Captaris

RightFax

Connector for FileNet P8 Guide

Edition

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END USER LICENSE AGREEMENT
for External Document Connector Modules

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Contents

Chapter 1 **Installing the RightFax Connector for FileNet P8 ..... 9**
Overview of the RightFax Connector for FileNet P8 9
Understanding the Connector Module 9
Preparing for the Installation 10
Installing the Connector on the RightFax Server 11
Activating the External Document Connector in RightFax 12
Installing the RightFax Connector on a Capture Professional WorkStation 13
Configuring the RightFax Connector for Capture Professional 14

Chapter 2 **Configuring Capture Professional to Commit Documents to FileNet Data Repositories 19**
Supported FileNet Product Suites 19
Support for the Capture Professional Fax Entry Feature 19
Creating a Capture Path to Move Fax Documents into the Repository 20
Configuring Capture Professional to Work with the RightFax Connector 21
Enabling Fax Document Indexing in a FileNet Product Suite 22

Chapter 3 **Using the Outbound Module to Send FileNet Documents as Faxes 27**
Installing and Configuring the Outbound Module 27
Installing the Outbound Module on the FileNet Print Server 28
Creating the RightFax Printer 28
Starting FileNet Print Administrator 31
Starting FileNet Fax Manager 32
Sending a Fax via RightFax from the IDM Viewer 32

Chapter 4 **Advanced Configuration Settings in the FileNet P8 DataFlow 35**
Configuring the FileNet P8 FlowPoints 35
Understanding Filters 36

Appendix A **Understanding the External Document Connector 39**
Overview of the External Document Connector 39
Using the EDC Monitor 39

Appendix B **RightFax Document Data Fields 43**

Index 47

Chapter 1

Installing the RightFax Connector for FileNet P8

Overview of the RightFax Connector for FileNet P8

The RightFax Connector for FileNet P8 lets you archive both sent and received fax documents from your RightFax server into a FileNet data repository. With the RightFax Connector for FileNet P8 you can:

- Send documents from your FileNet data repositories as faxes via the RightFax server.
- Automatically or manually index fax documents received via the RightFax server.
- Use capture paths to commit RightFax documents to a document data repository.
- Use Fax Entry to commit RightFax documents to a document repository.
- Print archived RightFax documents based on document data, such as the RightFax user ID, billing information, or job type (received, sent, or print job).

The RightFax Connector for FileNet P8 consists of two modules: the Connector module and the Outbound module (described in Chapter 3, "Using the Outbound Module to Send FileNet Documents as Faxes". You can install both of these modules or either module separately, depending on the needs of your organization.

Understanding the Connector Module

The Connector module component of the RightFax Connector for FileNet P8 connects the RightFax server and FileNet Capture Professional version 4.0 or higher. Capture Professional is then configured to move documents from the RightFax server to the data repository of any FileNet product suite supported by your version of Capture Professional.

Documents sent from and received by the RightFax server can be archived on a system-wide or per-user basis. Once the Connector module has been installed and configured, fax documents from one or more RightFax servers will be automatically imported into your FileNet data repository.

Components of the Connector module

The Connector module consists of these components:

The RightFax Connector for FileNet P8 This is the software that allows the RightFax server to communicate with each of the connector's components and the FileNet P8 server. This connector is installed on the RightFax server.

The External Document Connector (EDC) This is a service installed on the RightFax server during the server installation. The External Document Connector monitors RightFax for files to store in the FileNet repository. It then coordinates the activities of the other processors and connectors as fax documents are passed

into the repository. This chapter includes information on installing and configuring the External Document Connector. For a more complete description of the External Document Connector, see Appendix A, "Understanding the External Document Connector".

The RightFax Connector for Capture Professional This is the software that allows the RightFax External Document Connector to pass files into Capture Professional or to Fax Entry, which moves them into the FileNet repository. The RightFax Connector for Capture Professional is installed on a Capture Professional workstation and emulates an intelligent scanner. It bundles the RightFax documents into batches and delivers them to Capture Professional or it holds them for retrieval by Fax Entry.

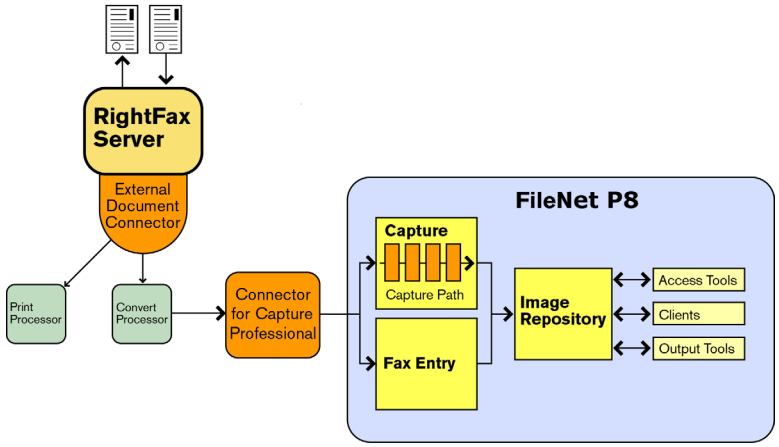
How documents are moved into the FileNet repository

Fax documents on the RightFax server are picked up by the External Document Connector and passed through the RightFax Convert processor, the RightFax Connector for Capture Professional, and the RightFax Print processor.

- The Convert processor converts the document files to the required single-page TIFF format.
- The RightFax Connector for Capture Professional organizes the fax documents into batches (including the fax images and document data that can be used for indexing purposes) and imports them into Capture Professional.
- The Print processor optionally prints the fax documents. Capture Professional then moves the fax documents into the FileNet data repository via capture paths or via Fax Entry.

The following diagram illustrates the progress of a document as it is routed from a RightFax server into a FileNet data repository.

Figure 1.1 Archiving Documents in a FileNet data repository



Preparing for the Installation

Before you install the RightFax Connector for FileNet P8, make sure that your RightFax and FileNet P8 systems meet the following requirements:

- A RightFax server version 9.0 or higher is installed and operating.
- The Program Files/RightFax folder and all subfolders must be shared, providing access to the Capture Professional workstation which will manage incoming fax documents.
- FileNet Capture Professional version 4.0 or higher must be installed on your network and must have all available patches applied.

Once you have met these requirements, complete the following steps to install and configure the RightFax Connector for FileNet P8:

1. Install the Connector on the RightFax server (page 11).
2. Activate and configure the External Document Connector on the RightFax server (page 12).
3. Install the RightFax Connector for Capture Professional on the Capture Professional workstation (page 13).
4. Optionally install and Configure the Outbound Module (page 27).

Important information about installations and upgrades

Do not re-run the Connector installation if you have already installed this version of the Connector for FileNet P8 or if you have installed any of the RightFax MFP Module 2.0 products (which use the same installation architecture as this product). Doing so will detect the existing installation and offer the options **Repair** and **Uninstall**. Selecting **Repair** will cause any existing configuration settings to be overwritten with default settings.

If you have already installed this product or any of the RightFax MFP Module 2.0 products, reinstallation is not necessary. Instead, you only need to contact Captaris Support to activate the Connector.

If you are running a new installation, or if you are upgrading an earlier release of the RightFax Connector for FileNet P8, then you should proceed with the installation instructions as described in the next section.

Installing the Connector on the RightFax Server

1. Log on to the RightFax server and insert the Connector for FileNet P8 installation CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. Select the option **Install the Connector on the RightFax Server**. This opens the connector installation wizard.
3. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation. Click **Next**.
4. Click **Install**. When the installation is complete, click **Finish**.

Contacting Captaris Support to activate the RightFax Connector for FileNet P8

After the RightFax Connector for FileNet P8 has been installed, the software must be activated. To activate the connector software, contact the RightFax Product Support Group at (520) 320-7070. A support representative will assist you through the activation process.

Adding the FileNet P8 component to the EDC

After the RightFax Connector for FileNet P8 has been installed, and its license enabled, you must add the FileNet P8 module to the External Document Connector.

To add the FileNet P8 module to the EDC

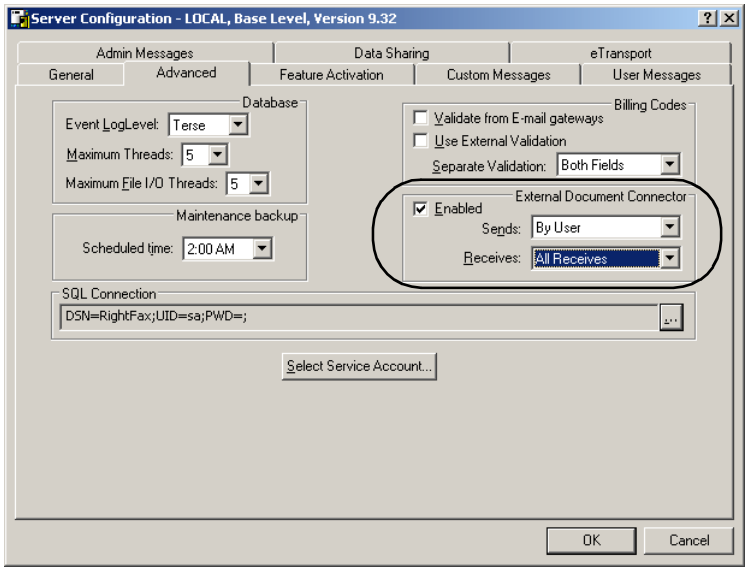
1. On the RightFax server, select **Start > All Programs > RightFax EDC Monitor**. This opens the **EDC Monitor** application.
2. Select **Tools > Configuration** to open the **Captaris EDC Configuration** dialog box.

