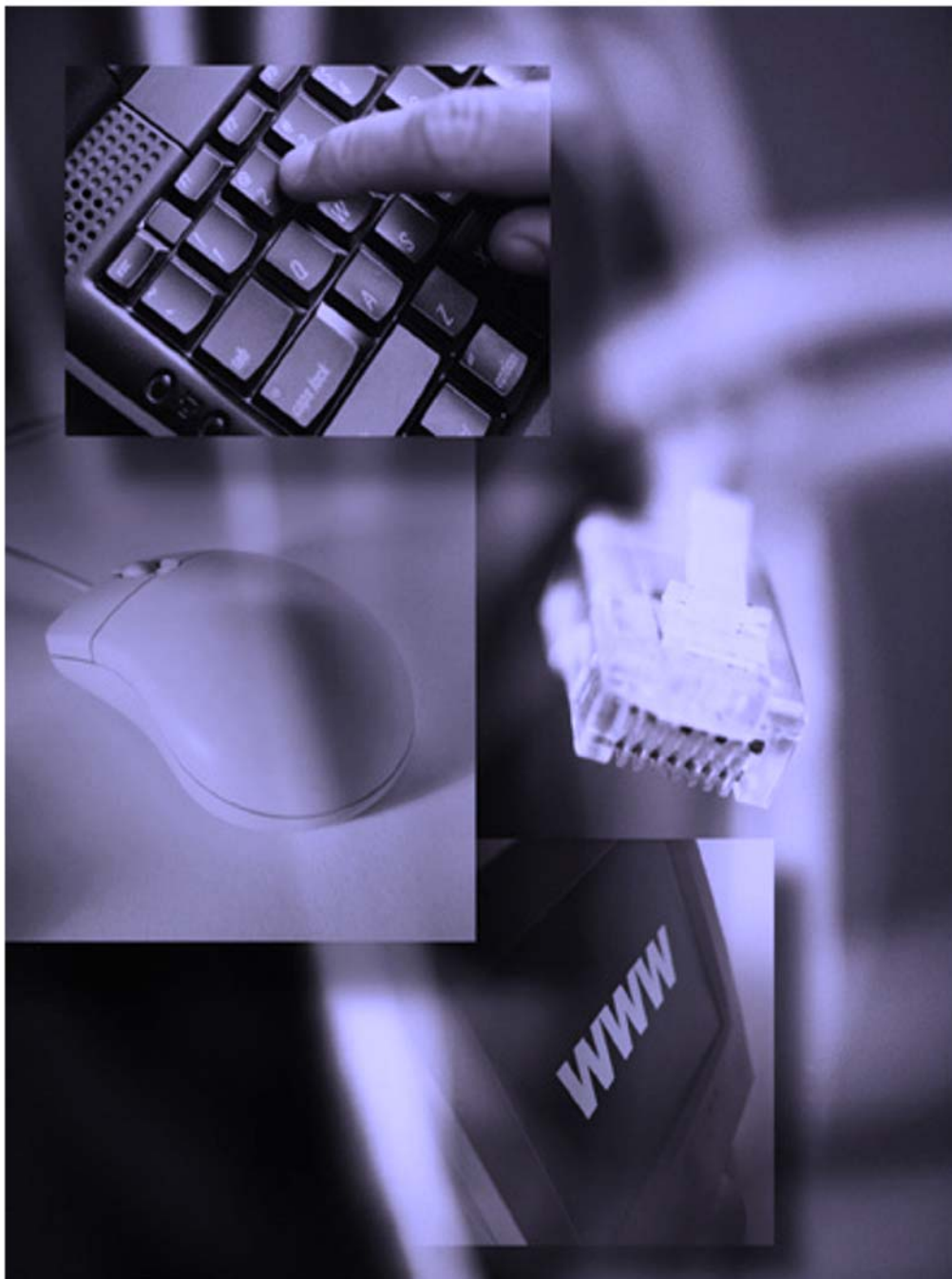


PKI REPORTING GUIDE



Draft V.1.2

ViaSafe[®]
Think business.

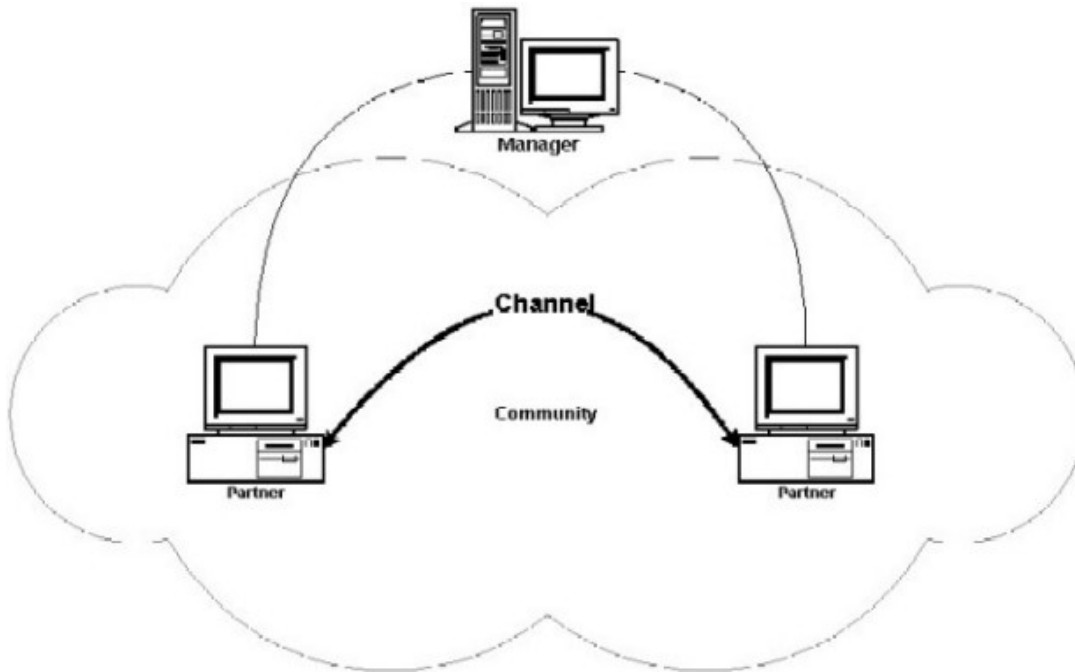
Canada

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Introduction

ViaSafe allows the secure and reliable exchange of data between two users. Two users who exchange data using ViaSafe are Partners. Partners may belong to groups of users called Communities. A Partner can belong to one or many Communities, depending on their needs.



