletions will occur.

**Example** faxage -frfserver -administrator -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 -userid -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 2h FaxDump.exe Command Line Options

Option	Function
<b>-1</b>	Fields that contain a delimiter (see the -d option) will not include quotation marks.
<b>-userid</b>	The RightFax user ID to use when logging in to the RightFax server. A password can be required using the -p option.
<b>-dASCII</b>	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).

Table 2h FaxDump.exe Command Line Options (Continued)

Option	Function
<b>-emm/dd/yyyy</b>	The ending date of the date range to report on. This can be specified as a day offset, i.e, -e-30 (default is 12/31/2010).
<b>-fserver</b>	The name of RightFax server that contains the fax information to output.
<b>-ggroupID</b>	The RightFax group ID for a group of users on which to report.
<b>-h</b>	Prints field headers in the first line of the output file.
<b>-ioption</b>	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
<b>-llevel</b>	Information level 0–7 (default is 0). See <a href="#">Appendix A, “FaxDump.exe Data Fields”</a> for details on the available information levels.
<b>-ofile</b>	Name of the ASCII file to output.
<b>-ppassword</b>	The RightFax password for the user ID specified with the -a option. To use NT authentication, leave this option blank.
<b>-q</b>	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.
<b>-smm/dd/yyyy</b>	The starting date of the date range to report on. This can also be specified as a day offset, i.e, -S-30 (default is 01/01/1980).

Table 2h FaxDump.exe Command Line Options (Continued)

Option	Function
<b>-tprotocol</b>	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
<b>-uuserIDs</b>	Comma delimited list of users to include (default is all users).

**Example** faxdump -frfserver -administrator -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 2i 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 <a href="#">"Table 2j: ImpUser.exe Import File Permissions Flags"</a> on page 29)
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

Table 2i ImpUser.exe Import File Required Fields (Continued)

Field	Maximum length	Description
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 <b>Delete After Routing</b> 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
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

Table 2i ImpUser.exe Import File Required Fields (Continued)

Field	Maximum length	Description
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 <a href="#">"Table 2k: Impuser.exe Import File Pager Flags"</a> on page 29)
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 2j ImpUser.exe Import File Permissions Flags

Flag	Function
a±	Administrative access
b±	Bypass billing code verification

Table 2j ImpUser.exe Import File Permissions Flags (Continued)

Flag	Function
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 2k 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

Table 2k Impuser.exe Import File Pager Flags (Continued)

Flag	Function
±	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 2l ImpUser.exe Command Line Options

Option	Function
<code>-dtemplateID</code>	Specifies the RightFax user ID to use as a template for imported users' settings. If not specified, uses the Default RightFax user ID.
<code>-ffaxserver</code>	Specifies the name of a fax server to import to.
<code>-ggroupname</code>	Specifies the name of a Windows NT group from which to import. If not specified, imports all users in the domain.
<code>-isourcefile</code>	Specifies the name of the file to import.
<code>-nsource</code>	Specifies the name of the Windows NT server to import the Windows NT domain accounts from.
<code>-ooutputfile</code>	Outputs the user list to a file rather than importing directly to RightFax. This file can then be edited and re-imported.

Table 2l ImpUser.exe Command Line Options (Continued)

Option	Function
<code>-ppassword</code>	The RightFax password for the user ID specified with the -u option. To use NT authentication, leave this option blank.
<code>-tprotocol</code>	Forces protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes s = SPX t = TCP/IP
<code>-uuserID</code>	The RightFax user ID to use when logging in to the RightFax server. A password can be required using the -p option.
<code>-1</code>	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 2.3 The Modify User Dialog Box

