

# NET SatisFAXtion™ 8.7 Server Upgrade Guide

NET SatisFAXtion Carrier Edition

NET SatisFAXtion Enterprise Edition

NET SatisFAXtion Small Business Edition

# 8.7

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The main server upgrade for NET SatisFAXtion 8.7 is a straightforward process. Please visit our update center at <http://www.faxback.com/support/downloads.aspx> to download the correct version.

**For NET SatisFAXtion 8.6 & 8.5 Users:** Please use the *8.7 Full Download* available at the update center.

**For NET SatisFAXtion 8.1 Users and earlier:** There is no longer an available upgrade path from 8.1 or earlier.

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 upgrading please confirm your server still meets the following minimum system requirements:

## Small Business Edition

<b>CPU:</b>	2.0 GHz or faster Intel or AMD processor.
<b>RAM:</b>	1 GB RAM or greater.
<b>Avail. Disk:</b>	1000 MB hard disk space for software, plus a recommended minimum 10 GB additional space for data files.
<b>Operating System:</b>	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
<b>Prerequisite Software:</b>	Microsoft .NET Framework 3.5 Service Pack 1

## Enterprise Edition

<b>CPU:</b>	2.0 GHz or faster Intel or AMD processor.
<b>RAM:</b>	1 GB RAM or greater.
<b>Avail. Disk:</b>	1000 MB hard disk space for software, plus a recommended minimum 20 GB additional space for data files.
<b>Operating System:</b>	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
<b>Prerequisite Software:</b>	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.

If your server does not meet the current 8.7 minimum system requirements, it is *not* recommended that you upgrade until these requirements have been met.

## 1. Upgrading NET SatisFAXtion

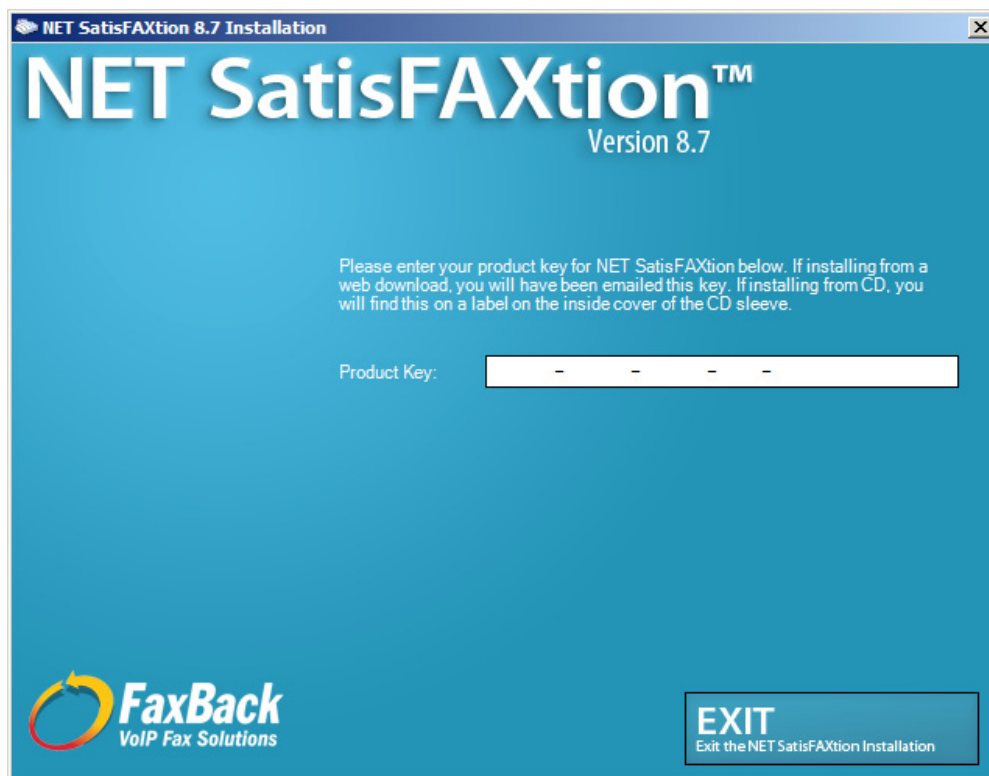
**CD ROM:** Insert the CD into the server's drive. Autorun should launch the NET SatisFAXtion setup program. If it does not, run `Setup.exe` on the CD.

