

NET SatisFAXtion™ 8.7

Server Installation Guide

NET SatisFAXtion Carrier Edition

NET SatisFAXtion Enterprise Edition

NET SatisFAXtion Small Business Edition

8.7

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The main server install for NET SatisFAXtion 8.7™ is a straightforward process. Please insure you have a NET SatisFAXtion 8.7 CD or a “full download” from our web site, <http://www.faxback.com/>.

Please disable all anti-virus, anti-spyware, popup blocking applications and anything that may interfere with installing NET SatisFAXtion or prevent it from running scripts.

Prior to installing please confirm your server meets the following minimum system requirements:

Small Business Edition

| | |
|-------------------------------|--|
| CPU: | 2.0 GHz or faster Intel or AMD processor. |
| RAM: | 1 GB RAM or greater. |
| Avail. Disk: | 1000 MB hard disk space for software, plus a recommended minimum 10 GB additional space for data files. |
| Operating System: | 32-bit or 64-bit Microsoft Windows operating system: Windows XP Professional SP2 Windows 7 Windows Server 2003 SP1, SP2 and R2 (all versions) Windows Server 2008 Windows Server 2008 R2 Windows SBS 2003 through 2011 |
| Prerequisite Software: | Microsoft .NET Framework 3.5 Service Pack 1 |

Enterprise Edition

| | |
|-------------------------------|---|
| CPU: | 2.0 GHz or faster Intel or AMD processor. |
| RAM: | 1 GB RAM or greater. |
| Avail. Disk: | 1000 MB hard disk space for software, plus a recommended minimum 20 GB additional space for data files. |
| Operating System: | 32-bit or 64-bit Microsoft Windows operating system: Windows Server 2003 SP1, SP2 and R2 (all versions) Windows Server 2008 Windows Server 2008 R2 |
| Prerequisite Software: | Microsoft .NET Framework 3.5 Service Pack 1 |

Fax Hardware

| | |
|-----------------------------|---|
| VoIP Media Gateways: | AudioCodes MediaPack series: MP114, MP118 AudioCodes TrunkPack 260 AudioCodes Mediant series: 800, 1000, 2000, 3000 SIP & T.38 capable VoIP service. Other SIP & T.38 capable VoIP devices. |
| Dialogic Brooktrout: | TR114 or TR1034 series PCI and PCI Express cards. TruFax 100 or TruFax 200. |
| Dialogic Eicon: | Diva Server E1/T1/PRI PCI and PCI Express cards |
| Mainpine: | RockForce IQ Express series. RockForce series: DUO+, QUATRO+, OCTO+. |
| Other: | Other devices are not supported. However, Class 1 or Class 2 devices not specifically listed will work, provided they are fully Class1 or Class 2 compliant. |

1. Installing Fax Hardware Drivers

IP Fax

AudioCodes Media Gateways

No additional drivers are required for IP Fax. Please continue to “2. Installing NET SatisFAXtion.”

Brooktrout TR1034 and Lead-Free (RoHS) TruFax

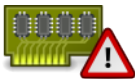
Power off your server and install the TR1034 or TruFax card.

Power the server on. The Windows Found New Hardware wizard will start. The Brooktrout drivers cannot be installed at this time. Click Cancel.



Click Cancel.

You are now ready to install NET SatisFAXtion. Proceed to “2. Installing NET SatisFAXtion.”



The Brooktrout TR1034 and Lead-Free (RoHS) TruFax cards require special instructions to set up correctly. Please refer to the appropriate documentation for your hardware.

IMPORTANT! The NET SatisFAXtion installer will not detect your card. Install NET SatisFAXtion without any devices, and use the `C:\Program Files\NET SatisFAXtion\bos_man_setup.exe` program to set up your card.

Brooktrout TR114 and TruFax

This does not apply to lead-free (RoHS) Brooktrout cards. For lead-free TruFax cards, please refer to “Brooktrout TR1034 and Lead-Free (RoHS) TruFax” installation above.

The NET SatisFAXtion CD or download will have the required drivers. Please have it ready prior to installing your Brooktrout hardware. If you are using a downloaded version of NET SatisFAXtion please run the downloaded EXE so it creates the “NET SatisFAXtion CD Image” folder.

Power off your server and install the TruFax or TR114 card.

Power the server on. The Windows Found New Hardware wizard will start. Insert the NET SatisFAXtion CD in the drive if you are installing NET SatisFAXtion from CD.

The Windows Found New Hardware wizard will be able to successfully install the Brooktrout drivers. Windows Update does not have the appropriate drivers, so select “No, not this time” when prompted.



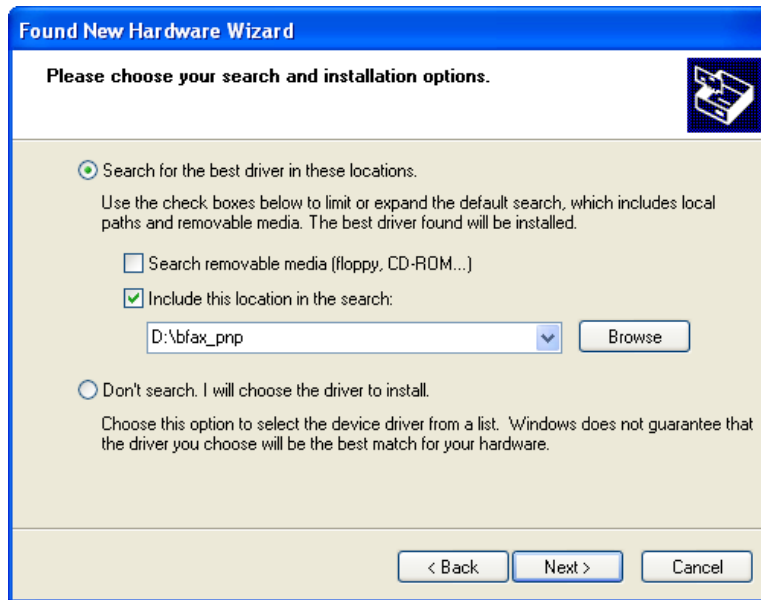
Click Next.

Select “Install from a list or specific location.”



Click Next.

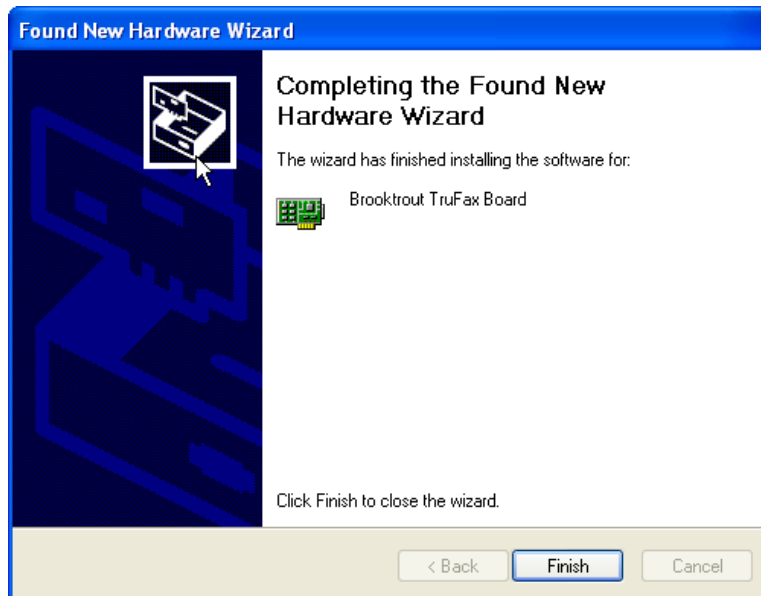
You will need to specify the location where the Brooktrout drivers are stored. Check the box “Include this location in the search:” and browse to the folder “bfax_pnp” where the drivers are stored. If you are installing from the NET SatisFAXtion CD, the folder will be located on the CD, for example `D:\bfx_pnp\`. If you are installing from a download, the path will be where the CD image was extracted to, for example `C:\NET SatisFAXtion CD Image\bfx_pnp`.



