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NET SatisFAXtion 9.0

Server Upgrade Guide

Carrier Edition
Enterprise Edition
Small Business Edition

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Minimum System Requirements

The main server upgrade for NET SatisFAXtion 9.0 is a straightforward process. Please visit our update center at www.faxback.com/support to download the correct version:

- **NET SatisFAXtion 8.7, 8.6:** Use the 9.0 download available at the update center
- **NET SatisFAXtion 8.5 Users and earlier:** There is no longer an available upgrade for version 8.5 or earlier. A new clean install is recommended for older versions. Contact support for instructions on how to transfer your current settings and data.

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:

System Requirements: <http://kb.faxback.com/System+Requirements>

If your server does not meet the current 9.0 minimum system requirements, it is not recommended that you upgrade until these requirements have been met.

Upgrading NET SatisFAXtion

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.

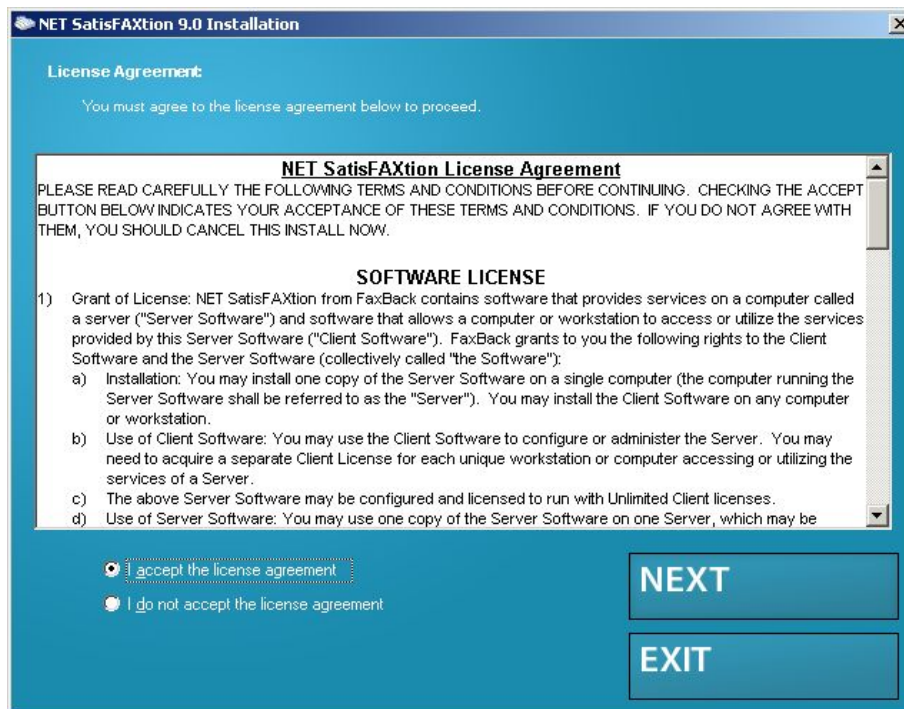
NOTE: This covers the NET SatisFAXtion Fax server upgrade only. If you also need to upgrade your email gateway or Fax ATA Connector, see support for instructions for those products.

Setup will display your current product key. If you have an updated 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."



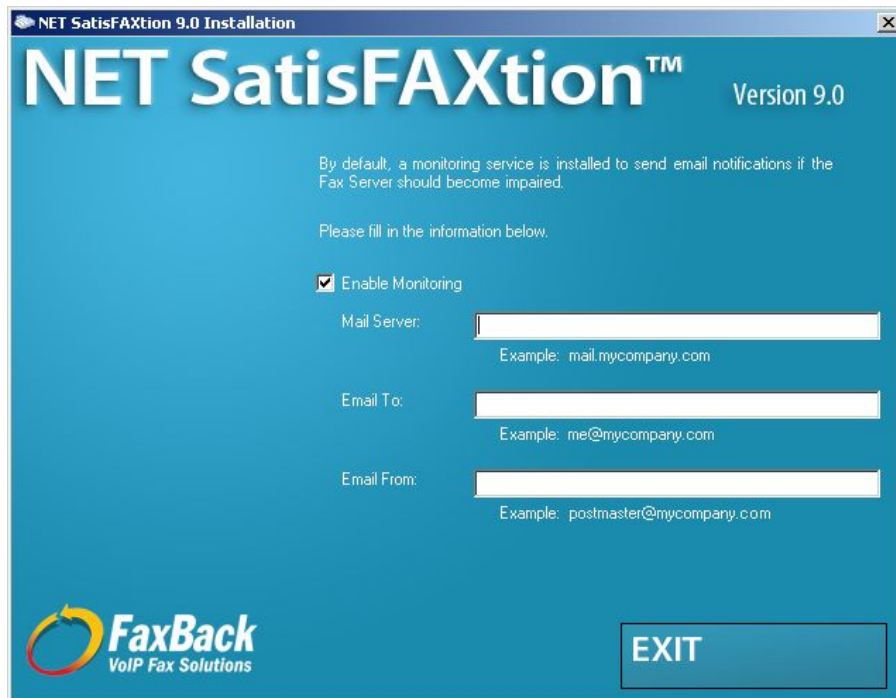
Click Next.

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.



Click Next.

