

GFI Product Manual

GFI FaxMaker™
Getting Started Guide



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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.
<i><Italic text></i>	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 Administration & Configuration

For instructions how to customize and manage GFI FaxMaker, refer to the GFI FaxMaker Administration & Configuration Manual available from:

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

1.4 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.



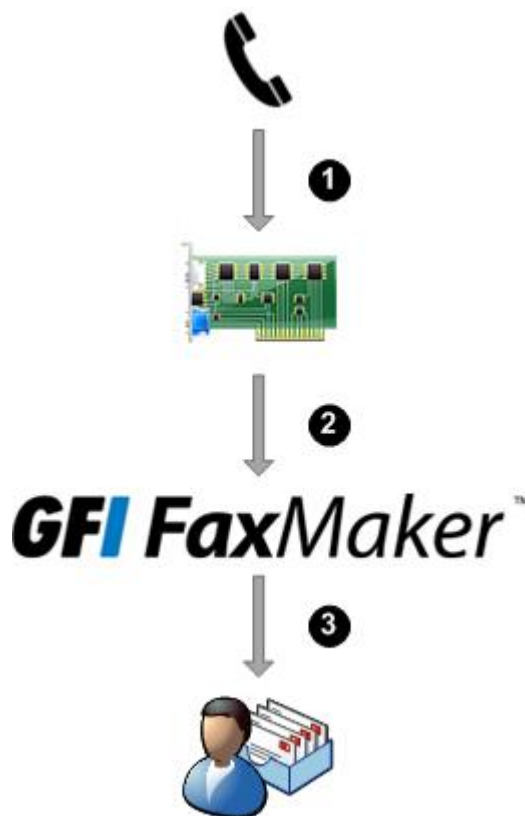
1.5 How GFI FaxMaker works - Receiving faxes

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 System Requirements

2.1 Software

Supported operating systems

Install GFI FaxMaker on any of the operating systems listed below.

Table 1 - Supported operating systems

32 BIT
Microsoft Windows SBS 2003
Windows 2003 Standard & Enterprise
Windows 2008 Standard & Enterprise
Windows XP Professional
64 BIT
Microsoft Windows SBS 2003
Microsoft Windows SBS 2008 Standard
Windows 2003 Standard & Enterprise
Windows 2008 Standard & Enterprise
Windows Server 2008 R2 Standard & Enterprise
Windows XP Professional

Supported mail servers

Install GFI FaxMaker in an environment with any of the mail servers listed below.

Table 2 - Supported mail servers

Microsoft Exchange Server
Microsoft Exchange cluster environments
Lotus Notes/Domino
Other SMTP/POP3 servers

For more information, refer to [Pre-installation action: Configure mail server](#) section in this manual.

Other required components

Table 3 - Required components for installation

COMPONENT	ENVIRONMENT
IIS SMTP service	Required when installing on a separate machine other than the mail server. NOTE: Ensure that the SMTP service is running in the Services applet.
Hub Transport role	Required for Microsoft Exchange Server 2007/2010.
Internet Explorer 6 or later	Required for HTML cover pages.

2.2 Hardware

Table 4 - Hardware requirements for installation

COMPONENT	MINIMUM REQUIREMENT
Processor	Intel Pentium or compatible - 2GHz 32 bit processor
Memory	1 GB RAM (dedicated to GFI FaxMaker)
Physical storage	500 MB required for GFI FaxMaker installation only. Note: Temporary fax storage, archiving and backup require extra space depending on the amount and size of faxes processed.

COMPONENT	MINIMUM REQUIREMENT
Fax device	<p>A professional fax modem class 2, 2.0 or 2.1 using either the Microsoft or the GFI fax modem drivers, such as: Brooktrout TR 114, TR 1034 or Trufax fax board, an EICON DIVA PRO/SERVER fax card or an AVM active fax card.</p> <p>For a complete list of supported devices, refer to: http://kbase.gfi.com/showarticle.asp?id=KBID001220</p> <p>NOTE: For more information related to the installation of fax devices refer to the Fax Device Installation manual available from: http://www.gfi.com/faxmaker/manual</p>



NOTE: Minimum requirements for particular fax devices may be higher than GFI FaxMaker's.

2.3 Important settings

Anti-virus and backup software cause GFI FaxMaker to malfunction if GFI FaxMaker is denied access to some of its files. Disable any third party anti-virus and backup software from scanning the GFI FaxMaker installation folder and other folders used by the product, such as the Text and XML API folders.

2.4 Firewall settings

Configure your firewall to allow connections from the GFI FaxMaker server on the following ports:

Table 5 - Communication ports used by GFI FaxMaker

PORT	PROTOCOL	DESCRIPTION
25	TCP/UDP	IIS SMTP - Used by GFI FaxMaker to communicate with mail server.
135-139	TCP/UDP	Microsoft file sharing Server Message Block (SMB) - Used by the GFI FaxMaker remote management tools to connect to the GFI FaxMaker share.
445	TCP/UDP	Direct-hosted SMB traffic without a network basic input/output system (NetBIOS) - Used by the GFI FaxMaker remote management tools to connect to the GFI FaxMaker share.

3 Pre-installation action: Configure mail server

This chapter describes how GFI FaxMaker works with various mail environments, how faxes/SMS are sent and received, and how received faxes/SMS are forwarded back to users. For more information refer to [Mail server environments](#) section in this manual.

Before installing GFI FaxMaker, configure how incoming and outgoing faxes and SMSs are routed by the mail server to GFI FaxMaker.

Select your mail server environment:

[Microsoft Exchange](#)

[Lotus Notes/Domino](#)

[Other SMTP/POP3 mail servers](#)

[SAP 4.7](#)

3.1 Mail server environments

This section describes how GFI FaxMaker works with various mail environments, how faxes/SMS are sent and received, and how received faxes/SMS are forwarded back to users.

Select your mail server environment:

[Microsoft Exchange 2000/2003/2007/2010](#)

[Lotus Domino/Notes](#)

[Other SMTP/POP3 mail servers](#)

[ISP hosted mail server](#)

[Multiple mail servers](#)

3.1.1 Microsoft Exchange 2000/2003/2007/2010

GFI FaxMaker can be installed in a Microsoft Exchange Server 2000/2003/2007/2010 environment:

- » **Directly on the mail server:** Install GFI FaxMaker directly on the Microsoft Exchange 2000/2003 server or a Microsoft Exchange 2007/2010 server with Hub Transport role. For more information, refer to [GFI FaxMaker installed on Microsoft Exchange Server machine](#) chapter in this manual.
- » **On a separate machine than the mail server:** Install GFI FaxMaker on a separate machine than Microsoft Exchange. For more information, refer to [GFI FaxMaker installed on a separate machine](#) chapter in this manual.



NOTE: For larger networks it is recommended to install GFI FaxMaker on a separate machine than Microsoft Exchange.

GFI FaxMaker installed on Microsoft Exchange Server machine



Figure 1 - GFI FaxMaker installed on the Exchange 2000/2003/2007/2010 server

During installation, GFI FaxMaker automatically configures Microsoft Exchange to process faxes and SMS. No further configuration is required post-installation.

PROCESS	DESCRIPTION
Client side	Users send faxes/SMS via email using Microsoft Outlook or via the GFI FaxMaker Client application.
Sending faxes/SMS	<p>The mail server is automatically configured to route all emails addressed to <code>faxmaker.com</code>, <code>smsmaker.com</code>, <code>Fax:</code> & <code>SMS:</code> to GFI FaxMaker.</p> <ul style="list-style-type: none"> >> Microsoft Exchange 2007/2010: GFI FaxMaker automatically sets up a Foreign Connector and a Receive Connector. For more information refer to Appendix 2: Microsoft Exchange 2007/2010 Connector chapter in this manual. >> Microsoft Exchange 2000/2003: For more information about Microsoft Exchange 2000/2003 connectors, refer to Appendix 1: Microsoft Exchange 2000/2003 Connector chapter in this manual.
Received faxes/SMS	After determining the users to whom to forward incoming faxes/SMS, GFI FaxMaker sends transmission report via Microsoft Exchange.

GFI FaxMaker installed on a separate machine

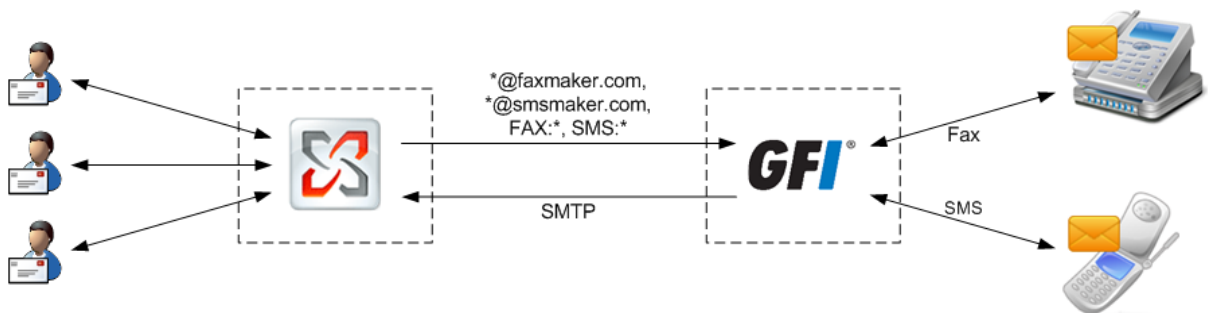


Figure 2 - GFI FaxMaker installed on a dedicated server

When installing GFI FaxMaker on a separate machine than Microsoft Exchange, configure Microsoft Exchange to forward faxes/SMS to GFI FaxMaker.

