GFI FAXmaker 14.3 for Exchange/Lotus/SMTP

Manual

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GFI FAXmaker - an overview

Introduction to GFI FAXmaker

GFI FAXmaker is a fax server that enables you to send and receive faxes via your email infrastructure. GFI FAXmaker for Exchange/SMTP integrates with Microsoft Exchange Server 2000/2003/2007/2010/5.5, Lotus Notes and with most popular SMTP/POP3 Mail servers and consists of:

- A Fax Server service which handles the sending and receiving of faxes via the fax hardware.

- An Email2Fax gateway service that retrieves the faxes to be sent via a sink or pop3 and sends inbound faxes and fax transmission reports via SMTP.

- A fax printer driver and a fax message form which allow users to send faxes via their email client.

The fax message form integrates with the email architecture: It does not have any direct links with the GFI FAXmaker Fax server software.

How to deploy GFI FAXmaker for Exchange/SMTP 14

GFI FAXmaker has a very flexible SMTP based architecture enabling you to deploy the fax server in a way that best suits your network and type of mail server. You can also choose whether you want to install GFI FAXmaker on your mail server or whether you want to install it on a dedicated machine.

NOTE 1: For Microsoft Exchange Server 5.5, you must always deploy GFI FAXmaker on a dedicated machine.

NOTE 2: Since GFI FAXmaker does not require a lot of resources it can run in the background on your mail server machine. It is however often considered good practice to separate your mail server from fax device hardware such as Brooktrout cards or ISDN cards. The choice will probably depend on the size of your network.

It is recommended that for smaller networks, GFI FAXmaker is deployed on the mail server, whilst for larger networks GFI FAXmaker should be deployed on a dedicated machine. This separate machine does not need to be exclusive to GFI FAXmaker.

How GFI FAXmaker works with Exchange 2000/2003/2007/2010

If you have Exchange 2000, 2003, 2007 or 2010 as your mail server you can choose to install GFI FAXmaker on the mail server machine itself or on a separate machine.
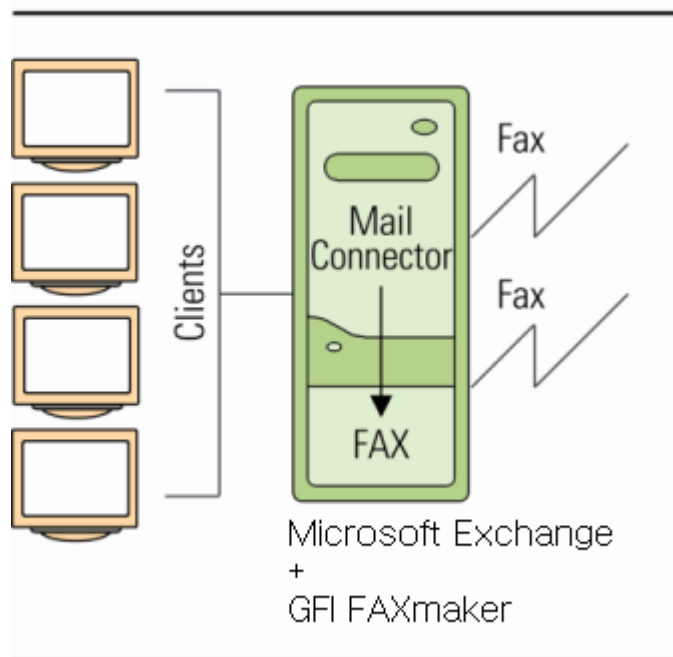
Figure 1 - GFI FAXmaker installed on the Exchange 2000/2003/2007/2010 server

When installed directly on mail servers running Microsoft Exchange 2007/2010, GFI FAXmaker will automatically setup 'Foreign' and 'Receive' connectors to capture fax requests. When installed directly on mail servers running MS Exchange Server 2000/2003, GFI FAXmaker uses a 'sink' to capture fax requests.

Following the installation, no further configuration is required. The connectors and sinks will automatically forward all fax messages to GFI FAXmaker.
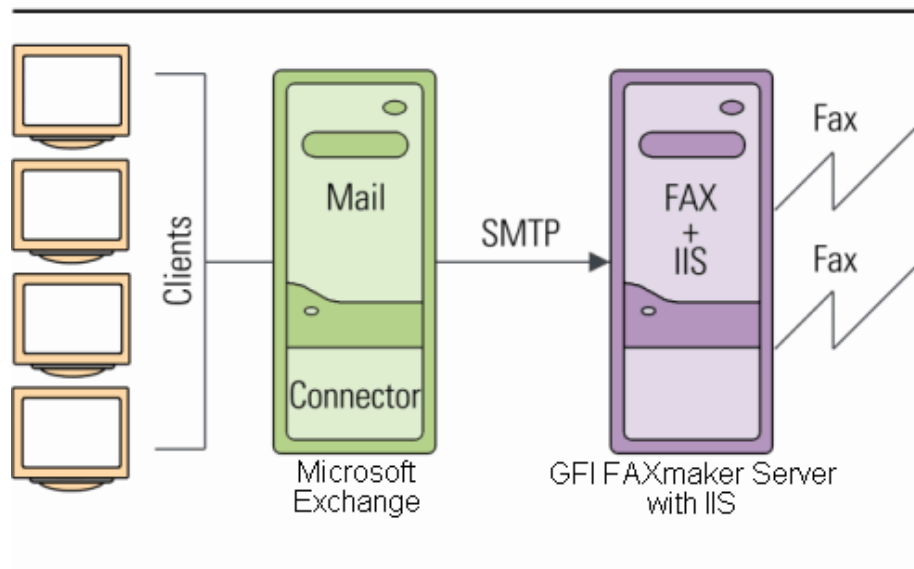
Figure 2 - GFI FAXmaker installed on a dedicated server

GFI FAXmaker can also be installed on a dedicated machine which is not running MS Exchange Server. To achieve this in environments where mail servers are running on Exchange server 2000 and 2003 you must:

1. Install GFI FAXmaker on the fax server machine (which will require the IIS SMTP service to be installed). The fax server software and a sink for the IIS SMTP service will be automatically installed.

2. Run the GFI FAXmaker set-up again this time on the Exchange server. This will create a standard SMTP connector, which will forward fax requests to the GFI FAXmaker fax server. Alternately, you can create an Exchange SMTP connector manually as described in 'The Exchange 2000/2003 SMTP connector' chapter.

To install GFI FAXmaker on a dedicated machine (i.e. machine which is not running MS Exchange Server software) in an environment where email services are handled through Exchange Server 2007/2010:

1. Install GFI FAXmaker on the target machine.

2. On your Exchange Server 2007/2010 manually setup the 'Send' and 'Receive' connectors which will relay fax queries to GFI FAXmaker. For more information on how to achieve this refer to 'The Exchange 2007/2010 connectors' chapter.

Installing GFI FAXmaker on a dedicated machine retains Microsoft Exchange Server standard setup - no changes to active directory are made and no custom software will be running on Exchange server.

How it works at the client side

All faxes sent by users from the GFI FAXmaker Fax Message form or the New Message form of Microsoft Outlook are sent via Microsoft Outlook using the MAPI format [FAX:<number>]. The standard SMTP connector (which is created by GFI FAXmaker during set-up and is a completely standard Exchange connector) forwards the faxes via SMTP to the GFI FAXmaker Fax server.

How GFI FAXmaker works with Exchange 5.5
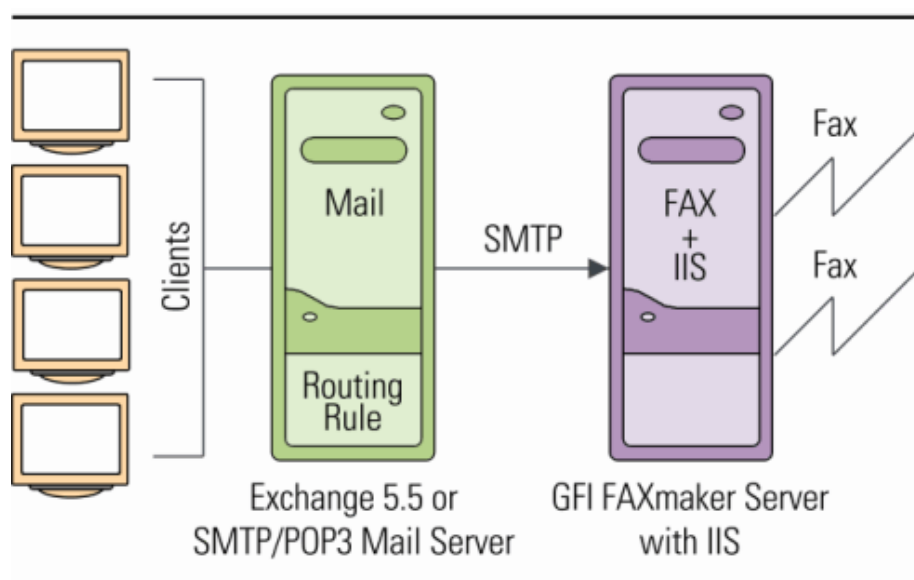
Figure 3 - GFI FAXmaker installed on a dedicated machine if using Exchange Server 5.5

GFI FAXmaker should be installed on a dedicated machine in installations where Microsoft Exchange Server 5.5 is being used. This dedicated machine must be running Windows 2000 or higher and the

IIS SMTP service. You must also create a routing rule to forward all mail sent to the domains fax*maker.com* and *smsmaker.com* to the GFI FAXmaker Fax server. For information on how to create this rule refer to the 'Configuring Exchange Server 5.5 for faxing' chapter.

The GFI FAXmaker fax server receives the faxes via SMTP. Through the use of a sink it captures the fax, converts it to fax format and faxes it. Subsequently, it will mail back a delivery report to the user. The same principle applies to SMS messages.

NOTE: If Active Directory is being used, you must ensure that the email address of each GFI FAXmaker user is provided in Active Directory. Exchange Server 5.5 does not do this automatically. If you don't use Active Directory you have to configure the name and email address of the GFI FAXmaker users.

How it works at the client side

All faxes sent by users from the GFI FAXmaker Fax Message form are sent via Microsoft Outlook using the SMTP format *number@faxmaker.com.* If the user wants to send a fax using the New Message form of Microsoft Outlook, the user has to address the email to *number@faxmaker.com*. Exchange 5.5 is then configured to forward mails sent to the faxmaker.com domain to the GFI FAXmaker fax server via SMTP.

How GFI FAXmaker works with Lotus Notes/Domino

If you have Lotus Notes or Domino you can choose to install GFI FAXmaker on the mail server machine itself or on a dedicated machine.
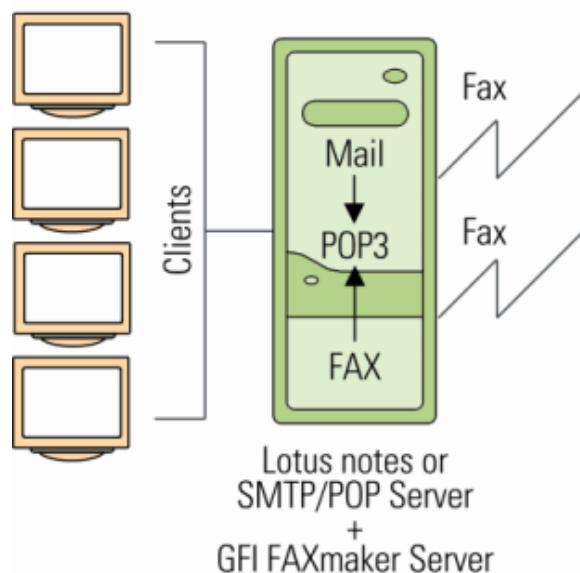
Figure 4 - GFI FAXmaker installed on the Lotus Notes machine

In either case GFI FAXmaker retrieves faxes via a dedicated POP3 mailbox. You will need to create a dedicated mailbox and configure GFI FAXmaker to retrieve the faxes from that mailbox. For more information refer to 'Configuring GFI FAXmaker for Lotus Notes' chapter.
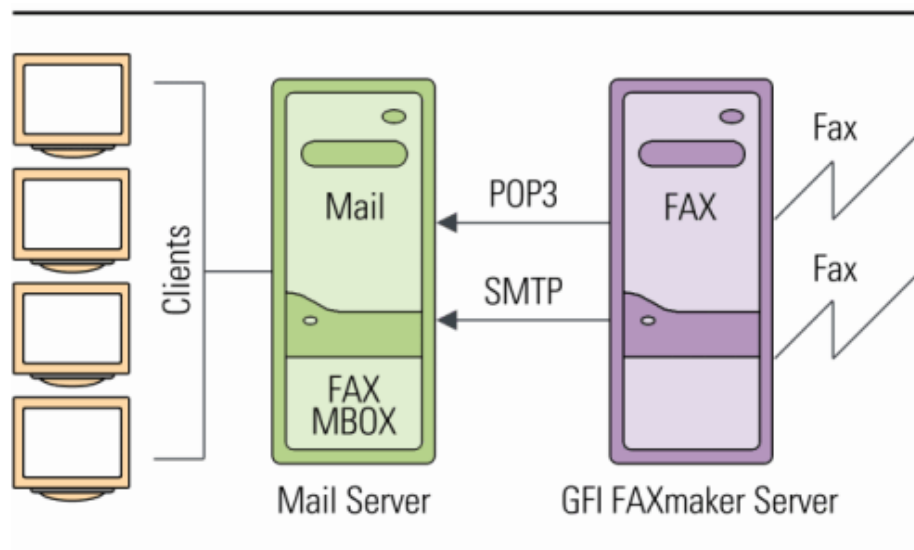
Figure 5 - GFI FAXmaker installed on a separate machine

If Active Directory is in use, you must ensure that the email address of each GFI FAXmaker user is supplied in Active Directory. If you don't use Active Directory you have to configure the name and email address of the GFI FAXmaker users.

How it works on the client side

All faxes sent by users from the GFI FAXmaker Fax Message form are sent via the email client to the dedicated fax mailbox. If the user wants to send a fax using the new message form of the Lotus Notes client, the user has to address the email to number@FAX. Lotus Notes will forward the mail to a POP3 mailbox. This "fax mailbox" must be dedicated to the fax server. GFI FAXmaker will download the email, convert it to fax format and fax it. Then it will mail back a delivery report to the user. The same principle is applied to SMS messages.

How GFI FAXmaker works with an SMTP/POP3 server

If you have an SMTP/POP3 server such as VPOP3 or Mdaemon you have to choose if you want GFI FAXmaker to collect faxes to be faxed via POP3 or if you want to configure your mail server to forward the faxes via SMTP to the GFI FAXmaker server.

If you choose to forward the faxes via SMTP then GFI FAXmaker must be installed on a separate machine (see figure 3). If you use an SMTP/POP3 server you can install GFI FAXmaker on the mail server machine it self (See figure 4). This however does not allow users to send faxes directly from their email client.

If Active Directory is in use, ensure that the email address of each GFI FAXmaker user is provided in Active Directory. If you don't use Active Directory you have to configure the name and email address of the GFI FAXmaker users.

How it works on the client side

If GFI FAXmaker is configured to retrieve faxes via POP3, all faxes sent by users from the GFI FAXmaker Fax Message form are sent via the email client to the dedicated fax mailbox. GFI FAXmaker will download the email, convert it to fax format and fax it. Then it will mail

back a delivery report to the user. The same principle is applied to SMS messages.

If you have configured your mail server to forward all faxes via SMTP to the separately installed GFI FAXmaker fax server, then all faxes sent by users from the GFI FAXmaker Fax Message form will be sent via the email client using the SMTP format number@faxmaker.com. If the user wants to send a fax from their email client, then address the email to number@faxmaker.com. The SMTP/POP3 mail server is then configured to forward mails sent to the faxmaker.com domain to the GFI FAXmaker fax server via SMTP. The GFI FAXmaker fax server receives the faxes via SMTP and using a sink captures the fax, converts it to fax format and faxes it out. Then it will mail back a delivery report to the user. The same principle is applied to SMS messages.

How GFI FAXmaker works with multiple mail servers
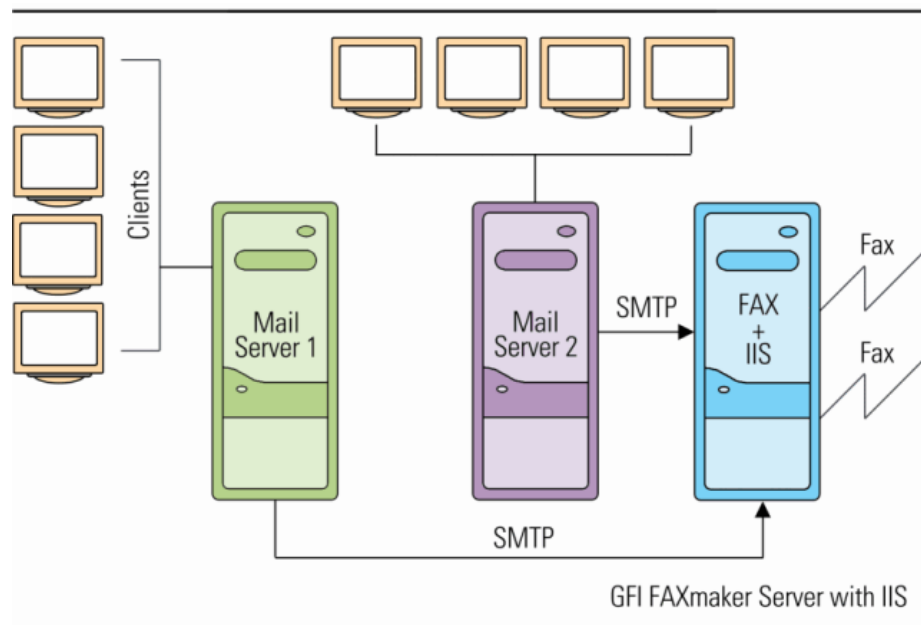
Figure 6 - GFI FAXmaker with multiple mail servers

If you have a large network with multiple mail servers that are independent from each other, you can configure your mail servers to forward faxes from all mail servers via SMTP (using the same methods as described above for each type of mail server). This enables you to provide fax services to users on several mail servers with a single GFI FAXmaker server.

How GFI FAXmaker works with an ISP hosted mail server
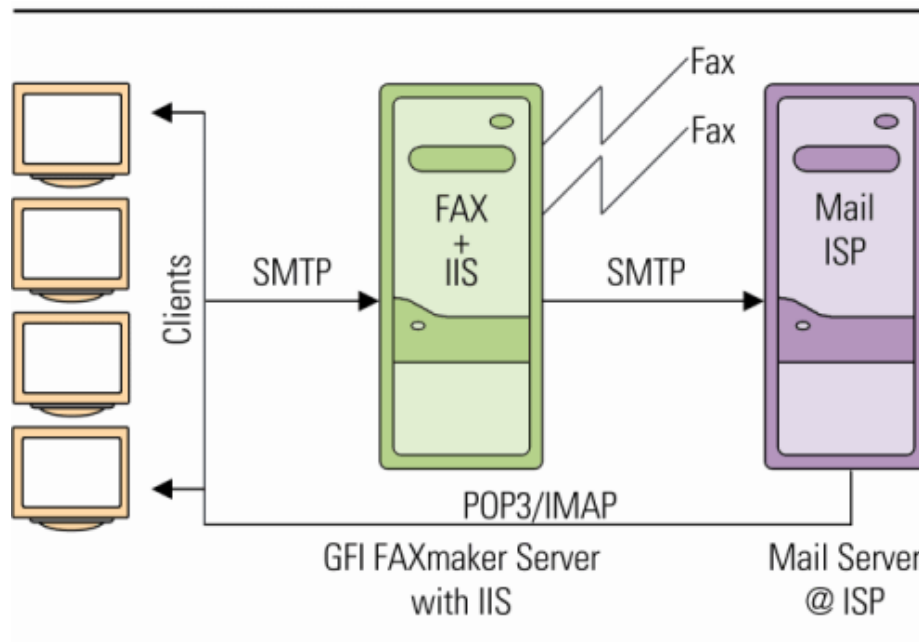
Figure 7 - GFI FAXmaker with hosted mail server

If you have a small network and don't run your own mail server or have a hosted mail server setup, you can still deploy GFI FAXmaker. You however need to install the IIS SMTP service on the GFI FAXmaker server. The GFI FAXmaker client software will forward all faxes directly to the GFI FAXmaker Fax server via SMTP.

The GFI FAXmaker fax server receives the faxes via SMTP. Through the user of a sink, the fax is captured, converted it to fax format and faxes out. The same principle is applied to SMS messages. Delivery reports and inbound faxes will be forwarded to the user's email address at the ISP mail server. Because of the small size of faxes files and relatively small amount of email traffic created by GFI FAXmaker, this will not pose a significant overhead on your internet link.

How it works on the client side

All faxes sent by users from the GFI FAXmaker client will be sent to the SMTP format number@faxmaker.com. The GFI FAXmaker client will know the name of the fax server machine and submit the fax directly to the GFI FAXmaker server. The user cannot send a fax from his email client.

How users send a fax

The user can send a fax in the following ways:

```
FAXmaker Sendfax Client - MAPI Postoffice
File  Edit  Insert  Fax  View  Help

Send                File...         Options...

To...      'Borg' +356 240759;

Cc...

Subject:   Proforma Invoice attached

Attach...  fax8EE80.fax

Hi,

Thank you for your order. Please find the Proforma invoice
attached.

regards,

Nick Galea

Ready                                        NUM
```
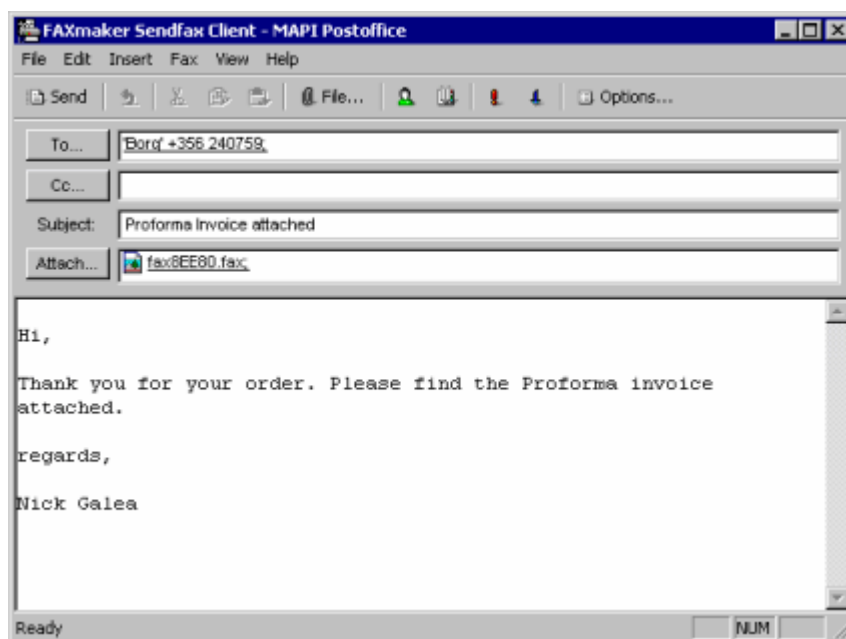
Screenshot 1 - The GFI FAXmaker Fax Message form

1. Create or open a document in any Windows application and print it to the 'GFI FAXmaker printer'. This will convert the document to fax format and activate the GFI FAXmaker Fax Message form in which a fax number and other options can be specified

2. Send directly from the GFI FAXmaker Fax Message form from the GFI FAXmaker program group.

3. Open an email client, create a new message, enter the text to send, add attachments if needed and address the fax to number@faxmaker.com, or if the user is on Exchange Server, select the recipient from the Microsoft Outlook Contacts.

4. From any Microsoft Office application, Use the Send To command, which can be found in the file menu. This will attach the document created to a new mail message after which the fax can be sent as per option 3.
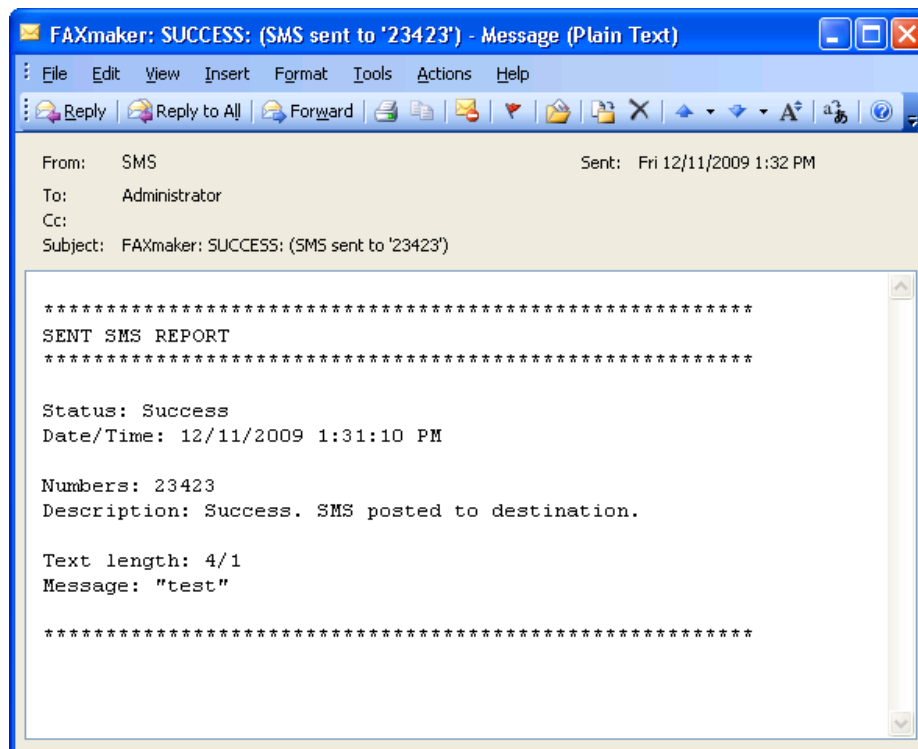
Screenshot 2 - For each fax or sms, a transmission report is sent to the user

How users view received faxes

All received faxes are forwarded to the user via email. The email will contain a fax report and the fax file included with the email as an attachment.
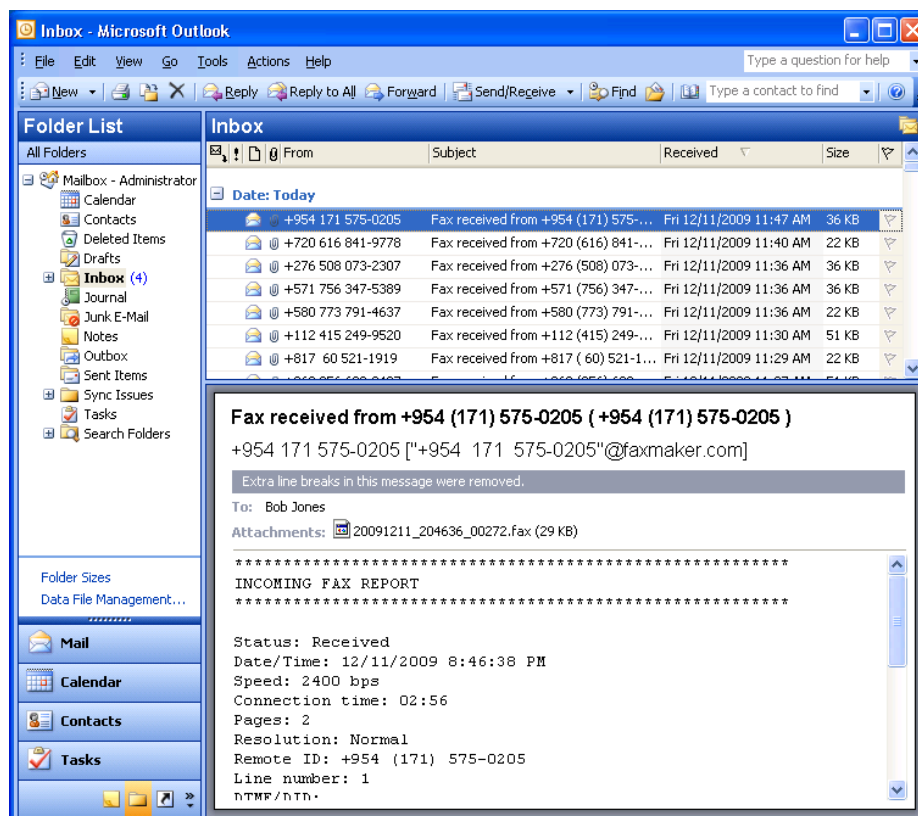
Faxes can be attached in several formats, of which the GFI FAXmaker fax format or the adobe PDF format are the recommended options. If using the GFI FAXmaker fax format, the fax viewer is used to view the fax. If using PDF, the fax can be opened in any PDF viewer.
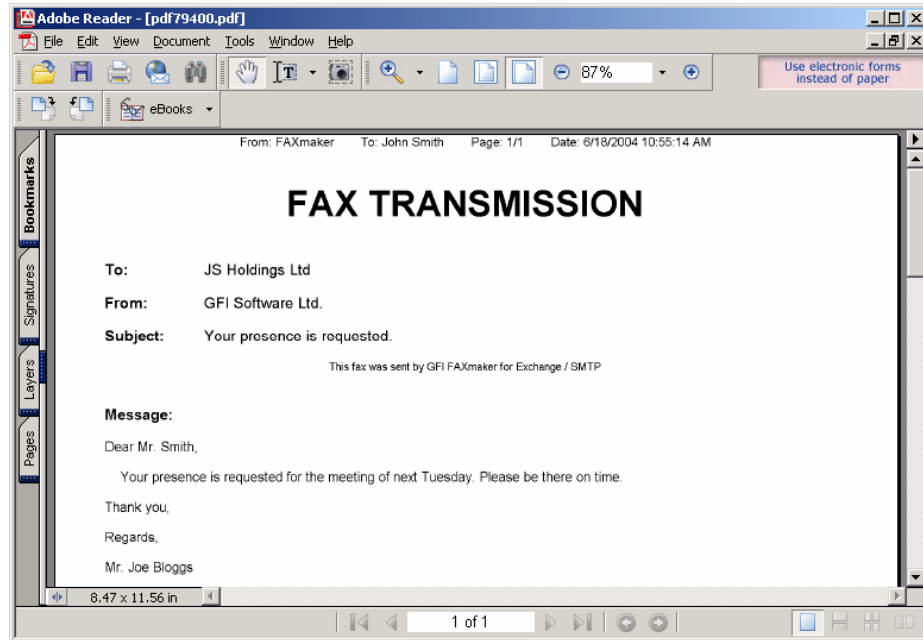
Screenshot 4 - Viewing a fax in the Adobe PDF reader

Installing GFI FAXmaker

System Requirements

Before you install GFI FAXmaker, please ensure that the following requirements are met.

GFI FAXmaker FAX Server:

- A Windows 2000, 2003, 2008 (including R2) server or Windows XP Professional machine with at least 256 MB of RAM and a 1Ghz processor.

NOTE: For the Brooktrout SR140 FOIP solution the minimum specifications are 512 MB of RAM and a 2.6Ghz processor.

- A professional fax device: A Brooktrout TR 114, TR 1034 or Trufax fax board, an EICON DIVA PRO/SERVER fax card or an AVM active fax card. You can use class 2 or 2.0 fax modems using either the Microsoft or the GFI fax modem drivers, although we strongly recommend using one of the fax devices listed above. For a complete list of supported devices go to http://kbase.gfi.com/showarticle.asp?id=KBID001220.

NOTE: For more information related to the installation of fax devices refer to the Fax Device installation manual available from the GFI website.

- If you are installing GFI FAXmaker on a separate machine other than the mail server, the IIS SMTP service is required. The IIS SMTP service is included in every Windows distribution. To verify the Installation of the SMTP Service: From: **Control Panel ► Add/Remove Programs ► Add/Remove Windows Components ► Internet Information Services (IIS) component ► Details.** Verify that the SMTP Service check box is selected. If not selected, click to select it, click **OK**, and follow the installation directions that are displayed.

- If you are using Microsoft Exchange Server, and are not installing the fax server on the Exchange server machine, you must install Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 is required to be installed on the GFI FAXmaker machine. Download the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 from:

  http://www.microsoft.com/downloads/details.aspx?FamilyID=e17e7f31-079a-43a9-bff2-0a110307611e&DisplayLang=en

- If you are using Microsoft Exchange Server 2007/2010, ensure that Hub Transport role and Microsoft Messaging API and Collaboration Data Objects version 1.2.1 are installed.

- If using Windows 2000, ensure you have Service Pack 3 or later installed.

- If you will be using HTML cover pages, ensure that you have Internet Explorer 6 installed.

- Disable anti-virus software from scanning the GFI FAXmaker & other relevant directories both during installation and GFI FAXmaker operation. AV products are known to both interfere with normal operation as well as slow down any software which requires file access. In fact Microsoft does not recommend running file based anti virus software on the Exchange Server. For more information: http://kbase.gfi.com/showarticle.asp?id=KBID001523.

- Make sure that backup software is not backing up any of the GFI FAXmaker directories at any point.

GFI FAXmaker client:

- Windows 7/Vista/XP/2000/2003

- If using Windows 2000, ensure you have Service Pack 3 or later installed.

Installing the GFI FAXmaker server software

NOTE: Before installing GFI FAXmaker, ensure that you are logged on as Administrator and that all the other Windows application are closed.

1. Run GFI FAXmaker set-up by double-clicking on the installation file**.** Click **Next** to start installation.

2. Select the language in which you want GFI FAXmaker to install and click **OK**. A welcome dialog will appear. Click **Next** to continue setup.

3. In the License agreement dialog box, review the license agreement and click **Yes** to continue the installation.

4. Enter your name, company name and License key. If you are evaluating the product, leave the default 'Evaluation' key. Click **Next**.
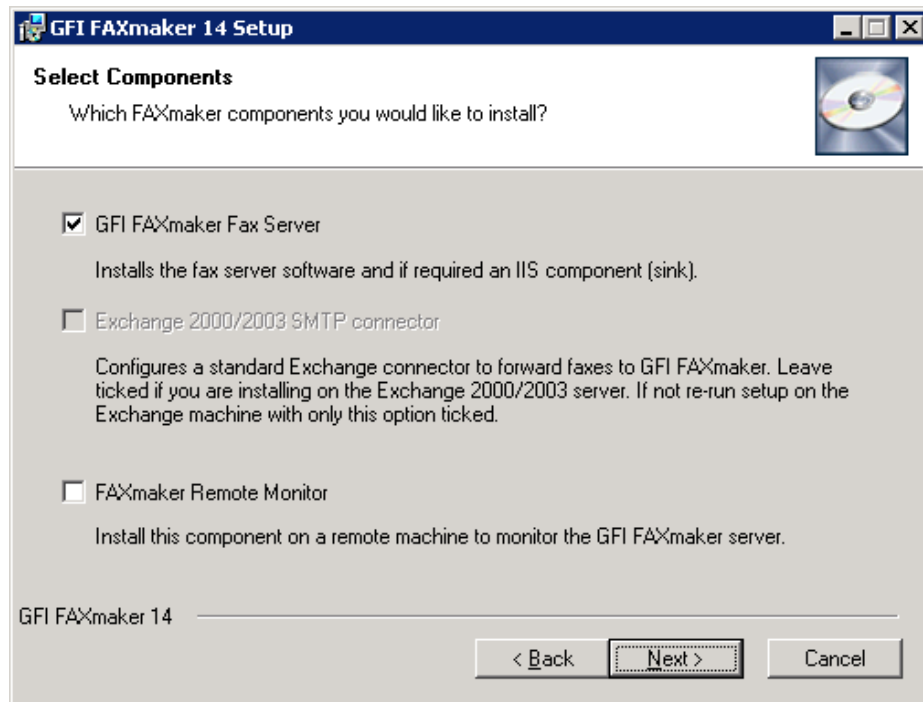
Screenshot 5 - Selecting what components to install

5. Set-up will ask you which components you want to install. If you are installing GFI FAXmaker on the Exchange 2000/2003/2007/2010: server machine, you will need to tick both the GFI FAXmaker Fax server component and the Exchange 2000/2003 SMTP connector component. If you are installing it on a separate machine, or are not using Exchange 2000/2003/2007/2010: just install the GFI FAXmaker Fax server component. (Afterwards re-run set-up on the Exchange server machine to install just the Exchange connector)
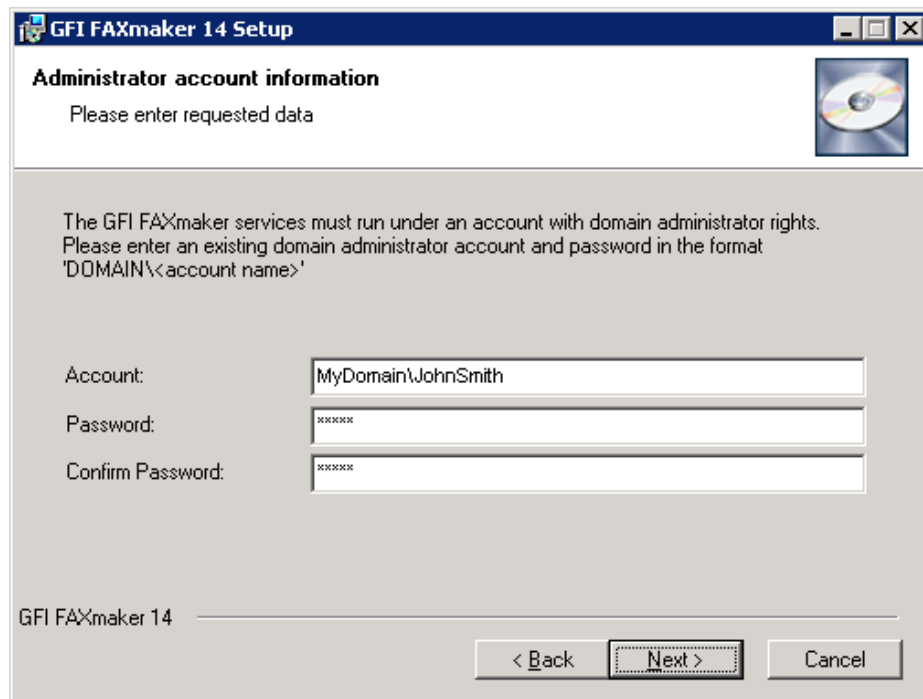
Screenshot 6 - Account name for services

6. Provide an administrator account and password to install the GFI FAXmaker services.

NOTE: If you change your password after installing GFI FAXmaker, you must update the password for the GFI FAXmaker services from the Services Control Panel as well; otherwise the GFI FAXmaker services will no longer start

7. Choose the destination location for the Fax server modules and click **Next**.

NOTE: GFI FAXmaker will need approximately 40 MB of free hard disk space. In addition to this you must reserve approximately 200-300 MB for fax data storage during operation. The actual disk space used depends on the quantity of faxes being sent.
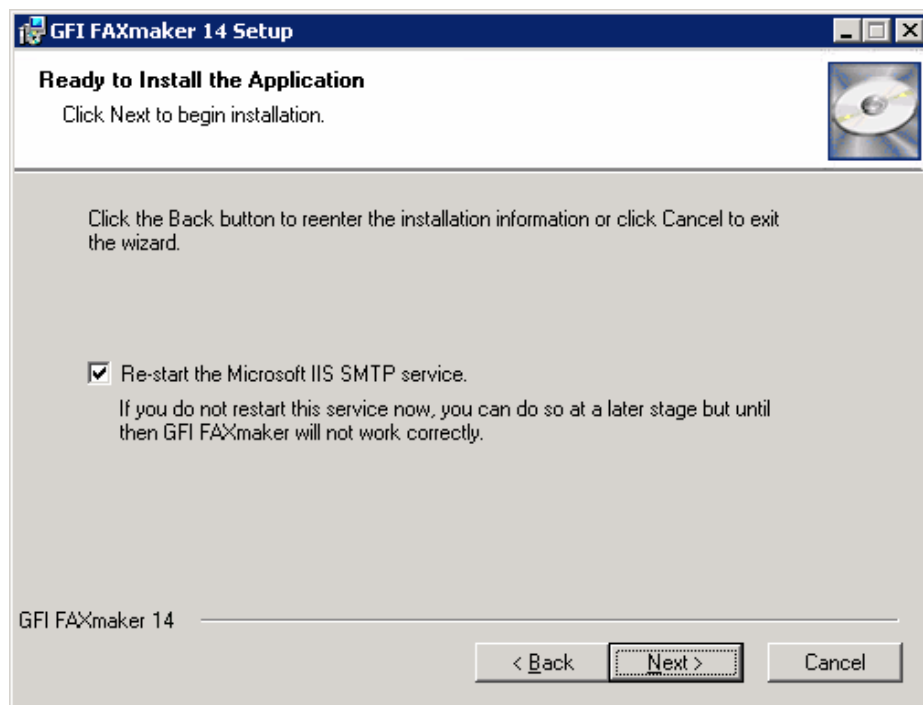
Screenshot 7 - Restart the IIS SMTP service

8. Set-up will need to restart the IIS/Exchange SMTP service. Click **Next**.

9. Set-up will now copy the files to the GFI FAXmaker destination folder. After the files have been copied, set-up will confirm the installation of the GFI FAXmaker and NetprintQueue2fax printer driver. Click **Next** to proceed.
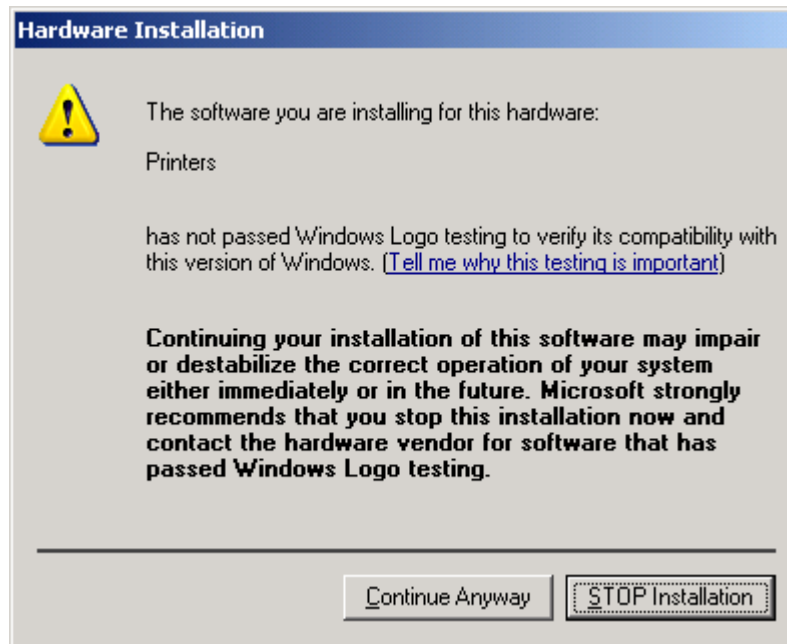
Screenshot 8 - Confirm printer driver installation

10. Windows will confirm installation of uncertified drivers (Almost no vendors certify them because it's a very time intensive and bureaucratic process). Click **Continue Anyway** to proceed.

After this, you have the option of running the GFI FAXmaker configuration wizard, which will guide you through the elementary steps of setting up GFI FAXmaker. Click **Finish** to launch the GFI FAXmaker Configuration Wizard.

Installing the GFI FAXmaker server software on 64-bit (x64) computers

Installing GFI FAXmaker on x64 systems installs the NetPrintQueue2FAX printer driver for 64-bit operating systems. In this case, for 32-bit clients to use the NetPrintQueue2Fax driver the 32-bit version of the same drivers must be also stored on the 64-bit machine. The 32-bit clients will then be able to retrieve the 32-bit drivers from the 64-bit machine on their first use of the NetPrintQueue2FAX printer driver.

1. To install GFI FAXmaker on x64 systems, follow the installation procedure specified in the 'Installing the GFI FAXmaker server software' section in this chapter.
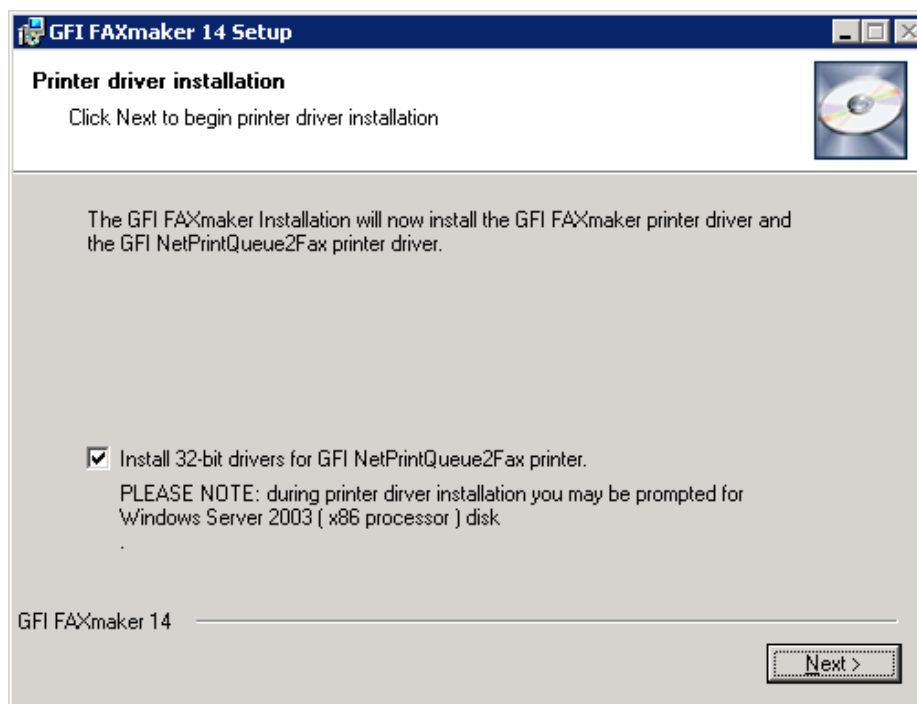
Screenshot 9 - Installing printer drivers for 32 bit computers on a 64 bit server

2. When prompted select whether you want to install also the 32-bit version of the GFI NetPrintQueue2FAX printer driver for faxing through 32 bit machines.

3. Click **Next** to continue.

NOTE 1: During 32-bit driver installation, GFI FAXmaker will prompt you to insert the Microsoft Windows Server 2003 CD (32-bit version). This is required to install 32-bit Windows Kernel Drivers.

NOTE 2: If Windows Server 2003 CD is not available, unselect the 'Install 32-bit drivers for GFI NetPrintQueue2FAX' option. GFI FAXmaker will automatically copy the GFI NetPrintQueue2FAX 32-bit drivers in "*<product_folder>*\NetPrintQueue2Fax_Drivers" for future use.

Running the GFI FAXmaker configuration wizard

Screenshot 10 - The GFI FAXmaker configuration wizard

The GFI FAXmaker Configuration Wizard assists you through the basic steps of configuring GFI FAXmaker. Click **Next** to start the wizard.

Step 1: Setting up the sending options
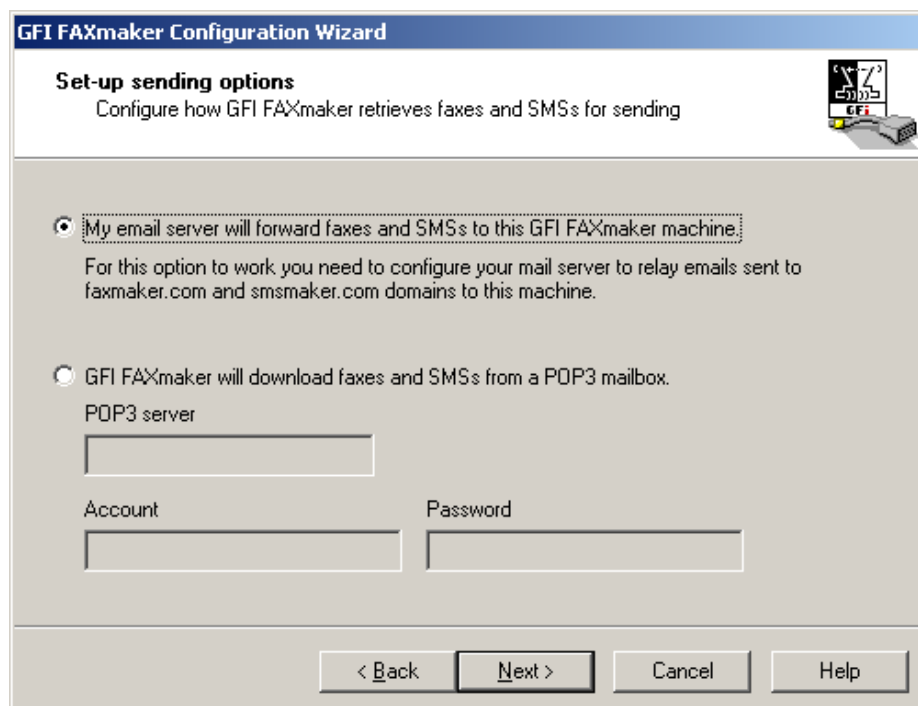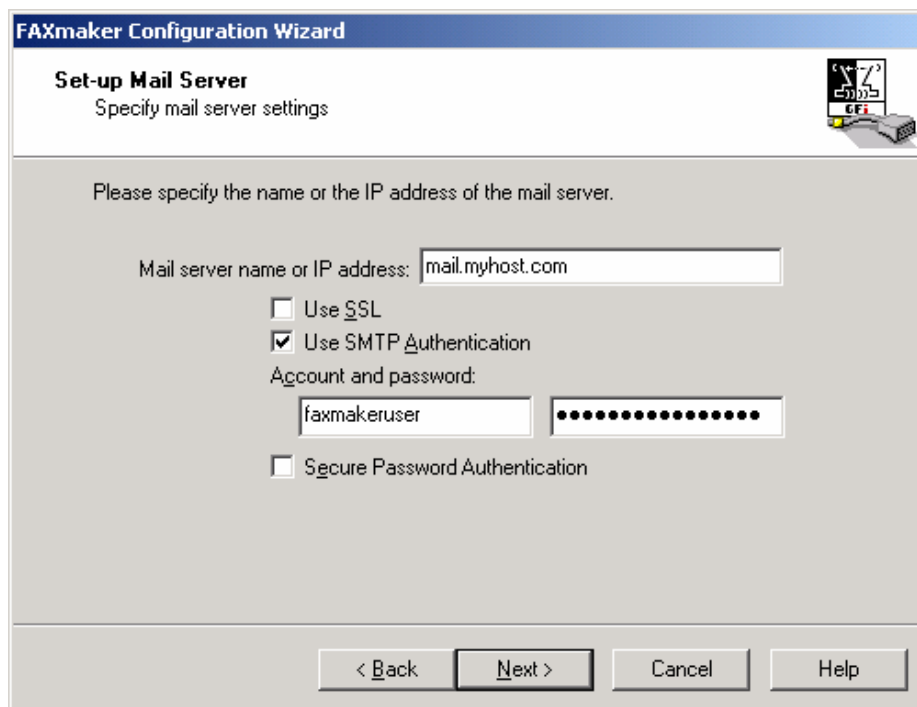
Screenshot 11 - Setting up the sending options

When GFI FAXmaker is not installed on the same machine running Microsoft Exchange 2000/2003/2007/2010, setup will prompt you to configure the sending options.

If the mail server is configured to forward faxes and SMSs to the machine where GFI FAXmaker is installed, then select **My email server will forward faxes and SMSs to this GFI FAXmaker machine.** For this option, the mail server must be configured to relay all mail addressed to *<number>@faxmaker.com* and *<number>@smsmaker.com* to the machine where GFI FAXmaker is installed.

If you want to set-up GFI FAXmaker to download faxes and SMSs from a POP3 mailbox, then select **GFI FAXmaker will download faxes and SMSs from a POP3 mailbox**. In this case, you have to enter the POP3 server name and the Account and password accordingly.

Screenshot 12 - The wizard will prompt you for a mail server name

After you have configured the mail server, click **Next**. The wizard will connect to the specified mail server to ensure the mailserver responds at the IP address provided

NOTE: Authentication settings are only tested at the end.

For more information how GFI FAXmaker integrates with each type of mail server, refer to 'How to deploy GFI FAXmaker for Exchange/SMTP' chapter.

Step 2: Configuring the fax devices
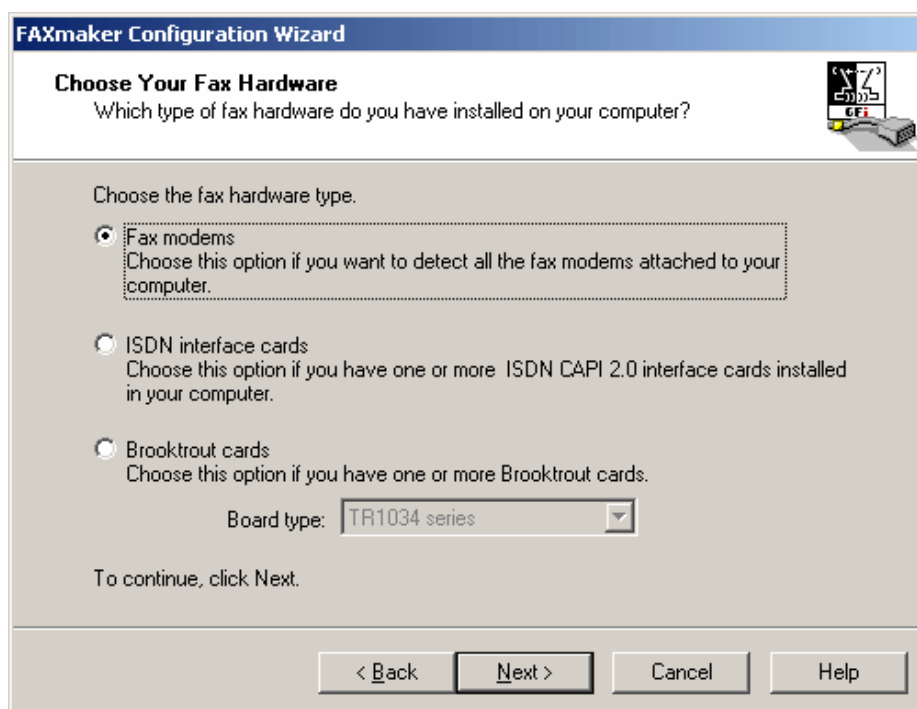
Screenshot 13 - Selecting the type of fax hardware to be used with GFI FAXmaker

The configuration wizard will now prompt you for fax device (s) you want to use with GFI FAXmaker.

If you use Fax modems:

GFI FAXmaker will attempt to detect modems already installed on your machine. GFI FAXmaker will first try to detect any Microsoft Fax drivers that are installed.
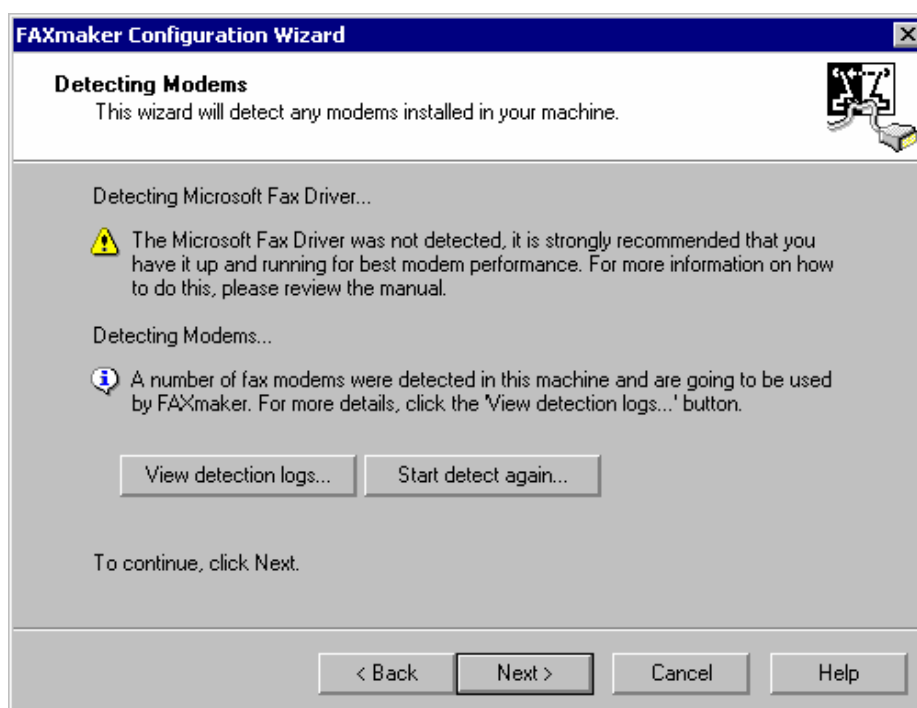
Screenshot 14 - Detecting modems present on your machine

If you use ISDN or Brooktrout cards

NOTE: If you use ISDN or Brooktrout fax cards, ensure that you have properly installed the cards first. You will have to configure the fax lines manually. Click 'Configure lines' and configure the fax line(s).
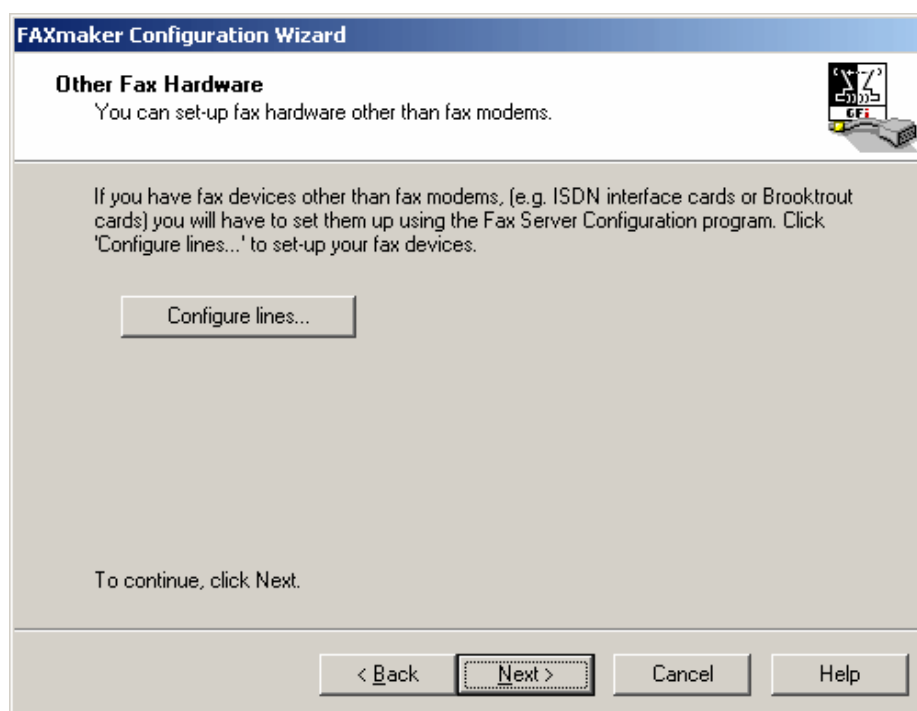
Screenshot 15 - Configuring lines if you are using Brooktrout or ISDN fax cards

Step 3: Specifying the fax administrator and users

After you have installed and configured the fax devices you have to specify the fax users.

