

NET SatisFAXtion™ 8.6 Server Upgrade Guide

NET SatisFAXtion Carrier Edition

NET SatisFAXtion Enterprise Edition

NET SatisFAXtion Small Business Edition

8.6

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The main server upgrade for NET SatisFAXtion 8.6 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 8.5, 8.1 & 8.0 Users: Please use the *8.6 Full Download* available at the update center.

For NET SatisFAXtion 7.5 Users and earlier: There is no longer an available upgrade path from 7.5 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:

CPU:	1.6 GHz or faster Intel or AMD processor.
RAM:	512 MB RAM or greater.
Avail. Disk:	650 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 Server 2003 SP1 and R2 (all versions) Windows Server 2008 (all versions) Windows Server 2008 R2 (all versions)
Prerequisite Software:	Microsoft .NET Framework 3.5 Service Pack 1

And one or more of the following supported fax hardware:

VoIP Media Gateways:	AudioCodes MediaPack series: MP114, MP118 AudioCodes TrunkPack 260 AudioCodes Mediant series: 1000, 2000, 3000 Other SIP & T.38 capable VoIP devices.
IP Fax:	SIP and T.38 capable VoIP device.
Dialogic Brooktrout:	TR114 or TR1034 series PCI cards. TruFax 100 or TruFax 200.
Dialogic Eicon:	Diva Server E1/T1/PRI
Mainpine:	RockForce series: DUO+, QUATRO+, OCTO+. RockForce IQ series.
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 8.6 minimum system requirements, it is *not* recommended that you upgrade until these requirements have been met.

1. Upgrading NET SatisFAXtion

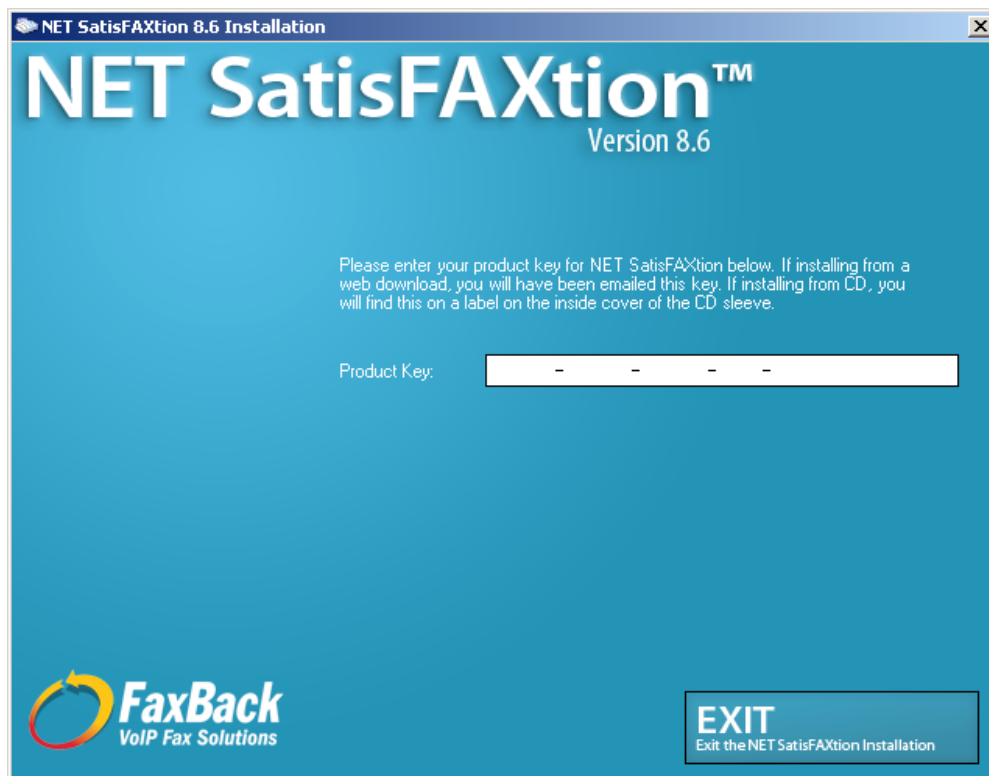
CD ROM: Insert the CD into the server's drive. Autorun should launch the NET SatisFAXtion setup program. If it does not, run *Setup.exe* on the CD.

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.