ID	Username	Group	Routing type	Default printer	General fax
ADMINISTRATOR	Administrator	EVERYONE	FAX Mailbox		
ALEX	AlexZ	EVERYONE	FAX Mailbox		
BILL	Billy	EVERYONE	FAX Mailbox		
CAROL	CarolX	EVERYONE	FAX Mailbox		
DAVE	DaveW	EVERYONE	FAX Mailbox		
DEFAULT	Default User Template	EVERYONE	FAX Mailbox		
DJP	DJP	EVERYONE	FAX Mailbox		
ELLEN	EllenV	EVERYONE	FAX Mailbox		
FRANK	FrankU	EVERYONE	FAX Mailbox		
GERALDINE	GeraldineT	EVERYONE	FAX Mailbox		
JANE	JaneD	EVERYONE	FAX Mailbox		

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 2.4 The User Information for Multiple Selections Dialog Box

**User Information for multiple selections**

General Fax Number: <Multiple Selections> [OK]

General Voice Number: <Multiple Selections> [Cancel]

Member of Group: EVERYONE

Default cover sheet: (System Default)

Routing Type: FAX Mailbox

Default printer: [ ]

Autoprint Received faxes:  Enable Printer: [ ]

Autoprint Sent faxes:  Enable Printer: [ ]

Fax cover pages  Successful faxes  Failed faxes

Fax bodies  Fax transmission histories

Administrative access  Can change cover sheet

Must have Password  Can use High priority

Archive sent faxes  Can Edit/Add Forms

Unprotected mailbox  Can Edit/Add Library Docs

Delete faxes after routing  Can OCR Faxes

Fine mode cover pages  Fine mode fax bodies

Enable Smart Resume  Send cover sheet with fax

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 2m 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 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 2n PhnPrint.exe Command Line Options

Option	Function
<code>-fserver</code>	Specify the name of RightFax server that contains the users whose phonebooks you want to print.
<code>-goption</code>	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)
<code>-lformat</code>	Output format 0, 1, or 3 where: 0 = Multi-line format, designed to be printed for reference (default) 1 = Space-delimited format 3 = Tab-delimited format
<code>-ofile</code>	Output file listing phonebook entries for all specified users
<code>-ppassword</code>	Comma delimited list of passwords for specified users
<code>-q</code>	Lists the field definitions for all of the output formats. This option overrides all other options

Table 2n PhnPrint.exe Command Line Options (Continued)

Option	Function
-tprotocol	Force protocol to specific type (rather than assigning automatically) using the following: n = Named Pipes (default) s = SPX t = TCP/IP x = IPX
-uuserIDs	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 RFDiag.exe

RFDiag.exe is a command line utility 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 2o RFDiag.exe Command Line Options

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

Table 2o RFDiag.exe Command Line Options (Continued)

Option	Function
-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 2p 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.
-ccategories	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 -aadministrator -spassword -c* -v`

■ ■ ■

## Chapter 3

# Enterprise Fax Reporter

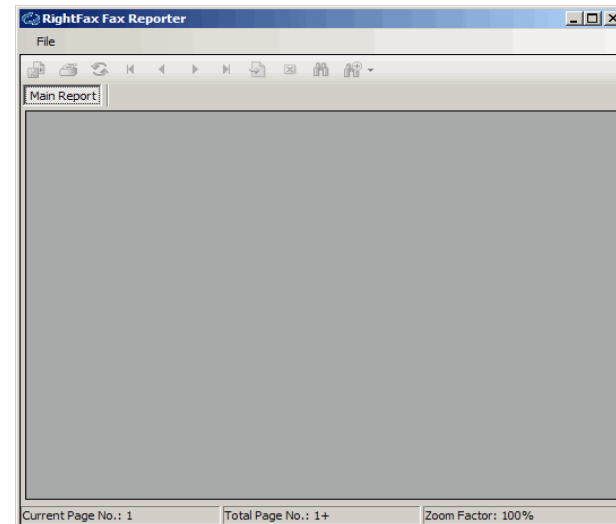
The RightFax database stores detailed information about each sent and received fax. The RightFax Enterprise Fax Reporter administrative utility organizes and presents this information for reporting and billing.

