



Version 9.3  
Docs-on-Demand Guide

## Edition

Information in this document applies to version 9.3 of the RightFax Docs-on-Demand Guide.

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# Contents

|           |  |           |            |  |           |
|-----------|--|-----------|------------|--|-----------|
| Chapter 1 | <b>Configuring Docs-on-Demand .....</b>        | <b>5</b>  | Chapter 4  | <b>Web Fax Tools.....</b>                    | <b>19</b> |
|           | Configuring Fax-on-Demand.....                 | 5         |            | Installing Web Fax Tools.....                | 19        |
|           | Running Multiple Fax-on-Demand Systems         |           |            | Web Fax Tools Variables and Tags .....       | 19        |
|           | on One Channel.....                            | 7         |            | Web Fax Tools Samples.....                   | 20        |
|           | Generating the Diagnostic Report.....          | 7         | Appendix A | <b>Web Fax Tools Variables and Tags.....</b> | <b>21</b> |
|           | Accessing Fax-on-Demand by Phone .....         | 8         |            | RFDOCSEND Variables.....                     | 22        |
| Chapter 2 | <b>Creating Fax-on-Demand Documents</b>        |           |            | RFDOCSEND Tags.....                          | 32        |
|           | <b>and Document Catalogs.....</b>              | <b>9</b>  |            | RFFAXSTAT Variables.....                     | 36        |
|           | Creating a Document Catalog.....               | 9         |            | RFFAXSTAT Tags.....                          | 39        |
|           | Creating and Using Multiple Catalogs.....      | 10        |            | RFLIBLIST Variables.....                     | 41        |
|           | Catalog Templates.....                         | 11        |            | RFLIBLIST Tags.....                          | 44        |
|           | Creating Document Catalogs Manually.....       | 12        | Appendix B | <b>Voice Prompt Files .....</b>              | <b>47</b> |
| Chapter 3 | <b>Customizing Fax-on-Demand .....</b>         | <b>13</b> | Appendix C | <b>Fax-on-Demand Windows Registry</b>        |           |
|           | Accessing the Sysop Menu.....                  | 13        |            | <b>Configuration.....</b>                    | <b>51</b> |
|           | Customizing the Message Prompts.....           | 13        | Index..... |  | <b>55</b> |
|           | Customizing the Options on the Main Menu ..... | 14        |            |  |           |
|           | Multilingual Support.....                      | 15        |            |  |           |
|           | Toll-Number Support.....                       | 16        |            |  |           |
|           | Requesting Fax Routing Information.....        | 16        |            |  |           |
|           | Automatically Sending a Fax With               |           |            |  |           |
|           | One-Document Poll.....                         | 17        |            |  |           |



## Chapter 1

# Configuring Docs-on-Demand

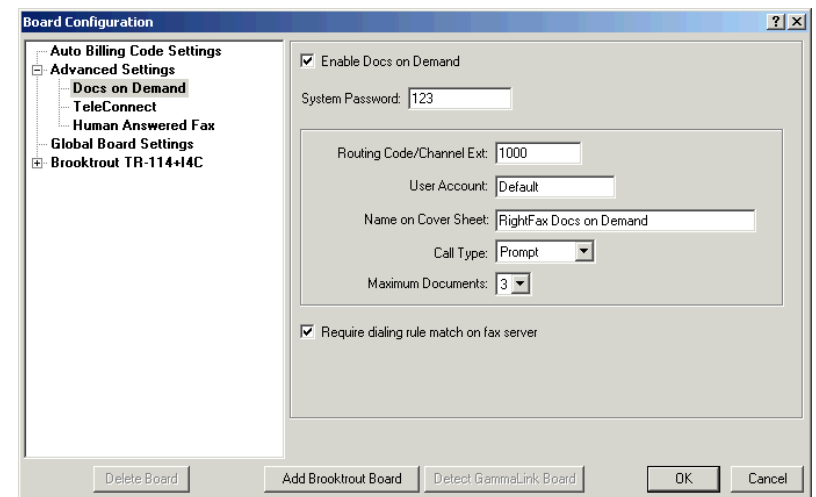
The RightFax Docs-on-Demand™ feature is a fax server-based document retrieval system that has two components: Fax-on-Demand and Web Fax Tools. Fax-on-Demand allows anyone to call your server and request library documents via a touch-tone telephone. Web Fax Tools lets people request library documents from a Web site. Only library documents that have been made specifically available to Fax-on-Demand or the Web may be retrieved. For more information on creating and configuring library documents, refer to the *RightFax Administrator's Guide*.

## Configuring Fax-on-Demand

Fax-on-Demand is the Docs-on-Demand component that allows anyone to call into your fax server to request faxes. These can be marketing or sales material, informational material, or any kind of fax document your organization wants to make available via touch-tone phone.

Run the BoardServer configuration program from Windows Control Panel on the RightFax server to display the **Board Configuration** dialog box. Click **Advanced Settings** in the component tree in the left pane and then click **Docs on Demand**.

Figure 1.1 The Docs-on-Demand Configuration Dialog Box



**Enable Docs on Demand** Enables the two Docs-on-Demand applications, Fax-on-Demand and Web Fax Tools. If this check box is not selected, neither feature will function.

**System Password** This is the password the Fax-on-Demand administrator will use to access the Fax-on-Demand Sysop (System Operator) menu. Because you must be able to enter the password from a touch-tone phone, this password *must* consist of numeric digits only.

**Routing Code/Channel Ext** Specifies the routing code (such as DTMF extension or DID number) that will be assigned to Fax-on-Demand. When calls arrive on this extension they will automatically enter the Fax-on-Demand system, rather than being received as an incoming fax.

If you have a bank of numbers dedicated to your fax server, you must assign one of the numbers to Fax-on-Demand by entering the extension here. If you have channel routing configured on POTS (plain-old-telephone system) lines, then you must dedicate one of your fax channels to Fax-on-Demand. To do this, enter a unique four-digit number in this box, and then click the channel you want to dedicate under **Global Board Settings** in the left pane, and enter the same four-digit value in the **Channel Extension** box. Users must be able to dial into this channel directly. The channel should not be part of a hunt group unless all the channels in that hunt group are dedicated to Fax-on-Demand. Otherwise, dialing the number may cause users to hear a fax tone instead of accessing Fax-on-Demand.

You can also turn on DTMF routing for a particular analog channel. When users dial this number they will hear a tone or voice prompt to enter an extension. Enter a unique four-digit extension in this box. If you tell your users to enter this number when they hear the prompt, they will connect to the Fax-on-Demand system. If this number is not entered after a few seconds (depending on the DTMF timeout value), the channel will provide a fax tone and attempt to receive a fax.

**User Account** This is the RightFax user ID that Fax-on-Demand will use when sending faxes. All cover sheet information and attributes of the selected user ID will apply to faxes sent by Fax-on-Demand. This setting is also used by Web Fax Tools for assigning a RightFax user ID to outgoing faxes.

**Name on Cover Sheet** Specifies the name or text that will appear in the “To:” field on fax cover sheets sent by Fax-on-Demand.

**Call Type** Specifies how Fax-on-Demand will connect to the user when faxes are requested. “One Call” requires the user to be calling from a fax machine. Fax-on-Demand uses the same connection to send faxes back to the caller without initiating a second call. In this way, the Fax-on-Demand system incurs no phone charges. “Two Call” causes Fax-on-Demand to request the recipient’s fax number and then initiates a separate call to send faxes. “Prompt” asks each user to specify a one- or two-call session.

**Maximum Documents** Specifies the maximum number of fax documents that a Fax-on-Demand user can request per call.

**Require Dialing Rule Match on Fax Server** Compares the destination fax number entered by the user against your system’s dialing rules (described in the *RightFax Administrator’s Guide*). If the destination fax number does not match one of the dialing rule conditions, the fax will not be sent. This feature can be used to prevent people from requesting faxes sent to unauthorized or high cost destinations. This setting is ignored if the **Call Type** option (described earlier) is set to “One-call.”

## Running Multiple Fax-on-Demand Systems on One Channel

Fax-on-Demand can be configured to allow multiple Fax-on-Demand systems to be available from one phone number. This is called “Multi-App” support.

### Enabling Multi-App support

To enable this feature, add the Fax-on-Demand registry keyword `MultiAppEnable(1)`.

For information on creating Fax-on-Demand registry entries see [Appendix C, “Fax-on-Demand Windows Registry Configuration”](#).

After this feature is enabled, Fax-on-Demand automatically plays message file 050.VOX. This prompt should be customized to your system’s configuration, directing callers to press the appropriate buttons to enter each separate Fax-on-Demand system.

For each Fax-on-Demand system you want to make available, add the Fax-on-Demand registry keyword `MultiApp#(extension)`, where `#` is a number 0 through 9 that the caller will press to access the alternate Fax-on-Demand system, and `(extension)` is the phone number extension or DID channel assigned to that particular Fax-on-Demand system.



**Note** *If you want your initial Fax-on-Demand system (the one that answers the call) to be available, you must include a [MultiApp] keyword entry for it as well as for all your additional Fax-on-Demand systems.*

### Creating configuration options for additional Fax-on-Demand systems

Fax-on-Demand is configured primarily via a special multi-string (Reg\_Multi\_SZ) registry entry located at `HKEY_LOCAL_MACHINE\Software\RightFax\BoardServer\FOD\Extensions` in the format:

`extension`keyword(value)`keyword(value)`...`

Where ``` is the accent grave character located on the same key as the tilde (`~`).

You can create additional Fax-on-Demand configurations by entering a line break at the end of this entry and, on the new line, specifying a new phone extension or routing code and its accompanying keyword settings.

### Requiring a password to access additional systems

Each additional Fax-on-Demand system can have a password associated with it. If a password exists, Fax-on-Demand will prompt the user for the password before entry into that system is allowed.

To require a password, add the Fax-on-Demand registry keyword `MultiAppPassword#(password)`, where `#` is a number 0 through 9 that indicates the system to password protect, and `(password)` is a numeric password (up to 20 digits long) that the user must enter to switch to the alternate system. For information on creating Fax-on-Demand registry entries see [Appendix C, “Fax-on-Demand Windows Registry Configuration”](#).

## Generating the Diagnostic Report

The diagnostic report includes Fax-on-Demand configuration settings, voice folders, and library documents. After you have customized and configured your Fax-on-Demand system, you should run this report and save it for future reference.

### To generate a Fax-on-Demand diagnostic report

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9. (You will not be prompted to press 9. This is a “hidden” option.) Immediately after pressing 9, enter your system password (specified in the BoardServer configuration program, and press the pound key (#). This lets you into the Fax-on-Demand Sysop menu.

3. Press 0 from the Sysop menu.
4. Follow the remaining prompts. You can have the report faxed to the phone you are on, or to a different fax number.

## Accessing Fax-on-Demand by Phone

To access your Fax-on-Demand system, dial the phone number that you specified in the **Routing Code/Channel Ext.** box of the Fax-on-Demand configuration (see [“Routing Code/Channel Ext”](#) on [page 6](#)). Fax-on-Demand is driven by a series of menus with voice prompts telling the caller which keys to press for each function. As you customize the functionality of your Fax-on-Demand system, you may need to change some of your voice prompts to instruct callers about the available options. For information on how to change voice prompts (see [“Customizing the Message Prompts”](#) on [page 13](#)).