The data is sent between Partners in the form of a message. A message can take the form of any sort of file, whether it is a text file, a word processor document, a spreadsheet file, or a data file from an application. A message can also be a business form, which can be filled out, sent, viewed and added to using ViaSafe. The messages are secure due to the use of PKI encryption and reliable due to the tracking process through which all messages are sent. Partners within Communities use Channels to send messages to one another. A channel is a secure connection through which one ViaSafe Partner sends messages to and receives messages from another Partner. Each channel has a defined Partner, who exchanges messages through the channel with you, and a community to which both Partners belong. A Channel defines a way to exchange messages based on profiles managed by the ViaSafe Manager. The ViaSafe Manager is in charge of managing and maintaining all users, their Partners, the Communities they belong to, and the Channels they use to exchange messages. It does this by maintaining up-to-date profiles and configuration settings for each user, Community, and Channel.

Message Security

ViaSafe ensures that your data is secure throughout the message sending process first by using data encryption on all messages when they are sent. This ensures that no unintended outside party can view the data within your message. The only party who will be able to properly view the data is the Partner for whom the message was intended. Additionally, for optional added message security, ViaSafe can be set up to require that all message receipts be digitally signed to ensure that the correct parties receive and acknowledge your messages.

ViaSafe Main Window

The screenshot shows the ViaSafe Main Window interface. At the top, there is a header with the Government of Canada logo and navigation links for 'ViaSafe.Com', 'Support', and 'About'. Below this is a banner for the 'Financial Transactions and Reports Analysis Centre of Canada' with the ViaSafe logo and a welcome message. A navigation bar contains 'Français', 'Toolbox', 'Channel', 'Message', and 'Forms'. The main content area displays a breadcrumb trail 'ExampleWebUser → STR → Production → All' and a table of messages. A 'Message Properties' dialog box is open over the first message row, showing details like Message ID, Partner, Community, Name, Size, Direction, and Priority. Callouts provide detailed explanations for various UI components.

Callouts:

- Opens a new email addressed to FINTRAC/ ViaSafe support using the user's default email client
- Click to open About dialog
- Current Channel Selection
- Click to refresh Message View area
- Click opens find dialog box
- FORMS - Contains list of available forms to send in this channel. (where applicable)
- MESSAGE - Contains actions to perform on Message. i.e. delete, display, etc.
- CHANNEL - Contains Channel Filter controls
- TOOLBOX - Contains tools for use with the ViaSafe Agent. i.e. Change Password, etc.
- Message View Area
- Message Properties Dialog Box
- Shows detail of search results
- List of available channels
- Checkbox to perform action on specific Message
- Indicates extended information about the message is available
- Hover mouse over icon to pop up Message Properties

Date	Partner	Direction	Status	Name
13/11/2001 15:31:58	FINTRAC1	Outbound	Sent	str.xml
Message Properties				
Message ID: 1005683518375.0@StrPr.ExampleWebUser				
Partner: FINTRAC1				
Community: StrPr				
Name: str.xml				
Size(bytes): 7334				
Direction: Outbound				
Priority: 0				

Understanding Message Views

Loading the Channel

When you first log on, the agent will present all of the available channels for the account. These channels are grouped and listed on the left side of the main screen.

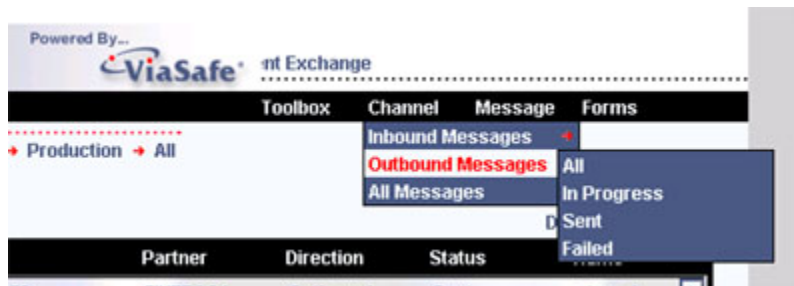


To access these channels, simply click on the desired channel. When clicked:

- The **Message View** area will display the current messages in the Channel.
- The **Main Menu** will expand to show additional options. Depending on configuration, these options will vary between Channels. The Forms menu will only appear if the agent is Web based.

Using Filters

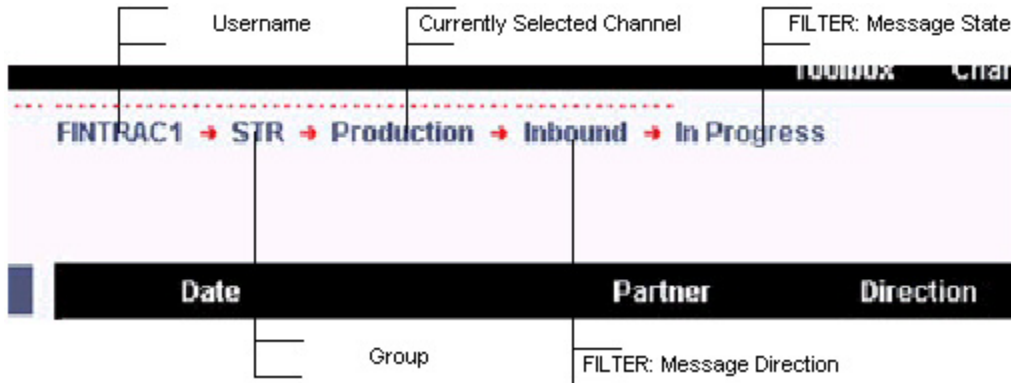
A filter allows for viewing message with specific states. The filter options can be found under the **Channel** section of the **Main Menu**:



The following table outlines the available filters.

