



Version 9.3 Feature Pack 1
SecureDocs Guide

v. 1.0

Edition

Information in this document applies to version 9.3 of the RightFax SecureDocs Guide.

Copyright Notice

©2006 Captaris. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. Captaris products Interchange, RightFax and Teemplate are trademarks of Captaris. All other company, brand and product names are the property and/or trademarks of their respective companies.

Captaris
10885 NE 4th Street
Suite 400
Bellevue, WA 98004
(425) 455-6000
<http://www.captaris.com>

Information in this document is subject to change without notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted.

Portions of this product Copyright © 2002-2006 Glyph & Cog, LLC. Portions Copyright © 2001 artofcode LLC. This software is based in part on the work of the Independent JPEG Group. This software is based in part on the work of the Freetype Team. Portions Copyright © 1998 Soft Horizons. Portions Copyright © 2001 URW++. All Rights Reserved. Outside In® Viewer Technology © 1992-2004 Stellent Chicago, Inc. All rights reserved. Includes Adobe® PDF Library technology. Adobe, Acrobat and the Acrobat logo are trademarks of Adobe Systems Incorporated. Portions Copyright © 1999 Ligature. Portions Copyright © TMS, Inc. 1994-2001. All rights reserved.

Certain portions of this software are copyrighted by Ligature Ltd. who makes no representation or warranties with respect to the contents hereof and specifically disclaims any implied warranties of merchantability and fitness for any particular purpose. The Ligature portion of the software is licensed by Ligature as is.

For More Information

Captaris is a leading provider of Business Information Delivery solutions that integrate, process and automate the flow of messages, data and documents. Captaris produces a suite of proven products and services, in partnership with leading enterprise technology companies, delivered through a global distribution network. Captaris has installed over 80,000 systems in 44 countries, with 93 of the Fortune 100 using the company's award-winning products and services to reduce costs and increase the performance of critical business information investments. For more information please contact us at www.captaris.com or call +1.520.320.7000.

Contents

Chapter 1	Introduction..... 5	Chapter 4	Sending Documents for Certified Delivery from the RightFax Desktop..... 19
	Sending Documents via Certified Delivery..... 5		Sending from the RightFax Desktop 19
	Sending Encrypted Documents..... 6		Sending From RightFax Web Access..... 20
Chapter 2	Creating the Certified Delivery Website..... 7		Sending From Microsoft Outlook..... 20
	Configuring the Certified Delivery Web Site 9		Deleting Documents 21
	Using Enterprise Fax Manager to Change Configurations 12	Chapter 5	Viewing Documents at the Certified Delivery Web Site. 23
	Modifying the SecureDocs Web Pages 13		
	Creating a Message to Notify a Recipient of a Certified Delivery..... 13	Chapter 6	Sending Encrypted Documents..... 25
	Synchronizing the SecureDocs Database 14		Sending Encrypted Documents via the Integration Module 25
Chapter 3	Sending Documents for Certified Delivery with the Integration Module..... 15		Sending Encrypted Documents from the RightFax Desktop..... 27
	Understanding Certified Delivery Documents Created with FCL 15		Receiving Encrypted Documents..... 28
	Creating Certified Documents with FCL 16		
	Selecting an Image Type 16		Index..... 29
	Attaching Documents 17		

Chapter 1

Introduction

The RightFax SecureDocs Module is used to send documents:

- For certified delivery.
- For certified delivery as 128-bit encrypted Adobe® Acrobat® portable document format (PDF) files.
- To e-mail addresses as encrypted PDF files.

The SecureDocs Module can be used with RightFax desktop applications (such as FaxUtil or RightFax Web Access) or with the RightFax Integration Module.



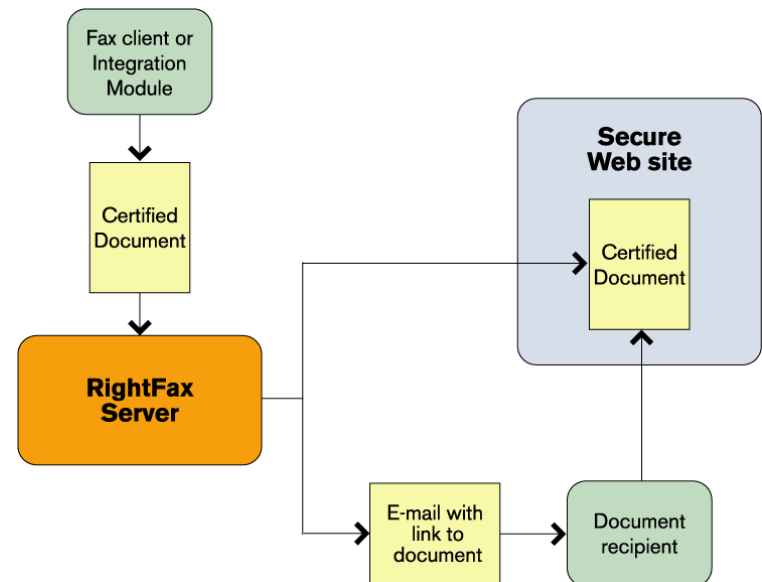
Note RightFax 9.3 Feature/Service Pack 1b with Hotfix 2 supports 128-bit encryption. All previous versions of RightFax Secure Docs support 40-bit encryption.

Sending Documents via Certified Delivery

When a document is sent for certified delivery, the document is not sent directly to the recipient. Instead, it is sent to your organization's SecureDocs certified delivery Web site. The recipient receives an e-mail message that indicates that a certified document is available. The message includes a link to the

SecureDocs certified delivery Web site. The recipient uses the link to connect to the Web site. The recipient must log on in order to view all waiting documents.

Figure 1.1 Certified Delivery Document Flow



A recipient who receives a document via certified delivery for the first time must create a password upon accessing the SecureDocs Web site. At each subsequent visit, the user must supply the password. The recipient can change the password, and he or she can request to receive the password in e-mail if it is forgotten.

RightFax stores the history of each certified document so the user can track it, including when the document is sent, when it is retrieved by the user (or if it is not retrieved), and when each attachment to the certified document is viewed.

