Perceptive TransForm eAuthorize Integration

Setup Guide

Version: 8.x

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Date: May 2018

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About Perceptive eAuthorize and TransForm

Perceptive eAuthorize is a solution that enables you to send documents for electronic signature to any authorized signatory, including non-ImageNow users. When eAuthorize is used in conjunction with TransForm, this allows a form to be immediately signed at the time of submission with any subsequent signers receiving email alerts. The signed documents are automatically uploaded and stored in the ImageNow repository.

This solution offers the following advantages.

- The flexibility of a form solution with electronic signatures from a leading electronic signature provider.
- Anyone inside or outside your organization can sign the documents.
- Signatories do not need access to Perceptive content.
- Form data and data collected during the signing process are captured as custom properties.

This document provides the instructions to set up and send a document to AssureSign for signature from a TransForm form.

Software prerequisites

Before you configure the eAuthorize solution in TransForm, ensure that your system meets the following prerequisites.

- ImageNow Client is installed and running properly.
- You can log in to an ImageNow user account.
- You have access to your AssureSign account.
- The ImageNow Message Agent Service is running.
- TransForm E-forms Manager is installed, running, and licensed on your system.
- The Form Workflow, ECM Connector, and Perceptive eAuthorize Connector components are registered and licensed in your E-Forms Manager installation.
- You have configured TransForm iFiller.

Request and install the AssureSign certificate

The HTTP server software on which E-Forms Manager runs is a Java-based servlet/JSP engine. This type of server uses a specific type of SSL certificate to encrypt its communications with client browsers. For AssureSign to communicate with TransForm, you need to import the certificate from your AssureSign environment into the keystore used by the TransForm E-Forms Manager.

Download a certificate from the test environment (sandbox) or production AssureSign URL and install it on the same server as TransForm E-Forms Manager. The certificate you download and install depends on whether you are currently testing AssureSign or are in production.

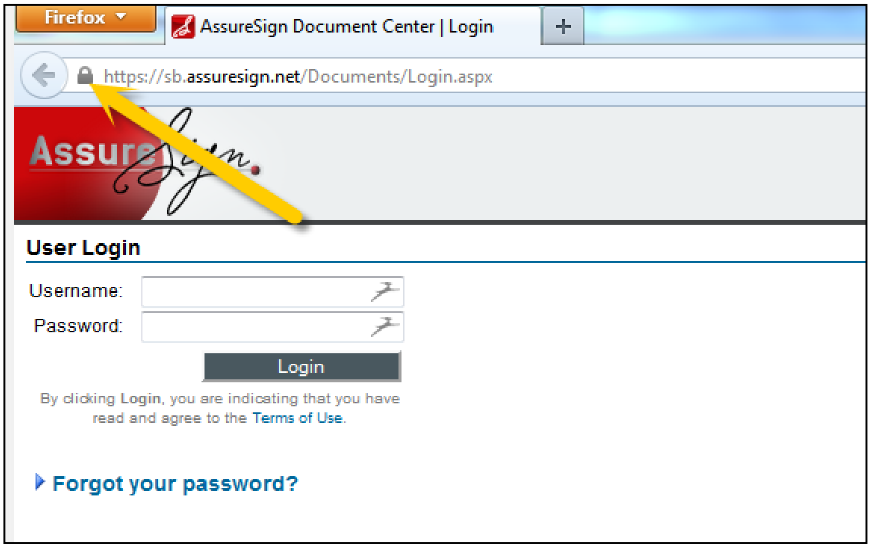
The following steps assume you have not already created an efmkeystore.jks file. If you have created this file, copy the file to the `utilities\ssl` folder to add additional certificates.

Request the testing (sandbox) certificate

1. Open the Firefox browser and go to the test environment for AssureSign at the following location.

   https://sb.assuresign.net/Documents/Login.aspx.

2. Left-click the lock icon next to the URL in the address bar.

   1. Click the **More Information** button.
   2. Click the **View Certificate** button.
   3. Click the **Details** tab.
   4. Click the **Export** button and save the certificate to your computer.

Request the production certificate

1. Open the Firefox browser (must be in Firefox) and go to the production environment for AssureSign at the following location.

   https://na1.assuresign.net/Login.aspx

2. Left-click the lock icon next to the URL in the address bar, as shown in the screenshot in the previous section.

   1. Click the **More Information** button.
   2. Click the **View Certificate** button.
   3. Click the **Details** tab.
   4. Click the **Export** button and save the certificate to your computer.

Install the AssureSign certificate

To install the AssureSign certificate, complete the following steps.

1. After the certificate has been downloaded, navigate to the TransForm E-Forms Manager installation folder and then to the **utilities\ssl** folder. Create a new folder there called **certs** if one does not already exist.
2. Copy the certificate downloaded in the Request the testing (sandbox) certificate section into the **certs** folder.
3. From the command prompt, with the current directory set to **utilities\ssl**, run the script **05-import-server-cert.bat**, passing the name of the file you copied into the certs directory as a parameter. For example: `05-import-server-cert.bat sb.assuresign.net.crt`.
    1. When prompted for the keystore password, enter a password of your choosing. For example:

       Enter keystore password: `transform`
    2. When prompted as to whether or not to trust the certificate, type `yes` and press ENTER. For example:

       Trust this certificate? [no]: `yes`

       You should see the following message: **Certificate was added to keystore**.
4. At this point, you should see an **efmkeystore.jks** file created in the **utilities\ssl** directory
5. Create a directory on the server to hold the trusted certificate store, such as **[*drive*:]\TransForm\Certificates**.
6. Copy or move the **efmkeystore.jks** file that was created in the previous set of steps into this directory.
7. Stop the E-Forms Manager server, if it is running, by stopping the Windows service called **TransForm E-Forms Manager Server**.
    1. In the **FSBServer\conf\ directory,** open the **wrapper.conf** file in Notepad or another text editor. (Create a backup copy first.)
    2. Edit the **wrapper.conf** file, adding a line at the end of the section labeled **Java Additional Parameters** that looks like the following line.

       wrapper.java.additional.5=-Djavax.net.ssl.trustStore=C:/TransForm/Certificates/efmkeystore.jks

       To add this new line to the file, you may find it helpful to copy the one above it (which starts with wrapper.java.additional.4=), then paste it below and edit it. When doing so, remember to change the parameter name to use an index of **5** instead of 4. Specify the full path to the **EFMTrustStore.jks** file, and use forward slashes instead of backslashes to separate directory names.
    3. Save and close the **wrapper.conf** file.
8. Start the E-Forms Manager Server service.

eAuthorize connection setup

This section contains the steps to set up an eAuthorize connection. This only has to be done once per AssureSign environment.

Configure an eAuthorize handler for your account

To configure an eAuthorize handler for your account, complete the following steps.

1. Log in to **Perceptive TransForm E-Forms Manager**, select the **Administration** tab, and click **Perceptive eAuthorize**.
2. Select **New Perceptive eAuthorize Server**.
    1. Enter the **Server Name** (can be anything).
    2. Enter the **Server URL**, which is the URL to the AssureSign website.
    3. Enter the **Username**, which is the email user name for your AssureSign account.
    4. Enter the **DocumentNOW Account Context Identifier**, which is found in your AssureSign account under **administration > settings > DocumentNOW integration**.

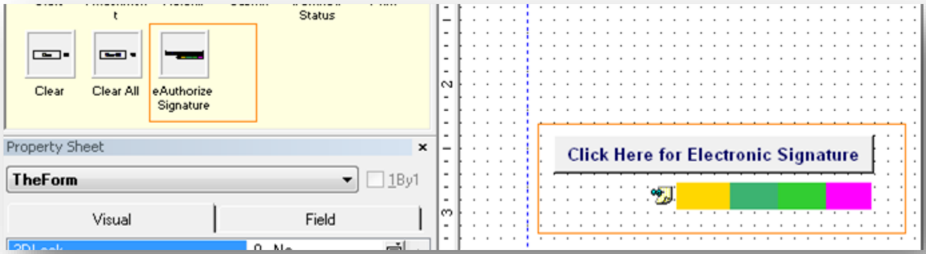
Form design requirements

This section contains the steps to set up a form for eAuthorize.

1. Ensure the form includes the following elements (or fields that can be mapped to these).
    - First Name
    - Last Name (or full name)
    - Email Address
2. Ensure the form includes a new e-sig button with remote commands.

    Note The Default catalog includes an eAuthorize Signature object.

3. Ensure the eAuthorize Signature object includes an Electronic Signature button and four hidden fields, as shown in the following example.

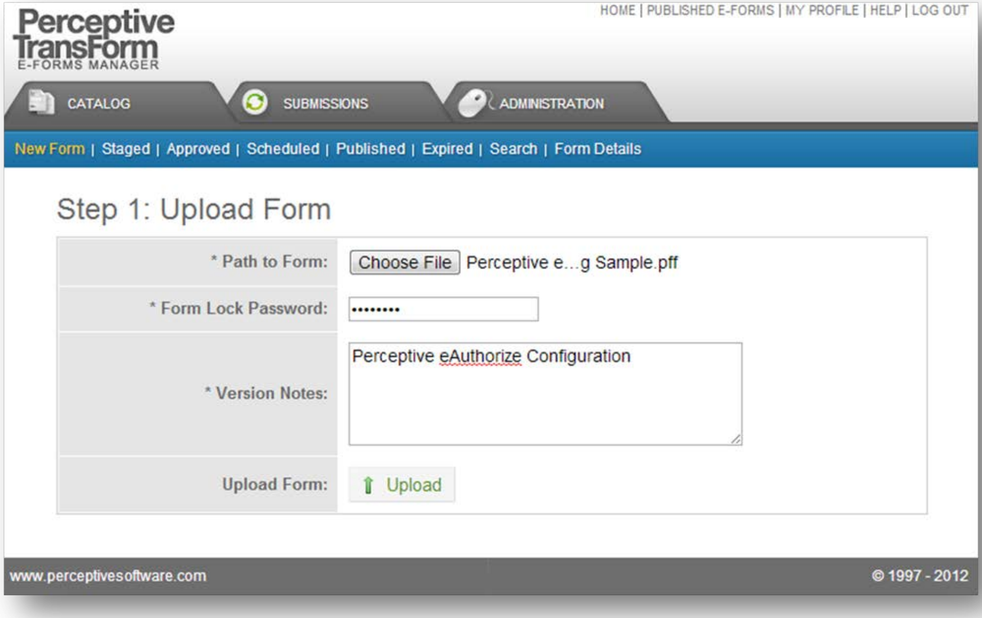


E-Forms Manager settings

After you have designed and locked your form, follow the procedures in this section to set up the form within E-Forms Manager for eAuthorize use.

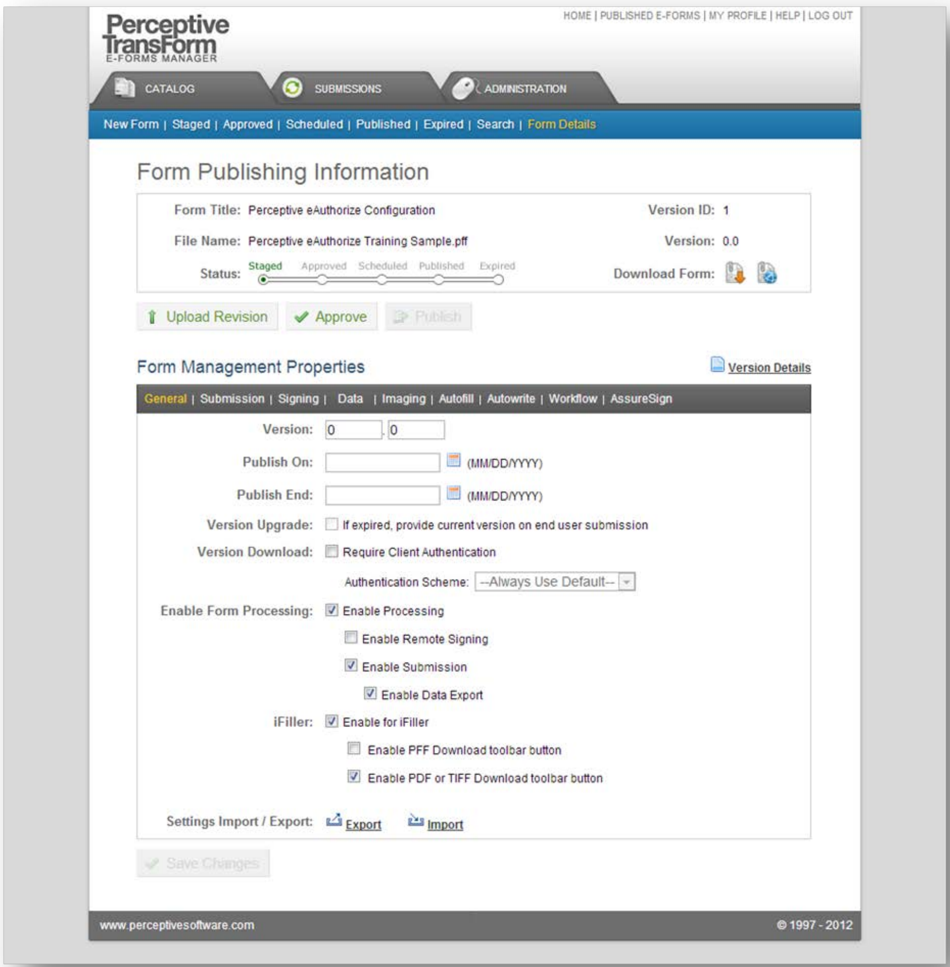
Configure the new form settings

1. Upload the form to **E-Forms Manager**.
    1. On the **Catalog** tab, click **New Form**.
    2. Enter the required fields, denoted with an asterisk (*).
    3. Click **Upload**.



2. Click **Form Details**.

3. In the **Form Management Properties**, ensure the following properties are set in the **General** tab.
    1. Set a publish date.
    2. Select the **Enable Processing** check box.
    3. Select the **Enable Submission** check box.
    4. If needed, select the **Enable Data Export** check box.
    5. Select the **Enable iFiller** check box.
    6. Ensure the **PFF Download toolbar button** checkbox is cleared.



4. Generate a PDF of your form so you can determine the location for the signature.
    1. Open the form from the staging user interface in iFiller by selecting the **Print** icon from the **Form Management Properties** page.
    2. Export the form as a PDF for Perceptive eAuthorize import. You use this PDF to create the position for the JotBlocks.

