

# **FAXAGE**

## **Internet Fax Auditing Documentation**

EC Data Systems, Inc.  
Last Revised: December 9, 2016

FAXAGE® is a registered trademark of EC Data Systems, Inc.

Patent information available at [http://www.faxage.com/patent\\_notice.php](http://www.faxage.com/patent_notice.php)

© Copyright 2016 EC Data Systems, Inc. All Rights Reserved

## CONFIDENTIALITY NOTICE

This documentation is the confidential and proprietary property of EC Data Systems, Inc. These materials are provided only for the purpose of an existing or potential customer evaluating and potentially implementing auditing capabilities utilizing the FAXAGE Internet fax service. Any other use or disclosure is strictly prohibited unless the express written consent of EC Data Systems, Inc. is obtained in advance of such use or disclosure. The features discussed herein relate to a proprietary, patent-pending system developed by EC Data Systems, Inc.

# CONTENTS

|  |    |
|--|----|
| Overview .....   | 10 |
| Auditable event life-cycles .....                        | 11 |
| Sent faxes .....   | 11 |
| Received faxes .....                                     | 11 |
| Structure of Audit Logs .....                            | 12 |
| Retrieving Audit Logs.....                               | 12 |
| Organization of this Document.....                       | 12 |
| Email Interface Auditable Operations .....               | 13 |
| Operation emailtofax .....                               | 13 |
| Success Response Detail.....                             | 13 |
| Failure Response Detail .....                            | 14 |
| Operation faxreceivednotify .....                        | 15 |
| Operation faxsentnotify .....                            | 16 |
| Related System Auditable Operations .....                | 17 |
| API Interface Auditable Operations.....                  | 18 |
| General Information about API Audit Logs .....           | 18 |
| Auditable Operation Names.....                           | 18 |
| Common Request Detail.....                               | 18 |
| Common Log Structure.....                                | 18 |
| Related System Auditable Operations .....                | 19 |
| Non-API-Call Auditable Operations.....                   | 19 |
| Operation faxsentnotify .....                            | 19 |
| Operation faxreceivednotify .....                        | 20 |
| API Interface Auditable Operation Response Details ..... | 21 |
| Operation sendfax .....                                  | 21 |
| Success Case .....                                       | 21 |
| Failure Cases.....                                       | 21 |
| Operation status .....                                   | 21 |
| Success Case .....                                       | 21 |
| Failure Cases.....                                       | 21 |
| Operation listfax.....                                   | 21 |
| Success Case .....                                       | 21 |
| Failure Cases.....                                       | 21 |
| Operation getfax.....                                    | 22 |
| Success Case .....                                       | 22 |
| Failure Cases.....                                       | 22 |
| Operation dlstatus .....                                 | 22 |
| Success Case .....                                       | 22 |
| Failure Cases.....                                       | 22 |
| Operation dltrans.....                                   | 22 |
| Success Case .....                                       | 22 |
| Failure Cases.....                                       | 22 |
| Operation clear .....                                    | 23 |
| Success Case .....                                       | 23 |

|                               |    |
|-------------------------------|----|
| Failure Cases .....           | 23 |
| Operation stopfax .....       | 23 |
| Success Case .....            | 23 |
| Failure Cases .....           | 23 |
| Operation delfax .....        | 23 |
| Success Case .....            | 23 |
| Failure Cases .....           | 23 |
| Operation lowspeed .....      | 24 |
| Success Case .....            | 24 |
| Failure Cases .....           | 24 |
| Operation handlecount .....   | 24 |
| Success Case .....            | 24 |
| Failure Cases .....           | 24 |
| Operation pendcount .....     | 24 |
| Success Case .....            | 24 |
| Failure Cases .....           | 24 |
| Operation incomingcalls ..... | 25 |
| Success Case .....            | 25 |
| Failure Cases .....           | 25 |
| Operation donotfax .....      | 25 |
| Success Case .....            | 25 |
| Failure Cases .....           | 25 |
| Operation busycalls .....     | 25 |
| Success Case .....            | 25 |
| Failure Cases .....           | 25 |
| Operation listfolder .....    | 25 |
| Success Case .....            | 25 |
| Failure Cases .....           | 25 |
| Operation mvfax .....         | 26 |
| Success Case .....            | 26 |
| Failure Cases .....           | 26 |
| Operation listlines .....     | 26 |
| Success Case .....            | 26 |
| Failure Cases .....           | 26 |
| Operation checkline .....     | 26 |
| Success Case .....            | 26 |
| Failure Cases .....           | 26 |
| Operation resend .....        | 26 |
| Success Case .....            | 26 |
| Failure Cases .....           | 26 |
| Operation qstatus .....       | 27 |
| Success Case .....            | 27 |
| Failure Cases .....           | 27 |
| Operation handled .....       | 27 |
| Success Case .....            | 27 |
| Failure Cases .....           | 27 |

|                              |    |
|------------------------------|----|
| Operation portable .....     | 27 |
| Success Case .....           | 27 |
| Failure Cases .....          | 27 |
| Operation enabledid .....    | 28 |
| Success Case .....           | 28 |
| Failure Cases .....          | 28 |
| Operation disabledid .....   | 28 |
| Success Case .....           | 28 |
| Failure Cases .....          | 28 |
| Operation adduser .....      | 28 |
| Success Case .....           | 28 |
| Failure Cases .....          | 28 |
| Operation changepass .....   | 29 |
| Success Case .....           | 29 |
| Failure Cases .....          | 29 |
| Operation addlineperm .....  | 29 |
| Success Case .....           | 29 |
| Failure Cases .....          | 29 |
| Operation addlineemail ..... | 29 |
| Success Case .....           | 29 |
| Failure Cases .....          | 29 |
| Operation remlineperm .....  | 30 |
| Success Case .....           | 30 |
| Failure Cases .....          | 30 |
| Operation remlineemail ..... | 30 |
| Success Case .....           | 30 |
| Failure Cases .....          | 30 |
| Operation remuser .....      | 30 |
| Success Case .....           | 30 |
| Failure Cases .....          | 30 |
| Operation listusers .....    | 31 |
| Success Case .....           | 31 |
| Failure Cases .....          | 31 |
| Operation listdids .....     | 31 |
| Success Case .....           | 31 |
| Failure Cases .....          | 31 |
| Operation provdid .....      | 31 |
| Success Case .....           | 31 |
| Failure Cases .....          | 31 |
| Operation deprovid .....     | 31 |
| Success Case .....           | 31 |
| Failure Cases .....          | 31 |
| Operation listonhold .....   | 32 |
| Success Case .....           | 32 |
| Failure Cases .....          | 32 |
| Operation provonhold .....   | 32 |

|  |    |
|--|----|
| Success Case .....                             | 32 |
| Failure Cases .....                            | 32 |
| Operation listac .....                         | 32 |
| Success Case .....                             | 32 |
| Failure Cases .....                            | 32 |
| Operation listnpanxx .....                     | 32 |
| Success Case .....                             | 32 |
| Failure Cases .....                            | 32 |
| Operation viewport .....                       | 33 |
| Success Case .....                             | 33 |
| Failure Cases .....                            | 33 |
| Operation auditlog .....                       | 33 |
| Success Case .....                             | 33 |
| Failure Cases .....                            | 33 |
| Operation getcdr .....                         | 33 |
| Success Case .....                             | 33 |
| Failure Cases .....                            | 33 |
| Operation blacklist .....                      | 33 |
| Success Case .....                             | 33 |
| Failure Cases .....                            | 33 |
| Operation lockdest .....                       | 34 |
| Success Case .....                             | 34 |
| Failure Cases .....                            | 34 |
| Operation busydest .....                       | 34 |
| Success Case .....                             | 34 |
| Failure Cases .....                            | 34 |
| Operation busystats .....                      | 34 |
| Success Case .....                             | 34 |
| Failure Cases .....                            | 34 |
| Operation portstatus .....                     | 34 |
| Success Case .....                             | 34 |
| Failure Cases .....                            | 34 |
| Web Interface Auditable Operations .....       | 35 |
| General Information about Web Audit Logs ..... | 35 |
| Organization of this section .....             | 35 |
| Website Log in and Log out .....               | 36 |
| Operation weblogin .....                       | 36 |
| Request Detail .....                           | 36 |
| Response Detail .....                          | 36 |
| Operation weblogout .....                      | 37 |
| Request Detail .....                           | 37 |
| Website Send Page .....                        | 38 |
| Operation sendfax .....                        | 38 |
| Request Detail .....                           | 38 |
| Response Detail .....                          | 38 |
| Related System Auditable Operations .....      | 39 |