3. Click the **Modules** tab. This tab lists all of the connector components that have been added to the External Document Connector.
4. Click **Add**. This opens the **Add Module** dialog box. All of the RightFax connector components for which you are licensed, but which have not yet been enabled in the External Document Connector are listed.
5. Select the **FileNet Panagon/P8** component in the list and click **OK**.
6. The **Add Module** dialog box closes and the added component is displayed in the list on the **Modules** tab.
7. Click **OK** to close the **Captaris EDC Configuration** dialog box.
8. Select **Tools > Services** to open the **Services** dialog box.
9. Click **Start All Services**. When the icon next to each service turns green, indicating that the service is running, click **Close**.
10. Close the **EDC Monitor** application.

Activating the External Document Connector in RightFax

1. When the RightFax server has restarted, run Enterprise Fax Manager.
2. In the list of RightFax servers in the left pane, select the local RightFax server.
3. In the list of services in the bottom pane, double-click **RightFax Server Module**. This opens the **Server Configuration** dialog box. Click the **Advanced** tab.

Figure 1.2 Activating the External Document Connector



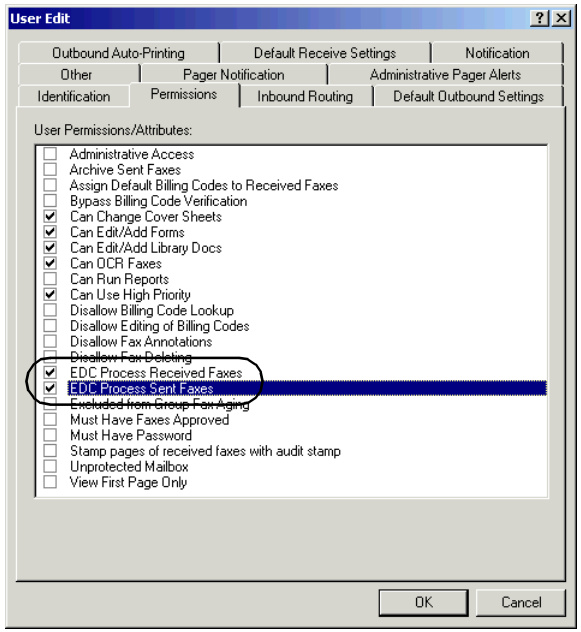
4. Under **External Document Connector**, click the **Enabled** check box.
5. In the **Sends** and **Receives** boxes, specify the types of fax documents you want to store in the FileNet repositories. You can store documents that have been both transmitted via the RightFax server (the **Sends** option) and received into the RightFax server (the **Receives** option).
   - **Disabled.** These fax documents will not be stored.
   - **By User.** Only specific RightFax users that have this feature enabled in their user records will have their fax documents stored (described in the next section).
   - **All Sends/Receives.** All fax documents of this type will be stored.
6. Click **OK**.

Storing fax documents for specific users

If you select **By User** in either the **Sends** or **Receives** boxes in the **Server Configuration** dialog box (described in the previous section), you must designate which RightFax users will have their documents stored in FileNet P8.

1. Run Enterprise Fax Manager.
2. Click **Users** under the appropriate RightFax server in the list of fax servers in the left pane.
3. Double-click a user ID whose documents will be stored in FileNet P8. The **User Edit** dialog box opens. Click the **Permissions** tab.

Figure 1.3 Selecting the EDC Processing Options



4. Select the **EDC Process Received Faxes** check box if you want the user's received fax documents to be stored. Select the **EDC Process Sent Faxes** check box if you want the user's sent fax documents to be stored. Select both options to store both sent and received faxes.
5. Click **OK** and repeat for each RightFax user whose fax documents will be stored on the FileNet server.

Installing the RightFax Connector on a Capture Professional WorkStation

After the External Document Connector has been activated and configured as necessary, you must install the RightFax Connector for Capture Professional. The RightFax connector supports Capture Professional version 4.0 and higher.

The RightFax Connector for Capture Professional organizes the fax documents into batches (including the fax images and document data that can be used for indexing purposes) and imports them into Capture Professional.

To install the RightFax Connector on a Capture Professional WorkStation

Caution *Captaris recommends that the RightFax Connector for Capture Professional* not *be installed on the RightFax server, even if the RightFax server has Capture Professional installed.*

1. Log on to the Capture Professional workstation.
2. Map a drive to the shared Program Files\RightFax folder on the RightFax server.
3. Insert the Connector for FileNet P8 installation CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.

4. In the menu of install options, select **Install the RightFax Connector for Capture Professional on a Capture Professional Workstation**. The Connector for Capture Professional install wizard opens.
5. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation. Click **Next**.
6. Click **Install**. When the installation is complete, click **Finish**.

To add the RightFax.ocx Capture Professional component

1. On the same Capture Professional workstation where you installed the RightFax Connector for Capture Professional, open the FileNet P8 Capture Manager.
2. Click **Add** next to the **Components** list. The **Add Capture Component** dialog box opens.
3. Navigate to the RightFax folder under the Capture\Programs folder and select the component file RightFax.ocx.
4. Click **Close** to close the FileNet P8 Capture Manager.

Configuring the RightFax Connector for Capture Professional

You have the following options for customizing the RightFax Connector for Capture Professional:

- "Specifying the volume of documents to process" (page 14).
- "Defining which documents to import based on document data filters" (page 15).

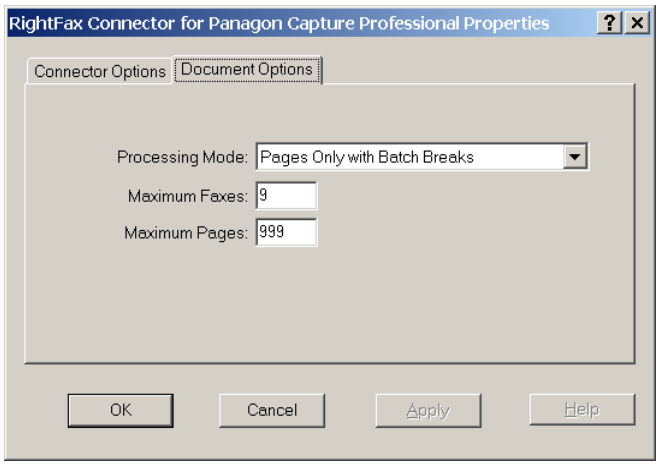
Specifying the volume of documents to process

Capture Professional requires that all documents be archived in the form of batches. Batches are distinct groups of documents and document data that have been formatted for Capture Professional. You can specify the format of batches to process and number of RightFax documents in each batch.

To configure batches of documents

1. In Capture Professional, select your settings collection for RightFax fax documents (to set the default configuration for all batches) or select an individual batch (to configure that batch only).
2. Select **Tools > Configure > RightFax Fax**. The **RightFax Connector for Panagon Capture Professional Properties** dialog box opens.
3. Click the **Document Options** tab.

Figure 1.4 Selecting a Capture Professional Processing Mode



Processing Mode The RightFax Connector for Capture Professional can create three types of batches for delivery to Capture Professional:

- **Pages Only with Batch Breaks.** This option creates a batch for each fax. This processing mode requires assembly before documents can be passed to the repository.
- **Pages Only with Document Breaks.** This option creates multiple fax documents under the batch in which they were originally received. This processing mode requires assembly before documents can be passed to the repository.
- **Document/Page.** This option creates multiple fax documents under the batch in which they were originally received and does not require assembly before documents can be passed to the repository.

Note *Because the Document/Page processing mode is exceptionally demanding on system resources, this option should only be used if you are unable to use the other two processing modes.*

Maximum Faxes This is the maximum number of fax documents that will be pulled from the job folder at one time. Enter a number from 1 to 20.

Tip *If the batch already contains faxes, the number of faxes you enter in this box will be added to the existing faxes in the batch.*

Maximum Pages This is the maximum number of individual fax pages that will be pulled from the job folder at one time. Enter a number from 1 to 999.

4. When you have completed the **RightFax Connector for Panagon Capture Professional Properties** dialog box, click **Apply**, and then click **OK**.

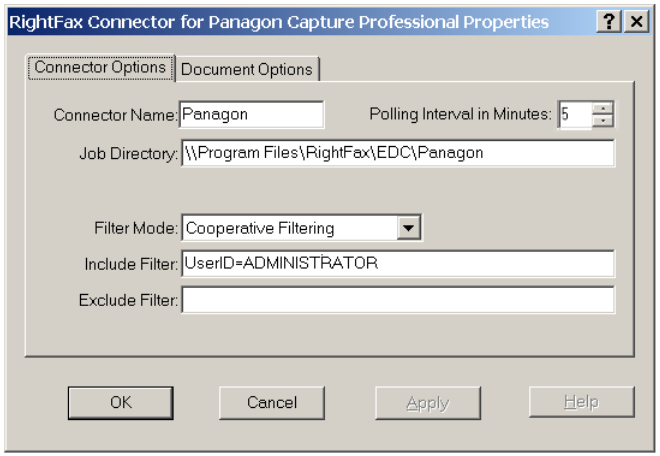
Defining which documents to import based on document data filters

The RightFax Connector for Capture Professional organizes RightFax documents into batches and imports them into Capture Professional. You can create a filter that limits the documents to import based on RightFax document data, such as a RightFax user ID or billing code.

To specify criteria for documents to import

1. In Capture Professional, select your settings collection for RightFax fax documents (to set the default configuration for all batches) or select an individual batch (to configure that batch only).
2. Select **Tools > Configure > RightFax Fax**. The **RightFax Connector for Panagon Capture Professional Properties** dialog box opens.