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 3.1 The RightFax Fax Reporter



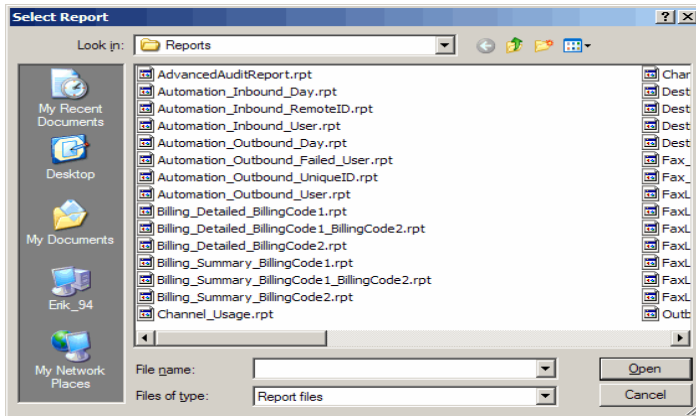
**Note** Although any user can run RightFax Enterprise Fax Reporter, the user must be granted the *Can Run Reports* permission in his or her RightFax user profile in order to access report data from the specified server.

## Opening Reports

To open a report, do the following:

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

Figure 3.2 The Select Report Dialog Box



2. There are three ways to open a report:

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

Use one of these methods to open a report. 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.*

Figure 3.3 RightFax SQL Server Dialog box: SQL Server Authentication

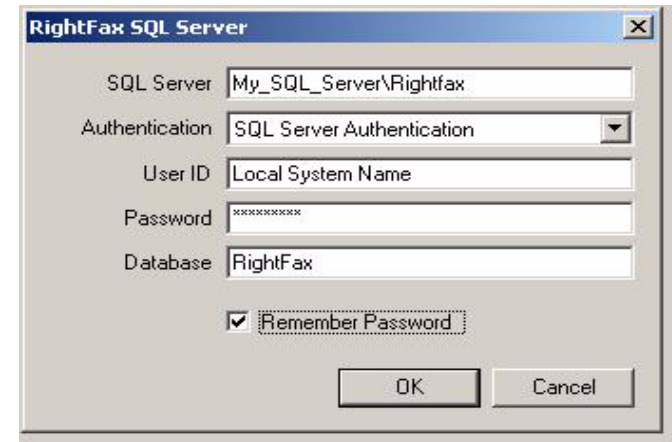


Figure 3.4 RightFax SQL Server Dialog box: Windows Authentication





**Note** Windows Authentication should be used only if your company uses Windows Authentication to synchronize your RightFax and SQL Server passwords with Windows.

- Your SQL Server User ID and Password.
  - The name of your RightFax Database.
  - Check the box to Remember Password, if applicable.
4. Finally, an Enter Parameter Values window will open and prompt you to enter parameter values, such as Date Range. For some reports, other parameter values will also need to be defined. See “[Reports and their Parameters](#)” on [page 51](#) for more information.

Figure 3.5 Enter Parameter Values

Enter Parameter Values

You can provide a single range of values for this parameter.  
Enter a lower and an upper limit to describe the range of values you want to include.

DateRange  
Please enter a range of dates to use for this report.

Range of values between

5/ 5/2000 10:20:34 AM and 8/14/2008 10:20:34 AM

Include this value  Include this value

No lower Bound  No upper Bound

< Back Finish Cancel

## 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.

## Enterprise Fax Reports

Here is a list of all available reports in Enterprise Fax Reporter, followed by a more detailed description of the reports some users have found particularly useful.

- AdvancedAuditReport.rpt
- Automation\_Inbound\_Day.rpt
- Automation\_Inbound\_RemotelID.rpt
- Automation\_Inbound\_User.rpt
- Automation\_Outbound\_Day.rpt
- Automation\_Outbound\_Failed\_User.rpt
- Automation\_Outbound\_UniqueID.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\_RemotelID.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

## Some Useful Reports

### Analysis Reports

Analysis reports provide data about the utilization of the RightFax server and fax board service.