|                              |    |
|------------------------------|----|
| Website Receive Page.....    | 40 |
| Operation getfax.....        | 40 |
| Request Detail.....          | 40 |
| Operation delfax.....        | 41 |
| Request Detail.....          | 41 |
| Operation renamefax.....     | 42 |
| Request Detail.....          | 42 |
| Operation mvfax.....         | 43 |
| Request Detail.....          | 43 |
| Operation addlineperm.....   | 44 |
| Request Detail.....          | 44 |
| Operation remlineperm.....   | 45 |
| Request Detail.....          | 45 |
| Website Status Page.....     | 46 |
| Operation resendfax.....     | 46 |
| Request Detail.....          | 46 |
| Response Detail.....         | 46 |
| Operation stopfax.....       | 47 |
| Request Detail.....          | 47 |
| Response Detail.....         | 47 |
| Operation clear.....         | 48 |
| Request Detail.....          | 48 |
| Response Detail.....         | 48 |
| Operation dlstatus.....      | 49 |
| Request Detail.....          | 49 |
| Operation dltrans.....       | 50 |
| Request Detail.....          | 50 |
| Website Folders Page.....    | 51 |
| Operation renamefolder.....  | 51 |
| Request Detail.....          | 51 |
| Operation delfromfolder..... | 51 |
| Request Detail.....          | 51 |
| Operation renamefile.....    | 52 |
| Request Detail.....          | 52 |
| Operation movefile.....      | 52 |
| Request Detail.....          | 52 |
| Operation addfolderperm..... | 53 |
| Request Detail.....          | 53 |
| Operation remfolderperm..... | 54 |
| Request Detail.....          | 54 |
| Operation delfolder.....     | 55 |
| Response Detail.....         | 55 |
| Operation addfolder.....     | 56 |
| Request Detail.....          | 56 |
| Response Detail.....         | 56 |
| Website Lists Page.....      | 57 |

|  |    |
|--|----|
| Operation renamelist.....                              | 57 |
| Request Detail.....                                    | 57 |
| Operation dellist.....                                 | 57 |
| Request Detail.....                                    | 57 |
| Operation dellistentry.....                            | 58 |
| Operation modlistentry.....                            | 59 |
| Request Detail.....                                    | 59 |
| Operation addlistentry.....                            | 59 |
| Request Detail.....                                    | 59 |
| Operation addlist.....                                 | 60 |
| Website Admin Page.....                                | 61 |
| Personal Settings -> Change Email/Password.....        | 61 |
| Operation changepass.....                              | 61 |
| Operation changeemail.....                             | 61 |
| Personal Settings -> Phonebook.....                    | 62 |
| Operation phonebook.....                               | 62 |
| Company Settings -> Auto Purge Faxes.....              | 63 |
| Operation autopurge.....                               | 63 |
| Company Settings -> Update Credit Card.....            | 64 |
| Operation updatebilling.....                           | 64 |
| Company Settings -> Set Login Company.....             | 64 |
| Operation logincompany.....                            | 64 |
| Company Settings -> PGP Keys.....                      | 65 |
| Operation addpgpkey.....                               | 65 |
| Operation delpgpkey.....                               | 65 |
| Company Settings -> Update Contact Info.....           | 66 |
| Operation updatecontact.....                           | 66 |
| Company Settings -> User Accounts.....                 | 67 |
| Operation adduser.....                                 | 67 |
| Operation remuser.....                                 | 67 |
| Operation changepass.....                              | 68 |
| Operation addmanager.....                              | 68 |
| Operation delmanager.....                              | 69 |
| Operation lockuser.....                                | 69 |
| Operation unlockuser.....                              | 70 |
| Operation moduser.....                                 | 70 |
| Company Settings -> Set Fax Tagline.....               | 71 |
| Operation tagline.....                                 | 71 |
| Company Settings -> Set Timezone.....                  | 72 |
| Operation timezone.....                                | 72 |
| Company Settings -> Request Additional Fax Number..... | 73 |
| Operation newnumber.....                               | 73 |
| Outgoing Fax Settings -> Notifications.....            | 74 |
| Operation notifications.....                           | 74 |
| Outgoing Fax Settings -> Resolution and Retries.....   | 75 |
| Operation resretry.....                                | 75 |



|  |    |
|--|----|
| Outgoing Fax Settings -> File Types .....            | 76 |
| Operation filetypeypes .....                         | 76 |
| Outgoing Fax Settings -> Cover Sheet .....           | 77 |
| Operation coversheet .....                           | 77 |
| Incoming Fax Settings -> Email Routing .....         | 78 |
| Operation addlineemail .....                         | 78 |
| Operation remlineemail .....                         | 78 |
| Incoming Fax Settings -> Caller ID Blacklist .....   | 79 |
| Operation blacklist .....                            | 79 |
| Incoming Fax Settings -> Website Count Display ..... | 80 |
| Operation webcount .....                             | 80 |
| Incoming Fax Settings -> Incoming Fax Format .....   | 81 |
| Operation faxformat .....                            | 81 |
| Incoming Fax Settings -> Secure Email .....          | 82 |
| Operation secureemail .....                          | 82 |
| Incoming Fax Settings -> Fax to Email Preview .....  | 83 |
| Operation faxpreview .....                           | 83 |
| System Interface Auditable Operations .....          | 84 |
| Operation weblogout .....                            | 84 |
| Request Detail .....                                 | 84 |
| Operation delfax .....                               | 85 |
| Request Detail .....                                 | 85 |
| Response Detail .....                                | 85 |
| Operation clear .....                                | 86 |
| Request Detail .....                                 | 86 |
| Response Detail .....                                | 86 |
| Operation faxsent .....                              | 87 |
| Request Detail .....                                 | 87 |
| Response Detail .....                                | 87 |
| Operation faxreceived .....                          | 88 |
| Response Detail .....                                | 88 |
| Operation faxjobcreate .....                         | 89 |
| Request Detail .....                                 | 89 |
| Response Detail .....                                | 89 |
| Operation faxconvert .....                           | 90 |
| Response Detail .....                                | 90 |
| Operation faxqueue .....                             | 91 |

## Overview

In today's regulatory and privacy oriented environments, auditing capabilities are a key component in an overall program of maintaining a secure and compliant infrastructure. Management and other stakeholders need insight into how their organizations' data is being used and accessed, especially with respect to utilizing cloud or online third-party solutions, such as the FAXAGE Internet Fax system. In response to this need, FAXAGE has designed a first of its kind, patent-pending auditing infrastructure, tightly integrated with the flexible, scalable and secure FAXAGE architecture.

In general, an effective auditing system allows for visibility into 'Who', 'What' and 'When' with respect to any actions taken that would modify or allow access to business information. Within the FAXAGE auditing system, we provide:

- **Who** – The user credentials taking the action.
- **What** – An 'operation' that is tied to a particular class of action. Such as downloading a fax image or changing a password. Further detail specific to the request and the FAXAGE system's response to the request, as well as the interface (website, email, API or internal system actions) and the IP address the request came from are also provided, where applicable.
- **When** – A timestamp when the event occurred.

For example, a FAXAGE website login might look like this:

Time - 12/8/2016 8:29:10 AM  
User – bob  
IP Address – 192.168.0.1  
Interface – web  
Web SessID - 102  
Operation – weblogin  
Result – success  
Request Detail – Username -> Manager~!!~Company -> 100  
Response Detail – Login success

Further actions taken by the above user would share the Web SessID of '102', so that all actions taken during this user's entire session could be made visible to anyone examining the logs for signs of irregular activity.

## **Auditable event life-cycles**

While most auditable events stand alone, there are some that describe a life cycle through the FAXAGE system, especially as related to sending and receiving faxes. It is important to understand these life cycles so as to make sense of tracking a fax through the processes within FAXAGE.

### ***Sent faxes***

Sent faxes will generate these auditable operations (from beginning to end):

- sendfax with interface of email, web or api.
- faxjobcreate with interface system for email and web (this step is skipped for API as explained further in this document.
- faxconvert with interface system to indicate conversion status (from source documents to fax-able format) of success or failure.
- faxqueue to indicate that the fax is queued for sending.
- faxsent to indicate that the fax is done sending and whether or not it succeeded.
- faxsentnotify to indicate emails or other means by which notifications have occurred.

### ***Received faxes***

Received faxes follow an analogous, but 'backward' process from sent faxes

- faxreceived to indicate a fax was received and some information about the fax.
- faxreceivednotify to indicate notification by email or other means. Multiple faxreceivednotify events may occur if, for example, multiple users are routed for incoming faxes on the line that received the fax.