NOTE: Install IIS SMTP service on the GFI FaxMaker server.

PROCESS	DESCRIPTION
Client side	Users send faxes/SMS via email using Microsoft Outlook or via the GFI FaxMaker Client application.

PROCESS	DESCRIPTION
Sending faxes/SMS	<p>Configure SMTP connectors on the Microsoft Exchange server to forward emails addressed to faxmaker.com, smsmaker.com, Fax: & SMS: to GFI FaxMaker.</p> <ul style="list-style-type: none"> >> Configure automatically: Run the GFI FaxMaker setup (same one used to install GFI FaxMaker) on the Microsoft Exchange server. When choosing the components to install, disable GFI FaxMaker Fax Server and select Exchange 2000/2003/2007/2010 SMTP connector. In the next screen, specify the IP address or server name of the GFI FaxMaker server. For more information how to run setup, refer to Installation procedure chapter in this manual. >> Create manually: <ul style="list-style-type: none"> Microsoft Exchange 2000/2003 - refer to Appendix 1: Microsoft Exchange 2000/2003 Connector chapter Microsoft Exchange 2007/2010 - refer to Appendix 2: Microsoft Exchange 2007/2010 Connector chapter
Received faxes/SMS	After determining the users to forward incoming faxes/SMS to, GFI FaxMaker sends transmission report via SMTP to the Microsoft Exchange server.

Microsoft Exchange cluster environment

To install GFI FaxMaker in a Microsoft Exchange cluster environment:

1. Install GFI FaxMaker on a machine that does not form part of the cluster.
2. On each cluster node, setup Microsoft Exchange SMTP connectors to forward emails addressed to **faxmaker.com**, **smsmaker.com**, **Fax: & SMS:** to GFI FaxMaker.
 - >> **Configure automatically:** Run the GFI FaxMaker setup (same one used to install GFI FaxMaker) on each cluster node. When choosing which components to install, disable **GFI FaxMaker Fax Server** and select **Exchange 2000/2003/2007/2010 SMTP connector**. In the next screen, specify the IP address or server name of the GFI FaxMaker server. For more information how to run the setup, refer to [Installation procedure](#) chapter in this manual.
 - >> **Create manually:**
 - Microsoft Exchange 2000/2003** - refer to [Appendix 1: Microsoft Exchange 2000/2003 Connector](#) chapter
 - Microsoft Exchange 2007/2010** - refer to [Appendix 2: Microsoft Exchange 2007/2010 Connector](#) chapter

3.1.2 Lotus Domino/Notes

GFI FaxMaker can be installed in a Lotus Domino/Notes 4/5/6/6.5 environment:

- >> **Directly on the mail server:** Install GFI FaxMaker directly on the Lotus Domino/Notes server.
- >> **On a separate machine:** Install GFI FaxMaker on a separate machine than Lotus Domino/Notes.



NOTE: For larger networks it is recommended to install GFI FaxMaker on a separate machine than Lotus Notes/Domino.



NOTE: Configuration is the same for both options.

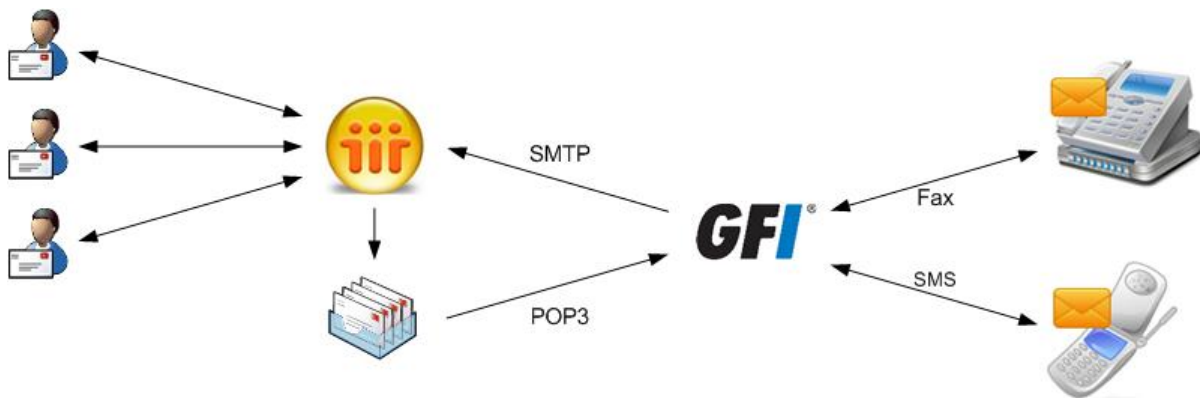


Figure 3 - GFI FaxMaker installed on the Lotus Notes machine

PROCESS	DESCRIPTION
Client side	<p>Users send faxes/SMS using:</p> <ul style="list-style-type: none"> >> GFI FaxMaker Client - via the Fax Message Form. >> Lotus Notes/Domino email client - send email to fax/SMS using the following address format <code><faxnumber>@faxmaker.com</code> or <code><smsnumber>@smsmaker.com</code>.
Sending faxes/SMS	<p>Lotus Notes/Domino routes faxes/SMS to a dedicated mailbox. GFI FaxMaker retrieves faxes/SMS from this mailbox via POP3. To do this:</p> <ul style="list-style-type: none"> >> Create a dedicated mailbox for GFI FaxMaker in Lotus Notes/Domino. >> Route all emails addressed to faxmaker.com and smsmaker.com to this mailbox. >> Configure GFI FaxMaker POP3 Connector to retrieve emails stored in this mailbox. <p>For more information, refer to Lotus Notes/Domino chapter in this manual.</p>
Received faxes/SMS	<p>After determining the users to forward incoming faxes/SMS to, GFI FaxMaker sends transmission report via SMTP to the Lotus Domino/Notes server.</p>

3.1.3 Other SMTP/POP3 mail servers

GFI FaxMaker can be installed in an SMTP/POP3 server environment such as VPOP3 or MDaemon. Depending on the type of mail server, choose how faxes/SMS are sent to GFI FaxMaker:

- >> **Forward faxes/SMS via SMTP:** Install GFI FaxMaker on a separate machine than the mail server. Configure mail server to route all emails addressed to **faxmaker.com** and **smsmaker.com** to GFI FaxMaker via SMTP. Install the IIS SMTP service on the GFI FaxMaker server.
- >> **GFI FaxMaker retrieves faxes/SMS from a POP3 mailbox:** On the mail server, create a dedicated mailbox for GFI FaxMaker. Route all emails addressed to **faxmaker.com** and **smsmaker.com** to it. Configure GFI FaxMaker POP3 Connector to retrieve emails stored in this mailbox.

3.1.4 ISP hosted mail server

GFI FaxMaker can be installed in an environment where the mail server is hosted.

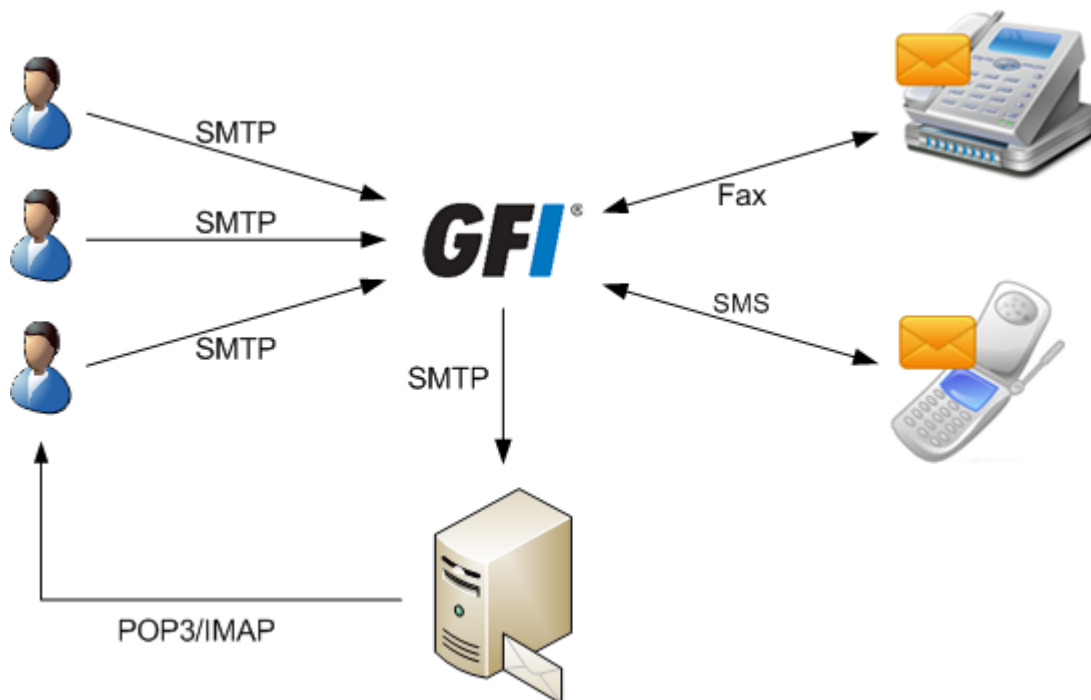


Figure 4 - GFI FaxMaker with hosted mail server

PROCESS	DESCRIPTION
Client side	Users send faxes/SMS using the GFI FaxMaker Client - Fax Message Form to route directly to GFI FaxMaker server. NOTE: Users cannot use email client to send faxes/SMS.
Sending faxes/SMS	GFI FaxMaker clients route faxes/SMS directly to GFI FaxMaker via SMTP. NOTE: Install the IIS SMTP service on the GFI FaxMaker server.
Received faxes/SMS	After determining the users to forward incoming faxes/SMS to, GFI FaxMaker sends transmission report via SMTP to the hosted mail server.

