pitney bowes

Relay Communications Hub

Version 2.4.4

User Administration Quick Start Guide

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1 - Getting Started

The **User Admin** tab provides all the tools required for defining your Relay Communications Hub users and hierarchy. You are able to create a structure for your organization by creating Departments, Roles and Users which you can then add to the **Organization Tree**. In addition, you can create Access and Authorization roles, which will specify which groups of users have access to which parts of Relay Communications Hub and which Users are able to Authorize the work of others.

In this section

Recommended Browsers

The following browsers are recommended for use with Relay Communications Hub:

• Mozilla Firefox
• Google Chrome

In addition, Relay Communications Hub is supported on Microsoft Internet Explorer 11 - with disabling of TLS 1.1 and above.

Signing in to the User Website

You will be provided with credentials with which you can sign into both the User website by Pitney Bowes.
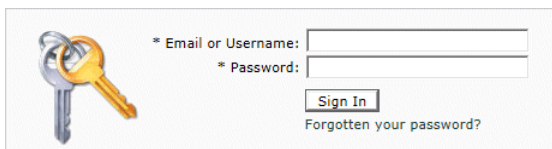
To sign in to follow the procedure below:

1. In the address bar type the URL of the Relay Communications Hub. This is one of the following:

   Europe: **https://relayhub.eu.pitneybowes.com/**

   North American & Australia: **https://relayhub.us.pitneybowes.com/**

   This opens the **My Documents** website in a new tab. The **Sign in** page is displayed.

2. Type in your user credentials. By default this is your email address and a default password of "password".

   Warning: It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.
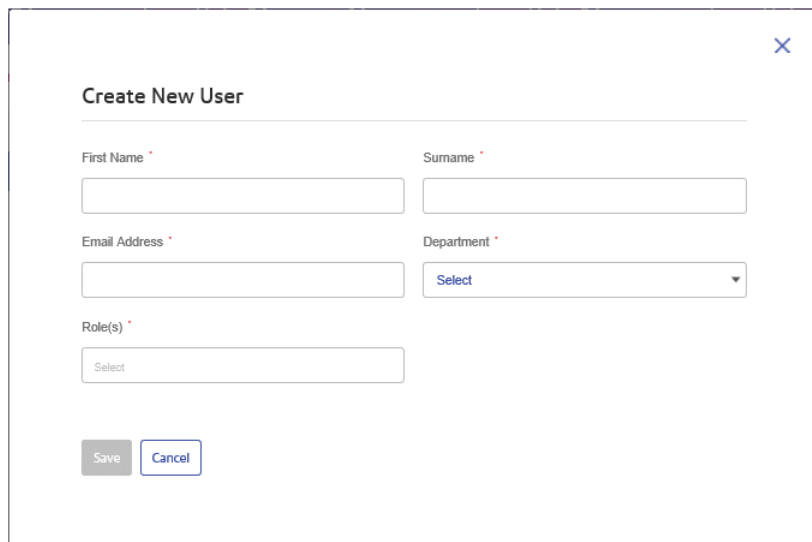
3. In addition, you may check the **Remember me** box. This means that if you close the browser without logging out, and open it again within seven days, your user name and password are remembered and you will not need to sign in.

   Note:

   After six incorrect sign in attempts you are locked out of the website for ten minutes. After this time, use the **Forgotten your password** facility to reset your sign in credentials.

4. Click **Sign in**.

The **Relay Communication Hub user web site** is then displayed.

2 - Defining Your Organization

The **User Admin** tab provides all the tools required for defining your Relay Communications Hub users and hierarchy. You are able to create a structure for your organization by creating Departments, Roles and Users which are added to your **Organization Tree**. In addition, you can create Access and Authorization Pools, which will specify which groups of users have access to which parts of Relay Communications Hub and which Users are able to Authorize the work of others.

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Defining Your Organization

The **User Admin** tab of the website gives you the tools by which you can define your organization. This is done to create a structure on which the Relay Communications Hub system works. The **User Admin** tab is shown below:
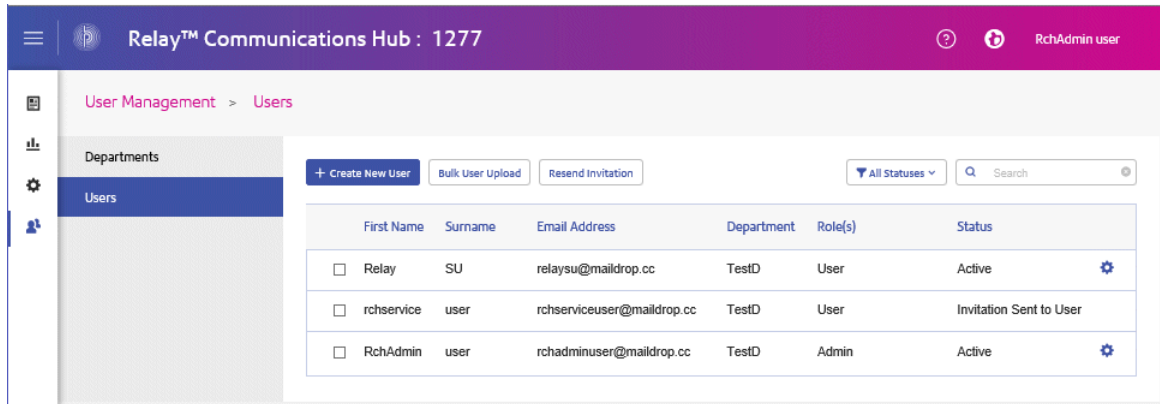
Your organization is shown as follows:

Departments	The departments in your company.
Users	Users working within the Departments.
Roles	Roles of users.
Access	The areas of Relay Communications Hub to which users have access.
Authorization	Authorization levels.

Each of these pages contain similar tools for adding, editing and deleting the information for the elements of your organization.

The **Organization** page contains a hierarchical view your organization, its main purpose is to show the structure of departments, users and roles.

The **Access** page is the first page shown when the **User Admin** tab is opened; click the icon in the ribbon to open the required page.

Creating Users

To create a user, follow the procedure, below:

Note: Departments are selected during the creation of users and so must be created first.

1. Click 👥 in the left-hand panel to open the **User Management** page, by default, it opens in **Departments**.
2. Click **Users** to open the page:
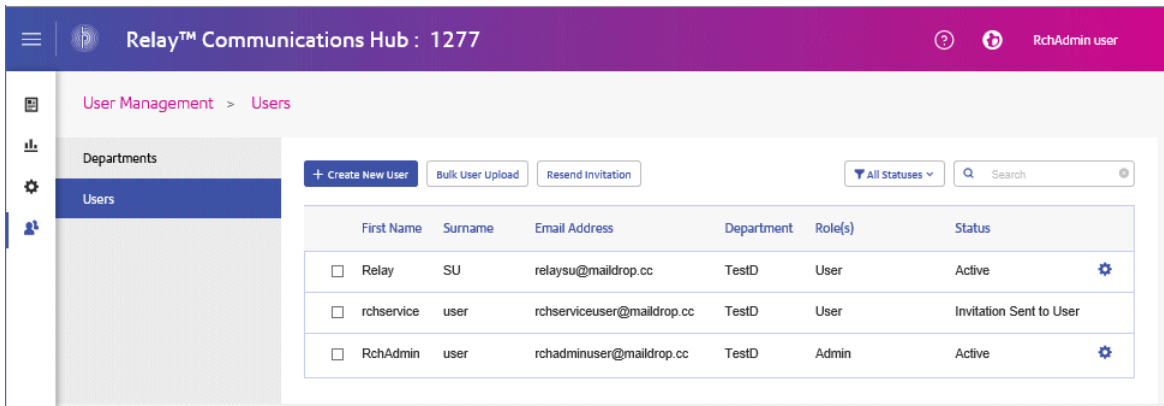
3. Click **Create New User**.

   The following is opened:

4. Type in this user's **First Name**.
5. Type in this user's **Surname**.
6. Type in this user's **Email Address**.
7. Select the user's **Department** from the list.

Only one may be selected.

8. Select the user's **Role** from the list.

    Any number of roles ma be selected, however, we recommend multiple roles only for Admin and Chief Operator.

9. Click **Save**.

The window closes and the new user is shown in the **Users** page with a **Status** of **Invitation Sent to User**.