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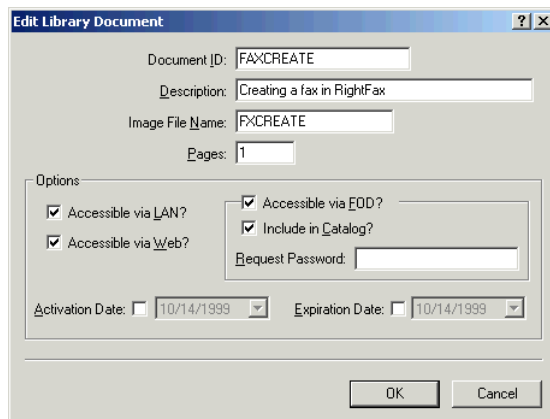


## Chapter 2

# Creating Fax-on-Demand Documents and Document Catalogs

Fax-on-Demand documents are stored as normal RightFax library documents. Each library document can have several Fax-on-Demand properties configured. To configure a library document's Fax-on-Demand properties, click the library document in Enterprise Fax Manager and press ENTER. This opens the **Edit Library Document** dialog box.

Figure 2.1 The Edit Library Document Dialog Box



The screenshot shows the 'Edit Library Document' dialog box. It contains the following fields and options:

- Document ID: FAXCREATE
- Description: Creating a fax in RightFax
- Image File Name: FAXCREATE
- Pages: 1
- Options section:
  - ☒ Accessible via LAN?
  - ☒ Accessible via FOD?
  - ☒ Accessible via Web?
  - ☒ Include in Catalog?
  - Request Password: (empty text field)
  - Activation Date: 10/14/1999
  - Expiration Date: 10/14/1999
- Buttons: OK, Cancel

All library documents for use with Fax-on-Demand must have a **Document ID** that consists of numbers only. This is so that users can specify the document they want via touch-tone phone.

When you create a library document, select the **Accessible via FOD** check box to make it available to Fax-on-Demand callers. Select **Include in Catalog** to include the document on a list of available Fax-on-Demand documents. Enter a numeric password in the **Request Password** box to require callers to enter a password to access the file. If the **Request Password** box is empty, callers will be able to retrieve the document without a password.

For more information on creating and managing library documents, please refer to the *RightFax Administrator's Guide*.

## Creating a Document Catalog

Fax-on-Demand can be configured to automatically generate a catalog of all available faxes and make that catalog available as a menu option to callers. A "catalog" is a list of library documents available from the Fax-on-Demand system, including each document's document ID and description. A catalog lets users examine the documents available via Fax-on-Demand, and includes the information necessary to retrieve the documents.

A catalog is created the same as other library documents but must have some specific settings.

### To create a Fax-on-Demand catalog

1. In Enterprise Fax Manager, click **Library Documents** under your RightFax server.
2. Press INSERT to create a new library document. This opens the **Edit Library Document** dialog box.
3. In the **Document ID** box, enter "CATALOG1".
4. In the **Description** box, enter a brief description for the catalog.
5. Leave the **Image File Name** box blank.
6. Select the **Available via FOD** check box. Do *not* select **Include in Catalog**. Enter a password only if you want to restrict access to your list of available documents. Click **OK** to save the catalog.
7. Select **Synchronize External Systems** on the Enterprise Fax Manager **Utility** menu, and then click **ASAP**.

RightFax will automatically generate the catalog and make it available via Fax-on-Demand. The catalog will be automatically updated with the most recent list of available Fax-on-Demand documents whenever the server is started, and again every six hours. You can force a rebuild of the catalog at any time by selecting **Synchronize External Systems** from the Enterprise Fax Manager **Utility** menu.

By default, the catalog lists *all* documents available for retrieval via Fax-on-Demand. For information on creating and using multiple document catalogs, each with a separate list of available documents, see ["Creating and Using Multiple Catalogs"](#) on page 10.

### Accessing the catalog via Fax-on-Demand

After you have created a document catalog, the Fax-on-Demand system will automatically recognize it and make it available to callers. The Fax-on-Demand Catalog menu is opened by pressing 1 at the Main menu when you dial into the system.

## Creating and Using Multiple Catalogs

Fax-on-Demand can be configured to let you split the listing of available Fax-on-Demand documents between two or more catalogs. To enable the use of multiple catalogs, add this DWORD entry to the registry on your RightFax server:

HKEY\_LOCAL\_MACHINE/Software/RightFax/WorkServer/WorkSrv#/CatalogType.

This entry should be added for each of your WorkServers. Set the value to "0" (zero) to configure Fax-on-Demand to use multiple catalogs. Set the value to "1" to return to the default one-catalog system.

### Creating multiple catalogs

After you have enabled to use of multiple document catalogs, you can create up to nine Fax-on-Demand catalogs. Each of these catalogs will automatically generate its own list of available documents.

Catalogs are created the same way as other library documents, but must have some specific settings. Follow these steps to create up to nine catalogs that automatically list your Fax-on-Demand documents:

1. In Enterprise Fax Manager, click **Library Documents** under your RightFax server.
2. Press INSERT to create a new library document. This opens the **Edit Library Document** dialog box.

3. In the **Document ID** box, enter "CATALOG#" (where # is a catalog number from 1–9).
4. In the **Description** box, enter a brief description for the catalog.
5. Leave the **Image File Name** box blank.
6. Select the **Available via FOD** check box. Do *not* select **Include in Catalog**. Enter a password only if you want to restrict access to your list of available documents. Click **OK** to save the catalog.
7. Select **Synchronize External Systems** from the Enterprise Fax Manager **Utility** menu, and click **ASAP**.

The system will generate the catalogs and make them available via Fax-on-Demand. The catalogs will be automatically updated with the most recent list of available Fax-on-Demand documents when the server is started and again every six hours. You can force a rebuild of the catalogs at any time by selecting **Synchronize External Systems** from the Enterprise Fax Manager **Utility** menu.

### Assigning documents to catalogs

Fax-on-Demand uses the library document ID to assign it to a catalog. The first digit in the document ID determines the catalog assignment. The document is listed in the catalog of the same number. For example, a Fax-on-Demand document with the document ID "1001" will be listed in CATALOG1, and a document with the document ID "200" will be listed in CATALOG2.

If a document ID does not match a catalog number, it will not be listed in any catalog.

### Accessing multiple catalogs

When you create multiple automatic catalogs, those catalogs automatically become available to the Fax-on-Demand system. When you call Fax-on-Demand, a message will prompt you to press 1 to request a catalog. This takes you to the Catalog menu. From the Catalog menu, press the number that corresponds to the catalog number you want in order to request that catalog.

Although the catalogs are automatically available, the default voice prompt will not change. It will continue to prompt the user to press 1 for a catalog. You must change this prompt to something that instructs the user which buttons to press to retrieve which catalogs. For information on changing Fax-on-Demand voice prompts see ["Customizing the Message Prompts"](#) on [page 13](#).

## Catalog Templates

All automatically generated Fax-on-Demand catalogs are generated from templates stored in the RightFax\Catalog folder on the RightFax server. Templates are saved as Rich Text Format (RTF) files. If a template named for a specific catalog exists (i.e., Catalog1.rtf, Catalog2.rtf, etc.) that file will be used as a template for that catalog. If not, the default template Catalog.rtf will be used. Fax-on-Demand templates may not be more than one page long.

The following table lists variables which can be added to your custom catalog template.

Table 2a Fax-on-Demand Catalog Template Variables

| Variable | Definition          |
|----------|---------------------|
| %1       | Document ID         |
| %2       | Description/Title   |
| %3       | Number of Pages     |
| %4       | Last Request Date   |
| %D       | Generation Date     |
| %P       | Catalog Page Number |
| %T       | Generation Time     |

## Creating Document Catalogs Manually

You need not rely on Fax-on-Demand to create all your available catalogs automatically. You can create one or more catalogs manually by listing available Fax-on-Demand documents in a library document. Follow these steps to create a Fax-on-Demand catalog manually:

1. Using a word processor or other application, create a list of available Fax-on-Demand documents. Be sure to include the documents' numeric Document IDs so that users will know how to retrieve them from the Fax-on-Demand menus.
2. Save the list as a library document according to the instructions for creating and storing library documents in the *RightFax Administrator's Guide*.
3. In the **Document ID** box, enter CATALOG# (where # is a catalog number from 1 through 9).
4. In the **Description** box, enter a brief description for the catalog.
5. Do not change the default setting in the **Image File Name** box.
6. Select **Available via FOD** check box. Do *not* select **Include in Catalog**. Enter a password only if you want to restrict access to the catalog. Click **OK** to save the catalog.

When you name the library document CATALOG#, Fax-on-Demand automatically makes it available from the Catalog menu. Because a specific library document is linked to this document ID, Fax-on-Demand will send the document as-is, rather than automatically listing Fax-on-Demand documents.

Although only nine catalogs can be made available from the Catalog menu, additional catalogs can be nested in a Catalog menu tree. Catalogs are identified by the keys you press to reach them from the Catalog menu. Catalog sub-menus and extended

catalog descriptions are recorded from the catalog area of the Sysop menu by use of this number. The library document ID should be CATALOG### where ### is the catalog number.

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## Chapter 3

# Customizing Fax-on-Demand

You can customize the Fax-on-Demand menu options and message prompts. Custom message files are recorded into a touch-tone phone and are saved as Dialogic OKI32 files (.VOX files) in the RFBoard\Mainapp\Voices folder. For a complete listing of Fax-on-Demand voice prompts and their file names see [Appendix B, “Voice Prompt Files”](#).

Although Fax-on-Demand uses only the message files in the RFBoard\Mainapp\Voices folder, extra copies of all these files are saved in the RFBoard\Voices folder as a backup. RightFax recommends that you modify only messages with numeric file names.

### Accessing the Sysop Menu

The Sysop (System Operator) menu is a password-protected menu accessible when you call your Fax-on-Demand system. This menu provides several administrative tools and options.

#### To open the Fax-on-Demand Sysop menu

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9. (You will not be prompted to press 9. It is a “hidden” option.)

3. Immediately after pressing 9, enter your system password (specified in the BoardServer configuration program), and then press the pound key (#).

The system password is accepted as a valid password everywhere in Fax-on-Demand. A Sysop is not prompted for any passwords for the duration of the call, and will not be disconnected for excess errors.

## Customizing the Message Prompts

### Customizing system messages

System messages include your Fax-on-Demand greeting, the main menu prompts, etc. System messages are identifiable by their three-digit file names (such as file 100, the Fax-on-Demand main menu). These files are named so that they can be easily rerecorded for your specific Fax-on-Demand system.

#### To record new system messages

1. Locate the file name of the message you want to change (see [Appendix B, “Voice Prompt Files”](#)).
2. Using a touch-tone telephone, dial your Fax-on-Demand number.

3. At the main menu, press 9 (this is a hidden option) followed by your system password (specified in the BoardServer configuration program), and then press the pound key (#).
4. Press 1 to record system messages.
5. The Fax-on-Demand system will ask you to specify the message you want to change. Follow the prompts to record the new message. If you enter a number that does not correspond to an existing file name, RightFax will create a new file in the RFBBoard\Mainapp\Voices folder using the file name you specified.

### Customizing catalog messages

Catalog messages include extended catalog descriptions, the main catalog prompt, and catalog sub-menus.

Extended catalog descriptions let you assign a voice prompt to an individual catalog. For example, you can tell the Fax-on-Demand caller the total number in pages of a requested catalog and then offer the choice to continue or cancel. Catalog sub-menus let you nest or create sub-catalogs within a catalog.

#### To record new catalog messages

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9 (this is a hidden option) followed by your system password (specified in the BoardServer configuration program), and then press the pound key (#).
3. Press 2 to record catalog messages.
4. The Fax-on-Demand system will ask you to specify the message file you want to change. Follow the prompts to record the new message. Be careful not to create a Fax-on-Demand catalog and sub-catalog with identical numbers; otherwise *neither* catalog will be accessible.

### Customizing document messages

Document messages include extended document descriptions and document prompts. Extended document descriptions let you assign a voice prompt to an individual document. For example, you can tell the Fax-on-Demand caller the total number of pages of a requested document and then give the caller the choice to continue or cancel the request.

