



Installation, Configuration, and Administration Guide

DM FaxStats Reporting Module

Version 1.1x

June 2010



Introduction

About This Manual

This manual applies to version 1.1 of the Imecom FaxStats Module. This manual is intended for use as a guide for installing, configuring, and using FaxStats Reporting Module software. Additional Imecom documentation can be found on our website at <http://www.imecominc.com/support/manuals.shtml>.

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For More Information

Since 1989, Imecom Group has been providing enterprise fax server solutions, network fax software, and image printer driver software to companies of all sizes across the world. For more information on Imecom Group and our product offerings, please visit <http://www.imecominc.com> or call us at +1 603.569.0600.

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Table of Contents

Introduction	i
About This Manual	i
Copyright Notice	i
For More Information	i
Before You Begin.....	1
Overview	1
Compatibility	1
General Prerequisites.....	1
1. Installation	2
Getting Started.....	2
2. Architecture	5
3. Using FaxStats Reporting	6
Generating reports on-demand	6
Generating reports automatically	6
4. Overview of the FaxStats Fax Report.....	7
Quality of Service	7
Key Figures	7
Success Rate	8
Traffic Spread by Source	8
Traffic Spread During the Day	9
Traffic Spread During the Month	9
Traffic Spread Per Fax Line.....	9
Outbound: Top 10 Recipients	10
Outbound: Top 10 Senders	10
Outbound Fax Size.....	10
Inbound: Top 10 Senders	11
Inbound: Top 10 Recipients	11
Inbound Fax Size.....	11
Top 5 Errors Sending	12
Conversion Errors.....	12
Forwarding Errors.....	12
5. Customization	13
6. Imecom Documentation and Support	14
Technical Support Services	14
Onsite Installation and Training Services	14
Contact Imecom Group, Inc.	14

Before You Begin

Overview

The Imecom FaxStats Reporting Module is a software product used in conjunction with the Imecom DM Fax Server product, part of the Use it Messaging Product family. The FaxStats Reporting Module provides daily statistics on the usage of the DM Fax Server, in the form of a Microsoft Excel report.

The FaxStats Reporting Module can generate a report on-demand, or automatically on a scheduled basis.

The fax report generated is an Excel document that has two worksheets:

1. The "Report" worksheet is a graphics-based reporting dashboard, with several graphics that present the most significant fax figures.
2. The "Data" worksheet contains the data on which the graphics in the report worksheet are based.

The FaxStats Fax Report is a "stand-alone" document. It can be e-mailed to any person and it does not link to any data in the DM Fax Server. The FaxStats Fax Report can be customized by modifying a template file.

The FaxStats Reporting Module product is available in English and French versions.

Compatibility

FaxStats Reporting Module is compatible with the following Imecom/Prologue products:

- DM Fax Server (Use it Messaging) version 7.3x
- DM Fax Server (Use it Messaging) version 8.x

FaxStats Reporting Module supports the following DM Fax Server implementations:

- SQL Server or MSDE
- MS Access
- Fax Gateway
- Xpedite

General Prerequisites

The FaxStats Reporting Module uses a server component that generates the FaxStats Report file. The FaxStats Reporting Module server component requires the following environment:

