



Version 8.7  
Web Client Guide

## **Edition**

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## Chapter 1

# Installing and Configuring the Web Client

The RightFax Web Client lets RightFax users manage their fax mailboxes from any Web browser. When a RightFax user accesses the RightFax server through a Web browser, the Web Client acts as a gateway between the two servers, converting HTTP-formatted requests into RightFax-formatted queries and replies. Requests travel from the Web browser to the Web server where they are translated by the Web Client and then delivered to the RightFax server. The RightFax Web Client generates HTML 3.2 standard output.

The RightFax Web Client provides access to your organization's RightFax server from any computer in the world that has Web access.

## Installing the RightFax Web Client

Software for the RightFax Web Client is installed on both the RightFax server and a Microsoft IIS server (which may or may not be running on the same computer as the RightFax server).

### Activating the Web Client software on the RightFax server

The files required by the RightFax Web Client are installed on all RightFax servers during the server installation. However, the Web Client must be licensed and activated before its functionality will be enabled.

To activate the Web Client, you must have licensed a RightFax server type that includes this module, or purchased and licensed this module separately. For information on activating new components on the RightFax server, refer to the *RightFax Installation Guide*.

After the RightFax Web Client has been activated on the RightFax server, you must install the Web Client software on an IIS server (described in the next section).

## Installing the Web Client software on a Microsoft IIS server

The IIS server where the Web Client is installed must meet the following minimum requirements:

- Microsoft Internet Information Server (IIS) 5.0 or later.



**Tip** Servers running Microsoft Windows 2003 do not have IIS installed by default. On Windows 2003, IIS 6.0 must be selected as an optional component during the operating system installation

- In addition to the memory requirements for the operating system and Microsoft IIS, the Web Client requires a minimum of 8 MB of RAM. Additional memory may be necessary if many users will be accessing the Web server simultaneously. The CPU speed of the IIS server will determine how quickly the Web Client can display fax images.

If you are installing the Web Client on a server running IIS version 6.0, you must change some of the default settings in the IIS configuration. These changes can be made either before or after you install the RightFax Web Client, but they must be completed before the Web Client will work on computers running IIS 6.0:

- In Internet Information Services Manager, **Active Server Pages** and **ISAPI Extensions** must be enabled. These features are enabled from the Web Service Extensions folder.
- Parent Paths must be enabled, either for the Default Web Site as a whole, or for the SecureDocs virtual directory which appears after the installation of Certified Delivery. Edit the properties of either of these sites and select the **Directory** tab. Click **Configuration**, open the **Options** tab, and select **Enable Parent Paths**.

### To install the Web Client software on a Microsoft IIS server

Follow the instructions for installing the RightFax server in the *RightFax Installation Guide* and use the following specific steps:

- On the **Setup Type** screen, select **Custom** and then click **Next**.
- On the **Setup Features** screen, expand the **IIS** heading in the components tree and select the **WebClient** component to install. Deselect all other installed components. Click **Next**.
- On the **Advanced Options** screen, enter an IIS user account that RightFax will use to access the IIS server. By default, the account information for the current user will be entered in this box. This option is required for the Web Client.

Complete the remaining instructions in the *RightFax Installation Guide* for installing the RightFax server.

The Web Client Setup program creates two new directory aliases in your IIS server configuration: "RIGHTFAX," which points to RightFax folder, and "RIGHTFAXPLUGIN," which points to the Plugins folder.

## Testing the Web Client Installation

The RightFax Web Client can be accessed immediately after the Web server is restarted by the Setup program.

### To test the Web Client installation

1. Start a Web browser on any machine with TCP/IP access to the Web server running the RightFax Web Client or on the Web server itself.
2. Point the browser at your Web server's new RightFax directory alias by entering the URL of your Web server followed by "/rightfax." For example:

`http://server.domain.com/rightfax`

3. Your browser should load the RightFax Web Client default home page. This page has a single link in the center. Click the RightFax logo to go to the RightFax Web Client Login page.

