FaxGwise

Administrator's Manual

FaxGwise Server Version 6.0

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1 Introduction

Overview

FaxGwise is a powerful cost-efficient network fax solution that allows you to send and receive fax documents using the Internet. This means that when you send a fax message, it is sent to a mailbox and then to the FaxGwise Server that redirects it to the necessary phone lines. The FaxGwise software enables you to manage all your fax documents with just a few clicks, never leaving your desk. Messages can be created either from FaxGwise Client interface or using any mail client, MS Office Applications or even web interface. The user-friendly concept and the possibility to work with different platforms like GroupWise, Gmail and Microsoft Exchange or any mail server which works with IMAP and SMTP protocols of emails sending and receiving (e.g., Gmail, Yahoo, Hotmail, etc.) used as transport layers, ensure easy document management and high level security.

Using any of mentioned above transport layers doesn't require any additional ports opened on firewall. Also, no additional backup is needed, except that is used for your mailing system backup. Therefore, all your faxing data is gathered in the one secure data storage. Finally, it enhances your company vital information flow and reduces your paper-based operational costs.

FaxGwise Server features

The FaxGwise Server contains the following features:

- ✓ All incoming and outgoing faxes monitoring
- ✓ Printing options for incoming and outgoing faxes
- ✓ Management console operation from any workstation
- ✓ Intelligent routing adds compliance and security
- ✓ Possibility to send and receive faxes from the email client or web interface
- ✓ Now supporting Novell GroupWise, Gmail, Exchange and IMAP/SMTP
- ✓ Extensive integration with NDS/eDirectory
- ✓ Fax over IP compatibility
- ✓ FaxGwise Server clustering supported.

Using this Guide

This guide is designed for fax administrators and help desk professionals, IT planners, analysts and designers.

FaxGwise includes two interconnected applications – the FaxGwise Server and the FaxGwise Client. The FaxGwise Server 6.0 Administrator's Manual gives an overall picture of the FaxGwise Server functionality, describes all the administrative functions of the FaxGwise Server as well as the installation of the software. It also provides a substantial amount of background information on how the software works. The manual assumes familiarity with administrative IT tasks.

In order to find the information about FaxGwise Client, please see another manual:
http://skypro.eu/user%20guide/FaxGwise%20User%20Guide%20ver.6.pdf

2 FaxGwise Server Requirements

Please provide the following requirements prior to installation to ensure unfailing operation of the FaxGwise Server.

2.1 FaxGwise 6 System requirements (ISDN / FaxBoard)

Hardware

• CPU: Intel@ Core 2 or AMD Athlon@ 64 2GHz or more

• RAM: not less than 2 GB for both the server and the client

• 2 GB available hard disk space

• ISDN: CAPI 2.0 compliant ISDN PC card recommendation: active ISDN card by Eicon (alternatively AVM) or

• FaxBoard Modem. In order to find more information, please see the list of compatible FaxBoards for FaxGwise.

Operating system (32 / 64 bit):

For the server:

• Windows Server 2008 R2

• Windows Server 2012

• Windows Server 2012 R2

For the client:

• Windows 7 or higher

Software:

• In case of using Novell GroupWise as a mail platform, please install Novell GroupWise Client (version 8 or higher).

• In case of using Microsoft Exchange as a mail platform, please install Microsoft Outlook Client (version 2007 or higher). We advise you to create a separate mailbox for FaxGwise Server.

• PDF Reader

2.2 FaxGwise 6 System requirements (FoIP)

Hardware

•   CPU: Intel@ Core 2 or AMD Athlon@ 64 2GHz or more

•   RAM: not less than 2 GB for both the server and the client

•   2 GB available hard disk space

Operating system (32 / 64 bit):

For the server:

•   Windows Server 2008 R2

•   Windows Server 2012

•   Windows Server 2012 R2

For the client:

•   Windows 7 or higher

Software:

•   In case of using Novell GroupWise as a mail platform, please install Novell GroupWise Client (version 8 or higher).

•   In case of using Microsoft Exchange as a mail platform, please install Microsoft Outlook Client (version 2007 or higher). We advise you to create a separate mailbox for FaxGwise Server.

•   PDF Reader

As you would like to test FoIP we will install you the XCAPI driver. If you are going to use our server, please open the following firewall ports:

•   4000-4999 UDP

•   5060 TCP/UDP

•   5061 TCP/UDP

We need these ports to be open for both inbound and outbound traffics.

If you would like to use your PBX, our technicians need the following information for appropriate configuration:

•   Manufacturer, model of PBX

•   SIP user name

•   Domain (or IP) PBX

2.3 FaxGwise Client

Hardware requirements

Please make sure to provide the following hardware requirements. However, it is also possible to run FaxGwise trouble-free even with lower performance parameters.

• Processor: From Pentium III or Athlon minimum 500MHz

• Random access memory: 512MB RAM

• Hard drive: Minimum 60 MB free disk space

• Graphics card: SVGA with the resolution of at least 800x600

Software requirements

Operating system:

• Microsoft Windows 7 (x32 or x64) or higher

Applications software:

• Novell GroupWise Client from Version 7.0

• PDF Reader

3 Structure of the FaxGwise Server

The FaxGwise Server is intended for fax messages exchange by means of suitable communicator via its email address. This means that when the user sends a fax message, it is sent to the mail system and then to the FaxGwise Server that redirects it to the necessary phone lines. The following mail systems can be used as communicator:

1. Novell GroupWise
2. Google mail
3. Outlook Exchange

and any mail server which works with IMAP and SMTP protocols of emails sending and receiving (e.g., Gmail, Yahoo, Hotmail, etc.).

Faxes can be sent to one or to several phone numbers at once just like emails.

For using Novell GroupWise and Outlook Exchange as communicators they must be preliminary installed on the FaxGwise Server-side as well as on the FaxGwise Client-side. In case when a mail service of any web-server (like Gmail, Yahoo or Hotmail) is used as communicator, it's unnecessary to install an email client.

Information exchange from a server with the installed FaxGwise Server application to the workstations with the installed FaxGwise Clients and to fax machines is performed with the special hardware (modem or ISDN-device). When using an ISDN-device please interface its work with the software ISDN CAPI LAN Server (ISLA), which must be installed on the client and server machines.

The key condition of a successful faxing is the required setting up of the FaxGwise Server application and FaxGwise Clients which are operating with it.
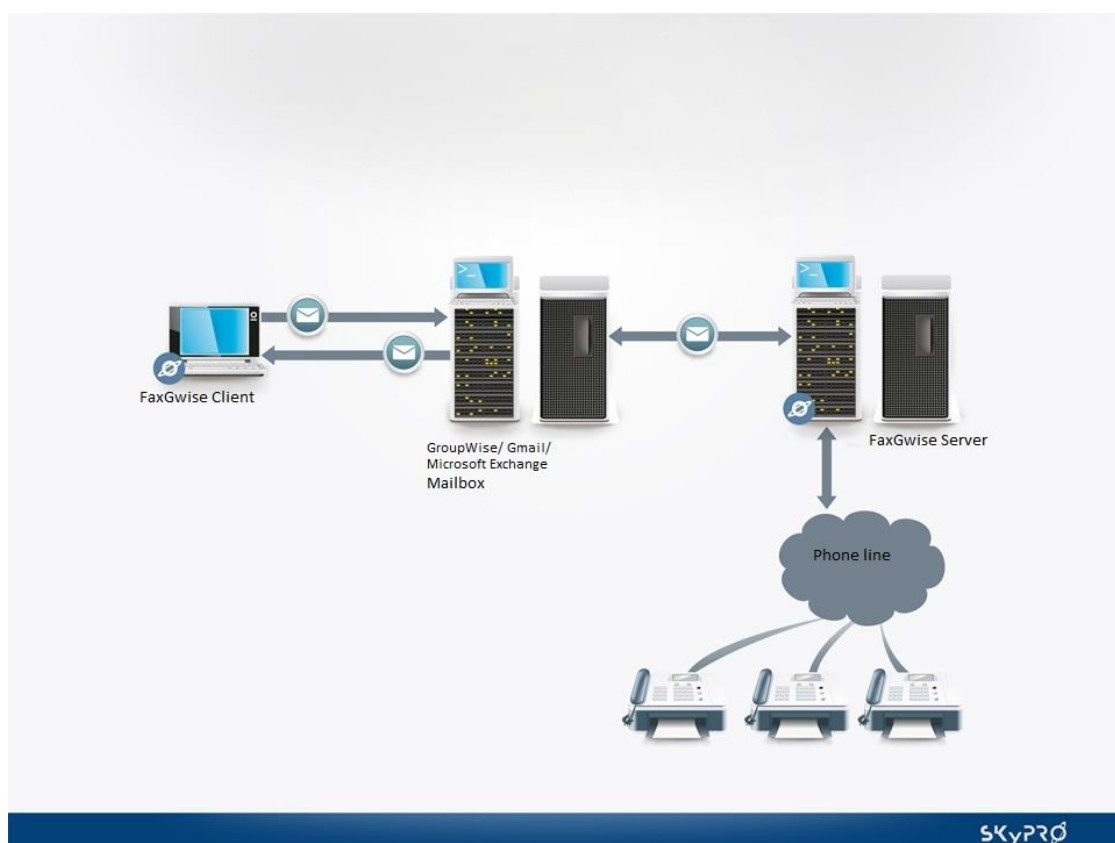
4 Principle of functioning

4.1 FaxGwise and the mail system

The functioning of the FaxGwise service is based on using of the ITU T.37 standard (Store and Forward (S&F) fax on the Internet) which describes a transformation of facsimile equipment's traditional signals into email messages, which are delivered to the recipient with the intermediate storing on the electronic email servers. This allows realizing of three ways of message delivery:

- Fax-to-Fax
- Email-to-Fax
- Fax-to-Email

On the basis of these delivery methods the FaxGwise service provides a wide range of extended functions. Among them there is a sending capability with the appointed time of delivery; different mechanisms of resending in case when a receiving set is overloaded; possibility of fax sending to the several fax machines. The functional possibilities of fax transmission with the intermediate storing are described by the SMTP protocol. The additional functions are described in RFC 2532 extended specification of facsimile transmission using email.

In the picture below you can see a model of fax transmission operated by the FaxGwise Server.
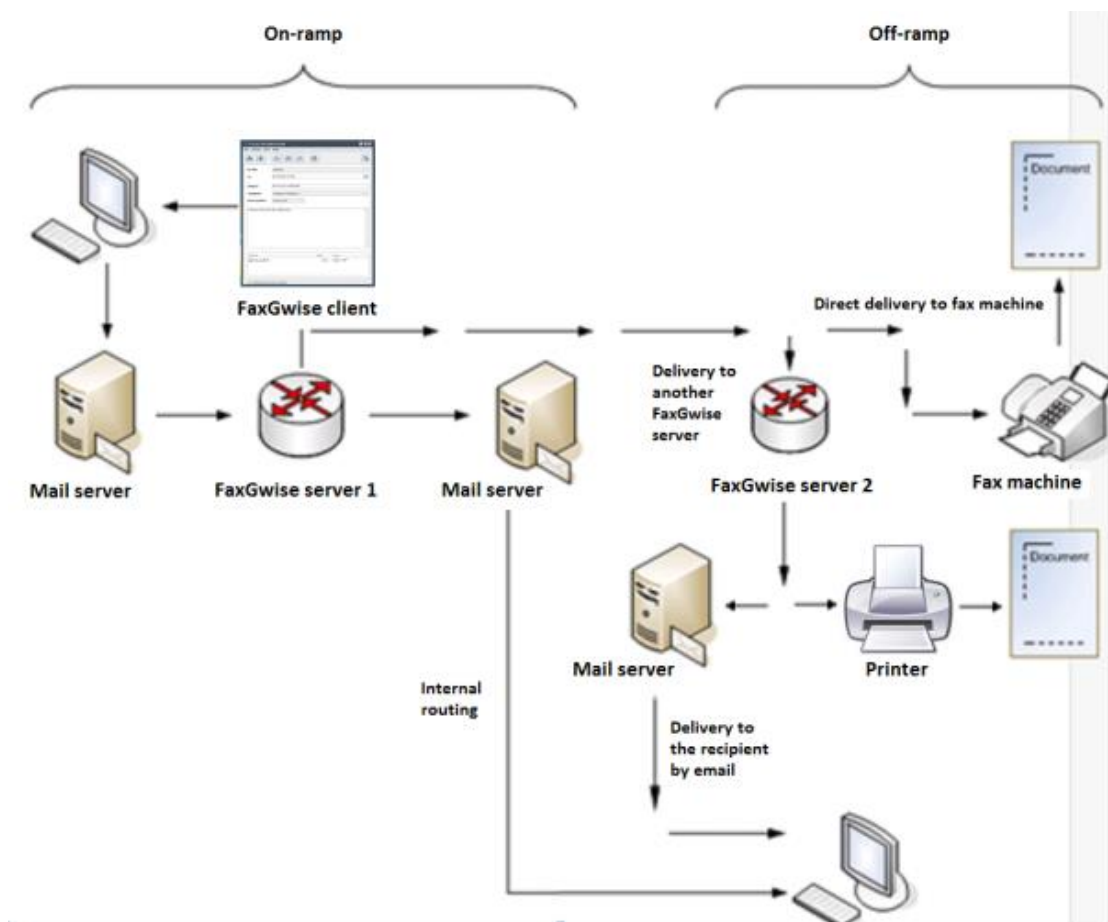
First, a fax will be sent to an email server as an email containing the fax as an attached file. That could be done either by using the FaxGwise Client or any email clients. Then, the fax gateway transmits the data from the email server with an intermediate storage, converts it into the special

form, which is available for the transmission by Fax Group 3 and sends over the phone line. Next, a fax could be received either by the fax machine, which prints it, or by another gateway, which is connected to that phone network. In the last case the FaxGwise Server, which is such fax gateway, can send a fax to a printer or can send it as an email to the recipient, or can do both.

If you use the FaxGwise Client, all emails which will be further sent as faxes are marked with the special icon so you can easily identify them among other outgoing emails in your mailbox. The incoming faxes sent by the FaxGwise Server in the form of emails are also labeled with this icon.

4.2 FaxGwise Service

The FaxGwise Service Installer is invoked during the FaxGwise Server installation (see §5 Installation and setup of FaxGwise Server).

Note: If the user cancels the installer setup in this stage, it can be launched later ([Directory]\bin\vxServiceInstaller.exe, where [Directory] is the path to the folder in which the FaxGwise Server is installed).

You need to specify your username and password for the existing administrator account during the FaxGwise Service installation. The password for the FaxGwise service won't be stored in our application. You will be asked for it only once to get the rights for our service work.

4.3 Interaction with other services

The FaxGwise Server is performed as a Windows Service. The FaxGwise Server is a complicated system operating cooperatively with other systems which it depends on (e.g. data base, phone equipment controller). Appropriate systems must be started up before the FaxGwise Server. Therefore the Windows Service principle of startup dependence on other services – **depends on** is used. Windows waits until all the services indicated in **depends on** are started, then it initiates the FaxGwise Server.

4.4 Server restarter

For proper operation the FaxGwise Server needs to be periodically restarted. It is ensured by the specially designed Application Guard which monitors the processes in the server and restarts it in case of unexpected program termination. You can set up how often the restarter will check the FaxGwise service as well as activate a daily restart (for more information see §7.1).

4.5 PDF Reader

FaxGwise uses a pdf reader for viewing faxes with attachments in the pdf format. Therefore it is required to install any pdf reader (e.g. Acrobat Reader, Foxit Reader) on the machine where the FaxGwise Server runs.

4.6 Email2Fax Gateway

The Email2Fax Gateway function allows you to create and send faxes as emails directly from your mailbox without the FaxGwise Client being installed. In order to send a fax you may need to write an email to the FaxGwise Server email address. In the title of your email you should write a phone number in the braces (the separating symbols could be set manually in the server settings). The whole text in the email body as well as all the attachments is processed by the FaxGwise Server and sent as a fax. The setting of the fax parameter could be set via @@ tags, which could be used both in the email body and in the attachments.

Email2Fax Gateway is based on usage of a virtual printer because the majority of applications have a built-in feature of document print out. The FaxGwise Server has its own virtual printer which can transform a document to the format which is necessary for fax sending.

As a virtual printer communicates with visual applications of the user's desktop, at least one user should be logged in for Email2Fax Gateway operation.

4.7 Interaction with the printers

As a built-in application there is a printer in the FaxGwise architecture, which is intended to convert and print information in a form of a fax. The FaxGwise Client can use PDF Creator or Black Ice as a printer. The FaxGwise server uses its own FaxGwise printer for this purpose.

The converting process can be carried out either on the client's or the server's side. It depends on the way a user generates and sends faxes – using the FaxGwise Client or via Email2Fax Gateway. In the first case all information which will be sent as a fax (fax body and all attachments) is converted on the FaxGwise Client's side (by PDF Creator or Black Ice) into the TIF extension. The FaxGwise Server receives this TIF file and just transmits it to the phone line. In case of using Email2Fax Gateway the conversion is done by the FaxGwise Server using its own printer (FaxGwise printer).

The FaxGwise Client's printers carry out the sending (converting) of the document of the defined format using the associated application. This connection is set in the configuration of the Windows OS and can be changed via the menu Start->Control panel->Default Programs->Associate a file type or protocol with a specific program. Then you may choose the necessary file type, press "Change program" and choose other program for opening of the defined file type as default. In this way printer opens the file using the associated program and then convert it to the TIF extension.

When the server carries out the converting, file types are defined in the printer configurations (FaxGwise configuration -> Fax Controller -> Supported File types). Faxes with attached files which extension isn't defined in the configurations won't be sent. Besides that, in some cases, the defined programs cannot open the associated files. This problem isn't connected with the FaxGwise Server, but influences its work. In this case file cannot be converted and the fax cannot be sent. To solve this problem you can use another default program, associated with the defined file type. When the converting process is finished, printer closes the associated program. By working with the Adobe Reader it doesn't happen, because this program does not allow doing this. That's why if the constant opening of Adobe Reader window during file converting disturbs you, please use another program for this purpose, e.g. Foxit Reader.

4.8 License requirements

• FaxGwise Server licensing includes:
- **quantity of ports** which are used for communication (please see chapter 5.2.3 Hardware);
- **quantity of users** which are allowed to use services of this server (please see chapter 6 Users).

• You may open only that quantity of ports which is allowed according to your license. If the number of ports your hardware has is bigger than the number of ports you are licensed to use, please turn off the exceeding ports or buy a license to use additional ports.

The information about the allowed ports can be found in Tools=>Configuration=>Hardware.
Quantity of users should meet the license requirements according to their types (Users, Low Volume Users, One Way Users, etc. – please see chapter 6 Users). There is a possibility to switch between users' types (change their types) a certain number of times which is stated in the license requirements.