The user will receive an email inviting them to complete their registration, once they do, their **Status** is shown as **Active**.

Creating Departments

To create a department, follow the procedure, below:

> **Note:** Departments are selected during the creation of users and so must be created first.

1. Click ⚇ in the left-hand panel to open the **User Management** page, by default, it opens in **Department**:
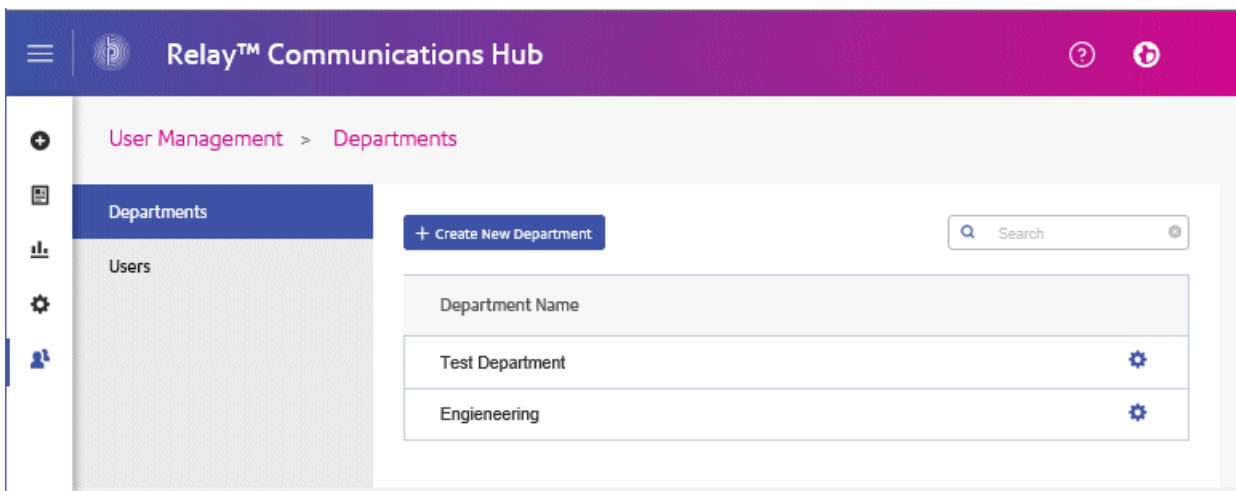
2. Click **Create New Department**.
3. A window is opened containing the **Department Name** field, type in a name.

The window closes and the new department is shown in the **Departments** page.

Editing Departments and Users

Note:

Only the **Departments** or **Users** appearing in these tables can be edited.

The process for editing is much the same as for adding Departments and Users, the information shown in the page is different for each.

To edit information shown in a table, follow the procedure, below:

1. Click ⚙ in the left-hand panel to open the **User Management** page.
2. Click either **Departments** or **Users** to open the required page.
3. Click ⚙ in the row of the required Department or User.
4. Select **Edit** from the context menu.
5. A window is opened containing the fields required. Amend these as needed and click **Update**.

The new information is now shown in the table.

Deleting Departments and Users

Note:

Only the **Departments** or **Users** appearing in these tables can be deleted.

Departments with assigned users cannot be deleted. If you need to delete a department, change the department for its users of delete the users first.

To delete an item, follow the procedure, below:

1. Click ⚙ in the left-hand panel to open the **User Management** page.
2. Click either **Departments** or **Users** to open the required page.
3. Click ⚙ in the row of the required Department or User.
4. Select **Delete** from the context menu.

   A confirmation dialog is opened.

5. Click **Yes** to confirm the deletion.

A message is displayed advising successful deletion and the user/department is removed from the table.

Importing data in to Relay Communications Hub
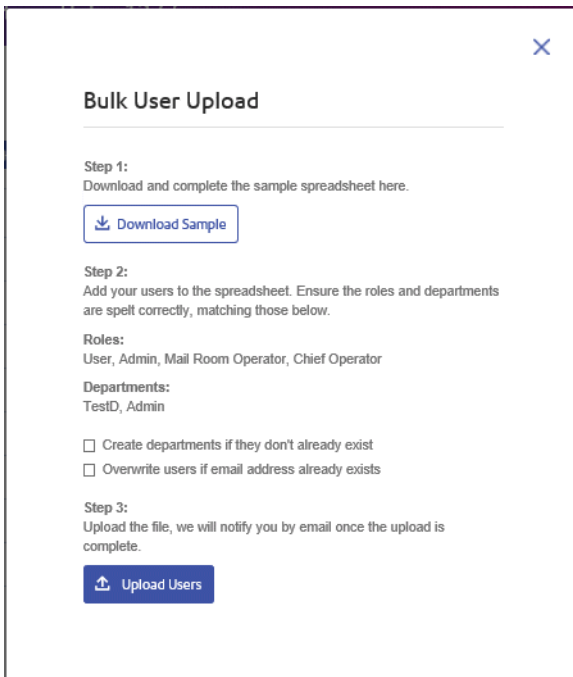
Relay Communications Hub allows Departments and Users to be imported from a `csv` file. The benefit of using this facility is that it is often quicker to import a file than it is to fill out a number of fields.

The fields required in the csv file are the same as the fields given for creating a user, each user must appear on a separate line.

Refer to **CSV File Formats** on page 35 for examples of how to layout your `csv` file.

To import information:

1. Ensure that the media or drive on which the csv file resides is available and navigable.
2. Click ⚙ in the left-hand panel to open the **User Management** page.
3. Click **Users** to open the required page.
4. Click **Bulk User Upload** to open the following:

5. If required, select **Create departments if they do not already exist**.
6. If required, select **Overwrite users if email address already exists**.
7. Click **Upload Users**.

    The **Choose File to Upload** dialog is opened.

8. Navigate to and select the required file.

9. Click **Open**. The **Choose File to Upload** dialog closes.

Back in the **Users** page, a confirmation message is displayed and the new users appear in the table. If you open the Departments page, the new departments are shown.

Sorting Tables

The tables displayed on each page are unique; however, clicking the column heading sorts the information in table alpha-numerically. The sort order is indicated by an arrow next to the column label.

Many of the tables within the Relay Communications Hub website may be filtered. The **Select User** table, is given, below, as an illustration.

Each column provides the search/filter facility, all you need do is start typing in the text box of the required column. Type in the first letter and press **Enter** to find all entries beginning with that letter, type in the first couple of letters and press **Enter** to find all entries containing those letters in that sequence or type in the exact text string for which you are reaching and press **Enter**. To return to the full view, click the column heading.

Error Messages

Error messages are shown at the bottom of the page in red text. An error is displayed, for example, where a mandatory field in the page has not been filled correctly. If there is more than one error, only the first occurring is displayed.

3 - Managing Roles

Roles manage user rights and permissions within the Relay Communications Hub organization. This page gives you the facility to create and then manage roles by first defining basic and then advanced permissions.

The **Departments** page is the first page shown when the **User Admin** tab is opened; click **Roles** in the ribbon to open the page: it consists of a Management area in which to specify the name of a role to edit or a new role to create. The Basic Permissions area allows you to define the fundamental permissions for that role. You will notice that a default role is already selected and cannot be deselected; this is because without this function a role would have no practical use. Finally, the Advanced Permissions area lists the Mailing Envelopes, Stock, Attachments and Mailing Services previously configured in the **Configuration** tab, each one described earlier in this document.

One role has been configured for you:

PI-OFMA-DEFAULT

This role is automatically available to a user when the user is allocated to a position. It provides basic rights to Relay Communications Hub Print Driver users. The default can be updated in the Management area of the **Roles** page.

Appendix C: Predefined Roles lists the Roles that have been preconfigured for you.

In this section

Editing a default Role

We recommend that you begin by editing the default role, and therefore, the standard default services for all users. Only then should you attempt to create a new role.

To edit a default role, follow the procedure, below:

1. From the **Role to Manage** list select the required Role.
2. Click a permissions category to display its contents. The categories are:

   • Basic Permissions
   • Mailing Envelopes
   • Sheet Stocks
   • Mailing Services
   • Attachments
   • Communication Types

3. Do one of the following:
   a) Check the box adjacent to the required item.
   b) Hold **Shift** and check the boxes adjacent to all required items.
   c) Check the box in the header row to select all.