Table 3a Analysis Reports

Report	Description
Channel usage, detailed report	<p>The detailed report lists the usage of the fax channels on each board server for each day of the reporting period.</p> <p>For each fax channel, the report shows:</p> <ul style="list-style-type: none"> <li>• Total minutes.</li> <li>• Receive minutes.</li> <li>• Send minutes.</li> <li>• Utilization percentage.</li> </ul> <p>For each BoardServer, the report shows:</p> <ul style="list-style-type: none"> <li>• Total minutes.</li> <li>• Total receive minutes.</li> <li>• Total send minutes.</li> </ul> <p>For all BoardServers for each day, the report shows:</p> <ul style="list-style-type: none"> <li>• Overall total minutes.</li> <li>• Overall total receive minutes.</li> <li>• Overall total send minutes.</li> </ul> <p>For all BoardServers and all days in the reporting period, the report shows:</p> <ul style="list-style-type: none"> <li>• Overall total minutes.</li> <li>• Overall total receive minutes.</li> <li>• Overall total send minutes.</li> </ul>

Table 3a Analysis Reports (Continued)

Report	Description
Channel usage, summary report	<p>The summary report lists the usage of the fax channels on each board server.</p> <p>For each fax channel, the report shows:</p> <ul style="list-style-type: none"> <li>• Total minutes.</li> <li>• Receive minutes.</li> <li>• Send minutes.</li> <li>• Utilization percentage.</li> </ul> <p>For each board server, the report shows:</p> <ul style="list-style-type: none"> <li>• Total minutes.</li> <li>• Total receive minutes.</li> <li>• Total send minutes.</li> </ul> <p>For all board servers, the report shows:</p> <ul style="list-style-type: none"> <li>• Overall total minutes.</li> <li>• Overall total receive minutes.</li> <li>• Overall total send minutes.</li> </ul>
Fax printing, by user	By user
Fax printing, by group	By group
Time of day usage	<p>This report shows the usage of the outbound fax channels on a BoardServer.</p> <p>For each hour of the day during the reporting period, the report shows the average number of minutes used for outbound faxing. It shows the utilization percentage of the channel compared to all the fax channels on the BoardServer.</p> <p>You are prompted to enter the number of the outbound fax channel on which to report.</p> <p>The report shows the overall total number of minutes for all channels on the BoardServer.</p>

### Inbound fax reports

Inbound fax reports provide data about faxes that are received by the RightFax server.

Table 3b Inbound Fax Reports (Continued)

Table 3b Inbound Fax Reports

Report	Description
User volume in pages, all users	<p>For each RightFax user ID, the report shows:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of pages received that day.</li> <li>• Total number of pages received for all days.</li> </ul> <p>The report shows the overall total pages received for all users.</p>
User volume in pages, top 10 users	<p>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:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of pages received that day.</li> <li>• Total number of pages received for all days.</li> </ul> <p>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.</p>
User volume in transmission time, all users	<p>For each RightFax user ID, the report shows:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of minutes of transmission time for the user's received faxes that day.</li> <li>• Total number of minutes of transmission time for the user's received faxes for all days.</li> </ul> <p>The report shows the overall number of minutes of transmission receipt time for all users.</p>

Report	Description
User volume in transmission time, top 10 users	<p>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:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of minutes of transmission time for the user's received faxes that day.</li> <li>• Total number of minutes of transmission time for all days.</li> </ul> <p>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.</p>
Unviewed/unprinted faxes	<p>For the RightFax user you specify, the report shows:</p> <ul style="list-style-type: none"> <li>• Date and time the fax was received.</li> <li>• Sender's name, if available.</li> <li>• Name or telephone number of the sending fax machine (remote ID).</li> <li>• Status</li> <li>• Number of pages received.</li> <li>• Total number of faxes received.</li> <li>• Total number of pages received for all days.</li> </ul> <p>For all users, the report shows the overall total pages received.</p> <p>You are prompted to enter a RightFax user ID.</p>

## Outbound fax reports

Outbound fax reports provide data about faxes that are transmitted from the RightFax server.