Sending Encrypted Documents

When an encrypted PDF document is sent, the document is password-protected. The recipient must provide the password in order to open and view the document.

Encrypted PDF documents can be sent via certified delivery, or they can be attached to an e-mail message.

■ ■ ■

Chapter 2

Creating the Certified Delivery Website

To use the Certified Delivery feature, the RightFax Certified Delivery Web site must be installed separately on an IIS server. This is the Web site where sent documents are viewed by recipients.

SecureDocs installs a database on the RightFax server for certified delivery user accounts and links to the documents. The SecureDocs installation on the certified delivery Web server will access the database using a SQL account that you will set up during this installation. Be prepared to enter a user name and password for the SQL database that will be created during installation and granted access to the SQL database required by SecureDocs.

Installing the Certified Delivery Web Site

The server where the Certified Delivery Web site is installed must have been running 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

If you are installing Certified Delivery 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 Certified Delivery, but they must be completed before Certified Delivery 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 Certified Delivery Web Site

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

1. On the **Setup Type** screen, select **Custom** and then click **Next**.
2. On the **Setup Features** screen, expand the **IIS** heading in the components tree and select the **Certified Delivery** component to install. Deselect all other installed components. Click **Next**.

3. On the **Advanced Options** screen, complete the following options:

SMTP Host. Specify the SMTP mail host for the following services.

- Send passwords. To view documents at the certified delivery Web site, a recipient must create an account and a password on the site. If a user forgets the password, the SecureDocs Module sends the password in an e-mail message on request. This message is sent from the SecureDocs Module on the IIS server.
- Send messages that a document is waiting. When a document is sent via certified delivery, the recipient receives an e-mail message that the document can be viewed at the certified delivery Web site. This message is sent from the SecureDocs Module on the RightFax server.

IIS User Account. 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.

RightFax Server name. Enter the name of the RightFax server on which SecureDocs is installed. Documents from this server may be sent via certified delivery.

4. Complete the remaining instructions in the *RightFax Installation Guide* for installing the RightFax server.
5. On the RightFax server, open the RightFax Server configuration program from Windows Control Panel. Click the eTransport tab and in the **SMTP Hostname** box enter the fully qualified domain name of the SMTP mail server used for sending messages.

Installing the Web Site on a Secure Server

If you are installing the certified delivery Web site on a secure server with secure sockets layer (SSL), make the following Windows registry entries:

- On the IIS server edit the subkey HKEY_LOCAL_MACHINE\Software\RightFax\Production\CertDoc. Create the REG_DWORD value name SSLEnabled and set the value to 1.
- On the RightFax server, edit the subkey HKEY_LOCAL_MACHINE\Software\RightFax\Production\INL. Create the REG_SZ value name LinkProtocol with the data https:.

Configuring the SQL Connection String

If you have changed the SQL User ID or password for the RightFax database, you must change the SQL connection string for the Certified Delivery site in the Windows registry. Make the following Windows registry entries:

- On the RightFax server, edit the subkey HKEY_LOCAL_MACHINE\SOFTWARE\RightFax\Production\Servers\\CertDoc. Edit the DSN REG_SZ value to reflect the new SQL User ID or password.
- Restart the world wide web publishing service on the IIS server hosting the Certified Delivery Web Site.



Note The SQL connection string password will be automatically encrypted in the Windows registry upon the first subsequent Certified Delivery login.

Configuring the Certified Delivery Web Site

On the IIS server, you can define the following settings for the certified delivery Web site:

- Specify information to be sent with e-mail messages that are sent to recipients of certified delivery documents. See “[Specifying the SMTP Mail Host, Sender E-mail Address, and Sender Name](#)” on [page 9](#).
- Recipients of documents via SecureDocs certified delivery must obtain passwords before they can view documents on the certified delivery Web site. If a user forgets the password, the SecureDocs Module sends the password in an e-mail message on request. See “[Including Messages with Passwords](#)” on [page 10](#).
- Support for Netscape 6. See “[Supporting Netscape 6](#)” on [page 11](#).

Specifying the SMTP Mail Host, Sender E-mail Address, and Sender Name

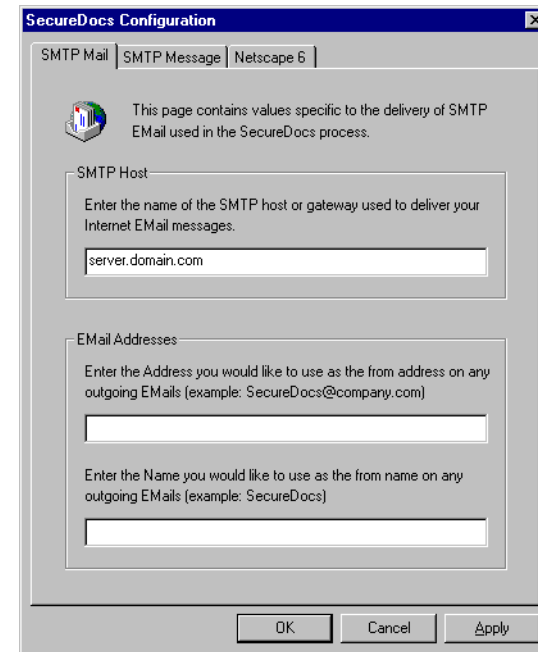
To view documents at the certified delivery Web site, a recipient must create an account and a password on the site. If a user forgets the password, the SecureDocs Module sends the password in an e-mail message on request.

Use this procedure to specify the information that is sent with passwords in e-mail messages from the SecureDocs Module on the IIS server.

To specify the information that is sent with passwords

1. On the IIS server where the certified delivery Web site is installed, on the **Start** menu, select **Programs > SecureDocs Config**.
2. Click the **SMTP Mail** tab.

Figure 2.1 The SMTP Mail Tab



3. In the **SMTP Host** box, enter the name of the SMTP mail host that will send passwords from the SecureDocs certified delivery Web site.
4. In the first **e-mail Addresses** box, enter the e-mail address from which the messages will be sent. The default address is *computer name@domain name*.