4. Repeat the previous set to select permissions for Mailing Envelopes, Mailing Services, Attachments and Communication Types, as required.
5. Once you have added all of the required permissions click **Update**.
6. Click **Cancel** to return to the **Roles** page.

The new information is now shown in the table.

Adding a Role

Roles can be created in one of two ways. The first is to create a basic role, specifying only **Basic Permissions** and then add other permissions to the Role as they are created, for example, once you add and **Attachments**, **Sheet Stock** or **Communications Type**, etc, this may be added to the Role immediately. The second depends on Attachments, Sheet Stock, Communications Type, etc, already having been created.

Available permissions are listed in six categories:

• Basic Permissions
• Mailing Envelopes

- Sheet Stocks
- Mailing Services
- Attachments
- Communication Types

Click any of these headings in the **Roles** page to expand it, you may then select the items required from each.

Adding a basic role

This procedure describes the steps for creating a basic role with only basic permissions. It is assumed that you will add Mailing Envelopes, Sheet Stocks, Mailing Services, Attachments and/or Communication Types once you have created them in the **Configuration** tab. The procedures for doing this are described in the Configuration Quick Start Guide.

To add a basic role, follow the procedure below:

1. From the **Roles to Manage** list select **New Role**.

2. In **Role Name** type a name for this **Role** and click **Add**.

   We recommend that you use something meaningful, for example, the function of the Role. The **Role Name** field accepts only letters, numbers, hyphens and underscores.

3. Select the new role's name from the **Roles to Manage**.

4. Click on the **Basic Permissions** box, shown below, to expand it.

5. Check the box adjacent to the required item, for example, Color.

6. Click **Update**.

7. Click **Cancel** to return to the **Roles** page.

Warning: This Role must now be allocated in **Access Pools**.

You can add permissions to a role at any time by selecting required items from the different categories and clicking **Update** to complete the operation.

Adding a full role

This procedure describes the steps for creating a role with all permissions set. It is assumed that the required Mailing Envelopes, Sheet Stocks, Mailing Services, Attachments and/or Communication Types have already been created in the **Configuration** tab. The procedures for doing this are described in the Configuration Quick Start Guide.

To add a full role, follow the procedure below:

1. From the **Roles to Manage** list select **New Role**.

2. In **Role Name** type a name for this **Role** and click **Add**.

   We recommend that you use something meaningful, for example, the function of the Role. The **Role Name** field accepts only letters, numbers, hyphens and underscores.

3. Select the new role's name from the **Roles to Manage**.

4. Click on the **Basic Permissions** box, shown below, to expand it.

5. Check the box adjacent to the required item, for example, Color.

6. Click **Sheet Stocks** to display the list of those available.
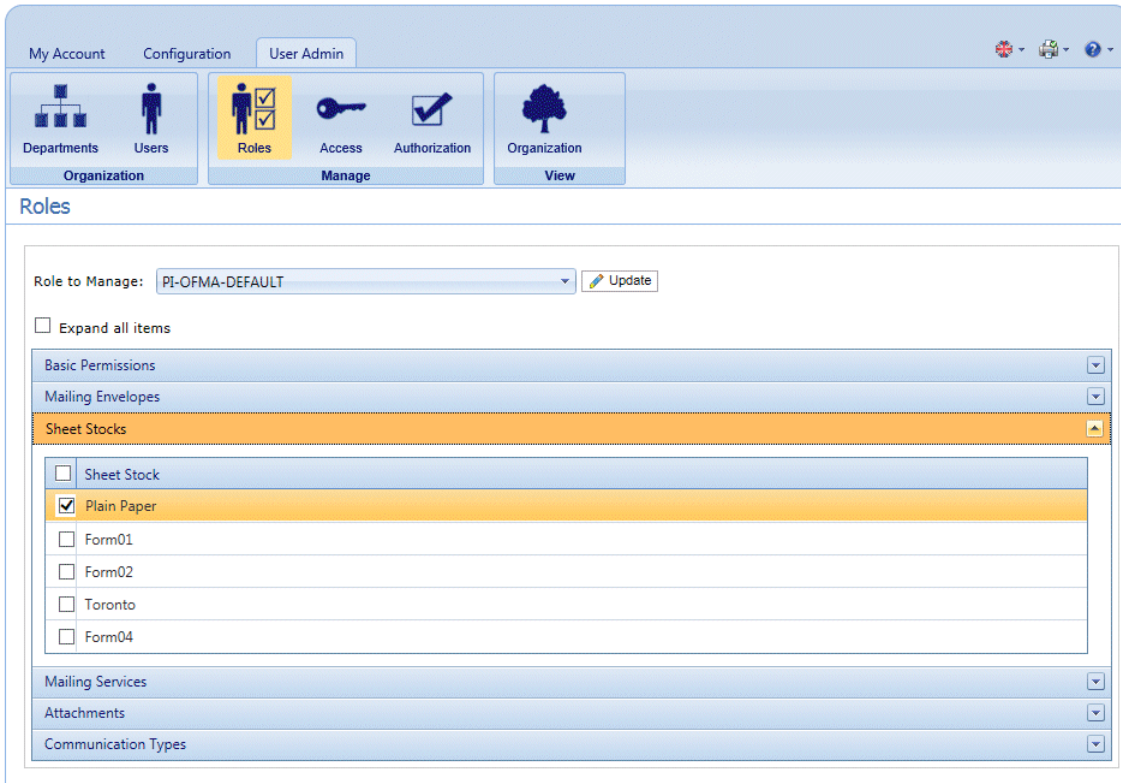
7. Do one of the following:
   a) Check the box adjacent to the required item.
   b) Hold **Shift** and check the boxes adjacent to all required items.
   c) Check the box in the header row to select all.

8. Repeat the previous set to select permissions for **Mailing Envelopes**, **Mailing Services**, **Attachments** and **Communication Types**, as required.

9. Once you have added all of the required permissions click **Update**.

10. Click **Cancel** to return to the **Roles** page.

Warning: This Role must now be allocated in **Access Pools**.

You can add permissions to a role at any time by selecting required items from the different categories and clicking **Update** to complete the operation.

4 - Defining Access Pools

This chapter describes the processes of editing the default Access Pool and adding a new Access Pool, these enable you to manage user privileges by groups of user. User privileges are defined by roles; these roles are added to groups (Access Pools). By adding users to the group you define their roles. For example, if we create a System Admin Group and assign the PI-OFMA-DRIVER-PREVIEW-EDIT and PI-OFMA-ELECTRONIC-ATTACHMENT-ACCESS roles to it, all users in the group automatically get the role to allow them to use the preview panel of the Printer Driver and electronic attachments.

An Access Pool may contain many users and many roles. A user may belong to many Access Pools and the same is true of roles. However, Access Pools can only contain roles and users; the nesting of Access Pools is not possible.

> **Note:** Departments, users and roles must already have been defined in order to create Access Pools.

In this section
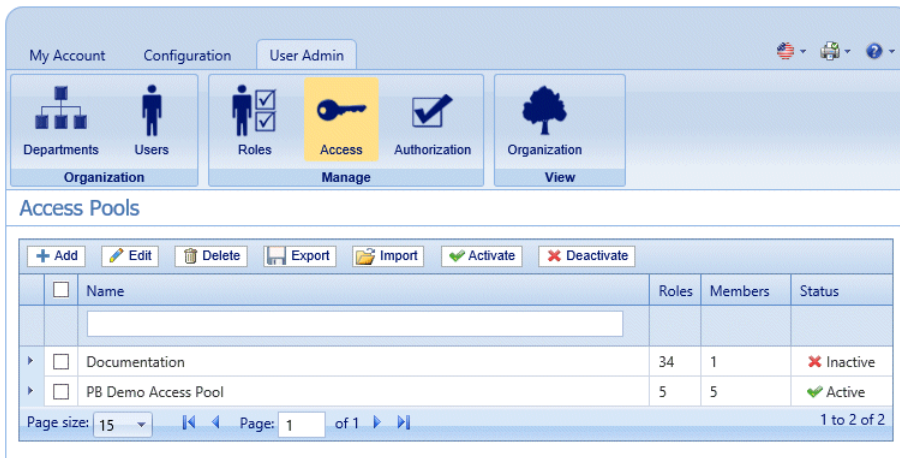
Editing an Access Pool

We recommend that you begin by editing the Default Access Pool. Only then should you attempt to create a new access pool.

