**Synergy Fax Service – FTP Protocol/Process**

Ftpusername = sf

Ftppassword = sfpass

**Sending of Fax:**

SynergyFaxService uploads via ftp to default ftp folder/synergyfaxq/

So if when ftp connects it connects to a default folder of eg. Synergyfax/

Then the upload would be to Synergyfax/synergyfaxq/thedocumentname.pdf

Then we create a text file “jobid.sfc” with the following content:

Faxnumber

Hylafaxpathfilename.pdf

SynergyFaxService then uploads jobid.sfc via ftp to the following folder

/synergyfaxq/

**Monitoring Fax in Sent Queue:**

We look for:

"\*.jobid" the \* represents the sending windows jobid that we provided to hylafax from synergy

We process any of these text files and parse the one line in the file which is the hylafaxjobid provide by hylafax.

**Fax Sending Status:**

We look for:

' Qxx.sts

' contains the status updates for the fax job where xx is the hylafax jobid

ftp.ListPattern = "\*.sts"

we loop through the file contents looking for the following 4 values that are preceeded by something(not sure what) then a Collen :

Eg.

Something:state

Something:npages

Something:totpages

Something:status

state=7 means call completed

state=3 make status = the content of status – this may indicated a ringing, busy signal etc.

state=6 In progress

**Fax Send Complete Monitoring:**

ftp.ListPattern = "\*.done"

where \* is the hylafaxjobid – we previously save the hylafax jobid with the synergy jobid in the db in the “Monitoring Fax In Sent Queue” so we could match up the same db record.

There is nothing in the file itself, we only look at the filename.

We automatically delete the file after we read it.

**Fax Send Fail Monitoring:**

ftp.ListPattern = "\*.fail"

where \* is the hylafaxjobid of the fax that failed

– we previously save the hylafax jobid with the synergy jobid in the db in the “Monitoring Fax In Sent Queue” so we could match up the same db record.

There is nothing in the file itself, we only look at the filename.

We automatically delete the file after we read it.

**Fax Receiving Monitoring:**

ftp.ListPattern = "\*.recv"

' the \* is the hylafax jobid

You must also have the pdf version of the fax existing before creating the \*.recv text file

' fax000000001.recv

' fax000000001.pdf

The hylafaxjobid.recv file contains the following 4 lines:

01/12/12 09:14

ttyS1 or ttyACM1 where 1 is the line # of the hylafax port

fax000000001.pdf

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