#### To record new document messages

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9 (this is a hidden option) followed by your system password (specified in the BoardServer configuration program), and then press the pound key (#).
3. Press 3 to record document messages.
4. The Fax-on-Demand system will ask you to specify the message file you want to change. Follow the prompts to record the new message.

### Customizing the Options on the Main Menu

RightFax lets you customize which functions are launched from the Fax-on-Demand main menu, as well as the keys that launch them. If you change the functionality of the main menu, you must also change the main menu voice prompt, message file 100, to correctly direct your callers.

To customize what function each key launches from the main menu, add the Fax-on-Demand registry keyword `MainMenu#(function)`, where `#` is a number 0–9 that indicates the button pressed from the Main menu, and *function* is one of the available function

keywords listed in the following table. For information on creating Fax-on-Demand registry entries see [Appendix C, “Fax-on-Demand Windows Registry Configuration”](#).

Table 3a Fax-on-Demand Main Menu Function Keywords

| Keyword                 | Definition   |
|-------------------------|--|
| DOCPROMPT               | Prompts the caller to enter a document number for retrieval.   |
| DOCTREE                 | Prompts the caller to select from available catalogs.  |
| DOCUMENT<br>docID       | Queues a predefined document to be sent. The Document ID must be specified.  |
| PLAY <i>file</i>        | Plays a predefined message file and then returns to the Main menu. The message file to play must be specified.   |
| SYSOP                   | Allows the caller access to the Sysop menu. This function should have a password assigned (see <a href="#">“Assigning passwords to menu options”</a> on <a href="#">page 15</a> ). |
| TRANSFER<br><i>code</i> | Transfers caller to a predefined extension. The touch-tone key sequence required by your phone system to perform this transfer must be specified.                                  |



**Note** By default, pressing 0 from the Fax-on-Demand main menu attempts to play message file 103.VOX. This file is not included with Fax-on-Demand and must be custom recorded.

### Assigning passwords to menu options

Each function accessed from the Main menu can have a password associated with it. If a password exists, the system will automatically prompt for that password. If the supplied password is incorrect, an error message plays and the caller is returned to the main menu.

To require a password for a function launched from the main menu, add the following Fax-on-Demand registry keyword MainMenuPassword#(*password*), where # is a number 0 through 9 that indicates the button pressed from the main menu to launch the function you want to password protect, and *password* is a numeric password (up to 20 digits long) that the user must enter to launch the requested function. For information on creating Fax-on-Demand registry entries see [Appendix C, “Fax-on-Demand Windows Registry Configuration”](#).

## Multilingual Support

Fax-on-Demand supports messaging in up to nine languages in addition to the English language default. When multilingual support is enabled, you can record your own language message files and save them to their own folders. When callers first dial in to the system, Fax-on-Demand will play a message asking them to select the language they want.

To enable multilingual support, add the Fax-on-Demand registry keyword Multilingual(1).

Then create a Fax-on-Demand registry keyword for each additional language you want to support, using the format: VoicePath#(*voicepath1*;*voicepath2*), where # is a number 2 through 9 that the user will press to access the language files (English is automatically set to “1”), *voicepath1* is the path to the local folder where other language files are stored, and *voicepath2* is an optional secondary folder path. If Fax-on-Demand cannot find the message file in the first folder, it will look in the second.

For information on creating Fax-on-Demand registry entries see [Appendix C, “Fax-on-Demand Windows Registry Configuration”](#).

### Multilingual selection prompts

After multilingual support is enabled, Fax-on-Demand will automatically cycle through every defined VoicePath entry, starting with VoicePath1 and ending with VoicePath0. It will play message

010.VOX from each VoicePath folder, if the file exists. The default message file 010 says “For an English language menu, press 1.” In VoicePath2, this file might say (in Spanish) “For a Spanish language menu, press 2.”

## Recording messages in another language

When recording messages from the Sysop menu, only messages in the current VoicePath folder will be modified. To record messages in another language, enable multilingual support, and then dial in to the system and select the language you want. After you are in the VoicePath you want, record the new messages according to the instructions for customizing message prompts (see [“Customizing the Message Prompts”](#) on [page 13](#)).

## Toll-Number Support

Fax-on-Demand can be set up on 1-900 and 1-976 toll lines. FCC requirements for toll-numbers state that callers may not be charged until a full minute has gone by. During the first 30 seconds, callers must be told how much they will be charged and then agree to the charges. If the caller does not immediately agree, the line must be disconnected.

To enable toll-number support, add the Fax-on-Demand registry keywords 900Enable(1) and 900Agree(#), where # is a number 0 through 9 that the caller must press to respond affirmatively and continue with the call. If this parameter is left blank, any key will be accepted. The system will automatically hang up on anyone who has not pressed the agree button within the first 28 seconds of the call.

For information on creating Fax-on-Demand registry entries see [Appendix C, “Fax-on-Demand Windows Registry Configuration”](#).

## Toll-number prompt



**Note** *If you have both toll-number and multilingual support enabled, Fax-on-Demand will play the VoicePath prompts before the toll-number prompt. Because selecting a language option is interpreted as an agreement by the caller to accept the charges, toll-call information should be included in your foreign language prompts.*

After toll-number support is enabled, message 020.VOX will play one time. This message should explain how much the caller will be charged, that he must be 18 years or older, and request him to press a key agreeing to the charges. This prompt must be less than the 28-second limit to press the required agreement key.

If the caller doesn't press a key or presses a key other than one specified by the 900Agree registry keyword, the line will be disconnected. If the caller presses the key specified by the 900Agree keyword (or any key if the 900Agree value is blank), the system will proceed to the main menu.

## Requesting Fax Routing Information

Fax-on-Demand can be configured to ask the caller to enter a name or phone number to identify the intended recipient. Requests for fax routing information are skipped if the caller requests the fax be sent back to the fax machine he is calling from using the same connection (the One-call option).

To ask the caller to enter a phone number to assist with routing, add the Fax-on-Demand registry keyword AskVoiceNumber(1).

To ask the caller to enter an alphanumeric sequence (such as a name), add the Fax-on-Demand keyword AskAlphaNumeric(1).

If either of these options is enabled, Fax-on-Demand plays message file 306. If you enabled AskVoiceNumber only, message file 306 is followed by message 307. If you enabled AskAlphaNumeric only, message file 306 will be followed by message file 312. If you enabled AskVoiceNumber *and*



AskAlphaNumeric, message file 306 will be followed by message file 311. For a complete list of Fax-on-Demand's message files see [Appendix B, "Voice Prompt Files"](#).

## Entering alphanumeric data via touch-tone phone

When you request alphanumeric input, this input must be specially encoded by the caller so that Fax-on-Demand knows exactly which character was intended. Each character requires the caller to press two buttons on the phone. Letters are encoded by pressing the button with the letter on it then pressing 1, 2, or 3 to indicate whether you want the first, second, or third letter on the button. For the letter "A," for example, press 2, which has the letters ABC on it, followed by 1 to indicate that you want the first of those three letters. The following table lists all characters available via this encoding method.

Table 3b Alphanumeric Touch-Tone Key Sequences

|        |        |        |            |        |
|--------|--------|--------|------------|--------|
| A = 21 | I = 43 | Q = 01 | Y = 93     | 2 = 20 |
| B = 22 | J = 51 | R = 72 | Z = 03     | 3 = 30 |
| C = 23 | K = 52 | S = 73 | Space = 02 | 4 = 40 |
| D = 31 | L = 53 | T = 81 | + = 11     | 5 = 50 |
| E = 32 | M = 61 | U = 82 | - = 12     | 6 = 60 |
| F = 33 | N = 62 | V = 83 | . = 13     | 7 = 70 |
| G = 41 | O = 63 | W = 91 | 0 = 00     | 8 = 80 |
| H = 42 | P = 71 | X = 92 | 1 = 10     | 9 = 90 |

The decoded sequence will be used in the **To:** field on the fax cover sheet. The caller has 40 seconds to enter up to 60 digits, which will decode to a maximum of 30 characters.

## Automatically Sending a Fax With One-Document Poll

Fax-on-Demand can be configured to send a single fax to all callers quickly and automatically. This lets you dedicate a phone number or fax channel to the delivery of a single fax and bypass the entire Fax-on-Demand menu system. This is called "One-Document Poll." To enable One-Document Poll, add the Fax-on-Demand registry keyword *AppType(2)*. For information on creating Fax-on-Demand registry entries see [Appendix C, "Fax-on-Demand Windows Registry Configuration"](#).

To specify the document to send, add the Fax-on-Demand registry keyword *ODP\_DocID(docID)*, where *docID* is the ID of the RightFax library document to send. When One-Document Poll is enabled, all callers must call directly from a fax machine. The system will pick up the call, optionally play a single message, and then attempt to send a fax on the same line. To specify a message file to play before the fax is sent, add this Fax-on-Demand registry keyword entry: *ODP\_InitialPrompt(file)*, where *file* is the name (without the file extension) of the message file to play.

■ ■ ■



## Chapter 4

# Web Fax Tools

Web Fax Tools is the component of Docs-on-Demand that allows anyone to view and request library documents via a Web page. Web Fax Tools are CGI utilities written to run on 32-bit Microsoft Windows platforms. These allow Web authors familiar with the use of CGI “scripts” to implement some basic fax server functionality on a Web server without having to write programs that interface directly with the RightFax API. Each CGI utility can take parameters from an HTML form, from a URL, or from the Web server’s Windows registry.

To run Web Fax Tools, you must have a RightFax server installed and operational. In addition, the Web Tools CGI programs must have access to the RightFax fax server via TCP/IP, IPX/SPX, or named pipes. Any firewalls between your Web server and fax server must be configured to allow this communication.

### Installing Web Fax Tools

Run the file Webtools.exe located in the RightFax\Webtools folder on the fax server. The Setup program will create a Webtools folder.

The CGI programs Rfdocsend.exe, Rffaxstat.exe, and Rfliblist.exe do not need to be in any particular folder. However, they do load the Rfifax32.dll, Rfwin32.dll, Rfi32rpc.ndr, and Rfi32smb.ndr libraries, which should either exist in the same folder as the CGI programs or in one of the folders on your system’s directory search path.

The folder to which the Web Fax Tools files are installed must be accessible by your Web server. The server must also allow programs to execute from this folder. Users of Microsoft IIS servers should use the Internet Service Manager to set this option.

### Web Fax Tools Variables and Tags

Web Fax Tools are divided into three main components: RFDOCSEND, RFFAXSTAT, and RFLIBLIST. RFDOCSEND lets you create a Web page from which users may select one or more documents to fax to a single destination. RFFAXSTAT lets you create a Web page from which users may check on the current status of faxes sent using the RFDOCSEND utility. RFLIBLIST lets you create a page that lists documents in the RightFax library document database.

The three Web Fax Tools components let you specify special HTML variables and tags that are interpreted and processed by the fax server. For a complete list and description of all Web Fax Tools HTML variables and tags, including examples, see [Appendix A, “Web Fax Tools Variables and Tags”](#).

## Web Fax Tools Samples

The RightFax Web Fax Tools are most easily understood through example. The sample Web pages found in the Webtools installation folder illustrate the functionality of these tools. They are by no means an exhaustive list of all the ways in which the Web Fax Tools can enhance your Web site. Although it is unlikely that the installed samples will work in your environment without modification, an effort has been made to make them easily customizable and readable.

Use your Web browser to load the Default.htm file in the Webtools\Samples folder. This HTML page will allow you to navigate easily through the different samples.