## Structure of Audit Logs

Every audit log from the FAXAGE system contains a similar structure, as follows:

| Column          | Description  |
|-----------------|--|
| AuditID         | Numeric unique ID for this record  |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format  |
| User            | Login/Username associated with the event   |
| IP Address      | IP Address that the request came from. In the case of internal system events, this will always be 127.0.0.1                                |
| Interface       | One of 'web', 'email', 'api' or 'system'   |
| Web SessID      | If the interface is 'web', a session ID associated with the logged-in session will be recorded here. This is '0' for all other interfaces. |
| Operation       | The event that has occurred. There are 99 auditable operations in FAXAGE at this writing, which are detailed in this document.             |
| Result          | Success or failure, indicating whether this is a log of a successful or failed action.   |
| Request Detail  | Details specific to the operation, as explained in this document.  |
| Response Detail | Details about how FAXAGE responded to the request, as explained in this document.  |

## Retrieving Audit Logs

Audit logs may be retrieved by one of two means:

1. Via the FAXAGE website under 'Admin' -> 'Reports' -> 'Audit Logs'. These are delivered as a CSV that can be opened with Excel or similar tools, with each column in the table above being a column in the output. At this time, FAXAGE keeps 7 days history online, plus the current day. If long-term archival is desired, we recommend downloading these periodically and saving them.
2. Via the FAXAGE API utilizing the 'auditlog' API operation. See the FAXAGE API documentation for further details on utilizing the API to retrieve audit logs. At this time, 2 days history plus the current day are available for retrieval via the FAXAGE API on a rolling basis. Again, if long-term archival is desired, we recommend retrieving logs periodically and storing them.

## Organization of this Document

The remainder of this document details each auditable operation on a per-interface (email, api, web and system) basis, to aid in understanding what data to expect for each operation that is applicable to a given interface within the FAXAGE Internet Fax system.

# Email Interface Auditable Operations

## *Operation emailtofax*

The emailtofax operation represents an email request arriving at FAXAGE to send a fax.

| Column         | Description   |
|----------------|---|
| AuditID        | Numeric unique ID for this record                                     |
| Time           | Date/Time of the event YYYY-MM-DD HH:MM:SS format                     |
| User           | Login/Username associated with the email address sending the request. |
| IP Address     | 127.0.0.1   |
| Interface      | email   |
| Web SessID     | 0   |
| Operation      | emailtofax  |
| Result         | success or failure  |
| Request Detail | Email address of the sending user. E.g.: bob@example.com              |

## Success Response Detail

In the case of a success result, the Response Detail will look like this:

To -> (faxnumber)~!!~File [1..n] -> (filename)~!!~AsyncJob -> (jobid)

Where:

**Faxnumber** – The fax number that the request is going to be faxed to.

**File [1..n]** – Multiples of these may be present in the form of File 1 -> (filename)~!!~File 2 -> (filename)~!!~File 3 -> (filename), and so on. Depending on how many files are attached to the email to be faxed. The filenames are the original names of the files that the user attached to their email.

**AsyncJob** – The AsyncJob is a unique numeric identifier. See the faxjobcreate, faxconvert, faxqueue and faxsent system operations to understand how this can be used to further track the status of the fax request until it is finally successfully sent or fails.

An example of response detail for a successful request to send a fax might look like this:

To -> 18005551212~!!~File 1 -> 'etofaxfile14423.cover.htm'~!!~File 2 -> 'unnamed.txt'~!!~File 3 -> 'Call test.docx'~!!~Asyncjob -> 282037226

## **Failure Response Detail**

In the case of a failure result, the following Response Detail may be present (depending on the cause of the failure).

Account Disabled – The user has been locked out or the overall company account is disabled.

File attachment not found – No content was found to fax.

Destination fax number not found for email delivered to (email-address) – The email-address is the destination email that the user sent the email to. It is either not a fax number or the email was sent to `fax@faxage.com` but does not contain a fax number in the subject line, as would ordinarily be expected.

No permission to send – The user lacks at least read/send permission on a fax line within the company's FAXAGE account.

## **Operation faxreceivednotify**

The faxreceivednotify operation with the email interface represents a received fax being emailed to a user (either as an attachment, an encrypted attachment or an SSL/TLS link to download, depending on the company's Secure Email settings in the FAXAGE website).

| <b>Column</b>   | <b>Description</b>   |
|-----------------|--|
| AuditID         | Numeric unique ID for this record  |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format  |
| User            | Login/Username associated with the email address receiving the email notification.               |
| IP Address      | 127.0.0.1  |
| Interface       | Email  |
| Web SessID      | 0  |
| Operation       | faxreceivednotify  |
| Result          | Success  |
| Request Detail  | Numeric unique fax ID associated with this received fax, E.g.: '208567' might be in this column. |
| Response Detail | email sent to (email address)  |

See also the faxreceived system operation, which contains the Numeric unique fax ID and fax detail (from/to/page-count) when the fax is received to better understand what content is being delivered by the faxreceivednotify operation to the user.

## ***Operation faxsentnotify***

The faxsentnotify operation with the email interface represents the status of a sent fax being emailed to the user who sent the fax.

| <b>Column</b>   | <b>Description</b>  |
|-----------------|---|
| AuditID         | Numeric unique ID for this record   |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format   |
| User            | Login/Username associated with the email address receiving the email notification.          |
| IP Address      | 127.0.0.1   |
| Interface       | Email   |
| Web SessID      | 0   |
| Operation       | faxsentnotify   |
| Result          | Success   |
| Request Detail  | Numeric unique JobID associated with this sent fax, E.g.: '208567' might be in this column. |
| Response Detail | email sent to (email address)   |

Note, the emailtofax operation gives an AsyncJob, whereas this gives a final JobID, the faxjobcreate system operation gives the correspondence when the original AsyncJob (the email request's ID) is set up by the system and turned into a fax JobID.



## ***Related System Auditable Operations***

The following 'system' interface operations are also related to requests to send or receive faxes via the email interface and may be of further interest. These are detailed in the System Interface Auditable Operations section of this document.

**faxjobcreate** – Records a fax JobID from an AsyncJob originally sent via email.

**faxconvert** – Status of processing a request into a fax-able format.

**faxqueue** – Status of queueing the processed request for sending.

**faxsent** – Status of sending a fax to its destination.

**faxreceived** – Operation of receiving a fax, with the fax details.

# API Interface Auditable Operations

## General Information about API Audit Logs

### Auditable Operation Names

In general, every API operation is also an auditable operation with the same operation name as the API operation itself. For example, you send a fax with the API using the 'sendfax' operation and the auditable operation associated with that is also named 'sendfax'.

### Common Request Detail

For the API, the request detail is always the complete contents of the POST variables sent to the API with the exception that actual file contents and passwords are not logged in the auditable event (for security reasons). The structure of the request detail is always:

(Variablename) -> (value)~!!~(Variablename) -> (value)~!!~(Variablename) -> (value)  
...

For example, the request detail for a sendfax request might look like this:

```
username -> bob~!!~company -> 100~!!~faxno -> 8005551212~!!~operation ->
sendfax~!!~recipname -> Test~!!~faxfilenames[0] -> ./test1.txt~!!~tagname ->
Testing~!!~tagnumber -> 1.303.991.6021~!!~callerid -> 8008533293
```

### Common Log Structure

Besides the common Request Detail above, all API auditable operations share the same log structure. The items that vary are the request detail (which is supplied by the calling software), the auditable operation (which is the same as the API operation being utilized), and the response detail (which is dependent on the operation and is generally the same as the documented API response). Each operation's response detail is further documented below. The log structure for API auditable operations looks like this:

| Column          | Description  |
|-----------------|--|
| AuditID         | Numeric unique ID for this record                                  |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format                  |
| User            | Login/Username that called the API.                                |
| IP Address      | IP Address that the API request initiated from.                    |
| Interface       | api  |
| Web SessID      | 0  |
| Operation       | The API operation name – E.g.: 'sendfax', 'status', 'getfax', etc. |
| Result          | success or failure   |
| Request Detail  | API Common Request detail (as above)                               |
| Response Detail | Operation specific, as detailed further below                      |

## Related System Auditable Operations

The following 'system' interface operations are also related to requests to send or receive faxes via the API interface and may be of further interest. These are detailed in the System Interface Auditable Operations section of this document. Note that unlike the email and web interfaces, the API interface creates native JobID's directly when sending faxes (not AsyncJob as in email and web), so the faxjobcreate system auditable operation does not obtain in the API context. I.e.: The faxconvert, faxqueue and faxsent operations use the same JobID that already came back from the 'sendfax' API operation.

**faxconvert** – Status of processing a request into a fax-able format.

**faxqueue** – Status of queueing the processed request for sending.

**faxsent** – Status of sending a fax to its destination.

**faxreceived** – Operation of receiving a fax, with the fax details.

## Non-API-Call Auditable Operations

The following operations are related to API notifications for sent and received faxes - via a URL push or an API-style email versus polling through 'status' and 'listfax'. I.e.: While these fall under the category of the API interface, they are not customer-initiated API requests and, thus, have a different structure.