To edit information shown in a table, follow the procedure, below:

1. Ensure you are in the **Access Pools** page of the **User Admin** tab.
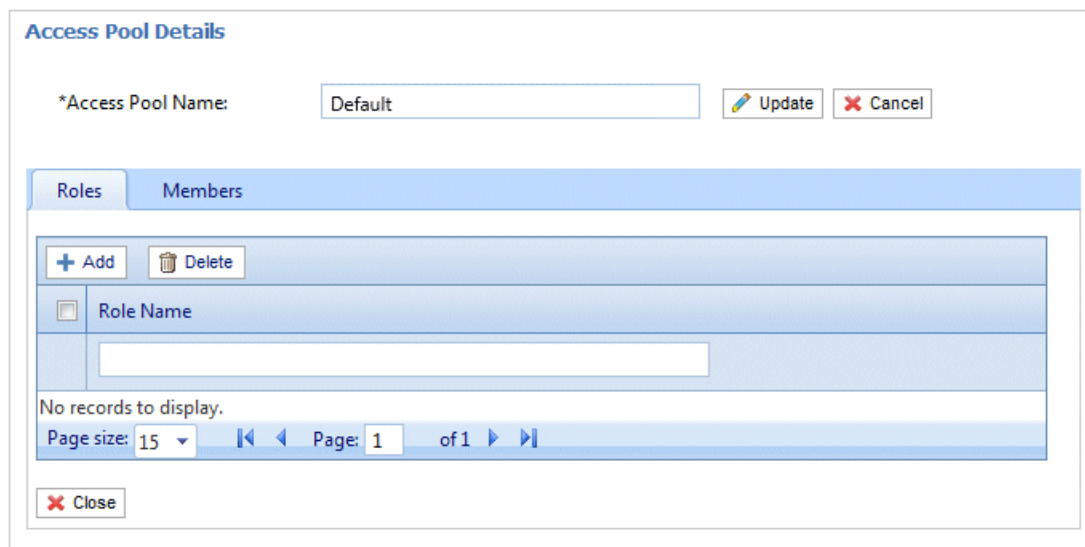
2. Select the **Default Access Pool**.
3. Click **Edit**.
4. A window is opened containing the fields required.

    The **Access Pool Details** page is opened, shown below:

If you wish, you may amend the **Access Pool Name** by editing the text in the box and clicking **Update**.

5. In the **Roles** tab click **Add** to open the following:

The text box underneath the **Role Name** column heading allows you to search the list of roles by entering text and pressing **Enter**. For example, type Admin to display only the roles with that text string in their name.

Scroll through the roles by clicking the arrows at the bottom of the window.

See **Predefined roles** for a description of each one.

6. Place a check mark in the box adjacent to the required roles.

7. Click **Add selected roles**.

There are then added to the access pool.

8. Click **Close** to return to the **Access Pools Details** page.

The added roles appear in the table.

9. Open the **Members** tab.

    The current members of the pool are shown in the table.

10. Click **Add**. The **Search and select users** window is displayed, shown next.

Select the Department from those listed to display only users working in that department or type in the Department name and click 🔍 to search for the users in the specific department.

The text box underneath the column heading allows you to search the list of users by entering text and pressing <**Enter**>. For example, type Green in the **Last Name** column to show only the users with that text string in their name.

Scroll through the roles by clicking the arrows at the bottom of the window.

11. Place a check mark in the box adjacent to the required roles.
12. Click **Add selected roles**. There are then added to the access pool.
13. Click **Close** to return to the **Access Pools Details** page. The added roles appear in the table.
14. Click **Update** and **Close** to return to the **Access Pools** page.
15. The Access Pools table is updated with the new pool information, showing its name, the number of roles and users. If the status of the Access Pool is Inactive. Click **Activate.**

Warning:

Ensure that access pool is activated, if it is not it cannot be used.

The access pool is now complete and in use. The users specified in the pool have the roles, or user privileges, define in the same pool.

> **Note:**
>
> You may deactivate a pool any time by selecting the one required and clicking **Deactivate**, it then appears in the table as Inactive.

You may prefer to deactivate a pool rather than deleting it. It is far easier to reactivate a pool than it is to recreate it.

Adding Access Pools

To create a new Access Pool, follow the procedure below:

1. In **Access Pools** click **Add**. The following is opened:

2. Type in a name for this **Access Pool** and click **Add**. We recommend that you use something meaningful, for example, a function of the group.

   The **Access Pool Details** page is opened, shown below:

   If you wish, you may amend the Access Pool Name by editing the text in the box and clicking **Update**.

3. In the **Roles** tab click **Add** to open the following:

   The text box underneath the **Role Name** column heading allows you to search the list of roles by entering text and pressing **Enter**. For example, type Admin to display only the roles with that text string in their name.

Scroll through the roles by clicking the arrows at the bottom of the window.
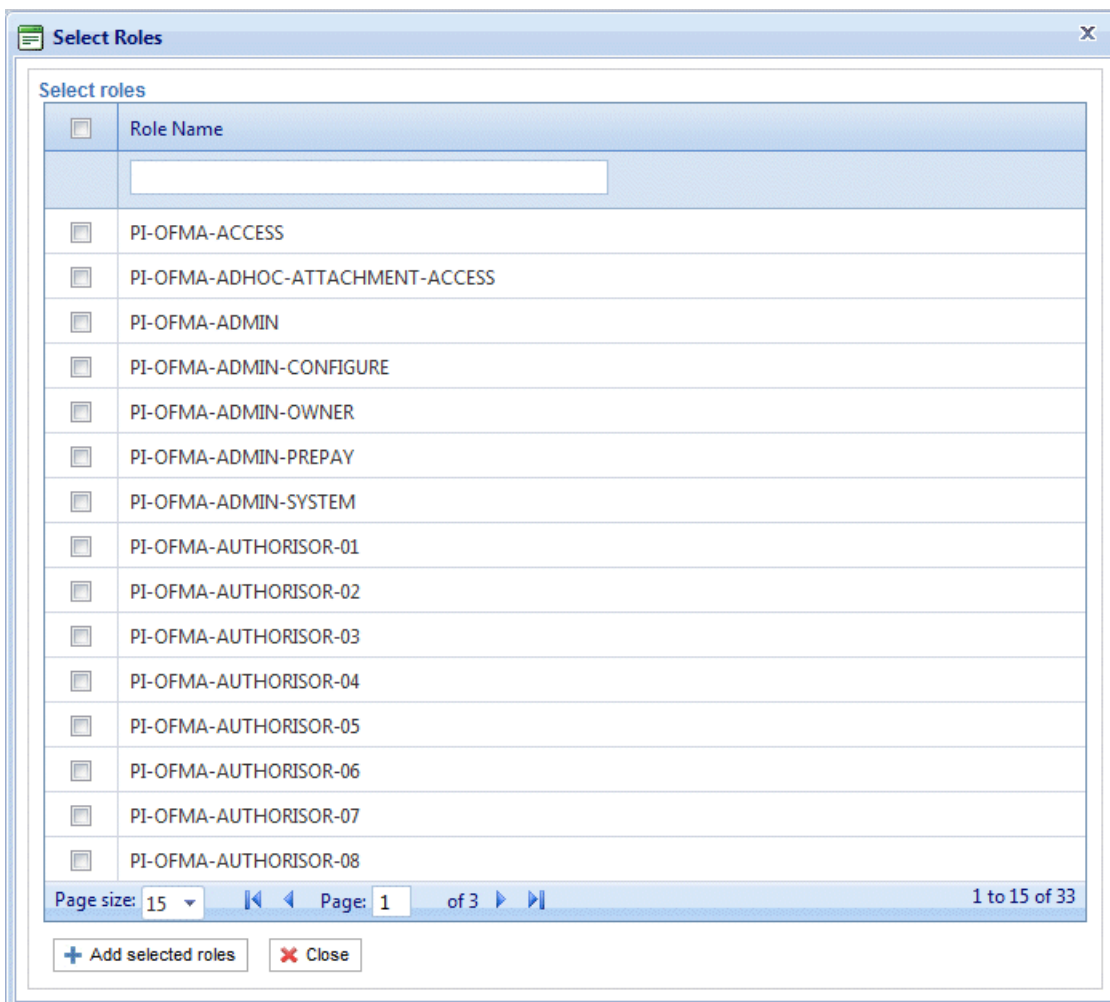
See **Predefined roles** for a description of each one.