NOTE: This can be changed but you at this point you must specify at least one fax user.

GFI FAXmaker is licensed based on the number of users that receive or send faxes. The procedure is different depending on whether you have Active Directory or not:

If you have Active Directory

If you use Active Directory on your network (i.e. you have one or more Windows Server 2000 machines or higher), GFI FAXmaker will connect to Active Directory and allow you to specify GFI FAXmaker users and user based rules. This is done by selecting users from Active Directory.

GFI FAXmaker relies on the email address specified for each user in active directory. If you use Microsoft Exchange 2000/2003/2007/2010, or any Active Directory integrated mail server (including Windows 2003 POP services) this email address is automatically filled in correctly.

NOTE: If you use Exchange 5.5 or a non active directory integrated mail server, you are required to provide a correct email address for each user that you want to 'fax-enable' in the Email field of the user properties. This can be done from Active Directory Users and Computers.
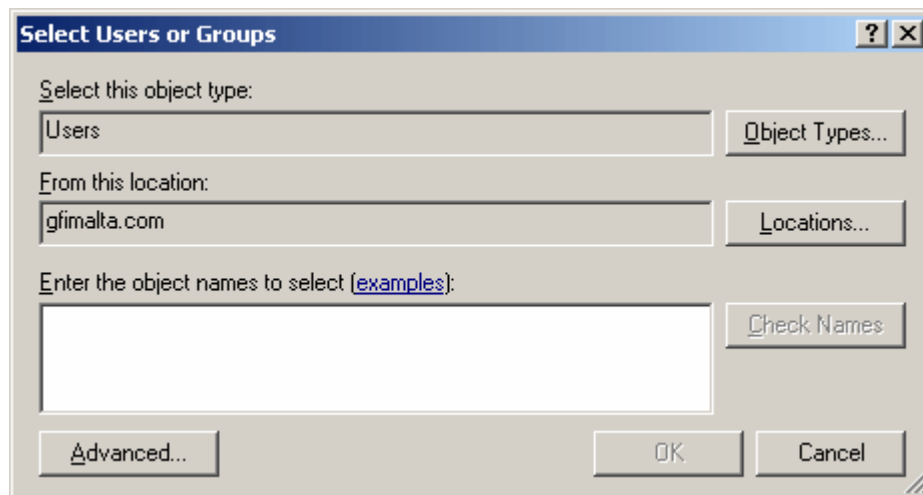
Screenshot 16 - Selecting administrator and users from Active Directory

The GFI FAXmaker wizard will load the standard 'Select Users or Groups' dialog and allow you to specify a fax user.
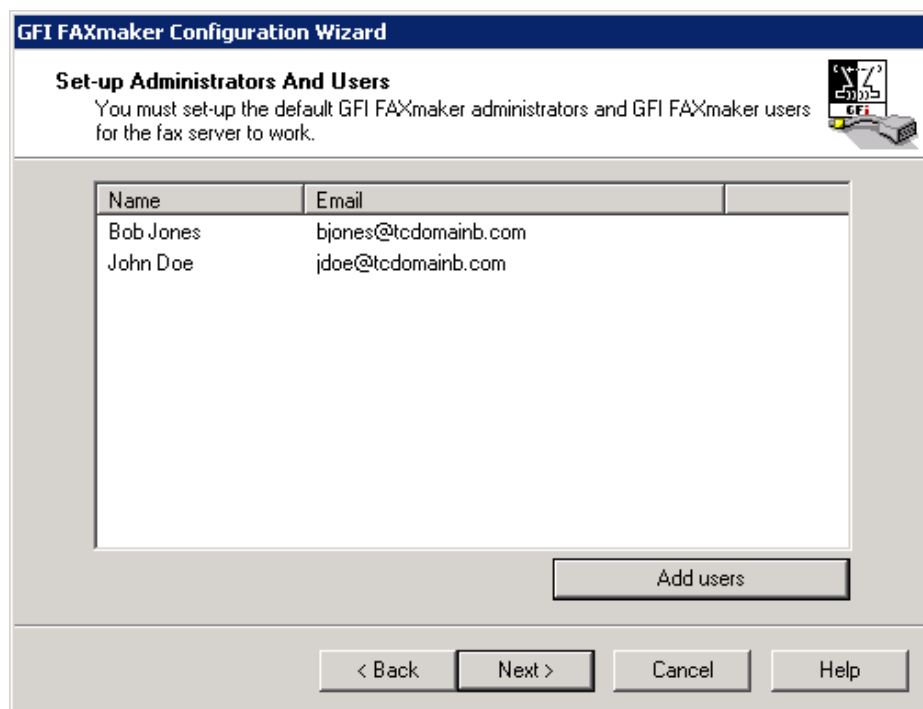
Screenshot 17 - Specifying users

After this, the GFI FAXmaker wizard will show the selected user. You can proceed to specify additional fax users by clicking on the **Add users** button. You can also specify users later on in the GFI FAXmaker configuration.

If you don't have Active Directory

If you don't have a Windows 2000 Server or higher (therefore no Active Directory), you will have to configure the GFI FAXmaker users by importing the users from a Windows machine, from a CSV list or by creating them manually. The latter can only be done from the configuration after you have completed the GFI FAXmaker configuration wizard. To import the users from a Windows machine:

1. GFI FAXmaker will default to the domain controller machine and list all available users. You can enter a different server name and click 'list users' if you want to import users from another machine.
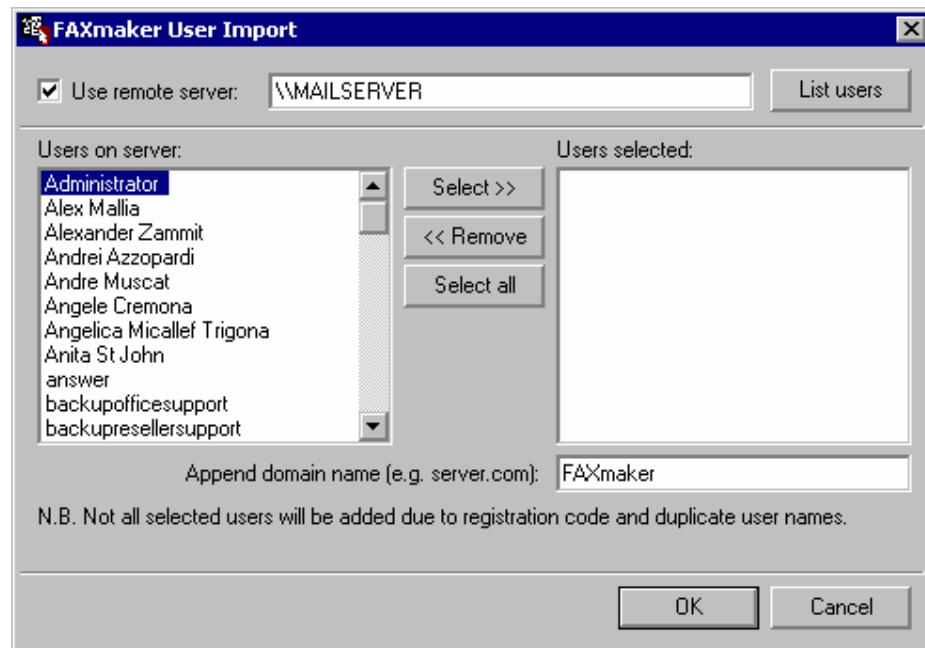
Screenshot 18 - Importing GFI FAXmaker users from Windows NT or local user database

2. All retrieved users will be listed in the '*Users on server list*'. Select which users can use GFI FAXmaker and click on the **Select** button.

3. GFI FAXmaker requires a valid email address for each GFI FAXmaker user. GFI FAXmaker can automatically append your domain name to each user that you import, using the 'Append domain name' function at the bottom of the GFI FAXmaker user import dialog. This function will append your domain to the windows logon name. If your email addresses do not follow this convention, you will have to specify the correct email address in the User's personal tab. To do this, double-click on the user name, select the personal tab, and specify the email address in the Email address edit box.

4. Click **OK** to proceed with the import.

NOTE: GFI FAXmaker will automatically configure default settings for each user.

Step 4: Test the mail server connection and start services
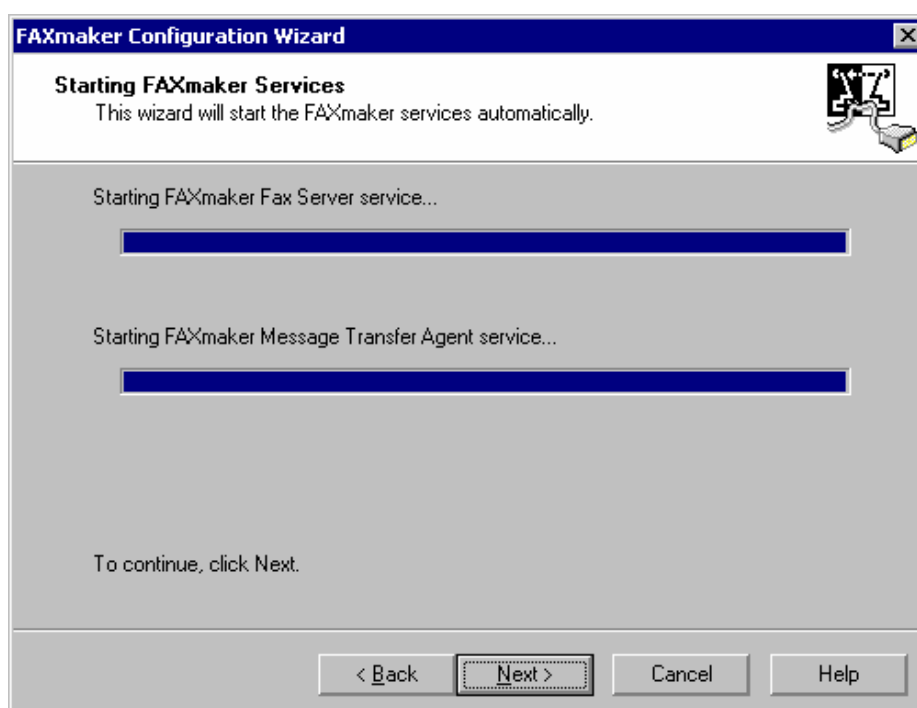
Screenshot 19 - The GFI FAXmaker configuration wizard will start the GFI FAXmaker services

After you have configured the fax lines and the GFI FAXmaker users, GFI FAXmaker will start the GFI FAXmaker fax service and the GFI FAXmaker MTA (Message Transfer Agent). Click **Next** to continue.
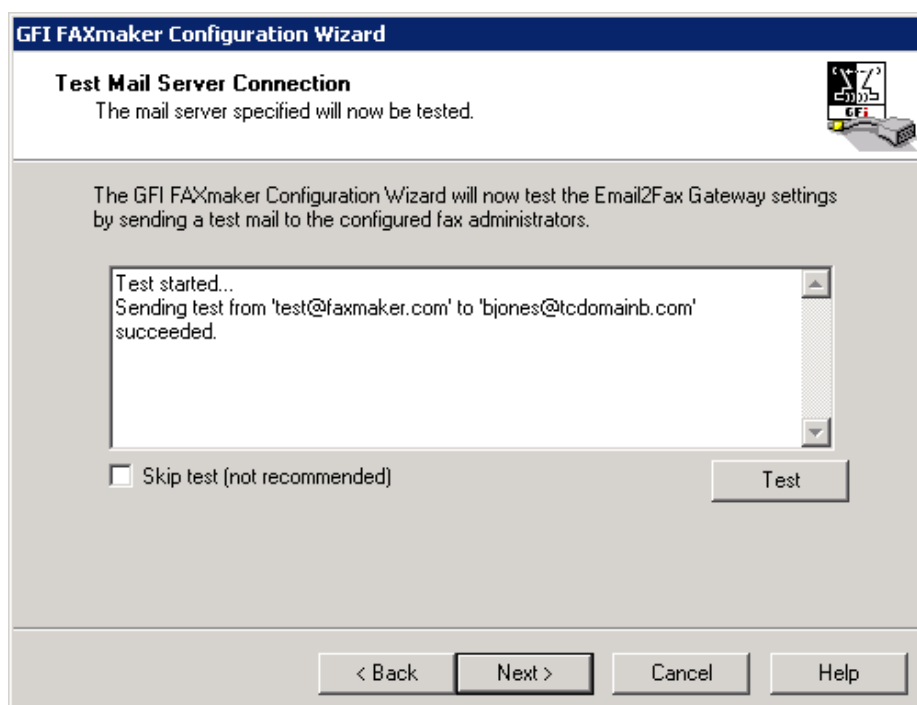
Screenshot 20 - Testing your mail server connection - a successful test

The wizard will now test the mail server connection. It attempts to send a mail via your mail server to the configured fax administrator. You will need to check if the mail actually arrived in the fax

administrator mailbox. The test's success or failure is displayed in the dialog box.
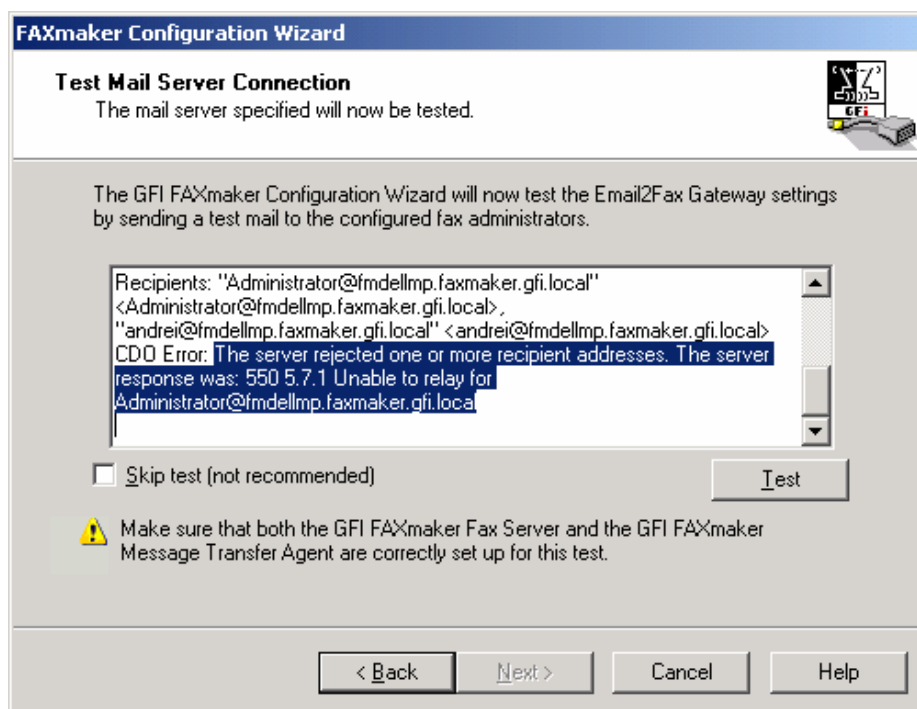
Screenshot 21 - Mail server test failed

If the test fails, the error condition will be displayed in the dialog. The screenshot shows an example error highlighted. The most common errors and their resolution are:

- **CDO Error:** "*The transport failed to connect to the server.*"
  - o **Solution:** SSL has to be used but the server is not configured for use with SSL. Disable SSL or configure SSL on the mail server. Also occurs if the IP address of the mail server has not been configured correctly, the connection is being blocked by a firewall or by the mail server. Check firewall settings and if incoming connections from the GFI FAXmaker server are allowed.

- **CDO Error:** "*The server rejected one or more recipient addresses. The server response was: 550 5.7.1 Unable to relay for <email address>*"
  - o **Solution:** Mail server refused the domain of the recipients address following a successful GFI FAXmaker server connection. Occurs because relaying is not allowed from the GFI FAXmaker server. Configure the SMTP server to accept relaying from the GFI FAXmaker machine's IP or allow relaying for the internal email domain only.

- **CDO Error:** "*The server rejected the sender address. The server response was: 530 5.7.3 Client was not authenticated.*"
  - o **Solution:** Authentication details missing. Configure authentication details from the SMTP server configuration dialog in the GFI FAXmaker Configuration Wizard. You can also configure the SMTP server to accept anonymous SMTP connections (if the mail server is only available to the intranet).

- **CDO Error:** "*The message could not be sent to the SMTP server. The transport error code was 0x80040217. The server response was not available*"
  - o **Solution:** Authentication details invalid. Configure authentication details from the SMTP server configuration dialog in the GFI FAXmaker Configuration Wizard.

If the mail server test was successful, you can now check if the fax server is up and running from the GFI FAXmaker monitor node in the GFI FAXmaker configuration. Start up the GFI FAXmaker configuration and check the fax server status.
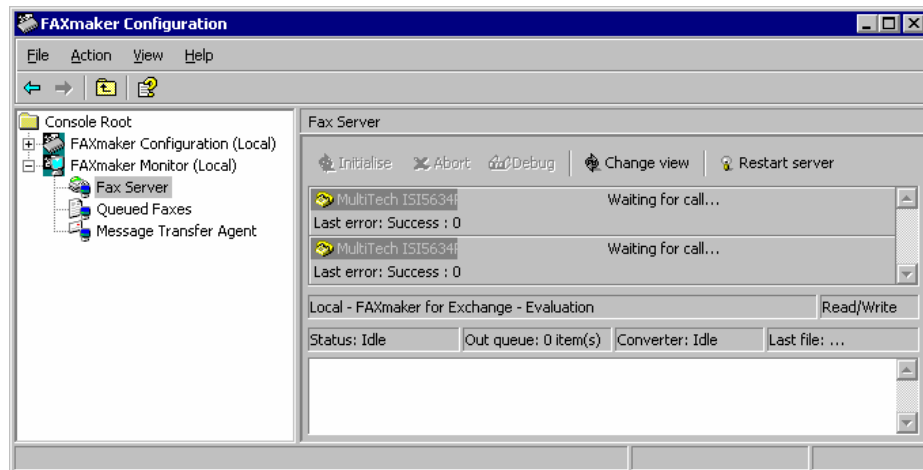
Screenshot 22 - GFI FAXmaker FAX Server monitor with services running

NOTE 1: You can configure GFI FAXmaker in more detail using the GFI FAXmaker configuration program.

NOTE 2: If an administrator account or password is not provided the service will not start. Reconfigure the service user in the services control panel (under administrative tools) and attempt to restart the service.

Step 5: After running the GFI FAXmaker wizard

After you completed the GFI FAXmaker wizard and verified that the fax server is running:

- If you have installed GFI FAXmaker on a Microsoft Exchange 2000/2003/2007/2010 server machine, go to the chapter 'Installing the clients'.

- If you have not installed it on the Exchange Server 2000/2003/2007/2010 machine, you must go to the paragraph 'Installing the connector on a remote Exchange server machine'. After this you can proceed to install the clients.

- If you have an Exchange 5.5 server go to the chapter 'Configuring Exchange Server 5.5 for faxing'. After this you can proceed to install the clients.

- If you have Lotus Notes go to the chapter 'Configuring GFI FAXmaker for Lotus Notes'. After this you can proceed to install the clients.

- If you have a SMTP/POP3 server go to the chapter 'Configuring an SMTP/POP3 server for faxing'. After this you can proceed to install the clients.

Installing the connector on a remote Exchange server machine

If you are running Exchange Server or 2003 but opted to install and run GFI FAXmaker on another machine, then you must also launch the GFI FAXmaker installation on your Exchange server machine. This is required to automatically create a sink and install an SMTP connector through which fax requests will be relayed to GFI FAXmaker.

When GFI FAXmaker installation is launched on the Exchange server, you will be prompted to specify which GFI FAXmaker components to install. Select only the option 'Exchange 2000/2003 SMTP connector.
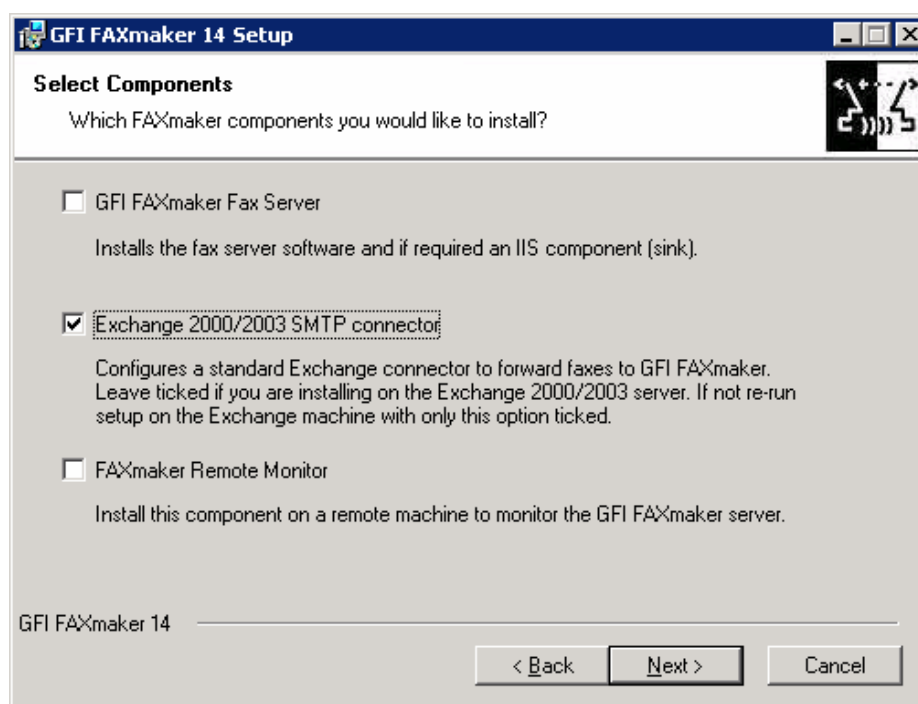
Screenshot 23 - Installing only the Exchange connector

NOTE: You can also opt to manually create the connector instead of launching GFI FAXmaker setup on Exchange server. For a detailed description of how to do this, refer to 'The Exchange 2000/2003 SMTP connector' chapter.

Upgrading from earlier GFI FAXmaker versions

To upgrade a GFI FAXmaker installation to the latest version while retaining all settings, launch the installation file and follow the instructions in Installing the GFI FAXmaker server software. The setup will automatically uninstall the old installation and install the latest version.

NOTE: This is supported only for versions 12 or higher. For earlier versions, it is recommended to uninstall and reconfigure GFI FAXmaker.

Entering your License key after installation

If you have purchased GFI FAXmaker, you can enter your License key in the **General ► Licensing** node.

During evaluation all features within GFI FAXmaker are available. The initial evaluation license provides a 10-day evaluation period. This can be extended to 30 days by entering a 30-day evaluation license key. This license key is emailed to the address specified when downloading GFI FAXmaker from the GFI website. Upon expiry, a license key must be purchased to be able to once again access GFI FAXmaker features. GFI FAXmaker does not need to be uninstalled and reinstalled when entering a purchased license key.

NOTE: You must license GFI FAXmaker for the number of users that will send and receive faxes.

Installing clients

Introduction to the GFI FAXmaker client software

After installing the Fax server, you can already send faxes by addressing and sending an email correctly. If users however are required to send faxes by printing to the GFI FAXmaker printer driver, they must install the GFI FAXmaker client.

The GFI FAXmaker client software consists of a fax printer driver, fax viewer and the optional GFI FAXmaker Fax message form. The GFI FAXmaker Fax message form offers an easy way for users to specify fax options. During installation, you can choose whether the Outlook New Message form should appear when the user prints to the GFI FAXmaker printer driver, or the GFI FAXmaker Fax message form. The GFI FAXmaker Fax message form also retrieves the company name of the recipient, so the cover page always has the company name filled in. If using the Outlook new message form, the company name will only be filled in if the GFI FAXmaker fax server could retrieve the company name of the recipient via a configured public contact list.

The GFI FAXmaker Fax message form submits the fax via SMTP to the GFI FAXmaker fax server, so it should know the mail server name as well as the email address of the user. No communication takes place between client and the fax server (mail is delivered via your mail server), so there are no scalability issues.

NOTE: For more information on how to use the GFI FAXmaker client software please refer to the FAXmaker client software user manual available at: http://www.gfi.com/fax/fax14usermanual.pdf.

Installing the client software

NOTE: GFI FAXmaker Client software installation requires that you are logged on with administrative privileges.

1. Launch the installation file on the client machine.
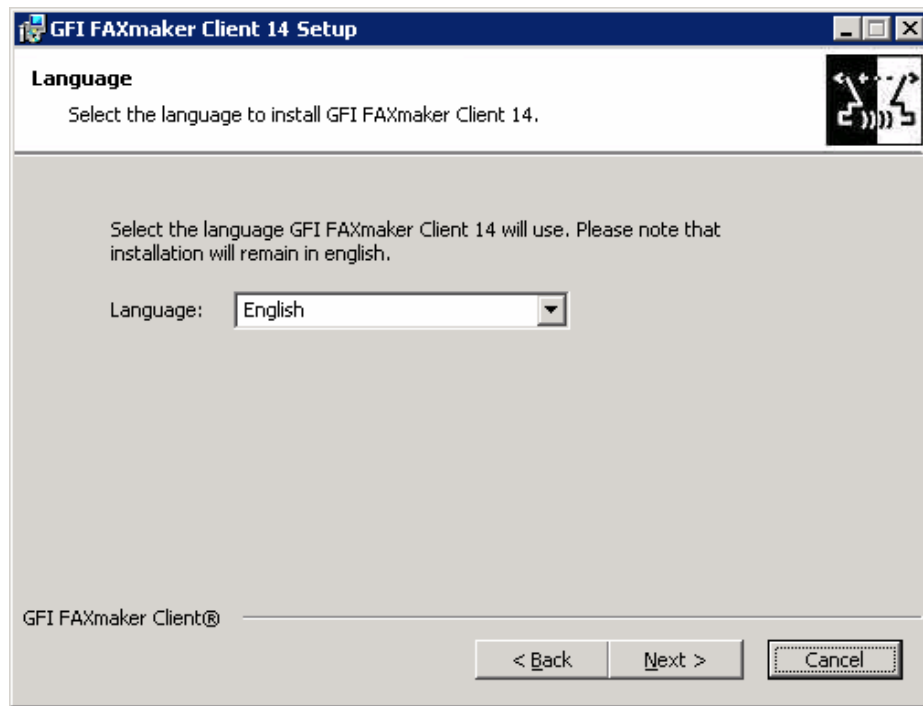
Screenshot 24 - Choosing the language

2. Select the GFI FAXmaker language.

NOTE: Setup remains in English however if you select a different language the GFI FAXmaker Fax Message form will appear in the selected language after installation.
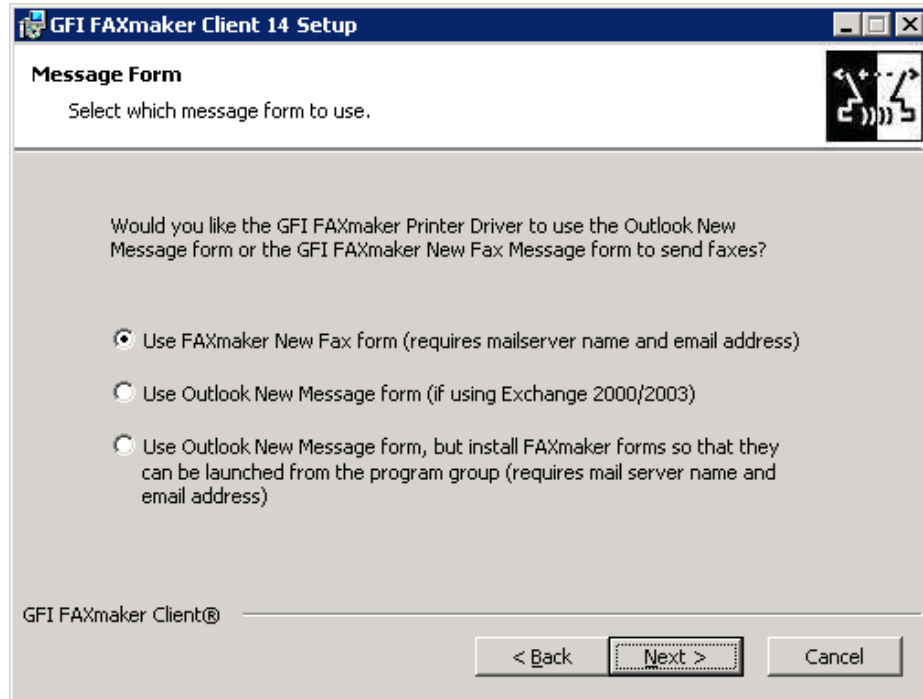
Screenshot 25 - Which Message form

3. You will be prompted whether you want the Outlook New message form or the GFI FAXmaker New Fax form to appear after a user prints to the GFI FAXmaker printer driver. You can also choose both - in this case the Outlook New Message form will appear when the user prints to the GFI FAXmaker printer driver, however the GFI FAXmaker New Message forms will be accessible from the GFI FAXmaker program group. The user can then use this form in case he wants to set particular options which are more difficult to do from the Outlook New Message form.

Click on **Next** to proceed with setup.

Screenshot 26 - Specifying mail server

4. If you selected the GFI FAXmaker New Message form or both, set-up will prompt you for the type and name of your Mail Server. If you select Lotus Notes or SMTP/POP3 Mail server, you will also have to enter the name of the fax mailbox. If required, tick the 'My mail server requires authentication' tick box to configure authentication options.

Click on **Next** to proceed with setup.

Screenshot 27 - Optional authentication

5. Enable SSL if you want to use SSL certificates (does not require authentication to be enabled). If you want to authenticate against the

mail server, enable 'Use SMTP Authentication'. Enable 'Logon using Secure Password Authentication (SPA)' to have the GFI FAXmaker Fax Message form use the current Windows account name and password credentials. Note that SPA requires that your mail server supports SPA. If your mail server does not support SPA specify account name and password to use.

NOTE 1: Only configure authentication if your mail server requires it and if you are familiar with the settings.

6. Select the installation location and click **Next**. Set-up copies the files to the GFI FAXmaker destination folder.

7. Set-up will now confirm the installation of the GFI FAXmaker printer driver. Click '**Next'** to proceed.
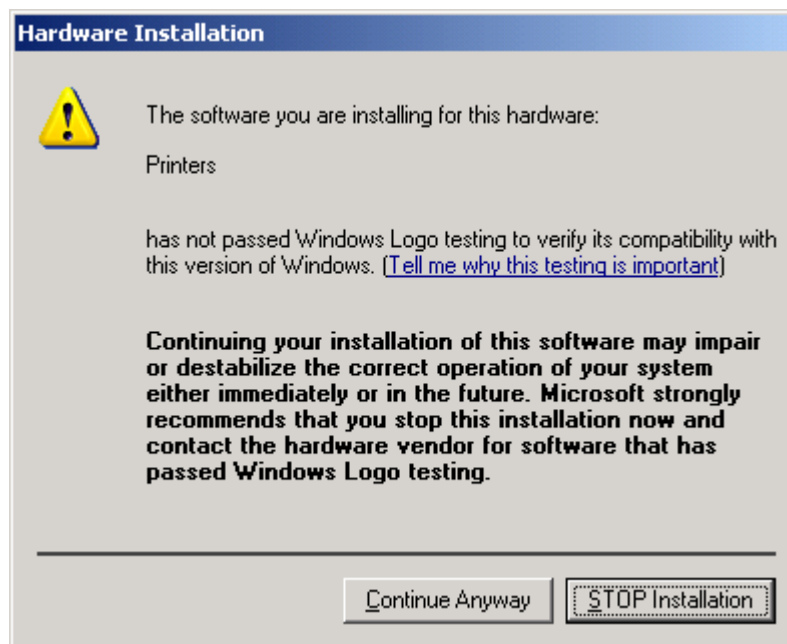
Screenshot 28 - Confirm printer driver installation

8. Windows will confirm installation of uncertified drivers (Almost no vendors certify them because it's a very time intensive and bureaucratic process). Click **Continue Anyway** to proceed. There will be short delay during this installation.

GFI FAXmaker client is now installed.

Specifying email address

The first time the user starts the GFI FAXmaker Fax Message form, the GFI FAXmaker client will retrieve the email address of the currently logged on user from Active Directory.

It will use this email address to send transmission reports. If another user logs on to the machine, then GFI FAXmaker will query Active Directory again: The system is fully compatible with a multi user environment (e.g. on a Terminal Server.)
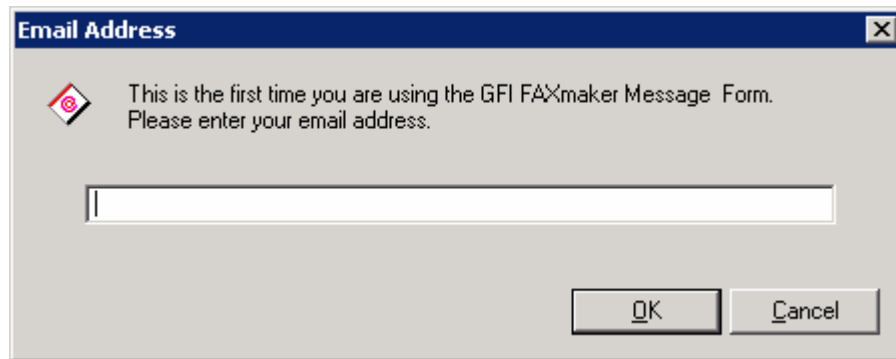
Screenshot 29- Specifying the email address

If Active Directory is not present, or GFI FAXmaker fails to obtain the email address, the user will be prompted for his/her email address.

Set-up Command line options

If you want to run the GFI FAXmaker client set-up in unattended mode, you can specify the following options on the command line of the MSI file. MSI files can be run from the command line with the following command: msiexec /i "<full path to client MSI file>"

'SILENTPRINTERDRIVER=1': Installs the printer driver silently. Note that an older driver is installed, in order to bypass the windows uncertified driver install dialog. If using the parameter, make sure that the policy to prevent Kernel mode printer drivers is not set.

'USEOUTLOOKFORM=1': Configures the Outlook New Message form to pop up instead of the GFI FAXmaker New Message Form, after a user prints to the GFI FAXmaker printer driver.

'LANGUAGE=<language:<insert language> >': Specifies the language of the client to be installed.

If using an SMTP routing rule (sink mode, i.e. with Exchange 2000/2003/2007/2010/5.5 or another mail server), you just have to specify the mail server machine name, using the following command line parameter:

MAILSERVER=<mail server IP or machine name>

If using an SMTP/POP3 server or an ISP hosted mail server, you must specify the GFI FAXmaker fax server. In this case the faxes are delivered directly to the GFI FAXmaker machine, not via the mail server:

FAXSERVER=<fax server IP or machine name>

If you are using the POP3 connector to collect the faxes (mailbox mode, i.e. Lotus Notes or an SMTP/POP3 mail server, you have to specify the mail server name and fax mailbox, using the following command line parameters:

MAILSERVER=<mail server IP or machine name>

FAXMAILBOX=<email address of fax server mailbox>

NOTE: The faxserver and mailserver command line options are mutually exclusive. The fax mailbox command line option requires the mailserver command line.

MAILAUTHENTICATION=<0 or 1>: if the mail server requires authentication set this value to 1 and specify the following authentication parameters:

- **USESSL=<0 or 1>**: Enables SSL.

- **USEAUTH=<0 or 1>**: Enables SMTP authentication.

- **USESPA=<0 or 1>**: Enables Secure Password Authentication, which uses the credentials of the currently logged on user to authenticate against the mail server. Ensure that your mail server supports this. (Ignored if USEAUTH=0)

- **SMTPACCOUNT=<account string>**: This account name is used for SMTP authentication. (Ignored if USEAUTH=0)

- **SMTPPASSWORD=<password string>**: The password required for the account above. (Ignored if USEAUTH=0)

Examples

To run msi with command lines, use the following command in the command prompt:

msiexec /i "<full path to client MSI file>" MAILSERVER=mailsrv FAXMAILBOX=fax@myinternaldomain.com LANGUAGE=<language:german>

GFI FAXmaker client user manual

The GFI FAXmaker user manual can be downloaded separately and distributed to GFI FAXmaker users via email. The GFI FAXmaker client installation also includes the manual as a help file.

You can download the GFI FAXmaker user manual from the page: http://www.gfi.com/faxmaker.

Installing the GFI FAXmaker client on Terminal server clients

If you are using Terminal server, and you wish to deploy the GFI FAXmaker client to all terminal server users, you can use the normal GFI FAXmaker SMTP or MAPI client. To install the GFI FAXmaker client on your terminal server:

1. Run the client install directly on the Terminal server machine itself.

NOTE: Setup must not be run from a remote terminal session window.

2. Launch the setup msi from explorer. Do not run the installation from Control Panel > 'Add/Remove Programs' since the GFI FAXmaker client installation is 'Terminal Services aware'. The 'Add/Remove Programs' should only be used for installations that do not support Terminal Services.

3. It will detect Terminal server and install the GFI FAXmaker client accordingly.

Configuring Fax lines

Configuring a fax line

A fax line is a physical telephone line and is linked to a fax device (i.e. a modem or an ISDN/fax card). Since many fax devices support multiple lines, and you probably want to set different options per fax line, you have to set up each fax line individually, and associate a fax device to each line.

Fax lines are configured from the lines/devices node in the GFI FAXmaker configuration program. Right-click on the 'Lines/Devices' node and select properties to bring up the Lines/Devices dialog. This dialog shows all installed fax lines and to which device they are associated.
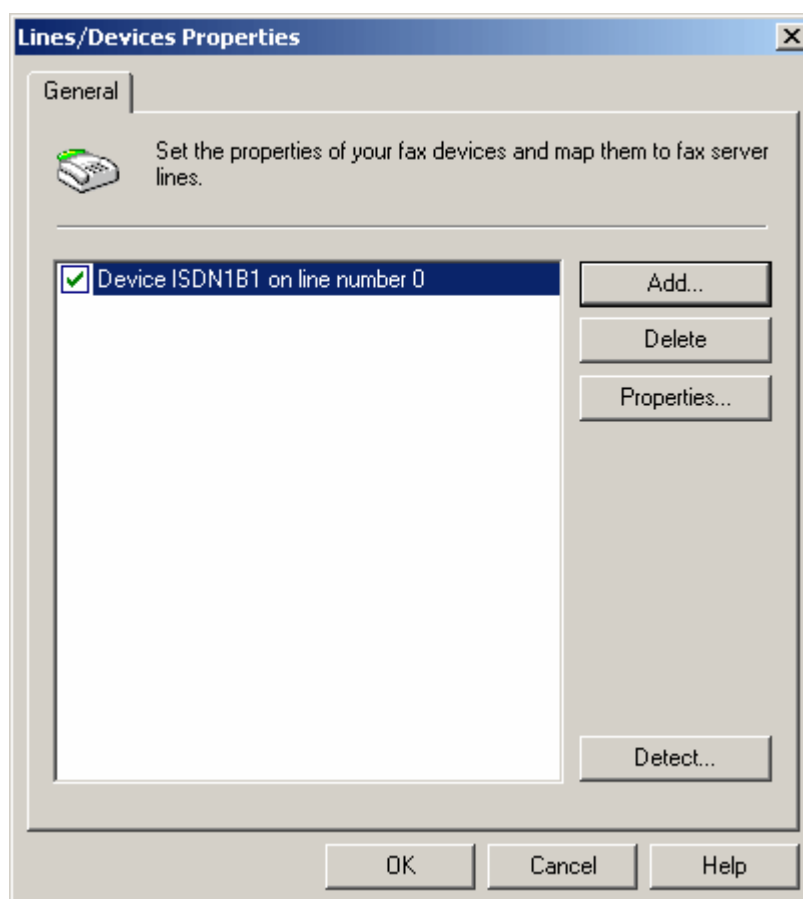
Screenshot 30 - The Line/Devices dialog

To add a fax line, click **Add**. The process of adding a fax line is slightly different depending on whether the fax line is associated to an ISDN card, a Brooktrout card, XCAPI or a fax modem. Therefore the process is described in separate paragraphs below. Line options and

Advanced options are identical for each fax line, independent of what fax device you are using and these are described at the end of this chapter.

Setting up fax lines for an ISDN card
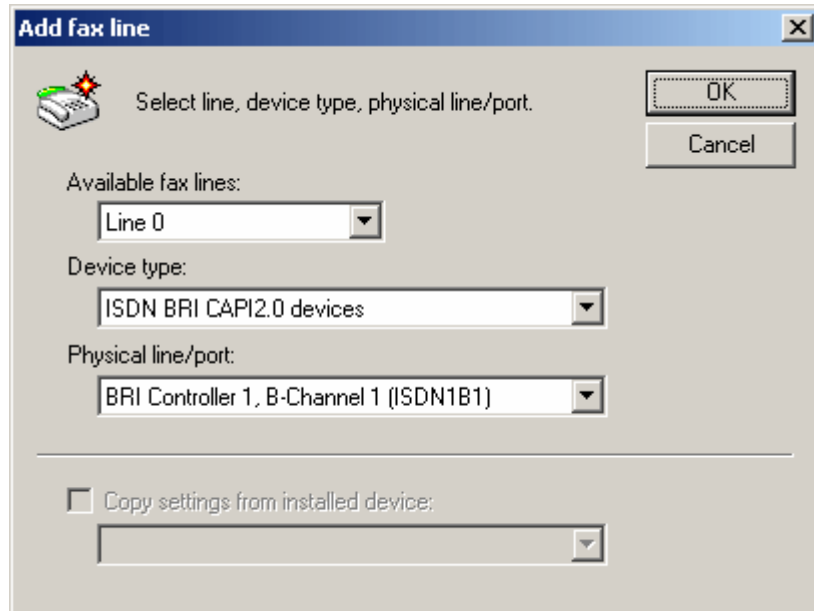
Screenshot 31 - Adding an ISDN channel

1. Select the first available fax line number.

2. Select your device type. If you have a 2, 4 or 8 channel ISDN card, select 'ISDN BRI CAPI 2.0 devices'. If you have a 30 channel card select 'ISDN PRI CAPI 2.0 devices'.

3. In the Physical fax port box, select the channel/port of the device that you want to use for this fax line.

For example, if you are using an ISDN BRI card, you can select two channels for each card. If you want to use channel 1, select **ISDN1B1**. If you want to use channel 2, select **ISDN1B2**. (If you are using more than one ISDN card, you can select ISDN2B1 and ISDN2B2 for the second card, and so on.) If you wish to copy the settings for a line you have already configured, tick 'Copy settings from' and select the line from the drop down list.

4. Click **OK** to proceed with installation.
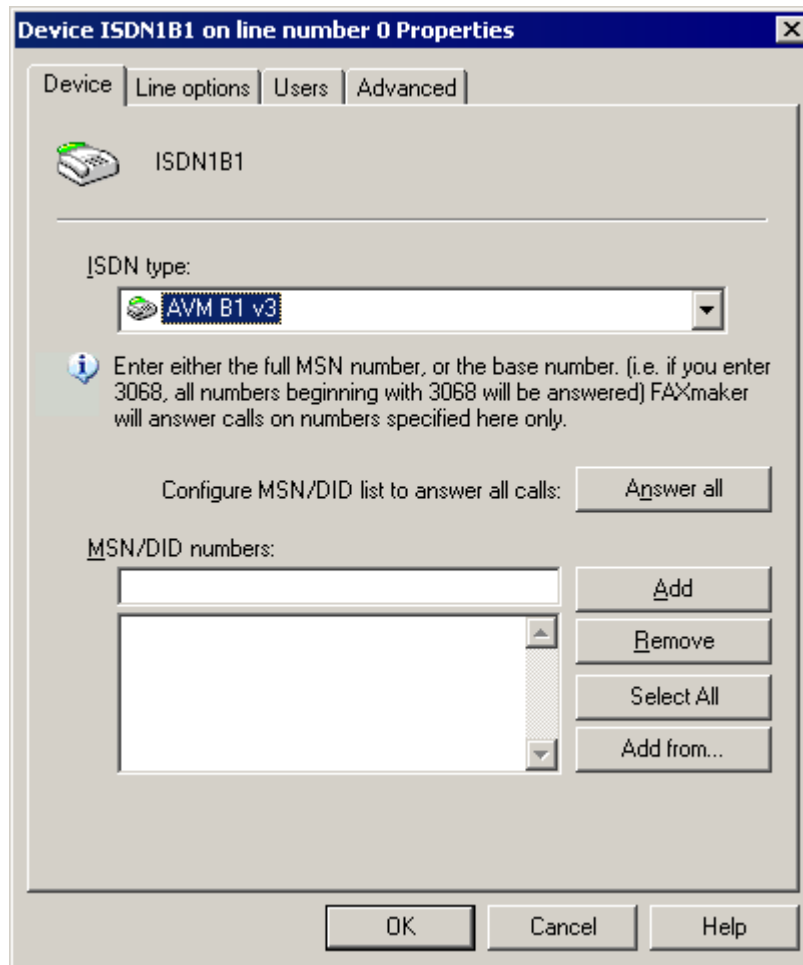
Screenshot 32 - GFI FAXmaker Lines/Devices Configuration - Adding ISDN1B1 to the configuration.

4. Select the ISDN card that you are using in the ISDN type list box.

5. In the MSN/DID numbers list box add the number(s) to be answered by GFI FAXmaker. You can enter either a full number entry (i.e. 82733099) or a prefix number. An example of a prefix number would be entering '827330'. In this scenario GFI FAXmaker would answer all numbers in the range '82733000-8273099'. Alternatively click the **Answer All** button which will cause GFI FAXmaker to answer all incoming calls on the ISDN channel.

NOTE: If you do key in any numbers, GFI FAXmaker will not answer incoming calls

6. If you plan to do DID routing on this channel, go to the advanced tab and tick the 'Number of DID/MSN digits to capture' checkbox. The number of digits should be set to the size of the range of numbers you will be capturing. (i.e. For range of 0-99 you should capture two digits. For a range of 0000-5000 would capture 4 digits).

7. Configure Line options and Advanced options from the Line options and Advanced tabs. More information on these options can be found further on in this manual. Click **OK** to add the line.

8. You should then add any additional lines you wish to use with GFI FAXmaker to the Lines/Devices configuration. An Eicon Diva Server BRI-2M (1 ISDN line) should have 2 channels added to the Lines/Devices configuration (ISDN1B1, ISDNB2). An Eicon Diva

Server 4BRI (4 ISDN Lines) should have 8 channels in the configuration (ISD1NB1 - ISDN4B2).

NOTE: After making any changes to the GFI FAXmaker Lines/Devices configuration make sure to restart the GFI FAXmaker FAX Server service for the changes to take effect. Then check the Fax Server Monitor to make sure that the lines have been initialized.

Finding out the exact MSN numbers

A frequent error is that the MSN number on which GFI FAXmaker should answer is specified incorrectly. The exact MSN number that you should enter depends on the ISDN configuration. The best way to determine the number that you need to enter is the following:

1. Go to the GFI FAXmaker monitor node in the GFI FAXmaker configuration.

2. Send a fax to GFI FAXmaker, dialing the number that you want GFI FAXmaker to answer.

3. In the FAX Server Monitor, take note of how the number is being displayed.

4. Enter this number in the Msn number list in the Device tab. After you have entered the number and restarted the GFI FAXmaker fax service/application, GFI FAXmaker will now answer the call.

NOTE: If you want GFI FAXmaker to answer a whole range of numbers (for example, if you are using DID routing), just enter the starting number of the range of numbers. For example: to instruct GFI FAXmaker to answer all numbers 35922410 up to 35922419, enter 3592241.

Setting up fax lines for XCAPI

NOTE: The 'TE-SYSTEM XCAPI' ISDN is only available if the license key provided in GFI FAXmaker has a valid software maintenance agreement or running the evaluation of GFI FAXmaker.
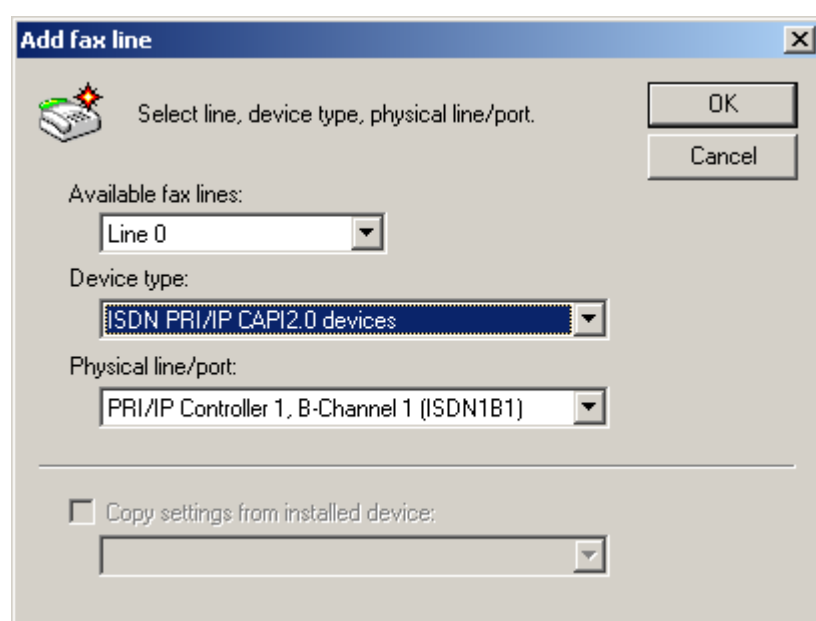
Screenshot 33 - Select ISDN PRI/IP CAPI 2.0 devices

1. Select the first available fax line number.

2. From the **Device type** list select 'ISDN PRI/IP CAPI 2.0 devices'.

3. In the Physical line/port box, select the channel/port of the device that you want to use for this fax line

4. Click **OK** to proceed with installation.
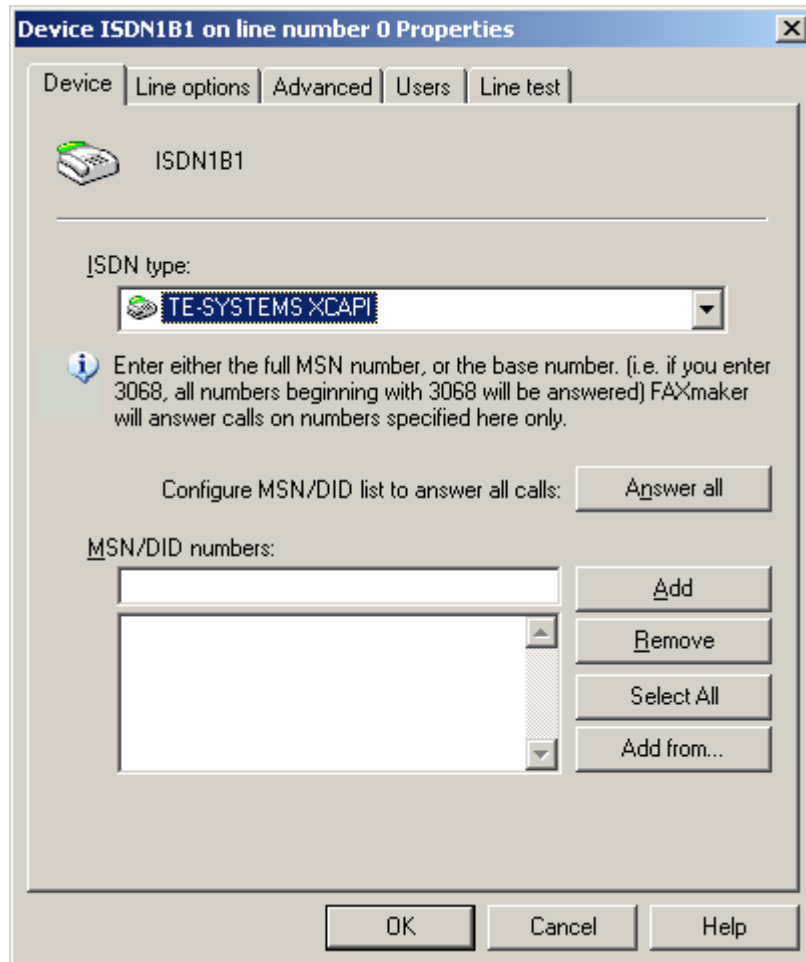
Screenshot 34 - Select TE-SYSTEMS XCAPI in ISDN type

5. From the **Device** tab, select "'TE-SYSTEMS XCAPI'"

6. Click **OK** to finalize setup.

Setting up fax lines for a Brooktrout fax card
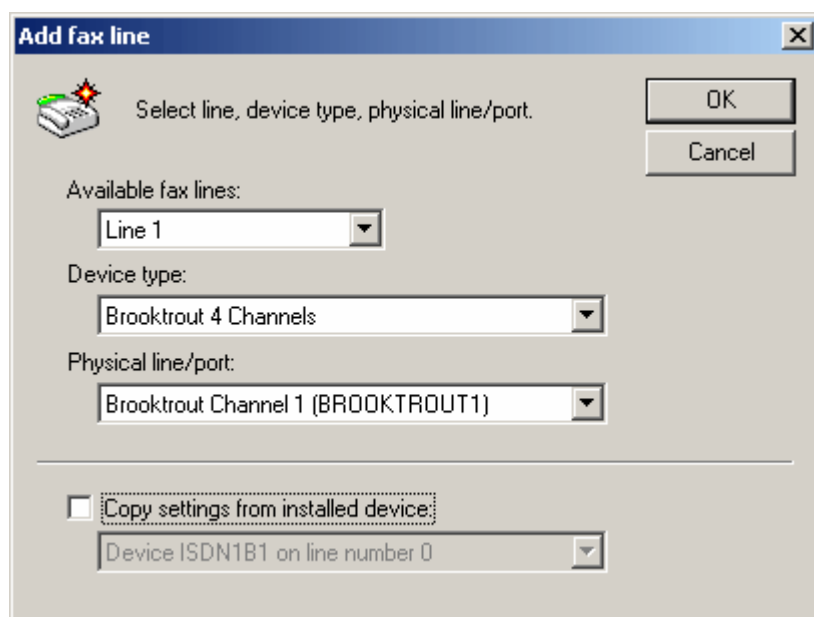
Screenshot 35 - Adding a Brooktrout channel

1. Select the first available fax line number.

2. Select your device type. Select the Brooktrout entry with the number of lines that your card has.

3. In the Physical line/port box, select the channel/port that you want to use for this fax line. For example, if you are using a 2 line card, you can select two channels for each card. If you want to use channel 1, select 'Brooktrout channel 1 (BROOKTROUT1)'.
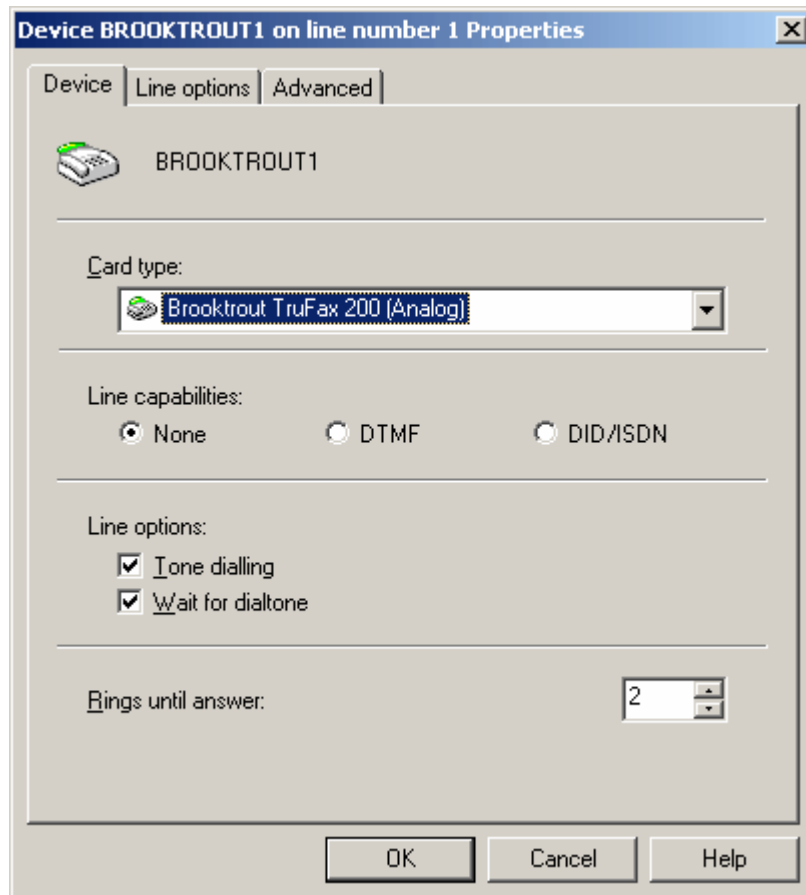
Screenshot 36 - Brooktrout device options

4. Select the Brooktrout card that you are using in the Card type list box.

5. Select the correct 'Line Capabilities' option for your card. For ISDN DID fax routing choose DID/ISDN. For Analogue DTMF routing choose DTMF.