Table 3c Outbound Fax Reports

Report	Description
Billing	<p>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.</p> <p>Detailed</p> <p>The detailed report lists faxes sorted by billing code 1.</p> <ul style="list-style-type: none"> <li>• By billing info 1</li> <li>• By billing info 2</li> <li>• By billing info 1 - billing info 2</li> <li>• Date the fax was sent.</li> <li>• Number of pages in the fax.</li> <li>• Name of the recipient.</li> <li>• Fax number of the recipient.</li> <li>• Caller Subscriber Identification (CSID) from the recipient fax machine.</li> <li>• RightFax user ID of the person who sent the fax.</li> </ul> <p>For all faxes, the report shows the overall total pages sent.</p> <p>Summary</p> <ul style="list-style-type: none"> <li>• By billing info 1</li> <li>• By billing info 2</li> <li>• By billing info 1 - billing info 2</li> </ul>

Table 3c Outbound Fax Reports (Continued)

Report	Description
Destination, by fax number	<p>This report lists faxes sent to a specific fax number. For each fax number, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID of the person who sent the fax.</li> <li>• The user group of which the user is a member.</li> <li>• Date the fax was sent.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax.</li> <li>• Number of pages in the fax.</li> <li>• Unique ID of the fax, as assigned by the fax server.</li> </ul> <p>For all faxes, the report shows the overall total pages sent.</p> <p>You will be prompted to enter a fax number.</p>

Table 3c Outbound Fax Reports (Continued)

Report	Description
Destination, by remote ID	<p>This report lists faxes sent to a specific recipient fax machine. For each fax machine, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID of the person who sent the fax.</li> <li>• The user group of which the user is a member.</li> <li>• Date the fax was sent.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax.</li> <li>• Number of pages in the fax.</li> <li>• Unique ID of the fax, as assigned by the fax server.</li> </ul> <p>For all faxes, the report shows the overall total pages sent.</p> <p>You will be prompted to enter a remote ID, which is the name or telephone number of the recipient fax machine.</p>

Table 3c Outbound Fax Reports (Continued)

Report	Description
Destination, by to-company	<p>This report lists faxes sent to a specific recipient company. For each company, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID of the person who sent the fax.</li> <li>• The user group of which the user is a member.</li> <li>• Date the fax was sent.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax.</li> <li>• Number of pages in the fax.</li> <li>• Unique ID of the fax, as assigned by the fax server.</li> </ul> <p>For all faxes, the report shows the overall total pages sent.</p> <p>You will be prompted to enter a company name.</p>

Table 3c Outbound Fax Reports (Continued)

Report	Description
Destination, by to-name	<p>This report lists faxes sent to a specific recipient. For each recipient, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID of the person who sent the fax.</li> <li>• The user group of which the user is a member.</li> <li>• Date the fax was sent.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax.</li> <li>• Number of pages in the fax.</li> <li>• Unique ID of the fax, as assigned by the fax server.</li> </ul> <p>For all faxes, the report shows the overall total pages sent.</p> <p>You will be prompted to enter the name of a recipient.</p>

Table 3c Outbound Fax Reports (Continued)

Report	Description
Fax lists, detailed	<p>Detailed (with histories)</p> <ul style="list-style-type: none"> <li>• All faxes</li> <li>• Completed faxes only</li> </ul> <p>For each RightFax user ID, the report shows:</p> <ul style="list-style-type: none"> <li>• Date and time the fax was sent.</li> <li>• RightFax user ID of the person who sent the fax.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Estimated cost based on transmission time and standard rates.</li> <li>• Status of the fax transmission</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> <li>• Transmission history, which consists of: <ul style="list-style-type: none"> <li>• event date and time</li> <li>• off hook time</li> </ul> </li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• fax channel used for the transmission</li> <li>• number of pages transmitted</li> <li>• board result</li> </ul> <p>Total for the user: pages faxed and cost</p> <p>You will be prompted to enter a RightFax user ID or phone cost.</p>