3.1.5 Multiple mail servers

In a large network with multiple mail servers that are independent from each other, configure all mail servers individually to forward faxes from all mail servers to GFI FaxMaker. Use the same methods described above for each type of mail server. This enables provision of fax services to users on several mail servers from a single GFI FaxMaker server.

3.2 Microsoft Exchange

For Microsoft Exchange 2000 or later, install an SMTP connector on the mail server to route all emails addressed to `faxmaker.com`, `smsmaker.com` and `fax:` to GFI FaxMaker.

- » **GFI FaxMaker installed on Microsoft Exchange server:** Configured automatically during installation - no configuration required.
- » **GFI FaxMaker NOT installed on Microsoft Exchange server:** Configure connector on Microsoft Exchange server. Run the GFI FaxMaker setup (same one used to install GFI FaxMaker) on the Microsoft Exchange Hub Transport role server. When choosing the components to install, disable **GFI FaxMaker Fax Server** and select **Exchange 2000/2003/2007/2010 SMTP connector**. In the next screen, specify the IP address or server name of the GFI FaxMaker server. For more information about setup, refer to [Installation procedure](#) chapter in this manual.



You can also configure the SMTP Connector manually.

- » Microsoft Exchange 2000/2003 - refer to [Appendix 1: Microsoft Exchange 2000/2003 Connector](#) chapter
- » Microsoft Exchange 2007/2010 - refer to [Appendix 2: Microsoft Exchange 2007/2010 Connector](#) chapter

3.3 Lotus Notes/Domino

Use Lotus Notes/Domino with GFI FaxMaker to send faxes and SMS.

Select the appropriate version:

[Lotus Domino/Notes server 6.5](#)

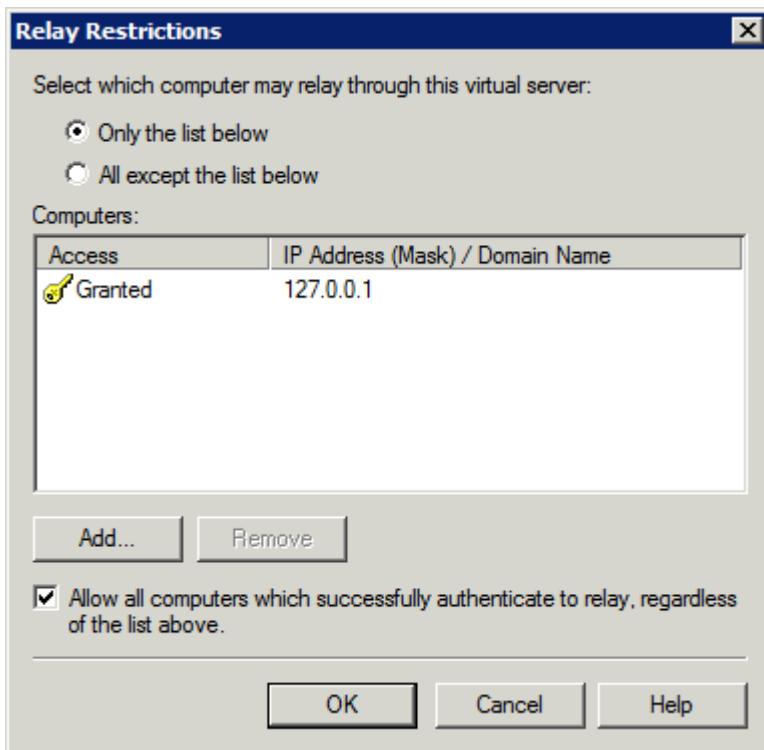
[Lotus Domino/Notes server 6](#)

[Lotus Notes 4 and 5](#)

Lotus Domino/Notes server 6.5

Step 1: Allow mail relay from Lotus Domino/Notes server

1. From the GFI FaxMaker server, load the **Internet Information Services** console.
2. Right-click **Default SMTP Virtual Server** node and select **Properties**.
3. From **Access** tab, click **Relay...**

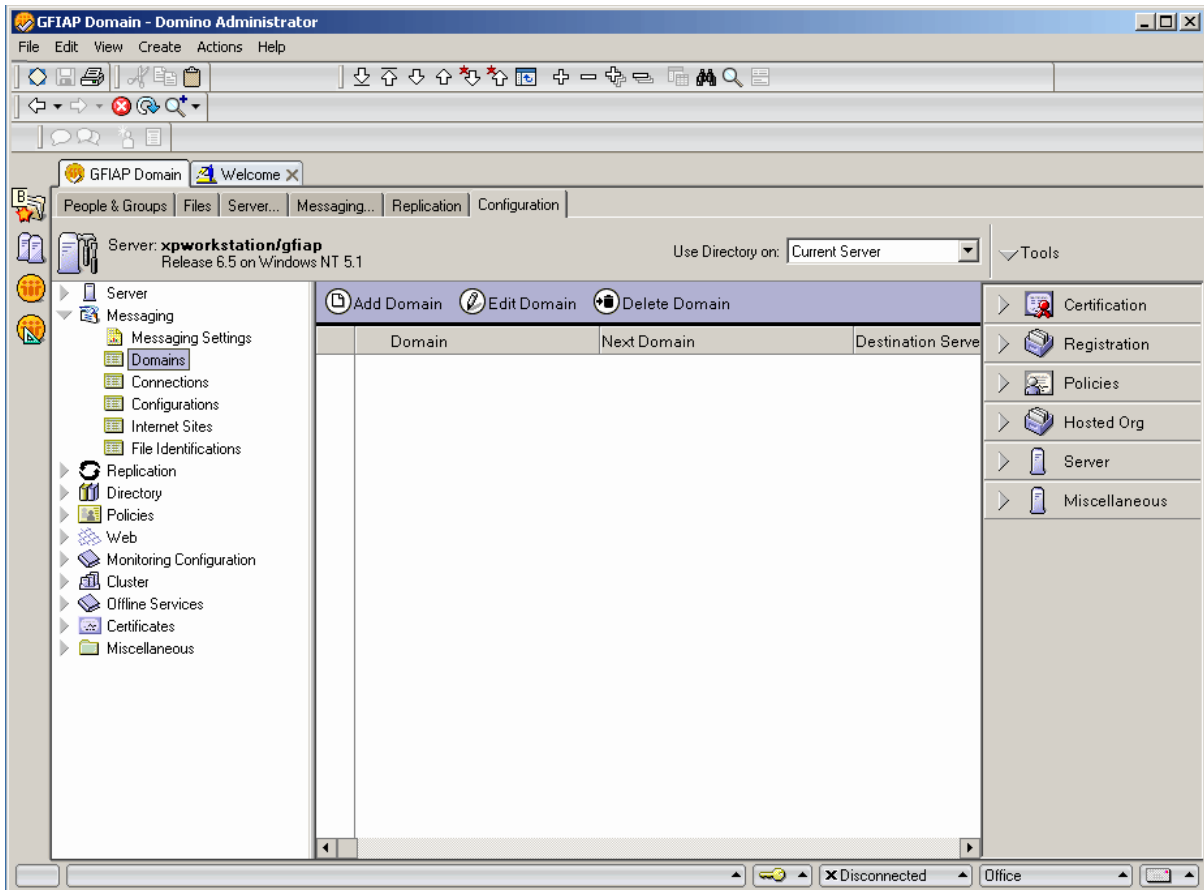


Screenshot 1 - Relay restrictions dialog

4. Select **Only the list below** and click **Add...**
5. Select **Single computer** and in the **IP address** field specify the Lotus Domino/Notes Server IP address. Click **OK**.
6. Click **OK** in all dialogs to apply changes.

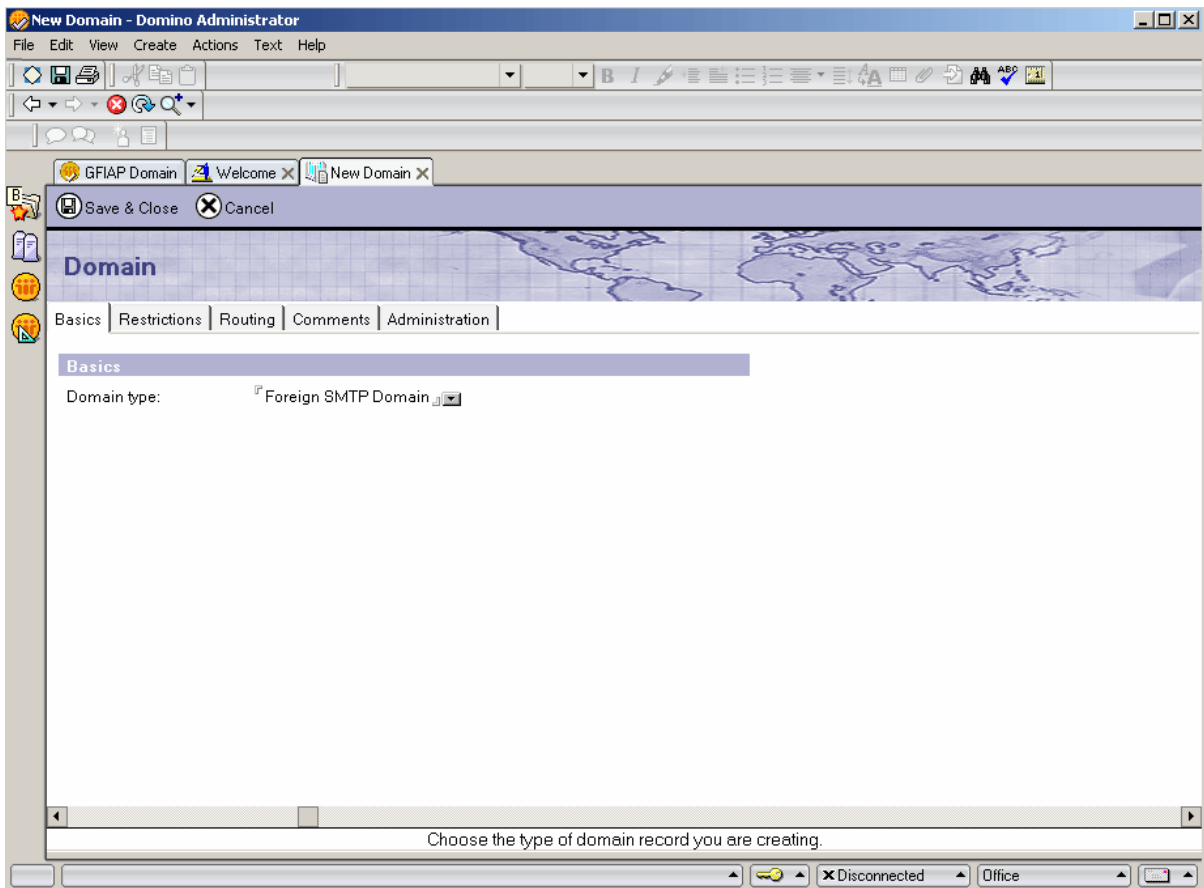
Step 2: Add a foreign SMTP domain on the Lotus server