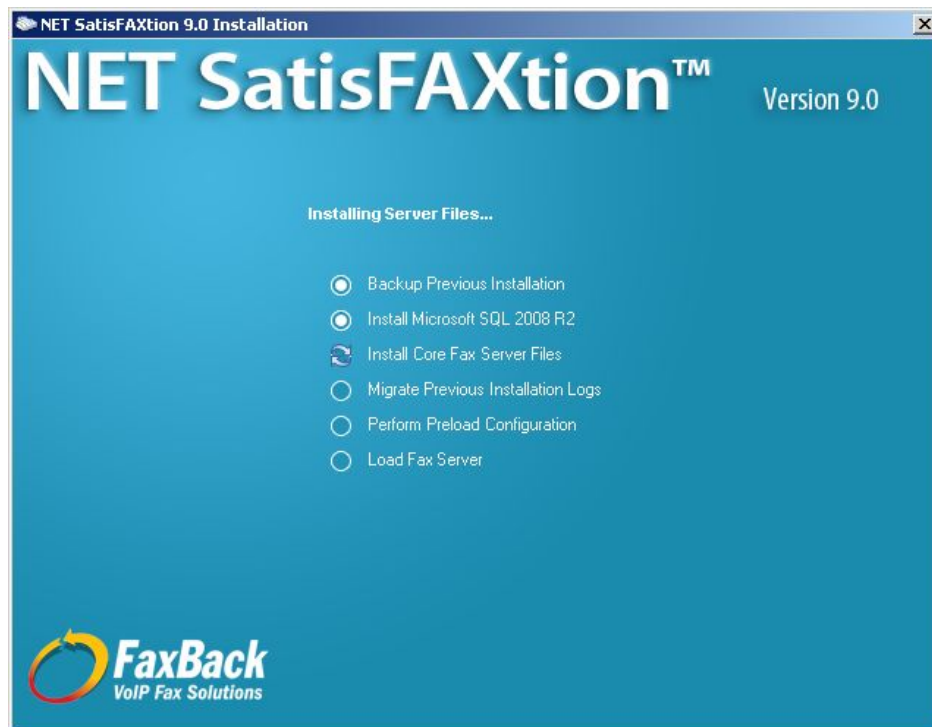
Setup will now unload the NET SatisFAXtion server and email gateway, if any.



Setup will allow you to enable the monitoring service. Monitoring allows the NET SatisFAXtion server to notify an Admin via their email address of server loads or unloads. In this 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.

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

NET SatisFAXtion 9.0 Installation Wizard



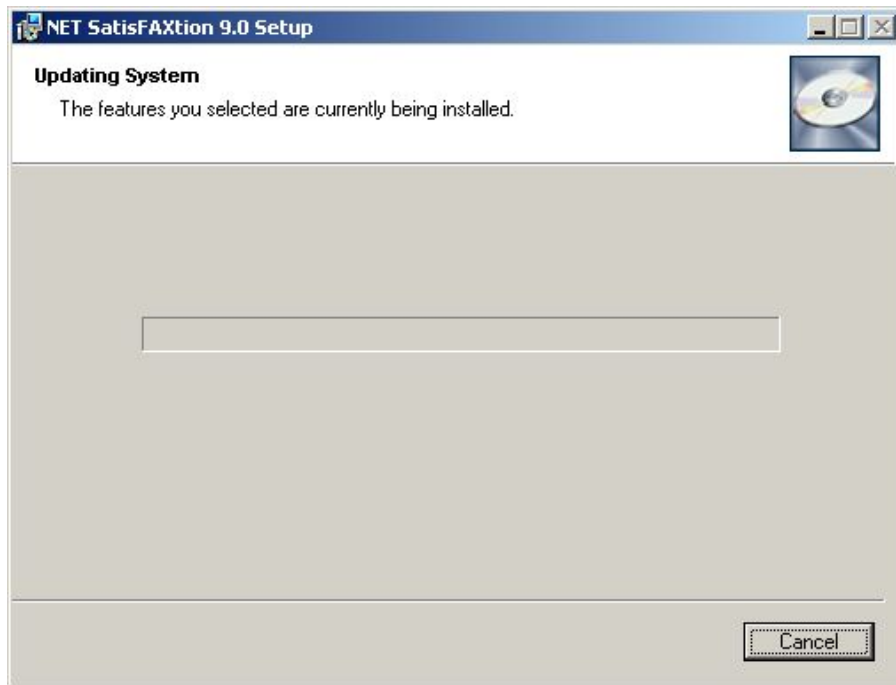
Click Next.

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 service login window will default to your current username and domain.

It is recommended that you use a local Administrator account. Set the user name to "Administrator", or create a user with Admin rights, to be used exclusively by the fax server. Enter the corresponding password.

NOTE: If you change this user from what it was previously, you will need to login to the desktop with this user and launch all applications used by document conversion. Word, Acrobat Reader, Excel, etc. Agree to their license agreements, save profile setting as needed. Restart the NET SatisFAXtion service after this step, so document conversion will function properly.



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 located in the LaunchPad. - Start > All Programs > NET SatisFAXtion > Server Management > LaunchPad

You can also access and install updated versions of the Email Gateway, FAXability, Microsoft Office Client Suite, and VoIP plugin for Windows Fax & Scan from the LaunchPad.

Any further questions, please contact FaxBack support for help locating documentation or for additional assistance.