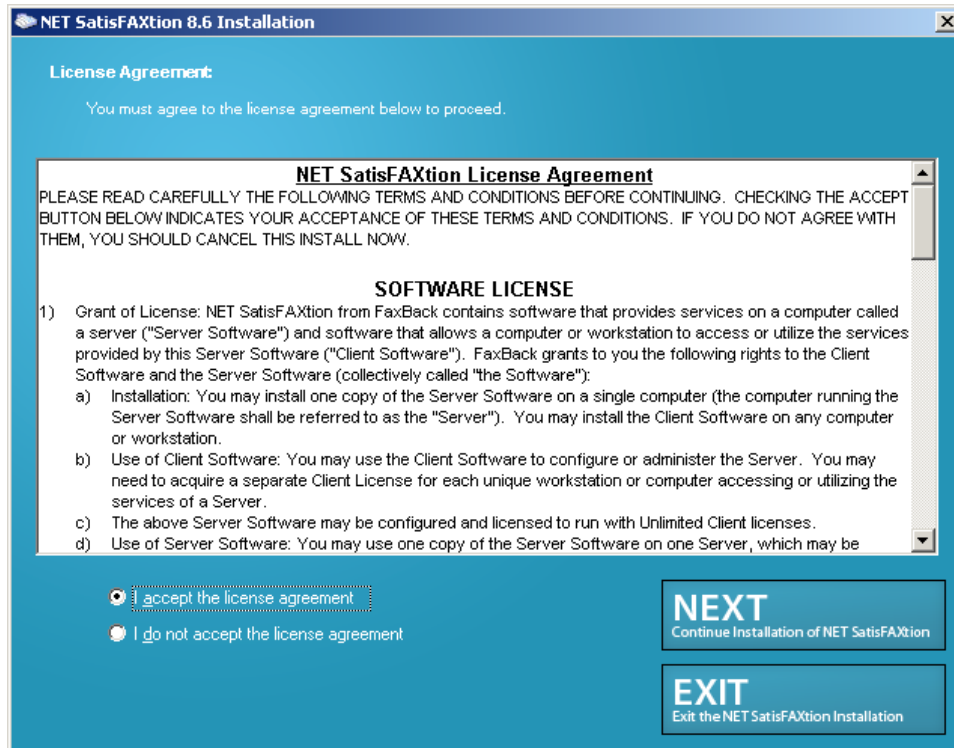
First, Setup will verify that the server has Microsoft .NET Framework 3.5 SP1 installed. If it does not, Setup will install it. The installation of Microsoft .NET Framework 3.5 SP1 will take a while, and require a reboot when finished.

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.

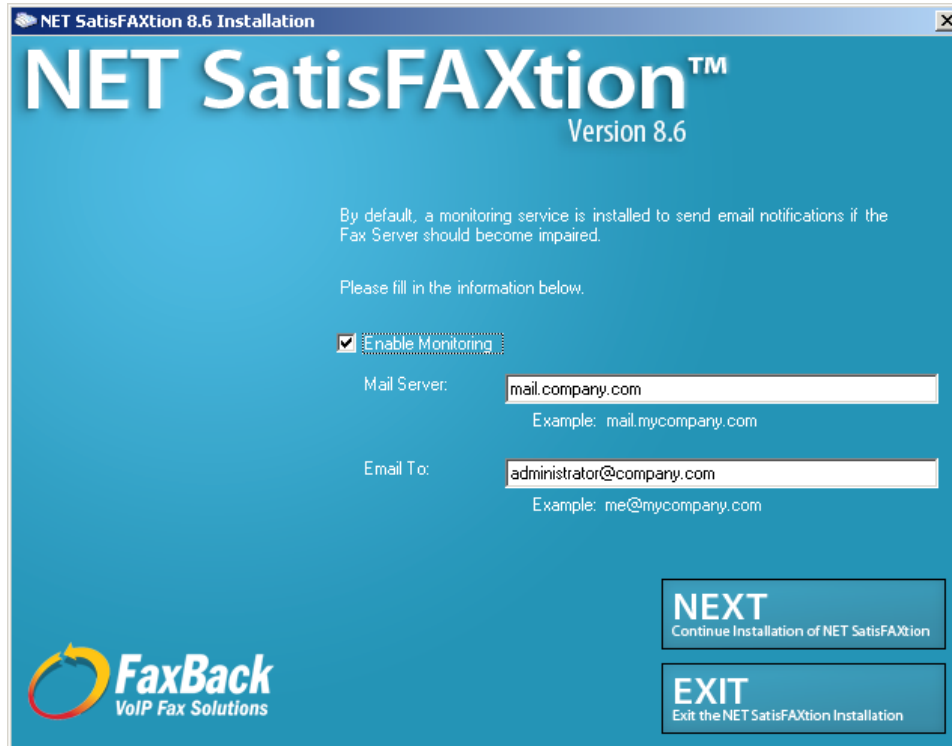


Click Next.