1. From **Domino Administrator**, select **Configuration** tab.
2. Navigate to **Messaging ► Domains** node.



Screenshot 2 - Adding a new domain

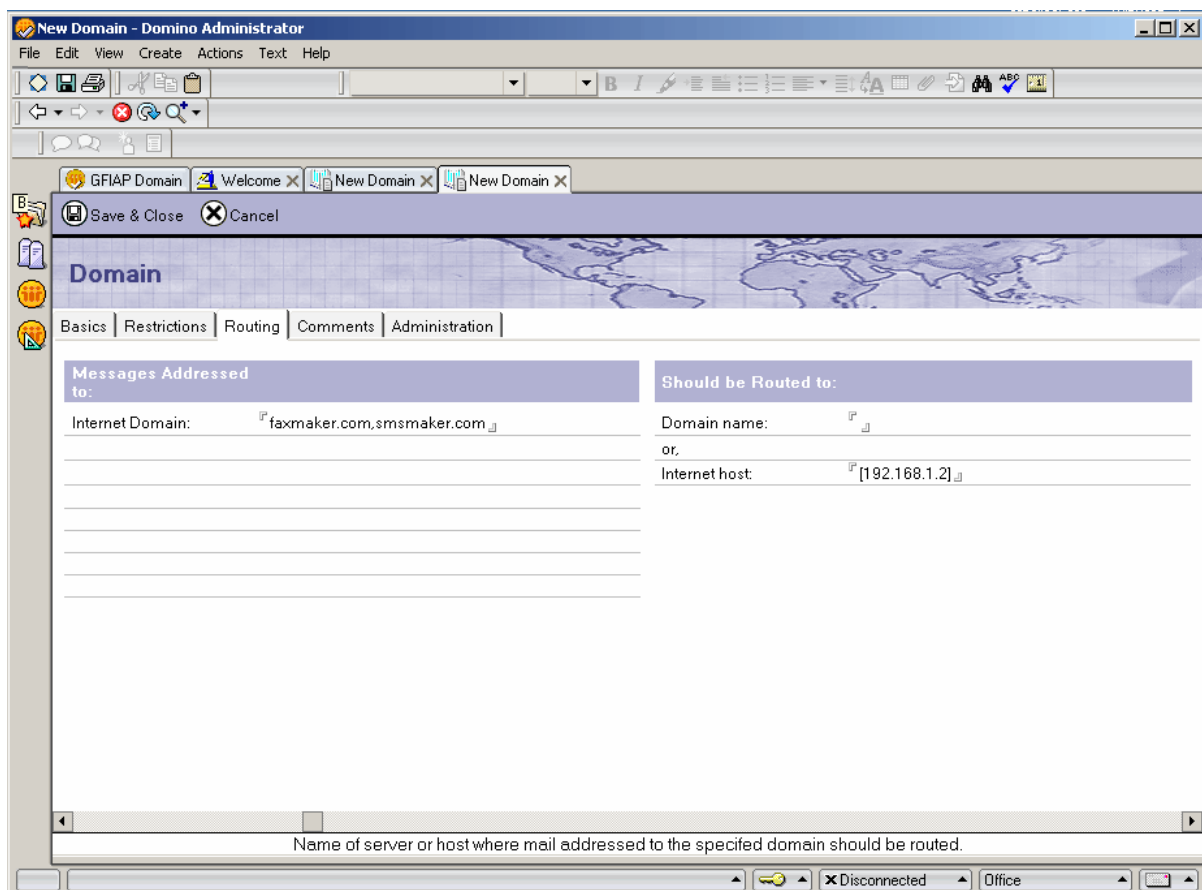
3. Click Add Domain.



Screenshot 3 - Configuring the domain type

4. From **New Domain** page, select **Basics** tab and set the **Domain type** to **Foreign SMTP Domain**.

5. Select **Routing** tab and from **Messages Addressed to**, set **Internet Domain** to: `faxmaker.com, smsmaker.com`.



Screenshot 4 - Configure the routing settings

7. Under **Should be Routed to** section, set **Internet host** to the IP address (enclosed in []) or name of the GFI FaxMaker server.

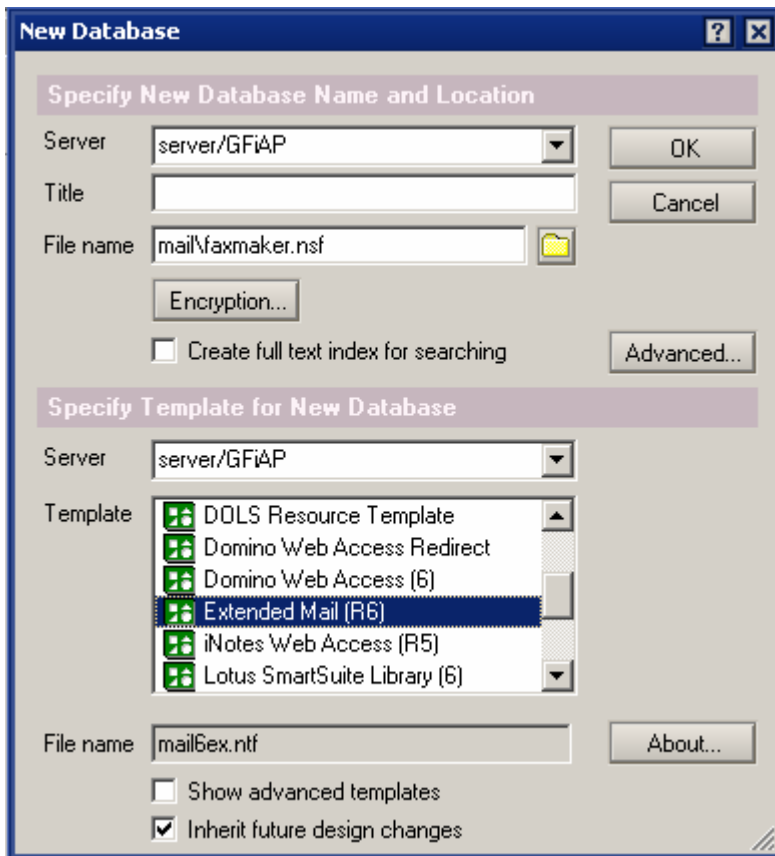
8. Save and close Foreign SMTP Domain entry.

9. Reload Domino router from the Domino server console with the following commands:

```
tell router stop  
tell router start
```

Lotus Domino/Notes server 6

Step 1: Create a mailbox database on the Domino server

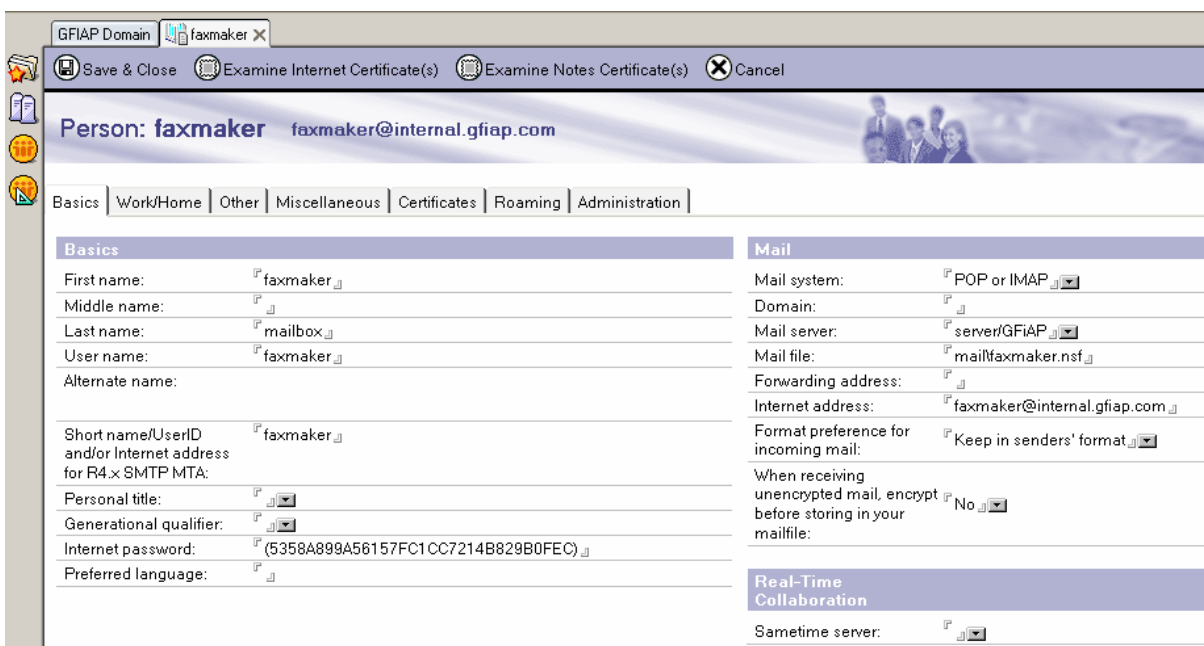


Screenshot 5 - Creating a new database

1. From Domino Administrator menu bar, select **File ► Database ► New**.
2. Select your Domino Server. Choose mail directory and enter `GFI FaxMaker.nsf` as the filename.
3. Click **OK** to create the database.

