
*Delivery*Ware

Fax Server Specific Capabilities

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DELIVERYWARE FAX CAPABILITIES

Fax has remained a predominant daily messaging medium in today's business world. Fax is still the choice whenever business communications require secure and immediate delivery or an exact facsimile of a document. Fax server automation has displaced fax machines in many enterprises, reliably processing thousands business documents each day, integrating electronic document distribution with business-critical applications, and providing the convenience of faxing to and from the desktop and email applications.

Full Leverage of Existing Environment - Designed for enterprise environments, DeliveryWare provides high-volume production faxing from enterprise applications including Oracle, PeopleSoft, SAP, Baan, ERP, CRM, financial systems and more, plus high-performance desktop fax integrated with leading email platforms such as Microsoft® Exchange and Lotus Notes. Completely integrated with these applications, DeliveryWare becomes an integral part of critical business communication strategies. With Deliveryware, enterprises are able to automate faxing of any document from any application immediately — no modifications required. Today's forward-looking enterprises demand solutions that not only accelerate information delivery but also reduce the cost of doing business. They also want the kind of rich functionality and exceptional reliability that DeliveryWare delivers.

Streamlining Document-Based Business Processes - Typically, businesses use DeliveryWare to automate delivery of documents such as purchase orders, acknowledgements, invoices, credit applications, quotes, reports, notifications, invoices, and financial statements.

Key Business Benefits

- Significant cost reductions with savings of up to 90% versus manual document delivery.
- Increased operating efficiency through better use of labor resources previously tasked with manually faxing or printing, folding, stuffing, and mailing.
- Reliable service from a fax server leader with ten years of experience and thousands of document automation servers installed worldwide.

Low Cost of Ownership - DeliveryWare requires no client software and can be deployed with minimal effort and training. DeliveryWare significantly reduces the total cost of ownership by creating a fax solution that is easy to roll out and maintain. In addition, DeliveryWare is familiar to both the administrator and the end user. For a user, sending a fax is as easy as sending an email message or printing directly from any desktop application. Users can address faxes from public or private address books to individuals or groups, choose one or more attachments, select a cover page and send without ever leaving their desk. Plus, DeliveryWare supports all forms of inbound routing so users can securely receive faxes through their email inbox. For administrators, DeliveryWare makes it possible to manage all the fax servers worldwide through enterprise databases.

100% Image Quality - DeliveryWare uses an accurate method for rendering and faxing forms and documents directly on the server. Combined with our native document conversion, this technology ensures the highest image quality for all fax documents.

Scales to Meet Future Needs - If fax requirements expand, DeliveryWare is highly scalable to accommodate an organization's growing needs. Faxes from AS/400, Unix, Windows, web, and email applications can all be sent and tracked with Deliveryware, making it possible to fully automate purchase orders, invoices, shipping confirmations, and much more.

SCALABILITY AND PERFORMANCE

Load Balancing - Load Balancing ensures efficient and timely fax handling by distributing fax workloads among a group of servers. When loads are balanced, no single server can overload. Load Balancing improves overall conversion speed and fax transmission rate and ensures that highest priority faxes transmit first. Load Balancing balances loads for any multi-server system — single site or globally dispersed.

Once Load Balancing is enabled on two or more DeliveryWare servers, the servers automatically and transparently share information about loads and various phone and connection costs. When preparing to send a fax, each connected server queries its locally cached data tables for the most recent information and uses this information to determine routing and balancing priorities. Servers query one another to update information at regular specified intervals.

Load Balancing setup is simple. The administrator places the DeliveryWare server within a group via the server's Microsoft Management Console-based Deliveryware Administrator and configures and imports cost tables, and sets properties. To enable Load Balancing, administrators must configure each server as a member of a group (rather than as a stand-alone) — a simple point-and-click selection in the Deliveryware Administrator. Group servers identify one another by IP address and must be Internet-connected.

Load Balancing can be paired with DeliveryWare's Least Cost Routing feature to further maximize the use of multiple DeliveryWare servers and reduce transmission costs by routing outbound faxes through the lowest cost server. When both Least Cost Routing and Load Balancing (LCR/ LB) are enabled on DeliveryWare servers in more than one calling zone, organizations can send faxes at local or best available calling rates — instead of incurring the high cost of long distance or international charges.

Users are notified of successful transmission whether the local server or another group server processes the fax. If the local server handles transmission, notification is standard. If a remote server handles the transmission, it sends notification to the user's local server.

Microsoft Clustering - By taking two or more servers and organizing them to work together as one, DeliveryWare provides higher availability, reliability and scalability than can be obtained by using a single system. Within a Microsoft Cluster, the various servers — or nodes — are joined together so they appear as a single environment (a virtual server). Clustering DeliveryWare servers ensures that if one node fails, operations can be automatically assumed by another node in the cluster.