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.

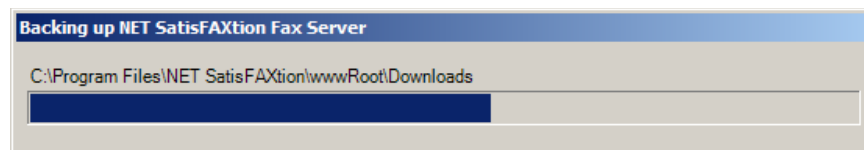
If you would like to use monitoring, enter a mail server and an email address. **CAUTION:** the mail server you enter here must either be the server that hosts the email address entered, or be configured to relay mail on behalf of the NET SatisFAXtion server. Also note, if you will later on be using 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 8.6 Installation". The background is blue. At the top, it says "NET SatisFAXtion™ Version 8.6". 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 this are two text input fields: "Mail Server:" with the value "mail.company.com" and an example "mail.mycompany.com"; and "Email To:" with the value "administrator@company.com" and an example "me@mycompany.com". At the bottom left is the "FaxBack VoIP Fax Solutions" logo. At the bottom right are two buttons: "NEXT Continue Installation of NET SatisFAXtion" and "EXIT Exit the NET SatisFAXtion Installation".

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". It has a grey background and a blue header. Below the header, it shows the path "C:\Program Files\NET SatisFAXtion\wwwRoot\Downloads" and a progress bar that is partially filled with blue.

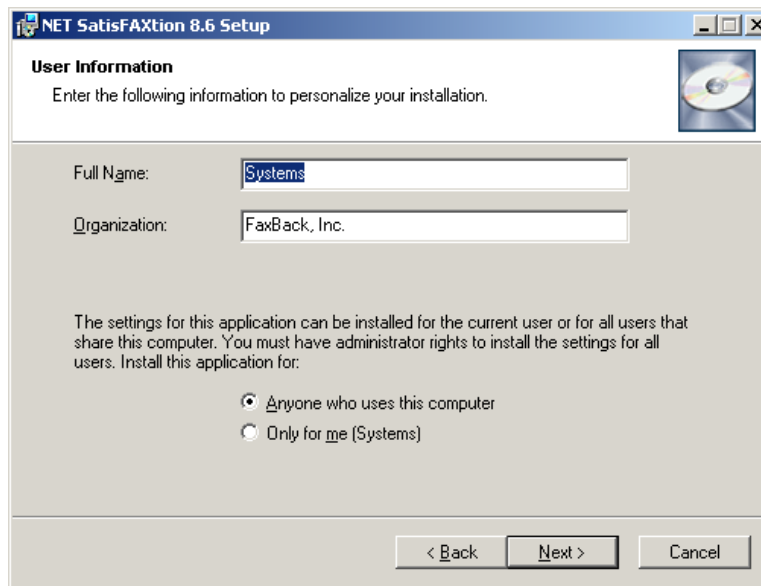
The NET SatisFAXtion 8.6 Installation Wizard



Click Next.

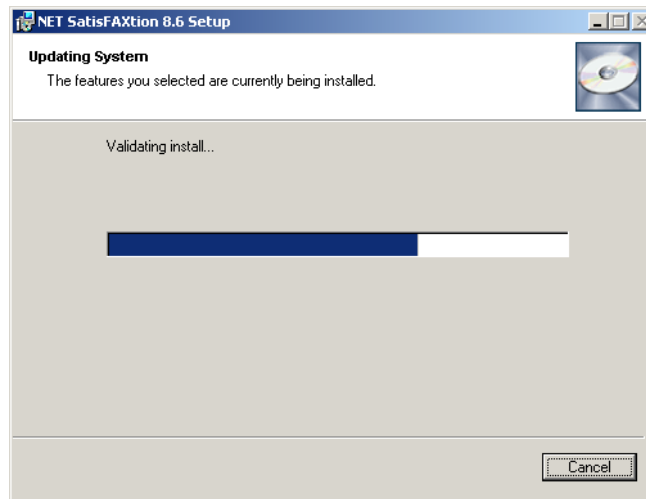
Setup will ask for the Administrator's full name and organization. This is only used for the setup program.

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.