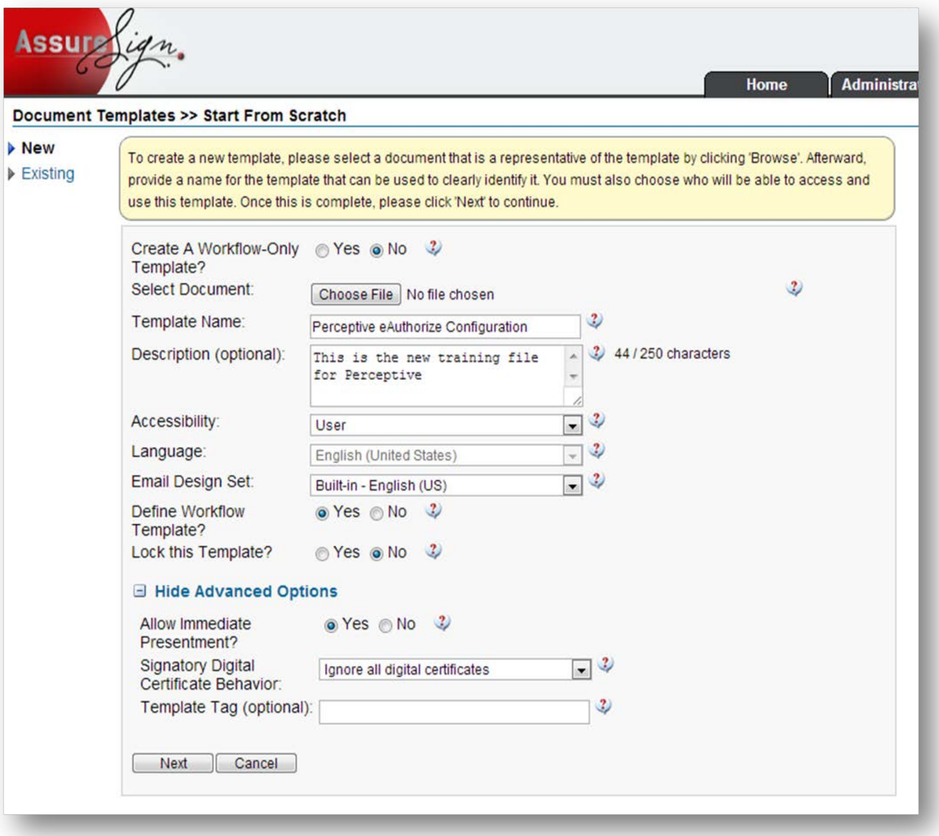
eAuthorize template setup: single signature

Before you can complete the configuration of your form, you must set up the template in AssureSign for the signing process. After you complete the template setup, you can continue your form setup in the Continue setting up your form in E-Forms Manager section.

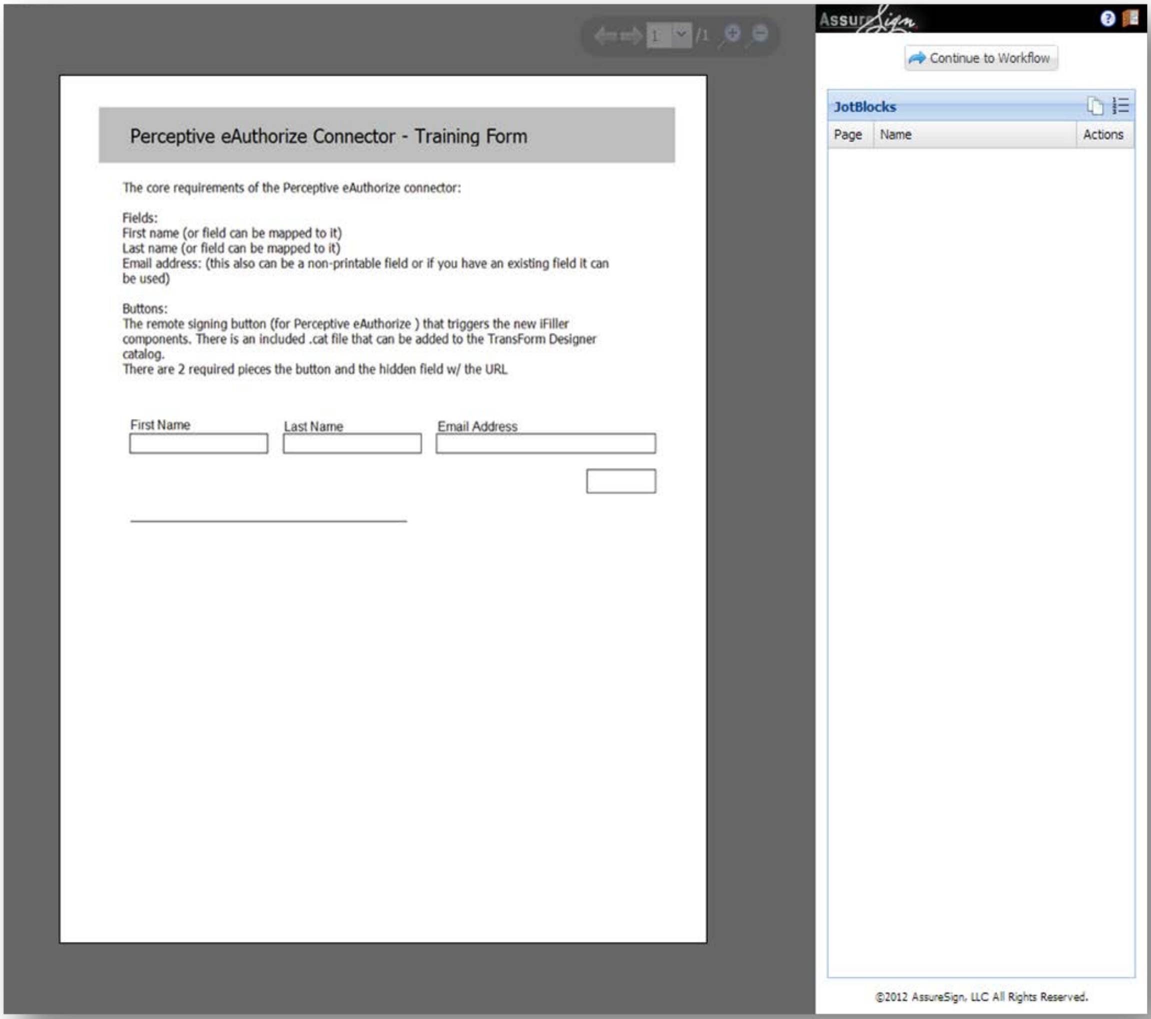
Configure the template settings

1. In a new tab, go to the AssureSign website.
2. Log into AssureSign and select the **Template** tab.
3. Select **Start from Scratch** and click **Next**.
4. Upload the PDF.
5. Provide a name for the template.

   Note The other default settings do not need to be modified.



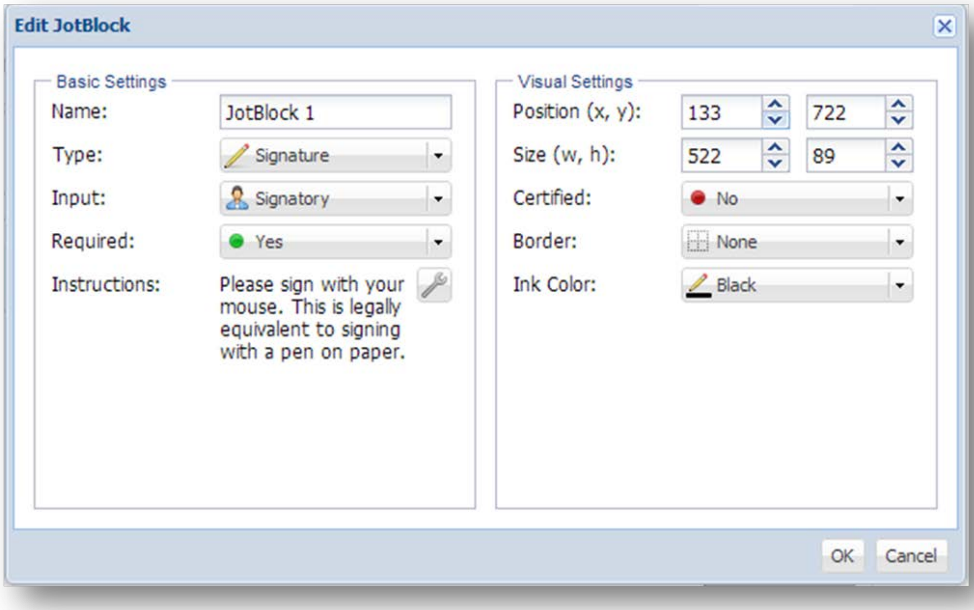
6. Set up JotBlocks by left-clicking the mouse where you want the JotBlock to be and dragging until you reach the appropriate size for signature, timestamp, or other input information.



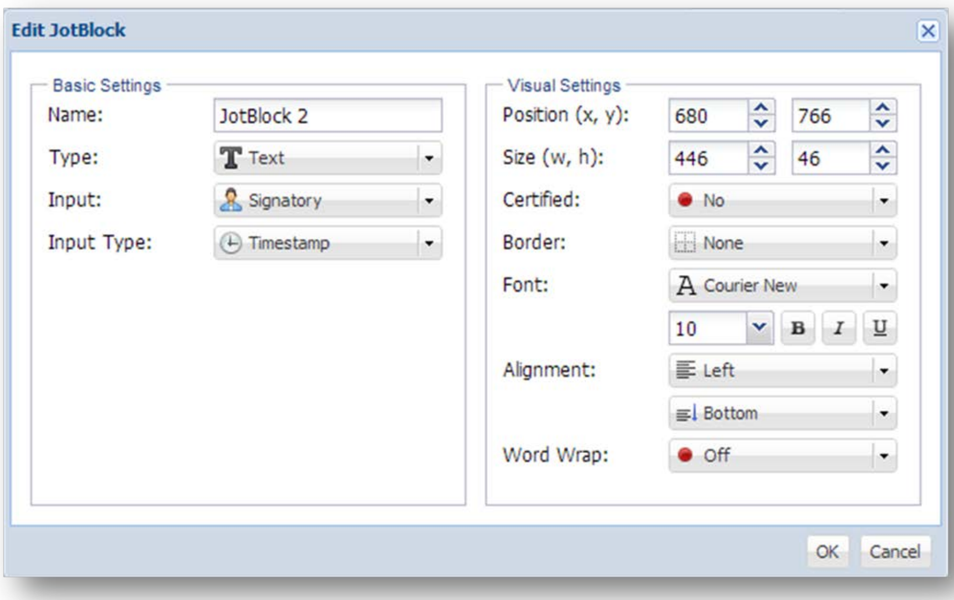
JotBlock settings

The following procedures define how to set up the JotBlocks for your form.

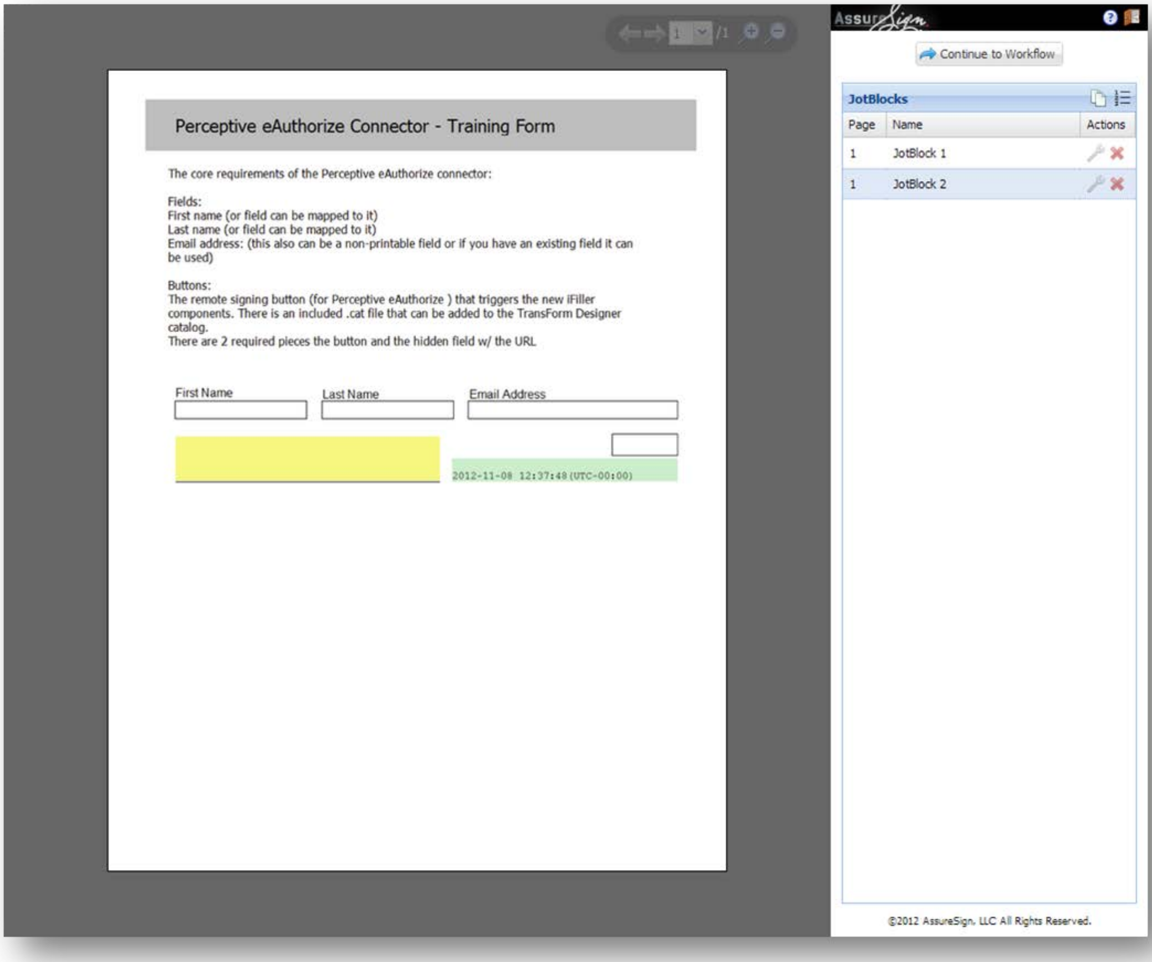
1. Finish adding all needed JotBlocks.
    - This is an example of JotBlock settings for where the first user will sign.



- This is an example of a timestamp JotBlock setting for when a user signs.



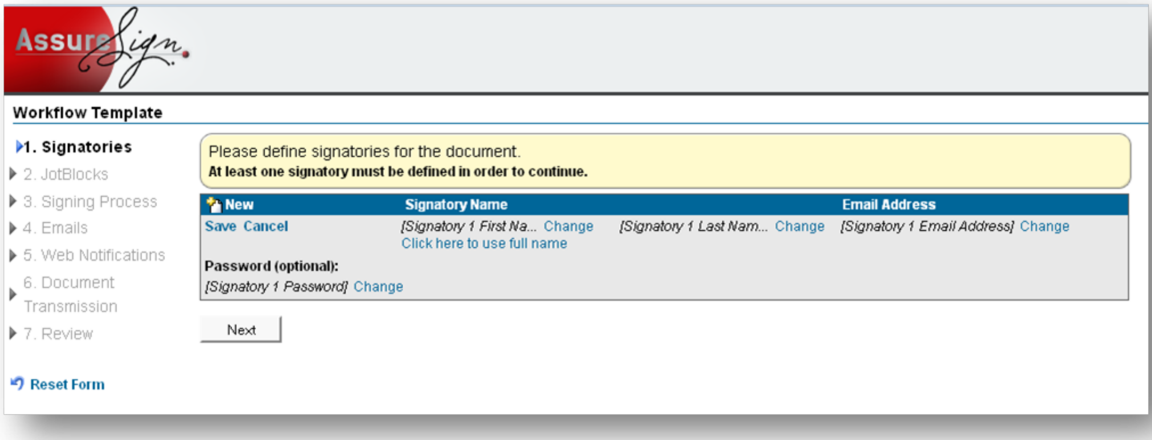
2. Click **Continue to Workflow**.