DeliveryWare Clustering offers:

- **High Availability.** Clustering provides continual access to critical fax services while greatly reducing unscheduled outages. This allows DeliveryWare to meet an organization's scheduled uptime goals while reducing unplanned downtime and maximizing total hours of service operation.
- **High Reliability.** Clustering reduces the frequency of system failure, while providing fault tolerance in case of failure. This minimizes the number of single points of failure and reduces the risk that failure of a single component/ system will result in the outage of the entire fax service.
- **High Scalability.** As organizational fax needs change and grow, DeliveryWare can be scaled to increase throughput capacity and performance by adding servers or lines to load balanced or clustered server farms.

DESKTOP FAXING

Exchange Connector links DeliveryWare directly to Microsoft Exchange Server, allowing end-users to send and receive faxes through their standard Outlook or Exchange e-mail box.

Universal Mail links DeliveryWare directly to any of the most widely used mail servers – Lotus Domino,[™] Lotus Notes, Lotus cc: Mail[®], Novell GroupWise, and all other SMTP/ POP3 mail servers — allowing end users to send and receive faxes through their e-mail box.

Web Interface allows any user with an Internet browser to send, receive, and manage fax documents. Users can easily send personalized faxes by choosing pre-defined document formats and routing conditions for fast delivery to individuals or broadcast lists. Corporate managers can distribute newsletters, marketing messages, and other pertinent communications to subscription lists (and subscribers can execute their own registration and preferences) to improve customer and partner relations. Administrators can extend the easy-to-use DeliveryWare Web Interface to specific departments or divisions to monitor and manage their individual fax delivery queues.

Thin Client allows organizations to implement DeliveryWare for make fast, efficient, money-saving electronic fax distribution a key part of their thin client/server strategy. Special technology makes our award winning LanFax[™] client "thin-client aware" enabling easy implementation of desktop fax for network users. The LanFax client is installed on a Windows[®] Terminal or Citrix Metaframe[®] server. Support for multiple profiles means that each user manages his or her desktop fax environment, including basic email-style fax folders — Inbox, Outbox, Sent Items, and Deleted Items — as well as private folders and a private phone book. From within their individualized clients, users also share the public phone book.

Advanced Inbound Routing (AIR), automatically routes incoming faxes to virtually any destination — users' desktops, workgroups, forms-recognition application, or document management systems. Routing can be based on numerous fax or system attributes — telephone line, DID number, point of origin, time of day, file size, fax content (OCR), and others. With AIR, organizations can nearly eliminate manual fax handling and significantly improve productivity.

LanFax MAPI Client provides a print-to-fax driver, which interfaces with Microsoft Outlook or any other MAPI email client to send a document for faxing to the DeliveryWare server using an email transport.

LanFax Manager provides a familiar, intuitive Microsoft Windows email-style client interface for sending, receiving, and managing faxes. This 32-bit stand-alone client software simplifies LAN administration, and delivers high-performance integration for all Windows XP, 2000, NT, and 98 platforms.

LanFax for Outlook is a transport service for Microsoft Outlook. It allows an Outlook client to send and receive faxes by communicating directly with the DeliveryWare server using TCP/ IP Remote Procedure Calls (RPC). Users can utilize address books provided in Outlook to store fax recipient information without requiring any DeliveryWare components be installed on the Exchange server.

HP Digital Sender allows users to scan paper documents for fax delivery through DeliveryWare.

MULTI-PLATFORM FAXING

TCP/IP Connector – DeliveryWare TCP/ IP Connector includes the FTP and LPD. The connectors extend the range of DeliveryWare connectivity and integration by fax-enabling any host that supports TCP/ IP, including HP-UX,[®] AIX,[®] Sun[®] Solaris[®] Microsoft[®] Windows 2000/ NT,[®] SCO Unix, SNA mainframes (MVS, CICS), and AS/ 400. To the TCP/ IP host, DeliveryWare appears as a typical LPD printer, FTP client, or SMTP e-mail destination. Offering broad connectivity, DeliveryWare with TCP/ IP Connectors is well-suited for the most diverse business and IT environments. DeliveryWare becomes the universal fax server, overcoming the platform limitations that can restrict fax-server connectivity.

DeliveryWare and TCP/ IP Connector work in tandem to deliver fax automation throughout the enterprise. While TCP/ IP Connector handles production fax directly from host applications, DeliveryWare provides fax capability to network-connected users — including complete integration with Windows office applications, email/ messaging programs, LanFax Manager, supported e-mail clients, and the web-based fax client, DeliveryWare Web Interface.