5. In the second **E-mail Addresses** box, enter the name that should appear as the sender of the e-mail message. The default is "Certified Document Delivery."
6. Click **Apply**.

Including Messages with Passwords

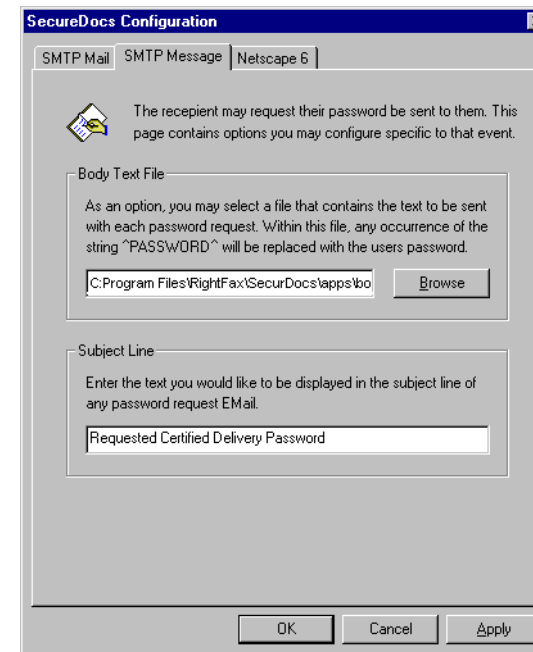
Recipients of documents via SecureDocs certified delivery must obtain passwords before they can view documents at the certified delivery Web site. If a user forgets the password, the SecureDocs Module sends the password in an e-mail message on request.

To specify the message text and subject line that are sent in e-mail messages with passwords, complete the following task.

To include a message

1. On the IIS server where the certified delivery Web site is installed, on the **Start** menu, select **Programs > SecureDocs Config**.
2. Click the **SMTP Message** tab.

Figure 2.2 The SMTP Message Tab



3. In the **Body Text File** box, you can enter the file name and path to the file that contains unique message text for your installation. If you do not enter a file name, the default message is used. The default message is "Requested Certified Delivery Password: *password*." For information on creating a message file, see ["Creating the Message to Send with Passwords"](#) on [page 11](#).
4. In the **Subject Line** box, enter the text that will appear in the subject line of the e-mail message.
5. Click **Apply**.

Creating the Message to Send with Passwords

When a user requests it, the SecureDocs Module sends a password to a user in an e-mail message. The default text for the message is "Requested Certified Delivery Password: password."

To include a unique message to send with passwords, create a text (ASCII) file. Insert the variable ^password^ in the message where the recipient's password should appear.

Store the text file in a folder that is accessible to the SecureDocs Module on the IIS server.

Supporting Netscape 6

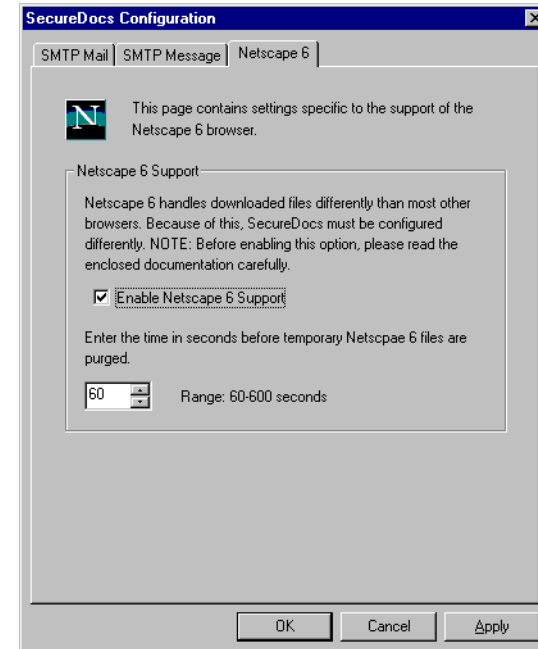


Warning Enabling Netscape 6 support might create a security risk. By default, the SecureDocs Module does not support Netscape 6 because of the way that Netscape 6 downloads files. Netscape 6 requires that the SecureDocs Web site create a temporary file on the Web server long enough for Netscape 6 to download it. During the time that the temporary file is stored on the SecureDocs Web site, a person with appropriate knowledge and access could retrieve the file.

1. On the IIS server where the certified delivery Web site is installed, on the **Start** menu, select **Programs > SecureDocs Config**.

2. Click the **Netscape 6** tab.

Figure 2.3 The Netscape 6 Tab



3. Select the **Enable Netscape 6 Support** check box to enable users with Netscape 6 to obtain certified documents from the SecureDocs Web site.
4. In the **Range** box, enter the number of seconds that temporary files are held on the SecureDocs Web site before they are deleted.
5. Click **Apply**.

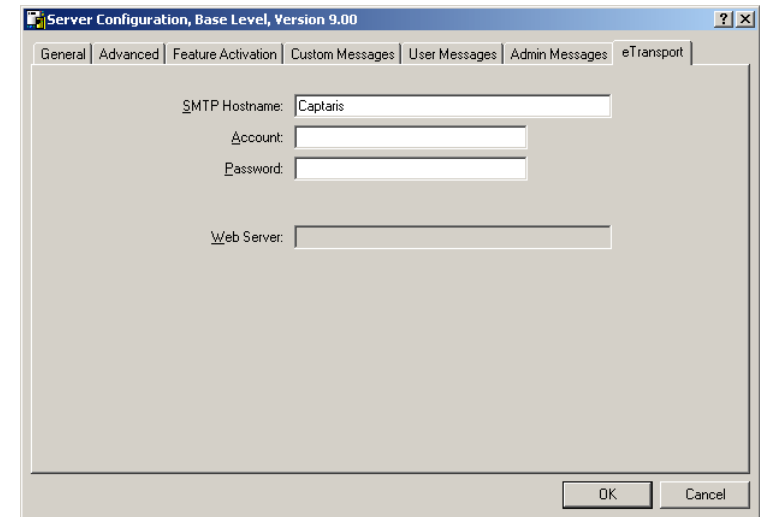
Using Enterprise Fax Manager to Change Configurations

After the SecureDocs Module is installed, you can use Enterprise Fax Manager to change the Web server name, the Web site name, and the SMTP mail host that will send messages to notify recipients that a document can be viewed at the certified delivery Web site.