### Operation faxsentnotify

This operation represents a URL POST notification for a sendfax call that had included the url\_notify optional variable to have status POSTed back when the fax completed.

| Column          | Description   |
|-----------------|---|
| AuditID         | Numeric unique ID for this record   |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format   |
| User            | User who initiated the fax request being notified   |
| IP Address      | 127.0.0.1   |
| Interface       | api   |
| Web SessID      | 0   |
| Operation       | faxsentnotify   |
| Result          | success   |
| Request Detail  | Numeric unique JobID associated with this sent fax, E.g.: '208567' might be in this column. |
| Response Detail | Notification sent to (URL to notify)  |

## Operation faxreceivednotify

This operation represents a URL POST notification for a received fax when the company is set up with a URL that should be POSTed to by FAXAGE whenever a fax is received.

| Column          | Description   |
|-----------------|---|
| AuditID         | Numeric unique ID for this record   |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format   |
| User            | User who initiated the fax request being notified   |
| IP Address      | 127.0.0.1   |
| Interface       | api   |
| Web SessID      | 0   |
| Operation       | faxreceivednotify   |
| Result          | success   |
| Request Detail  | Numeric unique Fax ID associated with this sent fax, E.g.: '208567' might be in this column. This corresponds with the recvid/faxid returned by listfax and used by getfax. |
| Response Detail | Notification sent to (URL to notify)  |

## **API Interface Auditable Operation Response Details**

Following are a listing of each API operation and its associated Response Detail column outputs. For failures, these are generally identical to the returned data from the API itself. Success cases are modified where a list of records is returned to just log the number of records that were returned for a particular call, rather than the records themselves or where a file or image is returned to just note the fact that it was returned and not record the literal file contents.

### ***Operation sendfax***

#### **Success Case**

JOBID: (jobid)

#### **Failure Cases**

ERR03: No files to fax

ERR04: Fax number (faxnumber) appears to be invalid

ERR15: Invalid Job ID

ERR26: Invalid file

### ***Operation status***

#### **Success Case**

(count) records returned

#### **Failure Cases**

ERR06: No jobs to display or job id specified not found

### ***Operation listfax***

#### **Success Case**

(count) records returned

#### **Failure Cases**

ERR11: No incoming faxes available

## ***Operation getfax***

### **Success Case**

Fax image sent

### **Failure Cases**

ERR12: FAX ID (recvid) not found or does not belong to you

ERR13: File could not be opened

## ***Operation dlstatus***

### **Success Case**

Fax image sent

### **Failure Cases**

ERR06: No jobs to display or job id specified not found

ERR24: File is not yet converted

ERR25: File does not exist

## ***Operation dltrans***

### **Success Case**

Transmittal sent

### **Failure Cases**

ERR28: Job ID: (jobid) does not exist

## ***Operation clear***

### **Success Case**

(jobid) cleared

### **Failure Cases**

ERR07: Job ID: (jobid) not found, does not belong to you or is still pending and cannot be cleared yet.

## ***Operation stopfax***

### **Success Case**

(jobid) stopped

### **Failure Cases**

ERR18: No jobid specified

ERR19: Job ID – (jobid) - not found or does not belong to you

ERR20: Job ID – (jobid) - is not In Queue

ERR21: Job ID – (jobid) - not found on fax server

ERR22: Job ID – (jobid) - is in transmission

ERR23: Job ID – (jobid) - failed to stop

## ***Operation delfax***

### **Success Case**

(recvid) Deleted

### **Failure Cases**

ERR14: FAX ID (recvid) not found or does not belong to you

## ***Operation lowspeed***

### **Success Case**

For the 'check' qtype – “none”, “low” or “lowlow”

For the 'set' qtype – Calls from (src) to (dst) set to “none”, “low” or “lowlow”

### **Failure Cases**

ERR32: src must be 10 digits

ERR33: dst must be 10 digits

ERR34: setspeed must be one of none low or lowlow

ERR35: unknown qtype or qtype not set

ERR36: (dst) does not appear to be one of your DIDs

## ***Operation handlecount***

### **Success Case**

(totalcount)~(handledcount)

### **Failure Cases**

None

## ***Operation pendcount***

### **Success Case**

If 'linecount' is passed – (count-of-pending)~(count-of-lines)

If 'linecount' is not passed – (count-of-pending)

### **Failure Cases**

None



## ***Operation incomingcalls***

### **Success Case**

(current-calls)~(maximum-calls-configured)

### **Failure Cases**

None

## ***Operation donotfax***

### **Success Case**

When activity is set to del – (number) deleted

When activity is set to add – (number) added

### **Failure Cases**

ERR29: do not fax list not found on account

ERR30: (number) is not on your do not fax list

ERR31: (number) is already on your do not fax list

## ***Operation busycalls***

### **Success Case**

(count) records returned

### **Failure Cases**

No records

## ***Operation listfolder***

### **Success Case**

(count) records returned

### **Failure Cases**

None

## ***Operation mvfax***

### **Success Case**

Recv ID: (recvId) moved to Folder ID: (folderId)

### **Failure Cases**

ERR24: Folder ID does not appear to be valid

ERR25: Recv ID does not appear to be valid

ERR26: Recv ID (recvId) not found or does not belong to you

ERR27: Folder ID (folderId) not found or does not belong to you

## ***Operation listlines***

### **Success Case**

(count) records returned

### **Failure Cases**

None

## ***Operation checkline***

### **Success Case**

'1' or '0'

### **Failure Cases**

None

## ***Operation resend***

### **Success Case**

JOBID: (jobid)

### **Failure Cases**

ERR40: JobID (jobid) does not exist or does not belong to you

ERR41: JobID (jobid) is not eligible for resend

ERR42: Internal DB error

## ***Operation qstatus***

### **Success Case**

(count) records returned

### **Failure Cases**

None

## ***Operation handled***

### **Success Case**

When handled is set to '1' - (recvid) marked handled

When handled is set to '0' - (recvid) marked unhandled

### **Failure Cases**

ERR37: (recvid) does not appear to be one of your faxes

ERR38: Either recvid or handled variable not set

ERR39: Attempt to double handle (recvid)

## ***Operation portable***

### **Success Case**

Returned (portable) – where (portable) is '0' or '1'

### **Failure Cases**

(number) not 10 digits

## ***Operation enabledid***

### **Success Case**

Enabled (number)

### **Failure Cases**

ERR01: database connection failed

ERR16: invalid DID number – (didnumber)

ERR17: DID (number) not found or doesn't belong to you

## ***Operation disabledid***

### **Success Case**

Disabled (number)

### **Failure Cases**

ERR01: database connection failed

ERR16: invalid DID number – (didnumber)

ERR17: DID (number) not found or doesn't belong to you

## ***Operation adduser***

### **Success Case**

UID: (userid)

### **Failure Cases**

ERR50: No permission

ERR51: missing data

ERR52: Duplicate user

## ***Operation changepass***

### **Success Case**

(userid) password changed

### **Failure Cases**

ERR50: No permission

ERR51: Missing data

ERR53: User not found or does not belong to you

ERR54: Unspecified error

## ***Operation addlineperm***

### **Success Case**

(userid) permission added to (line-number) level (permission-level)

### **Failure Cases**

ERR50: No permission

ERR51: Missing data

ERR53: User not found or does not belong to you

ERR55: Line not found or does not belong to you

ERR56: Unspecified error

## ***Operation addlineemail***

### **Success Case**

(userid) email routing added to (line-number)

### **Failure Cases**

ERR50: No permission

ERR51: Missing data

ERR53: User not found or does not belong to you

ERR55: Line not found or does not belong to you

ERR56: Unspecified error

## ***Operation remlineperm***

### **Success Case**

(userid) permission removed from (line-number)

### **Failure Cases**

ERR50: No permission

ERR51: Missing data

ERR53: User not found or does not belong to you

ERR55: Line not found or does not belong to you

## ***Operation remlineemail***

### **Success Case**

(userid) routing removed from (line-number)

### **Failure Cases**

ERR50: No permission

ERR51: Missing data

ERR53: User not found or does not belong to you

ERR55: Line not found or does not belong to you

ERR56: Unspecified error

## ***Operation remuser***

### **Success Case**

(userid) removed

### **Failure Cases**

ERR50: No permission

ERR53: User not found or does not belong to you

ERR56: Unspecified error

## ***Operation listusers***

### **Success Case**

(count) records returned

### **Failure Cases**

ERR50: No permission

## ***Operation listdids***

### **Success Case**

(count) records returned

### **Failure Cases**

None

## ***Operation provdid***

### **Success Case**

(number) provisioned

### **Failure Cases**

ERR04: Invalid DID number, (number)

ERR05: (number) does not appear to be available

## ***Operation deprovidid***

### **Success Case**

(number) deprovisioned

### **Failure Cases**

ERR04: Invalid DID number, (number)

ERR05: (number) is invalid or does not belong to you

### ***Operation listonhold***

#### **Success Case**

(count) records returned

#### **Failure Cases**

None

### ***Operation provonhold***

#### **Success Case**

(number) provisioned

#### **Failure Cases**

ERR04: Invalid DID number, (number)