Step 2: Configure the Person for the GFI FaxMaker Domino database

1. From Domino Administrator, click **Add Person**.



Screenshot 6 - Add a person

2. Fill in the following fields:

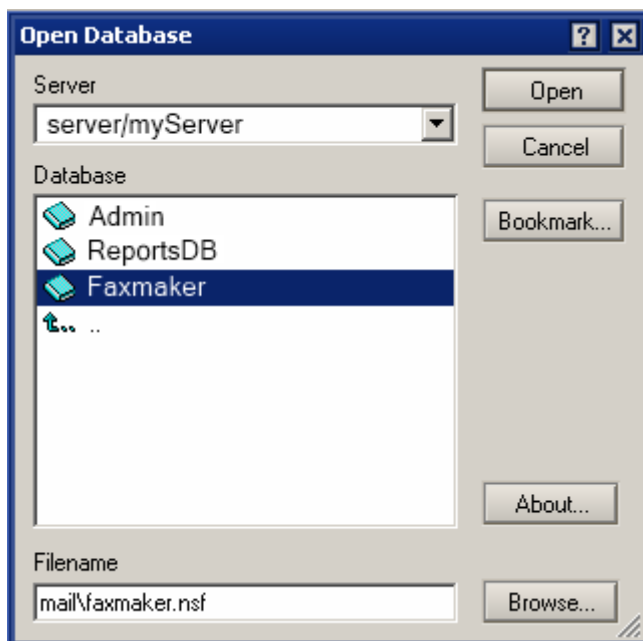
Table 6 - Lotus Domino Add person options

OPTION	SETTING
First name	GFI FaxMaker
Last name	Mailbox
User name	GFI FaxMaker
Short name/User ID	GFI FaxMaker
Internet Password	Choose a POP3 password.
Mail System	POP or IMAP
Mail Server	Domino Server name
Internet Address	The email address which will be able to receive email on the server.

3. Click **Save and Close**.

Step 3: Give the GFI FaxMaker Person permission on the GFI FaxMaker database

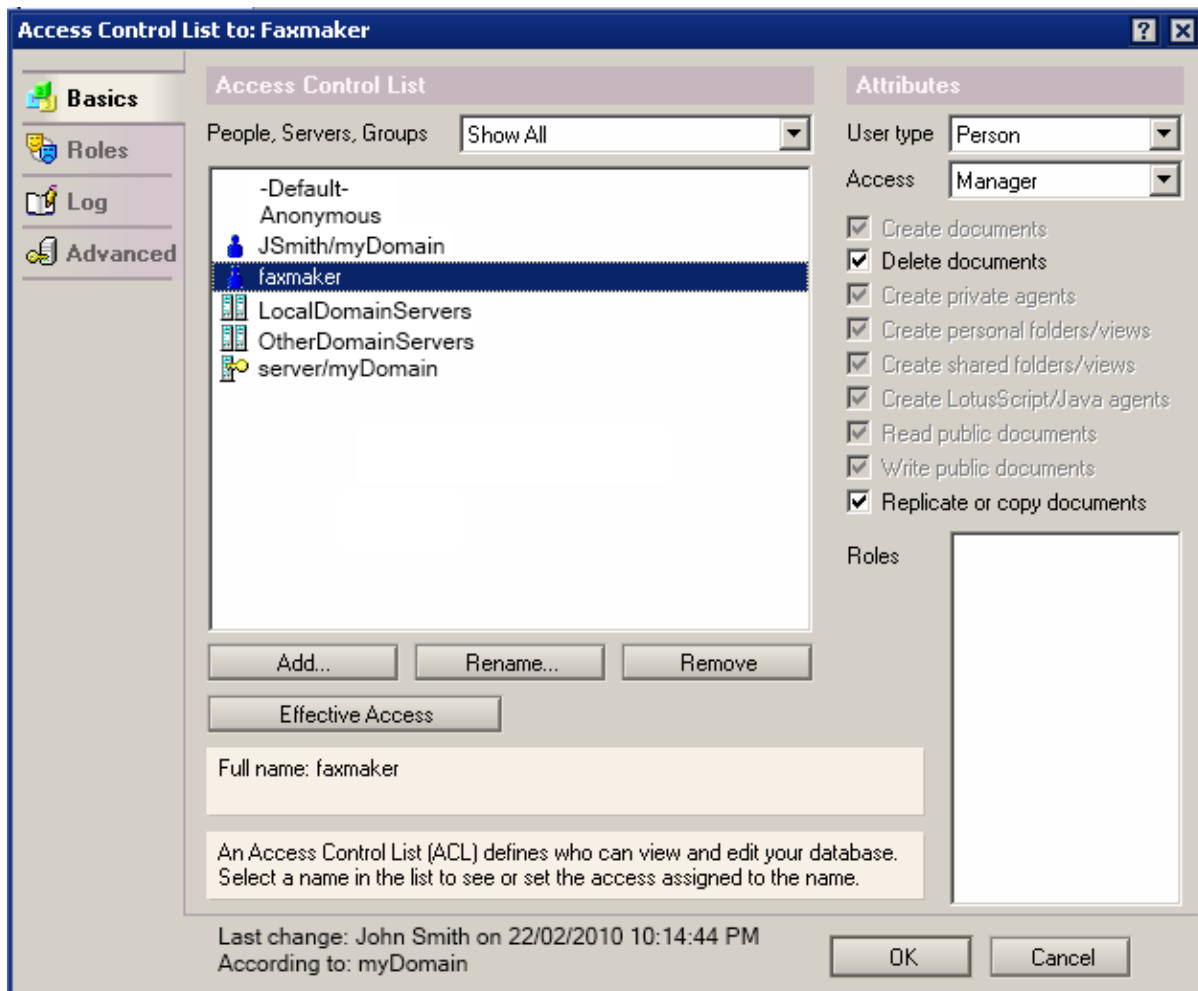
1. In the Domino Administrator, select **File ► Database ► Open** to open the GFI FaxMaker database.



Screenshot 7 - Open the GFI FaxMaker database

2. Select server and browse to the GFI FaxMaker database. Click **Open**.

3. Navigate to **File ► Database ► Access Control**.

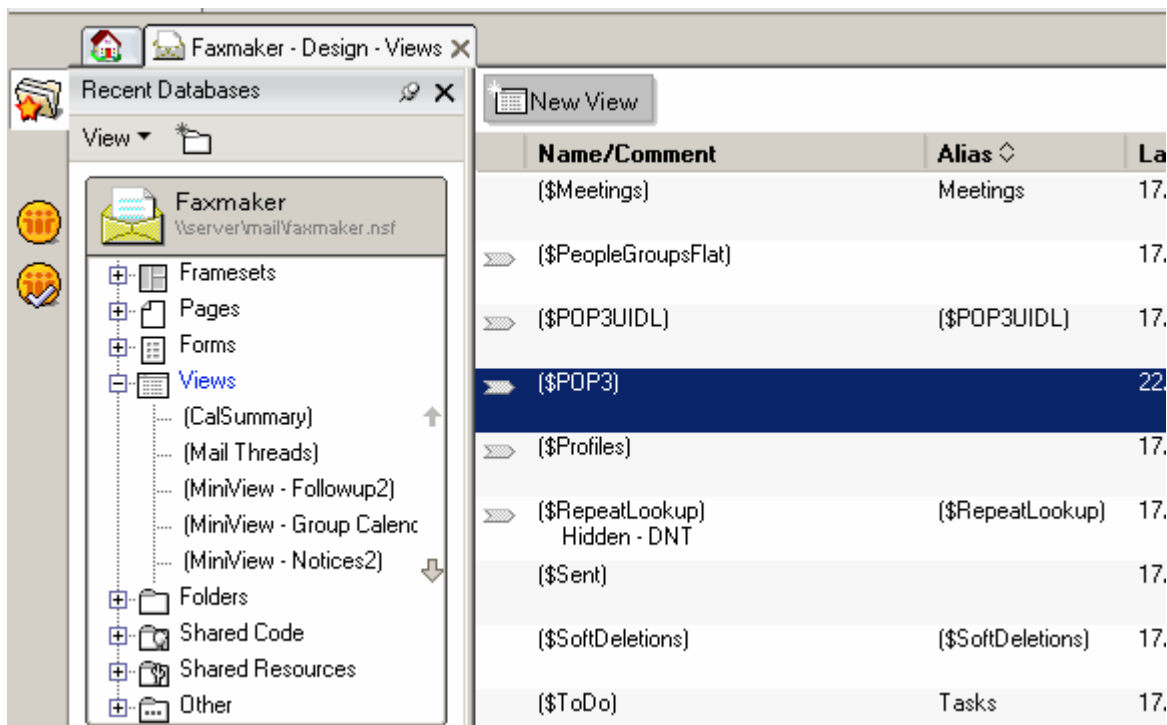


Screenshot 8 - Configuring permissions

4. Click **Add** to add the GFI FaxMaker Person.
5. Select the GFI FaxMaker Person and from the **Attributes** section, select **User type: Person, Access: Manager**.
6. Select **Delete Documents**.
7. Click **OK**.