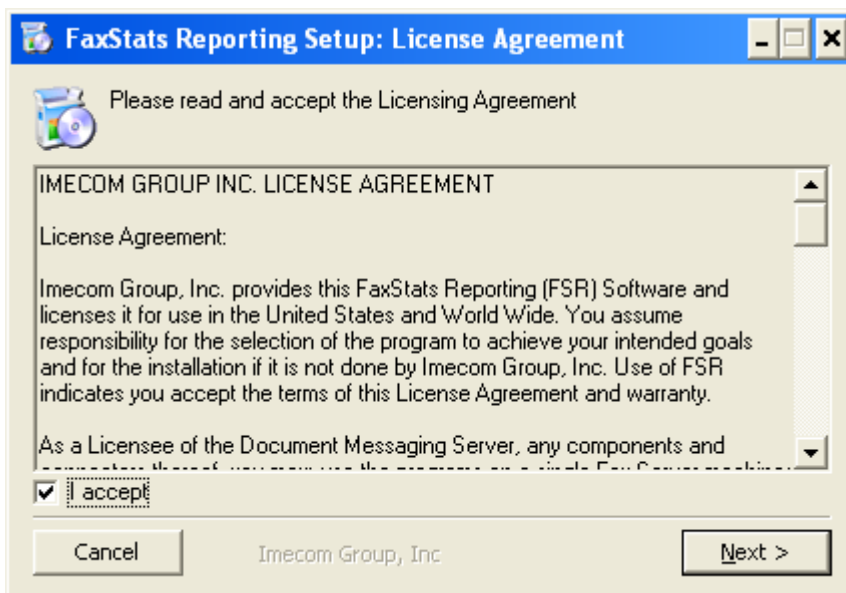
- The server component runs on the DM Fax Server (Use it Messaging Server). Any hardware and any version of Windows that supports the DM Fax Server services will also support the FaxStats Reporting Module server component.
- Microsoft Excel version 2000 or higher is required to run the FaxStats Reporting Module server component. Microsoft Excel must be installed on the DM Fax Server machine where the FaxStats Reporting Module server component is to be installed.

1. Installation

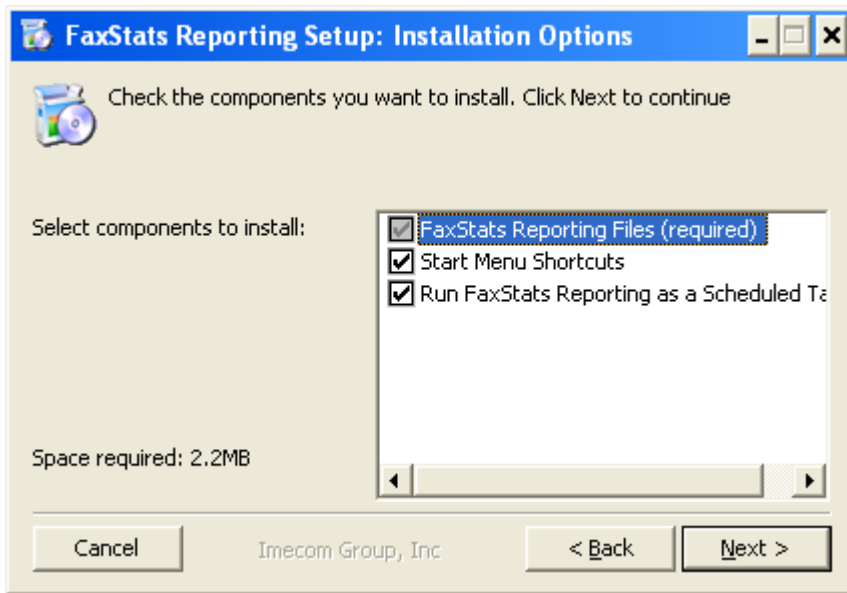
This guide assumes that the Imecom DM Fax Server software has already been installed and that the installation is being performed from the Imecom CD. However, the instructions also apply when installing from a software package downloaded directly from Imecom.

