GFI Product Manual

GFI FaxMaker™

Administration & Configuration Manual

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1 Introduction

1.1 About

GFI FaxMaker is a fax server that enables you to send and receive faxes and SMS using your email infrastructure. GFI FaxMaker for Exchange/SMTP integrates with Microsoft Exchange Server, Lotus Notes and with other SMTP/POP3 mail servers.

1.2 Conventions used in this manual

The following table contains a description of formatting conventions used in this manual:

CONVENTION	DESCRIPTION
	Additional information essential for the operation of GFI FaxMaker.
	Important notifications and cautions about commonly encountered issues.
▶	Step-by-step navigation instructions on how to access a function.
Bold text	Names of controls within the user interface, such as nodes, menus and buttons.
<Italic text>	Parameters to replace with applicable value, such as custom paths and filenames.
`Text entry`	Indicates text values to key in, such as commands and addresses.

For any technical terms and their definitions as used in this manual, refer to the Glossary in this manual.

1.3 System requirements

For a complete list of system requirements and other installation settings, refer to the GFI FaxMaker Getting Started Guide available from:

http://www.gfi.com/faxmaker/manual

1.4 Installing GFI FaxMaker instructions

For a complete set of installation instructions and information on how to configure GFI FaxMaker for first use, refer to the GFI FaxMaker Getting Started Guide available from:

http://www.gfi.com/faxmaker/manual

1.5 How GFI FaxMaker works - Sending faxes

STEP 1: VARIOUS METHODS USED TO SEND A FAX

1 **Email:** User sends fax via an email addressed to `1111@faxmaker.com` (where `1111` is the fax number of the recipient).

2 **GFI FaxMaker Client:** User uses a GFI FaxMaker client application installed on his/her machine to send faxes.

3 **NetPrintQueue2Fax:** Users 'print' content to send by fax to the NetPrintQueue2Fax printer driver. NetPrintQueue2Fax sends content to GFI FaxMaker for processing.

4 **Text & XML API:** Send faxes by configuring a text or XML file (API) and submit it to a central folder. GFI FaxMaker automatically picks up faxes stored within this folder.

STEP 2: MAIL SERVER ROUTES FAX TO GFI FAXMAKER

5 Mail server: Routes emails addressed to `*@faxmaker.com` to the GFI FaxMaker server.

STEP 3: GFI FAXMAKER PROCESSES FAX CONTENT

6 **GFI FaxMaker:** Processes received content and prepares it for transmission. Amongst others, GFI FaxMaker:

- Resolves and formats the number to dial
- Converts content to fax format
- Adds any coverpages
- Adds any headers and footers
- Delivers content to fax device ready for transmission

STEP 4: FAX TRANSMISSION

7 **Fax Transmission:** Fax device connects with recipient and transmits fax.

1.6 How GFI FaxMaker works - Receiving faxes

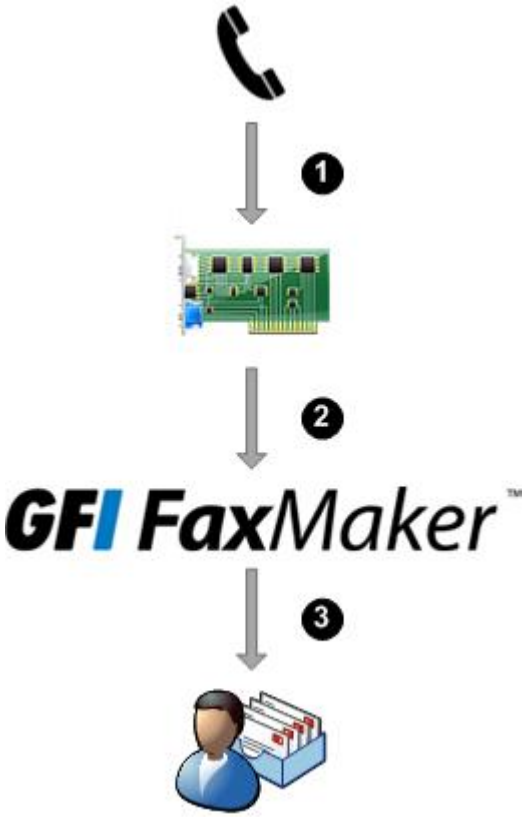
STEP 1: RECEIVE FAX CALL

1. **Receive call:** Sender connects to fax line and transmits fax.
2. **Fax device:** Receives fax content and forwards it to GFI FaxMaker.

STEP 2: GFI FAXMAKER PROCESSES FAX & CONTENT

3. **GFI FaxMaker:** Processes received fax. Amongst others:

- (Optional) Blocks junk faxes.
- (Optional) Optically recognizes text in fax (OCR).
- Determines recipients according to fax routing settings.
- Forwards fax by email to appropriate users.



2 Using GFI FaxMaker

2.1 How users send faxes

There are various ways how users can send faxes:

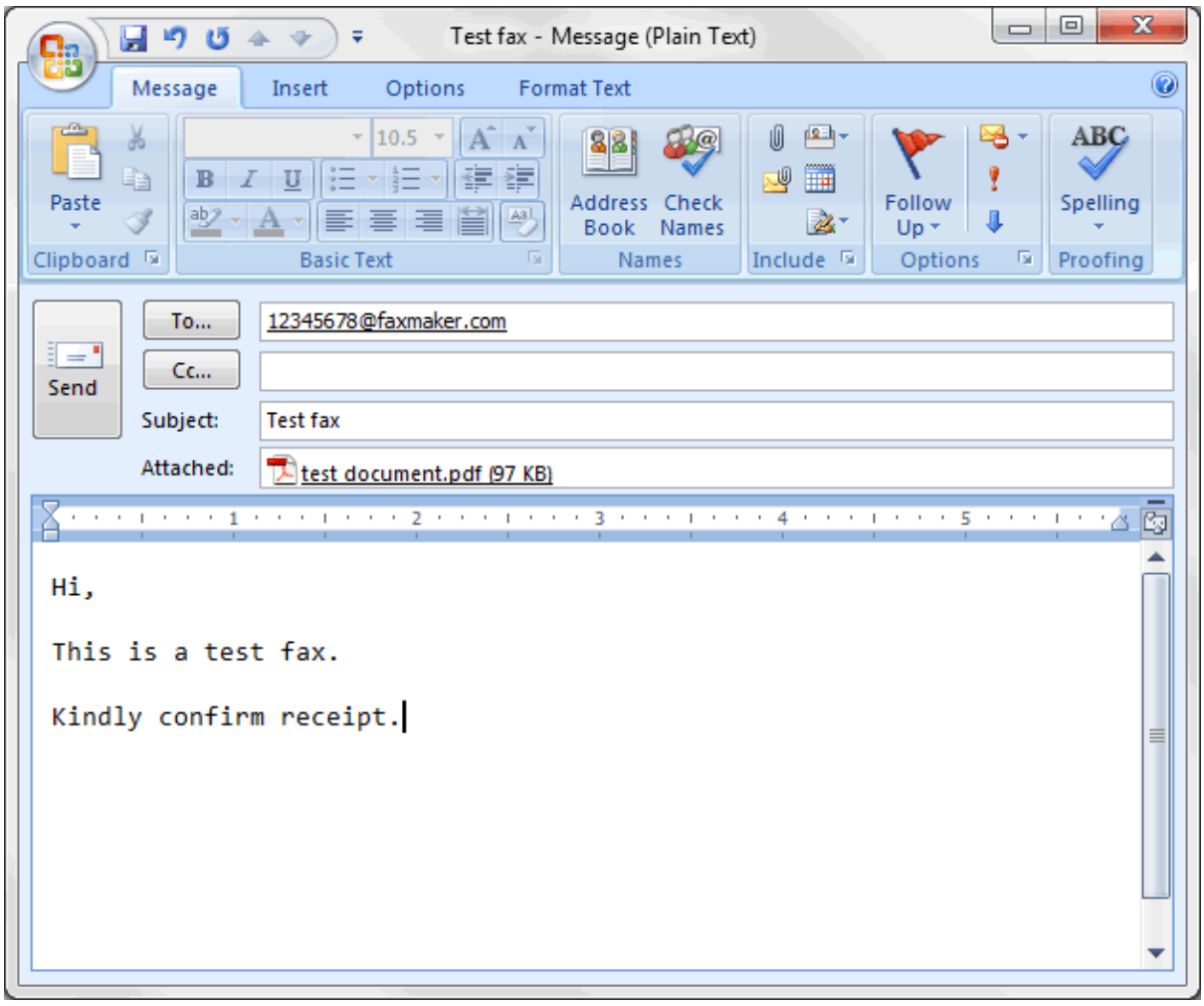
Via email

Printing content to GFI FaxMaker - NetPrintQueue2Fax

Using the GFI FaxMaker Client application

TextAPI/XMLAPI

Via email



Screenshot 1 - Sending a fax using the email client

Licensed users can send faxes directly from their email client:

- Address an email to `faxnumber@faxmaker.com`, where `faxnumber` is replaced by the recipient's Fax number.
- Use the Microsoft Outlook address book for recipients that have a fax number configured.

The first page of the fax contains the recipient's name, sender's name, email subject and email body. If the email includes attachments, these are included in subsequent pages of the fax.

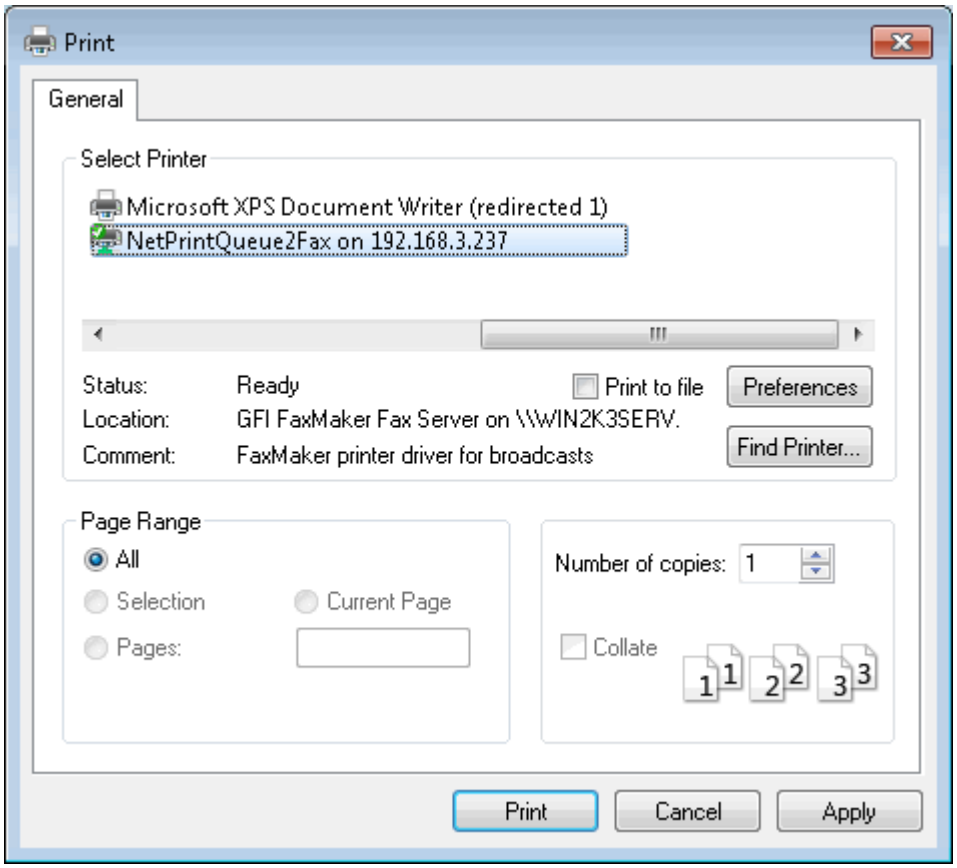
This method is available for all email users, with no installation of other software or custom configurations required.

To use this method:

» Configure mail servers to forward emails addressed to `*@faxmaker.com`, `*@smsmaker.com`, `Fax:*` and `SMS:*` to GFI FaxMaker. For more information, refer to the GFI FaxMaker Getting Started Guide available from: http://www.gfi.com/faxmaker/manual

» Add users in the **Licensed Users** list. For more information, refer to Licensed users chapter in this manual.

Printing content to GFI FaxMaker - NetPrintQueue2Fax



Screenshot 2 - Printing document to fax

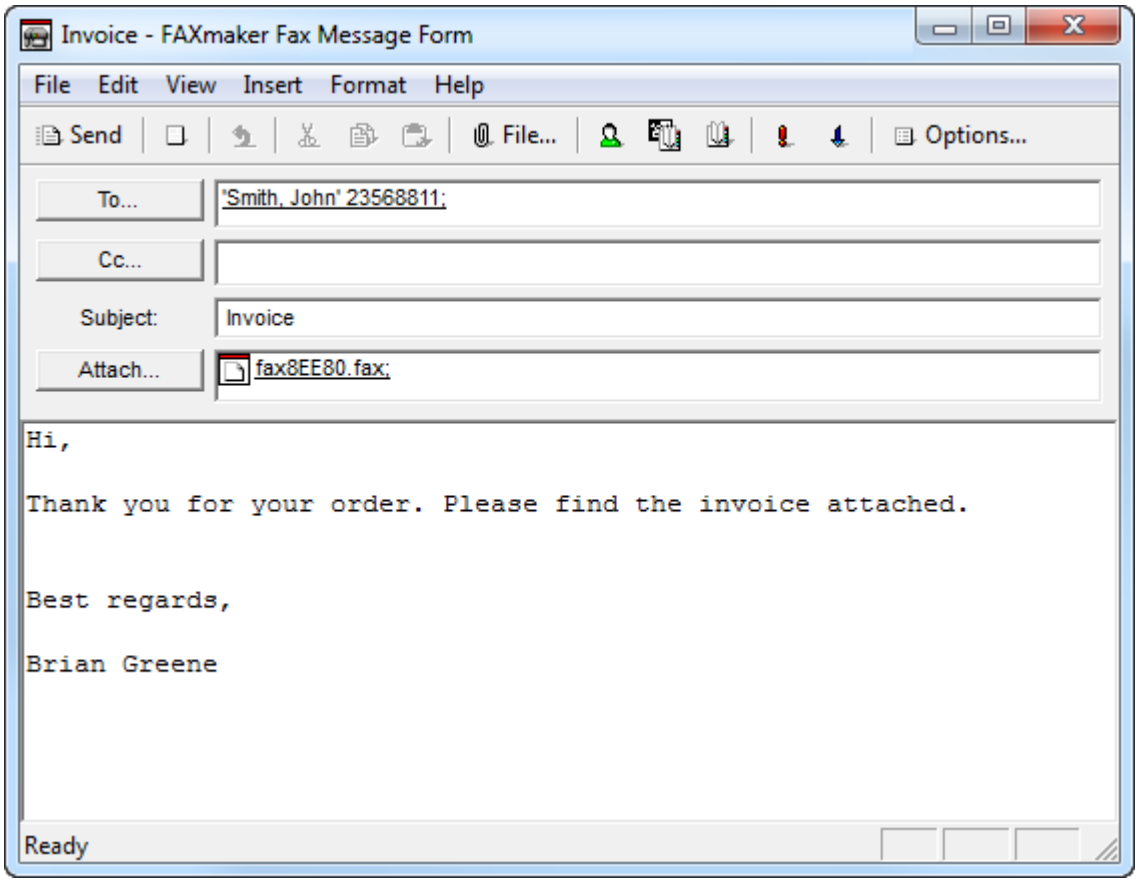
Users print content to the GFI FaxMaker printer driver - **NetPrintQueue2Fax** - to send faxes. Fax recipient number is keyed in within the document in a customizable format, for example `Fax: 12345678`.

This enables fax sending in any format that allows printing of content (without installing application on GFI FaxMaker machine).

This method also enables automatically customized fax sending to a number of recipients. For example, through Microsoft Word's Mail Merge feature you can send faxes to a large number of recipients.

Configure the NetPrintQueue2Fax printer driver on client machines to use this method. For more information, refer to NetPrintQueue2FAX chapter in this manual.

Using the GFI FaxMaker Client application



Screenshot 3 - The GFI FaxMaker Fax Message form

GFI FaxMaker Client application enables Fax message conversion and preview (.FAX format) directly from the clients' machines. It also provides an address book for fax contacts, or uses the Microsoft Outlook address book information.

Install the application on client machines to use GFI FaxMaker Client application. For more information, refer to Installing GFI FaxMaker Client chapter in this manual.

TextAPI/XMLAPI

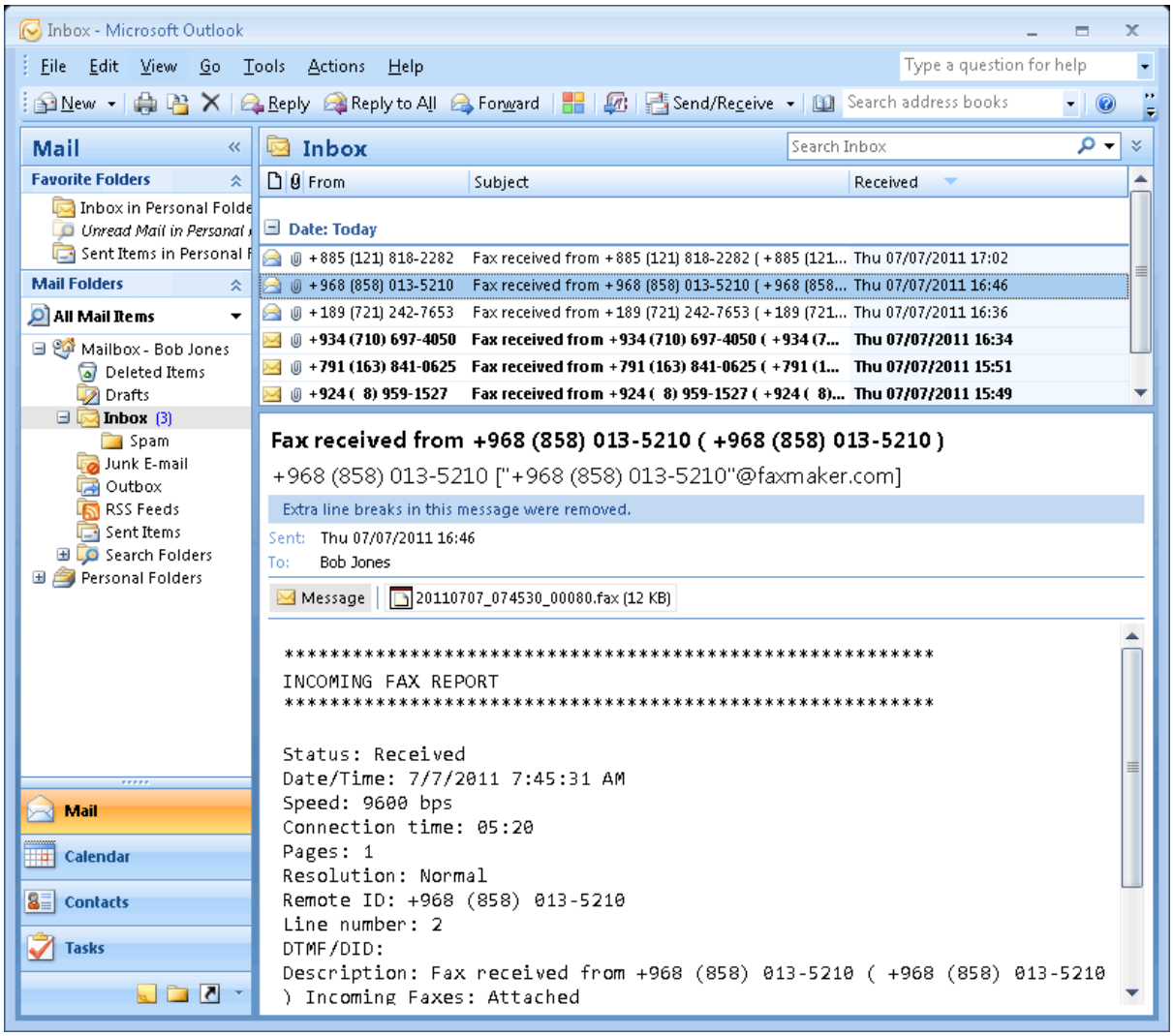
Use XML or text files with information about the faxes to send. Store files to a central location and GFI FaxMaker automatically processes files located in this folder.

A wide range of applications can be configured to automatically create such files and automating the fax sending process.

For more information, refer to the TextAPI & XMLAPI chapter in this manual.

2.2 How users view received faxes

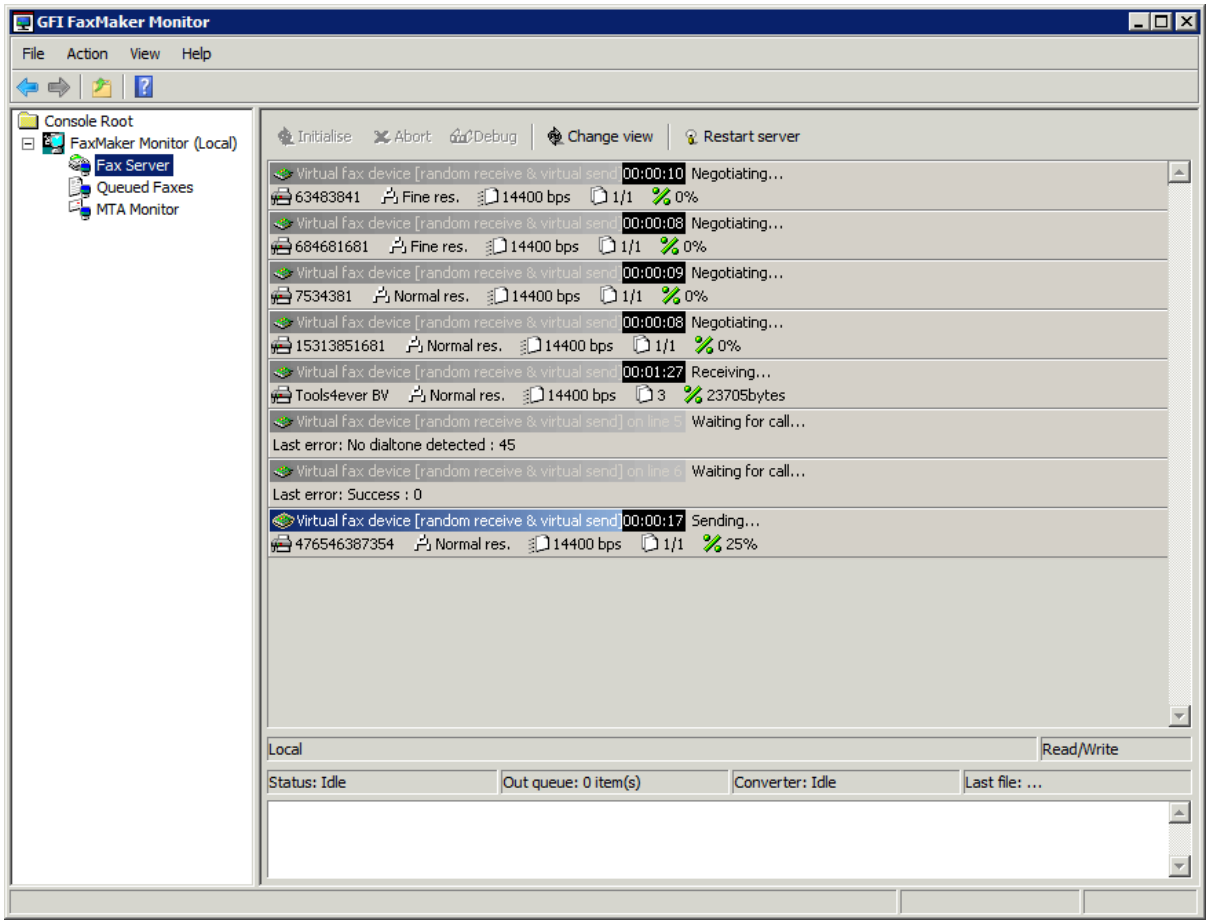
Received faxes are forwarded to the user via email. The email will contain a fax report and the fax file included with the email as an attachment. Faxes can be attached in several formats, such as PDF.



Screenshot 4 - Faxes are received in the inbox

Configure routing options for GFI FaxMaker to route received faxes to the correct recipient. For more information, refer to Fax routing chapter in this manual.

2.3 Monitoring GFI FaxMaker operation



Screenshot 5 - The GFI FaxMaker monitor

Use the **GFI FaxMaker Monitor** to monitor GFI FaxMaker operation. It can be used to monitor multiple instances of GFI FaxMaker and both local and remote installations.

Load GFI FaxMaker Monitor from **Start ► Programs ► GFI FaxMaker ► GFI FaxMaker Monitor**.

GFI FaxMaker Monitor shows status of:

Table 1 - Real-time monitoring features

FEATURE	DESCRIPTION
Status of fax lines & devices	Navigate to the **Fax Server** node. This displays the list of fax devices/lines and their status. Other functionality: » **Initialise** - Start devices/lines that are not initialized. » **Abort** - Stop a particular device/line. » **Debug** - Generate a debug log of the device in the **logs** folder within the GFI FaxMaker installation folder. » **Change view** - Change how to display list of devices/lines. » **Restart server** - Restart the GFI FaxMaker Fax Server service.

FEATURE	DESCRIPTION
Faxes in queue	Select the **Queued Faxes** node to show all faxes that are waiting to be sent. Other options: » **Refresh** - Refresh view of queued faxes » **Select all** - Select all faxes in queue » **Grid** - Show/hide grid lines » **Columns** - Customize the columns to show per fax. » **Delete** - Delete selected faxes from queue. » **Properties** - View the properties of faxes in queue, including message date/time, sender and recipient. » **View logs** - Load log file containing details about sent faxes.
Status of the Message Transfer Agent	The Message Transport Agent is the transport service for SMTP, POP3 and SMS messages. Click **Message Transfer Agent** node to view important information and statistics about message transport. » **Email2Fax Gateway -** Shows activity of number of threads that perform POP3 down loading, fax preparation, SMTP sending etc. » **Inbound Queue -** The number of faxes prepared for sending to SMTP clients. » **Inbound transfer thread -** Shows activity of the process that sends faxes to SMTP clients. » **Last file -** The last file being processed. » **Outbound Queue -** The number of faxes collected by the POP3 connector for queuing to fax server. » **Outbound transfer thread -** Shows process activity that downloads POP3 mail from POP3 mailbox. » **Last address -** Last email address or SMS number used by Message Transfer Agent. » **SMS transfer thread -** Shows status of thread that prepares and transfers messages to SMS server. » **Incoming SMS transfer thread** - Shows activity of incoming SMS. Click: » **Process messages** - Forces the Message Transfer Agent to poll for any new fax/SMS. » **Restart** - Click to restart the GFI FaxMaker Message Transfer Agent service.

2.3.1 Installing GFI FaxMaker Monitor remotely

To monitor a remote fax server, install GFI FaxMaker Monitor on the remote fax server machine.

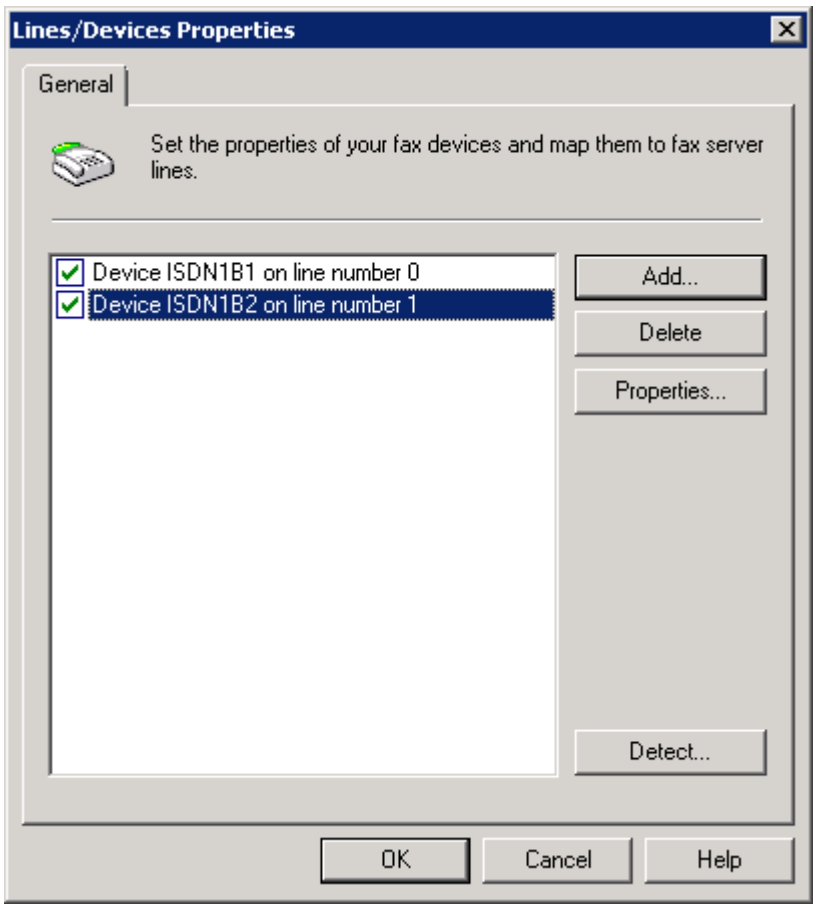
From the GFI FaxMaker installation, disable **GFI FaxMaker Fax Server** and select **GFI FaxMaker Remote Monitor** when selecting the components to install. In the next screen, specify the IP address or server name of the GFI FaxMaker server.

For more information how to run the GFI FaxMaker installation, refer to the GFI FaxMaker Getting Started Guide available from http://www.gfi.com/faxmaker/manual.

3 General configuration settings

3.1 Fax Lines

A fax line is a physical telephone line assigned to a fax device (modem or ISDN/fax card). Depending on the device type, fax devices may support multiple lines. GFI FaxMaker enables you to configure different options per fax line.



Screenshot 6 - The Line/Devices dialog

Fax lines are configurable from **GFI FaxMaker Configuration ► Lines/Devices ► Properties**. For more information, refer to:

Adding Fax lines to GFI FaxMaker

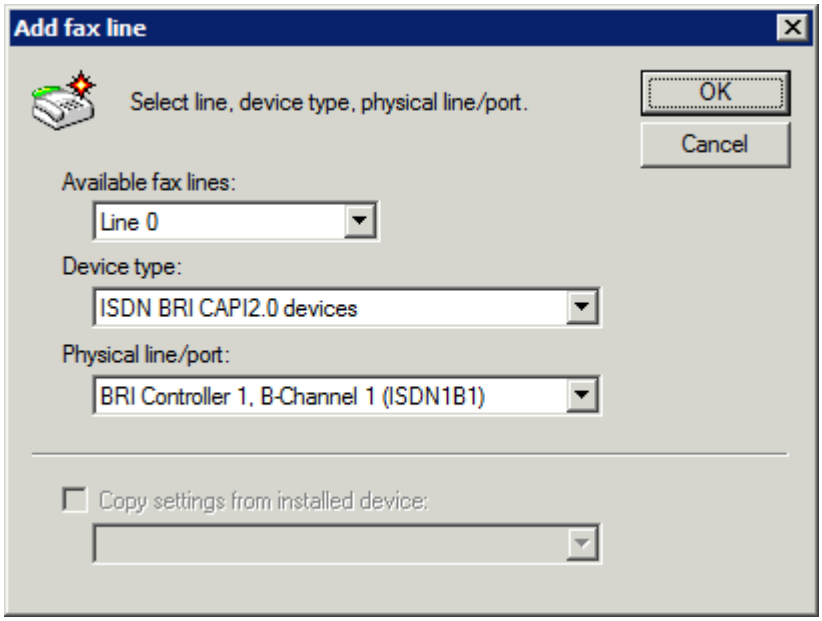
Editing Fax lines

Deleting Fax lines

3.1.1 Adding Fax lines to GFI FaxMaker

1. Navigate to **GFI FaxMaker Configuration ► Lines/Devices ► Properties** and click **Add...**.

NOTE: When adding new fax modems after installing GFI FaxMaker, click **Detect** in the **Lines/Devices** dialog to add them to the list of devices.



Screenshot 7 - Adding an ISDN channel

2. Specify the following details:

Table 2 - Add fax line options

SETTING	CONFIGURATION
Available fax lines	Select the first available fax line number.
Device type	Specify the type of fax device used.
Physical line/port	Select the channel or port to configure.
Copy settings from installed device	To copy the settings of a previously configured fax line, select this option and specify the fax line to copy settings from.

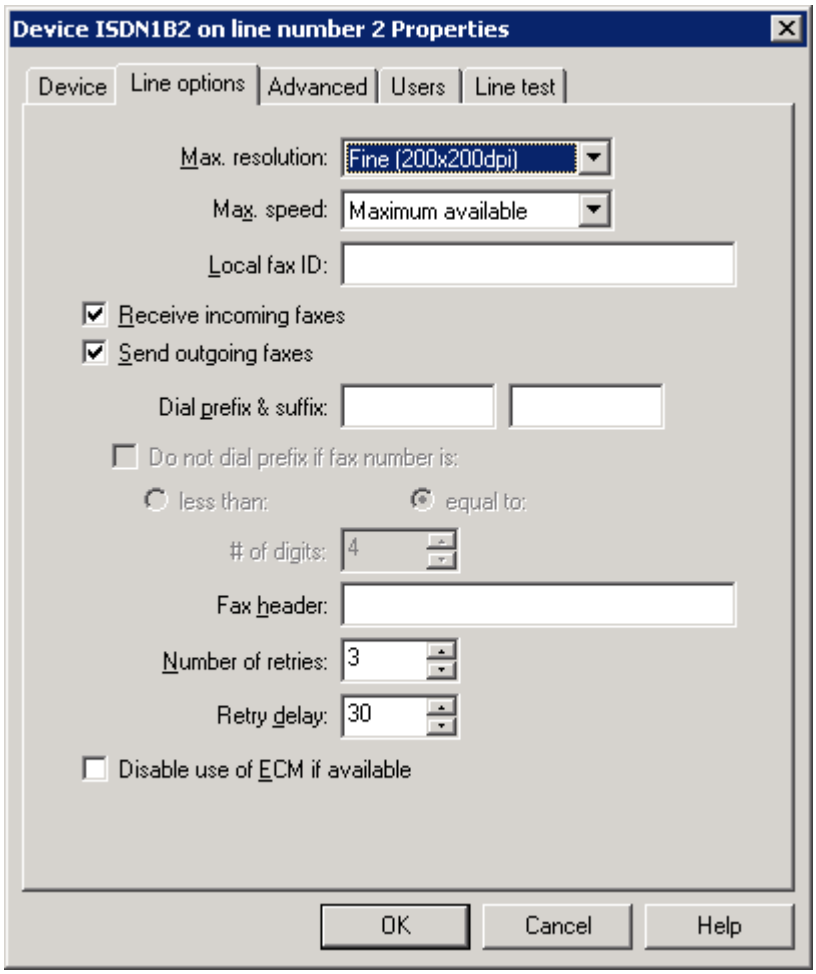
Click **OK**.

3. From the **Device** tab in the line properties dialog, configure:

Table 3 - Fax line device options

DEVICE TYPE	SETTINGS
ISDN **ISDN BRI CAPI2.0 devices** **ISDN PRI CAPI2.0 devices** **ANALOG CAPI2.0 devices** **Gateway devices**	**ISDN type** - Select the ISDN device type. **MSN numbers** - Enter the number to answer incoming calls for. Key in a full number entry (for example, 82733099) or a prefix number (for example, 82733 to answer all numbers in the range 82733000-8273099). **Answer All** - Click to answer all incoming calls received on the ISDN channel.
Brooktrout	**Card type** - Select the Brooktrout device type **Line capabilities** - depending on the properties of your fax device, select the appropriate type, **None**, **DTMF** or **DID/ISDN**. **Tone dialling** - If supported, select for faster dialling. **Wait for dialtone** - Starts dialling only when a dial tone is established. **Rings until answer** - Configure the number of rings before answering incoming calls.
GFI Fax Modem Driver	**Modem type** - Select the fax modem type. **Advanced Modem Options** - GFI FaxMaker ships with a number of pre-configured devices. Click to create new devices or manually configure device options. For more information, refer to Fax modem properties chapter in this manual. **Initialisation string** - Displays the string used by the modem driver to initialize the modem. **Rings until answer** - Configure the number of rings before answering incoming calls. **Tone dialling** - If supported, select this option for faster dialling. If disabled, pulse dialling is used. **Wait for dialtone** - Starts dialling only when a dial tone is established.

DEVICE TYPE	SETTINGS
	Check for busy tone - Checks if line is busy before sending fax. **Speaker mode** - Configure speaker settings: **Always Off**, **Until Connected** or **Always On**. **Speaker volume** - Set the appropriate volume.
Microsoft Fax Modem Driver	**Type** - Select the Fax type. **Rings until Answer** - Configure the number of rings before answering incoming calls. **NOTE**: Ensure that the **Fax** service is running from the Services applet.



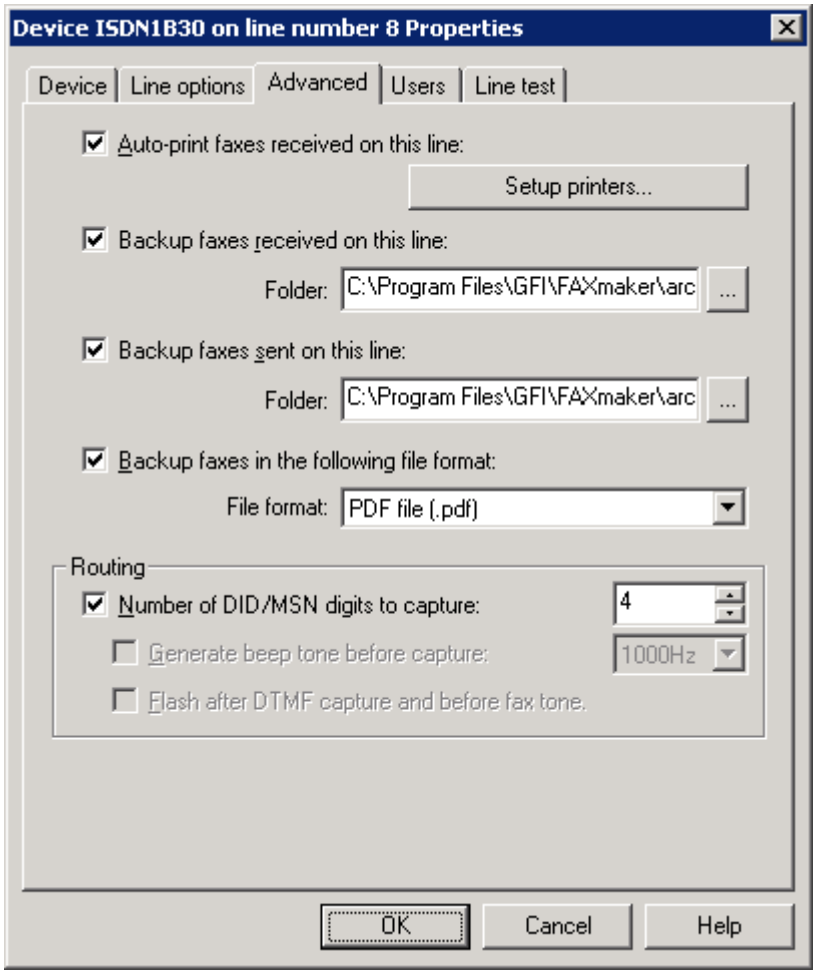
Screenshot 8 - The line options tab

4. From the **Line options** tab, configure:

Table 4 - Fax line - Line options

OPTION	CONFIGURATION
Max. resolution	Set the maximum resolution for faxes sent and received on this line.
Max. speed	Set the maximum speed for faxes sent and received on this line.
Local fax ID	This number is sent to recipient faxes as part of the transmission process. The fax number is usually entered here. **NOTE:** Some PABX devices do not accept the local fax ID when making outbound calls. When the fax device is behind this type of PABX device, delete the Local Fax ID.
Receive incoming faxes	Allow receiving faxes on this fax line.
Send outgoing faxes	Allow transmission of faxes on this fax line.
Dial prefix & suffix	If your lines are located behind a PBX, you can specify a dial prefix or suffix.
Do not dial prefix if fax number is	Exclude dialling of prefix when the fax number is less than or equal to a certain number of digits. This can be useful when using different providers for local, national or international faxes.