Click Next.

The Windows Found New Hardware Wizard will now install the required files.

You are now done installing the Brooktrout driver.



Click Finish.

You are now ready to install NET SatisFAXtion. Proceed to “2. Installing NET SatisFAXtion.”

Eicon Diva Server

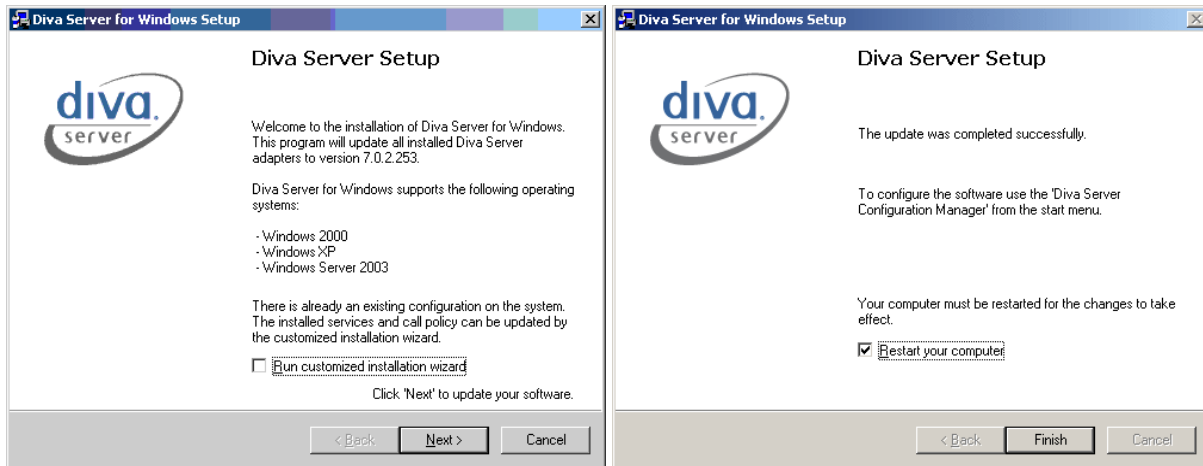
Your Eicon Diva Server hardware will have come with a driver CD. Please have it ready prior to installing your Eicon hardware, or download the latest drivers from <http://www.eicon.com/>.

Power off your server and install the Eicon Diva Server card.

Power the server on. The Windows Found New Hardware wizard will start. This cannot be used to install the driver. Click Cancel.

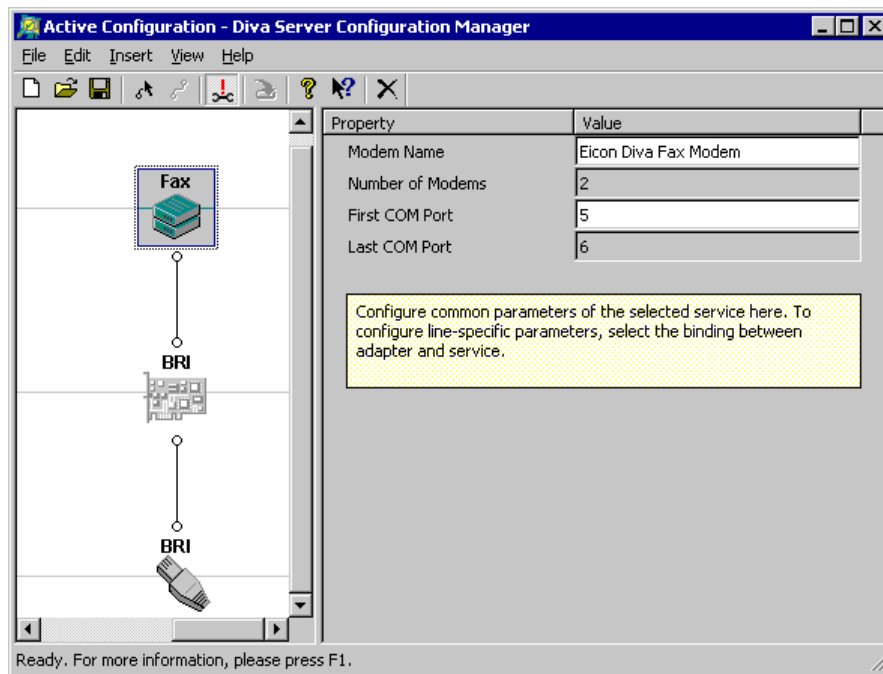
Locate and run the Setup.exe on the Eicon Diva Server CD or in the folder where the downloaded drivers were extracted. A simple wizard will open that will install the required files.

Do not check the “Run customized installation wizard” checkbox. You will want a default driver install.



Click Next and then Finish. The installer will reboot the server.

After the server has rebooted, run the Diva Server Configuration Manager.



Configure the card and line as appropriate. Configure a fax modem pool as the top-most device. The number of modems should be equal to the number of T1 or PRI channels. Save, then activate the configuration. The Diva Server Configuration Manager will create the requested number of modem devices, then reboot the server.

You are now ready to install NET SatisFAXtion. Proceed to “2. Installing NET SatisFAXtion.”

Mainpine RockForce and RockForce IQ Express

Your Mainpine hardware will have come with a driver CD. Please have it ready prior to installing your Mainpine hardware, or download the latest drivers from <http://www.mainpine.com/>. If you download the drivers, you will need to extract the ZIP file to a folder

Power off your server and install the Mainpine RockForce card.

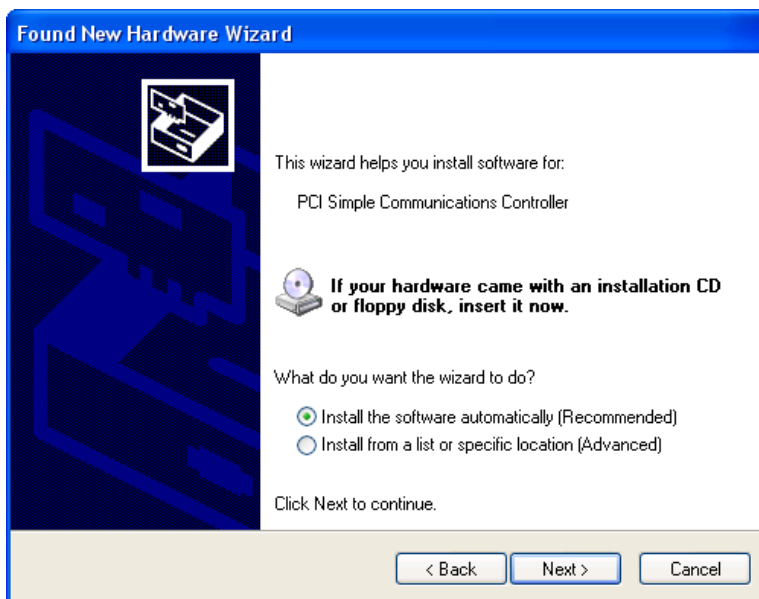
Power the server on. The Windows Found New Hardware wizard will start. Insert the Mainpine driver CD into the server's CDROM drive.