Filter	Inbound	Outbound	States
All Messages	Yes	Yes	All States
In Progress	Yes	Yes	New, Sent, Received
Failed	Yes	Yes	Failed
Received	Yes	No	Acknowledged, Refused
Sent	No	Yes	Acknowledged, Refused

In order to utilize filters, simply select the desired filter and ViaSafe will display the message(s) matching the specified filter. The current channel filter is displayed in the main window:



Understanding Message State & Flow

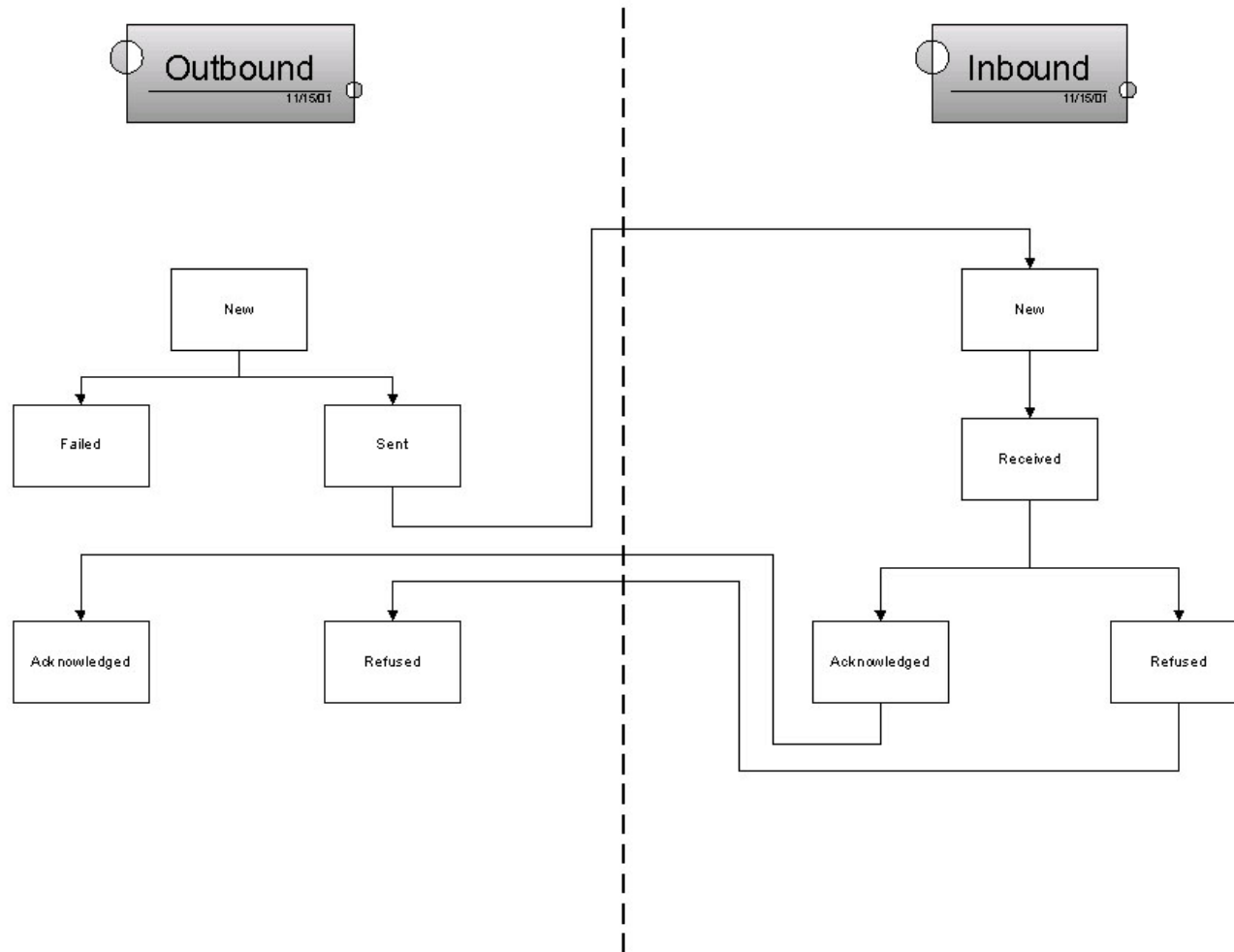
The following table explains what each of the states mean, and their availability by direction:

State Name	Inbound	Outbound	Direction
New	Yes	Yes	This indicates a new Inbound or Outbound message. If Outbound, it means the message is currently being sent. If Inbound, it means the data is currently being received.
Failed	No	Yes	The message has failed. Several things could cause a message to fail, including: Message Size Invalid file format View extended properties for more information.
Sent	No	Yes	This means the message data was successfully sent, and is awaiting a response from the partner.
Refused	Yes	Yes	This indicates that the partner receiving the data has refused the message. A possible reason is the data is invalid.
Received	Yes	No	This indicates the message has been received from a partner.
Acknowledged	Yes	Yes	This indicates that the message is now complete.