4. Place a check mark in the box adjacent to the required roles.
5. Click **Add selected roles**.

    There are then added to the Access Pool.

6. Click **Close** to return to the **Access Pools Details** page.

    The added roles appear in the table.

7. Open the **Members** tab.

    The current members of the pool are shown in the table.

8. Click **Add**. The **Search and select users** window is displayed, shown next.
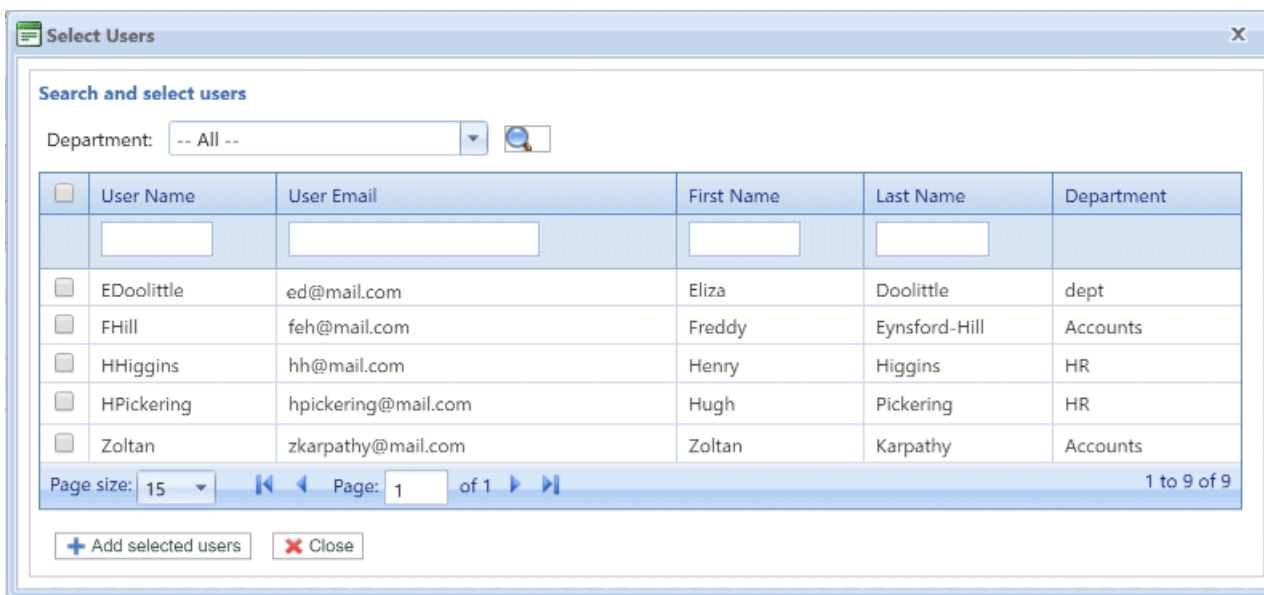
Select the Department from those listed to display only users working in that department or type in the Department name and click 🔍 to search for the users in the specific department.

The text box underneath the column heading allows you to search the list of users by entering text and pressing **<Enter>**. For example, type Green in the **Last Name** column to show only the users with that text string in their name.

Scroll through the roles by clicking the arrows at the bottom of the window.

9. Place a check mark in the box adjacent to the required roles.
10. Click **Add selected roles**. There are then added to the Access Pool.
11. Click **Close** to return to the **Access Pools Details** page. The added roles appear in the table.
12. Click **Close** to return to the **Access Pools** page.
13. The Access Pools table is updated with the new pool information, showing its name, the number of roles and users. The status of the Access Pool is inactive. Click **Activate.**

Warning:

Ensure that new Access Pool is activated, if it is not it cannot be used.

The new Access Pool is now complete and in use. The users specified in the pool have the roles, or user privileges, define in the same pool.
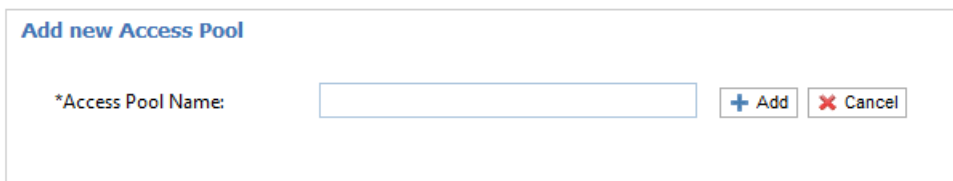
> **Note:**
>
> You may deactivate a pool any time by selecting the one required and clicking **Deactivate**, it then appears in the table as Inactive.
>
> You may prefer to deactivate a pool rather than deleting it. It is far easier to reactivate a pool than it is to recreate it.
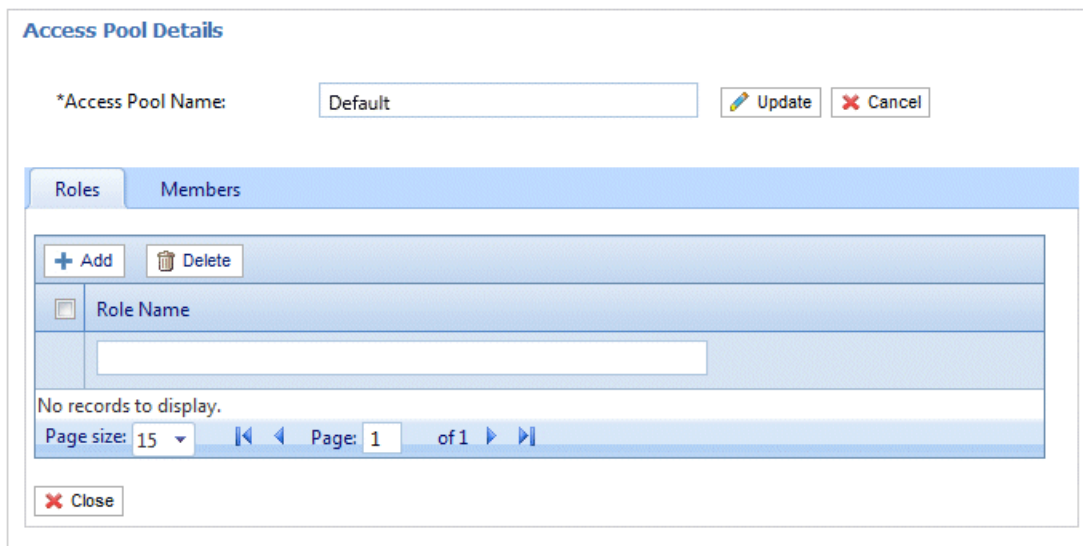
Deleting Access Pools

To delete an Access Pools shown in a table, follow the procedure, below:

1. Ensure you are in the **Roles** page of the **User Admin** tab.
2. In the table, do one of the following:
   a) Check the box adjacent to the required item.
   b) Hold **Shift** and check the boxes adjacent to all required items.
   c) Check the box in the header row to select all.
3. Click **Delete**.
4. A window is then presented requiring confirmation of the deletion. Click **OK**.

The item(s) are removed from the table and are no longer available in Relay Communications Hub; they cannot be reinstated, but must be recreated.

5 - Defining Authorization Pools

Note:

This section is only relevant to Mailstream on Demand users.

The functionality described in this chapter may not be available to all Relay Communications Hub Users where they send print streams to a centralized mail room.

Authorization Pools determine which users have the authority to authorize other users' documents. The pools allow the use of privileged resources such as color printing to be controlled and approved. In addition, pools provide a means for defining a mechanism for supervisory review of documents before they are submitted for printing. The review may not need to be undertaken by a supervisor, but by a peer.

Authorization Pools define who can authorize work, Authorizers, and the users who require their work to be reviewed, regardless of their department or position in the organization. Authorizers and those authorized can belong to more than one Authorization Pool, however an Authorizer cannot be a member in the same group. Authorizers do not have the ability to authorize their own work.

In this section

The Authorization Pools Page

The **Authorization Pools** page is the first page shown when the **User Admin** tab is opened; click **Authorization** in the ribbon to open the page.