### Configuring the samples to work with your RightFax server

1. Make sure that the Webtools\Samples folder is accessible to Web users by creating an alias to it, if needed. Microsoft IIS users may create a new folder alias by using the Internet Service Manager. A new alias with the name of WEBTOOLSAMPLES can be created to point to the system's Webtools\Samples folder.
2. Make sure that users have permission to execute CGI programs in that folder. Microsoft IIS users can enable the 'execute' option when setting the properties for the WEBTOOLSAMPLES folder alias.
3. The samples assume that your fax server's name is 'RightFax' and that it can be communicated with via TCP/IP. To change these settings, edit the Default.htm file located in each sample's folder. The HTML form variable giving the server name is marked by the comment: "`<!-- EDIT: SERVER NAME -->`". The protocol is marked by the comment: "`<!-- EDIT: PROTOCOL -->`".
4. The samples also make other assumptions, such as the sample RightFax library documents (FAXTYPES and SCANNERS) still existing on your fax server. If these documents no longer exist on your fax server, some of the samples will fail.
5. To load the main sample page, connect to your Web server using a browser, and specify the path to the Default.htm file in the folder or alias where the samples were copied. (For example, `http://myserver.mydomain.com/webtoolsamples/default.htm`.)

■ ■ ■

## Appendix A

# Web Fax Tools Variables and Tags

Web Fax Tools are divided into three main components: RFDOCSEND, RFFAXSTAT, and RFLIBLIST. Each of these Web Fax Tools components lets you specify special HTML variables and tags that are interpreted and processed by the fax server.

In addition to its fax functionality, each variable described here has six additional attributes. The following table lists these attributes and their definitions.

Table A1 Web Fax Tools Variable Attributes

| Attribute     | Definition  |
|---------------|---|
| Companion Tag | The WebTools tag that can be used to output the value given by this variable in an output form. |
| Default       | Indicates the default setting (if any) for the variable if it is not included on the Web page.  |

Table A1 Web Fax Tools Variable Attributes (Continued)

| Attribute                         | Definition   |
|-----------------------------------|--|
| Precedence                        | <p>“Registry-Exclusive” indicates that the variable will be read only from the registry when the USE-REGISTRY variable is used. Any matching variables in the HTML form will be ignored whether or not the variable value is actually found in the registry.</p> <p>“Registry Precedence” indicates that any value for this variable found in the registry, including an empty or blank value, will override any value in the HTML form.</p> <p>“Form Precedence” indicates that any matching variable found in the HTML form will override any value given in the registry.</p> |
| Registry Readable                 | Indicates whether this variable can be read from the registry when the USE-REGISTRY variable is used.  |
| Required                          | Indicates whether the variable is required on the Web page.  |
| Tag Empty When Read from Registry | Indicates whether the companion tag will be blank when the variable value is read from the registry instead of the HTML form.  |

## RFDOCSEND Variables

The RFDOCSEND utility lets you create a Web page from which users may select one or more documents to fax to a single destination. Documents may be standard RightFax library documents, files accessible from the Web server, or files accessible from the fax server.

### BILLINFO1

First billing information item that will be associated with the outgoing fax. Whether this is required will depend on the configuration of the fax server.

|                                   |           |
|-----------------------------------|-----------|
| Required                          | No        |
| Default                           | None      |
| Registry-readable                 | Yes       |
| Precedence                        | Registry  |
| Companion tag                     | BILLINFO1 |
| Tag empty when read from registry | Yes       |

**Example** `<input type=text name=billinfo1>`

### BILLINFO2

Second billing information item that will be associated with the outgoing fax. Whether this is required will depend on the configuration of the fax server.

|                                   |           |
|-----------------------------------|-----------|
| Required                          | No        |
| Default                           | None      |
| Registry-readable                 | Yes       |
| Precedence                        | Registry  |
| Companion tag                     | BILLINFO2 |
| Tag empty when read from registry | Yes       |

**Example** `<input type=text name=billinfo2>`

### CHECK-REQUIRED-FIELDS

When set to a value of "1" or "Yes", this variable causes RFDOCSEND to verify that a value has been given for each required outgoing fax information field. These required fields are set

by the fax system administrator. If this option is *not* enabled, it may be possible for a user to submit a fax via RFDOCSEND which does not have all the required fax information fields completed.

|                                   |      |
|-----------------------------------|------|
| Required                          | No   |
| Default                           | "0"  |
| Registry-readable                 | Yes  |
| Precedence                        | Form |
| Companion tag                     | N/A  |
| Tag empty when read from registry | N/A  |

**Example** `<input type=hidden name=check-required-fields value="1">`

## CONFIRM-FORM

The file name that will be used to send a confirmation page to the user. If this value is not given, no confirmation will be sent to the user, and the fax will be submitted to the fax server immediately.

The confirmation form may be any HTML file, but must have the CONFIRM-DATA tag within an HTML form that has RFDOCSEND as its "action." For example:

Click this button to send the fax:

```
<form method=post action="rfdocsend.exe">
<*confirm-data>
<input type=submit>
</form>
```

When the user selects the submission button, the form and confirmation data are sent back to RFDOCSEND, which then proceeds to actually submit the fax.

This file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are ".\", the file will be loaded relative to the location of the Rfdocsend.exe program (e.g. ".\confirm.html" will become "c:\cgi-bin\confirm.html" if Rfdocsend.exe is loaded from the cgi-bin folder). This file may contain any special tags supported by RFDOCSEND (see ["RFDOCSEND Tags" on page 32](#)).

|                                   |              |
|-----------------------------------|--------------|
| Required                          | No           |
| Default                           | None         |
| Registry-readable                 | Yes          |
| Precedence                        | Form         |
| Companion tag                     | FORM-CONFIRM |
| Tag empty when read from registry | Yes          |

**Example** `<input type=hidden name=confirm-form value="c:\confirm.html">`

## COVERSHEET

The name of the file used in generating this fax's cover sheet. This file must exist in the fax server's FCS folder. A list of current cover sheet files can be seen by selecting the cover sheet option when creating a new fax in the FaxUtil program.

|                                   |                      |
|-----------------------------------|----------------------|
| Required                          | No                   |
| Default                           | Current user setting |
| Registry-readable                 | Yes                  |
| Precedence                        | Form                 |
| Companion tag                     | N/A                  |
| Tag empty when read from registry | N/A                  |

**Example** `<input type=text name=coversheet value="default.pcl">`

## ERROR-FORM

The file that will be sent to a user when an error occurs. If this value is not given, a very simple text page will be returned in case of errors.

The error form may be any HTML file and may contain any special tags supported by RFDOCSEND (see ["RFDOCSEND Tags"](#) on [page 32](#)).

This file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are ".\", the file will be loaded relative to the location of the Rfdocsend.exe program (e.g., ".\error.html" will become "c:\cgi-bin\error.html" if Rfdocsend.exe is loaded from the cgi-bin folder).

|                                   |            |
|-----------------------------------|------------|
| Required                          | No         |
| Default                           | None       |
| Registry-readable                 | Yes        |
| Precedence                        | Form       |
| Companion tag                     | FORM-ERROR |
| Tag empty when read from registry | Yes        |

**Example** `<input type=hidden name=error-form value="c:\error.html">`

## FAIL-ON-BADDOC

When the value of this variable is set to "1", RFDOCSEND will abort sending a fax whenever it fails to add an attachment. The default behavior is for the program to skip any failed attachment and continue with any other attachments in the fax.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | "0"                |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | N/A                |
| Tag empty when read from registry | N/A                |

**Example** `<input type=hidden name=fail-on-baddoc value="1">`



## LIBDOC

This variable adds a fax library document to the outgoing fax. The value must be the document ID of a RightFax library document as created and listed in the Enterprise Fax Manager program. Any number of LIBDOC variables may be submitted. Each is added to the end of the outgoing fax. The library document must be configured in Enterprise Fax Manager to be accessible via the Web.

|                                   |            |
|-----------------------------------|------------|
| Required                          | No         |
| Default                           | None       |
| Registry-readable                 | No         |
| Precedence                        | N/A        |
| Companion tag                     | ATTACHLIST |
| Tag empty when read from registry | N/A        |

**Example** `<input type=checkbox name=libdoc  
value="BROCHURE1">`

## LOCAL-FILE

This variable attaches any file to the outgoing fax. The value must be the path to the desired file *relative* to the Web server. This is usually used to send files that are actually stored on the Web server's hard drive, although a path to an entirely different computer (e.g. \\server\path\file) can be used.

For the attached file to be properly handled at the server, it must be one of the file types supported by the fax server's native document conversion feature. Such files include ASCII text, PCL, Microsoft Word, Microsoft Excel, and others.

Since non-library document files do not have descriptions nor a known number of pages, that information may be added as part of the variable's value. Any text following a semicolon in the file name is considered the file's description. Any number following a second

semicolon is considered the file's length. This information is for user feedback and display purposes when using the ATTACHLIST or DETAIL-ATTACHLIST tags (see ["RFDOCSSEND Tags" on page 32](#)).

Any number of LOCAL-FILE variables may be submitted. Each file is added to the end of the outgoing fax.

|                                   |            |
|-----------------------------------|------------|
| Required                          | No         |
| Default                           | None       |
| Registry-readable                 | No         |
| Precedence                        | N/A        |
| Companion tag                     | ATTACHLIST |
| Tag empty when read from registry | N/A        |

**Example** `<input type=checkbox name=local-file  
value="c:\documents\catalog.doc">`  
`<input type=checkbox name=local-file  
value="c:\documents\catalog.doc;Main Document  
Catalog">`  
`<input type=checkbox name=local-file  
value="c:\documents\catalog.doc;Main Document  
Catalog;5">`  
`<input type=checkbox name=local-file  
value="c:\documents\catalog.doc;;5">`  
`<input type=checkbox name=local-file  
value="\\server2\webfiles\catalog.doc;;5">`

## NOTES

The text value assigned to the NOTES variable will be placed on the fax's cover sheet in the standard notes area. Lines will automatically be wrapped to fit within the 70-column, 21-line limit of the notes area.

|                                   |       |
|-----------------------------------|-------|
| Required                          | No    |
| Default                           | None  |
| Registry-readable                 | No    |
| Precedence                        | N/A   |
| Companion tag                     | NOTES |
| Tag empty when read from registry | N/A   |

**Example** `<textarea name=notes cols=70 rows=20>This is the notes area. These notes will be placed on the fax's cover sheet.</textarea>`

## NOTIFY-EMAIL

When a value is given for this variable, a notification message indicating the success or failure of the actual fax transmission will be sent to the e-mail address provided. The RightFax E-mail Gateway for SMTP must be installed and correctly configured for the notification to reach the user.

|                                   |              |
|-----------------------------------|--------------|
| Required                          | No           |
| Default                           | None         |
| Registry-readable                 | Yes          |
| Precedence                        | Registry     |
| Companion tag                     | NOTIFY-EMAIL |
| Tag empty when read from registry | Yes          |

**Example** `<input type=text name=notify-email value="user@domain.com">`

## PASS

This is the password corresponding to the USER variable used when RFDOCSEND communicates with the fax server (see “USER” on [page 31](#)).

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | N/A                |
| Tag empty when read from registry | N/A                |

**Example** `<input type=hidden name=pass value="password">`

## PROTOCOL

Specifies the protocol used to communicate with the fax server given in the SERVER variable (see “SERVER” on [page 28](#)). This value can be any one of: “TCPIP,” “NAMEDPIPES,” or “IPXSPX.”