The following diagram indicates the message lifecycle

Message Flow

11/15/01



Understanding Sending and Receiving of Files

- Each channel has at least the following folders defined:

Type	Description
out	Polled for outbound messages. This folders exists for Batch users only.
prog	Appears on both Inbound and Outbound messages. It contains any messages that are currently In progress.
done	Appears on both Inbound and Outbound messages. It contains any messages that have been completed
failed	Appears on both Inbound and Outbound messages. It contains any messages that have failed.
archive	Contains messages that have been automatically archived by ViaSafe.

- NOTE: ViaSafe does not poll an out folder if user is web based. ViaSafe instead sends new message by the completion of a Web form.
- If a user is logged on to ViaSafe and the service is running, then ViaSafe is polling the out folder for new outbound messages. The Service is also polling the transport server for new inbound messages.
- When ViaSafe detects a new outbound message, then it creates a new message, and copies the message to the prog folder and submits the data to the transport server. ViaSafe then waits for a receipt from the Trading partner. When the receipt arrives, the message is processed and the file is moved to the done folder. If at any point the message fails, it will move the file to the failed folder.
- When ViaSafe detects a new inbound message, it begins downloading the data from the transport server to the prog folder. After the data download is complete, the data is validated and a receipt is sent to the Trading partner to sent the message. If at any point the message fails, it will move the file to the failed folder.
- ViaSafe will also archive the message based on a configured period. If a message is older then the defined achiving period, it will move the data and the message into the archiving folder.

How to Send a New STR Form

1. This section applies only to users running in web mode.
2. Click on the **STR** tab on the left of the screen underneath the “find” button.



3. Select between Production or Training
4. From the **Main Menu**, select **Forms > STR**. NOTE: If the **STR** form does not appear, or the channel does not display the **Forms** drop down list, then the **STR** form is not configured for this channel. Contact FINTRAC for assistance by e-mail at tech@fintrac.gc.ca, or by phone by calling 1-866-346-8722.



5. Once clicked, the **STR** form will open. Below is an example of the form:

Suspicious Transaction Report - Microsoft Internet Explorer

STR PART A

(NEW) Information about where transaction took place

1. Reporting person or entity's identifier number: *

2. Reporting person or entity's full name: *

3. Street address: *

4. City: *

5. Province: *

6. Postal code: *

7. Contact - Surname: *

8. Contact - Given name: *

9. Contact - Initial/Other:

10. Contact - Phone number (with area code): * 10a. Contact - Phone extension number:

11. Type of reporting person or entity: *

Clear Page Next >>

Go To Part:

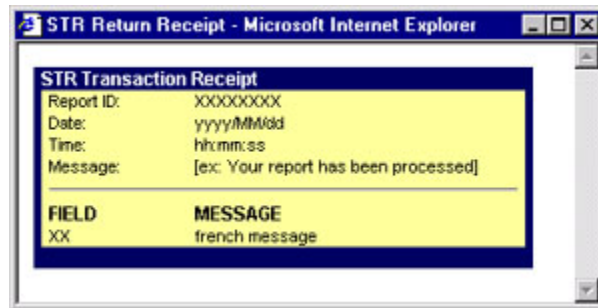
6. Complete the form and click **submit** (Part H) when done. The new message will appear in the **Message View** area. (For more information on how to fill the form, please refer to the reporting section on the www.fintrac.gc.ca Web site)
7. NOTE: If the new message does not appear in the **Message View** area immediately, try clicking the refresh button.

How to View a Form Response

1. This section applies only to users running in web mode.
2. Locate the desired Message in the **Message View** area.
3. In order to view the form response, the Message must be acknowledged.
4. Click on the link in the **Name** field. The message will popup a dialog.

