

## SPYDER REMOTE FILE SERVER Product Fact Sheet

### Product Overview

The Spyder Remote File Server (“RFS”) is a standalone Geodesic product that provides organizations with the ability to host files on Internet exposed servers and to keep track of who has downloaded such files over a period of time.

Its primary use is in scenarios where organizations frequently disseminate documents or media streams to their customers via email or web pages and wish to

- Identify by whom and when content is consumed;
- Avoid causing customers inconvenience by filling up their email inbox with larger attachments,
- Reduce download time and bandwidth costs for customers retrieving emails through mobile devices; and
- Minimize load on their own infrastructure.

As a standalone product, the system exposes an extensive, secure web service based application programming interface (“API”), making it suitable for integration with any system that delivers or serves up links to file based content.

### Principal Features - Functional

- Encrypted token based retrieval of files allowing for identification of who is downloading a given file;
- Ability to restrict access to files such that only requests carrying valid tokens can retrieve them;
- Built in support for “Adobe Flash” content files such that when accessed, content is delivered in such a manner as to make it difficult for users to save a copy of the content locally;
- Ability to define the life of a file, such that, upon expiry, it is no longer available;
- Built in log of file lifecycle (when, by whom and whence a file was uploaded, replaced and accessed), fully accessible through the API;
- RFS Explorer tool providing the ability to browse, retrieve and replace the contents of the file store remotely.

### Principal Features - Technical

- Secure web service based API, facilitating integration with any third party application and deployment outside of an organization’s core infrastructure, eliminating the need to expose internal server infrastructure to incoming Internet requests;
- Supports access using either “http” and/or “https”;
- Automatic detection of identical files, such that only one physical copy is kept (minimizes storage needs);
- Configurable to limit the type of files that may be stored on RFS (e.g. disallow executables etc.)
- Uses the standard server file system to store content allowing standard virus protection software to operate without customization.



## Usage model

Typically applied in the following scenarios:

- To support mass emailing applications, where third party systems send personalized emails and wish to identify who has “opened” an attachment;
- To support email applications where users want to obtain immediate feedback when a recipient “opens” an attachment;
- Where organizations foresee the possibility of needing to quickly recall an erroneous email “attachment” and replace it with a new version;
- Where organizations want to minimize size of transmitted emails hence reducing load on their own email infrastructure and inconvenience caused to their customers due to email inboxes filling up with large files;
- As links on customer access portals where organizations (i) need to track which files have been downloaded by which users and (ii) may wish to change the contents of a linked file without modifying the portal itself.

## Integration with the Spyder Customer Management System

Spyder fully integrates with RFS using RFS’ web service API. Functionality delivered is as follows:

- User email entry screen allows users to compose emails and attach files in the normal way, with an added option of specifying that attachments be delivered “Normally”, as “RFS Links” or “Password Protected RFS Links”;
- Document Distribution extended to provide the ability for distributors to specify that files be delivered as links and further specify associated link text;
- Users continuously updated by email in respect to when email recipients access RFS based files;
- RFS logs automatically imported to provide online access through Spyder to the current download history of any attached file or distributed document;
- RFS file store automatically purged when documents expire (according to standard Spyder document type lifecycle settings).

## Technical Information

RFS is implemented as a light-weight Microsoft DotNet Windows Internet Information Services application running under all versions of Windows (2000 upwards). Server specifications vary depending on projected load and file storage needs.

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