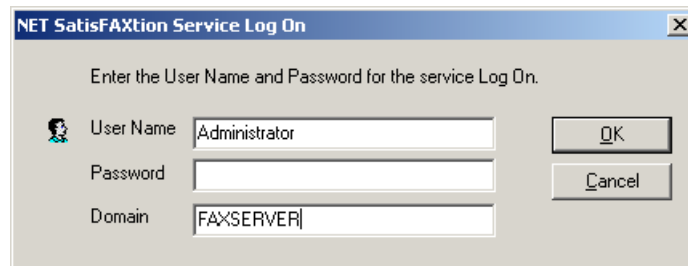


Click Next.

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.

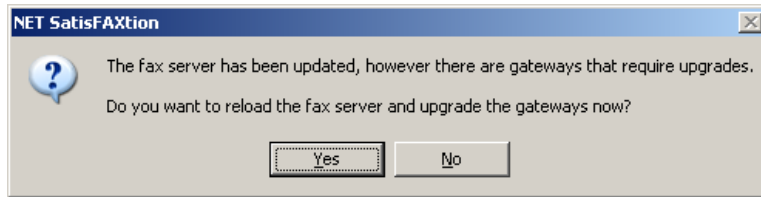


Unless you have an email gateway installed, your installation of NET SatisFAXtion is now complete.

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

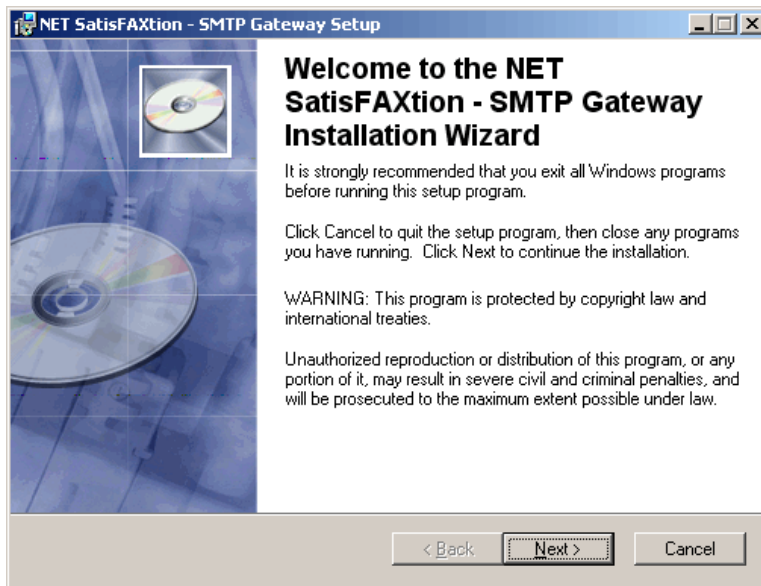
Email Gateway Upgrade

If you had an email gateway installed on your fax server, you will now be prompted to upgrade the email gateway.



Click Yes.

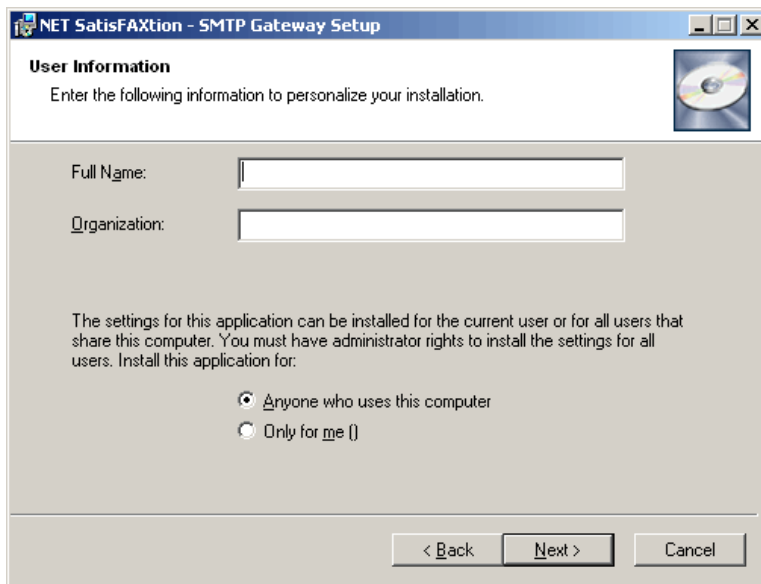
The email gateway setup will launch. The following examples use the SMTP Email Gateway, but the other email gateways will be similar.



Click Next.