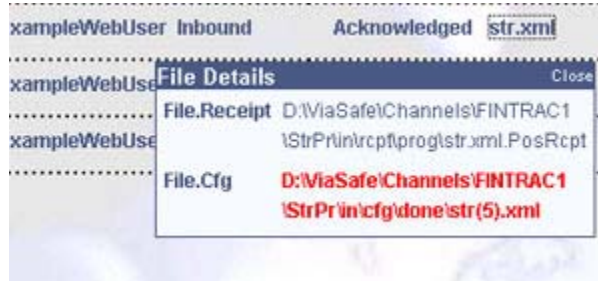


5. Click the "File.Receipt" to view the message response.

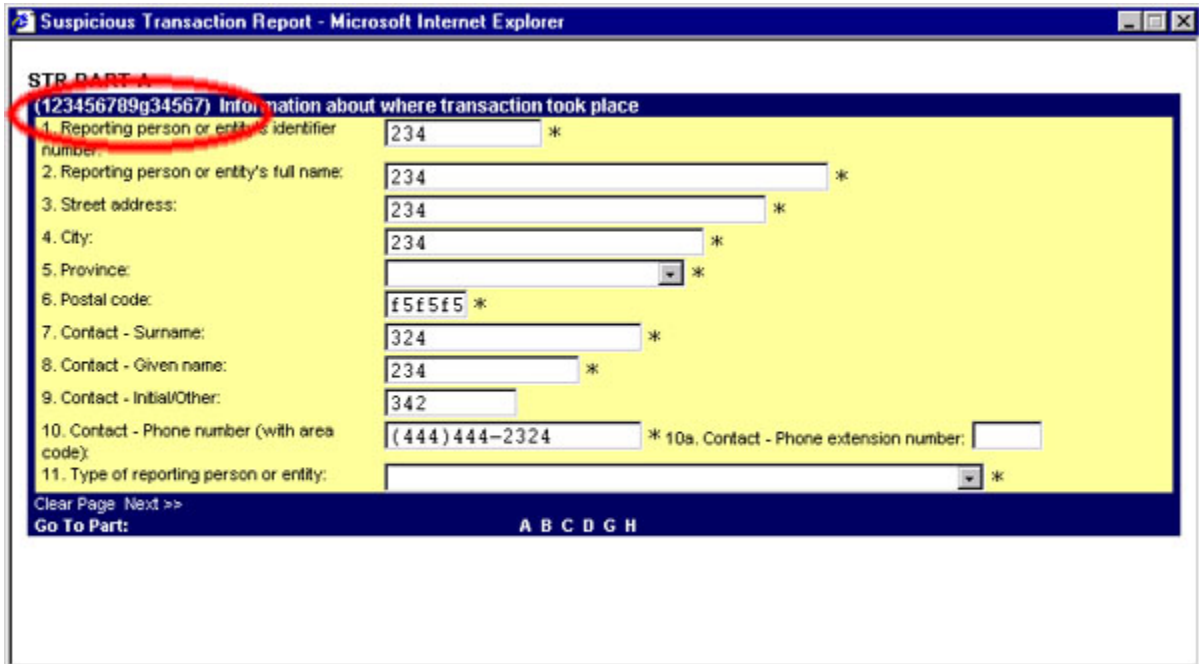


How to Send an Update to an STR Form

1. This section applies only to users running in web mode.
2. Locate the desired Message in the **Message View** area.
3. In order to send an **STR** update, the Message must be acknowledged.
4. Click on the link in the **Name** field. The message will popup a dialog.



5. Click the **File.Cfg** link to open the Message in the **STR** form. The **Report ID** will be displayed as indicated in the picture below.

A screenshot of a web browser window titled 'Suspicious Transaction Report - Microsoft Internet Explorer'. The page content is titled 'STR PART A' and '(123456789g34567) Information about where transaction took place'. Below the title is a form with 11 numbered fields, each with a text input box and an asterisk indicating it is required. The fields are: 1. Reporting person or entity's identifier number (234), 2. Reporting person or entity's full name (234), 3. Street address (234), 4. City (234), 5. Province (dropdown menu), 6. Postal code (f5f5f5), 7. Contact - Surname (324), 8. Contact - Given name (234), 9. Contact - Initial/Other (342), 10. Contact - Phone number (with area code) ((444)444-2324), and 10a. Contact - Phone extension number (empty). Field 11 is 'Type of reporting person or entity' with a dropdown menu. At the bottom of the form, there are links for 'Clear Page', 'Next >>', and 'Go To Part: A B C D G H'.

6. Complete the update to the **STR** form and click submit when done. The new message containing the update will appear in the **Message View**.
7. NOTE: If the new message does not appear in the **Message View** area immediately, try clicking the refresh button.

How to Log Off from the ViaSafe System

1. From the **Main Menu**, click **Toolbox > Log Off**.



2. You will be prompted with the following confirmation dialog:



3. Press **OK** to log off, or **Cancel** to return to the application.

How to Display a Message(s)

Displaying the message can be done in 3 possible ways:

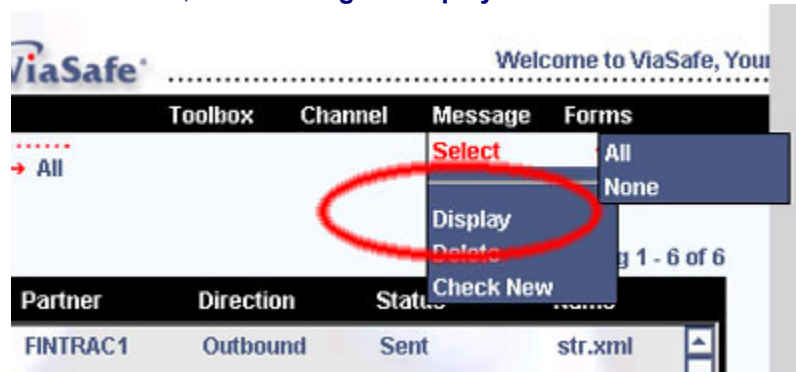
1. Using the Display item method:

1. Locate the desired message(s) in **Message View** area.
2. Select checkbox the message(s) to checkmark for display.



Date	Partner	Direction	Status	Name
<input checked="" type="checkbox"/> 13/11/2001 11:36:31	ExampleWebUser	Inbound	New	str.xml
<input type="checkbox"/> 30/10/2001 19:08:46	ExampleWebUser	Inbound	Acknowledged	str.xml
<input type="checkbox"/> 30/10/2001 18:16:27	ExampleWebUser	Inbound	Acknowledged	str.xml
<input type="checkbox"/> 30/10/2001 17:55:21	ExampleWebUser	Inbound	Acknowledged	str.xml

3. From the **Main Menu**, click **Message > Display**.



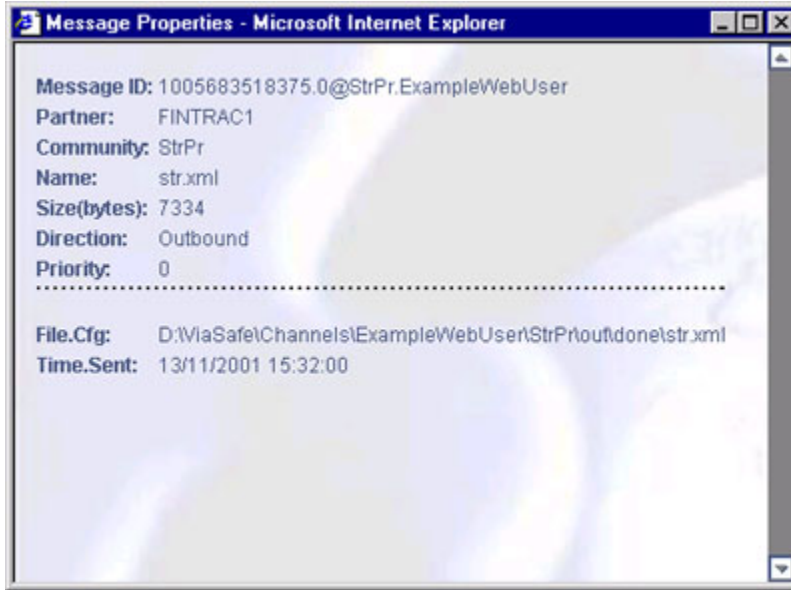
4. If user is running in batch mode, the browser will prompt with a 'save as' dialog. If user is running in web mode, it will open the form containing the data for viewing/updating.