• If your address book has more contacts than you may have according to your license, the FaxGwise Server will not work.
• If users with the type Low Volume Users exceed the limit of sent and received faxes, they will not be able to use the server services. To resume their access to the server please contact SKyPRO Support.
• If users with the type One Way Users exceed the limit of switches the fax sending direction (receiving/sending), they will not be able to use the server services. To resume their access to the server please contact SKyPRO Support.
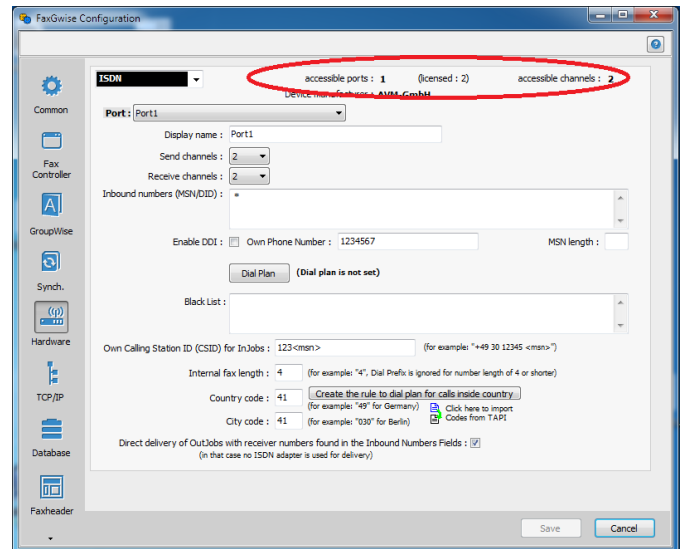
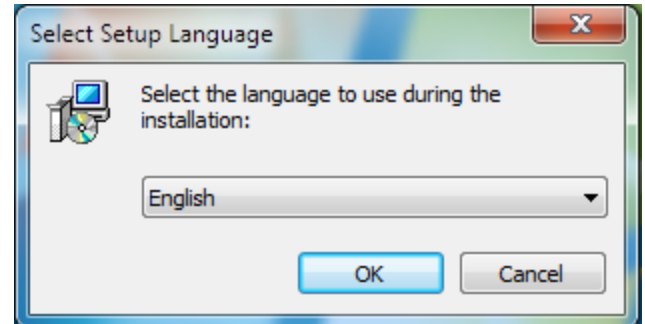# 5 Installation and setup of FaxGwise Server

5.1 Installation process

Please check the functionality of your hardware (ISDN/ Faxboard) or VoIP driver prior to installation of the FaxGwise Server. If no conflict with the hardware occurs, you can start the installation. Please run Setup.exe and follow installation steps:
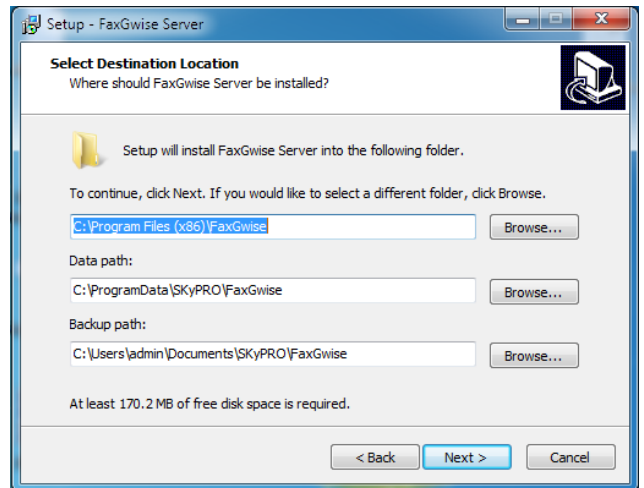
Choose the language for the installation:

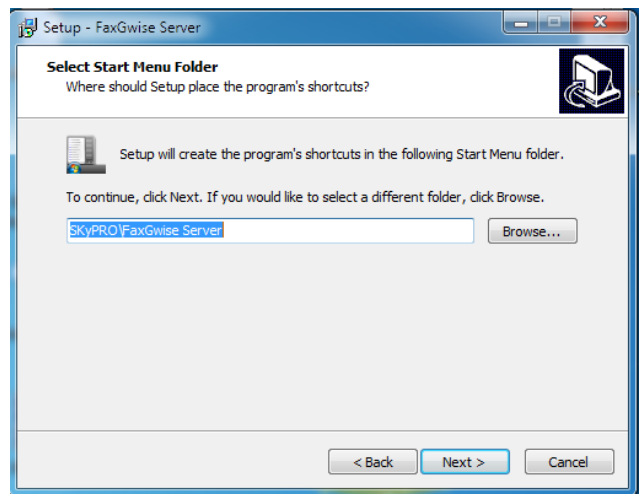Start the installation and click "Next" to continue:
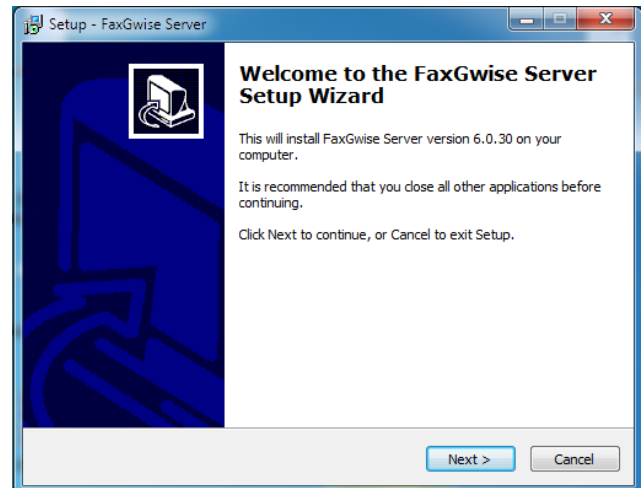
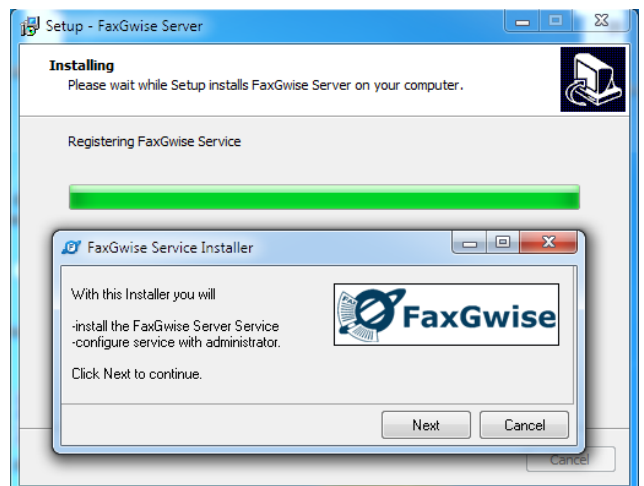Read the license terms for the product and click "Next" to continue:

Select a folder where the FaxGwise Server will be installed. Click "Next" again to continue:


Choose a folder to place the icon of the application

Install FaxGwise service.

Now specify the service account. Enter your username and password. The Service will be started with this data. For the FaxGwise server operation it is recommended to use already existing administrator`s account. If you have an existing "FaxGwise" account, just enter its password; otherwise the account will be created with the specified password (not empty).
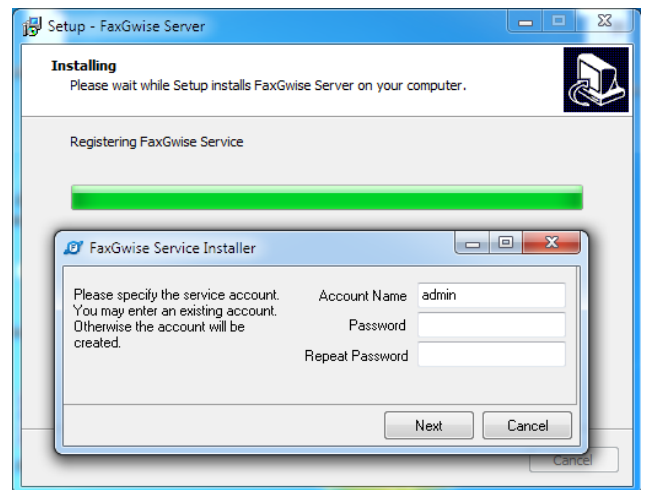
Complete the installation and choose the recommended operation:
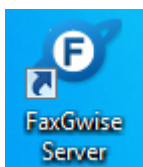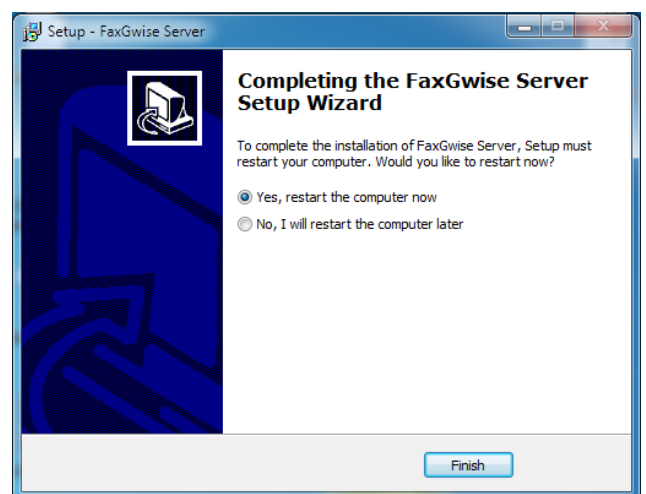
After installation, the program icon of "FaxGwise Server" will appear on your desktop and you will also find the "FaxGwise" in the program menu.

5.2 FaxGwise Server Setup

The following Windows settings are necessary prior to configuration of the FaxGwise Server:

• Install/check the hardware (ISDN with the CAPI 2.0 drive / FaxBoard / VOIP driver).

• Install/check the GroupWise Client (check the connection to the GroupWise Server, deactivate Single Sign On to login, run GroupWise in the Online mode).

• Check TAPI information (Choose System control -> Telephone and Modem options: Country and Area Code).

To open the settings menu click Configuration on the toolbar or choose Tools -> Configuration.
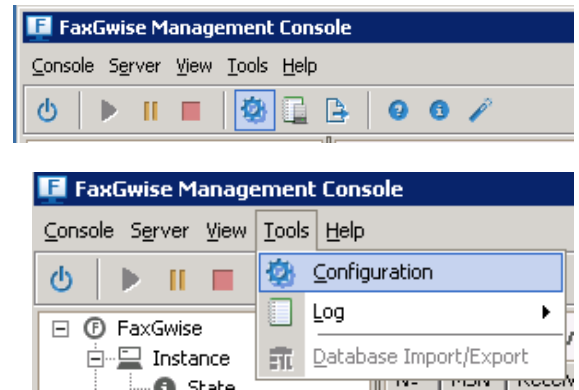
Here you can change configuration data for the following settings:

- Common
- Fax Controller
- GroupWise
- Synchronizer (Synch.)
- Hardware
- TCP/IP
- Database
- Faxheader
- Messages

Please note: when you make changes to the Configuration Menu, you should click Save to save your changes. After this the server will be restarted automatically to apply the changes.

## 5.2.1 Communicator (GroupWise, Gmail, Exchange, IMAP/SMTP)

In the tab Communicator you can set up the FaxGwise Server with your email system. First of all you should select a communicator type (GroupWise, Gmail, Exchange or IMAP/SMTP) which will be used by the server for the fax messages exchange. Further fill in all the fields needed according to your communicator type.
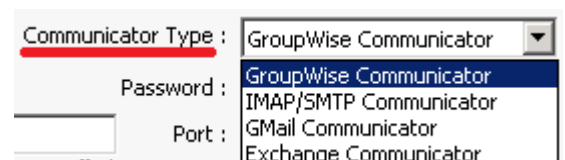
GroupWise

To set up GroupWise settings properly you can open Configuration Wizard. It will help you to configure your FaxGwise Server quickly and with minimal efforts.

Please note: before starting Configuration Wizard, GroupWise Client should be installed on your PC.
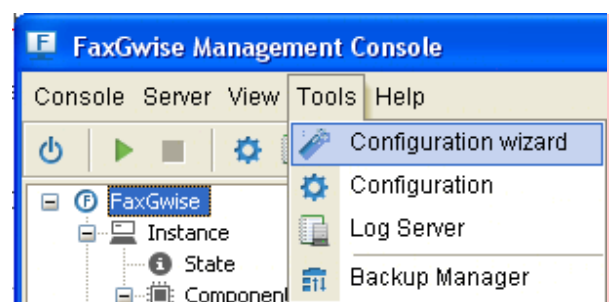
Or you can fill in all the necessary fields in the tab Communicator manually:

Username: GroupWise user name (presetting: FaxGwise Server)
Password: password of GroupWise user.
Address: IP address or DNS name of the GroupWise server.
Port: corresponding port which is given in "Address" of the GroupWise server. (Presetting: 1677)
Work folder: working directory within the GroupWise mailbox (default: FaxWork).
Delete Fax Messages: indicates if faxes (outgoing) should be deleted from the GroupWise Mailbox of the FaxGwise Server after processing.

Reconnect Interval: reconnection frequency performed by GroupWise after failing to connect to the GroupWise mailbox.
Scan Interval: scan frequency of incoming fax jobs (forwarding).
SMTP Notifications: enable this function to receive notifications of errors if access to GroupWise fails.
SMTP Host: IP address or DNS name of SMTP Server
Port: TCP/IP port for the server connection (Presetting: 25)
Enable Authentication: authentication of users before they get access
Username: SMTP user name
Password: SMTP password – used for the authentication of SMTP user
Enable e-mail to Fax Gateway: indicates whether the e-mail to Fax Gateway is activated. This function allows you to send faxes from the mail application without installing the FaxGwise Client (read more on §10 Work with the Email2FaxGateway function).
**Phone Number Start Tag:** indicates after which character in the subject line the fax number will start.
End Tag: indicates which character will follow the last digit of the fax number.
Multiple FaxGwise Server:
The multiple FaxGwise Server function allows you to configure several servers with only one GroupWise mailbox (the amount of servers is unlimited). The orders (faxes) sent to this mailbox from different users will be processed by servers in a particular order. Each server processes a certain amount of orders which should be set up in the settings in order to assign the workload equally among all the configured servers.
(See the workflow of this function in Appendix 1)
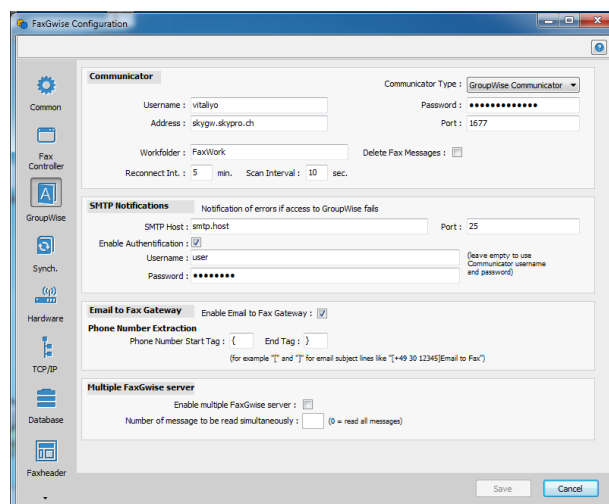
Please make sure to deactivate the Single Sign In for the GroupWise login on the server system. Otherwise, the FaxGwise Server will fail to connect to the Fax Server Account.

Gmail

Authorization: the button for connection initialization to Gmail account. Click this button to call the form of the service Gmail *Google Authorization*. Please enter email address and password used for Gmail account which you are going to use for the server operation. After confirmation of the account selection (button *Allow*), it will be activated for communication with the FaxGwise server and its email address will appear in the field **Username**.
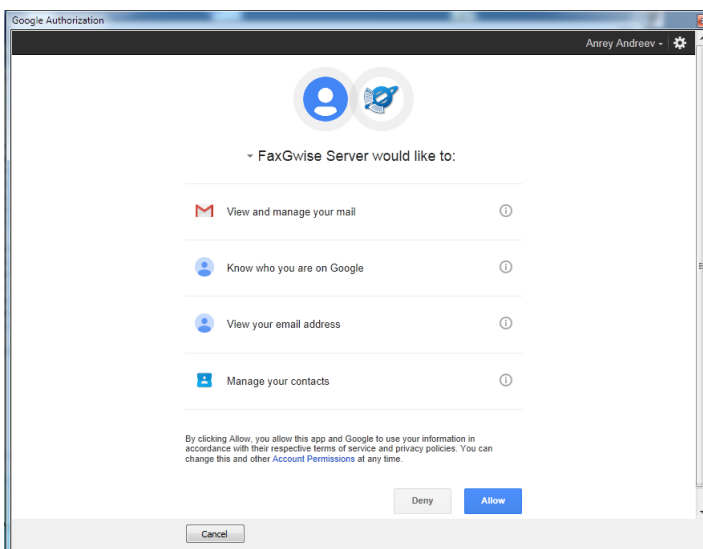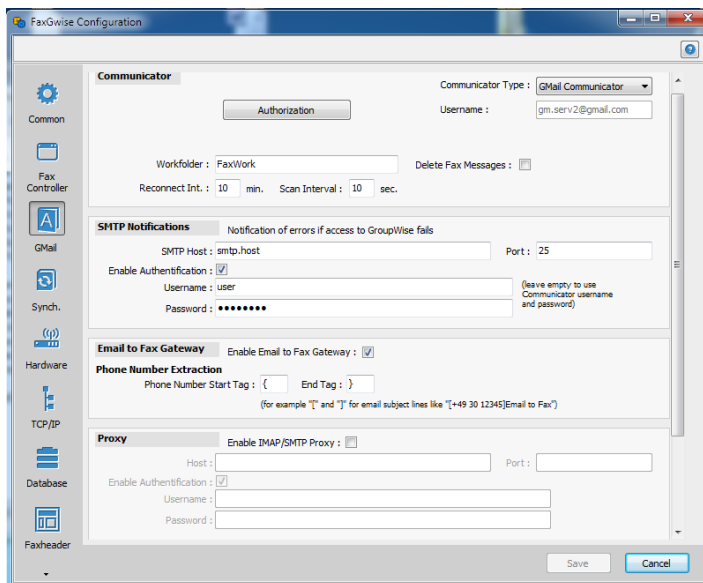
Proxy: Ask your system administrator for the details to set up proxy if necessary.

Workfolder: working directory within the Gmail mailbox (default: FaxWork).

Delete Fax Messages: defines whether faxes (outgoing) should be deleted from the Gmail mailbox of the FaxGwise Server after processing (otherwise they will be moved to the Workfolder).

Reconnect Int: reconnection frequency performed by FaxGwise after failing to connect to the Gmail mailbox.

Scan Interval: scan frequency for incoming fax jobs (forwarding).

SMTP Notifications: enable this function to receive notifications of errors if access to Gmail fails.

SMTP Host: IP address or DNS name of SMTP Server

Port: TCP port for the server connection (Presetting: 25)

Enable Authentication: authentication of users before they get access.

Username: SMTP user name

Password: SMTP password – used for the authentication of SMTP user

Enable e-mail to Fax Gateway: defines if the e-mail to Fax Gateway is activated. This function

allows you to send faxes from the mail application without installing the FaxGwise Client (read more on §10 Work with the Email2FaxGateway function)

Phone number start tag: defines after which character in the subject line the fax number will start.

End Tag: indicates which character will follow the last digit of the fax number.

Exchange

Login name: login of the used Exchange account (email address of the Exchange account).

Password: password to access the used Exchange account.

EWS URL: Exchange Web Service reference for Exchange. Exchange Web Services (EWS) provides the functionality to enable client applications to communicate with the Exchange server.

Workfolder: working directory within the Outlook mailbox (default: FaxWork).

Delete Fax Messages: defines whether faxes (outgoing) should be deleted from the Outlook mailbox of the FaxGwise Server after processing (otherwise they will be moved to the Workfolder).

Reconnect Int.: reconnection frequency performed by FaxGwise after failing to connect to the Outlook mailbox.

Scan interval: scan frequency for incoming fax jobs (forwarding).

SMTP Notifications: enable this function to receive notifications of errors if access to Outlook fails.

SMTP Host: IP address or DNS name of SMTP Server.

Port: TCP port for the server connection (Presetting: 25).

**Enable Authentication:** authentication of users before they get access.

Username: SMTP user name.

Password: SMTP password – used for the authentication of SMTP user.

Enable e-mail to Fax Gateway: defines whether the e-mail to Fax Gateway is activated. This function allows you to send faxes from the mail application without installing the FaxGwise Client (read more on §10 Work with the Email2FaxGateway function).

Phone number start tag: defines after which character in the subject line the fax number will start.

End Tag: defines which character will follow the last digit of the fax number.
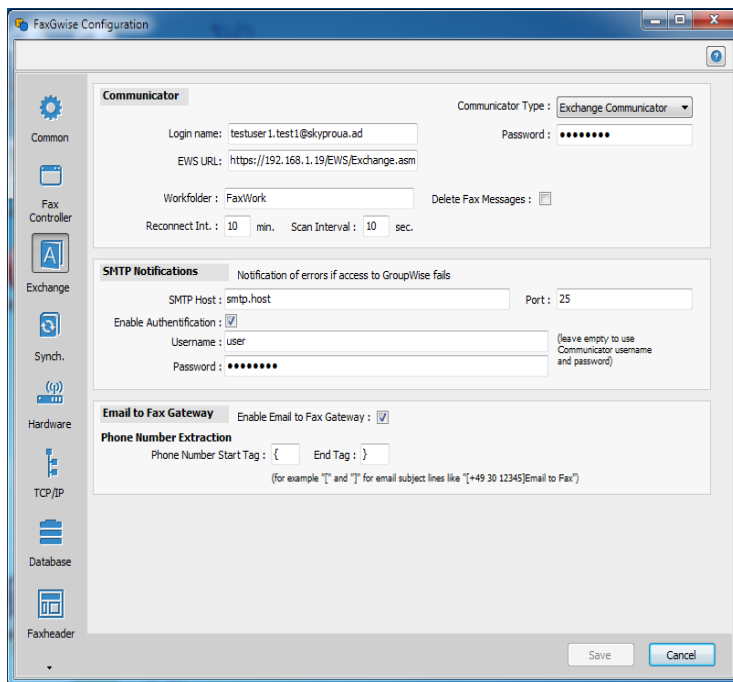
IMAP/SMTP

As IMAP/SMTP communicator you can use any web-server that can send and receive e-mails (for example, Yahoo, Gmail, etc). In this case an IMAP protocol is used for access to the server of incoming messages and an SMTP protocol for access to the server of outgoing messages.