The Windows Found New Hardware wizard will be able to successfully install the Mainpine drivers. Windows Update does not have the appropriate drivers, so select "No, not this time" when prompted.



Click Next.

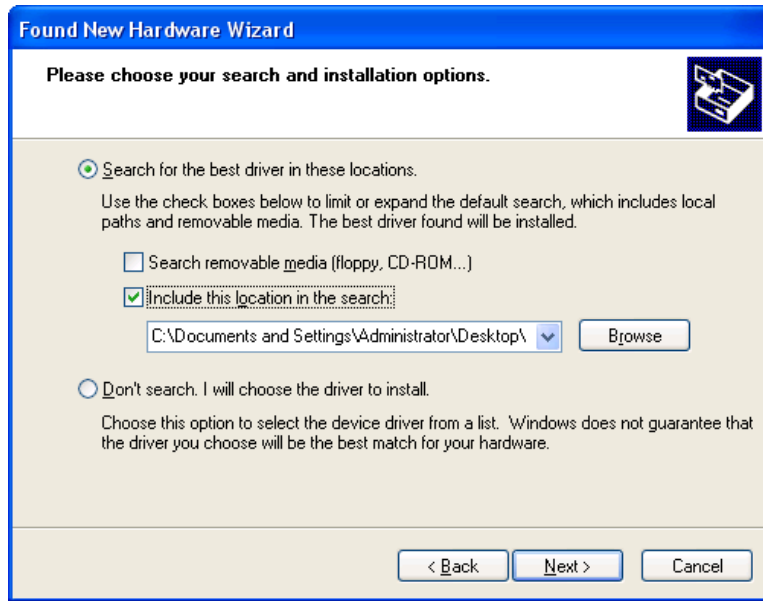
If you have the Mainpine driver CD in the CDROM drive, you can choose to "Install the software automatically." If you have downloaded the drivers from Mainpine's site, you will need to choose "Install from a list or specific location."



Click Next.

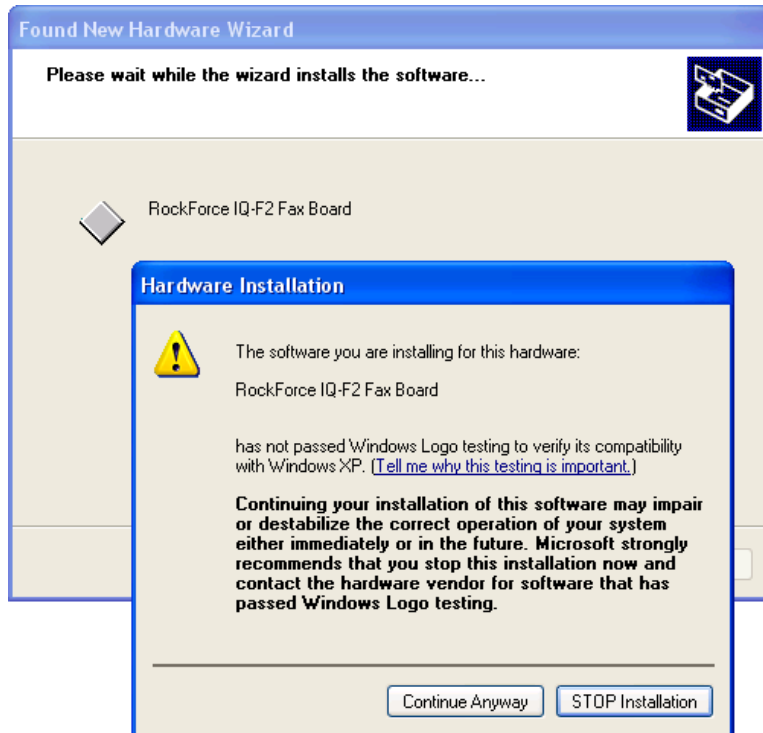
If you have the Mainpine driver CD, please skip to the next step.

If you have downloaded the drivers from Mainpine’s site, select “Include this location in the search” and specify the folder where you extracted the driver ZIP file to.

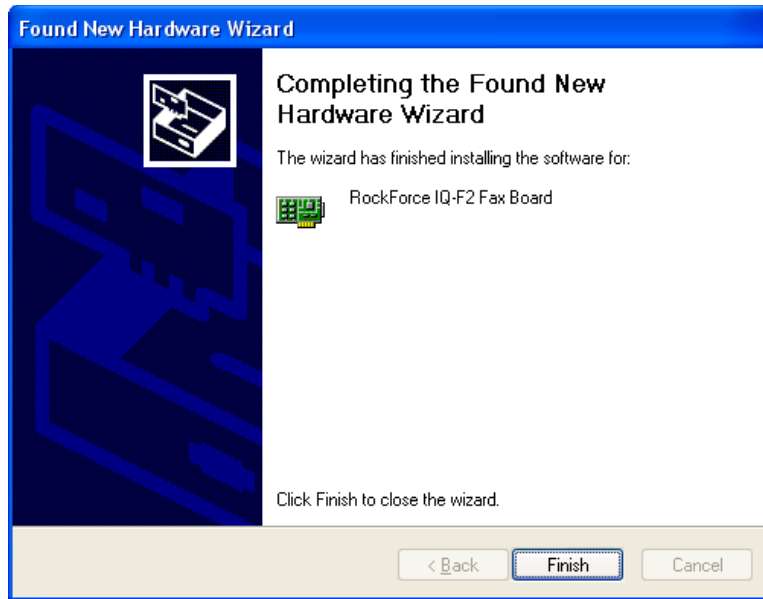


Click Next.

You will likely see a warning alerting you that the driver you are installing has not passed Windows Logo testing. This is normal. Click “Continue Anyway.”



The Windows Found New Hardware Wizard will now install the required files.



Click Finish.

You are now done installing the primary RockForce Fax Board device. You will next be prompted to install one device for each fax port on the board, as well as the RockForce SideBand device. Repeat the above steps for each device.

You are now ready to install NET SatisFAXtion. Proceed on to the next section.