6. If you plan to use fax routing to route faxes individual users based on the DID number go to the Advanced tab and tick the 'Number of DTMF/DID digits to capture checkbox. The number of digits should be set to the size of the range of numbers you will be capturing. (i.e. For a range of 0-99 you should capture two digits. For a range of 0000-5000 you would capture 4 digits). Click OK.

7. Configure 'Line options' and 'Advanced options' from the Line options and Advanced tabs. A description of these options can be found further on in this manual. Click **OK** to add the line.

8. You should then add any additional lines you wish to use with GFI FAXmaker to the Lines/Devices configuration.

NOTE: After making any changes to the GFI FAXmaker Lines/Devices configuration make sure to restart the GFI FAXmaker FAX Server service for the changes to take effect. Then Check the Fax Server Monitor to make sure that the lines have been initialized.

Setting up fax lines for the Brooktrout SR140
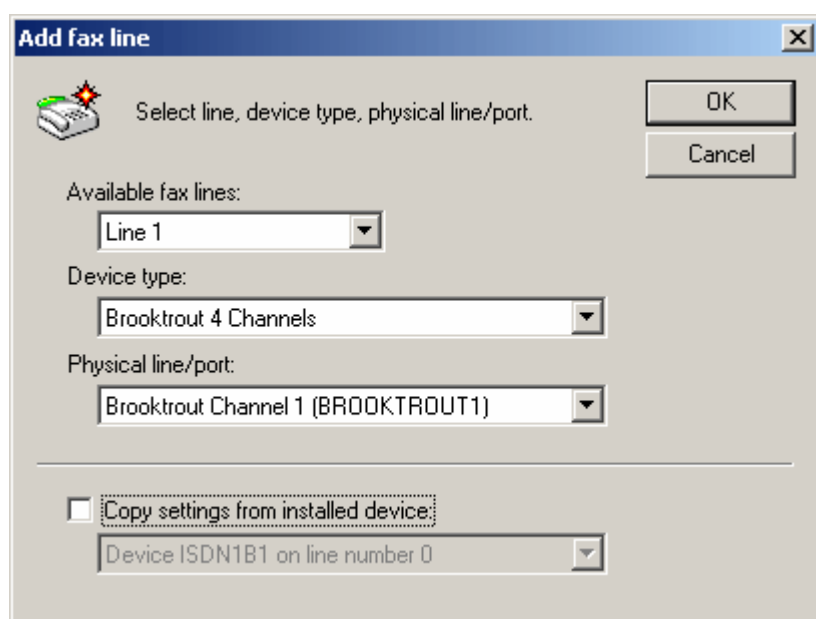
Screenshot 37 - Adding a Brooktrout channel

1. From the **Available fax lines** list select the first available fax line number.

2. From the **Device type** list select the Brooktrout entry with the number of channels you licensed from Cantata Technology.

3. In the **Physical line/port** list, select the channel that you want to use with this fax line. For example, if you want to use channel 1 select **Brooktrout channel 1 (BROOKTROUT1)**.

4. Click **OK** to display the device/line properties dialog box.

5. Select **Brooktrout SR140** from the **Card type** list.
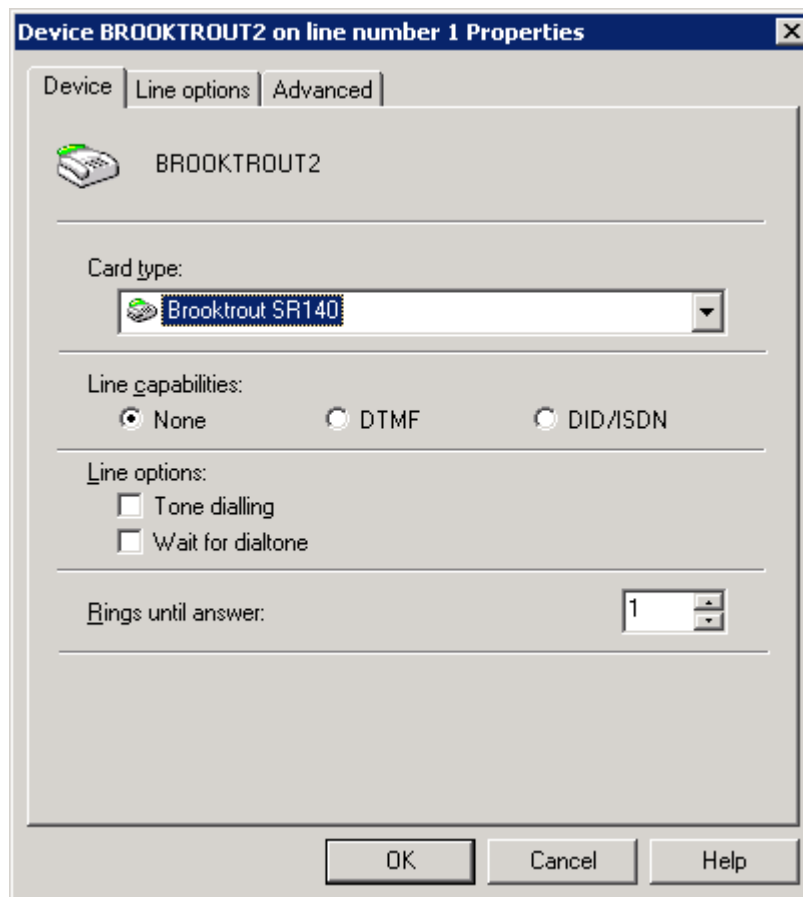
Screenshot 38 - Brooktrout device options

6. Select the correct line capabilities option for your card. For ISDN DID fax routing choose DID/ISDN. For Analogue DTMF routing choose DTMF.

7. If you plan to use fax routing to route faxes to individual users based on the DID number, click on the **Advanced** tab and then select the **Number of DTMF/DID digits to capture** check box. The number of digits should be set to the size of the range of numbers you will be capturing. (i.e. For a range of 0-99 you should capture two digits. For a range of 0000-5000 you would capture 4 digits).

8. Configure 'Line options' and 'Advanced options' from the **Line options** and **Advanced** tabs. A description of these options can be found further on in this manual. Click **OK** to add the line.

10. Repeat the above steps to add any additional lines you wish to use with GFI FAXmaker.

NOTE: After making any changes to the GFI FAXmaker Lines/Devices configuration make sure to restart the GFI FAXmaker FAX Server service for the changes to take effect. Then check the Fax Server Monitor to make sure that the lines have been initialized.

Setting up fax lines for a fax modem
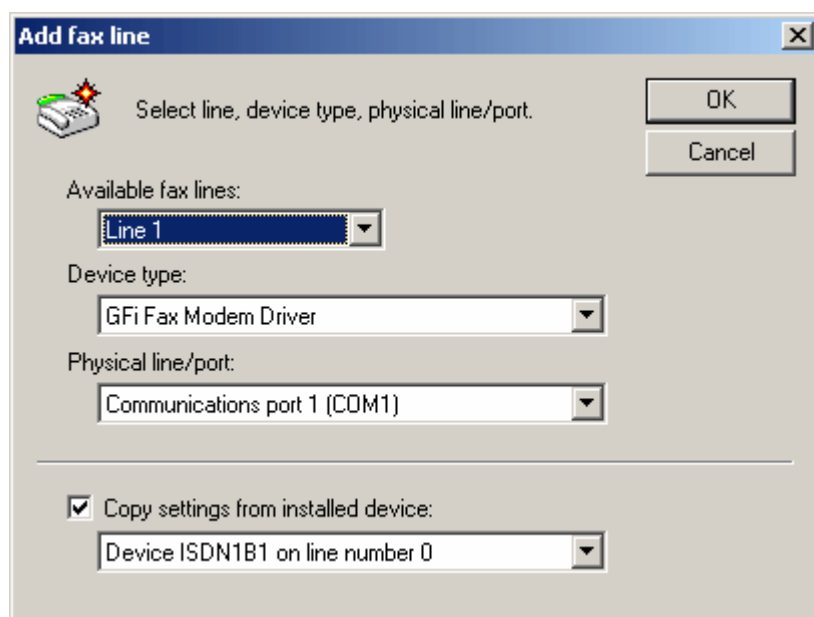
Screenshot 39 - Adding a modem channel

1. Select the first available fax line number.

NOTE 1: If you have added new fax modems since installing GFI FAXmaker, you can click 'Detect' in the Lines/Devices dialog to find new modems. GFI FAXmaker will detect any modems connected to your PC and list them in the Lines dialog. Then tick the checkbox of each modem that you wish to use.

NOTE 2: If you are using Windows 2000/2003, GFI FAXmaker will also detect any modems connected to Microsoft Fax. You must however ensure that the Microsoft Fax service is started.

2. Select your device type.

NOTE: Select either 'GFI Fax modem driver' or 'Microsoft fax modem driver'.

3. If you selected 'GFI Fax modem driver' select the com port on which the modem is connected in the Physical port box. If you selected 'Microsoft fax modem driver', select 'Microsoft Fax Service' in the Physical port box.

NOTE: If you chose to use a modem via the Microsoft Fax driver, don't select the same modem twice, i.e. once using the Microsoft fax driver and another time using the GFI modem driver.
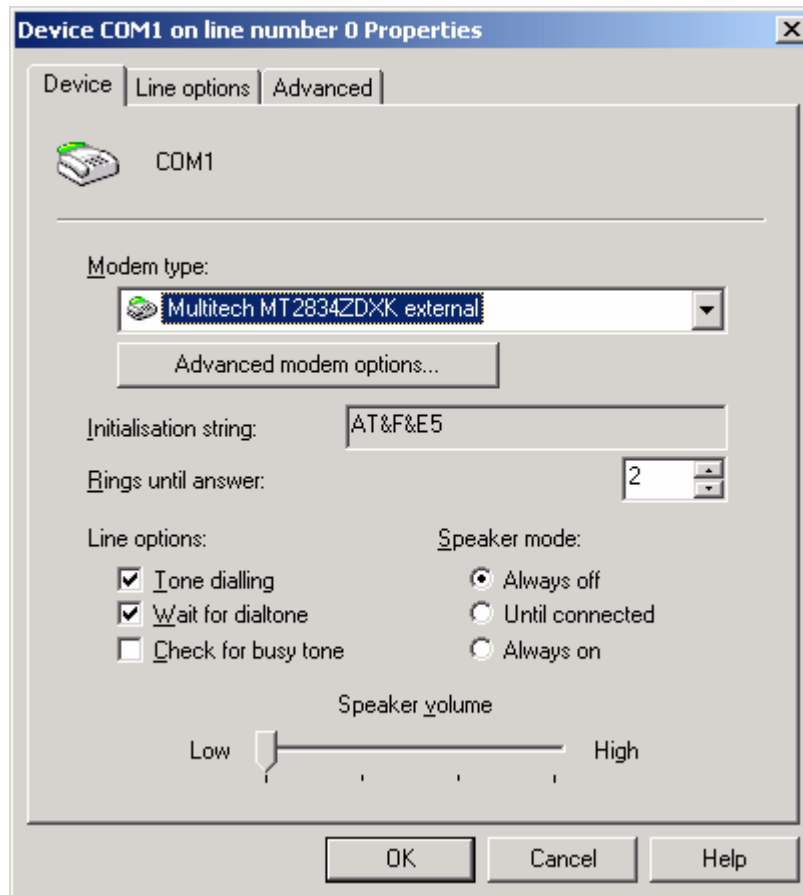
Screenshot 40 - The modem device tab

4. If you selected to use the Microsoft Windows fax drivers, there are no options to configure: you have to configure all modem options from Microsoft Fax. If you chose to use the GFI fax modem drivers, select your modem type from the modem type list box. If your modem does not appear in the list, select the generic class driver for your modem.

5. Configure the Initialization string, Rings until answer, Tone dialing, Wait for dial tone, Check for busy tone, Speaker mode and Speaker volume options.

6. If you are familiar with modem configuration, you can click on 'Advanced Modem Options'. This allows you to change the modem settings of the driver. More information about the different settings can be found in the Chapter 'Advanced use'.

NOTE: Only advanced users should change modem settings.

7. Configure 'Line options' and 'Advanced options' from the Line options and Advanced tabs. A description of these options can be found further on in this manual. Click **OK** to add the line.

8. You should then add any additional lines you wish to use with GFI FAXmaker to the Lines/Devices configuration.

NOTE: After making any changes to the GFI FAXmaker Lines/Devices configuration make sure to restart the GFI FAXmaker FAX Server service for the changes to take effect. Then Check the Fax Server Monitor to make sure that the lines have been initialized.

Line options
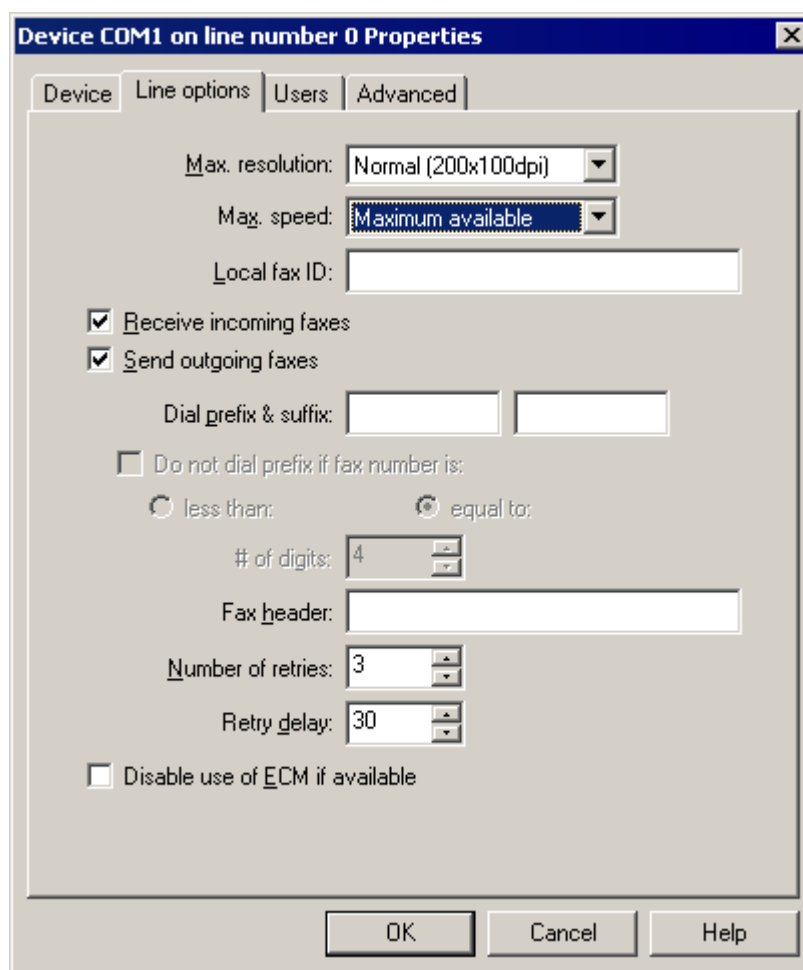
Screenshot 41 - The line options tab

The line options tab allows you to specify various options, including Maximum resolution, Maximum Speed and Local fax ID. (The local fax ID is given to the receiving fax machine as part of the transmission process. Usually a fax number is entered as the local fax id). Other options include:

- **Receive incoming faxes:** Tick this option to receive faxes on this fax line.

- **Send outgoing faxes:** Tick this option to send faxes on this fax line.

- **Dial prefix:** If your lines are located behind a PBX, you can specify a dial prefix.

- **Do not dial prefix if fax number is:** Allows you to configure when GFI FAXmaker should add a prefix. You cannot add a prefix if the fax number is less than or equal to a certain number of digits. This can be useful if you are using different providers for local, national or international faxes.

- **Fax header:** The fax header is a text, for example a company name that is stamped on top of each fax.

- **Number of retries:** Sets the number of times GFI FAXmaker will try to re-send a fax.

- **Retry delay:** This option allows you to set a delay between retries in seconds.

Users
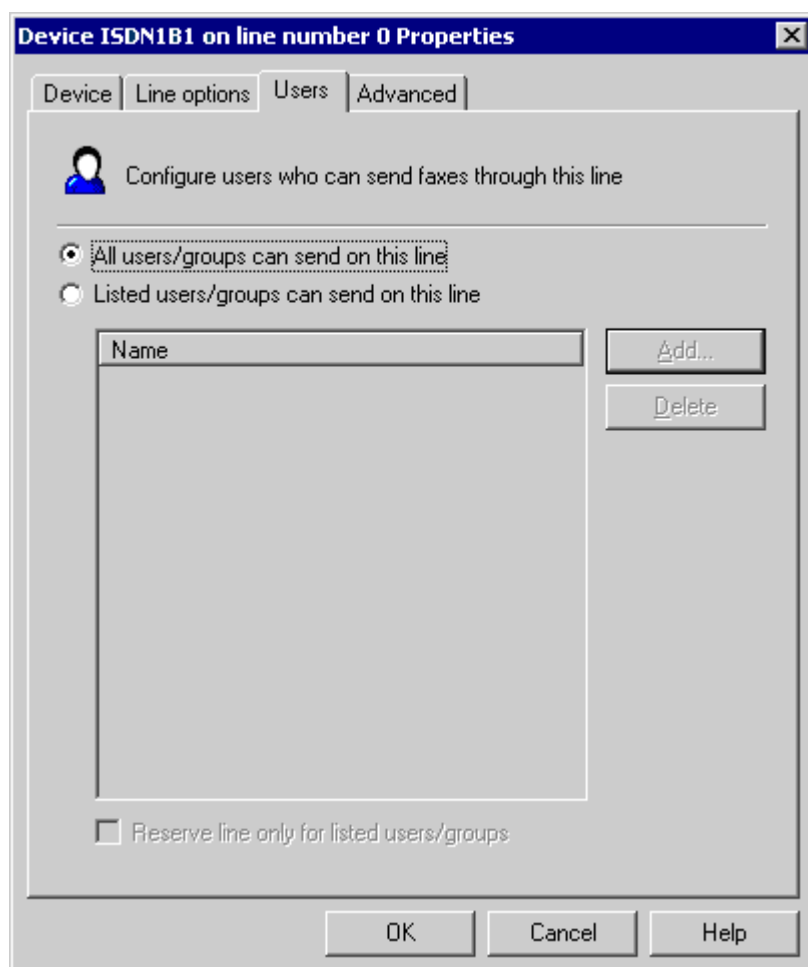
Screenshot 42 - The users tab

The users tab enables you to configure which users/groups of users can send faxes through the fax line being configured or set up. Using this feature enables you to assign users/groups of users to subsets of fax lines configured within GFI FAXmaker.

By default all users/groups of users can send faxes through lines configured. To reserve lines specifically for users/groups of users:

1. Select the **Listed users/groups can send on this line** option and click **Add**.
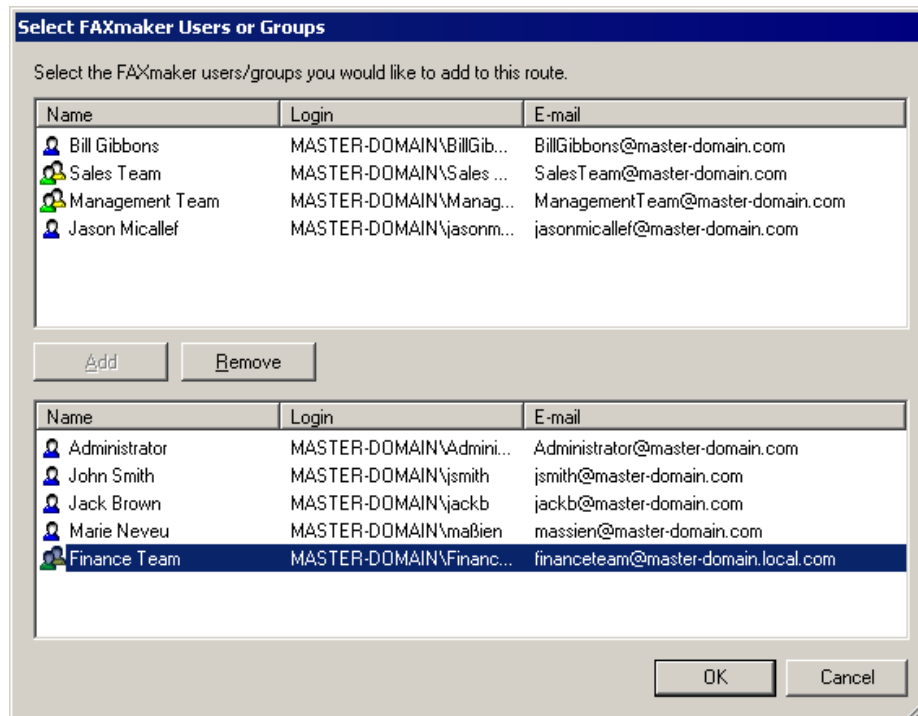
Screenshot 43 - select GFI FAXmaker users/groups

2. Select all the users/groups of users who can use this line and click **OK**.

3. Select **Reserve line only for listed users/groups** checkbox if you want this line to be exclusively reserved for selected users/groups.

4. Click **OK** to save changes or select another tab to continue configuring this line.

Advanced options
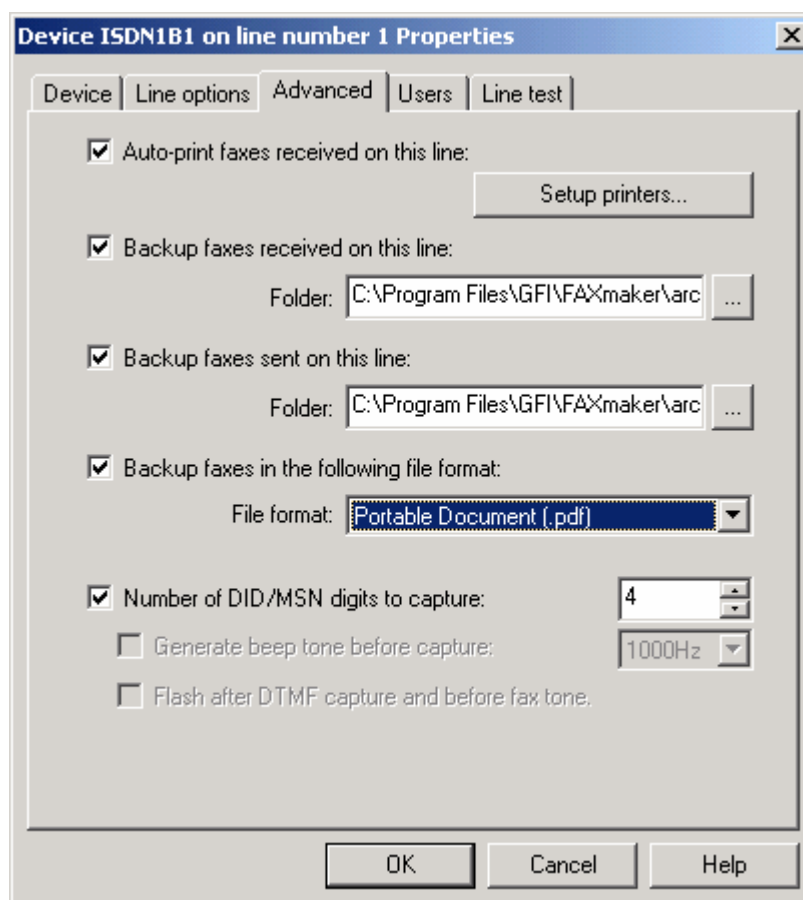
Screenshot 44 - The advanced line/device options

This tab allows you to configure auto print, backup location and format options and number of DID/MSN digits to capture.
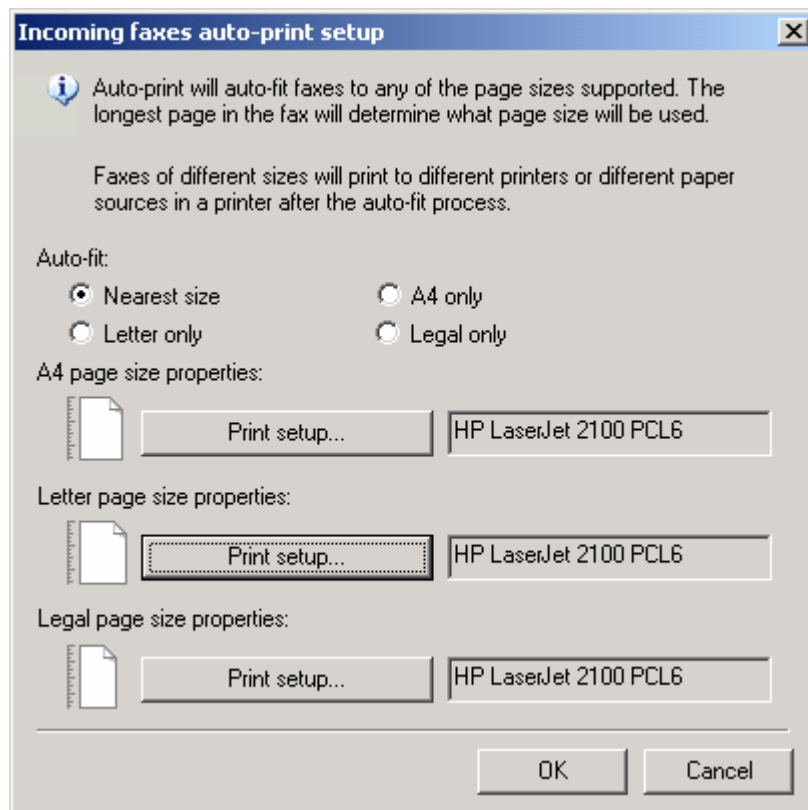
Screenshot 45 - Auto print set-up

The auto print option enables you to automatically print faxes received on this line. Optionally, you can setup a different printer for different fax sizes (A4, Letter or Legal). To select the printer(s) click on 'Set-up printers'. If you want your faxes to be auto-fitted, select 'Nearest Size, otherwise select a specific paper size. If you have chosen 'Nearest Size', you must set up a printer (this can be the same printer) for each page format. If you have chosen one page size only, you must set up a printer for that format.

NOTE: Printing of outgoing faxes is configured in the Sending options node.

Backing up faxes

- **Backup faxes received on this line:** Creates a copy of all incoming faxes in a directory of your choice.

- **Backup faxes sent on this line:** Creates a copy all outgoing faxes in a directory of your choice.

DTMF/DID routing options

Through the DTMF/DID routing options you can set-up routing options specific to this fax line.

NOTE 1: The main routing configuration is done from the routing node.

NOTE 2: Some of these options are grayed out depending on what device you are using.

NOTE 3: Standard fax modems have no routing capabilities.

Number of DTMF/DID digits to capture: Length of DTMF string/number that caller or PBX must generate. For example, if you are going to use from 1-9 only, enter 1; up to 99, use 2 digits; up to 999, use 3; and so on. Be aware that if you enter a certain amount of digits, the sender must enter all the digits for the fax to be routed correctly. For example, if the digits are set to 3, and the DTMF number is 6, the sender must enter 006 not just 6. Another option would be to enter 6# (the # implies number complete).

Generate beep before capture: Specifies that the fax device should give a beep when it answers the call as a signal to the user to enter the DTMF number. It is recommended that this option is always selected. The tone of the beep may be selected from the drop down box. The tone can be a DTMF tone or a frequency from the selected range.

Flash after DTMF capture and before tone: This option is used only for Multitech modems. When this option is enabled, after successfully detecting tone, the fax server goes 500ms on hook (flash) and then start receiving the fax.

Configuring Fax routing

Introduction to fax routing

An important ability for Network fax packages is the ability to determine the right recipient of an incoming fax. GFI FAXmaker supports several ways of achieving this with each method having its advantages and disadvantages. Generally DID routing is recommended for larger installations, while MSN and Line routing are recommended for smaller installations.

DID routing (ISDN)

With DID routing your telecommunications provider allocates you a range of virtual numbers, which will allow individual users/printers/public folders to have their own fax numbers, without requiring a physical fax line for each. If you already have ISDN you can choose to use available lines from your PBX. Upon answering the fax call, the ISDN protocol will pass the number on which the call is being answered to GFI FAXmaker.

Ordering a new ISDN line

If you wish to use a new fax number range with GFI FAXmaker you will need to contact your telecommunications provider to install an ISDN service. You will need to let them know that you wish to use the service for faxing, how many ISDN lines you want installed and how large a range of numbers you wish to have assigned to service. The telecommunications provider will then install a port (or a network termination device depending on your region) at your location to connect to the ISDN card in the GFI FAXmaker server.

NOTE: One ISDN Basic Rate Interface (BRI) consists of 2 ISDN channels. i.e. 4BRI will give eight lines for faxing. One ISDN Primary Rate Interface (PRI) will give 24/30 lines depending on your region.

Using available ISDN lines behind a PBX

If you want to use numbers from an existing number range for routing faxes to individual users please contact your telecommunications provider for an 's-bus extension' and a port for the ISDN card to be configured as an 's-bus device'. The PABX will then need to be reconfigured to present the DID numbers from the specified fax number range to the 's-bus device'. Your PABX may require either spare digital ports or an expansion card for this capability.
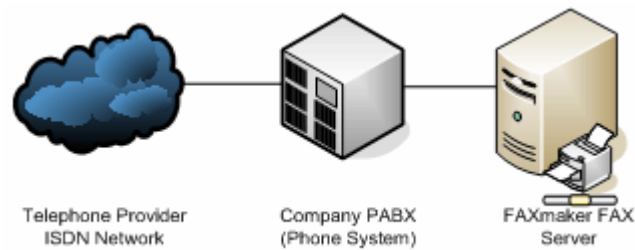
GFI FAXmaker configured for DID behind a PABX

NOTE: Check with your telecommunications provider to ensure that your PABX is compatible with an ISDN fax solution before purchasing any ISDN hardware. Sample PABX configurations can be found on the Cantata Technology website (Knowledge Base Article #1457).

Requirements for DID routing (ISDN):

- A separate ISDN Line or spare ISDN extension
- An active ISDN CAPI 2.0 card such as an EICON Server BRI (approx. cost $300-$500).

DID routing (analog/digital)

If ISDN is not available in your area, a DID trunk from your telecommunications provider can also be used. These are either analog or digital, depending on your provider. You will be allocated a range of virtual numbers, which will allow individual users/printers/public folders to have their own fax numbers, without requiring a physical fax line for each.

Ordering a new DID trunk

You can choose to order a new DID trunk, which you will dedicate to GFI FAXmaker. This requires that you buy a DID card from Cantata Technology.

Using extra DID lines via your PBX

If you already have a DID trunk for your PBX, you can choose to use available lines from your PBX. Effectively you will configure your PBX to 'forward' the DID number on which the call was received to GFI FAXmaker via a DTMF tone.

NOTE: DTMF (Dual Tone Multi Frequency) tones are the tones you hear when you press a number on your phone. DTMF uses two tones to represent each key on the touch pad. When any key is pressed, the tone of the column and the tone of the row are generated, hence dual tone. As an example, pressing the '5' button generates the tones 770Hz and 1336Hz. These tones are then recognized by the hardware and passed on to GFI FAXmaker.

Requirements for DID routing (analog/digital):

- A DID line with X amount of numbers or spare extensions on your PBX.
- If using a separate DID trunk: A Brooktrout TR114 TR 1034 DID card.
- If using DID lines from your PBX: any Brooktrout TR 114 or TR 1034 card. Ensure that they support your PBX and that you have a

knowledgeable phone technician who is able to configure this for you.

For more information contact Cantata Technology.

MSN routing (ISDN only)

This method is similar to DID routing; it however uses the available MSN numbers instead of dedicated DID numbers (ISDN only). Each ISDN line has 1 or more MSN numbers (usually 9) assigned to it. If your ISDN line has 9 MSN numbers, you can have 9 different routes for a fax. The number of lines assigned to each ISDN line is different for each telecommunications provider. Contact your telecommunications provider for the exact number.

Requirements for DID routing (ISDN):

- A separate ISDN Line with spare MSN numbers.
- An active ISDN CAPI 2.0 card such as an EICON Server BRI (approx. cost $300-$500).

OCR Routing

OCR (Optical Character Recognition) routing allows you to forward incoming faxes depending on its text content. First the fax pages are converted to text using OCR technology. Then the text is searched for the user's first and last name and/or configurable text phrases. The fax server will then forward the incoming fax to the respective user.

Requirements for OCR routing:

- Separately downloadable OCR module.
- OCR license.

Line routing

Line routing allows you to assign a physical fax line to a user. For example, if your office had 4 fax machines in each department prior to purchase of GFI FAXmaker, you could use those 4 fax lines with a 4 port fax device to route the faxes to each department based on the number on which it was received.

Requirements:

Two or more physical fax lines.

Routing to a public folder or to an individual user

You can also choose to route to an individual's mailbox or a public folder/shared mailbox. In this case, faxes are manually routed by a single person or group of persons.

CSID routing

CSID (Caller Sender Identification) routing relies on the FAX ID, which each FAX machine/FAX card displays when sending a fax. Since it rarely changes, it can be used to identify the sender and thus the corresponding recipient.

NOTE: Use of this feature is no longer recommended and is provided for backward compatibility.

General routing options

Notwithstanding the routing method used, general routing options must be set-up.
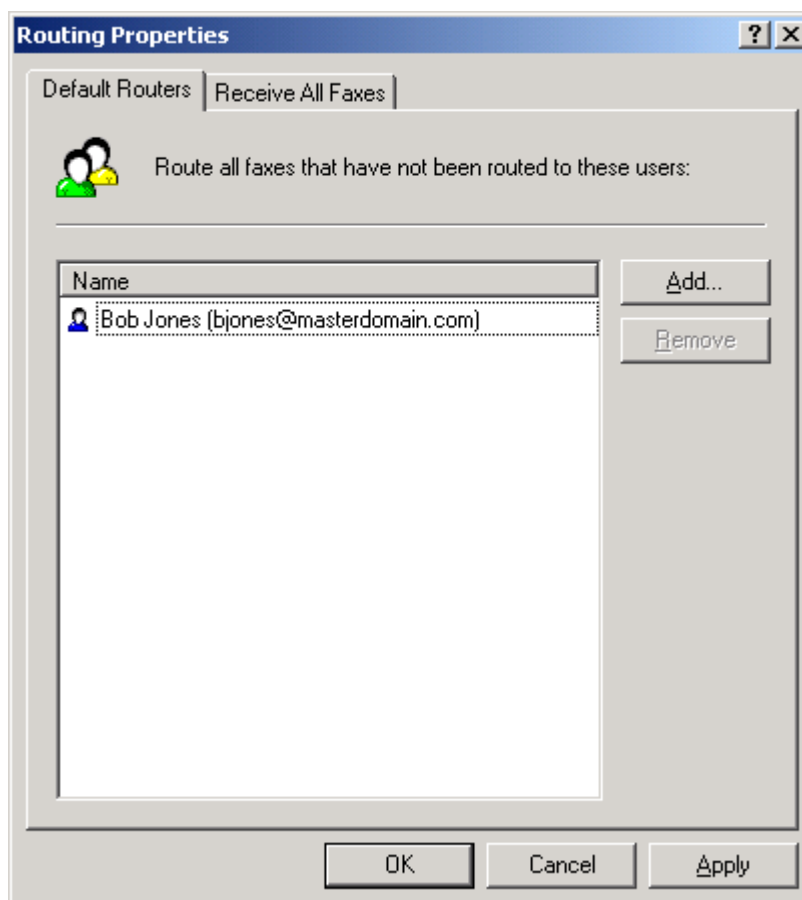
Screenshot 46 - Routing properties - specifying default fax routers

Specifying default routers

1. Right-click **Routing node ► Properties**.

2. To configure users that should receive all faxes, click the 'Receive all faxes' tab. Click **Add** and specify the user/mailbox that should receive all faxes.

3. To configure users that must route inbound faxes, click the 'default routers' tab. Click **Add** and specify the user/mailbox that should receive all faxes.

NOTE 1: The difference between a user that is a default router and a user that is configured to receive all faxes is that the default router will ONLY receive faxes that have not been routed. For example, if you use DID routing, but receive a fax on a DID number that is not set-up in GFI FAXmaker, then the default router will receive the fax. This would be the case for a general fax line. Users specified in the 'Receive all faxes' tab will receive ALL faxes, whether they have been routed or not.

NOTE 2: Use the *"Receive all faxes"* feature to create an exchange store/public mailbox of all inbound faxes.

Creating printers to route to
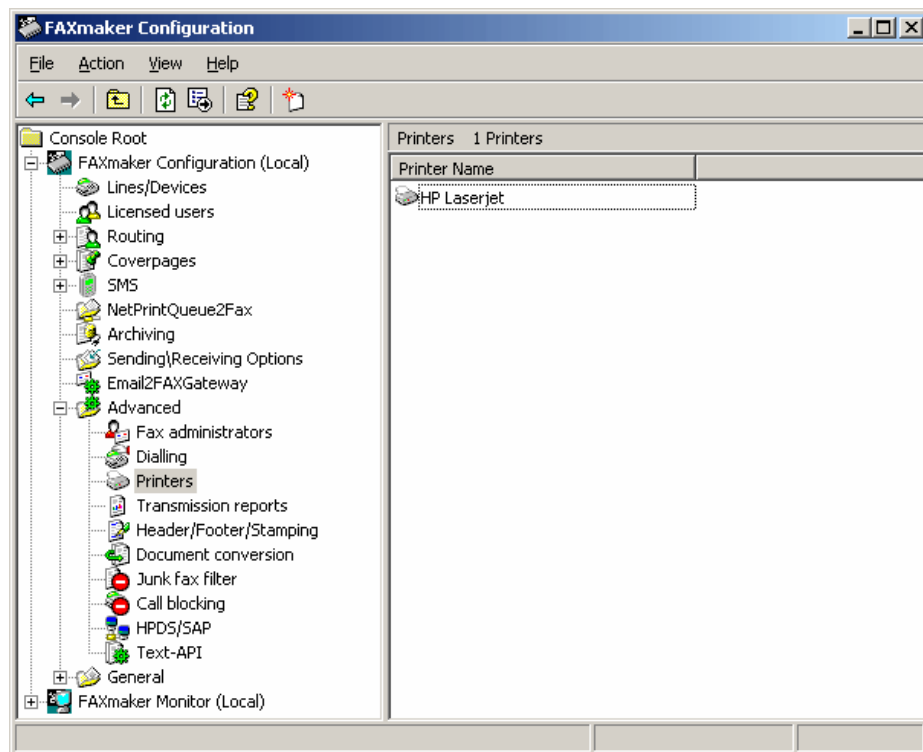
Screenshot 47 - Creating a printer to be used in routes

You can also specify that a fax received on a particular line or route is printed on a particular printer. If you wish to do this, you must define the printers that you wish to use in inbound routes centrally. This allows you to change the printer without having to reconfigure all the routes. To define printers which you wish to use in routes:

1. In the GFI FAXmaker configuration, right-click **Advanced ► Printers** node and select **New**. Key in a name for the printer.
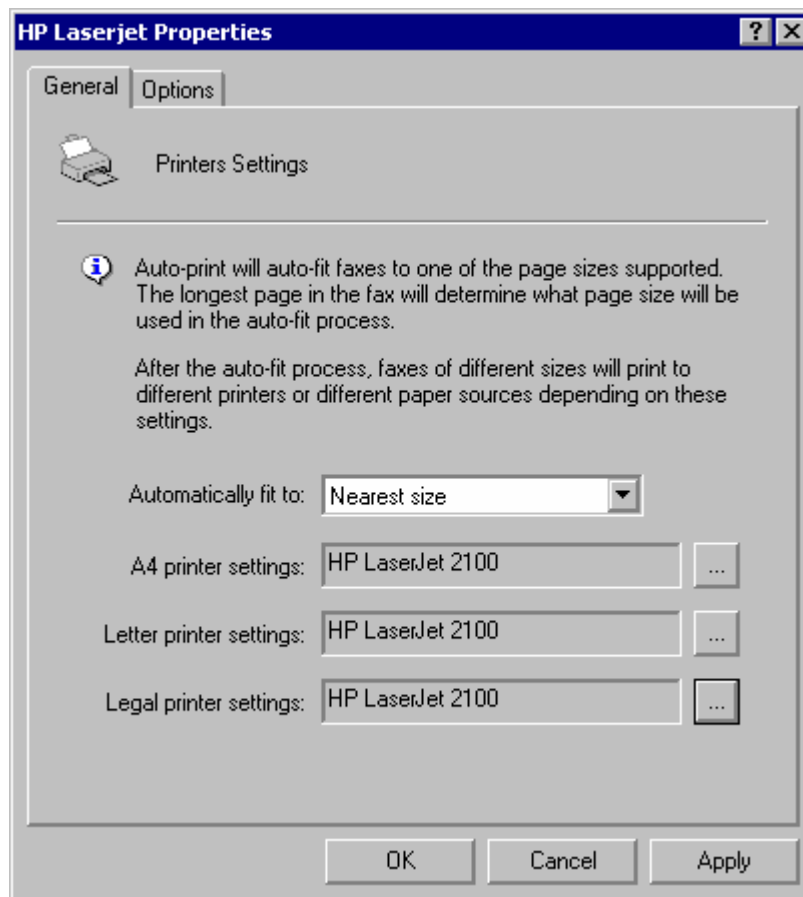
Screenshot 48 - Configuring printers

2. Double-click on the printer in the right-hand pane. In the general properties dialog configure what printer or printer cassette to use based on the size of the fax received. For example, you can specify to print legal size faxes on a printer set up to print legal pages. You can also force that all faxes, independent of their size be printed on a particular paper size.

- To print all faxes on the same printer with the same settings, select **A4 only, Letter only or legal only**. Then specify the printer and its settings in the corresponding printer settings, by clicking on the button, located besides the selected paper size.

- To print all faxes on different printers or with different printer settings depending on the paper size, select '**Nearest size'** and configure the printer settings for all 3 paper formats.

After you have created the printer, you will be able to select it when creating an inbound fax route.

Using Backup2Folder to route to folder

You can specify that a fax received on a particular line or route is backed up in a particular folder. If you wish to do this you have to enable the Backup2Folder feature on a per-route basis by opening the route's properties and selecting the Backup2Folder tab. For each route you can specify the folder in which to backup the received fax into, and the preferred file format for the attachment.
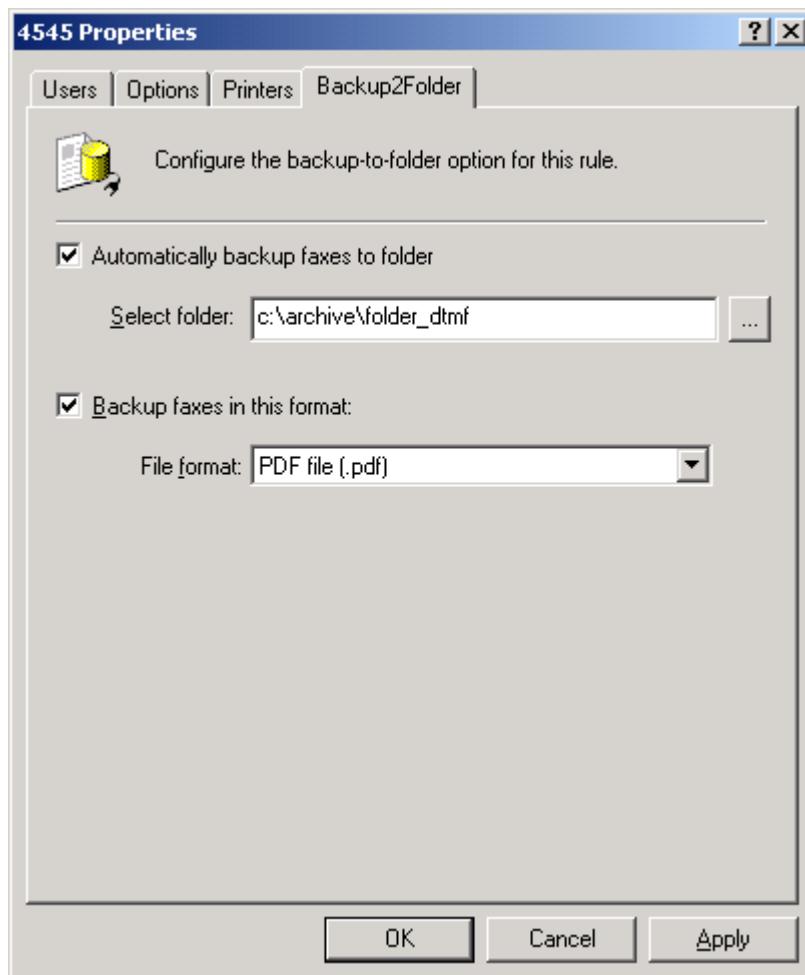
Screenshot 49 - Setting up the Backup2Folder feature

Using this feature, each fax received will have a time-stamped file name which is used for all backed-up files related to the particular received fax. For example, if a fax is received and it satisfies two routing rules which have different Backup2Folder destinations, the same time-stamped file name is used in both folders. If a fax is received and it satisfies two routing rules which have the same Backup2Folder destination, there will be no file duplicates of the same fax in that particular folder.

NOTE: This feature requires that the target folder can handle 'long file names'. Hard-disk partition formats that handle long file names include NTFS and FAT32.

Configuring DID/DTMF Routing (ISDN/Analog/Digital)

For DID/DTMF routing, following the installation of a suitable fax device, you will need to:

1. In the GFI FAXmaker configuration go to the Lines/Devices node. Double-click on each installed fax line, go to the advanced tab and enable the option to 'Number of DID/MSN digits to capture'. The number of digits should be set to the size of the range of numbers you will be capturing. (I.e. For a range of 0-99 you should capture two digits. For a range of 0000-5000 you would capture 4 digits).

2. Associate the DID numbers with the users. This is called a DID route.

NOTE 1: Do not enable DTMF/DID routing unless you have a DTMF/DID capable fax device, otherwise the fax server will generate an error while receiving.

NOTE 2: If you are using DTMF routing behind a PBX in combination with a Brooktrout card, ensure that you have setup the Brooktrout card correctly. Please visit the Cantata Technology website for more information how to configure your card correctly for a particular PBX.

Adding DID/DTMF routes

1. Right-click on the **Routing ► DTMF/DID** node, and select *'New DTMF/DID route'.*
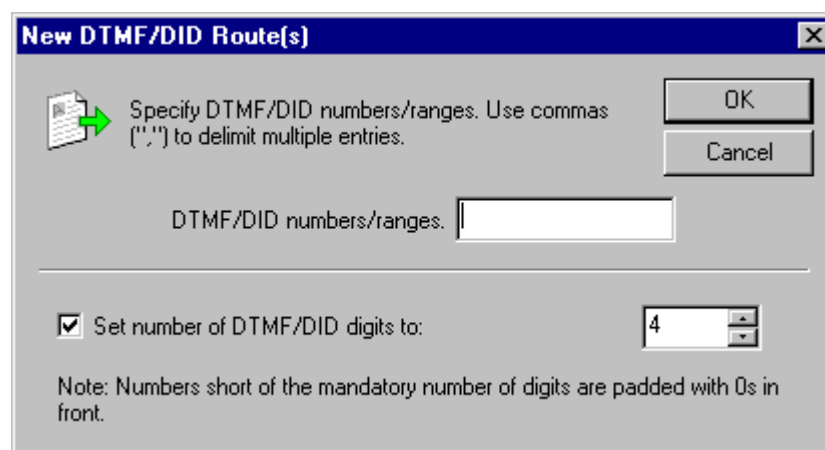
Screenshot 50 - Creating a new DID route

2. Provide the users' routing number (or virtual fax number). For example, if you have a 4 digit DID, you enter the 4 last numbers in this dialog and click OK. The DID number will appear in the right pane of the GFI FAXmaker configuration. You can also enter a range of DID numbers.
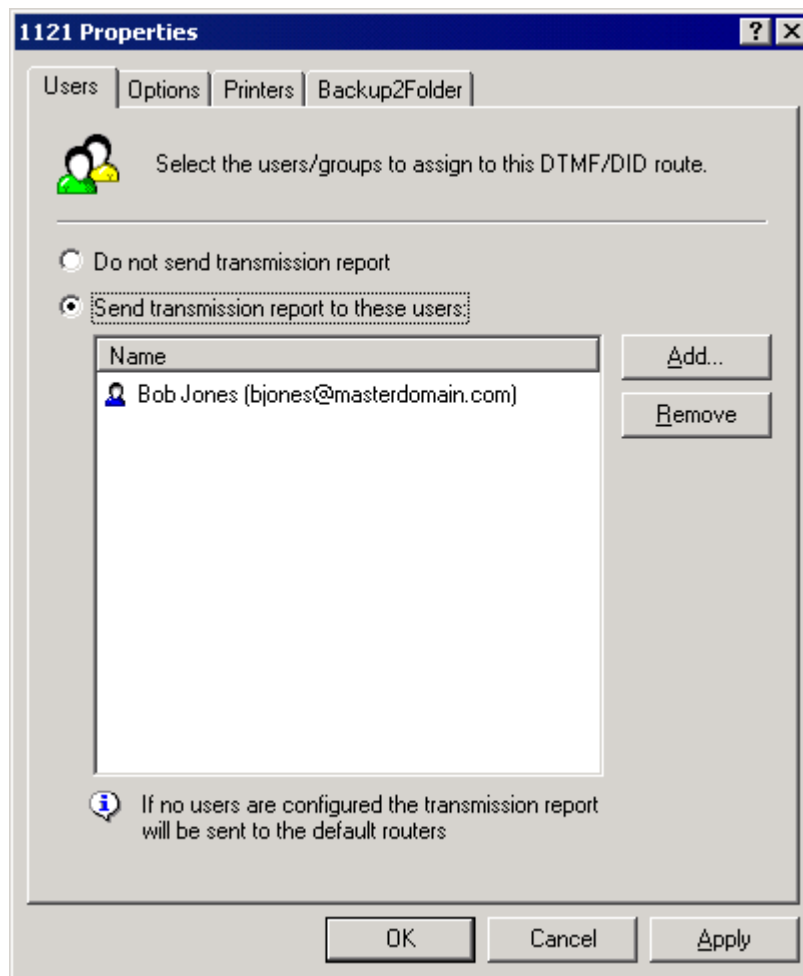
Screenshot 51 - Specifying to which user the fax must be routed

Optionally you can specify 'Force number to have this amount of digits - this will cause a range of, for example, 1- 100 to be noted as 0001-0100 (if you specify 4)

NOTE: You can also import a list of users and DTMF numbers using the import function

3. Double-click on the DID number in the right pane. This will bring up the DID route properties. In the users tab, select to which user(s) the fax must be routed if the fax is received on this DID extension number.
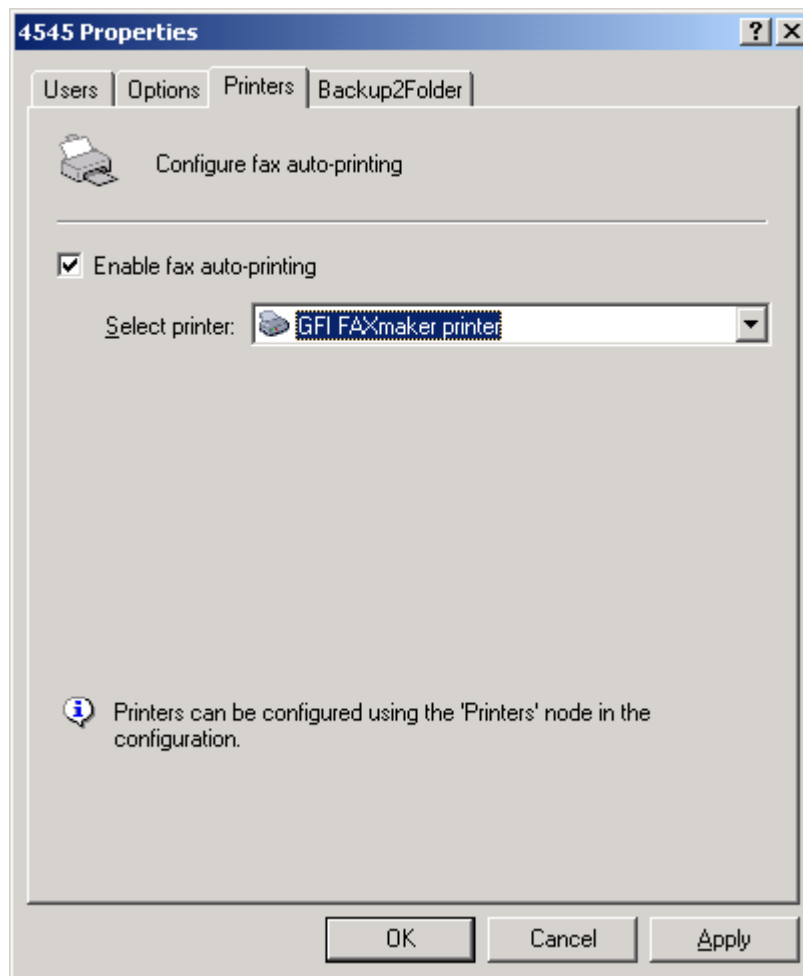
Screenshot 52 - Selecting a printer to auto print a fax on

4. You can also specify that any faxes received on this route should be printed on a particular printer. To do this, select the printers tab, enable 'Automatically print faxes routed through this rule' and select the printer in the printer list box.

NOTE: You must configure any printers you wish to use in an inbound route in the printer's node. If you do not have any printers configured, this tab will appear grayed out. For information on how to configure printers, see the previous paragraph 'general routing options'.

Importing/Exporting a range of DID routes

If you have a large number of users, it might be easier to prepare a list of DID numbers and associate user names in another application like Excel.

To import or export a range of DID numbers:

1. In the GFI FAXmaker configuration, right-click on the **Routing ▶ DTMF/DID** node.

2. From the menu, select either import or export DTMF/DID range. A file dialog will appear asking you to specify a text file with the data to be imported. The data must be in the following CSV format:

"did/dtmf number", "user1", "user2", "user3", …

E.g.

"1234", "John J, Doe", "Bill Smith", "Roger Brown", "Joe Bloggs"

Specify the user name as either the Active Directory display name, or the SMTP email address.

NOTE: The configuration will link the user name specified to either the user's display name or any of the user's SMTP email addresses. All the user accounts to be imported must be in the Licensed Users list. On Export, the configuration will use the user's display name for the user fields.