**Full Version 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`.

It is *not* necessary to unload the NET SatisFAXtion fax server prior to running the upgrade.

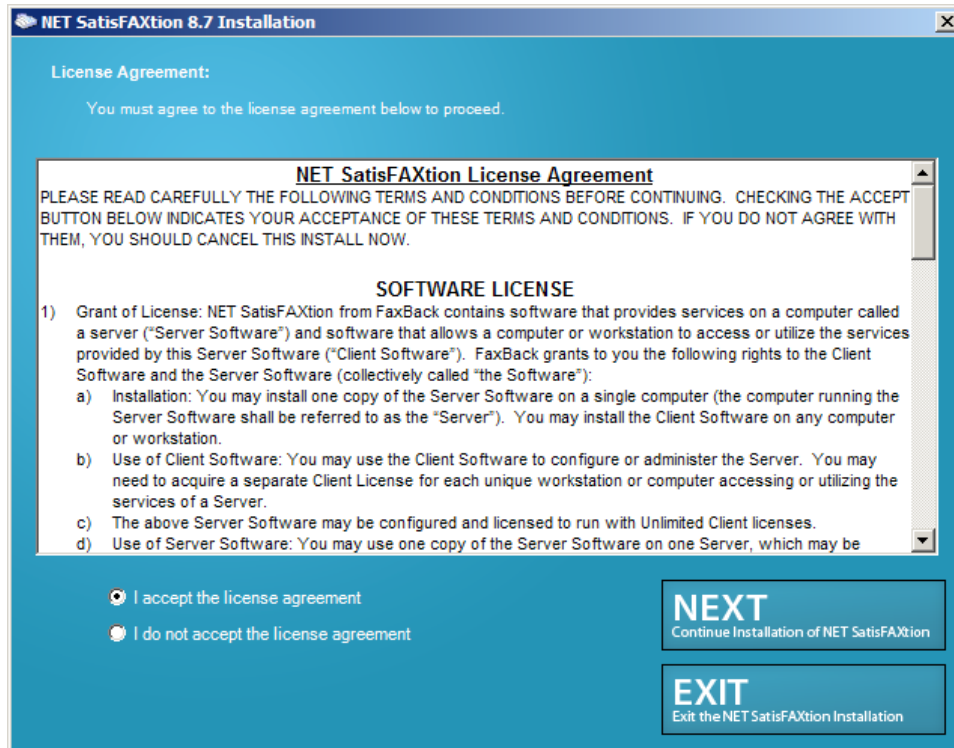
First, Setup will verify that the server has Microsoft .NET Framework 3.5 SP1 installed. If it does not, Setup will install it. The installation of Microsoft .NET Framework 3.5 SP1 will take a while, and require a reboot when finished.

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 give you the option of backing up your program and data files, and/or doing a clean install. It is recommended that you allow Setup to backup your NET SatisFAXtion install. However, depending on the size of your queues, this might be a very long operation. The backup files will be stored in `C:\Program Files\NET SatisFAXtion\Backup` (default). There is also a Backup and Restore program that can easily backup or restore these files at a later date.

It is not recommended to do a clean install. Leave this box unchecked.




Click Next.

Setup will now unload the NET SatisFAXtion server and email gateway, if any.

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.