Settings for access to the server of incoming messages **IMAP**:

Address: address of the server of incoming messages

Port: TCP port for connection to the server of incoming messages (as default 25)

SSL: this checkbox should be selected when the server of incoming messages uses a security protocol SSL

Username: login used for server of incoming messages

Password: password used for server of incoming messages

Settings for access to the server of outgoing messages **SMTP**:

Address: address of the server of outgoing messages

Port: TCP port for connection to the server of outgoing messages (as default 110)

SSL: this checkbox should be selected when the server of outgoing messages uses a security protocol SSL

Enable Authentication: this checkbox should be selected when the user authentication is needed to login to the server of outgoing messages

Username: login used for server of outgoing messages

Password: password used for server of outgoing messages

General settings:

Workfolder: working directory within IMAP server mailbox (default FaxWork)

Reconnect Int.: reconnection frequency performed by FaxGwise after failing to connect to the IMAP server mailbox.

Scan Interval: scan frequency for incoming fax jobs (forwarding).

Delete Fax Messages: defines whether faxes (outgoing) should be deleted from the SMTP mailbox after processing (otherwise they will be moved to the Workfolder).

SMTP Notifications: enable this function to receive notifications of errors if access to IIMAP/SMTP fails.

SMTP Host: IP address or DNS name of SMTP server

Port: TCP port for the server connection (presetting: 25)

Enable Authentication: authentication of users before they get access

Username: SMTP user name

Password: SMTP password used for authentication of SMTP user

Enable e-mail to Fax Gateway: defines if the e-mail to Fax Gateway is activated. This function allows you to send faxes from the mail server without installing the FaxGwise Client (read more on §10 Work with the Email2FaxGateway function).

Phone number start tag: defines after which character in the subject line the fax number will start.

End Tag: indicates which character will follow the last digit of the fax number.

Proxy: Ask your system administrator for the details to set up proxy if necessary.

5.2.2 Synchronizer

Synchronizer is used to synchronize the internal database MSN/DID of the server with the address book of the mail system chosen in the field Communicator (GroupWise, Gmail, Exchange, IMAP/SMTP). All the information from the address book will be added to the users list of the MSN/DID. Settings of the user's account are saved and changed in the address book in the mail system or LDAP. To delete the user's account you have to delete it from the address book.
Synchronizer Type: Address book, LDAP and CSV (for details please see § 6 Users).
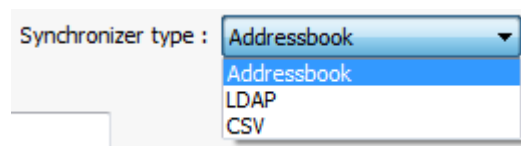
5.2.3 Hardware

In the tab Hardware in the context menu you can choose ISDN card or Faxboard/Modem.
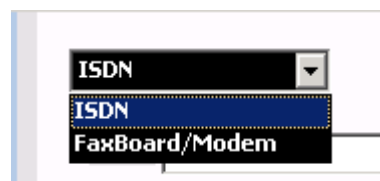
ISDN and Faxboard/Modem

From the following fields choose the settings:

• **Port:** choose the corresponding channel that needs to be configured. You need to configure each port separately.

• **Display name:** freely selectable designation of the channel.

• **Send channels:** number of channels per port available for sending facsimiles (1 port = 2 channels)

• **Receive channels:** number of channels per port available for receiving facsimiles (1 port = 2 channels)

Please note**:** You may open only that quantity of ports which is allowed according to your license.

• **Inbound numbers (MSN/DID):** inbound numbers which are to be accepted (numbers are divided by "comma", number intervals by "hyphen" and "*" is used for accepting all calls). If **DDI** is activated, the "*" should not be used. In the **DDI mode**, the simple digits of the dialed telephone number are transferred or sometimes delayed. The FaxGwise receives the digits till this temporary phone number matches to the entered in inbound number. In this case the call will be accepted, the next transferred digits will not be accepted any more. If "*" is activated, the fax server takes the call immediately. There is the possibility that the transferred digits of extension will be lost after that. This prevents the correct routing, so the numbers entered in GroupWise address book can't match the received extension.

• **Enable DDI:** Activates Dynamic Dial In
• **Own Phone Number:** Own phone number without area code and extension
• **MSN length:** number of characters in the fax number used to specify the MSN
• **Dial plan:** button to create a dialing rule for the outgoing faxes (for more details please see 7.3)
• **Black List:** list of phone numbers you don't want to receive faxes from.
• **Own calling station ID** (CSID) for in jobs: own transmission number for the remote fax machine
• **Internal fax length:** maximum length of the fax number to distinguish between internal (without the dial prefix) and external (with the dial prefix) facsimiles.
• **Country code:** the field that contains the telephone country code
• **City code:** the field that contains the phone area code
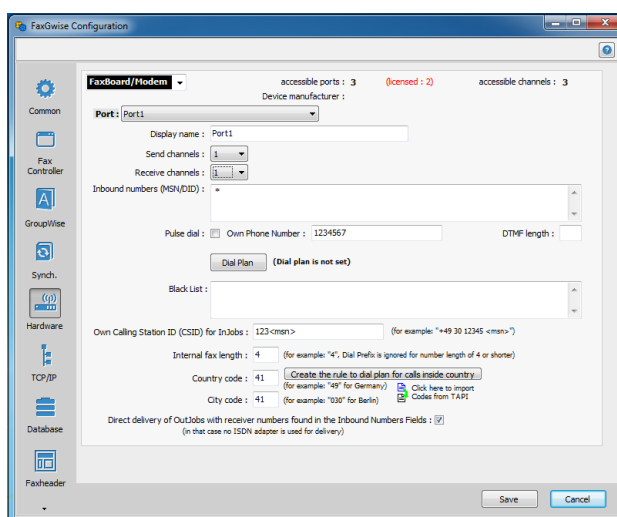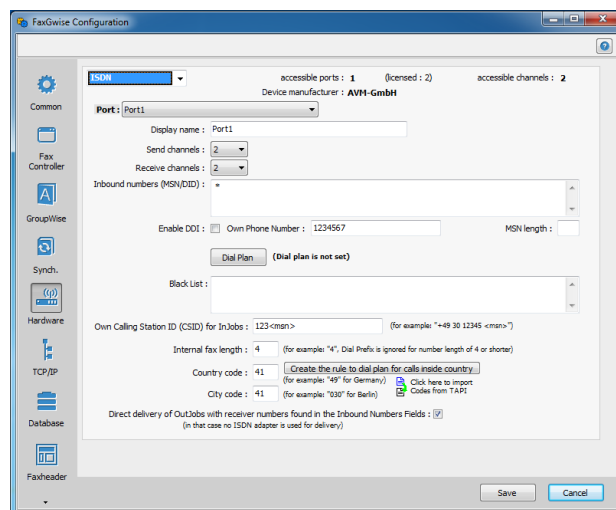
• **Create the rule to dial plan for calls inside country:** button to create a set of dialing rules for outgoing faxes automatically (for more details see chapter 7.3)

• **Direct delivery of OutJobs with receiver numbers found in the Inbound Numbers Fields:** a check box that indicates how to route the outgoing faxes. If this checkbox is marked, then in case of coincidence MSN of outgoing fax with any MSN user, the fax will be sent to the user via e-mail. If the checkbox is not marked, the document will be sent to him through a telephone line.

6 Users

6.1 Address book

FaxGwise Server uses an address book of your email client for users' identification and information routing. The content of this address book is displayed in the MSN/DID directory on the server. All its users have the right to send and receive faxes via the FaxGwise server. The amount of users, which are entered in the address book, can't exceed the limit of users set by the license on the server. The server's administrator can edit the address book content, add and remove the users from the MSN/DID server directory. The entered changes are saved in the address book of your email client.

All the users can be divided into three categories:

- **standard users** can send and receive faxes without limit;
- **"low volume" users** are allowed to send and receive 30 faxes per year. The maximum amount of "low volume" users is also specified by the license on the server.
- **"one way" users** are allowed only to send or only to receive faxes, according to the status assigned to them. This status can be changed by the administrator a strictly limited number of times. The number of switching (from the send-status to the receive-status and back) depends on the license.

When the server receives an email containing a fax, it checks whether its sender is in the MSN/DID directory. If there is such user in the directory, the sending begins; otherwise the user gets an error message. If sender's number is the server's own number, the server routes the fax to the user, whose MSN matches the MSN defined for fax sending. If such user is not found, a fax will be forwarded to the default receiver configured in the server's settings.

When receiving a fax from the telephone line, the server identifies the MSN of incoming call and forwards the fax via e-mail to the user, whose MSN entered in the address book matches the incoming call MSN. If such MSN is not found, the fax will be sent to the default receiver.

Please check the following additional Synchronizer's settings (not mentioned in the chapter 5.2.2) before starting the server:

MSN Caching Interval: frequency of the automatic synchronization with the address book. (You can make synchronization manually by clicking the button Reload AddressBook in the tab MSN/DID)
Address book: the name of the address book that will be used as a Synchronizer

Please note: If there is more contacts in your address book than FaxGwise users you are allowed to have according to your license, the system will not work.
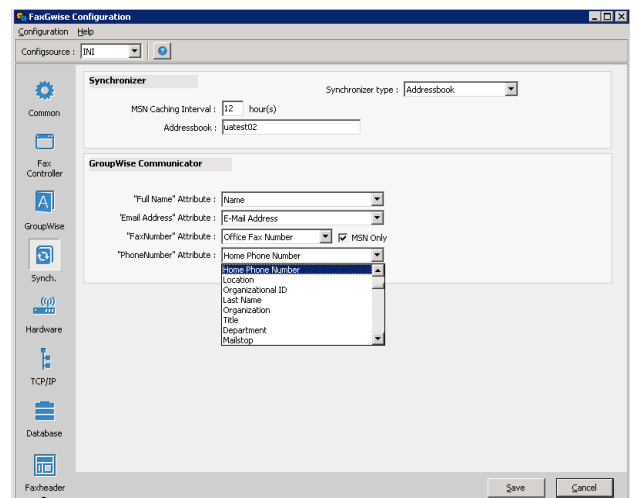
The following fields of the address book are synchronized:

GroupWise

MSN	Faxnummer (Büro) or Faxnummer or Fax Number
«Full Name» Attribute	selectable
«Email Address» Attribute	selectable
«FaxNumber» Attribute	selectable
«PhoneNumber» Attribute	selectable

By the first synchronization custom fields are added (with the default value) to the users account. To set user rights you may change the value of the custom fields in the address book. You can use server console (in the tab MSN/DID) popup menu Properties to change the value of the custom fields.

Routing Mode	vfx_RoutingMode
Printer Name (In Jobs)	vfx_PrinterName
Printer Name (Out Jobs)	vfx_PrinterName_Out
Sending Allowed	vfx_SendAllowed
User type	vfx_UserType

Gmail

MSN	Work Fax or Fax or Home Fax
Receiver	Email (any Work email –is a priority)
Phone number	Phone Work or Phone Main or Phone Home
Receiver Name	Full Name

Custom fields can be created manually for each user:

Routing Mode	RoutingMode
Printer Name (In Jobs)	PrinterName_In
Printer Name (Out Jobs)	PrinterName_Out
Sending Allowed	SendAllowed

Exchange

MSN	Work Fax
Receiver	Email
Phone number	Phone Work
Receiver Name	Full Name

By the first synchronization custom fields are added (with the default value) to the users account to the address field (Other). To set user rights you may change the value of the custom fields in the address book. You can use server console (in the tab MSN/DID) popup menu – Properties to change the value of the custom fields.

Routing Mode	RoutingMode
Printer Name (In Jobs)	PrinterName_In
Printer Name (Out Jobs)	PrinterName_Out
Sending Allowed	SendAllowed

LDAP

The **Lightweight Directory Access Protocol** (**LDAP**) is an application protocol for accessing and maintaining distributed directory information services over the Internet Protocol (IP) network.

Host - IP address or DNS name of LDAP Server
Port - TCP/IP port for the server connection (Presetting: 389)
User - LDAP username
Password - LDAP password
Search Base Container (*baseDN*) — The name of the base object entry (or possibly the root) relative to which the search is to be performed
Filter - Criteria to use in selecting elements within scope (can be empty)
FullName, EmailAddress, FaxNumber, Routing Mode, Send Forbidden, Printername In, Printername Out – FaxGwise fields, for which the name of the corresponding fields in LDAP are stated.
Fields Routing Mode, Send Forbidden, Printername In, Printername Out are custom fields. The administrator of the LDAP Server creates them and connects to the FaxGwise Server.
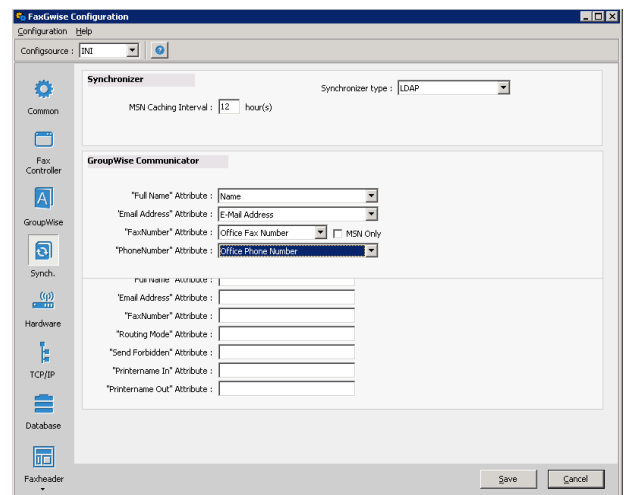
Directory MSN/DID

Only those users who are indicated in one of the address books of the mail box selected as the server address have access to the server's operation. Please go to Settings > Synchronizer > Synchronizer type and Address book to check the configuration.
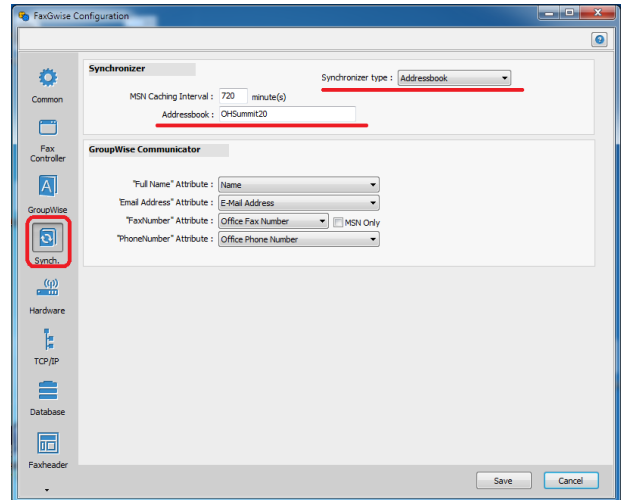

To display the content of the address book click on the MSN/DID category in the category tree of the main window of the server console.

User identification is based on the e-mail address. Right mouse click to open the context menu and choose "Edit" to see the whole information about the user.
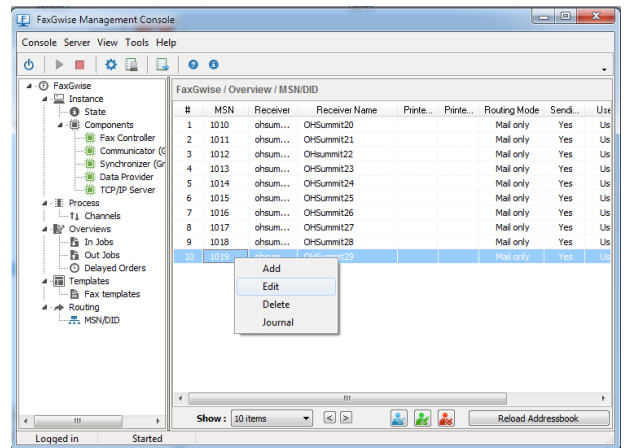
An access level can be set for each user by setting one of the available values Mail Only, Mail and Print, Print Only or No Routing in the field Routing Mode. It can be also set by allowing or not allowing sending faxes in the field Sending Allowed (you can choose Yes or No in the same context menu using arrow buttons).

You can also choose a printer for printing of incoming and outgoing faxes for a certain user. One of the rather flexible elements which adds facilities to fax server is MSN/Fax use for each certain user. If using it as telephone number extension it is possible to enhance faxes receiving and sending potential with use of internal routing.
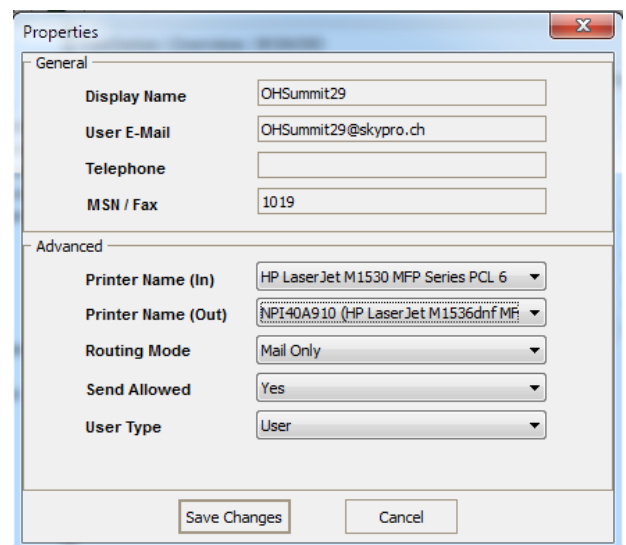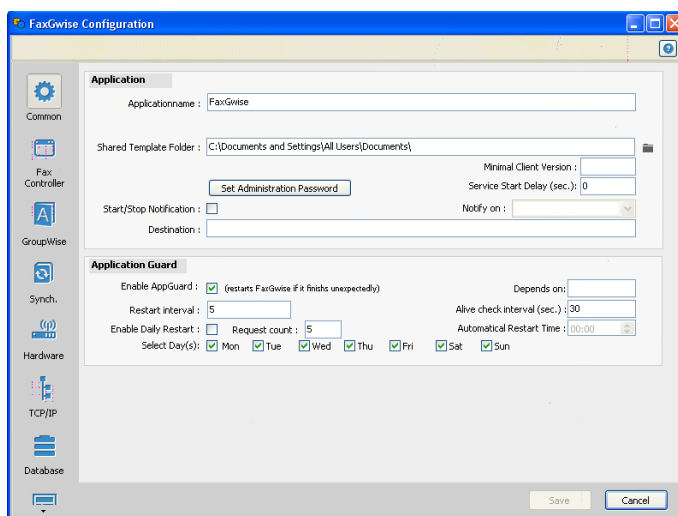
7 Other Settings

7.1 Common

On Common page you can change the following fields:

Application:

Applicationname: The name of the application (FaxGwise, entry should not be altered).
Shared Template Folder – sets the folder of fax templates if no TCP/IP communication was selected.

Minimal Client Version – the lowest Fax Client version which the Server can run with.
Service Start Delay (sec) – delay before service starts.
Set Administration Password: Sets password for accessing to Management Console.
Start/Stop Notification – initiates sending of notifications about stop and start of the server to the administrator.
Notify on – chooses a way for notification sending to the administrator (via e-mail or fax)
Destination – an e-mail address or fax number for notification.

Application Guard:

Enable AppGuard – activates a monitoring process for the FaxGwise Server. This process carries out an automatic restart of the FaxGwise Server in case of unexpected program termination (for example, in case of memory losses on the server).
Depends on- here you can indicate the service which FaxGwise Server depends on. FaxGwise service depends on other services, system drivers or group load order. If a system component is stopped or is not running properly, dependent services can be affected.
Restart interval - interval after which the service will be restarted.
Alive check interval (sec.) – interval during which the restarter will check the service.
Enable Daily Restart – activates a scheduled restart of the FaxGwise Server.
Request count - amount of "no reply" services before which the restarter runs.
Automatic Restart Time: Indicates the time at which the Server should be restarted (daily).
Select Day(s) – the weekdays on which the automatic server restart is taking place.

7.2 Fax Controller

On this page you can set up the following settings:

Faxcontroler:

Admin EMail Address – Email address of user receiving error messages.

Default Receiver – Email address that will receive faxes in cases when Server won't be able to determine the recipient of a fax message.

Temp Folder – sets the working directory of the Fax server.

Retry Count – number of attempts to dial the recipient number in cases when the number is busy, unavailable, etc.

Retry Period – interval between attempts

Max. Recipients – the maximum number of recipients of an outgoing fax.

Additional Application – the application that must be started before the server starts. In some cases FaxGwise Server cannot connect to the hardware without an additional application that is why it must be automatically started before the service.

Injobs:

Injobs format – the format of incoming Fax.

Custom Filename – sets the template for file names of incoming faxes. You can use any text in combination with the given placeholders such as <SenderCSID> or <Pages>. By right clicking the input box you will receive a list of all placeholders available.