2. Using the Extended Properties Method:

1. Locate the desired message(s) in **Message View** area.
2. Click the properties button for the desired message.



3. You will be presented with the following dialog:



4. Clicking any of the extended attributes that start with "File" will launch the file in the browser.

NOTE: If the file appears in red, that means the file no longer exists.

3. Clicking the file name method.
 1. Locate the desired message(s) in **Message View** area.
 2. Click on the link in the **Name** column.

NOTE: This method only applies to users running in web mode. Batch users will simply open the file in the browser.

This will display the following popup:



3. NOTE: This dialog will only show files with the following attribute(File.Cfg, File.Receipt, File.Data)
4. Clicking any of the files will launch the file to its configured form.

NOTE: If the file appears in red, that means the file no longer exists.

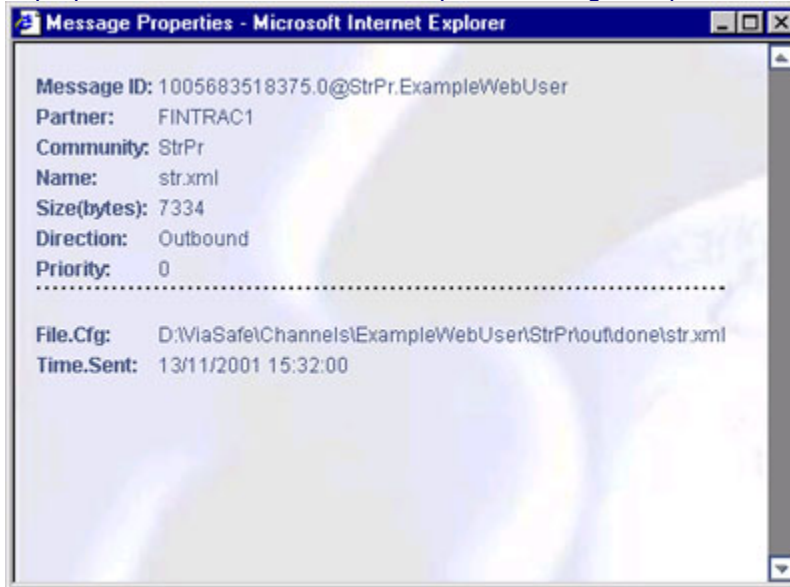
5. This dialog may be closed by hovering over the **close** link in the popup.

How to View Extended Properties

1. Locate the desired message in the **Message View** area.
2. Place the mouse pointer over the properties icon.
3. The **Message Properties** popup dialog will appear.



4. Click the properties icon. The Extended Properties Dialog will open.



5. The following table describes message property attributes:

Attribute	Description
Message ID	Unique message identifier used by ViaSafe to track individual messages.
Partner	This is the partner that the message was traded with. For Outbound Messages, this is the partner the message is being sent to. For Inbound Message, this is the partner who sent the message.
Community	Community both partners belong to.
Name	Message Name. Typically, this is used as the filename.
Size (bytes)	Size of message data in bytes.
Direction	Direction of message.
Priority	Message priority (0-9 with 0 being the highest priority.)
File.<attribute>	This group is repeatable. This displays the path to the files associated with this message.
Data.FINTRAC.ReportID	This is the Fintrac Report ID of the STR message.
Time.Sent	Time message was sent.
Time.Acknowledged	Time message was acknowledged.

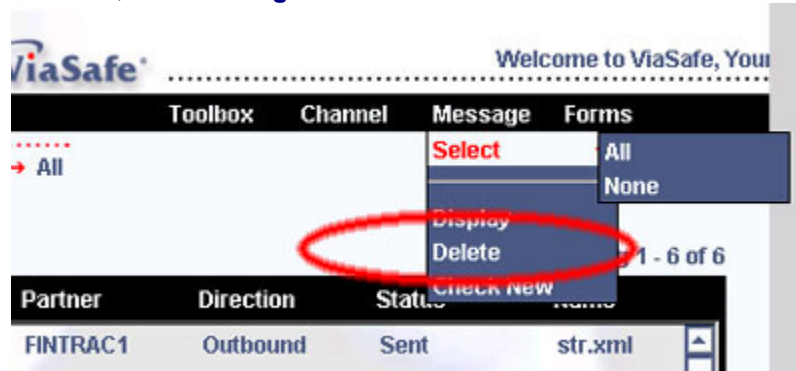
How to Delete a Message(s)

1. Locate the desire Message(s) in **Message View** area.
2. Select checkbox beside the Message(s) to checkmark for delete.