Getting Started

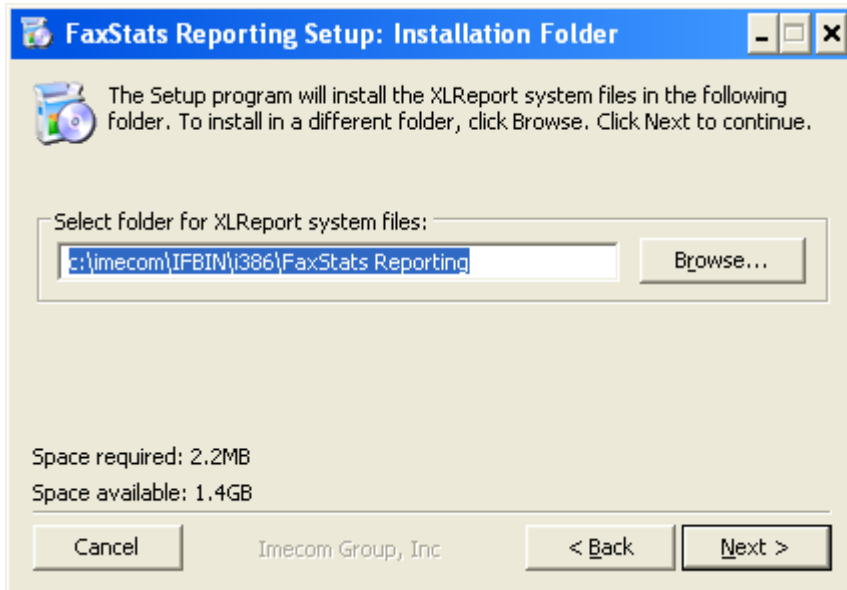
1. With the Imecom CD in the CD-ROM drive, browse the contents of the CD.
2. Locate the FaxStats folder and run FaxStatsSetup.exe.
3. At the License Agreement screen, Review the licence agreement carefully. If you accept the license agreement, click the "I accept" checkbox and then click NEXT. If you do not accept the license agreement, click CANCEL and setup will close.



4. At the Installation Options screen, select the FaxStats options you wish to install, and click NEXT.



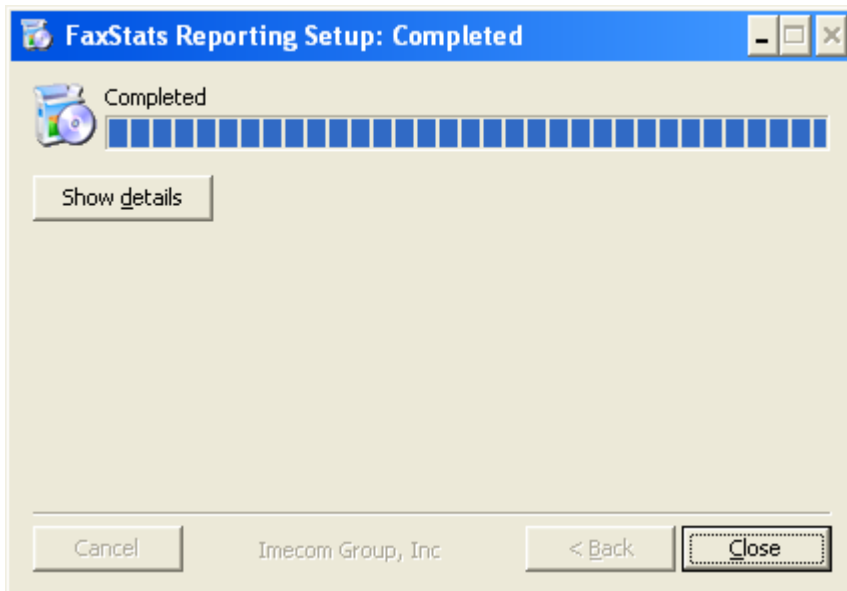
5. At the Installation Folder screen, enter the full path to the installation folder and click NEXT. By default, Setup will install FaxStats to C:\imecom\IFBIN\i386\FaxStats Reporting. If you installed your DM Fax Server system in a different location, please use that location instead.



6. At the User Name and Password screen, enter the username and password for the account that has adequate permissions to access to the Imecom DM Fax Server databases and click NEXT. It is recommended that you use the same account designated to start the Imecom DM Fax Server services.



7. A progress bar will display. When Setup has completed, click Close.



2. Architecture

Once FaxStats has been installed, the following files can be found in the "IFBIN/I386/FaxStats Reporting" subdirectory of the Imecom main network directory.

XLR_Xtract.xls

This is the main server component. It contains code that extracts data from the DM Fax Server database. XLR_Xtract.xls may not be modified.

XLR_Comp.xls

This is the secondary server component. It contains code that formats some of the data retrieved by the XLR_Xtract module. XLR_Comp.xls may not be modified.