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | “TCPIP”            |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | SERVER-PROTO       |
| Tag empty when read from registry | Yes                |

**Example** `<input type=hidden name=protocol value="namedpipes">`

## SECURE-ID

When this value is given, the outgoing fax will be aborted unless the fax ID of the receiving fax machine matches this value.

|                                   |              |
|-----------------------------------|--------------|
| Required                          | No           |
| Default                           | None         |
| Registry-readable                 | No           |
| Precedence                        | N/A          |
| Companion tag                     | TO-SECURE-ID |
| Tag empty when read from registry | N/A          |

**Example** `<input type=text name=secure-id value="Acme Corp">`

## SERVER

This is the name of the RightFax fax server to which RFDOCSSEND should submit the fax. This value may be an IP address if TCP/IP is used as the communications protocol. This fax server must have the RightFax Docs-on-Demand Module installed.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | Yes                |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | SERVER-NAME        |
| Tag empty when read from registry | Yes                |

**Examples** <input type=hidden name=server value="faxserver">  
 <input type=hidden name=server  
 value="faxserver.company.com">  
 <input type=hidden name=server value="128.0.0.1">

## SERVER-FILE

This variable attaches any file to the outgoing fax. The value must be the path to the desired file *relative* to the fax server. This is most often used to send files that are actually stored on the fax server's hard drive, although a path to an entirely different machine can be used. See ["LOCAL-FILE"](#) on [page 25](#).

|                                   |            |
|-----------------------------------|------------|
| Required                          | No         |
| Default                           | None       |
| Registry-readable                 | No         |
| Precedence                        | N/A        |
| Companion tag                     | ATTACHLIST |
| Tag empty when read from registry | N/A        |

**Example** <input type=checkbox name=server-file  
 value="c:\rightfax\webdocs\catalog.doc;;5">

## SETCOOKIE

When the value of this variable is set to "1", RFDOCSEND will send a "cookie" to the browser when a fax is successfully submitted to the fax server. This cookie is a pointer to the submitted fax. The RFFAXSTAT.EXE (see ["Installing Web Fax Tools" on page 19](#)) program can be used to query this cookie information and present the user with the current status of any faxes submitted.

|                                   |      |
|-----------------------------------|------|
| Required                          | No   |
| Default                           | "0"  |
| Registry-readable                 | Yes  |
| Precedence                        | Form |
| Companion tag                     | N/A  |
| Tag empty when read from registry | N/A  |

**Example** <input type=hidden name=setcookie value="1">

## SUCCESS-FORM

The file that will be sent to a user when a fax is successfully submitted to the fax server. If this value is not given, a simple text page will be returned upon successful submission.

The success form may be any HTML file, and may contain any special tags supported by RFDOCSEND (see ["RFDOCSEND Tags" on page 32](#)).

This file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are ".\", then the file will be loaded relative to the location of the Rfdocsend.exe

program (e.g., ".\success.html" will become "c:\cgi-bin\success.html" if Rfdocsend.exe is loaded from the cgi-bin folder).

|                                   |              |
|-----------------------------------|--------------|
| Required                          | No           |
| Default                           | None         |
| Registry-readable                 | Yes          |
| Precedence                        | Form         |
| Companion tag                     | FORM-SUCCESS |
| Tag empty when read from registry | Yes          |

**Example** <input type=hidden name=success-form value="c:\success.html">

## TEMPDIR

RFDOCSEND requires a temporary folder in which to place working files as it submits faxes to the fax server. A folder can be provided explicitly using this variable. If none is supplied, the program will select an appropriate working folder for the system on which it is installed.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | TEMPDIR            |
| Tag empty when read from registry | Yes                |

**Example** <input type=hidden name=tempdir value="c:\temp">

**TO-CITYSTATE**

This value is placed on the “City, State” line of the fax cover sheet.

|                                   |              |
|-----------------------------------|--------------|
| Required                          | No           |
| Default                           | None         |
| Registry-readable                 | No           |
| Precedence                        | N/A          |
| Companion tag                     | TO-CITYSTATE |
| Tag empty when read from registry | N/A          |

**Example** `<input type=text name=to-citystate value="Tucson, AZ">`

**TO-COMPANY**

This value is placed on the “Company” line of the fax cover sheet.

|                                   |            |
|-----------------------------------|------------|
| Required                          | No         |
| Default                           | None       |
| Registry-readable                 | No         |
| Precedence                        | N/A        |
| Companion tag                     | TO-COMPANY |
| Tag empty when read from registry | N/A        |

**Example** `<input type=text name=to-company value="RightFax">`

**TO-FAXNUM**

This is the destination fax number for the outgoing fax.

|                                   |              |
|-----------------------------------|--------------|
| Required                          | Yes          |
| Default                           | None         |
| Registry-readable                 | No           |
| Precedence                        | N/A          |
| Companion tag                     | TO-CITYSTATE |
| Tag empty when read from registry | N/A          |

**Example** `<input type=text name=to-faxnum value="555-1234">`

**TO-NAME**

This value is placed on the “Name” line of the fax cover sheet.

|                                   |         |
|-----------------------------------|---------|
| Required                          | No      |
| Default                           | None    |
| Registry-readable                 | No      |
| Precedence                        | N/A     |
| Companion tag                     | TO-NAME |
| Tag empty when read from registry | N/A     |

**Example** `<input type=text name=to-name value="Zaphod Beeblebrox">`

## TO-VOICENUM

This value is placed on the “Voice Number” line of the fax cover sheet.

|                                   |             |
|-----------------------------------|-------------|
| Required                          | No          |
| Default                           | None        |
| Registry-readable                 | No          |
| Precedence                        | N/A         |
| Companion tag                     | TO-VOICENUM |
| Tag empty when read from registry | N/A         |

**Example** `<input type=text name=to-voicenum value="555-4321">`

## USER

This is the RightFax user ID that RFDOCSEND uses to log on to the fax server and submit the outgoing fax. If the user ID has a password set, it must be provided using the PASS variable.

Faxes will be submitted to the server as if a user had logged in using the FaxUtil program and this user ID, meaning that all default settings assigned to this user will be in effect (e.g., cover sheet, delete-after-send, etc.).

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | Yes                |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | SERVER-USER        |
| Tag empty when read from registry | Yes                |

**Example** `<input type=hidden name=user value="webtools">`

## USE-REGISTRY

When this variable exists as part of the submission data, RFDOCSEND will attempt to read many of its settings from the Windows NT registry on the Web server. This variable is provided for security reasons. Allowing users to see the fax server name, user ID, and password used for RFDOCSEND could result in unauthorized access to the RightFax system.

RFDOCSEND will search for registry values under the HKEY\_LOCAL\_MACHINE\SOFTWARE\RightFax\WebTools\RFDOCSEND key. Any variables listed in this documentation as being “registry-readable” can be placed in the registry under this key using the same name as that used for the variable itself (i.e., the

SERVER variable can be a registry value named "SERVER"). Note that each value (including numeric values), is expected to be a string data type in the registry.

To allow for multiple configuration sets, any value set for the USE-REGISTRY variable will be added to the end of the registry key used by RFDOSSEND. Thus, a value of "SALES-PAGE" will cause RFDOSSEND to search for the RightFax\WebTools\RFDOSSEND\SALES-PAGE registry key for its configuration variables. Nothing is added to the registry key when the value for this variable is left blank.

|                                   |      |
|-----------------------------------|------|
| Required                          | No   |
| Default                           | None |
| Registry-readable                 | No   |
| Precedence                        | N/A  |
| Companion tag                     | N/A  |
| Tag empty when read from registry | N/A  |

**Examples**  
`<input type=hidden name=use-registry value="">`  
`<input type=hidden name=use-registry value="sales-page">`

## RFDOSSEND Tags

The following tags may appear in any file that will be returned to the user by RFDOSSEND (Error-Form, Confirm-Form, or Success-Form).

### <\*ATTACHITEM-DESC>

Used between the <\*DETAIL-ATTACHLIST> and <\*DETAIL-END> tags, this tag indicates where an attachment's description should be placed.

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Companion variables               | LIBDOC, LOCAL-FILE, SERVER-FILE |
| Tag empty when read from registry | N/A                             |

### <\*ATTACHITEM-FILE>

Used between the <\*DETAIL-ATTACHLIST> and <\*DETAIL-END> tags, this tag indicates where the document ID for a library attachment or the file name for a file attachment should be placed.

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Companion variables               | LIBDOC, LOCAL-FILE, SERVER-FILE |
| Tag empty when read from registry | N/A                             |

### <\*ATTACHITEM-SIZE>

Used between the <\*DETAIL-ATTACHLIST> and <\*DETAIL-END> tags, this tag indicates where an attachment's length (in pages) should be placed.

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Companion variables               | LIBDOC, LOCAL-FILE, SERVER-FILE |
| Tag empty when read from registry | N/A                             |



### <\*<b>ATTACHITEM-TYPE</b>>

Used between the <\*<b>DETAIL-ATTACHLIST</b>> and <\*<b>DETAIL-END</b>> tags, this tag indicates where an attachment's type (one of "Library Document", "Web Server File", or "Fax Server File") should be placed.

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Companion variables               | LIBDOC, LOCAL-FILE, SERVER-FILE |
| Tag empty when read from registry | N/A                             |

### <\*<b>ATTACHLIST</b>>

This tag results in a simple table of the attachments included in the outgoing fax. It should be placed between the standard HTML table tags (<\*<b>TABLE</b>> and <\*<b>/TABLE</b>>) since it generates only table row (<\*<b>TR</b>><\*<b>/TR</b>>) information.

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Companion variables               | LIBDOC, LOCAL-FILE, SERVER-FILE |
| Tag empty when read from registry | N/A                             |

### <\*<b>BILLINFO1</b>>

Places whatever text is currently set for the outgoing fax's first billing item.

|                                   |           |
|-----------------------------------|-----------|
| Companion variables               | BILLINFO1 |
| Tag empty when read from registry | Yes       |

### <\*<b>BILLINFO2</b>>

Places whatever text is currently set for the outgoing fax's second billing item.

|                                   |           |
|-----------------------------------|-----------|
| Companion variables               | BILLINFO2 |
| Tag empty when read from registry | Yes       |

### <\*<b>CONFIRM-DATA</b>>

This tag should be placed between the standard HTML form tags (<\*<b>FORM...</b>> and <\*<b>/FORM</b>>) on any confirmation form used with RFDOCSEND. (see "<\*<b>CONFIRM-FORM</b>>" on <\*<b>page 23</b>>).

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*DETAIL-ATTACHLIST>**

This marks the beginning of a detailed attachment list that can be used as an alternative to the simple <\*ATTACHLIST> tag. Anything between this tag and the <\*DETAIL-END> tag is repeated for each attachment belonging to the outgoing fax.

The <\*DETAIL-ATTACHLIST> / <\*DETAIL-END> tag pair should be placed between standard HTML table tags (<TABLE> and </TABLE>). <\*ATTACHITEM...> tags are then used to specify where specific attachment information should be placed for each record. For example, here is a list of the attachments that will be sent with your fax:

```
<table>
<tr><th>Description</th><th>Pages</th></tr>
<*detail-attachlist>
<tr><td><*attachitem-desc></td><td><*attachitem-size></td>
</tr>
<*detail-end>
</table>
```

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Companion variables               | LIBDOC, LOCAL-FILE, SERVER-FILE |
| Tag empty when read from registry | N/A                             |

**<\*DETAIL-END>**

This marks the end of a detail record. See "[<\\*DETAIL-ATTACHLIST>](#)" on [page 34](#).

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FORM-CONFIRM>**

Places the file name for the confirmation form.

|                                   |              |
|-----------------------------------|--------------|
| Companion variables               | CONFIRM-FORM |
| Tag empty when read from registry | Yes          |

**<\*FORM-ERROR>**

Places the file name for the error form.

|                                   |            |
|-----------------------------------|------------|
| Companion variables               | ERROR-FORM |
| Tag empty when read from registry | Yes        |

**<\*FORM-SUCCESS>**

Places the file name for the success form.

|                                   |              |
|-----------------------------------|--------------|
| Companion variables               | SUCCESS-FORM |
| Tag empty when read from registry | Yes          |

**<\*LAST-ERROR>**

Places a text message describing the last error condition encountered by RFDOCSSEND. This is useful only as part of the error form. (see "[<\\*FORM-ERROR>](#)" on [page 34](#)).