Figure 1.5 Setting the Connector Properties



3. Click the **Connector Options** tab.

4. To specify documents that should be imported from this connector based on RightFax document characteristics, select a filter mode.
   - **All Filtering.** Select this option if all documents should be imported.
   - **Cooperative Filtering.** Select this option to allow multiple capture paths to monitor one job directory for documents. With cooperative filtering, jobs remain stored in the job directory until they are imported by one of the RightFax Connectors for Capture Professional. Criteria for importing documents are based on keywords you specify in the **Include Filter** and **Exclude Filter** boxes.

     Cooperative filtering is used if you want to use different filters. Unlike Exclusive filtering, Cooperative filtering will not delete a job that doesn't meet its filter criteria. The job stays in the job directory until it is picked up by the appropriate filter.

     If you select Cooperative filtering, Captaris recommends creating a catch-all filter that periodically picks up any jobs that do not meet other filter criteria. For example, if you have one filter configured as “UserID=TechSupport” and another configured as “UserID=Sales,” there should be a third catch-all filter that has “UserID=TechSupport;UserID=Sales” for it's **Exclude** settings and a blank **Include** setting. This filter will pick up any jobs that don't happen to be for TechSupport or Sales so they don't remain unprocessed in the job directory indefinitely.
   - **Exclusive Filtering.** Select this option if a single connector will evaluate and import files from this job directory. Criteria for importing documents are based on keywords you specify in the **Include Filter** and **Exclude Filter** boxes. The connector evaluates the filter criteria, and it imports the documents that meet the criteria. If the filter criteria are not met by the document, the connector passes the document to the RightFax Print processor.

     You should select Exclusive filtering if you want to process only certain jobs and throw away anything that doesn't meet the filter criteria. You may have more than one workstation running in this mode *only* if they have identical filters.
5. Under **Filters**, specify filter keywords.
   - If you want to process only the jobs that meet your filter criteria, specify filter data in the **Include Filter** box.
   - If you want to process most jobs, but specifically *exclude* jobs that meet your filter criteria specify filter data in the **Exclude Filter** box.

   Criteria in the **Exclude Filter** box will be evaluated by the connector first, and it will override criteria in the **Include Filter** box.

   The keywords and data are not case-sensitive. To enter a string of keywords and data, type a semicolon between each keyword and value pair. The semicolon acts as a logical OR statement, so documents that meet any one of your keyword criteria will be filtered.

To filter documents, the data values for the keyword must match the RightFax document data. For example, to import all documents that include the user ID “sales,” documents with the user ID “sales23” will not be imported.

You can create filters based on any keyword in the job file. You can view many of these keywords by opening the sample sent and received fax job files you create with the External Document Connector. The sample job files are saved in the Program Files\RightFax\EDC\Processors\FileNet folder and can be viewed with any text editor. These files are numbered consecutively and have the extension .job. The following table lists some of the keywords most commonly used for creating filters.

Table 1a Common keywords used for filtering

Keyword	Description	Example
BillingInfo1 BillingInfo2	Billing information from the RightFax document.	billinginfo1=marketing
GenericFlag1 GenericFlag2	If an application in your enterprise is customized to work with the RightFax API, this keyword refers to the API constants FAXFLAG_GENERIC1 and FAXFLAG_GENERIC2. The value for the keyword is true or false.	genericflag1=true genericflag1=false
JobType	Job types are: • SendJob • ReceiveJob • PrintJob	jobtype=sendjob

Table 1a Common keywords used for filtering (Continued)

Keyword	Description	Example
RemoteCSID RemoteID	The remote caller subscriber ID (CSID) of the RightFax document.	remoteID=5550022
UniqueID	The unique ID of the document, assigned by the RightFax server.	uniqueID= SAR3D64FD3F1D16
UserID	The RightFax user ID of the person who sent the document.	userid=sales

Example

If there are three Capture Professional workstations and you want to capture Sales faxes only on one workstation, Marketing faxes only on another station, and all other faxes on the third workstation, the filters should be set up as follows:

- The Sales workstation would have UserID=Sales in the **Include Filters** box. The **Exclude Filters** box is left empty.
- The Marketing workstation would have UserID=Marketing in the **Include Filters** box. The **Exclude Filters** box is left empty.
- The third catch-all workstation would have UserID=Sales;UserID=Marketing in the **Exclude Filters** box. The **Include Filters** box is left empty.

6. When you have completed the **RightFax Connector for Panagon Capture Professional Properties** dialog box, click **Apply**, and then click **OK**.

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Chapter 2

Configuring Capture Professional to Commit Documents to FileNet Data Repositories

Supported FileNet Product Suites

FileNet P8 is comprised of several unique product suites that store and manage your documents and data. The RightFax Connector for FileNet P8 can be used to store RightFax documents in the data repositories of any FileNet product suite supported by your version of Capture Professional.

For example, Capture Professional version 4.0 supports these product suites:

- Image Services
- Content Services

Capture Professional version 4.1 supports these additional product suites:

- Image Manager Suite
- Content Manager Suite
- Web Content Manager Suite
- Business Process Manager Suite

These are the content management systems that let you receive faxes from the RightFax server directly into your FileNet document repository.

Support for the Capture Professional Fax Entry Feature

The RightFax Connector for FileNet P8 supports the Capture Professional Fax Entry feature. With a few exceptions, the instructions for configuring the connector to work with Fax Entry the same as those for the FileNet product. The instructions are provided in this chapter.

Fax Entry commits three types of data to a repository and/or to a specific local or network directory. Each type of data is described in the following table.

Table 2a Data That Is Processed by Fax Entry

Data	Description
Inbound faxes	Fax Entry accepts faxes from a remote location through a fax server.
Imported files	Fax Entry processes all files it finds in a specified directory.
Journal entries created by Fax Entry	Fax Entry creates a journal log, recording events that occur as inbound faxes or imported files are processed.

Creating a Capture Path to Move Fax Documents into the Repository

Capture paths automate the process of committing documents into a FileNet data repository after they have been received by Capture Professional. If you are using Fax Entry to commit fax documents to the FileNet data repository, capture paths are not required.

The instructions provided here create a capture path that commits all available RightFax documents to a FileNet data repository. Other capture path configurations can be created to meet the needs of your organization.

To create a capture path for RightFax fax documents

In this procedure you must specify a repository to which the capture path will commit fax documents. This can be either a new or an existing repository. If you want to use a new repository, create the repository before beginning this procedure. For information on creating a new repository, refer to the documentation for your FileNet product suite.

1. Run Capture Professional and select the repository in which you will be storing fax documents.
2. Select **File > New > Capture Path**. The FileNet P8 Capture Path wizard opens. Click **Next** on the introductory screen.
3. Select the repository where you want inbound fax documents to be stored. Click **Next**.
4. In the **Name** box under **Define New Capture Path**, type a name for the new capture path. Leave the remaining options unchanged and click **Next**.
5. Move the following capture path components from the **Components** list into the list under the name of your new capture path in the exact order they are listed here:
   - **RightFax Fax**
   - **Assembly**
   - **Index**
   - **Commit**

Note *The Assembly component is unnecessary if you select Page/Document as your processing mode (see* "Configuring the RightFax Connector for Capture Professional" *on page 14**).*

6. When you are finished moving the capture path components, click **Next**. This opens the **Capture Path Layout** window (a type of flow chart illustrating the data flow through your capture path).
7. Check the **Maximize** option.
8. Ensure that the added components are laid out in this order:

   Begin → Fax → Assembly → Index → Commit → End

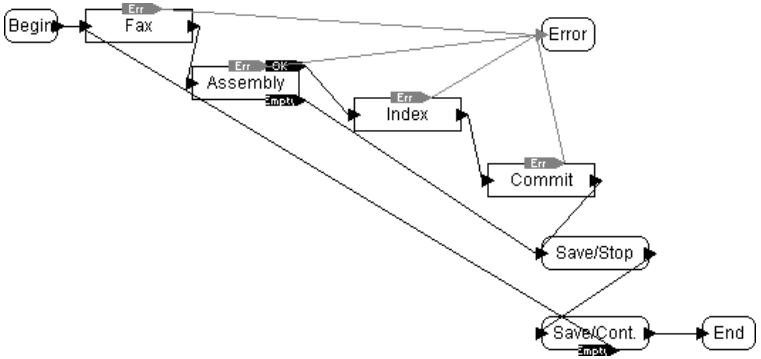
Note *Begin and Fax are the only required components of a path for RightFax documents. This capture path commits all available RightFax documents to the data repository.*

9. Click **Save/Stop** to add a new **Save/Stop** object between the **Commit** and **End** objects.
10. On the **Assembly** object, locate the box labeled **Empty**. Position the cursor over this box until the cursor changes to a double-arrow. Drag the box from the **Assembly** object to the **Save/Stop** object.
11. Click **Save/Cont.** to add a new **Save/Cont.** object between the **Save/Stop** and **End** objects.

12. On the **Save/Cont.** object, locate the box labeled **Empty**. Position the cursor over this box until the cursor changes to a double-arrow. Drag the box from the **Save/Cont.** object to the **Fax** object.

    The final diagram should look like this:

    Figure 2.1 The Completed Capture Path Layout



13. Click **Next**.

14. Finally, click **Finish** to close the FileNet P8 Capture Path wizard.

Configuring Capture Professional to Work with the RightFax Connector

To configure the RightFax Connector for Capture Professional, you must create and configure a new settings collection and template for RightFax documents. As described in "Installing the RightFax Connector on a Capture Professional WorkStation" (page 13), you may have installed one or multiple capture paths and settings collections on one or more Capture Professional workstations.

