

WAM!NET[®] Internet GatewaySM Version 4.X

Service Description

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INTRODUCTION

Internet Gateway is an affordable web-based service that enables those with Internet access to send and receive digital files with users of other SAVVIS Content Exchange services. With your Internet connection and the browser you use every day, you can send and receive digital files with other SAVVIS Content Exchange users with stepped-up security, tracking, delivery notifications, workflow integration tools and technical support. Internet Gateway is significantly faster and less expensive than couriers or overnight deliveries. It's more secure, and much easier to use and manage than FTP servers. And it eliminates the file size limitations and corruption of email attachments.

Multiple user interfaces including the WAM!NET® Transmission Director XSM (TDX) application, a web interface and an FTP interface are available for use with the Internet Gateway service making it very flexible for adoption in a wide variety of content distribution workflows. The web interface supports both http and https connections and its appearance can be customized. A PGP based encryption feature in TDX is also available as an add-on service to Internet Gateway providing a very secure method of sending content over the Internet.

SERVICE AVAILABILITY

Internet Gateway Service is available anywhere an Internet connection exists.

SUBSCRIPTION OPTIONS

There are three different subscription plans available to choose from to best meet your needs:

1. A Receive subscription to the Internet Gateway Service allows a user to accept trading partner requests and receive content that is sent to them. It does not allow the user to request trading partners and send content to trading partners. Receive only accounts are free of charge (the senders pay for what they send to you based on their subscription terms).
2. A Standard subscription to the Internet Gateway Service allows a user to request, accept and reject trading partner requests and both send & receive content with those trading partners. A standard subscription has a fixed monthly service fee and may also have utilization fees based on the level of subscription.
3. A Hosted subscription to the Internet Gateway Service allows a subscriber to one of the WAM!NET® Direct! Services to pay for (host) Internet Gateway Resources for their partners, allowing the host to standardize their digital file delivery across their supply chain. The host is assessed a monthly service for each host Resource based on the number of hosted Internet Gateway accounts that are enabled for the Direct! Service Resource at any time during the month. This fee could vary from month to month if the subscriber changes the number of enabled hosted accounts. All send transactions generated by a hosted Internet Gateway account are rolled up under the host Direct! Service Resource and billed for in accordance with the Direct! Service subscription. The subscriber (host) determines the level of management control that is granted to the user of a hosted Internet Gateway account regarding the ability to request, accept and reject trading partner requests and the ability to send and/or receive content with those partners by granting the appropriate permission role to the user as detailed in the permissions section below.

PERMISSION LEVELS

Administrators can control the access a user has to their Internet Gateway Resource with the following permissions:

- Send – allows the user to send packages of files from their Internet Gateway Resource
- Receive – allows packages to be sent to the user's Internet Gateway Resource that they can download or collect.
- IC Admin – allows the user to perform the following functions in Info Center with regard to their Internet Gateway Resource: modify their user profile, modify the Resource configuration, modify their user preferences, request & accept trading relationships and track packages
- IC User – allows the user to perform the following limited functions in Info Center with regard to their Internet Gateway Resource: modify their user profile, modify their user preferences, modify a limited set* of the Resource configuration options and track packages
- IC Prohibited – prevents the user from having any access to Info Center with regard to their Internet Gateway Resource

The table below details those permissions that are available for each type of subscription.

Subscription	Permission Role				
	Send	Receive	IC Admin	IC User	IC Prohibited
Receive	No	Yes	No	Yes	Yes
Standard	Yes	Yes	Yes	Yes	Yes
Hosted	Yes	Yes	Yes	Yes	Yes

* A limited number of Resource configuration settings can be changed such as email notifications, upload tool and sending preferences.

USER INTERFACES

There are several user interfaces and optional services available to send and receive files through your Internet Gateway Service.

WAM!NET® TRANSMISSION DIRECTOR XSM

The Transmission Director X (TDX) Software provides a user-friendly, point-and-click ability to send and receive files over the Internet Gateway Service. An Internet Gateway subscription includes a use license for an unlimited number of seats of TDX.

TDX includes the following features:

Drag & Drop Interface: Sending files can be as easy as dragging a file or folder from the desktop to a site in the Address Book in the TDX interface.

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Drop Boxes: Users can save a populated Create Package window as an icon on their desktop to be used as a short-cut method of sending content by dragging and dropping files directly onto the icon without having to repopulate the create package window. Drop Boxes are ideal for frequent sending of files to the same destination.

Job Tickets: Several industry-smart job tickets are provided and custom job tickets can be created for a fee to send metadata or instructional information with a package of file(s).