XLR_Template.xls

This is the template file that determines what the fax report will look like. It contains a Data sheet and a Report sheet. The Data sheet is updated with fax data by the server components. The Report sheet contains graphics that are based on the data in the Data sheet. The Report sheet may be customized.

RunAuto.xls

This file contains code that launches the server components in "silent" mode, i.e. without any dialog boxes displayed. This launcher is run by a scheduled task that is installed during the initial setup process. RunAuto.xls may not be modified.

RunMan.xls

This file contains code that launches the server components in interactive mode, i.e. with dialog boxes displayed. This launcher is run by clicking "RunReport" from the FaxStats Reporting menu. RunMan.xls may not be modified.

Uninstall.exe

This is the program that will uninstall the FaxStats Reporting Module. It can be launched by clicking "Uninstall" from the FaxStats Reporting menu.

Once the reporting engine has been run at least once (either launched automatically by the scheduled task, or manually through the menu), the following file can be found in the XLRreport subdirectory of the of the Imecom main network directory:

FaxReport.xls

This file is the final report file. It gets overwritten each day with new data. It can be archived, copied, moved, deleted, or e-mailed at any time. It contains no link to outside data.

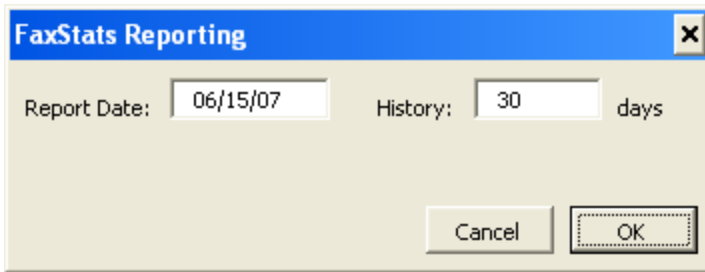
FaxReport.old

This file is a copy of the FaxReport.xls that was generated on the previous day. When a new version of FaxReport.xls is created, the old version is saved under this name.

3. Using FaxStats Reporting

Generating reports on-demand

1. To generate an updated Fax Server Fax Report, select "Generate New FaxStats Report" from the FaxStats Reporting menu.
2. Microsoft Excel will launch and the following dialog box is displayed:



The "Report Date" is the end date of the time-span to take into account when retrieving fax data. The default date is that of the current day. The "History" field is the length of the time-span in days.

3. Enter the report date and history information you require and click OK.
4. The system may take several seconds or minutes to generate the Fax Report, depending on server performance and database size. Once the report generation has completed, you can choose to open the report file.

Generating reports automatically

If you selected the "Run FaxStats Reporting as a scheduled task" option during the initial setup process, a new scheduled task was added to the DM Fax Server. This scheduled task is set to run every day at 12:30am by default. Scheduled task settings can be modified by launching Windows Scheduled Tasks and double-clicking the "FaxStats Reporting" entry.

1. To launch the Windows Scheduled Tasks, click Start > Programs > Accessories > System Tools > Scheduled Tasks.
2. Modify the FaxStats Reporting task as needed.

4. Overview of the FaxStats Fax Report

The FaxStats Fax Report includes a number of graphics with various pieces of data.

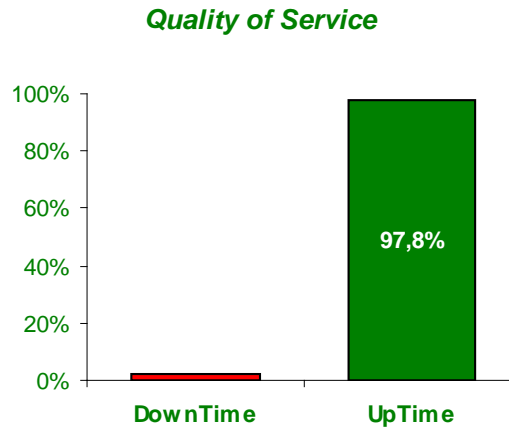
Quality of Service

UpTime: This refers to the amount of time the DM Fax Server "Controller" and "Processing Unit" services were in a state where they could process messages.