SNA Connector - SNA Connector enables fast, efficient, high-volume faxing directly from business-critical applications running on SNA mainframes and AS/ 400s. Using SNA Connector, enterprises around the world automatically fax thousands of purchase orders, invoices, transaction confirmations, and other documents every day. SNA Connector offers connectivity choices for flexible integration of DeliveryWare into existing systems without special protocols or proprietary mainframe software.

- RJE/ 3770 option. DeliveryWare connects to the mainframe as a 3770 device. RJE is ideal for downloading large volumes of data to DeliveryWare, and for uploading logs and notifications from DeliveryWare to the mainframe.
- 3270 option. Connects DeliveryWare to the mainframe as a 3287 printer (a standard IBM 3270 device) and transmits data via the 3270 (SNA) data stream.
- APPC option. Provides connectivity to AS/ 400s, mainframes, or both via APPC (Advanced Program to Program Communication protocol). APPC allows two-way communication, enabling download of files to DeliveryWare and upload of log files and notifications to the host.

IBM Infoprint Manager – DeliveryWare allows faxing of high-resolution AFP (IBM Advanced Function Presentation) documents directly from SNA mainframe and AS/ 400 applications. AFP resources such as fonts, pagedefs, and formdefs can be downloaded to the fax server, reducing host cycles and network traffic. DeliveryWare connects to the host computer as an IPDS printer using standard protocols and device definitions. Fax invoices, purchase orders, confirmations, requests for quotes, financial statements, reports, shipping forms — any AFP document — without the costs and hassles of printing and delivering them manually.

EMAIL FAXING (OUTLOOK/EXCHANGE)

Fax as Easy as Email - With fax/email integration enabled by the DeliveryWare Exchange Connector, everyone in your organization can send and receive faxes through their email interface, unifying many of their messaging activities under a single client. The use of a familiar interface eliminates the need for user training. To send a fax, users click the "Send a New Fax" button within their email window, directly enter or select a fax recipient from their address book, compose a message, attach files, and the transmission is immediately received at its destination as a fax. The Send Fax Outlook form supplied with DeliveryWare makes sending faxes simple and intuitive.

Address Books - DeliveryWare users can select fax numbers from global, contact, or personal fax/email address books — with the option of sending to multiple addresses or distribution lists. Users maintain their personal fax address books along with personal email addresses.

Native File Attachments - Attach files to faxes in more than 40 formats, including Microsoft Office 2000/ 97/ 95, Lotus SmartSuite,[®] WordPerfect[®] Office, and others.

Automatic Routing of Incoming Faxes - With a simple point-and-click configuration at the server, organizations can automatically route incoming faxes as email directly to any number of users.

Fax Status Notification - DeliveryWare provides a convenient Fax Status folder within Outlook that contains one entry for each fax sent. DeliveryWare maintains the current state of each fax in the status folder to provide immediate feedback to the user as DeliveryWare processes and sends the message.

DeliveryWare offers the option to notify users of faxes received or delivered via their preferred e-mail notification — taskbar icon, audible sound, etc. Notification messages delivered to users' inboxes include:

- Recipient's name
- Fax number
- Status
- Completion time and date
- Pages sent
- Duration
- Cost
- Account to be billed
- Message ID
- Received CSID
- Log messages (if any)

No Clients To Install - Exchange Connector enables direct fax-server-to-mail-server communication, so there is no need to install a separate fax client. For inbound fax, the client workstation only requires image-viewing software capable of displaying a TIFF file. A TIFF viewer is provided with DeliveryWare.

Comprehensive Administration - The Exchange Administrator manages all administration and configuration, including users' defaults and rights, inbound destinations, fax server locations, Least Cost Routing and Load Balancing, log levels, and archiving. And DeliveryWare takes full advantage of Exchange database fields for filling in cover page information, billing, routing, and more.

Exchange Connector Technical Specifications

- Supports Microsoft Exchange 2003, 2000, and 5.5
- Supports any email client that communicates with Microsoft
- Exchange 2003 Server, Microsoft Exchange 2000 Server, or
- Microsoft Exchange Server — Microsoft Exchange,
- Microsoft Outlook, Microsoft Outlook Express, SMTP, POP3
- Native support for "FAX:" address type (stored in local or global address books)
- Requires Microsoft IIS server on DeliveryWare server

EMAIL FAXING (NOTES/DOMINO)

Full Leverage of the Notes/Domino Environment - DeliveryWare for Notes is the pure Notes® fax server solution from Merkur, incorporating the Lotus® interface and Notes-based administration. Implemented completely within the Notes/Domino environment, DeliveryWare for Notes becomes an integral part of critical business communication strategies. With DeliveryWare for Notes, enterprises are able to automate faxing of any document from any application immediately -even without a desktop client. Also DeliveryWare for Notes requires no Domino Directory modifications of your name and address book.