Warning:
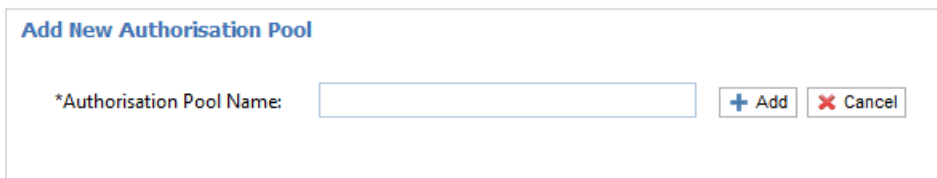
- Your **Organization Tree** must be populated before you begin creating an Authorization Pool. The process for doing this is described earlier in this guide.
- Before deleting an Authorization Pool carefully consider whether deactivation would be a better option. A deactivated pool may be reactivated at any time but a deleted pool is lost forever and if required again will need to be recreated.

Adding an Authorization Pool

To create a new Authorization Pool, follow the procedure below:

1. Ensure you are in the **Authorization Pools** page of the **User Admin** tab.
2. Click **Add**.

   The following is opened:

   Add New Authorisation Pool

   *Authorisation Pool Name: [   ]   [+ Add]   [✖ Cancel]

3. Type an **Authorization Pool Name** and click **Add**. We recommend that you use something meaningful, for example, a team name or a function of the group.

   The **Authorization Pool Details** page is opened, shown below:

The **Authorization Pool Details** table has the following icons:

🔑   The maximum authorization level held by the user. A red hand in this column indicates that no maximum has been set. See **Managing Roles** on page 14 to add an authorization role specifying the authorization level.

📧   If checked the authorizer is warned/emailed when documents require a higher authorization level than permitted by the pool or users have authorization required roles but do not belong to an authorization pool. This means that any documents requiring authorization submitted by the users are never authorized.

If you wish, you may amend the Authorization Pool Name by editing the text in the box and clicking **Update**.

4. Open the **Authorizers** tab, which lists existing authorizers of this Authorization Pool.
5. To add Authorizers click **Add** to open the following:
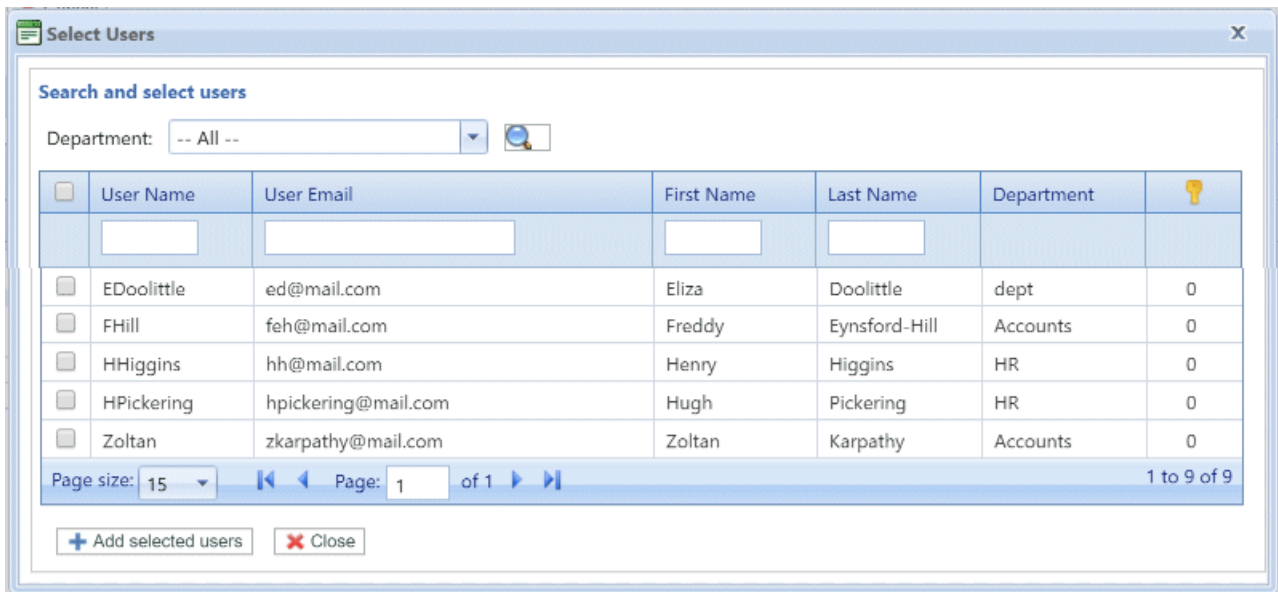
6. Select the **Department** from those listed to display only users working in that department or type in the **Department** name and click 🔍 to search for the users in the specific department.

7. Place a check mark in the boxes of the required users and click **Add selected users**.

   Users may be filtered using the text boxes beneath the column heading.

8. Open the **Members** tab, which lists existing members of this Authorization Pool.

9. To add members to this Authorization Pool repeat step #5 through to step #7.

10. Click **Close** to return to the **Authorization Pools Details** page. The added roles appear in the table.

11. Click **Close** to return to the **Authorization Pools** page.

12. The Authorization Pools table is updated with the new pool information, showing its name, the number of authorizers and the number of users. The status of the Authorization Pool is Inactive. Click **Activate.**

Warning:

Ensure that new Authorization Pool is activated, if it is not it cannot be used.

The new Authorization Pool is now complete and in use. The users specified in the pool have the roles, or user privileges, define in the same pool.

> **Note:**
>
> The process of validating authorization pools establishes the following:
>
> • All pools contain at least one Authorizer and one member.
> • All Authorizers of an Authorization Pool hold an authorization level below or equal to that of the pool.
> • All members of an Authorization Pool hold an authorization level below or equal to that of the pool.

A message is displayed in red text at the bottom of the page should any validation issues arise.

You may deactivate a pool any time by selecting the one required and clicking **Deactivate**, it then appears in the table as Inactive.

You may prefer to deactivate a pool rather than deleting it. It is far easier to reactivate a pool than it is to recreate it.

Editing an Authorization Pool

The process for editing is much the same as for adding Authorization Pool.

To edit information shown in a table, follow the procedure, below:

1. Ensure you are in the **Authorization Pools** page of the **User Admin** tab.
2. Click **Edit**.
3. A window is opened containing the fields required. Amend these as needed and click **Update**.

The new information is now shown in the table.

Warning: Ensure that new Authorization Pool is activated, if it is not it cannot be used.

Deleting Authorization Pools

To delete an Authorization Pool shown in a table, follow the procedure, below:

1. Ensure you are in the **Authorization Pool** page of the **User Admin** tab.
2. In the table, do one of the following:
   a) Check the box adjacent to the required item.
   b) Hold **Shift** and check the boxes adjacent to all required items.
   c) Check the box in the header row to select all.
3. Click **Delete**.
4. A window is then presented requiring confirmation of the deletion. Click **OK**.

The item(s) are removed from the table and are no longer available in Relay Communications Hub; they cannot be reinstated, but must be recreated.

6 - Viewing Your Organization

The Organization Tree is a hierarchical view your organization, its main purpose is to display the structure of the departments and users already created.