Client ID and Job ID: Users may enter a Client ID and/or Job ID that may later be used to track the package of files.

Package Delivery Notification: When creating a package of files to send, users can choose to be notified by e-mail when the package of files has been delivered to its destination(s).

Connection Resiliency: If the users Internet connection to the Internet Gateway service is interrupted, TDX will automatically attempt to resume the file submission or collection transaction if connectivity is restored before session timeout.

Pause and Resume: Users can pause any active file submission or collection transaction during a session and resume it at a later time if they wish. When starting a new session in TDX it will automatically display any paused transactions from previous sessions allowing you to resume or cancel them.

TDX is available on supported versions of both Windows and Macintosh platforms. For a list of supported platforms, view the browser and OS support matrix posted on <http://serviceportal.wamnet.com>.

WEB BASED USER INTERFACE:

The Internet Gateway web interface provides a simple and user-friendly web interface to send and receive files over the Internet Gateway Service. The web interface supports both http and https connections and includes the following features:

Two File Upload Methods: A standard file upload method that facilitates up to 20 files per package and an advanced folder upload method via a java plug-in that allows any number of folders and files to be uploaded into a package

Job Tickets: Several industry-smart job tickets are provided and custom job tickets can be created for a fee to send metadata or instructional information with a package of file(s). The web interface also facilitates the receiver controlling the job ticket(s) that are available to the sender when the sender is using the Internet Gateway web interface as well.

Client ID and Job ID: Users may enter a Client ID and/or Job ID that may later be used to track the package of files.

Package Delivery Notification: When creating a package of files to send, users can choose to be notified by e-mail when the package of files has been delivered to its destination(s).

Receiving Files: Entire packages of files can be collected from the receiving dock or individual files can be downloaded from a received package. Packages that are collected from the receiving dock are downloaded in ZIP format for Windows and Mac OSX workstations and in the WAM!NET PKG format for Mac OS9 workstations. The WAM!NET® File ConverterSM software must be used to extract the individual files from the PKG file and it can be downloaded from WAM!NET® Info CenterSM.

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Forward Package: The ability to forward a received package directly from the receiving dock to Trading Partners without having to collect files and repackage. The original package remains on the receiving dock while a new package is transparently created to include all the files and then sent to designated recipients. The package is assigned a new package ID and tracked like any other package.

Customized Web Interface: The web interface can also be customized to meet your specific branding needs. For a nominal one time fee, SAVVIS will create a custom URL that points to a customized version of the web interface that you administer through Info Center.

FTP:

The Internet Gateway FTP interface provides a traditional FTP interface to send and receive files over the Internet Gateway Service. Internet Gateway accounts may be configured to allow or prevent access via FTP. For security reasons only user-authenticated FTP connectivity is supported. Anonymous FTP is not allowed. Customers who have implemented a firewall between the Internet and their LAN must allow service ports 20,21 (and return from client >1024) for FTP to function. Job Tickets are not supported through the FTP interface. A partial file that is created from an interruption in the Internet connection while uploading a set of files to Internet Gateway via the FTP interface is considered broken file. A '.broken' file extension will be added to a broken file and it will be sent with the package of files.

SERVICE ENHANCEMENT OPTIONS

There are a couple of service add-ons that can be applied to the Internet Gateway service to extend its content distribution capabilities.

WAM!NET® ENCRYPTIONSM

Built upon the OpenPGP standard, SAVVIS has embedded support for strong encryption into the TDX client application. Customers using TDX can easily create, distribute, and manage PGP keys and protect critical data before it is transmitted. The encryption process takes place on the customer's workstation(s) running TDX; at no time is SAVVIS in possession of a private key.

There is a nominal subscription fee for customers who wish to send using encryption, however, any customer can receive and decrypt encrypted packages at no charge.

WAM!NET® WORKFLOW ROUTINGSM (available only on hosted Internet Gateway Resources)

The Workflow Routing Service provides automated routing of packages received on a hosted Internet Gateway Resource to an FTP site on the Internet, without manual intervention. Multiple routes can be configured on the hosted Internet Gateway resource. Administrators can define the file package criteria for each route to determine which packages will be routed, how they will be delivered and to which FTP server they should be sent. Packages are routed in a managed fashion with Info Center tracking, error handling and notification capabilities.