To create a new settings collection

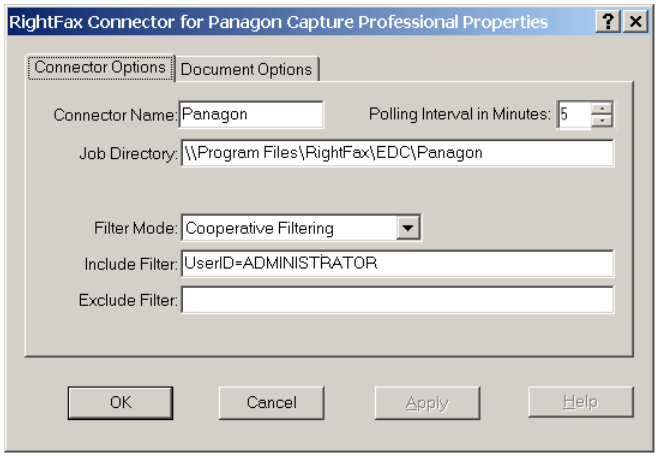
In this procedure you will configure several settings under the data repository where you want inbound fax documents to be stored. This can be either a new or existing repository. If you want to use a new repository, create the repository before beginning this procedure. For information on creating a new repository, refer to the documentation for your FileNet product suite.

1. Run Capture Professional.
2. Under the **Config** container in the repository where you want inbound fax documents to be stored, click **Settings**.
3. Select **File > New > Settings**. The FileNet P8 Capture settings wizard opens. Click **Next** on the introductory screen.
4. Select the repository where you want inbound fax documents to be stored. Click **Next**.
5. Under **Define new Settings Collection**, in the **Name** box, type a name for the new settings collection. Leave the remaining options unchanged and click **Next**.
6. If you created a new document class for indexing (described page 22), select the document class name and click **Next**.
7. On the component configuration screen, select **RightFax Fax** and click **Configure**. The **RightFax Connector for Capture Professional Properties** dialog box opens.
8. In the **Connector Name** box, enter the name for this connector in this settings collection. You can define unique connectors for settings collections.
9. If you are configuring the Connector to work with Fax Entry, in the **Polling Interval in Minutes** box, enter the interval that Fax Entry will poll the connector for documents. Enter a number of minutes.

10. In the **Job Directory** box, type the path to the Panagon folder on the source RightFax server. Type the UNC path to a folder on the server or the absolute path to the folder on the local computer. Click **Apply**, and then click **OK**.

Note *This step is required to enable communication between the RightFax source server and the Capture module. There are several additional options in this dialog box that let you customize the operation of the connector. For a complete description of all of the options in this dialog box, see* "Configuring the RightFax Connector for Capture Professional" *on page 14*.

Figure 2.2 Specifying the Path to the Panagon Folder on the Source RightFax Server



11. Click **Next**, and then click **Finish** to close the FileNet P8 Capture settings wizard.

To create a new template

1. In Capture Professional, under the **Config** container, click **Templates**.
2. Select **File > New > Template**. The FileNet P8 Capture template wizard opens. Click **Next** on the introductory screen.
3. Select the repository where you want inbound fax documents to be stored. Click **Next**.
4. Under **Define new Settings Collection**, in the **Name** box type a name for the new template. Leave the remaining options unchanged and click **Next**.
5. On the available settings collections screen, select the name of the settings collection you created in the previous steps and click **Next**.
6. Select one of the following options:
   - If you are configuring a template for Fax Entry, click **Next** to skip this step.
   - If you have configured a capture path for RightFax fax documents (described on page 20) select the capture path in the **Capture Path** box and click **Next**.
7. Finally, click **Finish** to close the FileNet P8 Capture template wizard.

Enabling Fax Document Indexing in a FileNet Product Suite

If you want to automatically index fax documents when they are committed to a data repository, you must specify the data fields you want indexed and link those fields to the data that is included with RightFax fax documents.

Important *These instructions are specific to FileNet Image Services. If you are using the Connector for FileNet P8 to commit documents to a data repository in a different product suite, you may want to review these instructions and apply the principles for document indexing to your specific product suite.*

Manual indexing also is available in Capture Professional. Refer to the Capture Professional documentation for more information.

To enable fax document indexing

Note *The following instructions assume that you have access to and are familiar with the FileNet Image Services server. If you need further information on any of the dialog boxes or options described in this section, refer to your FileNet documentation.*

1. On the Image Services server, run Application Executive.
2. Select **Applications > Database Maintenance** to open the **Database Maintenance** dialog box.
3. Select **Families > Define/Update Family**. The **Define/Update Media Families** dialog box opens.
4. Complete this dialog box according to your organizational requirements. The family you configure here will contain a new document class for RightFax fax documents. You can either create a new family or select an existing family.
5. When the **Define/Update Media Families** dialog box is completed, select **File > Save** to save the settings, and then **File > Exit** to return to the **Database Maintenance** dialog box.
6. Select **Indexes > Define/Update Index**. The **Define/Update Index** dialog box opens.
7. For each data field that you want to index, complete the entries in this dialog box according to your organizational requirements. The index fields you add here must correspond to (but do not need to have the same names as) the data fields that are included with RightFax fax documents. For a list of the RightFax document data fields, see Appendix B, "RightFax Document Data Fields".
8. When the **Define/Update Index** dialog box is completed, select **File > Save** to save the settings, and then **File > Exit** to return to the **Database Maintenance** dialog box.
9. Select **Classes > Define/Update Class**. The **Define/Update Class** dialog box opens.
10. Complete the entries in this dialog box according to your organizational requirements. The document class you configure here will be used for all RightFax fax documents archived in your Image Services system.
11. When the **Define/Update Class** dialog box is completed, select **File > Save** to save the settings.
12. Select **Index > Edit**. The **User Defined Index** dialog box opens.
13. Add each of the index fields you created in step 7.
14. When all of the index fields have been added, click **Cancel**, and then click **Close** to return to the **Database Maintenance** dialog box.
15. Select **File > Save** to save the settings and then **File > Exit** to close the **Database Maintenance** dialog box.
16. Finally, stop and then restart the Image Services server. This step is required for the changes to take effect.

Mapping RightFax Document Data to the FileNet Index

In this procedure you will use a sample RightFax document to map available data fields to indexing fields you set up on the Image Services server for RightFax fax documents.

This is required only if you set up your Image Services server to index archived RightFax fax documents (described on page 22).

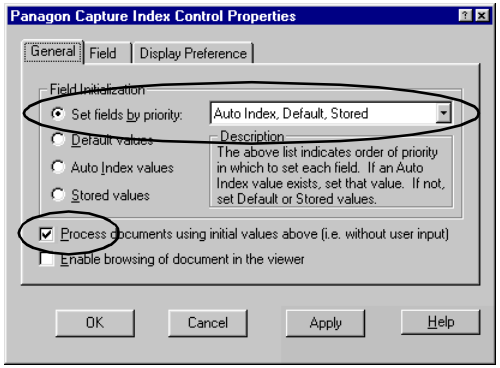
To map RightFax data to your index

1. On the Capture Professional workstation, run Capture Professional.
2. Select the new setting you created in the previous step and select **Tools > Start > RightFax Fax**.

Note *When you added the RightFax component, a Fax button was added to the Capture Professional toolbar. Clicking this button is the same as selecting* ***Tools > Start > RightFax Fax****.*

3. Click the settings collection you created for RightFax fax documents and select **Tools > Configure > Index**. The **Panagon Capture Index Control Properties** dialog box opens.
4. On the **General** tab, click **Set fields by priority**, and then select **Auto Index, Default, Stored** in the list.
5. If you set up a capture path to automate moving fax documents into the repository (described on page 20), select the **Process documents using initial values above** check box.

Figure 2.3 Setting the Field Priority

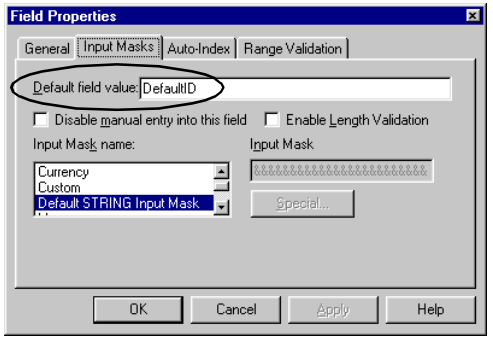


6. Click the **Field** tab.
7. Select the first index field in the list and click **Configure**. The **Field Properties** dialog box opens.

Note *These instructions provide information on options required to enable indexing of RightFax document data only. For more information on the options on each tab of this dialog box, refer to your FileNet documentation.*

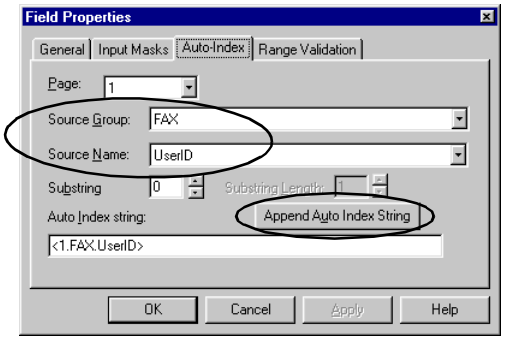
8. Click the **Input Masks** tab.
9. In the **Default field value** box, type a value that will populate this index field if the data is unavailable in the RightFax fax document.