Step 4: Remove default \$POP3 View

1. From Lotus Domino Designer, select **File ► Database ► Open**.
2. Select your Domino server, the mail directory and **GFIFaxMaker.nsf**.
3. From **Views** node, double-click **\$POP3**.

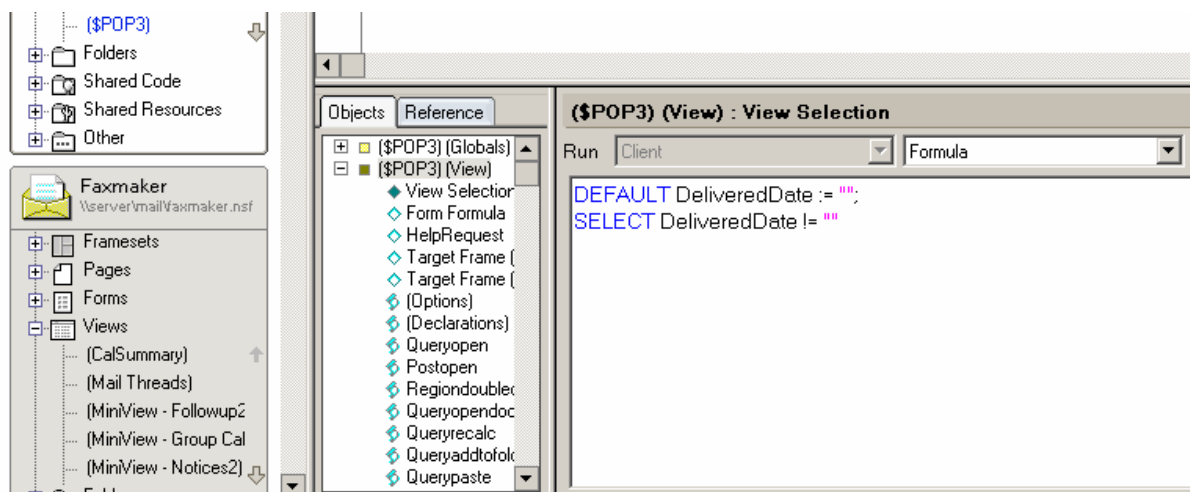


Screenshot 9 - Removing the default POP3 view

4. Click **OK** to the warning prompt.

5. Select the following two lines and delete them from the \$POP view object.

```
DEFAULT DeliveredDate := "";
SELECT DeliveredDate != ""
```



Screenshot 10 - Delete lines from \$POP view

6. Save and exit Domino Designer.

Step 5: Add the FAX Foreign Domain

1. Load Domino Administrator.

2. Select **Configuration** tab and select **Messaging\Domains**.

4. Click **Add Domain** and select **Foreign Domain**.

6. Enter `fax` as the Foreign Domain Name.

7. Select the **Mail Information** tab.

8. Enter the Domino server name as the **Gateway server name**.

9. Enter `mail\FGI FaxMaker.nsf` as the **Gateway Mail File Name**.

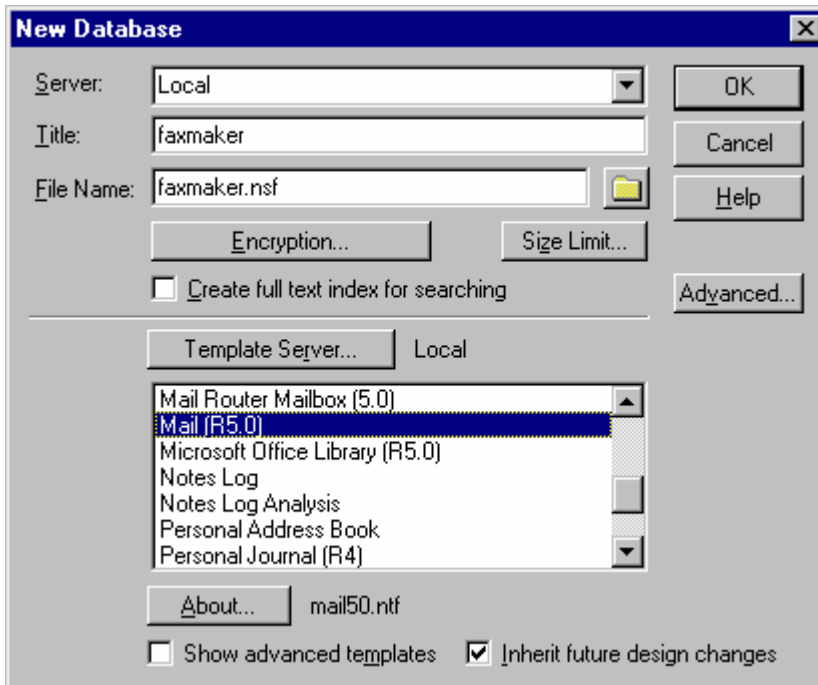


NOTE: When RFC822 phrase handling is enabled on outbound email, the fax number appears twice when GFI FaxMaker sends the fax. To resolve this, perform the following from Notes Administrator:

1. Select **Configuration Tab ► Messaging ► Configurations**.
2. Click **Edit Configuration** on the server with the GFI FaxMaker mailbox.
3. Select the **MIME tab ► Advanced Tab ► Advanced Outbound Message Options** tab.
4. Set RFC822 Phrase Handling to **Do not add phrase**.

Lotus Notes 4 and 5

Step 1: Create a dedicated database for GFI FaxMaker



Screenshot 11 - Creating a Notes Fax database

1. In the Notes Workspace select **File ► Database ► New**.
2. In **New Database** dialog, set the following options:

Table 7 - Create database options

OPTION	SETTING
Server	Local
Title	GFI FaxMaker
Template Server	Local
Template	Mail (R5.0/6.0).

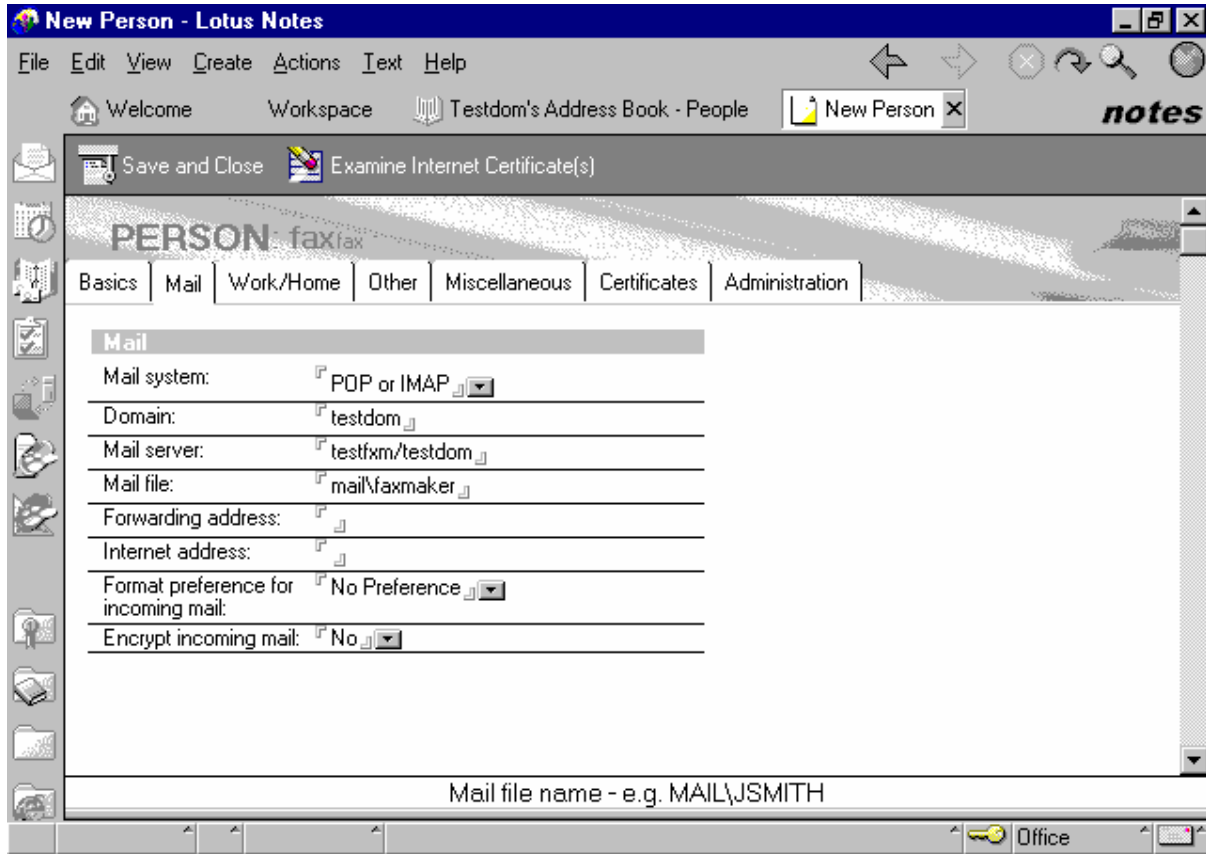
Click **OK**.

