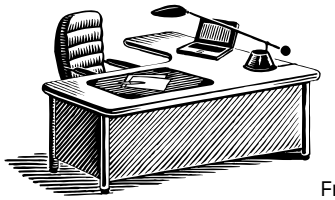
LATELY

Latest Releases & Product News from Copia

July 2008



From the support desk

DID YOU KNOW

SUPPORT Tip: Monitor CopiaFacts

CopiaFacts stopped without our knowledge, what could we have done to be notified?

The utility OMACHECK was created to monitor the CopiaFacts Engine and restart it if needed. If the CopiaFacts Engine stops OMACHECK can notify you, even via a pager, that the engine needs to be restarted. OMACHECK not only can send a message, it can be instructed to reboot the CopiaFacts machine or run a custom program to notify the proper person that CopiaFacts is not running. To read more on this feature go to: www.copia.com/support/refmanual/index.html?omacheck.htm

Support for Microsoft Office 2007.

Microsoft Office file formats are now fully supported in the CopiaFacts Document Converter. DOCX, XLSX and PPTX formats can be handled either by installing Office 2007 on the machine running conversions, or by installing the Microsoft Office Compatibility Pack together with an earlier Office release which it supports.

In addition, XLSX format files can be used with Job Administration and FFFBC as broadcast lists. This requires Excel 2007 to be installed and as the Microsoft Office Compatibility Pack is not currently supported for this purpose.

REMINDER – Check out our Gateway

The Email to FaxPlus Gateway allows you to send a fax the same way you send email. Instead of entering an email address to send to, you enter the fax number followed by the gateway domain. For example, if the gateway domain is fax.yourdomain.com and you want to send a fax to fax number 1-800-555-1111, then in the email address space you enter 1800555111@fax.yourdomain.com. You can enter the fax number part of the email address with or without dashes. Any email client software can be used to send faxes this way. You can also use the gateway as a connector for Exchange to send faxes using your Outlook/Exchange address books. The gateway can also be used with SAP to send faxes.

You can also use the Email to FaxPlus Gateway to automate applications using email messages. Since the gateway provides you data from each component of the email message and allows you to launch a custom script that receives this data, you can create powerful applications controlled by email. You can allow customers to remove themselves from your newsletter subscriber list just be sending email to the gateway. The Email to FaxPlus Gateway is your gateway to powerful, email-driven applications. **Contact us for more information**: 630-388-6900 or 800-689-8898

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