Figure 1.1 The RightFax Web Client Login Screen

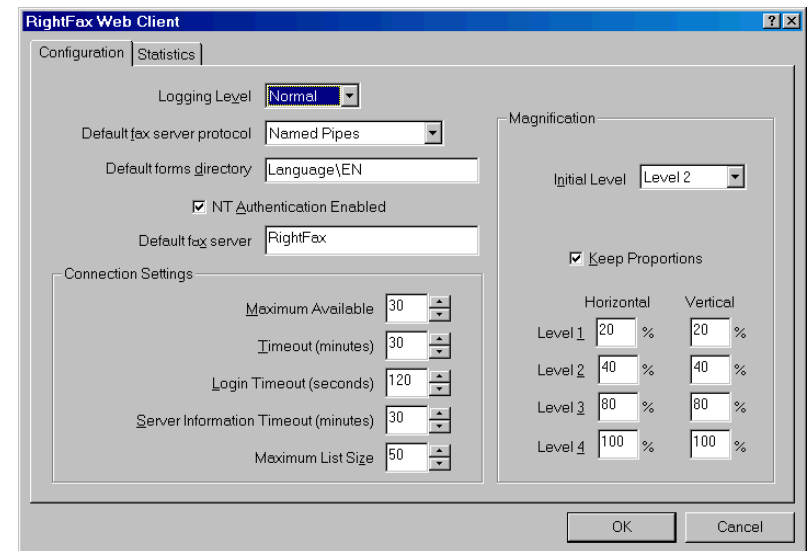


4. Enter your RightFax user ID and password exactly as you would when starting FaxUtil, and then click **Login**.
5. The RightFax Web Client attempts to communicate with the RightFax server you specified during installation. If successful, the Web Client will display a list of your RightFax folders.

## Configuring the RightFax Web Client

The Web Client configuration program is located in Windows Control Panel on the IIS server on which the Web Client is installed. To run the Web Client configuration program, open Windows Control Panel on the Web Client IIS computer and run RightFax Web Client.

Figure 1.2 The Web Client Configuration Dialog Box



**Logging Level** Specify the level of information that will be logged in the Application Event Log under the service name “RightFax Web Client Module.” Select one of these options:

- **Terse** records critical errors only.
- **Normal** records all errors.
- **Verbose** records all significant events and is most useful for tracking and resolving problems.



**Warning** If you leave this value set to **Verbose** for long periods of time, the Event Log can become full, preventing new events from being logged.

**Default Fax Server Protocol** Specify the network protocol that the IIS server running the Web Client will use to communicate with fax servers.



**Note** If the IIS server and RightFax server are installed on the same computer, you must select **Named Pipes**.

**Default Forms Directory** The RightFax Web Client is available in the following languages:

- English
- French
- French-Canadian
- German
- Italian
- Portuguese
- Spanish

The files for each of these languages are installed in separate folders on the IIS server under Program Files\RightFax\WebApps\WebClient\Language. Specify the language to use by entering the appropriate folder name from the following table.

Table 1a Web Client Language Folder Names

For this language	Enter this folder name
English	Language\EN
French	Language\FR
French-Canadian	Language\CA
German	Language\GR
Italian	Language\IT
Portuguese	Language\PR
Spanish	Language\SP

**NT Authentication Enabled** Select this check box to enable automatic Windows NT authentication for users logging on to the Web Client. When a user is logged on to the Web server with a domain and user name that has been linked to a user ID in RightFax, the Web Client will log on the user using that linked RightFax user ID.

For Windows NT authentication to work, security on the Web site must be set to “NT Challenge-Response” and each RightFax user ID must have Windows NT authentication enabled and be linked to a Windows NT user account. For more information on configuring users for Windows NT authentication, refer to the *RightFax Administrator's Guide*.

**Default Fax Server** If **NT Authentication Enabled** is selected, enter the name of the fax server that the Web Client will scan for authenticated user accounts.

**Connection settings**

The RightFax Web Client keeps track of all the users logged on to the system by storing each user’s profile in a connection table. User-specific data such as fax and phonebook lists, configuration settings and security rights are stored in the connection table until that user logs off or the connection idle time limit is exceeded.