Print all injobs – print all incoming faxes (in addition to sending them to recipients).

Printername – choose the printer where all incoming faxes will be sent if "print all in jobs" option is activated.

Put files of size more than – maximum file size attached to the outgoing faxes. Files, that are bigger, are put to the folder indicated in the field In the folder.

Outjobs:

Template Folder – folder which contains fax templates for outgoing faxes.

Convert attachments – set up on which side (client or server) fax attachments will be converted to printer format (It should be remembered that due to conversion of the enclosures by the server the server is overloaded and during the intensive fax sending the work of the server can be slowed down. Default normally should not be altered)

Supported file types: supported file formats for conversion (only with convert attachments: server).

Conversion time out - conversion time out for email2fax (print via fax printer).
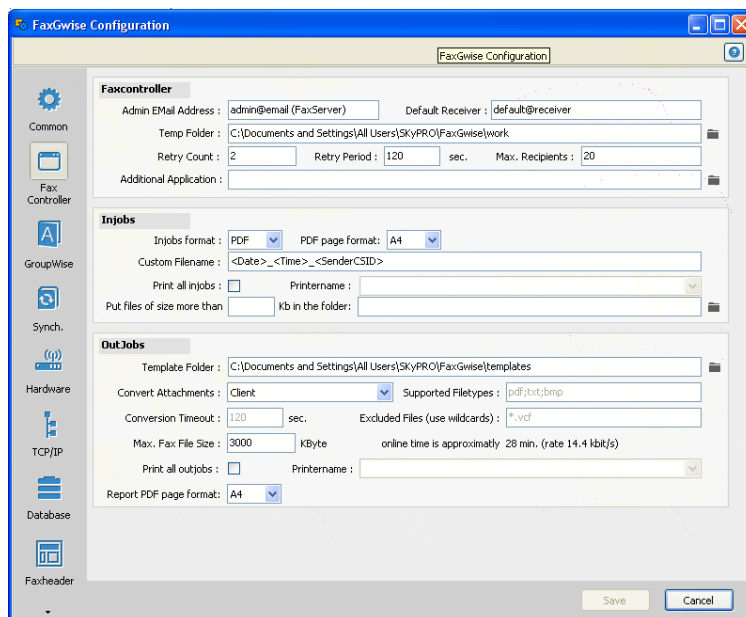
Excluded files: attachments not to be converted / sent (only with convert attachments: server)

Max. Fax File Size – sets the maximum file size of outgoing faxes. This option prevents the sending of oversized faxes with unfavorable graph formats.

Print all outjobs – print all outgoing faxes.

Printername - the printer name for outjobs.

Report PDF page format – setting up of the paper size for printing of an incoming fax.

Changing of incoming and outgoing faxes format

From build 6.0.31 of the FaxGwise Server there is a possibility to change the format of incoming and outgoing faxes (FaxGwise Configuration -> Fax Controller -> Page size).

The user can select one of three variants:

- A4 (sheet size 210x297 mm),
- letter size (216x279 mm),
- legal size (216x356 mm).

This format will be used either by sending or receiving faxes.

E.g.:

a)   If you choose A4, outgoing documents in other formats will be also sent as A4 sheets.

b)   When using ISDN incoming faxes will be received in A4 regardless of their format. In case of using a modem, if a document is smaller than A4, all information is placed on one A4 sheet without any adjustments.
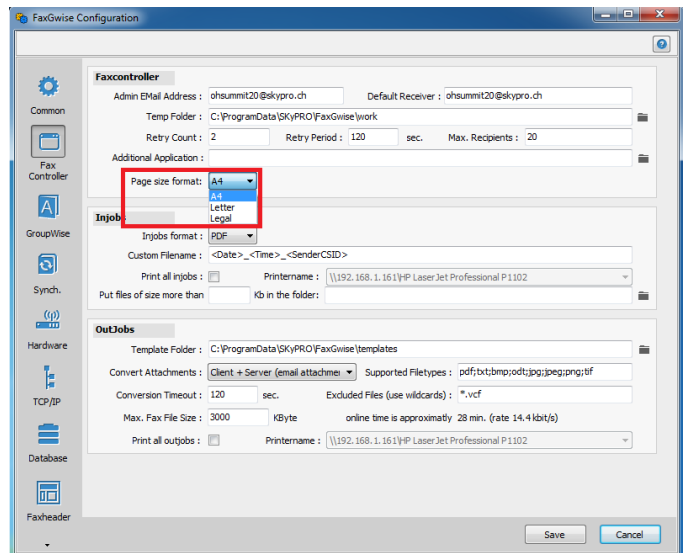
7.3 Hardware > Dial Plan Configuration

Dial Plan Configuration: is an optimal system that should be used to create dial rules if some of the numbers in your address book do not contain country/area and other specific codes and are not corresponding to the required standards of dialing. In this case we use dial plan configuration based on the principle of regular expressions within the patterns (pattern match method).

There is the following syntax for regular expressions:

x – for any digital character from 0 to 9

**z** – for any digital character from 1 to 9

n – for any digital character from 2 to 9

**. (dot)** – for any character or a set of digital characters.

Here are a couple of examples of possible **patterns** to use:

➢ **0z.** – this pattern corresponds to any number, with "0" in the first position, any character from 1 to 9 ("z") in the second position, and then **.** (dot) matches any characters in the next positions. This pattern is convenient to use if a number in the address book is saved without a country code (e.g., just with the area code of Berlin: (030) 574 8099).

➢ **xxxxxxx** – this pattern corresponds to a fax number that consists of seven digits from 0 to 9 (e.g., number for local faxing 2389184). This pattern will apply only for the numbers with a definite amount of characters.

➢ **zx0z.** or **zx0zxxxxxx**– these patterns are used for the numbers, which have "0" between the two-digit country code and the area code, with any amount of characters after "0" (**zx0z.**) or with a defined amount of characters **zx0zxxxxxx** (e.g., we have "0" between the country code of Germany and the area code of Hamburg +49 (0)40 2263457).

If your address book contains fax numbers in various formats you can create the chain of dialing rules, using the above described or other patterns following FaxGwise Configuration=> Hardware => Dial plan.
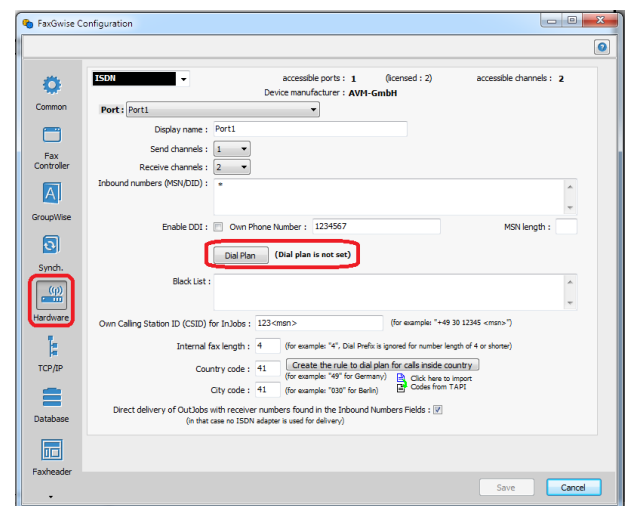
Click to add a new rule in the dial plan configuration. In the opened window use an arrow-button to see the different types of the rules.
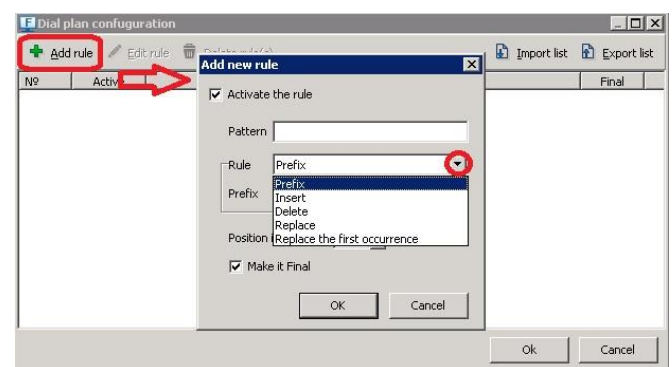
"Prefix" is used for adding any character/set of characters into the first position (always before the number). E.g., for adding the country code with "+" symbol before the number.

"Insert" is used for adding any character/set of characters into the chosen position.

"Delete" is used for deleting a definite amount of characters, starting from the chosen position.

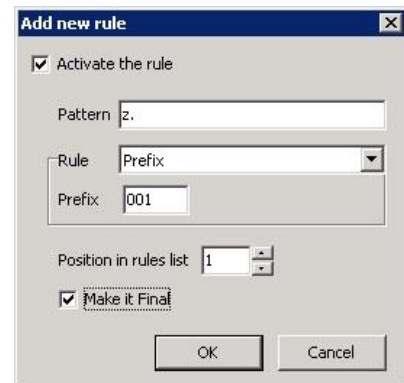"Replace" is used to replace the chosen set of symbols with another set (e.g. to replace "+" with "00").

"Replace the first occurrence" allows doing the same, but only for the first digit (or digit combination).

You could use the first rule "Prefix" for the outside faxing, if the numbers in your address book are without country code.

E.g., we need to send a fax off from the Europe to the USA to the number.

(801) 281 3457, in this case we should add 00 for an international call then 1 (the country code of the USA), then the number.

To apply this dial rule please set the pattern **z.,** choose "Prefix", enter "001", make it final and click OK.

For example, your address book contains the fax numbers with the area codes, but with "0" in the first position: (030) 574 8099.

To send the fax to this number in Germany from any other European country you should dial 0049 30 5748099.

If you run into such a situation please use pattern **0z.** to Replace the first occurrence "0" with "0049". Please make the rule final and click OK.
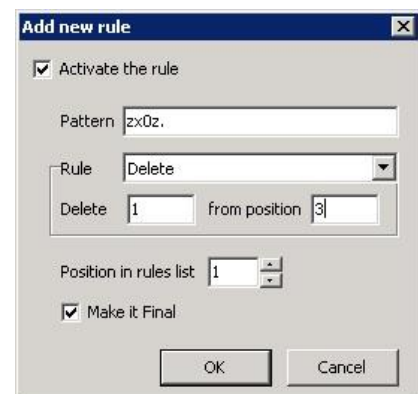
The next rule we would like to show will transform a number that has "0" between the country code and the area code: +49 (0)40 2263457.

To apply the rule please set the pattern **zx0z.** and choose the rule "Delete".

This will delete one (1) symbol from the third (3) position in the telephone number. Put the rule to the first place in the rules list and make it final, click OK. This rule is formal, it does not transform the number itself.

Note: This example is useful for the numbers that have a **two digit country code** (Germany – 49, Switzerland – 41, Austria – 43). The numbers with a three-digit (Bulgaria – 359, Finland - 358) or a single-digit (Canada – 1, USA - 1) country codes, or country codes that contain 0 (Czech Republic – 420, Ukraine – 380, Lithuania - 370) won't match **zx0z.** pattern.

Ordinary phone numbers consisting of 7 digits and short internal numbers of 4 digits are often used to work with the **business telephone system**.

To send a fax to a seven digit number it is necessary, to dial "0" before this number. It helps to access the external phone system.

To organize fax sending in such situation please:

1. Go to FaxGwise Configuration => Hardware => Dial plan => Add rule.
2. Define a number of 7 digits **xxxxxxx** in pattern.
3. Chose the rule "Prefix" and enter prefix "0".
4. Chose the position in the list, make the rule final and click OK.

In this case, the prefix "0" will be added to the numbers with seven digits. In all other cases (as well by numbers with four digits), prefix "0" won't be added before the number.

In the settings of the FaxGwise Server you could also create rules for converting phone numbers from international format into one accepted inside the country. To use this feature:

- Go to FaxGwise Configuration => Hardware
- Enter your country code
- Click the button Create the rule for dial plan for calls inside country
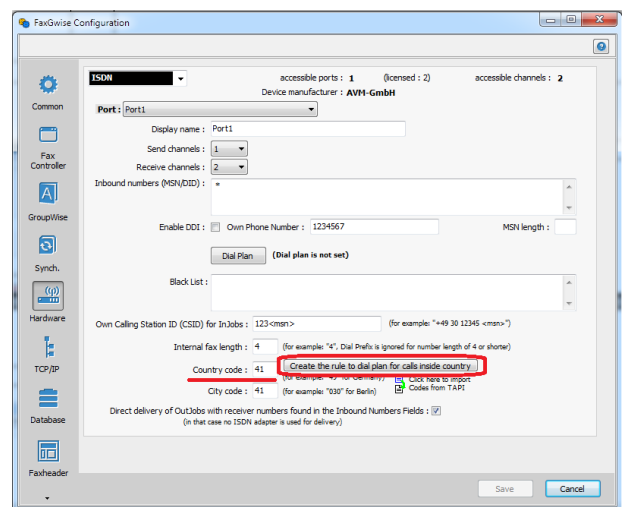
After that, two rules will be created **automatically**. Please click Dial Plan to see them.

The first rule replaces "+" detected before the telephone number with the characters "00", and the second - replaces four digits of the number value, which consists of two zeros and the following country code specified in the field

Country Code, with the digit "0".

These rules are convenient to use if you would like to convert the phone number specified in the international format into an ordinary phone number.
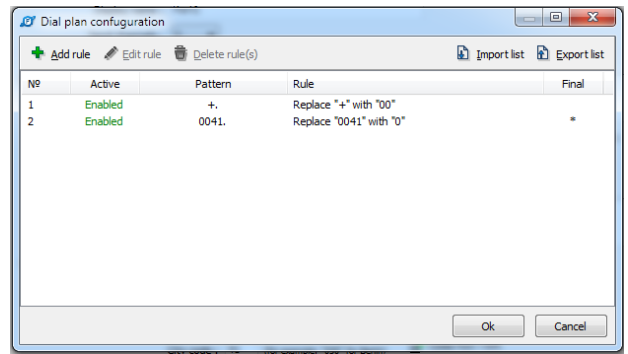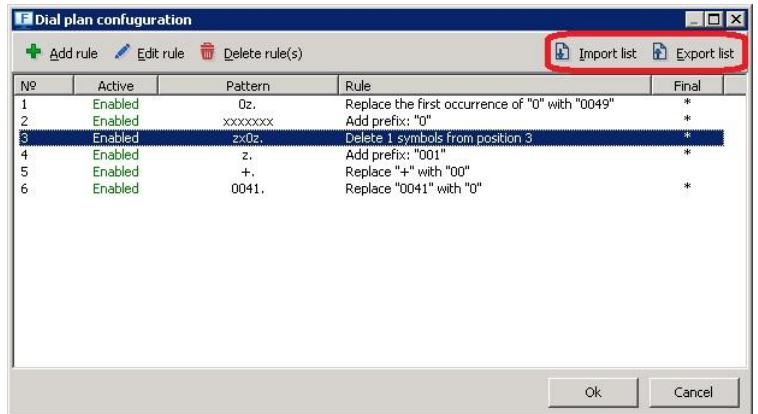

It's also possible to delete or edit the chosen rule clicking the corresponding buttons in dial plan configuration window.

Clear a flag to disable the rule you don't need right now.
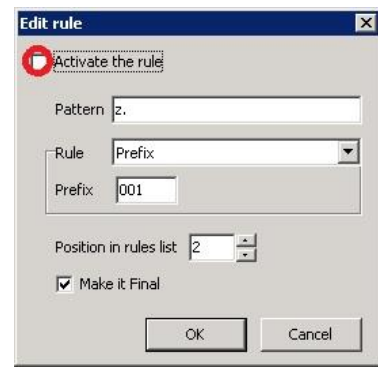
We can import or export the whole list of dial plan configuration clicking the corresponding buttons.

7.4 TCP/IP

In the Tab TCP/IP you can choose the following fields:
• **Enable TCP/IP communication:** enabling the TCP/IP communication (presetting: Yes)
• **Port:** TCP/IP communication port used between clients and server
• **Receiver-Hosts:** recipient of SNMP-Traps (Syntax: IP-Address:Port; IP-Address2:Port and so on)
• **Community:** community for SNMP-Traps (default: public)
• **Send state change traps:** send trap if Server status changes
• **Send error message traps:** send trap in case of errors
• **Send alive traps:** send trap if „Alive"
• **Alive trap interval:** Indicates the interval in minutes for „Alive Traps".
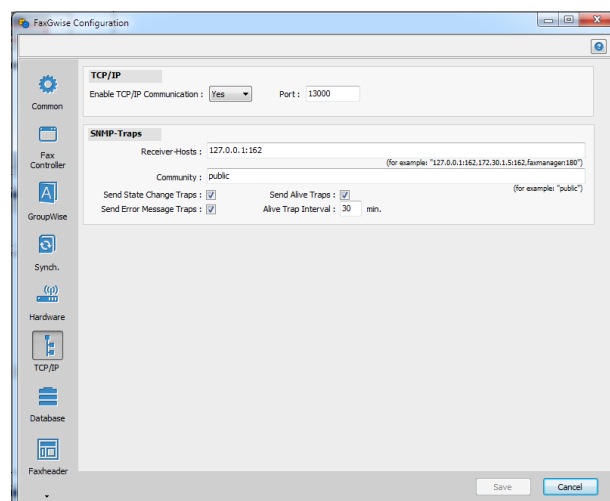
7.5 Database

You can choose from the following fields:
• **Ole DB connection string:** connection information for the data base of the FaxGwise Server. It is set to Microsoft Jet Database (MDB) on initial installation but can be changed to any kind of ODBC data base.
• **Logging output** – logging is carried out to the text file. Log server includes the main log as well as logs of the server, synchronizer and convertor of attachment files (see chapter 11 Troubleshooting).
• **Log level** – sets how detailed log file should be. The level "Events" is recommended.
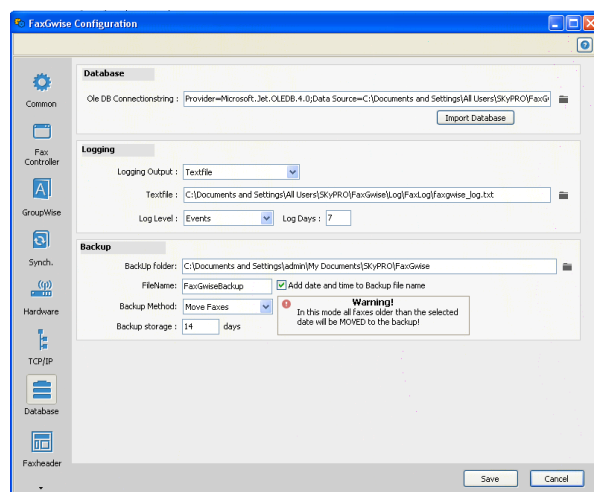
Please note that the log level "Messages" contains all the detailed information about the program running that is why a lot of memory space is needed. This type of logging could lead to the hanging up of the processes or the slowing down of system services.

• **Log days** – indicates the duration of data saved in the log file.

Backup
BackUp folder – path to the folder in which the information is saved; it is backed up by means of FaxGwise server
FileName – name which is set to the backup file while archiving
Add date and time to Backup file name - if this checkbox is marked date and time of its creation will be added to the backup file name

Backup Method – method of backup creation. NOTE: the method Move faxes, which is default one, LEADS TO DATA MOVING FROM DATA BASE while creation of a backup in the folder indicated in the field **BackUp folder**. The method Copy faxes copies information to archive saving it in the server data base. And the method Delete faxes REMOVES INFORMATION FROM DATA BASE WITHOUT ITS BACKUP (detailed information on Backup please look in chapter 8.9. Backup management)

7.6 Fax Header

In this menu you can define and preview the automatically generated design of the sending fax header. Here you can set the header and add the logo of your company. It is possible to use both placeholders and text strings for configuration. To adjust the margins click the graphic elements of the Header Preview.

You can choose from the following fields:

• **Header Left side:** left-aligned printed part of the header.

• **Header Right side:** right-aligned printed part of the header.

• **Header border:** border type of the header.

• **Header preview:** preview window.
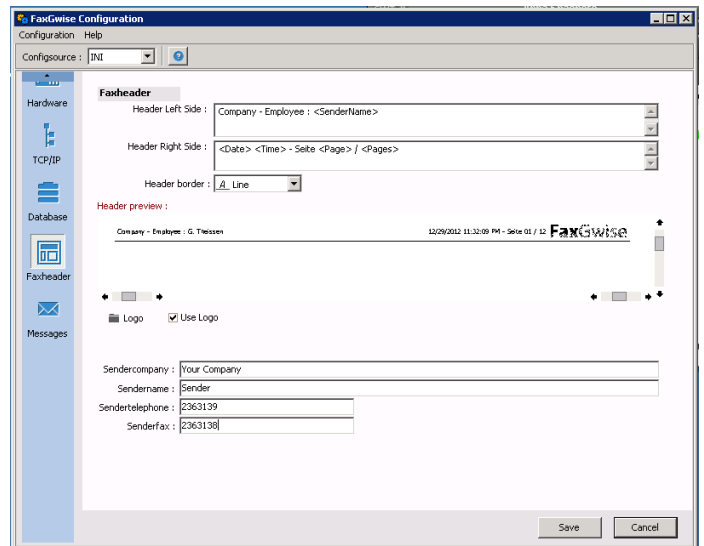
• **Sendercompany:** contains name of the sending company provided that this field was not given to the Client when sending the fax.