3. Right-click new database and select **Access Control**.
4. In **Manager rights**, enable **Delete document** option.

Step 2: Define the database as a POP Mailbox

1. From the Notes Workspace, navigate to **Server** and open the server **Address book**.
2. Click **Add Person**.
3. From **Basics** tab, enter a **Name** and **Password** for the Mailbox and set the user name **Fax**.

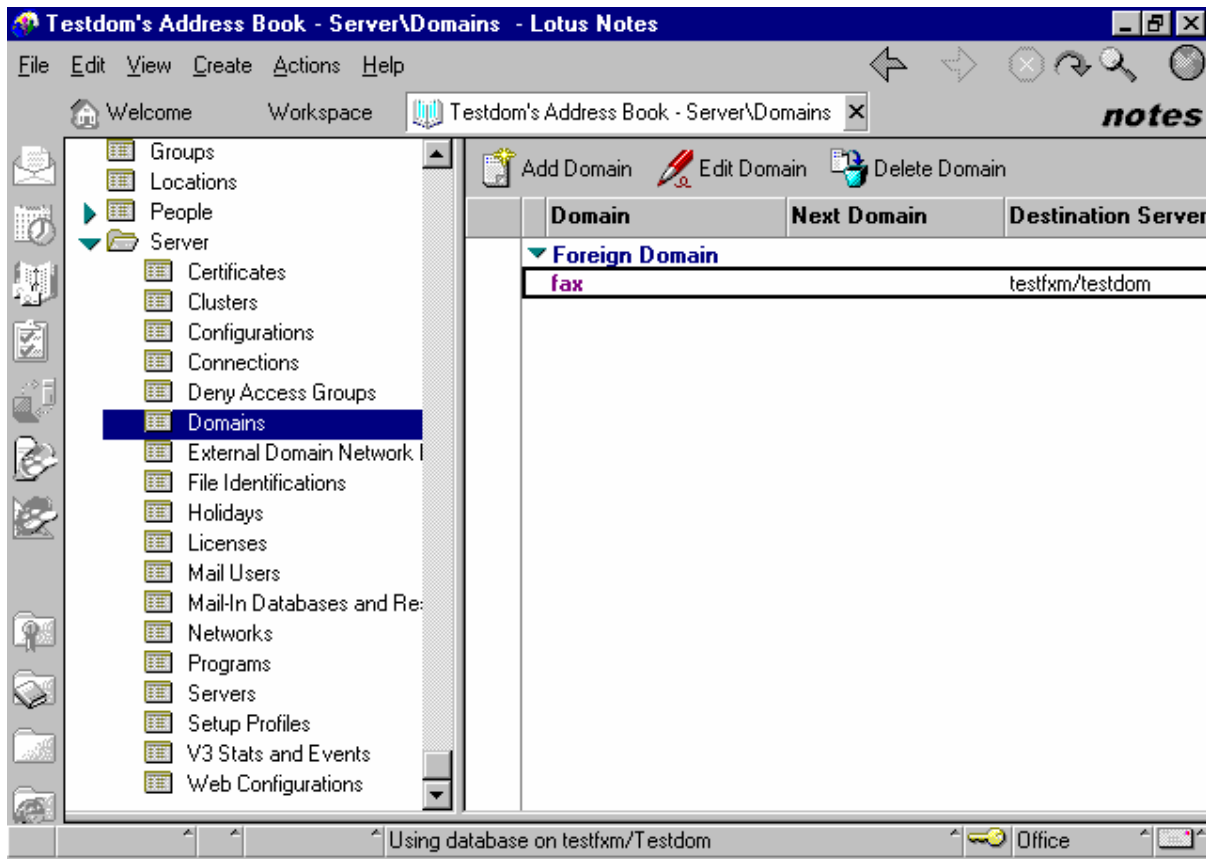
4. From **Mail** tab, set **Mail system** to **POP or IMAP**.
5. From **Internet message storage** option, set **Mail section** to **Notes and Internet Mail**.
6. Click **Save and Close**.



Screenshot 12 - Setting up the POP mailbox for GFI FaxMaker

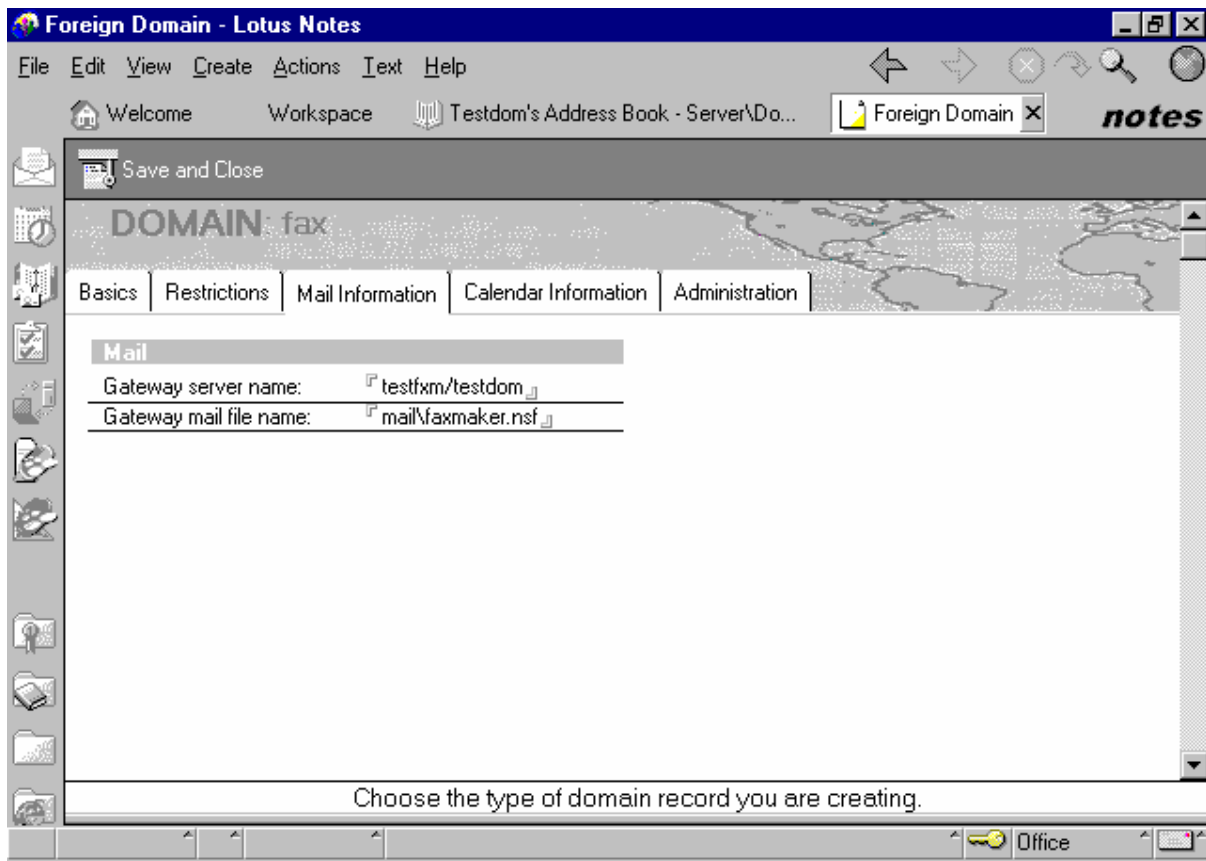
Step 3: Set up forwarding of the domain

1. From the Lotus workspace, open the address book and navigate to **Server ► Domains**.



Screenshot 13 - Setting up a Foreign Domain in Lotus Notes

2. Click **Add domain**.
3. In the **Basics** section, set **Domain type** to **Foreign Domain**.
4. In the **Foreign Domain Name** field, enter the name of the domain you want to set up (for example, fax).
5. Select the **Mail information** tab.