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*NOTES>**

Places any cover sheet notes provided by the user.

|                                   |       |
|-----------------------------------|-------|
| Companion variables               | NOTES |
| Tag empty when read from registry | N/A   |

**<\*NOTIFY-EMAIL>**

Places any e-mail notification address for this fax.

|                                   |              |
|-----------------------------------|--------------|
| Companion variables               | NOTIFY-EMAIL |
| Tag empty when read from registry | Yes          |

**<\*SERVER-NAME>**

Places the name of the fax server that will receive this fax submission.

|                                   |        |
|-----------------------------------|--------|
| Companion variables               | SERVER |
| Tag empty when read from registry | Yes    |

**<\*SERVER-PROTO>**

Places protocol used to communicate with the fax server.

|                                   |          |
|-----------------------------------|----------|
| Companion variables               | PROTOCOL |
| Tag empty when read from registry | Yes      |

**<\*SERVER-USER>**

Places the user ID of the fax owner when submitting the fax to the server.

|                                   |      |
|-----------------------------------|------|
| Companion variables               | USER |
| Tag empty when read from registry | Yes  |

**<\*TEMPDIR>**

Places the folder used for temporary file storage.

|                                   |         |
|-----------------------------------|---------|
| Companion variables               | TEMPDIR |
| Tag empty when read from registry | Yes     |

**<\*TO-CITYSTATE>**

Places any city/state information provided by the user.

|                                   |              |
|-----------------------------------|--------------|
| Companion variables               | TO-CITYSTATE |
| Tag empty when read from registry | N/A          |

**<\*TO-FAXNUM>**

Places the destination fax number for this fax.

|                                   |           |
|-----------------------------------|-----------|
| Companion variables               | TO-FAXNUM |
| Tag empty when read from registry | N/A       |

**<\*TO-NAME>**

Places any recipient name information provided by the user.

|                                   |         |
|-----------------------------------|---------|
| Companion variables               | TO-NAME |
| Tag empty when read from registry | N/A     |

**<\*TO-NAMEORFAXNUM>**

Places the recipient name if provided by the sender; otherwise places the destination fax number.

|                                   |                    |
|-----------------------------------|--------------------|
| Companion variables               | TO-NAME, TO-FAXNUM |
| Tag empty when read from registry | N/A                |

**<\*TO-SECUREID>**

Places any secure destination fax ID provided by the user.

|                                   |           |
|-----------------------------------|-----------|
| Companion variables               | SECURE-ID |
| Tag empty when read from registry | N/A       |

**<\*TO-VOICENUM>**

Places any recipient voice telephone number information provided by the user.

|                                   |             |
|-----------------------------------|-------------|
| Companion variables               | TO-VOICENUM |
| Tag empty when read from registry | N/A         |

**RFFAXSTAT Variables**

The RFFAXSTAT utility lets you create a Web page from which users may check on the current status of faxes sent by the RFDOCSSEND utility. The SETCOOKIE option must have been used when the fax was submitted via RFDOCSSEND, and the same browser used to send the submission must be used for RFFAXSTAT to correctly identify a user's faxes.

The following variables may be submitted as part of a form to RFFAXSTAT.

**FAXLIST-FORM**

The file name of the file that will be used to display the status of a user's faxes.

The faxlist form may be any HTML file but should include the FAXLIST (page 40) or DETAIL-FAXLIST (page 39) tags to actually display the list of faxes.

This file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are ".\" the file will be loaded relative to the location of the Rffaxstat.exe program (e.g., ".\faxlist.html" will become "c:\cgi-bin\faxlist.html" if

Rffaxstat.exe is loaded from the cgi-bin folder). This file may contain any special tags supported by RFFAXSTAT (see “[RFFAXSTAT Tags](#)” on [page 39](#)).

|                                   |             |
|-----------------------------------|-------------|
| Required                          | Yes         |
| Default                           | None        |
| Registry-readable                 | Yes         |
| Precedence                        | Form        |
| Companion tag                     | TO-VOICENUM |
| Tag empty when read from registry | N/A         |

**Example** <input type=hidden name=faxlist-form value="c:\faxlist.html">

## PASS

This is the password corresponding to the USER variable used when RFFAXSTAT communicates with the fax server. See “[USER](#)” on [page 38](#).

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | PASS               |
| Tag empty when read from registry | Yes                |

**Example** <input type=hidden name=pass value="password">

## PROTOCOL

Specifies the protocol used to communicate with the fax server given in the SERVER variable (described later). This value can be any one of “TCPIP,” “NAMEDPIPES,” or “IPXSPX.”

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | “TCPIP”            |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | PROTOCOL           |
| Tag empty when read from registry | Yes                |

**Example** <input type=hidden name=protocol value="namedpipes">

## SERVER

This is the name of the RightFax fax server with which RFFAXSTAT should communicate. This value may be an IP address if TCP/IP is used as the communications protocol. This fax server must have the RightFax Docs-on-Demand Module installed.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | Yes                |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | SERVER             |
| Tag empty when read from registry | Yes                |

**Examples** <input type=hidden name=server value="faxserver">  
 <input type=hidden name=server  
 value="faxserver.company.com">  
 <input type=hidden name=server value="128.0.0.1">

## USER

This is the RightFax user ID that RFFAXSTAT uses to log on to the fax server and query for the current status of faxes. If the user ID has a password set, it must be provided using the PASS variable.

RFFAXSTAT uses the information stored by RFDOCSSEND in the user's Web browser "cookies" to select which faxes should be listed. The user ID given with the USER variable is used only to log on to the fax server and does not actually determine whose faxes will be listed.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | Yes                |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | USER               |
| Tag empty when read from registry | Yes                |

**Example** <input type=hidden name=user value="webtools">

## USE-REGISTRY

When this variable exists as part of the submission data, RFFAXSTAT will attempt to read many of its settings from the Windows NT® registry on the Web server. This variable is provided for security reasons. Allowing users to see the fax server name, user ID, and password used for RFFAXSTAT could result in unauthorized access to the RightFax system.

RFFAXSTAT will search for registry values under the HKEY\_LOCAL\_MACHINE\Software \RightFax\WebTools\RFFAXSTAT key. Any variables listed in this documentation as being "registry-readable" can be placed in the registry under this key using the same name as that used for the

variable itself (i.e., the SERVER variable can be a registry value named "SERVER"). Note that each value (even numeric values), is expected to be a string data type in the registry.

To allow for multiple configuration sets, any value set for the USE-REGISTRY variable will be added to the end of the registry key used by RFFAXSTAT. Thus, a value of "SALES-PAGE" will cause RFFAXSTAT to search for the RightFax\WebTools\RFFAXSTAT\SALES-PAGE registry key for its configuration variables. Nothing is added to the registry key when the value for this variable is left blank.

|                                   |      |
|-----------------------------------|------|
| Required                          | No   |
| Default                           | None |
| Registry-readable                 | No   |
| Precedence                        | N/A  |
| Companion tag                     | N/A  |
| Tag empty when read from registry | N/A  |

**Examples**

## RFFAXSTAT Tags

The following tags may appear in the fax list file returned to the user by RFFAXSTAT (Faxlist-Form).

### <\*DETAIL-END>

This marks the end of a detail record. See "[<\\*DETAIL-ATTACHLIST>](#)" on [page 34](#).

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

### <\*DETAIL-FAXLIST>

This marks the beginning of a detailed fax list that can be used as an alternative to the simple <\*FAXLIST> tag. Anything between this tag and the <\*DETAIL-END> tag is repeated for each fax item listed.

The <\*DETAIL-FAXLIST> / <\*DETAIL-END> tag pair should be placed between standard HTML table tags (<TABLE> and </TABLE>). <\*FAXITEM...> tags are then used to specify where specific fax status information should be placed for each record. For example:

Here is the current status of faxes you've sent from this browser:

```
<table>
<tr><th>Recipient</th><th>Status</th></tr>
<*detail-faxlist>
<tr><td><*faxitem-toname></td><td><*faxitem-status></td></tr>
<*detail-end>
</table>
```

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXITEM-BILLINFO1>**

Places the fax's first billing item.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXITEM-BILLINFO2>**

Places the fax's second billing item.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXITEM-TIME>**

Places the fax's date and item.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXITEM-TOFAX>**

Places the fax's destination fax number.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXITEM-TONAME>**

Places the fax's recipient name.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXITEM-SIZE>**

Places the fax's length (in pages).

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXITEM-STATUS>**

Places the fax's current status condition.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

**<\*FAXLIST>**

This tag results in a simple list of faxes sent through RFDOCSSEND from the current Web browser. It should be placed between the HTML table tags <TABLE> and </TABLE> since it generates only table row (<TR></TR>) information.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |



### <\*PASS>

Places the password used to log on to the fax server.

|                                   |      |
|-----------------------------------|------|
| Companion variables               | PASS |
| Tag empty when read from registry | Yes  |

### <\*PROTOCOL>

Places the protocol used to communicate with the fax server.

|                                   |          |
|-----------------------------------|----------|
| Companion variables               | PROTOCOL |
| Tag empty when read from registry | Yes      |

### <\*SERVER>

Places the name of the fax server with which RFFAXSTAT will communicate.

|                                   |        |
|-----------------------------------|--------|
| Companion variables               | SERVER |
| Tag empty when read from registry | Yes    |

### <\*USER>

Places the user ID used to log on to the fax server.

|                                   |      |
|-----------------------------------|------|
| Companion variables               | USER |
| Tag empty when read from registry | Yes  |

## RFLIBLIST Variables

The RFLIBLIST utility lets you create a Web page that lists documents in the RightFax Document Library database. The resulting list can then be fed back into RFDOCSEND, allowing users to fax documents directly from the list.

The following variables may be submitted as part of a form to RFLIBLIST.

### LIBLIST-FOLDER

Normally, RFLIBLIST will create a listing of all Web-accessible documents in the main document folder. For versions of RightFax that allow creating sub-folders in the library document database, this variable specifies the particular folder from which documents will be listed.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | N/A                |
| Tag empty when read from registry | N/A                |

**Example** <input type=hidden name=liblist-folder value="marketing">

### LIBLIST-FORM

The file name of the file which will be used to display the library document listing.

This may be any HTML file but should include the LIBLIST or DETAIL-LIBLIST tags to actually display the list of documents (see ["RFLIBLIST Tags"](#) on [page 44](#)).

The file may also contain a form that can be used in calling RFDOCSEND. For details on its requirements and the sample HTML files for examples on how this can be done, see [“RFDOCSEND Variables”](#) on [page 22](#).

Note that this file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are “.\”, the file will be loaded relative to the location of the Rfliblist.exe program (e.g., “.\liblist.html” will become “c:\cgi-bin\liblist.html” if Rfliblist.exe is loaded from the cgi-bin folder). This file may contain any special tags supported by RFLIBLIST (see [“RFLIBLIST Tags”](#) on [page 44](#)).

|                                   |      |
|-----------------------------------|------|
| Required                          | Yes  |
| Default                           | None |
| Registry-readable                 | Yes  |
| Precedence                        | Form |
| Companion tag                     | N/A  |
| Tag empty when read from registry | N/A  |

**Example** `<input type=hidden name=liblist-form value="c:\liblist.html">`

## LIBLIST-SEARCHSTRING

When a value is given for this variable, only library documents whose ID or description contains this substring will be listed.

|                                   |      |
|-----------------------------------|------|
| Required                          | No   |
| Default                           | None |
| Registry-readable                 | Yes  |
| Precedence                        | Form |
| Companion tag                     | N/A  |
| Tag empty when read from registry | N/A  |

**Example** `<input type=text name=liblist-searchstring value="frank">`

## PASS

This is the password corresponding to the USER variable used when RFLIBLIST communicates with the fax server (see [“USER”](#) on [page 44](#)).

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | PASS               |
| Tag empty when read from registry | Yes                |

**Example** `<input type=hidden name=pass value="password">`

## PROTOCOL

Specifies the protocol used to communicate with the fax server given in the SERVER variable (described later). This value can be any one of: "TCPIP", "NAMEDPIPES", or "IPXSPX".