1. On the RightFax server, on the **Start** menu, select **Programs > RightFax > Enterprise Fax Manager**. The **Enterprise Fax Manager** window opens.
2. In the **Fax Servers** list, select the server where the SecureDocs Module is installed.
3. In the **Service Name** list, double-click **RightFax Server Module**. The **Server Configuration** window opens.

4. On the **eTransport** tab, in the **SMTP Hostname** box, enter the name of the mail host that will send messages to notify recipients that a document can be viewed at the certified delivery Web site. This message is sent from the SecureDocs Module on the RightFax server.

Figure 2.4 The eTransport tab



5. In the **Web Server** box, the domain name of the IIS server where the certified delivery Web site is installed appears.

Modifying the SecureDocs Web Pages

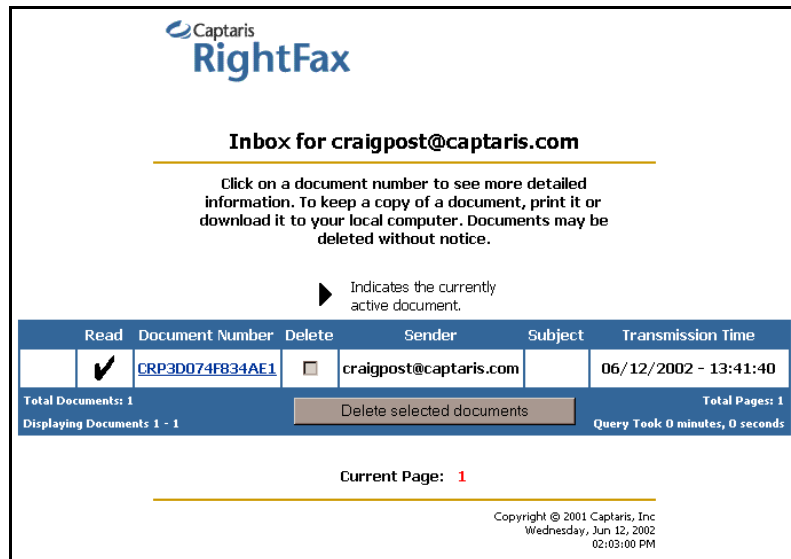
You can personalize the appearance of the SecureDocs certified delivery Web site. For example, you may want to add your company name, logo, or messages to the site.

You can change the appearance of the Web site by modifying the HTML code for the site pages.

The customizable pages are located in the SecureDocs\Includes directory. The files are:

- Footer.html
- Header.html. Contains the Captaris logo.
- PageFooter.html. Contains Captaris copyright information
- PageHeader.html.

Figure 2.5 A SecureDocs Web Page

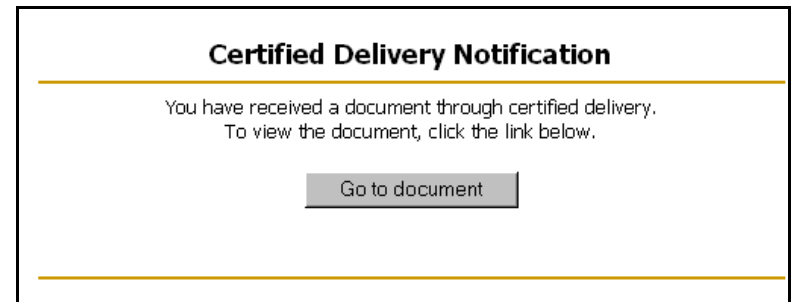


Creating a Message to Notify a Recipient of a Certified Delivery

You can specify the appearance of the e-mail message that notifies users when they have documents waiting for them at the SecureDocs certified delivery Web site.

When the certified delivery notification is sent, SecureDocs refers to the Windows registry for the source of the message text. If the message files do not exist, then the default notification is sent. The default notification is shown in the following example.

Figure 2.6 The Default HTML Notification



To create the message

1. Create two identical files, one in HTML format and one in text format. (The recipient's e-mail application will determine which message can appear.)
2. In each file, insert the variable `^CERTIFIEDURL^`, which represents the URL to the document on the SecureDocs certified delivery Web site.
3. Edit the Windows registry key `HKEY_LOCAL_MACHINE\Software\RightFax\Production\INL`. Create the registry values `AltMimeHTML` and `AltMimeText` with the data type `REG_SZ`. In the string editor, enter the path to the corresponding message file (for example, `D:\RightFax\Message.htm`).

Synchronizing the SecureDocs Database

The SecureDocs certified delivery database includes a table of recipient e-mail addresses associated with the fax handles of the faxes that are stored in the RightFax database. The database should be synchronized periodically with the RightFax database. For example, if documents are deleted from the RightFax database, the synchronization will delete the fax handles of deleted documents in the database. Captaris recommends that you synchronize the database each day.

The SecureDocs database is located on the RightFax server, unless you have moved it or you have created a unique ODBC database.

To synchronize the database

1. Locate the utility file SynchDB.exe in the directory RightFax\WebApps\SecureDocs\Apps.

2. The syntax is:

SynchDB *RightFaxServer Protocol SecureDocs.*

The following table describes the data in the command line.

Table 2a SynchDB.exe Command Line Elements

Element	Description
<i>RightFax server</i>	The fully qualified domain name or TCP/IP address of the RightFax server to synchronize with.
<i>Protocol</i>	Network protocol to use when connecting to the RightFax server: 1 = Named pipes 2 = Internet packet exchange (IPX) for OS/2 (not supported) 3 = Sequenced packet exchange (SPX) 4 = TCP/IP 5 = Internet packet exchange (IPX) 6 = Secure TCP/IP 7 = Secure sequenced packet exchange (SPX)
<i>SecureDocs</i>	ODBC data source name of the SecureDocs database.