2. Installing NET SatisFAXtion

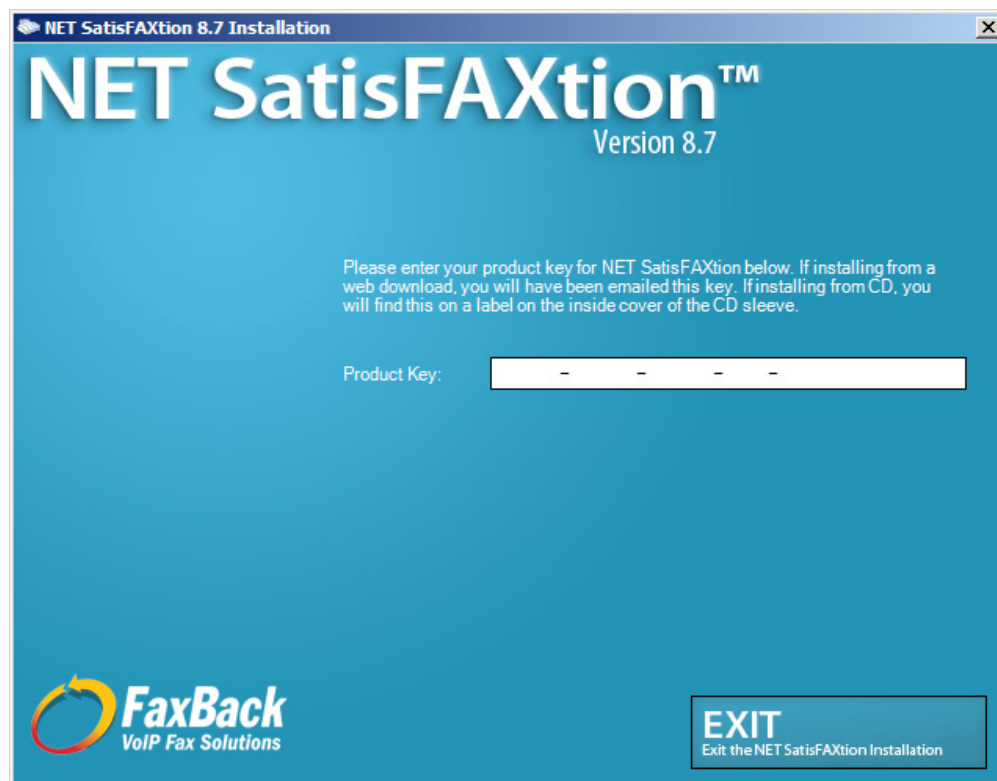
CD ROM: Insert the CD into the server's drive. Autorun should launch the NET SatisFAXtion setup program. If it does not, run `Setup.exe` on the CD.

Download: Run the downloaded file. It will prompt for a directory, to which it will then extract the installer. The contents of this "CD Image" directory will be identical to the CD ROM. If you wish, you may burn the contents of the folder to a CD, and install from there. Once the extraction completes, it will open up a file browser window displaying the "NET SatisFAXtion CD Image" folder. Double-click `Setup.exe`.

First, Setup will verify that the server has Microsoft .NET Framework 3.5 SP1 installed. If it does not, Setup will install it.

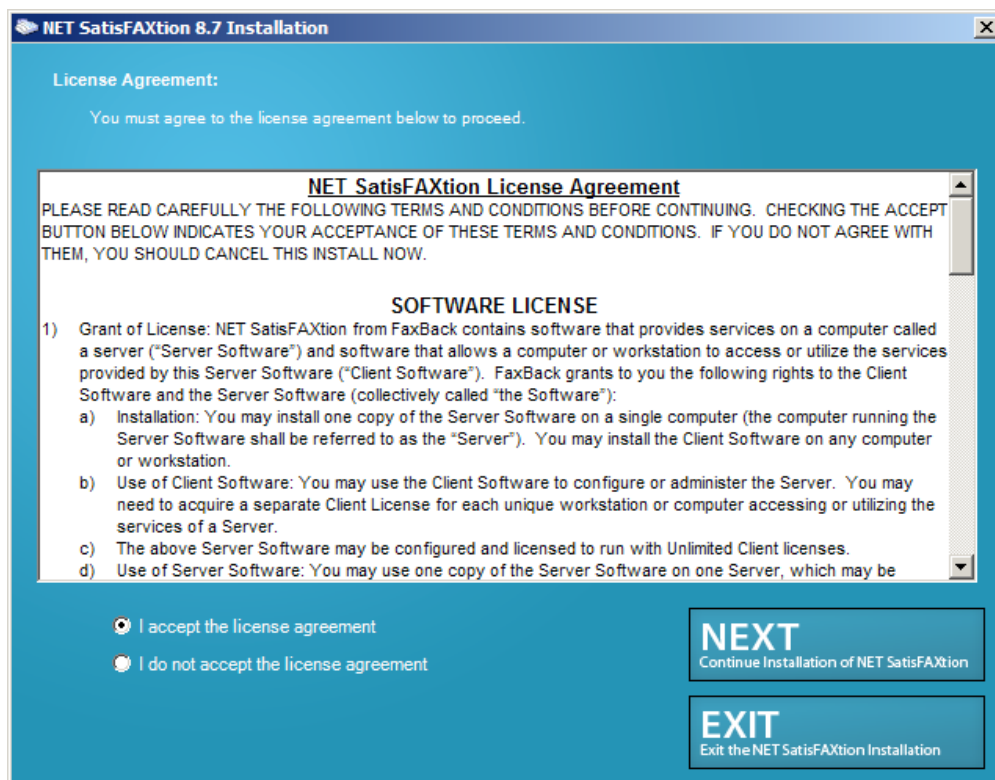
The installation of Microsoft .NET Framework 3.5 SP1 may take a while. The .NET Framework installation will require a reboot when it is completed.

Setup will ask for your product key. You can copy and paste it into the field provided, making sure to place the cursor at the far left of the field:



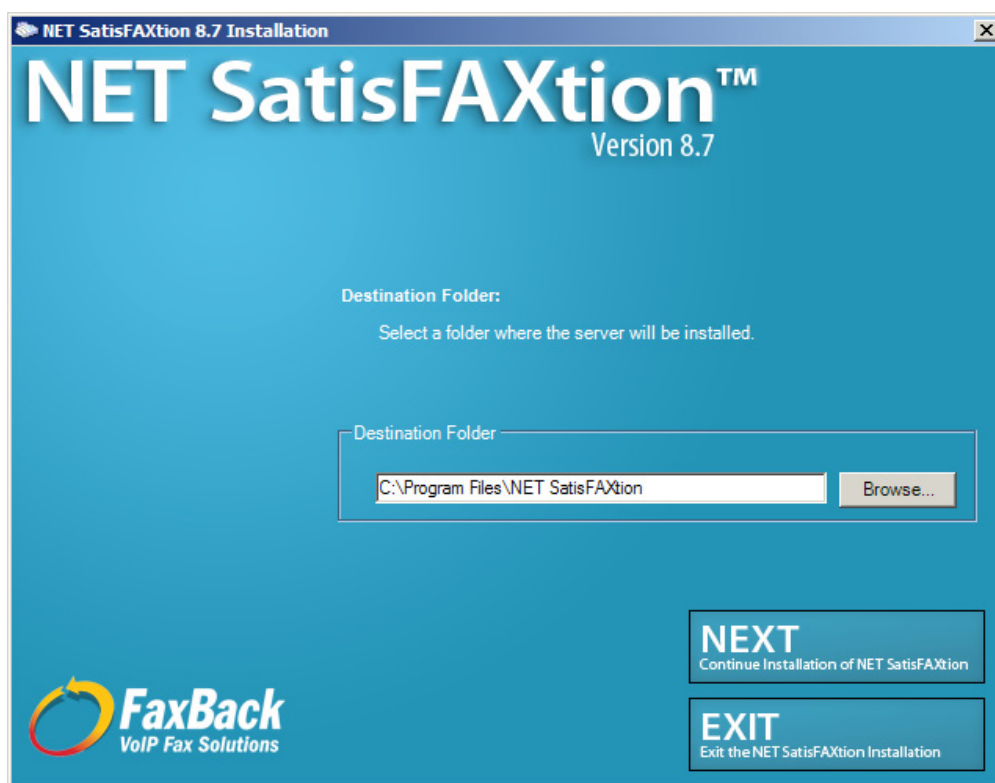
Click Next.