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

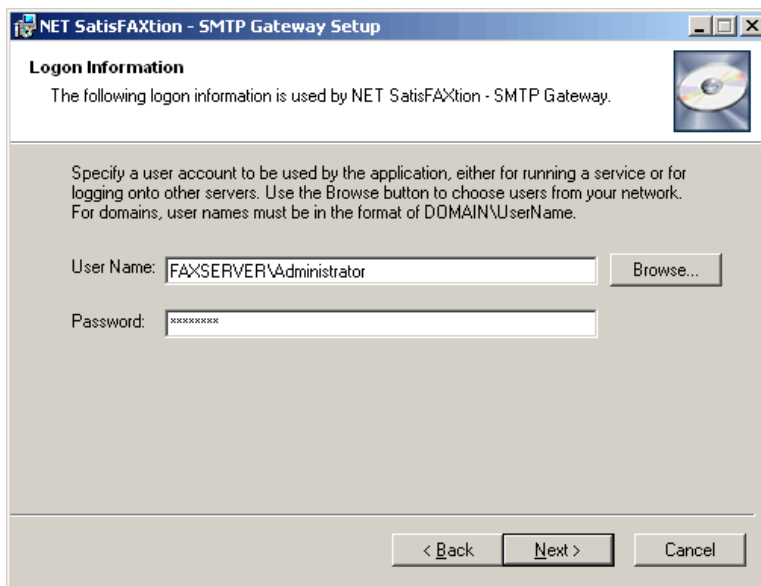
It will also allow you to install NET SatisFAXtion for only the current user. This is not recommended as it will prevent the server administration programs from functioning correctly for any user but the one currently running the install process.



The screenshot shows the 'User Information' screen of the 'NET SatisFAXtion - SMTP Gateway Setup' dialog box. The title bar includes the application icon and the text 'NET SatisFAXtion - SMTP Gateway Setup'. The main area is titled 'User Information' and contains the instruction: 'Enter the following information to personalize your installation.' Below this are two text input fields: 'Full Name:' and 'Organization:'. A small CD-ROM icon is visible in the top right corner. At the bottom, there are three radio buttons for installation scope: 'Anyone who uses this computer' (selected), 'Only for me (I)', and 'Cancel'. Navigation buttons '< Back', 'Next >', and 'Cancel' are located at the bottom right.

Click Next.

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.



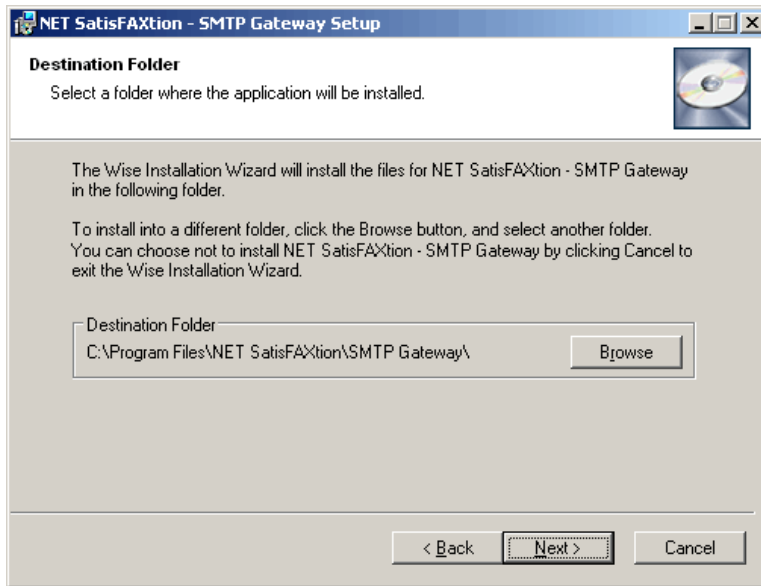
The screenshot shows the 'Logon Information' screen of the 'NET SatisFAXtion - SMTP Gateway Setup' dialog box. The title bar includes the application icon and the text 'NET SatisFAXtion - SMTP Gateway Setup'. The main area is titled 'Logon Information' and contains the instruction: 'The following logon information is used by NET SatisFAXtion - SMTP Gateway.' Below this is a paragraph: 'Specify a user account to be used by the application, either for running a service or for logging onto other servers. Use the Browse button to choose users from your network. For domains, user names must be in the format of DOMAIN\UserName.' There are two text input fields: 'User Name:' with the value 'FAXSERVER\Administrator' and a 'Browse...' button to its right, and 'Password:' with a masked password '*****'. A small CD-ROM icon is visible in the top right corner. Navigation buttons '< Back', 'Next >', and 'Cancel' are located at the bottom right.