■ ■ ■

Chapter 3

Sending Documents for Certified Delivery with the Integration Module

When you send a certified document, the document is sent to your SecureDocs certified delivery Web site, and the recipient receives a notification that he or she can retrieve the document. This chapter explains how to send certified documents via the RightFax Integration Module. To e-mail a document, you must license the InternetLink Module.

Understanding Certified Delivery Documents Created with FCL

Like other documents that the Integration Module processes, certified documents are comprised of FCL commands and document data from a host application. In addition to the standard FCL commands that are used to create a document, a document for certified delivery must include the `{{type certified}}` command and InternetLink FCL commands to address and send an e-mail message.

Thus, to send a document for certified delivery, use three types of FCL commands. The following table describes these commands.

Table 3a Types of FCL Commands for Certified Delivery

Command	Description
<code>{{type certified}}</code>	This command identifies that the document should be sent for certified delivery.
InternetLink FCL commands, such as <code>{{to}}</code> and <code>{{from}}</code>	These commands specify the e-mail recipient, the sender, etc. For a complete list of InternetLink commands, see the <i>RightFax InternetLink Module Guide</i> .
Standard FCL commands, such as <code>{{begin}}</code> and <code>{{end}}</code>	These commands can specify a wide range of options. Some are required, and some are optional. For a complete list, see the <i>RightFax Integration Module Guide</i> .

Creating Certified Documents with FCL

Creating a certified document with FCL is similar to creating an InternetLink document, except that you use the `{{type certified}}` command. Certified documents require four FCL commands.

The following table lists the required commands.

Table 3b Required FCL Commands for Certified Delivery

Command	Description
<code>{{begin}}</code>	Indicates the beginning of a document.
<code>{{end}}</code>	Indicates the end of a document.
<code>{{to}}</code>	The recipient's e-mail address.
<code>{{type certified}}</code>	Specifies that the document will be sent via certified delivery. The document will be sent to the SecureDocs certified delivery Web site, and the recipient will receive a notification that the document is available.

While not required, the `{{from}}` and `{{subject}}` commands are recommended. If you do not use these commands, then the default from address is "admin@<domain name>" and the default subject is "E-document." Any information that does not fall between the `{{begin}}` and `{{end}}` commands is ignored.

You can use any of the other InternetLink FCL commands in the FCL you use to create a certified document. This includes the `{{from}}` and `{{subject}}` commands, which override the settings that you created with the SecureDocs Configuration program.

Selecting an Image Type

A document's *image type* refers to the type of image file that is created and sent for certified document delivery. Your choices are PDF and TIF for the body of the document. If you use a cover page, the cover and body will be TIF. To choose an image type, use the `{{imagetype}}` command.

PDF is the most universal image type, and Captaris recommends that you use it for certified documents. The default format for certified documents is Group 4 TIFF. The examples in this chapter use the `{{imagetype}}` command.

Understanding the `{{imagetype}}` Command

When used with the `{{type certified}}` command, `{{imagetype}}` selects the file format for the document.

Syntax `{{imagetype pdf|group3|group4}}`

Example `{{imagetype pdf}}`

The example specifies PDF as the file format for a certified document.

Attaching Documents

Attachments to the document will be converted with the same rules for attachments as InternetLink documents:

- With the `{{attach}}` command, the attached document and the main document are merged into one graphic file (as specified with the `{{imagetype}}` command), with the attachment starting a new page after the last page of the main document.
- With the `{{attach native}}` command, the main document is converted to the file type specified with `{{imagetype}}` command. The attached document is left in its native format. The attachment will be a separate file that the recipient can download from the SecureDocs Web site.
- With the `{{beginnative}}` command, an attachment is created. You specify the file name and file type in the command. The content of the document is the data between the `{{beginnative}}` and `{{endnative}}` commands. The attachment will be a separate file that the recipient can download from the SecureDocs Web site.

You would attach a document in its native format when you want the recipient to be able to alter the document or when the file must be used in its native format rather than in a graphic format (as with an audio file, whose content could not be represented graphically). For more information on attachments, on the `{{attach}}` command, and on the `{{beginnative}}` command, see the *RightFax InternetLink Module Guide*.

Example FCL for Certified Documents That Have Attachments

In the following example, the data generated by a host application (“Here are last week’s programs.”) is converted to PDF and becomes the first document listed on the SecureDocs Web site for the recipient. The attached document (Programs.xls) is sent in its native format (a Microsoft Excel file) through the use of the `{{attach native}}` command. It becomes the second file listed on the Web site.

```
{{begin}}
{{type certified}}
{{imagetype pdf}}
Here are last week's programs.
{{attach "c:\IST Files\Programs.xls" native}}
{{to las@oswego.com}}
{{subject Weekly programs}}
{{from css@oswego.com}}
{{end}}
```

In the following example, the host document data (“Here are last week’s programs.”) is converted to PDF and becomes page 1 of the document that is stored on the SecureDocs Web site. The attachment, Programs.xls, is converted to PDF and becomes page 2 of the document.

```
{{begin}}
{{type certified}}
{{imagetype pdf}}
Here are last week's programs.
{{attach "c:\IST Files\Programs.xls"}}
{{to lss@oswego.com}}
{{subject Weekly programs}}
{{from css@oswego.com}}
{{end}}
```

■ ■ ■

Chapter 4

Sending Documents for Certified Delivery from the RightFax Desktop

When you send a document via certified delivery, the document is sent to your organization's SecureDocs certified delivery Web site where it can be opened and viewed by the recipient. When the document has been viewed, the Web server sends notification back to the RightFax server. Confirmation that any part of the document has been viewed is saved in the fax history. (For information on viewing the fax history, see your RightFax client documentation.)

This chapter explains how to send certified documents using the RightFax desktop applications and RightFax Web Access.

When you send a document for certified delivery from the RightFax desktop, you must specify an e-mail address for your recipient rather than a fax number. This is because the recipient will be sent an e-mail message that includes a link to the document on your SecureDocs certified delivery Web site.