ERR05: (number) does not appear to be available

### ***Operation listac***

#### **Success Case**

(count) records returned

#### **Failure Cases**

None

### ***Operation listnpanxx***

#### **Success Case**

(count) records returned

#### **Failure Cases**

None



## ***Operation viewport***

### **Success Case**

(count) records returned

### **Failure Cases**

None

## ***Operation auditlog***

### **Success Case**

(count) records returned

### **Failure Cases**

ERR50: No permission

ERR57: No audit logs matched query

## ***Operation getcdr***

### **Success Case**

(count) records returned

### **Failure Cases**

ERR03: Either BOTH begin and end or nuidgt must be set

## ***Operation blacklist***

### **Success Case**

When activity is 'add' - Entry for cidnumber (number) to didnumber (number) added

When activity is 'del' - Entry for cidnumber (number) to didnumber (number) deleted

When activity is 'list' - (count) records returned

### **Failure Cases**

ERR58: didnumber (number) does not appear to be valid

ERR59: cidnumber (number) does not appear to be valid

ERR60: unknown activity (activity)

ERR61: didnumber (number) not found or does not belong to you

ERR62: Entry for cidnumber (number) to didnumber (number) already exists

ERR63: Entry for cidnumber (number) to didnumber (number) does not exist

### ***Operation lockdest***

#### **Success Case**

(count) records returned

#### **Failure Cases**

None

### ***Operation busydest***

#### **Success Case**

(count) records returned

#### **Failure Cases**

None

### ***Operation busystats***

#### **Success Case**

1 records returned

#### **Failure Cases**

None

### ***Operation portstatus***

#### **Success Case**

(count) records returned

#### **Failure Cases**

None

# **Web Interface Auditable Operations**

## ***General Information about Web Audit Logs***

Audit logging of actions taken using the FAXAGE website is intended to cover all areas that allow for:

- Logging in – both successful and unsuccessful attempts
- Accessing, renaming, moving and/or deleting sent or received faxes
- Modifying folders or lists stored in the FAXAGE system
- Changing settings related to the organization's FAXAGE account in the 'Admin' section of the FAXAGE website

## ***Organization of this section***

This section is organized with details of each auditable event starting from log in and log out, then moving from left-to-right within the FAXAGE website's major application pages – Send, Receive, Status, Folders, Lists and Admin.

# Website Log in and Log out

## *Operation weblogin*

This operation represents a login attempt to the FAXAGE website – successful or unsuccessful.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | 0 for failure, numeric session ID for success     |
| Operation       | weblogin  |
| Result          | success or failure                                |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

Username -> (username)~!!~Company -> (company)

Where (username) and (company) are what the user input into the login screen. The password supplied by the user is not logged for security reasons.

### **Response Detail**

Success case – ‘Login success’

Failure case – ‘Login incorrect’

Note that once the Web SessID is created by login, that remains the same for all web interface auditable operations subsequently performed by the user, allowing for tracking of a user’s session and activities throughout their logged-in session. This also allows one to discern the difference between two logged in sessions using the same credentials.

## **Operation weblogout**

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | weblogout   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Logout success                                    |

### **Request Detail**

The Request Detail will vary based upon the reason for the logout.

| <b>Logout Reason</b>                     | <b>Request Detail</b>                               |
|--|---|
| User clicks 'logout'                     | Logged out session (Web SessID)                     |
| System logs user out due to idle timeout | Logged out session (Web SessID) due to idle timeout |

## Website Send Page

### *Operation sendfax*

This event occurs when a user sends a fax using the website. Note, this is the event of submitting the fax request and not the event of the fax being transmitted and received at the destination. See below for related operations that allow for tracking of the actual fax transmission. In the event that a user submits a single request to multiple destinations, a separate sendfax audit log will appear for each destination.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | sendfax   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

To -> (faxnumber)~!!~File [0..n] -> (filename)

Where:

(faxnumber) – The destination fax number

File [0 ...n] – A File entry will exist for each file that the user is faxing

An example sendfax request to 800-555-1212 with files test1.doc and test2.doc would have a request detail like this:

To -> 18005551212~!!~File 0 -> test1.doc~!!~File 1 -> test2.doc

### **Response Detail**

AsyncJob -> (jobid)

Note that the AsyncJob logged here is an identifier for the request itself. The related faxjobcreate system operation logs both AsyncJob and jobid. The jobid is the fax job and is subsequently utilized in faxconvert, faxqueue and faxsent system operations to track the fax.

## Related System Auditable Operations

For purposes of sendfax, the following System auditable operations pertain and are documented in the System Auditable Operations section of this document.

**faxjobcreate** – Records a fax JobID from an AsyncJob originally sent via web.

**faxconvert** – Status of processing a request into a fax-able format.

**faxqueue** – Status of queueing the processed request for sending.

**faxsent** – Status of sending a fax to its destination.

# Website Receive Page

## Operation getfax

This event occurs when a user downloads/opens a received fax from the receive page in the website.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | getfax  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Fax image sent                                    |

### Request Detail

From -> (callerid)~!!~To -> (faxnumber)~!!~Received (date/time)~!!~Pages -> (count)~!!~Filename -> (filename)

Where:

Callerid – The caller ID number that the fax came from

Faxnumber – The FAXAGE fax number that the fax was received on

Received – Date and time received in YYYY-MM-DD HH:MM:SS format

Pages – The number of pages in the fax

Filename – The name of the file at the time of retrieval (could be changed if the fax is renamed by the user, otherwise the system-generated file name)

An example would be:

From -> 3035551212~!!~To -> (800)555-1212~!!~Received 2016-12-08  
10:01:02~!!~Pages 2~!!~Filename -> fax1234567.pdf



## Operation delfax

This event occurs when a user deletes a fax from the receive page in the website.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | delfax  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Fax deleted                                       |

### Request Detail

The request detail is the same as a getfax operation, I.e.:

From -> (callerid)~!!~To -> (faxnumber)~!!~Received (date/time)~!!~Pages -> (count)~!!~Filename -> (filename)

Where:

Callerid – The caller ID number that the fax came from

Faxnumber – The FAXAGE fax number that the fax was received on

Received – Date and time received in YYYY-MM-DD HH:MM:SS format

Pages – The number of pages in the fax

Filename – The name of the file at the time of deletion (could be changed if the fax is renamed by the user, otherwise the system-generated file name)

An example would be:

From -> 3035551212~!!~To -> (800)555-1212~!!~Received 2016-12-08  
10:01:02~!!~Pages 2~!!~Filename -> fax1234567.pdf

## **Operation renamefax**

This event occurs when a user renames a fax (changes the filename) from the receive page in the website.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | renamefax   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Fax renamed                                       |

### **Request Detail**

Old Filename -> (old-name)~!!~New Filename -> (new-name)

Where:

Old-name – The filename prior to the rename

New-name – The new name that the file has been renamed to

## Operation mvfax

This event occurs when a user moves a fax from a fax line on the receive page in the website to a folder on the folders page in the website.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | mvfax   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Fax moved   |

### Request Detail

From -> (callerid)~!!~To -> (faxnumber)~!!~Received (date/time)~!!~Pages -> (count)~!!~Filename -> (filename)~!!~Folder (foldername)

Where:

Callerid – The caller ID number that the fax came from

Faxnumber – The FAXAGE fax number that the fax was received on

Received – Date and time received in YYYY-MM-DD HH:MM:SS format

Pages – The number of pages in the fax

Filename – The name of the file at the time of move (could be changed if the fax is renamed by the user, otherwise the system-generated file name)

Foldername – The name of the folder that the fax is moved to

An example would be:

From -> 3035551212~!!~To -> (800)555-1212~!!~Received 2016-12-08  
10:01:02~!!~Pages 2~!!~Filename -> fax1234567.pdf~!!~Folder -> Test Folder

## Operation addlineperm

This event occurs when permissions to a line are added for a user. Note that this event can occur from the receive page in the website when the padlock icon is used to set permissions on a fax line AND can also occur when a user is created on the Admin -> Company Settings -> User Accounts page if line permissions are initially assigned when the user is created.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | addlineperm                                       |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Security set                                      |

### Request Detail

UserID -> (user-id)~!!~Full Name -> (fullname)~!!~Line -> (number)~!!~Permission -> (permission)

Where:

UserID – Internal numeric user ID for the user being granted permissions

Fullname – Full name of the user being granted permissions

Number – The fax number the permissions are being granted on

Permission – The permission level, which is one of:

- Read/Send
- Move and Rename
- Delete

Note that permissions include the prior level from top to bottom in the above list – For example, Delete includes the Read/Send and Move and Rename permissions.

## ***Operation remlineperm***

This event occurs when permissions to a line are removed for a user.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | remlineperm                                       |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Security set                                      |

### **Request Detail**

UserID -> (user-id)~!!~Full Name -> (fullname)~!!~Line -> (number)~!!~Permission -> (permission)

Where:

UserID – Internal numeric user ID for the user being removed from permissions

FullName – Full name of the user being removed permissions

Number – The fax number the permissions were previously granted on

Permission – The permission level, which is always ‘No Access’ for this operation

# Website Status Page

## *Operation resendfax*

This event occurs when a fax is re-sent using the 'Re-Send' link on the website status page.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | resendfax   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

To -> (number)~!!~Old Job -> (jobid)

Where:

Number – The number that the re-send request is going to be faxed to  
Jobid – The job ID associated with the original job that is being re-sent. Note this is the system jobid of the fax transmission and not the AsyncJob from the original sendfax.