Configuring MSN routing

Before you can add MSN routes, you have to enter the MSN numbers in the ISDN card Device tab. To do this:

1. Right-click **Devices\Lines Configuration node ► Properties**. A dialog with the available lines will appear.

2. Select the lines associated with the ISDN card and double-click to bring up the Device properties dialog. In the Device tab, enter the MSN numbers that you want to be answered.
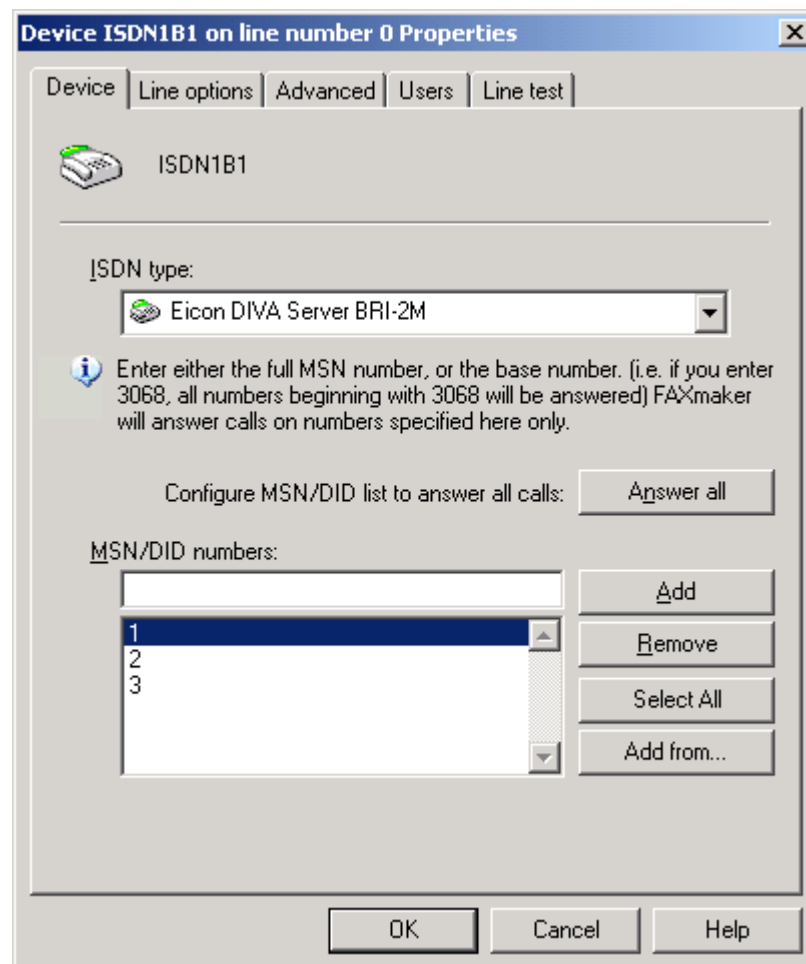
Screenshot 53 - Add MSN numbers to the device first

You have to enter all the MSN numbers, otherwise the ISDN card will not pick up any incoming phone calls. If you use the ISDN line only for the fax server, you can enter all the MSN numbers available on the ISDN line, so as to create the maximum possible MSN routes.

Adding MSN routes

1. Right-click **Routing ▶MSN** node, and select 'New MSN route'
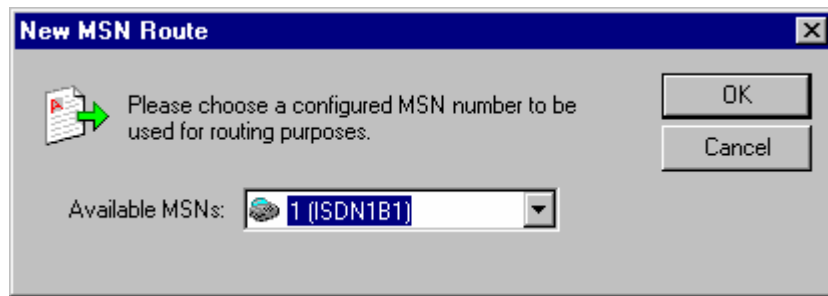
Screenshot 54 - Creating a new MSN route

2. Select from the list of available MSN numbers and click **OK**. The MSN number will appear in the right pane of the GFI FAXmaker configuration.

3. Double-click on the MSN number in the right pane. This will bring up the MSN route properties. In the users tab, select to which user(s) the fax must be routed if the fax is received on this MSN number.

4. Optionally configure a printer on which the fax must be auto printed if received on this route. To do this, select the appropriate printer in the printer's tab. (Note that you must have configured the printer first in the printer's node)

Configuring OCR routing

If you have installed the optional OCR module, have a valid OCR license and wish to routing incoming faxes based on the text content of the received fax image, you will need to do the following:

1. In the GFI FAXmaker Configuration, right-click on the **Advanced ► OCR** node, and select 'Properties' to set up the OCR engine options. This allows you to set up if you want to have the OCR text in the fax report, the maximum number of pages to convert and to set up language, spelling and correction options.
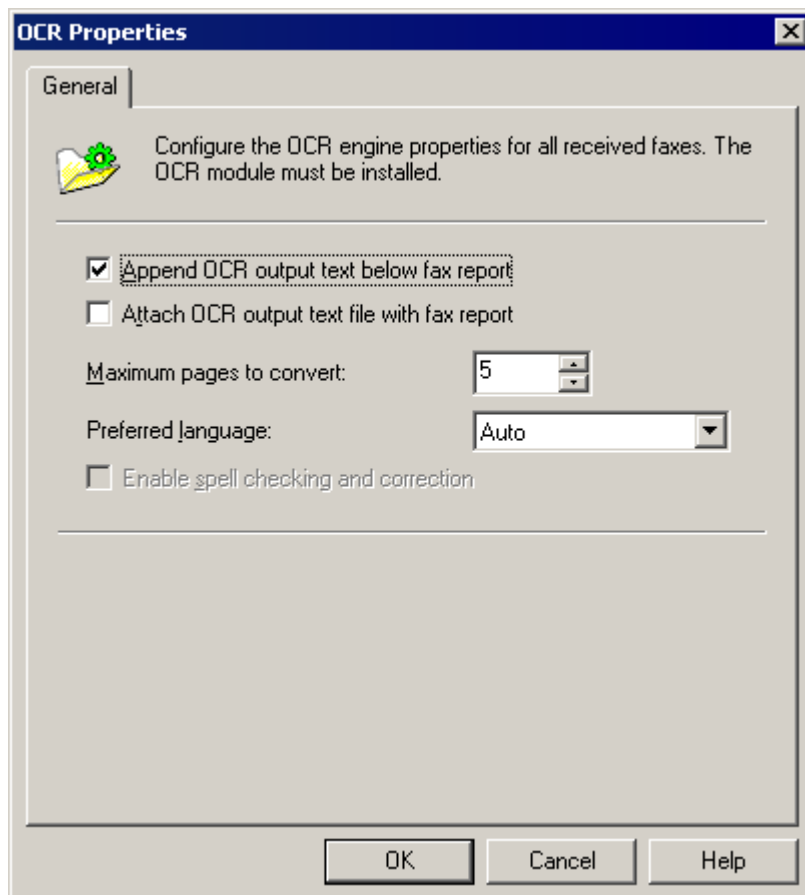
Screenshot 55 - OCR Engine Configuration - Specifying fax report and language options

2. Right-click **Routing ► OCR** node, and select 'Properties' to set up the OCR routing text matching engine options.
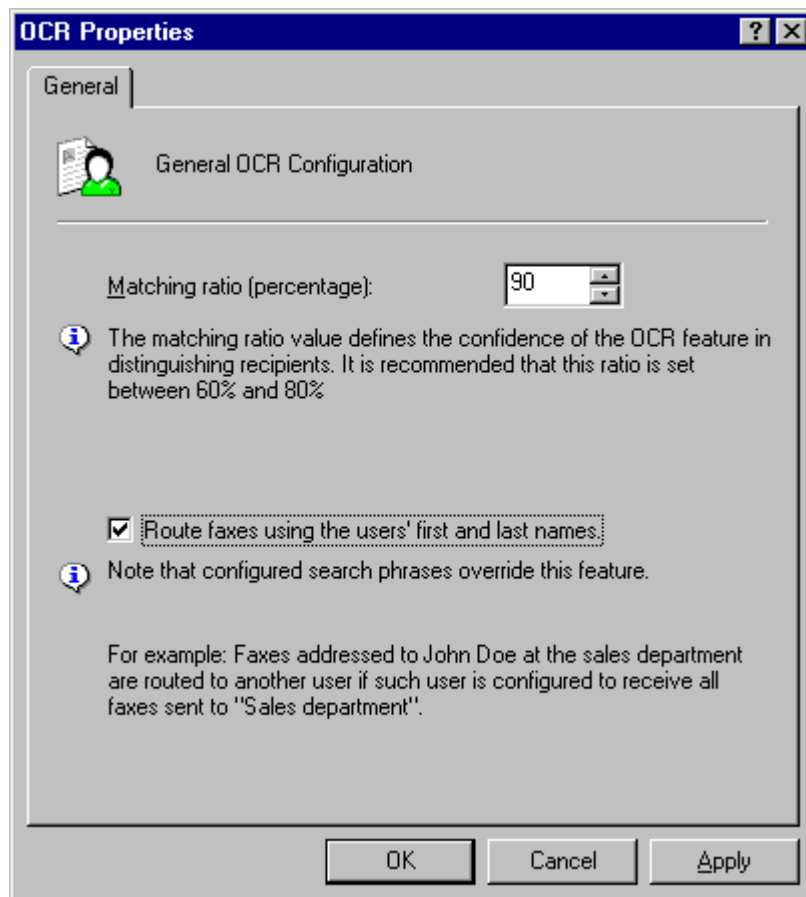
Screenshot 56 - General OCR Configuration - Specifying matching ratio and intelligent routing option

Matching ratio: The matching ratio is the confidence that GFI FAXmaker needs to have before matching the keyword or name to a recipient. The recommended matching ratio is between 60 and 80%, it should not be 100%.

The matching ratio is dependent on the quality of the fax. If the fax is of bad quality, OCR will not recognize all the letters on the fax. In this case a lower matching ration is required; otherwise the fax will not be routed. On the other hand, a low ratio may lead to faxes being forwarded to users who should not receive the fax. If the matching ratio is too low, some words, which are similar to the phrases, will be considered as being the phrases, e.g., with 60% ratio Jones and Jonen will be considered to be the same.

Intelligently route faxes based on user's first and last names: This option allows you to automatically route a fax if it finds a users name in the fax. You don't have to configure the user's names, since GFI FAXmaker will retrieve the user names from Active Directory or the Exchange 5.5 directory automatically. Use this option if you have many users and don't want to configure custom search phrases for each user.

Adding an OCR route

1. Right-click **Routing ► OCR** node, and select 'New...'
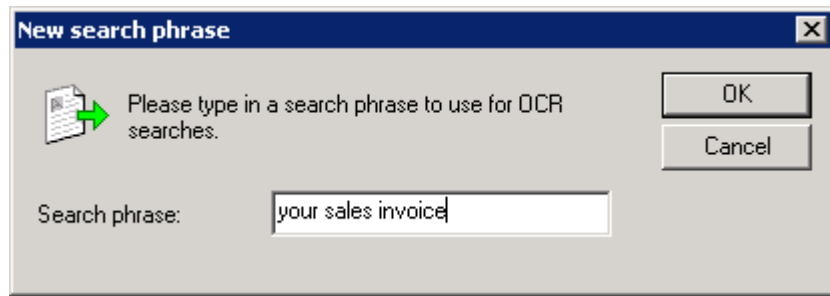
Screenshot 57 - New search phrase - Creating a new OCR search phrase

2. Key in the phrase that you wish the OCR routing engine to look for and click **OK**. The OCR search phrase will appear in the right pane of the GFI FAXmaker Configuration.

3. The search phrase options should come up automatically but if this is not the case double-click on the newly created search phrase. In the users tab, select to which user(s) the fax must be routed if the search phrase has been successfully matched.

4. Optionally configure a printer on which the fax must be auto printed if received in this route. To do this, select the appropriate printer in the printers tab.

NOTE: First configure the printer in the **Advanced ► Printers** node

Routing to a public folder in Exchange

To make the incoming faxes arrive in a public folder follow the following steps, depending whether you have Exchange 2000/2003 or Exchange 5.5:

For Exchange 2000/2003

1. Create the public folder in Exchange System manager.
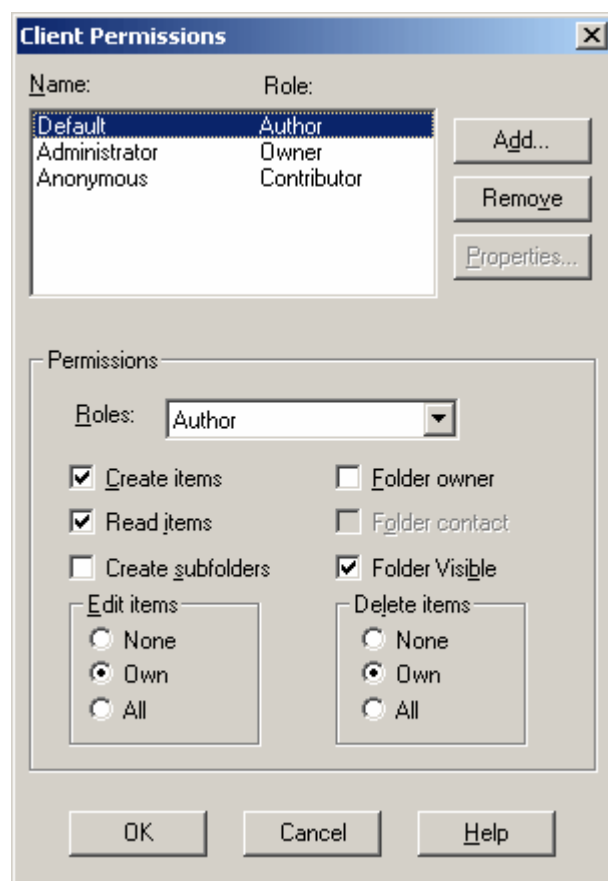
Screenshot 58 - Setting of Public Folder Permissions

2. Set the necessary permissions to the public folder created, by right-clicking on the **Public Folder ► Properties ► Permissions ► Client Permissions**.

NOTE: It is important that the Anonymous and Default permissions be set to at least Contributor. This allows GFI FAXmaker to deliver faxes to the Public Folder. You should also set required permissions to each User / Group that will require access to this folder.
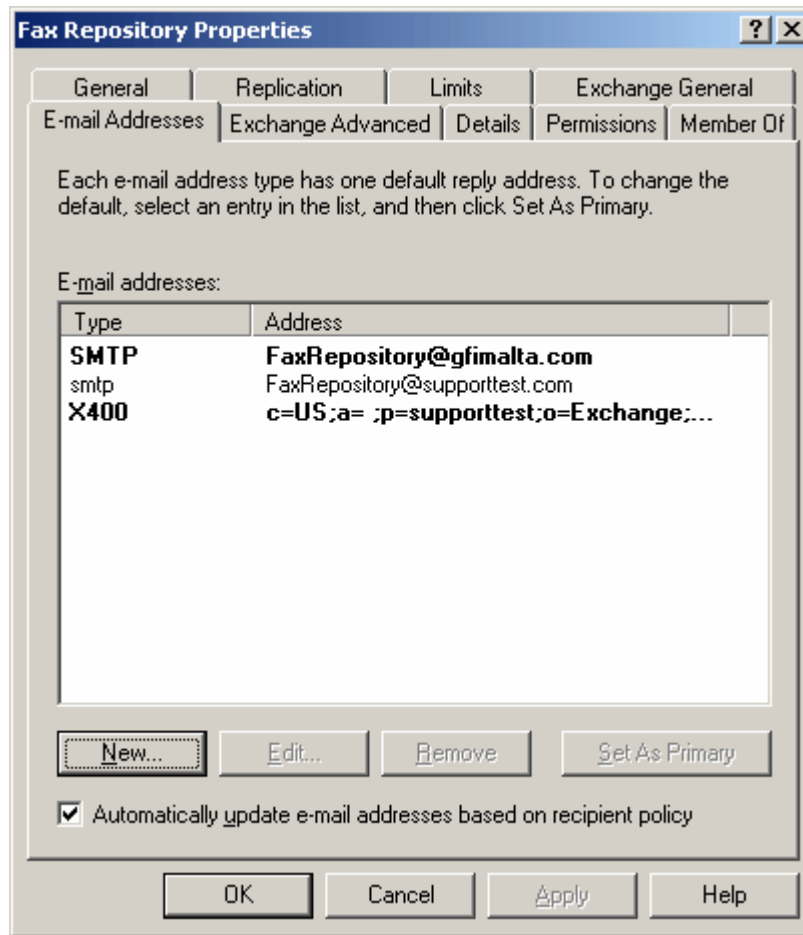
Screenshot 59 - Email address assigned to the public folder.

3. Right-click on the public folder, and select **All tasks ► Mail Enable**. An email address will now be assigned to the public folder. Right-click on the **Public folder ► Properties.** The new email address will be listed in the tab 'email addresses'. You can change the address if required.
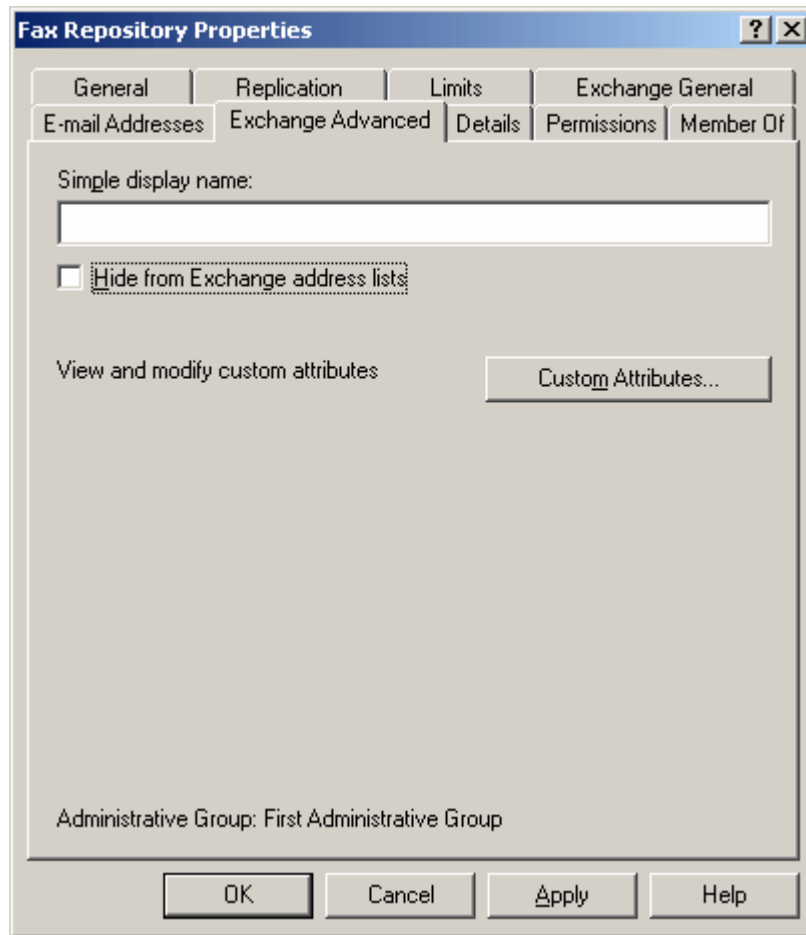
Screenshot 60 - Getting Public Folder visible in Address Lists.

4. From the Exchange Advanced tab un-check the 'Hidden from Exchange address lists' check box and click **OK**.

5. Create an Exchange mail enabled user using Active Directory Users and Computers.
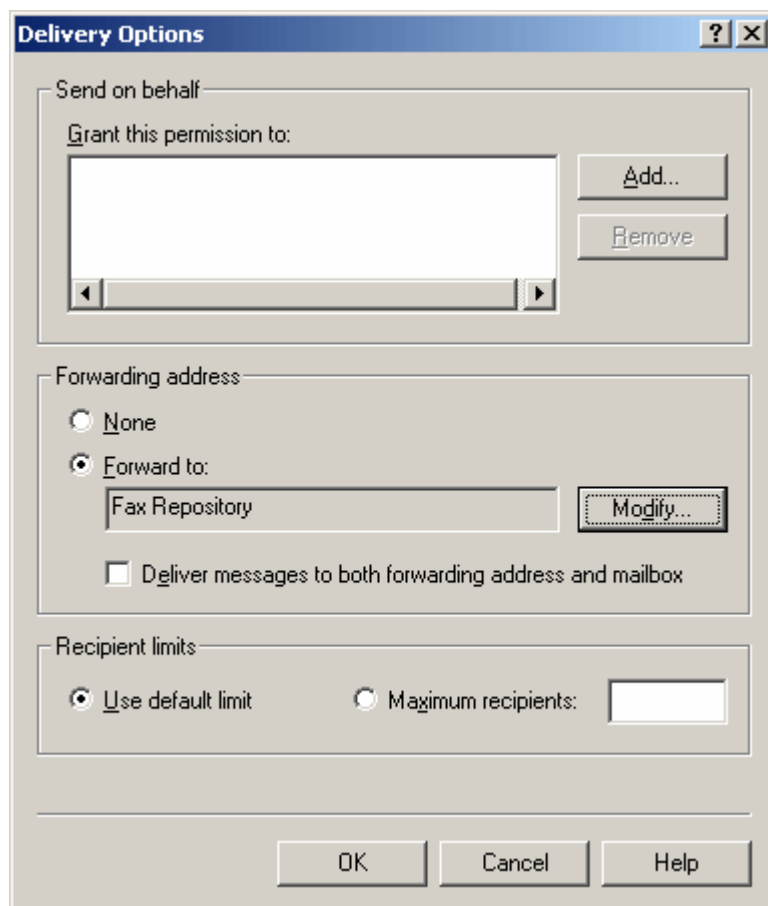
Screenshot 61 - Set AD user to have mails delivered to the Public Folder.

6. Once the user is created, right-click on the User name and select **Properties ► Exchange General** tab, click on 'Delivery Option's and in the Forwarding address frame, select the public folder using the Modify button.

7. In **GFI FAXmaker configuration ► Licensed Users/Groups**, add the newly created user as a GFI FAXmaker user.

8. In **GFI FAXmaker configuration ► Routing ► Properties** node set the required routing so that faxes will be received by the newly created user.

For Exchange 5.5

1. Create the Public Folder to which Faxes should be forwarded from Microsoft Outlook.
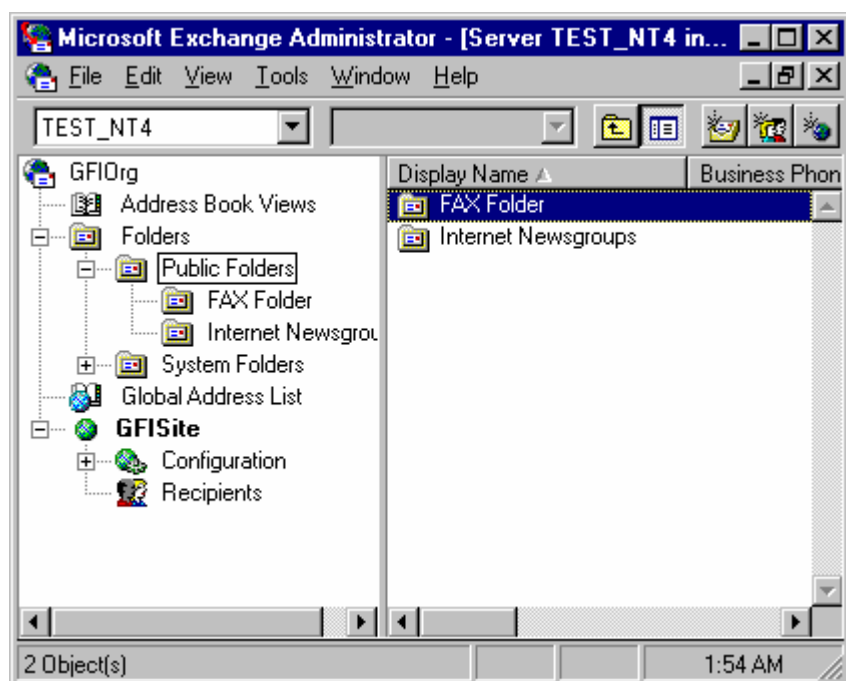
Screenshot 62 - Open up the public folder properties

2. From the Exchange Administrator open the properties of the public folder you just created.

Screenshot 63 - Folder properties

3. Select the Advanced tab and make sure that 'Hide from address book' check box is cleared.

4. Now create a new mailbox from **Exchange Administrator File ▶ New Mailbox…**

5. In the Mailbox properties select 'Delivery Options' tab.
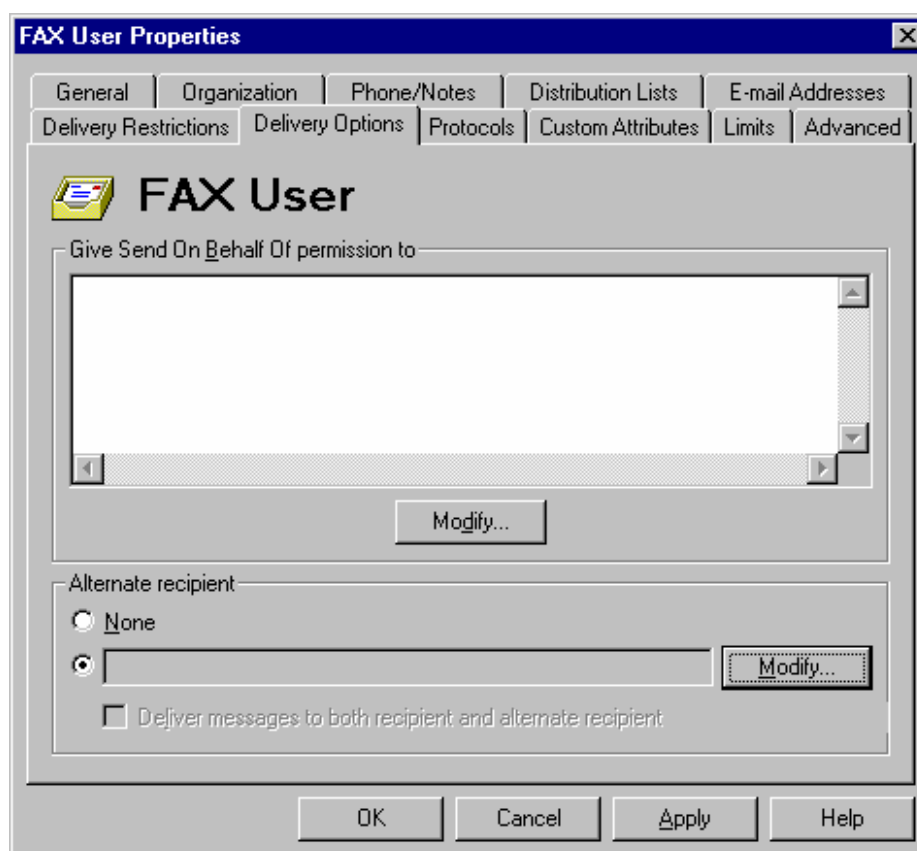
Screenshot 64 - User delivery options

6. Specify an Alternate Recipient by setting the Radio button as shown below and click on the **Modify…** button.
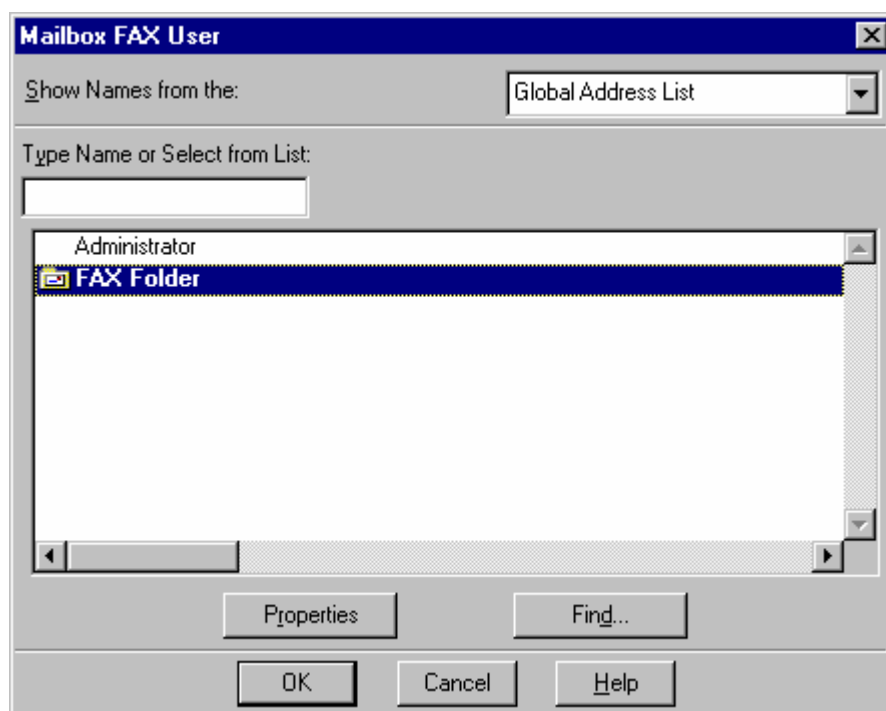
Screenshot 65 - Mailbox Fax user

7. In the dialog that opens select the Public Folder item created in Step 1 from the Global Address list and click **OK**.

8. Save changes for the newly created mailbox.

9. Now configure the newly created email address as a GFI FAXmaker user. Right-click on the licensed user node and select New Licensed user/group. Key in the email address or mailbox name and select **OK** to add the public folder/email address to the list of GFI FAXmaker users. You can now select this user for any of the routing methods available. The faxes will be routed to the public folder.

Configuring Line routing

Line routing allows you to route faxes based on which fax line they were received on.

Adding a line route

To add a line route:

1. Right-click on the **Routing ► Line** node, and select 'New Line route'
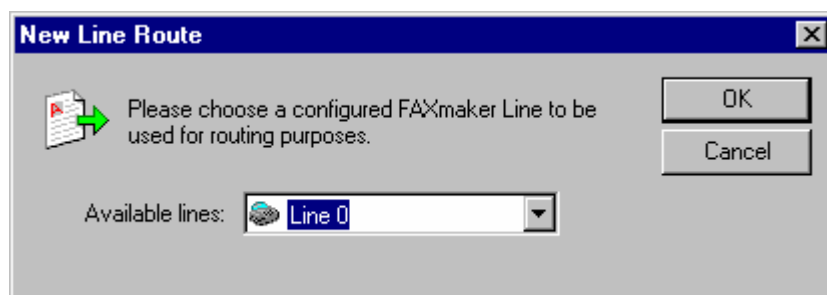
Screenshot 66 - Creating a new Line route

2. You can now select from the lists of available PHYSICAL fax lines. Select a line and click **OK**. The new line route will appear in the right pane of the GFI FAXmaker configuration.

3. Double-click on the line route in the right pane, click on the users tab and select to which user(s) the fax must be routed if the fax is received on this physical line.

4. Optionally configure a printer on which the fax must be auto printed if received on this route by selecting the appropriate printer in the printers tab.

NOTE: First configure the printer in the **Advanced ► Printers** node

Configuring CSID routing

You can set up CSID routing by adding CSID's (FAX IDs) and associating one or more users to that CSID. GFI FAXmaker will then route incoming faxes with that particular CSID to that user. Add FAX IDs to the user's CSID list by clicking **Add** and entering the fax numbers**.**

Adding CSID routes

1. Right-click on the **Routing ► CSID** node, and select 'New CSID route'
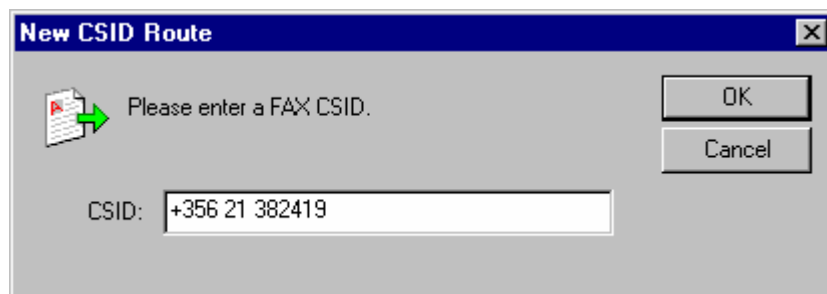
Screenshot 67 - Creating a new CSID route

2. Key in a CSID number and click **OK**. The CSID number/phrase will appear in the right pane of the GFI FAXmaker configuration.

3. Double-click on the CSID number/phrase in the right pane. In the users tab, select to which user(s) the fax must be routed if the fax has that CSID number.

4. Optionally configure a printer on which the fax must be auto printed if received on this route. To do this, select the appropriate printer in the printers tab.

NOTE: First configure the printer in the **Advanced ► Printers** node

Configuring Fax server options

Document Conversion configuration

GFI FAXmaker can automatically convert Microsoft Office, rtf, txt, gif, jpg, HTML and PDF attachments at server level. GFI FAXmaker includes a built in conversion engine for PDF, HTML, PNG, GIF, JPG, RTF, TXT documents.

NOTE 1: To convert Microsoft Office attachments you need to have Microsoft 97 or higher installed on the FAX Server computer.

NOTE 2: It is not recommended to install Microsoft Outlook on the same computer where Microsoft Exchange Server 2000 or 2003 is installed. Installing Microsoft Outlook on Microsoft Exchange Server 2007/2010 is allowed.
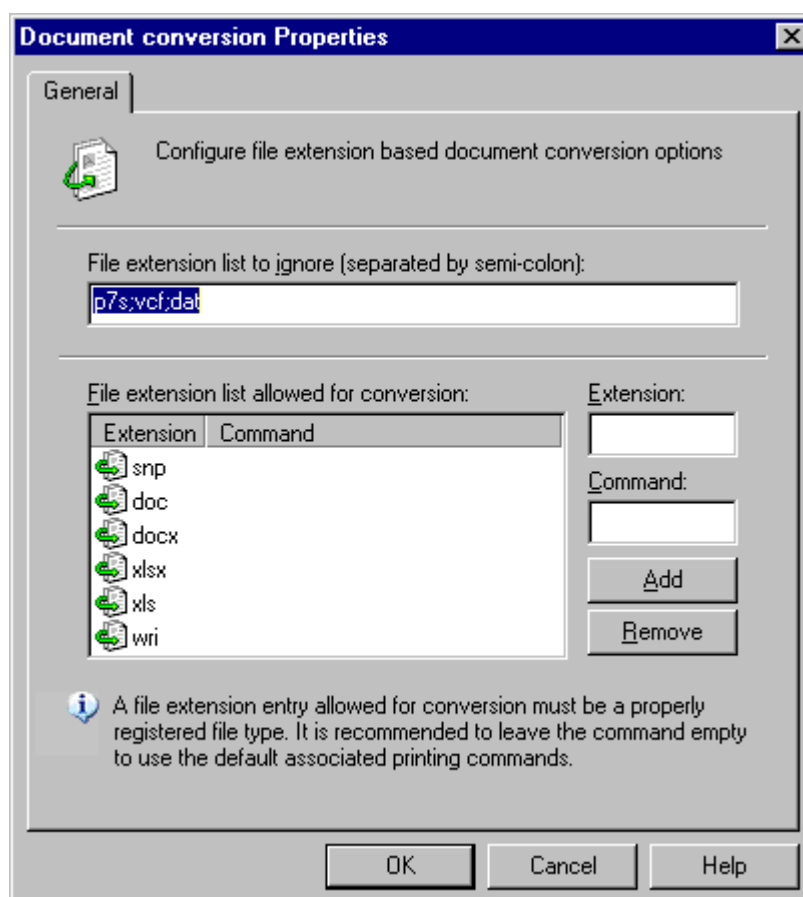
Screenshot 68 -Document conversion options

To configure document conversion, right-click on the **Advanced ► Document conversion** node and select properties. You can configure the following options:

- **Ignore extensions:** Enter the extensions that you want to ignore e.g., p7s, vcf, etc. GFI FAXmaker will not ignore the standard GFI FAXmaker extensions: fax, txt, rtf and fmk.

- **'Print to' shortcut set-up:** You can also configure a custom document format. To do this you must install the application that can print the document and also set up a 'print to' shortcut for that format. Test that you can print the document via windows explorer. Then enter the extension of the format (e.g. 'doc' for Word) and the Application Command that is able to print the format. In most cases this is 'Print'. Then click **Add**.

Troubleshooting Microsoft Office document conversion

1. Ensure that Microsoft Office was installed using the same account that is being used for the GFI FAXmaker fax server services. If this is not the case, re-install Microsoft Office using the account used for GFI FAXmaker.

2. Ensure that you have made a full installation of Microsoft Office.

3. Ensure that that the account used for installing GFI FAXmaker and Microsoft Office has administrator rights.

4. After installing Microsoft Office, run Word and/or Excel to get rid of any messages displayed the first time the programs are run.

5. Ensure that the GFI FAXmaker printer driver is set as the default printer for the machine.

6. Re-start the fax server machine to ensure that changes will take effect.

Configuring Licensed users

GFI FAXmaker is licensed based on the number of users that receive OR send faxes. You must specify all users that send or receive faxes in the licensed users/groups node.

To add licensed users:

1. Right-click **Licensed Users node ► New Licensed User or Group**.

2. Select Users or Groups from Active Directory. You can select individual windows users or groups of users.

NOTE: We recommend creating a 'GFI FAXmaker users' group in Active directory so that you can manage all GFI FAXmaker users directly in Active Directory.

Importing GFI FAXmaker users from a text file:

If you have a list of users with their correct email addresses or if your server is not running Windows, you can import users from a CSV (Comma Separated Values) file.

1. Right-click **Licensed users ► Import users from file**.

2. Select the text file with the user information. Make sure that the text is formatted as follows:

"first name", "last name", "company", "department", "fax number", "voice number", "email address", "display name", "internet email address"

Example:

"Joe","Bloggs","ABC   Ltd","Sales","+1   555   12345678","+1   555
87654321","JoeBloggs@ABC.com ","Joe Bloggs"

Field information
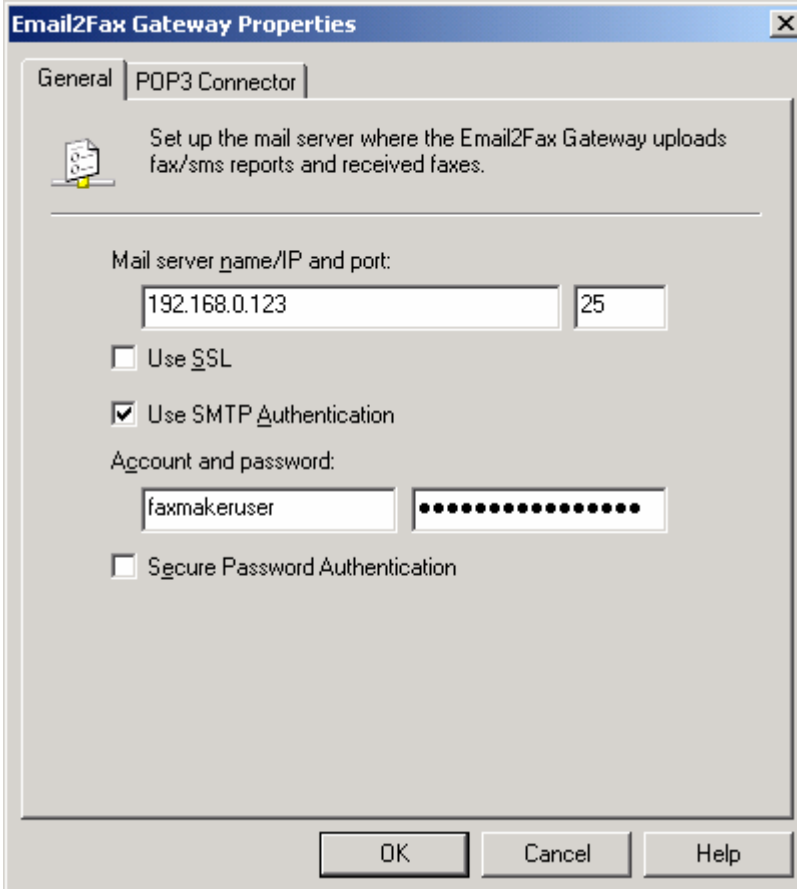
- **First name: can be empty**

- **Last name: can be empty**

- **Company: can be empty**

- **Department: can be empty**

- **Fax number: can be empty**

- **Voice number: can be empty**

- **Email address: required - must be unique.**

- **Display name: required; cannot be empty**

- **Internet email address: can be empty**

NOTE: After importing GFI FAXmaker users, you must restart the
GFI FAXmaker Message Transfer Agent service.

Configuring the Email2Fax gateway

The Email2Fax gateway is configured during installation. If you want
to change the settings after installation;

1. In the GFI FAXmaker configuration, right-click **Email2Fax Gateway
► Properties**.

Screenshot 69 - Email2Fax Gateway setup

2. Specify your mail server name and the SMTP port.

3. If your mail server requires authentication, specify authentication details.

POP3 connector
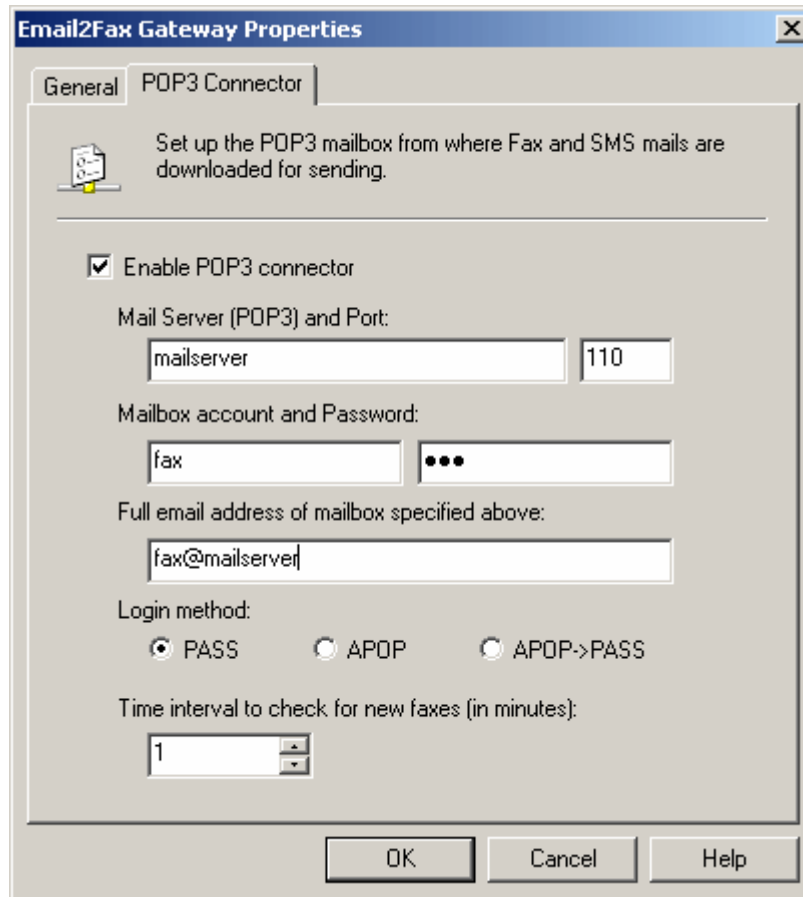
Screenshot 70 - The POP3 connector

If you have Lotus Notes/Domino or an SMTP/POP3 server, then there will also be a POP3 connector tab in the Email2Fax gateway properties dialog. This allows you to collect faxes via a dedicated POP3 mailbox. For more information see the first chapter. To configure the POP3 connector:

1. Tick 'Enable POP3 connector' to enable collection of faxes and SMS via POP3.

2. Specify the mail server name and port.

3. Specify the POP3 mailbox account name and password. You can also specify the **Login method.**

4. Specify the full email address of the fax mailbox. This address will be used as the 'reply to' address.

Sending and receiving options

To configure fax sending and receiving options, right-click **Receiving options node ► Properties**. You can configure the following options:
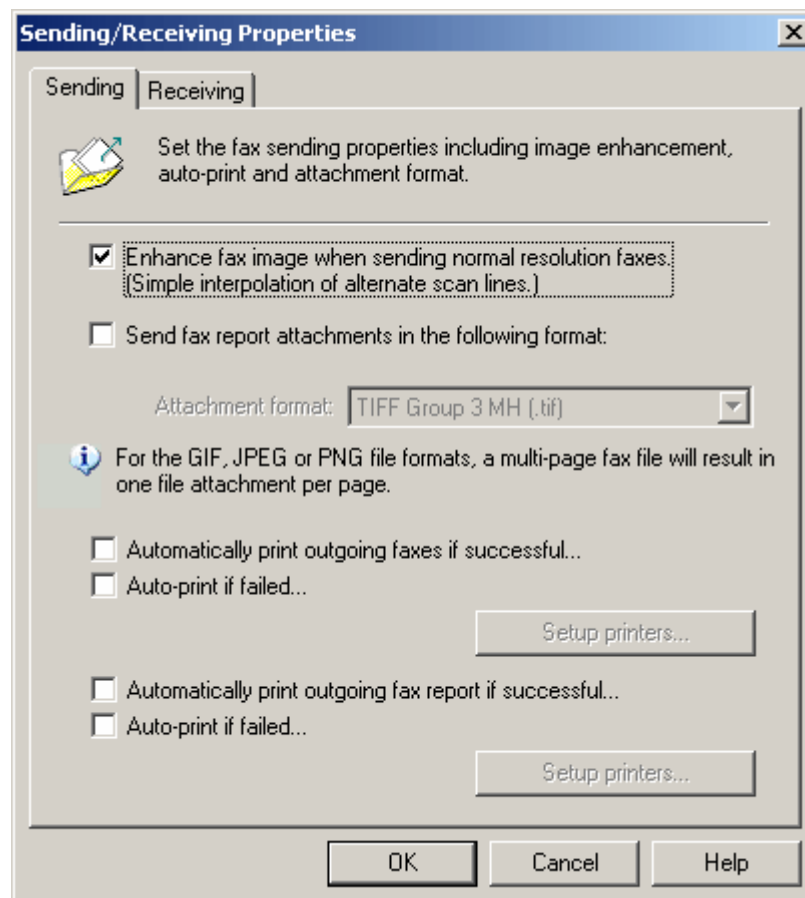
Screenshot 71 - Sending options

- **Enhance fax image when sending normal resolution faxes:** By enabling this option, the quality of low-resolution faxes is improved.

- **Send fax report attachments in the following format**: You can choose that the fax files included in sent fax reports are sent in a different format then the standard fax format. You can select TIF, PDF, GIF, JPG or PNG format.

- **Auto print outgoing faxes if successful:** This option automatically prints all outgoing faxes that are sent successfully. The fax will be printed exactly as it was sent.

- **Auto print if failed:** This option automatically prints all outgoing faxes that fail. The fax will be printed exactly as it was sent.

- **Auto print fax report if successful:** If this option is activated, GFI FAXmaker will print a transmission report and a miniature of the fax after successfully sending a fax. GFI FAXmaker will include 6 fax pages on one printer page (except for the first page as this includes a transmission report and 5 fax pages).

- **Auto print report if failed:** If you select this option, GFI FAXmaker will print a transmission report and a miniature of the fax after an outgoing fax has failed.

  NOTE: When you check one of these Auto print check boxes, the auto print set-up dialog will automatically pop up:

- **Auto-fit:** If you want your faxes to be auto-fitted, select Nearest Size. If you are sure you are only going to receive one fax format/size, you can select that format: A4 only, Letter only or Legal only. If you have chosen Nearest Size, you must set up a printer (this can be the same printer) for each format. If you have chosen one format only, you must set up a printer for that format.
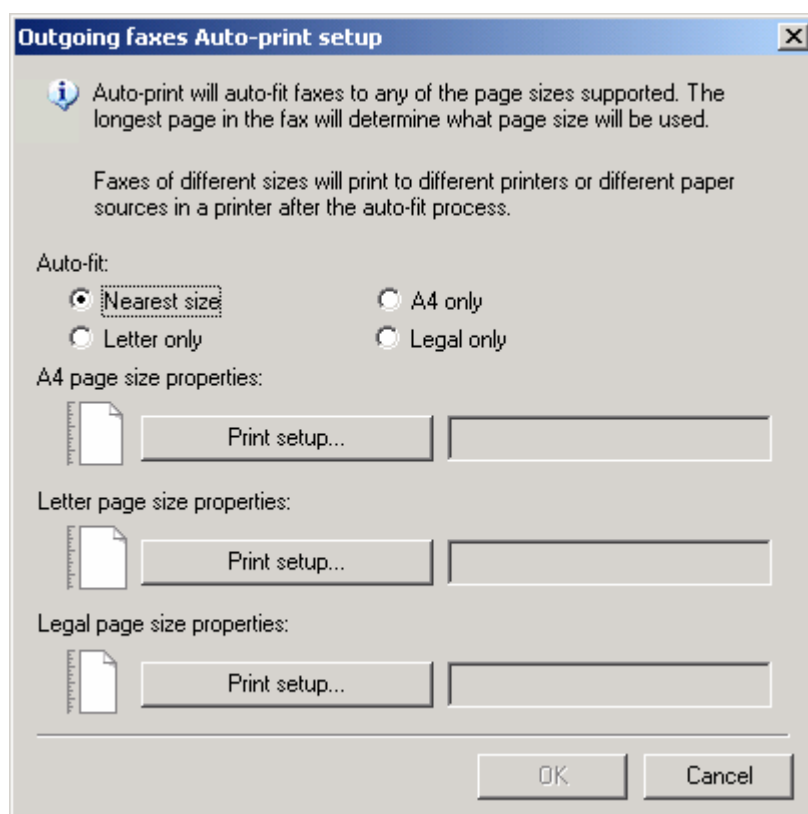
Screenshot 72 - Auto print set-up dialog

Receiving options
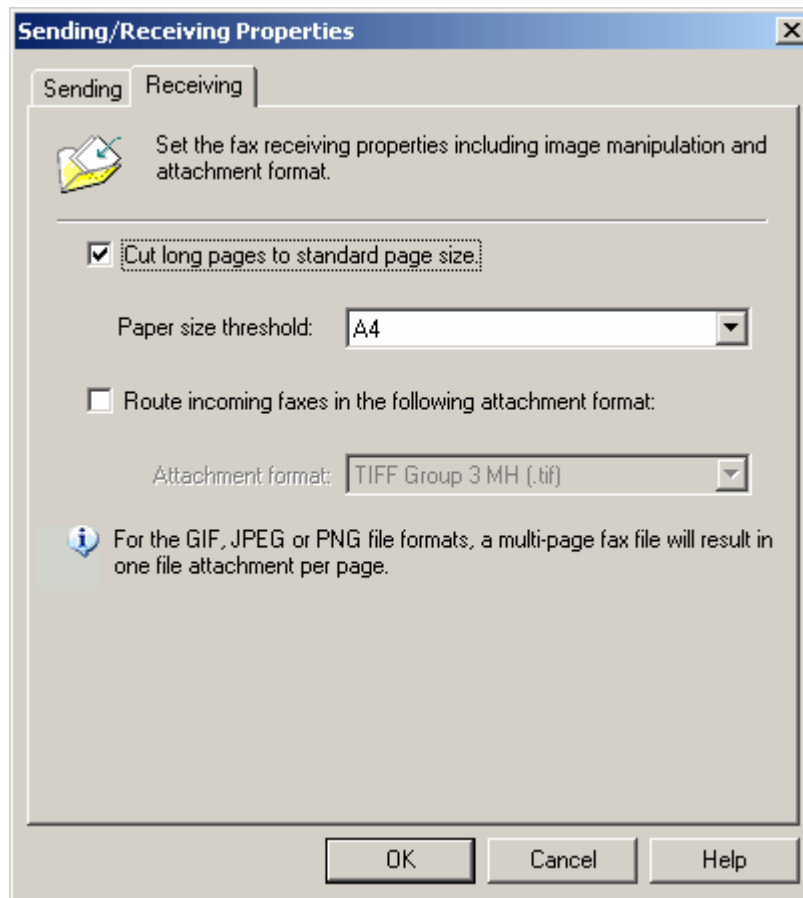
Screenshot 73 - Receiving options

- **Cut long faxes to standard page size:** If a page is longer than 1.5 times the selected page size, the page is cut to the selected size, using an intelligent page-cutting algorithm.

- **Paper size threshold:** Select the paper size you wish to receive faxes in. If an incoming fax is more than 1.5 times the paper size, it will automatically be cut to the size you select here.

- **Route incoming faxes in the following attachment format:** Here you can select the format in which received fax files should be stored/forwarded. You can select the default *.fax format, the *.tif format, the *.jpg, *.png, *.gif format or the *.pdf format. This way faxes will be associated with a default tif or PDF viewer and there will be no need to install the GFI FAXmaker viewer on the user's machine. (Note that the user will not be able to annotate the fax)

Configuring Fax administrators

A Fax administrator is the person who monitors and manages the fax server. If certain critical conditions occur, the fax administrator will be notified by email. In the Fax administrator node you can specify one or more fax administrators. To specify a fax administrator:

1. In the GFI FAXmaker configuration click on **Advanced ► Fax Administrators node**, right-click and select 'New administrator".

2. Select one or more users who will be fax administrators. Click **OK**. These users will now be notified of critical conditions in the fax server.

Dialing Options

The dialing options allow you to configure 'dialing intelligence'. This way, you can set up GFI FAXmaker to accommodate multiple local area codes and other special dialing procedures. It processes the fax number in a structured manner and dials out in the correct format for the phone system.

To configure the dialing logic, right-click on the **Advanced ► Dialing** node in the GFI FAXmaker configuration and select **Properties**.

The dialing logic is split into 2 parts: International dialing (country code), and National Dialing for local area codes and exchange settings.
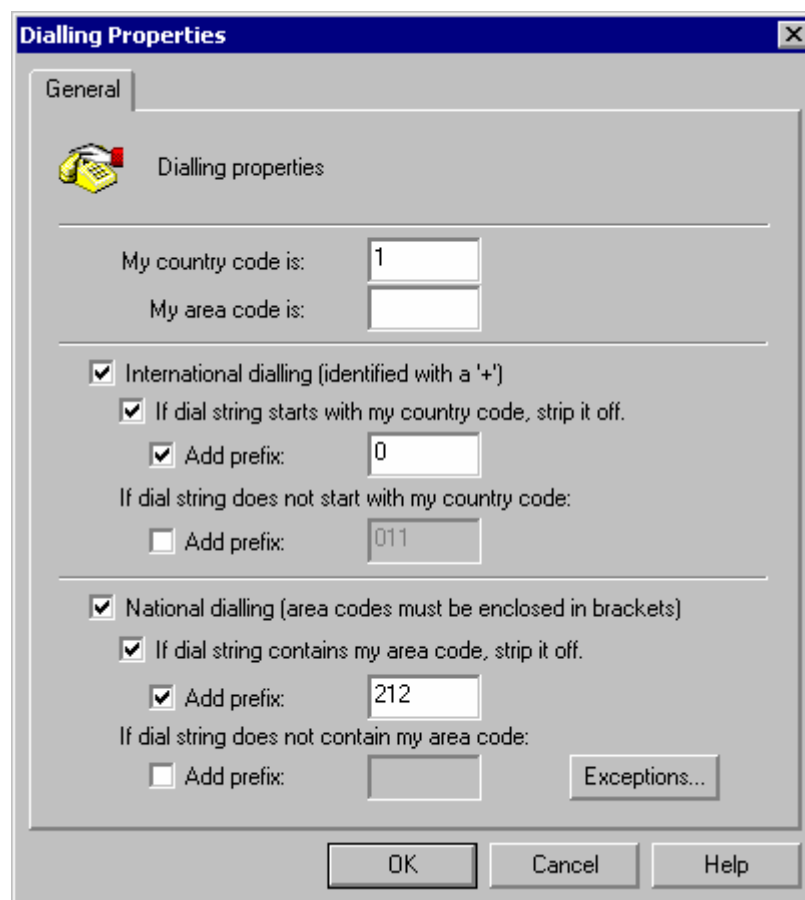
Screenshot 74 - Dialing options

First, you must enter your country code and area code. The country code must be entered without the dial prefix. The dial prefixes are the numbers that are placed in front of the country code when dialing an international number. This may vary per country, but the most common are 00 and 011.

It is important to remember that the dial prefix of a country is the number the user in that country must dial to make an international call (sometimes defined as a + in front of the country code). The country code is the number that the user in another country must dial in order to call the country with that country code. For example, in the United Kingdom the dial prefix is 00; thus, to dial the United States (which has 1 as its country code), the user must dial 001 and then the number. In the United States, the dial prefix is 011, thus to dial the United Kingdom (country code 44) the user must dial 01144 and then the number.

International dialing

In this section you must enter the settings for international dialing. When the fax server detects a + in front of the number, this section is used to modify the first part of the number. The user may select the option to remove the country code if it matches the one in the 'Where am I?' section.

If this option is not selected, the country code will remain as is. If the option is selected, it enables 2 other options. One is the option to attach a prefix if the country code matches and is removed. The other is the option to replace the + with the international dial prefix when selected.

This logic will allow you to use the following number notation in your fax number entry:

+44-(020)-2282666

GFI FAXmaker will then determine in which country you are and if you are in the same country, GFI FAXmaker will strip off the 44 and optionally put a prefix in front of the number, for example 0.

If you are not in the same country, GFI FAXmaker can replace the + with the international dialing prefix, for example 00 or 011.

National dialing

This option is especially important if you are based in North America. Using this option you can enter your area code and ask GFI FAXmaker to remove it if you are faxing to a number with the same area code. In addition, you can add a prefix to the number. If the number is not your local area code, you can set up GFI FAXmaker to automatically add 1 as prefix.