Sending from the RightFax Desktop

The option to send a document for certified delivery is located on the **Fax Information** dialog box. This dialog box can be opened from any of the RightFax desktop applications including FaxUtil, the Quick Fax/Broadcast function on the RightFax tray icon shortcut menu, and the Send to Fax Destination via RightFax function on the Windows Explorer shortcut menu. For information on opening the **Fax Information** dialog box from any of these applications, see the *RightFax Administrator's Guide*.

To send a document for certified delivery

1. From one of the RightFax desktop applications, open the **Fax Information** dialog box.

Figure 4.1 Selecting the Use Certified Delivery Option

The screenshot shows the 'Fax Information' dialog box with the following details:

- To:** Name: Jane Doe; E-mail Address: jdoe@company.com; Use certified delivery:
- Options:** Fine mode: ; Use cover sheet: ; Hold for preview: ; Use smart resume: ; Create PDF image: ; Use cheap rates: ; Delay send:
- Accounting:** Account: []; Matter: []
- Buttons:** Send, Cancel, Phonebook..., Add Entry..., Lookup >>, 1:50:50 PM, 7/26/2001

2. Under **To**, click the arrow next to **Fax Number** and select **E-mail Address** from the shortcut menu.
3. Enter the recipient's e-mail address.
4. Select the **Use certified delivery** check box.
5. Complete the **Fax Information** dialog box, and then click **Send** to send the document.

Sending From RightFax Web Access

When you send a document for certified delivery from the RightFax Web Access, you must specify an e-mail address for your recipient rather than a fax number. This is because the recipient will be sent an e-mail message that includes a link to the document on your SecureDocs certified delivery Web site.

For information on running RightFax Web Access, refer to the *RightFax Installation Guide* and RightFax Web Access online help.

Sending From Microsoft Outlook



Note The Advanced Form for Outlook currently supports sending via Certified Delivery only. Sending via SecureDocs will be supported in future versions. The Advanced Outlook form includes a SecureDocs options button which opens a dialog box containing sending options for SecureDocs. These options are currently unused and will not affect how documents are sent with Certified Delivery.

To send a document via Certified Delivery, the user must specify an e-mail address for the recipient instead of a fax number. The e-mail address can be entered in the **Fax Number/E-mail Address** box on the **Quick Fax Addressing** dialog box, or it can be entered in Outlook's **To:** or **Cc:** boxes.

In the **Quick Fax Addressing** dialog box, the user only needs to specify the recipient's name and e-mail address. After a name and e-mail address have been specified, the user must open the Advanced Outlook form and select the **Convert SMTP Addresses To SecureDocs Recipients** option. When this option is selected, the e-mail address specified in the **Quick Fax Addressing** dialog box will be converted to the proper format for sending via Certified Delivery.

If the user is not using the **Quick Fax Addressing** dialog box, the recipient's name and e-mail address must be entered in Outlook's **To:** or **Cc:** boxes using the following syntax:

[RFAX:Name@/SMTP=EmailAddress/SD]

Where *Name* is the recipient's display name and *EmailAddress* is the destination e-mail address. For example, to send a fax via Certified Delivery from Outlook to JaneDoe@Company.com, enter this address in the **To:** field:

[RFAX:Jane Doe@/SMTP=JaneDoe@Company.com/SD]

Documents sent to addresses formatted this way in Outlook will automatically be sent via Certified Delivery and the Advanced Outlook form is not required.

Deleting Documents

When a document is deleted from FaxUtil or from RightFax Web Access, it will be deleted from the certified delivery Web site. If the recipient has not picked up the document, it will not be available after it has been deleted.

Similarly, documents that are deleted by the fax aging or another cleanup process will delete certified delivery documents from the certified delivery Web site.

■ ■ ■

Chapter 5

Viewing Documents at the Certified Delivery Web Site

When you send a document for certified delivery, the document is sent to the SecureDocs certified delivery Web site, and the recipient receives an e-mail message that he or she can view the document. This chapter explains what users must do to view certified documents.

To view a certified document at the SecureDocs certified delivery Web site, complete the following steps:

1. Click the link in the certified delivery notification e-mail or type the URL in your Internet browser. The logon page opens in your browser.

Figure 5.1 The Certified Delivery Logon Page

Captaris RightFax

Certified Document Delivery for las@oswego.com

Have an Account?

Password:
(6-10 Characters)

[Click here to continue](#)
If you already have a password, type it in above and click this button to continue.

[Tell me my password](#)
If you forgot your password, click this button and it will be emailed to you.

No Password?

[Create account](#)
If you don't have a password, click this button to setup your account.

Change Password?

[Change password](#)
If you already have a password and would like to change it, click this button.

Copyright © 2001 Captaris, Inc.
Thursday, July 19, 2001
12:20:21 PM

2. Select a logon option:
 - If you are a first-time user of the certified delivery Web site, click **Create Account**, and follow the prompts on the screen.
 - If you already have a password, enter it in the **Password** box, and click **Click here to continue**.
 - If you already have a password but have forgotten it, click **Tell me my password**, and follow the prompts on the screen. The RightFax SecureDocs Module will e-mail your password to you.
3. The Inbox appears.

4. Click the link to the document in the **Document Number** list, and follow the prompts to download the document.
5. To delete a document from the inbox, select the **Delete** check box, and click **Delete selected documents**.


■ ■ ■

Figure 5.2 The Inbox

Captaris
RightFax

Inbox for las@oswego.com

Click on a document number to see more detailed information. To keep a copy of a document, print it or download it to your local computer. Documents may be deleted without notice.

 Indicates the currently active document.

Read	Document Number	Delete	Sender	Subject	Transmission Time
	PROD1578	<input type="checkbox"/>			Thu Jul 19 05:12:35 2001
✓	PROD1575	<input type="checkbox"/>			Thu Jul 19 05:05:07 2001

Displaying documents 1 through 2 Total Documents 2

Current Page: **1**

Copyright © 2001 Captaris, Inc
Thursday, Jul 19, 2001
12:22:54 PM

Chapter 6

Sending Encrypted Documents

Encrypted documents are password-protected portable document format (PDF) files. Password protection ensures that your document can only be viewed by recipients to whom you have provided the required passwords.