Table 3c Outbound Fax Reports (Continued)

Report	Description
Fax lists, summary, all faxes	<p>This report lists all faxes that the fax server attempted to send. For each fax, the report shows:</p> <ul style="list-style-type: none"> <li>• Date and time the fax was sent.</li> <li>• RightFax user ID of the person who sent the fax.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> </ul> <p>For all faxes, the report shows the overall total pages sent.</p>
Fax lists, summary, completed faxes	<p>This report lists all faxes that were successfully sent. For each fax, the report shows:</p> <ul style="list-style-type: none"> <li>• Date and time the fax was sent.</li> <li>• RightFax user ID of the person who sent the fax.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> </ul> <p>For all faxes, the report shows the overall total pages sent.</p>

Table 3c Outbound Fax Reports (Continued)

Report	Description
User volume in pages, all users	<p>For each RightFax user ID, the report shows:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of pages sent that day.</li> <li>• Total number of pages sent for all days.</li> </ul> <p>The report shows the overall total pages sent for all users.</p>
User volume in pages, top 10 users	<p>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:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of pages sent that day.</li> <li>• Total number of pages sent for all days.</li> </ul> <p>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.</p>
User volume in transmission time, all users	<p>For each RightFax user ID, the report shows:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of minutes of transmission time for the user's sent faxes that day.</li> <li>• Total number of minutes of transmission time for the user's sent faxes for all days.</li> </ul> <p>The report shows the overall number of minutes of transmission time for all users' sent faxes.</p>

Table 3c Outbound Fax Reports (Continued)

Report	Description
User volume in transmission time, top 10 users	<p>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:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Number of minutes of transmission time for the user's sent faxes that day.</li> <li>• Total number of minutes of transmission time for all days.</li> </ul> <p>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.</p>

### Production inbound fax reports

The production inbound fax reports are designed for use with the RightFax Integration Module.

Table 3d Production Inbound Fax Reports

Report	Description
By user	<p>For each RightFax user ID, the report shows:</p> <ul style="list-style-type: none"> <li>• Unique ID of the received fax, as assigned by the fax server.</li> <li>• Date and time the fax was received.</li> <li>• Status of the fax (viewed or printed).</li> <li>• DID number that the fax was sent to.</li> <li>• Name or telephone number of the sending fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> <li>• Overall total number of fax pages received by the user.</li> </ul> <p>For all users, the report shows the overall total pages received.</p>

Table 3d Production Inbound Fax Reports (Continued)

Report	Description
By day	<p>For each day, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID.</li> <li>• Date and time the fax was received.</li> <li>• Status of the fax (viewed or printed).</li> <li>• DID number that the fax was sent to.</li> <li>• Name or telephone number of the sending fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> </ul> <p>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.</p>
By remote ID	<p>For each sending fax machine, the report shows:</p> <ul style="list-style-type: none"> <li>• Name or telephone number of the sending fax machine (remote ID).</li> <li>• RightFax user ID of the user who received the fax.</li> <li>• Date and time the fax was received.</li> <li>• Status of the fax (viewed or printed).</li> <li>• DID number that the fax was sent to.</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> <li>• Overall total number of fax pages received by the user.</li> </ul> <p>For each sending fax machine, the report shows the total pages received. For all received faxes, the report shows the overall total pages received.</p>

### Production outbound fax reports

The production outbound fax reports are designed for use with the RightFax Integration Module.