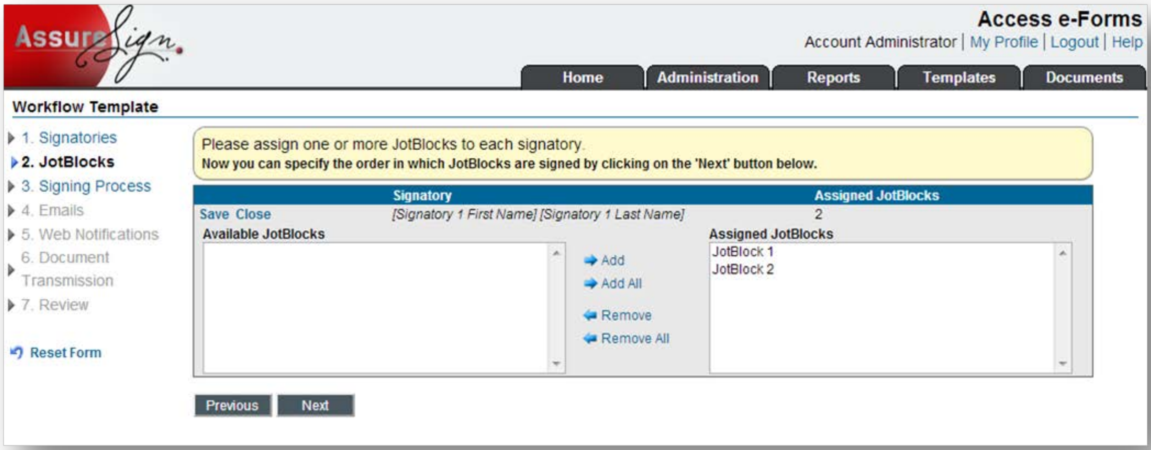
3. To assign signatory settings, complete the following substep.
    1. Click **Save** or **Click here to use full name** and **Save**.

    Notes

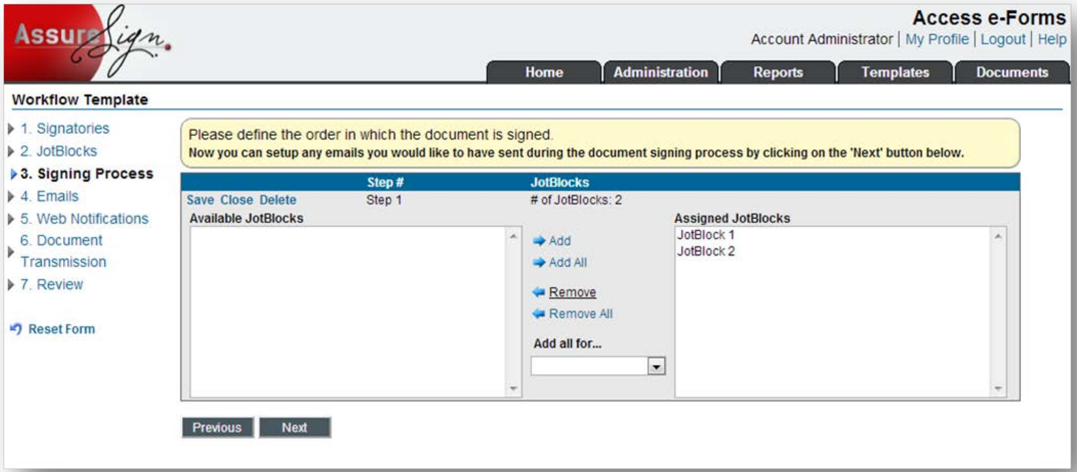
    - If the switch to full name is not successful, delete the signatory and add a new signatory.
    - Although a fixed value can be assigned for the email address or signatory name, we recommended using the TransForm constants or static values so that these can be assigned to custom properties if needed.



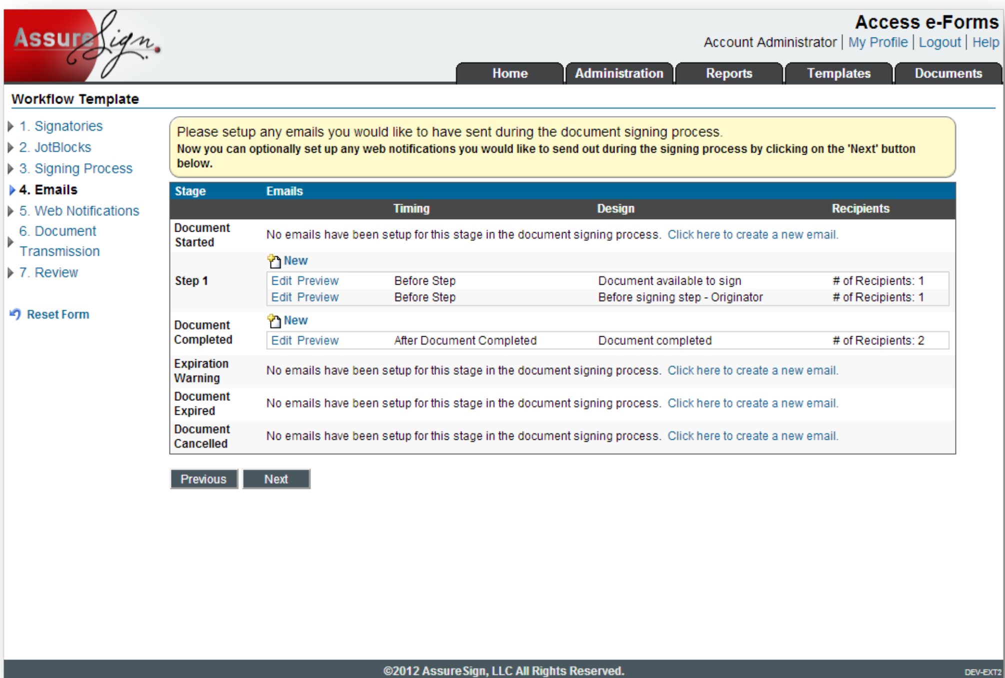
4. To assign JotBlocks for the signatory, complete the following steps.
    1. Add all of your JotBlocks for the signatory.
    2. Click **Save**.
    3. Click **Next**.



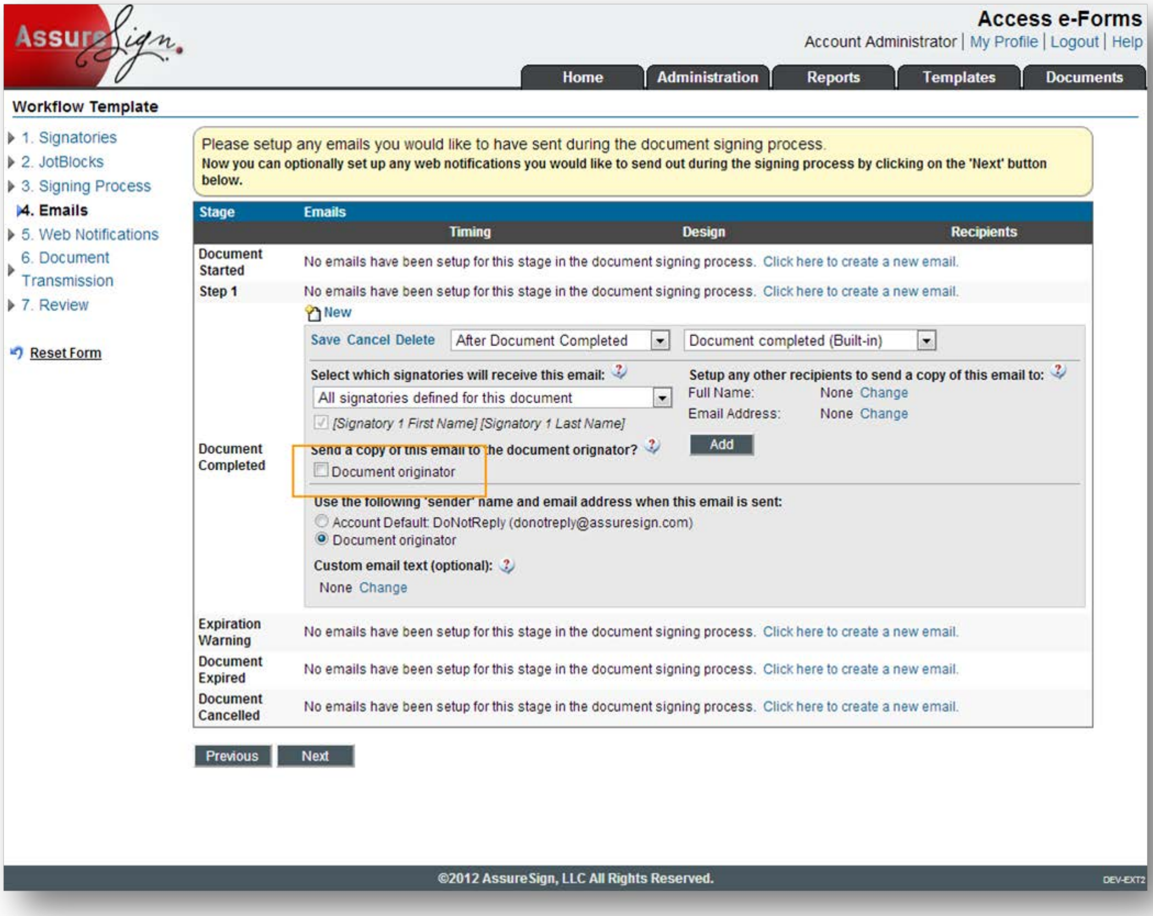
5. To assign JotBlock settings for the signing process, complete the following steps.
    1. Add all of your JotBlocks for the signing step.
    2. Click **Save**.
    3. Click **Next**.



6. To configure email, complete the following steps.
    1. Edit the email templates.

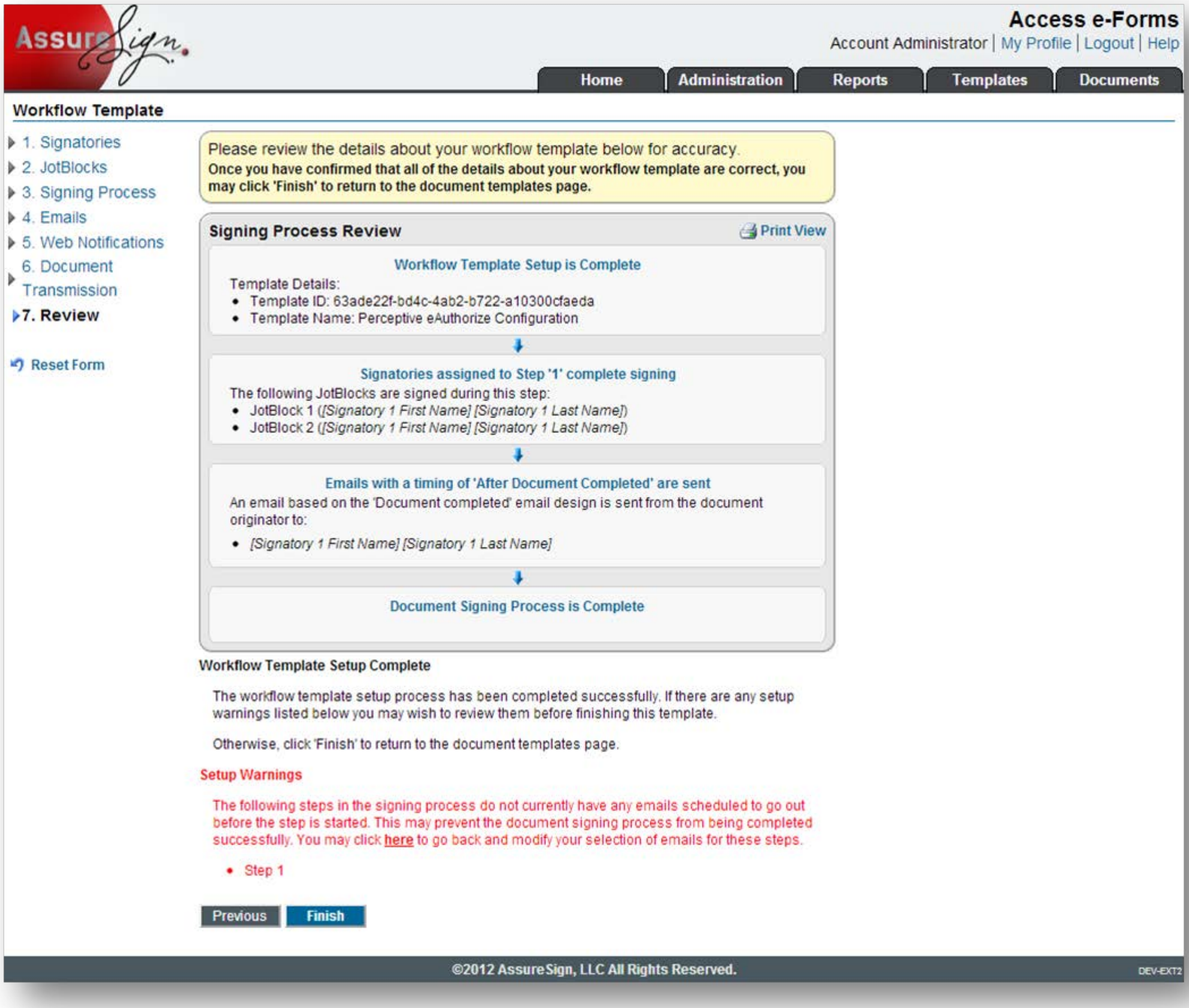


    2. Delete all emails other than the ones for **Document Completed**.



7. To configure email setup for **Document Completed**, complete the following substep.
    - Uncheck **Document Originator** (unless needed by host company for audit).
8. Review your settings and click **Finish**.

   Note You can ignore the warning for Step 1.



E-Forms Manager eAuthorize web notification setup

For multiple signatures, it is required to set up E-Forms Manager eAuthorize web notification.

Log in to AssureSign to configure the following DocumentTRAK web notifications. If you are using a local instance of the AssureSign environment, refer to *Appendix C: Copy web notification templates* of the *eAuthorize Installation and Setup Guide* for information on copying AssureSign web notification templates from the sandbox environment.

To configure web notification, complete the following steps.

1. On the **Administration** tab, on the left, click **DocumentTRAK**.
2. In the **Web Notifications** section, copy the **TransForm EFM eAuthorize** web notification template.
    1. Select **Edit** for the **General Information** section.

2. In the **Design Name** box, enter a name for the web notification.
3. In the **Service Endpoint (URL)** box, replace **[TODO: Server IP]** with the IP address of the server running Tomcat and click **Next**.
4. Select **Edit Raw XML** and click **Next**.
5. Click **Next**.
6. Select **Evaluate XPath expression** and click **Next**.
7. Click **Next** and then click **Finish**.