Figure 2.4 Setting the Default Field Value



10. Click the **Auto-Index** tab.
11. In the **Source Group** box, select **FAX**.
12. In the **Source Name** box, select the field from the RightFax document that corresponds to the index field you are mapping.
13. Click **Append Auto Index String**. An index string appears in the **Auto Index string** box.

Figure 2.5 Creating the Auto-Index String



14. Click **OK**. Repeat these steps for each index field listed in the **Panagon Capture Index Control Properties** dialog box.

15. When each index field in the **Panagon Capture Index Control Properties** dialog has been configured, click **Apply**, and then click **OK** to close the dialog box.

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Chapter 3

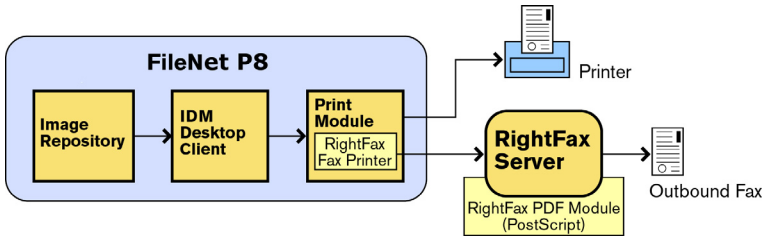
Using the Outbound Module to Send FileNet Documents as Faxes

The RightFax Connector for FileNet P8 can be used to send images from a FileNet data repository as faxes via the RightFax server. This component of the RightFax Connector for FileNet P8 is called the Outbound module, because documents are transmitted as faxes from your data repository.

With the Outbound module, the RightFax server is configured as a generic fax printer on a FileNet Print server. When a user prints to this RightFax printer from the IDM desktop client, the user is prompted for fax addressing information (fax number, recipient name, etc.), and then the image and addressing information are sent to the RightFax server for transmission.

The following diagram illustrates the process of faxing a document from a FileNet product Suite via a RightFax server.

Figure 3.1 Faxing a Document Via the RightFax Server



Installing and Configuring the Outbound Module

To upgrade to the RightFax Outbound Module from any previous version, you must first uninstall the old version using Add/Remove Programs in Windows Control Panel. When you uninstall the Outbound module, all of the module settings and configurations will be removed. Captaris recommends that you make a note of the settings before you uninstall it.

Before you install the Outbound module of the RightFax Connector for FileNet P8, make sure that your RightFax and FileNet systems meet the following requirements:

- The RightFax server must be version 9.0 or higher.
- FileNet Print version 4.2 or higher must be installed and configured on a FileNet Print server on your network.

To install and configure the Outbound module, complete the following steps:

1. Install the RightFax Outbound module on the FileNet Print server (described on page 28).
2. Create the RightFax printer (described on page 28).
3. Start FileNet Print Administrator (described on page 31).
4. Start FileNet Fax Manager (described on page 32).

Installing the Outbound Module on the FileNet Print Server

This step installs the Outbound module on your FileNet Print server. If you have more than one FileNet Print server on your network, you must follow these installation instructions on each server that you want to support faxing via RightFax.

To install the Outbound module

1. On the FileNet Print server, insert the Connector for FileNet P8 CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. In the menu of install options, select the option **Install the Outbound Module on a FileNet Print server**.
3. Follow the instructions on the screen.
4. When the Setup program is complete, click **Finish**.

Creating the RightFax Printer

After you have installed the Outbound module on the FileNet Print server, you must create a RightFax fax printer. Documents printed to this printer will be routed to the RightFax server for transmission.

Creating the RightFax printer requires these basic steps:

1. Create the RightFax printer on the FileNet product suite server (described on page 28).
2. Configure the RightFax print queue on the Print server (described on page 29).

Creating the RightFax printer on the FileNet product suite server

Important *These instructions are specific to FileNet Image Services. If you are creating a RightFax printer in a different product suite, you may want to review these instructions and apply the principles for creating the RightFax printer in your specific product suite.*

1. On the Image Services server, run the FileNet P8 Configuration Editor by selecting **Start > Programs > FileNET IMS Configuration > Configuration Editor**. The **Open Configuration Database** dialog box opens.
2. Enter the database and domain name of the Image Services server to configure. Verify that the **Read-only** option is *not* selected, and click **OK**. This opens the FileNet IMS System Configuration Editor.
3. Click the **Procedures** tab.
4. Select **Add a Printer**, and then click **Run**. The **Add a Printer** dialog box opens.
5. Select **WorkFlo/Fax 3.0** as the printer type, and then click **Next**.
6. Type a name for the new RightFax printer, and click **Next**.

   You cannot include spaces in the name of the printer. Substitute underscores or other characters for spaces in the printer name (for example, RightFax_Fax_Printer).
7. Enter the IP address of the FileNet Print server, and then click **Next**.
8. Select the paper sizes to support, and then click **Next**.
9. Select the fax resolutions to support, and then click **Next**.
10. Specify if you want to set the printer as the default printer, and then click **Next**.
11. When you see the message “Edit procedure completed successfully,” click **OK**.

12. To confirm the new printer has been successfully added, click the **Printing** tab. The new printer should appear in the list of available printers.

13. Close the FileNet IMS System Configuration Editor. Click **Yes** when you are prompted to save the changes.

14. Restart the Image Services server.

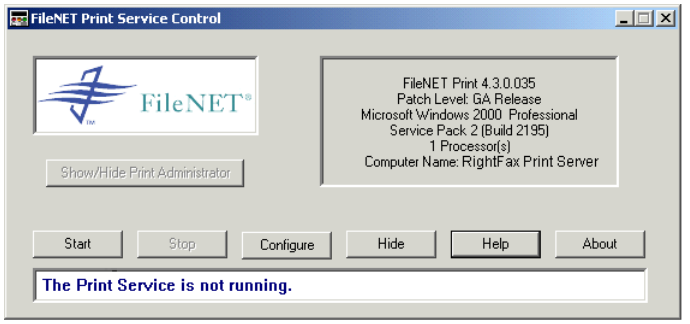
Configuring the RightFax print queue on the FileNet Print server

This step configures the RightFax print queue on the FileNet Print server to communicate with the RightFax server. All documents sent to the RightFax server via this RightFax print queue will be associated with a single RightFax user ID. The properties and permissions of this user ID will be used for all outbound faxes sent from the Image Services repository. Although any existing user ID will work for this purpose, you may want to create a special RightFax user ID dedicated to faxes originating from FileNet P8 users.

If a document is created with PostScript fonts, then it must be sent to the RightFax server from the FileNet Print server with the fonts. In this step, you will specify that fonts be downloaded with the document.

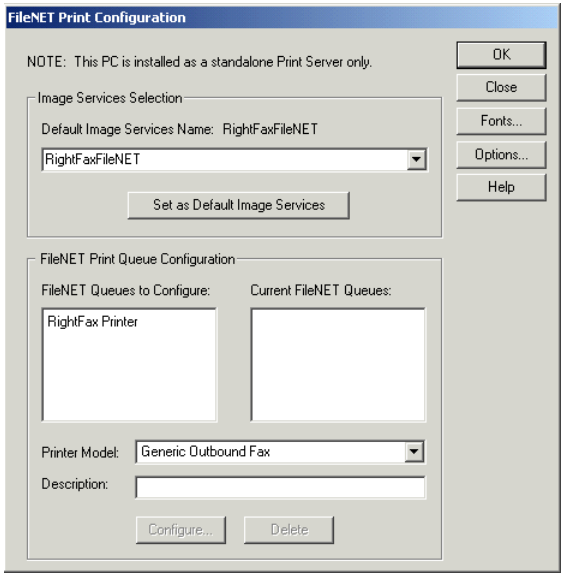
1. On the FileNet Print server, select **Start > Programs > FileNET Print > FileNET Service Control**. The **FileNet Print Service Control** dialog box opens.

Figure 3.2 The FileNet Print Service Control Dialog Box



2. Click **Configure**, and the **Print Configuration** dialog box opens. Complete the following steps:
   - Configure the RightFax print queue (described on page 30).
   - Configure font downloading (described on page 31).

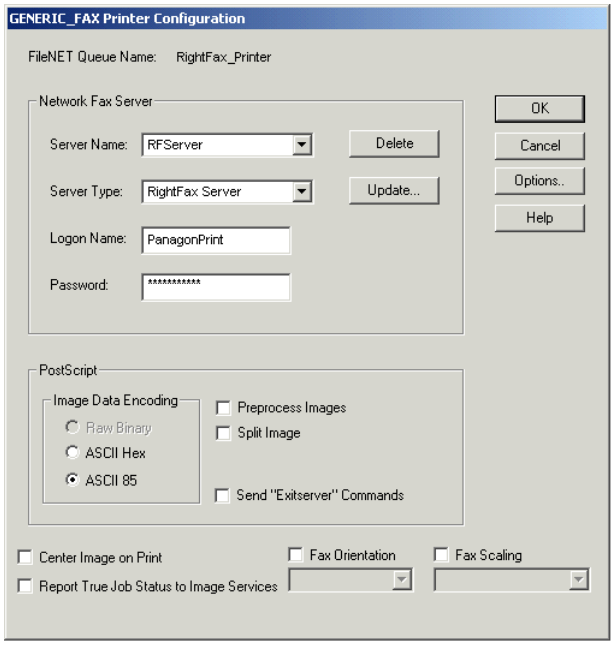
Figure 3.3 The Print Configuration Dialog Box



To configure the RightFax print queue

1. In the **Print Configuration** dialog box, under **IDMIS Selection** (in Print 4.2) or **Image Services Selection** (in Print 4.3), select the domain name for the Print server you are configuring. The name of the RightFax printer you created on the Image Services server appears in the **FileNET Queues to Configure** list.
2. Select the RightFax printer name and click **Configure**. The **Generic Fax Printer Configuration** dialog box opens.