• **Sendername:** contains name of the sender provided that this field was not given to the Client when sending the fax.

• **Sendertelephone:** contains phone number of the sender provided that this field was not given to the Client when sending the fax.

• **Senderfax:** contains a fax number of the sender provided that this field was not given to the Client when sending the fax.

7.7 Messages

You can choose from the following fields:

Fax Injobs

• **Subject:** subject heading for incoming facsimiles.
• **Subject for Routed fax:** subject header for forwarded facsimiles (if the recipient cannot be established).
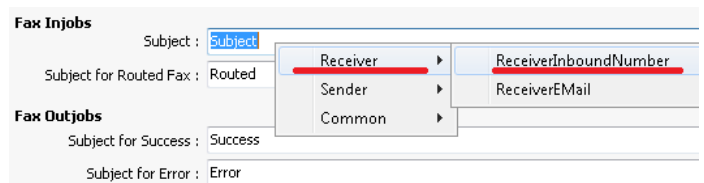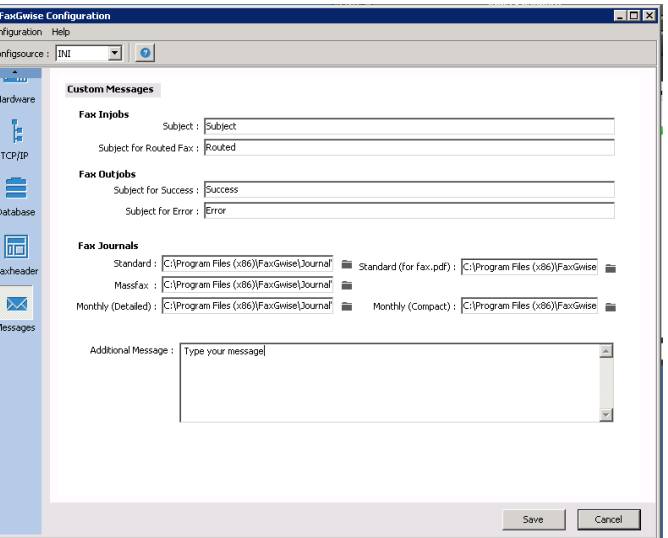
Fax Outjobs

• **Subject for Success:** subject header if the fax was successfully sent
• **Subject for Error:** subject header if the fax sending failed.

To add tags to any of the fields above, right click on the chosen subject:

Here is the list of available tags:

OutJobs:
<RECEIVERS>
<RECEIVERCOMPANY>
<RECEIVERNAME>
<RECEIVERTELEPHONE>
<SENDERCOMPANY>
<SENDERNAME>
<SENDERCSID>
<SENDERTELEPHONE>
<SENDERFAX>
<SUBJECT>
<PAGES>
<DATE>
<TIME>

InJobs:
<RECEIVERINBOUNDNUMBER>
<RECEIVEREMAIL>
<SENDERCSID>
<SENDERFAX>
<PAGES>
<DATE>
<TIME>

7.8 Fax Journals

Please pay attention that in the Tab Messages you can configure templates for your Fax Journals.

- **Standard fax journals:** template for the standard fax journal
- **Standard (for fax.pdf):** template for the fax journal embedded to the incoming message (normally fax.pdf)
- **Massfax:** template for the journal of bulk faxes
- **Monthly (Detailed):** template for the Fax Journal for periods (detailed version)
- **Monthly (Compact):** template for the Fax Journal for periods (abridged version)
- **Additional message:** Additional text for messages from the fax server.
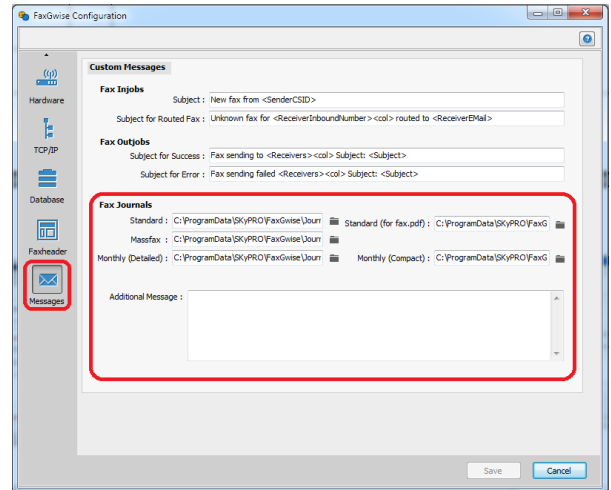
Getting the journal from the server

To see the fax journal on the FaxGwise server go to the MSN/DID tab, right-click on a needed user and choose "Journal" in the context menu.
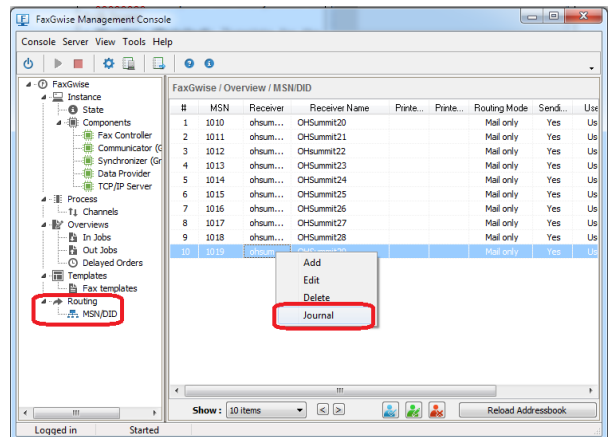
In the appeared window you can choose the journal type (compact or detailed) and the time period you need.

8 Management Console and startup of the FaxGwise Server

8.1 Starting FaxGwise Management Console

Click the FaxGwise Server icon on the desktop to start the server.

At startup appears the info window with brief information about the build of FaxGwise Server, your license, the number of users (low volume users, one way users if applied) ports, upgrade protection.

For the configuration and supervision of the FaxGwise Server we provide highly effective tool - the FaxGwise Management Console.

You will be asked to login (note: by default the Password is empty). You should define the password using console for security reasons.

8.2 FaxGwise Management Console at a Glance

After starting the FaxGwise Management Console the main window will open.
You will see the main menu, toolbar and status bar, and also you will find a tree-structured navigation bar on the left and the details of the selected element will be displayed on the right.
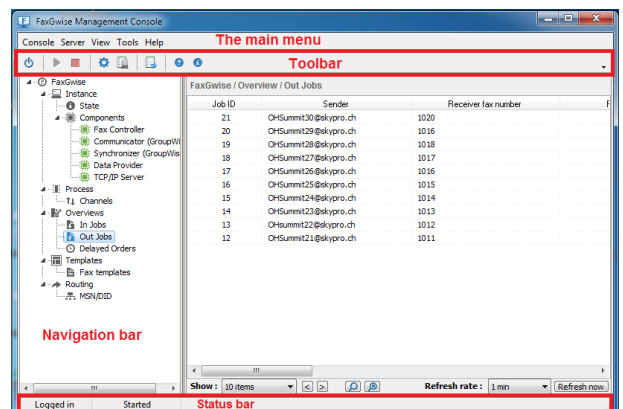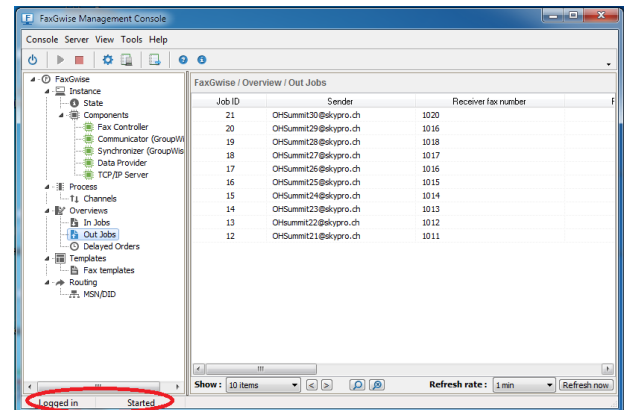
Click the green triangle to start the FaxGwise Server.

There is information about condition of the both server components – its console and the server – at the very bottom of the main window left part. The field with the information Logged in on the left is shown a successful console startup (otherwise – Logged out), and the field with the information Started at the right indicates a successful startup of the server (otherwise — Down).

If startup is successful all components are displayed in green color.

Please note that after initial installation the FaxGwise Server still has to be configured with your network environment.

All the necessary data for the running of components are entered in the server settings and were described in the paragraph 5 and 7.

8.3 Main menu and toolbar

The main menu includes 5 submenus: Console, Server, View, Tools and Help.
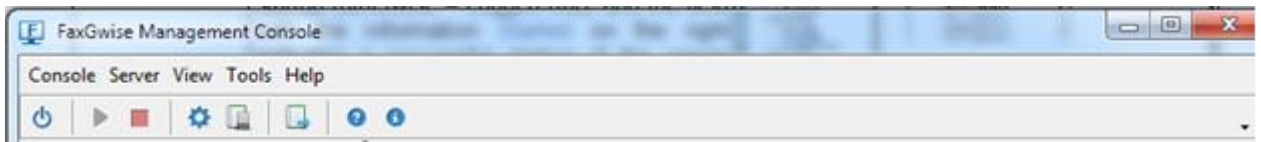
The submenu Console consists of 3 options:
- Login (F2) - start working with the console;
- Logout (F3) - finish working with the console;
- Quit (F10) - quits the program Console, the server continues running.

It's also possible to quit the Console clicking button.

You can find the server in the following states: Start/Continue or Stop.
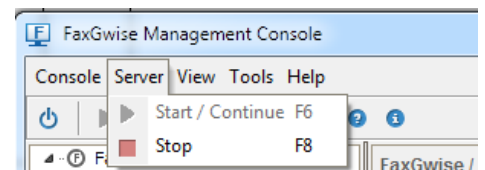
Stop

The server has neither been initialized nor activated.

If the server either has the status Start, you can shut down the server by clicking the symbol

on the toolbar or via the menu Server > Stop.

Start

The server has been initialized and activated.

If the server has the status Stop, you can start it by clicking the symbol on the toolbar or via the menu Server > Start/Continue.

The submenu View consists of 8 items:
- **Instance** displays the main server components (Fax controller, Communicator, Synchronizer, Data Provider, TCP/IP Server).
- **Process** contains information about the current conditions of receiving and transmitting ports.
- **Overview** gives an access to the directories Injobs (incoming faxes), Outjobs (outgoing faxes), Delayed orders (faxes which sending date is delayed and queued faxes).

The item **Templates** give an access to the directories containing different fax templates. These are assigned by tags indicated in faxes.
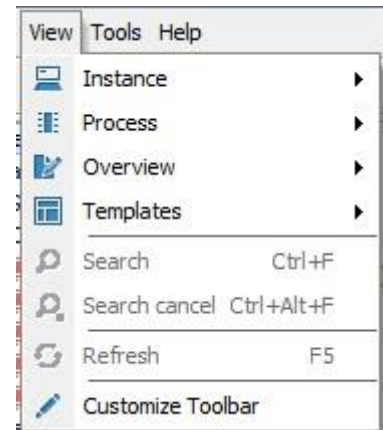
The item **Search** allows filtering reports in the directories Injobs, Outjobs and Delayed orders, by fields indicated in the search box fetched by means of the menu item and the submenu **Search cancel** overrides the set filter.

The item Refresh allows immediate updating of the fax list in the directories Injobs, Outjobs and Delayed orders, without regard for the renewal interval specified in the field Refresh rate of the console main window.

The item **Customize toolbar** allows creating a quick key for the chosen menu item and carrying it over to the toolbar.

The submenu Tools is the main tool of setting up and configuration consisting of 4 items:

Configuration wizard helps you to configure your FaxGwise Server quickly and with minimal efforts. However this master is used for organization of work with the GroupWise communicator. For more flexible setup and also for the work with Google mail and Outlook exchange communicators, please use the menu item Tools > Configuration

**Configuration** opens the window of the server setting up,

Log server opens fax log system that is used for monitoring of
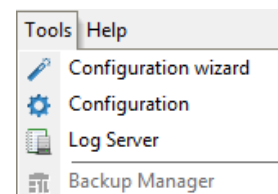
the server function and its components (see more in the section 11 Troubleshooting)

Backup Manager allows to control backup of the data stored in the server database (see more in the section 8.9 Backup management)

Help submenu gives you an access to the supplemental information about the server functioning and its settings, registration of this product and of getting the technical support. There are the appropriate buttons on the tool bar.
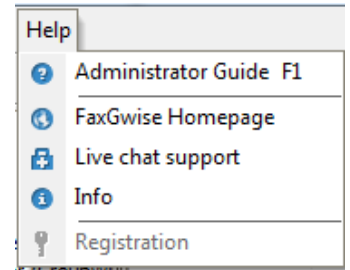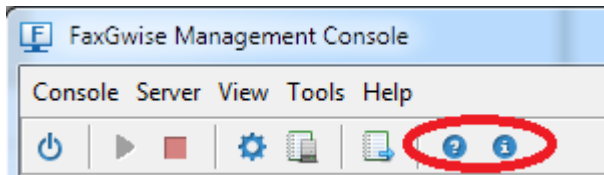
8.4 Components of the FaxGwise Server

As already stated earlier you will find the FaxGwise Server's various features on the main windows' left. You can now select a feature directly from the tree or via the menu View. The details of the selected feature will be displayed on the right of the main window. This window will then be headed with the name of the currently selected feature.
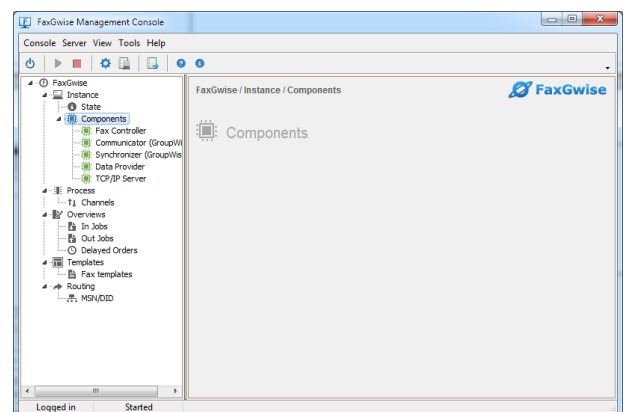
In this directory you will find all program components of the FaxGwise Server. Please see in details each component in the settings of the FaxGwise Server.

Fax Controller	Settings > Tab Fax Controller
Communicator	Settings > Tab GroupWise (IMAP/SMTP / Gmail or Exchange)
Synchronizer	Settings > Tab Synchronizer
Data Provider	Settings > Tab Database
TCP/IP Server	Settings > Tab TCP/IP

The next directories Process, Overviews, Templates and Routing allow getting information about server operation.

8.5 Process Channels

This directory shows each channel available for the sending and receiving of facsimiles. This menu displays the use of an ISDN card with one Port (= 2 channels). It indicates the actual state of each channel. The respective columns have the following meaning:

- **Channel:** Channel number
- **Port:** Port Designation
- **State:** Actual state (idle or connecting)
- **Remote number:** Number of remote user
- **Remote CSID:** Calling Station ID of remote user

The information updating occurs in certain interval, which is determined in the field Refresh rate. It could be chosen from the pop up list of this field. In order to refresh the information about the connection channels state immediately, the button Refresh now should be pressed.

8.6 In Jobs, Out Jobs and Delayed Orders

To the directory In Jobs comes the information for the server according to the assigned phone number. Therewith, when the DDI function is activated, the information automatically without call gets from the directory Outjobs to the directory InJobs. First all the information needed for the sending to the fax machine and receiving by the server from the client gets into the directory Outjobs, where it is processed as appropriate, prepared for sending to the phone line and is sent to the entered on the server phone number. If this number is server's own one and the DDI function is activated, the fax gets into the directory In Jobs without call for further sending to the receiver with MSN. When the MSN isn't found, the fax gets to the default receiver identified in the server configurations.

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You can use different filters for searching information in the right part of the window. Use the menu View->Search or the button with loupe at the bottom of the window. Here using the context menu Show you can define the number of recordings displayed on the monitor/ using the context menu Refresh rate you can define the interval for updating of this list. If you want to update the list immediately, press the button "Refresh now".
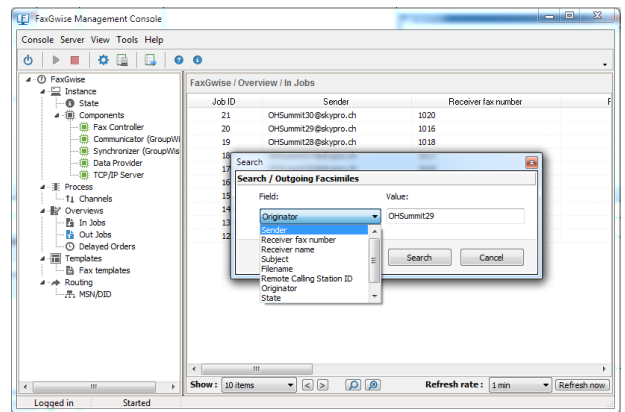
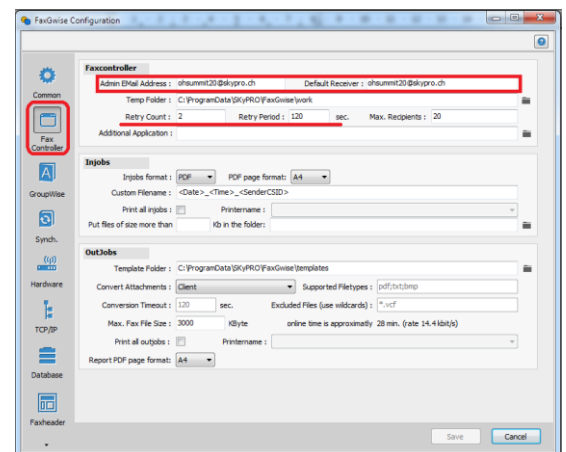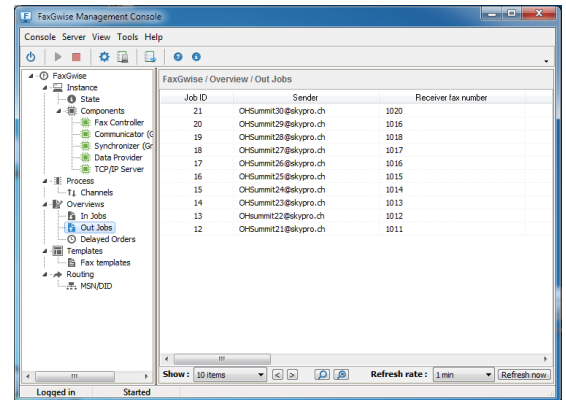## Out Jobs

To the directory Out Jobs comes all the information sent to the server by fax clients and are to be sent to the phone line for further receiving of it by fax machines.

The method of information receiving is the following: a fax client sends a fax with all its attachments as an email to the email address assigned to the server (Settings > Fax Controller > Admin Email Address). The server scans In Jobs folder of this email box at certain intervals, takes received for its messages, processes them accordingly and sends to the phone line for receiving of them by fax machines.

While sending the information the receiver phone number at which the sending is done is sent in the fax file. During the fax server operation is made converting of the fax file with all its attachments to the format suitable for the fax machine, a direct call completion and information sending are performed. You can set retry call quantity if the first attempt of call completion failed and period between the attempts.