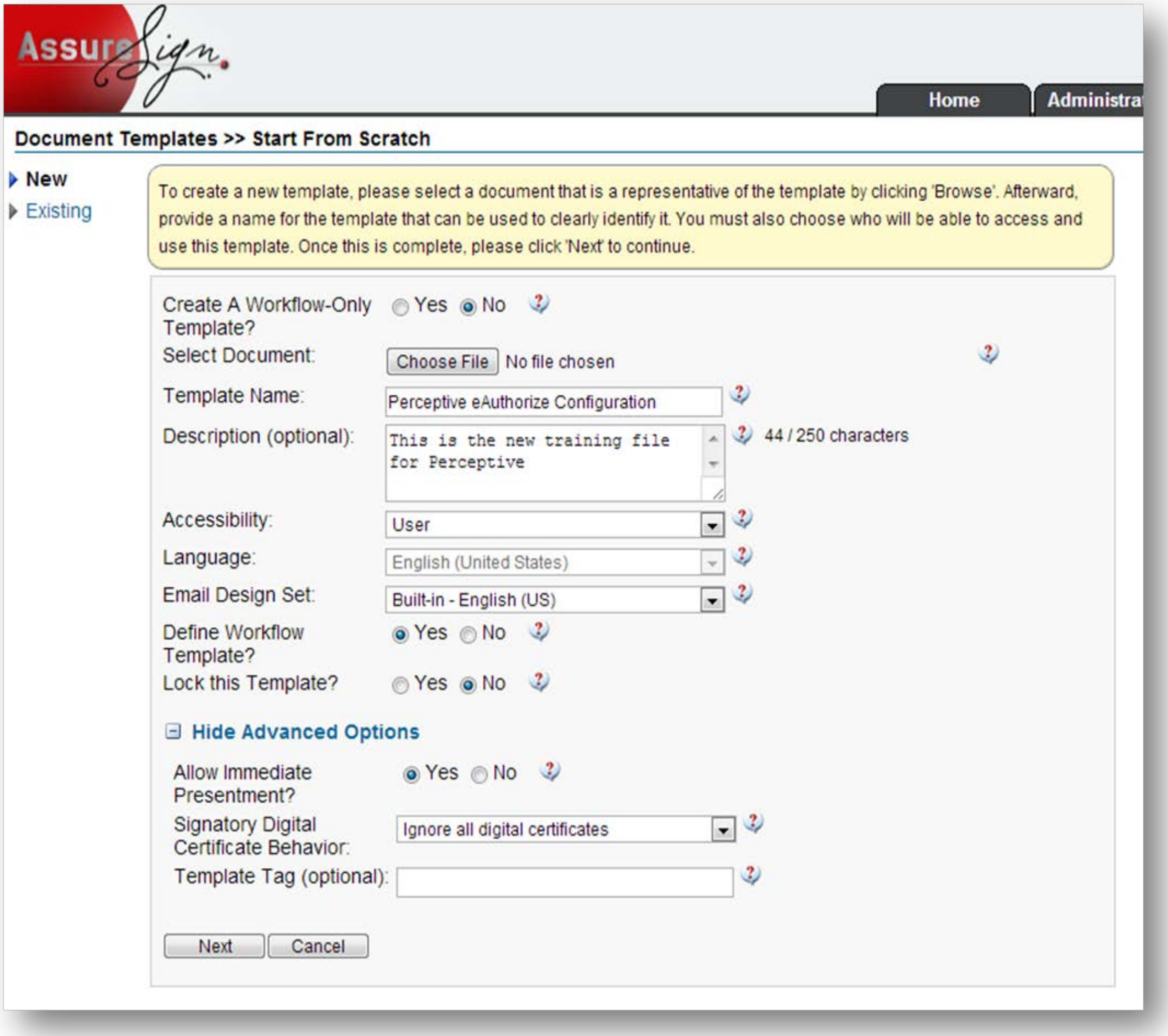
eAuthorize template setup: multiple signatures

This section provides instructions for setting up a template for multiple signatures.

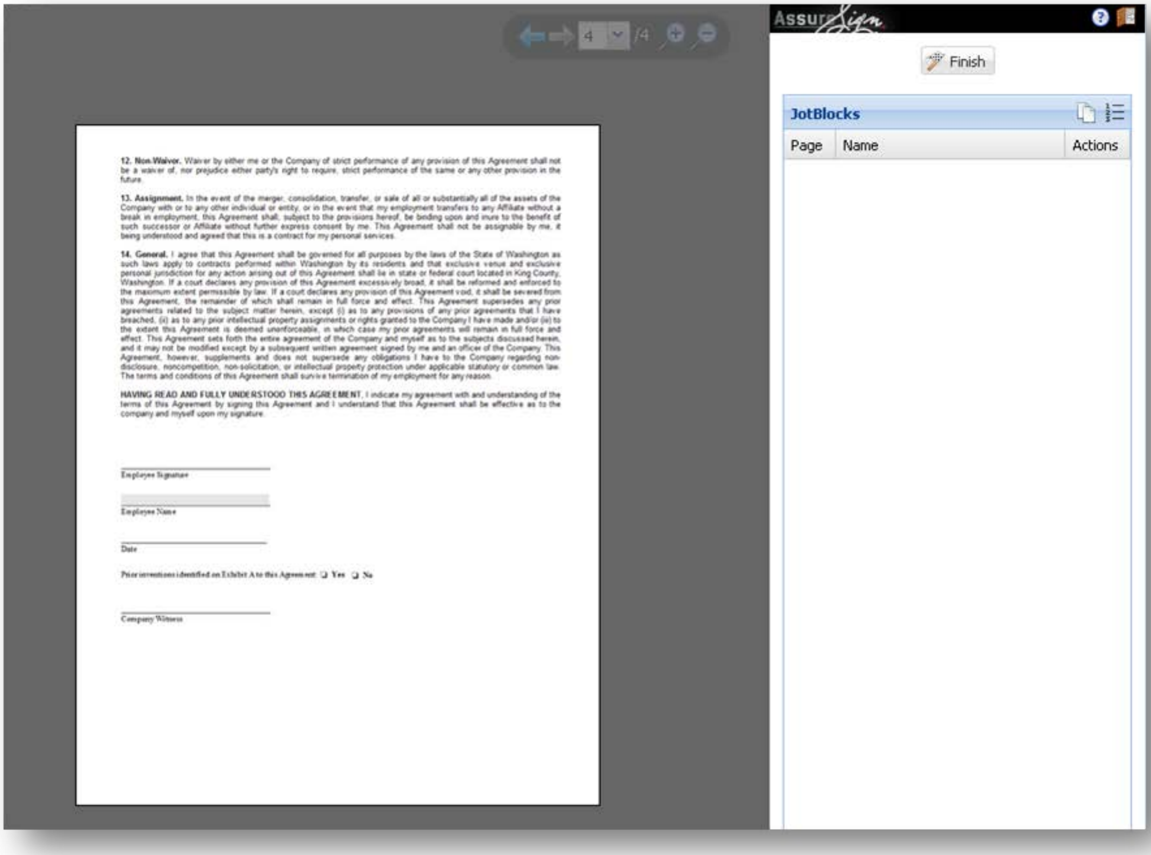
Configure the template settings

1. In a new tab, go to the AssureSign website.
2. Log in to AssureSign and select the **Template** tab.
3. Select **Start from Scratch**.
4. Upload the PDF.
5. Provide a name for the template.

   Note You do not need to modify the other default settings.

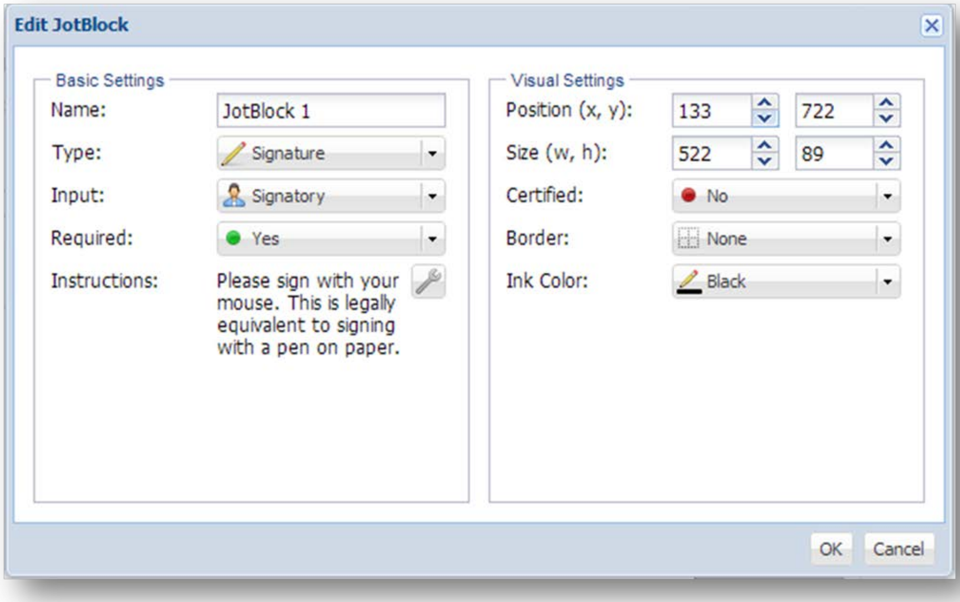


6. Set up JotBlocks by left-clicking the mouse where you want the JotBlock to be and dragging until you reach the appropriate size for signature, timestamp, or other input information.

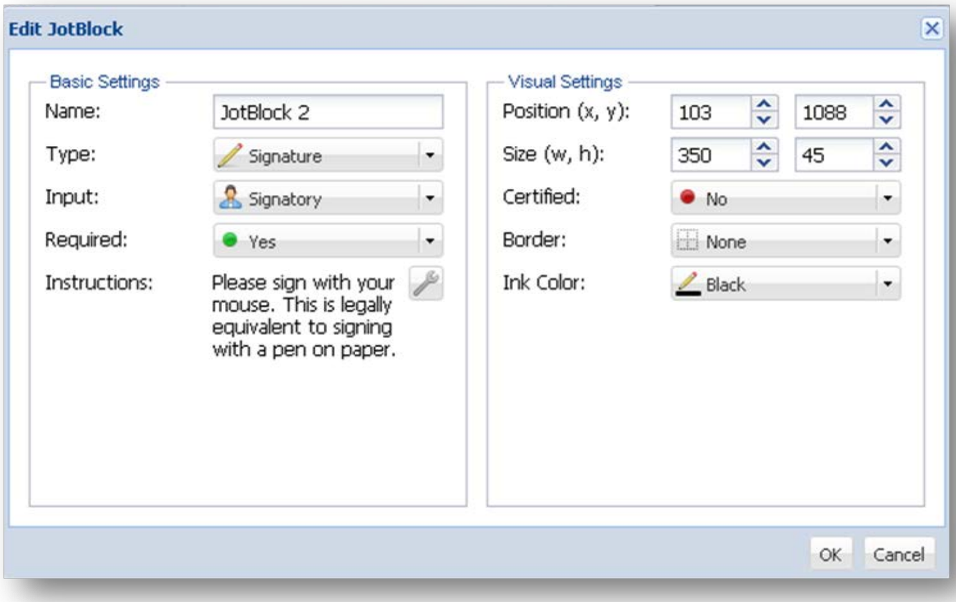


JotBlock settings

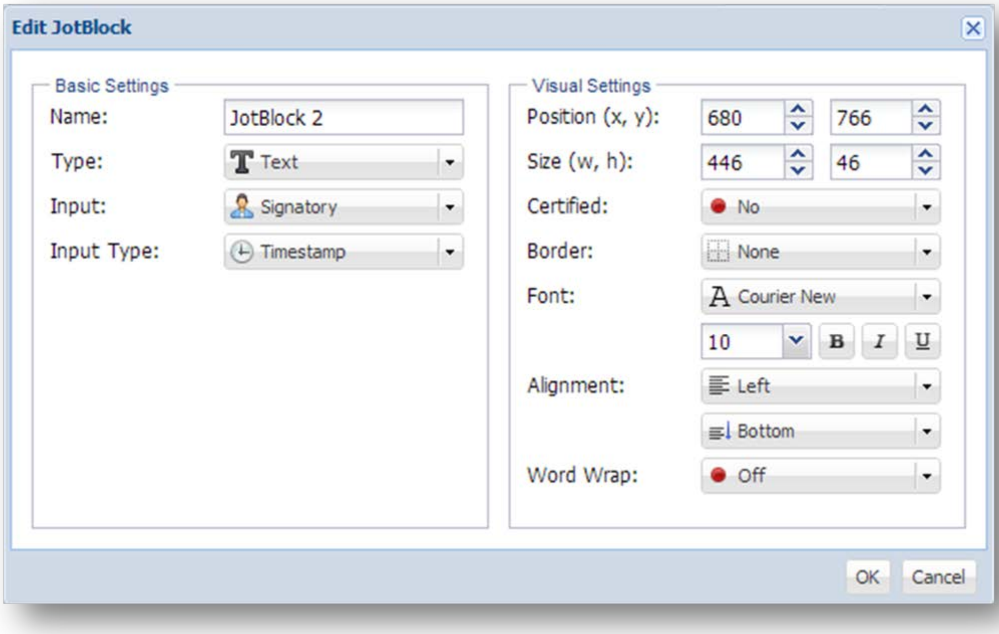
1. The following procedures define how to set up the JotBlocks for your form.Finish adding all needed JotBlocks.
    - This is an example of JotBlock settings for where the first user will sign.