OPTION	CONFIGURATION
Fax header	Key in the text to show at the very top of a fax, for example the company name.
Number of retries	Sets the number of times GFI FaxMaker will try to re-send a fax.
Retry delay	Set a delay between retries, in seconds.
Disable use of ECM if available	By default, GFI FaxMaker automatically corrects errors caused by noise that interferes with the transmission of a fax. Select this option to disable automatic correction.



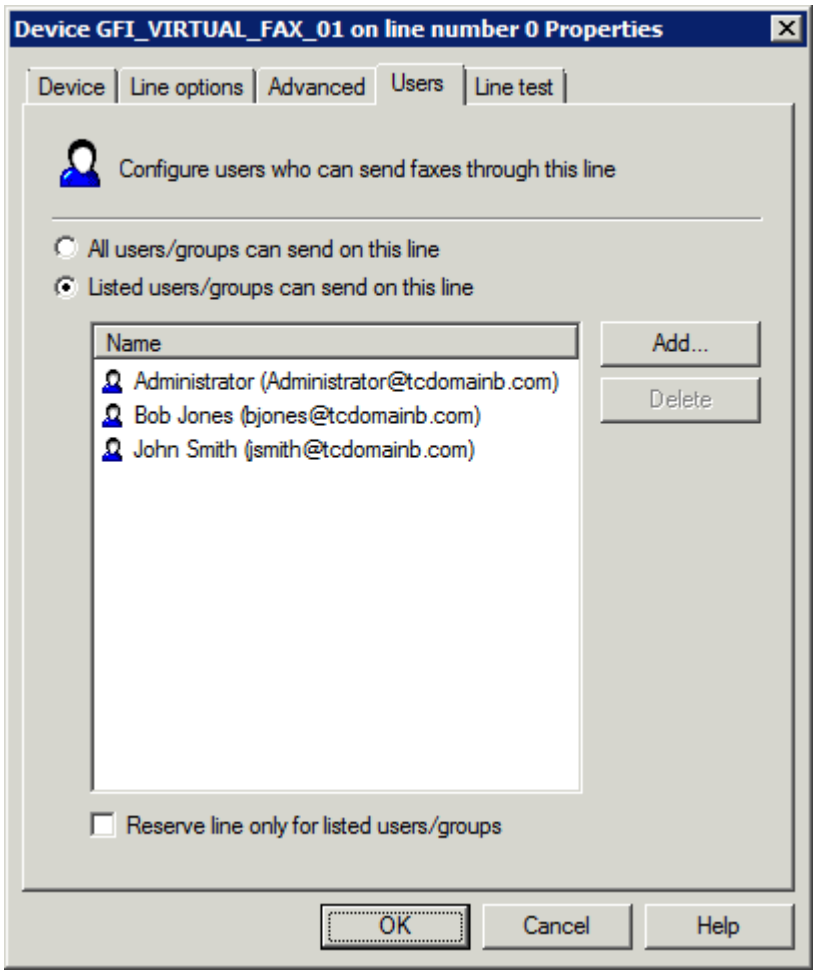
Screenshot 9 - The advanced line/device options

5. From the **Advanced** tab, configure:

Table 5 - Fax line advanced options

OPTION	CONFIGURATION
Auto-print faxes received on this line	Automatically print faxes received on this line. Click **Setup printers...** to configure printing settings. In the **Incoming faxes auto-print setup,** configure how to size faxes for printing or select **Nearest size** to automatically detect the appropriate size to use. Click **Print setup...** to select the printer to print for that particular paper size. Click **OK**.
Backup faxes received on this line	Stores a copy of all incoming faxes in a folder. Key in the folder where to store received faxes.
Backup faxes sent on this line	Stores a copy of all outgoing faxes in a folder . Key in the folder where to store received faxes.
Backup faxes in the following file format	Select the format to use when backing up faxes.

OPTION	CONFIGURATION
Number of DID digits to capture	Routes faxes to individual users based on the DID number. Set the number of digits to capture. For example, use 2 to capture from 00 to 99.
Generate beep tone before capture	Fax device gives a beep when answering a call as a signal to the user to enter the DTMF number. If available, it is recommended that this option is always selected. From the drop down list select the tone of the beep.
Flash after DTMF capture and before fax tone	Only used for Multitech modems. Select this option so that after successfully detecting a tone, the fax server goes 500ms on hook (flash).

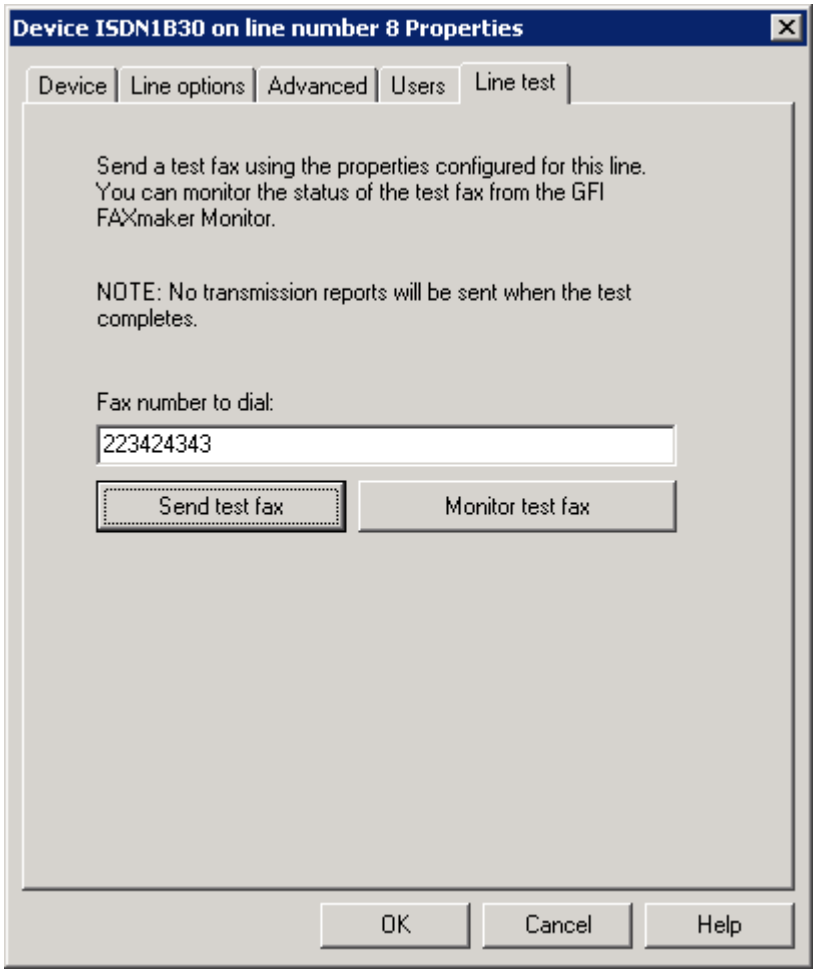


Screenshot 10 - The users tab

6. From the **Users** tab, select the users allowed to send faxes using this line. Configure:

Table 6 - Fax line users

OPTION	DESCRIPTION
All users/groups can send on this line	Allows all licensed users to send faxes on this line.
Listed users/groups can send on this line	Limits the users that can send faxes on this line.
Add…	Specify users/groups allowed to send faxes on this line.
Delete	Deletes selected users/groups from the list of allowed users.
Reserve line only for listed users/groups	Sets the line exclusively reserved for the selected users/groups



Screenshot 11 - Line test tab

7. From the **Line test** tab, you can send a fax to test the line settings. Key in a fax number where to send the test fax in **Fax number to dial** and click **Send test fax**. Click **Monitor test fax** to launch the **GFI FaxMaker Monitor** and monitor the status of the test fax.

8. Click **OK** to save settings.

9. When changing settings for any lines/devices, it is necessary to restart the **GFI FaxMaker Fax Server** service for changes to take effect. Click **Yes** to restart.

3.1.2 Editing Fax lines

1. Navigate to **GFI FaxMaker Configuration ► Lines/Devices ► Properties**.

2. Select the device line to edit and click **Properties**.

3. Perform the required changes in the rule properties and click **OK** to save changes.

4. When changing settings for any lines/devices, it is necessary to restart the **GFI FaxMaker Fax Server** service for changes to take effect. Click **Yes** to restart.

3.1.3 Deleting Fax lines

1. Navigate to **GFI FaxMaker Configuration ► Lines/Devices ► Properties**.

2. Select the device line to remove and click **Delete**.

3. Click **OK** to save settings.

4. When changing settings for any lines/devices, it is necessary to restart the **GFI FaxMaker Fax Server** service for changes to take effect. Click **Yes** to restart.

3.1.4 Fax modem properties

GFI FaxMaker can send and receive faxes using a wide range of fax modems connected to the server's Communications ports.

To send faxes using these devices:

1. In the **Lines/Devices** list, add the modem as a **GFI Fax Modem Driver**.

2. In the device properties dialog, select the **Modem type** by model name and number, or select a **Generic class** that best matches device's properties.

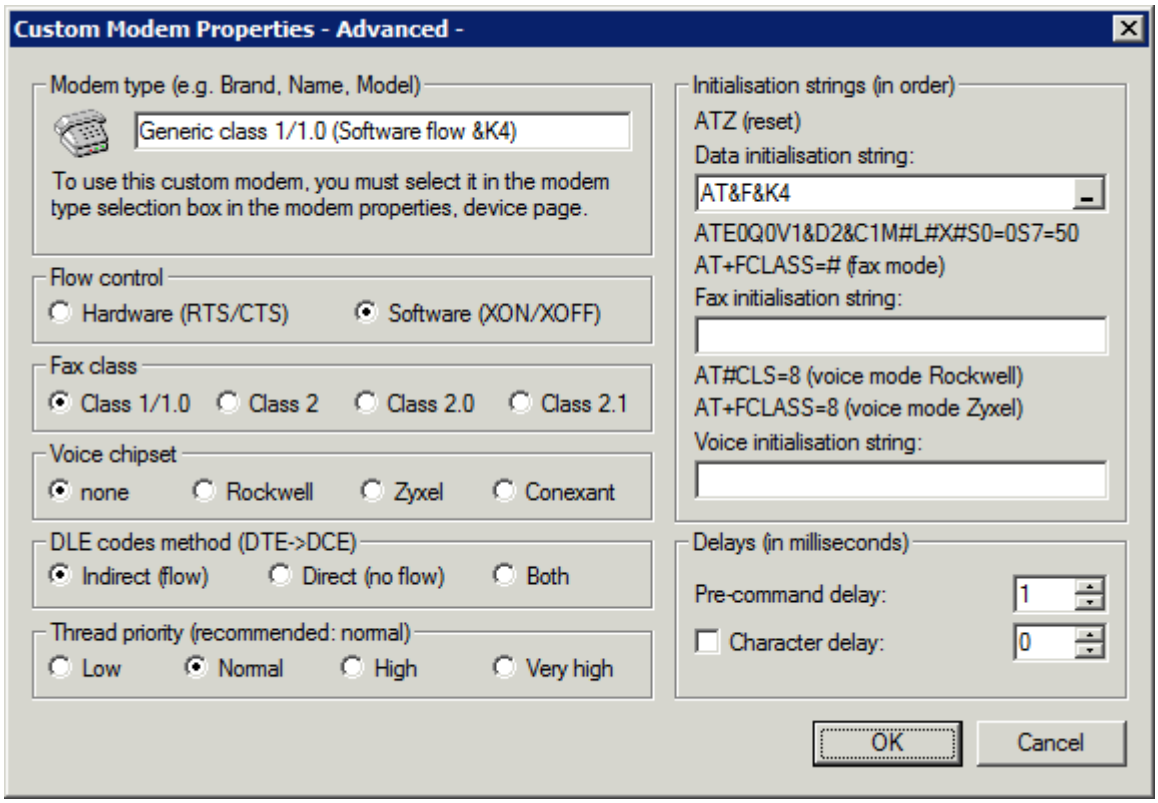
3. Click **Advanced modem options…** and select:

Table 7 - Manage fax modems

OPTION	DESCRIPTION
New modem (current modem as template)…	Adds a new modem to modems lists. Initial properties are based on selected modem type. For information how to configure modem properties, refer to Custom Modem Properties section in this manual.
Edit modem…	Loads the modem properties. For information how to configure modem properties, refer to Custom Modem Properties section in this manual.
Delete modem	Removes selected modem from list.
Reset all modem drivers to default	Resets all modems properties to default.

4. Configure the other device/line options and click **OK**.

Custom Modem Properties



Screenshot 12 - Custom modem properties dialog

Customize the following options, based on fax modem specifications:

Table 8 - Advanced fax modem options

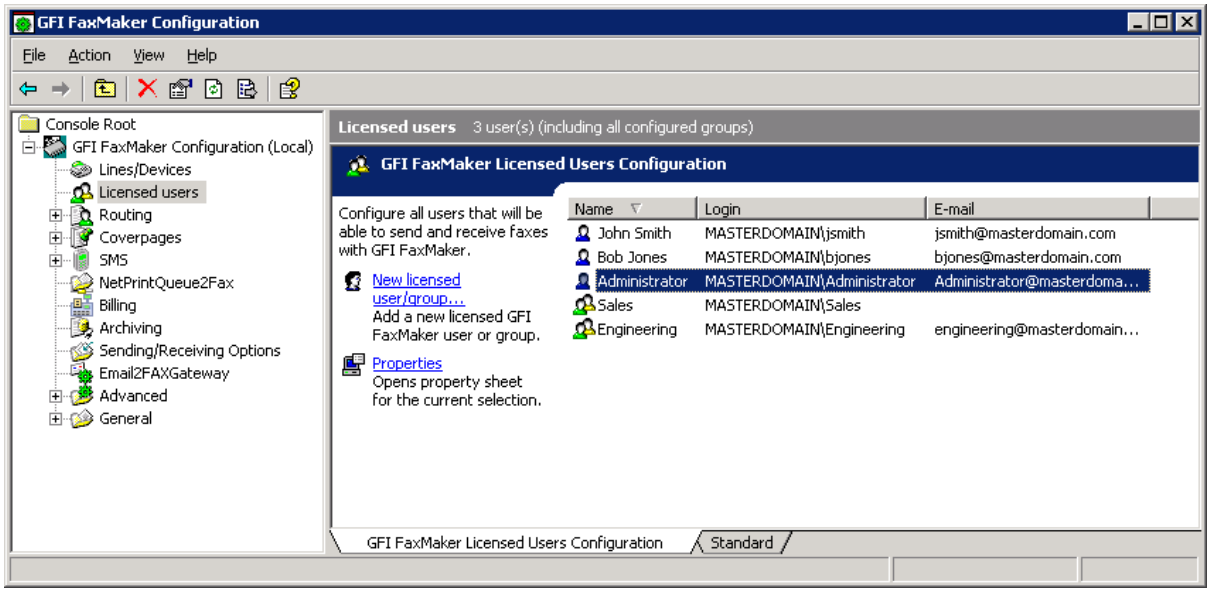
OPTION	DESCRIPTION
Modem type	Key in a user friendly name for the modem type, such as the device brand, name or model number.
» **Flow control** » **Fax class** » **Voice chipset** » **DLE codes method**	Provide settings based on device specifications.

OPTION	DESCRIPTION
» Thread priority	
» Data initialization string	
» Fax initialization string	
» Voice initialization string	
» Pre-command delay	
» Character delay	

Click **OK** to apply settings.

3.2 Licensed users

The list of users who can send or receive faxes must be configured in GFI FaxMaker.



Screenshot 13 - List of GFI FaxMaker users and groups

The list of licensed users is available from **GFI FaxMaker Configuration ► Licensed Users** node.

Table 9 - Managing licensed users and groups

MANAGING USERS/GROUPS	DESCRIPTION
Adding users or groups	**Active Directory:** To add users or groups click **New licensed user/group...**. Key in the user/group name and click **OK**. **No Active Directory:** To add users click **New licensed user/group...**. Key in the user login name, Full name and E-mail address. Click **Personal** to enter more information. Click **OK**.
User/Group properties	Right-click a user/group and click **Properties**. **NOTE:** When GFI FaxMaker is not installed in an Active Directory environment, user properties are customizable. When GFI FaxMaker is installed in an Active Directory environment, user properties are imported from Active Directory.
Removing users/groups	Right-click a user/group to delete and click **Delete**. Click **OK** to confirm. **NOTE:** Deleted users are not recoverable and must be re-added.

NOTE: You can also create a dedicated Active Directory group (for example, **GFI FaxMaker users**) so that you can manage all GFI FaxMaker users directly in Active Directory.

3.2.1 Types of users

NOTE: Only applicable to the GFI FaxMaker Unlimited Users license.

Configure the types of users allowed to send/receive faxes using GFI FaxMaker. Navigate to **GFI FaxMaker Configuration ► Advanced ► Miscellaneous** node:

» **Allow non-AD users to send faxes** - Allows all faxes/SMS to be processed by GFI FaxMaker, even if user is not in Active Directory.

» **Only allow users in the Licensed user list to send faxes** - allows a user to send faxes/SMS only if included in the **Licensed User** list.

3.2.2 Importing list of users from CSV

NOTE: Only available if GFI FaxMaker is installed on a machine not connected to a domain.

GFI FaxMaker can import the list of users from a Comma Separated Values (CSV) file. This allows bulk addition of users.

Ensure that the text is formatted as follows:

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

For example:

```
"Joe","Bloggs","MyCompany","Sales","+1-555-12345678","+1-555-87654321","JoeBloggs@ABCinternal.com","Joe Bloggs","JoeBloggs@ABC.com"
```

NOTE: All fields can be left empty, except for Email address and Display name. Email address must be unique.

To import a list of users from a CSV file:

1. From **GFI FaxMaker Configuration**, right click **Licensed users** and select **Import users from file…**.

2. Select CSV file and click **Open**.

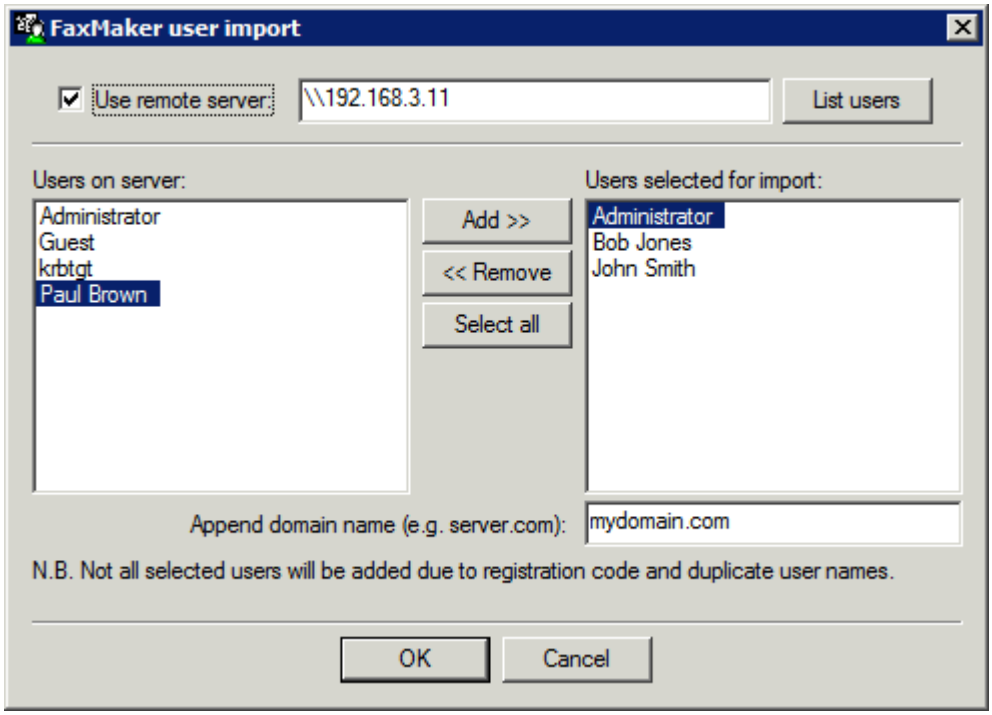
3. Launch **GFI FaxMaker Monitor** and from **Fax Server** node click **Restart server** to restart the GFI FaxMaker Fax Server service.

3.2.3 Importing list of users from Windows

NOTE: Only available when GFI FaxMaker is installed on a machine not connected to a domain.

GFI FaxMaker can import the list of Windows users from the local or a remote machine.

1. Right-click **Licensed users** and select **Import users…**.



Screenshot 14 - Import users from remote machine

2. (Optional) If importing list of Windows users from a remote machine, select **Use remote server**, key in server name or IP and click **List users**.

3. Select the users to add from the **Users on server** list and click **Add**.

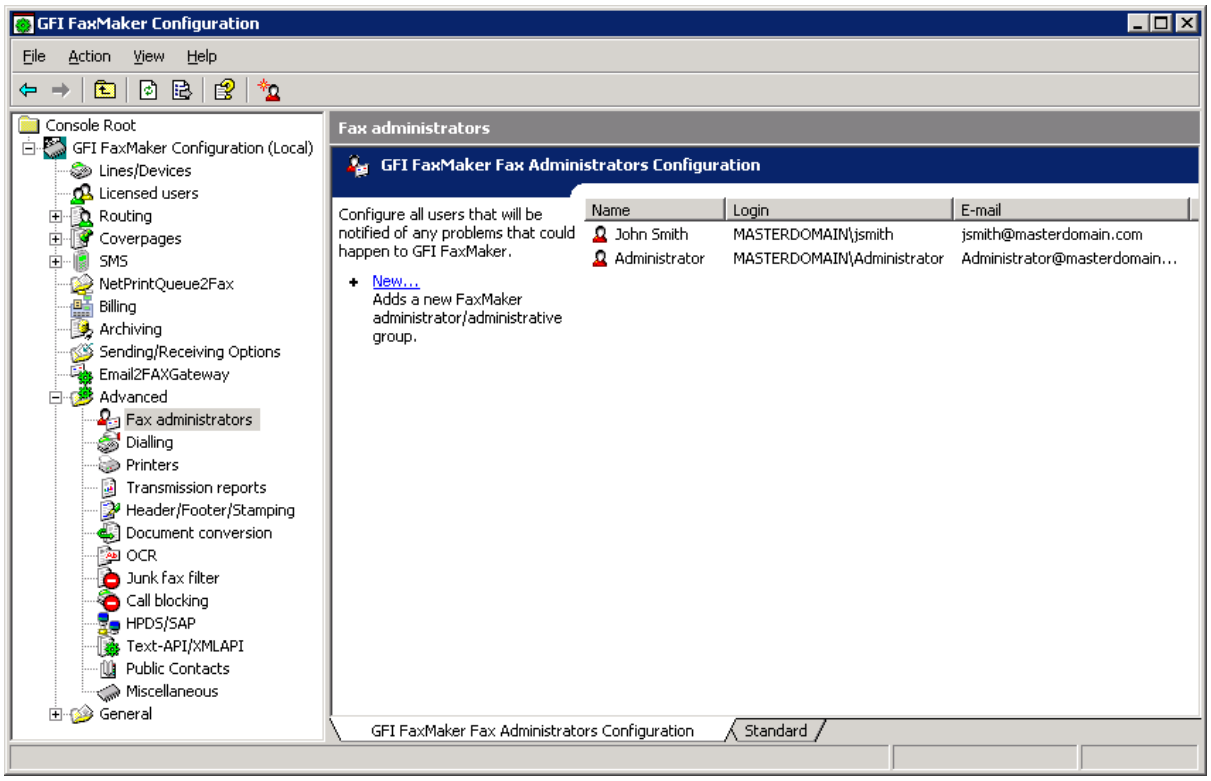
4. To add a custom internal email domain, enter domain in **Append domain name**.

5. Click **OK**.

6. Launch **GFI FaxMaker Monitor** and from **Fax Server** node click **Restart server** to restart the GFI FaxMaker Fax Server service.

3.3 Fax administrators

Fax administrators monitor and manage the fax server. They are also emailed when certain critical conditions occur.



Screenshot 15 - List of Fax administrators

To manage the list of Fax administrator, from GFI FaxMaker Configuration navigate to **Advanced ► Fax administrators**.

Table 10 - Managing fax administrators

FUNCTION	DESCRIPTION
Add administrators	Click **New...**.
Edit administrator properties	Right-click administrator and select **Properties**.
Remove administrators	Right-click administrator and select **Delete**.

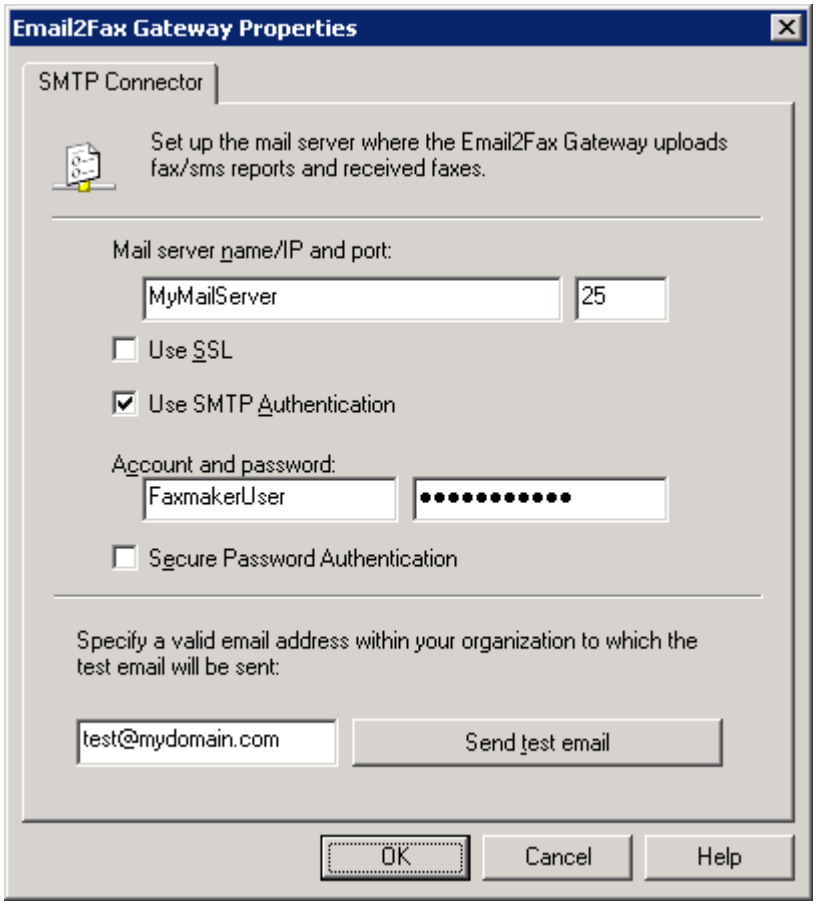
3.4 Email2Fax gateway

The Email2Fax gateway settings dictate how GFI FaxMaker communicates with the mail server for sending and receiving faxes.

3.4.1 Mail server settings

Configure the mail server to use when GFI FaxMaker sends emails:

1. From GFI FaxMaker Configuration, right-click **Email2FaxGateway** and select **Properties**.



Screenshot 16 - Email2Fax Gateway setup

2. From the **SMTP Connector** tab, configure the following options:

Table 11 - SMTP Connector options

OPTION	DESCRIPTION
Mail server name/IP and port	Enter the name or IP address of the mail server and the port number.
Use SSL	Instructs GFI FaxMaker to connect and communicate with the mail server using SSL.
Use SMTP Authentication	Instructs GFI FaxMaker to connect to the mail server using a particular user credentials. Enter credentials in the **Account and password** text boxes.
Secure Password Authentication	Select this option if Secure Password Authentication is required by the mail server.

3. To ensure that GFI FaxMaker can send email through the configured mail server, enter an email address and click **Send test email**. Ensure that the test email is received in the mailbox. For troubleshooting Email2FaxGateway test failures, refer to Email2FaxGateway test fails chapter in this manual.

4. Click **OK**.

3.4.2 POP3 Downloader

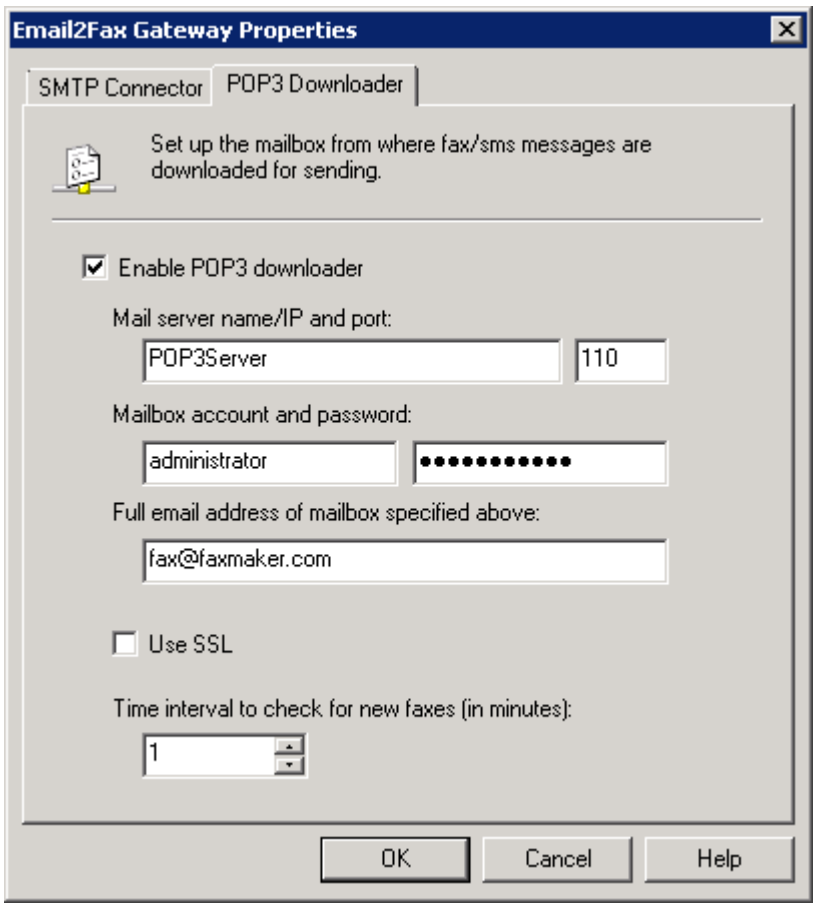
GFI FaxMaker can be configured to retrieve faxes and SMS for transmission from a POP3 mailbox. Configure the POP3 Connector to poll and download faxes from a dedicated GFI FaxMaker POP3 mailbox.

NOTE: Option not available if mail server is configured to route faxes and SMS to GFI FaxMaker.

NOTE: Ensure that POP3 mailbox is be dedicated to GFI FaxMaker. GFI FaxMaker downloads all emails contained mailbox for processing and emails are permanently deleted after download.

Configure POP3 mailbox settings:

1. From GFI FaxMaker Configuration, right-click **Email2FaxGateway** and select **Properties**.



Screenshot 17 - The POP3 connector

2. From the **POP3 Downloader** tab, configure the following options:

Table 12 - POP3 Downloader options

OPTION	DESCRIPTION
Enable POP3 downloader	Enable downloading of faxes from a POP3 mailbox.
Mail server name/IP and port	Enter the name or IP address of the mail server and the port number.
Mailbox account and password	Key in credentials to access mailbox.
Full email address of mailbox specified above	The email address of the POP3 mailbox.
Use SSL	Instructs GFI FaxMaker to connect and communicate with the mail server using SSL.
Time interval to check for new faxes	Key in the frequency for GFI FaxMaker to check for new faxes in the GFI FaxMaker mailbox.

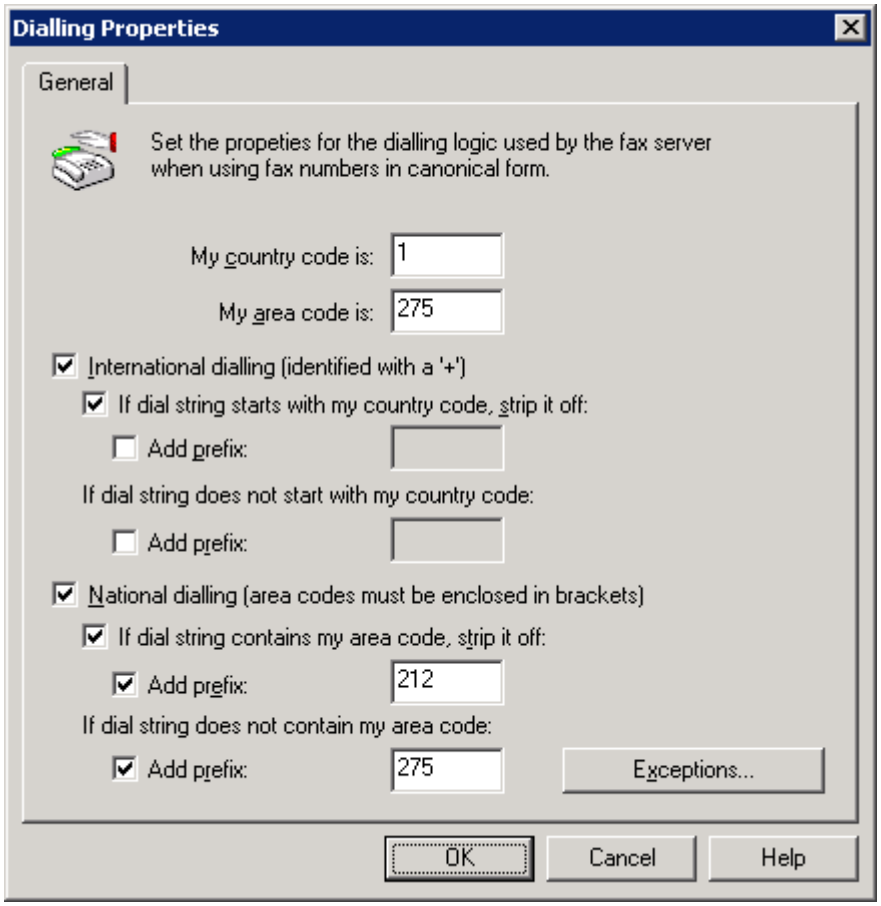
3. Click **OK**.

3.5 Dialling Options

Dialling options enable you to configure area codes and other special dialing procedures. This ensures that GFI FaxMaker processes the fax number in a structured manner and dials numbers in the correct format for the phone system.

NOTE: GFI FaxMaker can only apply dialling configurations for fax numbers that are entered in the following format: **+<country code> (<area code>) <fax number>**. For example, +44 (0) 555 5555, +1 (151) 5555 5555, +356 2555 5555

To configure dialling options, from GFI FaxMaker Configuration right-click **Advanced ► Dialling ► Properties**.



Screenshot 18 - Dialing options

IMPORTANT: Customize options for your country's telephone dialling system. Failure to do so may cause fax transmission to fail.

Configure the following options:

Table 13 - Dialling options

OPTION	DESCRIPTION
My country code is	Key in your country telephone code, excluding the international dial prefix (the dial prefix is usually defined as +). For example, for the United States the country code is **1**. **Note:** The dial prefix is the number that a user must dial to place an international call. The country code is the number identifying the country to call to.
My area code is	Key in your area code.
International dialling	Configure dialling options for sending faxes to international recipients. GFI FaxMaker identifies a call as international when the number contains a + (dial

OPTION	DESCRIPTION
	prefix) in front of the number. Configure the following options: » **If dial string starts with my country code, strip it off** - select this option to automatically remove the country code from the number when dialling a number containing the local country code. If numbers match this condition, a custom prefix can be added to the number. » **If dial string does not start with my country code** - select this option to replace the + symbol with the international dial prefix, that is, the number required to place an international call from your country/area/telephone service provider, for example 00, 010, 0011, 011, etc...
National dialling	Configure dialling options when sending faxes within the same country but to a different area. GFI FaxMaker identifies a call as national when an area code is included in a number in round parenthesis, for example, (234)-56789012. Configure the following options: » **If dial string contains my area code, strip it off** - select to automatically remove area code from the number when dialling a number containing the local area code. If numbers match this condition, a custom prefix can be added to the number. » **If dial string does not contain my area code** - select to add a custom prefix when dialling a national number. **NOTE:** The area code in the fax number must be included in round parentheses for the fax server to determine which part of the number is the area code.
Exceptions	Some national dialling procedures can be more complex and some exceptions may be required, for example to handle multiple local area codes. Exceptions allow you to add a prefix and/or exclude an area code when a number matches a particular combination. 1. Click **Exceptions**. 2. Key in the **Area code** for which to apply an exception. 3. If exception is required for a particular exchange number (number right after the area code), key in the **Exchange** number, or key in * to apply for all numbers in that area code. 4. To add a prefix before the area code, select **Dial prefix before the area code** and key in the prefix. 5. To not dial the area code, select **Do not dial the area code**. 6. Click **Add**. 7. Repeat procedure for all exceptions. **NOTE:** Use commas to add a delay between numbers, if required. Each comma represents approximately a two second delay.

3.6 Fax archiving

GFI FaxMaker can archive all inbound and outbound faxes to a central location. This enables the recording all fax communications and the retrieval of old faxes.

There are 2 methods of archiving:

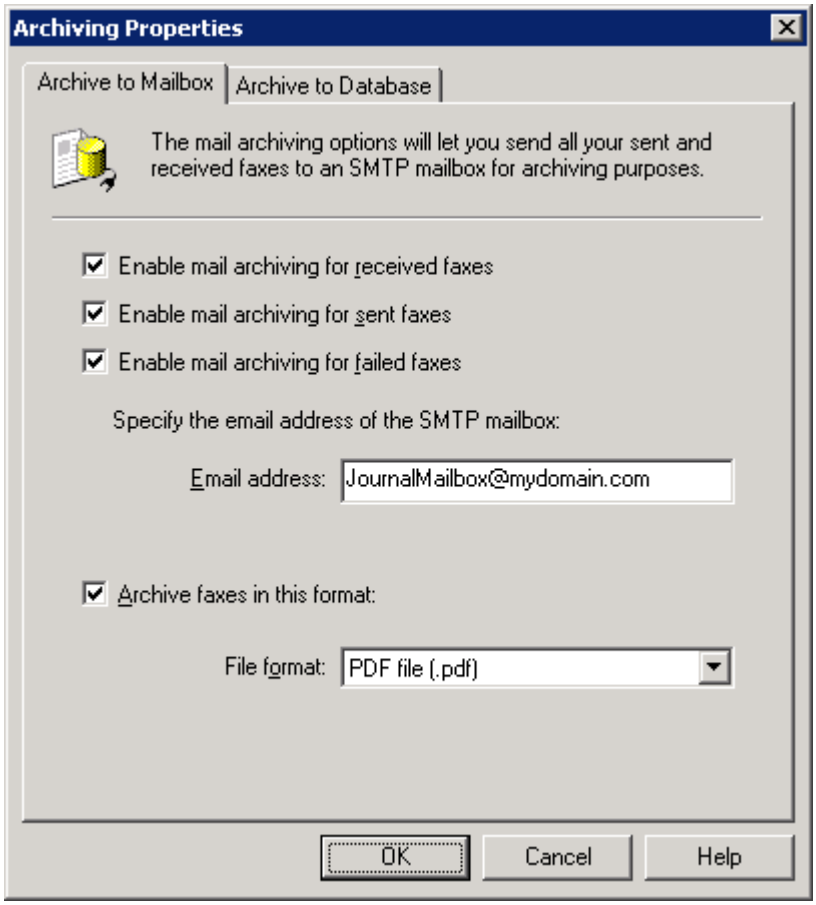
» **Send fax copies to an email address** - copies of transmitted, received and/or failed faxes are sent via email to a central (journaling) mailbox. Faxes are then archived through an email archiving solution, such as GFI MailArchiver. For more information, refer to chapter Send fax copies to an email address in this manual.