You can select option Cancel the sending from the records of the context menu in the list Out Jobs (if the fax has not been sent yet), send it again and look it through. The list of the fields is output on the screen while displaying of the faxes list can be changed at option of the server administration. For this purpose you should open the context menu by clicking the right mouse button on the field title bar and choose necessary fields from the appeared list. The faxes sent by the server are queued for sending once available. The current state of each of them is currently displayed in the field State.
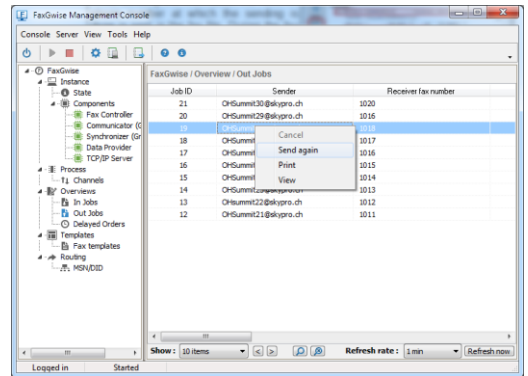
Delayed Orders

The server can receive information as faxes with the stated exactly set date of delivery; the delivery state can be set in the status Pending when the fax will wait for the certain command for the fax sending. These faxes come to the directory Delayed orders. The directory is displayed in the console window similarly to the both previous ones and has the same control elements. When comes the time of sending or receiving the command for sending of the fax client, these faxes will be transferred to the directory Out Jobs and sent to the receiver. For faxes in this directory is reachable the option Cancel from the context menu.
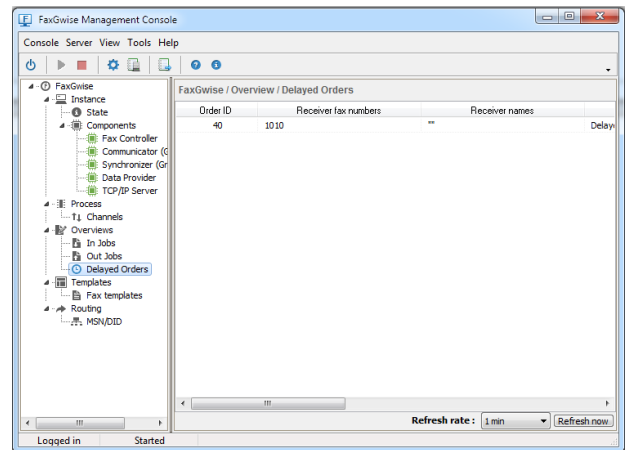
8.7 Templates

This directory is created for saving fax templates due to the in-built redactor; the templates in it can be not only saved but you can also create the new ones. As it was said before, these templates can be reachable for the fax clients according to the protocol TCP/IP. Usually one of the templates gets the default status when the certain template wasn't chosen while sending the fax by the fax client. Template identification is made accordingly to its name. If there is no necessity to use a template, it won't be used for the certain fax (for this purpose the option "Without using a template" is set while sending a fax by the fax client).
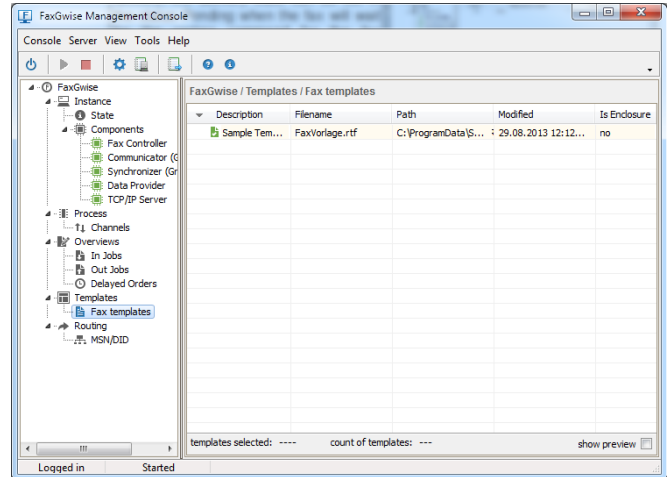
For more details please see § 9 Sending and receiving faxes

## 8.8 Routing > MSN / DID

The directory MSN/DID is a list of users who can receive and send faxes.

The same management elements as for displaying of the directories In Jobs, Out Jobs and Delayed Orders are used.
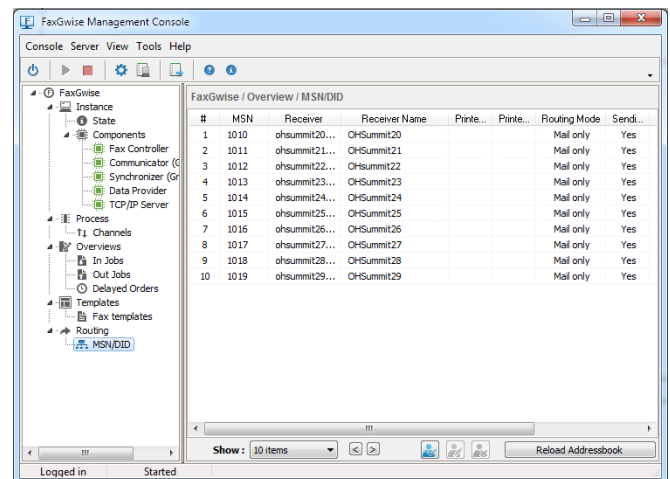
The update rate of the data from the email client's address book is set in the server settings (Settings > Synchronizer > MSN Caching Interval).

For more details please see § 6 Users
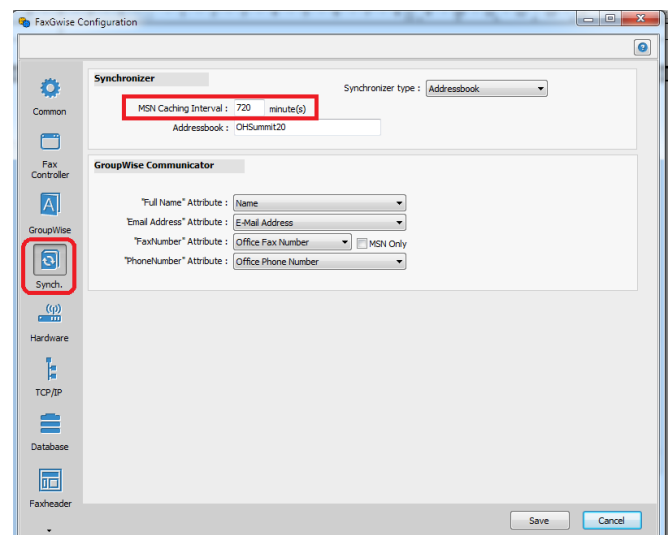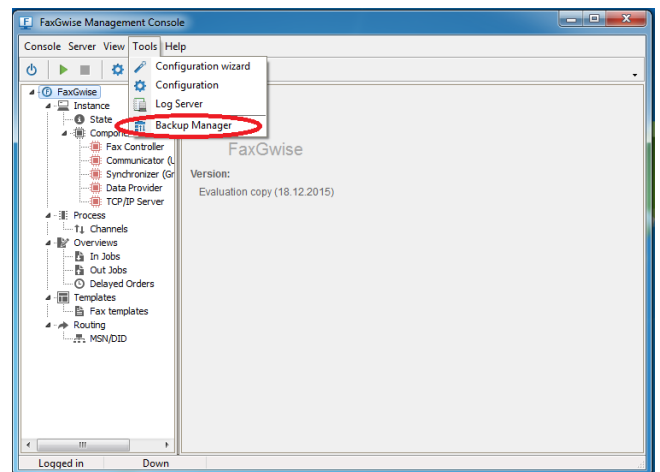
8.9 Backup management

In order to reduce the information volume, stored in the FaxGwise application, it can be periodically achieved and stored in the form of zip-files. This information can be restored back at any time if required. The path for the archive files storage is specified in the server settings (FaxGwise Configuration -> Database -> Backup) in the field Backup folder.

Note: **Make sure that the folder specified in the settings for the archive storage is accessible to the user who runs the server.**
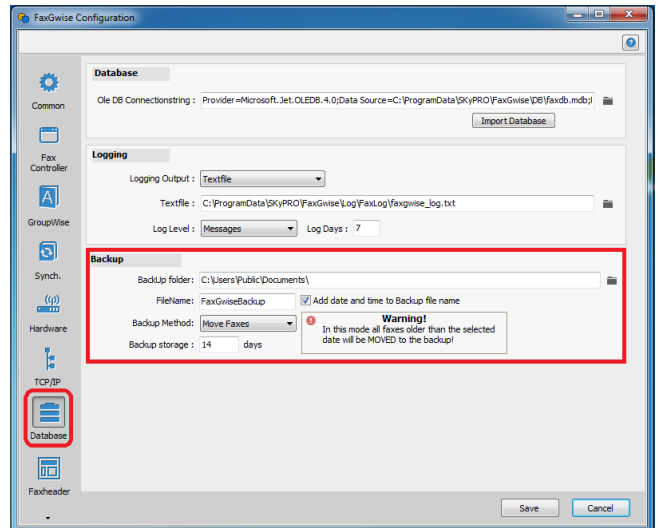
At the discretion of the user backup can be carried out manually or automatically. In case when automatic mode is used it is necessary to indicate backup interval in the field Backup storage. It is very important to indicate a backup method. It depends on the method whether information will be moved or copied to the archive. If it will be stated Move Faxes in the field Backup Method, information is moved to the archive and will be **DELETED** from the data base. If the backup method Copy Faxes is chosen, information will be copied to the archive. In case of indication of the option Delete Faxes selection, information will be **DELETED FROM THE DATA BASE WITHOUT ITS SAVING.**

The process of backup in the manual mode as well as information restoring from the archive is carried out controlled by **Backup Manager**, which is launched from the menu Tools.

Run of Backup Manager is possible only when the server is stopped, otherwise an access to it will be locked. All backup files which are located in the field Backup folder are displayed in the window Backup Manager. One can restore and delete these files as well as add files from other folders to them by means of Backup Manager.
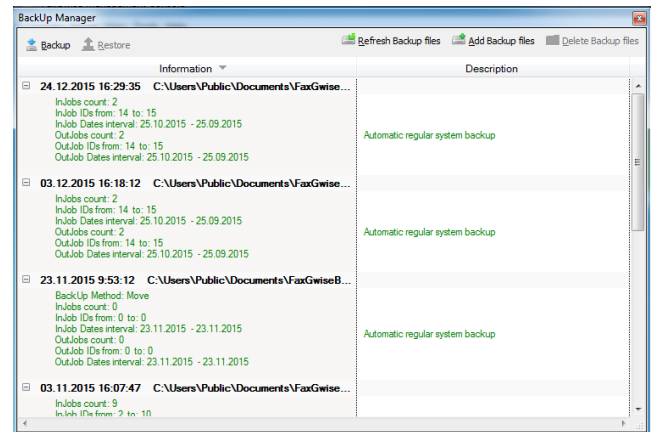
Please click on the button "Backup" to create a new archive. On the displayed form you can specify a folder for archive storage, file name, change a backup method set in the server settings and backup period. After clicking on the button Start the archive will be created (please see image 4). Incoming and outgoing faxes as well as templates are saved in the backup file. In addition, templates are not deleted from the data base by any of selected backup methods.
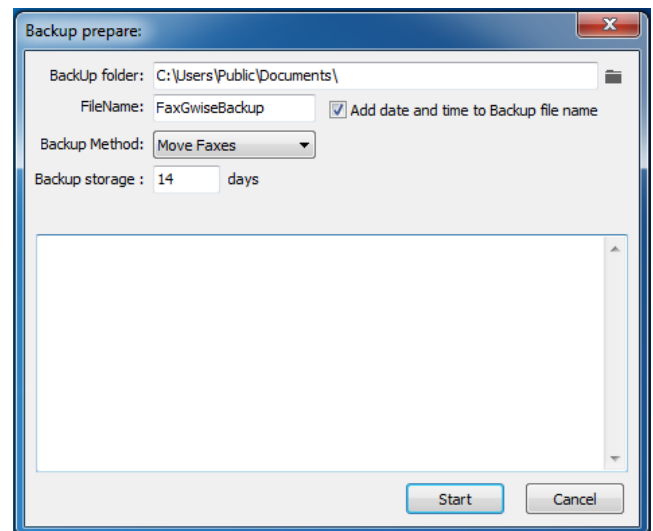
You can restore information contained in the archive by selecting one of the existing archives in the main window Backup manager and clicking on the button Restore; data will be moved to the data base.

9 Sending and receiving faxes

This menu displays incoming as well as outgoing facsimiles. Here, the administrator can individually manage the messages.
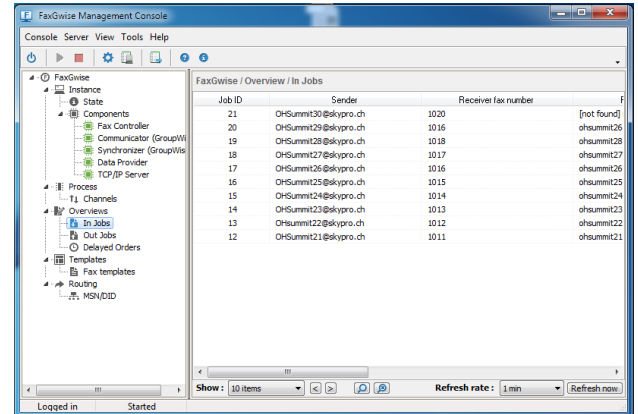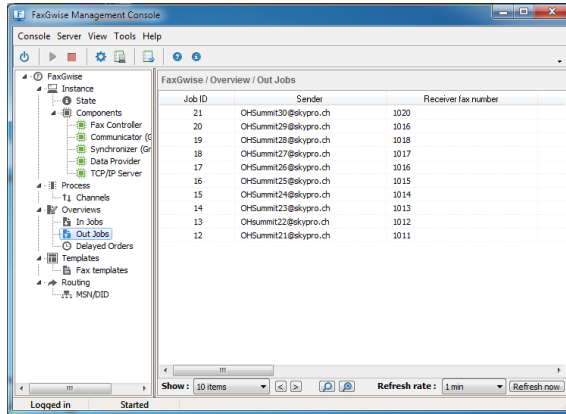
9.1 In Jobs

The FaxGwise Server receives facsimiles and creates a job for each fax and includes this job to the queue. All jobs can be clearly identified by the Job ID. You can obtain additional information through the other columns. It is possible to define which columns are to be visible by right-clicking the job's caption:

- **Job ID:** explicit job ID
- **Sender:** sender of fax (E-mail)
- **Receiver fax number:** fax number of recipient
- **Receiver name**: name of recipient
- **Filename:** local temporary file of the message
- **Pages:** number of pages
- **Reception time**
- **Duration: transmission time in seconds**
- **Remote CSID:** CSID of remote user
- **Resolution:** quality of faxes (Low/High)
- **Stage of processing:** process status (internal)
- **State:** status of jobs
- **Error description:** notification of error (if available)
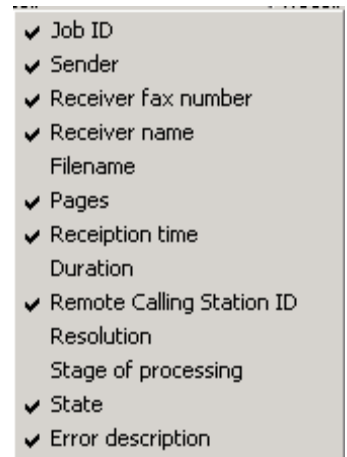
9.2 Out Jobs

As soon as a fax will be sent via FaxGwise a new job will be created and added to the outgoing job's queue. The detail window shows each job that is to be processed. They can be clearly identified by the job ID. You can obtain additional information through the other columns. It is possible to define which columns are to be visible by right-clicking the job's caption:

- **Order ID:** internal number
- **Job ID:** explicit job ID
- **Sender:** sender of fax (E-mail)
- **Receiver fax number:** fax number of recipient
- **Receiver name:** name of recipient
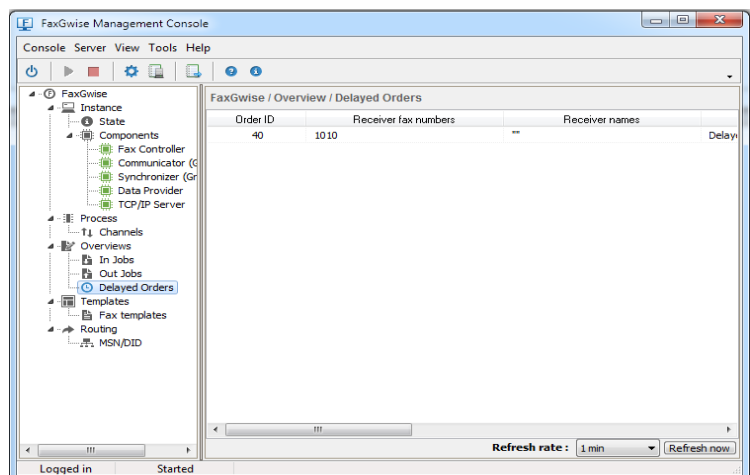- **Subject:** facsimile subject
- **File name:** local temporary file of the message
- **Pages:** number of pages
- **Time of creation:** timestamp of creation of the fax message
- **Duration:** transmission time in seconds
- **Remote CSID:** CSID of remote user
- **Originator:** owner of the fax/ person who has sent the particular fax.
- **Stage of processing:** process status (internal)
- **State:** status of jobs
- **Error description:** notification of error (if available)
- **Hal ID:** internal number.
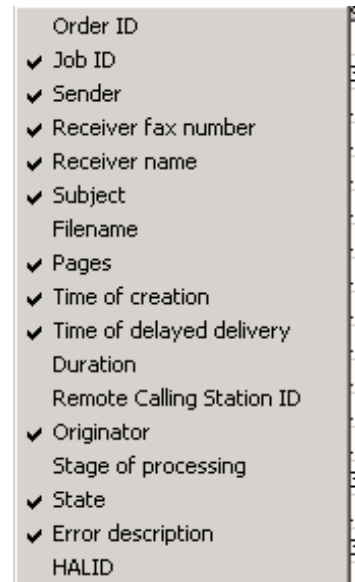
If a job has not been processed yet, the administrator can manually cancel it. The administrator can also resend already processed or failed jobs.

9.3 Delayed Orders

Fax messages that are sent with a delay option will be administrated in the category Delayed Orders. You will find the same information as for Outjobs. The columns "Time of Creation" and "Time of Delayed Delivery" are of particular relevance.

It is possible to define which columns are to be visible by right clicking the job's caption:
- **Order ID:** internal number
- **Sender**: sender of fax (E-mail)
- **Receiver fax numbers**: fax number of recipient
- **Receiver names:** name of recipient
- **Subject:** facsimile subject
- **Time of creation:** timestamp of creation of the fax message.
- **Time of Delayed Delivery:** timestamp of sending of the fax message.
- **Originator:** owner of the fax/ person who has sent the particular

fax
- **Stage of processing:** process status (internal)
- **State**: status of jobs

If a message has not been processed yet, the administrator can manually cancel it. The administrator can also resend already processed or failed jobs.
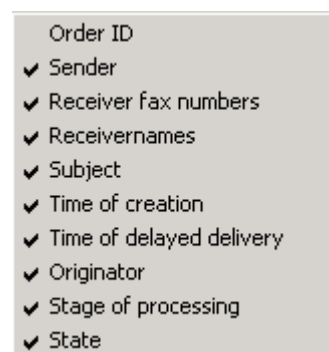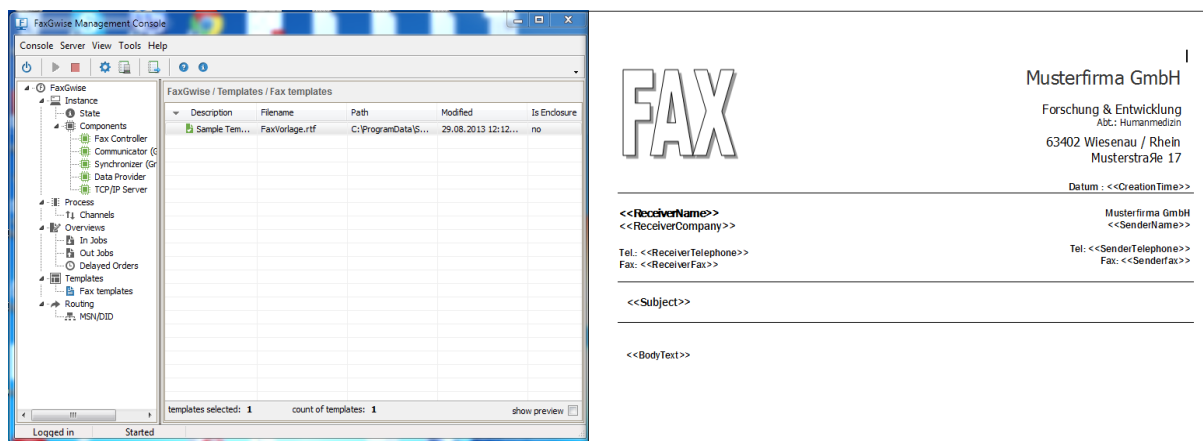
9.4 Templates / Fax Templates

FaxGwise offers various fax templates as well as consecutive documents to choose from. Fax Cover Sheets will be transferred at the beginning of the message and contain information regarding the recipient, sender, number of pages sent as well as the creation date. Consecutive documents e.g. can be terms and conditions that are to be transferred as final pages of the fax message.