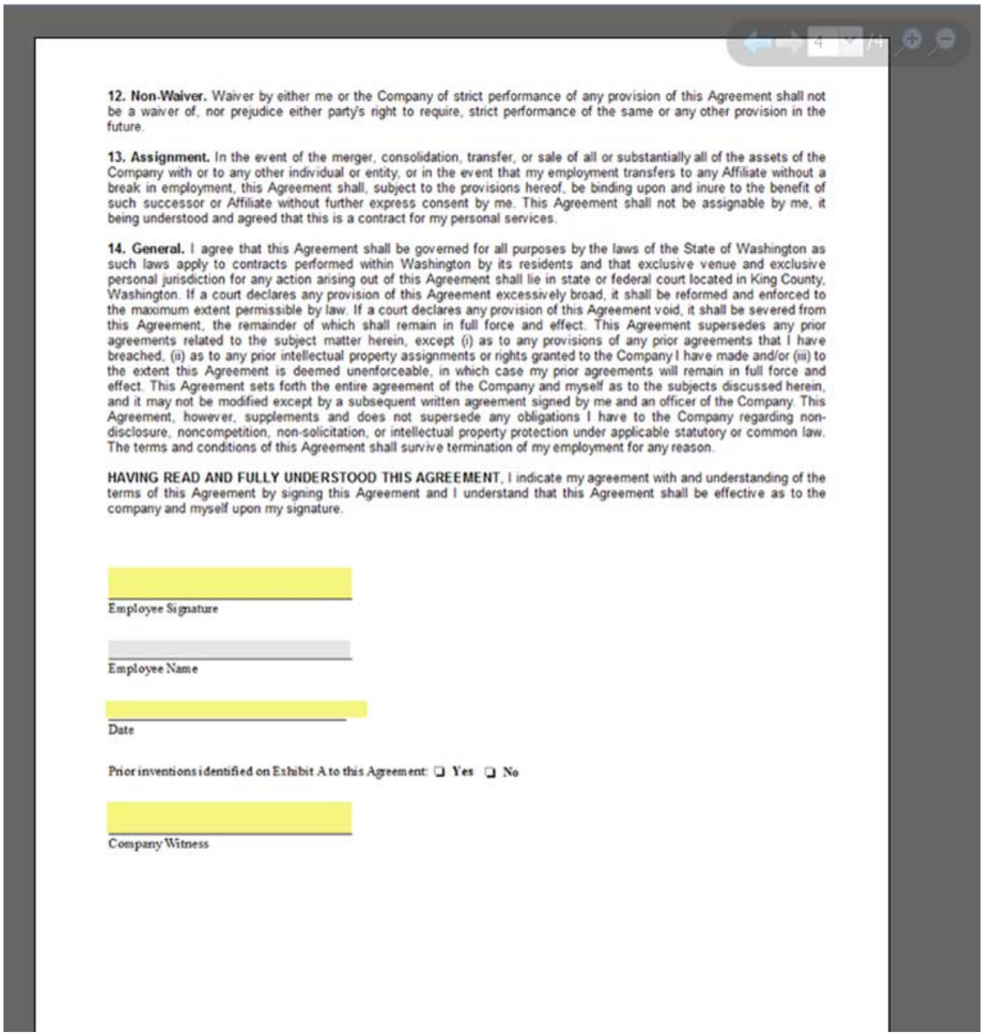
- This is an example of JotBlock settings for where the second user will sign.



- This is an example of a timestamp JotBlock setting for when a user signs.



2. Click **Continue to Workflow**.



12. Non-Waiver. Waiver by either me or the Company of strict performance of any provision of this Agreement shall not be a waiver of, nor prejudice either party's right to require, strict performance of the same or any other provision in the future.

13. Assignment. In the event of the merger, consolidation, transfer, or sale of all or substantially all of the assets of the Company with or to any other individual or entity, or in the event that my employment transfers to any Affiliate without a break in employment, this Agreement shall, subject to the provisions hereof, be binding upon and inure to the benefit of such successor or Affiliate without further express consent by me. This Agreement shall not be assignable by me, it being understood and agreed that this is a contract for my personal services.

14. General. I agree that this Agreement shall be governed for all purposes by the laws of the State of Washington as such laws apply to contracts performed within Washington by its residents and that exclusive venue and exclusive personal jurisdiction for any action arising out of this Agreement shall lie in state or federal court located in King County, Washington. If a court declares any provision of this Agreement excessively broad, it shall be reformed and enforced to the maximum extent permissible by law. If a court declares any provision of this Agreement void, it shall be severed from this Agreement, the remainder of which shall remain in full force and effect. This Agreement supersedes any prior agreements related to the subject matter herein, except (i) as to any provisions of any prior agreements that I have breached, (ii) as to any prior intellectual property assignments or rights granted to the Company I have made and/or (iii) to the extent this Agreement is deemed unenforceable, in which case my prior agreements will remain in full force and effect. This Agreement sets forth the entire agreement of the Company and myself as to the subjects discussed herein, and it may not be modified except by a subsequent written agreement signed by me and an officer of the Company. This Agreement, however, supplements and does not supersede any obligations I have to the Company regarding non-disclosure, noncompetition, non-solicitation, or intellectual property protection under applicable statutory or common law. The terms and conditions of this Agreement shall survive termination of my employment for any reason.

HAVING READ AND FULLY UNDERSTOOD THIS AGREEMENT, I indicate my agreement with and understanding of the terms of this Agreement by signing this Agreement and I understand that this Agreement shall be effective as to the company and myself upon my signature.

Employee Signature

Employee Name

Date

Prior inventions identified on Exhibit A to this Agreement: ❑ Yes ❑ No

Company Witness

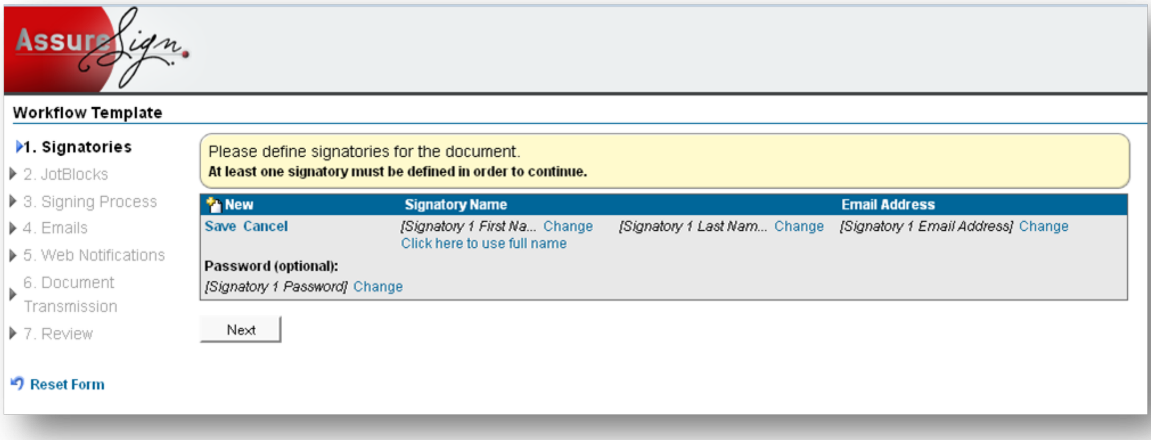
Assign signatory settings

The following procedure defines how to assign the signatory settings for your form.

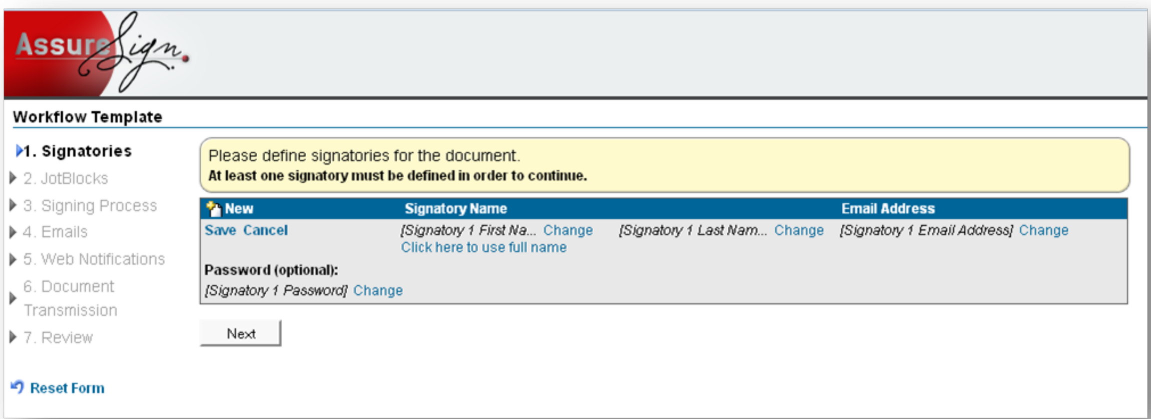
1. Click **Save** or **Click here to use full name** and **Save**.

   Notes

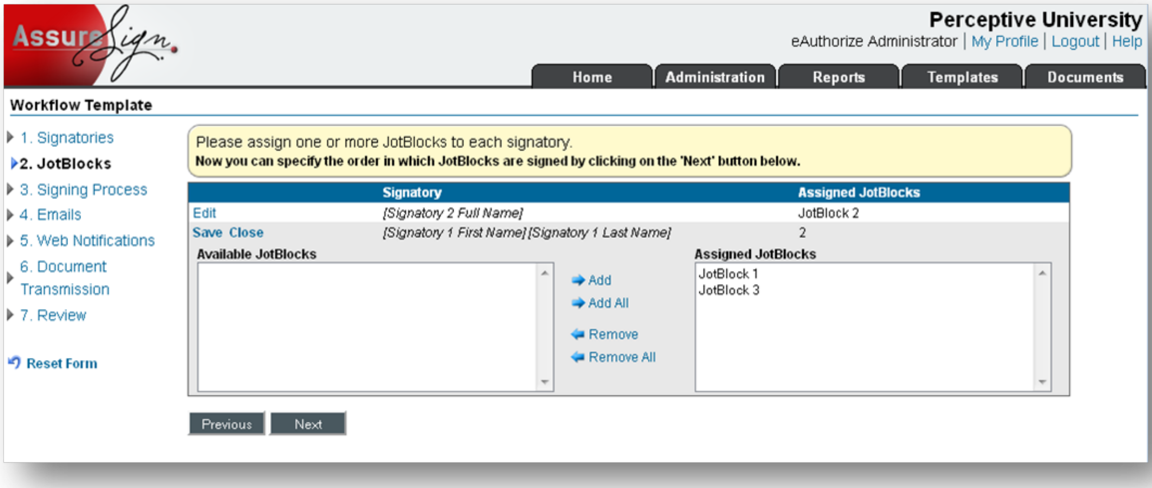
   - If the switch to full name is not successful, delete the signatory and add a new signatory.
   - Although you can assign a fixed value for the email address or signatory name, it is recommended to use the TransForm constants or static values so that these can be assigned to custom properties if needed.



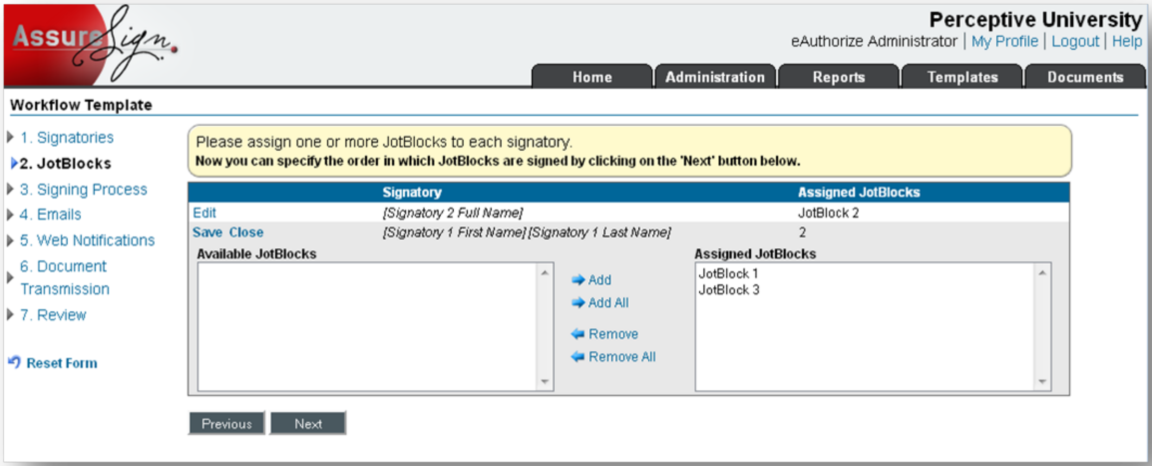
2. Click **New** to add the second signatory information.
3. Modify **Signatory 2** or click **Save**.
4. Click **Next**.



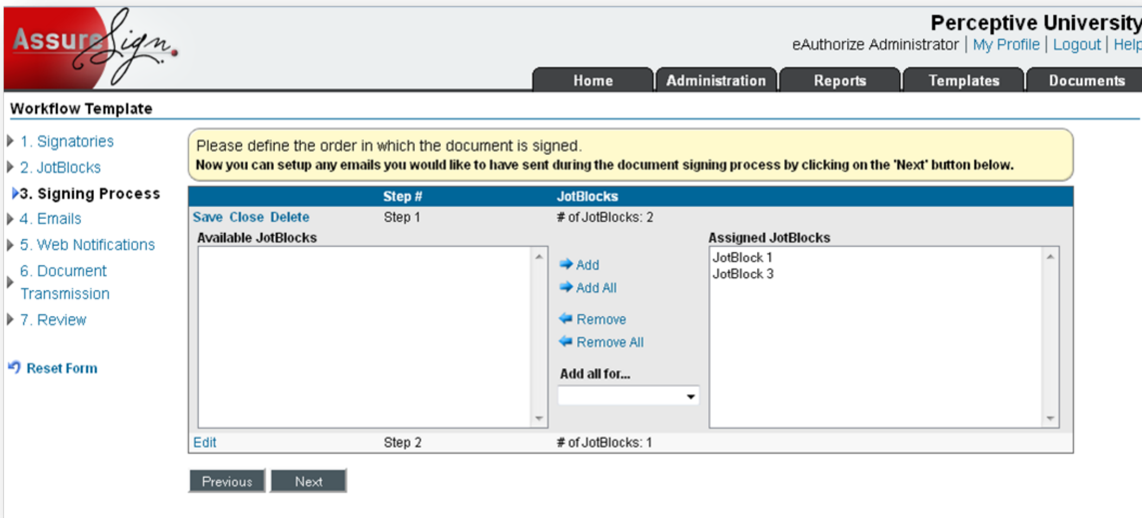
5. Add all of your JotBlocks for the signatory.
6. Click **Save**.



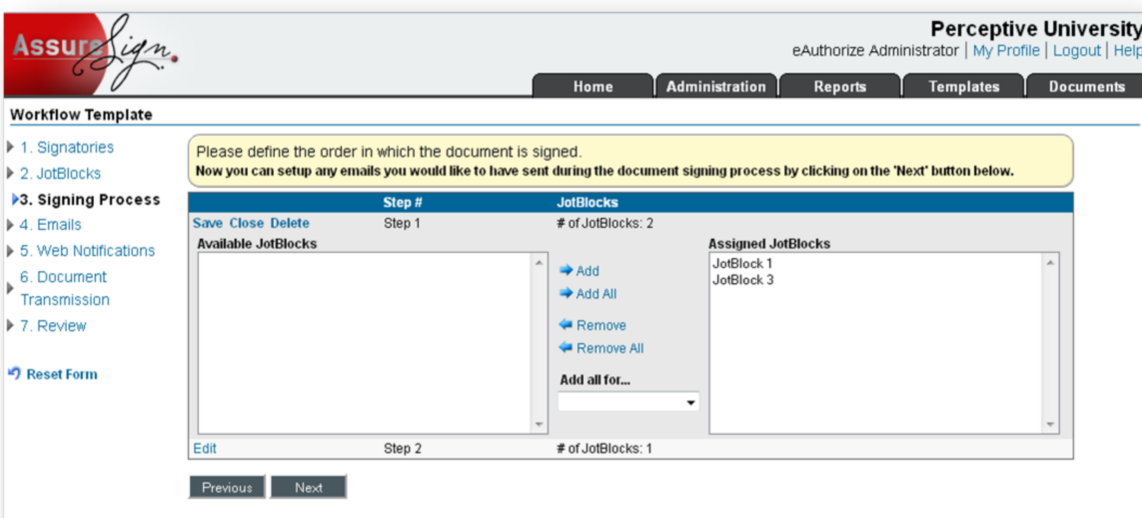
7. Click **Edit Signatory 2**.
8. Add all of your JotBlocks for the signatory.
9. Click **Save** for the **Signatory 2** settings.
10. Click **Next**.