To further protect the document, you can assign permissions to the PDF file. The following permissions can be assigned:

- Printing the document.
- Editing the content of the document.
- Copying or extracting the contents of the document.
- Annotating the document in Adobe Acrobat.
- Saving the document with a new file name.

You can send encrypted documents and assign permissions from a RightFax desktop application (such as FaxUtil) or via the Integration Module with FCL.

Sending Encrypted Documents via the Integration Module

To send an encrypted PDF file using the Integration Module, use the `{{pdfuser}}` FCL command. The following table lists the required commands for sending an encrypted PDF.

Table 6a Required FCL Commands for Encrypted PDFs

Command	Description
<code>{{begin}}</code>	Indicates the beginning of a document. The Integration Module will process all the data that appears between a <code>{{begin}}</code> and an <code>{{end}}</code> command as a discreet document. Data that does not appear between the <code>{{begin}}</code> and <code>{{end}}</code> commands is ignored. This command must appear as the first command in each FCL document. For more information on this command, see the <i>RightFax Integration Module Guide</i> .

Table 6a Required FCL Commands for Encrypted PDFs (Continued)

Command	Description
{{end}}	<p>Indicates the end of a document.</p> <p>The Integration Module will process all the data that appears between a {{begin}} and an {{end}} command as a discreet document. Data that does not appear between the {{begin}} and {{end}} commands is ignored.</p> <p>This command must appear as the last command in each FCL document. For more information on this command, see the <i>RightFax Integration Module Guide</i>.</p>
{{from}}	Specifies the sender. For more information on this command, see the <i>RightFax InternetLink Module Guide</i> .
{{pdfuser}}	Specifies the password and permission levels for the PDF.
{{subject}}	Specifies the <i>subject</i> line in the e-mail message that is sent. For more information on this command, see the <i>RightFax InternetLink Module Guide</i> .
{{to}}	Specifies the recipient's e-mail address. For more information on this command, see the <i>RightFax InternetLink Module Guide</i> .
{{type certified}} {{type mime}}	<p>With {{type certified}}, the document is sent to the SecureDocs Web site as an encrypted PDF.</p> <p>With {{type mime}}, the document is sent as an encrypted PDF that is attached to an empty e-mail message. It is not sent to the SecureDocs Web site.</p>

Understanding the {{PDF}} Commands

Syntax {{pdfuser "password" [permissions]>}}

Example {{pdfuser "#MNid4" 31}}

This command specifies a password and permissions for the user of the PDF. In the example, "#MNid4" is the user's password, and the user has full permissions.

Permission is an integer bit-wise value that grants certain permissions for the user. Multiple permissions can be granted, as described in the following table.

Table 6b Bit Values for PDF Permissions

Bit	Permission	Notes
1	Print	The user can print the PDF. Example: {{pdfuser "#MNid4" 1}}
2	Edit	The user can edit the PDF. Example: {{pdfuser "#MNid4" 3}} This example sets print and edit permissions.
4	Select	The user can select and copy text. Example: {{pdfuser "#MNid4" 7}} This example sets print, edit, and select permissions.
8	Annotate	The user can add annotations. Example: {{pdfuser "#MNid4" 15}} This example sets print, edit, select, and annotate permissions.
16	Save As	The user can save the PDF to a new file name. Example: {{pdfuser "#MNid4" 31}} This example sets print, edit, select, annotate, and save as permissions.

Example FCL for Encrypted PDF Documents

In the following example, the host data (“Your account number is 16328182-GRZ”) is converted to PDF and is sent to the SecureDocs Web site. The PDF has a password and grants full permissions to the user.

```
{{begin}}
Your account number is 16328182-GRZ
{{type certified}}
{{to las@oswego.com}}
{{subject Weekly programs}}
{{from css@oswego.com}}
{{pdfuser "#MNid4" 31}}
{{end}}
```

In the following example, the host data (“Your account number is 16328182-GRZ”) is converted to PDF and sent as an attachment to an e-mail message. The PDF has a password that grants user permissions for printing only.

```
{{begin}}
Your account number is 16328182-GRZ
{{type mime}}
{{to las@oswego.com}}
{{subject Weekly programs}}
{{from css@oswego.com}}
{{pdfuser "#MNid4" 1}}
{{end}}
```

Sending Encrypted Documents from the RightFax Desktop

The options to create an encrypted PDF file are located in the **Fax Information** dialog box. This dialog box can be opened from any of the RightFax desktop applications including FaxUtil, the Quick Fax/Broadcast function on the RightFax tray icon shortcut menu, and the Send to Fax Destination via RightFax function on the

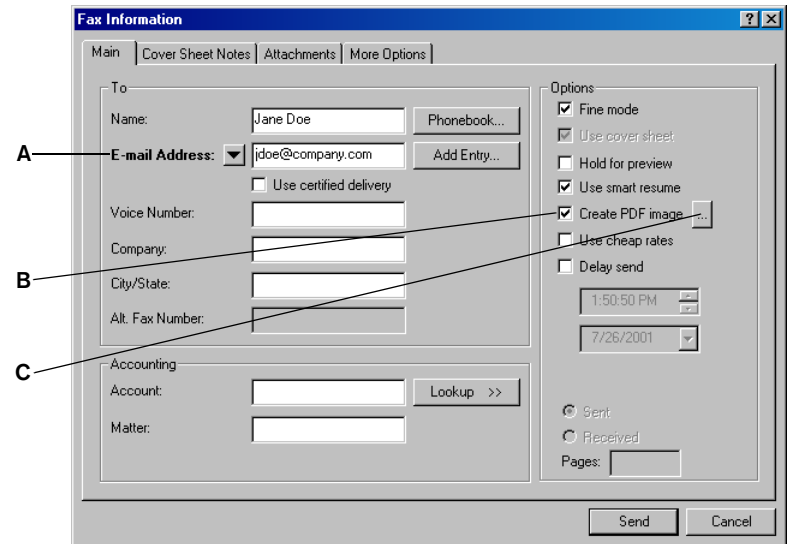
Explorer shortcut menu. For information on opening the **Fax Information** dialog box from any of these applications, see the *RightFax Administrator's Guide*.