You can find a list of all templates available for fax cover sheets in the detail window. If you do not choose any template for the transmission via the FaxGwise Client the standard template, which can be recognized by the changed icon and the highlighted name, will then be used instead.

You can configure the templates via the detail window of the FaxGwise Server Management Console. By right-clicking the chosen entry you will be able to choose from a variety of functions. You will be able to add new templates or remove those that are no longer required. All modified templates will then be directly available to the Fax Clients.

You can preview the chosen template via the feature "Show preview". Please note that all added cover sheets are to be modified solely via the Management Console. Double click the corresponding entry from the list "Fax templates" and then the "Edit File" button for modification. FaxGwise will then automatically open its integrated Rich Text editor that includes all common configuration tools.

You can either create a new template or transfer a Microsoft Word-created RTF file to the editor, in which case you would only need to open the file via the menu File / Load. You can now carry out all the necessary modifications.

While modifying your template you can comfortably choose the individual placeholders needed for the fax information from the list "Template Fields" displayed on the right hand side of the window.

Enter the description of your document at the bottom of the window. You can then save and close your document by clicking the Save button.
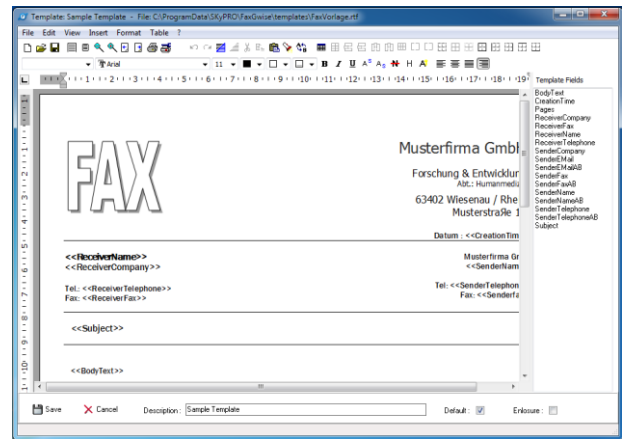
You can choose from the following placeholders to create Fax Templates:

Placeholder	Description	Mandatory?
<<SenderName>>	Name of sender (own name) Origin: Default: Name of active GroupWise-User can be overwritten	Yes
<<SenderNameAB>>	Value of the field Name from the address book chosen as a synchronizer for user from whose e-mail address was received a fax for sending	No
<<SenderCompany>>	Company of sender (own company) Origin: Entry of previous fax will be inherited and can be overwritten.	No
<<SenderFax>>	Sender's fax number (own fax number) Origin: Entry of previous fax will be inherited and can be overwritten.	No
<<SenderFaxAB>>	Value of the field Office Fax Number from the address book chosen as a synchronizer for user from whose e-mail address was received a fax for sending	No
<<SenderTelephone>>	Sender's phone number	No
<<SenderTelephoneAB>>	Value of the field Office Phone Number from the address book chosen as a synchronizer for user from whose e-mail address was received a fax for sending	No
<<SenderEmail>>	Sender's email	No
<<SenderEmailAB>>	Value of the field Email Address from the address book chosen as a	No

	synchronizer for user from whose e-mail address was received a fax for sending	
<<ReceiverFax>>	Fax number of recipient Origin: Entry required (choose from address book or enter manually, more than one entry is possible)	Yes
<<ReceiverName>>	Name of recipient Origin: Manual entry, if chosen from address book: Default name from address book	No
<<ReceiverCompany>>	Company name of recipient Origin: Manual entry	No
<<ReceiverTelephone>>	Phone number of recipient Origin: Manual entry	No
<<Subject>>	Subject heading Origin: Manual entry	No
<<BodyText>>	Body of message Origin: Manual entry	No
<<CreationTime>>	Date/Time of fax message (Timestamp) Origin: Automatic entry cannot be modified	No
<<Pages>>	Number of lines in facsimile (total amount)	No

9.5 Faxes processing

Fax processing carried out by the server depends on a fax sending mode (whether the fax was sent by the FaxGwise Client or in the Email to Fax mode) and server settings.

Fax sending can be divided into three steps:

1. Fax receiving as email.

   An email address of the scanned by the server mailbox is specified in the server settings to detect a fax. If the fax that came in form of email is detected, the right for sender to use a server is checked (see chapter 6).

2. Acquisition of information containing in the email.

   The server extracts receiver and sender details, the fax content and attached documents.

3. Fax converting with a printer.

   This step is performed when:

   a) a fax was sent without the FaxGwise Client;

   b) the option Enable Email to Fax Gateway is flagged in the server settings FaxGwise configuration -> GroupWise -> Email to Fax Gateway;

c) an email has attachments and the option Client + Server (email attachments) or Server (not recommended) is indicated in the server settings FaxGwise configuration -> Fax Controller -> OutJobs -> Convert attachments.

If the checkbox Enable Email to Fax Gateway is not indicated in the server settings or the option Client is chosen in the dropdownlist FaxGwise configuration -> Fax Controller -> OutJobs -> Convert attachments (i.e., if one of the paragraphs a or b is not carried out), the server will not convert the attachments and will send an error message to the sender.

4. Formatting of the fax for its sending (formatting from TIF-file to SFF-file)

5. Fax sending to the phone line to the specified telephone number. In case of failed efforts an another call is made (quantity of repeated calls is indicated in the server settings FaxGwise configuration -> Fax Controller -> Faxcontroller -> Retry count. Quantity and interval of repeated efforts to dial in are shown in the settings FaxGwise configuration -> Fax Controller -> Faxcontroller -> Retry Period and FaxGwise configuration -> Fax Controller -> Faxcontroller -> Retry Period correspondently.

6. Sending of email with information about the results of fax sending to the sender (see item 3).

7. Sending fax printing if the following settings are made:

a) FaxGwise configuration -> Fax Controller -> OutJobs -> Print all Outjobs is flagged

b) A printer is indicated in the field FaxGwise configuration -> Fax Controller -> OutJobs -> Printer name

or:

a) The mode Mail and print or Print only in Property -> Advanced in the dropdown list Routing mode was chosen for the fax sender which name is indicated in the directory MSN/DID, in Property -> Advanced from drop down list Routing mode was chosen Mail and print or Print only

b) A printer for the outgoing fax printing specified for the same user in the field Property -> Advanced -> Printer name (out).

Incoming fax processing consists of the followings steps:

1. The fax receiving from the phone line.

2. The fax formatting from the format used in a fax machine to the file extension TIF or PDF.

3. MSN identification, to which the fax was sent.

4. The fax sending in the form of an email to that user from the directory MSN/DID, whom belongs this MSN/DID (or its sending to the default user if this MSN does not belong to anyone).

5. The received fax printing when the following server settings are made:

a) FaxGwise configuration -> Fax Controller -> InJobs -> Print all Injobs check box is flagged

b) A printer is indicated in the field FaxGwise configuration -> Fax Controller -> InJobs -> Printer name

or:

a) The mode Mail and print or Print only in Property -> Advanced in the dropdown list Routing mode was chosen for the fax sender which name is indicated in the directory MSN/DID, in Property -> Advanced from drop down list Routing mode was chosen Mail and print or Print only

b) A printer for the incoming fax printing specified for the same user in the field Property -> Advanced -> Printer name (in).

6. The fax sending in the form of an email to that user from the directory MSN/DID, whom belongs this MSN/DID (or its sending to the default user if this MSN does not belong to anyone).

10 Work with the Email2FaxGateway function

The Email2Fax Gateway function allows you to send faxes as emails directly from your mailbox without the FaxGwise Client being installed.

Please go to FaxGwise Server Settings > Tab GroupWise and enable Email to Fax Gateway.
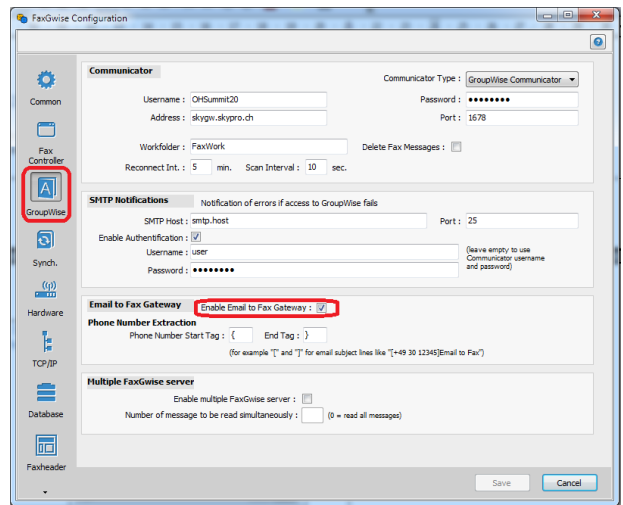
To send a fax using Email to fax function you should create an email with the following information:

- In the field "To" enter the server email address.

- In the field "Subject" enter the fax number in {} tags. Enter other necessary information after the end tag.

- Write text of your fax in the email body. If necessary use @@ tags.

- Attach documents to your email, if necessary. You can also add some tags into the attached files (see the table "Available tags for the automatic creation of the fax messages" below).
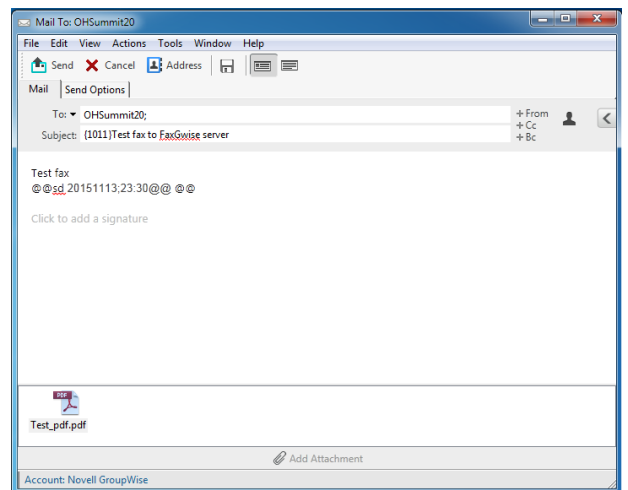
Attention: In this case the attachments conversion will be carried out on the FaxGwise server side:

- All applications in use (e.g. MS Office, application for .pdf file etc.) have to be installed on the FaxGwise Server machine.
- Besides, all necessary file formats should be entered in the FaxGwise server configuration in the Tab Fax Controller.
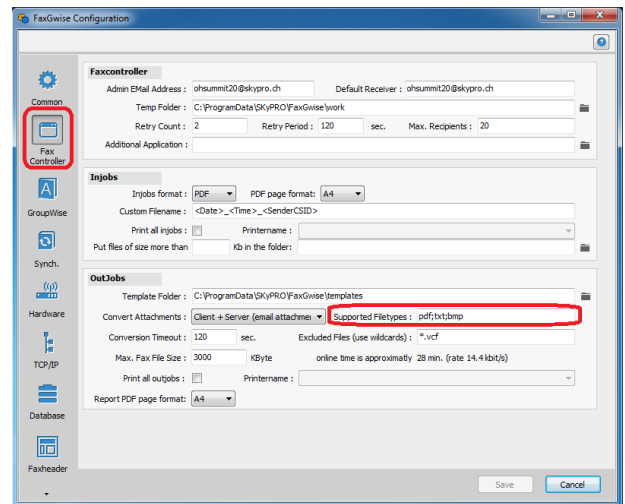
After sending the faxes via Email2FaxGateway, you will get an email containing sent faxes statuses or the ID assigned to faxes set on pending or with delayed date (Order ID).

Available tags for the automatic creation of the fax messages:

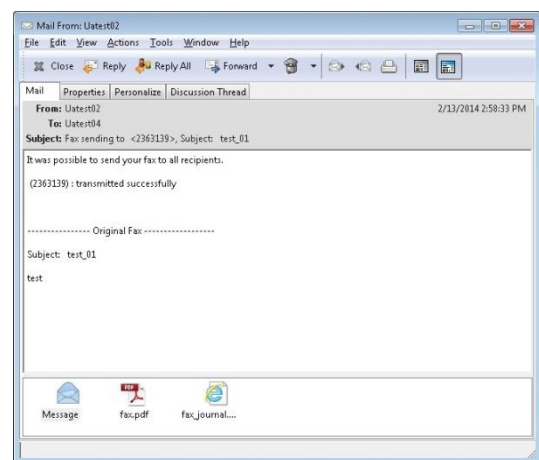| German	English	Ge	En	Example	Use in
Faxnummer	Fax number	Fn	Fn	@@fn 004930880455-99@@	Body only
Sendername	Sender name	Sn	Sn	@@sn Hans Tester@@	Body & attached files
Sendertelefon	Sender phone	St	Sp	@@sp004930880455-0@@	Body & attached files
Senderfax	Sender fax	Sfa	Sf	@@sf0043123446@@	Body & attached files
Senderfirma	Sender company	Sfi	Sc	@@sc Testcompany@@	Body & attached files
Empfängername	Receiver name	En	Rn	@@rn James Butler@@	Body & attached files
Empfängertelefone	Receiver phone	Et	Rp	@@rp 345620935@@	Body & attached files
Empfängerfirma	Receiver company	Efi	Rc	@@rc Butler Ltd@@	Body & attached files
Betreff	Subject	Be	Su	@@su your request@@	Body & attached files

|					
Text	Body	Te	Bo	@@te Dear Sirs,&&&&as discussed you will receive the required information.&&&&With best regards,&&&&Hans Tester@@	Body & attached files
Deckblatt	Template	Db	Tem	@@tem template@@ @@tem none@@ @@tem default@@	Body only
Qulatät	Quality	Qu	Qu	@@qu high@@ @@qu low@@	Body & attached files
Zustellverzögerung (mit Datum)	Sent delay (with date)	Zv	Sd	@@sd 20041113;23:30@@ (date is displayed as jjjjmmtt;hh:mm)	Body only
Zustellverzögerung (ohne fixiertes Datum)	Pending (without any fixed date)	Zv wart end	Sd hold	@@sd hold@@	Body only
Nachrichtversand	Notification sent	Nv	Ns	Receive notification: @@ns@@ @@ns yes@@ @@ns +@@	No notification: @@nv no@@ or @@nv -@@	Body & attached files
Nachrichversandkopie	Notification sent copy	Nvk	Nsc	Receive notification: @@nsc@@ @@nsc yes@@ @@nsc +@@	No notification: @@nsc no@@ or @@nsc -@@	Body & attached files
Nachrichtfehler	Notification error	Nf	Ne	Receive notification: @@ne@@ @@ne yes@@ @@ne +@@	No notification: @@ne no@@ or @@ne -@@	Body & attached files
Folgeblatt	Enclosure	Fb	Enc	@@enc AGB@@	Body only
Wasserzeichendatei	Watermark file	Wd	Wf	@@wf d:\build_A.bmp;1@@ @@wf d:\build_B.bmp;2-99@@ Please attach background picture to the actual document, with the resolution appropriate facsimile. For good result add black-white picture.	Body only
Neues Fax	New Fax	New	New	@@new@@ Shows that the following pages are referred to the new fax-contract, to make more facsimiles from printed materials.	Body only
Erzueger	Originator	Ez	Or	@@or user1@company.com @@ Set an alternative fax customer. It`s possible to send, for ex., reply to	Body only

				another user such as an actual one. In addition fax saves these users to fax journal, if they are saved in address book.	

To cancel fax message sending or to get the fax status or journal:

- Write an e-mail to the fax-server email address.

- As a subject to this email put command_email in tags configured in the server settings for Email to FaxGateway option.

- In the email text body use the following commands with assigned Order ID:

To send a delayed or pending fax message immediately:

@@SendImmediately Order_ID@@

@@si Order_ID@@

@@SofortSenden Order_ID@@

@@ss Order_ID@@
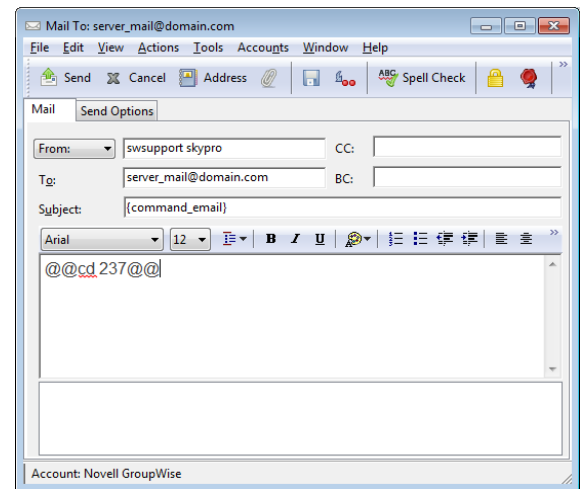
To cancel a fax:

@@CancelDelayed Order_ID@@

@@cd Order_ID@@

@@FaxAbbrechen Order_ID@@

@@fa Order_ID@@
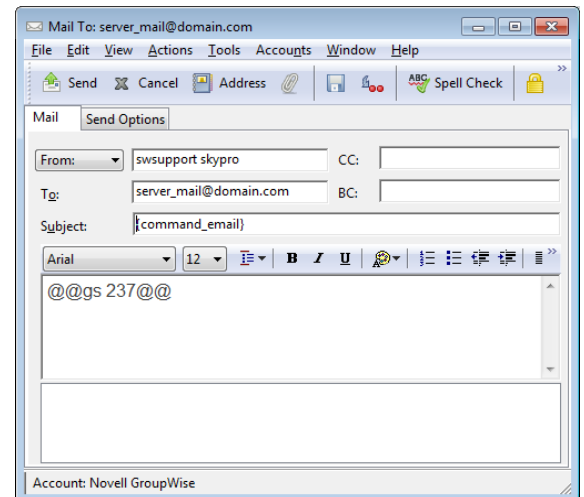
To get the fax status:

@@GetStatus Order_ID @@

@@gs Order_ID@@

@@FaxStatus Order_ID@@

@@fs Order_ID@@

Attention: Enter the email address used for fax sending to one of the address books to use Email to FaxGateway function.

11 Troubleshooting

If you get some trouble with the work of the FaxGwise Server first of all please try to analyze the logs.
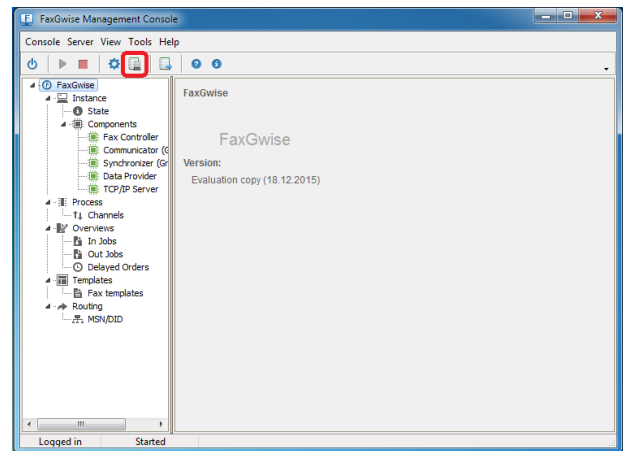
Click the Log icon on the FaxGwise Management Console or select the menu Tools > Log Server.

Logging system of the FaxGwise Server includes several files which refers to different components:

faxgwise_log is the main server log and contains information about operation of its main components

ExtConvertorLog contains information about the FaxGwise Printer operation, is used for faxes conversion by the server

faxSynchronize contains information about server operation with users' right who has the access right to the service which are provided to them

backupLogs contains information about backup manager of information which contains in the data base
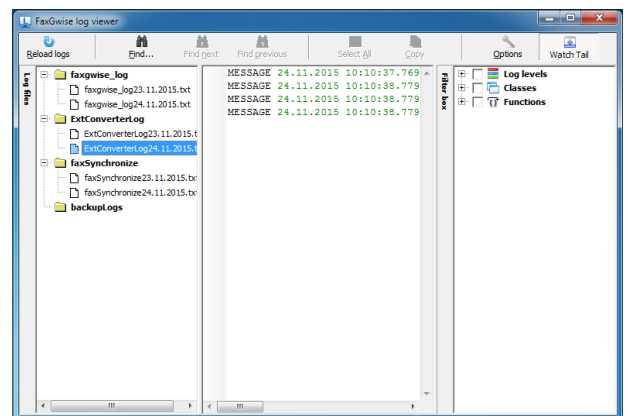
Please use available filter system for log analysis; it allows user to speed up information search.