### **Response Detail**

AsyncJob -> (jobid)~!!~jobid -> (jobid)

Where:

The AsyncJob (jobid) is the web request ID

The jobid (jobid) is the fax's job ID as subsequently used by the faxconvert, faxqueue and faxsent system operations to track the status of transmitting the fax.

## **Operation stopfax**

This event occurs when a fax stop request is issued from the website status page, either via clicking the 'stop' link or with the 'stop all pending' button. In the 'stop all pending' case, a log will be generated for each fax that is stopped. In both cases, only faxes that are actually stopped are logged. If a fax cannot be stopped, then it will complete transmission instead.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | stopfax   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

To -> (number)~!!~Sent -> (date/time)~!!~Pages -> (count)

Where:

Number – The fax number the job being stopped is addressed to

Sent – The date and time that the fax was requested to be sent in YYYY-MM-DD HH:MM:SS format

Count – The number of pages in the fax being stopped

### **Response Detail**

(jobid) stopped

Where:

Jobid is the system job ID for the fax transmission (as used by faxconvert, faxqueue and faxsent system operations)

## ***Operation clear***

This event occurs when a sent fax record is deleted from the website status page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | clear   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

To -> (number)~!!~Sent -> (date/time)~!!~Pages -> (count)

Where:

Number – The fax number the job being deleted is addressed to

Sent – The date and time that the fax was requested to be sent in YYYY-MM-DD HH:MM:SS format

Count – The number of pages in the fax being deleted

### **Response Detail**

(jobid) cleared

Where:

Jobid is the system job ID for the fax transmission (as used by faxconvert, faxqueue and faxsent system operations)



## ***Operation dlstatus***

This event occurs when the image of a sent fax (such as PDF or TIFF) is downloaded or opened from the website status page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | dlstatus  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Fax image sent                                    |

### **Request Detail**

To -> (number)~!!~Sent -> (date/time)~!!~Pages -> (count)~!!~Filename -> (filename)

Where:

Number – The fax number the fax being downloaded is addressed to

Sent – The date and time that the fax was requested to be sent in YYYY-MM-DD HH:MM:SS format

Count – The number of pages in the fax being downloaded

Filename – The filename of the fax being downloaded

## **Operation dltrans**

This event occurs when a transmittal page for a sent fax is downloaded or opened from the website status page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | dltrans   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Transmittal sent                                  |

### **Request Detail**

To -> (number)~!!~Sent -> (date/time)~!!~Pages -> (count)~!!~Filename -> (filename)

Where:

- Number – The fax number the transmittal being downloaded is addressed to
- Sent – The date and time that the fax was requested to be sent in YYYY-MM-DD HH:MM:SS format
- Count – The number of pages in the fax itself (the transmittal is just one page)
- Filename – The filename of the transmittal page being downloaded

## Website Folders Page

### *Operation renamefolder*

This event occurs when an existing folder is renamed from the website folders page.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | renamefolder                                      |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Folder renamed                                    |

### **Request Detail**

Old Foldername -> (old-foldername)~!!~New Foldername -> (new-foldername)

### *Operation delfromfolder*

This event occurs when a file is deleted in a folder on the website folders page.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | delfromfolder                                     |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | File deleted                                      |

### **Request Detail**

Filename -> (filename)~!!~Foldername -> (foldername)

## ***Operation renamefile***

This event occurs when a file that is stored in a folder is renamed on the website folders page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | renamefile  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | File renamed                                      |

### **Request Detail**

Old Filename -> (old-filename)~!!~New Filename -> (new-filename)

## ***Operation movefile***

This event occurs when a file that is stored in a folder is moved to a different folder on the website folders page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | movefile  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | File moved  |

### **Request Detail**

Filename -> (filename)~!!~Old Folder -> (old-folder-name)~!!~New Folder -> (new-folder-name)

## **Operation addfolderperm**

This event occurs when permissions to a folder are added for a user.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | addfolderperm                                     |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Security set                                      |

### **Request Detail**

UserID -> (user-id)~!!~Full Name -> (fullname)~!!~Foldername -> (Folder-name)~!!~Permission -> (permission)

Where:

UserID – Internal numeric user ID for the user being granted permissions

Fullname – Full name of the user being granted permissions

Folder-name – The name of the folder that the permissions are being granted on

Permission – The permission level, which is one of:

- Read Only
- Move and Rename
- Delete

Note that permissions include the prior level from top to bottom in the above list – For example, Delete includes the Read Only and Move and Rename permissions.

## ***Operation remfolderperm***

This event occurs when permissions to a folder are removed for a user.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | remfolderperm                                     |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Security set                                      |

### **Request Detail**

UserID -> (user-id)~!!~Full Name -> (fullname)~!!~Foldername -> (Folder-name)~!!~Permission -> (permission)

Where:

UserID – Internal numeric user ID for the user being removed from permissions

FullName – Full name of the user being removed permissions

Folder-name – The name of the folder that the permissions were previously granted on

Permission – The permission level, which is always ‘No Access’ for this operation

## ***Operation delfolder***

This event occurs when a folder is deleted from the website folders page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | delfolder   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Folder deleted                                    |

### **Response Detail**

Foldername -> (foldername)~!!~File Count -> (count)

Where:

Foldername – The name of the folder being deleted

File Count – The number of files in the folder, which are also deleted with the folder

## ***Operation addfolder***

This event occurs when a new folder is added from the website folders page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | delfolder   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

Foldername -> (folder-name)

### **Response Detail**

FolderID -> (numeric-id-of-folder-created)



## Website Lists Page

### *Operation renamelist*

This event occurs when an existing list is renamed on the website lists page.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | renamelist  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | List renamed                                      |

### **Request Detail**

Old Listname -> (old-listname)~!!~New Listname -> (new-listname)

### *Operation dellist*

This event occurs when an existing list is deleted on the website lists page.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | dellist   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | List deleted                                      |

### **Request Detail**

Listname -> (listname)~!!~Entries -> (count-of-entries-deleted)

## ***Operation dellistentry***

This event occurs when an entry in a list is deleted on the website lists page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | dellistentry                                      |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Entry deleted                                     |

Entryname -> (entry-name)~!!~Entrynumber -> (entry-number)~!!~Listname -> (listname)

Where:

Entry-name – The ‘name’ given to the list entry

Entry-number – The fax number associated with the list entry

Listname – The name of the list the entry is being deleted from

## ***Operation modlistentry***

This event occurs when a list entry is edited on the website lists page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | modlistentry                                      |
| Result          | Success   |
| Request Detail  | See below   |
| Response Detail | Entry updated                                     |

### **Request Detail**

Old Entryname -> (old-entryname)~!!~New Entryname -> (new-entryname)~!!~Old  
Entrynumber -> (old-entrynumber)~!!~New Entrynumber -> (new-entrynumber)~!!~Old  
Comment -> (old-comment)~!!~New Comment -> (new-comment)

## ***Operation addlistentry***

This event occurs when a list entry is added to a list on the website lists page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | addlistentry                                      |
| Result          | Success   |
| Request Detail  | See below   |
| Response Detail | Entry added                                       |

### **Request Detail**

Listname -> (listname)~!!~Entryname -> (entryname)~!!~Entrynumber ->  
(number)~!!~Comment -> (comment)

## ***Operation addlist***

This event occurs when a new list is added on the website lists page.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | addlist   |
| Result          | Success   |
| Request Detail  | Listname -> (listname)                            |
| Response Detail | List added  |

## Website Admin Page

The website admin page contains the various tools that can affect account-wide or per-user configuration of the FAXAGE system. Each tool is presented below by section and tool, then the event or events associated with it.

### ***Personal Settings -> Change Email/Password***

#### **Operation changepass**

When a user changes their own password.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | changepass  |
| Result          | Success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | Password changed                                  |

#### **Operation changeemail**

When a user changes their own email address.

| <b>Column</b>   | <b>Description</b>                                   |
|-----------------|--|
| AuditID         | Numeric unique ID for this record                    |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format    |
| User            | Login/Username                                       |
| IP Address      | IP Address that the request initiated from.          |
| Interface       | Web  |
| Web SessID      | numeric session ID                                   |
| Operation       | changeemail  |
| Result          | Success  |
| Request Detail  | Old email -> (old-email)~!!~New email -> (new-email) |
| Response Detail | Email changed  |

## **Personal Settings -> Phonebook**

### **Operation phonebook**

When a user adds or removes entries from their personal phone book.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | phonebook   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

Name -> (name)~!!~Number -> (number)

### **Response Detail**

When the entry is being added – “Number added”

When the entry is being deleted – “Number removed”

## **Company Settings -> Auto Purge Faxes**

These settings control the number of delays after which the FAXAGE system should automatically delete a sent or received fax. '0' (which is also the default) means to retain indefinitely.