You can see what information is currently stored in the Web Client’s connection table by clicking the **Statistics** link after logging on to the RightFax Web Client.

**Maximum Available** Specify the maximum number of concurrent Web Client sessions to allow.

Although there is no limit on the number of concurrent connections, there are practical limitations that should be considered when setting this value. Each connection consumes some of the Web

server's available memory, even if the session is inactive. Also, many simultaneous users may result in slower page load times for each user.



**Note** *Because the Web Client reads this value when it first initializes, you must stop and restart the Web Server service before any changes to this value take effect.*

**Timeout** Specify the number of minutes that a Web Client session can remain idle before the connection is dropped.

**Login Timeout** Specify the number of seconds that a Web Client session can remain idle at the Web Client Login page before the connection is dropped.

**Server Information Timeout** Specify the frequency (in minutes) that the Web Client server will query the fax server for data updates.

This value should be low enough that changes made to the fax server are updated in a timely manner, but high enough to prevent the Web Client from constantly updating this data needlessly. If changes to your fax server are very infrequent, consider setting this timeout to several hours. You can restart the Web Server service after major updates to the RightFax server to force the Web Client to reload the fax server data.

**Maximum List Size** Specify the maximum number of entries that will be displayed for fax, phonebook, library document, and billing code lists requested by users. Lists that exceed this number will be split onto multiple pages.

## Magnification settings

The RightFax Web Client supports four magnification levels for viewing faxes. For each level, you can customize the horizontal and vertical scaling of the fax image. A low setting generates a smaller fax image which requires less time to transfer to the browser, but includes fewer details.

These settings do not apply to clients using the RightFax Fax Viewer plug-in (see [“Viewing Faxes with the RightFax Web Client Plug-In”](#) on [page 11](#)) or to users who are configured to view images in TIFF format. Fax images are always transmitted to these users at full resolution in a highly compressed format.

**Initial Level** Specify which of the four magnification levels will be set when users first connect to the Web Client. Users will have the option to select a different magnification setting after connecting to the Web Client.

By default, “Level 1” displays the smallest fax image. This image will load fastest but will include the least detail. “Level 4” displays the largest fax image. This image will load slowest but will include the most detail.

**Keep Proportions** Keeps the horizontal and vertical values of each magnification level proportional as they are adjusted.

## Server statistics

Click the **Statistics** tab to display information about the RightFax Web Client, including usage statistics.

**Version** Displays the Web Client version installed on this computer.

**Hit Count** Displays the number of individual Web Client logon events since the time and date specified in the **Statistics Since** box.

**Statistics Since** Displays the date and time that the **Clear Statistics** button was last clicked.

**Clear Statistics** Resets the values in this tab.

## Monitoring the Server Status and Site Statistics from the Web Client

You can monitor the status of the Web server and view additional server information, such as:

- Hits to the Web Client site
- Server configuration data
- Connection and user data

To view the data, click the **Statistics** link on the Web Client home page, which is displayed when you initially log on. Only RightFax administrators can access this link.

## Troubleshooting Communications with the Fax Server

When the RightFax Web Client has problems communicating with the RightFax server, users may receive the error message “Problem communicating with the requested fax server,” or their pages may not update. The questions and answers in the following table may help to diagnose and fix the problem.

Table 1b Troubleshooting the RightFax Web Client

Problem	Possible solution
Cannot reach the fax server from the Web server using programs other than the Web Client.	Try accessing the fax server using FaxUtil on the Web server. If it fails, there may be a communication problem between the Web server and fax server.
Is the Web Client using the correct protocol to talk to the fax server?	The Web Client can be configured to use one of three different communications protocols to communicate with a fax server. Each has specific uses and selecting the wrong one will prevent the two from talking with each other.