When you send a document from the RightFax desktop as an encrypted PDF file, you must specify an e-mail address for your recipient rather than a fax number. The encrypted PDF file will be formatted in color (if applicable).

To send an encrypted PDF

1. From one of the RightFax desktop applications, open the **Fax Information** dialog box.

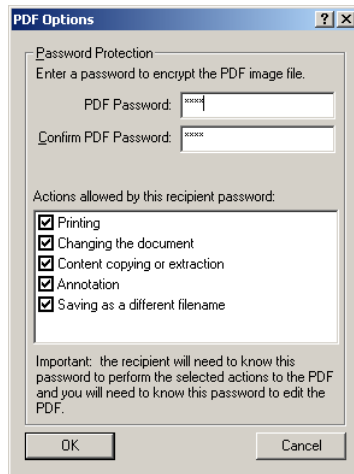
Figure 6.1 Selecting the PDF Option in the Fax Information Dialog Box



- A. Enter an e-mail address for your recipient.
- B. Select the **Create PDF image** option.
- C. Click this button to open the **PDF Options** dialog box.

2. Under **To**, click the arrow next to **Fax Number** and select **E-mail Address** from the shortcut menu.
3. Enter the recipient's e-mail address.
4. Select the **Create PDF image** check box.
5. Click the [...] button next to **Create PDF image**. This opens the **PDF Options** dialog box.

Figure 6.2 Assigning Permissions to an Encrypted PDF File



6. In the **PDF Password** and **Confirm PDF Password** boxes, type the password. Adobe Acrobat, the program used to view PDF files, will prompt the recipient for this password each time the file is opened.
7. Under **Actions allowed by this recipient password**, select the permissions for the PDF file:
 - Printing the document.
 - Editing the content of the document.
 - Copying or extracting the contents of the document.
 - Annotating the document in Adobe Acrobat.
 - Saving the document with a new file name.

8. Click **OK** to close the **PDF Options** dialog box.
9. Complete the **Fax Information** dialog box, and then click **Send** to send the document.

Receiving Encrypted Documents

For a recipient to open any PDF file (whether the file is sent with FCL via the Integration Module or from FaxUtil or RightFax Web Access), he or she must have Adobe Acrobat Reader installed on his or her computer. This application is available for free at the Adobe Web site.

For encrypted PDF files sent via certified delivery, the recipient must log on to the SecureDocs Web site and then download the file. The recipient must enter a password for the PDF file to gain the permissions that you established for the PDF file.

For encrypted PDF files sent via e-mail, the recipient receives the PDF as an attachment to an e-mail message. The recipient must enter a password for the PDF file to gain the permissions that you established for the PDF file.

In either scenario, you need to communicate the password for the PDF file to the recipient. If you do not, he or she will not be able to open the file.

■ ■ ■

Index

A

- attachments
 - native files 17
 - using FCL 17

C

- Certified Delivery 20-21
- certified delivery
 - image file types sent with the Integration Module 16
 - overview 5
 - sending from RightFax Web Access 20
 - sending from the Integration Module 15
 - sending from the RightFax desktop 19
- certified delivery email message to recipient 12
- certified delivery Web site
 - deleting documents 21
 - installing 7
 - logging on 24
 - modifying pages 13
 - Netscape support 11
 - password email message 9-11
 - viewing documents 23

D

- deleting documents 21
- desktop, RightFax
 - deleting certified delivery documents from 21
 - sending documents for certified delivery 19
 - sending encrypted documents 27
 - sending password-protected documents 27

E

- email message
 - to certified delivery recipient 12, 13
 - with certified delivery password 9-11
- encrypted documents
 - overview 6
 - sending from the RightFax desktop 27
 - sending with the Integration Module 25
 - setting permissions with FCL 26
- example FCL for documents that have attachments 17

F

- FaxUtil, sending documents for certified delivery 19

FCL

- attaching documents 17
- examples for documents that have attachments 17
- sending certified delivery with the Integration Module 15
- file format for certified delivery documents sent with the Integration Module 16

I

- image file types for certified delivery 16
- IMAGETYPE command 16
- installing
 - certified delivery Web site 7
- Integration Module, sending documents for certified delivery 15

L

- logging on to the certified delivery Web site 24

M

- modifying
 - certified delivery Web pages 13
 - email message to certified delivery recipient 13

N

- native files, attaching 17
- Netscape 11

O

- overview
 - certified delivery 5
 - SecureDocs Module 5
 - sending encrypted documents 6

P

- password email message 9-11
- password-protected documents
 - sending from the RightFax desktop 27
 - viewing 28
- permissions for encrypted documents
 - setting from the RightFax desktop 27
 - setting with FCL 26

Q

- Quick Fax/Broadcast function, sending documents for certified delivery 19

R

- RightFax desktop
 - deleting certified delivery documents from 21
 - sending certified delivery from 19
 - sending encrypted documents from 27
 - sending password-protected documents from 27

S

- SecureDocs database, synchronizing 14
- SecureDocs Module
 - overview 5
- send faxes
 - using Certified Delivery 20-21
- Send To function, sending documents for certified delivery 19
- sending
 - certified delivery from RightFax Web Access 20
 - certified delivery from the RightFax desktop 19
 - certified delivery with the Integration Module 15
 - encrypted documents from the RightFax desktop 27
 - encrypted documents with the Integration Module 25
 - encrypted documents, overview 6
 - password-protected documents from the RightFax desktop 27

- SMTP mail host
 - for sending messages 8
 - for sending passwords 8
- SynchDB.exe 14
- synchronizing, SecureDocs database 14

V

- viewing documents at the certified delivery
 - Web site 23
- viewing password-protected documents 28

W

- Web Access, sending documents for certified delivery 20
- Web site, certified delivery 7