Setup will display the NET SatisFAXtion License Agreement. Please review it, then click “I accept the license agreement.”



Click Next.

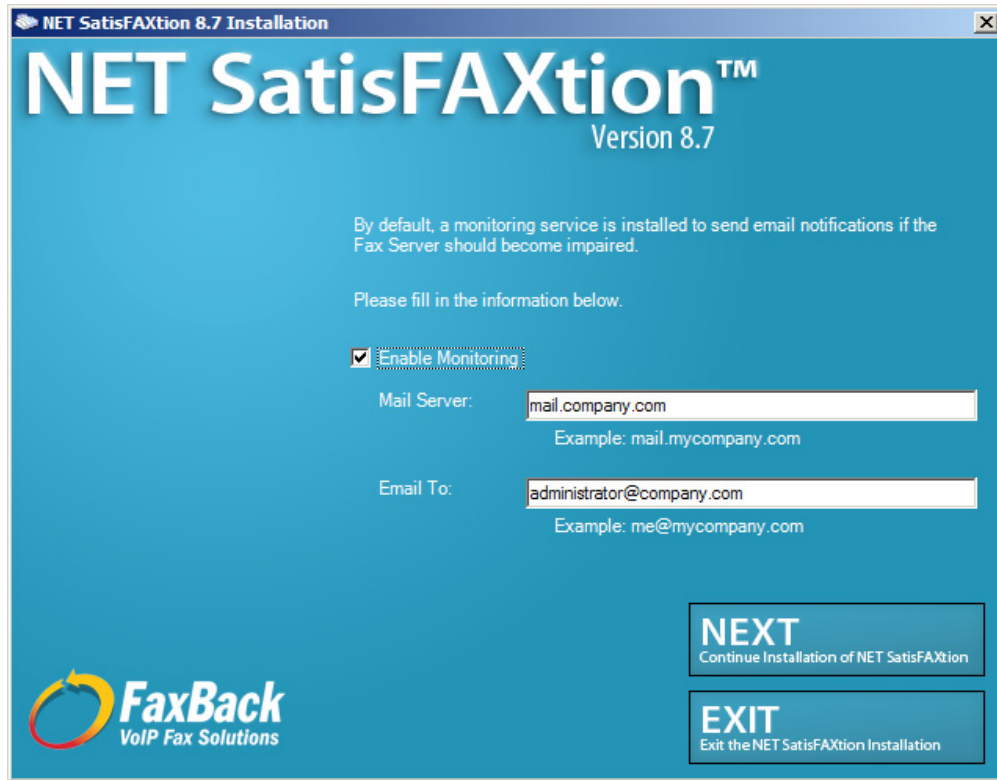
Setup will ask which directory to install NET SatisFAXtion. It is recommended you accept the default.



Click Next.

Setup will then allow you to enable the monitoring service. Monitoring allows the NET SatisFAXtion server to notify an email address of server loads or unloads. This is an option, you may uncheck “Enable Monitoring” to disable it.

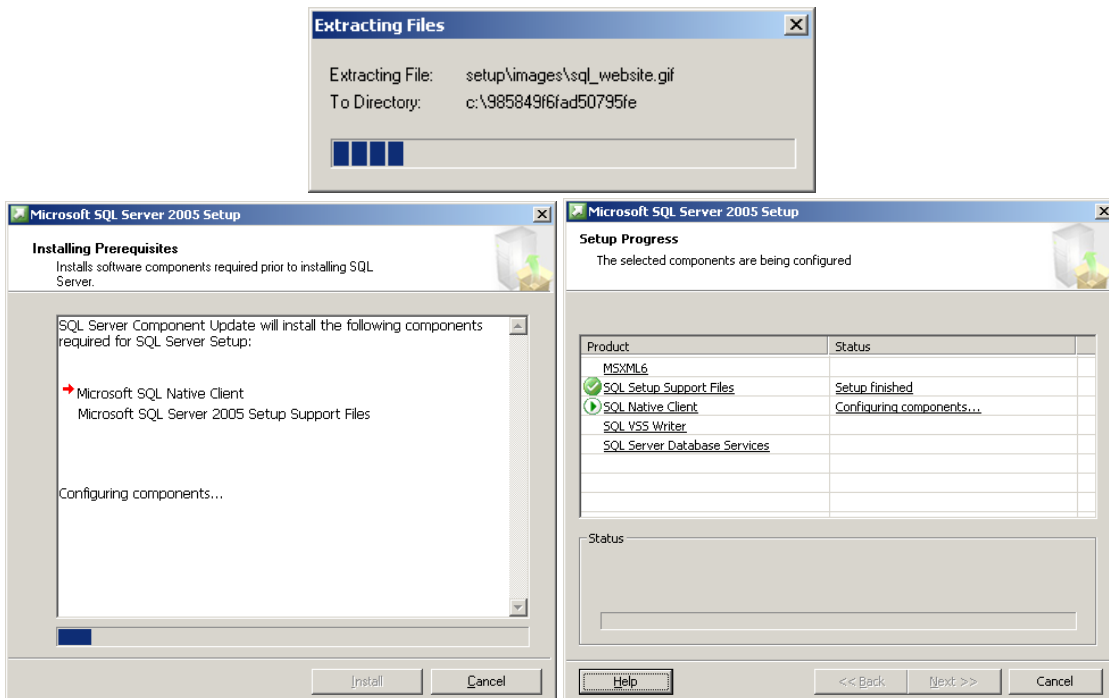
If you would like to use monitoring, enter a mail server and an email address. **CAUTION:** the mail server you enter here must either be the server that hosts the email address entered, or be configured to relay mail on behalf of the NET SatisFAXtion server. Also note, if you will later on be using the POP3 email gateway, *do not* enter the fax email account, this may lead to a mail loop.



Click Next.

Next, Setup will check to see if the server has Microsoft SQL Server 2005 Express or Microsoft SQL Server Desktop Engine. If not, Setup will install Microsoft SQL Server 2005 Express.

The installation of Microsoft SQL Server Desktop Engine may take a while.



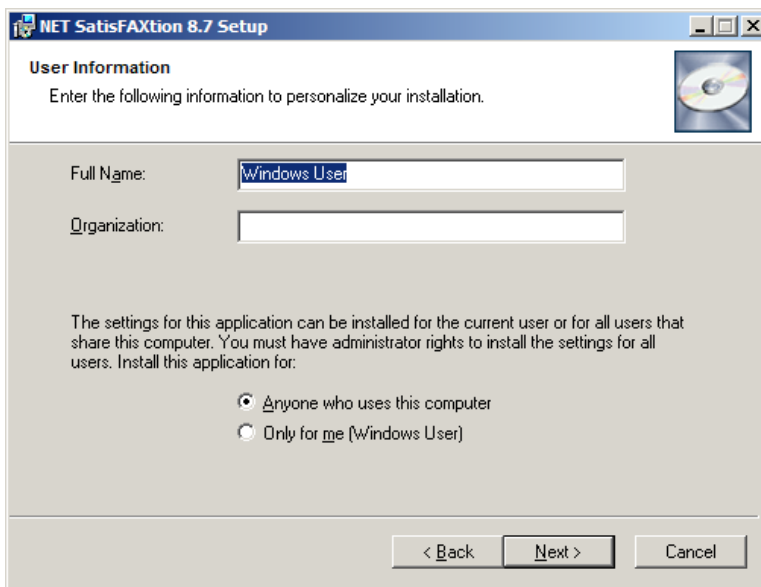
The NET SatisFAXtion 8.7 Installation Wizard



Click Next.