» **Archive to a database** - Store all faxes in a Microsoft Access or a Microsoft SQL/MSDE database. For more information, refer to chapter Archive faxes to database in this manual.

3.6.1 Send fax copies to an email address

Use this option to send a copy of incoming, outgoing and/or failed faxes to an email address. This includes transmission reports and the fax as attachment.

1. From GFI FaxMaker Configuration, right-click **Archiving** node and select **Properties**.



Screenshot 19 - Archiving to an email archiving package

2. In the **Archive to Mailbox** tab, select the type of faxes to archive:

Table 14 - Archiving to mailbox options

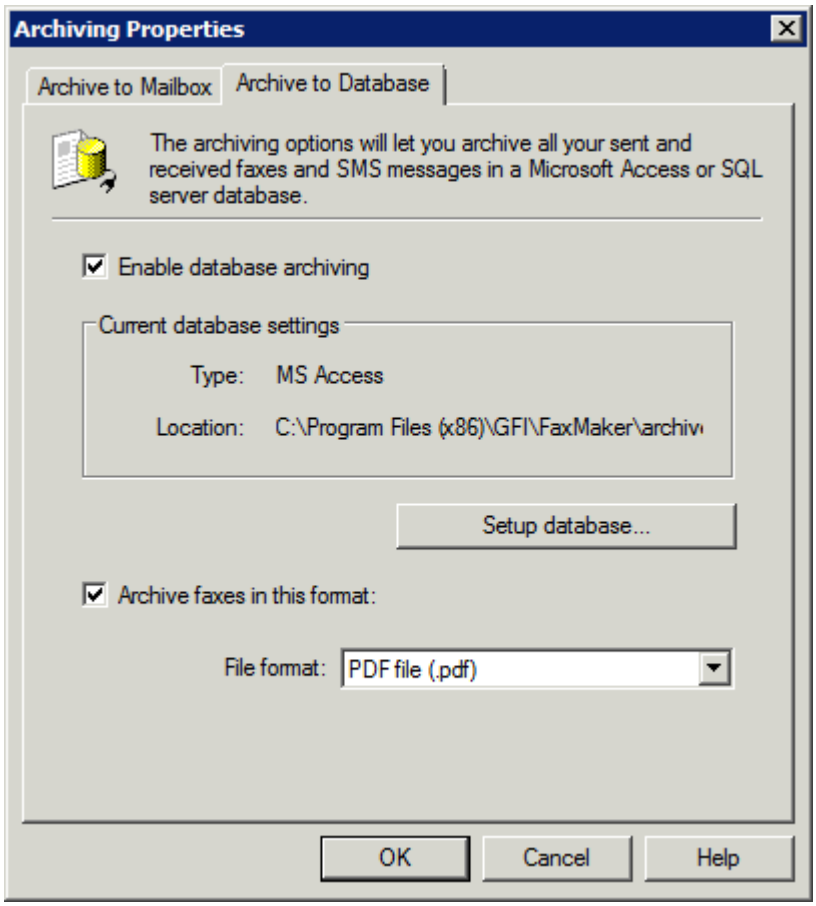
OPTION	DESCRIPTION
Enable mail archiving for received faxes	Enable received faxes archival.
Enable mail archiving for sent faxes	Enable sent faxes archival
Enable mail archiving for failed faxes	Enable failed faxes archival
Email address	Specify the email address where to forward archived faxes. **NOTE:** Email address must be included in the Licensed users list of GFI FaxMaker.
Archive faxes in this format	By default, GFI FaxMaker archives faxes in .fax format. To archive in a different format (for example PDF) enable and select the format.

3. Click **OK**.

3.6.2 Archive faxes to database

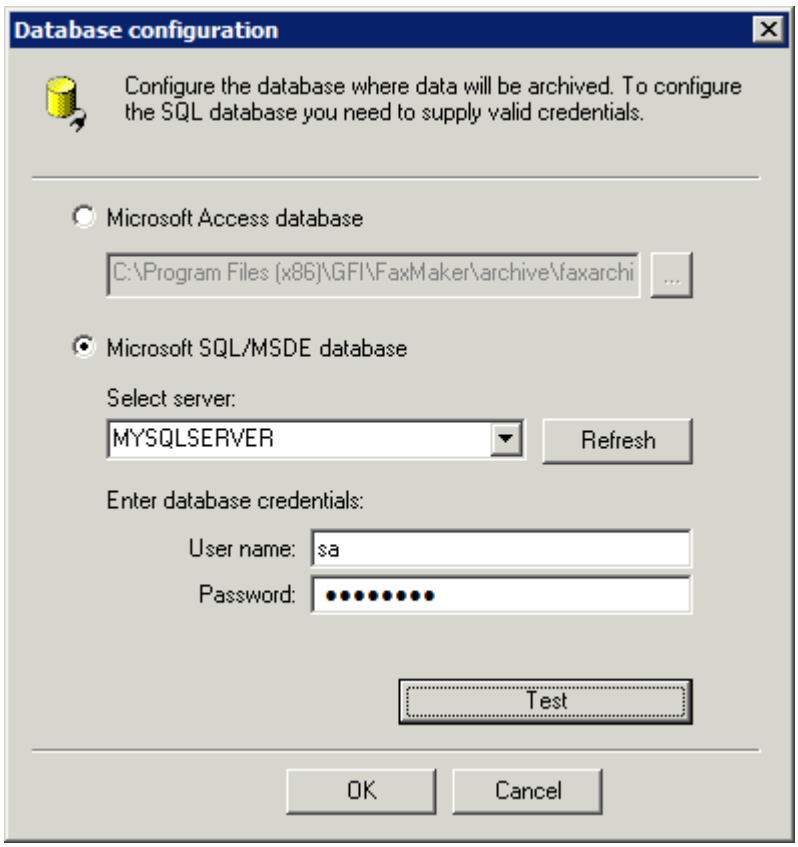
GFI FaxMaker can archive all faxes and SMS to a Microsoft Access or a Microsoft SQL/MSDE database.

1. From GFI FaxMaker Configuration, right-click **Archiving** node and select **Properties**.



Screenshot 20 - Archiving properties

2. In the **Archive to Database** tab, select **Enable database archiving.**



Screenshot 21 - Database configuration

3. Click **Setup Database** to configure the database where to store faxes:

Table 15 - Archiving to database options

OPTION	DESCRIPTION
Microsoft Access database	Enable archiving to a Microsoft Access database. Key in or browse to the location where to store the database file and specify the database name in .MDB format. **NOTE:** A Microsoft Access database size is limited to 2 GB in size. When the database reaches 2GB, GFI FaxMaker automatically renames the old database and creates a new database.
Microsoft SQL/MSDE database	Archive to a Microsoft SQL Server or MSDE database. Key in database server name/IP or select from the list of automatically detected servers. Enter credentials to connect to the database. GFI FaxMaker automatically creates a database called **GFI FaxMaker Archive** dedicated for archiving of faxes. **NOTE 1:** GFI FaxMaker archiving requires mixed mode authentication to be enabled on the SQL server. **NOTE 2:** Some databases may have size limitations. Ensure that this limit is not exceeded.

4. Click **Test** to verify settings and click **OK**.

5. By default, GFI FaxMaker archives faxes in .fax format. To archive in a different format, for example PDF, select **Archive faxes in this format** and specify custom format required.

6. Click **OK**.

3.7 Log files

GFI FaxMaker logs all activity of incoming and outgoing faxes in two log files within the GFI FaxMaker installation folder:

Table 16 - GFI FaxMaker log files

LOG FILE	DESCRIPTION

Sendlog.txt	Contains a log of sent faxes in the following format:
	`Date,Time,SenderEmail,SenderName,BillingCode,RemoteId,RecipientName, RecipientCompany,RecipientNumber,CallDuration,PagesTransferred,Result,Info,Port,FilesInArchiveDir`
	For example:
	`"7/1/2011","2:16:48AM","sender@mydomain.com","John","","88888888","Bob","Company","99999999","05:30","3","SUCCESS","Fax has been sent successfully","COM2","C:\Sent\20110701_015642_00001.pdf"`

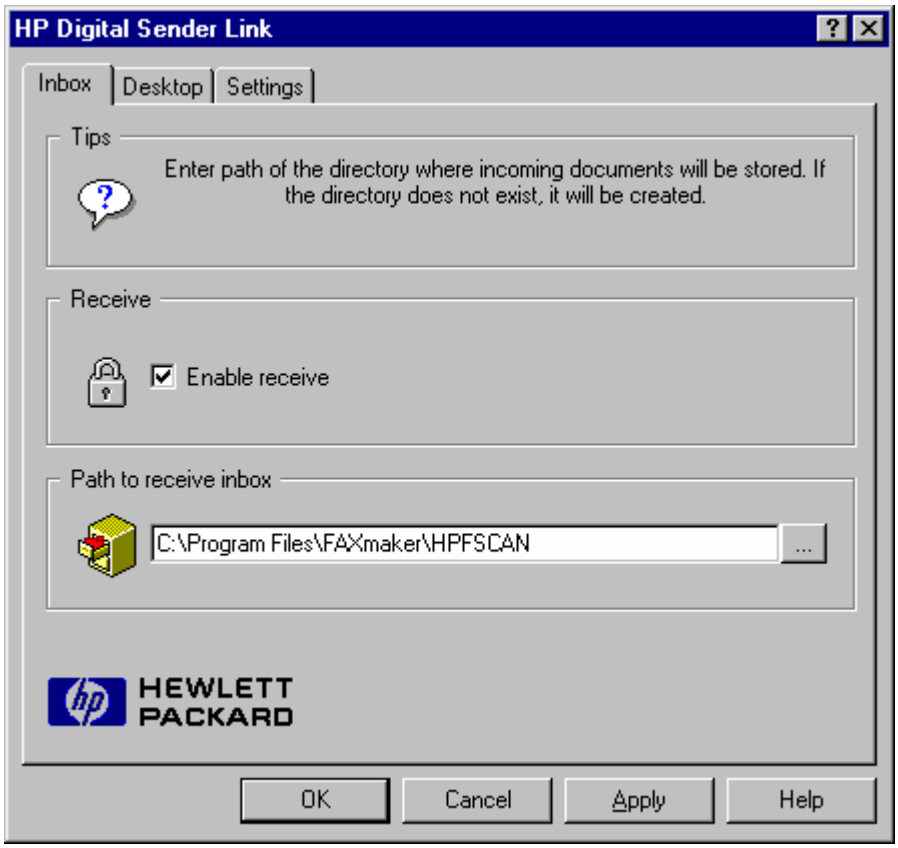
Rcvlog.txt	Contains a log of received faxes in the following format:
	`Date, Time, RemoteID, CallDuration, PagesReceived, Result, Info, Port, FileInArchiveDir, RoutedTo`
	For example:
	`"6/30/2011","8:47:01AM","+557(833)343-3948","03:30","2","SUCCESS","Fax received from +557(833)343-3948","Line0","C:\Received Faxes\20110630_084657_00003.pdf","jsmith@masterdomain.com"`

3.8 HP Digital Sender integration

GFI FaxMaker supports HP Digital sender scanner/copier. This enables you to send faxes directly from the Digital sender device, by entering the document in the tray and dialling recipient fax number. Faxes are sent via GFI FaxMaker and the user will receive a confirmation in his mailbox.

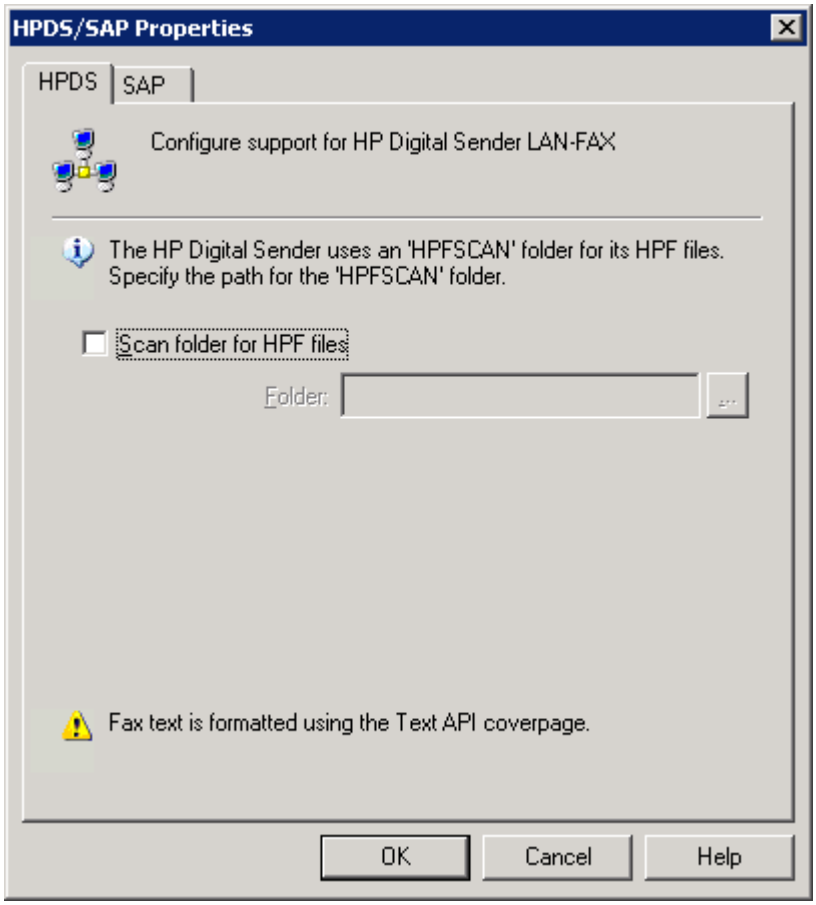
NOTE: For the latest list of supported HP Digital Sender devices, refer to http://kbase.gfi.com/showarticle.asp?id=KBID002468.

To send faxes from an HP Digital sender:



Screenshot 22 - Configuring the Digital Sender

1. From the HP Digital sender link applet, select **Inbox** tab.
2. Select **Enable receive**.
3. In **Path to receive inbox**, provide a directory where the HP Digital Sender will pick up the fax information files.
4. From GFI FaxMaker Configuration, right-click **HPDS/SAP** node and select **Properties**.



Screenshot 23 - HP Digital sender set-up

2. From the **HPDS** tab, select **Scan folder for HPF files**. Key in or browse to the directory specified in the HP Digital Sender app and select the **HPFSCAN** folder.

3. Click **OK**.

4. From the HP Digital sender JetAdmin utility, modify your HP Digital Sender to enable fax. Choose **Other vendors with notification support** as Network Fax Server.

3.9 Storing faxes

By default, GFI FaxMaker stores copies of fax attachments on the GFI FaxMaker server for a number of days:

» **Sent faxes** - A copy is stored for 2 days.

» **Failed faxes** - A copy is stored for 1 week.

These are stored in **<*GFI FaxMaker installation folder*>\data\attachments** folder. This allows resending of fax attachments.

To configure storage of fax attachments:

1. From GFI FaxMaker Configuration, right-click **Advanced ► Miscellaneous** node and select **Properties**.

2. From **Fax server options** area, configure:

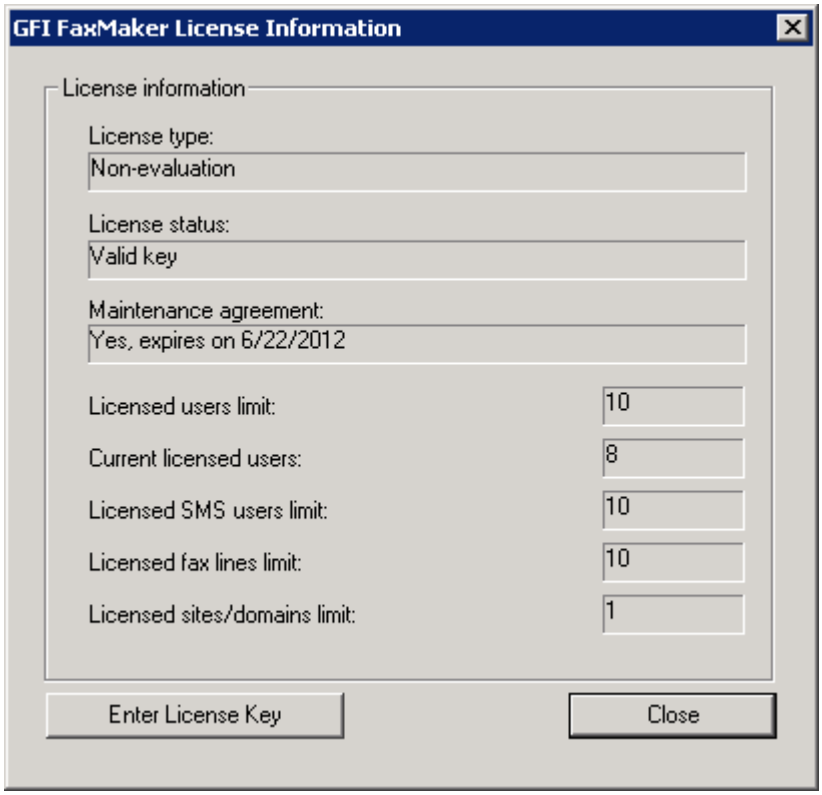
Table 17 - Storing faxes

OPTION	DESCRIPTION
Do not store sent fax attachments for resending	Select option to not store sent fax attachments.
Do not store failed fax attachments for resending	Select option to not store failed fax attachments.

3. Click **OK**.

3.10 GFI FaxMaker Licensing information

To review and modify licensing details, from GFI FaxMaker Configuration, right-click **General ► Licensing** and select **License product…**.



Screenshot 24 - Viewing current licensing information

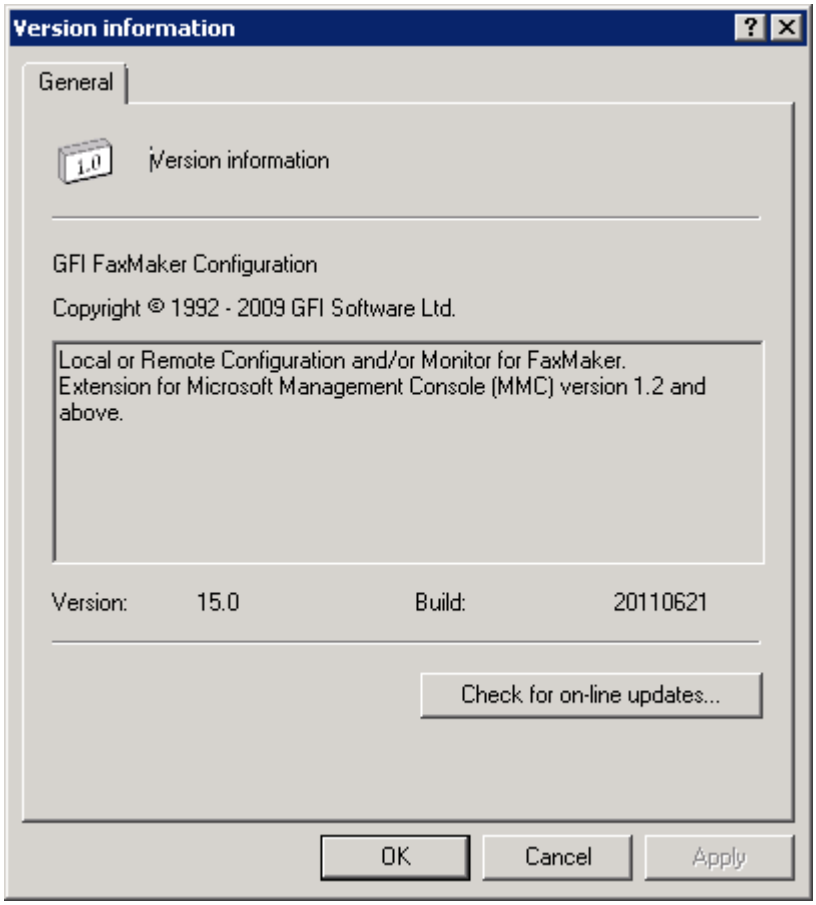
Use this node to view current licensing information or to enter your License key number.

Click **Enter License Key** to edit your license key.

3.11 Version information

To review information about your GFI FaxMaker installation, from GFI FaxMaker Configuration, right-click **General ► Version information** and select **Properties**.

You can also check for newer versions of GFI FaxMaker from the GFI web site.

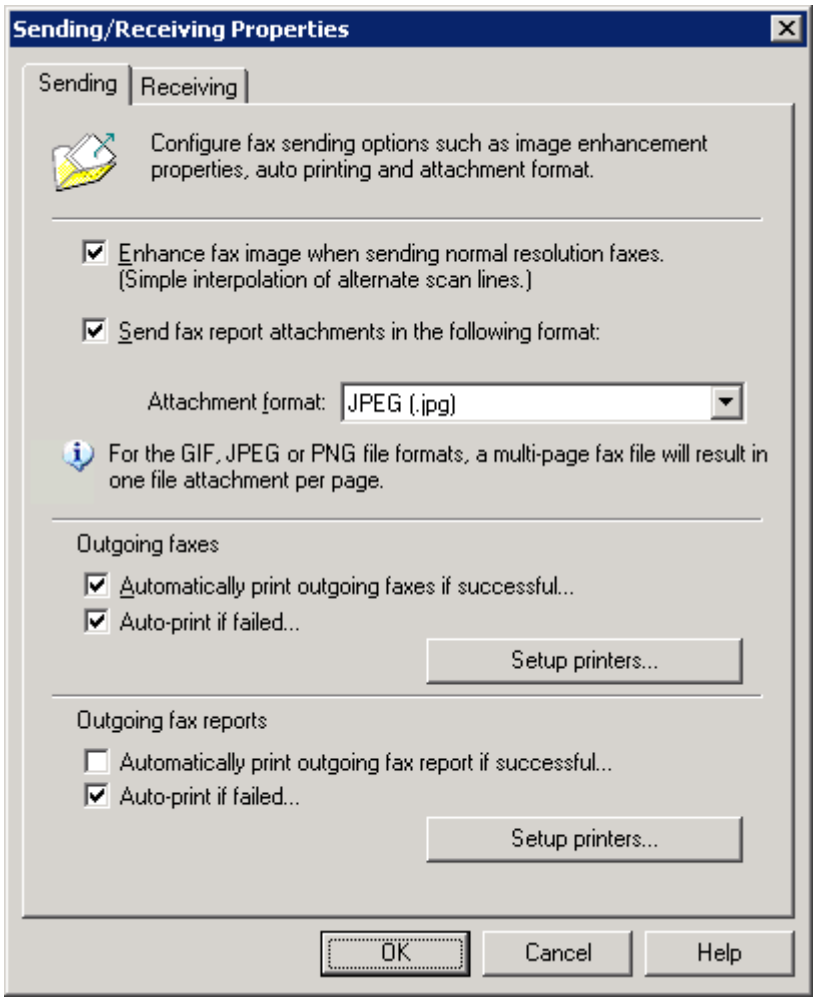


Screenshot 25 - GFI FaxMaker version information

4 Configuration - Sending faxes

4.1 Sending options

1. From GFI FaxMaker Configuration, right-click **Sending/Receiving Options** and select **Properties**.



Screenshot 26 - Sending options

2. Select **Sending** tab and configure the following options:

Table 18 - Sending options

OPTION	DESCRIPTION
Enhance fax image when sending normal resolution faxes	Improves the quality of low-resolution faxes.
Send fax report attachments in the following format	By default GFI FaxMaker attaches incoming fax in .FAX format. Select this option to customize the attachment format, for example attach the fax in PDF format.
Automatically print outgoing faxes if successful	Automatically print all outgoing faxes that are sent successfully. Click **Setup printers...** to configure printer options.
Auto print if failed	Automatically print all outgoing faxes that fail. Click **Setup printers...** to configure printer options.
Automatically print outgoing fax report if successful	Automatically print transmission report after successfully sending a fax. GFI FaxMaker will also print 6 fax pages on one printer page. Click **Setup printers...** to configure printer options, including how many pages of the report to print.

OPTION	DESCRIPTION
Auto print if failed	Automatically print transmission report when an outgoing fax fails. GFI FaxMaker will also print 6 fax pages on one printer page. Click **Setup printers...** to configure printer options, including how many pages of the report to print.

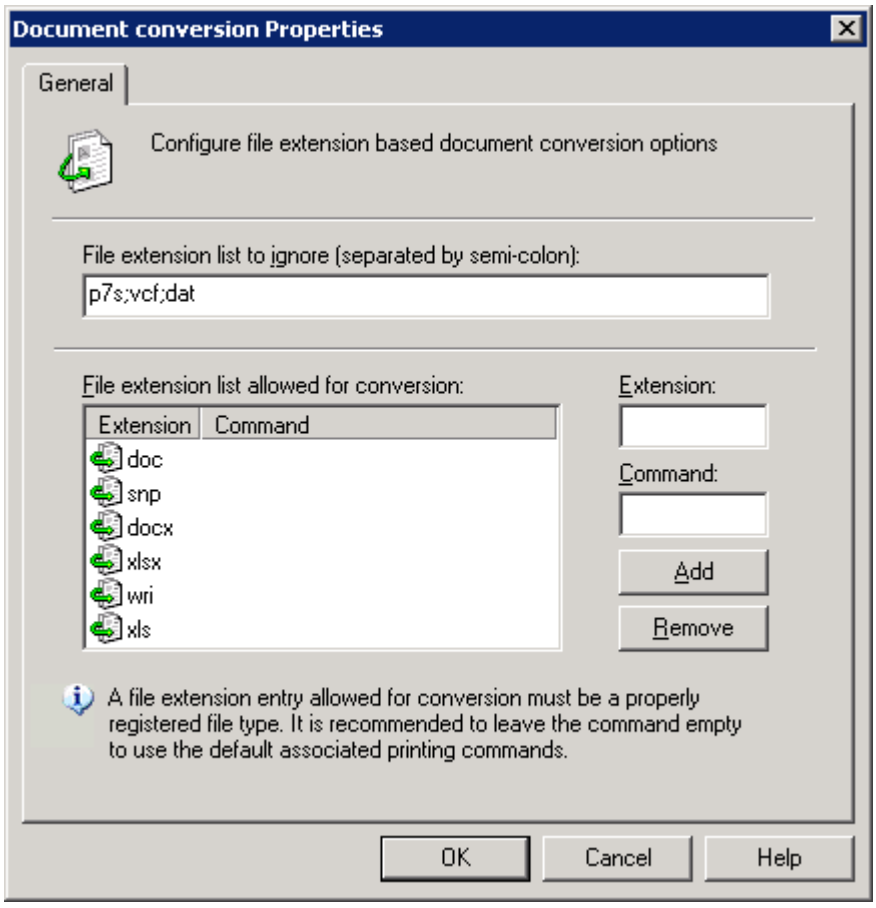
3. Click **OK**.

4.2 Document Conversion

GFI FaxMaker enables users to send faxes by attaching content to an email. GFI FaxMaker automatically converts the attachment to fax. For this purpose, a built-in conversion engine is included for PDF, HTML, PNG, GIF, JPG, RTF and TXT files.

NOTE: Microsoft Office 97 or higher is required on the GFI FaxMaker server to convert Microsoft Office file formats. Microsoft Office 2007 or higher is required on the GFI FaxMaker server to convert Microsoft Office Open XML files, such as DOCX and XLSX files.

1. From GFI FaxMaker Configuration, right-click **Advanced ► Document conversion** and select **Properties**.



Screenshot 27 - Document conversion options

2. Configure the following options:

Table 19 - Document conversion options

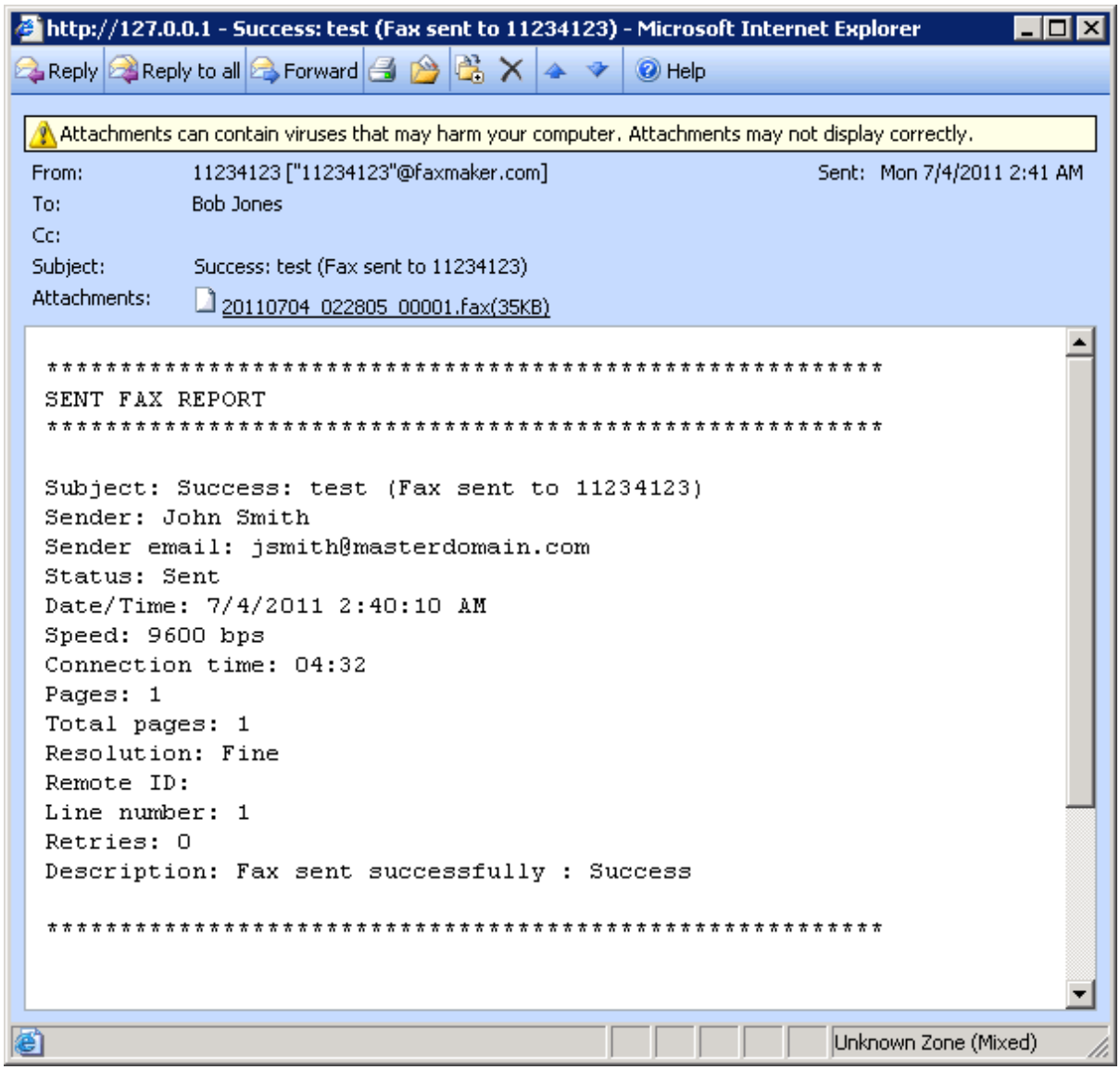
OPTION	DESCRIPTION
File extension list to ignore	Enter the extensions to ignore, separated by semi-colons - **;**
File extension list allowed for conversion	List of extensions that can be converted by GFI FaxMaker.
Add	To add new file formats for conversion, key in the **Extension** to add. In **Command** text box, key in the Application Command that prints the file in

OPTION	DESCRIPTION
	Windows Explorer (Usually this is `Print`). Click **Add**. **NOTE:** To verify whether GFI FaxMaker can convert a file extension, from Windows Explorer, right-click a file in that format and select **Print**. The file must print successfully.
Remove	Click to delete a selected file extension.

3. Click **OK**.

4.3 Transmission reports

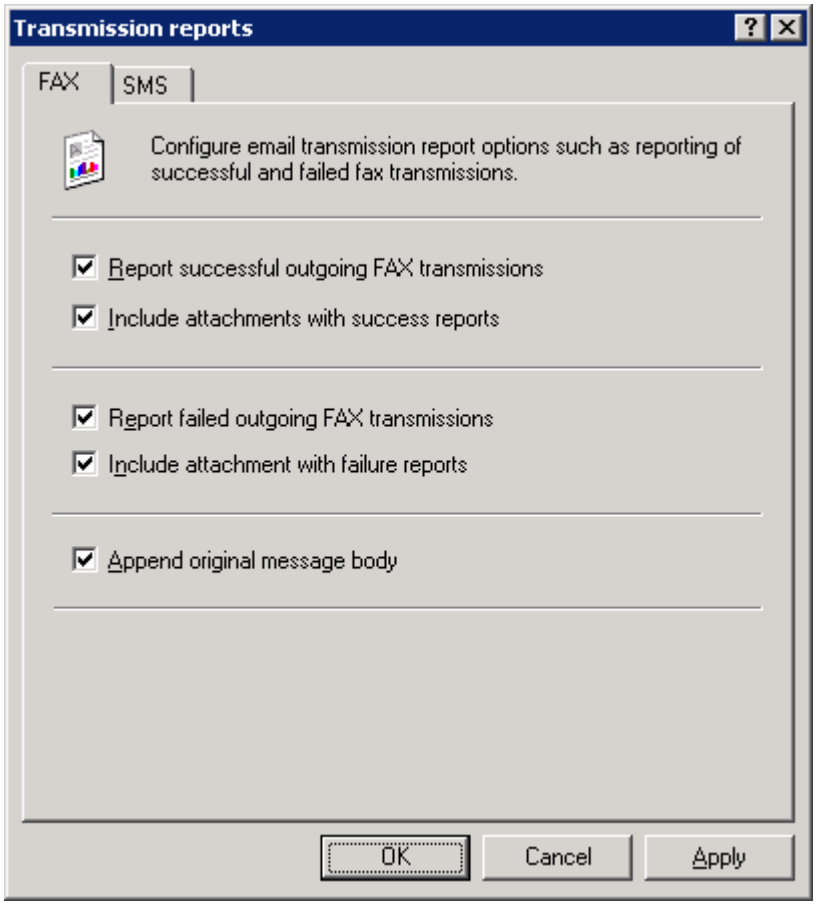
GFI FaxMaker notifies the user about the status of sent faxes/SMS by sending a transmission report. The report contains details of the fax/SMS transmission. Optionally you can configure to include the fax content and fax body.



Screenshot 28 - Fax transmission report

4.3.1 Configuring fax transmission reports

1. From GFI FaxMaker Configuration, right-click **Advanced ► Transmission reports** and select **Properties**.



Screenshot 29 - Fax transmission report options

2. Configure the following options:

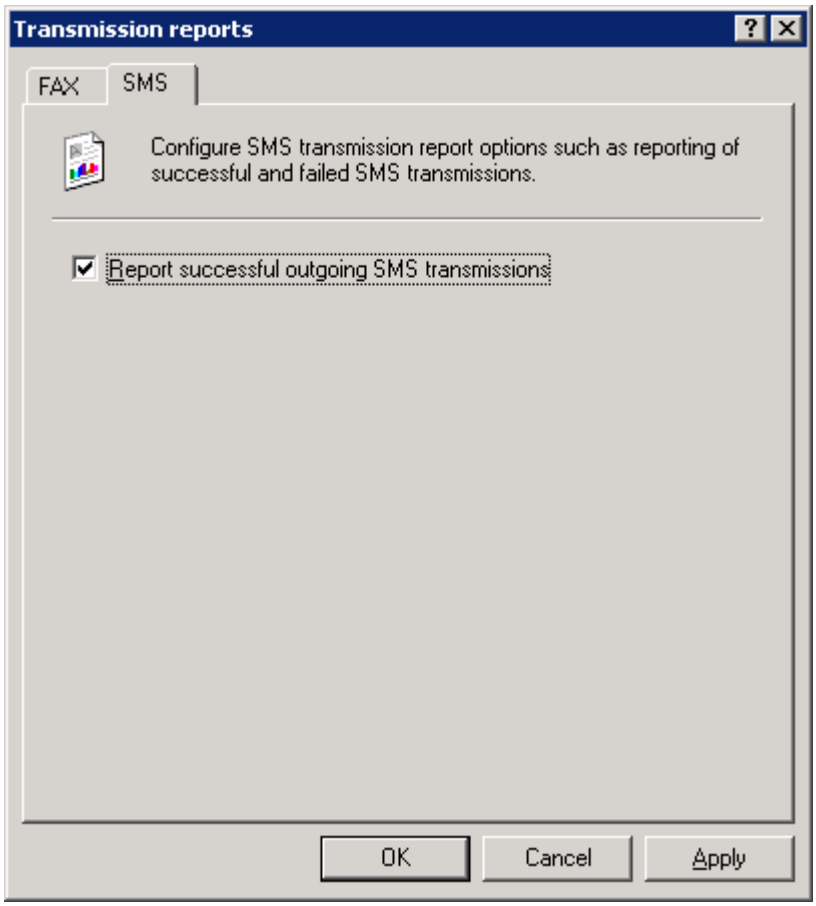
Table 20 - Transmission reports options

OPTION	DESCRIPTION
Report successful outgoing FAX transmissions	Send a transmission report when a fax is sent successfully.
Include attachments with success reports	Includes the transmitted fax with successful transmission reports.
Report failed outgoing FAX transmissions	Send a transmission report when a fax fails.
Include attachments with failure reports	Includes the fax content with failed transmission reports.
Append original message body	Include the original fax message body in the transmission report, below the report text. Using this option allows users to re-submit faxes and find sent faxes.

3. Click **OK**.

4.3.2 Configuring SMS transmission reports

1. From GFI FaxMaker Configuration, right-click **Advanced ► Transmission reports** and select **Properties**.



Screenshot 30 - SMS transmission report options

2. From the **SMS** tab, select **Report successful outgoing SMS transmissions** to notify a user when an SMS is sent successfully.

NOTE: A report is always sent if transmission of SMS fails.