Table 3e Production Outbound Fax Reports

Report	Description
By user	<p>For each RightFax user, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID of the person who sent the fax.</li> <li>• Unique ID of the sent fax, as assigned by the fax server.</li> <li>• Date and time the fax was sent.</li> <li>• Date and time the fax was received by the recipient.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> </ul> <p>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.</p>

Table 3e Production Outbound Fax Reports (Continued)

Report	Description
By day	<p>For each day, the report shows:</p> <ul style="list-style-type: none"> <li>• Unique ID of the sent fax, as assigned by the fax server.</li> <li>• Date and time the fax was sent.</li> <li>• Date and time the fax was transmitted.</li> <li>• RightFax user ID of the person who sent the fax.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> </ul> <p>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.</p>

Table 3e Production Outbound Fax Reports (Continued)

Report	Description
By unique ID	<p>For each sent fax, the report shows:</p> <ul style="list-style-type: none"> <li>• Unique ID of the sent fax, as assigned by the fax server.</li> <li>• Date and time the fax was sent.</li> <li>• Date and time the fax was transmitted.</li> <li>• RightFax user ID of the person who sent the fax.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> </ul> <p>The report shows the overall total pages sent during the reporting period.</p>

Table 3e Production Outbound Fax Reports (Continued)

Report	Description
Failed faxes, by user	<p>For each sent fax that failed in transmission, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID of the person who attempted to send the fax.</li> <li>• Unique ID of the fax, as assigned by the fax server.</li> <li>• The initial date and time that the server attempted to send the fax.</li> <li>• The final date and time that the server attempted to send the fax.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or phone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Length of time of the attempted transmission.</li> </ul> <p>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.</p>

Table 3e Production Outbound Fax Reports (Continued)

Report	Description
Successful faxes, by user	<p>For each sent fax that was transmitted, the report shows:</p> <ul style="list-style-type: none"> <li>• RightFax user ID of the person who sent the fax.</li> <li>• Unique ID of the fax, as assigned by the fax server.</li> <li>• The initial date and time that the fax server attempted to send the fax.</li> <li>• The date and time that the fax was transmitted.</li> <li>• Name of the recipient.</li> <li>• Name of the recipient company.</li> <li>• Fax number of the recipient.</li> <li>• Name or telephone number of the recipient fax machine (remote ID).</li> <li>• Status of the fax transmission.</li> <li>• Number of pages in the fax.</li> <li>• Length of time of the transmission.</li> </ul> <p>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.</p>

## Exporting Fax Information to Another File Format

Follow these steps to export fax 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**.

## Exporting Fax Data to a Text File

In addition to the Fax Reporter utility, RightFax includes an administrative utility, FaxDump.exe, that outputs ASCII text files of fax data that you can import into other databases to produce reports.

## 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"  
**-outputType** "CR" | "XLS" | "XLSR" | "HTML32" | "HTML40" | "PDF" | "RTF" | "WORD"  
**-log** Error | Info | Off | Verbose | Warning