NOTE: The area code in the fax number must be included in round parentheses. If this is not done, the fax server cannot determine which part of the number is the area code.
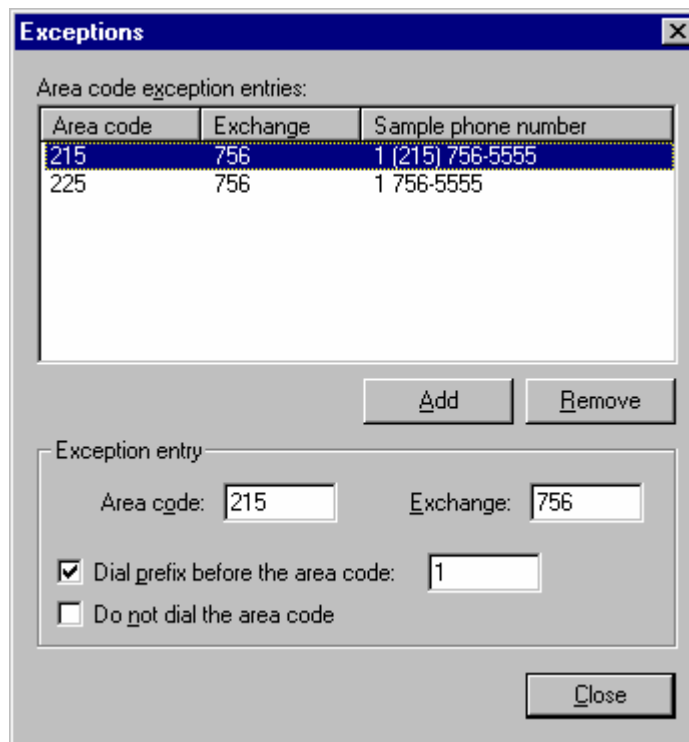
Screenshot 75 - The dialing exceptions dialog

Exceptions

Because some dialing procedures can be very complex (Especially those in the US), you can set up a number of exceptions, which can for example handle multiple local area codes.

The Exceptions dialog allows you to specify the different area codes and exchanges for each number. It allows you to remove the area code and add a prefix if needed. Since one area code may have hundreds of exchanges, to avoid entering a lot of numbers with the same area codes and different exchanges, you may enter a wild card (*) in the exchange section, which will handle all the related exchange numbers. Thus if you enter area code 342 and exchange *, it will process all the numbers starting with area code 342 (342 456, 342 123, 342 789…).

To add an exception: Click on the **Exceptions** button, and key in the area code affected into the Area Code field.

If the settings pertain to a particular exchange within the area code (i.e., the three digits of the phone number following the area code), enter them into the Exchange field.

NOTE: You can use commas to add a delay between numbers if your system requires it. Each comma represents approximately a two second delay.

If the telephone number requires a prefix for distance dialing, for example a 1, then check the box "Dial a prefix before the area code" and enter the 1.

If you do not need to dial the area code for this number then check the box "Do not dial the area code".

Click on the **Add** to add it to the list of telephone entries.

To remove an exception: Select the telephone entry to be removed and click on **Remove**.

Notes for Users / inputting the fax number

The dialing options will only work if the user keys in the fax numbers correctly. If this is not the case, GFI FAXmaker will not be able to process the fax number.

The fax number should be inputted in the following format:

+<country code> (<area code>) <fax number>

E.g.,

+44 (171) 226 4788

+1 (716) 265 1016

+356 382 419

Transmission reports

GFI FAXmaker will send a transmission report to the user after a fax has been sent. This transmission report will show whether the fax was sent successfully or not.

Access transmission report options from the **Advanced ▶ Transmission reports** node. Right-click **Reports node ▶ Properties**. The following options are available:
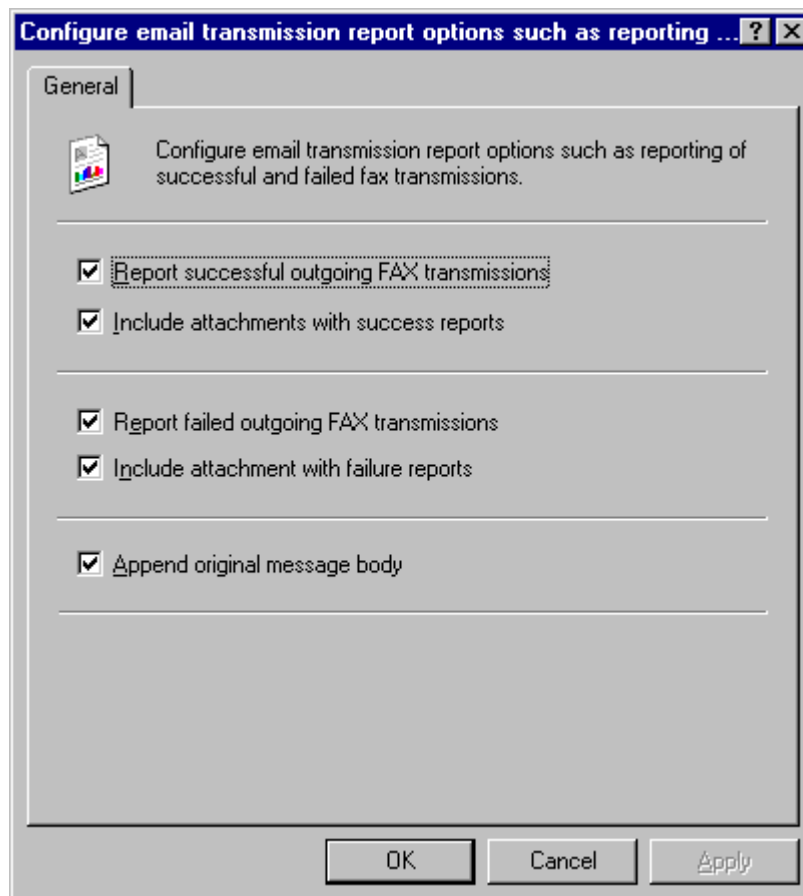
Screenshot 76 - Transmission report options

- **Report successful outgoing FAX transmissions:** Tick this option if you want GFI FAXmaker to send a transmission report if a fax is sent successfully.

- **Include attachments with success reports:** Tick this option if you want the fax file to be included with the transmission report.

- **Report failed outgoing FAX transmissions:** Select this option if you wish GFI FAXmaker to send a transmission report when a fax has failed.

- **Include attachments with failure reports:** Tick this option if you wish GFI FAXmaker to include the fax file that failed in the transmission report.

- **Append original message body:** Tick this option if you want the original fax message body to be included in the transmission report. This option is recommended since it allows users to easily re-submit faxes and to find sent faxes.

NOTE: In the GFI FAXmaker Fax Message form, sent faxes are not stored in the sent items folder, so the only way for users to retrieve faxes sent via the GFI FAXmaker Fax Message form is via the transmission reports.

Header/Footer/Stamping options

The Header/Footer/Stamping options node allows you to specify a header and/or footer text for all outgoing faxes as well as 'stamp' incoming faxes with similar information. The header/footer options can be set in the Header/Footer tab, whereas the stamping options can be set in the Stamping tab. The dialogs are identical. The following options are available:
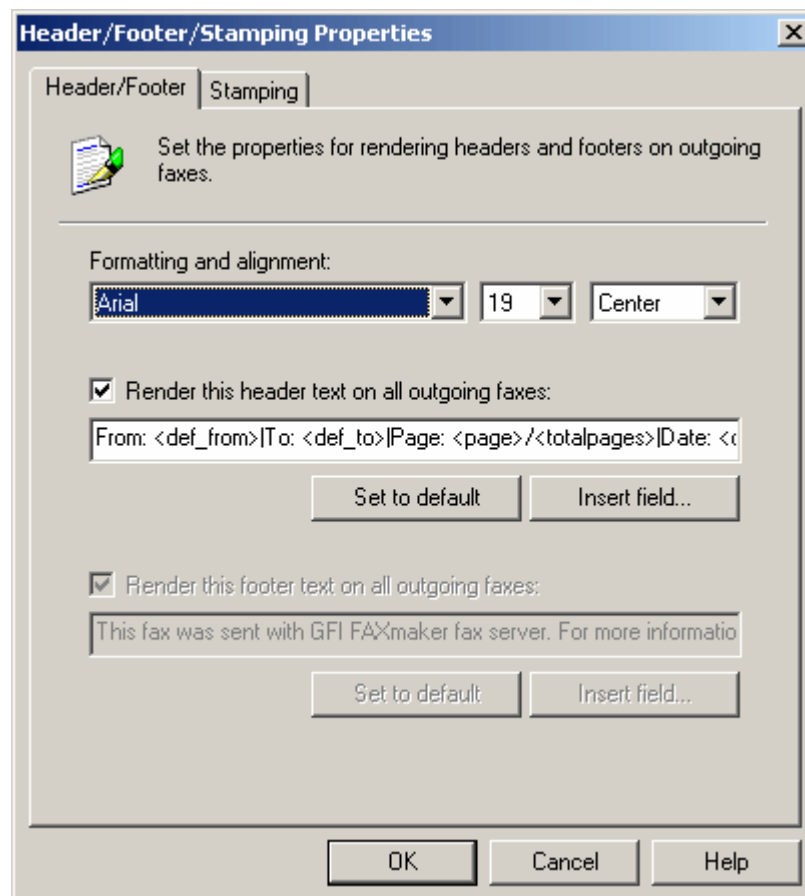
Screenshot 77 - Header/Footer/Stamping properties dialog

- **Font:** Select font, size and alignment that you wish the header/footer to be formatted in.

NOTE: Formatting options can be different for the header and the footer. To have different formatting for the header or footer, simply select the header or the footer field - then select the appropriate formatting options.

- **Render this header on all outgoing faxes (incoming faxes in the case of stamping):** Tick this option if you want a header to appear on each outgoing fax.

NOTE: You can customize the fax header by inserting fields. To insert a field, place your cursor where you want the field to be and click on **Insert** f**ields**. Then select the field you want to insert. You can separate fields by inserting a separator. To set your header to the default fields, click **Set to Default**.

Available fields:

```
Default From - <def_from>
Default To - <def_to>

Page - <page>
Total pages - <totalpages>
Date - <date>
Long date - <longdate>
Time - <time>

Sender first name - <s_first_name>
Sender last name - <s_last_name>
Sender name - <s_name>
Sender name (first last) - <s_name_fl>
Sender name (last first) - <s_name_lf>
Sender company - <s_company>
Sender department - <s_department>
Sender e-mail address - <s_e-mail>
Sender fax number - <s_fax>
Sender voice number - <s_voice>

Recipient first name - <r_first_name>
Recipient last name - <r_last_name>
Recipient name - <r_name>
Recipient name (first last) - <r_name_fl>
Recipient name (last first) - <r_name_lf>
Recipient company - <r_company>
Recipient department - <r_department>
Recipient e-mail address - <r_e-mail>
Recipient fax number - <r_fax>
Recipient voice number - <r_voice>

Separator - |
```

Screenshot 78 - Fields dialog

- o *Default From <def_from>* Global fax header specified in the fax line options.
- o *Default To <def_to>* This field is replaced by the company name of the recipient. If you did not specify a company name, but did specify a name, the name will show in this field. If you did not specify a name or company, this field will include the recipient's fax number.
- o *Time, date & pages* Information is taken from your machine settings.
- o *Sender fields* Details are taken from the user's properties.
- o *Recipient fields* Details are retrieved from the recipient details.

- **Render this footer text on all outgoing faxes (incoming in the case of stamping):** Tick this option if you want a footer to appear on each page. You can insert fields in the text by clicking on **Fields**.

NOTE: You can not change the footer in an evaluation version of GFI FAXmaker!

Junk Fax filter
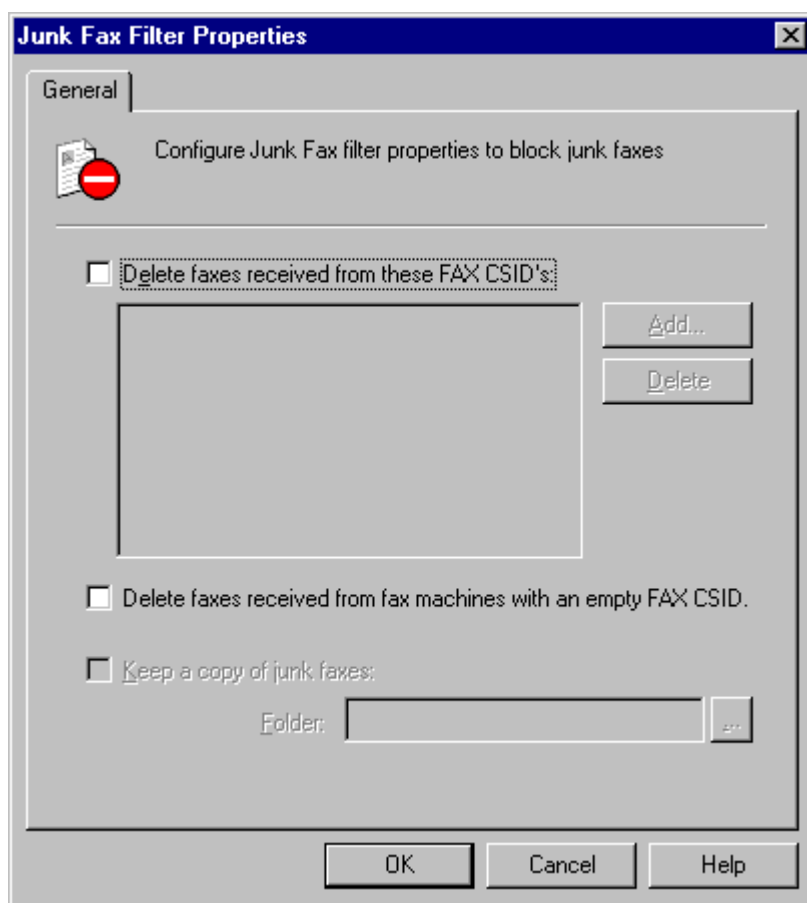
Screenshot 79 - The junk fax filter options

GFI FAXmaker provides you with the ability to auto delete faxes from certain senders. This junk fax filter works on the basis of the FAX ID of the sender.

When you receive a junk fax, enter the senders FAX ID in the Junk fax filter list. This will cause GFI FAXmaker to delete the fax automatically, and not route it.

Most senders will rarely change a fax ID, especially if it is programmed into a fax machine, and therefore it's an easy and pretty reliable way of eliminating future faxes from the sender.

To black list a fax sender/fax ID:

1. Right-click **Advanced ► Junk Fax filter** node, and select 'Properties'. This will bring up the junk fax filter dialog.

2. Enable the 'Delete faxes received from these FAX CSID's' option, and click **Add** to enter the CSID of the junk fax sender.

You are provided with 2 options:

- **Delete faxes received from fax machines with an empty CSID:** If you wish to be very stringent you can refuse all faxes with empty CSID's. Note that there is a big chance that valid faxes will be marked as junk faxes.

- **Keep a copy of junk faxes:** This option will store all junk faxes in a folder, so that you can review the junk faxes before deleting them.

Call blocking
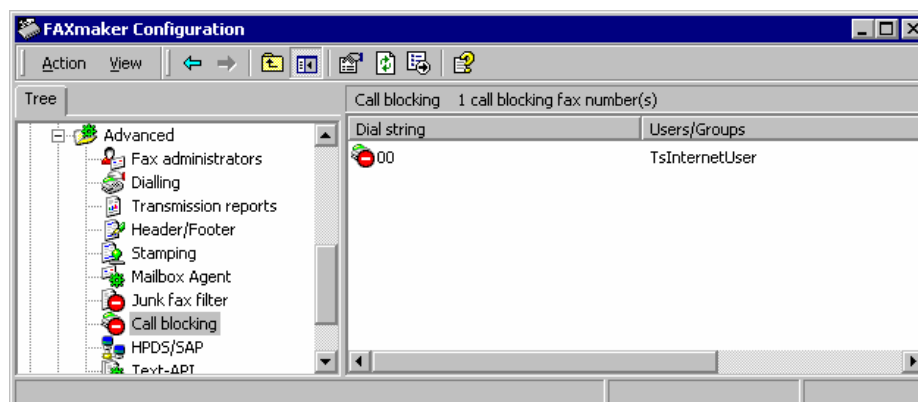
Screenshot 80 - A call block rule

Call blocking allows you to exercise control over the fax numbers that users can send faxes to. GFI FAXmaker checks the call block rules before each fax transmission, and will not send any faxes starting with numbers listed in the call-blocking list.

This means that if you want to prevent certain users from making international fax transmissions, you only need to insert the international dial-out number (for example 00, 09 or 011). Alternatively, you can block specific fax numbers.

To create a call blocking rule:

1. In the GFI FAXmaker configuration, **Advanced ► Call blocking** node, right-click and select 'New'.
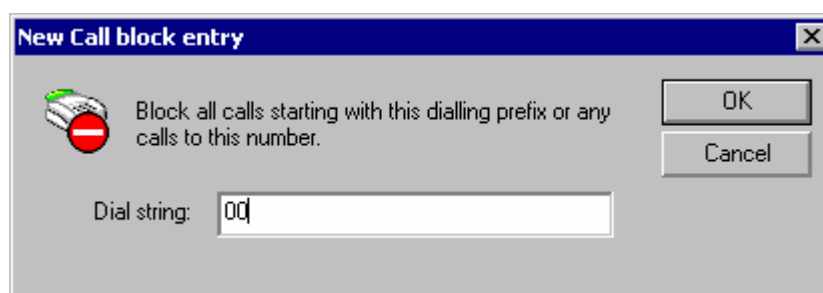
Screenshot 81 - New call block entry

2. Key in the number that you want to block and click **OK**.

3. Select which users you wish to apply the rule to.

4. Click **OK** to create the rule.

OCR

The OCR feature enables you to convert incoming faxes to text and insert the converted text into the body of the received fax report or as a separate text attachment. The converted text is then used for OCR routing depending on your configuration. Searching for incoming faxes becomes much easier, because you can use the search features in your email client or in your email archiving solution to retrieve past faxes quickly. Without OCR, the actual text in the fax can not be searched because it is stored as an image.

1. Click **Advanced ► OCR** node in the GFI FAXmaker configuration.

Screenshot 82 - OCR properties

The following OCR options are available:

- **Append OCR output text below fax report:** This option inserts the text of the fax in the body after the fax report: This allows you to easily search for faxes using your email client's search function.

- **Attach OCR output text file with fax report:** This option allows you to specify whether the OCR output must be attached to the incoming fax.

- **Maximum pages to convert:** The number of pages that GFI FAXmaker should convert to text.

- **Preferred language:** If you specify auto then the OCR engine will not assume any particular language. Specifying a default language will improve the accuracy on the language specified.

- **Enable spell checking and correction:** If you enable this option, the OCR engine can improve the accuracy by spell checking the text.

Miscellaneous options
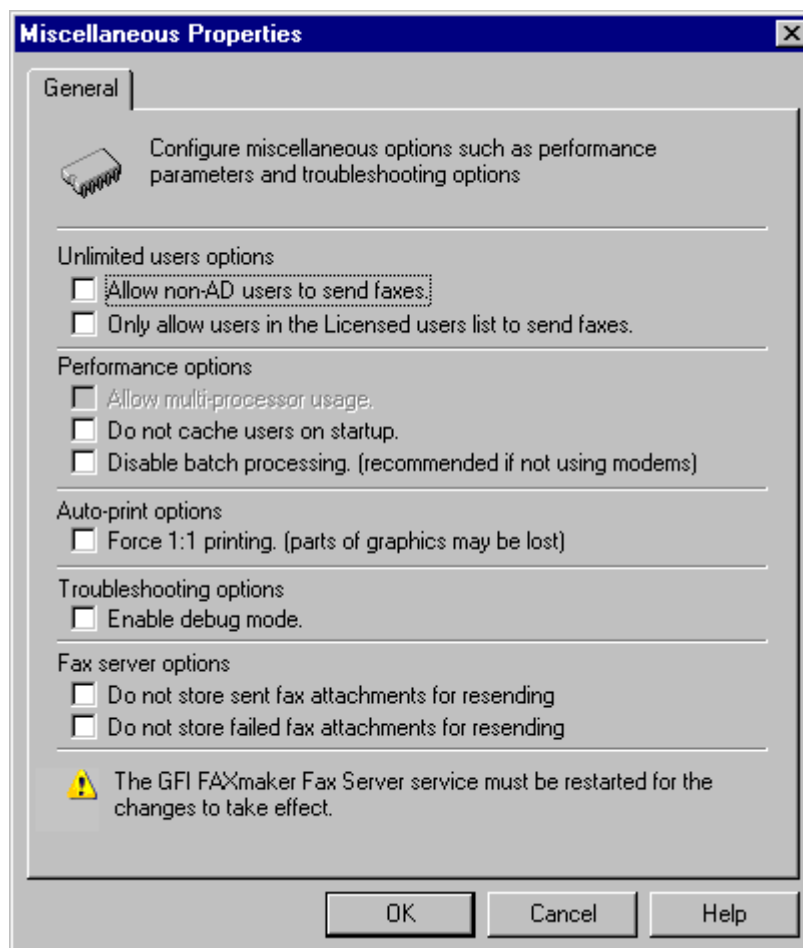
Screenshot 83- Advanced options

The miscellaneous options node can be found under the advanced node. It contains the following options:

Unlimited user options

- **Allow non-AD users to send faxes -** this option does not check whether the sender is actually in Active Directory. It just sends the fax.

- **Only allow users in the Licensed user list to send faxes -** this option only allows a user to send faxes if he/she is listed in the Licensed user list.

NOTE 1: These options are only applicable to the unlimited user version of GFI FAXmaker.

NOTE 2: The above options are mutually exclusive.

Performance options

- **Allow multi-processor usage -** this option will instruct GFI FAXmaker to use all available processors.

- **Do not cache users on startup -** If you have a lot of users (more then 2000), you can speed up the startup time by disabling the cache user feature. The cache user feature is not recommended for large networks.

- **Disable batch processing -** if you are using an intelligent fax board, you can speed up the fax send process by disabling batch processing. This is not required because the faxing process is off loaded from the host processor.

Auto-print options

- **Force 1:1 printing -** this option does not scale the fax at all. This might mean that some faxes are not completely printed because the received fax is larger then the paper in the printer.

Troubleshooting options

- **Enable debug mode -** If you enable debug mode, GFI FAXmaker will create log files with extended debug in the logs directory.

Fax server options

- **Do not store sent fax attachments for resending -** This option will disable the feature that stores faxes on the fax server, allowing users to resend faxes by hitting the reply button on a transmission report. By default the fax server will store a copy of each fax for 2 days.

- **Do not store failed fax attachments for resending -** This option will disable the feature that allows a user to resend a failed fax by hitting the reply button. The failed fax will be retrieved by the fax server and resent. By default the fax server will store a copy of failed faxes for 1 week.

Public contacts

If users use the Outlook New Message form to send a fax and your cover page includes a company field, then the company name of the fax recipient is not displayed on the cover page.

Microsoft Outlook only retrieves the name and the fax number of the recipient from the contacts list and does not include the company name in the mail that is sent to the GFI FAXmaker server. Therefore GFI FAXmaker has no way of knowing the company name of the recipient and cannot display it in the company field on the cover page.

The easiest way to resolve this is to use the GFI FAXmaker Fax Message form, since this form retrieves the company name together with the fax number of the recipient. You can also remove the company name field from the cover page.

Alternatively, you can instruct users to use a public contacts list, located on the server, to which GFI FAXmaker has access as well. This way, GFI FAXmaker can query the public contacts folder for the company name of the recipient. A public contacts folder is often used

anyway, in order to share customer details amongst employees. You can specify multiple public contacts folders to query.
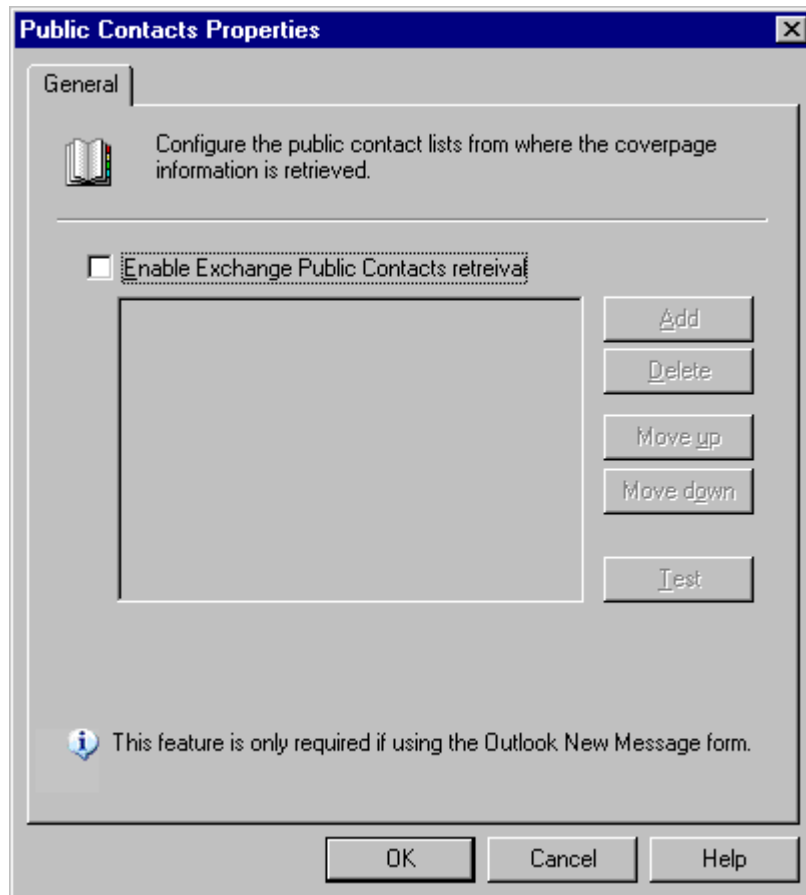
Screenshot 84- Public contacts node

To enable retrieval of the company name from one or more public contacts folders:

1. Ensure that you have a working profile, *configured as the default profile*, to connect to your Exchange Server. If you have installed GFI FAXmaker on a separate machine, you have already configured a profile for Microsoft Outlook. If you have installed GFI FAXmaker on the Exchange Server, then you will probably need to create a profile. You can do this from the Windows control panel. Ensure that the user/mailbox you specify in the profile has access to the public contact lists you want GFI FAXmaker to query.

2. In the GFI FAXmaker configuration, go to the **Advanced ► Public** contacts node. Right-click on the Properties node for the property options. Tick the Enable Exchange public contacts retrieval.

3. Click **Add** to add a public contacts list. Enter the name of the public contacts folder (public contacts are essentially a public folder with contacts items rather then mail items) which contains the public contacts. For example, if you have created a public folder 'Company contacts', you should enter: Company contacts. If you have created your Public Contacts List in a subfolder, then you must indicate the folder structure. For example, if the folder 'Company contacts' is located directly under a folder 'Phonebooks', then you should enter the following: Phonebooks\Company contacts.

4. You can specify multiple public contact lists. Remember though that querying a contact list can take a second or so, depending on the speed of your exchange server.

5. After you have keyed in the list of your public contacts folders, click on **Test**. GFI FAXmaker will query the listed public contacts folders. If a test is successful, click **OK**. If it is not successful, the default profile has not been created or does not have permission to access the contacts folders. Ensure that the account you use during creation of the profile has access to the public contacts list.

Screenshot 85 - Creating a profile

6. If GFI FAXmaker does not find a profile at all, it will automatically launch Microsoft's profile creation wizard. You will have to specify the Exchange Server name and the mailbox name, and whether you travel with the computer or not. Click No, assuming you don't take your exchange server with you when you travel. Click **Finish** to create the profile.

7. Re-test whether GFI FAXmaker can query the contacts list.

General

Under the general node you will find general information regarding GFI FAXmaker:

Licensing

Use this node to view current licensing information and to enter your License key number.

Screenshot 86 - Viewing current licensing information

Clicking on the License Product link in the licensing node displays the current license information screen. This screen, amongst others, provides you with information related to License type, License status, Licensed users limit, licensed SMS users limit and Licensed fax lines limit, etc.

Screenshot 87 - Entering a license key

Clicking in the Enter License Key enables you to enter or amend your GFI FAXmaker license key. The GFI FAXmaker License key is requested during installation, however, if you wish to change it afterwards, (for example to upgrade the number of users, or to upgrade from an evaluation version to a full version) you can do so through this dialog box. GFI FAXmaker is licensed based on number of users who wish to send and receive faxes.

Version Information

This node shows the exact version of GFI FAXmaker that you are running. You can also check if a newer version is available on the GFI web site.

Screenshot 88 - Checking whether a newer build is available

Click on the **Check for on-line updates…** to connect to the GFI web site and check for a newer build of GFI FAXmaker.

GFI MailEssentials

This node links to the main web page of GFI MailEssentials. GFI MailEssentials for Exchange/SMTP offers spam protection at server level and eliminates the need to install and update anti-spam software on each desktop. **Click** on the GFI MailEssentials node for more information on how to further protect your messaging requirements.

GFI support

This node links to the GFI FAXmaker support page, which also has a knowledge base.

Configuring fax archiving

The archiving feature archives all in- and outbound faxes, enabling you to store a history of your fax communications. GFI FAXmaker supports 2 methods of archiving: through the sending of fax copies to an email archiving solution (via email) or by archiving directly to a database. The advantage of archiving to an email archiving solution is that you can allow users to search for faxes in the same way as they retrieve emails.

Archiving to an email archiving solution

To archive via mail:
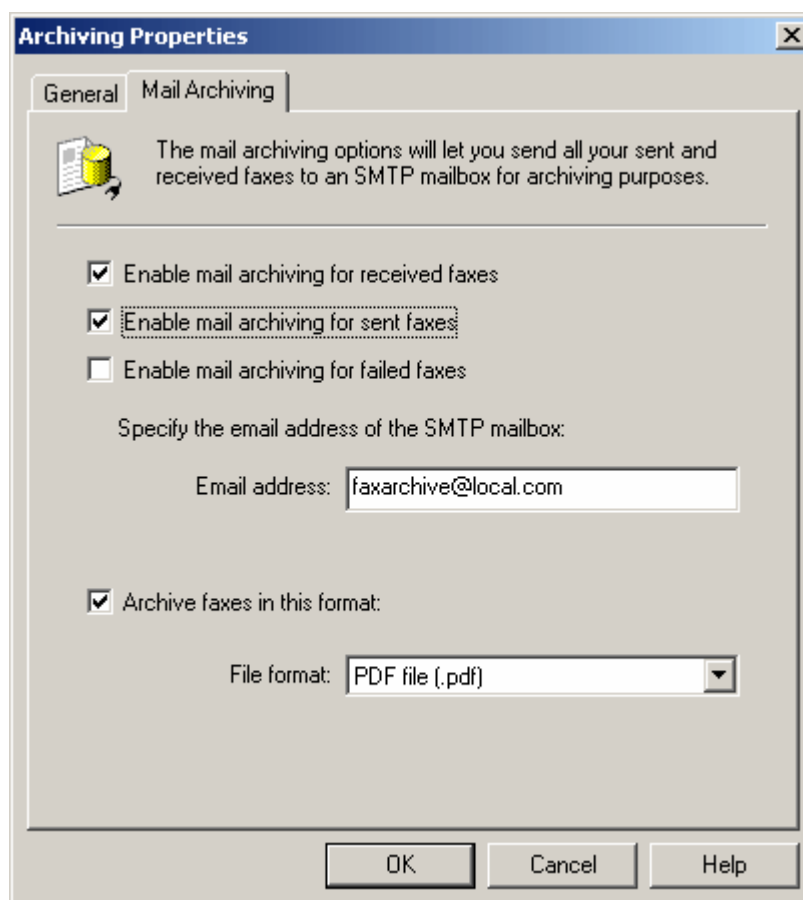
Screenshot 89 - Archiving to an email archiving package

1. Right-click **Archiving ▶ Properties**.

2. In the Mail Archiving tab tick the faxes that you want to archive. You can archive received, sent and failed faxes.

3. Specify the email address to which all faxes should be sent. The email body will include the transmission report and the fax as attachment. If you have the OCR module installed, received faxes will include the OCR output in the body. For sent faxes, the text converted into the cover page will be included with the transmission report. This allows for easy searching of faxes.

NOTE: The email address specified should be of one of the licensed users in GFI FAXmaker. If you have an unlimited user's license, you can specify any email address you want.

4. Specify in which format you want the faxes to be archived. PDF is the recommended format, since most users have a PDF viewer installed. Click **OK**.

Archiving directly to a database
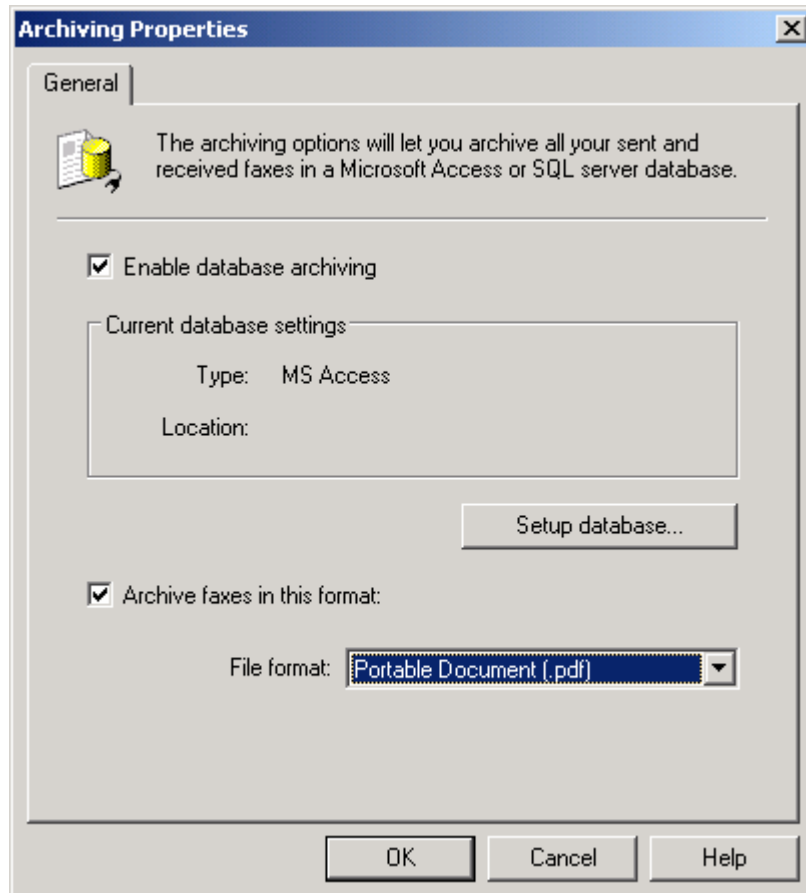
Screenshot 90 - Archiving properties

To archive faxes to a database:

1. Right-click **Archiving ► Properties**.

2. In the database archiving tab, tick 'Enable archiving' to switch on archiving of faxes.

NOTE: Archiving to database consumes substantial disk space. Monitor disk space usage regularly to avoid running out of disk space.
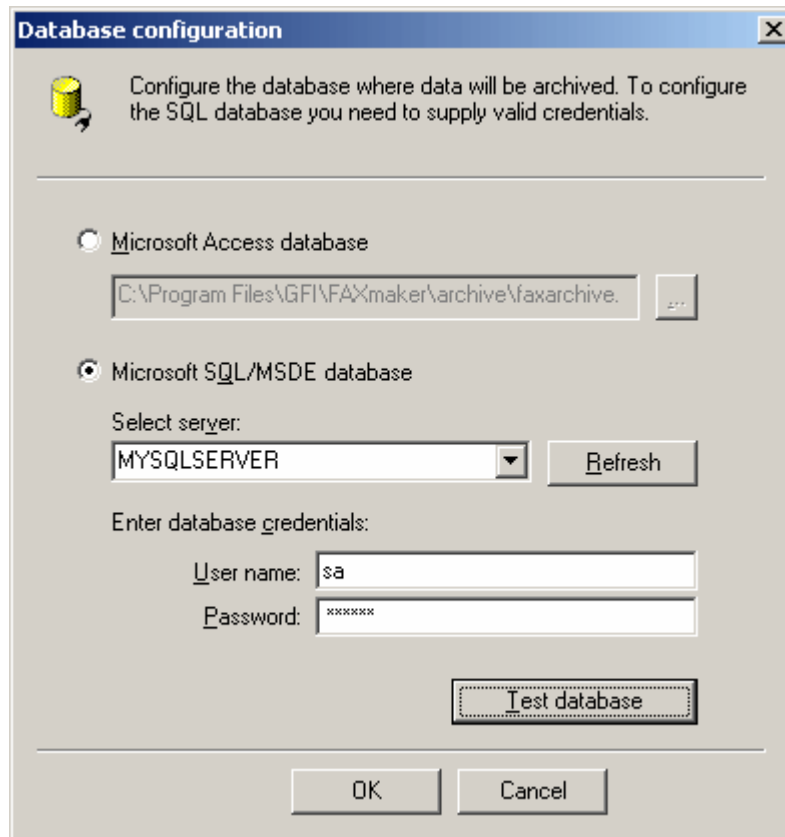
Screenshot 91 - Database configuration

3. Click on 'Setup Database' to configure the database where faxes should be stored. In the Database configuration dialog, choose between Microsoft SQL or Microsoft Access.

NOTE: GFI FAXmaker archiving requires mixed mode authentication to be enabled on the SQL server.

4. If you select Microsoft Access, specify a file name and location.

NOTE: Archiving to database consumes substantial disk space. Monitor disk space usage regularly to avoid running out of disk space.

5. If you select SQL/MSDE, specify server name and credentials. GFI FAXmaker will automatically create a database called GFI FAXmaker Archive under which a set of tables will be created.

NOTE: If you select MSDE there is a database limit of 2 gigabyte.

Configuring Cover pages

Introduction to cover pages

Cover pages are used to format the fax message text. Whenever a user writes a message in the fax message form or in an email client, GFI FAXmaker will format the message body on to a cover page. There are 2 types of cover pages in GFI FAXmaker:

- **Coverpage:** Includes the message text and/or recipient/sender details.

- **Front covernotes:** An additional cover page, which only includes sender/recipient details in front of the cover page described above. This can be compared to a 'With Compliments' slip.

You can set-up multiple cover pages and cover notes for users For example, you could create a cover page for the support department and associate the support users group to it. Then you can create a different cover page for the sales department.

Adding Cover Pages/Front Covernotes

By default, GFI FAXmaker includes a generic cover page, which is assigned to all fax users. To change the format of this cover page, double-click on the cover page entry in the right pane and click **edit**. Custom cover pages can also be created.

Adding a coverpage/covernote

To add a cover page/covernote:

1. Choose the **Coverpages** node and right-click **Cover page ► New** or right-click **Front Covernotes ► New**
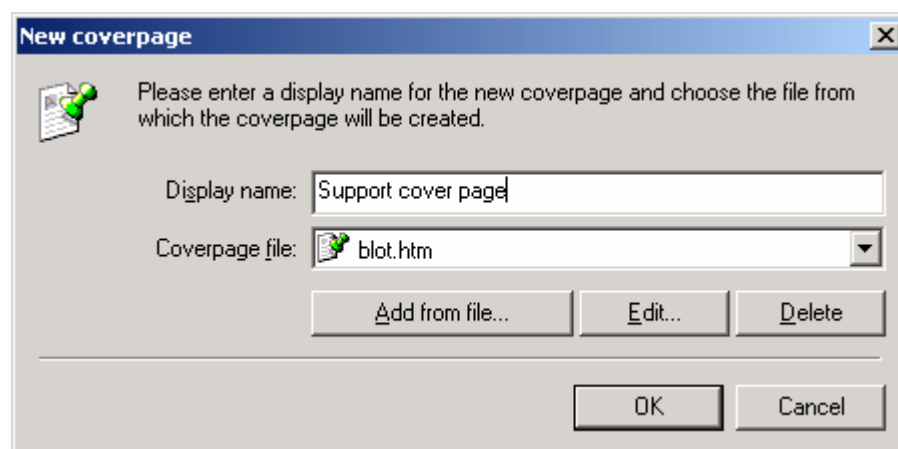
Screenshot 92 - Creating a new cover page

2. Provide a display name for the cover page and select a cover page file from the list of available cover page files. If you have designed a custom cover page file, click **Add from file** to add it to the file list.

3. Double-click on the cover page entry in the right pane, click on the users tab and select to which user(s) this cover page will be assigned. In the options tab you can change the cover page name or associate a different cover page file to the cover page.

Specifying a default coverpage/front covernote

When a user has not been specifically assigned a coverpage or a front covernote, then the default cover page will be used. Right-click the Coverpage entry in the right hand pane and select 'Set as default cover page' to specify a default coverpage.
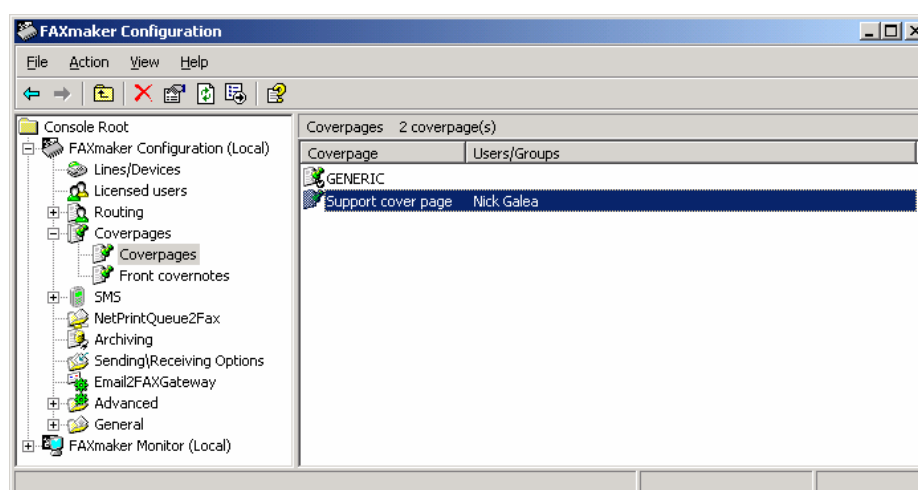
Screenshot 93 - Configuring cover pages

NOTE: The default cover page option will be overridden for a particular user, as soon as you associate a cover page with that user or to group of users to which that user belongs.

General cover page options

Choose the **Coverpages** node and right-click **Cover pages ▶ Properties** to configure general cover pages.
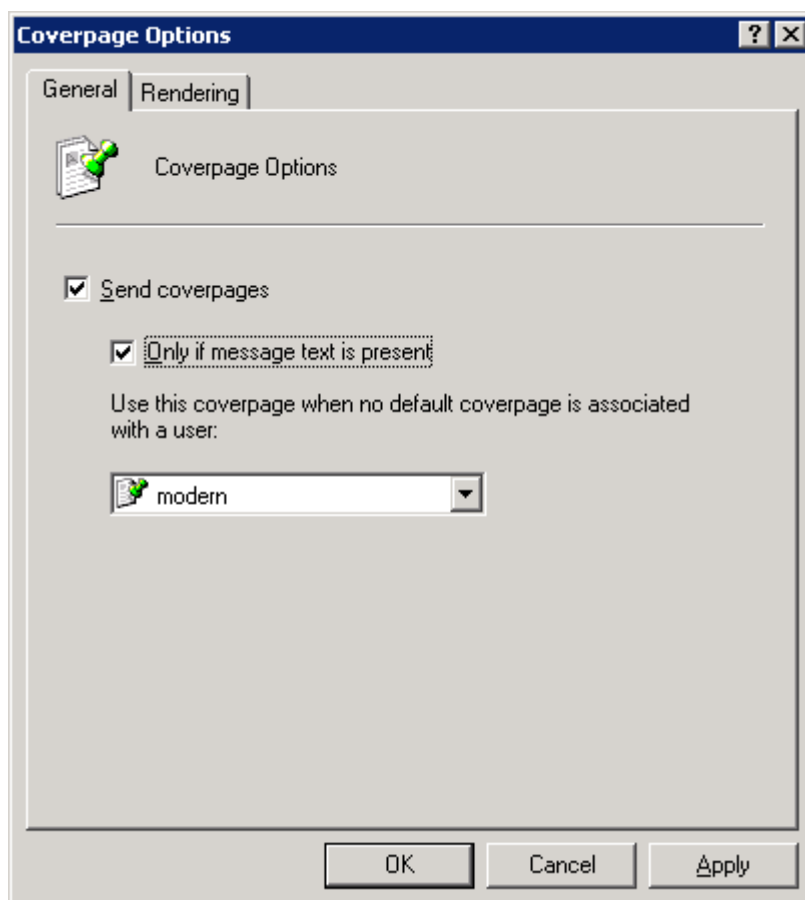
Screenshot 94 - Coverpage options

The following options can be configured for cover pages:

- **Send coverpages: I**nclude a cover page with each fax.
- **Only if message text is present:** Include a coverpage with each fax only if message text is exists.

NOTE 1: A signature constitutes message text; in case users have an automatic signature they have to delete it otherwise a fax cover page will be generated.

NOTE 2: Disabling coverpages from the Coverpages properties dialog box also disables Front Covernotes.

- **Use this coverpage when no default coverpage is associated with a user:** Select default cover page in case where user has not been specifically assigned a cover page.
- **Rendering:** Choose this tab to set the margins for the cover pages.

Front covernote options

Choose the **Coverpages** node and right-click **Front covernotes ►
Properties** to configure general cover pages.
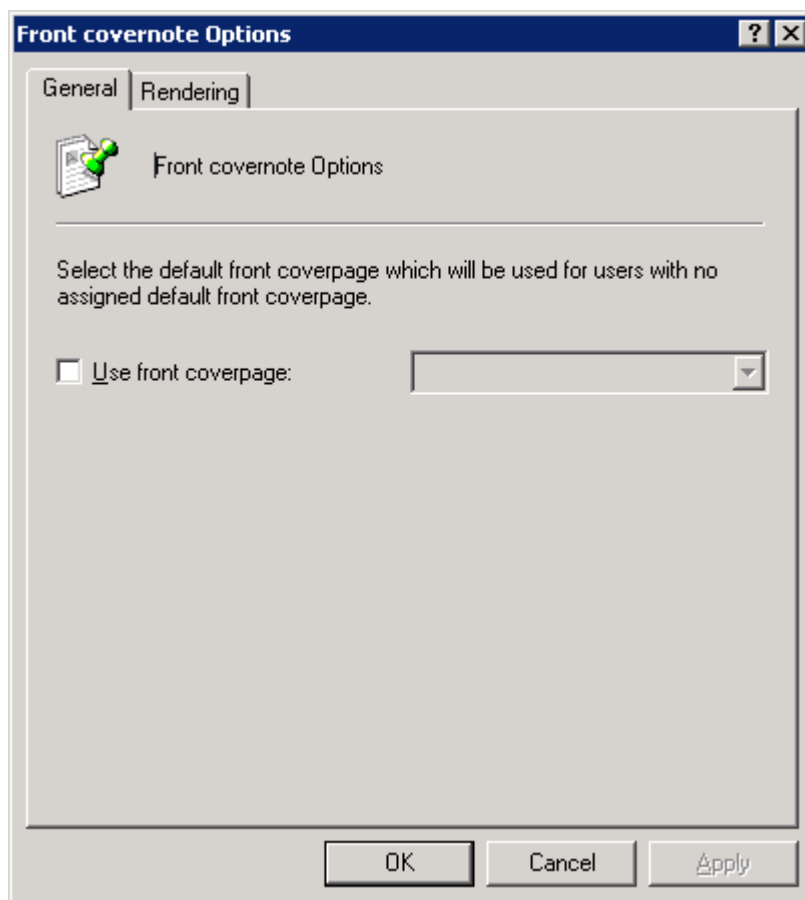
Screenshot 95 - Cover page/ Front cover note options

You can configure the following options for front cover notes:

- **Use front coverpage:** Use and select the default front covernote
  for users with no assigned default front covernote.

- **Rendering:** Use the rendering tab to set the margins for the front
  covernotes.

NOTE: Disabling coverpages from the Coverpages properties dialog
box also disables Front Covernotes.

Designing cover pages

Cover pages are in HTML format. To design a cover page in HTML
format:

1. Create a new HTML file.

2. Add text and message fields such as such as [R_Name] and
[R_Company] (for supported merge fields, see next paragraph). For
example, a very simple cover page with recipient name and company
could be created as follows:

To: [r_name]

Company: [r_company]

<message>

3. Add it by creating a new cover page, and specifying the file in the **Add from file**, located in the New Cover page dialog.

4. It is recommended that the HTML encoding for your designed cover page is set to UTF-8. This is necessary if you wish to use international characters.

Supported merge-fields

NOTE: Ensure that the field names are all lower case

The following merge-fields may be used in a cover page:

Sender fields:

Address Fields	Merge code (HTML)
Last name	[s_last_name]
First name	[s_first_name]
First name-Last name	[s_name_fl]
Last name-First name	[s_name_lf]
Company	[s_company]
Department	[s_department]
Fax no.	[s_fax]
Voice no.	[s_voice]
Email	[s_e-mail]

Recipient fields:

Address Fields	Merge code (HTML)
Company	[r_company]
Department	[r_department]
First name	[r_first_name]
Last name	[r_last_name]
First name-Last name	[r_name_fl]
Last name-First name	[r_name_lf]
Fax	[r_fax]
Voice no.	[r_voice]
Email	[r_e-mail]

General fields

These fields are for general information:

Message text: HTML [message]

This field inserts the email body text into the cover page. Be sure to leave enough space for it in the html file.

Current time: HTML [time]

Current date: HTML [date]

Current Long date: HTML [longdate]

These fields insert the date and time of fax transmission. The fax server machine's date and time will be used.
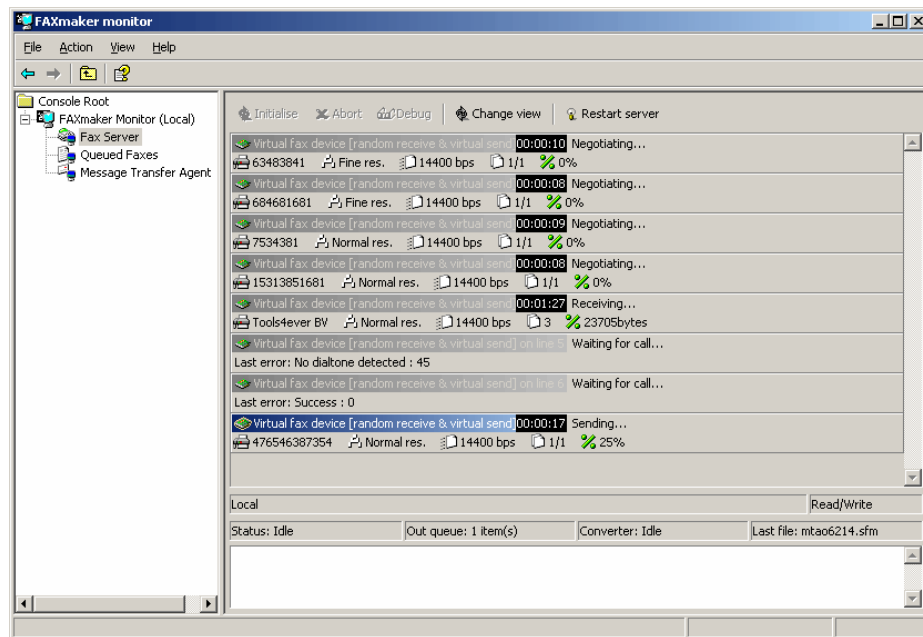
Subject: HTML [subject]

This field inserts the subject line of the message.

Total Pages: HTML [total_pages]

This field inserts the total number of pages in the fax being sent, including the cover page.

Fax server monitoring

The GFI FAXmaker monitor

Screenshot 96 - The GFI FAXmaker monitor

The GFI FAXmaker monitor can be started from the GFI FAXmaker program group and can be run on the fax server machine itself or remotely. The GFI FAXmaker monitor enables you to:

- Monitor status of each fax line
- Monitor status of fax devices
- View the queue of faxes
- View the status of the Message transfer agent.

Viewing the fax line and device status

You can monitor the status of fax lines and devices from the from the Fax Server node. Clicking on the node will show all the available fax lines, the fax devices and their status. Depending on the fax device used, you can initialize, abort or debug a particular fax device. You can also restart the fax server from this node.

Viewing the fax queue
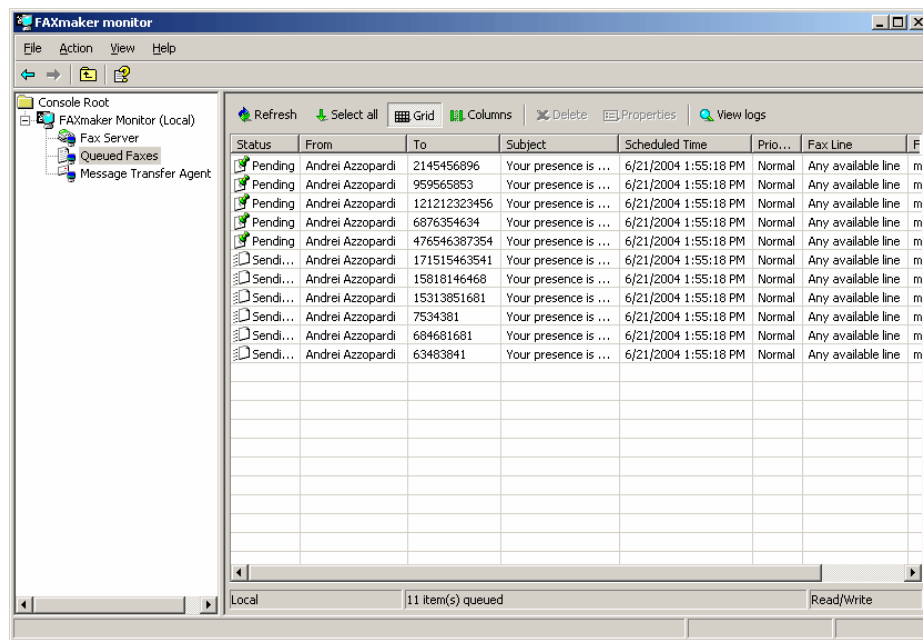
Screenshot 97 - Queued faxes in GFI FAXmaker monitor

The Queued faxes node shows you all faxes that are waiting to be sent. You can delete faxed from the queue that you wish to cancel.

Viewing the Message Transfer Agent status
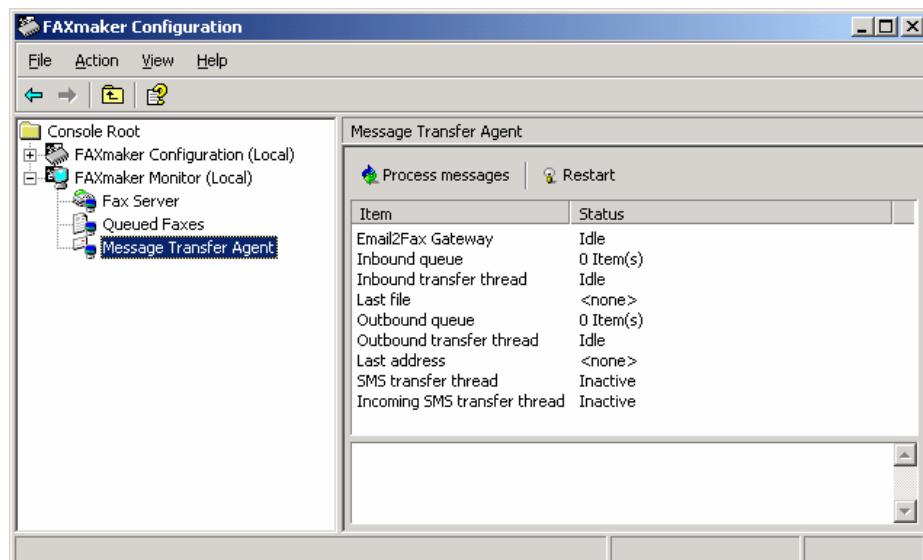
Screenshot 98 - GFI FAXmaker Message Transfer agent status

To view the status of the Message Transfer Agent click on its node. The following information is available:

- **Email2Fax Gateway:** Shows activity of a number of threads that perform POP3 down loading, fax preparation, SMTP sending etc.

- **Inbound Queue:** Shows the number of faxes prepared for sending to SMTP clients.

- **Inbound transfer thread:** Shows activity of the process that sends faxes to SMTP clients.

- **Last file:** Shows the last file being processed.
- **Outbound Queue:** Shows the number of faxes collected by the POP3 connector for queuing to fax server.
- **Outbound transfer thread:** Shows activity of process that downloads POP3 mail from POP3 mailbox.
- **Last address:** Last email address or SMS number used by Message Transfer agent.
- **SMS transfer thread:** Shows status of thread that prepares and transfers messages to SMS server.