Figure 3.4 The Generic Fax Printer Configuration Dialog Box



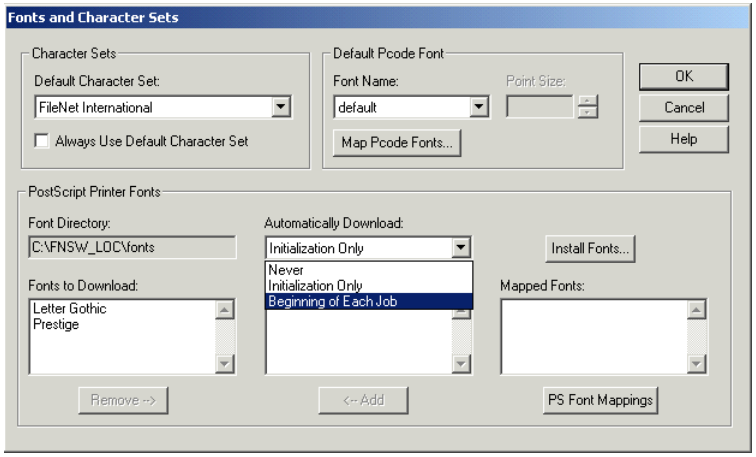
3. In the **Server Name** box, enter the name of the RightFax server.
4. In the **Server Type** box, select **RightFax Server**.
5. In the **Logon Name** box, type the name of a RightFax user ID. This is the user ID on the RightFax server that all outbound faxes will be assigned to.

6. In the **Password** box, type the password for the RightFax user ID you entered in the **Logon Name** box.
7. Under **PostScript**, verify that the **Send "Exitserver" Commands** check box is *not* selected. Click to clear the check box.
8. Complete the remaining entries in this dialog box according to your requirements. When you are done, click **OK**. The **Generic Fax Printer Configuration** dialog box closes.

To download fonts

1. In the **Print Configuration** dialog box, click **Fonts**. The **Fonts and Character Sets** dialog box opens.

Figure 3.5 The Fonts and Character Sets Dialog Box



2. Under **PostScript Printer Fonts**, in the **Automatically Download** list, click **Beginning of Each Job**.
3. Complete the remaining entries in this dialog box according to your requirements. When you are done, click **OK**. The **Fonts and Character Sets** dialog box closes.

Starting FileNet Print Administrator

FileNet Print Administrator monitors the FileNet product suite server and picks up print requests for printers configured on the Print server.

Starting FileNet Print Administrator in FileNet Print 4.2

In FileNet Print 4.2, FileNet Print Administrator is an application that monitors the product suite server and picks up print requests for printers configured on the Print server. FileNet Print Administrator must remain running on the Print server in order to continually monitor the product suite server. After you start FileNet Print Administrator, it can be minimized, but do not close the application.

To start FileNet Print Administrator, select **Start > Programs > FileNET Panagon Server Applications > Panagon Print Administrator**.

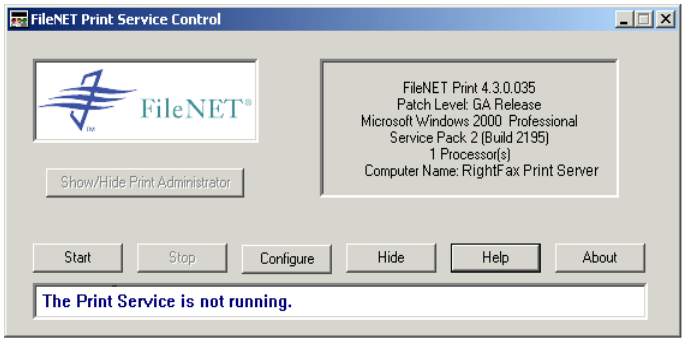
Starting FileNet Print Administrator in FileNet Print 4.3

In FileNet Print 4.3, the FileNet Print service is a Windows NT service that monitors the product suite server and picks up print requests for printers configured on the Print server. The FileNet Print service must remain running on the Print server in order to continually monitor the product suite server.

To start the FileNet Print service

1. Select **Start > Programs > FileNET Print Service Control**. The FileNet Print Service Control dialog box opens.

Figure 3.6 The FileNet Print Service Control Dialog Box



2. Click **Start**.

Starting FileNet Fax Manager

FileNet Fax Manager requests and processes fax addressing information for print jobs sent to fax printers. It must remain running on the Print server in order to process print jobs sent to fax printers. After you start FileNet Fax Manager, it can be minimized, but do not close the application.

Tip *The FileNet Fax Manager screen may need to refreshed in order to get the status of RightFax faxes from the RightFax server.*

Starting FileNet Fax Manager in FileNet Print 4.2

To start FileNet Fax Manager in FileNet Print 4.2, select **Start > Programs > FileNET Panagon Server Applications > Panagon Fax Manager**.

Starting FileNet Fax Manager in FileNet Print 4.3

To start FileNet Fax Manager in FileNet Print 4.3, select **Start > Programs > FileNET Print > Fax Manager**.

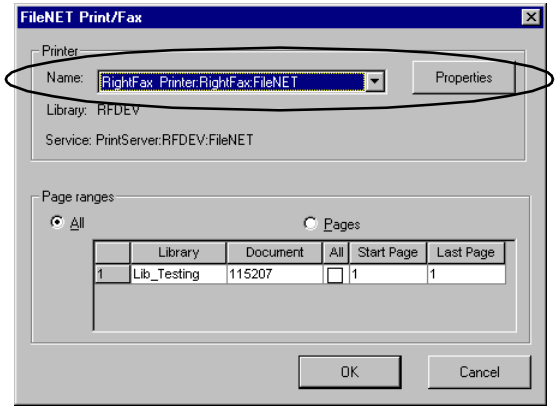
Sending a Fax via RightFax from the IDM Viewer

Once the RightFax printer is created and properly configured, you are ready to send faxes from the IDM Viewer.

To send a fax from the IDM Viewer

1. On any FileNet P8 client computer, run FileNet IDM Viewer.
2. Load an image from the data repository.
3. Select **File > FileNET Print/Fax**. The **FileNET Print/Fax** dialog box opens.

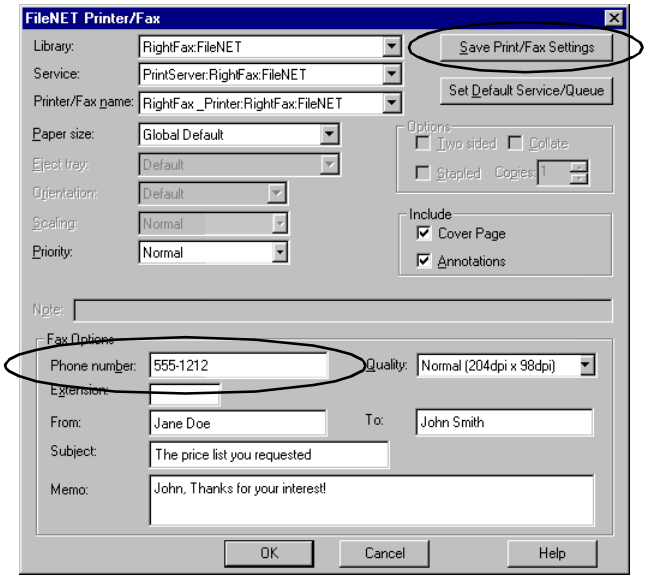
Figure 3.7 Selecting the RightFax Printer



4. In the **Name** box, select the name of your RightFax printer.

5. Click **Properties**. The **FileNet Printer/Fax** dialog box opens.

Figure 3.8 Entering Fax Addressing Information



6. Under **Fax Options**, in the **Phone number** box, type the destination fax number. This is a required entry. All other entries are optional. The text you enter in the **From**, **To**, **Subject**, and **Memo** boxes will appear on the fax cover sheet.

   If you enter a subject in the **Subject** box, it will appear in the Notes section of the RightFax cover sheet along with any text you enter in the **Memo** box.

7. When you have completed the fax addressing information, click **Save Print/Fax Settings**.

8. Click **OK** to send the fax.

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Chapter 4

Advanced Configuration Settings in the FileNet P8 DataFlow

The RightFax Connector for FileNet P8 is installed as a component called the "FileNet Panagon/P8 DataFlow" in the External Document Connector. A DataFlow is a series of individual steps called "FlowPoints." Each FlowPoint performs a specific task required to import RightFax documents into the FileNet system.

The preceding chapters in this guide have provided all of the configuration information necessary to integrate the RightFax Connector for FileNet P8 with your RightFax and FileNet servers. However, there are some advanced settings in the FileNet Panagon/P8 DataFlow which are not discussed in this guide and which are used mainly for troubleshooting and support purposes. These settings do not apply to normal operation of the RightFax Connector for FileNet P8.

This chapter discusses the FileNet Panagon/P8 DataFlow and its individual FlowPoints in more depth, and describes some of the additional functionality that is available. For any option that you find in the External Document Connector that is *not* described in this guide, you can click the **[?]** icon displayed in the title bar of each dialog box, and then click the option you want described.