11. Add all of your JotBlocks for the first signing step.
12. Click **Save**.



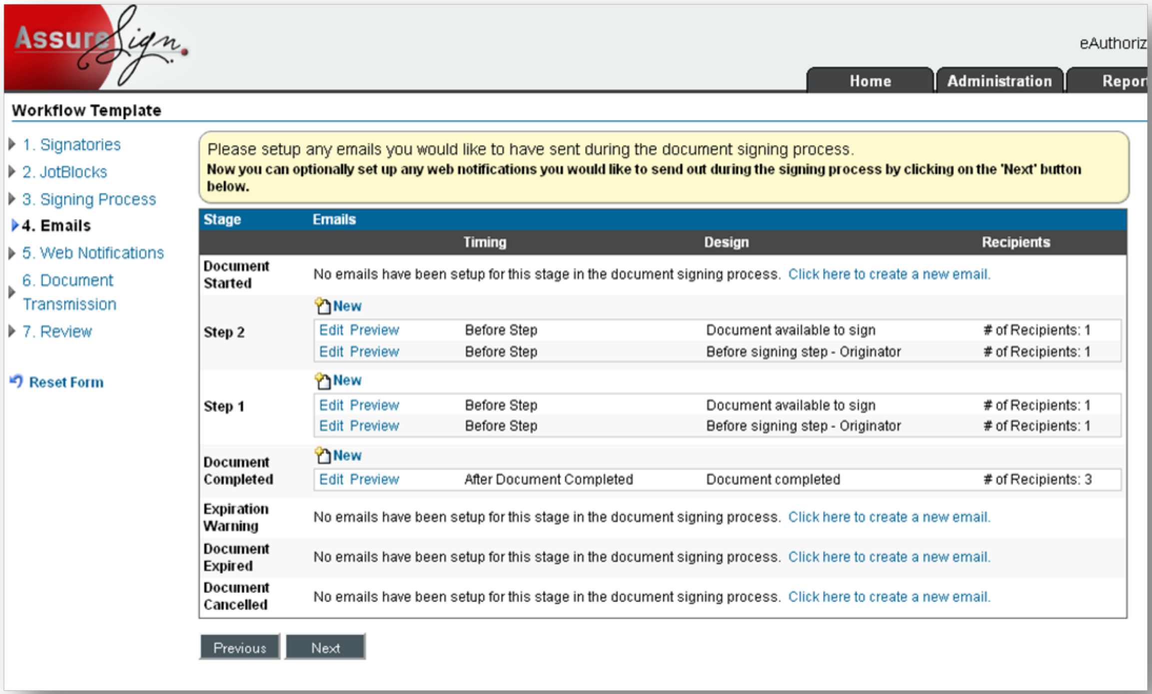
13. Click **Edit** for signing step 2.
14. Add all of your JotBlocks for the signing step.
15. Click **Save** for signing step 2.
16. Click **Next**.



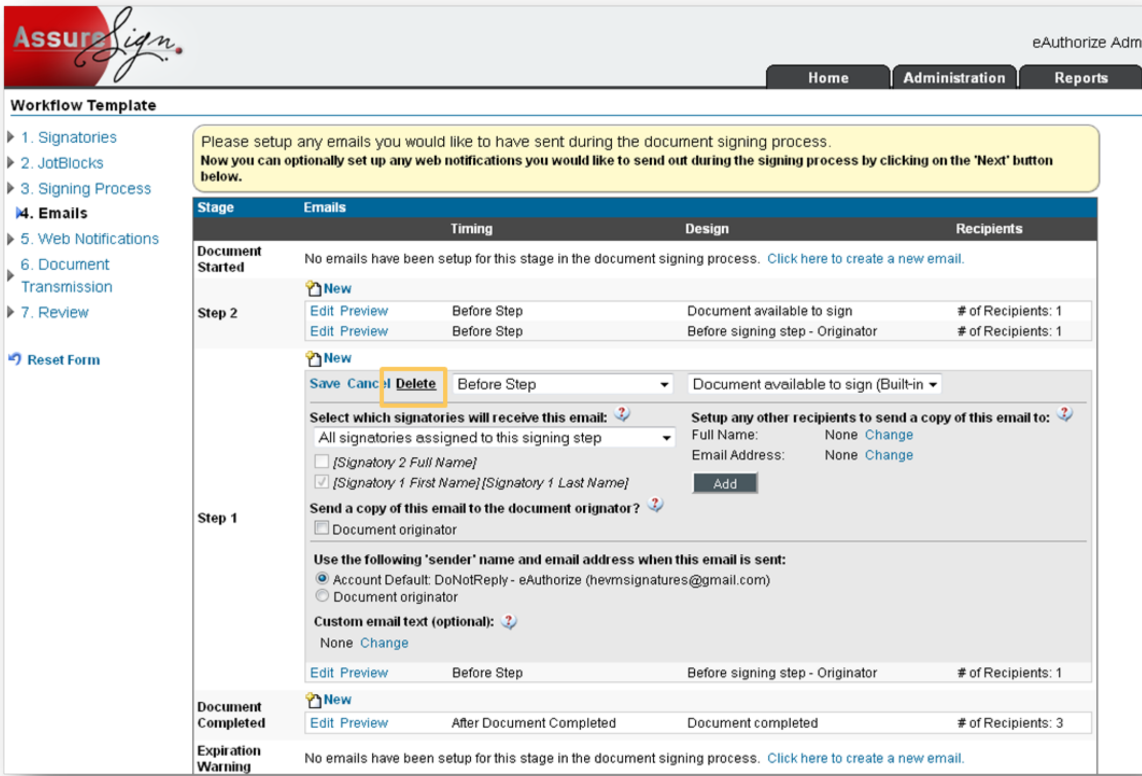
Email setup

The following procedures define the email setup.

1. Edit the email templates.



2. Delete all emails for signing Step 1 since this originates in TransForm.



3. Optional. Delete **Before signing step – Originator for Step 2**.

   Note Complete this step unless you wish for the document originator to receive an email before the document is signed by the last signer.

Web notification setup

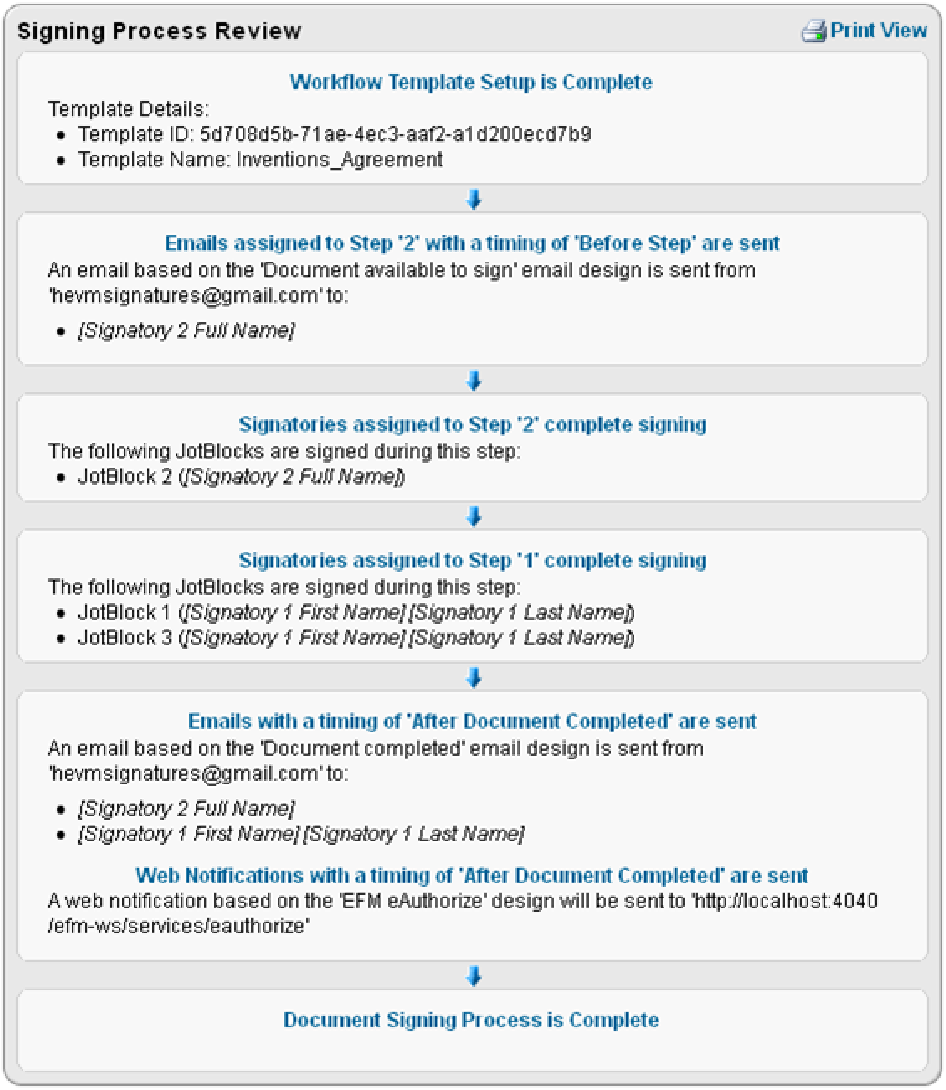
1. Create a new notification on **Document Complete**.
2. In the **Design Name** column, in the **Document Completed** row, select **TransForm EFM eAuthorize** from the list.

Review your settings

You can review the settings you defined in a process review page.

- Review your settings and click **Finish**.

  Note You can ignore the warning for Step 1.



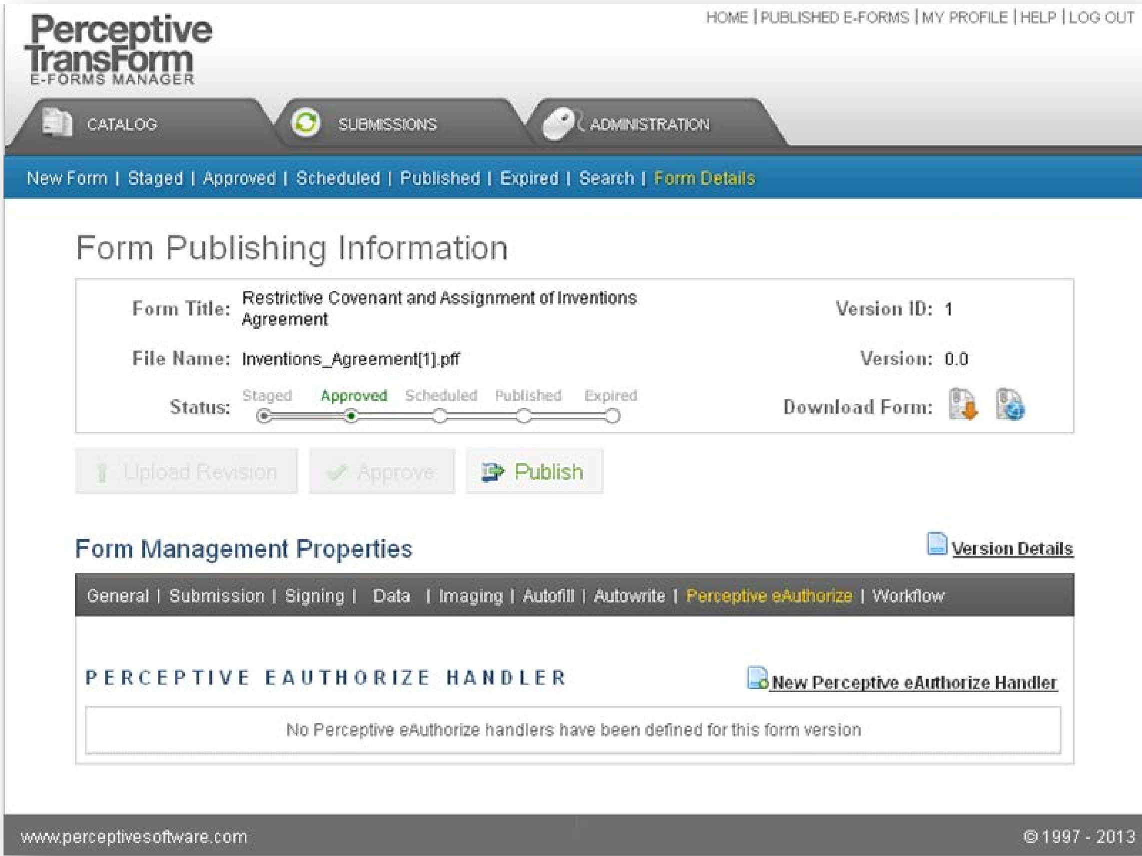
Continue setting up your form in E-Forms Manager

After the template is finished within AssureSign, the following steps continue setting up the form for eAuthorize within TransForm.

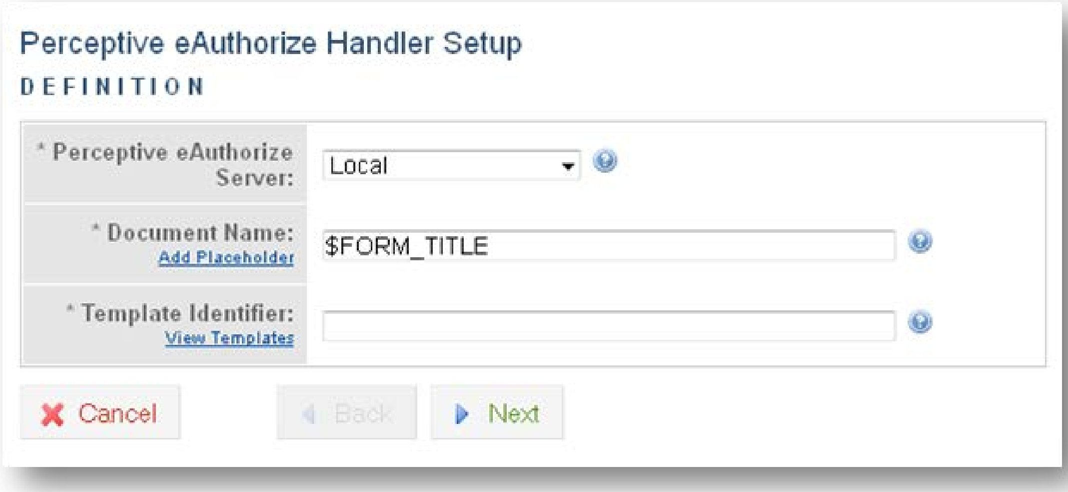
Configure eAuthorize handler for your form

The following procedure defines the process for configuring the eAuthorize handler for your form.