### Report Specific Parameters

**-paramDestination** *faxNumber* | *RemotelID* | *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

### Command Line Help

**-help** Show Help  
**-?** Show Help  
**-showparams** "Path to Crystal Report"

### Examples

```
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"
```

This will generate the report  
C:\tmp\RightFaxReports\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 -showParams "C:\Program  
Files\RightFax\AdminUtils\Reports\Usage_Top_10_Inbound_Users.rpt"
```

This will generate a list of all of the required parameters for a  
Crystal Report.

## Reports and their Parameters

Here are all of the reports listed with their parameters:

Table 3f Enterprise Fax Reporter Reports and their Parameters

Report	Parameters
AdvancedAuditReport	DateRange; Search User (String, Wildcard); Audited Action (String, Wildcard); Audited Action Type (String, Wildcard); Audited Value (String, Wildcard)
Automation_Inbound_Day	DateRange
Automation_Inbound_RemoteID	DateRange
Automation_Inbound_User	DateRange
Automation_Outbound_Day	DateRange
Automation_Outbound_Failed_User	DateRange
Automation_Outbound_UniqueID	DateRange
Automation_Outbound_User	DateRange
Billing_Detailed_BillingCode1	DateRange
Billing_Detailed_BillingCode1_BillingCode2	DateRange
Billing_Detailed_BillingCode2	DateRange
Billing_Summary_BillingCode1	DateRange; ServerName (String)
Billing_Summary_BillingCode1_BillingCode2	DateRange; ServerName (String)
Billing_Summary_BillingCode2	DateRange; ServerName (String)
Channel_Usage	DateRange
Channel_Usage_Summary	DateRange
Destination_FaxNumber	DateRange; Destination (String, Wildcard)
Destination_RemoteID	DateRange; Destination (String, Wildcard)
Destination_ToCompany	DateRange; Destination (String, Wildcard)
Destination_ToName	DateRange; Destination (String, Wildcard)

Table 3f Enterprise Fax Reporter Reports and their Parameters

Report	Parameters
FaxLists_Detailed_AllFaxes	DateRange; Search User (String, Wildcard); Phone Cost (Currency)
FaxLists_Detailed_CompletedFaxes	DateRange; Search User (String, Wildcard); Phone Cost (Currency)
FaxLists_Summary_AllFaxes	DateRange; Search User (String, Wildcard)
FaxLists_Summary_CompletedFaxes	DateRange; Search User (String, Wildcard)
FaxLists_Summary_HumanRoutedReceived	DateRange; Search User (String, Wildcard)
FaxLists_Summary_HumanRoutedReceived_SubReport_ReceivedCount	DateRange; Search User (String, Wildcard)
FaxLists_Summary_HumanRoutedReceived_SubReport_ReceivedEdcCount	DateRange; Search User (String, Wildcard)
Fax_Printing_Group	DateRange; Search Group (String, Wildcard)
Fax_Printing_User	DateRange; Search User (String, Wildcard)
Outbound_Activity_Users	DateRange; Search User (String, Wildcard); Phone Cost (Currency)
Outbound_Completed_Activity_Users	DateRange; Search User (String, Wildcard); Phone Cost (Currency)
Time_of_Day_Usage	DateRange; Send-Capable Channels (Number)
Usage_Inbound_TransmissionTime	DateRange
Usage_Inbound_Users	DateRange
Usage_Outbound_TransmissionTime	DateRange
Usage_Outbound_Users	DateRange
Usage_Top_10_Inbound_TransmissionTime	DateRange
Usage_Top_10_Inbound_Users	DateRange

Table 3f Enterprise Fax Reporter Reports and their Parameters

Report	Parameters
Usage_Top_10_Outbound _TransmissionTime	DateRange
Usage_Top_10_Outbound_Users	DateRange

■ ■ ■

## 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 <a href="#">"Fax status fields (FaxStat)"</a> on page 62
Fax_TermStat	Integer	4	Both	See <a href="#">"Termination status fields (TermStat)"</a> on page 63
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 <a href="#">“Termination status fields (TermStat)”</a> on <a href="#">page 63</a>
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)
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 <a href="#">"Termination status fields (TermStat)"</a> on page 63
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)

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 <a href="#">"Fax status fields (FaxStat)"</a> on <a href="#">page 62</a>
Fax_TermStat	Integer	4	Both	See <a href="#">"Termination status fields (TermStat)"</a> on <a href="#">page 63</a>
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 <a href="#">"Fax status fields (FaxStat)"</a> on page 62
Fax_TermStat	Integer	4	Both	See <a href="#">"Termination status fields (TermStat)"</a> on page 63
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 <a href="#">"Fax status fields (FaxStat)"</a> on <a href="#">page 62</a>
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 <a href="#">"Fax status fields (FaxStat)"</a> on page 62
Fax_TermStat	Integer	4	Both	See <a href="#">"Termination status fields (TermStat)"</a> on page 63

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)

<b>Value</b>	<b>Definition</b>
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)

<b>Value</b>	<b>Definition</b>
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)

<b>Value</b>	<b>Definition</b>
20	No circuits available
21	Transmit/receive error
22	No loop current detected
23	Call collision
24	Dial no loop error
26	Group 2 fax machine detected
28,34	Dead line
32	Successful
Any other value	Unknown error

■ ■ ■

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