### **Operation autopurge**

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | autopurge   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Autopurge changed                                 |

### **Request Detail**

Old Sent -> (number) days~!!~New Sent -> (number) days~!!~Old Received -> (number) days~!!~New Received -> (number) days

Where the 'Old' are the previous settings and the 'New' are the settings that are being applied by the user.

## ***Company Settings -> Update Credit Card***

### **Operation updatebilling**

This event occurs when billing information is updated.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | updatebilling                                     |
| Result          | Success   |
| Request Detail  | See below   |
| Response Detail | Billing information updated                       |

### **Request Detail**

Last4 -> (last-4-digits-of-new-credit-card)~!!~Expires -> (expiration-date-of-new-card)

## ***Company Settings -> Set Login Company***

### **Operation logincompany**

This event occurs when a new website login 'company' is set.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | logincompany                                      |
| Result          | Success   |
| Request Detail  | New Login Company -> (new-login-company)          |
| Response Detail | Login company changed                             |



## Company Settings -> PGP Keys

### Operation addpgpkey

This event occurs when a PGP public key is added for a user.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | addpgpkey   |
| Result          | success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | PGP Key added/updated                             |

### Operation delpgpkey

This event occurs when a PGP public key is removed for a user.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | logincompany                                      |
| Result          | success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | PGP Key removed                                   |

## **Company Settings -> Update Contact Info**

### **Operation updatecontact**

This event occurs when company contact information is updated.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | updatecontact                                     |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Contact information updated                       |

### **Request Detail**

Old -> (company-name) (contact-name) (address) (city) (state) (zip) (phone)  
(email)~!!~New -> (company-name) (contact-name) (address) (city) (state) (zip) (phone)  
(email)

## Company Settings -> User Accounts

### Operation adduser

This event occurs when a new user is added to the system.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | adduser   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | User added  |

### Request Detail

Login -> (login)~!!~Email -> (email-address)~!!~Manager -> (0 or 1)

Where:

Login – The login/Username for this user

Email – The email address associated with this user

Manager – ‘0’ if added as a regular user, ‘1’ if added as a manager

### Operation remuser

This event occurs when an existing user account is removed/deleted.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | remuser   |
| Result          | success   |
| Request Detail  | User -> (user’s full name)                        |
| Response Detail | Account deleted                                   |

## Operation changepass

This event occurs when a user's password is changed.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | changepass  |
| Result          | success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | Password changed                                  |

## Operation addmanager

This event occurs when a regular user has the 'manager' permission added.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | addmanager  |
| Result          | success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | Manager permission added                          |

## Operation delmanager

This event occurs when a manager user has the 'manager' permission removed.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | delmanager  |
| Result          | success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | Manager permission removed                        |

## Operation lockuser

This event occurs when a user account is locked out.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | lockuser  |
| Result          | success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | User account locked                               |

## Operation unlockuser

This event occurs when a previously-locked user account is unlocked.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | unlockuser  |
| Result          | success   |
| Request Detail  | User -> (user's full name)                        |
| Response Detail | User account unlocked                             |

## Operation moduser

This event occurs when various pieces (login, full name or email) of a user account are modified

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | moduser   |
| Result          | Success   |
| Request Detail  | See below   |
| Response Detail | User account modified                             |

## Request Detail

The request detail depends on the data being modified. If multiple properties are modified at the same time, a separate audit log is created for each modified property, as follows:

- Old Fullname -> (old name)~!!~New Fullname -> (new name)
- Old Email -> (old email)~!!~New Email -> (new email)
- Old Login -> (old login)~!!~New Login -> (new login)

## Company Settings -> Set Fax Tagline

### Operation tagline

This event occurs when the default tagline name and number are changed for a user.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | tagline   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Tagline modified                                  |

### Request Detail

A separate tagline event is recorded for each user whose tagline is modified. A special User's full name of 'COMPANY DEFAULT' is recorded if the company default setting is being changed.

User -> (user's full name)~!!~Old Tagname -> (old tagline name)~!!~New Tagname -> (new tagline name)~!!~Old Tagnumber -> (old tagline number)~!!~New Tagnumber -> (new tagline number)

## **Company Settings -> Set Timezone**

### **Operation timezone**

This event occurs when the timezone is changed for a user.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | Web   |
| Web SessID      | numeric session ID                                |
| Operation       | timezone  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Timezone changed                                  |

### **Request Detail**

A separate timezone event is recorded for each user whose timezone is modified. A special User's full name of 'COMPANY DEFAULT' is recorded if the company default setting is being changed.

User -> (user's full name)~!!~Old Timezone -> (old-timezone)~!!~New Timezone -> (new-timezone)



## **Company Settings -> Request Additional Fax Number**

### **Operation newnumber**

This event occurs when a user submits the form to request an additional fax number to be added to the company's FAXAGE account.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | newnumber   |
| Result          | success   |
| Request Detail  | Number -> (number being requested)                |
| Response Detail | Number requested                                  |

## Outgoing Fax Settings -> Notifications

### Operation notifications

This event occurs when the outgoing fax notification settings are modified.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | notifications                                     |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Notifications updated                             |

### Request Detail

The request detail depends on the data being modified, as in the following table. A special user's full name of 'COMPANY DEFAULT' is used when default settings or company-wide-only settings (transmittal page, email subject, or website notification) are changed.

| Data being modified                      | Request Detail  |
|--|---|
| Transmittal page                         | User -> COMPANY DEFAULT~!!~Old<br>Transmittal Page -> (yes/no)~!!~New<br>Transmittal Page -> (yes/no)   |
| Email subject                            | User -> COMPANY DEFAULT~!!~Old<br>Email Subject -> (yes/no)~!!~New<br>Email Subject -> (yes/no)   |
| Website notify                           | User -> COMPANY DEFAULT~!!~Old<br>Website Notify -> (yes/no)~!!~New<br>Website Notify -> (yes/no)   |
| Successful Receipt / Transmission Status | User -> (user's full name)~!!~Old<br>Successful Receipt -> (yes/no)~!!~New<br>Successful Receipt -> (yes/no)~!!~Old<br>Transmission Status -> (yes/no/Failures<br>Only)~!!~New<br>Transmission Status<br>(yes/no/Failures Only) |

## **Outgoing Fax Settings -> Resolution and Retries**

### **Operation resretry**

This event occurs when default resolution, retries and/or kill time are modified.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | resretry  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Settings changed                                  |

### **Request Detail**

Old Resolution -> (low/fine/hyperfine)~!!~New Resolution ->  
(low/fine/hyperfine)~!!~Old Tries -> (number of tries)~!!~New Tries -> (number of  
tries)~!!~Old Kill Time -> (number of hours)~!!~New Kill Time -> (number of hours)

## **Outgoing Fax Settings -> File Types**

### **Operation filetypes**

This event occurs when modifications are made to the default file types to include for emailed fax requests (text, html and JPEG/GIF images)

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | filetypes   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | File types options set                            |

### **Request Detail**

Each modified user generates a separate audit log for this operation. A special user's full name of 'COMPANY DEFAULT' is used to indicate changes to the default settings. The COMPANY DEFAULT entry does not include the 'Use Company Default' in the Request Detail, but individual user entries do.

User -> (user's full name)~!!~Old HTML -> (yes/no)~!!~New HTML ->  
(yes/no)~!!~Old TEXT -> (yes/no)~!!~New TEXT -> (yes/no)~!!~Old IMAGE ->  
(yes/no)~!!~New IMAGE -> (yes/no)~!!~Use Company Default -> (yes/no)

## Outgoing Fax Settings -> Cover Sheet

### Operation coversheet

This event occurs when system-generated cover sheet options are modified.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | coversheet  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Cover sheet set                                   |

### Request Detail

User -> (user's full name)~!!~Old From Name -> (old from name)~!!~New From Name -> (new from name)~!!~Old From Company -> (old from company)~!!~New From Company -> (new from company)~!!~Old From Fax -> (old from fax number)~!!~New From Fax -> (new from fax number)~!!~Old Cover Image -> (off/on)~!!~New Cover Image -> (off/on)~!!~Old Active -> (yes/no)~!!~New Active -> (yes/no)~!!~Old Use Disclaimer -> (yes/no)~!!~New Use Disclaimer -> (yes/no)~!!~Old Body Text -> (yes/no)~!!~New Body Text -> (yes/no)

## ***Incoming Fax Settings -> Email Routing***

### **Operation addlineemail**

This event occurs when a user is added to email routing for incoming faxes to a line.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | addlineemail                                      |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Email routing added                               |

### **Request Detail**

User -> (user's full name)~!!~Line -> (fax number to be routed to user)

### **Operation remlineemail**

This event occurs when a user is removed from email routing for incoming faxes to a line

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | remlineemail                                      |
| Result          | Success   |
| Request Detail  | See below   |
| Response Detail | Email routing removed                             |

### **Request Detail**

User -> (user's full name)~!!~Line -> (fax number no longer routed to user)

## ***Incoming Fax Settings -> Caller ID Blacklist***

### **Operation blacklist**

This event occurs when a number is added or removed from the company's blacklist that blocks incoming calls from listed numbers.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | blacklist   |
| Result          | success   |
| Request Detail  | Number -> (phone number)                          |
| Response Detail | See below   |

### **Response Detail**

This is either 'Number Added' or 'Number Removed', depending on whether the user has requested to add or remove a number.