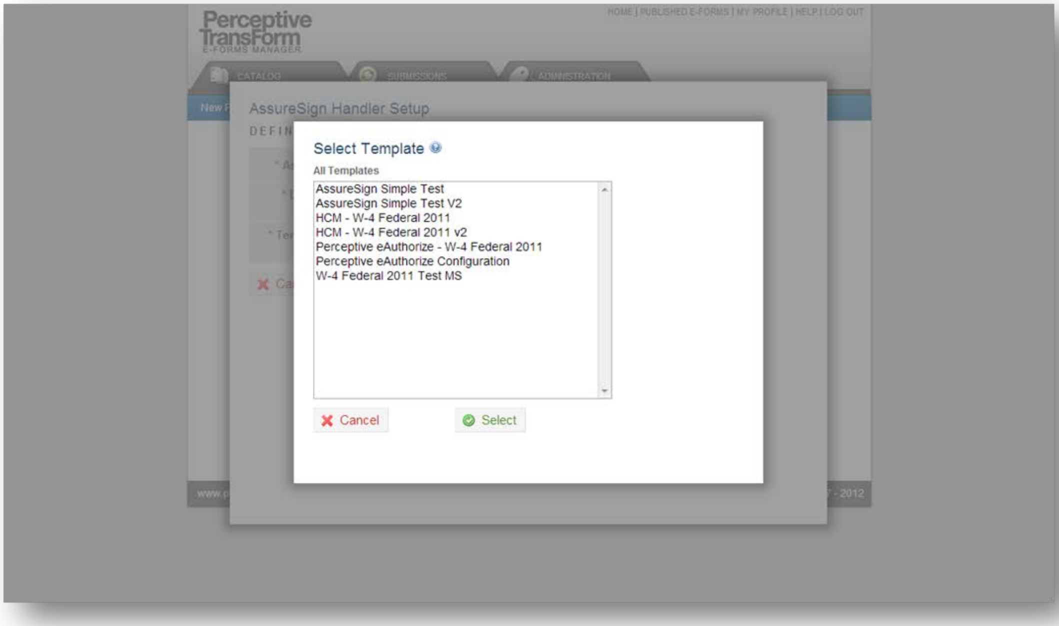
1. Select **New Perceptive eAuthorize Handler**.



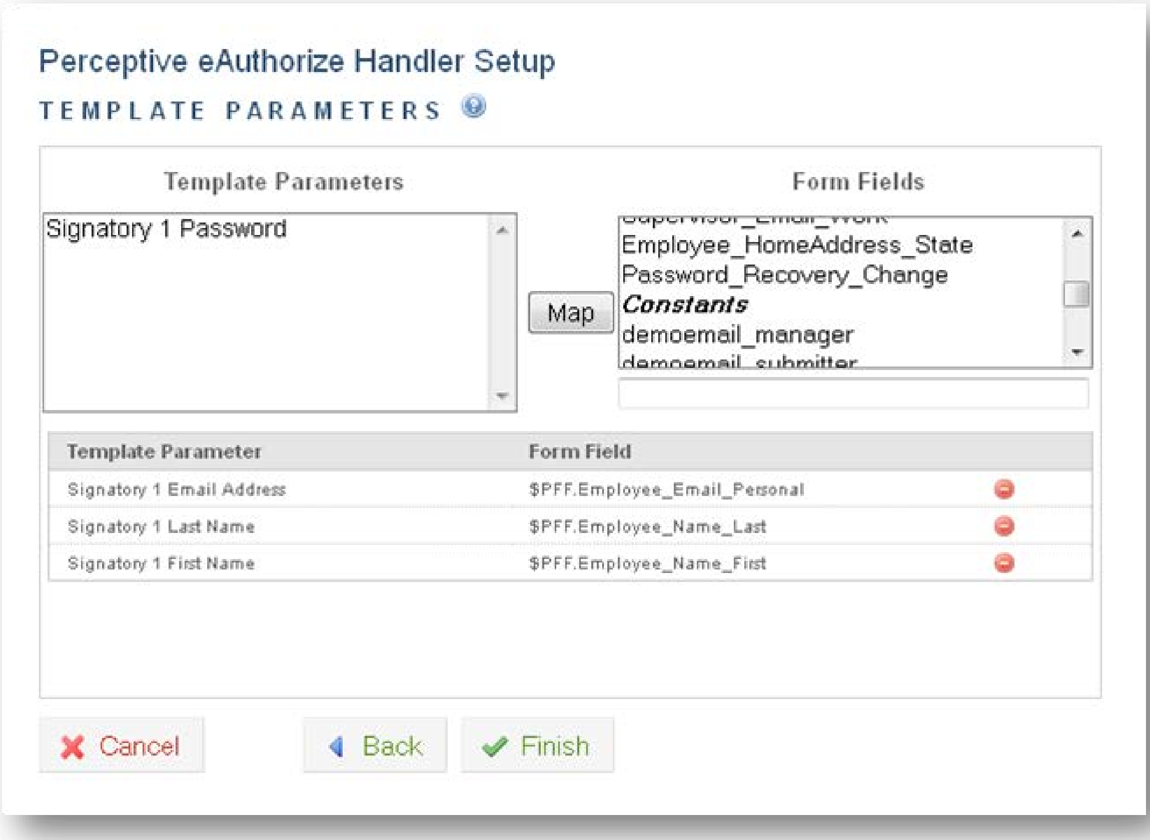
2. Select **Server**.
3. Enter a **Document Name**.
4. Enter a **Template Identifier** (paste or select **View Templates** to select a template from a list).



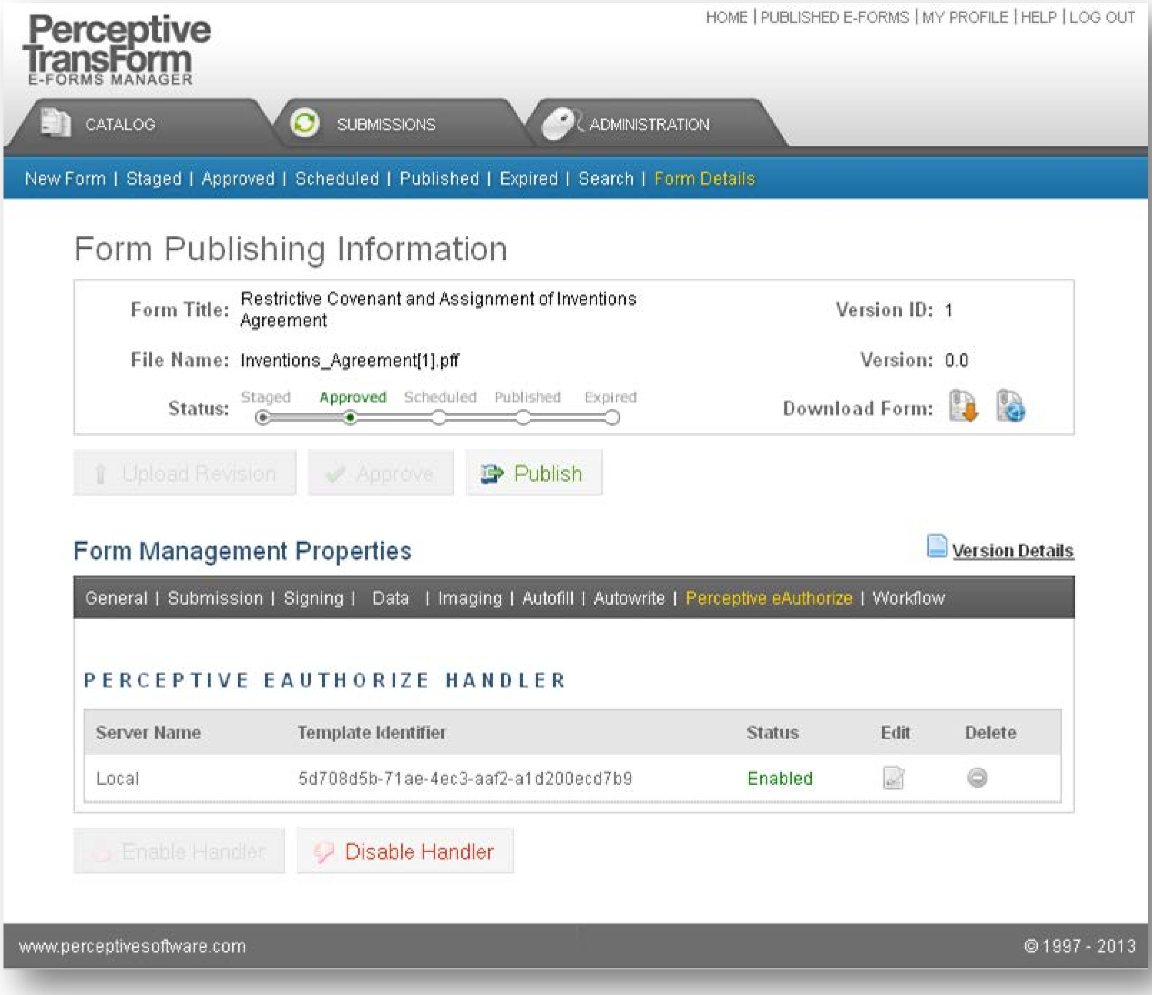
- If you chose to **View Templates**, select a template and click **Select**.



5. Map your fields to the appropriate template parameters using the following options.
    - Form fields
    - EFM constants
    - Static values
6. Select **Finish**.

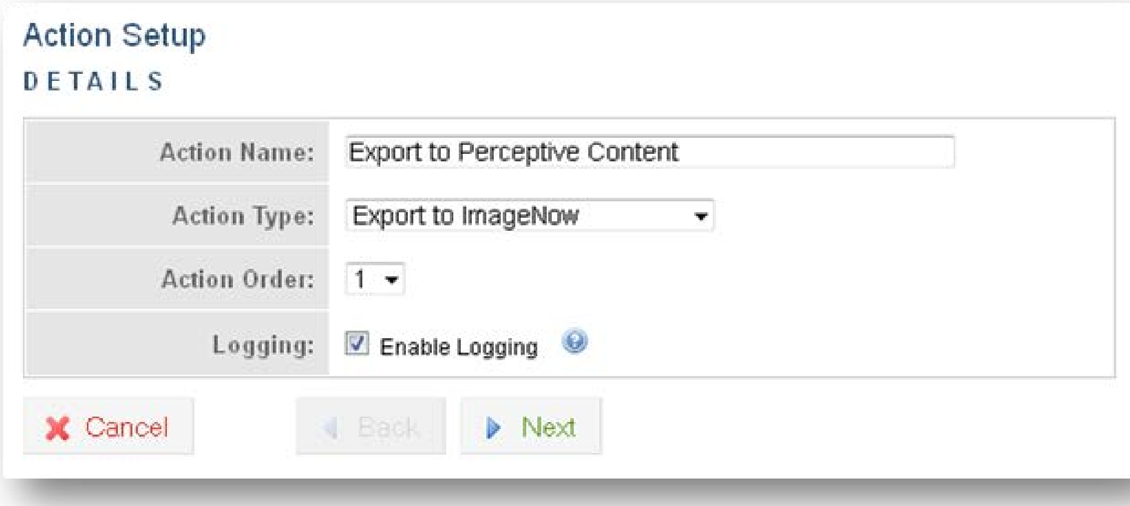


7. Click **Enable Handler**.



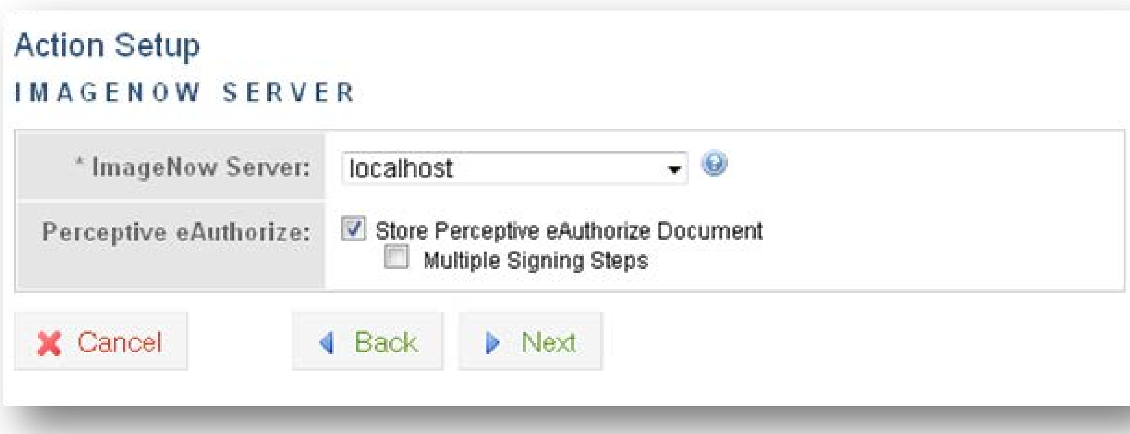
Configure an ImageNow handler for your form

From the workflow Rule Action to Export to ImageNow, use the following settings to store the eAuthorize document. For additional instruction on configuring a form to export to Perceptive Content, refer to the *Perceptive TransForm Content Integration Configuration Guide*.



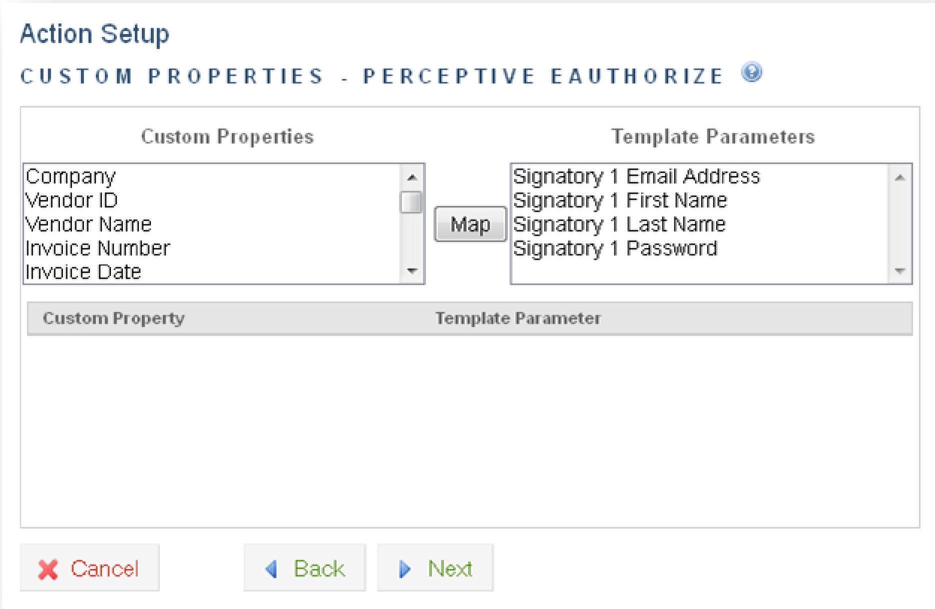
1. Select the ImageNow Server you previously set up.
2. Select **Store Perceptive eAuthorize Document**.
3. Select **Multiple Signing Steps if Applicable**.

   Note This is the flag to check for the EFM eAuthorize web service.