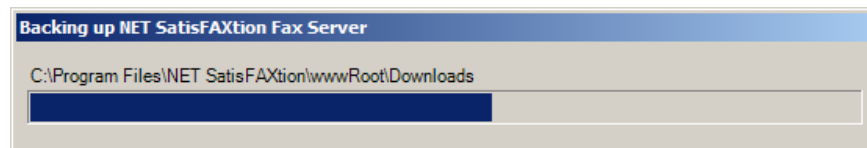
If you would like to use monitoring, enter a mail server and an email address. **CAUTION:** the mail server you enter here must either be the server that hosts the email address entered, or be configured to relay mail on behalf of the NET SatisFAXtion server. Also note, if you will later on be using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



The image shows a Windows-style dialog box titled "NET SatisFAXtion 8.7 Installation". The background is blue. At the top, it says "NET SatisFAXtion™ Version 8.7". Below that, it states: "By default, a monitoring service is installed to send email notifications if the Fax Server should become impaired. Please fill in the information below." There is a checked checkbox labeled "Enable Monitoring". Below the checkbox are two text input fields. The first is labeled "Mail Server:" and contains "mail.company.com", with an example "Example: mail.mycompany.com" below it. The second is labeled "Email To:" and contains "administrator@company.com", with an example "Example: me@mycompany.com" below it. At the bottom right, there are two buttons: "NEXT" with the text "Continue Installation of NET SatisFAXtion" and "EXIT" with the text "Exit the NET SatisFAXtion Installation". In the bottom left corner, there is a logo for "FaxBack VoIP Fax Solutions".

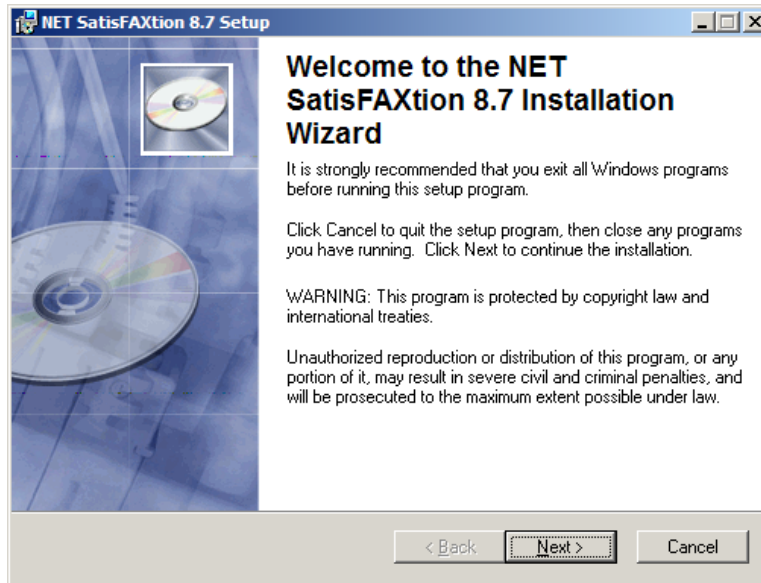
Click Next.

Setup will now backup your NET SatisFAXtion installation if it was previously selected.



The image shows a dialog box titled "Backing up NET SatisFAXtion Fax Server". The background is light gray. It displays the path "C:\Program Files\NET SatisFAXtion\wwwRoot\Downloads" above a progress bar. The progress bar is currently empty.

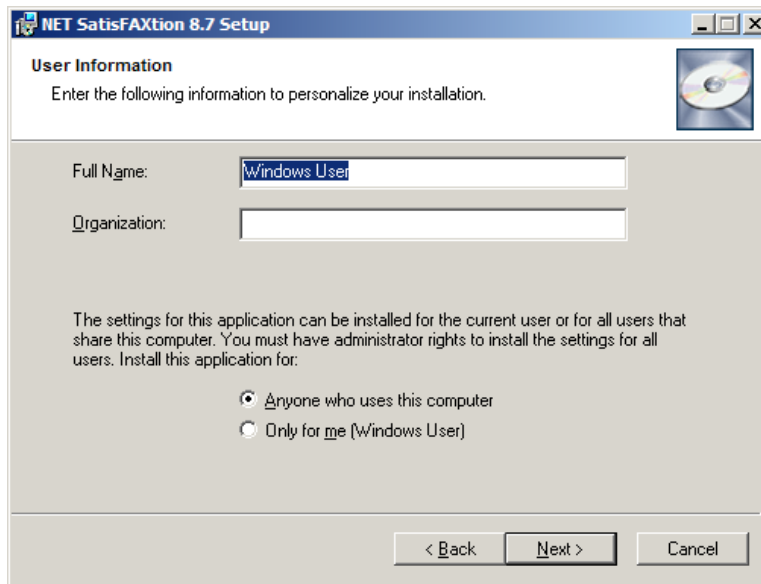
## The NET SatisFAXtion 8.7 Installation Wizard