DownTime: This refers to the amount of time the DM Fax Server "Controller" and "Processing Unit" services were in a state where they could not process messages.

UpTime and Downtime do not take into account any time in which the Fax Gateway Service was up or down.

The graph is based on the values of the UpTime and DownTime cells in the "Summary" section of the Data sheet.



Key Figures

Average wait-time for an outbound fax: This is the average lapsed time before the first send attempt is made by a fax card. Only successful faxes are taken into account.

Average wait-time for an outbound fax:	64 min
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Peak probability of getting a busy signal: This is an indication of how difficult it is to send faxes to the DM Fax Server. This assumes all fax lines are authorized to receive faxes, and that all inbound traffic is evenly spread between fax lines.

Average number of pages	Sendig:	1,8
	Receiving:	1,8

These table values are based on cell-values found in the "Summary" Section of the data sheet.

Peak probability of getting a busy signal when calling in:	0%
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Success Rate

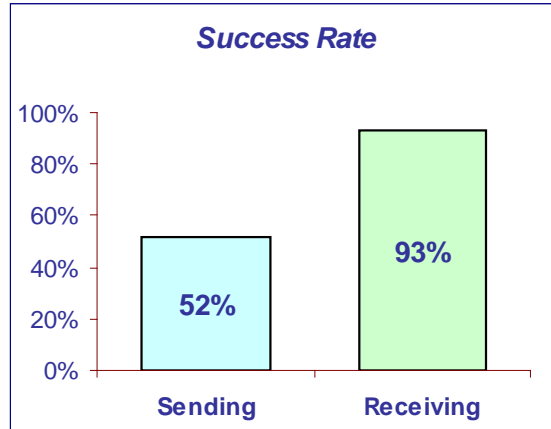
Success rate sending: This is the ratio of faxes successfully sent (after any number of attempts) to the total number of fax jobs submitted to the Fax Gateway.

This does not take into account any fax jobs that could not be processed by DM Fax Server.

Success rate receiving: This is the ratio of faxes successfully received to the total number of calls received by any fax line.

This does not take into account fax routing/forwarding errors.

This graph is based on the values of the "% Success" cells in the "Summary" section of the Data sheet.



Traffic Spread by Source

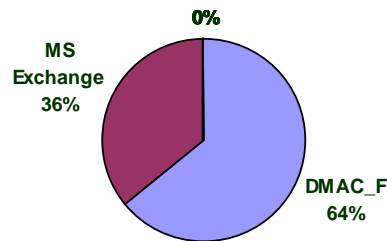
Spread by Source: This graph shows the source of fax jobs compared to the total number of faxes sent. Contributions are measured in pages.

Possible sources are:

- MS Exchange
- Notes
- SMTP
- DMAC
- Fax User

This graph is based on the values of the "Sources" section of the Data sheet.

Spread by source

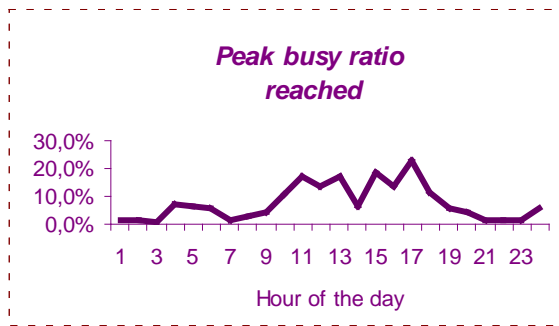


Traffic Spread During the Day

Peak busy ratio reached: This shows the peak busy ratios reached during the past month, for each hour in the day.

A busy ratio is a ratio of time sending or receiving to total time available on all fax lines combined.