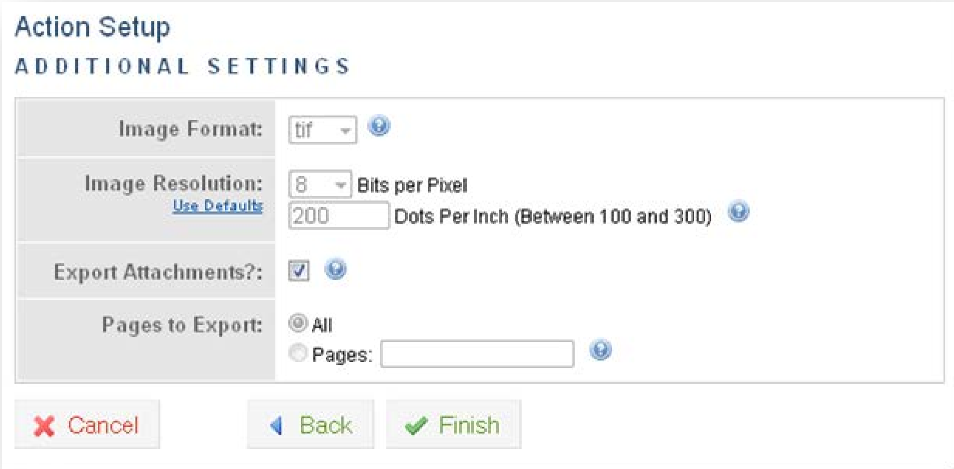


4. Map signatory parameters to custom properties.

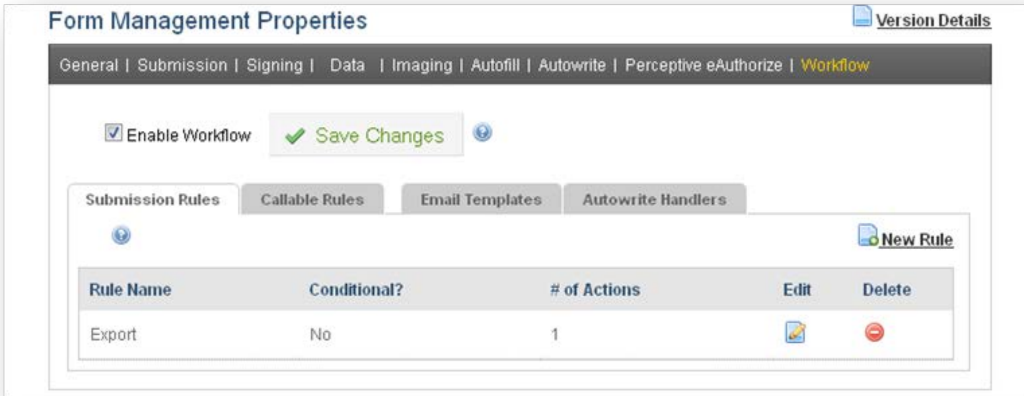
   Note This action setup allows you to map signatory parameters directly if they are not form fields.



5. Enter the attachment and image options.
6. Click **Finish**.

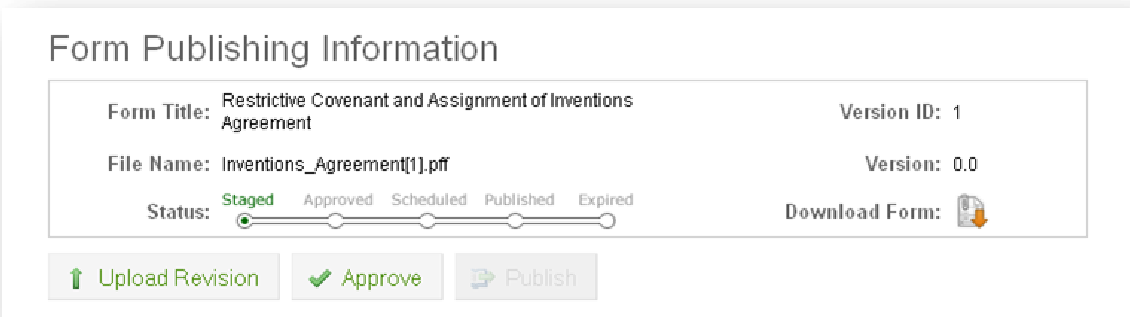


7. Ensure **Enable Workflow** is selected and click **Save Changes**.

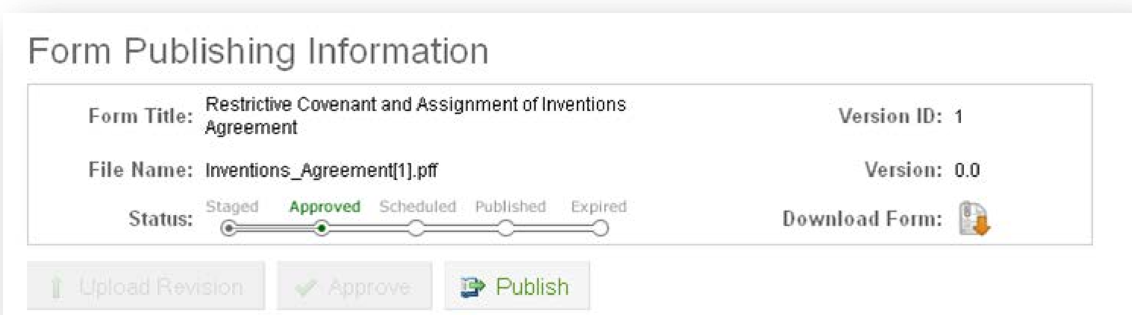


Publish your form

1. Approve the form by clicking the **Approve** button.

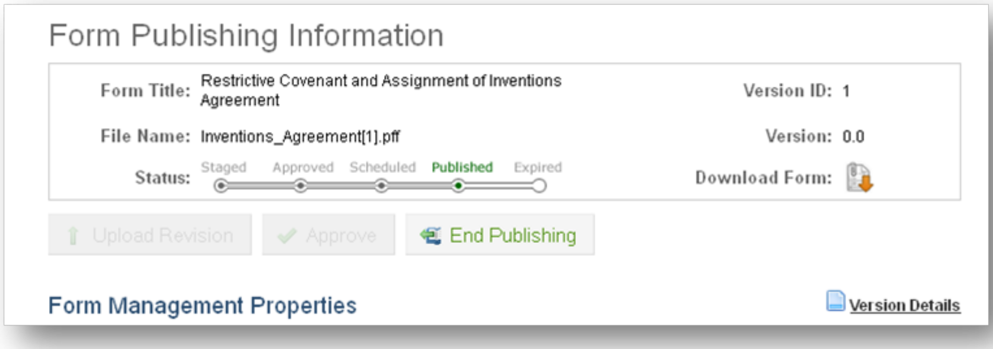


2. Publish the form by clicking the **Publish** button.

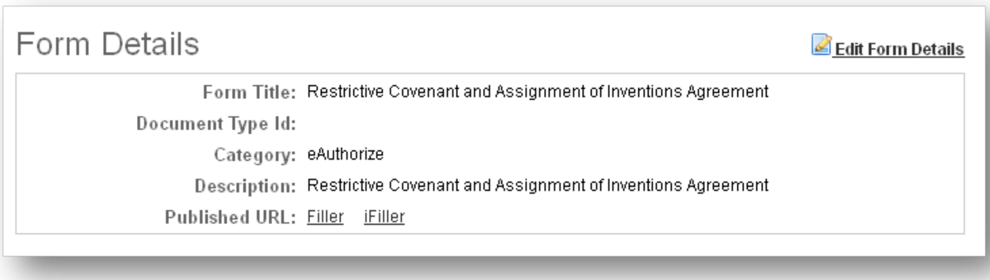


Test the form URL

1. Select **Version Details**.

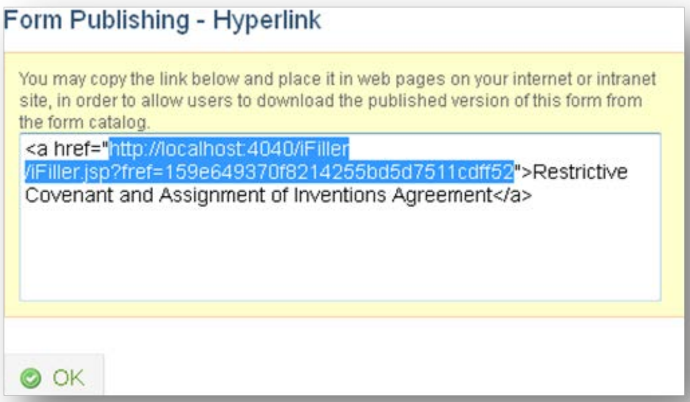


2. Select the **iFiller** link to the form URL.



3. Copy the form URL or select the whole HTML statement if you want to use it for a webpage or in an HTML email.

   Note The Published URL links for **Filler** and **iFiller** are the static universal links to your forms.



4. Paste the URL into a browser.

5. Test the signing process.

   Note After all signatories have signed the form, the final form is stored in Perceptive Content with the assigned indexes and any mapped custom properties.

Submission tips

Form submission status

The following instructions state how to check the status of a submitted form.

1. Select the **Submissions** tab from the E-Forms Manager.
2. Select document search.
3. Select the **ECM Connectors** section.
4. Filter for the desired date ranges.
5. Select the **Export Status**.
6. For submission with the Failure Status, you can queue these for resubmission by individually selecting the **Submission** check box next to the form and **Retry** or by selecting the check box next to **Submission** to select all forms and **Retry**.

Note If you are experiencing a failure for a form that used to export successfully, check that the ImageNow Server Connection setup connection is still successful. The most common cause for this connection to fail is the ImageNow Messsage Agent service is not running.

AssureSign status

If you do not see a submission error but the form has not successfully submitted, you can check the status of the document in AssureSign.

The following instructions state how to check the status of a document template in AssureSign.

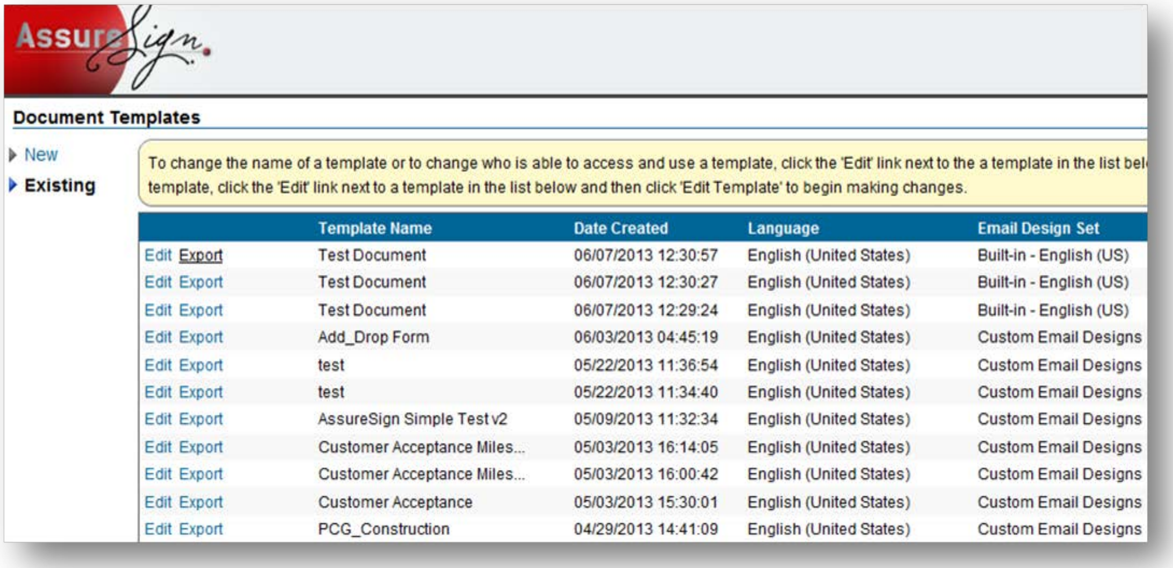
1. Select the **Reports** tab from your AssureSign account.
2. Select document search.
3. Filter for the desired date range.
4. Select the desired document.
5. Check the status of the signing process.

Note If the web notification for TransForm EFM eAuthorize has attempts but does not have a date sent, restart the TransForm_EFM_DB service.

AssureSign document template tips

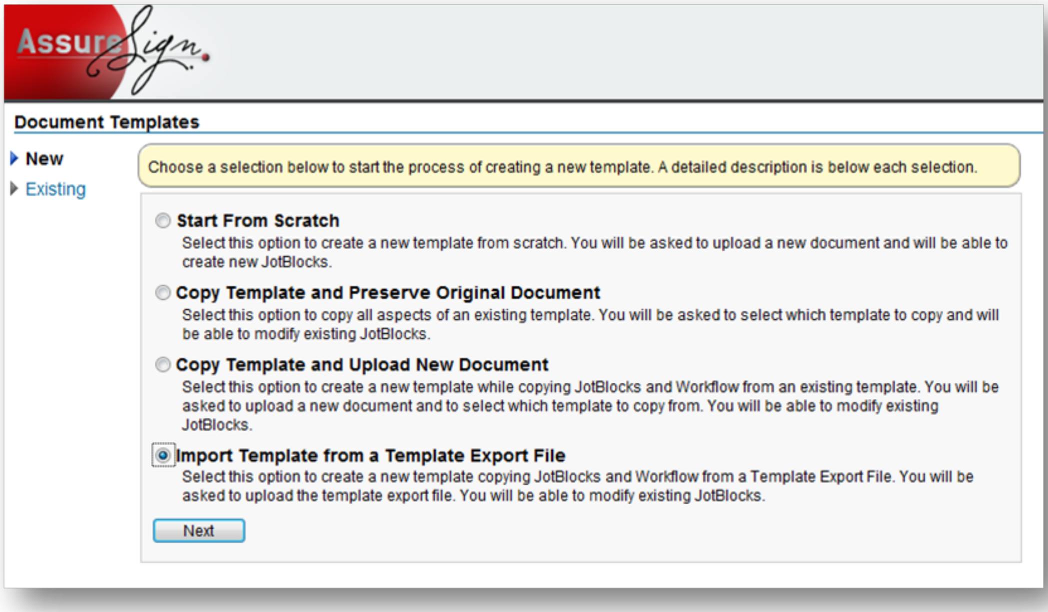
If a new document requires the same signing process for a different environment, complete the following steps.

1. Select the template tab.
2. Select **Existing**.
3. Export the template.



If a new document requires the same signing process for a different environment, complete the following steps.

1. Select the template tab.
2. Select **New**.
3. Select **Import template from a Template Export File**.
4. Change the name of the template.
5. Position the JotBlocks over the new signing areas.



Document Templates
New
Existing
Choose a selection below to start the process of creating a new template. A detailed description is below each selection.
Start From Scratch
Select this option to create a new template from scratch. You will be asked to upload a new document and will be able to create new JotBlocks.
Copy Template and Preserve Original Document
Select this option to copy all aspects of an existing template. You will be asked to select which template to copy and will be able to modify existing JotBlocks.
Copy Template and Upload New Document
Select this option to create a new template while copying JotBlocks and Workflow from an existing template. You will be asked to upload a new document and to select which template to copy from. You will be able to modify existing JotBlocks.
Import Template from a Template Export File
Select this option to create a new template copying JotBlocks and Workflow from a Template Export File. You will be asked to upload the template export file. You will be able to modify existing JotBlocks.
Next