Today's forward-looking enterprises demand solutions that not only accelerate information delivery but also reduce the cost of doing business. They also want the kind of rich functionality and exceptional reliability that DeliveryWare for Notes delivers.

Better Business Today and Tomorrow - All companies expect cost savings with automated document delivery, such as reduced paper consumption, less equipment maintenance and more efficient use of labor. Significant benefits? Of course. But the biggest benefit -faster time to cash -is often overlooked.

DeliveryWare for Notes Key Features:

- Domino 6 compatibility lets you take immediate advantage of the latest IBM Lotus messaging and collaboration platform.
- Native integration empowers administrators and users to send, receive, check status and manage faxes entirely within Notes.
- Fax and email are unified under a single, familiar client for high user productivity.
- Deployment is quick and simple with no client software or mail template changes required.
- Faxes stay in the Domino environment, taking advantage of Domino's security and administration capabilities.
- Inbound routing eliminates manual fax handling, shortens document distribution cycle and protects sensitive information.
- Using Domino Designer,® DeliveryWare for Notes enables customization of cover pages for personalized communication.

- Full support for Notes-based clustering and load balancing ensures maximum availability, fault tolerance, scalability and performance.
- Least cost routing minimizes fax transmission costs.
- Leverage of Notes databases gives administrators and users an easy-to-use tool for monitoring and controlling fax delivery.

DELIVERYWARE TECHNICAL SPECIFICATIONS

Minimum Requirements

Hardware

- Pentium® III 1.1 GHz or higher
- 512 MB RAM or higher
- Minimum 500 MB on hard drive for installation + 2 GB for database depending on expected volumes (20 GB recommended)
- Network interface card

Fax Board Support

- Brooktrout® TruFax,® TR114, or TR1034 fax boards
- Eicon® Diva™ Server intelligent fax boards
- TAPI modem class 1, 2, 2.0

Operating Systems

- Windows 2000 Server SP3 or SP4
- Windows 2000 Advanced Server SP3 or SP4
- Windows Server 2003, Standard Edition
- Windows Server 2003, Enterprise Edition 32-bit version

Please contact Merkur technical support for all other operating systems or service packs.

Companion Software

- Microsoft Internet Explorer 5.5 or 6.0
- Microsoft Internet Information Service 5.0 (required if using Microsoft Exchange Connector, Notes Connector, DeliveryWare Web Interface, LanFax clients, remote servers, load balancing or least cost routing)
- Microsoft Host Integration Server (required if using SNA Connector)

Please contact Merkur technical support for all other software.

Technical Specifications

Email/Messaging Support

- Microsoft Exchange 2003, Exchange 2000, and Exchange 5.5
- Internet Mail (SMTP, POP)
- Novell GroupWise®
- Microsoft Mail
- Lotus cc: Mail®
- HP OpenMail®

Supported Data Formats

- Any Windows application file type, including Microsoft Office 2000/ 97/ 95, Lotus SmartSuite®, WordPerfect® Office
- TIFF (PCX/ DCX)

- PCL/ PostScript (excluding bitmap fonts)
- PDF (excluding bitmap fonts)
- RTF
- ASCII text
- AFP™
- EBCDIC text
- XML

Advanced Fax for Enterprise Applications

- DeliveryWare Rules automate delivery of production-oriented documents from enterprise applications
- Fax Connector for SAP integrates fax with SAP
- Fax Connector for Oracle E-Business Suite 11.5.7, 11.5.9, 11.5.10
- Fax Connector for PeopleSoft 7.5, 8.0, 8.4, 8.8
- Fax Connector for Baan IV and ERP
- TCP/ IP Connector fax enables any IP-based host application via FTP, LPR/ LPD, SMTP
- SNA Connector fax enables any SNA mainframe or AS/ 400® (iSeries™) — RJE, 3270, APPC
- Advanced Inbound Routing
- Least Cost Routing/ Load Balancing
- Forms merge (electronic forms overlay)

Server Management

- DeliveryWare Administrator, a Microsoft Management Console (MMC) snap-in interface
- Remote Queue Manager
- Logging to Windows 2000/ NT event log
- Performance monitoring
- Scheduled sending
- Disk Space Monitor
- Notification
- Log upload (SNA, TCP/ IP, and LanCopy)
- Email notification of failed transmission, job status, etc.
- Application printing

Client Support

- LanFax™ Manager (desktop client for Windows XP, 2000, 98, NT 4.0)
- LanFax Outlook Client
- Web Interface (web-based fax client)

Telephony Communications

- Analog Loop Start
- Analog DID/ DTMF
- Digital T1 (Up to 2 T1 lines per server)
- ISDN BRI
- ISDN PRI (E1/ T1)



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