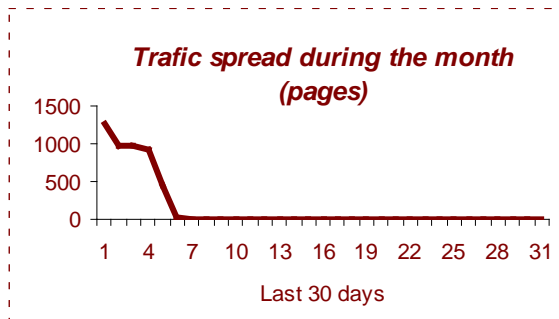
This graph is based on the values of the "Traffic spread per time o day – 5 day week" section of the Data sheet.



Traffic Spread During the Month

Traffic spread during the month: This shows the number of pages sent or received each day of the month.

This graph is based on the values of the "Traffic spread per day of month" section of the Data sheet.



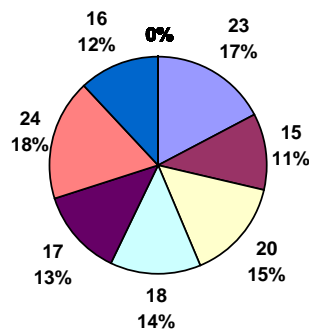
Traffic Spread Per Fax Line

Traffic spread per fax line: This graph shows the traffic spread between each fax line.

Only fax lines that have sent or received faxes are displayed.

This graph is based on the values of the "Traffic spread per line" section of the Data sheet.

Traffic spread per fax line



Outbound: Top 10 Recipients

Outbound: Top 10 recipients: This table lists the top ten recipients of faxes sent by DM Fax Server. Each recipient is identified by a fax number.

The column to the right lists the number of faxes sent to that recipient.

The pie-chart in the upper right shows the proportion of top-ten recipients compared to the total for all faxes sent. The top-ten recipients is shown in blue.

This table is based on the values of the "Outbound top 10 receivers" section of the Data sheet.

Outbound

<i>Top 10 recipients</i>	% Total
002218238981	11
0325407068	7
0146695428	5
0466678900	4
0559699205	4
0475464700	4
0389211560	3
0493701893	3
0389569761	3
0493137789	3

Outbound: Top 10 Senders

Outbound: Top 10 senders: This table lists the top ten senders of faxes sent by DM Fax Server. Each sender is identified by an account name (fax users), alias, or e-mail address.

The column to the right lists the number of faxes sent by that sender.

The pie-chart in the upper right shows the proportion of top-ten senders compares to the total of all faxes sent. The top-ten senders shown in blue.

This table is based on the values of the "Outbound top 10 senders" section of the Data sheet.

<i>Top 10 senders</i>	% Total
DMAC_FAX1	39
DERAMAIX Christine	15
GARNIER Valerie	14
LIVETJACQUES Kathleen	11
L'HOSTIS Gael	5
REPLINGER Cecile	4
TREGOUET Gaëlle	1
DEL GRECO Brigitte	1
0	0
0	0

Outbound Fax Size

Outbound Fax Size: This table shows the maximum size of any sent faxes, and the average size of sent faxes.

This table is based on the values of the "Pages/Fax" and "MaxPgs/Fax" cells in the "Summary" section of the Data sheet.

Fax size

Maximum size (pages):	50
Average size (pages):	1,8

Inbound: Top 10 Senders

Inbound: Top 10 senders: This table lists the top ten senders of faxes received by DM Fax Server. Each sender is identified by a CSID.

The column to the right lists the number of faxes received from that sender.

The pie-chart in the upper right shows the proportion of top-ten senders compared to the total of all faxes received. The top-ten senders is shown in blue.

This table is based on the values of the "Inbound: Top 10 senders" section of the Data sheet.

Inbound

Top 10 senders

% Total



0143253281	138
01 44 41 19 18	130
0153102526	68
01 45 21 82 93	61
130076110	58
240962553	58
00149541495	57
FAX MESSAGE	56
148581314	50
FAX	46

Inbound: Top 10 Recipients

Inbound: Top 10 recipients: This table lists the top ten recipients of faxes received by DM Fax Server. Each recipient is identified by an account name (fax user), alias, or e-mail address.