Table 1b Troubleshooting the RightFax Web Client (Continued)

Problem	Possible solution
Users are unable to view faxes or upload attachments.	The Web Client may not have access to write to its cache folder on the Web server hard disk.
Are you running the same basic network protocol on both the Web server and the fax server?	Although several different protocols may be installed, your Web server and fax server must be able to communicate via a common protocol. For example, your Web server may have NetBEUI and TCP/IP installed whereas your fax server has IPX and NetBEUI installed. In this case, the two can only communicate using NetBEUI.
Is the name of the fax server correct on the Web Client login form?	Be sure that the name in the server name input tag on the Web Client login form STUB-LOGIN-BODY matches the name of your fax server exactly (though capitalization is not important).
Do you have IP access to the fax server?	If you are using TCP/IP, you should be able to ping the fax server from the Web server. At a command prompt, enter: PING ServerName  If this doesn't work, try using the fax server's IP address: PING 555.55.5.555  If both of these commands fail, there is an addressing or routing problem on your network. Check your Microsoft Windows NT network administration documentation for possible solutions. If pinging the IP address works but not the fax server name, and then either your TCP/IP name resolution isn't working properly or the address you entered is actually assigned to another machine.

Table 1b Troubleshooting the RightFax Web Client (Continued)

<b>Problem</b>	<b>Possible solution</b>
Is name resolution working on your network?	<p>If the Web Client fax server communications protocol is set to Named Pipes, you verify that name resolution is working properly on your network. At a command prompt, enter:</p> <pre>NET VIEW \\ServerName</pre> <p>If this fails, name resolution may not be working properly. Check your Microsoft Windows NT network administration documentation for possible solutions. Try switching the Web Client fax server communications protocol to TCP/IP and using the IP address of the fax server instead of its name in the &lt;server-name&gt; input tag of the login form.</p>

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## Chapter 2

# Configuring Users for Web Client Access

Users must log on to the RightFax Web Client using the ID and password of a valid RightFax account. The RightFax Web Client uses RightFax's user configuration settings for sent and received fax options and permissions. Cover sheets, forms, library documents, and billing codes can be accessed, but not created from, the RightFax Web Client.

### Connecting to the RightFax Web Client

After it is installed, you can connect to the RightFax Web Client by pointing your Web browser to the RightFax Web Client default page:

`http://webserver.domain.com/rightfax`

Where *webserver* is the name of the Web server where the Web Client is installed, and *domain* is the domain used.

At the introductory page, click the RightFax logo in the center of the screen. If Windows NT authentication is not enabled in the Web Client configuration program (described on [page 7](#)), or if no RightFax user ID can be found that links to your current Windows NT account, you will be asked to log on to the Web Client. Enter your RightFax user ID and password and click **Login**.

After you are logged on with a valid RightFax user account, the Web Client will open a list of fax folders in your RightFax mailbox.

For information on sending, receiving, viewing, and organizing your faxes with the Web Client, please refer to the online help included with the RightFax Web Client. Context-sensitive help can be opened from most pages by clicking the **[?]** button.

### Disconnecting from the Web Client

Because the server reserves a RightFax Web Client connection every time a user logs on to the Web Client, users should be instructed to properly log off of the Web Client using the **Logout** button. Failure to do so will not only leave a connection open on the Web Client until the time-out expires, but may also result in a security breach.

### Viewing Faxes with the RightFax Web Client Plug-In

By default, the RightFax Web Client displays fax images in GIF format, which all Web browsers are capable of viewing. The plug-in works with Netscape Navigator and Microsoft Internet Explorer to extend those browsers' fax viewing capabilities. When the plug-in is installed on your computer, and your Web Client user configuration is set to take advantage of it, you will be able to view faxes in their

native TIFF format. This lets you view different magnification levels without reloading the fax image, rotate the fax image, and print with better resolution.



**Caution** *The RightFax Web Client plug-in will not work as expected on Macintosh computers running OS8 or greater.*

### To install the RightFax Web Client plug-in

1. The RightFax plug-in must be installed separately on each workstation. In the Web Client, go to the User Configuration page (accessible from the Folder view) and click **Get RightFax Plug-In**.
2. Select your workstation type and save the file to a temporary folder on your hard drive.
3. Log off the Web Client, close the Web browser, and run the plug-in file.
4. Follow the instructions in the Setup program to complete the installation.