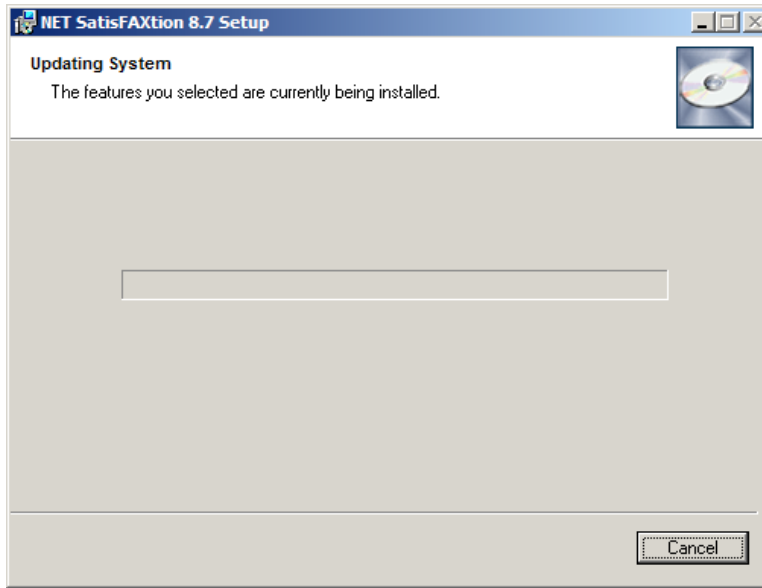
Setup will ask for the Administrator's full name and organization. This is only used for the setup program.

It will also allow you to install NET SatisFAXtion for only the current user. This is not recommended as it will prevent the server administration programs from functioning correctly for any user but the one currently running the install process.



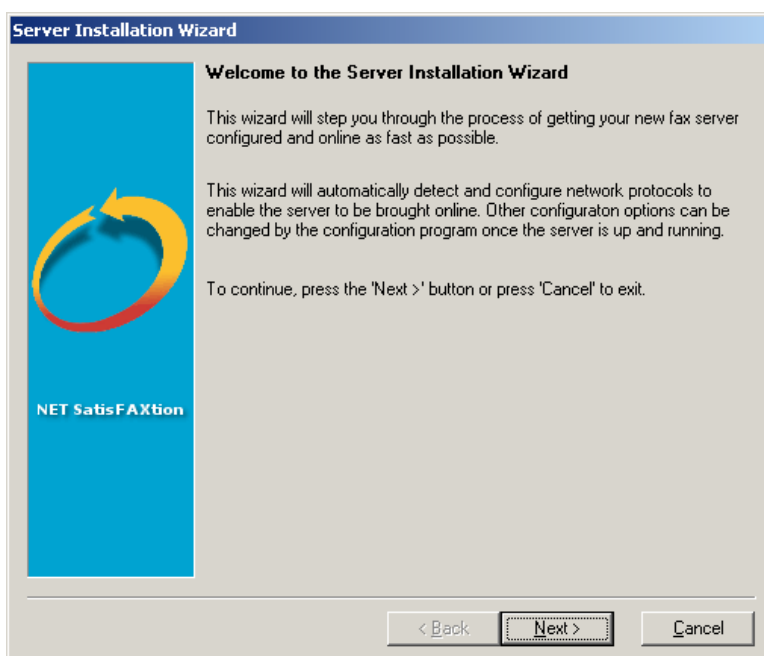
Click Next.

Setup will now install the NET SatisFAXtion files.

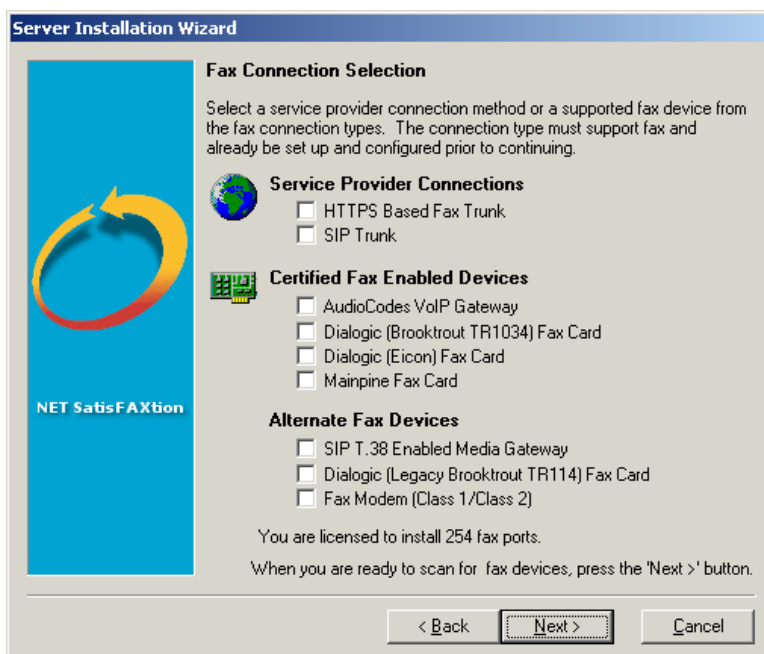


Server Installation Wizard

Setup will now launch a wizard to configure your fax ports. This wizard can be accessed again later (for example, to add new fax hardware) from the Start menu under All Programs > NET SatisFAXtion > Re-detect Fax Devices.



Setup will next need to know what types of fax devices you would like to configure NET SatisFAXtion for. You may choose one or more types of devices, as appropriate. If you do not select any devices, the NET SatisFAXtion installation will complete but it will not be able to send or receive any faxes until you run this wizard again from the Start menu under All Programs > NET SatisFAXtion > Re-detect Fax Devices



Click Next.

IP Fax Only

If you are not configuring an AudioCodes device or other VoIP device or service, please skip to the next step.

To configure a new AudioCodes device, select the option “Assign IP Address to New AudioCodes Gateway,” click Next and reboot the AudioCodes device.

For other VoIP devices or VoIP service, click the “Show Advanced Settings” option, and enter the required information.

The image shows two screenshots of the "Server Installation Wizard" for "IP Fax (T.38) VoIP Gateway".