Configuring the FileNet P8 FlowPoints

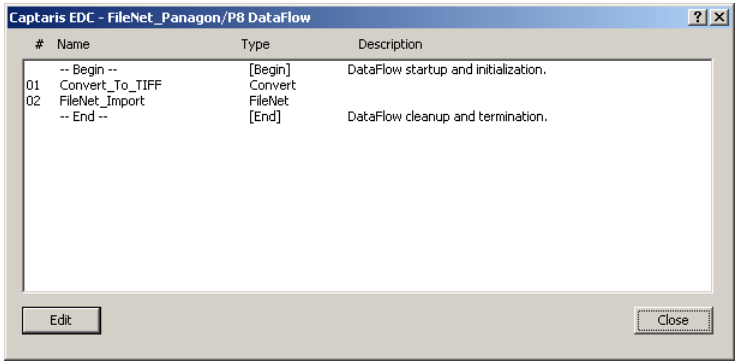
The FileNet Panagon/P8 DataFlow contains two numbered FlowPoints specific to the RightFax Connector for FileNet P8. Additional "Begin" and "End" FlowPoints, generic to all DataFlows, are also included making a total of four FlowPoints.

To open the list of Flowpoints in the FileNet Panagon/P8 DataFlow

1. On the RightFax server, select **Start > All Programs > RightFax EDC Monitor** to open the **EDC Monitor** application.
2. Select **Tools > Configuration** to open the **Captaris EDC Configuration** dialog box.
3. Click the **DataFlows** tab.

4. Select **FileNet Panagon/P8** in the list of DataFlows and click **Edit**. This opens the **FileNet_Panagon/P8 DataFlow** dialog box. This dialog box lists all of the FlowPoints in the FileNet DataFlow.

Figure 4.1 The FlowPoints in the FileNet Panagon/P8 DataFlow



5. To edit a FlowPoint's configuration settings, select the FlowPoint in the list and click **Edit**.

"Table 4a: FileNet P8 FlowPoints" describes all of the FlowPoints in the FileNet P8 DataFlow.

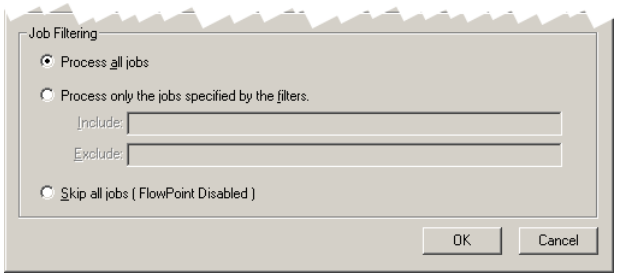
Table 4a FileNet P8 FlowPoints

FlowPoint Name	Description
Begin	Initializes the DataFlow. No configuration necessary.
Convert_To_TIFF	Converts the RightFax images to single-page TIFF image format. The options in this FlowPoint are not editable.
FileNet_Import	Imports the converted images into the FileNet repository.
End	Terminates the dataFlow and deletes temporary files. No configuration necessary.

Understanding Filters

Some of the FileNet P8 FlowPoints let you configure filter options. Filters define a subset of documents that will be processed by the FlowPoint. Documents that do not meet the filter criteria will be ignored by the FlowPoint and passed on to the next FlowPoint in the chain.

Figure 4.2 Example of filter options on a FlowPoint configuration screen



By default, the **Process all jobs** option is selected for most FlowPoints and no filters are configured, so all documents will be processed.

To create a filter, specifying whether jobs should be explicitly included or explicitly excluded by the FlowPoint, select **Process only the jobs specified by the filters**.

If you want to process only the jobs that meet your filter criteria, specify filter data (keywords) in the **Include** box. If you want to process most jobs, but specifically *exclude* jobs that meet your filter criteria specify filter data in the **Exclude** box. Criteria in the **Exclude** box will be evaluated by the connector first, and it will override criteria in the **Include** box.

The keywords and data are not case-sensitive. To enter a string of keywords and data, type a semicolon between each keyword and value pair. The semicolon acts as a logical OR statement, so documents that meet any one of your keyword criteria will be filtered.

To filter documents, the data values for the keyword must match the RightFax document data. For example, to process all documents that include the user ID "sales," documents with the user ID "sales23" will *not* be imported.

You can create filters based on any keyword in the job file. You can view many of these keywords by opening the sample sent and received fax job files you create with the External Document Connector. The sample job files are saved in the Program Files \RightFax\EDC\Modules\RightFax folder and can be viewed with any text editor. These files have the extension .job. The following table lists some of the keywords most commonly used for creating filters.

Table 4b Common keywords used for filtering

Keyword	Description	Example
{BillingInfo1} {BillingInfo2}	Billing information from the RightFax document.	{billinginfo1}=marketing
JobType	Job types are: • SendJob • ReceiveJob • PrintJob	jobtype=sendjob
{RemoteCSID} {RemoteID}	The remote caller subscriber ID (CSID) of the RightFax document.	{remoteID}=5550022
{UniqueID}	The unique ID of the document, assigned by the RightFax server.	{uniqueID}= SAR3D64FD3F1D16
{UserID}	The RightFax user ID of the person who sent the document.	{userid}=sales

Example
{BillingInfo1}=international;{UserID}=sales;{UserID}=marketing

In some cases, the same filter must be added in several related FlowPoints in order to work as expected. This is true for FlowPoints 7 through 10, which all manage print notifications, and for FlowPoints 12 through 14, which all manage e-mail notifications. If you add a filter to any of these FlowPoints, you must also add the same filter to its related FlowPoints.

■ ■ ■

Appendix A

Understanding the External Document Connector

Overview of the External Document Connector

The External Document Connector (EDC) is a module for the RightFax server that allows it to communicate with FileNet P8. The External Document Connector processes documents using a set of steps called a "DataFlow." The DataFlow is comprised of several distinct processes called "FlowPoints." Each FlowPoint performs a distinct task and then passes the document on to the next FlowPoint.

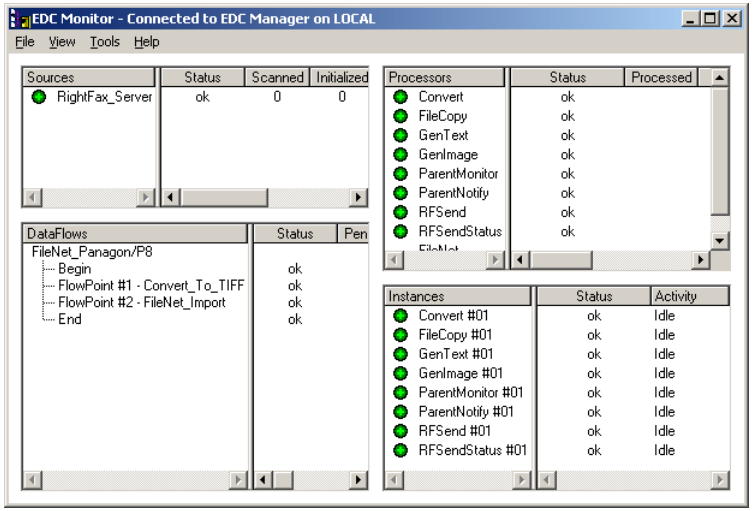
Using the EDC Monitor

The External Document Connector includes a management tool called the External Document Connector Monitor (EDC Monitor). Use the EDC Monitor to monitor the status of the connectors and processors under the control of the EDC, add and delete processor services, and configure the EDC components.

Caution *The EDC Monitor application does not display errors that occur with individual processors. It will only report specific job files that have encountered errors. To check for errors in the External Document Connector's processors, you must review the Event Log.*

To run the EDC Monitor program, select **Start > Programs > RightFax EDC Monitor**. The **EDC Monitor** program window opens.

Figure 4.3 The External Document Connector Monitor



Installed modules are listed in the top left pane, and the DataFlow and individual FlowPoints are displayed in the bottom left pane. In the top right pane, all of the processors that are required by the

FlowPoints are listed, and the separate instances of each processor are listed in the bottom right pane. Current status information is displayed for all objects listed in the EDC Monitor. The following table defines each of the status columns in the right pane.

Table A1 EDC Monitor Status Definitions

Column heading	Definition
Status	The External Document Connector component's status. Possible values are: • Failed - The component has shut down. • Hung - The component is no longer responding. • Job Errors - Errors prevented the image from processing. • OK - The image was processed successfully.
Processed	The total number of fax images that have been processed by this component.
Pending	The total number of jobs currently queued for processing by this component.
Errors	The total number of processing errors that have been logged by this component.
Activity	The current active state of the component. Possible values are: • Idle - The component is currently inactive. • Processing Job- The component is currently processing a job. • Paused- The component has been paused. No jobs will be processed. • Shut Down- The component service is currently stopped.

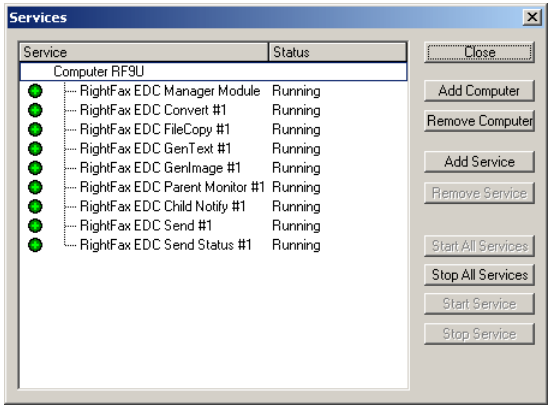
Monitoring the Processor Services

The External Document Connector EDC Manager component and all of the individual processors managed by the External Document Connector are installed as services on the computer running the External Document Connector. The External Document Connector Monitor includes a tool that can be used to view the status of these services and add and remove services.

To monitor the status of the External Document Connector processor services

1. On the RightFax server, select **Start > Programs > RightFax EDC Monitor**. The **EDC Monitor** program window opens.
2. Select **Tools > Services**. This opens the **Services** dialog box.