In this section

Your Organization

The **Departments** page is the first page shown when the **User Admin** tab is opened; click **Organization** in the ribbon to open the page.
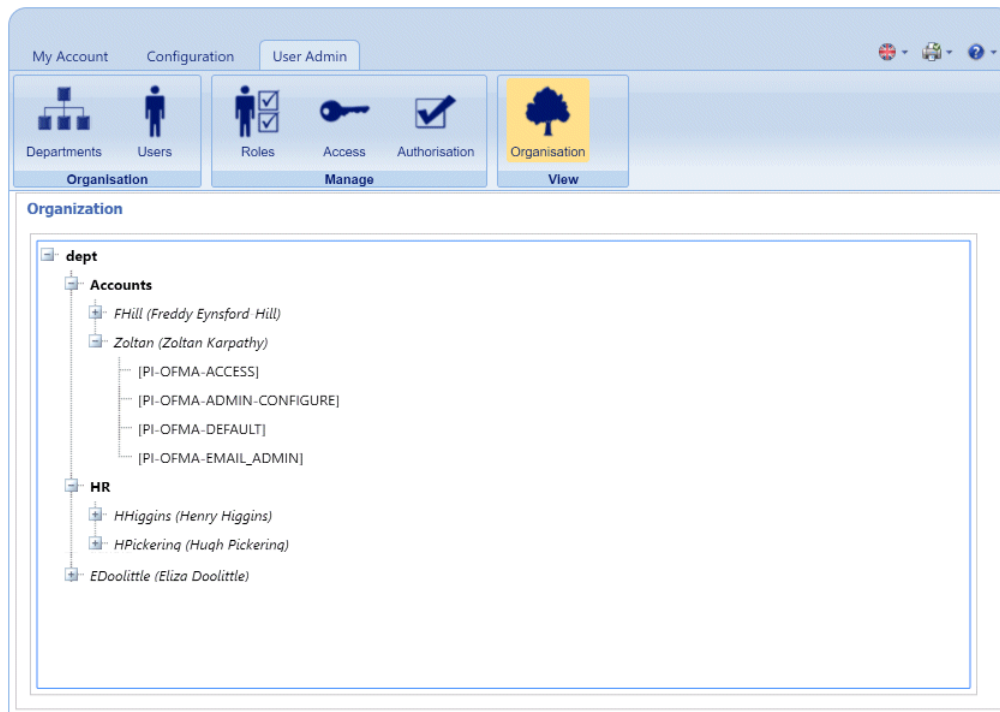
By default the branches of the tree are collapsed. Click ⊞ to expand each one you need to see.

The Organization tree hierarchy is as follows:

Parent Department This department contains all other elements of the tree. Expand this branch to show the departments you created. In the above example, the Parent Department is dept.

Departments The departments created as described earlier in this guide. You may have created sub-departments which are displayed when you expand this branch. In the above example, the departments are Accounts and HR.

Users Displays the users added to that department. In the example, Freddy Eynsford-Hill and Zoltan Karpathy are members of the Accounts department. Henry Higgins and Hugh Pickering are members of HR.

> **Note:** Note that Eliza Doolittle is a member of the Parent Department, dept, this means that she has not yet been added to a department.

In all cases the user name is given with the persons name in parentheses.

User branches can also be expanded.

Roles   The use roles are shown once the user branch is expanded. In the example, Zoltan Karpathy has four roles.

Clicking ⊞ expands the branches in the Organizations page and clicking ⊟ collapses them.

7 - CSV File Formats

The Bulk User Upload facility is available in a number of Relay Communications Hub tools which allow you to upload multiple entries from a single Comma Separated Variable (CSV) file. The csv files do not require header rows.

In this section

CSV File

Where the information required is more than a single field, give the data as follows:

- Each user appears on a separate row
- Each field is given in the order in which it appears when manually adding departments and users, this is given below
- Each field is separated with a comma, or, if using a spreadsheet, appears in a separate column

The following fields appear across the top of the csv file or as the column headings in a spreadsheet, they must appear in the order given.

- First Name
- Last Name
- Email Address
- Department Name
- Role

> **Note:**
>
> All fields are mandatory.

Click **Download Sample**, to download the following Excel file:
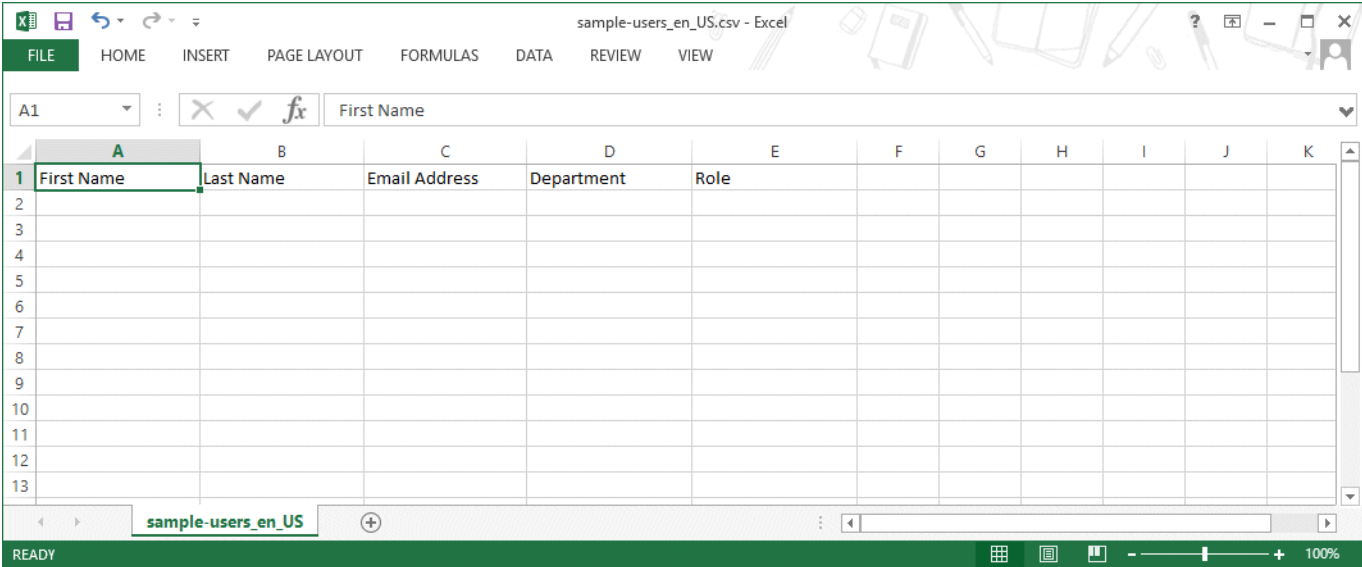
8 - Activity Logging

The Relay Communications Hub creates activity logs; these record standard activity as well as errors. The logs are helpful in determining and solving system failures quickly and effectively.

The default location of the log files is *<Drive>:\OFMA\Logs*. A configuration file option allows you to specify your preferred location.

In this section

Preventing logs using too much space

To prevent logs using too much disk space you may control the size limit of the file before a log is rolled on to the next file in a configuration option. Rolled logs have a suffix of _0, _1, _2 or _3. Once the file with the suffix _3 has reached its limit, the next file created returns to _0 and the process cycles round. In addition, a configuration option specifies the number of historical logs to be maintained.

Each time a new log is created, the version information of the service creating the log is the first entry in that log.

Each module logs standard activity as well as errors in a single system log. The detail provided is set by a configuration option which allows more detailed information to be gathered when actively investigating a problem.

The messages from each module have a similar layout, although the message content is different. The form:

OFMA_<Version_Number>_<Component_Name>_<MachineName>.txt

Example log file

An example log file is shown below:

```
        2012-08-23 20:40:36.0676 4 ERROR PIRelay Communications
HubBundlerNA.MiniTickets
     Error occurred during adding unprocessed miniticket to textfile
error message is System.IO.IOException: The process cannot access the
file 'C:\Ofma\In\cd39eb4d-2ef5-4aa3-a7d5-77421d0a762b.PDF' because it
is being used by another process.
        at System.IO.__Error.WinIOError(Int32 errorCode, String
maybeFullPath)
        at System.IO.FileStream.Init(String path, FileMode mode,
FileAccess access, Int32 rights, Boolean useRights, FileShare share,
Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs,
String msgPath, Boolean bFromProxy)
        at System.IO.FileStream..ctor(String path, FileMode mode,
FileAccess access)
        at PIRelay Communications
HubBundlerNA.PDFEncryption.DecryptPDF(String FileName, String aKey)
        at PIRelay Communications
HubBundlerNA.MiniTickets.processMiniTickets()
```

```
        EXCEPTION OCCURRED:The process cannot access the file
'C:\Ofma\In\cd39eb4d-2ef5-4aa3-a7d5-77421d0a762b.PDF' because it is
being used by another process. IOException Void WinIOError(Int32,
System.String)    at System.IO.__Error.WinIOError(Int32 errorCode, String
 maybeFullPath)
        at System.IO.FileStream.Init(String path, FileMode mode,
FileAccess access, Int32 rights, Boolean useRights, FileShare share,
Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs,
String msgPath, Boolean bFromProxy)
        at System.IO.FileStream..ctor(String path, FileMode mode,
FileAccess access)
        at PIRelay Communications
HubBundlerNA.PDFEncryption.DecryptPDF(String FileName, String aKey)
        at PIRelay Communications
HubBundlerNA.MiniTickets.processMiniTickets()
     2012-08-23 20:59:34.3049 11 ERROR PIRelay Communications
HubBundlerNA.MiniTickets
     Error occurred during adding unprocessed miniticket to textfile
error message is System.IO.IOException: The process cannot access the
file 'C:\Ofma\In\5cde3530-1c73-4193-9d3e-f39169027366.PDF' because it
is being used by another process.
        at System.IO.__Error.WinIOError(Int32 errorCode, String
maybeFullPath)
        at System.IO.FileStream.Init(String path, FileMode mode,
FileAccess access, Int32 rights, Boolean useRights, FileShare share,
Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs,
String msgPath, Boolean bFromProxy)
        at System.IO.FileStream..ctor(String path, FileMode mode,
FileAccess access)
        at PIRelay Communications
HubBundlerNA.PDFEncryption.DecryptPDF(String FileName, String aKey)
        at PIRelay Communications
HubBundlerNA.MiniTickets.processMiniTickets()
        EXCEPTION OCCURRED:The process cannot access the file
'C:\Ofma\In\5cde3530-1c73-4193-9d3e-f39169027366.PDF' because it is
being used by another process. IOException Void WinIOError(Int32,
System.String)    at System.IO.__Error.WinIOError(Int32 errorCode, String
 maybeFullPath)
        at System.IO.FileStream.Init(String path, FileMode mode,
FileAccess access, Int32 rights, Boolean useRights, FileShare share,
Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs,
String msgPath, Boolean bFromProxy)
        at System.IO.FileStream..ctor(String path, FileMode mode,
FileAccess access)
        at PIRelay Communications
HubBundlerNA.PDFEncryption.DecryptPDF(String FileName, String aKey)
        at PIRelay Communications
HubBundlerNA.MiniTickets.processMiniTickets()
     2012-08-23 22:05:05.1117 4 ERROR PIRelay Communications
HubBundlerNA.MiniTickets
     Error occurred during adding unprocessed miniticket to textfile
error message is System.IO.IOException: The process cannot access the
file 'C:\Ofma\In\7d1a9be7-b74f-492f-9eaf-46b0a7b88cbc.PDF' because it
```

```
is being used by another process.
        at System.IO.__Error.WinIOError(Int32 errorCode, String
maybeFullPath)
        at System.IO.FileStream.Init(String path, FileMode mode,
FileAccess access, Int32 rights, Boolean useRights, FileShare share,
Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs,
String msgPath, Boolean bFromProxy)
        at System.IO.FileStream..ctor(String path, FileMode mode,
FileAccess access)
        at PIRelay Communications
HubBundlerNA.PDFEncryption.DecryptPDF(String FileName, String aKey)
        at PIRelay Communications
HubBundlerNA.MiniTickets.processMiniTickets()
         EXCEPTION OCCURRED:The process cannot access the file
'C:\Ofma\In\7d1a9be7-b74f-492f-9eaf-46b0a7b88cbc.PDF' because it is
being used by another process. IOException Void WinIOError(Int32,
System.String)    at System.IO.__Error.WinIOError(Int32 errorCode, String
 maybeFullPath)
        at System.IO.FileStream.Init(String path, FileMode mode,
FileAccess access, Int32 rights, Boolean useRights, FileShare share,
Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs,
String msgPath, Boolean bFromProxy)
        at System.IO.FileStream..ctor(String path, FileMode mode,
FileAccess access)
        at PIRelay Communications
HubBundlerNA.PDFEncryption.DecryptPDF(String FileName, String aKey)
        at PIRelay Communications
HubBundlerNA.MiniTickets.processMiniTickets()
```

9 - Predefined Roles

Roles are used in Access Pools and specify which parts of Relay Communications Hub that the users in the pool are allowed to use.

In this section

Roles defined in Relay Communications Hub

The roles and a description of their function is given below:

PI-OFMA-ACCESS	Allows website and Relay Communications Hub Printer Driver users access to the Relay Communications Hub system. This is the minimum access allowed.
PI-OFMA-ADHOC-ATTACHMENT-ACCESS	Allows the Relay Communications Hub Printer Driver user to access temporary ad-hoc attachments.
PI-OFMA-ADMIN-CONFIGURE	Allows access to the Configuration section of the Relay Communications Hub User website's Administration tab for one specific company.
PI-OFMA-ADMIN-OWNER	Allows access to the Organization section of the Relay Communications Hub User website's Administration tab for one specific company.
PI-OFMA-ADMIN-SYSTEM	Allows access to the Reports section of the Relay Communications Hub User website's Administration tab for one specific company.
PI-OFMA-AUTH-REQUIRED-01 to 09	Defines different levels at which a User's Job will require authorization. This is dependent on the options selected in the printer driver where the requirement for an authorization level has been specified. The levels are in the range 1 to 9 where 1 is the lowest and 9 the highest.
PI-OFMA-AUTHORIZER-01 to 09	Defines different levels at which to allow a User to be an authorizer of jobs requiring authorization. The levels are in the range 1 to 9 where 1 is the lowest and 9 the highest.

PI-OFMA-AUTOSUB-AUTHOR-PROXY	Auto-Submission extracts meta data (the Autosub Author) from the PDF, adds it to the job ticket and submit jobs to the Relay Communications Hub Server as the Hot Folder user. The Relay Communications Hub server checks whether the Hot Folder user has the new role and then submits the job with the Autosub Author as the User instead if:

- the Autosub Author in the ticket is an email address
- the Autosub Author email address exists as a user in the system
- the Autosub Author belongs to the same company as the User invoking the Upload
- If any of these conditions are not met then we will submit the job as normal as the Hot Folder user (that is, with the User invoking the Upload).

PI-OFMA-DEFAULT	Provides basic rights to Relay Communications Hub Printer Driver users. The default is company specific and can be updated in the Management area of the **Roles** page.
PI-OFMA-DRIVER-PREVIEW-EDIT	Allows a user to edit information in the Relay Communications Hub Printer Driver's Preview Panel.
PI-OFMA-ELECTRONIC-ATTACHMENT-ACCESS	Allows the Relay Communications Hub Printer Driver user to access Electronic Attachments as configured in that page of the Relay Communications Hub website for one specific company.
PI-OFMA-EXTERNAL-PDF-ATTACHMENT-ACCESS	Allows the Relay Communications Hub Printer Driver user to access upload external PDF attachments.
PI-OFMA-OWNER-SUPERVISOR	Allows access to the Pre-Pay pages of the Relay Communications Hub website for one specific company.
PI-OFMA-PRE-PRINTED-INSERT-ACCESS	Allows the Relay Communications Hub Printer Driver user to access Pre-Printed Inserts as configured in that page of the Relay Communications Hub website for one specific company.
PI-OFMA-QA-REVIEWER	Allows access to the QA tab of the Relay Communications Hub User website's for one specific company. This role allows the holder to review submitted jobs to ensure that they meet the company's quality standards.

10 - Glossary

This section gives descriptions of the terms found in this guide.

In this section

Terms and Definitions

Attachments	A PDF file uploaded into Relay Communications Hub and selected in the Printer Driver. This is attached to each mail piece in the job at the time of printing, mailing or archiving.
Communication Channels	Defines how Relay Communications Hub outputs the job. This can be one, all or any combination of Archive, Email and Print.
Communication Types	A group of settings which define how the mail pieces in your job are processed. The first setting is Communication Channel, these are printing, emailing and archiving, these can be sub divided into other groups, for example, whether the job is printed in color and black and white.
Role	A group of settings which define user permissions and access to parts of the user interface and facilities.
Mailing Envelopes	Envelopes in which printed mail pieces are inserted for mailing. These are usually defined by physical size.
Mailing Services	The service used to send printed mail pieces.
Pre-Printed Inserts	A physical published document inserted into the envelope withe the mail piece at the time of printing.
Sheet Stock	In the case of Physical stock, this is the paper on which mail pieces are printed. Otherwise, this is a PDF of headed paper or a form which is overlayed onto the mail pieces.
Side Assignment	The side or sides on which the Sheet Shock appears.
Search Criteria	The criteria for which and item on a page is found. This item, which could be an account or invoice number can then be used to identify the first page in a mail piece and then be used to identify the first pages in all mail pieces. In addition, it can be used to identify mail pieces to specific recipient.

11 - More Information

In this section

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