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | No                 |
| Default                           | "TCPIP"            |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | PROTOCOL           |
| Tag empty when read from registry | Yes                |

**Example** `<input type=hidden name=protocol value="namedpipes">`

## SERVER

This is the name of the RightFax fax server with which RFLIBLIST should communicate. This value may be an IP address if TCP/IP is used as the communications protocol. This fax server must have the RightFax Docs-on-Demand Module installed.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | Yes                |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | SERVER             |
| Tag empty when read from registry | Yes                |

**Examples**`<input type=hidden name=server value="faxserver">`  
`<input type=hidden name=server value="faxserver.company.com">`  
`<input type=hidden name=server value="128.0.0.1">`

## USER

This is the RightFax user ID that RFLIBLIST uses to log on to the fax server. If the user ID has a password set, it must be provided using the PASS variable.

|                                   |                    |
|-----------------------------------|--------------------|
| Required                          | Yes                |
| Default                           | None               |
| Registry-readable                 | Yes                |
| Precedence                        | Registry-exclusive |
| Companion tag                     | User               |
| Tag empty when read from registry | Yes                |

**Example** `<input type=hidden name=user value="webtools">`

## USE-REGISTRY

When this variable exists as part of the submission data, RFLIBLIST will attempt to read many of its settings from the Windows NT registry on the Web server. This variable is provided for security reasons. Allowing users to see the fax server name, user ID, and password used for RFLIBLIST could result in unauthorized access to the RightFax system.

RFLIBLIST will search for registry values under the HKEY\_LOCAL\_MACHINE\Software\RightFax\WebTools\RFLIBLIST key. Any variables listed in this documentation as being "registry-readable" can be placed in the registry under this key using the same name as that used for the variable itself (i.e., the SERVER variable can be a registry value named "SERVER"). Note that each value (even numeric values), is expected to be a string data type in the registry.

To allow for multiple configuration sets, any value set for the USE-REGISTRY variable will be added to the end of the registry key used by RFLIBLIST. Thus, a value of "SALES-PAGE" will cause

RFLIBLIST to search for the RightFax\WebTools\RFLIBLIST\SALES-PAGE registry key for its configuration variables. Nothing is added to the registry key when the value for this variable is left blank.

|                                   |      |
|-----------------------------------|------|
| Required                          | No   |
| Default                           | None |
| Registry-readable                 | No   |
| Precedence                        | N/A  |
| Companion tag                     | N/A  |
| Tag empty when read from registry | N/A  |

**Example** `<input type=hidden name=use-registry value="">  
<input type=hidden name=use-registry value="sales-page">`

## RFLIBLIST Tags

The following tags may appear in the output file returned to the user by RFLIBLIST (LibList-Form).

### <\*DETAIL-END>

This marks the end of a detail record. (see "[<\\*DETAIL-ATTACHLIST>](#)" on [page 34](#)).

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

### <\*<DETAIL-LIBLIST>

This marks the beginning of a detailed library document list that can be used as an alternative to the simple <\*<LIBLIST> tag. Anything between this tag and the <\*<DETAIL-END> tag is repeated for each fax item listed. Only documents belonging to the folder specified by the LIBLIST-FOLDER variable and marked as Web-accessible in the Enterprise Fax Manager program will be displayed in this list.

The <\*<DETAIL-FAXLIST> / <\*<DETAIL-END> tag pair should be placed between standard HTML table tags (<TABLE> and </TABLE>). <\*<LIBITEM...> tags are then used to specify where specific fax status information should be placed for each record. For example:

Here is a list of available fax documents:

```
<table>
<tr><th>ID</th><th>Description</th></tr>
<*<detail-liblist>
<tr><td><*<libitem-id></td><td><*<libitem-desc></td></tr>
<*<detail-end>
</table>
```

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

### <\*<LIBITEM-DESC>

Places the document's description.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

### <\*<LIBITEM-ID>

Places the document's ID.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

### <\*<LIBITEM-LENGTH>

Places the document's length (in pages).

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

### <\*<LIBLIST>

This tag results in a simple list of the Web-accessible library documents in the folder specified by the LIBLIST-FOLDER variable. It should be placed between the standard HTML table tags (<TABLE> and </TABLE>) since it generates only table row (<TR></TR>) information. Library documents may be set as Web-accessible by using the Enterprise Fax Manager program.

|                                   |     |
|-----------------------------------|-----|
| Companion variables               | N/A |
| Tag empty when read from registry | N/A |

### <\*<PASS>

Places the password used to log on to the fax server.

|                                   |      |
|-----------------------------------|------|
| Companion variables               | PASS |
| Tag empty when read from registry | Yes  |

**<\*PROTOCOL>**

Places the protocol used to communicate with the fax server.

|                                   |          |
|-----------------------------------|----------|
| Companion variables               | PROTOCOL |
| Tag empty when read from registry | Yes      |

**<\*SERVER>**

Places the name of the fax server with which RFLIBLIST will communicate.

|                                   |        |
|-----------------------------------|--------|
| Companion variables               | SERVER |
| Tag empty when read from registry | Yes    |

**<\*USER>**

Places the user ID used to log on to the fax server.

|                                   |      |
|-----------------------------------|------|
| Companion variables               | USER |
| Tag empty when read from registry | Yes  |

■ ■ ■

## Appendix B

# Voice Prompt Files

Fax-on-Demand uses voice prompt files located in the RFBBoard\Mainapp\Voices folder on the RightFax server. Some voice files are common to both systems, and some are used exclusively by one system or the other.

Voice prompt files are saved as Dialogic® OKI32 files (.VOX files). These files can be customized in Fax-on-Demand or using a third-party sound editor that supports the Dialogic OKI32 file format.

All files in the RFBBoard\Mainapp\Voices folder are listed in the following tables along with the associated voice text.

Table B1 Voice Prompt Files Used by Fax-on-Demand

| File name | Voice prompt   |
|-----------|--|
| 010.VOX   | "For an English language menu, press 1."   |
| 020.VOX   | "You will be charged \$3.00 for this call. You must be 18 years of age or older. To agree and continue, press 1."  |
| 050.VOX   | "For sales, press 1. For technical support, press 2."  |
| 075.VOX   | "You have reached the Fax on Demand System."   |
| 100.VOX   | "To request a catalog of available documents, press 1. To request documents by their individual document number, press 2. To exit the system, press the star key." |

Table B1 Voice Prompt Files Used by Fax-on-Demand (Continued)

| File name | Voice prompt   |
|-----------|--|
| 101.VOX   | "To request a catalog of all available documents, press 1."  |
| 102.VOX   | "Select a document by entering its document number and then press the pound key."  |
| 301.VOX   | "To select another document, press 1. To proceed, press 2."  |
| 302.VOX   | "To select another catalog, press 1. To proceed, press 2."   |
| 303.VOX   | "If you want to receive this document, press 1. If not, press 2."  |
| 306.VOX   | "To help identify your fax..."   |
| 307.VOX   | "Please enter your voice telephone number and then press the pound key."   |
| 311.VOX   | "You may enter a code which will appear on your cover page. Press 1 if you want to enter a number. Press 2 if you want to enter an alphanumeric sequence. Press 3 to skip this and go on." |
| 312.VOX   | "Please enter your alphanumeric sequence and then press the pound key."  |
| 804.VOX   | "That document is already selected."   |

Table B1 Voice Prompt Files Used by Fax-on-Demand (Continued)

| File name | Voice prompt   |
|-----------|--|
| 822.VOX   | "You have had too many errors. You are being disconnected now."  |
| 900.VOX   | "We will now use the existing telephone connection to send the documents you requested. When you hear the tone signals, press the Start button on your fax machine and you will begin to receive your documents. Thank you for using the system."  |
| 901.VOX   | "You have documents selected on the system. If you want these documents sent to you, press 1. If not, press 2."  |
| 997.VOX   | "No documents have been requested. You are being disconnected now."  |
| 999.VOX   | <p>"We will now send the documents you requested. If your fax machine is busy, we will retry three times to send you your documents. You may hang up now."</p> <p>By default, message file 999.VOX plays to announce that a fax will be sent in the next call.</p> <p>You can define the number of retry attempts with the [Retries] keyword in the Fax-on-Demand Windows registry configuration, described in <a href="#">Appendix C, "Fax-on-Demand Windows Registry Configuration"</a>. If you change the number of retries, you have the following message options:</p> <ul style="list-style-type: none"> <li>• Re-record 999.VOX with the number of retries.</li> <li>• Record a new message that contains the message that will play after the number defined in the registry. Save it as 998.VOX. If the 998.VOX message file exists, then Fax-on-Demand will play message file 999.VOX, then the number of retries, followed by 998.VOX.</li> </ul> |
| A.VOX     | "...a..."  |
| B.VOX     | "...b..."  |

Table B1 Voice Prompt Files Used by Fax-on-Demand (Continued)

| File name         | Voice prompt   |
|-------------------|--|
| BADFAXNUM.VOX     | "Invalid entry. We will not send documents to that fax number."  |
| BEGINREC.VOX      | "You may begin recording after the beep. Press pound when finished."   |
| C.VOX             | "...c..."  |
| CATALOG.VOX       | "...catalog..."  |
| CATALOGS.VOX      | "...catalogs..."   |
| D.VOX             | "...d..."  |
| DELVERIF.VOX      | "Are you sure you want to delete this message? Press 1. If not, press 2."                                    |
| DOC.VOX           | "...document..."   |
| DOCS.VOX          | "...documents..."  |
| FAX.VOX           | "...fax..."  |
| FAXES.VOX         | "...faxes..."  |
| FAXNUM.VOX        | "Enter your fax number and then press the pound key."  |
| FAXTYPE.VOX       | "If you are calling from your fax machine, press 1. If you wish the fax delivered to a fax number, press 2." |
| GETMSGNM.VOX      | "Enter the three-digit system message number and then press the Pound key."                                  |
| HUNDRED.VOX       | "...hundred..."  |
| IFCORREC.VOX      | "If this is correct, press 1. To reenter, press 2."  |
| INVALID.VOX       | "Invalid entry. Please try again."   |
| ISNOTAVAIL.VOX    | "...is not available..."   |
| MILLION.VOX       | "...million..."  |
| N00.VOX           | "...zero..."   |
| N01.VOX - N99.VOX | "...one..." - "...ninety-nine..."  |



Table B1 Voice Prompt Files Used by Fax-on-Demand (Continued)

| File name    | Voice prompt   |
|--------------|--|
| NEW.VOX      | "...new..."  |
| NOTONES.VOX  | "No entries detected. Please try again."   |
| OUTBOUND.VOX | "...outbound..."   |
| PAGE.VOX     | "...page..."   |
| PAGES.VOX    | "...pages..."  |
| POUND.VOX    | "...pound..."  |
| RECCAT.VOX   | "To record extended catalog descriptions, press 1. To record the main catalog prompt, press 2. To record catalog sub-menus, press 3. To return to the Sysop menu, press the star key."   |
| RECDOC.VOX   | "To record extended document descriptions, press 1. To record the document prompt, press 2. To return to the Sysop menu, press the Star key."  |
| RECEIVED.VOX | "...received..."   |
| RECMENU.VOX  | "To play back, press 1. To record, press 2. To save this message, press 3. To cancel changes, press 4. To delete this message, press 5."   |
| RECSYS.VOX   | "To record messages by their three-digit message number, press 1. To record the greeting message, press 2. To record the main menu, press 3. To record the one-call good-bye message, press 4. To record the two-call good-bye message, press 5. To return to the Sysop menu, press the Star key." |
| SIL_100.VOX  | 0.1 second silence   |
| SIL_1000.VOX | 1 second silence   |
| SIL_250.VOX  | 0.25 second silence  |
| SIL_500.VOX  | 0.5 second silence   |
| STAR.VOX     | "...star..."   |