3. Click **OK**.

4.3.3 Customizing transmission reports

The template of transmission reports can be customized. To do this:

1. Navigate to **<*GFI FaxMaker installation folder*>\data\reports**.

2. Open the template to edit in Notepad:

Table 21 - Fax report templates

REPORT TEMPLATE	DESCRIPTION
error.fbt	Transmission report for failed faxes
recv.fbt	Fax report for received faxes
sent.fbt	Fax report for sent faxes
smserror.fbt	Transmission report for failed SMS
smsrecv.fbt	Fax report for received SMS
smssent.fbt	Fax report for sent SMS

NOTE: Reports starting with html prefix (for example, **htmlrecv.fbt**), are the equivalent reports in HTML format.

3. Modify the file using the following fields:

NOTE: Some fields may not be applicable for certain reports.

Table 22 - Fax report fields

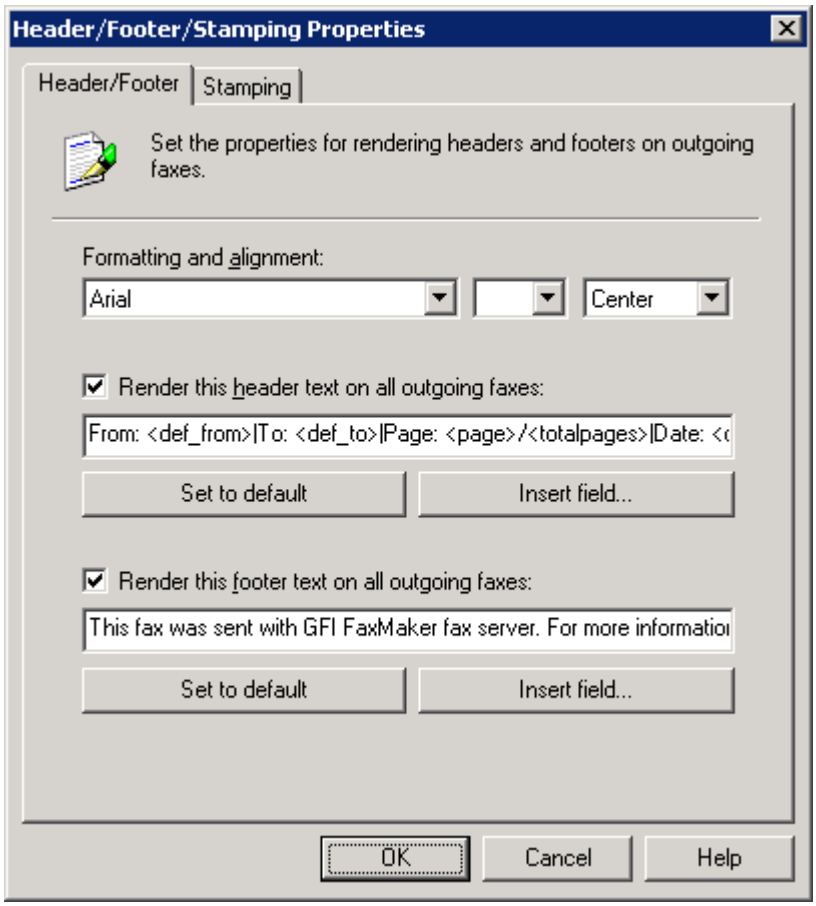
FIELD	DESCRIPTION
<status>	Transmission status
<date>	Transmission date
<time>	Transmission time
<date_time>	Shows both transmission date and time
<speed>	Transmission speed
<connection_time>	Duration of transmission
<pages>	Number of pages sent
<total_pages>	Total number of pages requested to be sent
<resolution>	The fax resolution.
<remote_id>	Recipient's line number
<local_id>	Local line number
<line>	GFI FaxMaker line number.
<retries>	Number of retries that GFI FaxMaker tried to establish connection with recipient.
<description>	A description of the status of fax transmission.
<dtmf_did>	The DTMF/DID number.
<subject>	The subject of the email requesting the fax transmission.
<billing_code>	The billing code.
<r_last_name>	Recipient's last name
<r_first_name>	Recipient's first name
<r_name>	Recipient's display name
<r_company>	Recipient's company name
<r_department>	Recipient's department
<r_email>	Recipient's email address
<r_fax>	Recipient's fax number
<r_voice>	Recipient's phone number
<s_last_name>	Sender's last name
<s_first_name>	Sender's first name
<s_name>	Sender's name
<s_company>	Sender's company name
<s_department>	Sender's department
<s_email>	Sender's email address
<s_fax>	Sender's fax number
<s_voice>	Sender's phone number

4.4 Header/Footer options

GFI FaxMaker enables you to customize the header and footer text for all outgoing and incoming faxes.

4.4.1 Outgoing faxes

1. From GFI FaxMaker Configuration, right-click **Advanced ► Header/Footer/Stamping** and select **Properties**.



Screenshot 31 - Header/Footer options for outgoing faxes

2. From the **Header/Footer** tab, configure:

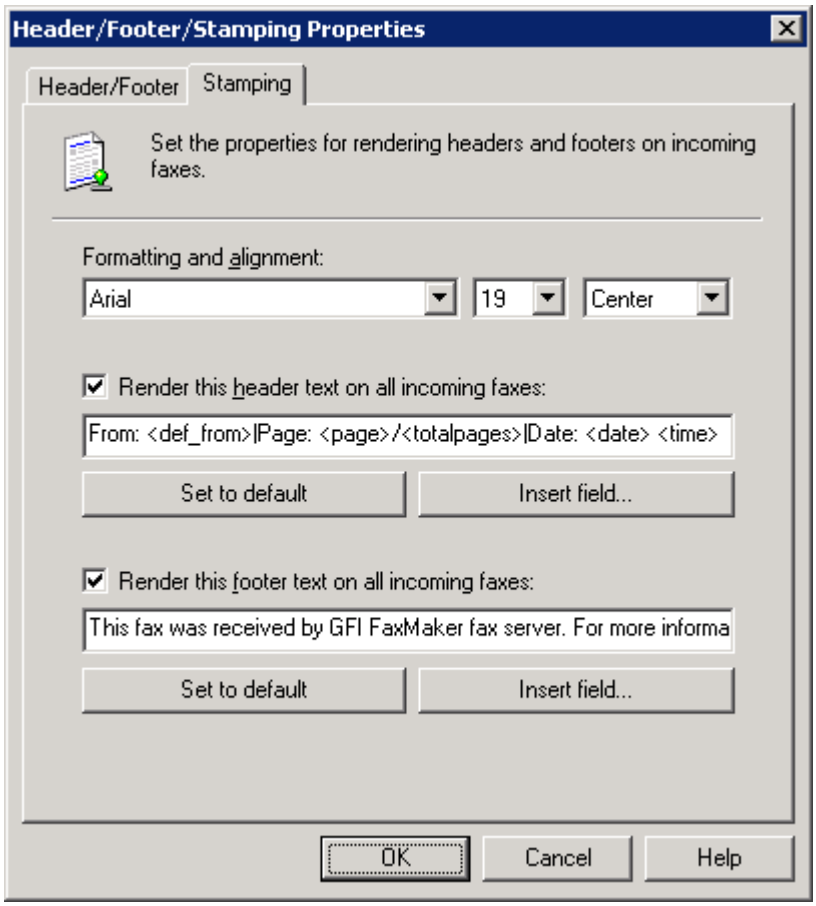
Table 23 - Header and footer options

OPTION	DESCRIPTION
Formatting and alignment	Configure font, font size and alignment. **NOTE:** During configuration, select the header and footer fields configuring to apply different formatting.
Render this header text on all outgoing faxes	Select to add a header on all outgoing faxes. Key in the text to display. » **Set to default** - Click to reset text to default. » **Insert field...** - Select custom field to add where there is the cursor.
Render this footer text on all outgoing faxes	Select to add a footer to all outgoing fax. Key in the text to display. » **Set to default** - Click to reset text to default. » **Insert field...** - Select custom field to add where there is the cursor.

3. Click **OK**.

4.4.2 Incoming faxes

1. From GFI FaxMaker Configuration, right-click **Advanced ► Header/Footer/Stamping** and select **Properties**.



Screenshot 32 - Stamping options for incoming faxes

2. From the **Stamping** tab, configure:

Table 24 - Stamping options

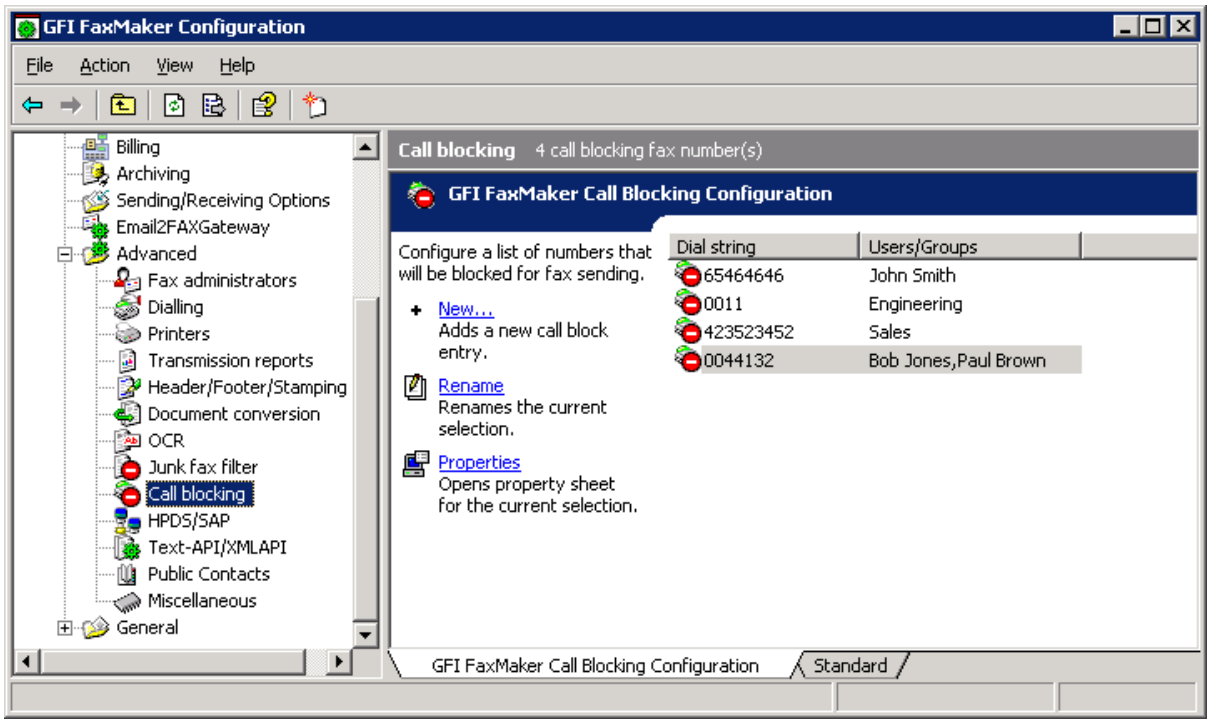
OPTION	DESCRIPTION
Formatting and alignment	Configure font, font size and alignment. **NOTE**: During configuration, select the header and footer fields configuring to apply different formatting.
Render this header text on all incoming faxes	Select to add a header on all incoming faxes. Key in the text to render. » **Set to default** - Click to reset text to default. » **Insert field...** - Select custom field to add where there is the cursor.
Render this footer text on all incoming faxes	Select to add a footer on all incoming faxes. Key in the text to render. » **Set to default** - Click to reset text to default. » **Insert field...** - Select custom field to add where there is the cursor.

3. Click **OK**.

4.5 Call blocking

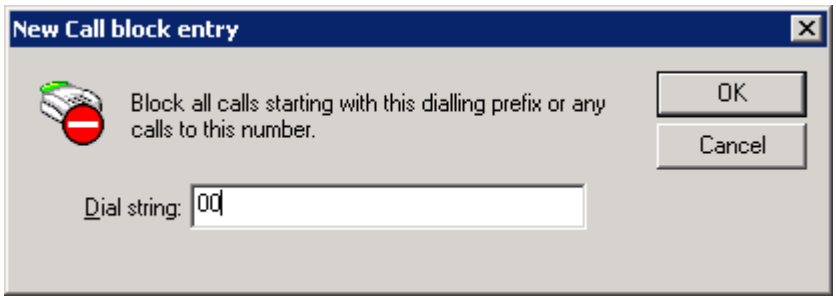
Call blocking enables you to control the fax numbers to which users can send faxes. GFI FaxMaker checks the call block rules before fax transmission to block faxes sent to numbers starting with matching entries.

For example, to block specific users from sending faxes to international numbers, add a call blocking rule to your international dial prefix (example, 00 or 011).



Screenshot 33 - Call blocking rules

1. From GFI FaxMaker Configuration, navigate to **Advanced ► Call blocking** node.
2. Click **New...**.



Screenshot 34 - New call block entry

3. Key in the number to block and click **OK**.
4. Assign users to the configured Call block or leave empty to apply the rule to every user.
5. Click **OK**.

4.6 Public contacts

In GFI FaxMaker, configure Public Contacts to enable GFI FaxMaker to retrieve user information when users send faxes using the email client.

NOTE: Public Contacts may not be configured when:

- users are not using the email client to send faxes (for example when using the GFI FaxMaker Fax Message form only), or
- not showing user information on cover pages.

NOTE: In a Microsoft Exchange Server environment, **MAPI Client and Collaboration Data Objects 1.2.1** is required when using Public Contacts. Install on GFI FaxMaker server, when:

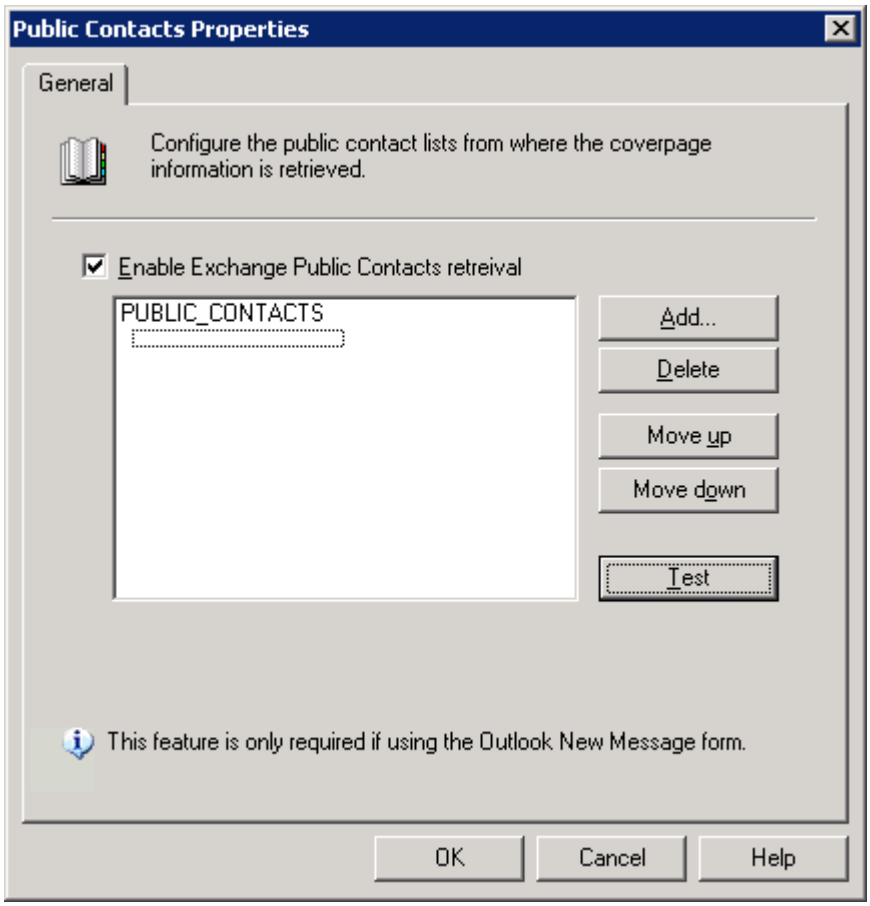
- not installing GFI FaxMaker on the Microsoft Exchange server machine
- installing on Microsoft Exchange Server 2007/2010

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

To configure Public Contacts:

1. Ensure that you have a working profile, configured as the default profile, to connect to your Exchange Server.

2. From GFI FaxMaker Configuration, right-click **Advanced ► Public Contacts** and select **Properties**.



Screenshot 35- Public contacts node

3. Select **Enable Exchange Public Contacts retrieval**.

4. Click **Add** and select the public contacts list from where to retrieve company information.

5. Click **Test** to ensure that GFI FaxMaker can query the listed public contacts folders.

6. Click **OK**.

4.7 Coverpages

GFI FaxMaker enables you to include a front page to your fax content that includes custom information and design. This page is attached and sent as the first page of a fax.

There are two types of coverpages:

- **Coverpage:** A page that includes fax details (such as recipient and sender's information) and the message text (email body when user sends email via email client or fax message form). For more information, refer to Coverpages chapter in this manual.
- **Front covernotes:** Aimed to contain less details than a Coverpage, Front covernotes serve to add a brief message before the coverpage (similar to a 'With Compliments' note). For more information, refer to Front covernotes chapter in this manual.

Coverpages and front covernotes are customizable on a per-user or per-group basis.

By default, GFI FaxMaker includes a number of built-in coverpages. To access the list of coverpages, from GFI FaxMaker Configuration navigate to **Coverpages** node and select **Coverpages** or **Front Covernotes**.

4.7.1 Coverpages

Default coverpage

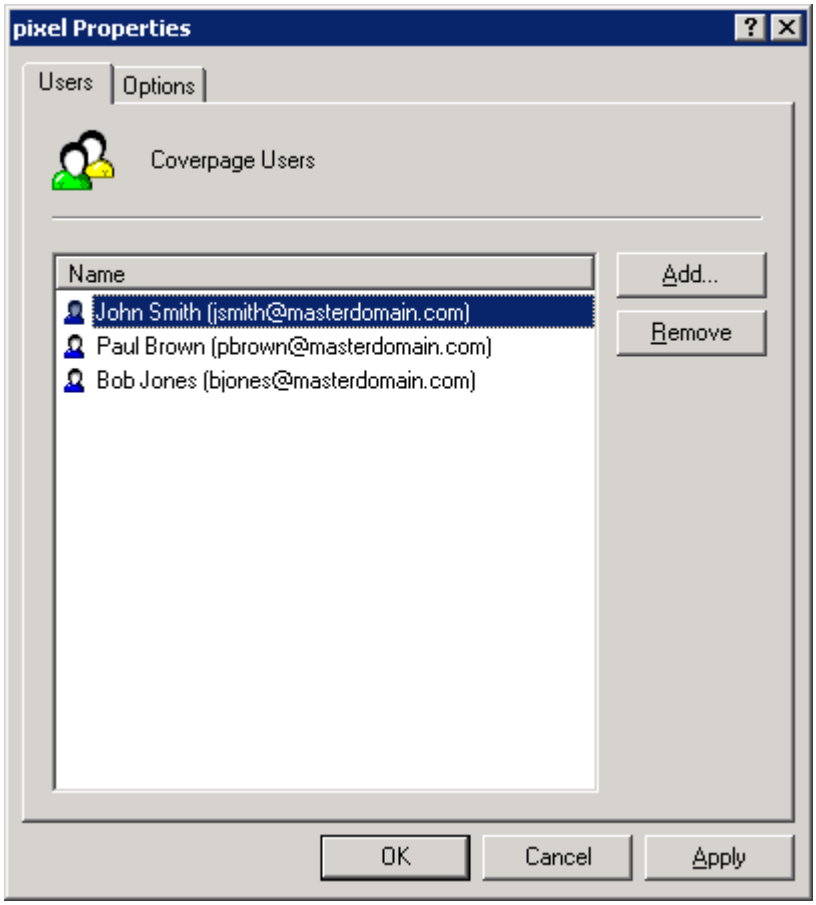
The default coverpage is the coverpage applied for all users that have no other coverpage configured. To select a different default coverpage:

1. From GFI FaxMaker Configuration navigate to **Coverpages ► Coverpages**.
2. Right-click the coverpage and select **Set as default global coverpage**.

Using a custom coverpage for a list of users

GFI FaxMaker can use different coverpages for different users or user groups. To apply a custom coverpage for a particular user or user group:

1. From GFI FaxMaker Configuration, navigate to **Coverpages ► Coverpages**.
2. Right-click the coverpage to a associate custom user for, and select **Properties**.

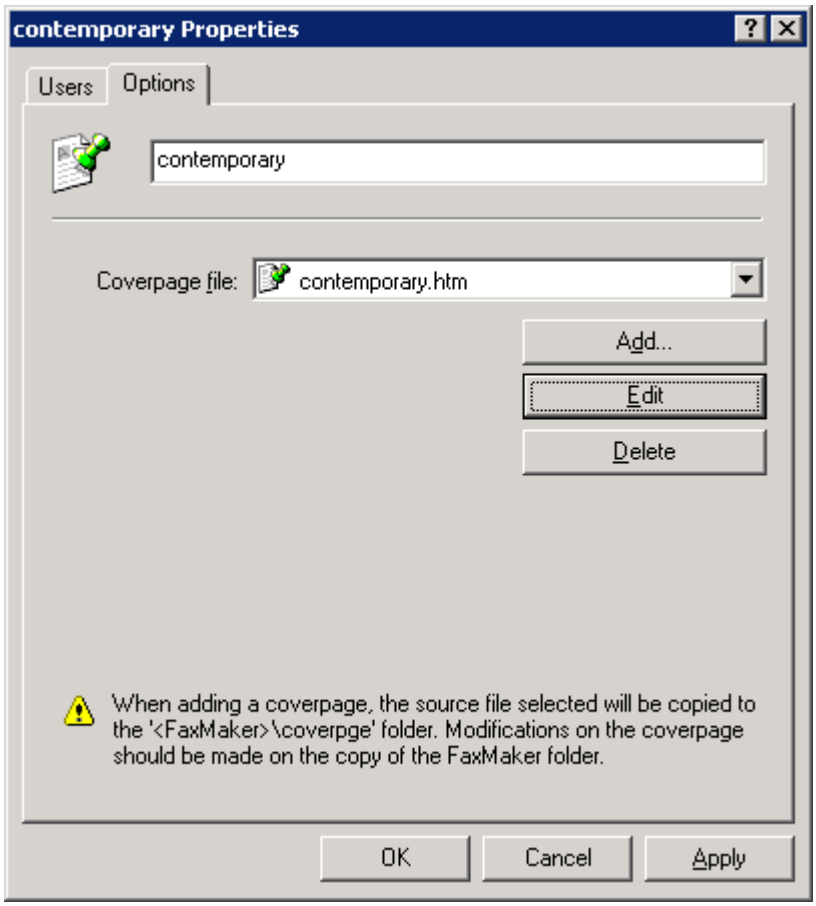


Screenshot 36- Coverpage users

3. From the **Users** tab add the users for which to apply the coverpage.
4. Click **OK**.

Editing built-in coverpages

1. From GFI FaxMaker Configuration navigate to **Coverpages ► Coverpages**.
2. Right-click the coverpage to edit and select **Properties**.



Screenshot 37- Coverpage options tab

3. From the **Options** tab, click **Edit**. Coverpage is loaded in text editor.

4. Edit the page as required.

NOTE: When editing coverpages, you can use fields to show custom information. For more information, refer to Supported merge-fields chapter in this manual.

5. Save and exit when complete.

6. Click **OK**.

Designing coverpages

Step 1: Create coverpage

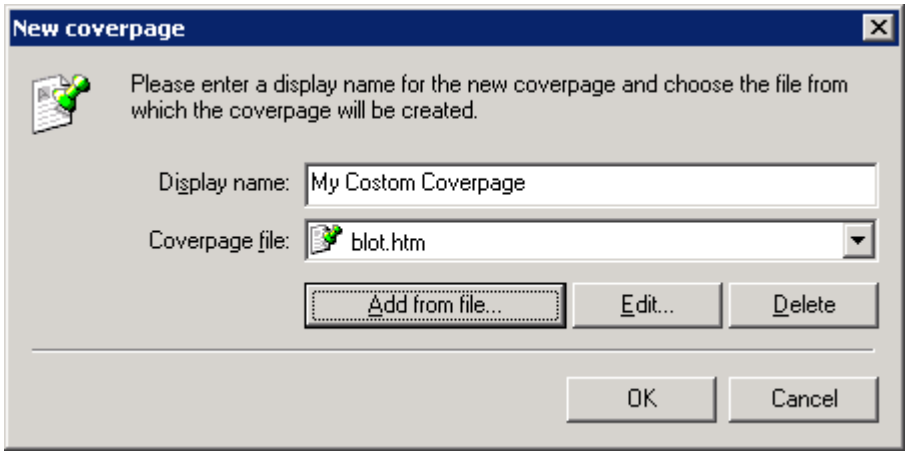
You can create custom coverpages in HTML, RTF or MHT format, using custom designs, text and fields. Use your preferred editor to create the page.

NOTE: You can use fields to display useful information. For more information, refer to Supported merge-fields chapter in this manual.

NOTE: Use UTF-8 encoding for HTML coverpages.

Step 2: Add coverpage to GFI FaxMaker

1. From GFI FaxMaker Configuration, navigate to **Coverpages ► Coverpages**.



Screenshot 38 - Creating a new coverpage

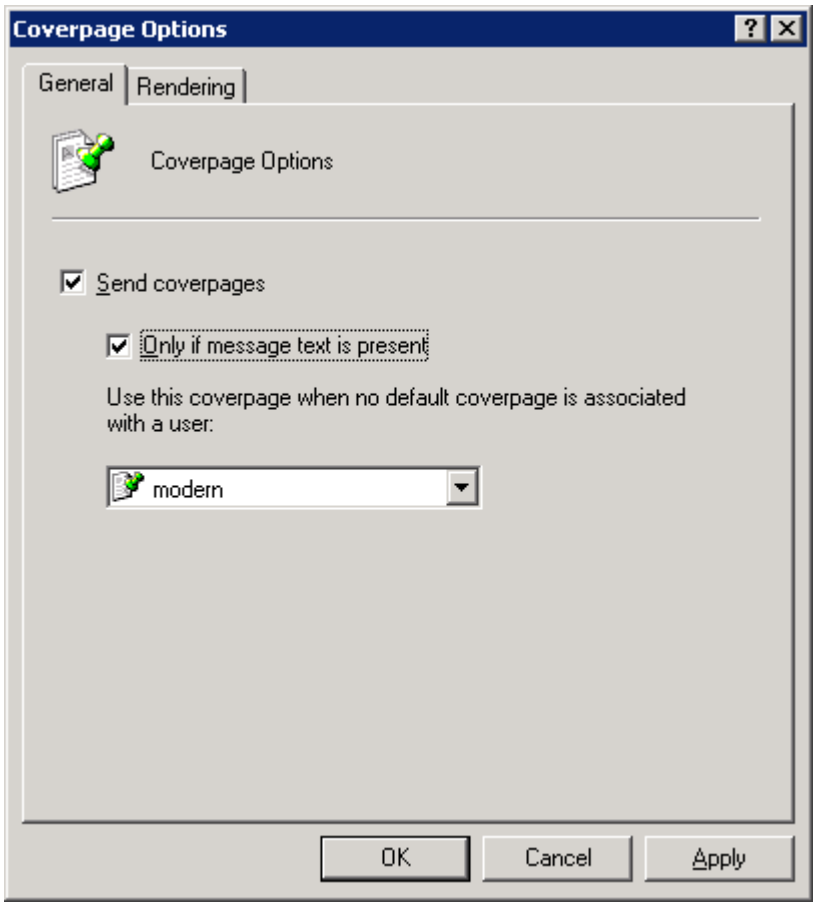
2. Click **New…**.
3. Key in a **Display name**.
4. Click **Add from file…**, browse to the newly created coverpage and click **Open**.
5. Click **OK**.
6. Add any particular users to apply this coverpage for.
7. Click **OK**.

Previewing built-in coverpages

To preview coverpages, navigate to **<*GFI FaxMaker installation folder*>\coverpage**. Double-click coverpage to preview in web browser (HTML or MHT format) or word editor (RTF format).

General coverpage options

1. From GFI FaxMaker Configuration, right-click **Coverpages ► Coverpages** and select **Properties**.



Screenshot 39 - Coverpage options

2. Configure the following options:

Table 25 - Coverpages

OPTION	DESCRIPTION
Send coverpages	Enable or disable coverpages. **NOTE:** Disabling coverpages from the Coverpages properties dialog box also disables Front Covernotes.
Only if message text is present	Include a coverpage only when sending a fax that contains a message body (for example, when sending a fax as an attachment via email and the email also contains an email body).
Use this coverpage when no default coverpage is associated with a user	Select the default coverpage to use when a user does not have a custom coverpage configured.

3. From the **Rendering** tab set the coverpage margins (in Inches).

4. Click **OK**.

4.7.2 Front covernotes

NOTE: Front covernotes are aimed to compliment coverpages. Disabling Coverpages, disables also Front covernotes.

Default Front covernote

The default Front covernote is the covernote applied for all users that have no other covernote configured. To select a different default covernote:

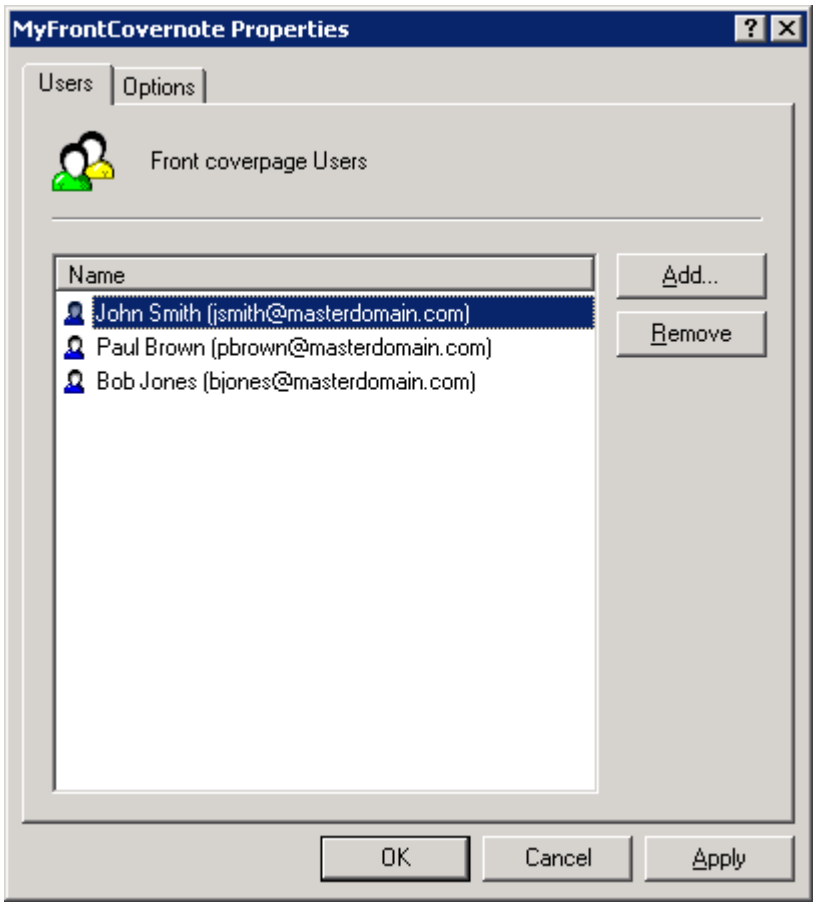
1. From GFI FaxMaker Configuration navigate to **Coverpages ► Front covernotes**.

2. Right-click the covernote and select **Set as default global front covernote**.

Using a custom Front covernote for a list of users

GFI FaxMaker can use different Front covernotes for different users or user groups. To apply a custom front covernote for a particular user or user group:

1. From GFI FaxMaker Configuration navigate to **Coverpages ► Front covernote**.
2. Right-click the covernote to associate custom user for and select **Properties**.



Screenshot 40- Front covernote users

3. From the **Users** tab add the users to apply the covernote for.
4. Click **OK**.

Designing Front covernotes

Step 1: Create Front covernote

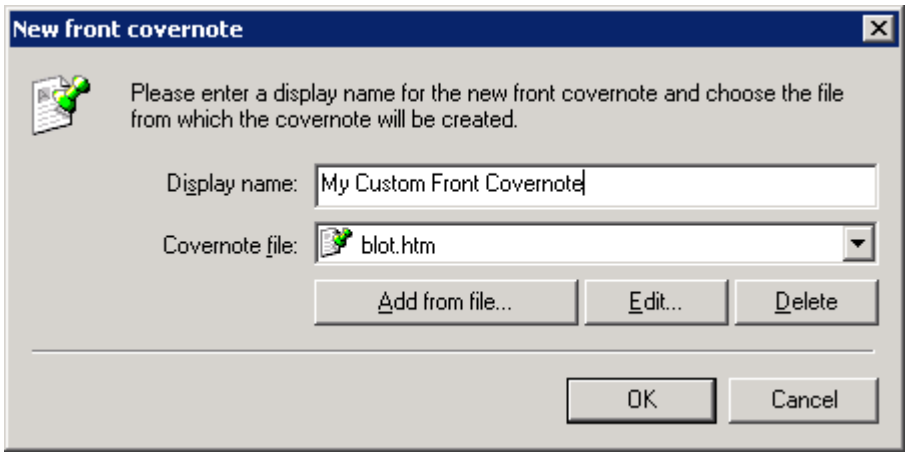
You can create custom Front covernotes in HTML, RTF or MHT format, using custom designs, text and fields. Use your preferred editor to create the page.

NOTE: You can use fields to display useful information. For more information, refer to Supported merge-fields chapter in this manual.

NOTE: Use UTF-8 encoding for HTML Front covernotes.

Step 2: Add covernote to GFI FaxMaker

1. From GFI FaxMaker Configuration navigate to **Coverpages ► Front covernotes**.



Screenshot 41 - Creating a new front covernote

2. Click **New…**.

3. Key in a **Display name** for the covernote.

4. Click **Add from file…**, browse to the newly created coverpage and click **Open**.

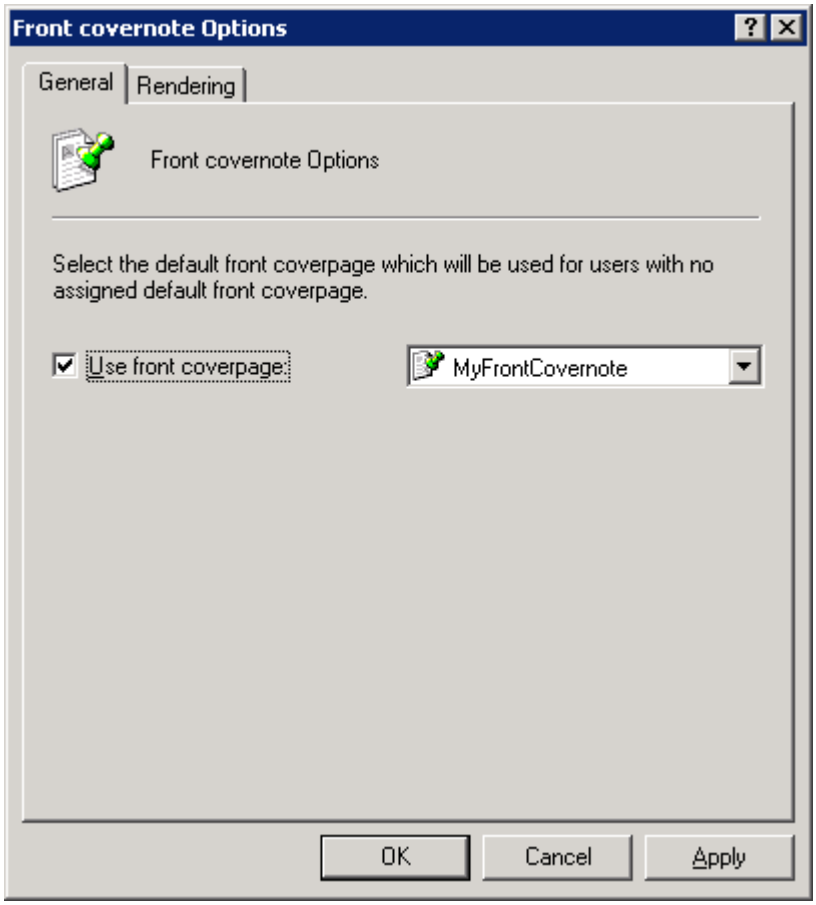
5. Click **OK**.

6. Add any particular users to apply this covernote for.

7. Click **OK**.

General front covernotes options

1. From GFI FaxMaker Configuration, right-click **Coverpages ► Front covernotes** and select **Properties**.



Screenshot 42 - Front covernote options

2. Configure the following options:

Table 26 - General front covernote options

OPTION	DESCRIPTION
Use front coverpage	Select this option to always send a front covernote for emails sent by all users. Specify the Front covernote to use when the user does not have a custom associated front covernote configured. By disabling this option, GFI FaxMaker only sends a covernote for faxes originating from users who have a Front covernote configured.

3. From the **Rendering** tab set the covernote margins (in Inches).

4. Click **OK**.

4.7.3 Supported merge-fields

The following fields are used in coverpages and front covernotes to display useful fax information.

NOTE: All fields must be in lower case.

Sender's details

Table 27 - Coverpage merge fields - sender's details

FIELD	DESCRIPTION
[s_last_name]	Sender's last name
[s_first_name]	Sender's first name
[s_name_fl]	Sender's first & last name
[s_name_lf]	Sender's last & first name
[s_company]	Sender's company name
[s_department]	Sender's department name
[s_fax]	Sender's Fax number
[s_voice]	Sender's telephone number
[s_e-mail]	Sender's email address

Recipient's details

Table 28 - Coverpage merge fields - recipient's details

FIELD	DESCRIPTION
[r_company]	Recipient's company name
[r_department]	Recipient's department name
[r_first_name]	Recipient's first name
[r_last_name]	Recipient's last name
[r_name_fl]	Recipient's first & last name
[r_name_lf]	Recipient's last & first name
[r_fax]	Recipient's Fax number
[r_voice]	Recipient's telephone number
[r_e-mail]	Recipient's email address

Other fields

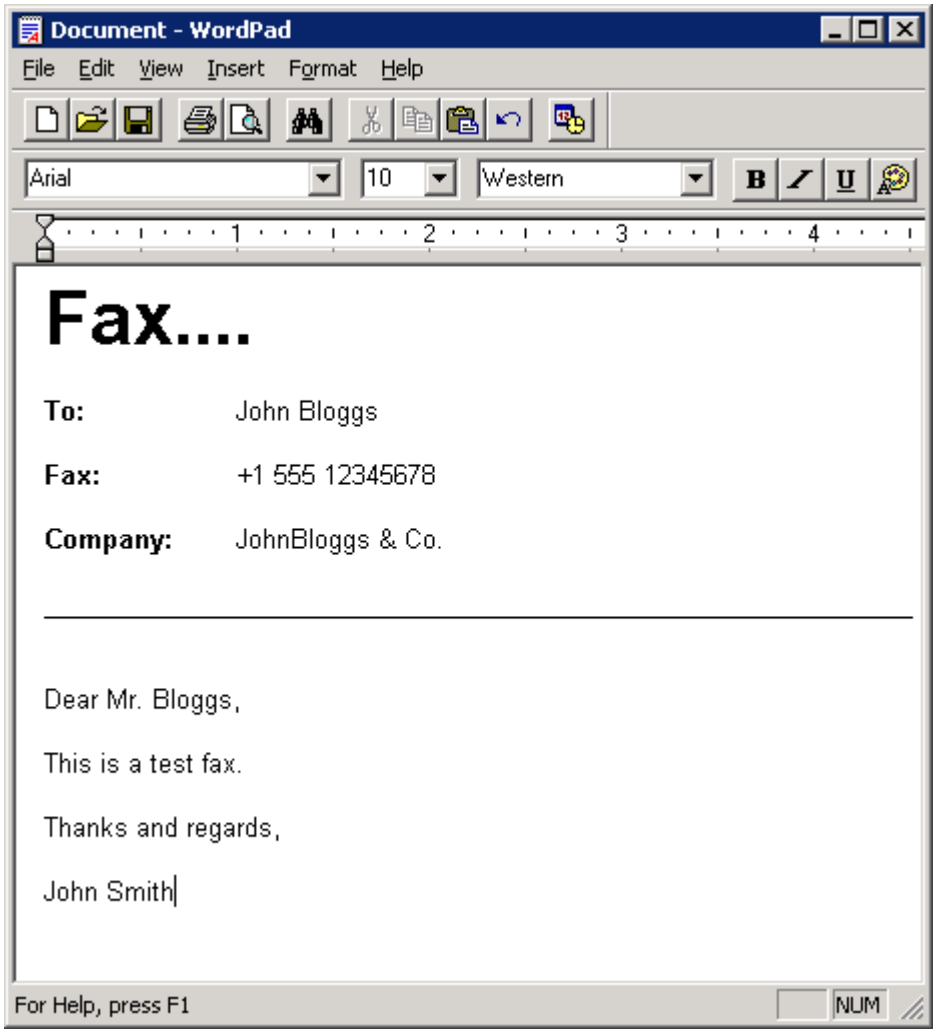
Table 29 - Coverpage merge fields

FIELD	DESCRIPTION
[message]	Show the email body text. **NOTE 1:** Ensure enough space is allocated to fit in the email body. **NOTE 2:** Emails normally include plain text and HTML formats for backward compatibility. By default, GFI FaxMaker shows the HTML version. To choose the preferred format, right-click **Coverpages** node in GFI FaxMaker and select the preferred format.

