

Job Tracking and Job Tracking Reporter Web Client

- Monitor all your incoming and outgoing faxes throughout the entire delivery process
- Track and index all of your organization's fax activity
- Record monitored events in a Microsoft SQL database
- Receive real-time alarm notifications whenever a delivery fails to occur within the allotted time period
- Generate fax activity reports with an easy-to-use, Web-based report generator

Benefits of FAXCOM Job Tracking

FAXCOM Job Tracking, Biscom fax delivery monitoring application, works in conjunction with the FAXCOM Server (both Windows and Linux versions) and a FAXCOM Queue (both Windows and Linux versions) running in FAXCOM Suite for Windows.

As an added component of a FAXCOM fax solution, FAXCOM Job Tracking provides the following advantages:

- **Alarm Notifications**
FAXCOM Job Tracking can be configured to notify specific recipients via multiple methods (email, page, print, SNMP, workstation beep) whenever the Job Tracking service detects an active job that has exceeded the specified fax delivery time limits.
- **Visibility to Extensive Logging of FAXCOM Jobs**
All FAXCOM job information is automatically stored in a Microsoft SQL Server database. Visibility to this information is possible via the Job Tracking Reporter which provides over 20 standard reports. These reports fall within two basic types: Summary and Detail. Summary reports provide totals and averages of fax activity. Detail reports produce a row in the result for every matching item in the database that matches query criteria.
- **User-Defined Reporting**
With the Job Tracking Reporter, you can modify standard reports to your own specifications. If you find that one of the 20+ reports cannot be modified to meet your exact needs, customized reports can be created by Biscom's professional services team.

Using the Job Tracking Reporter Web Client

The Job Tracking Reporter Web Client is an intranet site that implements a Web browser-based interface to the database. The option to install the Job Tracking Reporter Web Client is available on any system that has IIS installed. The standard reports of fax activity included on the intranet site can be used without modification in most cases since they provide the most

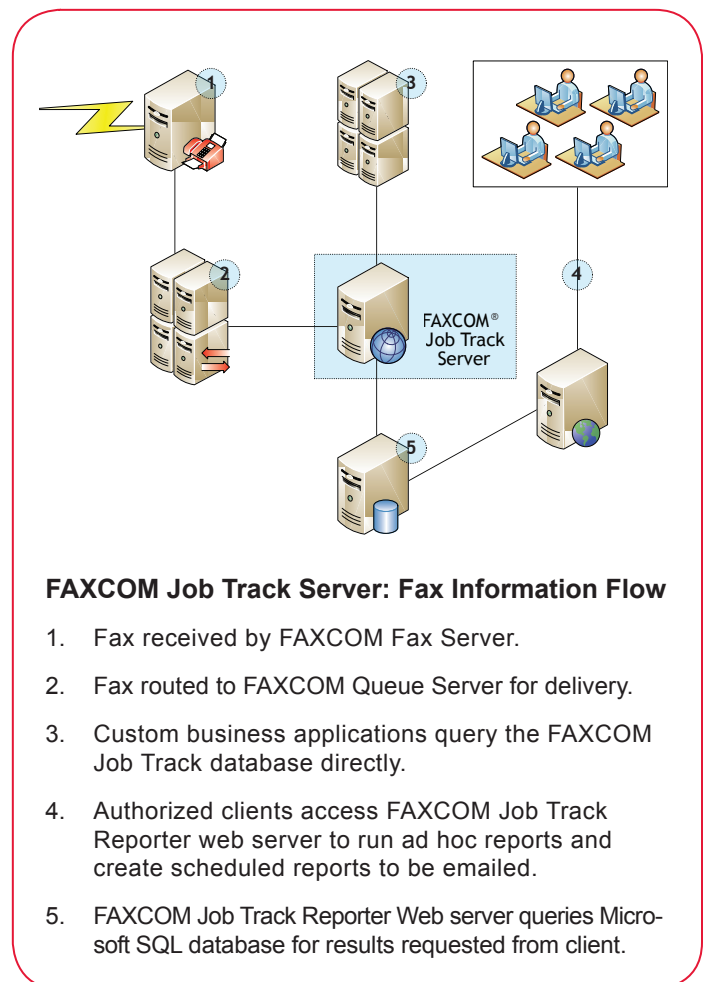


Figure 1. FAXCOM Job Tracking

relevant columns in the result, as well as default criteria, grouping, and sorting values. Most of the standard reports, moreover, can also serve as the basis for additional user-defined reports, as they are highly customizable with additional columns, with parameters, and with variations in criteria, grouping, and sorting.

The Job Tracking Reporter Web Client includes the following types of Standard reports:

- Transmit Summaries (seven reports)
- Receive Summaries (six reports)
- Fax Server Summaries (two reports)
- Billing Summaries (three reports)
- Transmit Details (four reports)
- Receive Details (two reports)

Activities performed with the FAXCOM Job Tracking Reporter Web Client include:

- Scheduling reports
- Running reports
- Exporting reports
- Emailing reports
- Specifying report default preferences
- Editing standard reports to create additional user-defined reports
- Sharing user-defined reports with other individuals
- Granting access to the Job Tracking Reporter Web Client (when logged in as the Administrator)
- Managing scheduled reports (when logged in as the Administrator)

Scheduling Reports

You can schedule reports to run daily, weekly, monthly, or one-time only.

When scheduling reports, the Job Tracking Reporter Web Client includes field descriptions and hints for setting the appropriate values in the Report, Schedule, Report Date Range, Recipient, and Email Attachment Options areas.

The Job Tracking Database

The Job Tracking database consists of the following types of database tables:

- Tables for managing the Job Tracking service
- Tables with data that describe the FAXCOM system
- Tables with static data for all jobs
- Tables with static data for inbound jobs
- Tables with static data for outbound jobs
- Tables with dynamic data for all jobs
- Tables with dynamic data for inbound jobs
- Tables with dynamic data for outbound jobs

Requirements

FAXCOM Job Tracking has the following requirements:

- A FAXCOM Server running a release of FAXCOM Server software version 5.4 or later
- A server running a release of FAXCOM Suite for Windows that includes version 9.3.3 or later of the FAXCOM Queue
- Virtualization supported via VMware ESX 3.5 or higher
- Microsoft SQL Server
- A Windows Server 2000/2003/2007 system on which to run Microsoft SQL Server, with:
 - Appropriate amount of free space for the database file (given that one job occupies approximately 2 KB)
 - For best performance with multiple high usage fax servers and queues, the database system should have at least two independent disks or RAID arrays. One of the disks or arrays should be dedicated to hosting the Job Tracking database file so the database does not have to compete with other processes for disk head seeks.
- A Windows Server 2000/2003/2007 system on which to run the Job Tracking service, with:
 - The SNMP service (Management and Monitoring tools option), optional, for SNMP alarms
 - Network visibility to the participating FAXCOM Server(s) as well as the system(s) running the FAXCOM Queue(s) and the system running Microsoft SQL Server

This system can be the same system that is running Microsoft SQL Server, but it should not be a fax server and it should not be a system that is hosting any of the FAXCOM Queues.

- A Windows Server 2000/2003/2007 system on which to run the Job Tracking Reporter service, with:
 - The IIS service
 - Network visibility to the system running Microsoft SQL Server

This system typically is the same system that is running the Job Tracking service.

- For the Job Tracking Reporter Web client, Internet Explorer version 6.X or later or any Mozilla-compatible

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