The column to the right lists the number of faxes received and forwarded to that recipient.

The pie-chart at the upper right shows the proportion of top-ten recipients compared to the total of all faxes received. The top-ten recipients is shown in blue.

This table is based on the values of the "Inbound: Top 10 recipients" section of the Data sheet.

Top 10 recipients

% Total



Code barre	2648
Export	2648
Fax_Relcli	2440
Fax_Saisie-2	343
Fax_Saisie	208
SAIGNIER Jocelyne	127
SEIGNEURET Cari	109
PRINTZ Françoise	100
Fax-Depots	89
MORELLI Nadine	89

Inbound Fax Size

Fax Size: This table shows the maximum size of any received faxes, and the average size of received faxes.

This table is based on the values of the "Pages/Fax" and "MaxPgs/Fax" cells in the "Summary" section of the Data sheet.

Fax size

Maximum size (pages):	7
Average size (pages):	1,8

Top 5 Errors Sending

Top 5 errors sending: This table lists the top 5 errors that occurred while sending faxes.

This does not include conversion errors or other DM Fax Server errors.

This table is based on the "Outbound: top 10 errors" section of the Data sheet.

Top 5 errors sending

	#	%
The phone line at the remote end is busy.	23	48%
The remote device is not answering.	9	19%
The local fax card caused a transmission error.	6	13%
The remote device disconnected abruptly.	5	10%
The remote is not a fax machine.	2	4%

Conversion Errors

Conversion errors: This table shows the number and the proportion of documents submitted to DM Fax Server where an attachment could not be converted.

This table is based on the value of the "Total conv. errors" cell in the "Summary" section of the Data sheet.

Conversion errors

Number:	0
Frequency:	0%

Forwarding Errors

Forwarding errors: This table shows the number and the proportion of documents received by DM Fax Server that could not be forwarded properly.

This table is based on the value of the "Total rout. errors" cell in the "Summary" section of the Data sheet.

Forwarding errors

Number:	2
Frequency:	0%

5. Customization

Imecom designed the FaxStats Reporting Module with customization features. To customize FaxStats Reporting, you must modify the template file.

The template file is named **XLR_Template.xls** and is located in the FaxStats Reporting system files install directory. By default, that directory is the IFBIN/i386/XLReport subdirectory of the Imecom DM Server network install directory.

Imecom strongly recommends following these guidelines when performing customization:

- Do not change the template file name.
- Do not change the existing sheet names: there should always be a "Data" sheet and a "Report" sheet. However, additional sheets can be added.
- Do not remove any of the area names defined in this Excel file. They are used by the server components. Additional area names can be created.

You are free to change the "Report" sheet. Common changes may include:

- Removing some of the graphics
- Changing some of the captions
- Removing or changing the background image
- Changing the layout of the sheet
- Changing the formatting of some of the cells (colours, fonts...)
- Adding graphics or tables based on existing data in the "Data" sheet.
- Adding a company logo
- Adding static text, icons or images

6. Imecom Documentation and Support

Documentation for the Imecom DM Fax Server, DM Connectors and Modules, and Imecom client components is available in PDF format in the Documentation folder on the Imecom CD.

All Imecom manuals and guides can also be viewed and downloaded from the Imecom Group, Inc. Web site at:
<http://www.imecominc.com/support/manuals.shtml>

Technical Support Services

Imecom Group provides technical support services to each customer that has purchased an annual Imecom Support Plan. Technical support services are provided via telephone, email, and remote connection to the DM Fax Server.

In addition, the Support section of the Imecom Group, Inc. Web site contains a wealth of information on Imecom products, product support, announcements, FAQs, and more. The Support section is located at:
<http://www.imecominc.com/support/>

Onsite Installation and Training Services

Imecom Group, Inc. offers onsite installation and training services to customers requiring such services. Imecom Group's skilled engineers are experts in designing, implementing, deploying into production, and upgrading the Imecom product range. Imecom Onsite Installation and Training Services can speed integration and deployment Imecom products into your organization and environment.

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