Click Next.

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

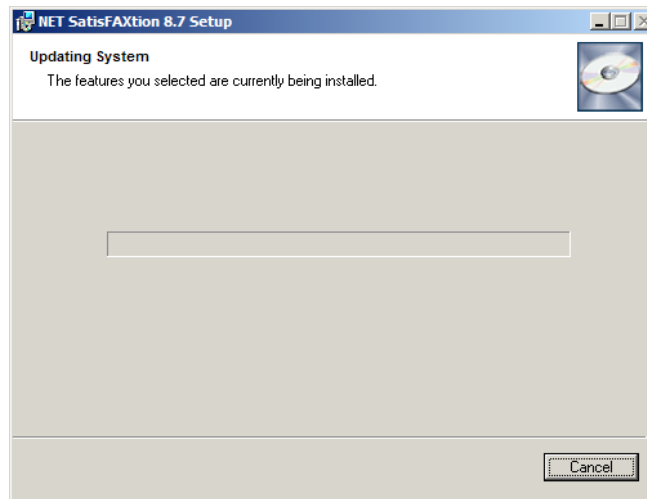
It will also allow you to install NET SatisFAXtion for only the current user. This is not recommended as it will prevent the server administration programs from functioning correctly for any user but the one currently running the install process.



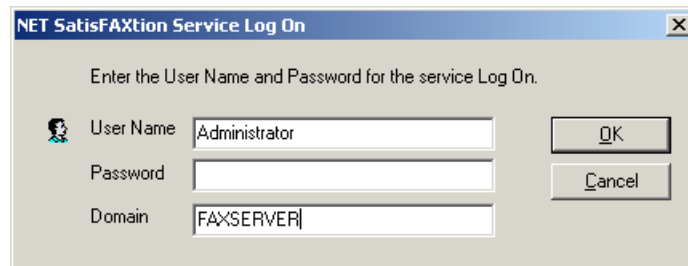
Click Next.



Setup will now install the NET SatisFAXtion files.



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.

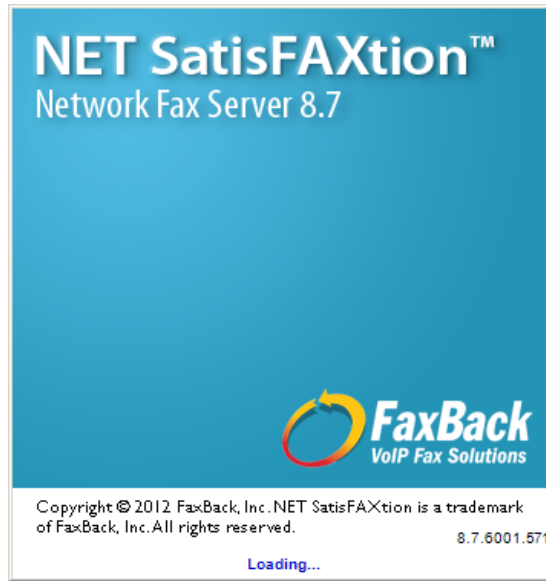


The window will default to your current user name and domain.

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.



For additional documentation on configuring and managing your NET SatisFAXtion server, please refer to the Administration guide. It can be accessed from the LaunchPad.