FIELD	DESCRIPTION
[time]	Fax transmission time
[date]	Fax transmission date
[longdate]	Fax transmission date and time.
[subject]	Shows the email subject
[total_pages]	Total number of fax pages, including the coverpage.

4.8 NetPrintQueue2FAX

NetPrintQueue2FAX is a printer driver installed on user machines. This enables users to print content to transmit by fax, directly from any application that supports printing.



Screenshot 43 - A document ready to be printed to NetPrintQueue2FAX

How it works

1. Users prepare content to fax using any application (for example, Microsoft Word or invoicing software).

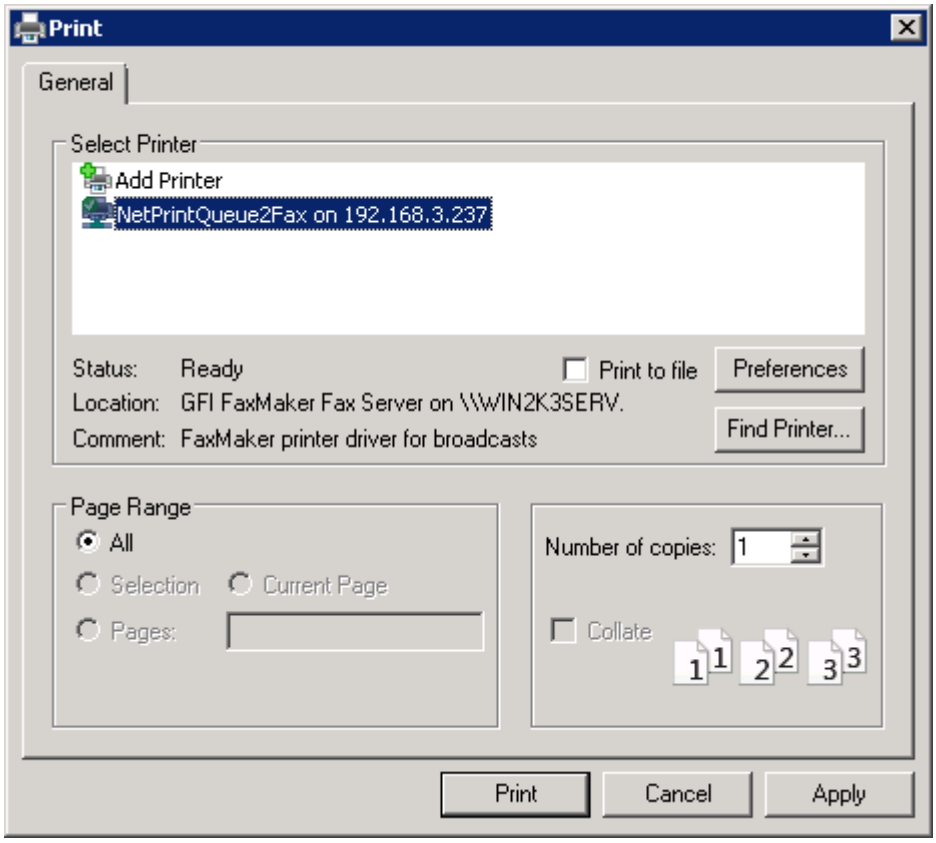
NOTE: Fax recipient details - number, name and company - must be embedded in the content.

2. Users print content to the NetPrintQueue2FAX printer driver. For information how to install NetPrintQueue2FAX printer drivers on user machines refer to Installing NetPrintQueue2FAX printer driver on clients' machines chapter in this manual.

3. NetPrintQueue2FAX sends content to GFI FaxMaker.

4. GFI FaxMaker analyzes the content to determine fax recipient details. For information how GFI FaxMaker determines fax recipients refer to Configuring NetPrintQueue2FAX options chapter in this manual.

5. GFI FaxMaker sends fax.



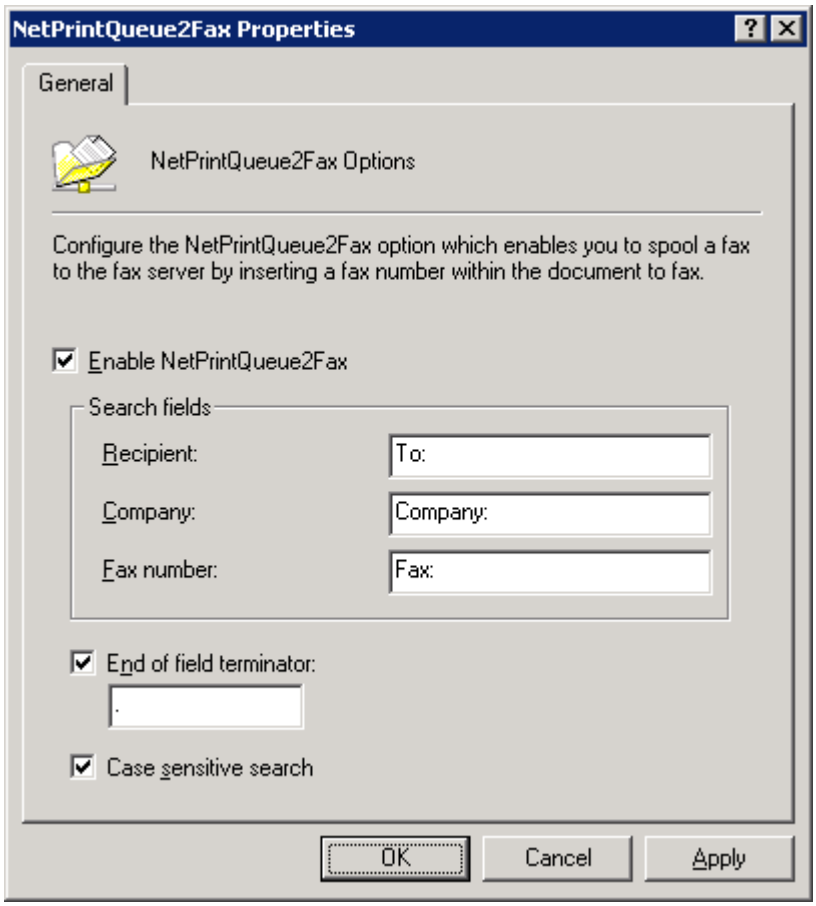
Screenshot 44 - Printing a document to NetPrintQueue2FAX

4.8.1 Configuring NetPrintQueue2FAX options

GFI FaxMaker needs to be configured to determine the identifiers for recipient details. For example, configure GFI FaxMaker so that the text following the string `Fax:` is the recipient's fax number.

To configure recipient identifiers:

1. From GFI FaxMaker Configuration, right-click **NetPrintQueue2FAX** and select **Properties**.



Screenshot 45 - NetPrintQueue2FAX configuration

2. Configure the following options:

Table 30 - NetPrintQueue2FAX configuration options

OPTION	DESCRIPTION
Enable NetPrintQueue2FAX	Enable/Disable NetPrintQueue2FAX feature
Recipient	Key in the text that identifies recipient's name. Default value is `To:`.
Company	Key in the text that identifies recipient's company name. Default value is `Company:`.
Fax number	Key in the text that identifies recipient's fax number. Default value is `Fax:`.
End of field terminator	After GFI FaxMaker finds a search field and retrieves the string that comes after the search string, it needs to identify the end of the search string. To do this, either do not put more text following that line or use a special character to determine the end of the field. To use a field terminator, select this option and key in a terminator.
Case sensitive search	Use this option to choose whether to match the case of field identifiers.

3. Click **OK**.

NOTE: If GFI FaxMaker fails to find the search fields in the document, the fax is not sent and GFI FaxMaker sends an error report to the user.

4.8.2 Installing NetPrintQueue2FAX printer driver on clients' machines

Install the printer driver on the client's machines to enable users to use NetPrintQueue2FAX feature.

NOTE: This procedure is the same as adding any other Windows network printer driver.

Select client's operating system for information how to install NetPrintQueue2FAX printer driver:

Windows Vista/7

Windows XP

Windows 2000/2003

NOTE: When GFI FaxMaker is installed on Windows Server 2003 64-bit, the Windows Server 2003 32-bit installation disc is required when installing NetPrintQueue2Fax printer driver on 32-bit client machines.

Windows Vista/7

1. From **Control Panel** select **Hardware and Sound ► Devices and Printers ► Add Printer ► Add a network, wireless or Bluetooth printer** and click **Next**.

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

NOTE: If GFI FaxMaker is installed on a 64-bit machine, the driver needs to be located manually:

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

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

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

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

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

Windows XP

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

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

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

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

NOTE: If GFI FaxMaker is installed on a 64-bit machine, the driver needs to be located manually:

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

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

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

d. Browse to the GFI FaxMaker server and open shared folder **NetPrintQueue2Fax_Drivers**.

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

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

Windows 2000/2003

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

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

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

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

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

4.8.3 Using Text API commands

In addition to embedding recipient information in the document, further commands can be embedded at the top of the document. For example, to schedule a fax, specify fax resolution etc.

To do this, enter commands at the top of the document. GFI FaxMaker automatically removes these commands on detection.

For more information regarding the Text API commands refer to the GFI FaxMaker API manual available from:

http://www.gfi.com/faxmaker/manual.

4.9 TextAPI & XMLAPI

TextAPI and XMLAPI enable you to send faxes by configuring a text or XML file (API) and submitting it to a central folder. GFI FaxMaker automatically picks up and transmits faxes stored within this folder.

NOTE: XMLAPI can also be used to send SMS in the same way.

NOTE: APIs must be formatted to a standard convention, using fields and parameters which GFI FaxMaker can use to process faxes and SMS. For more information how to create API files, refer to the GFI FaxMaker API Manual, available from:

http://www.gfi.com/faxmaker/manual

4.9.1 TextAPI

To enable and configure TextAPI:

1. From GFI FaxMaker Configuration, right-click **Advanced ► Text-API/XMLAPI** node and select **Properties**.

2. From **TextAPI** tab, configure the following options:

Table 31 - TextAPI options

OPTION	DESCRIPTION
Scan folder for text files	Enables TextAPI. Specify the folder where Text APIs will be stored for GFI FaxMaker to process.
Format text using coverpage	Select the coverpage to use for TextAPI faxes. For more information about coverpages, refer to Coverpages chapter in this manual.

3. Click **OK**.

4.9.2 XMLAPI

To enable and configure XMLAPI:

1. From GFI FaxMaker Configuration, right-click **Advanced ► Text-API/XMLAPI** node and select **Properties**.

2. From **XMLAPI** tab, configure the following options:

Table 32 - XMLAPI options

OPTION	DESCRIPTION
Folder	Specify the folder where XML APIs will be stored for GFI FaxMaker to process.

3. Click **OK**.

4.10 Billing

GFI FaxMaker enables you to enforce the use of billing codes when sending faxes. Users or groups of users use a particular billing code to send faxes. This allows the administrator to monitor fax usage by codes.

To use billing codes, when sending faxes, users add the following API command to the fax:

`::b=<billing number>` or `::billingcode=<billing number>`

Replace `<billing number>` with the billing number assigned to the user. For example:

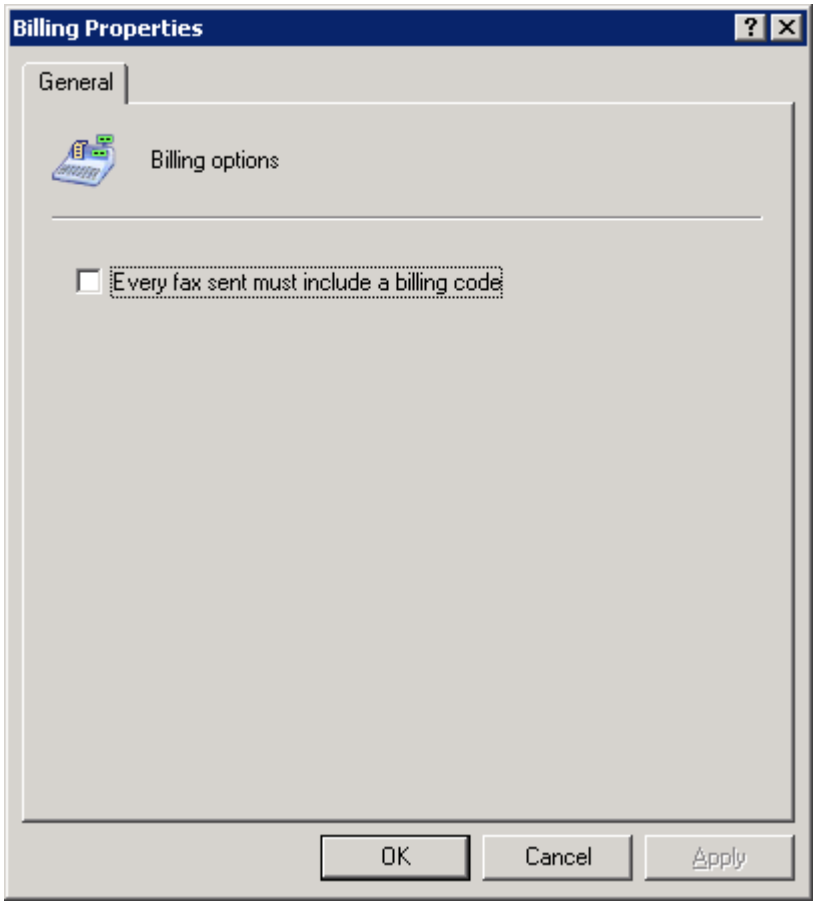
`::b=22343`

NOTE Faxes without billing codes are not sent if billing codes are enabled.

NOTE: Billing codes can also be included in the email subject. In this case, key in the command enclosed in square brackets. For example, `[::b=123456]`.

To enforce use of billing codes:

1. From GFI FaxMaker Configuration, right-click **Billing** and select **Properties**.



Screenshot 46 - Enforcing billing options

2. Select **Every fax sent must include a billing code**.

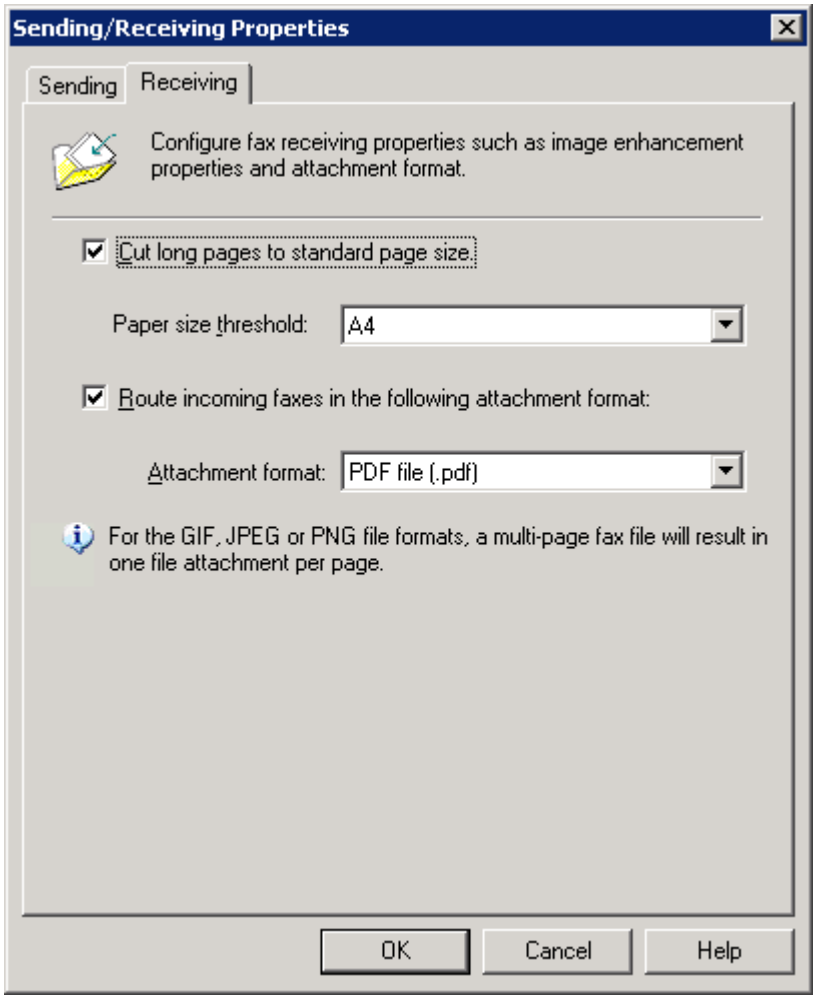
3. Click **OK**.

5 Configuration - Receiving faxes

5.1 Receiving Options

To configure fax receiving options:

1. From GFI FaxMaker Configuration, right-click **Sending/Receiving Options** and select **Properties**.



Screenshot 47 - Receiving options

2. From the **Receiving** tab, configure the following options:

Table 33 - General receiving options

OPTION	DESCRIPTION
Cut long pages to standard page size	If a received page is longer than 1.5 times the selected page size, page is cut to the selected size.
Paper size threshold	Select the paper size for the received faxes. Incoming faxes more than 1.5 times the paper size, are automatically cut to the selected size.
Route incoming faxes in the following attachment format	Select the format in which received fax files are stored and forwarded to recipients.

3. Click **OK**.

5.2 Fax routing

An important GFI FaxMaker attribute is the ability to determine the correct recipient of an incoming fax. GFI FaxMaker provides several methods for this, each with its advantages and disadvantages. Typically, DID routing is recommended for larger installations, while MSN and Line routing are recommended for smaller installations.

Select the type of routing to use:

Table 34 - Fax routing methods

ROUTING METHOD	DESCRIPTION
DID/DTMF Routing (ISDN/Analog/Digital)	Through DID routing, the telecommunications provider assigns you a range of virtual numbers that enable individual users/printers/public folders to have their own fax numbers, without the need of a physical fax line for each. For more information, refer to DID/DTMF Routing (ISDN/Analog/Digital) chapter in this manual.
MSN Routing (ISDN only)	Route received faxes based on the line MSN number. For more information, refer to MSN routing chapter in this manual.
OCR Routing	Route incoming faxes depending on the fax's text content. Fax pages are converted to text using OCR technology and text is searched for the user's first and last name and/or other configurable text phrases. For more information, refer to OCR routing chapter in this manual.
Line Routing	Route faxes based on the fax line that the fax was received on. For more information, refer to Line routing chapter in this manual.
CSID Routing	Caller Sender Identification routing uses the sender's fax machine ID to route faxes to particular users. For more information, refer to CSID routing chapter in this manual.

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

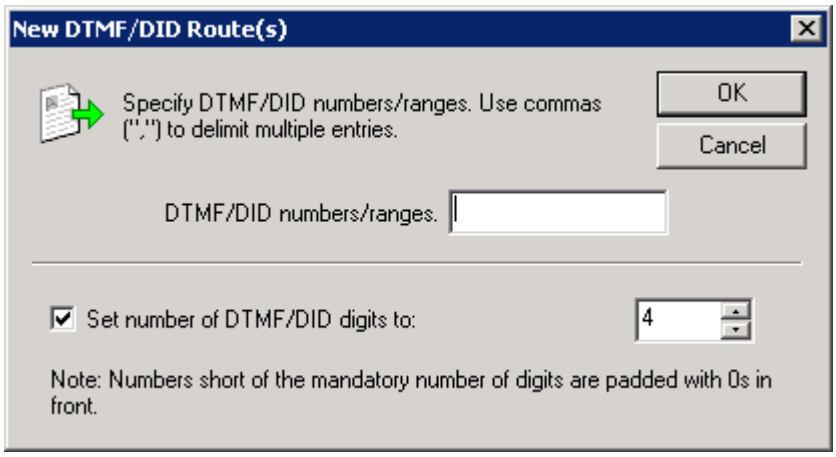
Through DID routing, the telecommunications provider assigns you a range of virtual numbers that enable individual users/printers/public folders to have their own fax numbers, without the need of a physical fax line for each. If you already have ISDN you can use available lines from your PBX. On answering the fax call, the ISDN protocol passes the number on which the call is being answered to GFI FaxMaker.

Pre-requisites

Configure the number of DID/DTMF digits to capture from the GFI FaxMaker device settings. From GFI FaxMaker **Lines/Devices** node, open the properties of the DID/DTMF device. Navigate to the **Advanced** tab and configure the **Number of DTMF/DID digits to capture**.

Adding DID/DTMF routes

1. From GFI FaxMaker Configuration, right-click **Routing ► DTMF/DID** and select **New…**.



Screenshot 48 - Creating a new DID route

2. Configure the following options:

Table 35 - DTMF/DID routing options

OPTION	DESCRIPTION
DTMF/DID numbers/ranges	Key in the users' routing number (or virtual fax number). For example, for a 4 digit DID, enter the last 4 numbers.
Set number of DTMF/DID digits to	Select this option to set the minimum number of digits for each number. For example, if this value is 4 digits, number 1 is noted as 0001.

3. Click **OK** to continue configuring route options. For more information, refer to Routing rules options section in this manual.

Repeat for all DTMF/DID numbers/ranges.

Importing a range of DID routes

GFI FaxMaker can import a large number of DTMF/DID numbers and associated users from a CSV or TXT file in the following format:

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

For example: `"1234", "John Doe", "Bill Smith", "Roger Brown", "Joe Bloggs"`

NOTE: Specify the user name as either the Active Directory display name or the SMTP email address. Ensure that all user names specified are included in the Licensed Users list.

To import a list of DID numbers:

1. From GFI FaxMaker Configuration, right-click **Routing ► DTMF/DID** and select **Import DTMF/DID range**.

2. Select the CSV or TXT file containing the data to be imported.

3. Click **Open**.

Exporting a range of DID routes

To export the list of DID numbers and associated user names in CSV format:

1. From GFI FaxMaker Configuration, right-click **Routing ► DTMF/DID** and select **Export DTMF/DID range**.

2. Select the location where to export the list and specify a file name.

3. Click **Save**.

The list is exported in the following format:

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

For example: `"1234", "John Doe", "Bill Smith", "Roger Brown", "Joe Bloggs"`

5.2.2 MSN routing

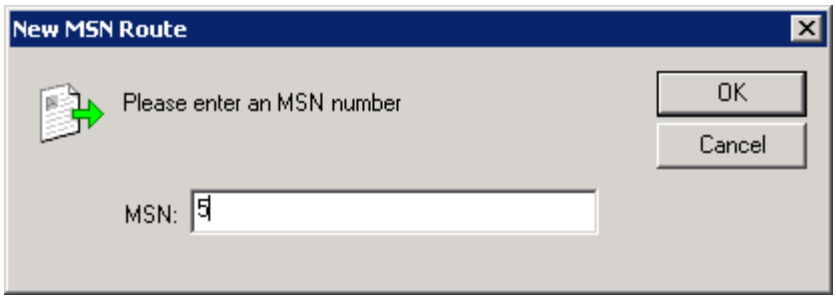
While similar to DID routing this method uses the available Multiple Subscriber Numbering (MSN) numbers instead of dedicated DID numbers (ISDN only). Each ISDN line has 1 or more MSN numbers (usually 9) assigned to it. If your ISDN line has 9 MSN numbers, you can have 9 different routes for a fax.

Pre-requisites

Before adding MSN routes, enter the MSN numbers in the ISDN card Device options. From GFI FaxMaker **Lines/Devices** node, open the properties of the DID/DTMF device. Navigate to the **Device** tab and enter all the MSN numbers to answer.

Adding MSN routes

1. From GFI FaxMaker Configuration, right-click **Routing ► MSN** and select **New…**.



Screenshot 49 - Creating a new MSN route

2. Key in an **MSN** number for which to customize routing options.

3. Click **OK** to continue configuring route options. For more information, refer to Routing rules options section in this manual.

Repeat for all MSN numbers.

5.2.3 OCR routing

Optical Character Recognition (OCR) converts received faxes to text and routes faxes to:

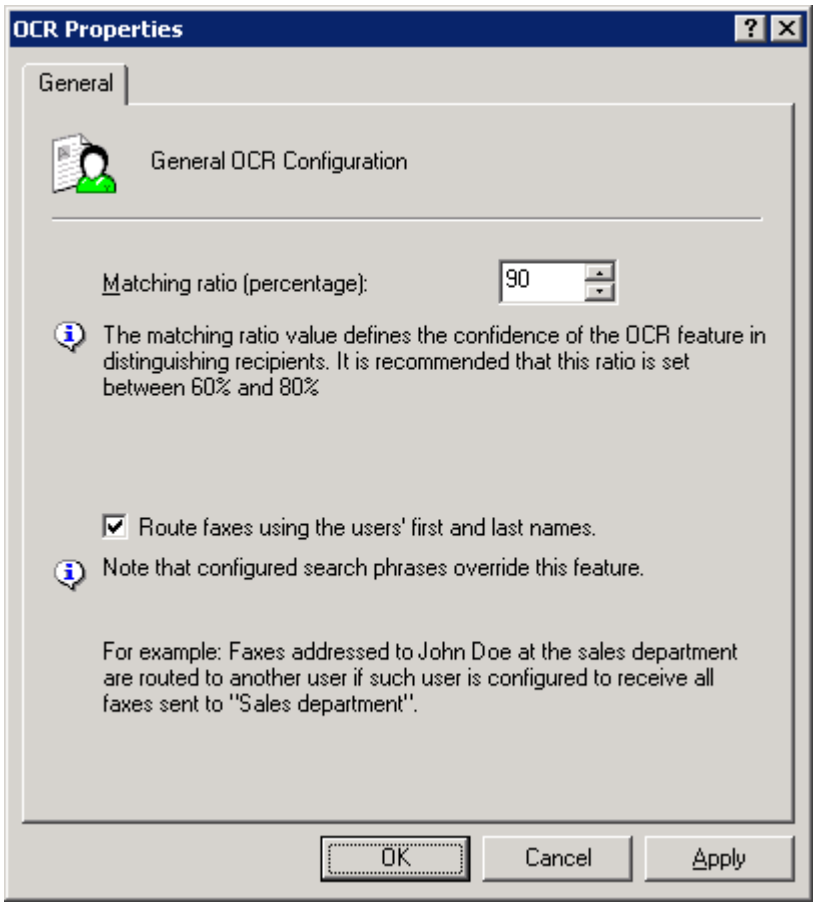
- Users assigned a custom set of phrases (OCR route). When a custom phrase is matched, GFI FaxMaker routes the fax to its configured set of users. For example, route faxes containing text “Attention: Sales” to the sales department.
- Text matching user names within the Licensed users list. For example, GFI FaxMaker forwards a fax containing text “John Smith” to licensed user John Smith.

NOTE: To configure OCR engine properties, refer to OCR section in this manual.

OCR routing properties

Configure OCR settings to use while processing faxes for routing.

1. From GFI FaxMaker Configuration, right-click **Routing ► OCR** and select **Properties**.



Screenshot 50 - OCR routing properties

2. Configure the following options:

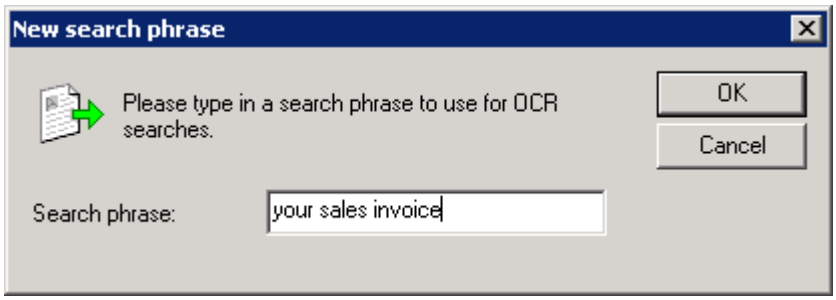
Table 36 - OCR routing options

OPTION	DESCRIPTION
Matching ratio percentage	The matching ratio is the confidence that GFI FaxMaker needs to have before matching a keyword or name to a routing rule. **NOTE:** The recommended matching ratio is between 60% and 80% since this is dependent on the fax quality. Poor quality faxes cause OCR to not recognize all the letters and may result in faxes routed to the wrong users.
Route faxes using the users' first and last names	Automatically routes faxes to users if OCR matches a name with the list of Licensed users. **NOTE:** When both a user name and a custom search phrase (OCR route) are found, the custom search phrase routing overrides the matching user routing.

4. Click **OK**.

Adding an OCR route

1. From GFI FaxMaker Configuration, right-click **Routing ► OCR** and select **New...**.



Screenshot 51 - New search phrase - Creating a new OCR search phrase

2. Key in a phrase to search for.

3. Click **OK** to continue configuring route options. For more information, refer to Routing rules options section in this manual.

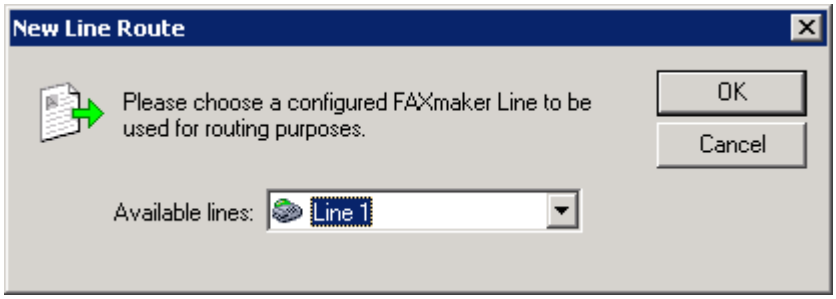
Repeat for all OCR phrases.

5.2.4 Line routing

Line routing enables fax routing based on the fax line (**Lines/Devices** node) that the fax was received.

Adding a line route

1. From GFI FaxMaker Configuration, right-click **Routing ► Line** and select **New…**.



Screenshot 52 - Creating a new Line route

2. Select a fax line.

3. Click **OK** to continue configuring route options. For more information, refer to Routing rules options section in this manual.

Repeat for all fax lines.

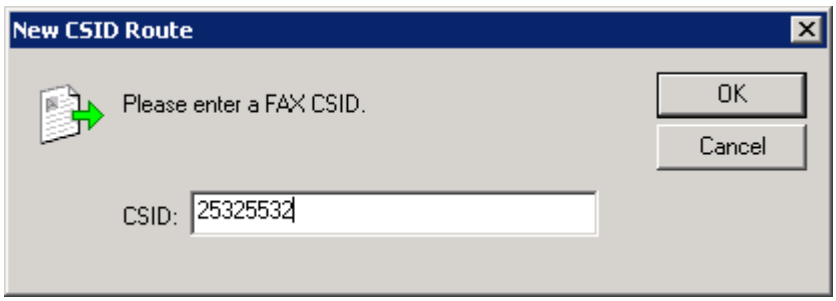
5.2.5 CSID routing

Call Subscriber Identification (CSID) routing routes faxes based on the FAX ID of the sender (the number that the sender's FAX machine/FAX card displays when sending a fax).

NOTE: This method is not recommended since fax senders might not to show CSID.

Adding CSID routes

1. From GFI FaxMaker Configuration, right-click **Routing ► CSID**, and select **New…**.



Screenshot 53 - Creating a new CSID route

2. Key in the **CSID**.

3. Click **OK** to continue configuring route options. For more information, refer to Routing rules options section in this manual.

Repeat for all CSIDs.

Importing a range of CSID routes

GFI FaxMaker can import a high number of CSID numbers and associated users from a CSV or TXT file in the following format:

```
"CSID", "user1", "user2", "user3", …
```

For example: `"1234", "John Doe", "Bill Smith", "Roger Brown", "Joe Bloggs"`

NOTE: Specify the user name as either the Active Directory display name or the SMTP email address. Ensure that all user names specified are included in the Licensed Users list.

To import a list of CSID routes:

1. From GFI FaxMaker Configuration, right-click **Routing ► CSID** and select **Import CSID…**.
2. Select the CSV or TXT file containing data to import.
3. Click **Open**.

Exporting a range of CSID routes

To export the list of CSID numbers and associated user names in CSV format:

1. From GFI FaxMaker Configuration, right-click **Routing ► CSID** and select **Export CSID…**.
2. Select the location where to export the list and specify a file name.
3. Click **Save**.

The list is exported in the following format:

`"CSID", "user1", "user2", "user3", …`

For example: `"1234", "John Doe", "Bill Smith", "Roger Brown", "Joe Bloggs"`

5.2.6 Routing rules options

After creating the required routing rules, configure how to process received faxes. Open the **Properties** dialog of the routing rule created and configure the following options:

Transmission reports

Modifying the route name/number

Excluding route from archiving

Auto-print incoming faxes

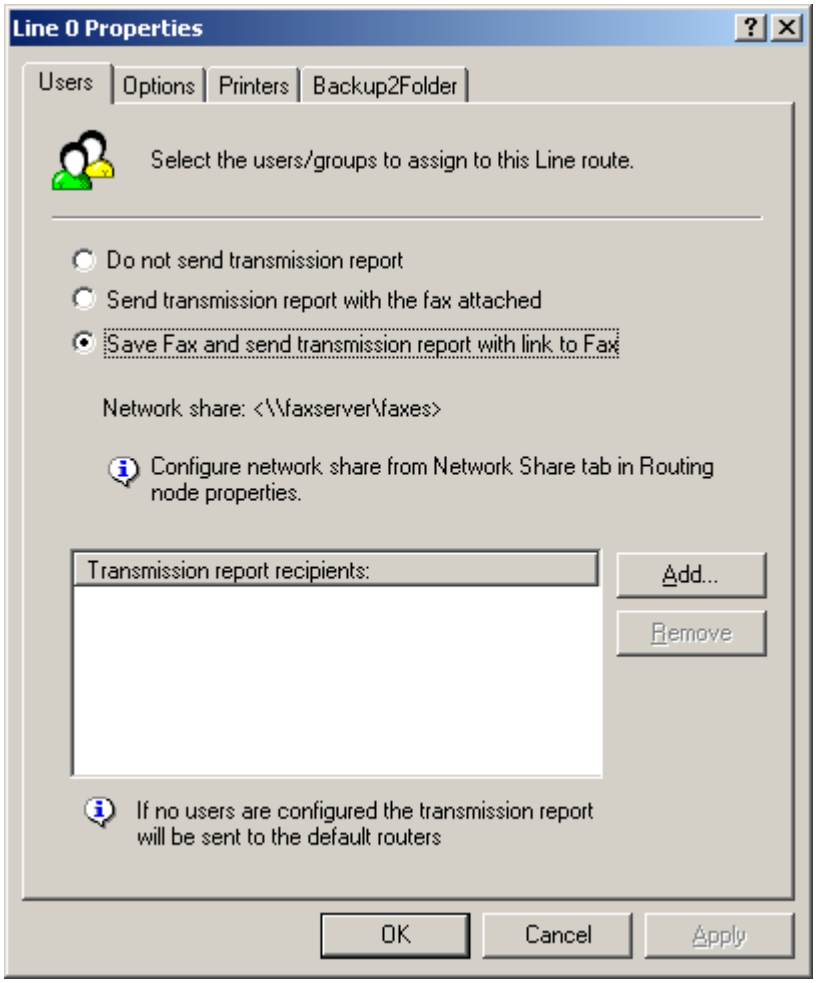
Backing up received faxes

Transmission reports

Transmission reports are sent by GFI FaxMaker to the list of users of a routing rule. It provides users with the received fax, using one of the following methods:

- Fax attached to transmission report
- Link to the fax stored in a network share. For more information, refer to Store incoming faxes to a network share chapter in this manual.

Configure the list of users and the method to deliver fax:



Screenshot 54 - Users to route incoming faxes to

1. From the routing rule properties **Users** tab, select one of the following options:

Table 37 - Routing rules user options

OPTION	DESCRIPTION
Do not send transmission report	A transmission report is not sent to users.
Send transmission report with the fax attached	A transmission report is emailed to the list of users, with the fax attached to the report.
Save fax and send transmission report with link to fax	A transmission report is emailed to the list of users, containing a link of the fax stored on a network share. For more information how this feature works, refer to Store incoming faxes to a network share section.

2. If enabling transmission reports, click **Add** to specify the list of users to whom to send the transmission report.

3. Click **Apply**.

Modifying the route name/number

To change a CSID, DID/DTMF or OCR route name or number:

1. From the routing rule properties dialog, select the **Options** tab.

2. Change the name or number of the routing rule.

3. Click **Apply**.

Excluding route from archiving

You can exclude faxes received on a particular route from archival.

1. From the routing rule properties dialog, select the **Options** tab.

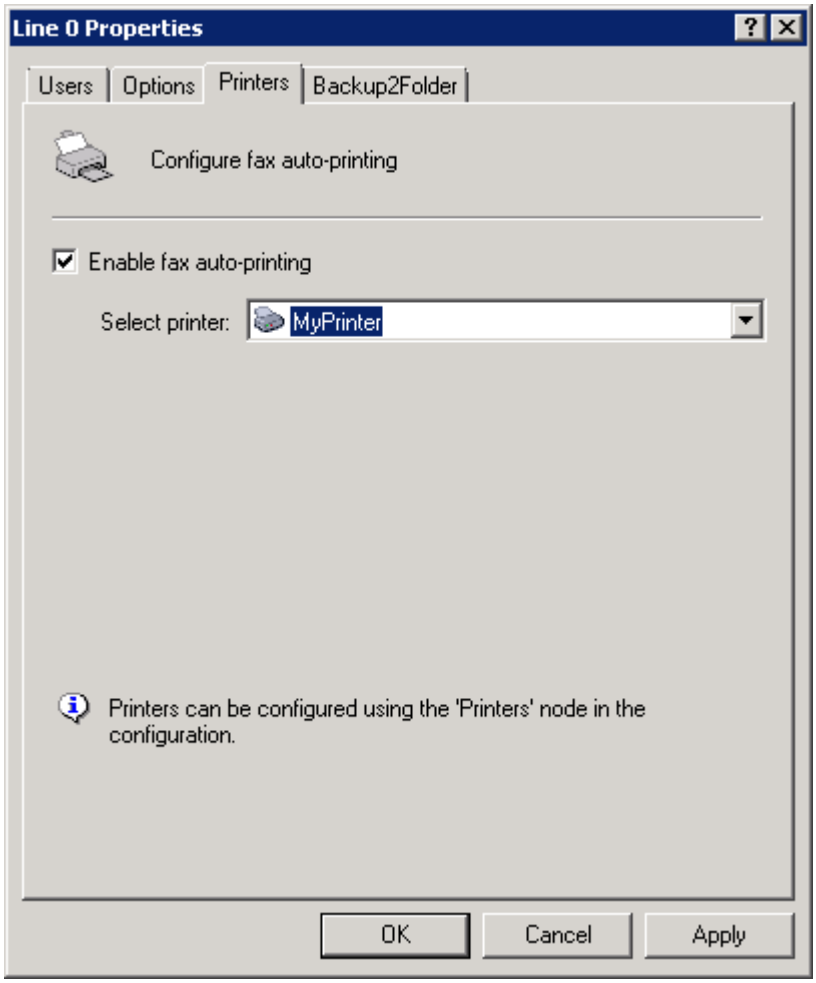
2. Select **Exclude this *number/phrase/line* from all archiving options**.