After it is installed, the plug-in can be used in your browser. To enable the plug-in in the Web Client, go to the User Configuration page (accessible from the Folder view) and select **RightFax Plug-In** in the **Image Type** box.

## Understanding Differences Between Web Browsers

Most computer users are accustomed to navigating through HTML pages using the **Back** and **Forward** buttons in their Web browser. This is strongly discouraged when using the RightFax Web Client, because many browsers do not store logical page order and can get lost in the Web Client. The RightFax Web Client also keeps track of a user's current position within the system. Circumventing this tracking by using the Web browser controls can cause

problems within the Web Client itself. Instead, to go back to the previous page or close a page, click the **Close** button (which appears as a green back-arrow in the Web Client toolbar.)

The RightFax Web Client can be opened with many Web browsers. Although these browsers all adhere to an HTML standard, that standard leaves room for interpretation, and no two browsers are exactly alike in features or functionality. For this reason, you may notice variations in page appearance or speed between browsers.

## Using the Web Client with a RightFax E-mail Gateway

The Web Client and RightFax e-mail gateways can work together to save space on the e-mail server. This saves space, because faxes are stored only on the RightFax server.

With a RightFax e-mail gateway, an e-mail notification of a received fax can include the URL to the fax on the RightFax server. Within the e-mail message, the user clicks the link, and the fax image opens in the Web Client. This feature is known as Web Delivery.

The URL can be included in the e-mail notification of both sent and received faxes.

A clickable URL will appear only if your e-mail client application supports hypertext links. If hypertext is not supported, users can copy the URL and paste it in the browser address box.

Windows NT authentication can be used to ensure that the fax and the Web Client can only be opened by the intended recipient. If NT authentication is not used, the recipient will be prompted to enter a RightFax user ID and password.

If a user wants to forward a fax for which they have received e-mail notification, the user should forward the fax from the Web Client. This ensures that the new recipient can open the fax.

This method of notification is intended to work only within the network served by your RightFax server.

**To implement this feature, complete the following tasks:**

1. Set up NT authentication, if needed (page 13).
2. Add the URL of the Web Client to the Windows registry (page 13).
3. Configure users to receive fax notifications in e-mail (page 13).
4. Configure notification messages (page 13).

**To set up NT authentication**

On the Web server where the Web Client is installed, set up NT authentication, if needed.

**To add the URL of the Web Client to the Windows registry**

On the RightFax server, create a Windows registry entry that contains the URL for the Web Client. Navigate to HKEY\_LOCAL\_MACHINE\Software\RightFax\Faxserver. Add a new value named WebClientServer with the REG\_SZ data type. In the string editor, enter the URL to the Web Client exactly as it appears in your Web browser. For example, www.webserver.captaris.com.

**To configure users to receive fax notifications in e-mail**

Configure each user who should receive e-mail notification of a fax with a URL.

1. In Enterprise Fax Manager, double-click a user to edit. The **User Edit** dialog box opens.
2. On the **Inbound Routing** tab, in the **Routing Type** box, select **Fax Mailbox**.
3. On the **Notification** tab, in the **Notification Method** box, select the e-mail gateway you have installed, such as Microsoft Exchange.

4. In the **Notification Address/Info** box, type the user's e-mail address.
5. The user can receive a link for received faxes, sent faxes, and unsuccessfully sent faxes. To activate the e-mail notification of these faxes, click to select one or more of the following check boxes. These faxes will be stored only on the RightFax server.

Table 2a Type of Fax that Should Include a Link

Type of fax	Select this check box
Received	When initially received
Sent	Fax is successfully sent
Unsuccessfully sent	Error encountered; fax will be abandoned

**To configure notification messages to include URLs**

For the URLs to appear in notification messages, you must modify the notification messages on the RightFax server.

1. In Enterprise Fax Manager, select the RightFax server to modify.
2. Under **Service Name**, double-click **RightFax Server Module**. The **Server Configuration** dialog box opens.