Installing the GFI FAXmaker monitor remotely

To be able to monitor the fax server remotely, you must first install the GFI FAXmaker monitor on the machine that you wish to monitor the fax server from. To do this:

1. Run the installation file on the machine that you want to setup the remote monitoring tools from.

2. Set-up will ask you what components you with to install. Select - 'GFI FAXmaker Remote Monitor' only.

3. Key in the name of the GFI FAXmaker server. Set-up will copy the files and create a program group.

NOTE: By default only administrators have access to the remote monitor and configuration tools. If you add additional users, you have to give users access to the fmserver$ share. For more information on how to do this, see the paragraph remote administration permissions in this chapter.

Configuring the GFI FAXmaker server remotely

In GFI FAXmaker 14, we recommend using Microsoft Terminal services to configure GFI FAXmaker remotely.

Switching to another fax server to monitor

If you have multiple GFI FAXmaker fax servers in your network, you can monitor them from the same monitor. To switch to another server:

1. Right-click on the root node, GFI FAXmaker configuration, and select 'Connect to another computer'.
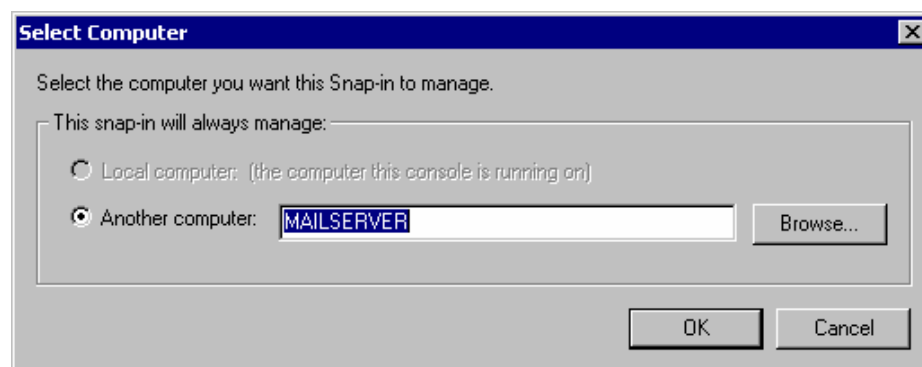
Screenshot 99 - Switch to another fax server to configure or monitor

2. Key in computer name and click **OK**.

Remote monitoring permissions

By default, only administrators will be able to monitor the GFI FAXmaker fax server remotely. If you want additional users to be able to monitor GFI FAXmaker, you must give them either **Read rights** (to monitor the fax server) or **Full Control rights** (to monitor and delete faxes) to the '**fmserver$**' share on the GFI FAXmaker server machine. To give users the necessary rights:

1. Open Windows Explorer on the fax server machine.

2. Right-click the GFI FAXmaker directory and choose **Sharing**.

3. In the Share Name box, click on the down arrow and select **fmserver$**.
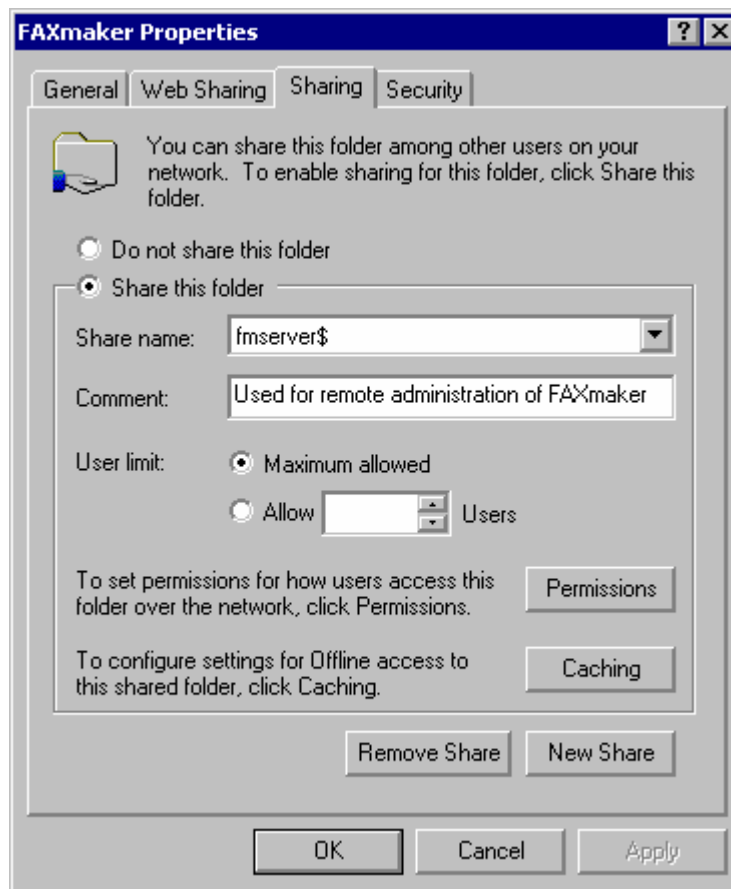
Screenshot 100 - Sharing Tab

4. Click on **Permissions**.
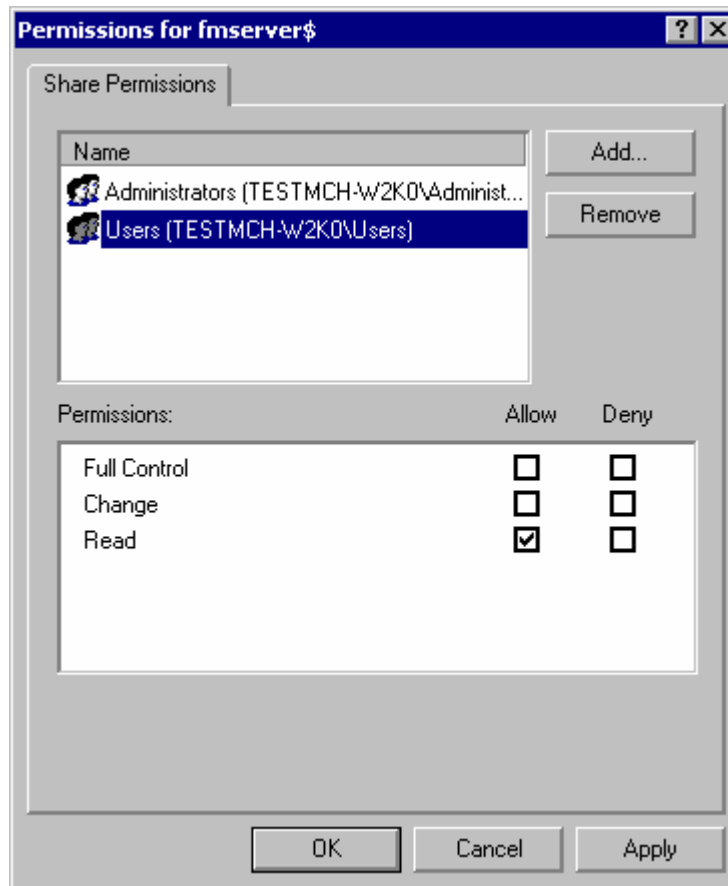
Screenshot 101 - Share permissions dialog

5. To add more users or groups to the Permissions tab, click **Add**.

6. Select the user or group you wish to give permission and select the **Type of Access** you wish to give:

- Read: if you only wish the user to be able to view the Fax server monitor and fax queue.

- Full Control: if you also wish the user to be able to delete faxes from the fax queue.

7. Click **OK** to close the Tab.

NetPrintQueue2FAX

Introduction to Netprintqueue2FAX

The Netprintqueue2FAX feature allows you to embed the fax number in the document to fax. Through it you can print to fax from almost any application, from anywhere in the network, without having to enter the fax number separately in the GFI FAXmaker fax form or Outlook.

Simply through the embedding of a fax number in the document (for example an invoice) a fax can be sent. No application integration or development is required.

All that is needed is that the fax number is preceded by a recognizable string, for example **Fax:** Faxes can be submitted to GFI FAXmaker from anywhere in the network, because the Netprintqueue2FAX printer driver is a network printer driver.

GFI FAXmaker will pick up the fax job, search for fax number, recipient name and recipient company name, fax out the document and notify the user who submitted the fax job whether the fax was sent successfully or not.

Configuring the Netprintqueue2FAX feature
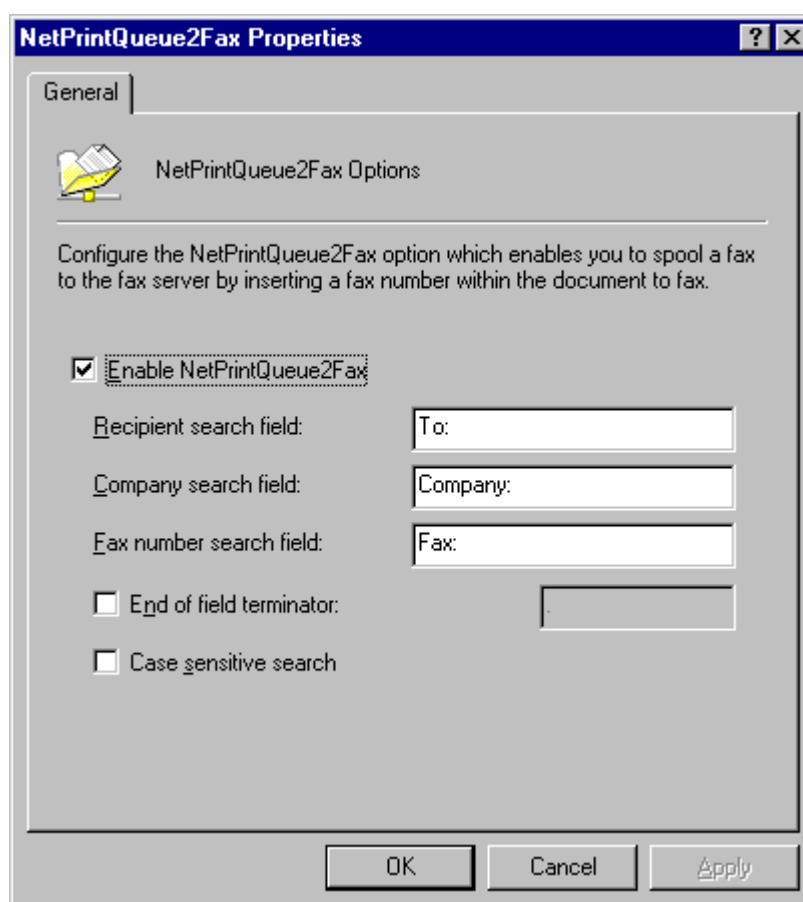
Screenshot 102 - NetPrintQueue2FAX configuration

Access NetPrintQueue2FAX configuration by right-clicking **Configuration ► Properties.**

Configuring search fields

You must specify the search fields, or strings that will precede the recipient name, company and fax number strings. GFI FAXmaker will search for these fields. For example if you specify **To:**, GFI FAXmaker will look for the string '**To:**', and when it finds it, take the text after the string and assume this is the name of the recipient. Likewise for the Company name and Fax number.

Configuring a delimiter

After GFI FAXmaker has found the search field and retrieved the string that comes after the search string, it needs to know where the end of the search string is. For example, if you enter a name 'John Doe' and more text follows on the same line, it needs to know that it should 'stop' after the name 'John Doe'. There are 2 ways in which you can indicate this:

- By not putting any more text on that line. GFI FAXmaker will take the end of line as the delimiter.

- By adding a delimiter; a character which identifies that this is the end of the search string. Such a character can be # for example.

You can configure which character you wish to use as a delimiter.

Installing the printer driver on clients' machines

To use the NetPrintQueue2FAX feature from a client machine, the printer driver must be installed on the client machine. This procedure is the same as adding any other Windows network printer driver.

Windows Vista/7

1. On the client machine, from **Control Panel** select **Hardware and Sound ► Devices and Printers ► Add Printer ► Add a network, wireless or Bluetooth printer** and click **Next**.

2. Select NetPrintQueue2Fax printer from the list of found printers, or click **The printer that I want isn't listed** to manually type the path of NetPrintQueue2Fax using the format \\FaxServerName\NetPrintQueue2Fax.

NOTE: If GFI FAXmaker server uses a 64-bit infrastructure, the NetPrintQueue2Fax printer driver needs to be installed. To do this:

   a. Click **OK** in the 'No driver found' dialog to locate the driver manually.

   b. Browse to the GFI FAXmaker server and open shared folder **NetPrintQueue2Fax_Drivers**.

   c. Select **npqf.inf** and click **Open** to install the driver.

   d. Windows will verify the publisher of the driver software. Click **Install this driver software anyway** to proceed.

3. Click **Finish** to add the NetPrintQueue2Fax printer to the list of printers.

Windows XP

1. On the client machine, select **Start ► Printers and Faxes ► Add a Printer** and click **Next**.

2. Select **A network printer…** and click **Next**.

3. Select **Find a printer in the directory** to select NetPrintQueue2Fax printer from the 'Find Printers' dialog.

4. If NetPrintQueue2Fax is not automatically found, close 'Find Printers' dialog, select **Connect to this printer** and type the path of NetPrintQueue2Fax using the format \\FaxServerName\NetPrintQueue2Fax. Click **Next** to continue.

NOTE: When GFI FAXmaker server is installed in a 64-bit environment, the printer driver of NetPrintQueue2Fax must be installed. To do this:

   a. In the 'Connect to a Printer' dialog click **OK** to locate the driver manually.

   b. Windows will verify the compatibility of the printer with Windows XP. Click **Continue anyway** to proceed.

   c. In the 'Insert Disk' dialog click **OK** to browse for the printer driver.

> d. Browse to the GFI FAXmaker server and open shared folder **NetPrintQueue2Fax_Drivers**.
>
> e. Select **npqf.inf** and click **Open** to install the driver.

5. Click **Finish** to add the NetPrintQueue2Fax printer to the list of printers.

Windows 2000/2003

1. On the client machine, from **Control Panel** select **Printers ► Add Printer ► Network printer** and click **Next**.

2. Select **Type the printer name…** and either:

- type the printer path using the format \\FaxServerName\NetPrintQueue2Fax, or

- click **Next** to browse for shared printers on the network and select NetPrintQueue2Fax from the fax mail server.

3. Click **Next** to add the NetPrintQueue2Fax printer to the list of printers.
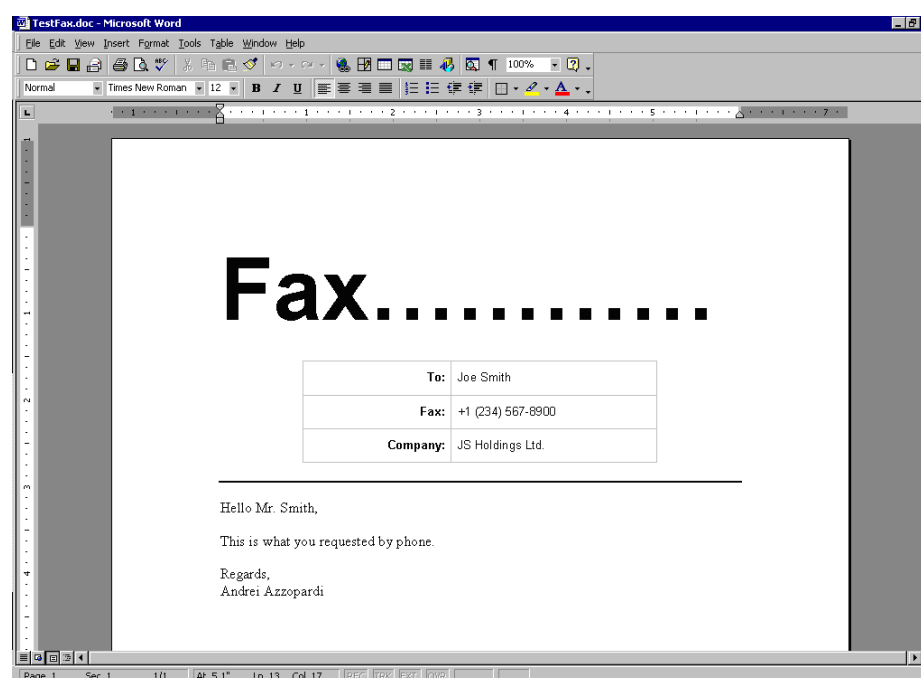
Using the NetPrintQueue2FAX feature

Using the NetPrintQueue2FAX is no different from printing to a network printer. Simply print from the application to the NetPrintQueue2FAX printer driver. Your fax will be automatically submitted to GFI FAXmaker and sent.

NOTE: You must include the search fields, and after the search fields you must have entered the recipient fax number. The recipient fax number is required. Other fields are optional.

If GFI FAXmaker fails to find the search fields in the document, it will send an error report to the user. Otherwise, it will fax the document and report back to the user as normal.

NOTE: User must be a GFI FAXmaker user.

Screenshot 103 - A document ready to be printed toNetPrintQueue2FAX

Sending a fax broadcast using NetprintQueue2FAX

The NetPrintQueue2FAX feature can also be used to send out fax broadcasts. Setup your mail merge in Microsoft Word, ensure that the recipient information is included in each page and include at the end of a document a fax separator. To send a fax broadcast using the Microsoft Mail merge feature:

1. Create a database or file with recipient information, including. fax number (required), Company name (Optional) and Recipient name (Optional). You can either use an existing data file or create a new one. For more information about this, consult the Microsoft Mail Merge help/documentation.

2. Create the document that you want to fax broadcast. Include the fax number, company name and recipient name fax fields in the merge document.

3. Include the search fields that GFI FAXmaker has to search for in front of the mail merge fields. After the mail merge fields, include the delimiter character.

4. At the end of the document to be merged include the @# characters at the beginning of a line. Ensure that the line after these characters is empty. These 2 characters are referred to as the fax separator characters, and indicate to GFI FAXmaker that the next page is a new fax.

Why the fax separator is needed

When you create a mail merge to be fax broadcasted, you must indicate the end of the merge letter, in the mail merge document. This is because Microsoft Word will create one big print job out of the mail merge, and GFI FAXmaker needs to be able to separate each merge letter to individual faxes. When you create a mail merge, at the end of the merge letter you therefore must add the fax separator characters.

5. When your merge is set-up, merge to the printer. After the mail merge is created, print to the NetPrintQueue2FAX printer. GFI FAXmaker will pick up the job, separate out the print job to individual fax transmissions and send out the broadcast.

Use Text API commands

In addition to embedding recipient information in the document, you can also add further commands at the top of the document to schedule a fax, specify resolution etc. This works in the same way as the Text API. Simply enter your commands at the top of the document. GFI FAXmaker will remove these commands automatically.

For more information regarding the Text API commands refer to the GFI FAXmaker API manual available from http://www.gfi.com/fax/fax14apimanual.pdf .

The SMS gateway

Introduction to the SMS gateway

GFI FAXmaker includes an email to SMS/texting gateway, enabling users to send SMS/text messages from Outlook. SMS is very popular, and is increasingly used for business purposes as well.

What is SMS?

The Short Message Service (SMS) is the ability to send and receive text messages to and from mobile telephones. The text can comprise of words or numbers or an alphanumeric combination. SMS was created as part of the GSM Phase 1 standard. The first short message is believed to have been sent in December 1992 from a Personal Computer (PC) to a mobile phone on the Vodafone GSM network in the UK. Each short message is up to 160 characters is length when Latin alphabets are used, and 70 characters in length when non-Latin alphabets such as Arabic and Chinese are used.

Why use an SMS gateway?

SMS messages can be sent from any GSM mobile phone, as well as from several Internet based service providers. Using a central company SMS gateway however have many advantages:

- Sending of messages from Outlook is much faster then from the mobile phone.
- Sending of messages from Outlook allows you to use the outlook contacts list.
- Sending of messages from Outlook allows you to keep a copy of SMS messages sent.
- A web based SMS provider means additional administration costs and means users will have to login to the service with their user account. Additional steps for the user and additional administration for the administrator.
- Because all SMS messages will be logged on the server, you can ensure that sending of SMS messages will be used for business purposes only
- Users will not use SMS to communicate with colleagues or customers if they have to use their own mobile, because of the charges involved.

Requirements of the SMS gateway

To use the SMS gateway, you need to:

- Use a supported GSM modem connected to the GFI FAXmaker fax server machine.

Or

- Subscribe to a supported web based SMS provider

We recommend using a GSM SMS modem, since then you can send messages even when your internet connection is down. Furthermore you can also receive messages, which is not possible using a web2SMS service.

Supported mobile phones/GSM devices

For the latest list of supported mobile phones and GSM devices, please see the following GFI knowledge base article at:

http://kbase.gfi.com/showarticle.asp?id=KBID001914

Web based SMS providers

If you want GFI FAXmaker to send the SMS's via a web based service provider, you can:

Use Clickatell, an SMS provider which has been preconfigured for use with GFI FAXmaker. This is a web based SMS service which sends SMS messages worldwide. The cost is about 4 Euro cents per message. You can subscribe to the Clickatell service at: http://www.clickatell.com/central/campaigns/redir.php?cid=870

Use a custom service that allows for SMS messages to be submitted via SMTP.

Configuring the GFI FAXmaker SMS gateway

Once you have decided whether you want to use a mobile phone or a web based SMS service to send out messages, you can configure the SMS gateway. To do this:

1. Go to **SMS ►SMS users** node.

2. Right-click on the SMS user's node and select 'new SMS user'. In the Active Directory user picker, select a single user, multiple users or a group of users. Click **OK**. The users are now added to the SMS user's node.
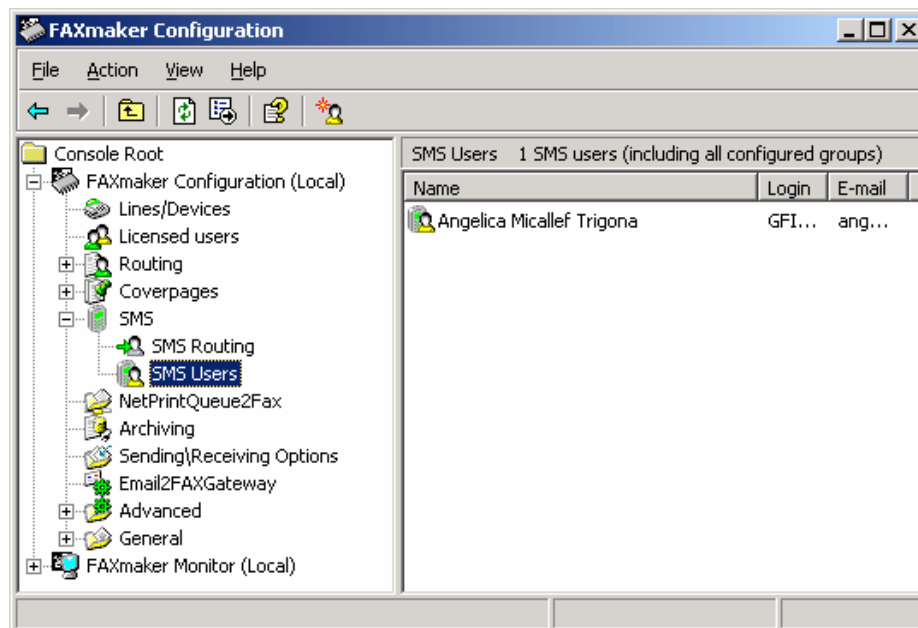
Screenshot 104 - Configuring SMS users

3. Right-click on the SMS node and select properties. Click on 'Enable SMS gateway'. Select from:

- Inbuilt SMS server (Requires compatible mobile)

- Generic SMS service provider template

- Clickatell Web2SMS service.
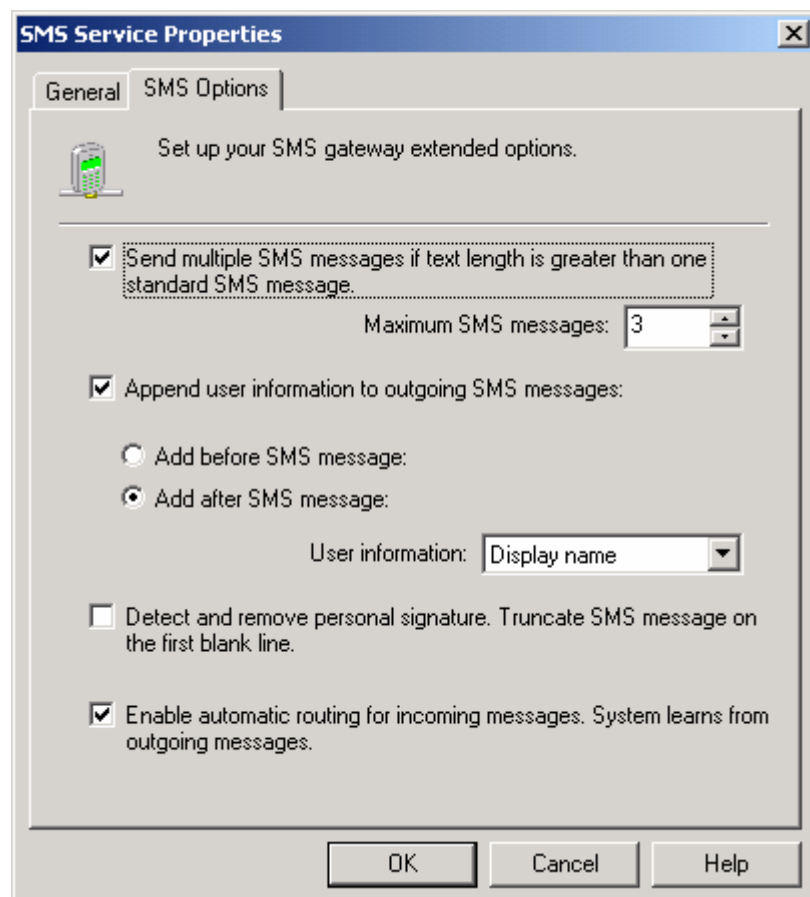
4. In the SMS options tab you can configure:

- **Send multiple SMS messages -** Select this option if you want messages that are longer then the allowed length to be split up into multiple SMS messages. If chosen, then you must specify a maximum of SMS messages allowed.

- **Append user information to outgoing SMS message -** This option allows you to add one of the following sender information fields either before or after the SMS message:

- **Display Name, Name, Surname, Company or Department.**

- **Detect and remove personal signature -** Some users forget to delete their signature. GFI FAXmaker can detect this by only sending the text before the first blank line.

- **Enable automatic routing of incoming SMS messages -** This will enable automatic routing of SMS messages according to the logic below.

If you chose using the inbuilt SMS server, go to 'Configure the SMS server'. If you chose a web service, go to 'Configure the web2sms service'.

Configure the Web2SMS service

Configuring a custom SMS service

Right-click **SMS ► Properties** and tick the 'Enable SMS gateway' option. Select Generic email SMS template. This template allows you to configure how the SMS message is forwarded via email to your SMS service provider.

You can control how the message and number will be inserted into the body of the mail, and through which SMTP server and to which email address the email has to be sent.
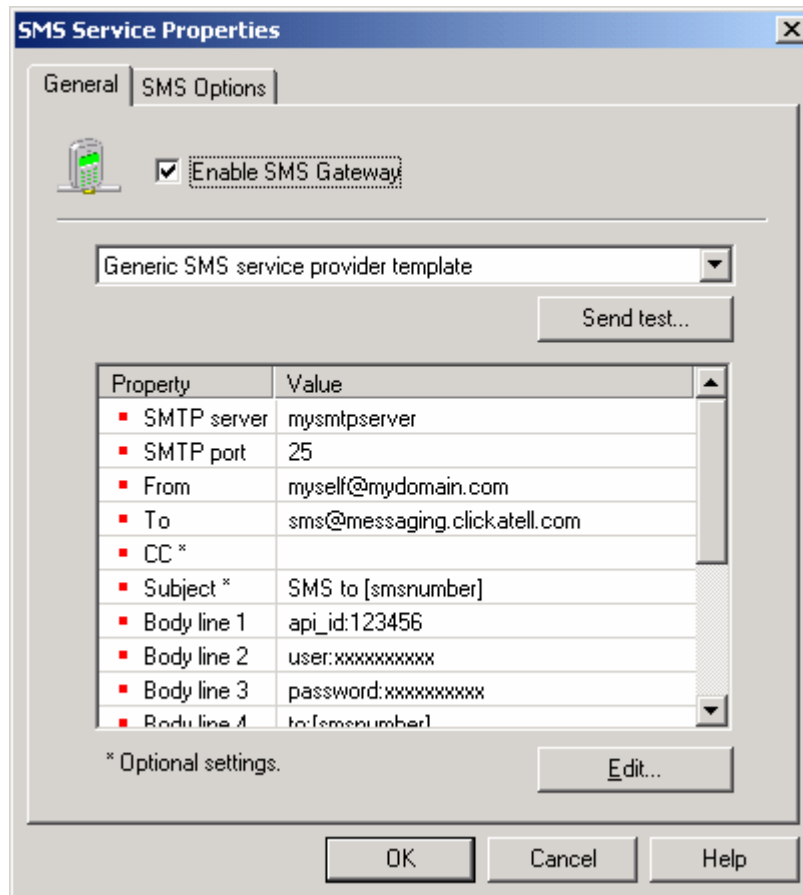
Screenshot 106 - Configuring an SMS service provider

The following options have to be configured:

- **SMTP server:** Specify either your own mail server, or the mail server of the service provider

- **SMTP port:** Specify the port number

- **From:** Specify what the from address should be

- **To:** Specify to which email address it should be sent. You can specify the [smsnumber] in the email address, for example [smsnumber]@yourprovider.com

- **CC:** Specify if you want a copy of the message sent to another email address. Leave empty if you don't want a CC to be sent.

- **Subject:** This allows you to specify a subject. You can include the number variable if you want [smsnumber]

- **Body line 1 - X:** In each of the message body lines you can specify 2 variables: [smsnumber] and [smstext]. The [smsnumber] variable will be replaced by the recipient mobile number and the [smstext] variable will be replaced by the SMS text to be sent.

In the preconfigured example, the number is sent via the subject, and the body contains a number of lines including the message, the credentials etc. Check with your SMS service provider how the SMS will have to be forwarded and with what characters or strings you have to identify the number and message text.

Configuring the Clickatell service

Right-click on the **SMS ► Properties** and tick the 'Enable SMS gateway' option. Select 'Clickatell Web2SMS service'.

Screenshot 107 - Configuring the Clickatell service

The following fields have to be completed:

- **API Identifier:** This ID is assigned to you by Clickatell upon sign up.

- **From:** Specify the sender of an SMS message, for example 'Company'.

- **User name:** Assigned to you by Clickatell

- **Password:** Assigned to you by Clickatell

NOTE 1: This data will be provided to you when you sign up for the service at www.clickatell.com. To sign up, simply click on the 'Sign up' button.

NOTE 2: When using the Clickatell SMS service, remember that the country code must be included. The Clickatell service is located in South Africa, and therefore it needs to know the country to which you wish to send the SMS. You will also require making your network users aware of this.
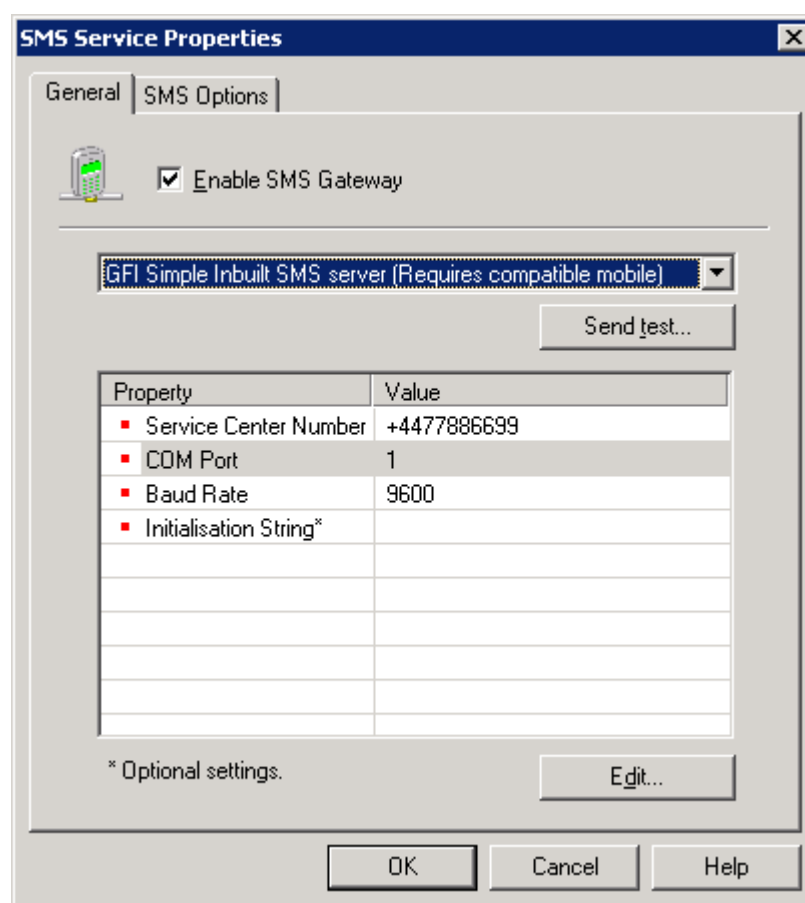
Configuring the SMS server

If you have selected to use a GSM device, rather then a web based service, you have to set-up the SMS server, which communicates directly with the GSM devices to send and receive SMS messages.

There are two engines that can be used to use GSM hardware directly; The GFI simple inbuilt GSM server and the inbuilt GSM server. The former is developed and maintained by GFI and the latter uses a third-party engine and is only recommended as a second choice.

Configuring the GFI Simple Inbuilt SMS server

Right-click **SMS node ► Properties**. Tick the 'Enable SMS gateway' option and select 'GFI Simple Inbuilt SMS server (Requires compatible mobile)'.

Screenshot 108 - Configuring the GFI Simple Inbuilt SMS server

The following fields have to be filled in:

Service Center Number: This is the Service Center Number (SMSC) given to you by your GSM network/SIM card provider. This field can be left empty if you do not know this number since most GSM devices can get this number directly from the SIM card.

- **COM Port:** This should be set to a single numeric value ranging from 1 to 32. For example, if you connected your GSM device to COM 1, you have to set this field to '1'.

- **Baud Rate:** This is the speed in bits-per-second (bps) at which your PC and GSM device talk to each other. This should be set to a single numeric value. Valid values are 2400, 4800, 9600, 19200, 38400 and 57600. Make sure to check with the device manufacturer for the best baud rate that the device can be used. Some devices can only communicate at a set speed for example 9600bps.

- **Initialization String:** This is an optional field that only needs to be set in case of a problem.

Configuring the Inbuilt SMS server

Right-click **SMS node ► Properties** and tick the 'Enable SMS gateway'.
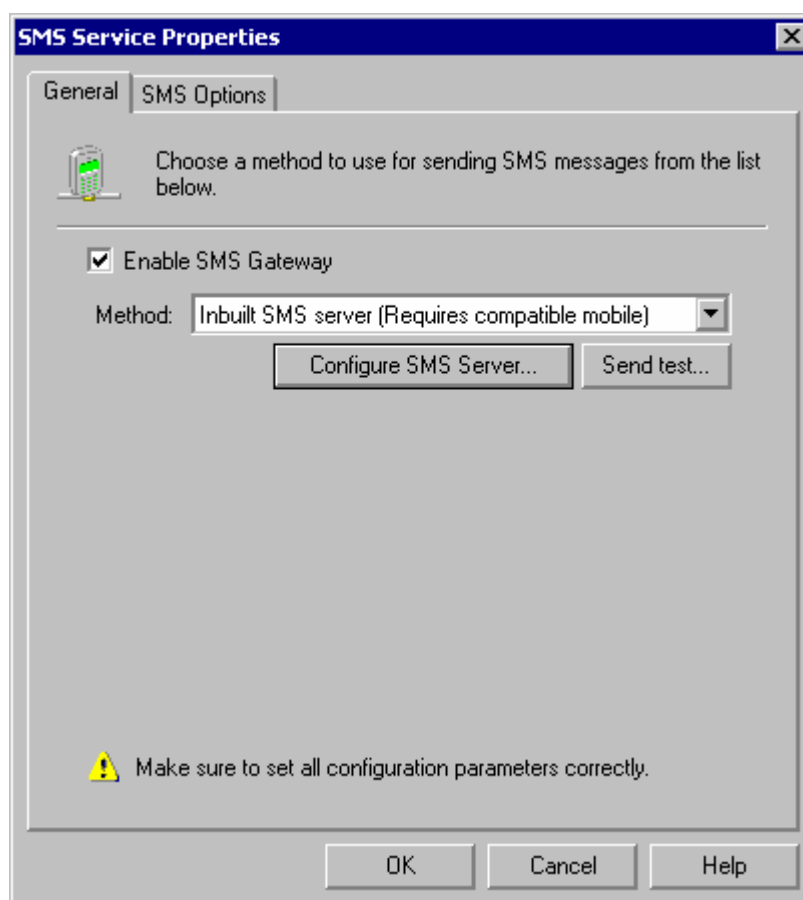
Screenshot 109 - Configure SMS server

1. Select 'Use inbuilt SMS server (Requires compatible mobile)'

2. Configure the SMS server by clicking on the **Configure SMS Server…** If no mobiles have been set-up yet, the "Add new mobile" dialog will show up. In this dialog, select on which COM port you have attached the mobile device. If this is not the first mobile being specified, you can copy the mobile information from one of the installed mobiles by using the "Copy settings from installed mobile:" option. Once the COM port is selected, press **OK**.
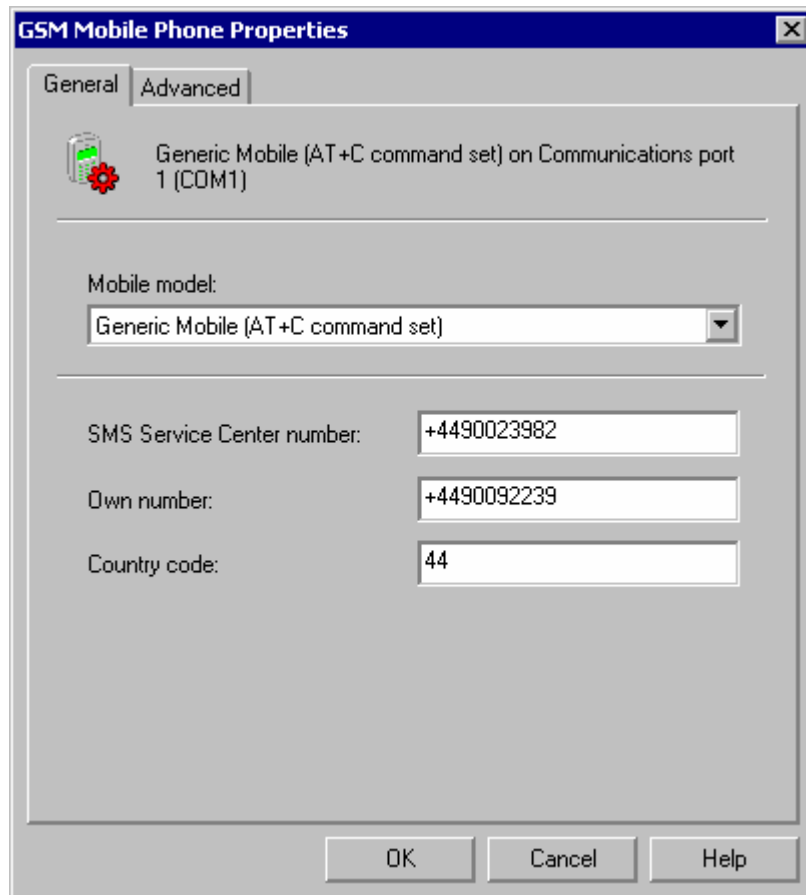
Screenshot 110 - General GSM Mobile Phone Properties

3. The GSM Mobile Phone Properties dialog will be shown. In this dialog, the following options have to be configured:

- **Mobile model:** Check if the mobile that you are using is specified in this list and if yes, select it. This will automatically set the Advanced options of the GSM mobile phone. If your mobile number is not listed, select "Generic Mobile (AT+C command set)". Also specify:
  - o **SMS Service Center Number:** Mobile network provider's **SMS Center Number.** This number is provided to you by your mobile provider.
  - o **Own number:** Mobile phone number.
 - o **Country code:** Local country code number.
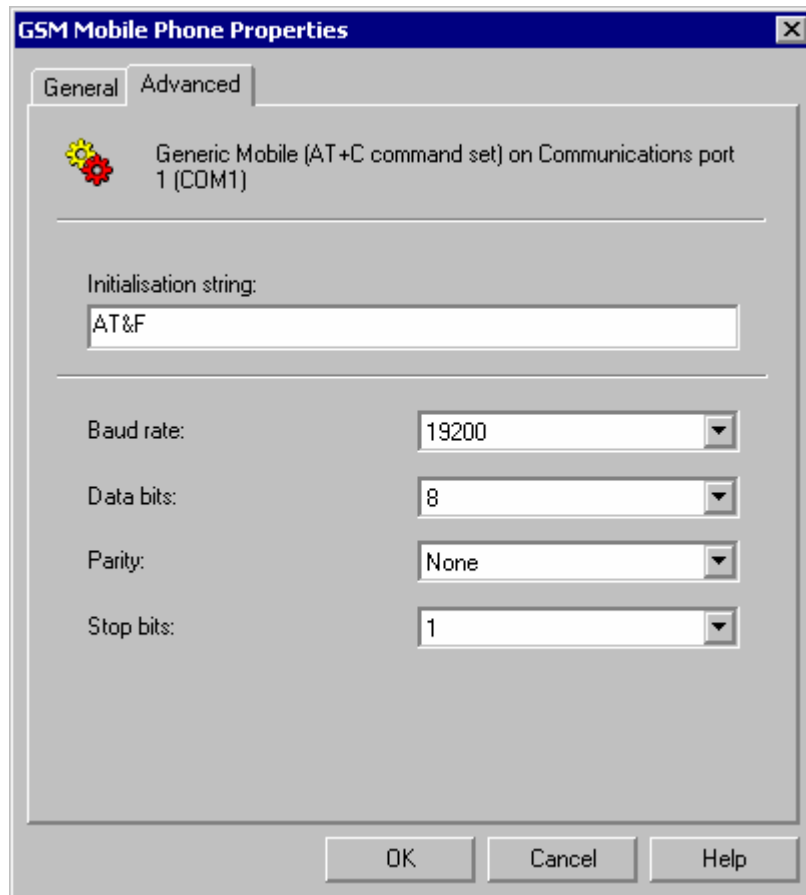
Screenshot 111 - Advanced GSM Mobile Phone Properties

4. If you have selected a "Generic Mobile (AT+C command set)" mobile, go to the Advanced tab to set up the mobile configuration. In the Advanced tab, the following options have to be configured:

- **Initialization string:** Input the Initialization string for the mobile device.
- **Baud rate:** Enables you to select how fast you want information transferred through the port.
- **Data bits:** Enables you to select the number of data bits you want to use for each character (in most cases 7 or 8).
- **Parity:** Enables you to select a method for error checking.
- **Stop bits:** Enables you to select a number of time units between the transmitted characters.

NOTE: Only the mobiles listed under system requirements are supported. If you are not able to configure a mobile using the settings above, you will need to acquire a supported mobile.
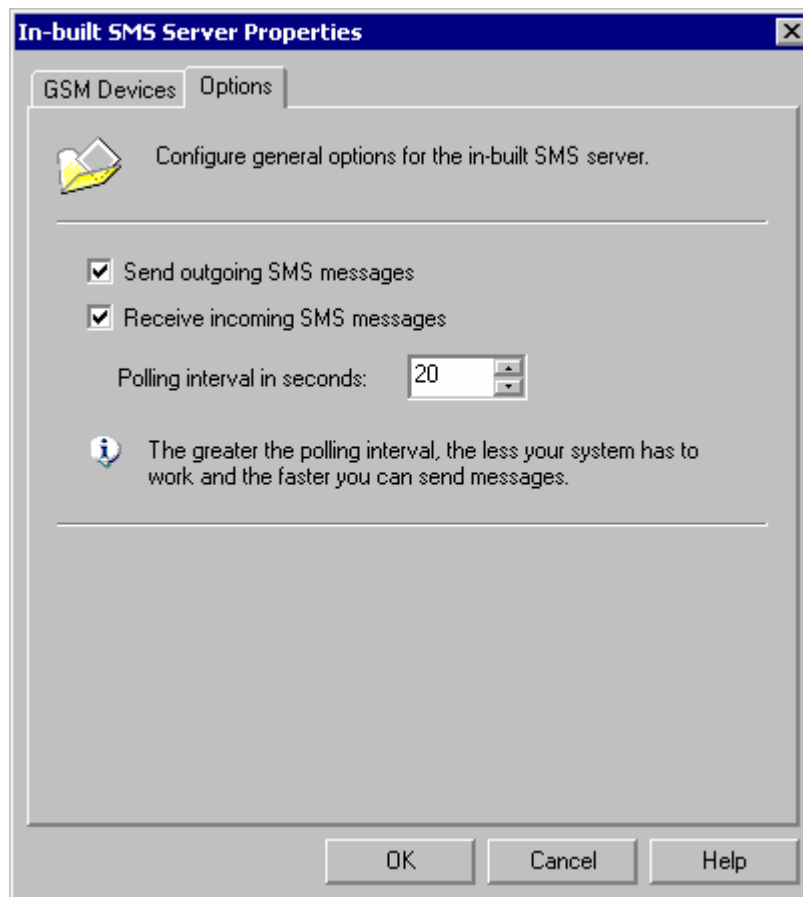
Screenshot 112 - In-built SMS Server Options

5. Once the mobile is set up, the "In-built SMS Server Properties" dialog will be displayed. The GSM Devices tab contains the list of configured GSM mobiles. The Options tab contains the following options:

- **Send outgoing SMS messages:** Enable this option to send SMS messages.

- **Receive incoming SMS messages:** Enable this option to receive SMS messages. If this option is not enabled, the SMS messages will remain in the mobile phone.

- **Polling interval in seconds:** Configures the interval for checking for incoming messages: The greater the interval the more priority is given to sending of messages.

Troubleshooting GSM SMS modems

Check the following issues:

- Check you have not configured GFI FAXmaker to use that port as a fax modem.

- Check if the GSM modem is not installed as a modem in control panel, this frequently causes other Microsoft applications such as RAS or Microsoft Fax to attempt to take control of the modem.

- Test the SIM card with your mobile and ensure there is reception, no pin number has been set, you have enough credits etc.

Routing received SMS messages

The SMS gateway can receive and route SMS messages as well. This option is only available if you are using a mobile phone to send and receive SMS messages. To switch on receiving of SMS messages, enable receive messages in the SMS server options dialog. Optionally SMS messages can be routed according to the logic described below. SMS routing can be switched on from the SMS properties dialog, SMS options tab (right-click on the SMS properties node).
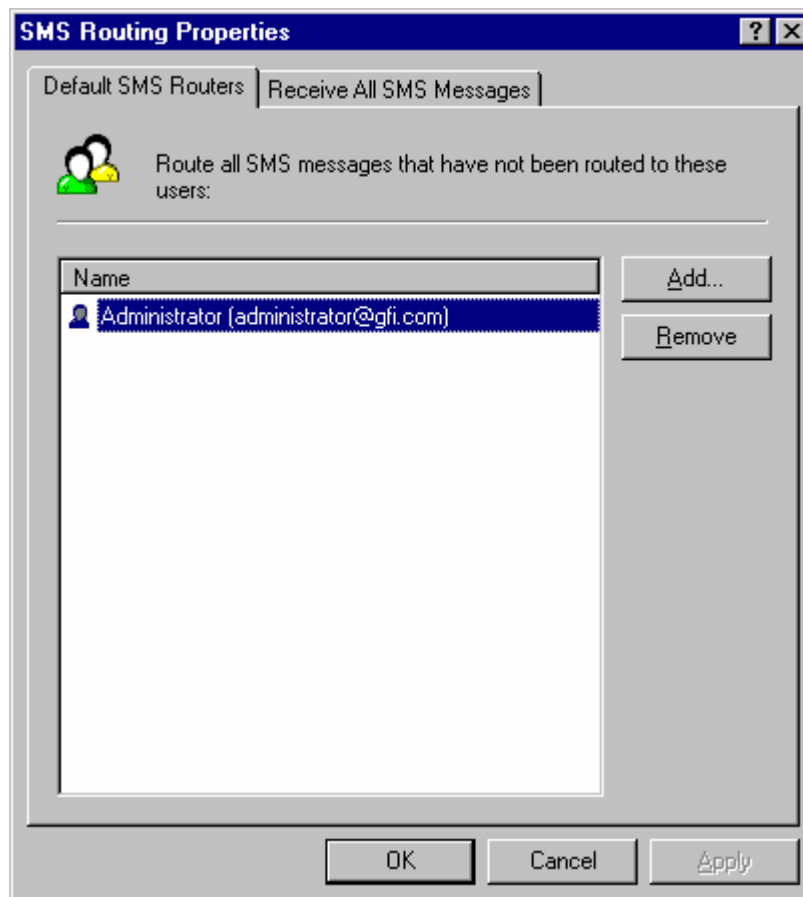
Screenshot 113 - SMS routing properties

GFI FAXmaker will route an inbound SMS message as follows:

1. SMS messages are routed to the person who recently sent a message to that number. Outgoing SMS message recipients are stored and associated with the user who sent the SMS. If an SMS message is received, it will be assumed that the SMS is an answer to the SMS the user sent, and therefore the SMS will be routed to that user. See below for more information about the routing logic.

2. Any un-routed messages, i.e. messages with whom no user is associated, are sent to the Default SMS router(s). The default SMS router(s) can be configured from SMS routing properties dialog, which can be accessed by right-clicking on the SMS ► routing node.

3. Optionally, all SMS messages, whether un-routed or not, can be sent to 1 or more users configured in the 'Receive all SMS messages tab'.

Inbound routing rules/notes:

1. The recipient's mobile is associated with the sender and a default expiry date of 5 hours is given to the association. The association will not expire if the mobile number is only assigned to one sender. Any received SMS messages from the associated mobile number will be routed to the original sender.

2. In the case where a second person sends an SMS message to an already associated mobile number, the system makes a second association to this sender based on the same rules. Any received SMS messages from the associated number will be routed to both senders.

NOTE: There is an exception where if the other associations of the same mobile number are expired, the expired associations will be removed from the associations' database and the SMS is sent only to the most recent sender.

3. For multiple associations, the system makes frequent checks for the older-but-not-yet-expired associations, in which case, if expired, they will be removed and only the latest association is kept.

NOTE: The association will be renewed (including expiry time) for every SMS message a sender sends to the same mobile number.

Configuring SMS archiving

Refer to the 'Archiving directly to a database' section of the 'Configuring fax archiving' chapter for more information on how to set up database archiving.

NOTE: All inbound and outbound SMS messages are archived in the same database as the fax archives when database archiving is enabled.

SMS log files

To control SMS usage, GFI FAXmaker includes SMS log files which show you when, where and what was sent via the SMS gateway. The SMS log files are located in the server directory along with the fax log files. The log files are called 'sms_sent.log' and 'sms_recv.log' for sending and receiving respectively.

The log files are in CSV format as follows:

Date,Time,Sender,Recipient,Status,Message,Details

For example:

"4/29/2003","17:13:34","joebloggs@gfi.com","+4490092239","Success","SMS: Hello SMS World!","Success". SMS posted to destination."

Sending an SMS

Directly from Outlook

To send an SMS from Microsoft Outlook, simply send the mail to <number>@smsmaker.com

NOTE: Remove any email signature as this will be included with your SMS message!

Using the GFI FAXmaker SMS form

You can also use the GFI FAXmaker SMS form. This form will save you having to type in an SMS number. When you select a recipient, GFI FAXmaker will automatically retrieve the mobile number of the contact.

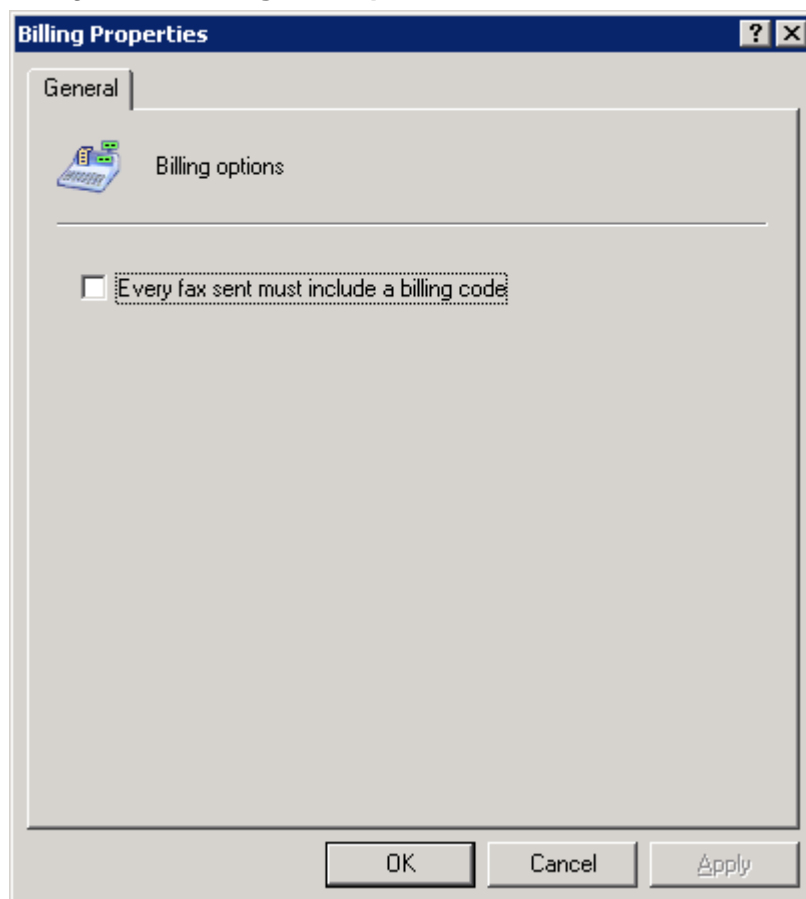**NOTE:** Ensure that the recipient's mobile number field is keyed in.

Billing

Enforcing Billing

GFI FAXmaker enables you to enforce the use of billing codes when sending faxes. When the use of billing codes is enforced, faxes without billing codes are not sent to the recipient.

To enforce billing codes:

1. Right click **Billing ▶ Properties**

Screenshot 114 - Enforcing billing options

2. Check 'Every fax sent must include a billing code' option to enforce billing codes.

NOTE: For more information on how to specify and use billing codes in Text or XML API refer to the GFI FAXmaker API manual available from: http://www.gfi.com/fax/fax14apimanual.pdf

Advanced use

Installing GFI FAXmaker in a Microsoft Exchange cluster environment

To install GFI FAXmaker in a Microsoft Exchange cluster environment:

1. Install GFI FAXmaker on a machine that does not form part of the cluster.

NOTE: The Microsoft Exchange cluster can either be Active/Active or Active/Passive.

2. On each cluster node you will need to setup an Exchange SMTP connector as described in the 'Installing the connector on a remote Exchange server machine' section of the 'Installing GFI FAXmaker ' chapter.

The send log and receive log file

GFI FAXmaker logs all incoming and outgoing faxes in the following two files: Sendlog.txt and Rcvlog.txt. The files are located in the GFI FAXmaker 'System' directory. By loading these files in Microsoft Excel, you can easily access this information.

Send log file

The following information is stored for each outgoing fax:

Date,Time,SenderEmail,SenderName,BillingCode,RemoteId,Recipien tName,RecipientCompany,RecipientNumber,CallDuration,PagesTrans ferred,Result,Info,Port,FilesInArchiveDir.

For example:

"22/12/96","22:18:16","nick@gfitest","nick","","88888888","nick","gfi"," nick_gfi_23 <fax@gfitest>","00:30","1","SUCCESS","Fax has been sent successfully","COM2",""

Receive log file

The following information is stored for each incoming fax:

Date, Time, RemoteID, CallDuration, PagesReceived, Result, Info, Port, FileInArchiveDir, RoutedTo.