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 "MACHINENAME\Administrator," where MACHINENAME is the host name of the server.

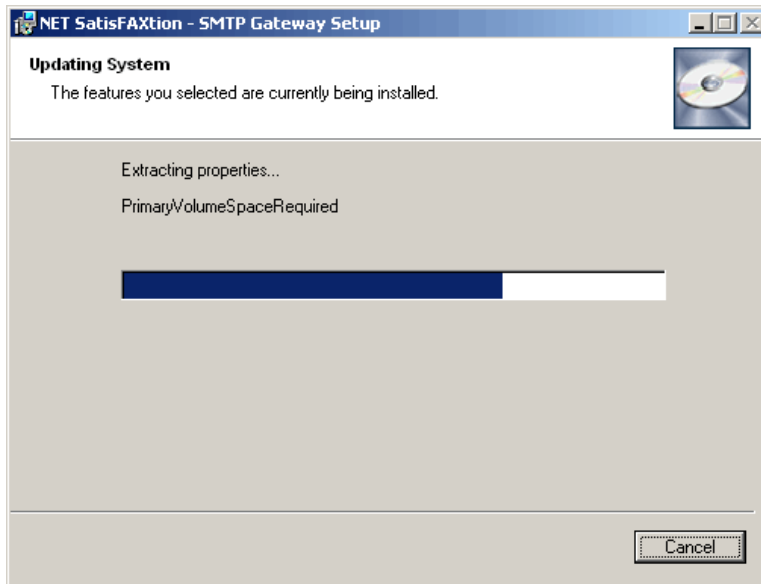
Click Next.

Setup will ask you where to install the gateway files. It will default to the current NET SatisFAXtion install directory. It is recommended you accept the default.

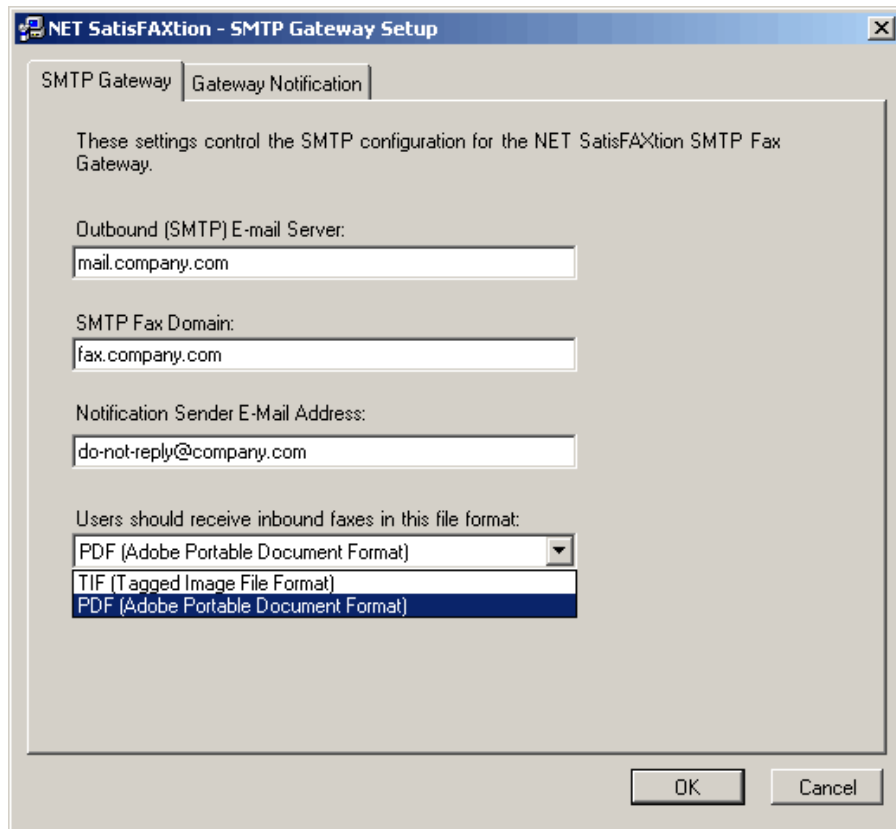


Click Next.

Setup will now install the Email Gateway files.



Setup will then launch the Email Gateway setup.



Everything will be the same as your previous configuration. Click OK. The email gateway will load.

Your installation of NET SatisFAXtion is now complete.

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