For **logs analyzing** please look over the server logs and find out whether there are **Error** messages. If the server doesn't start you need to find the first error message. Logs row contains sufficiently detailed data. An error message (error type) in the text log has the following format:

ERROR   - message type

14.11.2012 17:05:49.438   – time/date of event (error)

2124   – traffic ID where the event happened (error)

28   – operating traffics number

FaxServer GetChannelStatus() channel: 0 – module where the event happened

Exception: -process during which the event happened

*Access violation ...* – event description (error)

As we can see on the following example the error happened in the **FaxServer** module in the function **GetChannelStatus** that is the error happened during the channel (port) status scanning. It means that the channel (port) doesn't answer or is down, and then equipment checking is needed.

Modules list and troubleshooting

"FaxController" (TFaxController, TFaxHAL)

If an error occurs in the FaxController module while starting the server, first of all please check the server settings in tabs FaxController and ISDN/Hardware of the server configuration window.

Important fields Admin Email Address and Default Receiver should contain correct addresses.
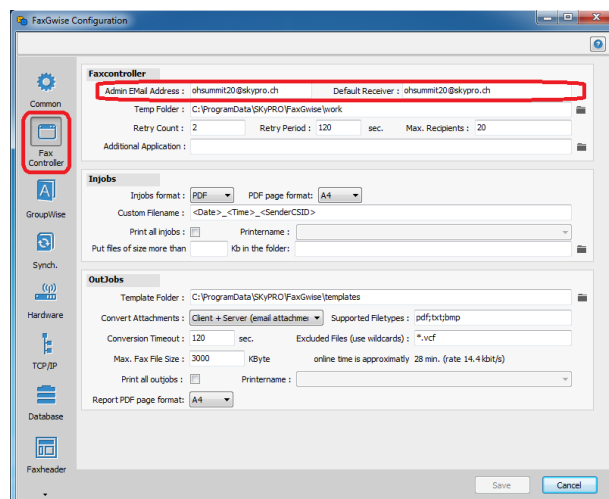
In case of errors appeared because of number of licensed ports, missing of ports, missing of B-channels on the port (ISDN), please see the tab ISDN/Hardware.

There is information about the found compatible hardware in top of the tab. The channels number for port (ISDN) is not regulated on the server, but the license defines the port number. When the number of accessible port is more than licensed ports, the inscription **(licensed: 4)** will be red.
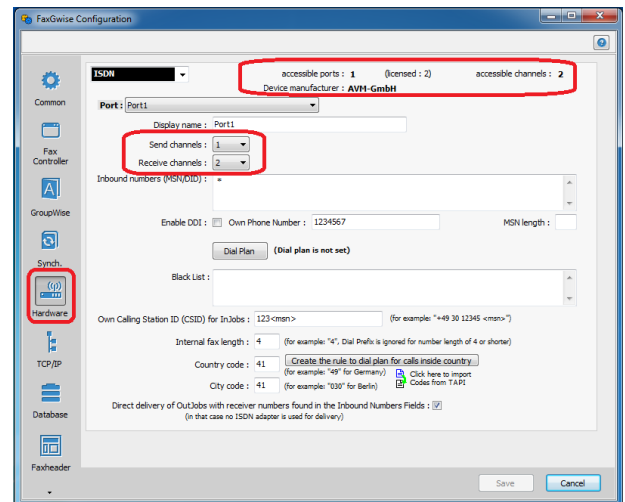
You may also pay attention to the value of the **accessible ports:** and (**CAPI) Manufacturer:**. If they are empty/ equal to "0", there are some problems with hardware definition (not installed/not properly installed driver, device is not set up etc.). With the value "0" in the both fields "Send Channels" and "Receive Channels" server won't start.

"FaxDataProvider"

If by server start in the log file appear error messages in this module, first of all you may check the fields Ole DB Connection String and Logging Output in the tab Database of the server configurations.

Even if fields are band, faxes database and log database cannot be accessible because of wrong connection line. If you want to check the access to the database you should press the button with the folder opposite the line.
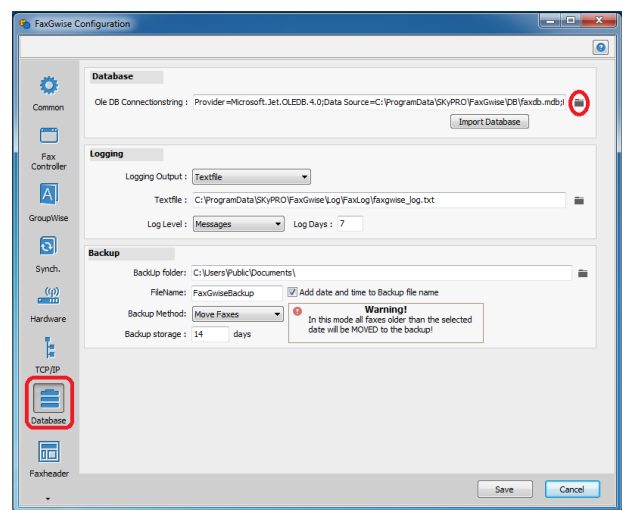
"Communicators/Synchronizers"

If the field with the error in the module begins with the text:

"TGW…"
"TEX…"
"TMAPI…"
"TOutLook…"
"TGMail..."

This error is connected with the work of the mail system (sending mail with fax/report, receiving the user list from the address book, defining of the receiver etc.).

Two components of the FaxGwise Server are responsible for operation with the email system: Communicator and Synchronizer.

Communicator (GroupWise, IMAP / SMTP, Gmail, Exchange) - is responsible for sending / receiving emails (faxes, reports).

Please open the Tab GroupWise (IMAP / SMTP, Exchange, Gmail) in the settings. The name of the Tab varies depending on the chosen mail system.

If you get some errors with sending / receiving, first of all please check all the fields on communicator Tab.

If the user fails to send a fax using the EmailToFax, you need to check whether the Email to Fax Gateway function is enabled.
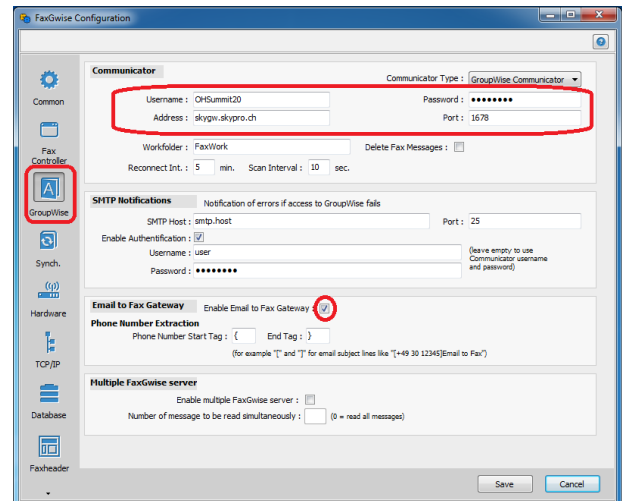
Synchronizer - is responsible for the address book of the server, identifies the receiver of an incoming fax, and checks the right to send a fax.

In the case some problems occur with Synchronizer please check if the name of the address book is correct. It is also necessary to check correspondence of the selected fields with the used attributes.
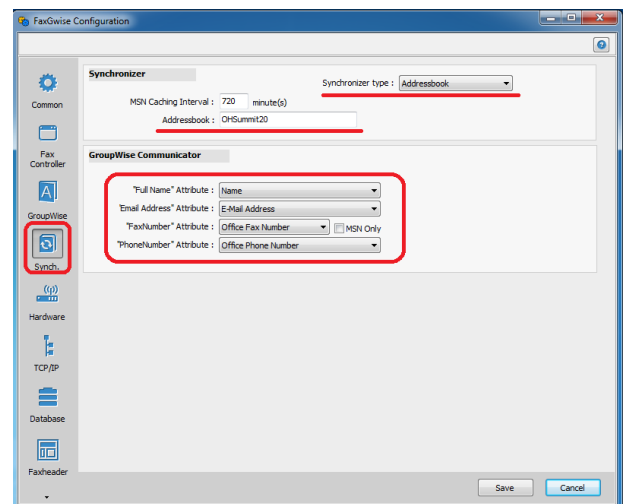
If an error occurs with reference to TLDAPSynchronizer please check the correctness of all the fields on this Tab. The component works with Active Directory (or eDirectory) via LDAP, therefore a uniform standard of the settings don't exist. A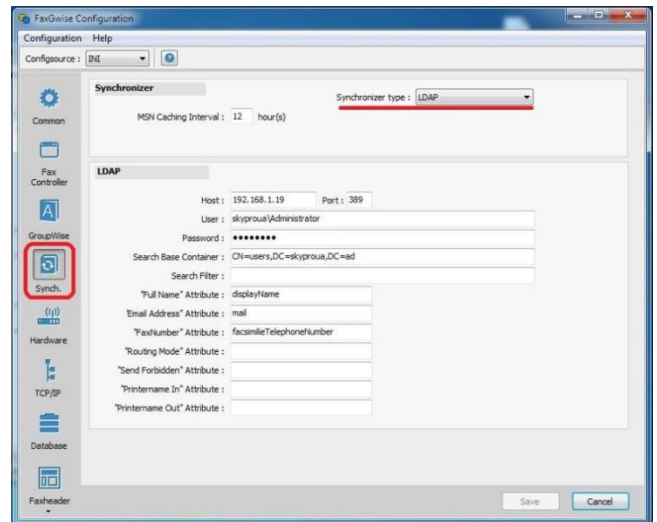s the server administrator please get to know to what directory, context etc. you connect and what the attributes you would like to associate with the user fields.

Synchronizer is an external component of the FaxGwise server and has its own log file.

How to collect the information about the server operation and get log files

To get information about the server operation and settings please click the button Create Report in the toolbar.
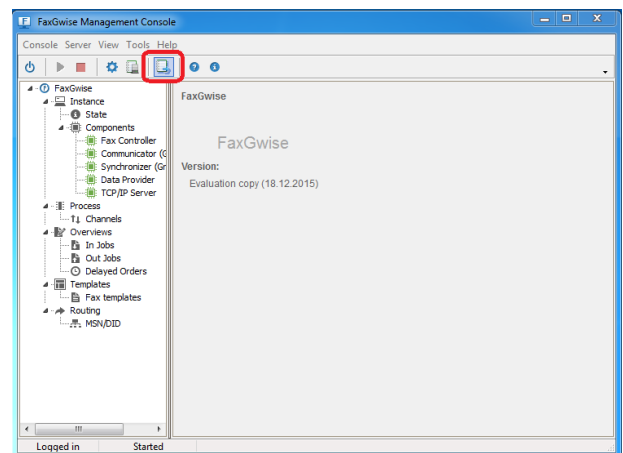
The report will be created and saved automatically. You can find it following the path shown in Report file. If you want to send this report to SKyPRO's support team, please mark the checkbox Send report to SKyPRO and it will be sent as a zip file automatically.

The report contains current server logs, ini file of the server with the settings and information about your system. You can look through the report by clicking on the button Preview Report, cancel its creation by clicking Cancel, or Create and Send Report.
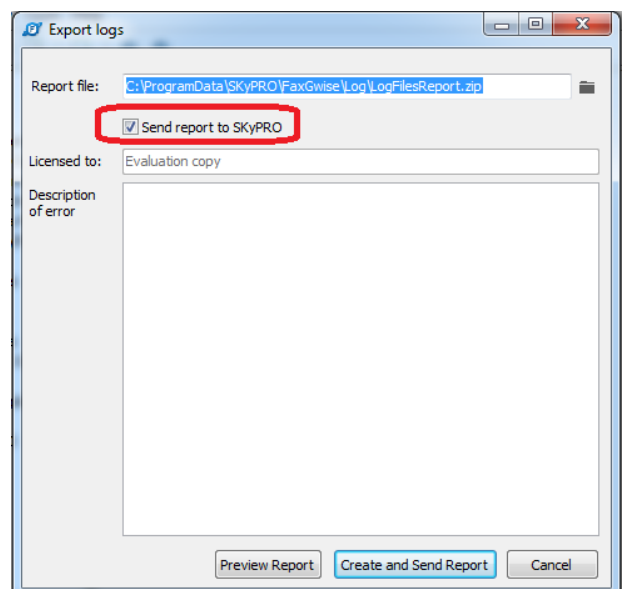
Contacting SKyPRO

If you have any questions regarding the using of the FaxGwise Server or just need a professional assistance while installing or configuring this software, get in touch with our support team:

- Send an e-mail to swsupport.skypro@skypro.ch
- Chat via www.skypro.eu/support.aspx

12 Uninstall

To uninstall the FaxGwise Server, chose Uninstall and click Yes to continue. The maintenance Wizard will remove the FaxGwise Server from your PC.
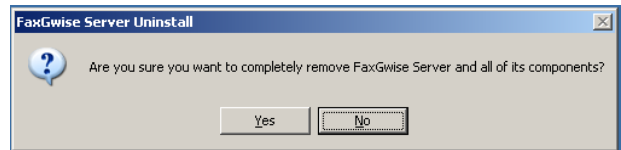
After removing of FaxGwise click Yes to complete the maintenance properly.
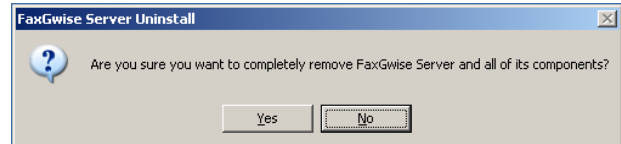
13 FAQ (Frequently Asked Questions)

13.1 Why does my FaxGwise Server not start?

Question: As soon as I want to start the Fax Server in returns to the "not started" state. How can I find out which setting is incorrect?

Answer: Please check the protocol entries (Tools / Log Server) in the Management Console. Viewing the last Error entries will normally give you useful advice as to which part of the component works incorrectly.

13.2 Why do I fail to login to GroupWise?

Question: I always receive error messages (in the protocol) indicating that certain GroupWise functions are not available. What can I do?

Answer: We recommend checking the login to the FaxGwise Server account directly via the GroupWise Client. Ensure having GroupWise started in Online mode (as opposed to Caching or Remote) and that the user name and password are identical to the entries in the FaxGwise Server configuration.

Note: You would need to manually create the GroupWise Account Fax server in GroupWise first.

Important: The Single Sign On for the GroupWise login must be deactivated on the server. Ensure that the corresponding option is "disabled".

13.3 Which Address Book should I use?

Question: Which address book do I need to enter to the configuration?

Answer: As the address book to be entered into the configuration will be used to allocate incoming facsimiles, to check both sending and receiving rights as well as the number of licensed users, it is recommended not to use the GroupWise System Address Book. Our recommendation is to use the Fax Server User's Address Book (Address Book "Fax server").

13.4 How are facsimiles allocated?

Question: How does FaxGwise Server allocate incoming facsimiles?

Answer: Incoming facsimiles can be distinguished by the different fax number dialed by the sender. With this number it is possible to decide who is to receive the fax. The FaxGwise Server keeps a list (Routing -> MSN/DID) of fax numbers and their corresponding owners. This list is created and updated via the GroupWise address book given in the configuration.

Example: A new user is to receive facsimiles. He is given the following extension: 1234. -> Enter the new user to the given address book of GroupWise (normally "Fax server"). You will only need the following fields for the entry: "Mail" and "Fax Number". Always separate the extension numbers by a "hyphen". Check entry in the FaxGwise Server Management Console through Routing -> MSN/DID.

13.5 How can I deny Fax receiving user the right to send a Fax?

Question: How can I deny Fax receiving User the right to send a Fax?

Answer: Add the user-defined field "vfx_SendAllowed" to the corresponding user in the GroupWise address book. Set value of this field to "no".

13.6 How can I automatically print incoming facsimiles intended for a certain user?

Question: How can I automatically print incoming facsimiles intended for a certain user?

Answer: Add the user-defined field "vfx_Printer name" to the corresponding user in the GroupWise address book. Enter the name of the corresponding printer, provided that it has already been installed to the Server. You will also need to create the field "vfx_RoutingMode". If you want the incoming fax to be both printed as well as sent via email enter Mail and Print. It is also possible to simply enter Print only or Mail Only to narrow the notification accordingly. If all incoming facsimiles are to be put out to the same printer it is recommended to choose the option Print All Injobs in the menu Configuration -> Faxcontroller -> Injobs of the Fax Server Management Console.

Another and more simply way to change user-defined field using right-click context menu on Routing >> MSN/DID frame. Click on MSN/DID item in components tree and choose user.

Right-click on user then choose Properties. In the appeared window you can change user-defined fields.

13.7 Where can I find the TAPI Settings?

Question: Where can I find the TAPI Settings?

Answer: You will find these via the menu system control / telephone and modem options. You will need to choose the country as well as area code option for the FaxGwise Server.

13.8 Do I need to use the Novell Client?

Question: I am not saving the server configuration within the NDS. Do I still need the Novell Client?

Answer: Yes it is imperative to use the Novell Client on the server.

13.9 Do I need to use Microsoft Word?

Question: Do I need Microsoft Word to be installed onto the server?

Answer: No, neither on the server nor on the client it is necessary to have Microsoft Word to receive or sending facsimiles.

Note: Up until Version 3.2 this had been necessary for the modification of fax cover sheets.

13.10 Can I activate the test version?

Question: I have installed the test version and have now acquired the license. Do I have to reinstall the FaxGwise Server?

Answer: No it is possible to activate your test version by simply entering the corresponding registration key (Tools -> Registration).

13.11 Why do issues with the enclosure conversion occur when sending faxes via Email to Fax Gateway?

Question: We cannot send faxes attached to e-mails as file attachments.

Answer: FaxGwise server uses some external applications to convert files sent via Email to fax Gateway that is why it needs to have the appropriate privileges that are set up in the settings of your operating system.

To find out whether your issues with converting are caused by the lack of rights, please use the Event viewer application of your operating system. If there are errors with the file converter FGExtConverter there, most likely the FaxGwise server has not enough rights to use the external applications.

To solve this issue you can use the utility SetPivelege included into the supply package of the FaxGwise server.

Path to the needed file: Home folder/FaxGwise/bin/SetPiveleges.exe, where Home folder is a folder, in which FaxGwise server is installed.

You need to run this file and enable the checkbox SeTcbPrivilege to install the needed privileges. NOTE: Restart your PC to apply the settings.

Appendix 1 Multiple FaxGwise Server

Synchronization of several FaxGwise servers with one GroupWise mailbox
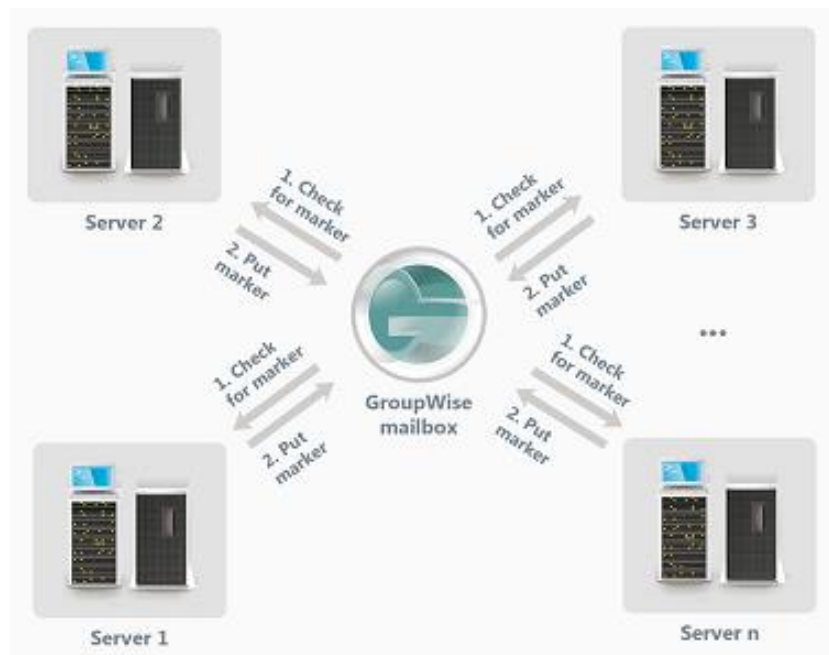
The first server checks the mailbox for new orders and if there are some it leaves a marker in the mailbox and start processing the existing orders. The marker is a message in a particular format which indicates that the mailbox is already connected to one of the servers and cannot be used by another one.

In order to assign the workload equally among all the configured servers each one can process only that amount of orders which is set up in the tab GroupWise=>Multiple FaxGwise Server=>Number of messages to be read simultaneously.

After processing the taken orders the first server deletes its marker. The second server checks the mailbox for markers and if there is no one found, it puts its own one and searches for new orders for processing. But if there is a marker in the mailbox which belongs to another server it checks the date and the timeout of this marker and compares this data with the current time. If the timeout is expired the second server deletes the existing marker, puts its own one and start processing new orders (during these actions it sends a notification to the administrator that one of the servers does not run). If the timeout of the marker is not expired the server waits until this marker is deleted.

And then the same actions can be applied by other servers.