Figure 4.4 The Services dialog box



This dialog box displays the status of the EDC Manager service (which controls all of the processors) as well as the status of the individual processors.

To start or stop a service, select the service name and click **Start Service** or **Stop Service**. To start or stop all of the services, select the computer name at the top of the list and click **Start All Services** or **Stop All Services**.

Adding and removing processors

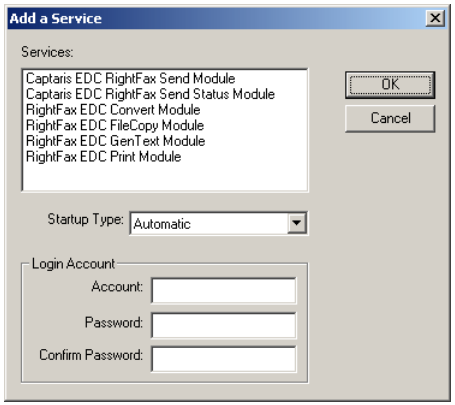
You can run a maximum of 16 of each type of processor. Processors can be run on the same computer that runs the External Document Connector (the RightFax server) or on remote computers to take advantage of the additional processor power.

Note *Although it is possible to install and configure more than 16 of each type of processor, only 16 of each will actually function at any given time.*

To add new instances of a processor

1. Run the EDC Monitor and select **Tools > Services** to open the **Services** dialog box.
2. If you want to add the service to a remote computer that is not listed, click **Add Computer** and specify the name of the remote computer.
3. Select the computer to which you want to add the service and click **Add Service**. This opens the **Add a Service** dialog box.

Figure 4.5 The Add a Service Dialog Box



4. Under **Services**, select the type of service to add.
5. Under **Login Account**, enter the user name and password of the user account that the service will use to start up. This user account should have full administrative privileges to the computer you selected in step 3.
6. Click **OK**.

Note *If you are adding processors to a remote computer and you receive the message "EDC Manager has not been properly configured to allow services to be installed," or if the services fail to start, see the following section on adding processes to a remote computer.*

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Appendix B

RightFax Document Data Fields

The following table lists the data fields that are included with each RightFax fax document that can be used to index fax documents that have been archived in an Image Services repository.

- The data field column lists each RightFax document data field. On the Image Services server, the corresponding index fields are not required to use field names that are identical to these.
- The field type and maximum length are needed when you configure data fields in the FileNet Image Services system.
- The fax type indicates whether the data is included with sent or received faxes. Some data is included with sent faxes only, some data is included with received faxes only, and some data is included with both sent and received faxes.

Table B1 RightFax Document Data Fields

Data field	Field type	Max. length	Fax type	Description
{BillingInfo1}	String	15	Sent	Billing code 1, if defined on the RightFax server.
{BillingInfo2}	String	15	Sent	Billing code 2, if defined on the RightFax server.
{CallerID}	String	21	Received	The RightFax user ID of the mailbox where the fax was received. This data is available if the fax board supports it.
{Caller Station ID}	String	21	Received	The caller subscriber ID (CSID) of the recipient fax machine.
{Date}	Date	N/A	Sent/Received	The date that the fax was sent or received. The date is stored in the format YYYY/MM/DD.

Table B1 RightFax Document Data Fields (Continued)

Data field	Field type	Max. length	Fax type	Description
{DateTime}	Special	N/A	Sent/Received	The date and time that the fax was sent or received. The data is stored in the format YYYY/MM/DD HH:MM:SS.
{DID/DTMF/ANI}	String	21	Received	The DID or DTMF code or the ANI routing data for the RightFax user who received the fax (if defined on the RightFax server).
{FaxAttributes}	String	Variable	Sent/Received	A custom string displaying key attributes of the fax in the format "FaxAttributes (*Attribute*, *Attribute*, ...)". Available attributes are: • Broadcast • Gateway • Production • InternetLink • WinFax
{Fax Channel}	Integer	N/A	Received	The channel number on the RightFax server on which the fax was received.
{Fax Server}	String	31	Received	The name of the RightFax server where the fax was received.
{FromCompanyFaxNumber}	String	31	Sent	The fax number of the sender's organization.
{FromCompanyVoiceNumber}	String	31	Sent	The voice number of the sender's organization.
{FromFaxNumber}	String	31	Sent	The sender's personal fax number.
{FromName}	String	99	Sent	The sender's name.
{FromVoiceNumber}	String	31	Sent	The sender's personal voice number.
{Job ID}	Unsigned long	15	Received	The ID of the fax assigned by the RightFax External Document Connector (EDC) component of the RightFax Connector for FileNet P8.
{JobType}	String	Variable	Sent/Received	The type of fax: • Send • Receive • Print • Unknown
{NumberOfImages}	Integer	N/A	Sent/Received	The total number of pages in the fax (including the cover page).

Table B1 RightFax Document Data Fields (Continued)

Data field	Field type	Max. length	Fax type	Description
{PageNum}	Integer	N/A	Sent/Received	The page number of the fax. The first fax page is page 1. For sent faxes, the cover page (if any) is assigned page number 0.
{Receive Time}	COleDateTime	N/A	Received	The time that the fax was received. The format of the date and time is based on the local machine settings.
{Receive Time String}	String	N/A	Received	The date and time that the fax was received. The data is stored in the format MM/DD/YYYY HH:MM:SS. The time is stored in 24-hour format.
{RemoteCSID}	String	21	Sent/Received	The caller subscriber ID (CSID) of the remote fax machine.
{SendDuration}	Integer	N/A	Sent/Received	The number of seconds required to transmit the fax.
{Time}	Special	N/A	Sent/Received	The time that the fax was sent or received. The time is stored in 24-hour format as HH:MM:SS.
{ToCityState}	String	59	Sent	The city and state of the fax recipient.
{ToCompany}	String	59	Sent	The name of the recipient's organization.
{ToFaxNumber}	String	31	Sent	The destination fax number.
{ToName}	String	59	Sent	The fax recipient's name.
{ToVoiceNumber}	String	31	Sent	The fax recipient's voice number.
{Transmission Status}	String	35	Received	Status of the transmission (success or error).
{Transmission Type}	Integer enumerated	5	Received	Fax image resolution (normal or fine).
{UniqueID}	String	15	Sent/Received	The unique ID of the fax assigned by the RightFax server.
{UserID}	String	21	Sent/Received	For sent faxes, the RightFax user ID of the sender. For received faxes, the RightFax user ID of the recipient.

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Index

A

activate the EDC 12-13
activating the FileNet connector 11
add
  FileNet component 11-12
  processors 41
archiving faxes
  described 10

C

capture path 20-21
Capture Professional
  See also Connector for Capture Professional
  capture path 20-21
  configuring 21-22
  configuring batches 14-15
  importing documents with filters 15-17
  processing mode 15
  settings collection 21-22
  support for Fax Entry 19
  templates 22
  versions supported 10
configure
  Capture Professional 21-22
  Connector for Capture Professional 14-17
configure *(continued)*
  FlowPoints 35-36
  RightFax print queue 29-31
  RightFax users 13
Connector for Capture Professional
  configuring 14-17
  configuring batches 14-15
  importing documents with filters 15-17
  installing 13-14
  overview 13
Connector for FileNet P8
  Connector module 9
  installation steps 11
  Outbound module 27
  overview 9-10
Connector module
  See also Outbound module
  components 9-10
  installation overview 10
  installation steps 11
  overview 9-10
cooperative filtering 16
create RightFax printer 28-29

D

data fields in RightFax documents 43-45

E

EDC
  activating 12-13
  adding processors 41
  EDC Monitor 39-40
  monitoring services 40
  RightFax user permissions 13
EDC Monitor
  running 39
  status fields overview 40
exclusive filtering 16
External Document Connector *See* EDC

F

Fax Entry support 19
fax indexing 22-23
Fax Manager, FileNet 32
Fax Manager, starting 32
faxes
  data fields 43-45
  indexing 23-25
  sending from the IDM Viewer 27, 32-33
FileNet
  add module to EDC 11-12
  Fax Manager, starting 32

FileNet Capture Professional *See* Capture Professional
FileNet connector
  activating 11
  installing 10-11
FileNet Print Administrator, starting 31
filter keywords 17
filtering documents in batches 15-17
FlowPoints
  configuring 35-36
fonts, downloading 31

I

IDM Viewer 32-33
inbound faxes, moving to the repository *See* Connector module
indexing faxes
  enabling 22-23
  mapping RightFax data 23-25
install
  Connector for Capture Professional 13-14
  Outbound module 27-28
  overview 10
  server component 11
installing the FileNet connector 10-11

K

keywords, filter 17

M

mapping RightFax index data 23-25
monitor services 40

O

Outbound module
  installing 27-28
  overview 27

P

path, capture 20-21
permissions, RightFax user 13
Print Administrator, FileNet 31
Print Administrator, starting 31-32
print queue, RightFax 29-31
printer, RightFax 28-31
processing mode 15
processors
  adding 41
  removing 41
product suites 19

R

RightFax
  document data fields 43-45
  print queue 29-31
  printer, creating 28-29
  sending a fax from the IDM Viewer 32-33
  server component installation 11
  server version, required 10
  user permissions 13
RightFax Connector for FileNet P8 *See* Connector for FileNet P8
RightFax.ocx file, installing 14

S

sending a fax 32-33
sending faxes 27
server component installation 11
services, start 12
settings collection, creating 21-22
start
  FileNet Fax Manager 32
  FileNet Print Administrator 31-32
start services 12
supported FileNet product suites 19

T

templates in Capture Professional 22