## ***Incoming Fax Settings -> Website Count Display***

### **Operation webcount**

This event occurs when the website count display setting is turned on or off.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | webcount  |
| Result          | success   |
| Request Detail  | Webcount -> (on/off)                              |
| Response Detail | Website count display updated                     |



## ***Incoming Fax Settings -> Incoming Fax Format***

### **Operation faxformat**

This event occurs when a user's or the company default settings for the format of incoming faxes are changed.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | faxformat   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Fax format set                                    |

### **Request Detail**

Each modified user generates a separate audit log for this operation. A special user's full name of 'COMPANY DEFAULT' is used to indicate changes to the default settings.

User -> (user's fullname)~!!~Old Format -> (pdf/tiff)~!!~New Format -> (pdf/tiff)

## ***Incoming Fax Settings -> Secure Email***

### **Operation secureemail**

This event occurs when changes are made to secure email settings (none, on/ssl, password or PGP for incoming faxes).

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | secureemail                                       |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Settings changed                                  |

### **Request Detail**

Each modified user generates a separate audit log for this operation. A special user's full name of 'COMPANY DEFAULT' is used to indicate changes to the default settings. Also, the company default can only be 'off' or 'on' and does not have password or PGP options, as those are per-user and not company-wide options.

COMPANY DEFAULT:

User -> COMPANY DEFAULT~!!~Old Inbound -> (on/off)~!!~New Inbound -> (on/off)

Individual User:

User -> COMPANY DEFAULT~!!~Old Inbound -> ("off", "on / SSL", "Password" or "PGP")~!!~New Inbound -> ("off", "on / SSL", "Password" or "PGP")

## ***Incoming Fax Settings -> Fax to Email Preview***

### **Operation faxpreview**

This event occurs when fax preview images to be attached to incoming fax emails are turned on or off.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the request initiated from.       |
| Interface       | web   |
| Web SessID      | numeric session ID                                |
| Operation       | faxpreview  |
| Result          | success   |
| Request Detail  | Preview -> (on/off)                               |
| Response Detail | Fax to email preview updated                      |

## System Interface Auditable Operations

In general, the system interface includes events that are initiated by the FAXAGE system, as opposed to events that are initiated by a user. These include things like converting, queueing and transmitting faxes, receiving faxes, auto-purging faxes when directed to do so by the user, and logging out idle website sessions.

### *Operation weblogout*

This event occurs when a web session is logged out by the system due to inactivity.

| Column          | Description                                       |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | IP Address that the use was logged in from.       |
| Interface       | system  |
| Web SessID      | numeric session ID                                |
| Operation       | weblogout   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | Logout success                                    |

### **Request Detail**

The Request Detail will vary based upon the reason for the logout.

| Logout Reason                            | Request Detail                                      |
|--|---|
| User clicks 'logout'                     | Logged out session (Web SessID)                     |
| System logs user out due to idle timeout | Logged out session (Web SessID) due to idle timeout |

## **Operation delfax**

This event occurs when the system deletes received faxes due to them being older than the company's set auto-purge for received faxes.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | 127.0.0.1   |
| Interface       | system  |
| Web SessID      | 0   |
| Operation       | delfax  |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

faxid -> (numeric-fax-id)

Where:

Numeric-fax-id corresponds to the recvid logged by the faxreceived system operation

### **Response Detail**

From -> (caller ID)~!!~To -> (FAXAGE fax number)~!!~Pages -> (count)~!!~Date -> (date/time received YYYY-MM-DD HH:MM:SS format)

## **Operation clear**

This event occurs when the system deletes sent faxes due to them being older than the company's set auto-purge for sent faxes.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | 127.0.0.1   |
| Interface       | system  |
| Web SessID      | 0   |
| Operation       | clear   |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

jobid -> (numeric-fax-id)

Where:

Numeric-fax-id corresponds to the jobid logged by the faxsent, faxjobcreate, faxconvert and faxqueue system operations

### **Response Detail**

To -> (destination fax number)~!!~ Pages -> (count)~!!~Date -> (date/time sent YYYY-MM-DD HH:MM:SS format)~!!~Status -> (status text success or failure reason)

## **Operation faxsent**

This event occurs when the FAXAGE system completes transmission attempts for sent faxes, either successfully or unsuccessfully.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | 127.0.0.1   |
| Interface       | System  |
| Web SessID      | 0   |
| Operation       | Faxsent   |
| Result          | success or failure                                |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

(jobid) – The numeric ID for this fax transmission

### **Response Detail**

In the case of a successful transmission, the Response Detail will be ‘success’. In case of failure (result in the audit log is failure), the Response Detail contains the specific reason for the failure.

In addition, an email interface faxsentnotify auditable operation may occur as documented in the Email Auditable Operations for the email that sent the fax (if notification was set or requested). If a customer side URL is set up for notification (API url\_notify parameter on sendfax), then a log will be created for a faxsentnotify event as documented in the API auditable operations.

## ***Operation faxreceived***

This event occurs when the FAXAGE system receives a fax.

| <b>Column</b>   | <b>Description</b>   |
|-----------------|--|
| AuditID         | Numeric unique ID for this record                              |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format              |
| User            | 0 (No user because this request is not associated with a user) |
| IP Address      | 127.0.0.1  |
| Interface       | system   |
| Web SessID      | 0  |
| Operation       | Faxreceived  |
| Result          | success  |
| Request Detail  | (recvid) – Numeric ID assigned to this fax                     |
| Response Detail | See below  |

## **Response Detail**

From -> (caller ID)~!!~To -> (FAXAGE number)~!!~Pages -> (count)

In addition, a series of email interface faxreceivednotify auditable operations will occur as documented in the Email Auditable Operations for any emails that receive the fax. If a customer side URL is set up for notification (API-style-push), then a log will be created for a faxreceivednotify event as documented in the API auditable operations.



## **Operation faxjobcreate**

This event occurs when a new fax jobid is being created from an AsyncJob – I.e.: Faxes sent by the email and web interfaces create an AsyncJob for their requests, and the system subsequently creates a fax jobid, which is then used to identify the fax throughout the system for all subsequent activities involving that fax. This does not obtain for the API sendfax interface, as the API creates the fax jobid initially on its own.

When the website is utilized to send multiple faxes in a single request (like faxing to a list), the same source jobid (see below) will be logged multiple times as the individual fax jobs are created for each destination (creating multiple new jobids, one for every distinct fax).

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | 127.0.0.1   |
| Interface       | System  |
| Web SessID      | 0   |
| Operation       | faxjobcreate                                      |
| Result          | success   |
| Request Detail  | See below   |
| Response Detail | See below   |

### **Request Detail**

(source jobid) – This will be the initial jobid that the new job is being created from. This would correspond with the AsyncJob given by the emailtofax or website sendfax auditable operations.

### **Response Detail**

jobid -> (source jobid) – (new jobid)

Where the source jobid is as above and the new jobid is the one that will be used throughout the system for all subsequent activities involving this fax.

## **Operation faxconvert**

This event occurs when a fax is converted from its source documents into a fax-able format for transmission.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | 127.0.0.1   |
| Interface       | System  |
| Web SessID      | 0   |
| Operation       | faxconvert  |
| Result          | success or failure                                |
| Request Detail  | (jobid) – Numeric job ID                          |
| Response Detail | See below   |

### **Response Detail**

In the failure case, where the files could not be converted, logs will be created to indicate the failure as well as any notifications.

#### **Success log Response Detail:**

jobid -> (jobid)

#### **Failure log Response Detail:**

jobid -> (jobid)~!!~status -> Failed Conversion – Code XX

#### **Failure notification Response Detail:**

jobid -> (jobid)~!!~notify -> (email-address or URL if the API is used with a notify\_url)

## ***Operation faxqueue***

This event occurs when a successfully converted fax is queued for transmission.

| <b>Column</b>   | <b>Description</b>                                |
|-----------------|---|
| AuditID         | Numeric unique ID for this record                 |
| Time            | Date/Time of the event YYYY-MM-DD HH:MM:SS format |
| User            | Login/Username                                    |
| IP Address      | 127.0.0.1   |
| Interface       | System  |
| Web SessID      | 0   |
| Operation       | faxqueue  |
| Result          | success or failure                                |
| Request Detail  | (jobid) – Numeric job ID                          |
| Response Detail | jobid -> (jobid)                                  |