Workflow Routing Configurable Parameters

- Trigger on Always (default), Job ID, Client ID, or Sending Resource ID
- Trigger condition is equal to, is not equal to, contains, or does not contain a defined value
- FTP Address
- FTP User Name
- FTP Password

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- Access Modes are Active (default) or Passive
- Transfer Modes are Binary (default) or ASCII
- File Formats are Native (default) or MacBinary
- Character Processing options for non-ASCII characters are HTML Escaping, Pass Through (default), or “_” Escaping
- Specific Characters to Escape may be specified
- Optional Upload Directory may be specified
- Enclosing Folder Name may be None, Package ID (default), or Job ID
- Preserve File Paths: Yes (default) or No
- Include a Job Ticket: No (default) or Yes
- Job Ticket Format may be XML (default) or HTML
- Optional Job Directory may be specified
- Delete Packages off the Purple Box receive dock may be set to Never (default), FTP Success, or Both Success and Failure

INSTALLATION AND SETUP

SAVVIS creates the Internet Gateway Resources for Receive and Standard subscriptions. Customers with a hosted subscription can create the hosted Internet Gateway Resources for their users through Info Center.

To use the TDX client simply download it from Info Center and run the installer. There is no client side software installation required to use the web and FTP interfaces.

WAM!NET® INFO CENTERSM

Info Center is a Web based tool that is used to configure and manage the Internet Gateway Service for specific workflows.

TRADING PERMISSIONS

You may request trading permissions between Internet Gateway accounts and other resources on the SAVVIS Content Exchange Network. An Internet Gateway resource is capable of trading with virtually every other type of resource on the Network including, but not limited to the following resources:

- WAM!NET® Direct!SM Service
- WAM!NET® Direct! IPSM Service
- WAM!NET® Direct! DVSM Service
- WAM!NET® Internet GatewaySM
- WAM!NET® WorkSpaceSM
- WAM!NET® Content StudioSM
- WAM!NET® ProofSM

The partner resources must approve the trading permission requests before file transfers can begin between the resources. The following trading permissions are possible:

- Receive Only (from the partner resource)
- Send Only (to the partner resource)
- Send and Receive (with the partner resource)

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A single resource may have trading permissions with any number of other resources including other resources within the customer's company and resources within other companies. For convenience, Info Center provides a directory of customer resources on the SAVVIS Content Exchange Network for those customers that want to have their resources published, making it easy to establish trading permissions with others in the Network Community.

NOTIFICATION

Internet Gateway may be configured in Info Center to provide e-mail notifications for the following events:

- A package has arrived
- A package has been sent
- A package has been delivered, i.e., a package that has been sent from your account has been delivered to its destination(s)

Each of these e-mail notifications includes the following package information in the body of the e-mail:

- General package information; from, to, package id, number of files, package size, etc.
- Job ticket information if the package includes a job ticket
- The list of files contained in the package sorted alphabetically, up to a maximum of the first 2,500 files contained in the package

TRACKING AND REPORTING

You may track and report on content delivery transactions using Info Center. Info Center allows users to obtain up-to-the minute status of shipments. Info Center Administrators may also obtain detailed traffic reports to manage service utilization and costs. Transaction information is maintained on-line in Info Center for 90 days.

SECURITY

You may select either a Standard or Secure session when logging into the Internet Gateway Service. Secure sessions use Secure Sockets Layer (SSL), a protocol developed for transmitting private documents over the Internet. SSL works by using a private key to encrypt data that is transferred over an SSL connection. You may set Secure as the default in Info Center. The SSL is not supported on the FTP interface.

PERFORMANCE

Content delivery performance is based on the performance, utilization, and reliability of your Internet circuit and the total number of packages being sent and/or received by the Internet Gateway Service at that time. The Internet Gateway Service does not include any line speed guarantees.

The Internet Gateway Service supports the sending and receiving of packages of up to 2 GB in size for all interfaces and account types except for TDX used with a Standard Internet Gateway Account for which there is no defined maximum. Please note that some browsers can not handle uploading or downloading files up to 2 GB in size. Packages collected in ZIP format with the web client are limited to 4 GB and those collected in the WAM!NET PKG format are limited to 2 GB. There is no defined limit to the number of files that can be sent in a single package.

CUSTOM USER INTERFACE

The Internet Gateway user interface is customizable through Info Center. This is an optional feature and must be subscribed to before access is granted. Once access is granted, a Custom Appearance link is added to the Info Center sidebar menu and is accessible to a user with IC Admin permissions. There may be any number of customizations, each accessible by a unique URL. There is a fee associated with this option. Please contact your SAVVIS Sales Representative for more information.

TECHNICAL SUPPORT

The Internet Gateway Service comes with 24/7 support. Please visit <http://serviceportal.wamnet.com/support> for complete contact information.

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