Table B1 Voice Prompt Files Used by Fax-on-Demand (Continued)

| File name    | Voice prompt  |
|--------------|---|
| SYSMENU.VOX  | "To record system messages, press 1. To record catalog messages, press 2. To record document messages, press 3. For a diagnostic report, press zero. To return to the main menu, press the star key." |
| THAT.VOX     | "That..."   |
| THISSESS.VOX | "...this session..."  |
| THOUSAND.VOX | "...thousand..."  |
| TOPROCEE.VOX | "To proceed..."   |
| TOTALING.VOX | "...totalling..."   |
| UPTO.VOX     | "...up to..."   |
| WHCATMEN.VOX | "Enter the catalog menu number and then press the Pound key."   |
| WHICHCAT.VOX | "Enter the catalog number and then press the Pound key."  |
| WHICHDOC.VOX | "Enter the document number and then press the Pound key."   |
| YOUHAVE.VOX  | "You have..."   |
| YOUMAY.VOX   | "You may request..."  |
| YOUSELEC.VOX | "You selected..."   |

■ ■ ■



## Appendix C

# Fax-on-Demand Windows Registry Configuration

Fax-on-Demand is configured primarily via multi-string (Reg\_Multi\_SZ) Windows registry entries. Each channel dedicated to Fax-on-Demand has its own registry entry, located in: HKEY\_LOCAL\_MACHINE\Software\RightFax\BoardServer\FOD\Extensions. The multi-string registry entries for Fax-on-Demand use the format:

*extension`keyword(value)`keyword(value)`...*

Where *extension* is the phone number extension or DID channel assigned to Fax-on-Demand, *`* is the “grave” character located on the same key as the tilde (~), *keyword* is one of the registry keywords, and *value* is an optional value setting for the keyword. The phone number extension or DID channel assigned to Fax-on-Demand is always the first entry. The extension and all keywords must be separated by a grave (‘) character.

The following table lists all available Fax-on-Demand keywords and includes the default settings (if any) and descriptions.

Table C1 Fax-on-Demand Registry Keywords

| Keyword         | Default | Description   |
|-----------------|---------|---|
| 900Agree        | N/A     | 900 caller agreement sequence.  |
| 900Enable       | False   | 900 telephone processing.   |
| AppType         | 1       | Application type:<br>1 = Fax-on-Demand<br>2 = One-Doc Poll                        |
| AskAlphaNumeric | False   | Ask caller for alpha-numeric sequence.  |
| AskVoiceNumber  | True    | Ask caller for voice number.  |
| CallType        | 0       | Default call type:<br>0 = Prompt<br>1 = One-call<br>2 = Two-call                  |
| CSID            | N/A     | CSID to use during a one-call transaction. If blank, it uses the channel default. |
| DefaultBI1      | N/A     | Default billing code #1 for a two-call fax from Fax-on-Demand.                    |

Table C1 Fax-on-Demand Registry Keywords (Continued)

| Keyword       | Default        | Description   |
|---------------|----------------|---|
| DefaultBI2    | N/A            | Default billing code #2 for two-call.   |
| DocListPrefix | N/A            | The prefix used for documents and extended document descriptions.   |
| DocTreePrefix | CATALOG        | The prefix for catalogs, extended catalog descriptions, and catalog sub-menus.  |
| DODReportPath | FODLOG         | The path for Fax-on-Demand reports. If a relative path-spec., it will be relative to the RFBBoard folder.   |
| ExtDesPath    | MainApp\extdes | The path(s) for the extended document description voice files. One or more folders the system will search to play a voice file. Folders are separated with a semicolon. A relative folder specification is relative to the RFBBoard folder. Any recorded message will be recorded to the first folder listed. |
| Flags         | 0              | Fax-on-Demand flags. A value of 1 indicates that phone numbers entered by callers to Fax-on-Demand do not have to be validated against the server dialing plan. The default (0) validates all numbers. This is the most restrictive, but also the safest.   |
| MainMenu0     | Play 103       | Main menu option 0.   |

Table C1 Fax-on-Demand Registry Keywords (Continued)

| Keyword                               | Default   | Description  |
|---------------------------------------|-----------|--|
| MainMenu1                             | DOCTREE   | Main menu option 1.  |
| MainMenu2                             | DOCPROMPT | Main menu option 2.  |
| MainMenu3 – MainMenu8                 | N/A       | Main menu options 3 – Main menu options 8.   |
| MainMenu9                             | Sysop     | Main menu 9 option   |
| MainMenuDefault                       | N/A       | Default Main menu entry in Fax-on-Demand. If not blank, Fax-on-Demand will skip the Main menu entirely, going from the greeting 075.VOX to whatever the default keystroke specifies. |
| MainMenuPassword0 – MainMenuPassword7 | N/A       | Main menu password 0 – Main menu password 7.   |
| MainMenuPassword8                     | 123       | Main menu password 8.  |
| MainMenuPassword9                     | 123       | Main menu password 9.  |
| MaxCats                               | 1         | Maximum number of catalogs that can be requested per call.   |
| MaxDocs                               | 3         | Maximum number of documents that can be requested per call.  |
| MaxErrors                             | 3         | Maximum number of errors allowed (timeouts, invalid doc numbers, etc.) If this number is exceeded, the caller will be disconnected.  |
| MaxFaxes                              | 32        | The maximum number of faxes sent out in one call.  |
| MultiApp0–MultiApp9                   | N/A       | Multi-app application 0–Multi-app application 9.   |
| MultiAppEnable                        | False     | Enable/disable multiple applications.  |

Table C1 Fax-on-Demand Registry Keywords (Continued)

| Keyword                               | Default | Description  |
|---------------------------------------|---------|--|
| MultiAppPassword0 – MultiAppPassword9 | N/A     | Multi-app password 0 – Multi-app password 9.   |
| Multilingual                          | False   | Multilingual support enabled/disabled.   |
| ODP_DocID                             | N/A     | Library document ID to send during a One-Doc Poll call.  |
| ODP_Flags                             | 0       | Flags for One-Doc Poll. A value of 1 indicates that no “Start” message will be played to the caller telling him to press the start button. |
| ODP_InitialPrompt                     | N/A     | Full path of the voice file to play before sending in a One-Doc Poll call.   |
| ODP_IPKFile                           | N/A     | IPK file to send instead of a library document during a One-Doc Poll call.   |
| PlaybackCatNum                        | False   | Determines whether Fax-on-Demand plays back the catalog number the caller requests.  |
| PlaybackDocNum                        | False   | Determines whether Fax-on-Demand plays back the document number the caller requests.   |
| PlayMaxCats                           | True    | Determines whether the system plays the Maxcats.vox file to the caller.  |
| PlayMaxDocs                           | True    | Determines whether the system plays the Maxdocs.vox file to the caller.  |

Table C1 Fax-on-Demand Registry Keywords (Continued)

| Keyword        | Default  | Description   |
|----------------|----------|---|
| RecipientName  | Customer | The recipient name used on cover pages and status lines of outgoing Fax-on-Demand faxes.  |
| Retries        | 3        | Number of retries to send a two-call fax. This is the number that plays during the two-call goodbye message.<br>The number of retries in this setting overrides the retry settings that are defined for the RightFax Server module. |
| SenderId       | Default  | The RightFax user ID used for all faxing from Fax-on-Demand. This account must exist or no faxes will be sent.  |
| SystemPassword | 123      | System password for Fax-on-Demand. Required to enter the Sysop menu.  |

Table C1 Fax-on-Demand Registry Keywords (Continued)

| Keyword                    | Default                       | Description   |
|----------------------------|-------------------------------|---|
| TransferSequence           | N/A                           | PBX transfer sequence. If not blank, Fax-on-Demand transmits this sequence just before hanging up. It is a standard Brooktrout sequence (TPIF;;WU%1234567890ABCD). 39 characters max.   |
| VoicePath                  | MainApp\<br>voices;<br>voices | The path(s) for voice prompt files. One or more folders the system will search to play a voice file. Folders are separated with a semicolon. A relative folder specification is relative to the RFBoard folder. Any recorded message will be recorded to the first folder listed. |
| VoicePath0                 | N/A                           | Language #0 voice folder(s).  |
| VoicePath2 –<br>VoicePath9 | N/A                           | Language #2 voice folder(s) –<br>Language #9 voice folder(s).   |

■ ■ ■

# Index

## A

- alphanumeric data, entering via telephone 17
- assign
  - documents to catalogs 11
  - passwords to menu options 15

## C

- call type 6
- catalogs
  - accessing 10
  - assigning documents to 11
  - creating automatically 9
  - creating manually 12
  - creating multiple 10
  - messages 14
  - templates 11
- CGI utilities 19
- channel, assigning to Fax-on-Demand 6
- configure Fax-on-Demand 5
- cover sheet, name 6
- create
  - catalogs, automatically 9
  - catalogs, manually 12
  - document catalog 9

## customize

- catalog messages 14
- document messages 14
- Main menu 14
- system messages 13

## D

- DEFAULT.HTM 20
- diagnostic report 7
- Dialogic OKI32 files 13, 47
- document catalogs
  - accessing 10
  - assigning documents to 11
  - creating automatically 9
  - creating manually 12
  - creating multiple 10
  - templates 11
- document messages 14

## E

- enable Docs-on-Demand 5

## F

- fax routing information, requesting 16
- Fax-on-Demand
  - accessing 8
  - accessing document catalogs 10
  - alphanumeric input 17
  - assigning a channel to 6
  - call type 6
  - configuring 5
  - customizing the Main menu 14
  - diagnostic report 7
  - document catalogs 9
  - maximum documents to send 6
  - multilingual support 15
  - password 6
  - registry keywords 52
  - request fax routing information 16
  - requiring dialing rule match 6
  - running multiple systems 7
  - toll-number support 16
  - user account 6
- files, voice prompt 47

**I**

IIS server 19  
 install  
     Web Fax Tools 19  
 Internet Service Manager 19

**L**

language support 15  
 library documents 9

**M**

Main menu 14  
 maximum documents to send with  
     Fax-on-Demand 6  
 menu option passwords 15  
 messages  
     catalog 14  
     document 14  
     prompts, customizing 13  
     recording multiple languages 16  
     system 13  
 Microsoft Internet Information server 19  
 multi-app support 7  
 multilingual support 15  
 multiple document catalogs 10  
 multiple Fax-on-Demand systems 7

**O**

OKI32 files 13, 47  
 one-call faxing 6  
 One-Document Poll 17

**P**

passwords, assigning to menu options 15  
 prompts  
     customizing 13  
     toll-number 16

**R**

record  
     languages other than English 16  
     new catalog messages 14  
     new document messages 14  
     new system messages 13  
 registry keywords 51  
 report, diagnostic for Fax-on-Demand 7  
 request fax routing information 16  
 require dialing rule match 6  
 RFDOCSEND  
     tags 32  
     variables 22  
 RFFAXSTAT  
     tags 39  
     variables 36  
 RFLIBLIST  
     tags 44  
     variables 41

**S**

samples, Web Fax Tools 20  
 system messages 13  
 system password 6

**T**

tags 21  
     RFDOCSEND 32  
     RFFAXSTAT 39  
     RFLIBLIST 44  
     Web Fax Tools 19  
 templates, catalog 11  
 toll-number  
     prompt 16  
     support 16  
 two-call faxing 6

**U**

user account, for Fax-on-Demand 6

**V**

variable attributes, Web Fax Tools 21  
 variables  
     RFDOCSEND 22  
     RFFAXSTAT 36  
     RFLIBLIST 41  
     Web Fax Tools 19  
 voice prompt files list 47  
 VoicePath 15  
 VOX files 13

**W**

Web Fax Tools  
     installing 19  
     requirements 19  
     samples 20  
     tags 19, 21  
     variable attributes 21  
     variables 19, 21