3. Click **Apply**.

Auto-print incoming faxes

Faxes received on particular routing rules can be automatically printed on receipt.

NOTE: Configure printers before using this option. For more information, refer to Printers chapter in this manual.



Screenshot 55 - Automatically print fax

1. From the routing rule properties dialog, select the **Printers** tab.

2. Select **Enable fax auto-printing**.

3. From the **Select printer** list, select the printer.

4. Click **Apply**.

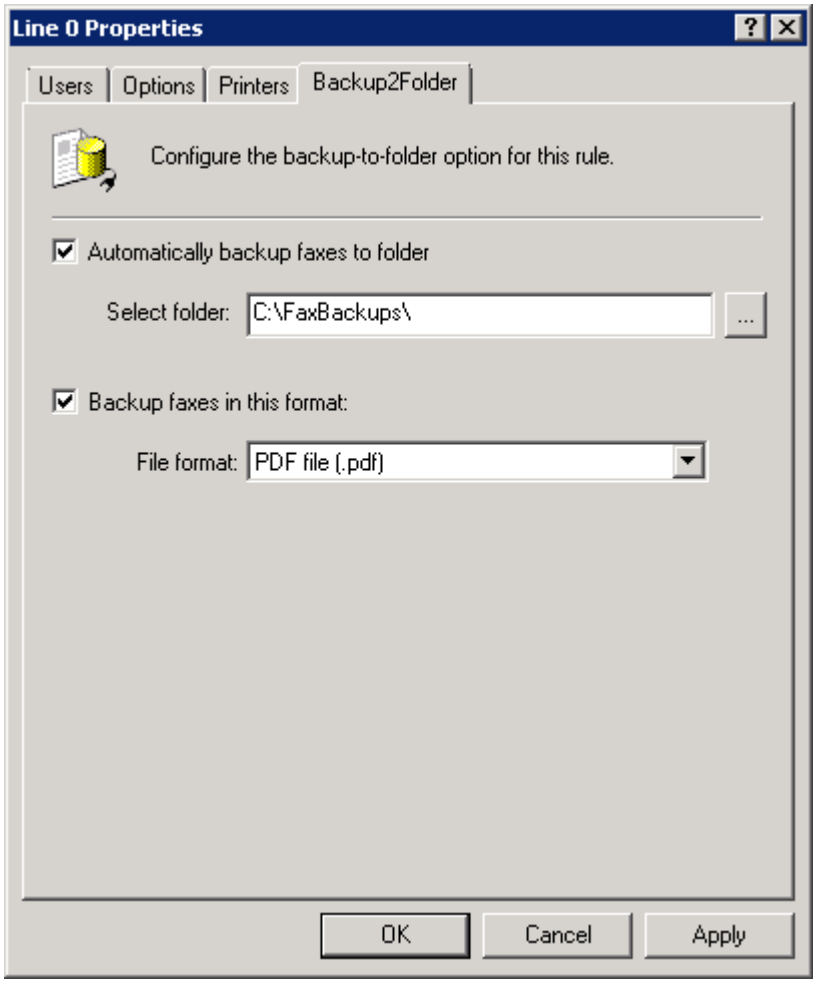
Backing up received faxes

Faxes received on particular routing rules can be backed up to a folder.

NOTE: The file name of each fax backed up contains the fax delivery time-stamp.

NOTE: GFI FaxMaker does not create duplicates for faxes that match two or more routing rules and that have the same Backup2Folder destination.

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



Screenshot 56 - Automatically backup faxes

1. From the routing rule properties dialog, select the **Backup2Folder** tab.
2. Select **Automatically backup faxes to folder** and specify where to backup faxes.
3. Select **Backup faxes in this format** and select the format in which to store faxes.
4. Click **Apply**.

5.2.7 General routing options

Configure the following generic routing options:

Users that receive all incoming faxes

Received faxes that match no routing rule

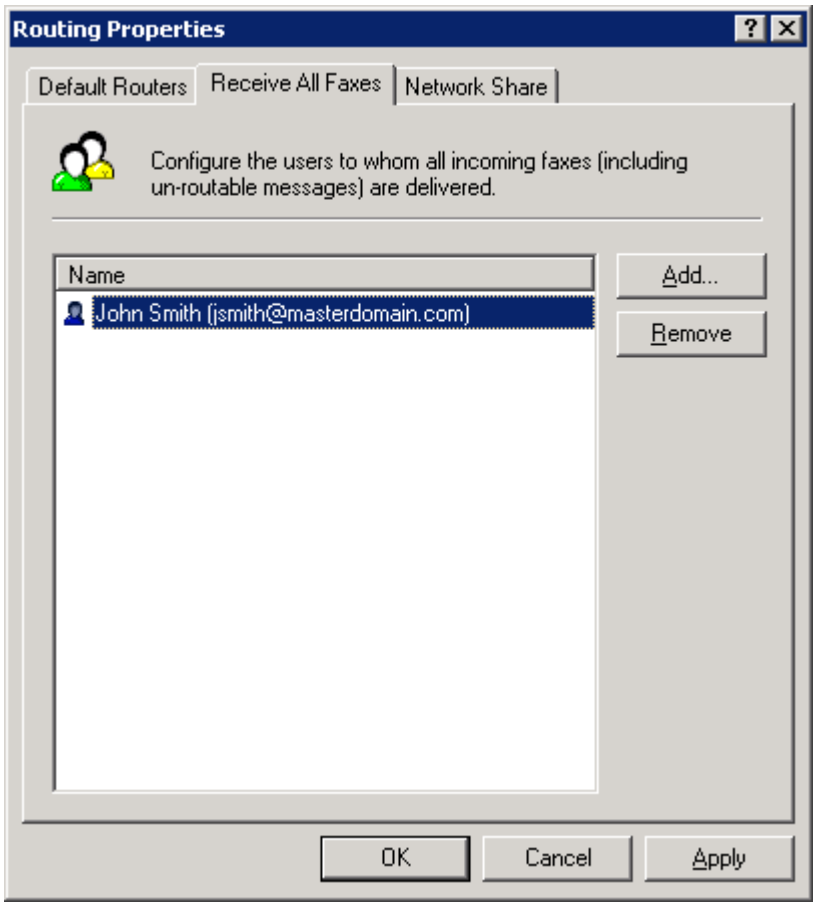
Store incoming faxes to a network share

Users that receive all incoming faxes

Specify users that should receive all incoming faxes.

NOTE: Use this feature to store all incoming faxes to an exchange store or a public mailbox.

1. From GFI FaxMaker Configuration, right-click **Routing** and select **Properties**.



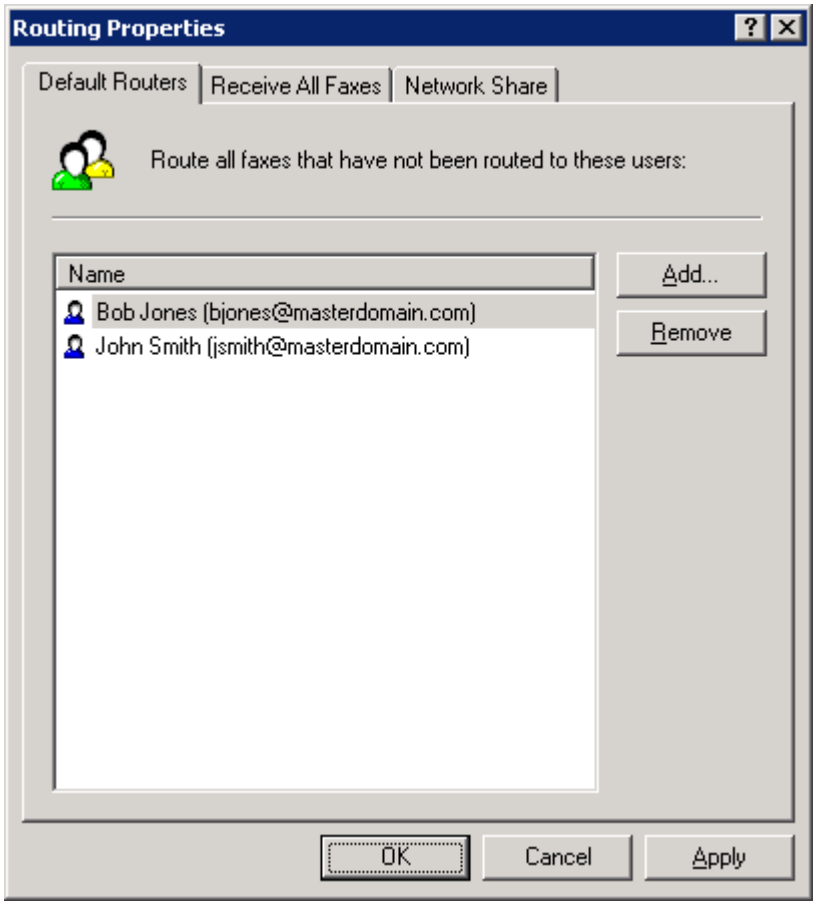
Screenshot 57 - Routing properties - users that receive all incoming faxes

2. Select the **Receive all faxes** tab.
3. Click **Add** and specify the user/mailbox that should receive all faxes.
4. Click **OK**.

Received faxes that match no routing rule

Default routers are users that receive faxes not routed to other users. To configure them:

1. From GFI FaxMaker Configuration, right-click **Routing**, and select **Properties**.



Screenshot 58 - Routing properties - specifying default fax routers

2. Select the **Default Routers** tab.
3. Click **Add** and specify the user/mailbox where to deliver faxes not routed.
4. Click **OK**.

Store incoming faxes to a network share

Received faxes can be stored in a shared folder. An email with a link to the saved fax is sent to the configured routers.

When receiving a fax on a routing rule that uses this option, GFI FaxMaker creates a sub-folder in the share as follows:

***<network share path configured>*\yyyy_mm\dd**

Where:

- ***<network share path configured>*** - the shared folder where received faxes are stored
- **yyyy** - year
- **mm** - month
- **dd** - day

Step 1: Create network share

Create a shared folder with:

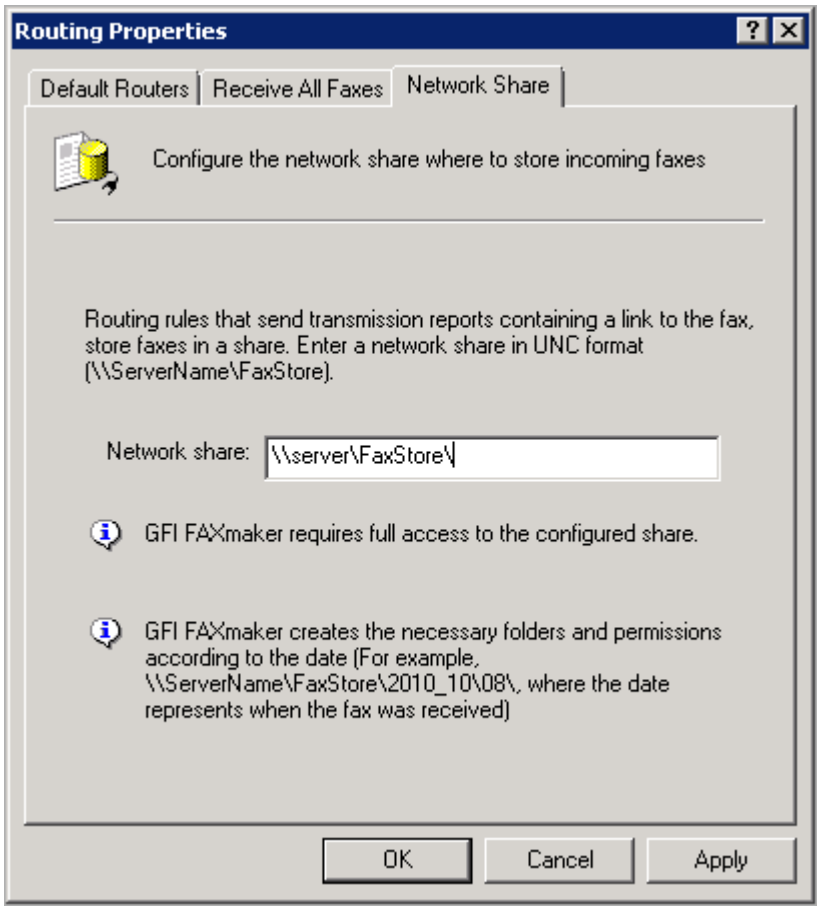
- Full access to the GFI FaxMaker account (user credentials specified during installation) in order to be able to save faxes.
- Read permissions to all users that will be accessing faxes on this share.

NOTE: For security reasons, only fax recipients can access stored faxes. For example faxes routed to John Doe, are only accessible by John Doe.

Step 2: Configure GFI FaxMaker

Specify the network share where routing rules with network sharing enabled store faxes.

1. In GFI FaxMaker Configuration, right-click **Routing** and select **Properties**.



Screenshot 59 - Configuring the Network Share path

2. Select the **Network Share** tab.

3. Specify the network share path (for example, `\\MyServer\MyFaxes`).

NOTE: Enter share in UNC format so that users can access it through the network.

4. Click **Apply**.

5.2.8 Routing to a public folder in Exchange

GFI FaxMaker can route received faxes to a Microsoft Exchange public folder so that these are accessible to everyone or a particular group of users.

For example, route all faxes related to sales to a public folder dedicated to all sales communications and accessible by all representatives.

To do this:

1. Create a mail-enabled public folder on your mail server.

NOTE: A dedicated user mailbox may need to be created and configured to forward all faxes to the mailbox.

2. Configure GFI FaxMaker routing options:

Table 38 - Fax routing to public folder

FAX ROUTING TO PUBLIC FOLDER	DESCRIPTION
Faxes that match a particular routing rule	Add the public folder mailbox (or the dedicated user mailbox) email address to the routing rules' users lists. For more information, refer to

FAX ROUTING TO PUBLIC FOLDER	DESCRIPTION
	Transmission reports chapter in this manual.
Route all received faxes to public folder	Add the public folder mailbox (or the dedicated user mailbox) email address to the **Receive all faxes** list. For more information, refer to Users that receive all incoming faxes chapter in this manual.

5.3 Printers

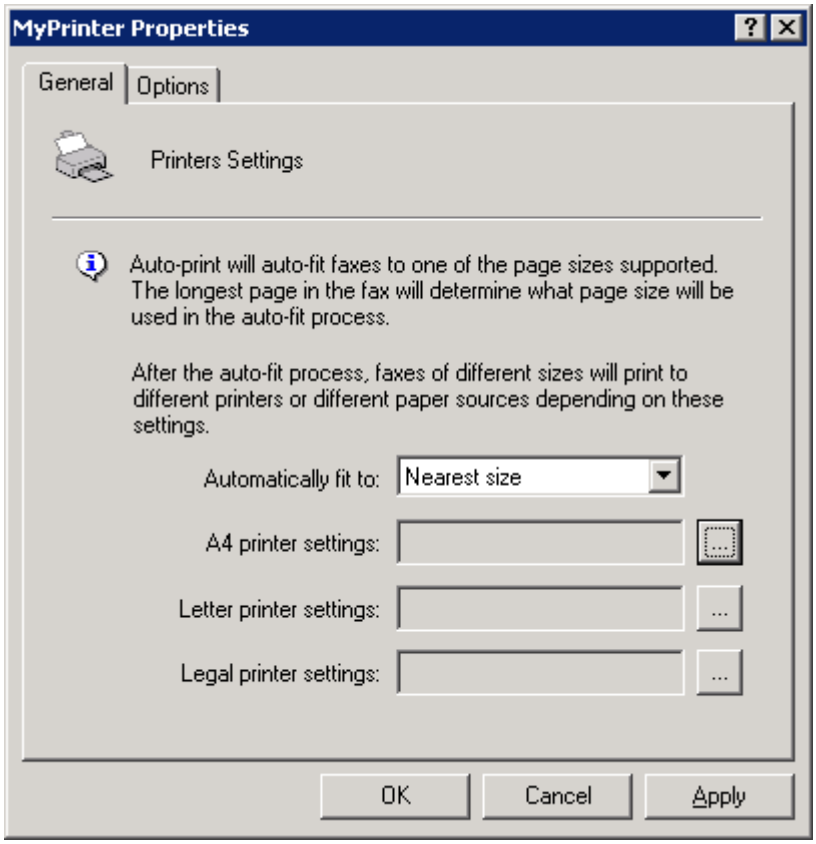
To automatically print incoming faxes, first configure printers and print settings. Then configure routing options to print to particular printers.

NOTE: Pre-configure the printers to add in the operating system's printers list.

To add printers in GFI FaxMaker:

1. From GFI FaxMaker Configuration, right-click **Advanced ► Printers** and select **New…**.

2. Key in a name for the printer.



Screenshot 60 - Configuring printers

2. From the **General** tab, specify how GFI FaxMaker should resize incoming faxes and the printers to use for each paper size.

Table 39 - Printer properties

OPTION	DESCRIPTION
Automatically fit to	Select how to resize received faxes. Select from: » **Nearest size** - Resizes fax to the size nearest to the content received. » **A4 only** - Resize to A4 paper size » **Letter only** - Resize to Letter paper size » **Legal only** - Resize to Legal paper size
A4 printer settings	Click **…** to select printer for A4 paper size.
Letter printer settings	Click **…** to select printer for Letter paper size.

OPTION	DESCRIPTION
Legal printer settings	Click **...** to select printer for Legal paper size.

3. Click **OK**.

5.3.1 Auto-print options

GFI FaxMaker can be configured to never resize incoming faxes and always prints in same size that they are received.

NOTE: Faxes larger than the printer's paper size, will not fit and some areas may not be printed.

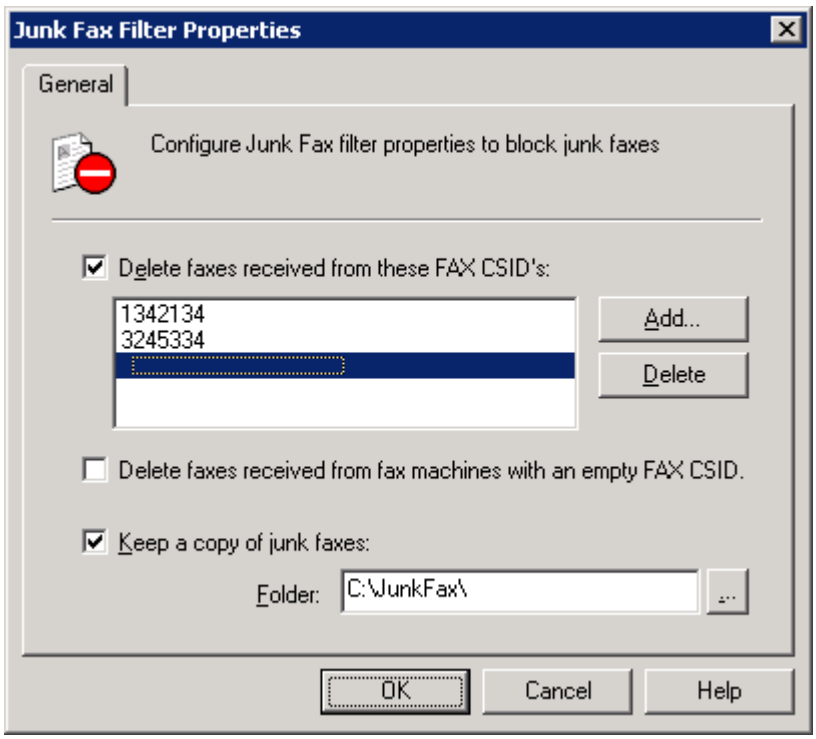
1. From GFI FaxMaker Configuration, right-click **Advanced ► Miscellaneous** and select **Properties**.

2. From the **General** tab, select **Force 1:1 printing**.

3. Click **OK**.

5.4 Junk Fax filter

GFI FaxMaker enables automatic deletion of faxes received from certain fax IDs.



Screenshot 61 - The junk fax filter options

To block a fax ID:

1. From GFI FaxMaker Configuration, right-click **Advanced ► Junk Fax filter** and select **Properties**.

2. Configure the following options:

Table 40 - Junk fax filter options

OPTION	DESCRIPTION
Delete faxes received from these FAX CSID's	Enables Junk Fax Filter. Add CSIDs of fax senders to block.
Delete faxes received from fax machines with an empty CSID	Deletes faxes received from senders with no CSID. **NOTE:** Use with caution since some senders can choose to hide CSID.

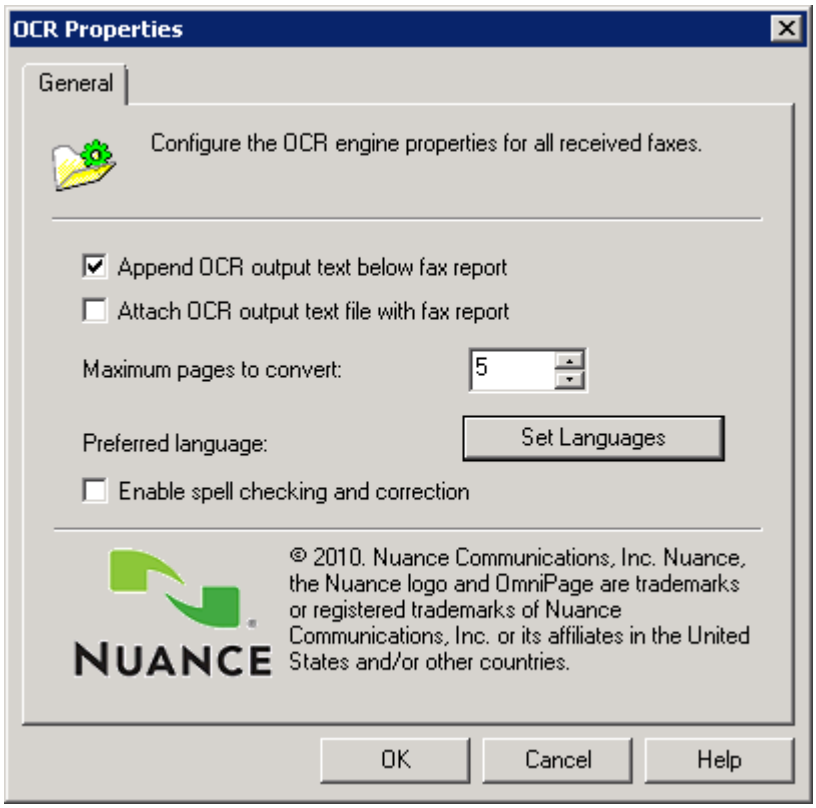
OPTION	DESCRIPTION
Keep a copy of junk faxes	Store all junk faxes to a folder. Use this option to reviewed blocked faxes before deletion (Recommended).

3. Click **OK**.

5.5 OCR

Optical Character Recognition (OCR) converts received faxes to text. If disabled, received faxes are treated as images.

1. From GFI FaxMaker Configuration right-click **Advanced ► OCR** and select **Properties**.



Screenshot 62 - OCR properties

2. Configure the following options:

Table 41 - OCR properties

OPTION	DESCRIPTION
Append OCR output text below fax report	Insert fax text in the body of the transmission report email. This enables searching through faxes using the email client's search function.
Attach OCR output text file with fax report	Store OCR text in a text file and attach to transmission report.
Maximum pages to convert	Set the maximum number of pages to convert to text.
Preferred language	Click **Set Languages** to select the languages to use during OCR analysis. **NOTE:** The languages available depend on license type.
Enable spell checking and correction	Enable OCR engine accuracy by spell checking text.

3. Click **OK**.

6 SMS

GFI FaxMaker also features a complete SMS gateway that enables users to send SMS from their workstations.

6.1 How to send an SMS

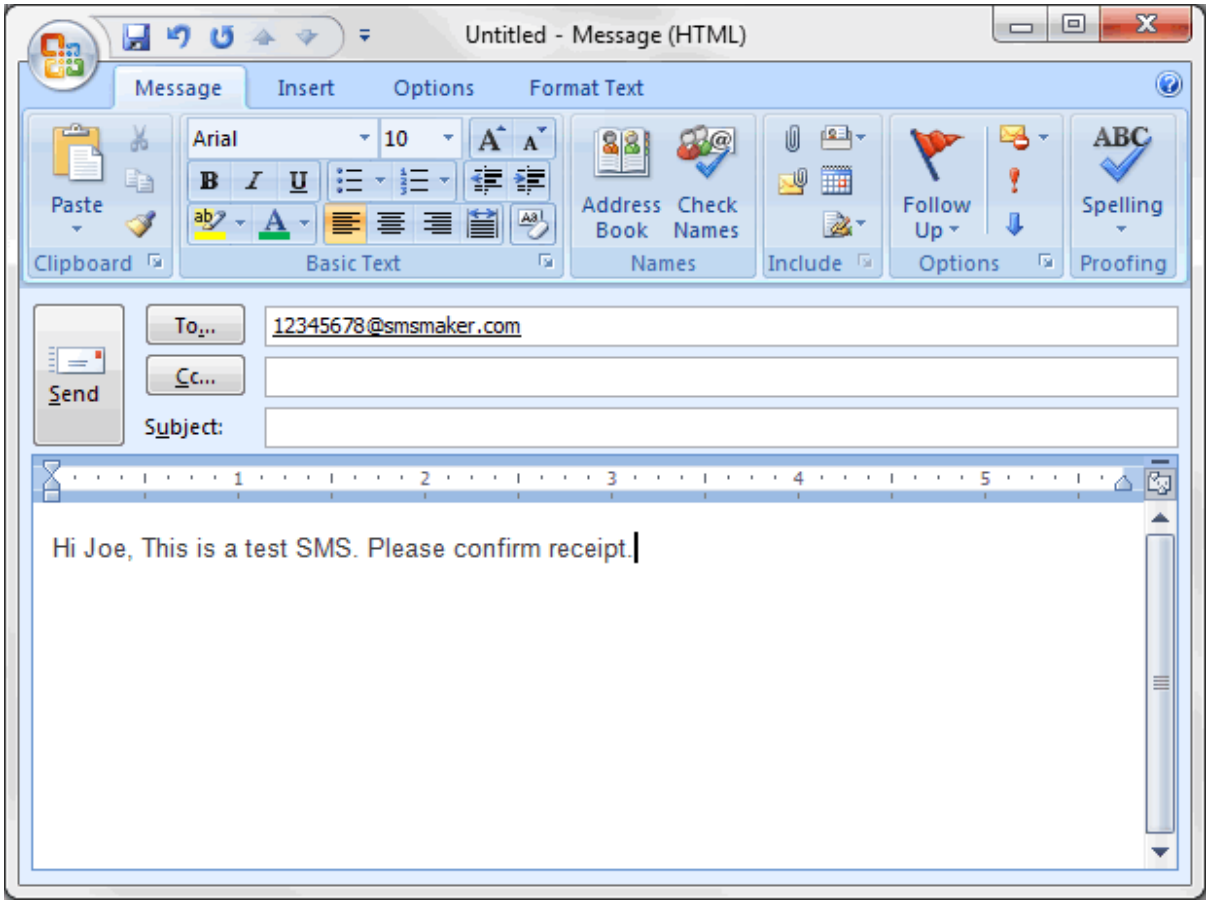
Method 1: Using Microsoft Outlook

To send an SMS from Microsoft Outlook, address an email to `<number>@smsmaker.com`.

For example: `12345678@smsmaker.com`

Key in the SMS message in the email body.

NOTE: Remove email signature and any other not required content from the email body, as this will be included in the SMS message.

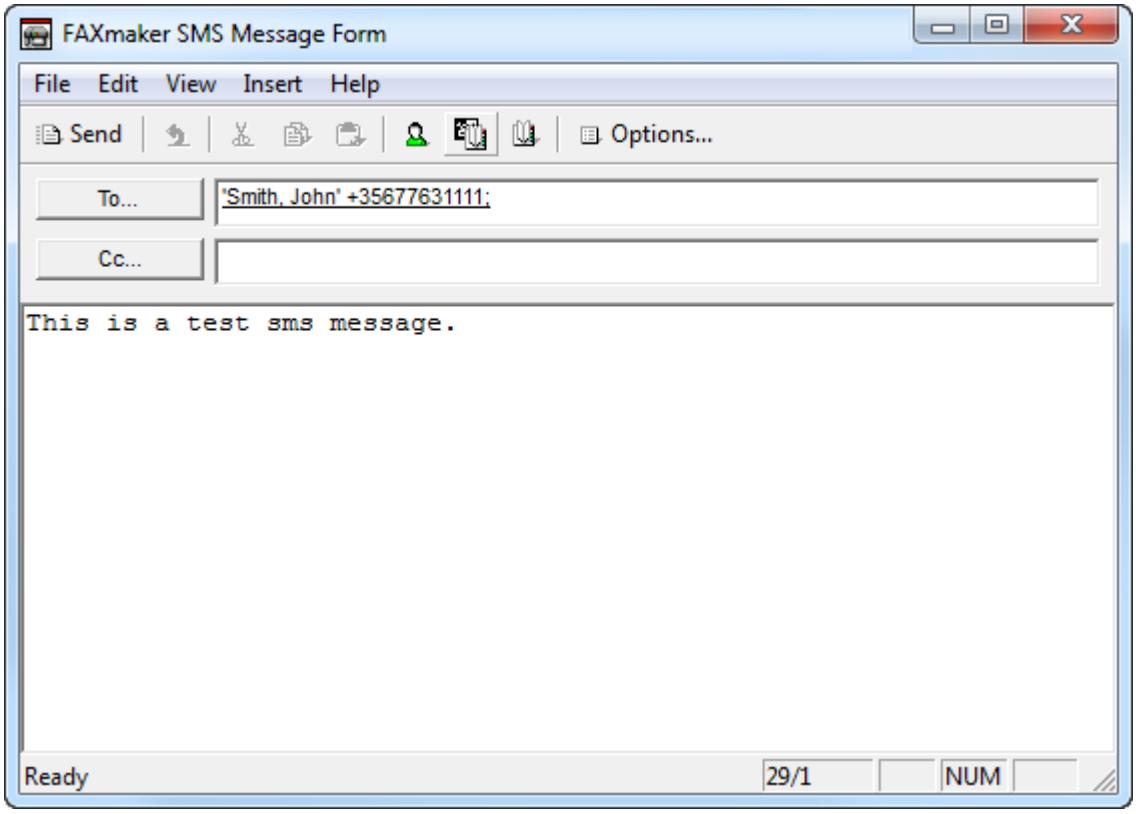


Screenshot 63 - Sending SMS from email client

Method 2: Using the GFI FaxMaker Client application

Use the GFI FaxMaker SMS Message Form to send SMS.

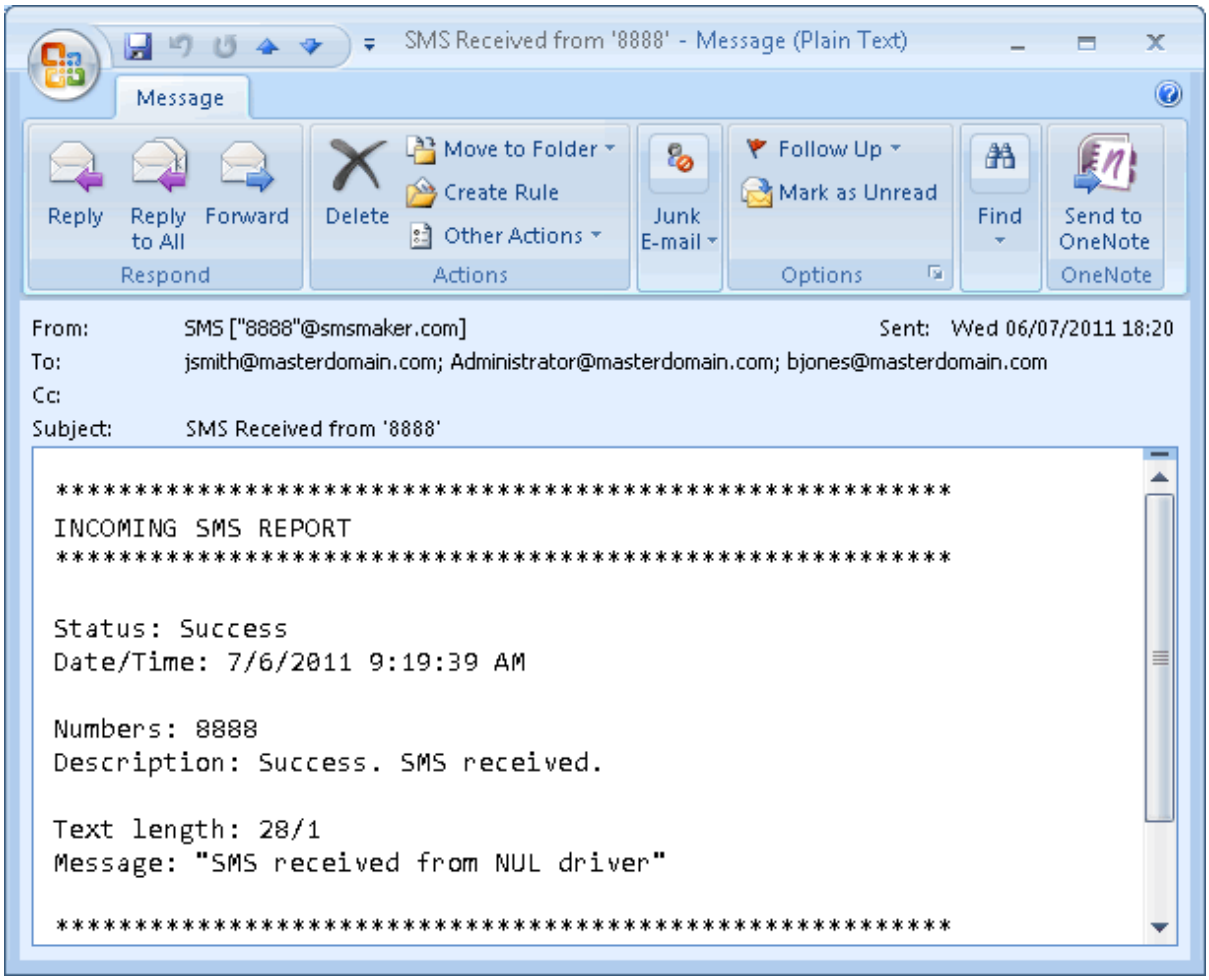
GFI FaxMaker Client enables you to save the SMS number of users. When you select a recipient, GFI FaxMaker automatically retrieves the mobile number of the contact.



Screenshot 64 - Sending SMS from email client

6.2 Receiving SMS

GFI FaxMaker routes incoming SMS directly to the user's mailbox via email. The email contains details about the SMS transmission and the SMS message.



Screenshot 65 - Received SMS viewed in email client

To configure SMS routing options, refer to Routing received SMS chapter in this manual.

6.3 Requirements

Use one of the following types of SMS gateways:

GSM modem

Web based SMS

6.3.1 GSM modem

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

For the latest list of supported mobile phones and GSM devices, refer to:

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

NOTE: Using a GSM SMS modem enables sending SMS when an internet connection is down. You can also receive messages, which may not be possible using a Web based SMS gateway.

6.3.2 Web based SMS

Subscribe to a supported web based SMS provider:

» Use Clickatell, an SMS provider preconfigured for use with GFI FaxMaker. For more information, refer to http://www.clickatell.com.

» Use a custom service that allows sending SMS messages via SMTP.

6.4 Configure SMS settings

Configure SMS options:

SMS gateway settings

SMS options

SMS Users

Routing received SMS

Archiving SMS

SMS log files

6.4.1 SMS gateway settings

Configure the SMS gateway settings depending on the type of SMS gateway chosen.

GSM device

A custom Web based SMS provider

Clickatell web based service

GSM device

Set up the SMS server to communicate directly with the GSM devices to send and receive SMS messages.

NOTE: For the latest list of supported mobile phones and GSM devices, refer to:
http://kbase.gfi.com/showarticle.asp?id=KBID001914

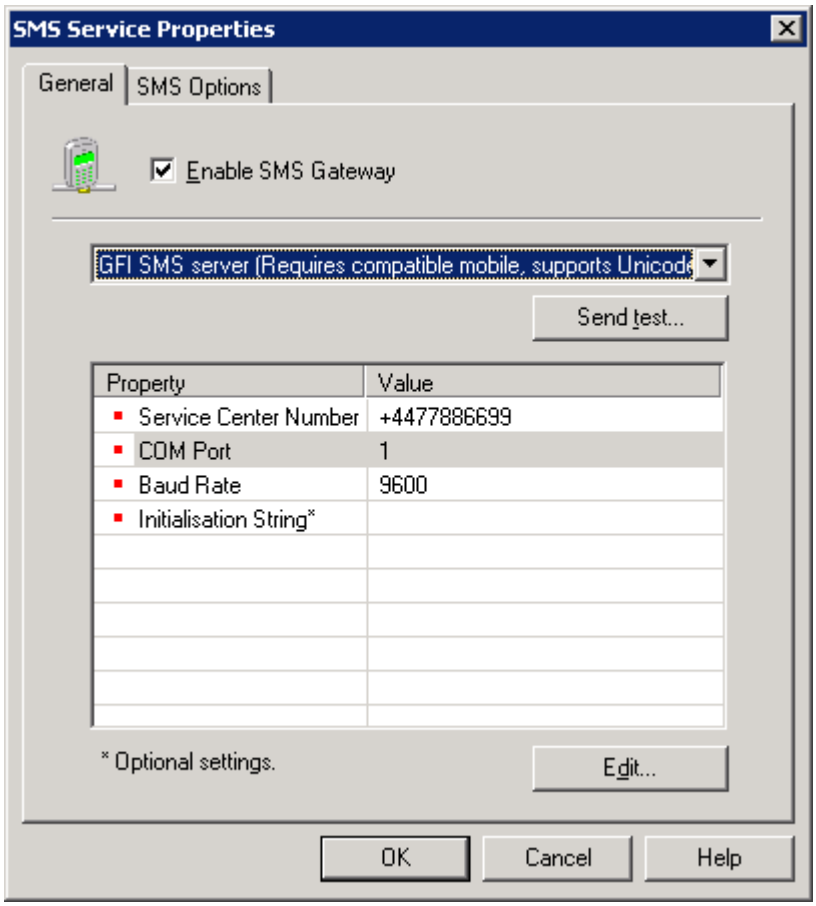
GFI FaxMaker ships with two GSM engines:

Table 42 - GSM engines

ENGINE	DESCRIPTION
GFI SMS server	(Recommended) Supports Unicode characters. For more information, refer to GFI SMS server chapter in this manual.
Inbuilt SMS server	Engine does not support Unicode characters and requires manual configuration of device options in GFI FaxMaker. For more information, refer to Inbuilt SMS server chapter in this manual.