For example:

"21/12/96","20:14:03","88888888","00:39","1","SUCCESS","Fax received","COM2","","nick@gfitest,alexm@gfitest,bart@gfitest"

The GFI FAXmaker Call accounting module/Log viewer

The Log view utility enables you to track of all outgoing faxes and manage the costing for each fax, user, or recipient. The log view utility is not included in the GFI FAXmaker set-up; it is downloaded separately from the GFI website.
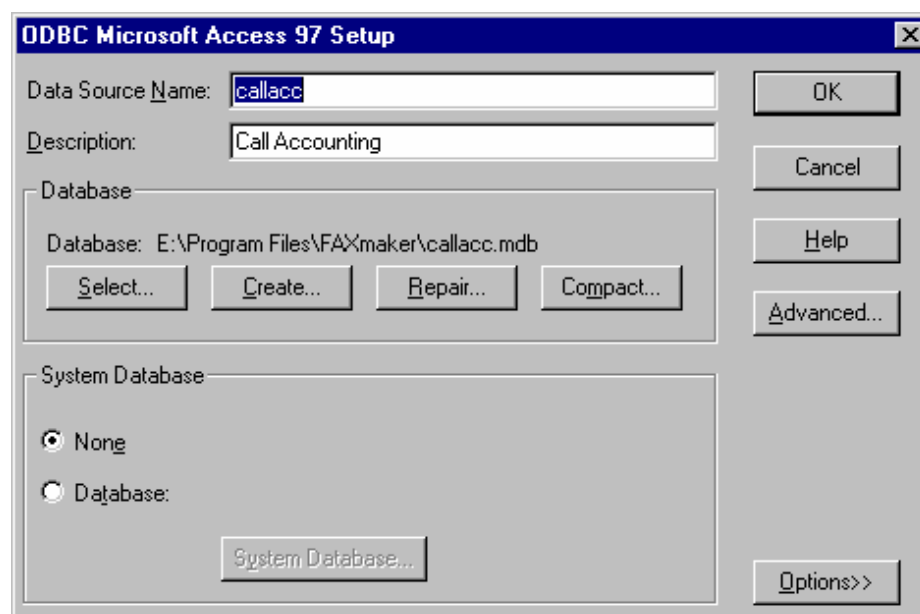
Setting up the Call accounting/Log viewer module

1. Set up ODBC to enable the export of the log file to an Access database:
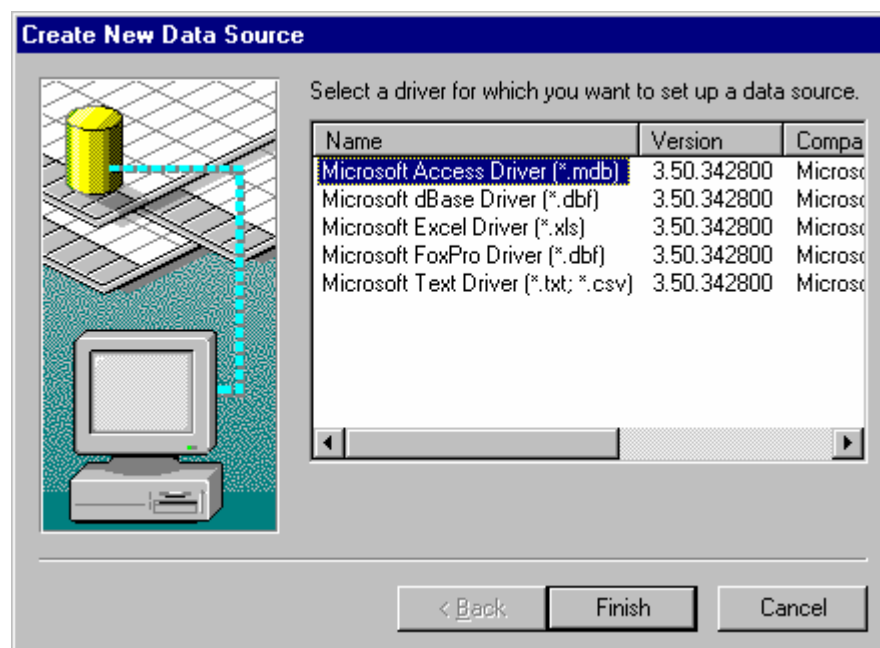
Screenshot 115 - Choosing the Microsoft Access Driver

a. From the **Control Panel,** Open **ODBC** and select the **System DSN** tab. Click on the **Add** button and in the Create New Data Source dialog, select **Microsoft Access Driver**. Click **Finish**.
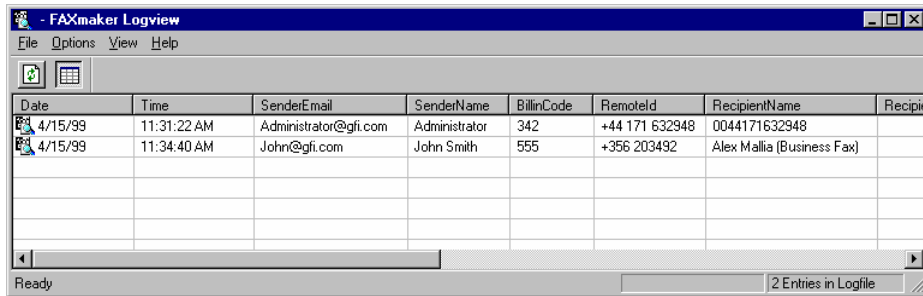
From set-up dialog enter **callacc** as the data source name and enter a description. In the Database section click **Select**, and locate the file **CallAcc.mdb** found in the GFI FAXmaker directory. Click on **OK** and save settings. You will now be able to start up the Log viewer from the GFI FAXmaker program group.

Using the Call accounting/Log viewer module

In the Log viewer you will see an overview of each outgoing fax, including information on who sent the fax, on which date, at what time, recipient details, billing code used, call duration, number of pages, fax line it was sent on, cost, and whether the fax failed or was successful.

You can customize the cost calculation tables by clicking **Options** and choosing 'Edit International Cost Table', 'Edit Long Distance Cost table, and 'Edit Local Cost table'. Customize your international dial out code by choosing **Options** and 'Edit Int. Dial Out code'.

You can export the log file by clicking **Options ► Export**.

| Date	Time	SenderEmail	SenderName	BillinCode	RemoteId	RecipientName	Recipie
4/15/99	11:31:22 AM	Administrator@gfi.com	Administrator	342	+44 171 632948	0044171632948	
4/15/99	11:34:40 AM	John@gfi.com	John Smith	555	+356 203492	Alex Mallia (Business Fax)	

Ready — 2 Entries in Logfile

Screenshot 117 - The GFI FAXmaker log view utility

HP Digital Sender integration

GFI FAXmaker can support the use of an HP Digital sender. This device is a scanner/copier, which allows you to send faxes directly from the Digital sender device, simply by entering the document in the tray and entering the fax number. This device eliminates the need for traditional fax machines. The fax will still be sent via GFI FAXmaker and the user will receive a confirmation in his mailbox.

Currently both HP Digital Sender 9100C and HP Digital Sender 8100C are supported.

NOTE: HP Digital Sender 8100C requires a LAN fax firmware upgrade to be used with GFI FAXmaker.
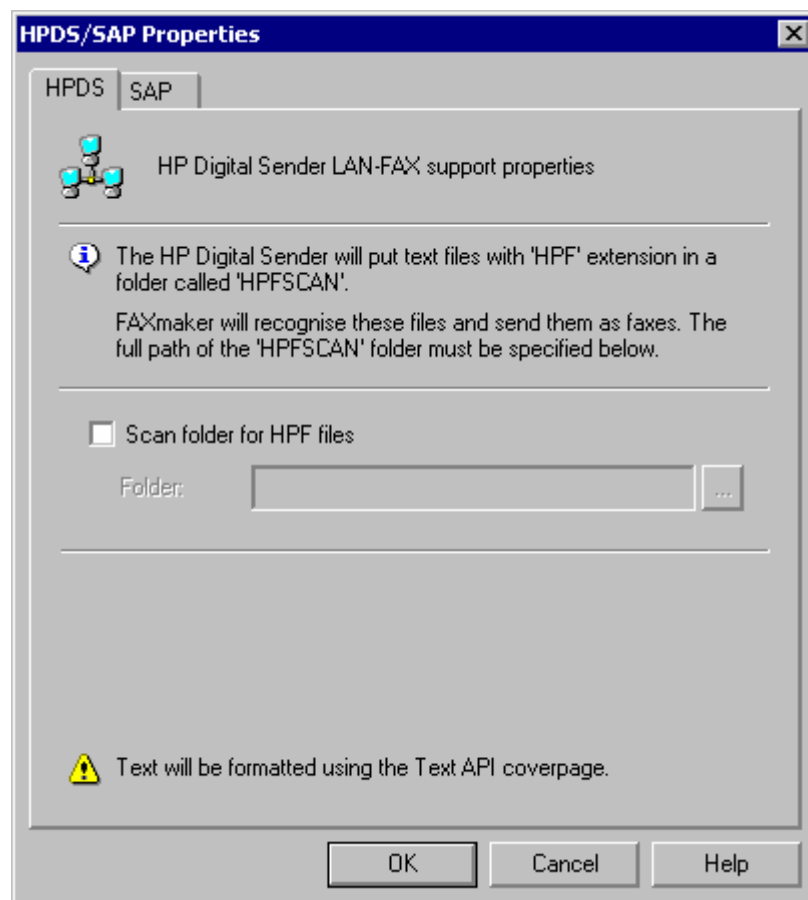
Screenshot 118 - HP Digital sender set-up

To enable faxes to be sent from an HP Digital sender:

1. In the HP Digital sender link applet, go to the Inbox page(tab). In 'Path to receive inbox', provide a directory where the HP Digital Sender will pick up the fax information files. Make sure that you check the 'enable receive' option.
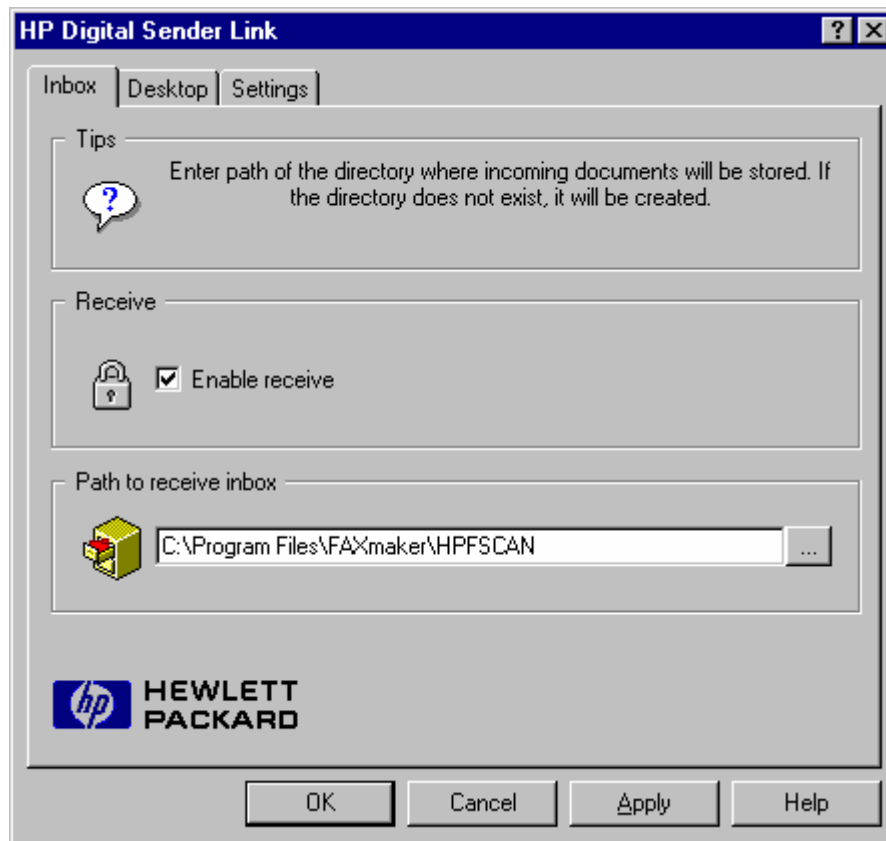
Screenshot 119 - Configuring the Digital Sender

2. In the GFI FAXmaker configuration program click on **advanced ►
HPDS** node and right-click to display properties. Enable the Scan
folder for HPDS files option and enter the directory you specified in
the HP Digital sender app, and a subdirectory named '\HPFSCAN' to
the path. For example, if you have set a directory 'c:\hpdsfaxes' in the
HP Digital sender link applet, you would specify
'c:\hpdsfaxes\HPFSCAN' in the GFI FAXmaker configuration.

3. Go to HP Digital sender JetAdmin utility and 'Modify' your HP Digital
Sender to enable fax. Choose 'Other vendors with notification support'
as Network Fax Server.

Customizing transmission reports

GFI FAXmaker includes the possibility to customize transmission
reports. The default transmission reports can be edited in the
following way:

1. Open one of the following files in the ProgramFiles\GFI FAXmaker
directory: error.fbt (error transmission reports), recv.fbt (incoming fax
report) and sent.fbt (sent fax report).

2. Delete or add fields as required. The following fields are supported:

Status: <status>

Date: <date>

Time: <time>

Date/Time: <date_time>

Speed: <speed>

Connection time:	<connection_time>
Pages:	<pages>
Total pages:	<total_pages>
Resolution:	<resolution>
Remote ID:	<remote_id>
Local ID:	<local_id>
Line number:	<line>
Retries:	<retries>
Description:	<description>
DTMF/DID:	<dtmf_did>
Subject:	<subject>
Billing code:	<billing_code>
Recipient last name:	<r_last_name>
Recipient first name:	<r_first_name>
Recipient name:	<r_name>
Recipient company:	<r_company>
Recipient department:	<r_department>
Recipient email address:	<r_email>
Recipient fax number:	<r_fax>
Recipient phone number:	<r_voice>
Sender last name:	<s_last_name>
Sender first name:	<s_first_name>
Sender name:	<s_name>
Sender company:	<s_company>
Sender department:	<s_department>
Sender email address:	<s_email>
Sender fax number:	<s_fax>
Sender phone number:	<s_voice>

Remember that not all fields are supported for each report!

The Exchange 2000/2003 SMTP connector

About the Exchange 2000/2003 SMTP connector

An SMTP connector for GFI FAXmaker is automatically configured during setup. This SMTP connector is a standard Exchange SMTP connector, pre-configured with the options required by GFI FAXmaker to operate properly. In fact the connector can easily be created manually as described further on in this chapter.

To access the connector do as follows:

NOTE: The exact path to connector properties may differ depending on how you have configured Exchange Server.

Exchange Server 2000

1. Launch Exchange System Manager

2. Navigate to: **Administrative Groups ► First Administrative Group ► Routing Group ► First Routing Group ►Connectors**

3. Right click on **GFI FAXmaker SMTP connector** and select **Properties**

Exchange Server 2003

1. Launch **Exchange System Manager** and expand the **Connectors** node

2. Right click on **GFI FAXmaker SMTP connector** and select **Properties**

Connector scope

An important setting is the connector scope. To access this option, access the address space tab of the GFI FAXmaker SMTP connector properties. By default, the GFI FAXmaker is configured to send out faxes for its routing group only.

The connector scope controls which messages can travel through this connector and determines the connector's availability to other servers within your organization.

If you select Entire organization then all fax messages from your entire company will go through this connector and will therefore be sent out by the GFI FAXmaker server connected to this connector. Select this option if you have multiple Exchange Servers in your network but want all faxes to be sent by a single GFI FAXmaker server.

If you have an enterprise network with more then 1 Exchange Server in multiple geographical locations, you probably will require several fax servers, and you would use a routing group to control which faxes are sent by this fax server. In this case, select 'Routing group' to restrict the connector's use to this routing group.

Manually creating the connector

It is possible to manually create the GFI FAXmaker SMTP connector, rather then have set-up do it automatically for you. A requirement of this setup is that the GFI FAXmaker server must be installed on a separate machine, i.e. not on the Exchange Server itself.

Exchange server must have an SMTP connector which routes to GFI FAXmaker server, all emails addressed to *faxmaker.com, smsmaker.com and fax.*:

To create this SMTP connector:

1. Launch **Exchange System Manager** and navigate to the **Connectors** node as follows:

- In Exchange 2000 go to **Administrative Groups ► First Administrative Group ► Routing Group ► First Routing Group ► Connectors**.

- In Exchange 2003 go directly to the **Connectors** node.

2. Right-click on the **Connectors** Node, select '**New->SMTP Connector**' and provide it with a name: 'GFIFAXmaker SMTP connector'.
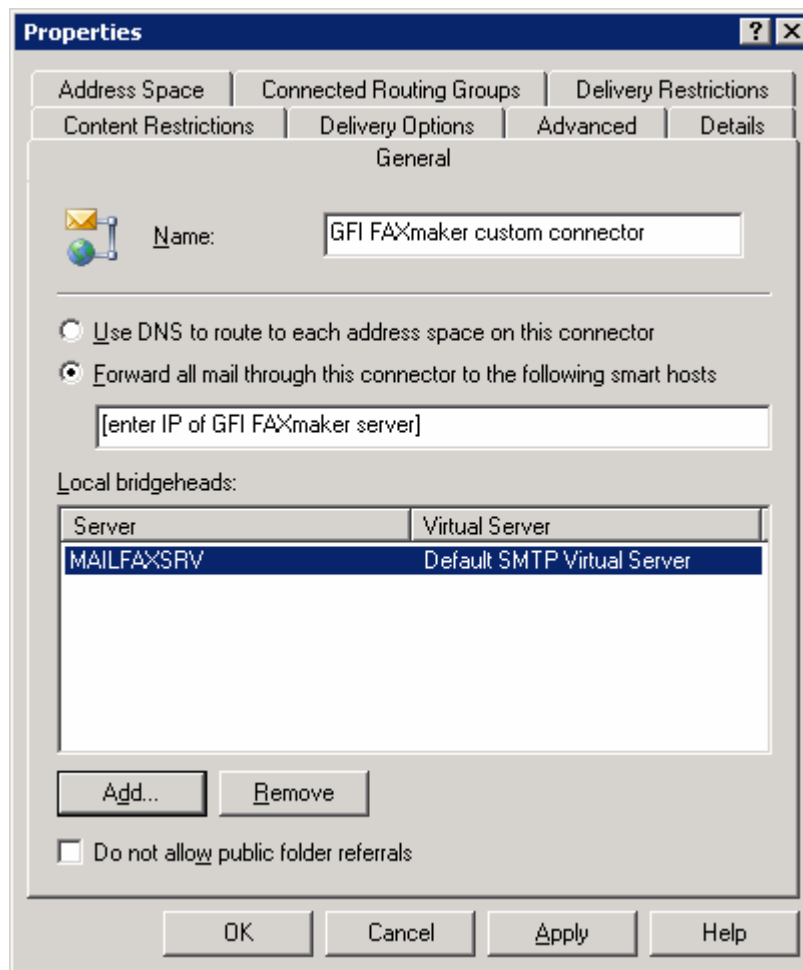
Screenshot 120 - Specifying IP/Name of GFI FAXmaker machine

3. Select the option "Forward all mail through this connector to the following smart host", and type in the IP of the GFI FAXmaker server enclosed within square brackets [ ] (e.g.: [100.130.130.10]). You can also specify the GFI FAXmaker server name if you wish.
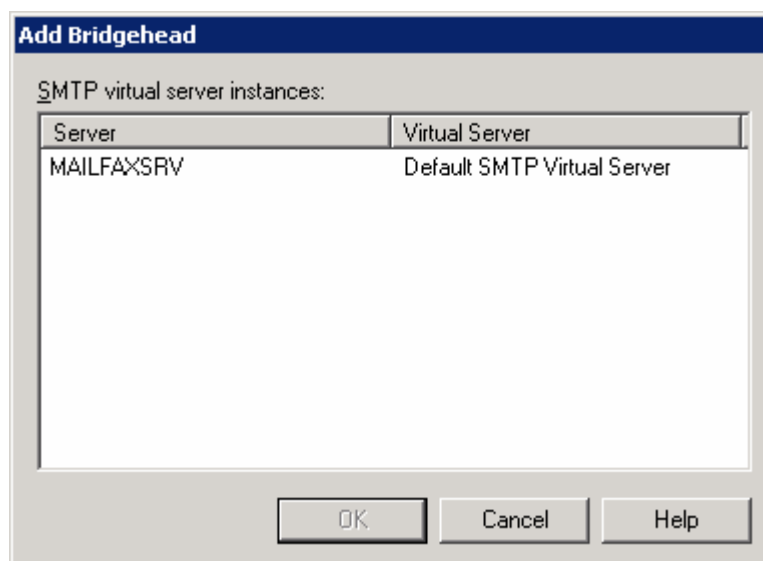
Screenshot 121 - Adding a bridgehead

4. Click on the 'Add' button in the local bridgeheads section, and select the default virtual SMTP Server instance.
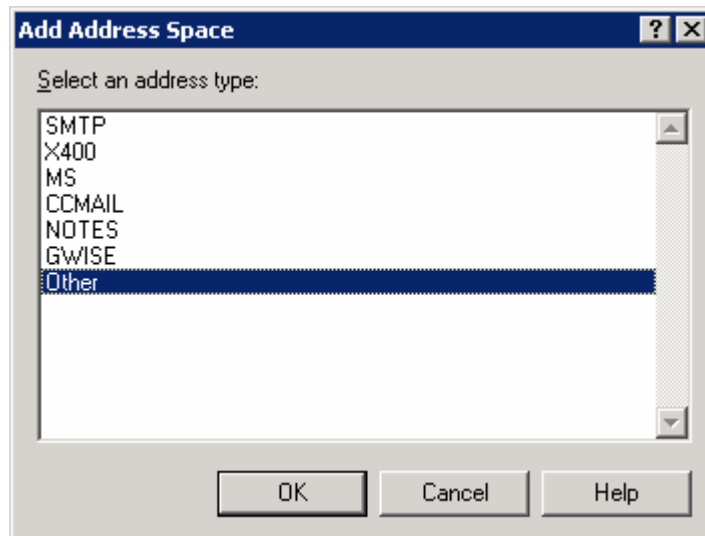
Screenshot 122 - Adding SMTP as address space

5. From the Address Space tab click Add, select 'Other' and click **OK**. The Other Address Space properties dialog will appear.
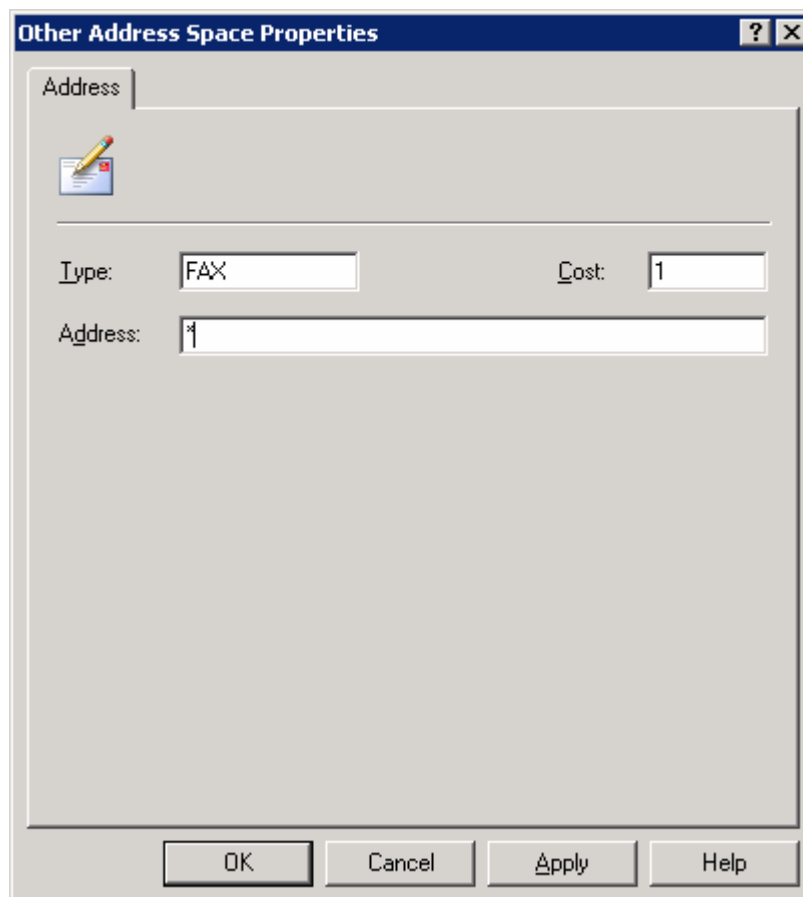
Screenshot 123 - Specifying FAX as an address space

6. Key in 'FAX' in the type edit box. Leave 'Cost' and 'Address' as they are. This will forward all mails addressed to fax: (the default MAPI

addressing format for fax) to the GFI FAXmaker server. Click **OK**. Repeat this process for SMS as well.
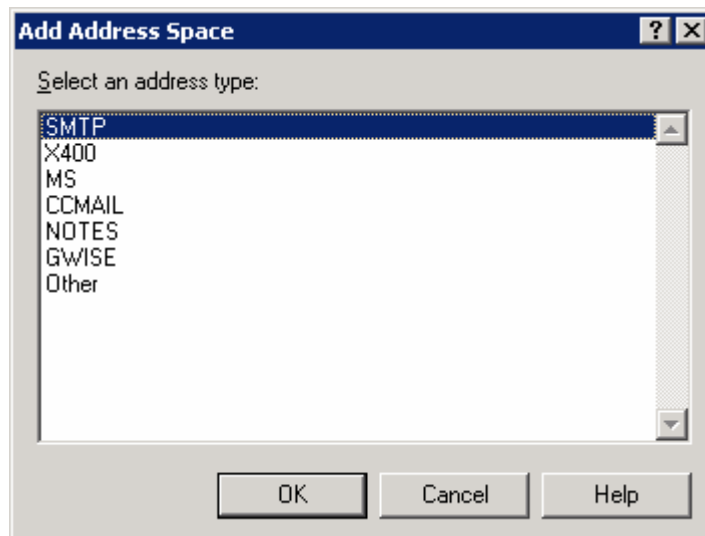
Screenshot 124 - Adding SMTP as an address type

7. To enable users to send faxes and messages using the SMTP format <number>@faxmaker.com and <number>@smsmaker.com (for sending sms/text messages), 2 other Address Spaces will be added. From the Address Space tab click **Add**. In the Add address space dialog, Select SMTP and click **OK**. The Internet Address Space properties dialog will appear.
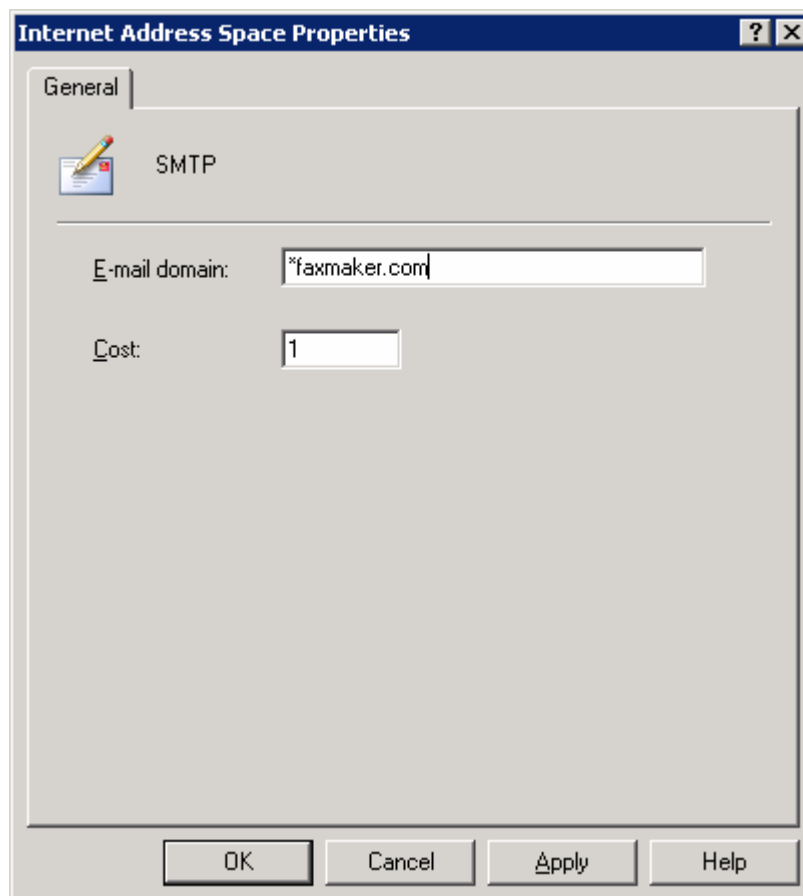
Screenshot 125 - Specifying GFI FAXmaker .com

8. Specify the faxmaker.com domain by entering '*faxmaker.com'. This forwards all mail for faxmaker.com to the GFI FAXmaker server. Repeat for the smsmaker.com domain too. Click **OK**.
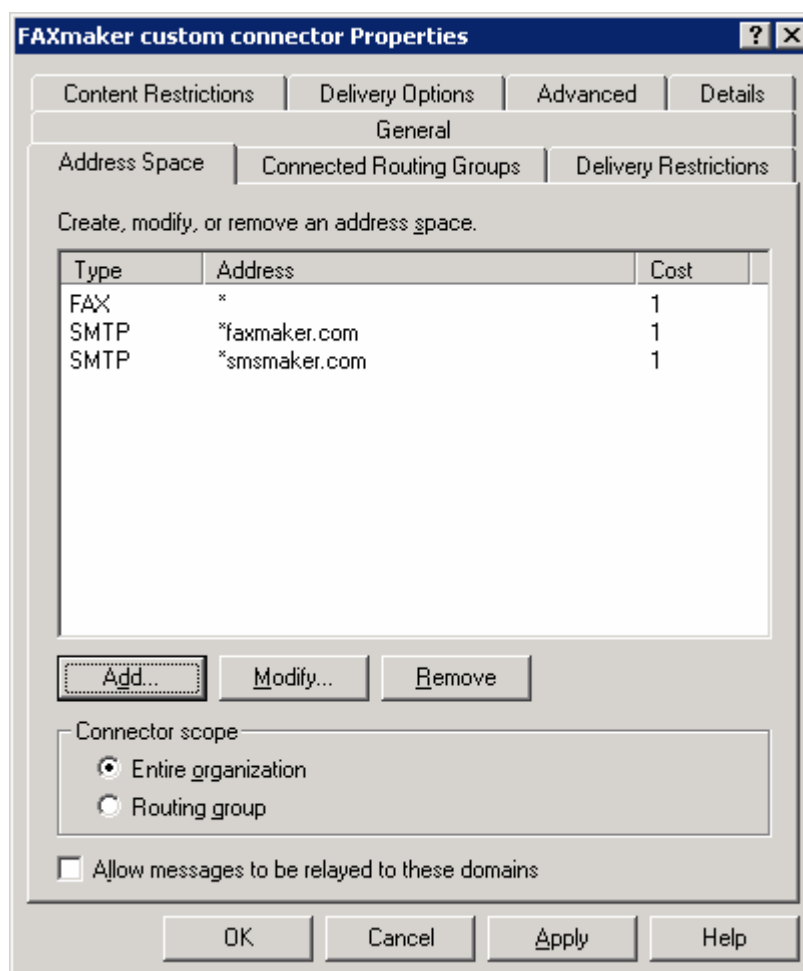
Screenshot 126 - The address space tab

9. In the connector scope section, select 'Routing group' to limit this connector to a particular routing group. Click **OK** to create connector.
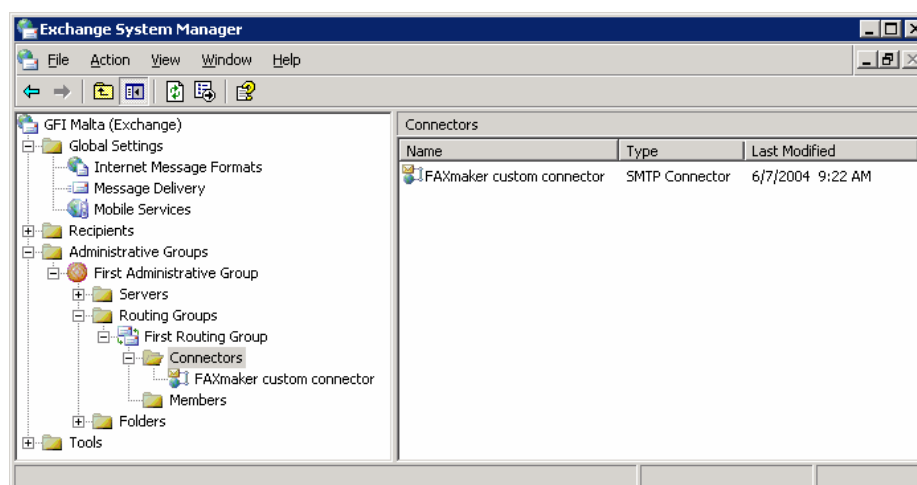
Screenshot 127 - Exchange system manager with the custom connector

The custom connector routes all mail sent to the MAPI [fax:] address and mail sent to faxmaker.com or smsmaker.com to the fax server. Users can now send faxes from Microsoft Outlook in 2 ways:

- Using the MAPI fax: & SMS: format (which outlook uses when you select a Business Fax recipient).

- By sending the mail to <number>@faxmaker.com or in the case of SMS/text messages to <number@smsmaker.com>.

The Exchange 2007/2010 connectors

About the Exchange 2007/2010 connectors

Connectors for Exchange 2007/2010 are created automatically when GFI FAXmaker is installed on the same machine as Exchange 2007/2010. In case where GFI FAXmaker is not installed on the same machine as Exchange 2007/2010, the receive connector needs to be manually created through PowerShell commandlets. In addition, a Send connector to Exchange 2007/2010 for address spaces *faxmaker.com* and *smsmaker.com* also needs to be created.

Manually installing or removing receive connectors

Receive connectors enable GFI FAXmaker to send messages (Transmission reports and administration messages) to users via Microsoft Exchange Server 2007/2010.

To create or remove a receive connector for GFI FAXmaker in Microsoft Exchange 2007/2010:

1. Launch "Exchange Management Shell" from Start Menu:

- **To create -** Run the following command "*new-receiveconnector -name "GFIFaxmaker" -Bindings "0.0.0.0:25" -RemoteIPRanges "127.0.0.1" -AuthMechanism "ExternalAuthoritative" -PermissionGroups "ExchangeServers" -fqdn "faxmaker.com"*"

- **To remove -** Run the following command "*remove-receiveconnector -Identity "GFIFaxmaker" -confirm:$false*"

Configuring a send connector for Exchange 2007/2010

GFI FAXmaker requires a "Send" connector which handles two SMTP address spaces (*faxmaker.com* and *smsmaker.com*) and two non-SMTP address spaces (*FAX:* and *SMS:*).

1. From the Exchange management console select **Organization Configuration ► Hub Transport ► Send Connectors ► New SMTP Send Connector**.
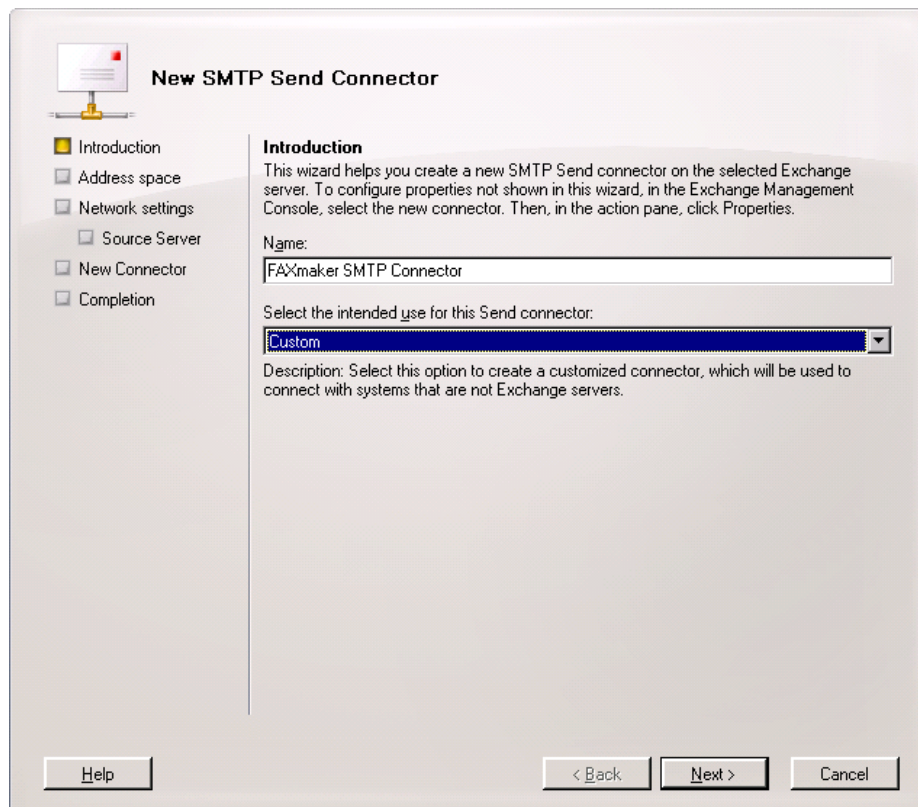
Screenshot 128 - New SMTP Send Connector

2. Provide a name for the new connector and choose "*Custom*" as the intended use for this connector. Click **Next** to continue configuration.
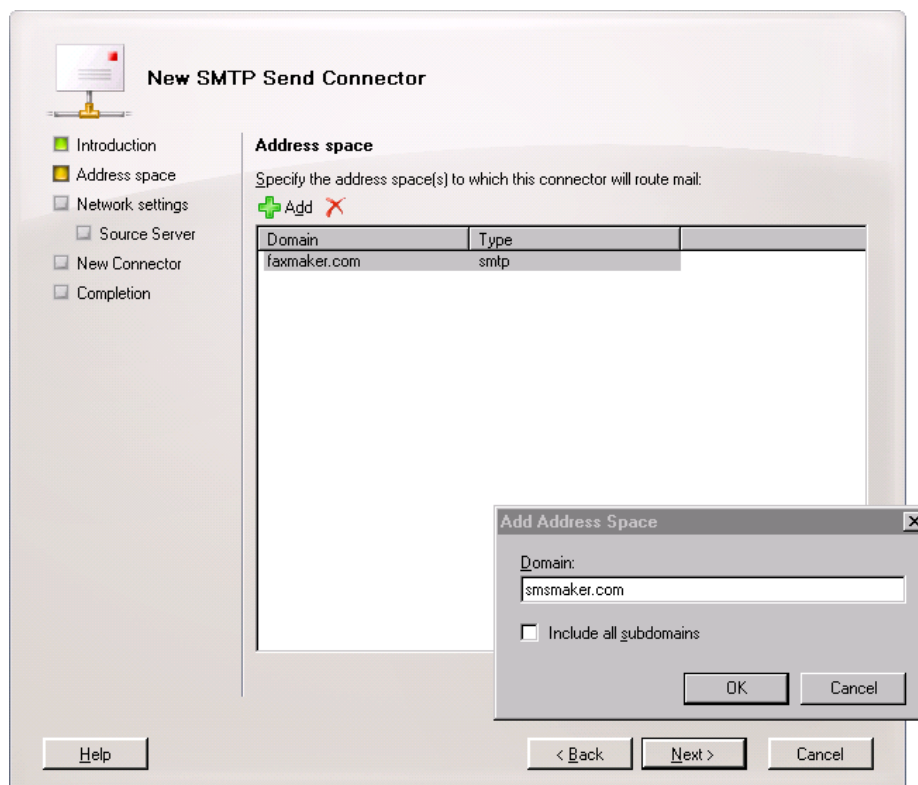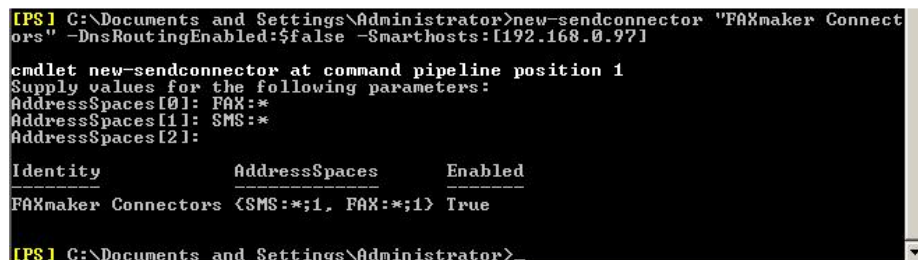

Screenshot 129 - Add new address space

3. Click on the **Add** button to add *"faxmaker.com"* and *"smsmaker.com"* as address spaces. Click **Next** to continue configuration.

4. In the *Network settings* screen choose '*Route mail through the following smart host'* option and key in the IP address of the machine where GFI FAXmaker is installed. Click on **Next** to continue configuration.

5. If required, in the *Configure smart host authentication* screen set the authentication for the smart host. Click on **Next** to continue configuration.
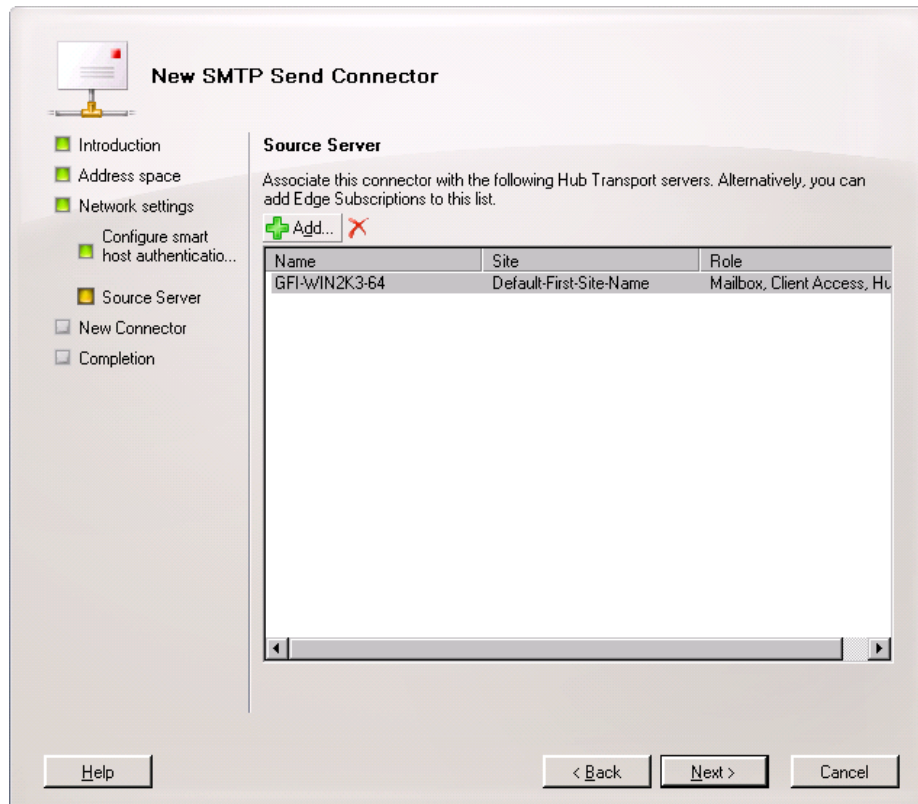
Screenshot 130 - Set source server

6. Set the Hub Transport Server for which the connector will be associated with and click to finalize configuration.

Screenshot 131 - Exchange management shell

7. Launch Exchange Management shell console and key in the following PowerShell commandlets:

- "*new-sendConnector <name of connector> -DnsRoutingEnabled:$false -Smarthosts:<IP of machine where GFI FAXmaker is installed>*"

- AddressSpaces[0]: FAX:*
- AddressSpaces[1]: SMS:*
- AddressSpaces[2]:

Manually installing or removing foreign connectors

Foreign connectors are automatically created during installation of GFI FAXmaker on Exchange 2007/2010 Hub Transport role. It enables Microsoft Exchange 2007/2010 to intercept messages sent by GFI FAXmaker to GFI FAXmaker domains (*faxmaker.com*, *smsmaker.com*, etc). Intercepted messages are saved to the drop folder in GFI FAXmaker installation where they are retrieved and processed.

NOTE: When GFI FAXmaker is not installed on the same machine as Exchange, this connector is not required and a *Send* connector will have to be configured instead.

To manually create or remove a Foreign Connector for GFI FAXmaker in Microsoft Exchange 2007/2010:

1. From command prompt, change directory to folder where GFI FAXmaker is installed.

2. Use the following commands:

- **To create -** "*fcadmin.exe -c -name "GFIFaxmaker" -AddressSpaces "SMTP:faxmaker.com,SMTP:smsmaker.com,FAX:*,SMS:*" -DropFolderPath "<FAXmaker Folder>\SinkDrop"*"

- **To remove -** Run: "*fcadmin.exe -d -name "GFIFAXmaker"*"

Configuring Exchange Server 5.5 for faxing

Introduction

GFI FAXmaker enables faxes and SMS to be sent and received by all users on legacy Exchange 5.5 servers. To enable users to do this, the Exchange 5.5 server must be configured to forward all mails sent to the faxmaker.com and the smsmaker.com domains to the GFI FAXmaker server. For more information on how GFI FAXmaker integrates with Exchange 5.5 please see the chapter 'GFI FAXmaker - an overview'.

If Active Directory is used, you must ensure that the email address of each GFI FAXmaker user has been entered in Active Directory. This is not done automatically by Exchange 5.5. If you don't use Active Directory you have to configure the name and email address of the GFI FAXmaker users. For more information, please see the paragraph 'Step 3: Specifying the fax administrator & users' of chapter 'Installing GFI FAXmaker '.

Configuring Microsoft Exchange 5.5

1. From the Exchange Administrator Open the IMS connector object.

Screenshot 132 - The Exchange 5.5 connector properties

2. Select the 'Connections' tab.
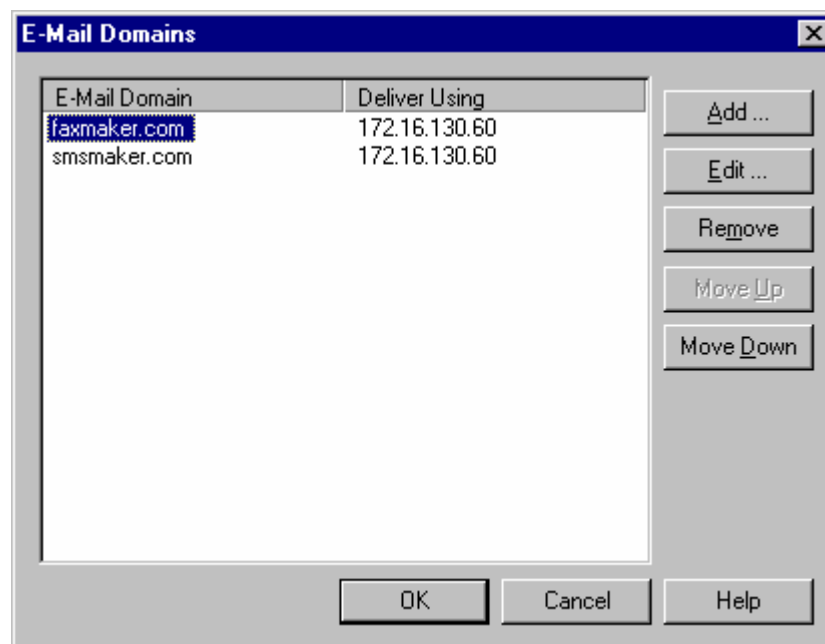
Screenshot 133 - The email domains dialog

3. In the 'Message Delivery' section click on the **Email Domain…**
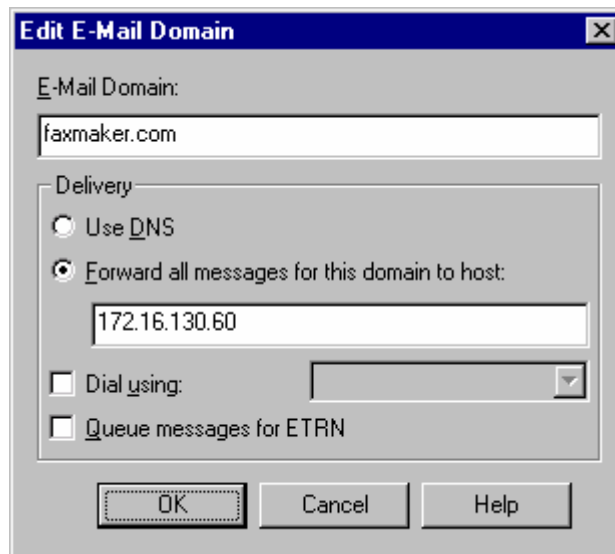
Screenshot 134 - Edit email domain dialog

4. Click **Add…** to load the 'Edit Email Domain' dialog. Set the Email Domain field to faxmaker.com.

5. Select the 'Forward all messages for this domain to host' option and in the edit box underneath it enter the IP address for the machine hosting the GFI FAXmaker fax server. Click **OK** and repeat the same process for smsmaker.com if you are using the SMS gateway.

6. The 'Email Domains' dialog shows the domains configured and the servers to which mail for those domains will be forwarded. Click **OK** to exit the dialog.

7. In the main IMS connector properties dialog select the Address Space tab and click on **New…**
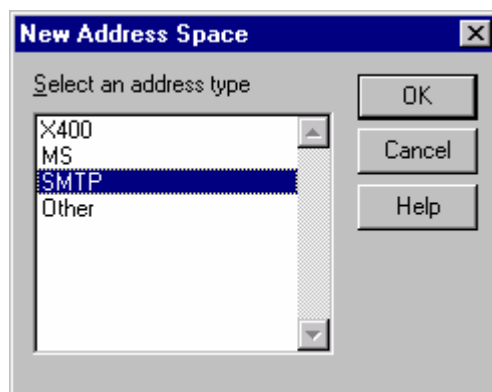
Screenshot 135 - New address space

8. In the 'New Address Space' dialog select SMTP and click on **OK**.
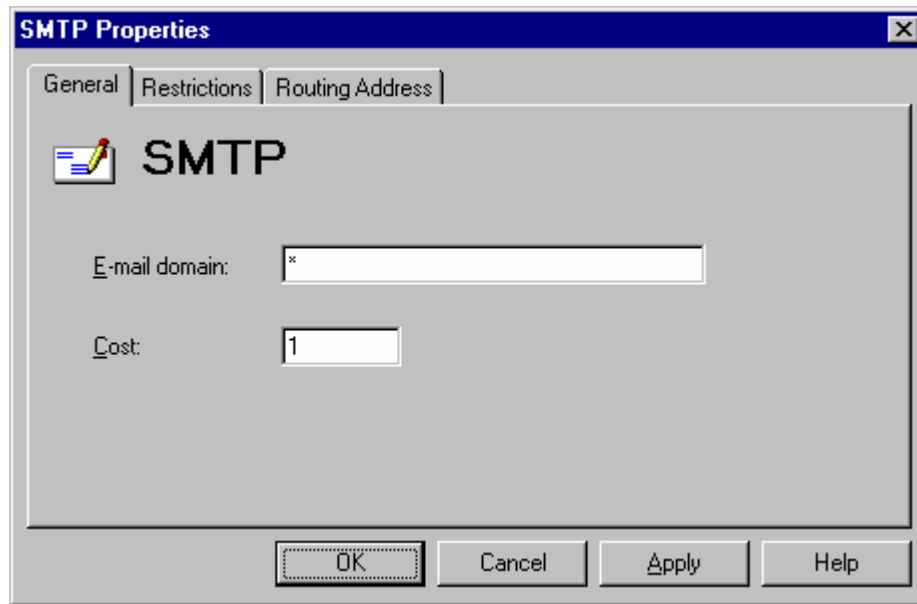
Screenshot 136 - Configuring SMTP address space

9. In the SMTP Properties dialog fill the fields under the General tab as follows:

- Email domain: *

- Cost: 1

Click **OK** to confirm changes.
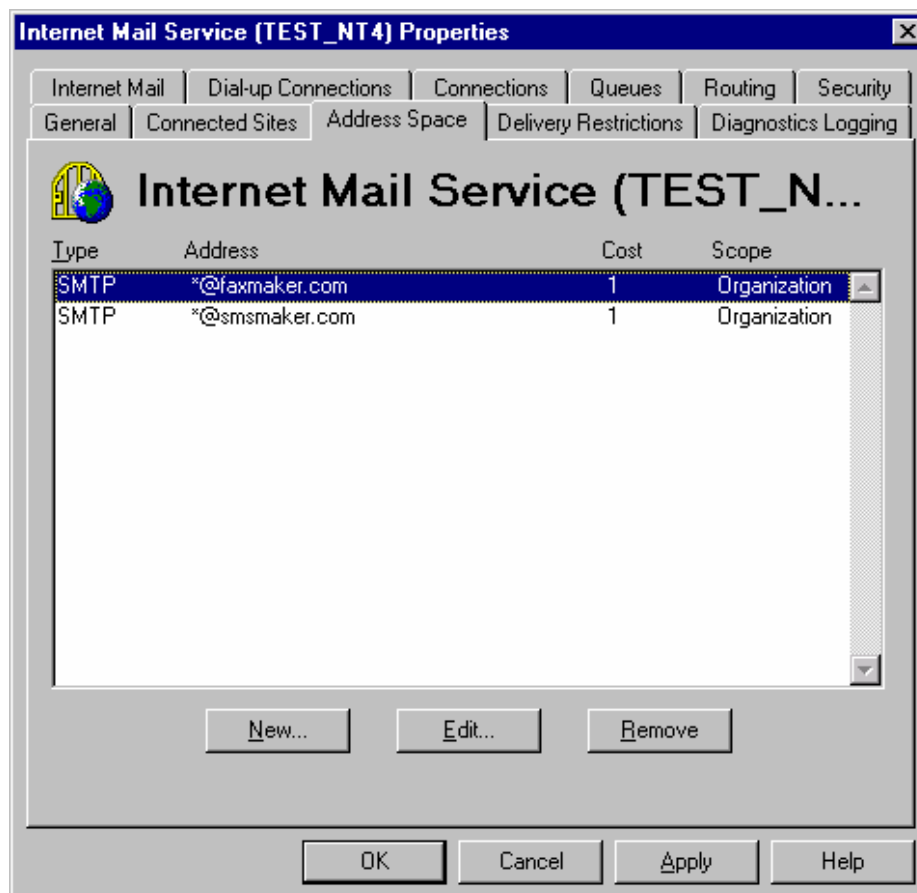
Screenshot 137 - The Internet Mail Connector configured for GFI FAXmaker

10. Click **OK** to save all changes. Restart the IMS service from the control panel for the new settings to take effect. The connector is now configured to forward all mails to faxmaker.com and smsmaker.com to the GFI FAXmaker fax server.

Disabling RTF for the faxmaker.com and smsmaker.com domains

After you have configured the domains, you must ensure that the mails are forwarded as text and not as rtf. To do this:
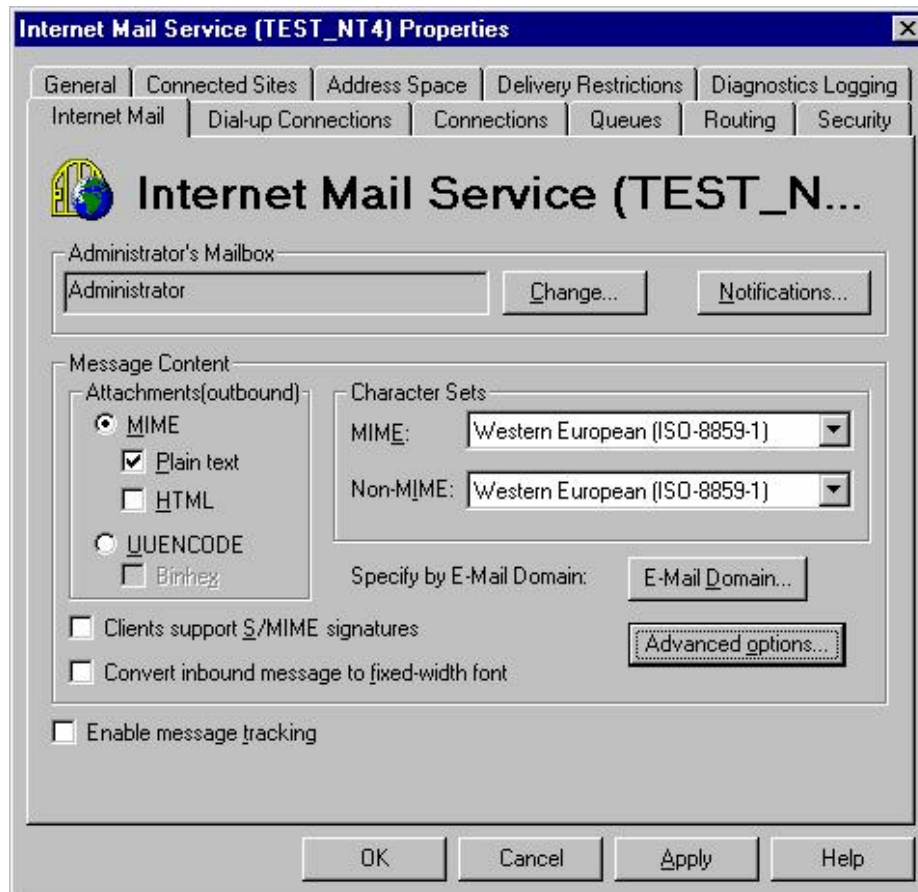
Screenshot 138- Internet Mail Service properties

1. From the Exchange Administrator Open the IMS connector object. Select the 'Internet Mail' tab. Click the 'Email Domain…' button.

