FAXAGE

Internet Fax Auditing Documentation

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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, patented 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).

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 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.

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 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 deprovdid

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.

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	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

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	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

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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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	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.

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 changeemail

When a user changes their own email address.

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	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.

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	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

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	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.

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	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.

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	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.

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	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.

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	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.

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	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 Transmittal Page -> (yes/no)~!!~New Transmittal Page -> (yes/no)
Email subject	User -> COMPANY DEFAULT~!!~Old Email Subject -> (yes/no)~!!~New Email Subject -> (yes/no)
Website notify	User -> COMPANY DEFAULT~!!~Old Website Notify -> (yes/no)~!!~New Website Notify -> (yes/no)
Successful Receipt / Transmission Status	User -> (user's full name)~!!~Old Successful Receipt -> (yes/no)~!!~New Successful Receipt -> (yes/no)~!!~Old Transmission Status -> (yes/no/Failures Only)~!!~New Transmission Status (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.

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	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)

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	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.

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	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

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	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.

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	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.

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	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.

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	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).

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	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.

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	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.

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	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.

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	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.

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	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.

Column	Description
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).

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	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 initiall 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.

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	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.

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	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)