3. On the **Custom Messages** tab, modify one or more of the notification messages using the following variables. The maximum length of a notification message is 200 characters, including the URL and the message text. The maximum length of the URL is 80 characters.

Table 2b Defining Custom Messages

<b>Message</b>	<b>Variable</b>	<b>Example</b>
New fax	~6	You have received a fax; click here to view it ~6
Successful send	~4	Your fax was sent; click here to view it ~4
Too many retries	~9	Your fax was not sent; click here to view it ~9

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## Chapter 3

# Customizing the Web Client Configuration

When the RightFax Web Client replies to a browser query, it creates an HTML page by using one of the files in the Language\En\Forms folder as a template. Although these files do not have an .html or .htm extension, they *are* HTML files with special Web Client-specific tags. These special tags are easily distinguished from standard HTML tags because they all have an asterisk (\*) as their first character.

Web Client HTML pages can be modified using any standard text editor. An HTML-specific editor such as Microsoft Front Page or Netscape Navigator Gold may not work properly due to the nonstandard tags in the files. As a precaution, always make backup copies of any Web Client files you modify.

## Connecting to Multiple RightFax Servers



**Note** *The RightFax Web Client is only licensed to communicate with a single RightFax fax server. If you want to have it communicate with more than one server, you must obtain an additional Web Client license through your dealer or RightFax sales representative.*

The RightFax Web Client can communicate with more than one RightFax server simultaneously. When a user attempts to log on to the Web Client, he is actually providing the name of the server he wants to log on to as part of the logon information. Normally, the logon form contains the name of your default fax server in a single

hidden field. This simplifies the interface to the user and reduces the amount of information which needs to be sent to the Web Client.

In order to allow users to log on to one of several possible fax servers, the HTML logon template, LANGUAGE\EN\FORMS\STUB-LOGIN-BODY, must be modified to include extra information.

A logon request actually consists of an HTML form containing three key pieces of information: the user's logon ID, password, and the name of the RightFax server to log on to. The default logon form, FORM-LOGIN, is defined using tables to give it a finished appearance. Here is a simplified version of the logon form:

```
<form method=post action="<*fuwww-path>/c=<*conn-curr>/?">  
<input type=hidden name=X value="login">  
<input type=hidden name=SERVER value="RightFax">  
User ID: <input type=text name=USERID>  
Password: <input type=password name=PASS>  
<input type=submit value="Login">  
</form>
```

After the starting <form> tag, there are two hidden input tags whose information is sent back to the Web Client but not shown to the user. The first hidden tag tells the Web Client what kind of operation this is. The second specifies the server to log on to. Next

are two input tags which request the user's ID and password. The form ends with a submit tag which displays a button labeled with the word "Login", and an end-of-form tag.

There are two basic ways to give the user the option to log on to a different fax server using a single HTML form: You can have multiple logon forms on the same page, in which case the user would pick the appropriate form to log on with. Or you can also have a single form with a list from which the user selects the correct fax server. Examples of both methods are provided in the following sections.

### Using multiple forms on one page

To add additional forms, duplicate the logon form and change the server name tag within the second form:

```
<form method=post action="<*fuwww-path>/c=<*conn-curr>/?">
<input type=hidden name=X value="login">
<input type=hidden name=SERVER value="RightFax">
User ID: <input type=text name=USERID>
Password: <input type=password name=PASS>
<input type=submit value="Login to the RightFax Server">
</form>
<form method=post action="<*fuwww-path>/c=<*conn-curr>/?">
<input type=hidden name=X value="login">
<input type=hidden name=SERVER value="Snoopy">
User ID: <input type=text name=USERID>
Password: <input type=password name=PASS>
<input type=submit value="Login to the Snoopy Server">
</form>
```

In this example, if the user clicks on the second submit button labeled "Login to the Snoopy Server," then only the information in the second form will be sent to the Web Client. The server name input tag has been changed in the second form to provide the name of the fax server named "Snoopy."

This method is simple and effective if you only have two or three fax servers you'd like to connect to. If you have a greater number of fax servers, and then your HTML pages may quickly become very large and confusing and the list should be used instead.