Date	Partner	Direction	Status	Name
13/11/2001 11:36:31	ExampleWebUser	Inbound	New	str.xml
30/10/2001 19:08:46	ExampleWebUser	Inbound	Acknowledged	str.xml
30/10/2001 18:16:27	ExampleWebUser	Inbound	Acknowledged	str.xml
30/10/2001 17:55:21	ExampleWebUser	Inbound	Acknowledged	str.xml

3. From the **Main Menu**, click **Message > Delete**.



4. You will be prompted with the following confirmation dialog:



5. Press **OK** to delete, or **Cancel** to return without changes.

How to Search for Messages

1. Click the **Find** button.



2. A **Find Message** dialog will appear.

3. All fields are optional. Complete the desired fields as indicated below:

Find Message - Microsoft Internet Explorer

General

Direction: [Any]

Name: [Text Field]

Partner: [Text Field]

Advanced

Also Search Archived Messages

Message ID: [Text Field]

State: [Any]

Channel: [Any]

Start Date: [Text Field] [Calendar Icon] [Clear]

End Date: [Text Field] [Calendar Icon] [Clear]

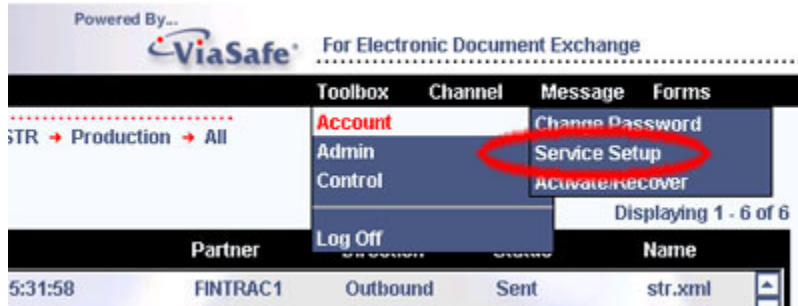
[Ok] [Clear]

Callout Boxes:

- Select Direction of Message. Choose from: Any, Inbound, Outbound
- Name of Message, typically this is the filename of the message.
- Message ID to search for.
- Select State of Message. Choose from: Any, In Progress, Failed, Successful, Refused, Aborted
- Clicking this button will popup a Calendar control to select a date from.
- Clicking this button will popup a Calendar control to select a date from.
- Enter the name of the Partner
- Checkbox - Check to search archived Messages. In order to use this option, Start Date must be entered.
- Select from a list of configured channels.
- Specify Start Date range.
- Specify End Date range.

How to Setup ViaSafe as a Service

1. This feature is only available to Batch users.
2. This feature is only available to users of Microsoft Internet Explorer on Microsoft Windows (98/Me/NT/2000)
3. From the **Main Menu**, click **Toolbox > Account > Service Setup**.

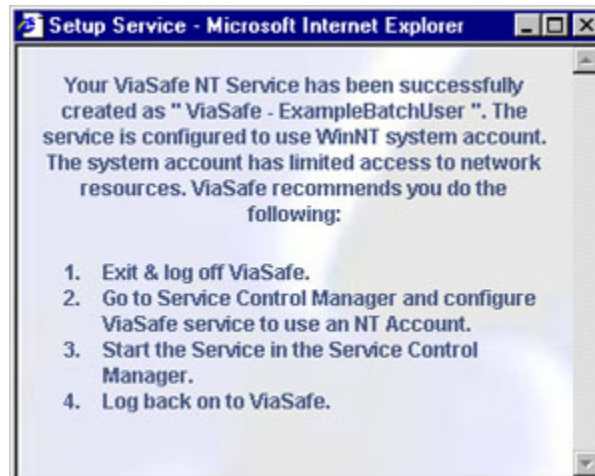


4. When clicked, the **Setup Service** dialog will appear.

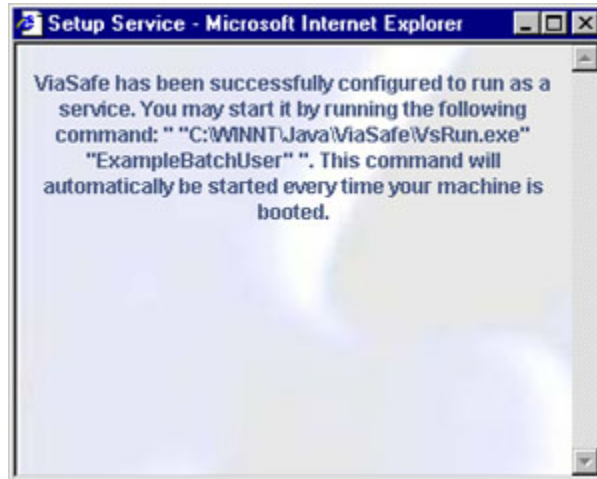


5. The current logged on User is displayed in the **User ID** field. This field is read only and cannot be modified.
6. Enter your current password in the **Password** field.
7. Click **OK** to set up Service. You should be presented with the following dialog indicating the further instructions required:

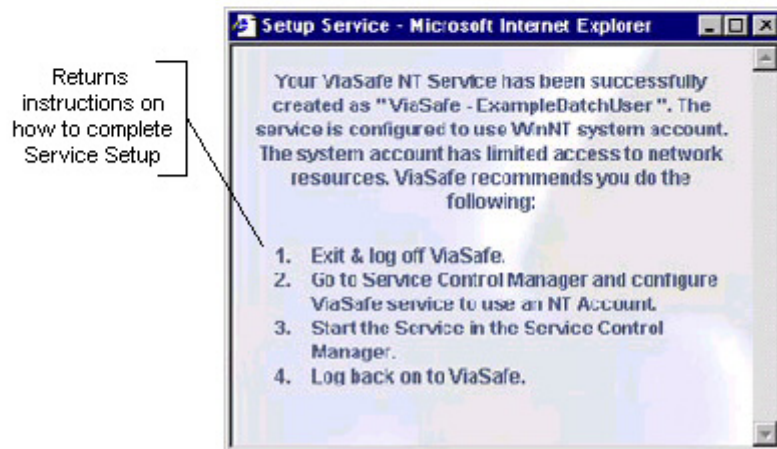
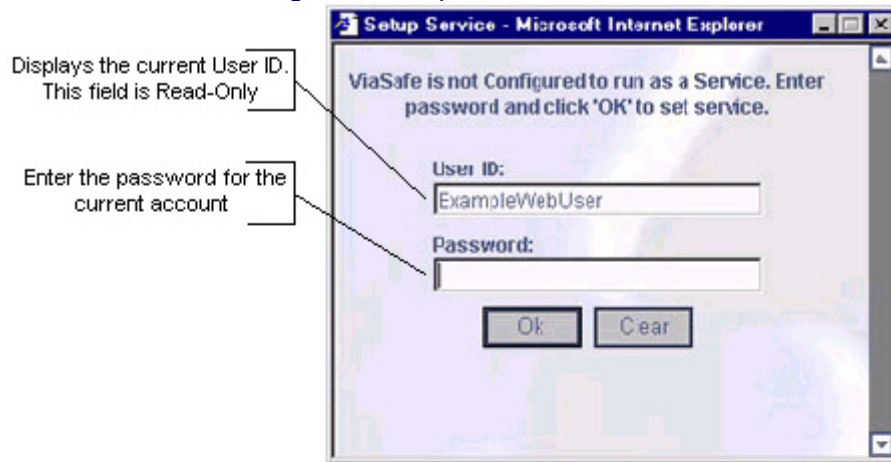
On Windows NT/2000:



On Windows 98/Me

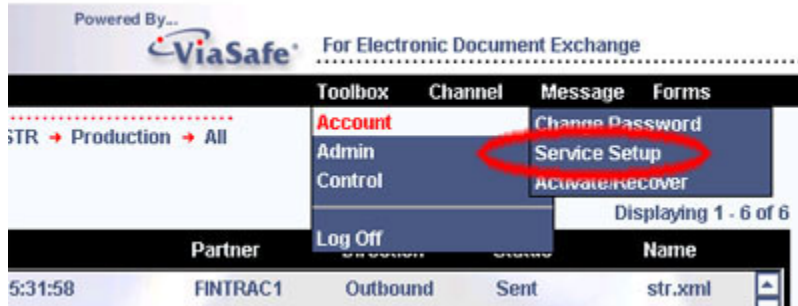


- 8. Close the dialog by clicking the **X** in the upper right corner.
- 9. Please refer to the following field descriptions for more details:

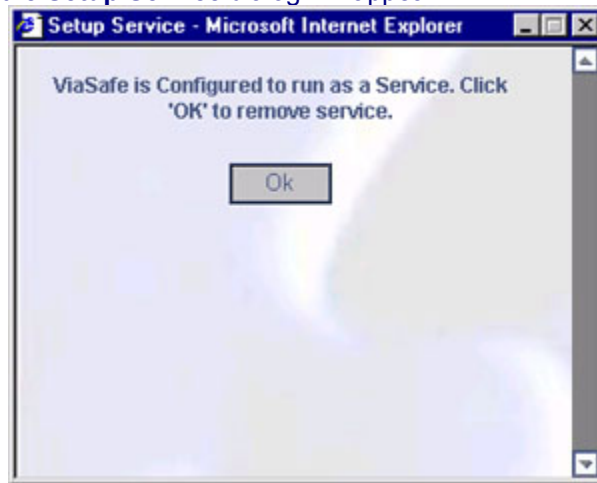


How to Remove ViaSafe Service

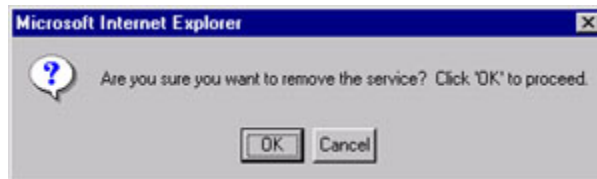
1. This feature is only available to Batch users.
2. This feature is only available to users of Microsoft Internet Explorer on Microsoft Windows (98/Me/NT/2000)
3. From the **Main Menu**, click **Toolbox > Account > Service Setup**.



4. When clicked, the **Setup Service** dialog will appear:



5. Click **OK** to remove the service. You will be presented with the following confirmation dialog:



6. Click **OK** to remove the service, or **Cancel** to exit.
7. Your service is now removed.

Troubleshooting

There are a variety of methods you can use to contact us should you require any assistance:

- You can call us at 1-866-346-8722. No long-distance charges will apply
- You can send your questions and/or comments at tech@fintrac.gc.ca

Glossary

Account	an account is a user's profile for ViaSafe. It includes their secure identity.
Acknowledged	the Acknowledged state is the state in which a message has been successfully received and a positive receipt has been sent to the sending Partner.
Channel	a Channel is a connection between two partners used to send and receive messages.
Community	a Community is a group of Partners with similar business interests that use Channels to exchange data.
Failed	the failed state is the state in which a message was not successfully received by the partner it was intended for.
Header File	a Header file is a file used only with Header-based channels that contains data about the message such as the Partner, Community, and data file.
Manager	the ViaSafe Manager is a piece of software running on the ViaSafe server used to manage the configuration settings of all user's, their Partners, their Channels, and the Communities they belong to.
Message	a message is a piece of data sent through a Channel fro one Partner to another. It can take the form of any kind of file from the sending Partner's system or a form filled from ViaSafe.
Message Cycle	the message cycle is the process, through which a message is sent, received and acknowledged.
New	the New state is the state in which an inbound message has been discovered in the user's mailbox, but has not yet been acknowledged as being received.
Notification	a Notification is a configured automated response by ViaSafe to a specific condition or group of conditions.
Partner	a Partner is a ViaSafe user who is connected to another ViaSafe user (also a Partner) by means of a Channel.
Receipt	a Receipt sent from a message's receiving Partner to the sending Partner denoting whether the message has been successfully received (positive receipt) or has failed for some reason (negative receipt).
Sent	the sent state is the state in which a message has been successfully uploaded to the receiving Partner's mailbox, but has not yet been received.
Service Mode	Service Mode is the mode in which ViaSafe is configured to run automatically on a user's system, either as a service on Windows NT, or as a registered batch or script file run when their system starts.
User Mode	User mode is the mode in which ViaSafe is only started when the user's manually starts the service after logging on.