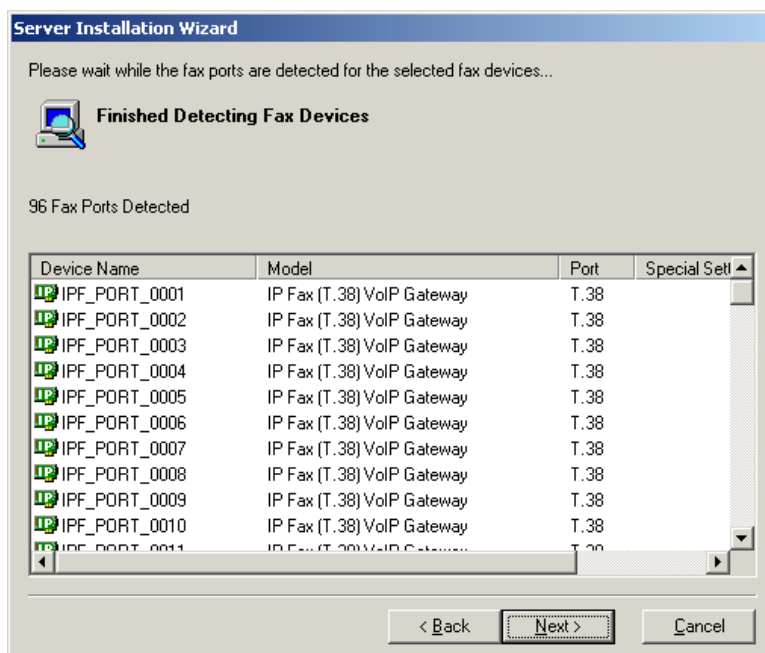
Top Screenshot: The title bar reads "Server Installation Wizard". The main heading is "IP Fax (T.38) VoIP Gateway". Below the heading, it states: "NET SatisFAXtion can send and receive faxes using T.38 enabled ports on a VoIP gateway that is connected to your network." There is a dropdown menu labeled "Select the VoIP gateway that you want to use for faxing:" with the selected option "Assign IP Address to New AudioCodes Gateway...". A link "Show Advanced Settings" is visible. At the bottom are buttons for "< Back", "Next >", and "Cancel".

Bottom Screenshot: The title bar reads "Server Installation Wizard". The main heading is "IP Fax (T.38) VoIP Gateway". Below the heading, it states: "NET SatisFAXtion can send and receive faxes using T.38 enabled ports on a VoIP gateway that is connected to your network." The instruction is "Specify how you will use a VoIP gateway for faxing from this computer". There are two radio button options:

- Direct to this VoIP gateway (enter IP address or host name): Gateway: [text box] [Browse...]
- Through this SIP proxy/server: Proxy: [text box], User name: [text box], Password: [text box]

 There is a checked checkbox for "SIP registrar logon same as SIP proxy/server" with an "AoR:" [text box] field below it. A link "Hide advanced settings" is visible. At the bottom are buttons for "< Back", "Next >", and "Cancel".

Now Setup will detect all selected fax devices. Please note that detecting certain kinds of modems may take a while.



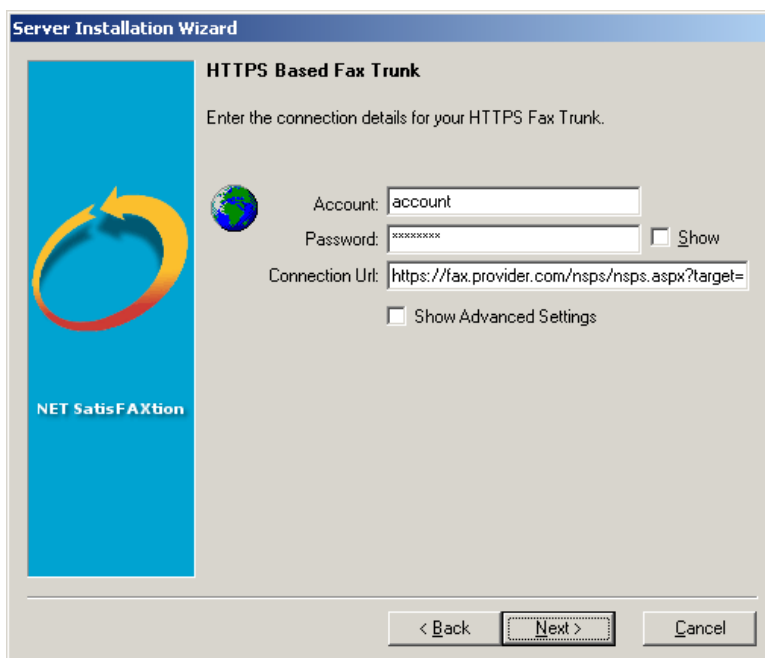
Click Next when it becomes available.

Setup will now ask you for a Called Subscriber Identification (CSID). A CSID is how your fax server will identify itself to other fax devices. It is also typically printed at the very top of all faxes it sends out. It may be set to anything. Most users will set this to their fax number or their company name.

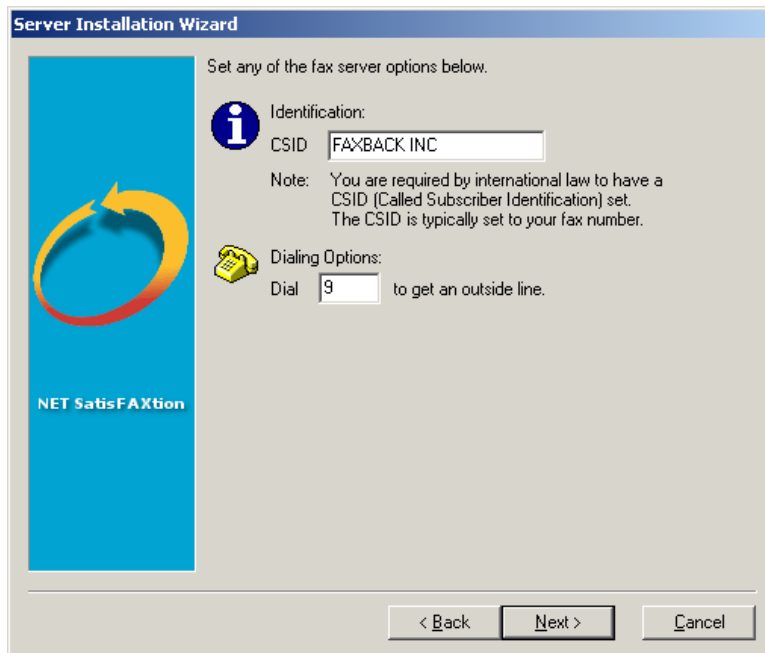
HTTPS Trunk

If you are not configuring an HTTPS Trunk, please skip to the next step.

You will have received an account name, password, and URL from your trunk provider. Enter this information and click Next.

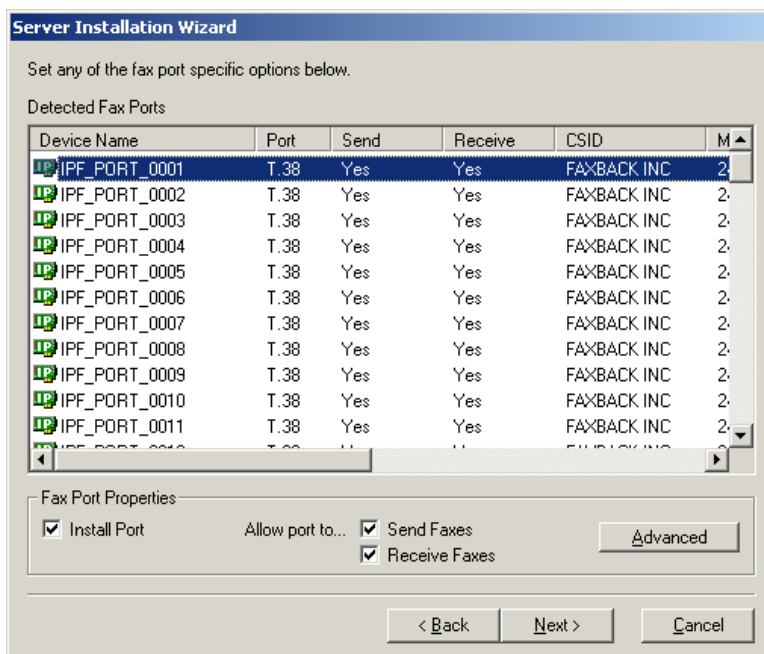


Setup will also give you the option to specify a digit to get an outbound line. For example, if calls go through a PBX phone system that requires a “9” to get an outside line. For more advanced dialing rules, please see the Administration guide about the Validation Editor.