### Using a list

Using the list method has the advantage of presenting a single set of user ID and password input fields to the user and is more space efficient when many fax servers are involved. To use a list, change the server name hidden input tag to a <select> statement:

```
<form method=post action="<*fuwww-path>/c=<*conn-curr>/?">
<input type=hidden name=X value="login">
<select name=SERVER>
<option selected value="RightFax">RightFax
<option value="Snoopy">Snoopy
</select>
User ID: <input type=text name=USERID>
Password: <input type=password name=PASS>
<input type=submit value="Login to the RightFax Server">
</form>
```

The single server name input tag was changed into four lines which constitute a <select> statement. The first and last lines start and end the statement, and the lines between define the options that will appear on the list. Each <option> tag has a value which is sent to the Web Client when the option is selected. Following the tag is a description which is displayed in the list to the user. You can add as many <option> tags as you have fax servers. The first <option> tag also includes the keyword "selected" which sets this as the default.

These tags may be positioned as needed within the form; however, the hidden "X" input tag *must* come before any other form tags.

## Changing Fax Server Communication Protocols



**Note** Changing the protocol within the logon form will only affect servers that the Web Client has not yet established communications with. The Web Server service must be restarted if you want the change to affect a server that the Web Client already knows about.

The RightFax Web Client can use a different communication protocol with each of the RightFax servers it communicates with. The default protocol for all connected fax servers is specified in the Web Client configuration program (described on [page 7](#)). Whichever protocol you choose, the protocol must be installed on both the Web server and the RightFax server.

To specify a protocol different from the default, you must specify the protocol in the logon form's server name tag (or <option> tags if using a <select> statement). Add a comma and the protocol type to the end of the server name using "N" for named pipes, "I" for IPX/SPX, and "T" for TCP/IP. For example:

```
<input type=hidden name=server value="RightFax,T">
```

The Web Client will ignore the default communication protocol when dealing with the server named "RightFax" and use the specified protocol instead.

### Customizing text in the Web Client application

Even if you create customized multilingual versions of the Web Client's forms, graphics, and help pages using separate base folders, some text in the Web Client will still appear in English. This is because some of the text displayed by the Web Client is encoded in the Web Client application itself, in addition to the Web page that is being displayed.

To customize this "application text," edit the RFwc.ini file in each base folder using an ASCII text editor. This file contains field definitions and their accompanying text in the format:

*FieldName = Text*

Where *FieldName* is the name of a field encoded in the Web Client application and *Text* is the text that is displayed by that field. For each base folder, you should modify the text in this file to match the base folder's language. Be sure to modify only the text to the right of the equal sign. The field names themselves are hard coded into the Web Client application and should not be changed.

## Creating Links to the RightFax Web Client

Fax users can connect to the RightFax Web Client by pointing their Web browsers to the RightFax Web Client default page:

```
http://webserver.domain.com/rightfax
```

Where *webserver* is the name of the Web server where the Web client is installed, and *domain* is the domain used.

However, it is usually desirable to create a link, or anchor, to the Web Client page within a more commonly used company page. By creating such a link, users can jump directly to the Web Client without having to enter or even know its URL. Linking to the Web Client's default page is an unnecessary intermediate step to actually logging on to the RightFax Web Client. In order to have users jump directly to the Login page, use this anchor:

```
<a href="http://webserver.domain.com/rightfax/fuwww.dll/?">RightFax</a>
```

The link to the RightFax Web Client may reside anywhere within your Web document hierarchy—it is not required to be on your top page. You may want to place the link on a page that only authorized users have access to. This will prevent non-RightFax users (or even the general public, if your Web pages are accessible via the Internet) from trying to log on to the Web Client.

## Permissions Issues

Microsoft's Web server lets you choose the RightFax user ID and password used in starting processes and accessing system resources during a client session either anonymously or not

anonymously. The **Allow Anonymous** option is configurable via the **Service Properties** option for the Web server in the Microsoft Internet Service Manager.