GFI SMS server

1. From GFI FaxMaker Configuration, right-click **SMS** and select **Properties**.
2. From **General** tab, select **Enable SMS Gateway**.



Screenshot 66 - Configuring the GFI Simple Inbuilt SMS server

3. Select **GFI SMS server** and configure:

Table 43 - SMS service properties

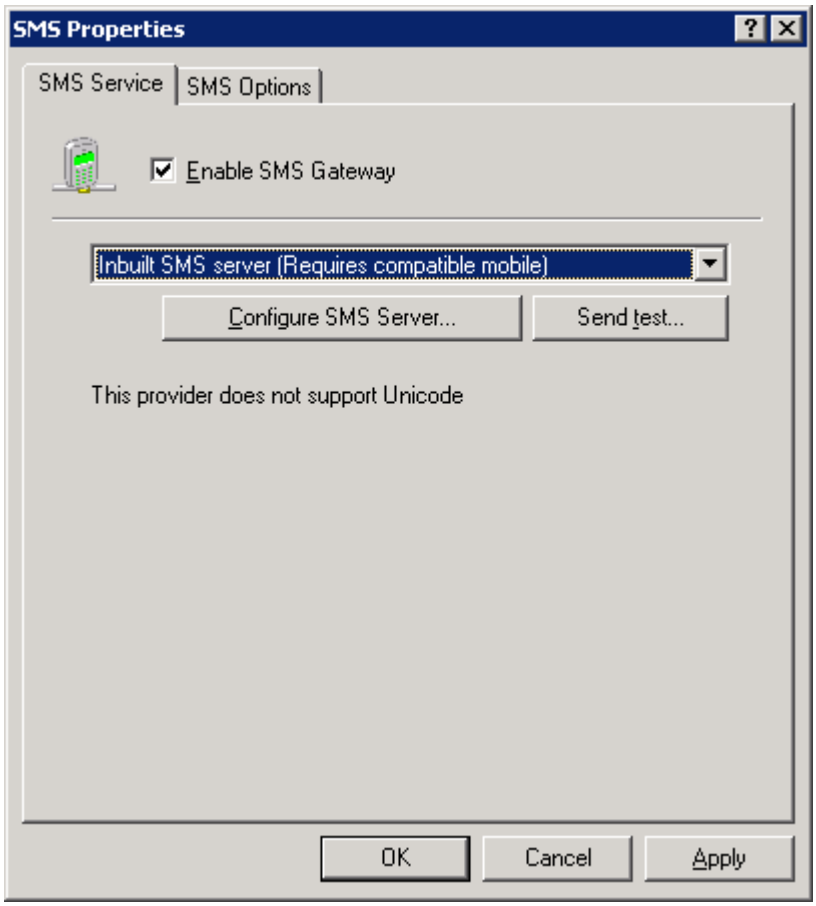
OPTION	DESCRIPTION
Service Centre Number	The Service Centre Number (SMSC) given by the GSM network or SIM card provider.
COM Port	Key in the number of the communications (COM) port which the GSM device is connected to. Key in a single numeric value ranging from 1 to 32. For example, if GSM device is connected to COM port 1, key in `1`.
Baud Rate	Key in the speed in bits-per-second (bps) at which PC and GSM device talk to each other. Check with the device manufacturer for the best baud rate that the device can use.
Initialization String	(Optional)The initialization string used when initializing the GSM device. If empty, GFI FaxMaker uses **AT&F** as the default initialization string.

4. (Optional) Click **Send test…** to verify settings by sending a test message. Key in a number to send SMS to and customize the text. Click **OK** to send test message. Verify that test SMS is received by test recipient.

5. Click **OK**.

Inbuilt SMS server

1. From GFI FaxMaker Configuration, right-click **SMS** and select **Properties**.
2. From **General** tab, select **Enable SMS Gateway**.

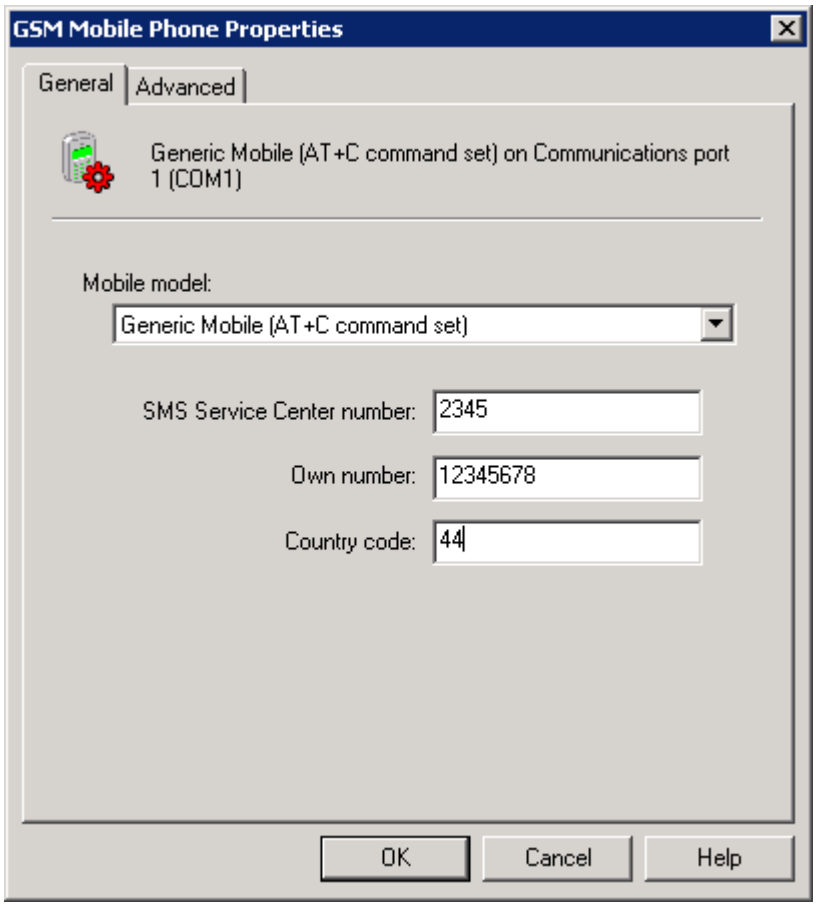


Screenshot 67 - Inbuilt SMS server

3. Select **Inbuilt SMS server**.
4. Click **Configure SMS Server…** to configure engine.

NOTE: Skip to step 9 if mobile devices are already configured.

5. Select the communications (COM) port that the GSM device is connected to and click **OK**.

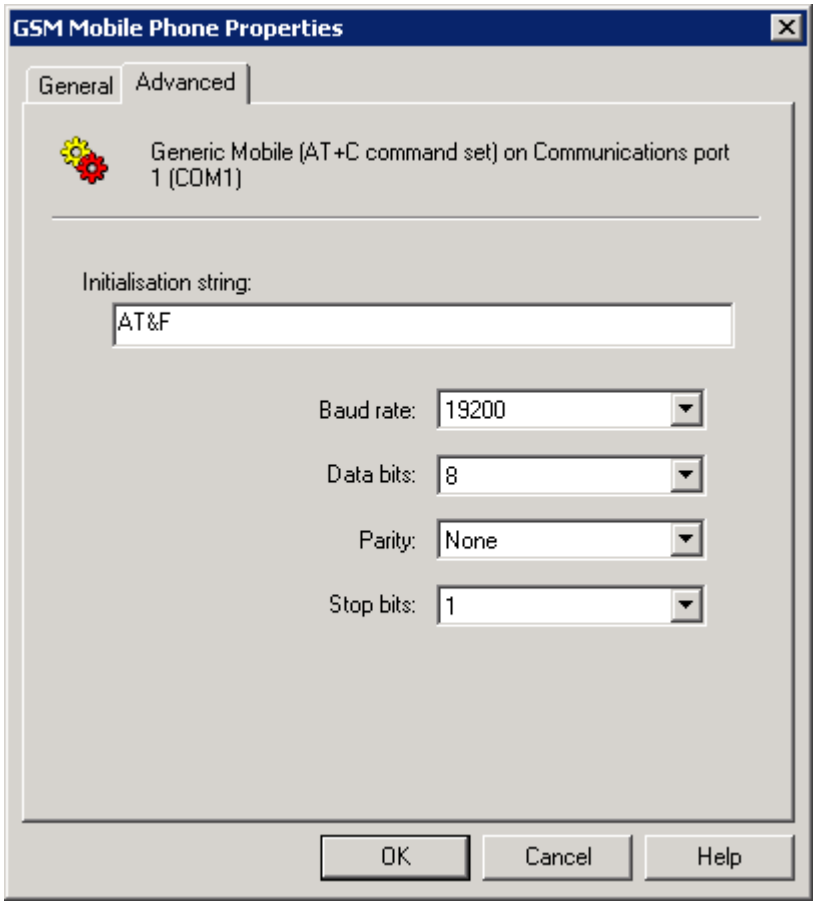


Screenshot 68 - General GSM Mobile Phone Properties

6. From the **General** tab, configure:

Table 44 - GSM mobile phone properties

OPTION	DESCRIPTION
Mobile model	Select the mobile device from the list of devices. **NOTE:** If device is not listed, select **Generic Mobile (AT+C command set)**.
SMS Service Centre number	Key in the Service Centre Number (SMSC) given by the GSM network or SIM card provider.
Own number	Key in device number.
Country code	Key in local country code number.



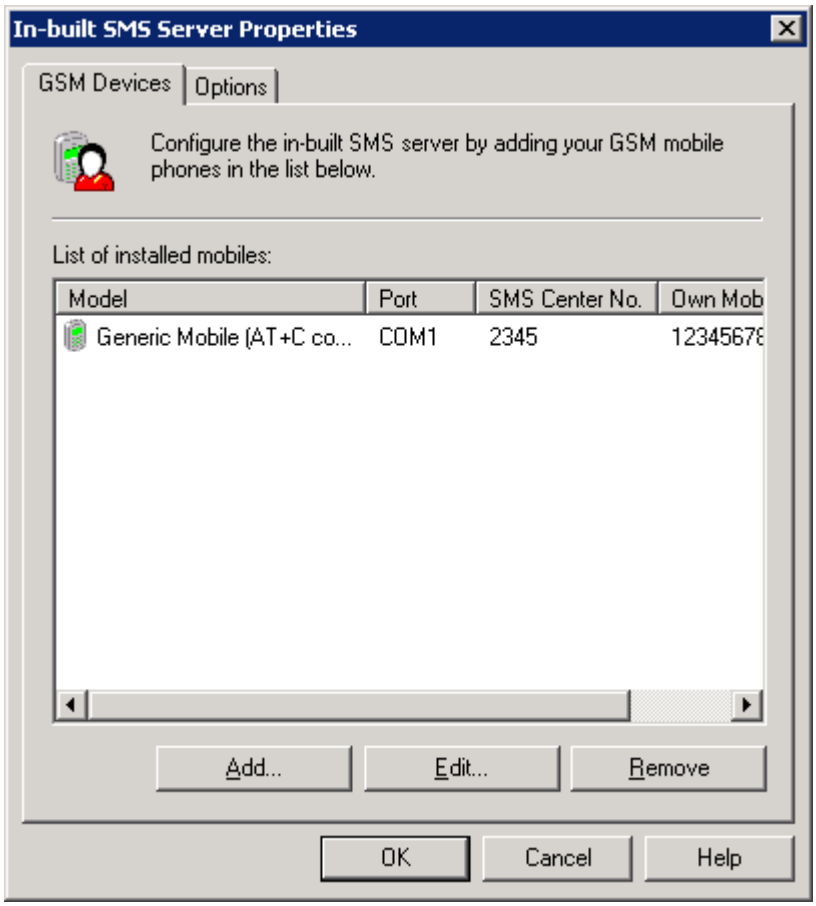
Screenshot 69 - Advanced GSM Mobile Phone Properties

7. From the **Advanced** tab, configure:

Table 45 - In-built SMS server advanced proprties

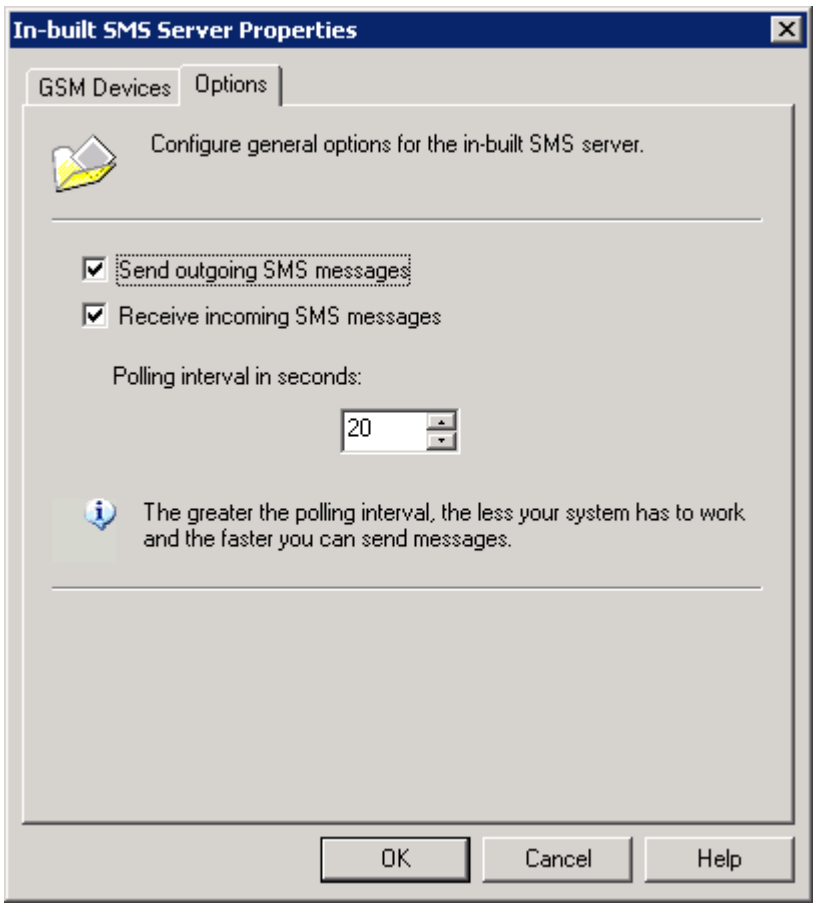
OPTION	DESCRIPTION
Initialization string	The initialization string used when initializing communication with the GSM device.
Baud rate	Select the speed in bits-per-second (bps) at which the PC and GSM device talk to each other. Check with the device manufacturer for the best baud rate that the device can use.
Data bits	Select the device's number of data bits to use for each character (in most cases 7 or 8).
Parity	Select the device's parity value, used for error checking.
Stop bits	Select the device's Stop bits value, used to determine the number of time units between the transmitted characters.

8. Click **OK**.



Screenshot 70 - List of inbuilt SMS devices

9. In the **GSM Devices** node, **Add** new, **Edit** or **Remove** mobile devices.



Screenshot 71 - In-built SMS Server Options

10. From **Options** tab, configure:

Table 46 - In-built SMS server options

OPTION	DESCRIPTION
Send outgoing SMS messages	Allow SMS messages to be sent.
Receive incoming SMS messages	Enable to receive SMS messages. If disabled, received SMS remain in the mobile device.
Polling interval in seconds	Configure the interval in seconds for checking for incoming messages.

Click **OK**.

11. (Optional) Click **Send test…** to send a test message. Key in a number to send SMS to and customize the text. Click **OK** to send test message. Verify that test SMS is received by test recipient.

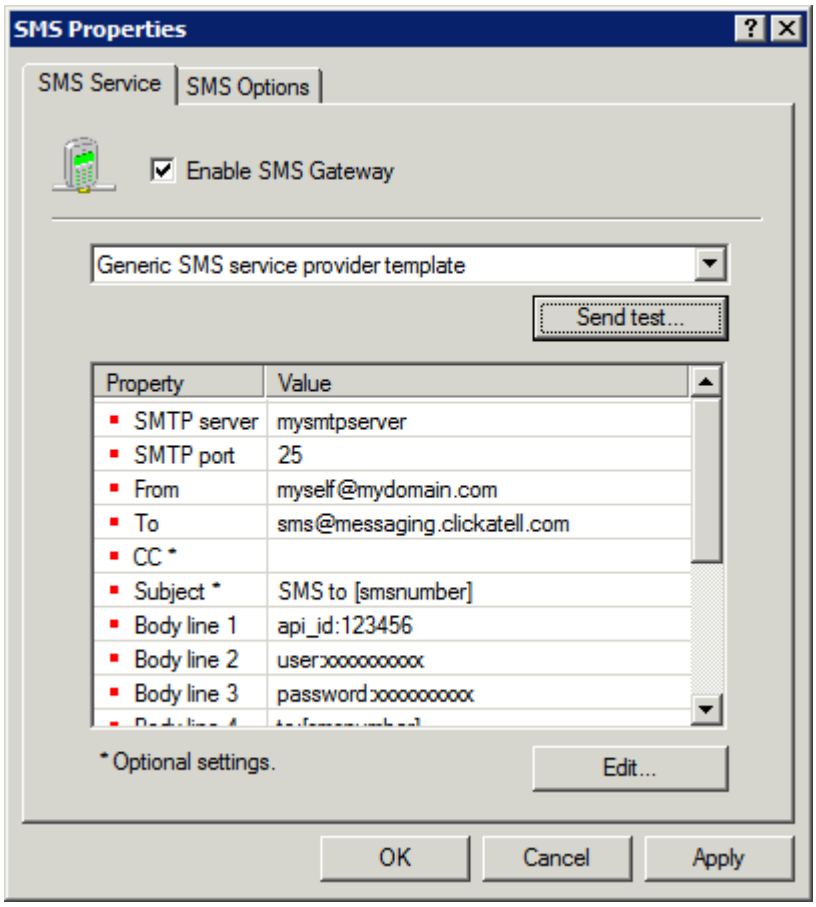
12. Click **OK**.

A custom Web based SMS provider

Configure the following SMS gateway settings when using a Web-based SMS service that allows SMS to be submitted via SMTP:

1. From GFI FaxMaker Configuration, right-click **SMS** and select **Properties**.

2. In **General** tab, select **Enable SMS Gateway**.



Screenshot 72 - Configuring an SMS service provider

3. Configure the following settings:

Table 47 - SMS service properties

OPTION	DESCRIPTION
SMTP server	Specify your own mail server or the mail server of the service provider.
SMTP port	Specify SMTP port number
From	Specify your email address

OPTION	DESCRIPTION
To	Specify to which email address SMS are sent. **NOTE:** If provider requires the SMS number to be inserted in the **To** address, use field `[smsnumber]` to replace the recipient's number. GFI FaxMaker automatically replaces this field with the recipient's number. For example, `[smsnumber]@providerdomain.com`.
CC	(Optional) Specify if to send a copy of the message to another email address.
Subject	(Optional) Specify an email subject. **NOTE:** If provider required the SMS number to be inserted in the subject, include field `[smsnumber]`. GFI FaxMaker automatically replaces this field with the recipient's number.
Body line 1 - X	Key in text to show in each email body line, as required by the provider. Fields that can be used: » `[smsnumber]` - replaced by the recipient's mobile number » `[smstext]` - replaced by the SMS text to be sent.

4. Click **OK**.

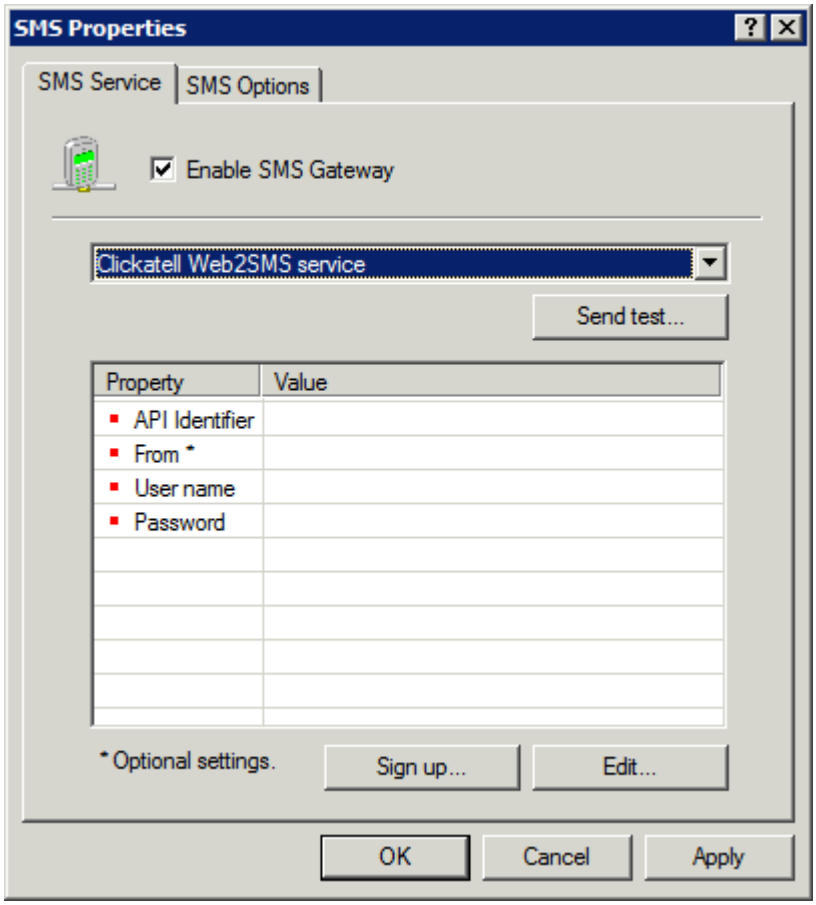
Clickatell web based service

When using Clickatell service, a number of settings are automatically pre-configured.

NOTE: When using the Clickatell SMS service, ensure that users always include the country code of recipients.

Configure the following options:

1. From GFI FaxMaker Configuration, right-click **SMS** and select **Properties**.
2. In **General** tab, select **Enable SMS Gateway**.



Screenshot 73 - Configuring the Clickatell service

3. Select **Clickatell Web2SMS service** and configure the following options:

Table 48 - Clickatell SMS service properties

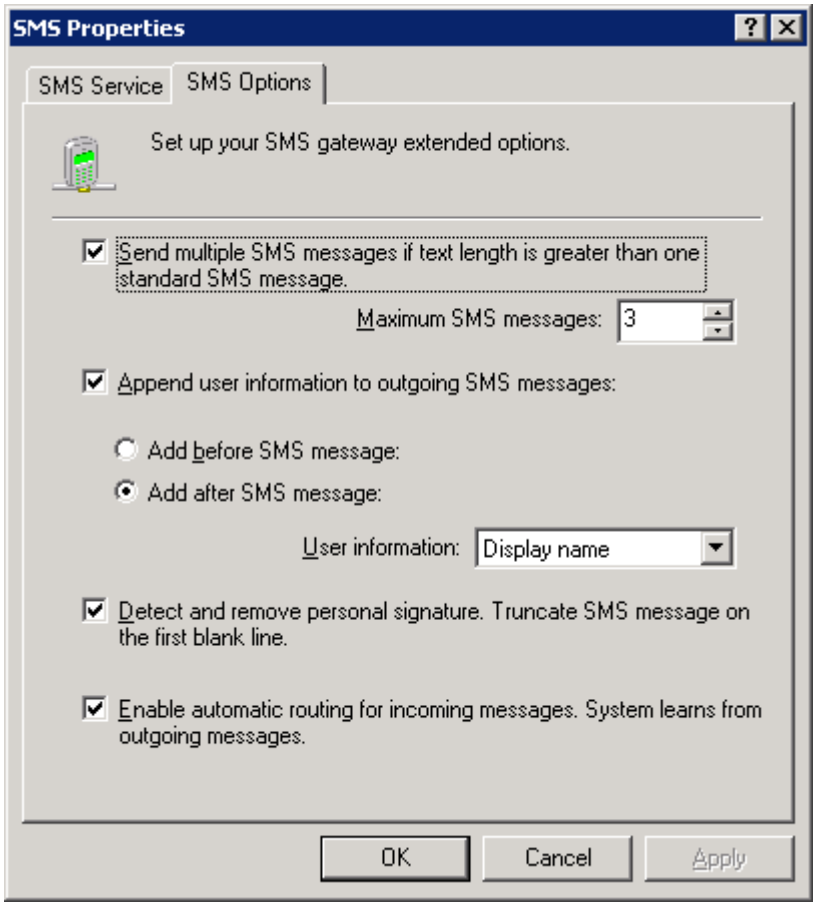
OPTION	DESCRIPTION
API Identifier	Value assigned by Clickatell on signing up to the service.
From	(Optional) Specify the sender value of an SMS message, for example 'MyCompanyName'.
User name	Value assigned by Clickatell on signing up to the service.
Password	Value assigned by Clickatell on signing up to the service.

4. Click **OK**.

6.4.2 SMS options

Configure SMS sending settings:

1. From GFI FaxMaker Configuration, right-click **SMS** and select **Properties**.



Screenshot 74 - SMS options

2. From the **SMS Options** tab, configure:

Table 49 - SMS options

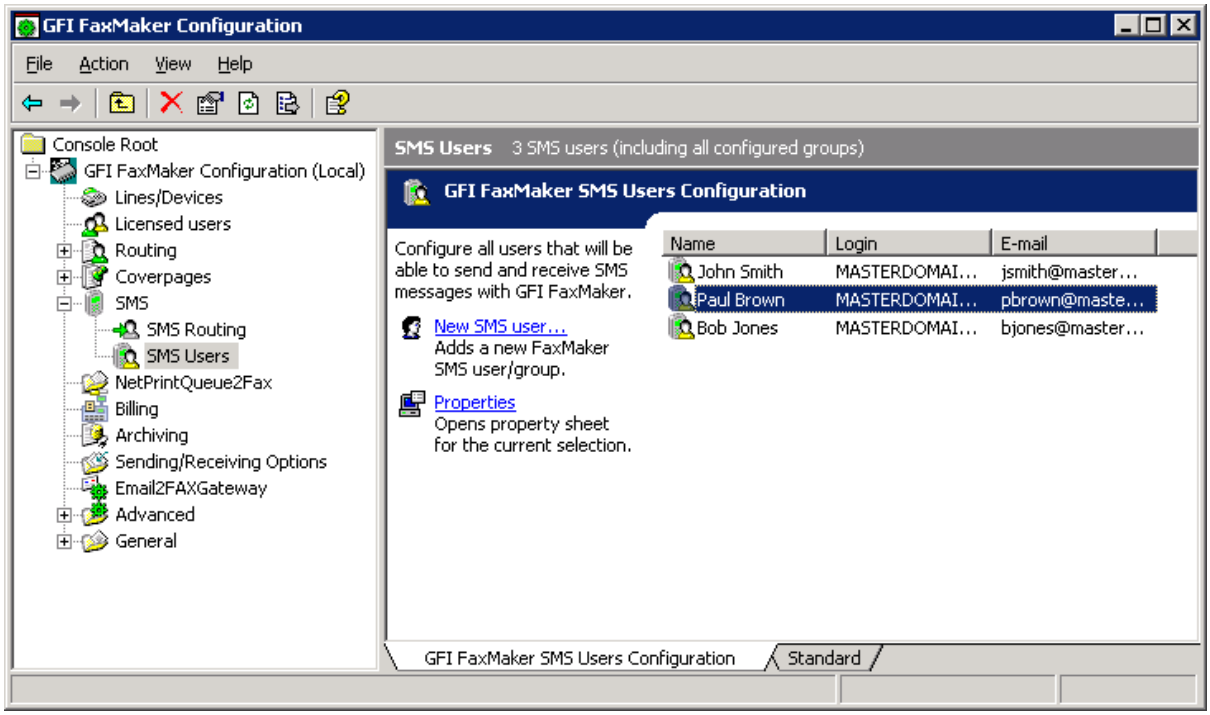
OPTION	DESCRIPTION
Send multiple SMS messages if text length is greater than one standard SMS message	Select to split messages longer than the allowed length into multiple SMS messages. Specify the maximum number of SMS messages allowed. **NOTE:** Each short message is up to 160 characters when using Latin characters, or 70 characters when using non-Latin characters such as Arabic and Chinese.

OPTION	DESCRIPTION
Append user information to outgoing SMS messages	Add one of the following sender information fields either before or after the SMS message: » Display Name » Name » Surname » Company » Department
Detect and remove personal signature. Truncate SMS message on the first blank line.	Select to automatically send the text before the first blank line. This ensures that email signatures are not sent as part of an SMS.
Enable automatic routing for incoming messages	Received SMS are automatically routed to the user who sent an SMS to that number. For example, Joe Bloggs sends an SMS to number 123456. When number 123456 replies back, SMS is automatically routed to Joe Bloggs. **NOTE:** If more than one user sends an SMS to the same number, GFI FaxMaker routes replies to the latest sender. However, replies are always routed to all users that had sent an SMS to the same number in the previous 5 hours.

3. Click **OK**.

6.4.3 SMS Users

To specify the list of users allowed to send SMS:



Screenshot 75 - Configuring SMS users

1. From GFI FaxMaker Configuration, right-click **SMS ►SMS users** and select **New SMS user...**.

2. Select users to add:

» **Active Directory:** Add users or groups from the Active directory user dialog.

» **No Active Directory:** Select the users allowed to send SMS from the Licensed users list.

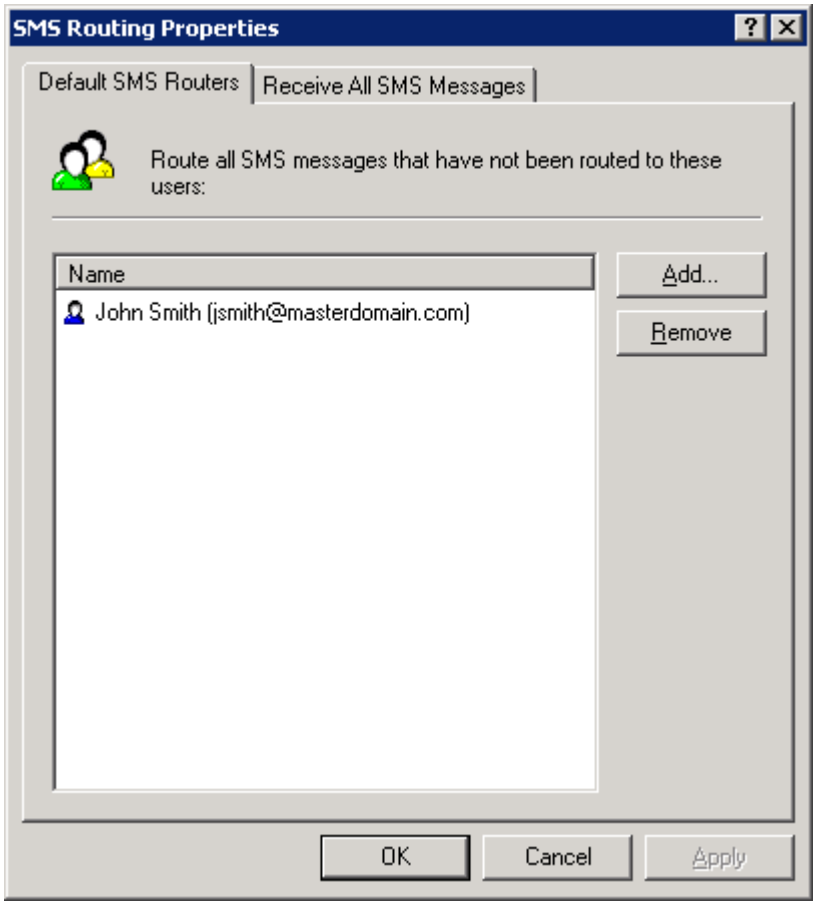
3. Click **OK**.

6.4.4 Routing received SMS

Configure how GFI FaxMaker routes received SMS.

NOTE: GFI FaxMaker can automatically route received SMS to the user that originally sent SMS. To enable option, select **Enable automatic routing for incoming messages** from **SMS Options**. For more information, refer to SMS options chapter in this manual.

1. From GFI FaxMaker Configuration, right-click **SMS ►SMS Routing** and select **Properties**.



Screenshot 76 - SMS routing properties

2. Configure the following options:

Table 50 - SMS routing properties tabs

TAB	DESCRIPTION
Default SMS Routers	Users to whom GFI FaxMaker routes all SMS that have no associated users.
Receive All SMS Messages	Users to route all SMS messages to.

3. Click **OK**.

6.4.5 Archiving SMS

If database archiving is enabled, all inbound and outbound SMS messages are archived to the same database.

For more information, refer to Fax archiving chapter in this manual.

6.4.6 SMS log files

GFI FaxMaker logs all activity of incoming and outgoing SMS in two log files within the GFI FaxMaker installation folder:

Table 51 - SMS log files

LOG FILE	DESCRIPTION

sms_sent.log	Contains a log of sent SMS in the following format:
	`Date,Time,Sender,Recipient,Status,Message,Details`
	For example:
	`"7/6/2011","8:23:38AM","jsmith@masterdomain.com","123126","Success","This is a test SMS sent from GFI FaxMaker - John Smith","Success. SMS posted to destination."`

sms_recv.log	Contains a log of received SMS in the following format:
	`Date,Time,Sender,Recipient,Status,Message,Details`
	For example:
	`"7/6/2011","8:52:39AM","621321","bjones@masterdomain.com","Success","This is a test SMS received by GFI FaxMaker","Success. SMS received."`

7 Installing GFI FaxMaker Client

Use the GFI FaxMaker Client to send faxes and SMS. This application allows previewing of Fax messages in .FAX format (unless GFI FaxMaker is configured to convert faxes to other formats) and management of contacts details from a central location.

To send new faxes from within the GFI FaxMaker client, use:

» **GFI FaxMaker New Fax form** - Use a dedicated GFI FaxMaker form for faxing. This is recommended for users that do not have Microsoft Outlook. To send SMS, use the **GFI FaxMaker SMS Message Form**.

or

» **Outlook New Message form** - When printing content to GFI FaxMaker printer driver, the GFI FaxMaker Client application automatically converts the content to fax format and attaches fax to a new Microsoft Outlook email. There is no need to install other software on GFI FaxMaker server for conversion to fax format. Address email to `*@faxmaker.com`, `*@smsmaker.com`, `Fax:*` and `SMS:*`, where `*` is the recipients fax/SMS number.

For more information on how to use the GFI FaxMaker Client software, refer to the FaxMaker Client user manual available at:

http://www.gfi.com/faxmaker/manual

This chapter describes how to install GFI FaxMaker Client on users' machines.

7.1 System requirements

Supported operating systems

» Windows 7

» Windows Vista

» Windows XP

» Windows Small Business Server 2003

» Windows Server 2008 - Standard or Enterprise editions

» Windows Server 2003 - Standard or Enterprise editions

» Windows 2000 with Service Pack 3 or later installed.

7.2 Installation procedure

Important notes

1. Download the latest version of GFI FaxMaker Client from:

http://www.gfi.com/pages/fax-client-download.asp

2. Check that the machine you are installing GFI FaxMaker Client on, meets the system requirements specified earlier in this chapter.

3. Ensure that you are logged on as Administrator or using an account with administrative privileges.

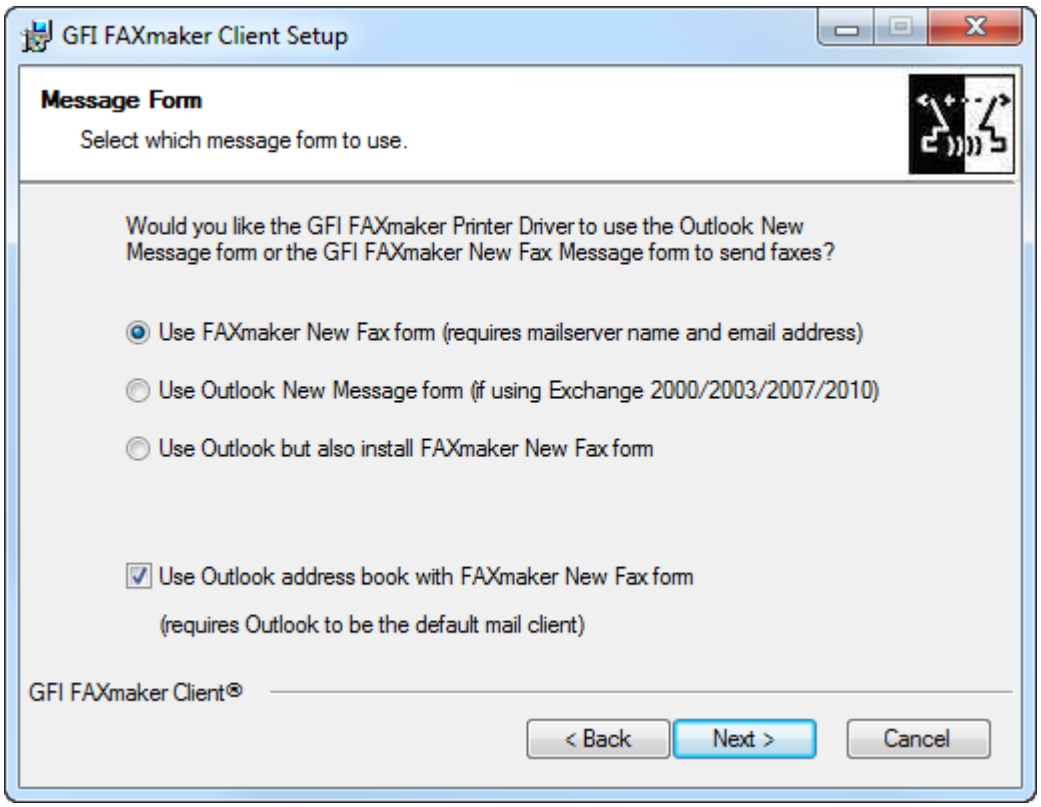
4. Save any pending work and close all open applications on the machine.