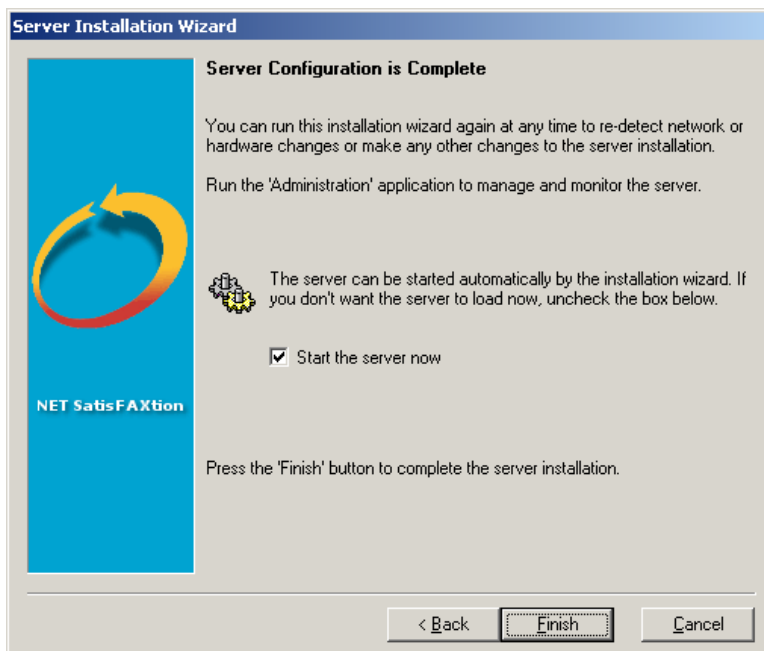
Click Next.

You will now see a list of all detected ports. You will be given the option of configuring certain ports for inbound faxes only or outbound faxes only. It is generally fine to allow all ports to send and receive.



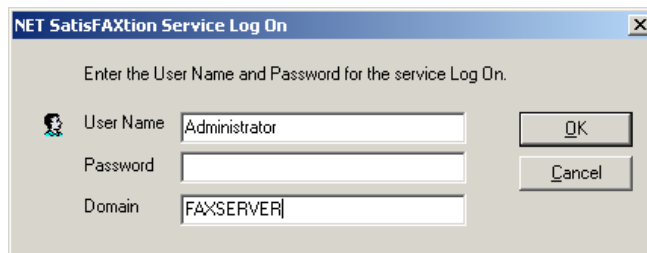
Click Next.

Setup is nearly ready to run NET SatisFAXtion for the first time.



Click Finish.

Setup will now create the NET SatisFAXtion service. The service must be configured to log on as a Windows user account. Setup will now ask for the Windows user name, password, and domain to use for the service. The account used must have local Administrator permissions and a password.

A Windows-style dialog box titled "NET SatisFAXtion Service Log On". The dialog contains the instruction "Enter the User Name and Password for the service Log On." Below this are three input fields: "User Name" with the text "Administrator", "Password" (empty), and "Domain" with the text "FAXSERVER". To the right of the input fields are two buttons: "OK" and "Cancel".

The window will default to your current user name and domain.

It is recommended that you use a local Administrator account. Set the user name to "Administrator," and the domain the same as this server's name. Enter the corresponding password.

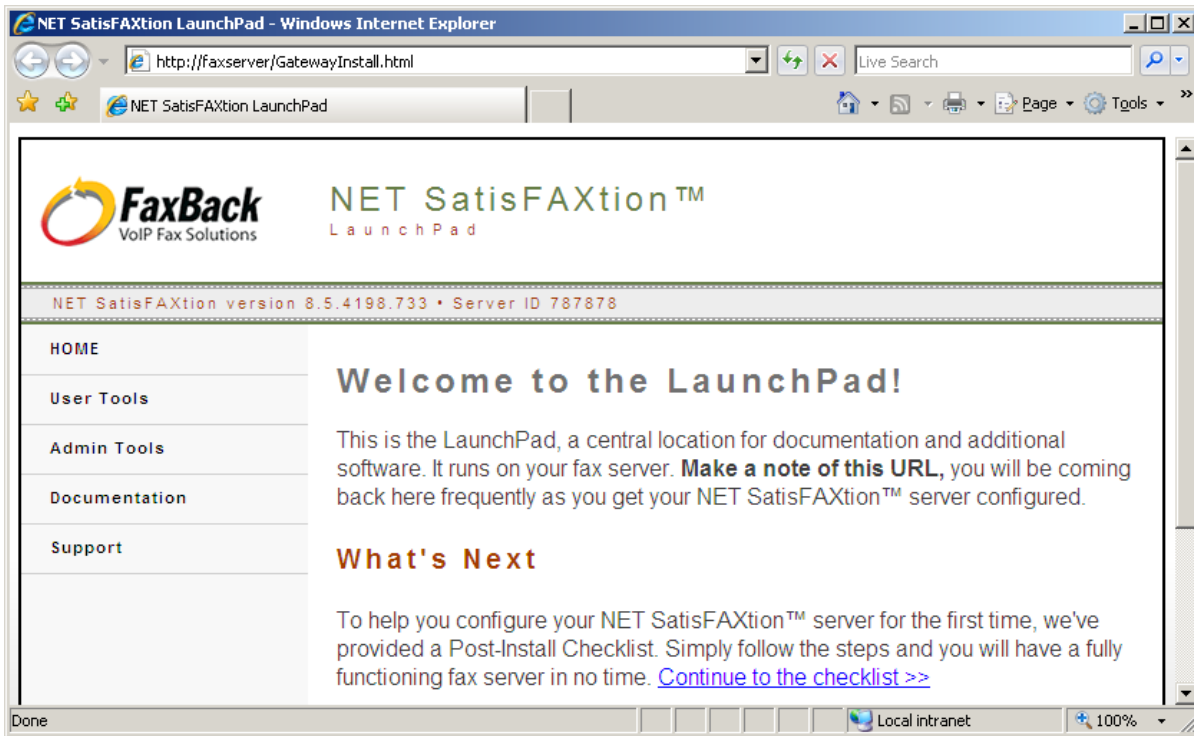
Click OK.

You will now see a splash screen as the NET SatisFAXtion service loads.



Your installation of NET SatisFAXtion is now complete.

Your web browser will now open the NET SatisFAXtion LaunchPad. The LaunchPad is web site running on the NET SatisFAXtion server and provides a central location to install all the additional NET SatisFAXtion client software as well as other server software.



Make a note of the URL indicated by the arrow above. This is the location of the LaunchPad. You will need this URL later to install client software.

The LaunchPad will present a post-install checklist to help you finish your fax server installation.