If **Allow Anonymous** is *disabled*, users connecting to the Web server must provide a valid user ID and password in order to continue using the server. This user ID will be used in starting processes and accessing system resources for transactions involving that particular client. Although secure, this method is inconvenient, and many sites will prefer the alternate method.

If **Allow Anonymous** is *enabled*, then the user ID and password entered in the **Anonymous Logon** boxes of the Web server **Services Properties** dialog box will be used in starting processes and accessing system resources for transactions involving all clients.

When the RightFax Web Client tries to communicate with the RightFax server using named pipes, the user ID in use at the Web server (either the anonymous user defined if **Allow Anonymous** is enabled or the client-provided user ID if **Allow Anonymous** is disabled) will be validated against the Windows NT security database on the fax server. For this validation to succeed, this user ID must have at least "Guest" access on the machine running the RightFax fax server.

For example, when Microsoft's Web server is installed, it configures an anonymous login user ID of "IUSR\_Machine" (where *Machine* is the name of the Web server computer.) The "IUSR\_Machine" user account is created and appropriate access rights are given to it on the local computer, but not for the domain in which it resides. Therefore, when a client tries to access the RightFax server via the RightFax Web Client, the access will fail because IUSR\_Machine isn't a valid user ID on the fax server.

To fix this problem, the anonymous user ID "IUSR\_Machine" and password defined at the Web server must be defined at the fax server. Since the default password created by the installation program for IUSR\_Machine at the Web server is unknown and unviewable, you must enter a new one so that a matching one can

be entered at the fax server. Alternately, you could change the Web server's anonymous settings to use a user ID and password already defined at the fax server.

Keep in mind that this is only an issue if the RightFax server resides on a different machine from that of the RightFax Web Client and named pipes are being used to communicate between the two. Also, the Web server must be stopped and restarted after reconfiguring any options (such as changing the Anonymous Login user ID and password) via the Microsoft Internet Service Manager.

The Web Client must have read and write access to the local cache folder created during the Web Client installation (Program Files\RightFax). This folder is used to temporarily store copies of a user's fax images while they're being worked on. If the Web Client cannot write to its cache folder, a user will be unable to view faxes or upload attachments when creating a new fax.

## RightFax Web Client Security Considerations

Outside of standard user ID and password verification, the RightFax Web Client does not include specific security features. Because it is essentially an Internet and intranet accessible multi-user version of FaxUtil, you should be aware of several security issues associated with the RightFax Web Client.

### RightFax passwords

The Web Client makes it possible to easily access your RightFax system from remote locations. Although this is one of the Web Client's biggest benefits, it is more important than ever that all your users have unique passwords assigned. Pay particular attention to passwords for users with administrative access, including the default RightFax Administrator account.

## Browser caching

A timesaving feature of most Web browsers is the ability to cache (store) Web pages for future reference. For example, if you download a page, jump to a new page, and then return to the first page, your Web browser uses the cached information to display the original page rather than download it a second time. This means that fax images viewed through the RightFax Web Client may be cached on your machine and accessible even though the RightFax Web Client session has ended and the Web browser is closed. For some users this might be a security concern.

There are several ways to eliminate this situation. One is to setup a secure server using the Secure Socket Layer (SSL) protocol. Most Web browsers let you turn off caching for pages received through SSL. Another solution is to completely turn off image caching, although this will noticeably slow down your Web browser. Many browsers also offer the ability to clear the cache on demand.

Also, when initially connecting to the RightFax Web Client your browser may use a cached version of the Login page. This cached version does not represent a true communication link between the browser and the RightFax Web Client, so you may have to manually update the page by pressing **Reload** or **Refresh** in your browser.

## Web server security

The Web server running the RightFax Web Client holds critical RightFax information both in its memory and on its hard drive. This machine should be secured from both network and physical access by unauthorized users just like any other server on your network.

## Secured sockets

Data travelling across your network and/or the Internet can be secured from eavesdropping by configuring your Web server to use secured sockets (SSL). See your Microsoft Windows NT Internet Information Server documentation for details.

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