Installation

1. Run installation file on the client machine.

2. Select language and click **OK**.

3. Click **Next** in the Welcome screen.



Screenshot 77 - Choosing message form

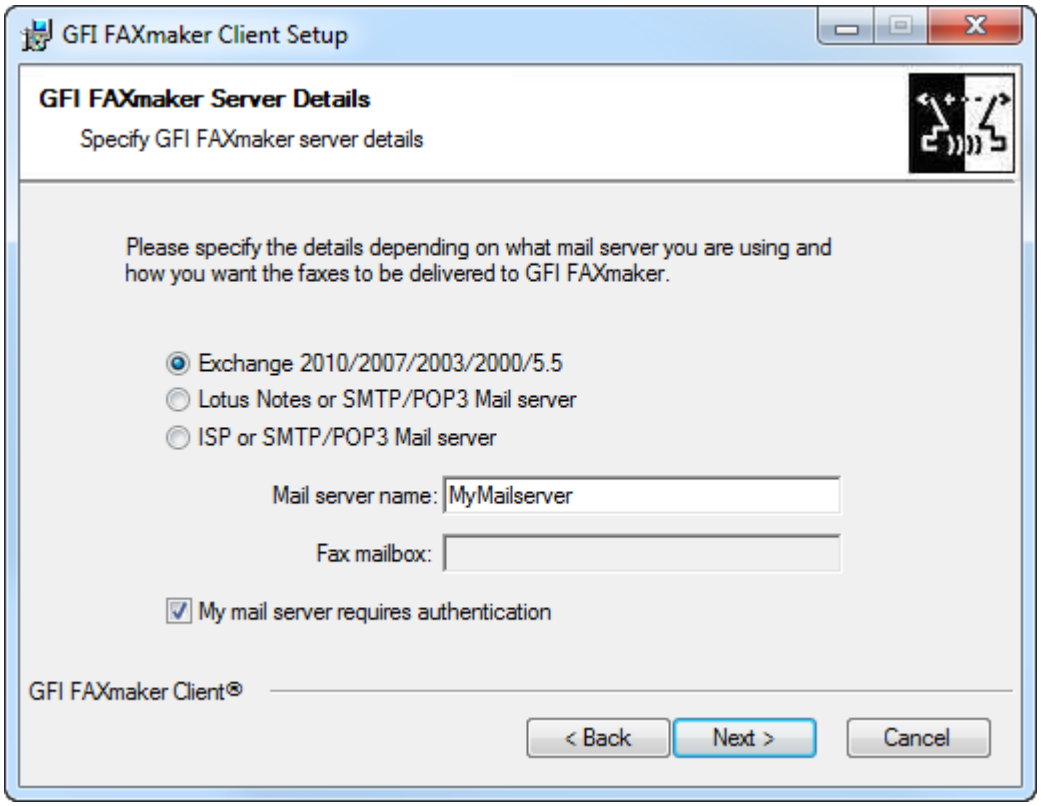
4. Select the type of message form to install:

Table 52 - Client installation - message forms options

MESSAGE FORM	DESCRIPTION
Use FaxMaker New Fax form	Send faxes using the GFI FaxMaker New Fax form.
Use Outlook New Message form	Send faxes using Microsoft Outlook through the Outlook New Message form. This option requires Microsoft Outlook installed locally and a Microsoft Exchange 2000 or higher mail server.
Use Outlook but also install FaxMaker New Fax form	Install both the GFI FaxMaker fax message form and the Outlook New Message form. Outlook New Message form requires Microsoft Outlook installed locally and a Microsoft Exchange 2000 or higher mail server.
Use Outlook address book with FaxMaker New Fax form	Import the list of Microsoft Outlook contacts in GFI FaxMaker New Fax form. Microsoft Outlook is required to be default mail client to use this option.

Click **Next**.

NOTE: If not installing the GFI FaxMaker New Fax form, skip to step 7.



Screenshot 78 - Specifying mail server

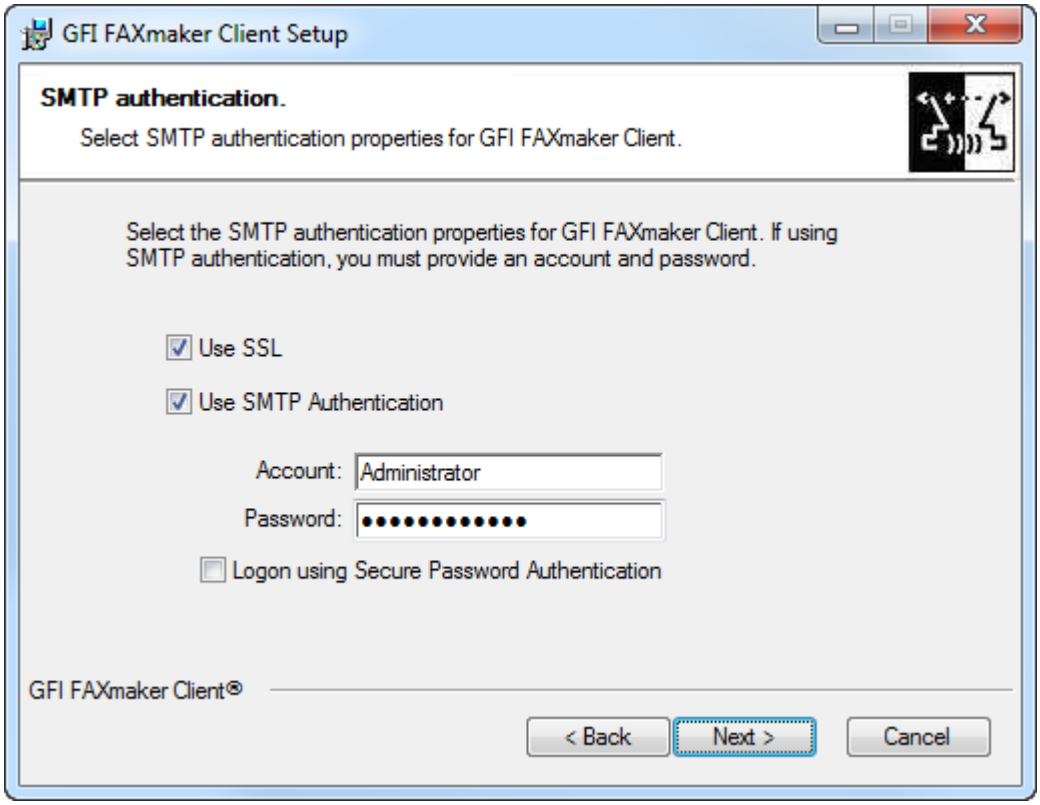
5. When installing the GFI FaxMaker New Fax form, configure mail server details:

Table 53 - Mail server settings

MESSAGE FORM	DESCRIPTION
Exchange 2010/2007/2003/2000/5.5	Select when connecting to a Microsoft Exchange mail server. Key in the mail server name or IP address in **Mail server name**.
Lotus Notes or SMTP/POP3 Mail server	Select if connecting to a Lotus Notes or SMTP/POP3 Mail server. Key in: » **Mail server name** - the mail server name or IP address » **Fax mailbox** - the dedicated GFI FaxMaker mailbox name.
ISP or SMTP/POP3 Mail server	Select if mail server is configured to forward faxes to GFI FaxMaker. Key in the mail server name or IP address in **Mail server name**.
My mail server requires authentication.	Select if the mail server requires authentication when sending email.

Click **Next**.

NOTE: If mail server does not require authentication, skip to step 7.



Screenshot 79 - Mail server authentication

6. If the mail server requires authentication, configure the following options:

Table 54 - SMTP authentication options

OPTION	DESCRIPTION
Use SSL	Instructs GFI FaxMaker to connect and communicate with the mail server using SSL.
Use SMTP Authentication	Instructs GFI FaxMaker to connect to the mail server using particular user credentials. Enter credentials in the **Account** and **password** text boxes. Select **Logon using Secure Password Authentication** if required by the mail server.

Click **Next**.

7. Click **Next** to continue installing GFI FaxMaker to the default folder, or **Browse** to select a new installation path.

8. Click **Next** to start installation.

NOTE: If a printer driver warning is displayed, click option to install anyway.

9. Click **Finish** when installation is complete.

NOTE: If GFI FaxMaker Fax Message form cannot obtain the user's email address from Active Directory, manually key in user's email address.

7.3 Unattended installation

GFI FaxMaker Client can also be installed via an unattended installation.

1. Use a compression tool (such as Winrar) to extract the GFI FaxMaker Client setup.

NOTE: Ensure to extract the appropriate 32 or 64-bit version of the setup.

2. From the list of extracted files, move **faxclient.msi** to the client machine.

3. Open command prompt and change directory to the location of faxclient.msi.

4. Key in the following command: `msiexec /i "faxclient.msi"` followed by the required parameters as follows:

Table 55 - Unattended client installation parameters

ACTION	DESCRIPTION
Install the printer driver silently.	Use parameter `SILENTPRINTERDRIVER=1`
Specify which message form to use when user prints to GFI FaxMaker printer.	Use one of the following parameters: » `USEOUTLOOKFORM=0` - (or not specifying this parameter) Use the GFI FaxMaker New Fax form method. » `USEOUTLOOKFORM=1` - Use the Outlook New Message form method. » `USEOUTLOOKFORM=2` - Use Outlook New Message form, but also install the GFI FaxMaker New Fax form.

Specify the mail server details.	Enter the parameters depending on the type of mail environment:
	» **Microsoft Exchange server**
	Use parameter:
	`MAILSERVER=mailserver`
	Replace `mailserver` with the name or IP address of the Microsoft Exchange server
	» **Lotus Notes/Domino or other SMTP/POP3 mail servers**
	Use parameters:
	`MAILSERVER=mailserver`
	`FAXMAILBOX=emailaddress`
	Replace `mailserver` with the name or IP address of the Microsoft Exchange server.
	Replace `emailaddress` with the email address of the POP3 mailbox that GFI FaxMaker retrieves emails from.
	» **Route faxes/SMS directly to GFI FaxMaker server** (For example when using an ISP hosted mail server)
	Use parameter:
	`FAXSERVER=faxserver`
	Replace fax`server` with the name or IP address of the GFI FaxMaker server

Specify type of mail server	Enter parameter `DETAILSTYPE=value`. Replace `value` with the type of mail server: » `DETAILSTYPE=1` - Microsoft Exchange server » `DETAILSTYPE=2` - Lotus Notes/Domino or SMTP/POP3 Mail server » `DETAILSTYPE=3` - ISP or SMTP/POP3 Mail server
Mail server authentication details	If the mail server requires authentication, use the following parameter: `MAILAUTHENTICATION=1` Add the following parameters as required: » `USESSL=1` - Connect and communicate with the mail server using SSL. » `USEAUTH=1` - Enables SMTP authentication. When using this option, add username and password parameters. » `SMTPACCOUNT=username` - Replace `username` with the account name to use to access the mail server. » `SMTPPASSWORD=password` - Replace `password` with the password of the account to use to access the mail server. » `USESPA=1` - Login to mail server using Secure Password Authentication.

ACTION	DESCRIPTION

Language of the GFI FaxMaker Client application.	Use parameter `LANGUAGE=language`
	Replace `language` with one of the supported client languages:
	`arabic`
	`czech`
	`german`
	`hungarian`
	`italian`
	`polish`
	`russian`
	`spanish`
	`turkish`
	For example, `LANGUAGE=german`.

For example:

```
msiexec /i "faxclient.msi" SILENTPRINTERDRIVER=1 MAILSERVER=mailsrv
FAXMAILBOX=faxmailbox@mydomain.com  DETAILSTYPE=2
MAILAUTHENTICATION=1  USESSL=1 USEAUTH=1 SMTPACCOUNT=username
SMTPPASSWORD=password
```

7.4 Using GFI FaxMaker Client

For more information about how to use GFI FaxMaker Client, download the user manual from:

http://www.gfi.com/faxmaker/manual

8 Uninstalling GFI FaxMaker

This chapter describes how to uninstall GFI FaxMaker for all supported operating systems.

NOTE: Any configurations done on other machines, such as send and receive connectors on the mail server, are not removed.

1. Exit GFI FaxMaker.
2. From **Control Panel** select:

» **Add or Remove Programs** - Windows Server 2000/2003, Windows SBS 2003.

» **Programs and Features** - Windows Server 2008, Windows SBS 2008/2011.

3. From the list of installed software select **GFI FaxMaker 2011** and click **Remove** or **Uninstall**.
4. Follow on-screen instructions.

9 Glossary

TERM	DEFINITION
Active Directory	A technology that provides a variety of network services, including LDAP-like directory services.
AD	See Active Directory
Called Subscriber Identification	An identification string transmitted by the recipient's fax device to the sender during a fax transmission.
Coverpage	A page containing information attached and sent as the first page of a fax. This page is customizable and can contain company logo and colors, sender and recipient information, fax details and more.
CSID	See Call Subscriber Identification
DTMF	See Dual-tone multi-frequency signalling
Default routers	A system that routes faxes that do not match any routing rules to a user list.
Dual-tone multi-frequency signalling	The tone generated by the telephone (or fax) device when dialling. This is used for communicating with the telephone line provider.
Exchange connector	A Microsoft Exchange feature that forwards sent or received emails to a certain server or domain.
Fax administrators	Users who monitor and manage the fax server. They are also notified by email when critical conditions occur.
Fax line	A physical telephone line or software-based (FoIP) line, linked to a fax device (modem or ISDN/fax card).
Fax routing	The methods used by GFI FaxMaker to determine how to route faxes to internal recipients.
Fax over Internet Protocol	Fax transmission over the internet, rather than the telephone line.
FoIP	See Fax over Internet Protocol
GFI FaxMaker Client	An application installed on clients' machines used to send faxes and SMS.
GFI FaxMaker server	The machine where GFI FaxMaker is installed.
Junk fax	Unwanted incoming faxes that are not to be delivered to users.
Microsoft Exchange System manager	A specialized MMC console that enables managing your Microsoft Exchange Server organization.
MSN	See Multiple Subscriber Numbering
Multiple Subscriber Numbering	A service given by the telephone company that enables multiple telephone numbers on one telephone line.
NetPrintQueue2FAX	A GFI FaxMaker printer driver installed on client machines and used for sending faxes. On printing to this driver, it delivers content to GFI FaxMaker for transmission. GFI FaxMaker determines fax recipient details from within the printed content.
OCR	See Optical Character Recognition
Optical Character Recognition	The process of converting received faxes into text.
POP3	See Post Office Protocol 3
POP3 Downloader	The GFI FaxMaker feature that retrieves faxes and SMS from a POP3 mailbox for transmission.
Post Office Protocol 3	A protocol used by local email clients to retrieve emails from mailboxes over a TCP/IP connection.
Public folder	A common folder within Microsoft Exchange that allows users to share information.

TERM	DEFINITION
Secure Sockets Layer	A protocol that ensures integral and secure communication between networks.
Simple Mail Transport Protocol	An internet standard used for email transmission across IP networks.
SMTP	See Simple Mail Transport Protocol
SMTP Connector	The GFI FaxMaker process that connects to the mail server and uploads emails for transmission to internal users.
SSL	See Secure Sockets Layer
Transmission report	An email sent by GFI FaxMaker to internal users that contains information about sent/received faxes/SMS.

10 Troubleshooting

10.1 Introduction

This chapter explains how to resolve issues encountered when using and configuring GFI FaxMaker. The main sources of information available to solve these issues are:

- This manual - most issues can be solved through the information in this manual.
- GFI Knowledge Base articles
- Web forum
- Contacting GFI Technical Support

10.2 Troubleshooting options

This section describes the available options in GFI FaxMaker that assist in troubleshooting issues:

Performance options

Debug mode

10.2.1 Performance options

Configure the following options that can help improve performance.

From GFI FaxMaker Configuration, right-click **Advanced ► Miscellaneous** and select **Properties**. Configure:

Table 56 - Performance options

OPTION	DESCRIPTION
Allow same number dial	Enables sending multiple faxes concurrently to the same fax number. If disabled, GFI FaxMaker does not allow dialling faxes to the same recipient fax number since calls may be rejected due to busy tone.
Do not cache users on startup	Disables caching of users to speed up startup time. Select for large environments (2000 licensed users or more).
Disable batch processing	Enable when using an intelligent fax board to speed up fax send process.

10.2.2 Debug mode

By switching on the GFI FaxMaker debug mode, GFI FaxMaker creates more detailed log files in the **logs** folder within the installation directory.

To enable this option, from GFI FaxMaker Configuration, navigate to **Advanced ► Miscellaneous** and select **Properties**. Select option **Enable debug mode**.

10.3 Common issues

10.3.1 Email2FaxGateway test fails

The Email2FaxGateway settings specify how GFI FaxMaker communicates with the mail server for sending and receiving faxes. From the Configuration Wizard or Email2FaxGateway dialog, click **Test** to ensure correct communication between the two servers. If it fails, refer to table below for most common causes and solution:

Table 57 - Troubleshooting: Email2FaxGateway

CDO ERROR	POSSIBLE SOLUTIONS
The transport failed to connect to the server.	Connection with the mail server couldn't be established. Confirm the following settings: » IP address of the mail server. » SSL settings. » Check if firewall is blocking connection between GFI FaxMaker and the mail server.
The server rejected one or more recipient addresses. The server response was: 550 5.7.1 Unable to relay for <email address>	Connection with mail server was established but mail server refused the domain of the recipients address. This normally occurs because relaying is not allowed from the GFI FaxMaker server. Configure SMTP server to accept relaying from the GFI FaxMaker machine's IP or allow relaying for the internal email domain only.
The server rejected the sender address. The server response was: 530 5.7.3 Client was not authenticated.	GFI FaxMaker can connect with mail server but user authentication details are missing. Select **Use SMTP Authentication** and key in credentials.
The message could not be sent to the SMTP server. The transport error code was 0x80040217. The server response was not available	GFI FaxMaker can connect with mail server but user authentication details are invalid. Check credentials.

10.3.2 Issues encountered when sending faxes

Table 58 - Troubleshooting: Sending faxes

ISSUE	POSSIBLE SOLUTIONS
Sender receives the following error: 1701 : Document Conversion Timeout.	There are various causes for this issue. To determine cause and applicable solution, refer to: http://kbase.gfi.com/showarticle.asp?id=KBID001249
Sender receives the following error: 1706 : Document Conversion Error.	**Cause** This issue normally arises when there is no application associated with the extension of the file to fax. **Possible solution** On the GFI FaxMaker server, ensure that the file format sent in the fax can be printed. In Windows Explorer, right-click a similar (same extension) file and ensure the option **Print** is available. If printing is not available, install an application that can open and print that extension. For example, install an OpenDocument Text reader (such as OpenOffice) to open and print ODT files.
GFI FaxMaker returns error "Call failed 46" when sending fax.	**Possible cause 1** Fax device is behind a PABX that does not accept the local fax ID when making an outbound call. **Solution** From GFI FaxMaker Configuration, delete the local fax ID. To do this, Right-click **Lines/Devices** and select **Properties**. Open the properties of the line behind PABX and from **Line options** tab, remove the **Local fax ID** value. **Possible cause 2** Old Dialogic (Eicon) Diva Server drivers **Solution** Download and install the latest Dialogic (Eicon) Diva Server drivers from Dialogic website.

ISSUE	POSSIBLE SOLUTIONS
Problems converting Microsoft Office files.	Check the following: » Verify that Microsoft Office 97 or later is installed on the GFI FaxMaker server. Microsoft Office 2007 or higher is required to convert Office Open XML files, such as DOCX and XLSX files. » Ensure Microsoft Office was installed using the same account as that used by GFI FaxMaker fax server services. » Confirm that that the account used for installing GFI FaxMaker and Microsoft Office has administrator rights. » Run all Microsoft Office applications, such as Microsoft Word and Excel, to clear any messages displayed the first time the applications are run. » Ensure that GFI FaxMaker printer driver is set as the default printer for the machine. » Re-start GFI FaxMaker machine to ensure that changes take effect.

10.3.3 Issues encountered when receiving faxes

Table 59 - Troubleshooting: Receiving faxes

ISSUE	POSSIBLE SOLUTIONS
GFI FaxMaker does not answer calls on a particular fax number.	**Cause** This issue usually arises when MSN numbers are specified incorrectly. **Possible solution** Configure MSN numbers that GFI FaxMaker should answer from the device properties. To determine the MSN numbers to answer: 1. Send a fax to GFI FaxMaker, dialling the number that you want GFI FaxMaker to answer. 2. From GFI FaxMaker Monitor **Fax Server** node, take note of the number displayed. 3. Enter this MSN number in the list of MSN numbers of the device properties. Click **OK** and restart the **GFI FaxMaker Fax Server** service. **NOTE:** To answer a whole range of numbers (for example, when using DID routing), enter the starting number of the range of numbers. For example: to answer all numbers from 35922410 to 35922419, enter 3592241.

10.3.4 SMS

Table 60 - Troubleshooting: SMS

ISSUE	POSSIBLE SOLUTIONS
GFI FaxMaker cannot send SMS via GSM device.	Check the following: » GFI FaxMaker is not configured to use the COM port as a fax modem. » GSM modem is not installed as a modem in control panel. Other applications such as RAS or Microsoft Fax may attempt to take control of the modem. » Test SIM card with a mobile phone. Check operation, checking amongst others that there is reception, no pin number has been set, there is enough credits to send SMS. If no issues are found, perform other checks on GSM device. Refer to: http://kbase.gfi.com/showarticle.asp?id=KBID002179

10.4 Knowledge Base

GFI maintains a comprehensive Knowledge Base repository, which includes answers to the most common installation problems. In case that the information in this manual does not solve your installation problems, next refer to the Knowledge Base. The Knowledge Base always has the most up-to-date listing of top technical support questions and patches. Access the Knowledge Base by visiting: http://kbase.gfi.com/

10.5 Web Forum

User to user technical support is available via the GFI web forum. Access the web forum by visiting:

http://forums.gfi.com/.

10.6 Request technical support

If none of the resources listed above enable you to solve your issues, contact the GFI Technical Support team by filling in an online support request form or by phone.

Online:	Fill out the support request form and follow the instructions on this page closely to submit your support request on: http://support.gfi.com/supportrequestform.asp
Phone:	To obtain the correct technical support phone number for your region please visit: http://www.gfi.com/company/contact.htm

Before contacting Technical Support, ensure that the Customer ID is available. The Customer ID is the online account number assigned when first registering license keys in the GFI Customer Area at:

http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

10.7 Build notifications

We strongly suggest subscribing to GFI's build notifications mailing list. You will be immediately notified about new product builds. To subscribe to our build notifications mailing list, visit:

http://www.gfi.com/pages/productmailing.htm.

10.8 Documentation

If this manual does not satisfy your expectations, or if you think that this documentation can be improved in any way, let us know via email on:

documentation@gfi.com

11 Appendix 1: Microsoft Exchange 2000/2003 Connector

The SMTP connector is a standard Microsoft Exchange SMTP connector, configured to route to GFI FaxMaker server all emails addressed to `faxmaker.com`, `smsmaker.com`, `fax:` and `sms:`.

Access the connector from:

1. Launch **Exchange System Manager** and expand **Connectors** node.
2. Right click **FaxMaker SMTP connector** and select **Properties**.

11.1 Creating the connector automatically

GFI FaxMaker installed on Microsoft Exchange Server

During installation, GFI FaxMaker automatically configures a Microsoft Exchange connector to allow processing of faxes and SMS.

No further configuration is required post-installation.

GFI FaxMaker installed on a separate machine

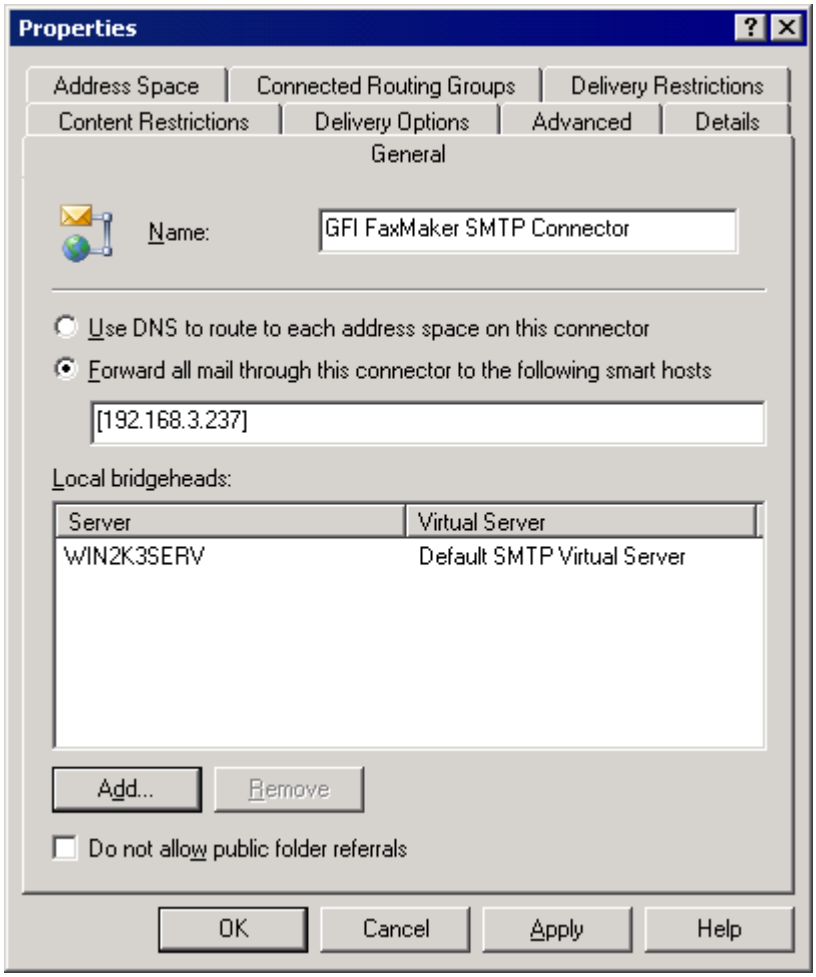
To configure connector when installing GFI FaxMaker on a separate machine than Microsoft Exchange 2000/2003 server:

1. Run the GFI FaxMaker setup on the Microsoft Exchange Hub Transport server.
2. When choosing the components to install, disable **GFI FaxMaker Fax Server** and select **Exchange 2000/2003/2007/2010 SMTP connector**.
3. In the next screen, specify the IP address or server name of the GFI FaxMaker server.
4. Proceed with installation.

For more information how to run the GFI FaxMaker installation, refer to the GFI FaxMaker Getting Started Guide available from http://www.gfi.com/faxmaker/manual.

11.2 Creating the connector manually

1. From Microsoft Exchange server, launch **Exchange System Manager** and right-click **Connectors** node.
2. Select **New ► SMTP Connector**.



Screenshot 80 - Specifying IP/Name of GFI FaxMaker machine

3. From **General** tab, configure the following settings:

» Key in name **GFI FaxMaker SMTP Connector**

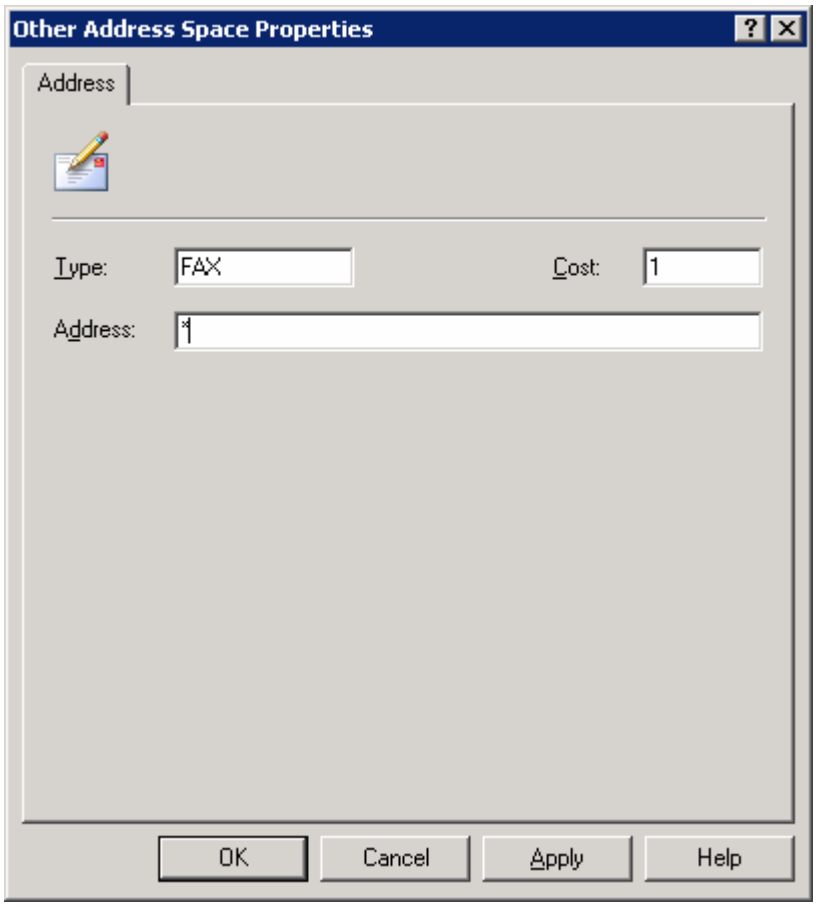
» Select option **Forward all mail through this connector to the following smart hosts**

» Key in the name or IP of the GFI FaxMaker server enclosed within square brackets (for example, [100.130.130.10])

» Click **Add…** in Local bridgeheads and select the default virtual SMTP Server.

4. From the **Address Space** tab, click **Add**.

5. Select **Other** and click **OK**.



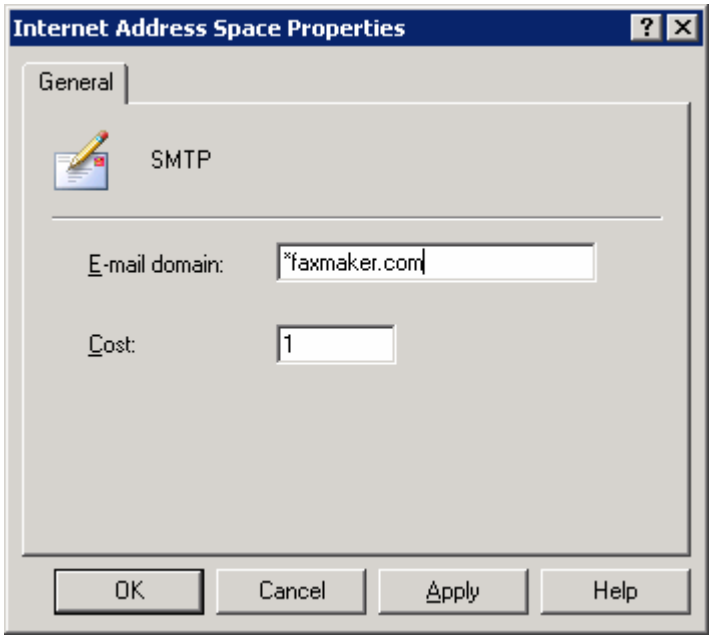
Screenshot 81 - Specifying FAX as an address space

6. In **Other Address Space Properties** dialog, key in `FAX` in **Type** text box, and `*` in the **Address text** box. Click **OK**.

NOTE: This will forward all mails addressed to **FAX:** to GFI FaxMaker. You can repeat steps 4, 5 & 6, specifying `SMS` in the **Type** text box to forward SMSs addressed to **SMS:** to GFI FaxMaker.

7. From the **Address Space** tab, click **Add**.

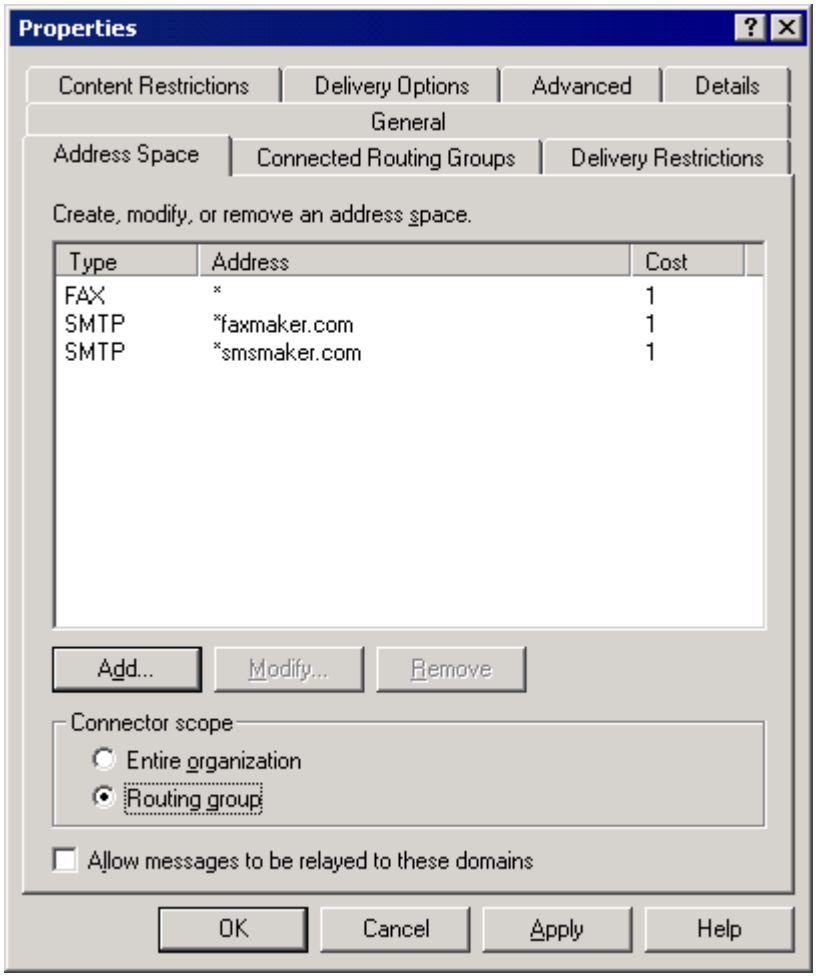
8. Select **SMTP** and click **OK**.



Screenshot 82 - Specifying faxmaker.com

9. In **Internet Address Space Properties** dialog, key in ***faxmaker.com** in E-mail domain text box. Click **OK**.

10. Repeat steps 7, 8, 9 for **smsmaker.com** domain.



Screenshot 83 - The address space tab

9. In the Connector scope section, select **Routing group**.

10. Click **OK** to create the connector.

11.3 Removing the connector automatically

GFI FaxMaker installed on Microsoft Exchange Server

If the connector was created automatically during installation of GFI FaxMaker, it is automatically removed during uninstall.

No further configuration is required.

NOTE: If the connector is not named **FaxMaker SMTP Connector** (for example, if it was renamed or was manually created using a different name), remove it manually. For more information refer to Removing the connector manually section in this manual.

GFI FaxMaker installed on a separate machine

If the connector was created automatically by running the GFI FaxMaker setup on the Microsoft Exchange server, it is automatically removed by uninstalling GFI FaxMaker from the Microsoft Exchange server.

No further configuration is required.

NOTE: If the connector is not named **FaxMaker SMTP Connector** (for example, if it was renamed or was manually created using a different name), remove it manually. For more information refer to Removing the connector manually section in this manual.

11.4 Removing the connector manually

From Microsoft Exchange, access the connector from:

1. Launch **Exchange System Manager** and expand **Connectors** node.
2. Right click **FaxMaker SMTP connector** and click **Delete**.

12 Appendix 2: Microsoft Exchange 2007/2010 Connector

When using GFI FaxMaker in a Microsoft Exchange 2007/2010 environment, configure SMTP connectors to route all emails addressed to `faxmaker.com`, `smsmaker.com`, `fax:` and `sms:` to GFI FaxMaker.

The connectors can be created automatically or manually.

Creating the connectors automatically

Creating the connectors manually

The connectors can be removed automatically or manually.

Removing the connectors automatically

Removing the connectors manually

12.1 Creating the connectors automatically

GFI FaxMaker installed on Microsoft Exchange Server

During installation, GFI FaxMaker automatically configures Microsoft Exchange to allow processing of faxes and SMS.

The setup creates a **Foreign Connector** and a **Receive Connector** named **GFIFaxMaker**.

No further configuration is required post-installation.

GFI FaxMaker installed on a separate machine

To configure connectors when installing GFI FaxMaker on a separate machine than Microsoft Exchange 2007/2010 Hub Transport role server:

1. Run the GFI FaxMaker setup on the Microsoft Exchange Hub Transport server.

2. When choosing the components to install, disable **GFI FaxMaker Fax Server** and select **Exchange 2000/2003/2007/2010 SMTP connector**.

3. In the next screen, specify the IP address or server name of the GFI FaxMaker server.

4. Proceed with installation.

For more information how to run the GFI FaxMaker installation, refer to the GFI FaxMaker Getting Started Guide available from http://www.gfi.com/faxmaker/manual.

The setup creates a **Send Connector** and a **Received Connector** named **GFIFaxMaker**.

12.2 Creating the connectors manually

GFI FaxMaker installed on Microsoft Exchange Server

NOTE: Connectors are automatically created during installation when GFI FaxMaker is installed on the Microsoft Exchange Hub Transport server.

From the Microsoft Exchange Management Shell, run the following commands:

1. Create a **Receive Connector**:

```
new-receiveconnector -name "GFIFaxMaker" -Bindings "0.0.0.0:25" -
RemoteIPRanges "10.10.10.10" -AuthMechanism "ExternalAuthoritative"
-PermissionGroups "ExchangeServers" -fqdn "faxmaker.com"
```

Replace *10.10.10.10* with the IP address of the GFI FaxMaker machine.

2. Create a **Foreign Connector**:

```
new-ForeignConnector -Name "GFIFaxMaker" -AddressSpaces
"faxmaker.com,smsmaker.com,FAX:*,SMS:*"
```

3. Set the drop folder for the Foreign Connector created:

```
set-ForeignConnector -identity "GFIFaxmaker" -DropDirectory "<GFI FaxMaker Folder>\SinkDrop"
```

Replace *<GFI FaxMaker Folder>* with the GFI FaxMaker installation folder path. For example, `C:\Program Files (x86)\GFI\FaxMaker`.

GFI FaxMaker installed on a separate machine

From the Microsoft Exchange Management Shell, run the following commands:

1. Create a **Receive Connector**:

```
new-receiveconnector -name "GFIFaxMaker" -Bindings "0.0.0.0:25" -RemoteIPRanges "10.10.10.10" -AuthMechanism "ExternalAuthoritative" -PermissionGroups "ExchangeServers" -fqdn "faxmaker.com"
```

Replace *10.10.10.10* with the IP address of the GFI FaxMaker machine.

2. Create a **Send Connector**:

```
new-SendConnector -name "GFIFaxMaker" -DnsRoutingEnabled:$false -Smarthosts:10.10.10.10 -AddressSpaces "FAX:*","SMS:*","SMTP:faxmaker.com","SMTP:smsmaker.com"
```

Replace *10.10.10.10* with the IP address of the GFI FaxMaker machine.

12.3 Removing the connectors automatically

GFI FaxMaker installed on Microsoft Exchange Server

If the connectors were created automatically during installation of GFI FaxMaker, the connectors are automatically removed during uninstall.

No further configuration is required.

NOTE: If the connectors are not named **GFIFaxMaker** (for example, if connectors were renamed or were manually created using a different name), remove the connectors manually. For more information refer to Removing the connectors manually section in this manual.

GFI FaxMaker installed on a separate machine

If the connectors were created automatically by running the GFI FaxMaker setup on the Microsoft Exchange server, the connectors are automatically removed by uninstalling GFI FaxMaker.

No further configuration is required.

NOTE: If the connectors are not named **GFIFaxMaker** (for example, if connectors were renamed or were manually created using a different name), remove the connectors manually. For more information refer to Removing the connectors manually section in this manual.

12.4 Removing the connectors manually

GFI FaxMaker installed on Microsoft Exchange Server

From the Microsoft Exchange Management Shell, run the following commands:

NOTE: If a custom name was given when creating the connector manually, replace `GFIFaxMaker` with the name of the connector.

1. Remove **Receive Connector**:

```
Remove-ReceiveConnector "GFIFaxMaker"
```

2. Remove **Foreign Connector**:

```
Remove-ForeignConnector -identity "GFIFaxmaker"
```

GFI FaxMaker installed on a separate machine

From the Microsoft Exchange Management Shell, run the following commands:

NOTE: If a custom name was given when creating the connector manually, replace `GFIFaxMaker` with the name of the connector.

1. Remove **Receive Connector**:

```
Remove-ReceiveConnector "GFIFaxMaker"
```

2. Remove **Send Connector**:

```
Remove-SendConnector "GFIFaxMaker"
```

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