Screenshot 139 - Email domain

2. In the 'Email Domain' dialog that opens click on 'Add…'
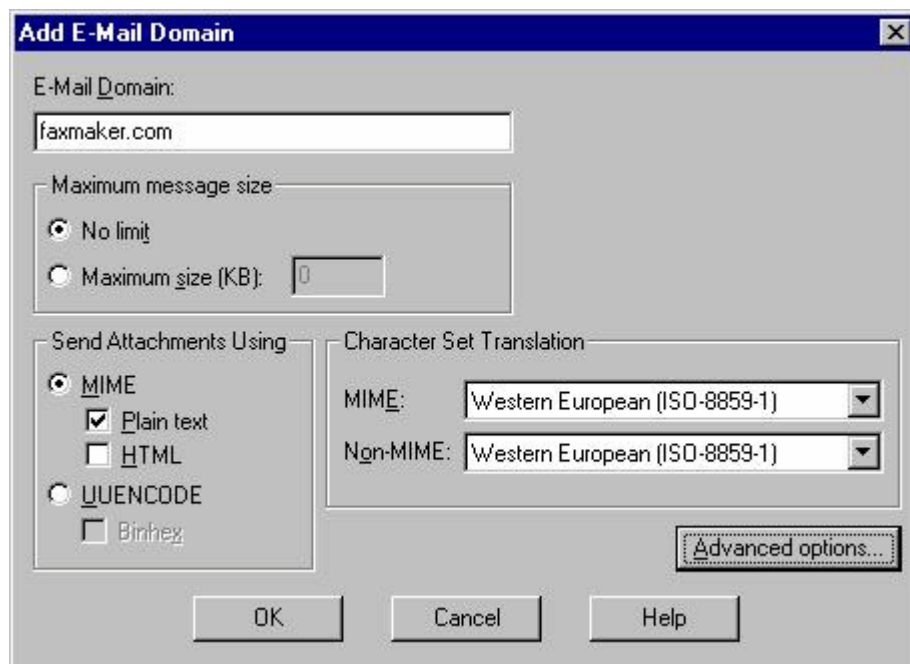
Screenshot 140 - Add Email domain

3. In the 'Add Email Domain' dialog enter the 'Email Domain:' as faxmaker.com. Click on 'Advanced options…' button.
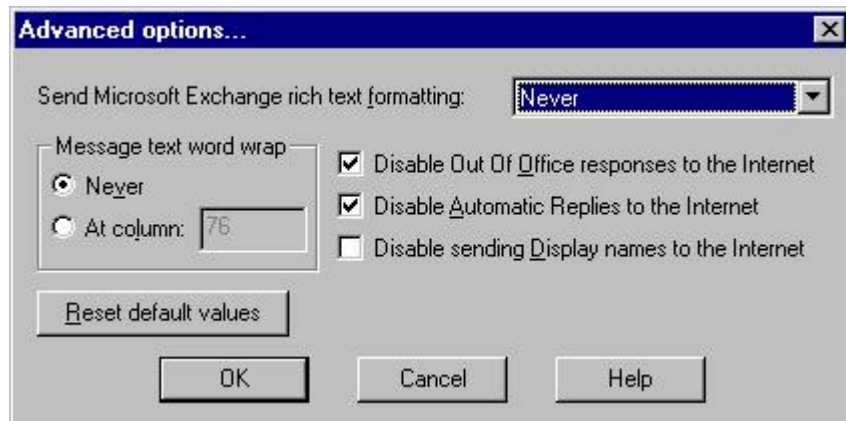
Screenshot 141 - Advanced options

4. In the 'Advanced options…' dialog set the 'Send Microsoft Exchange rich text formatting:' to Never. Click OK to confirm changes in 'Advanced options…'. Click OK to confirm changes in 'Add Email Domain'.

5. Repeat this process for the smsmaker.com domain.

6. Now click OK to save all changes. Restart the IMS service from the control panel for the new settings to take effect.

Configuring the GFI FAXmaker users

After you have configured the Exchange 5.5 server, ensure that you have configured all fax users as licensed GFI FAXmaker users and entered their email address in Active Directory, or if you don't have active directory in the GFI FAXmaker user database. For more information, please see the paragraph 'Step 3: Specifying the fax administrator & users' of chapter 'Installing GFI FAXmaker '.

Configuring GFI FAXmaker for Lotus Notes

Introduction

GFI FAXmaker can be used as an Email2Fax gateway for Lotus Notes, allowing users to address faxes using the @FAX method and store fax recipients in their Lotus Notes address book.

In order to set this up, you must create a dedicated Notes mailbox which will be used by GFI FAXmaker to receive faxes which GFI FAXmaker must send out. Then you must configure a fax domain in Lotus Notes, after which you can proceed to configure the GFI FAXmaker Email2Fax gateway.

If you are configuring a Lotus Notes/Domino v6.5 server, you can achieve the same result simply by configuring a foreign SMTP domain on the Lotus server, to relay email to the GFI FAXmaker server.

The configuration of Lotus Notes/Domino is described in 3 separate paragraphs, depending on whether you have Lotus Domino/Notes v6.5, Lotus Domino/Notes v6, or Lotus Notes v4/5. The last paragraph describes how to configure the GFI FAXmaker Email2Fax gateway.

If using Active Directory, you must ensure that the email address of each GFI FAXmaker user has been entered in Active Directory. If you don't use Active Directory you have to configure the name and email address of the GFI FAXmaker users. For more information, please see the paragraph 'Step 3: Specifying the fax administrator & users' of chapter 'Installing GFI FAXmaker '.

Configuring Lotus Domino/Notes server 6.5

Step 1: Allow mail relay from Lotus Domino/Notes server

1. On the GFI FAXmaker server, load the **Internet Information Services** console.

2. Right-click on the **Default SMTP Virtual Server** node and select **Properties** from the context menu.

3. Select the **Access** tab in the **Default SMTP Virtual Server Properties** dialog, and click the **Relay…** button in the **Relay Restrictions** group.
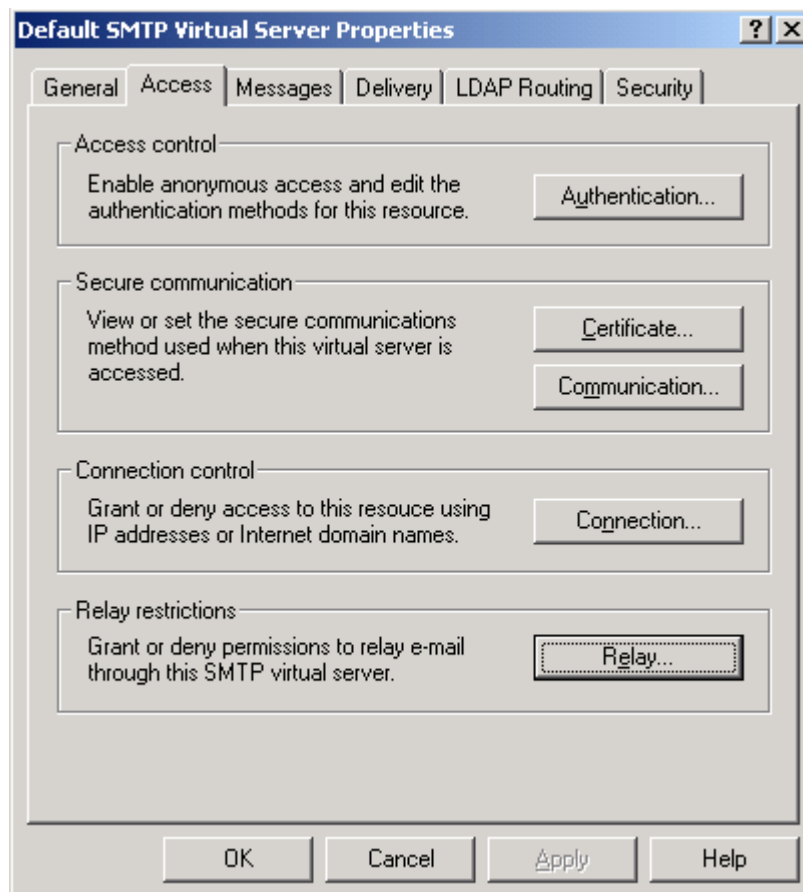
Screenshot 142 - SMTP virtual server properties dialog

4. Select the **Only the list below** option.
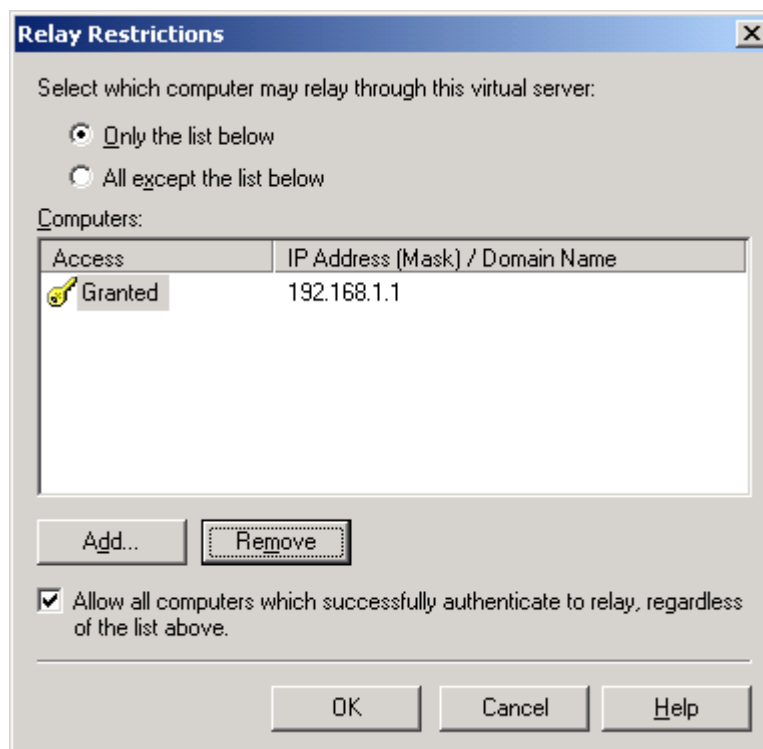
Screenshot 143 - Relay restrictions dialog

5. Click the **Add…** button to display the **Computer** dialog. Select the **Single computer** option and specify the IP of the Lotus Domino/Notes Server in the **IP address** field. Click the **OK** button.

6. Click the **OK** button to close the **Relay Restrictions** dialog.

7. Click the **OK** button to close the **Default SMTP Virtual Server Properties** dialog.

Step 2: Add a foreign SMTP domain on the Lotus server

1. From the **Domino Administrator** select the **Configuration** tab.

2. Click on the **Messaging ► Domains** node.
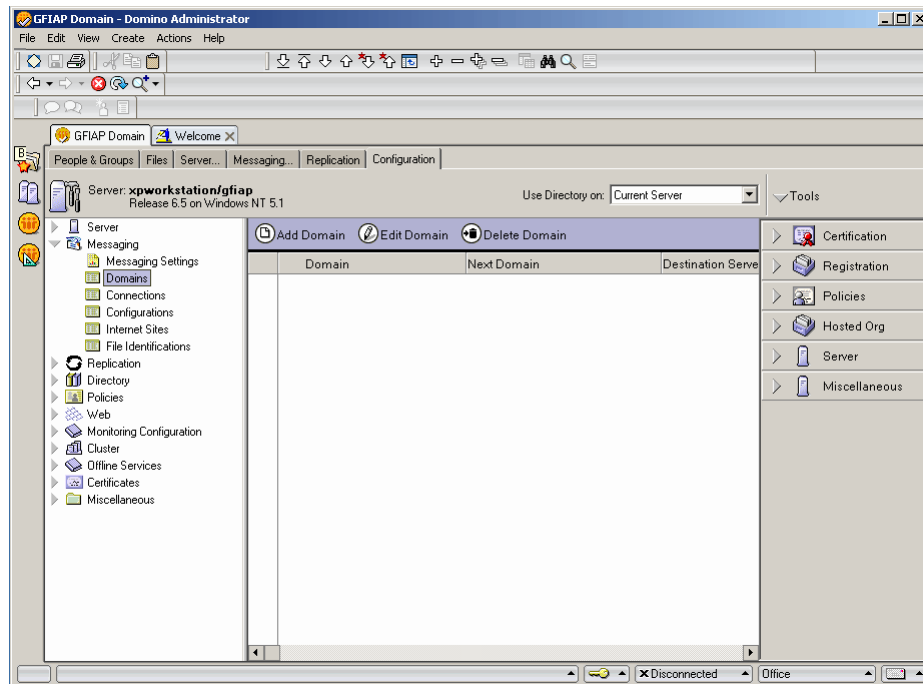
Screenshot 144 - Adding a new domain

3. Click the **Add Domain** button.

4. From the **New Domain** page, select the **Basics** tab. Set the **Domain type** to **Foreign SMTP Domain**.
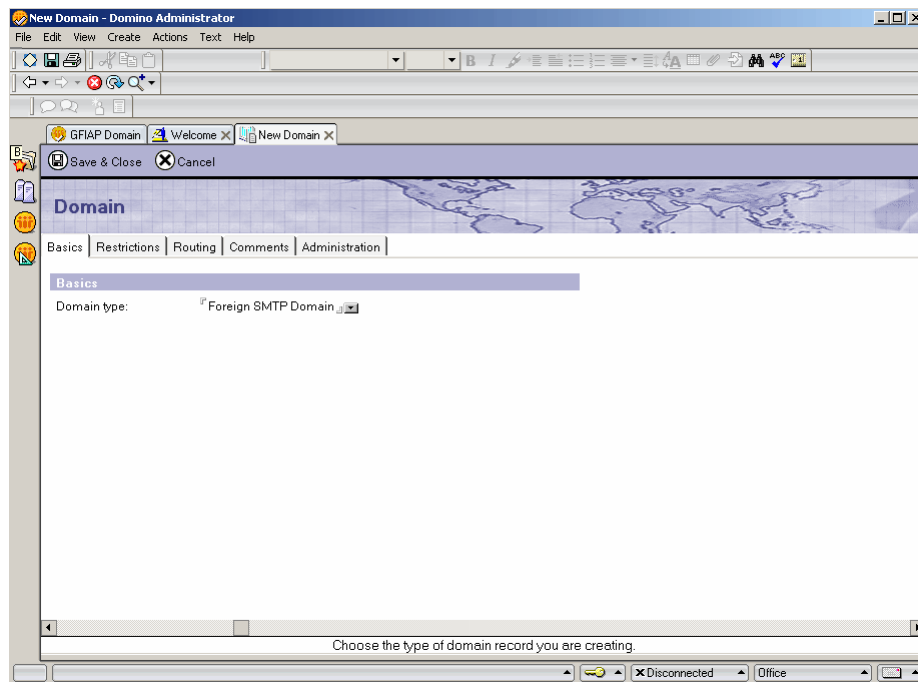
Screenshot 145 - Configuring the domain type

5. Select the **Routing** tab.

6. Under the **Messages Addressed to** section, set the **Internet Domain** to: faxmaker.com,smsmaker.com

7. Under the **Should be Routed to** section, set the **Internet host** to either the hostname of the GFI FAXmaker server or to the IP of the GFI FAXmaker server enclosed in square brackets, for example [192.168.1.2]
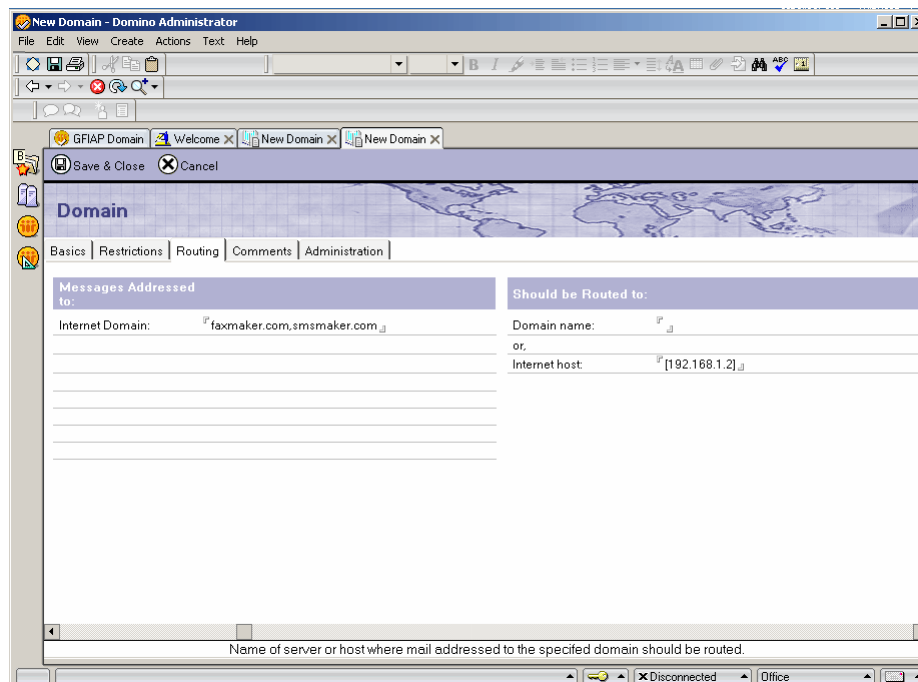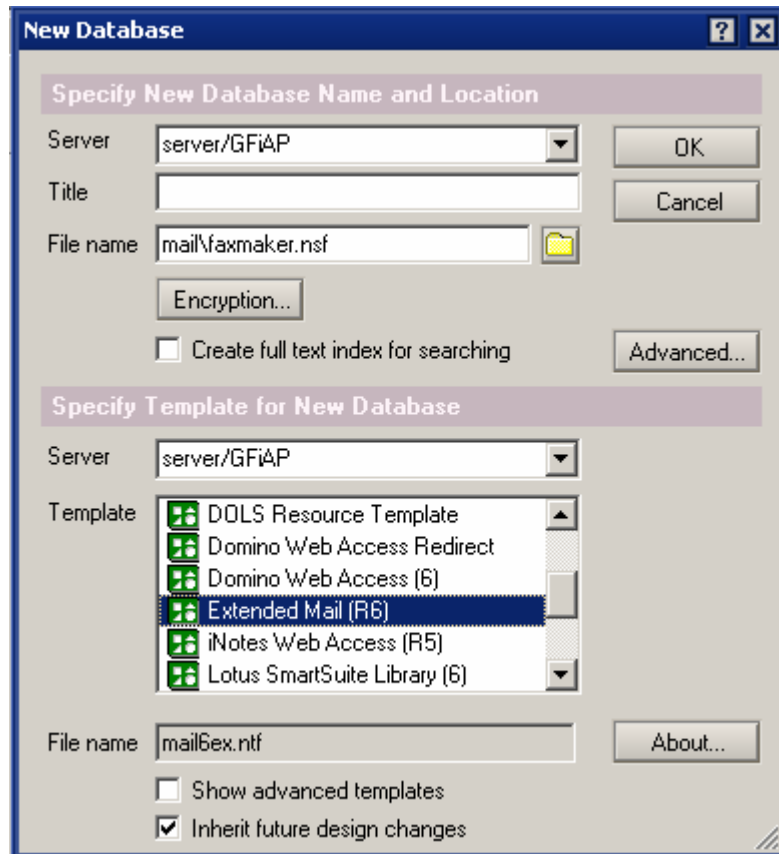

Screenshot 146 - Configure the routing settings

8. Save and close the Foreign SMTP Domain entry and reload the Domino router from the Domino server console with the following commands:

tell router stop

tell router start

Configuring Lotus Domino/Notes server 6

Step 1: Create a mailbox database on the Domino server

Screenshot 147 - Creating a new database

1. From the Domino Administrator menu bar, **Select File ► Database ► New**

2. Select your Domino Server, select the mail directory and enter GFIFAXmaker.nsf as the filename.

3. Click **OK** to create the database. The GFI FAXmaker mailbox should then open in the Domino Administrator.

Step 2: Configure the Person for the GFI FAXmaker Domino database

1. Using Domino Administrator, Click **Add Person** to add a domino person to the domain.
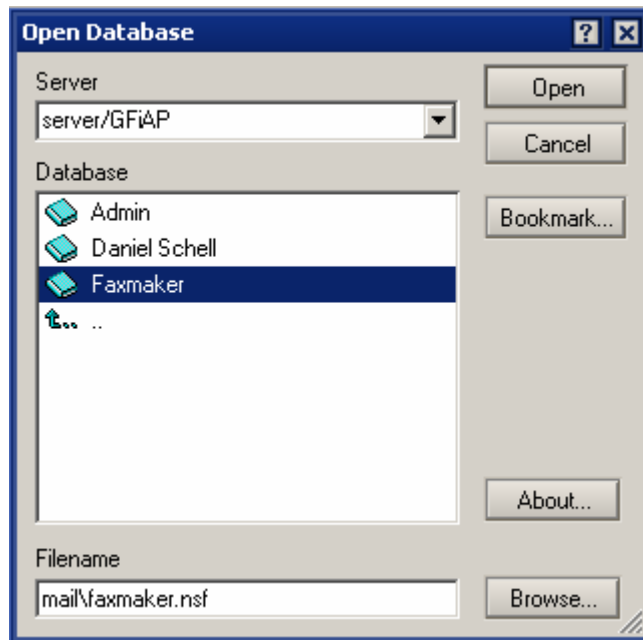
Screenshot 148 - Add a person

2. Fill in the following fields:

- **Firstname** = GFI FAXmaker

- **Lastname** = Mailbox

- **Username** = GFI FAXmaker

- **Short name/UserID** = GFI FAXmaker

- **Internet Password** (Will change to the encrypted password after you enter it) = Choose a POP3 password.

- **Mail System** = POP or IMAP

- **MailServer** = Domino Server name

- **Internet Address** = The email address which will be able to receive email on the server.

3. Click **Save** and **Close**.

Step 3: Give the GFI FAXmaker Person permission on the GFI FAXmaker database

1. Using Domino Administrator open the GFI FAXmaker database. **File ► Database ► Open**. Select the server and browse to the GFI FAXmaker database created in Step 1. Click **Open**.

Screenshot 149 - Open the GFI FAXmaker database

2. Using the Menu bar select **File ► Database ► Access Control.**
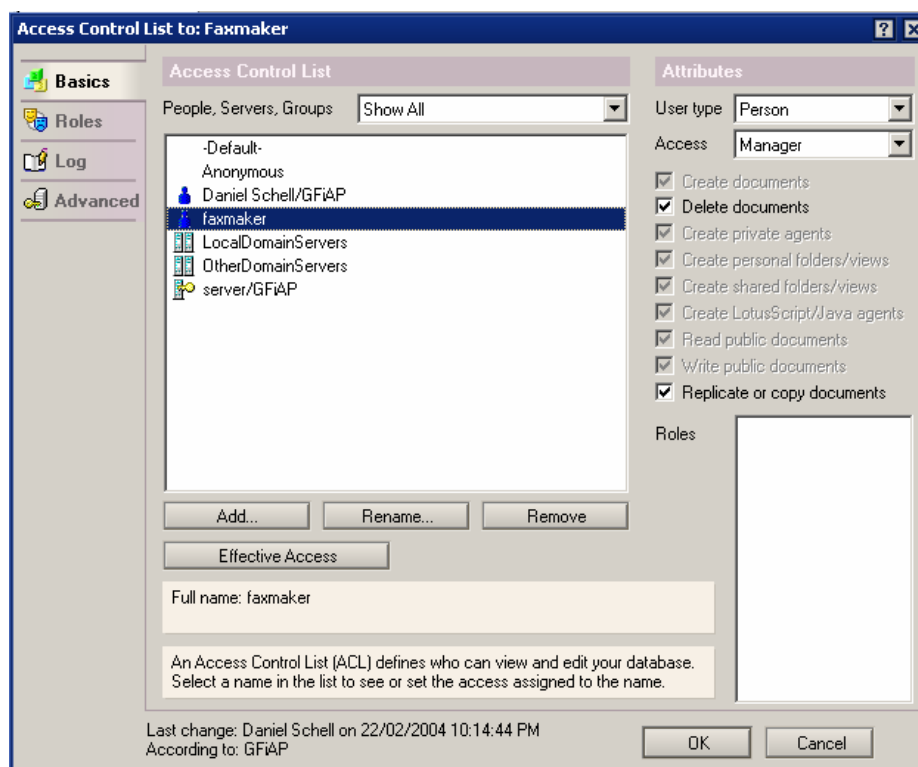

Screenshot 150 - Configuring permissions

3. Click **Add** and Add the GFIFAXmaker user created in Step 2.

4. Select the GFIFAXmaker Person.

5. On the Attributes section select User type: Person, Access: Manager.

6. Tick the Delete Documents permission checkbox.

7. Click **OK**.

Step 4: Remove default $POP3 View

Faxes delivered to the GFI FAXmaker database with by Foreign Domain (i.e. 123@fax) will automatically be routed to the sent items folder of the Mailbox. Therefore no items appear to be in the mailbox (via POP3) unless you change the default POP3 view for the database.

1. Load Lotus Domino Designer. From the menu bar select **File ► Database ► Open**

2. Select Server to be your Domino server, select the mail directory and select GFIFAXmaker.nsf
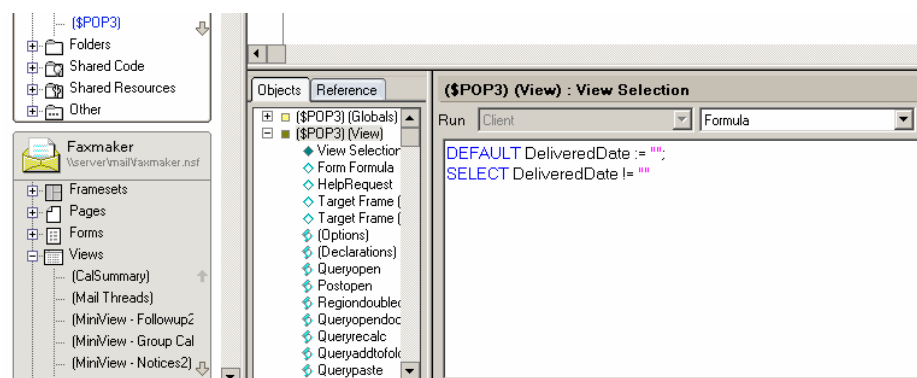
3. Select Views and then find the $POP view
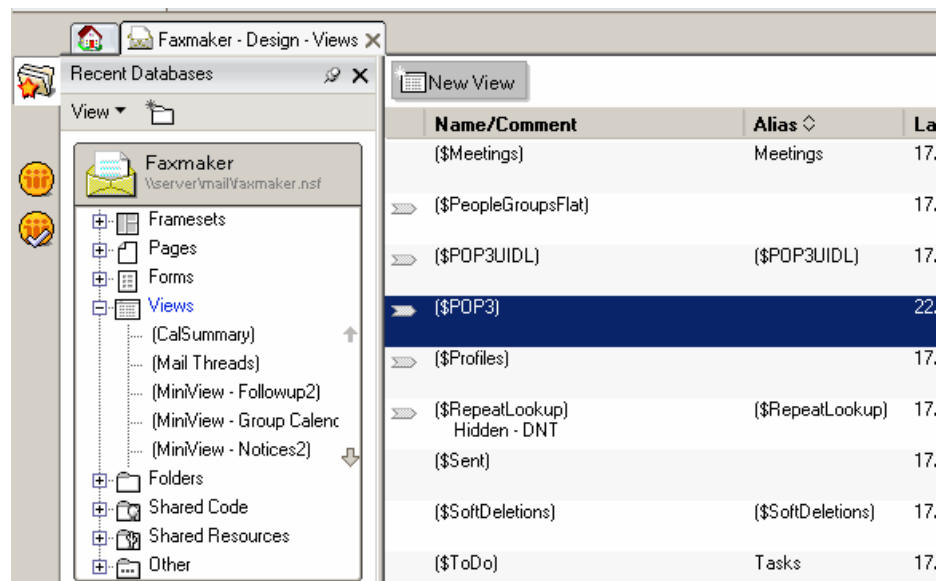
Screenshot 151 - Removing the default POP3 view

4. Double-click the $POP3 View. Click **OK** to the warning prompt.

5. Select the following two lines and delete them from the $POP view object.

DEFAULT DeliveredDate := "";

SELECT DeliveredDate != ""

Screenshot 152 - Delete lines from $POP view

6. Save the changes and exit Domino Designer.

Step 5: Add the FAX Foreign Domain

1. Load Domino Administrator.

2. Select the Configuration tab.

3. Select Messaging\Domains.

4. Click Add Domain.

5. Select Foreign Domain for Domain Type.

6. Enter fax as the Foreign Domain Name.

7. Select the Mail Information tab.

8. Enter the Domino server name (i.e. server/GfiAP) as the Gateway server name.

9. Enter the mail\GFI FAXmaker .nsf as the Gateway Mail File Name.

NOTE: The fax number appears twice when GFI FAXmaker sends the fax, if RFC822 phrase handling is enabled on outbound email. To resolve this perform the following from Notes Administrator:

1. Select the **Configuration Tab ► Messaging ► Configurations**.

2. Click **Edit Configuration** on the server with the GFI FAXmaker mailbox.

3. Select the **MIME tab ► Advanced Tab ► Advanced Outbound Message Options** Tab.

4. Set RFC822 Phrase Handling to Do not add phrase.

Configuring Lotus Notes 4 and 5

Step 1: Setting up a Fax database in Lotus Notes

In order to be able to use GFI FAXmaker with Lotus notes you must set up a Notes mailbox which will be used by GFI FAXmaker to receive faxes which GFI FAXmaker must send out. This mailbox must be dedicated to GFI FAXmaker. To do this in Lotus Notes, you must first create a database for the mailbox and then set up the mailbox. To create the database you need to do the following:
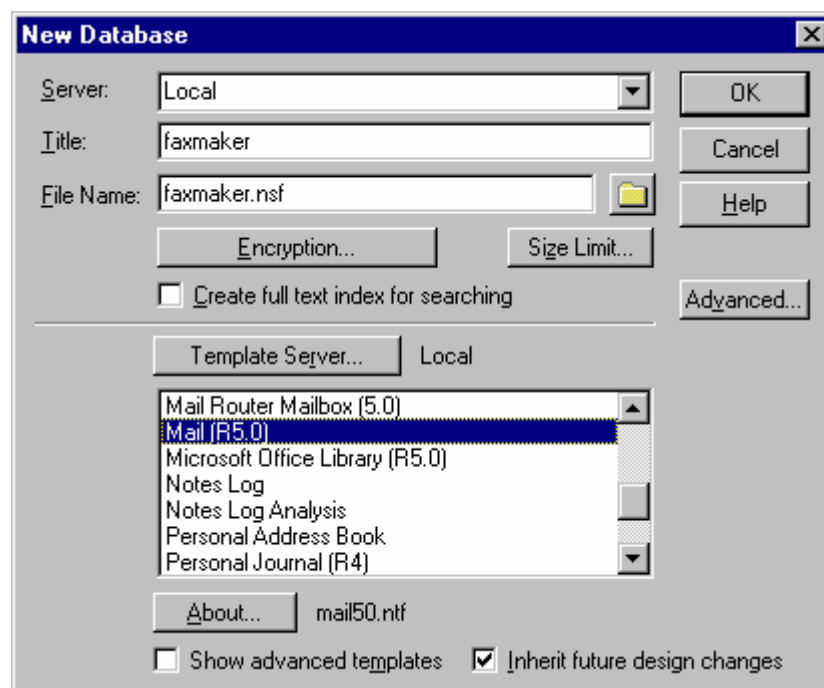


Screenshot 153 - Creating a Notes Fax database

1. In the Notes Workspace select **File ► Database ► New**. The New database dialog will now pop up.

2. In the server field select 'local'.

3. Set the Title to 'GFI FAXmaker '.

4. The file name should display a path to the GFI FAXmaker database file to be created.

5. The template server option must be set to 'local' and the template selected must be Mail (R5.0/6.0).

6. Click on **OK**. The database is now created and shown on the Workspace.

7. Right-click on the database just created on the Workspace and select '**Access Control'**.

8. Ensure that manager rights with the option delete document enabled have been given to the database.

Step 2: Define the database as a POP Mailbox

To define the Notes fax database as a POP mailbox:

1. Open the Notes Workspace.

2. On the Server, open the server Address book.

3. Click on **Add Person**.

4. In the Basics Tab, in the 'Name' section enter a name and password for the Mailbox and set the user name as 'fax'. Keep note of the password entered.

5. In the 'Mail' Tab, set the Mail system to be 'POP or IMAP'.

6. The Domain and mail server in the mail section should be entered according to the Notes system while the Mail file entry should be the path and name of the files specified for the database in step 2 of how to create the database above.

7. The Internet message storage option in the 'Mail' section must be set to 'Notes and Internet Mail'.

8. Click on the **Save and Close.**
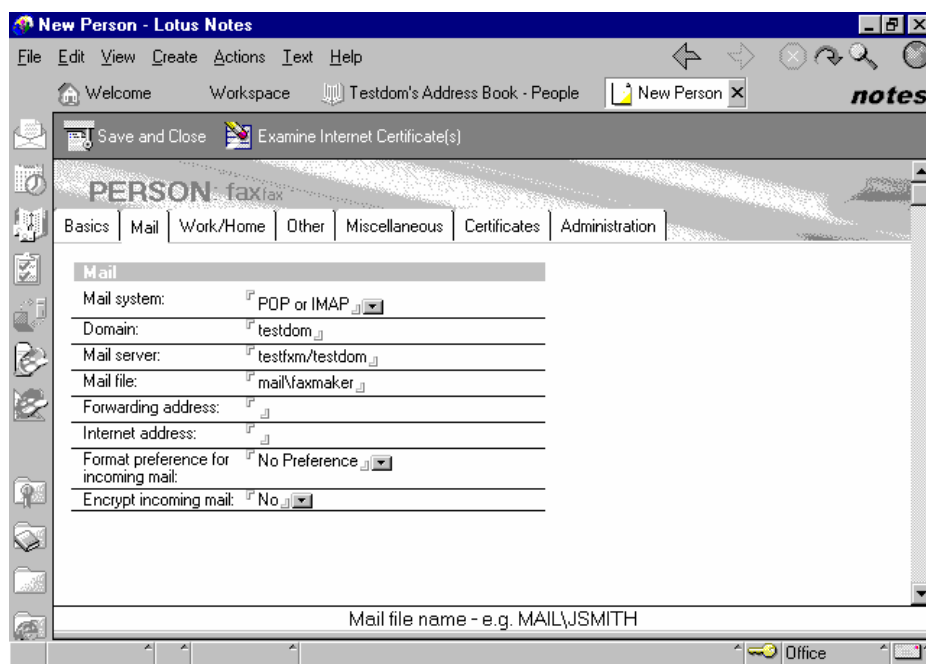
Screenshot 154 - Setting up the POP mailbox for GFI FAXmaker

Step 3: Setting up of forwarding of the domain

1. From the workspace, open the address book.

2. In the address book select server, domains.
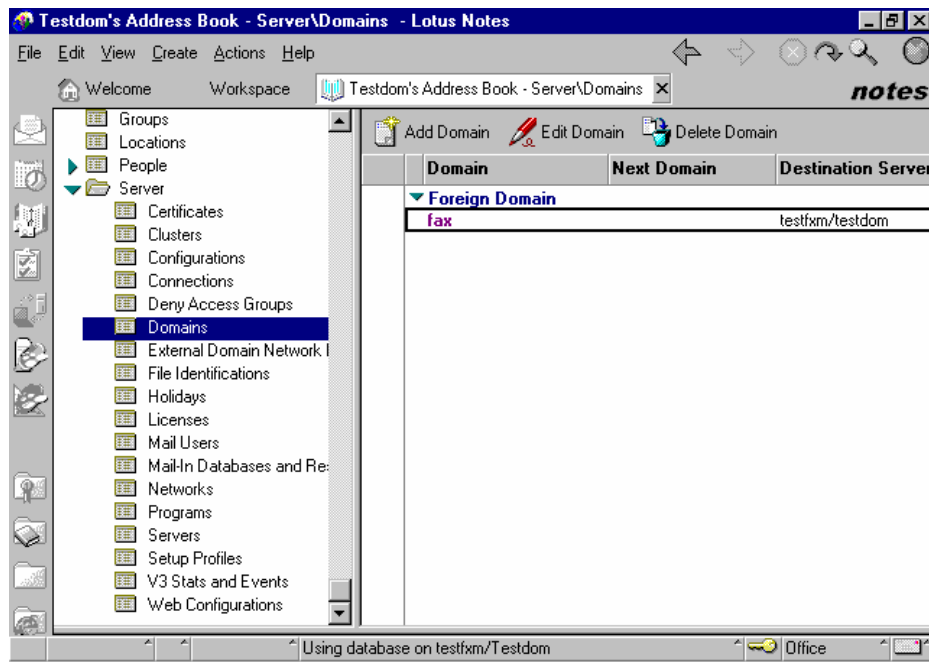
Screenshot 155 - Setting up a Foreign Domain in Lotus Notes

3. Click on A**dd domain**.

4. When the new domain window is displayed, go to the basics section and select the Domain type to be 'Foreign Domain'.

5. In the Foreign Domain name field enter the name of the domain you want to set up (e.g. fax).

6. In the 'Mail information' Tab key in your server name (the server where the GFI FAXmaker mailbox is found) in the 'Gateway server name' (e.g. fax\gfi).

7. In the same tab enter the name of the GFI FAXmaker mail file (of the GFI FAXmaker mailbox) in the 'Gateway mail file name' field (e.g. mail\GFI FAXmaker .nsf).
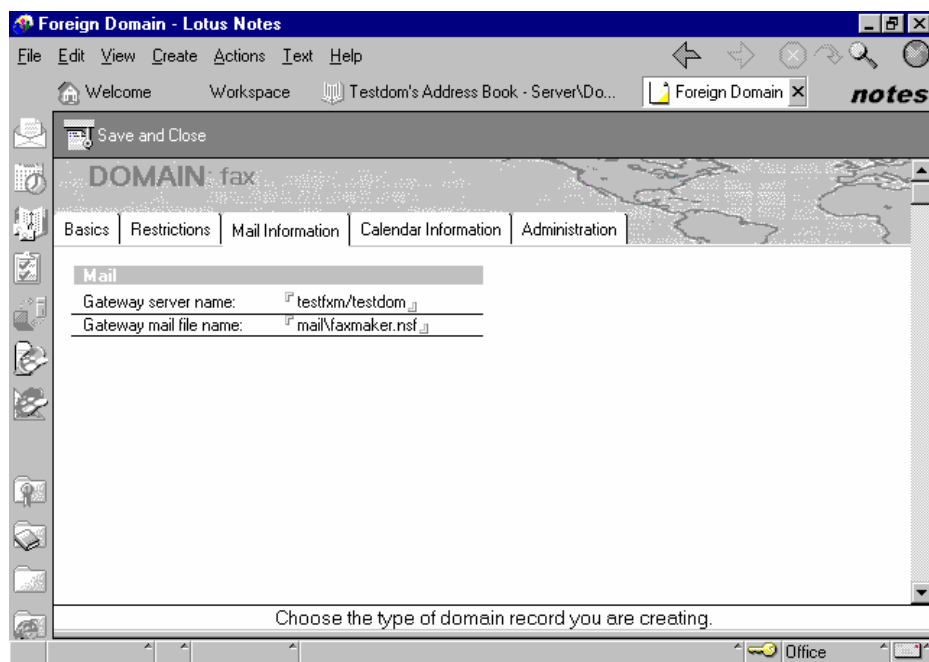

Screenshot 156 - Foreign Domain options

8. Click on **Save and close**.

Now all mails with the domain @fax will be forwarded to the GFI FAXmaker mailbox.

## Step 4: Modifying the GFI FAXmaker notes mailbox views

After configuring domain forwarding you would need to set up the GFI FAXmaker mailbox views to allow the GFI FAXmaker MTA to see the forwarded mail. This may be done as follows:

1. Log on the GFI FAXmaker mailbox client from a notes client.

2. Select design, Views.

3. Select ($POP3) and double click on it to open the view.
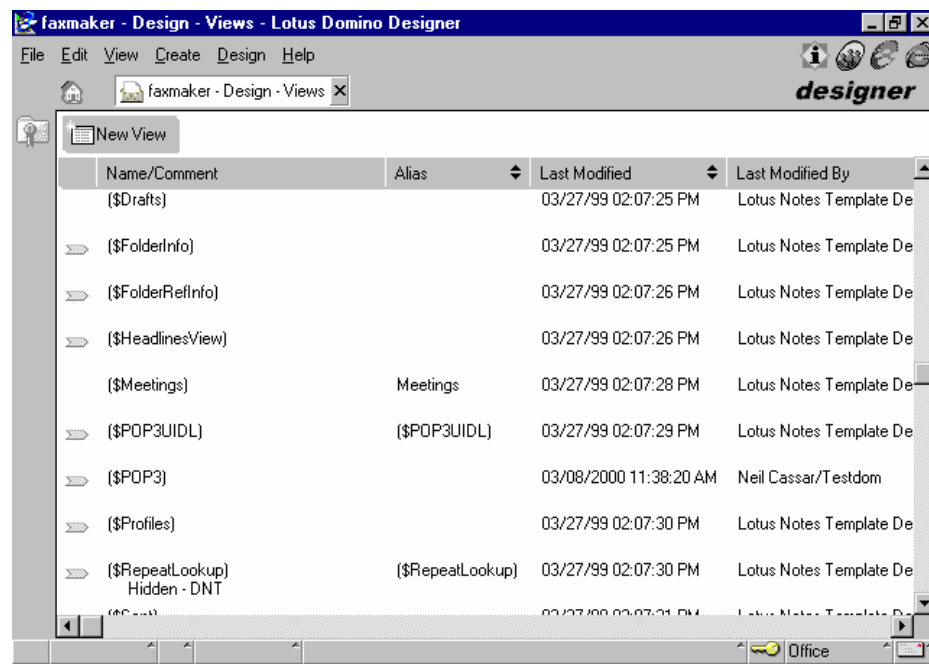
Screenshot 157 - Modifying the mailbox views: Selecting Design->Views->($POP3)

4. When the view setup is displayed, delete all the entries in the script windows (lower window).

5. Save the view and close.
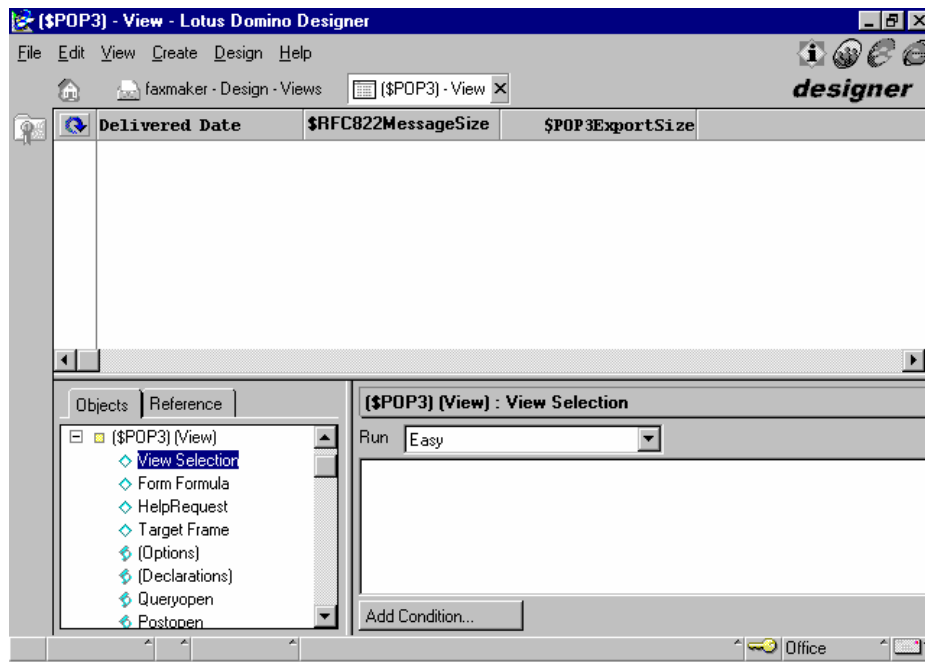
Screenshot 158 - The ($POP3) view

Configuring the Email2Fax gateway in GFI FAXmaker

After configuring Lotus Notes/Domino, you are required to set-up the Email2Fax gateway in GFI FAXmaker and ensure that each fax user is configured as a user in GFI FAXmaker.

1. In the GFI FAXmaker configuration, right-click on the **Email2Fax gateway** node and select properties.

2. In the General tab specify the name or IP of your Notes/Domino server. This entry will be used to send inbound faxes and delivery reports. If you are configuring GFI FAXmaker to work with a Lotus Notes/Domino v6.5 server using mail relaying, you can skip to step 7.
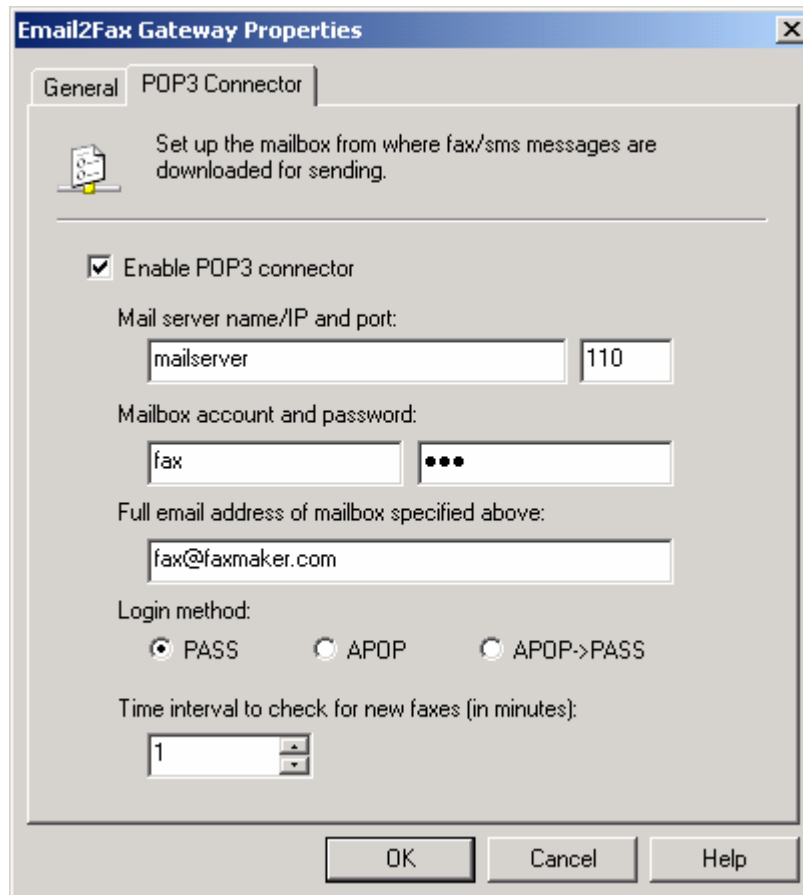
Screenshot 159 - The POP3 connector

3. Switch to the POP3 connector tab. Enter your mail server name or IP and the POP3 port (usually 110).

4. Enter the mailbox name and password of the fax mailbox you created on your Lotus Notes server (fax).

5. Specify the Fax server 'Sender' email address: Enter the email address of the POP3 mailbox that is used for the fax server.

6. Specify PASS as login method.

7. Click **OK** and restart the GFI FAXmaker MTA service.

Configuring the GFI FAXmaker users

After configuring Lotus Notes server, ensure that configured all fax users as licensed GFI FAXmaker users and entered their email address in Active Directory, or if you don't have Active Directory in the GFI FAXmaker user database. For more information, refer to paragraph 'Step 3: Specifying the fax administrator & users' of the chapter 'Installing GFI FAXmaker '.

Configuring an SMTP/POP3 server for faxing

Introduction

If you are using an SMTP/POP3 server, there are 2 ways of setting up the Email2Fax gateway for these mail servers:

1. Create a routing rule on your mail server which routes all messages sent to the faxmaker.com and smsmaker.com domain to the GFI FAXmaker Fax server machine. You will also need to install and enable the IIS SMTP server on the GFI FAXmaker fax server machine. This is the preferred option but requires that GFI FAXmaker is not installed on the mail server machine itself.

2. Create a dedicated mailbox for GFI FAXmaker on your mail server, which GFI FAXmaker will use to send and receive faxes, e.g. fax@company.com. This option enables you to install GFI FAXmaker on the mail server machine.

If Active Directory is being used, you have to ensure that the email address of each GFI FAXmaker user have been entered in Active Directory. If you don't use Active Directory you have to configure the name and email address of the GFI FAXmaker users. For more information, refer to paragraph 'Step 3: Specifying the fax administrator & users' of the chapter 'Installing GFI FAXmaker '.

Configuring the Email2Fax Gateway

After configuring your mail server to route mail either to the GFI FAXmaker fax server or to a dedicated mailbox:

1. Right-click **Email2Fax gateway ► properties.**

2. From the General tab specify the name or IP of your mail server. If your mail server requires authentication, specify authentication details. This entry will be used to send inbound faxes and delivery reports.
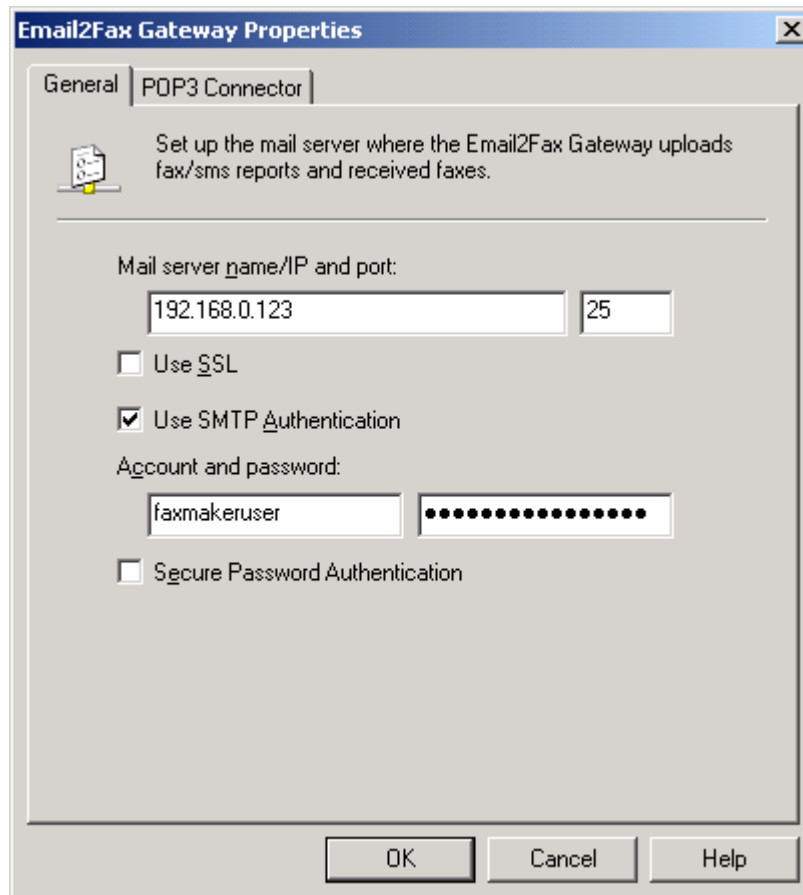
Screenshot 160 - Email2Fax Gateway setup

3. If forwarding all mail via a domain routing rule to (Option 1), no further configuration is required.
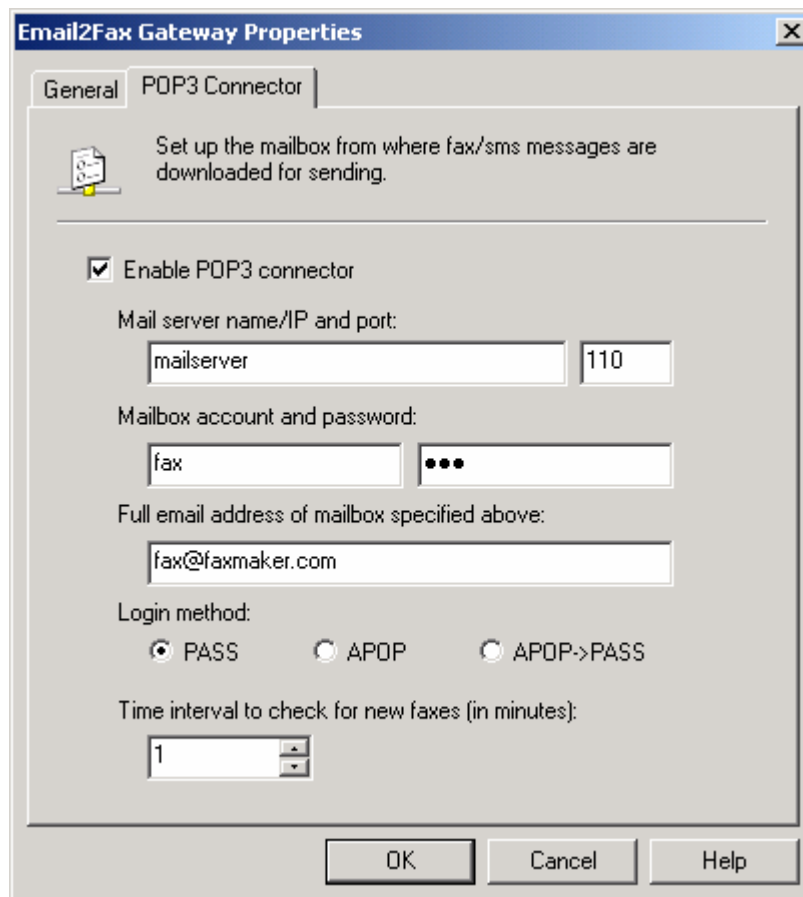
Screenshot 161 - The POP3 connector

4. If you chose to dedicate a mailbox (Option 2), switch to the POP3 connector tab. Enter your mail server name or IP and the POP3 port (usually 110).

5. Key in the mailbox name and password of the fax mailbox you created on your mail server.

6. Specify the Fax server 'Sender' email address: Enter the email address of the POP3 mailbox that is used for the fax server.

7. Specify a login method, click **OK** and restart the GFI FAXmaker MTA service.

Configuring the GFI FAXmaker users

After configuring the SMTP/POP3 server, ensure that you have configured all fax users as licensed GFI FAXmaker users and entered their email address in Active Directory, or if you don't have Active Directory in the GFI FAXmaker user database. For more information, refer to 'Step 3: Specifying the fax administrator & users' of the chapter 'Installing GFI FAXmaker '.

Configuring SAP 4.7 for faxing

Introduction

GFI FAXmaker 14.1 natively supports the processing of fax requests sent from SAP R/3 (Enterprise Release 4.7) suite of enterprise software. This is achieved by directly configuring the 'FAX Telefax' parameters of SAP 4.7 to forward data for faxing to the server on which GFI FAXmaker is running.

Configuring GFI FAXmaker as fax device for SAP 4.7

Very few parameters need to be configured in order to set GFI FAXmaker as the faxing device for SAP 4.7. Parameter configuration is handled entirely via the **FAX Telefax ► SMTP node** in SAP 4.7. Paramters to be specified include:

- Mail Host - i.e. the name of the server on which GFI FAXmaker is running

- Domain - which should be set to 'FAXMAKER.COM'.

For a detailed guide on how to configure the above mentioned SAP 4.7 faxing parameters refer to http://kbase.gfi.com/showarticle.asp?id=KBID003295.

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Troubleshooting

Introduction

The troubleshooting chapter explains how you should go about resolving issues you have. The main sources of information available to users are:

- The manual - most issues can be solved by reading the manual.
- The GFI Knowledge Base - accessible from the GFI website.
- The GFI technical support site.
- Contacting the GFI technical support team by email at support@gfi.com.
- Contacting the GFI technical support team using our live support service at http://support.gfi.com/livesupport.asp.
- Contacting our technical support team by telephone.

Knowledge Base

GFI maintains a Knowledge Base, which includes answers to the most common problems. If you have a problem, please consult the Knowledge Base first. The Knowledge Base always has the most up-to-date listing of support questions and patches.

The Knowledge Base can be found on http://kbase.gfi.com/.

Request technical support via email

If, after using the Knowledge Base and this manual, you have any problems that you cannot solve, you can contact the GFI technical support team. The best way to do this is via email, since you can include vital information as an attachment that will enable us to solve the issues you have more quickly.

The **Troubleshooter**, included in the program group, automatically generates a series of files needed for GFI to give you technical support. The files would include the configuration settings, debugging log files and so on. To generate these files, start the troubleshooter wizard and follow the instructions in the application.

In addition to collecting all the information, you will be asked a number of questions. Please take your time to answer these questions accurately. Without the proper information, it will not be possible to diagnose your problem.

Then click the troubleshooter\support folder, located under the main program directory, compress the files in ZIP format, and send the generated ZIP file to support@gfi.com.

Ensure that you have registered your product on our website first, at http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

Request technical support via phone

You can also contact GFI by phone for technical support. Please check our website for the correct numbers to call, depending on where you are located, and for our opening times.

Technical support website:

http://support.gfi.com.

Ensure that you have registered your product on our website first, at http://customers.gfi.com.

Web Forum

User to user technical support is available via the web forum. The forum can be found at:

http://forums.gfi.com/.

Build notifications

We strongly suggest that you subscribe to our build notifications list. This way, you will be immediately notified about new product builds. To subscribe to our build notifications, go to:

http://support.gfi.com.

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