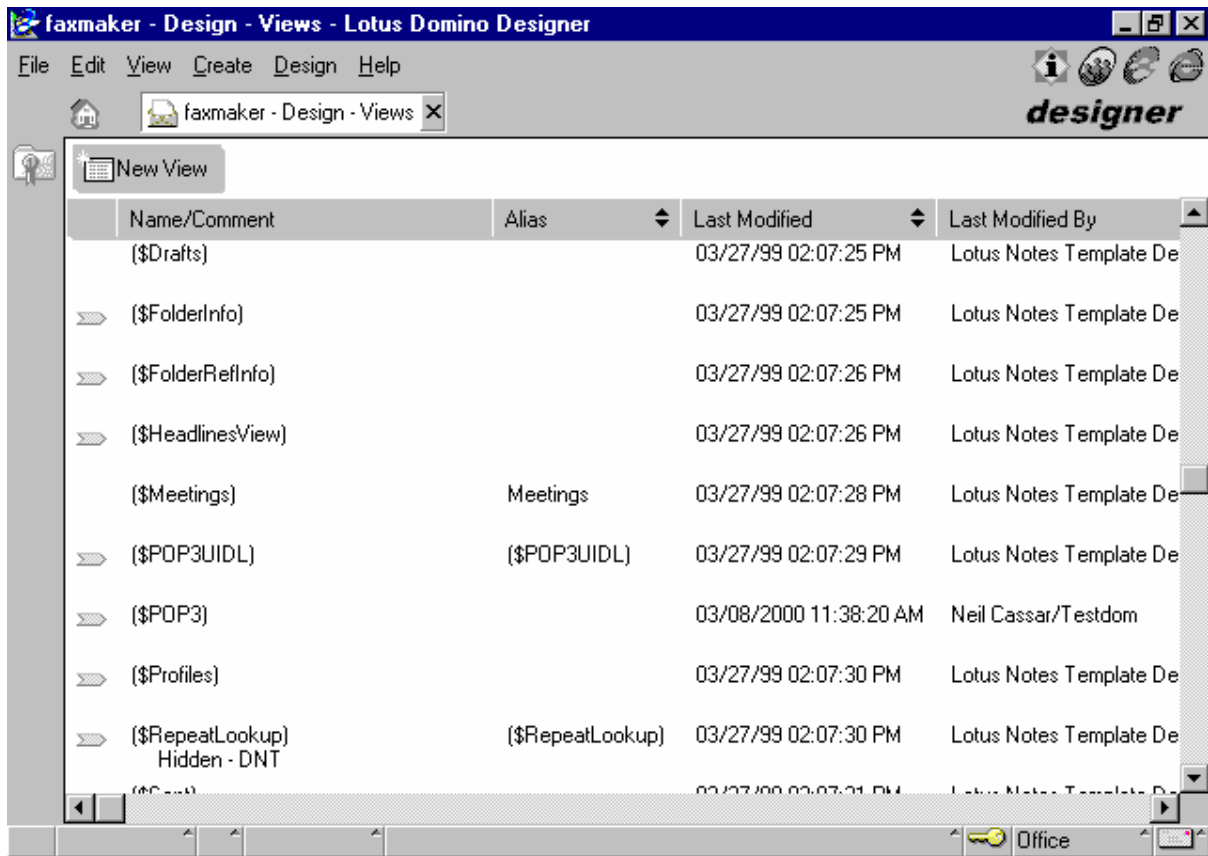
Screenshot 14 - Foreign Domain options

6. In **Gateway server name**, key in the name of the server where the GFI FaxMaker mailbox is found (for example, fax\gfi).
7. In **Gateway mail file name**, key in the name of the GFI FaxMaker mailbox (for example, mail\GFI FaxMaker.nsf).
8. Click **Save and close**.

Step 4: Modifying the GFI FaxMaker Notes mailbox views

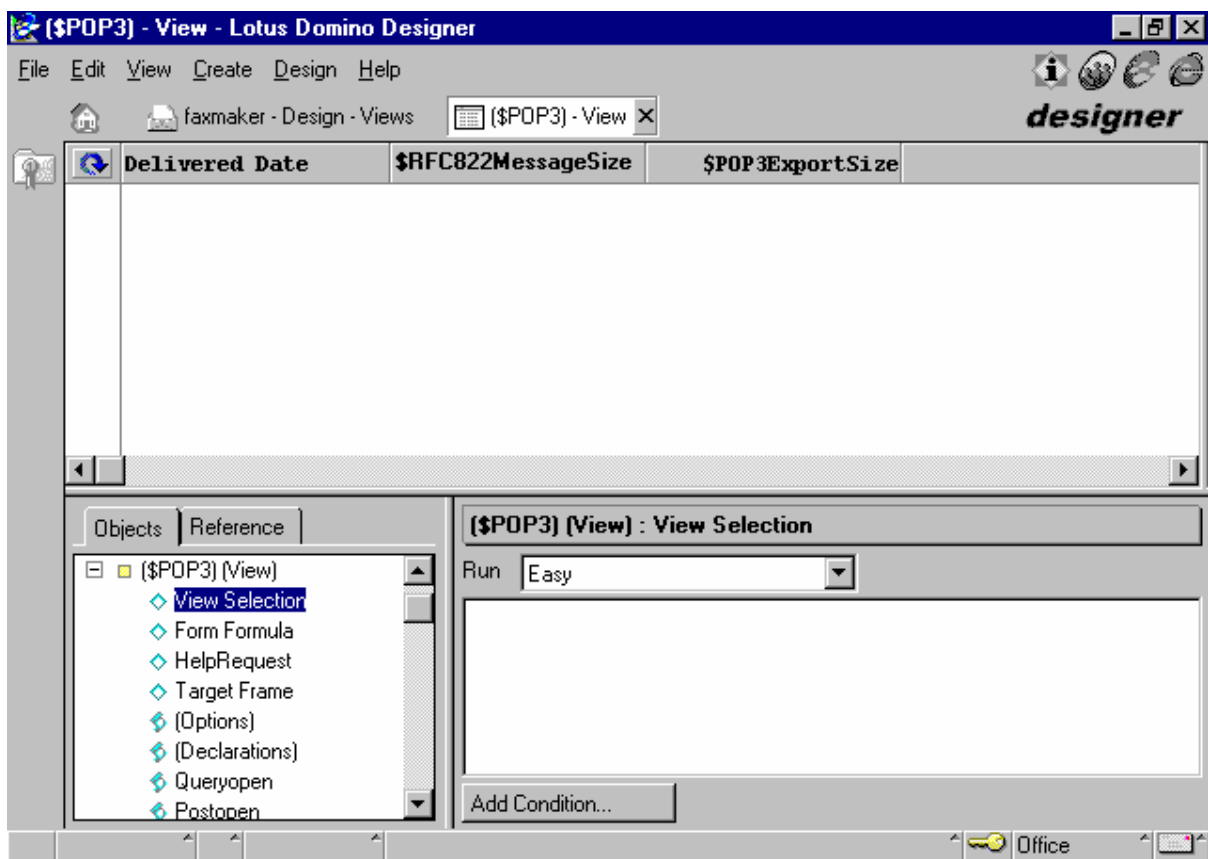
Set up the GFI FaxMaker mailbox views to allow the GFI FaxMaker MTA to see the forwarded mail.

1. Log on to the GFI FaxMaker mailbox client from a Notes client.
2. Select **Design ► Views**.



Screenshot 15 - Modifying the mailbox views

3. Double-click (**\$POP3**).
4. Delete all the entries in the script windows (lower window).
5. Save and close.



Screenshot 16 - The (\$POP3) view

3.4 Other SMTP/POP3 mail servers

If using another SMTP/POP3 server configure one of the following options, depending on the type of mail server:

» **Option 1: Forward faxes and SMSs to the GFI FaxMaker server**

Create a routing rule on your mail server that routes all messages sent to `faxmaker.com` and `smsmaker.com` domains to the GFI FaxMaker server. Also, install and enable the IIS SMTP server on the GFI FaxMaker server.

» **Option 2: GFI FaxMaker downloads faxes and SMSs from POP3 mailbox**

Create a dedicated POP3 mailbox for GFI FaxMaker on your mail server, which GFI FaxMaker can use to send and receive faxes.

3.5 SAP 4.7

For more information how to configure SAP 4.7 to send faxes using GFI FaxMaker, refer to <http://kbase.gfi.com/showarticle.asp?id=KBID003295>.

4 Installing GFI FaxMaker

4.1 Important notes

1. Check that the machine you are installing GFI FaxMaker on meets the system and hardware requirements specified earlier in this chapter.
2. Log on as Administrator or using an account with administrative privileges.
3. Save any pending work and close all open applications on the machine.

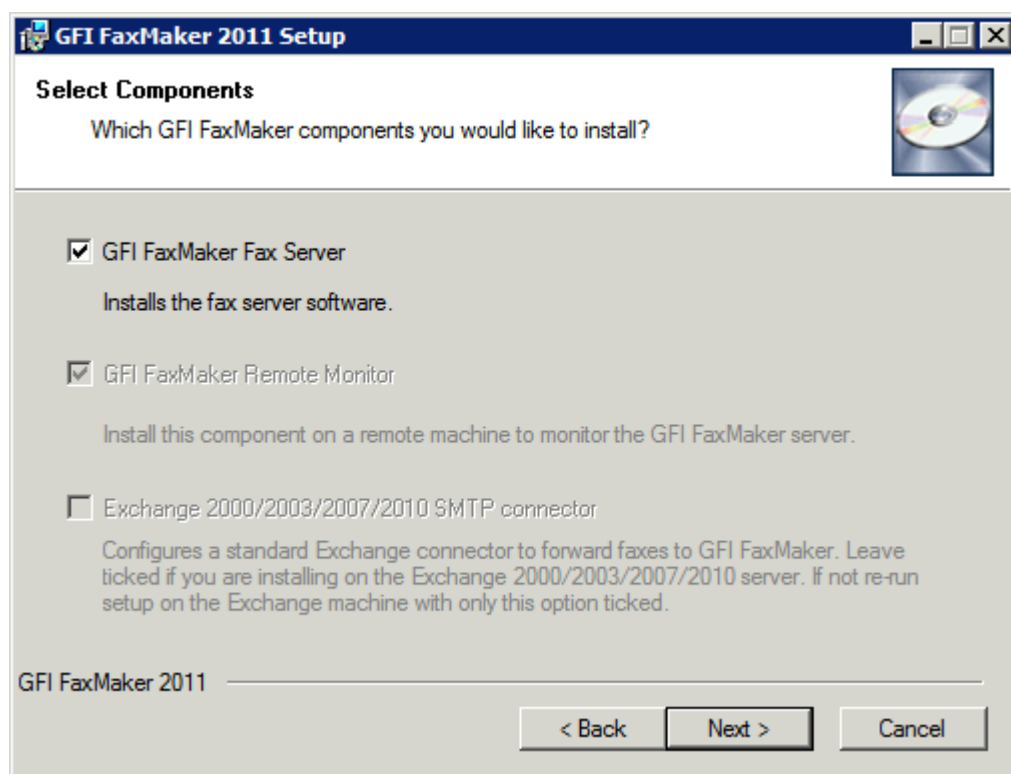
4.2 Installation procedure

1. Launch:
 - » **faxmaker2011.exe** to install GFI FaxMaker on 32-bit systems
 - » **faxmaker2011_x64.exe** to install GFI FaxMaker on 64-bit systems
2. Select installation language and click **OK**.
3. In the welcome screen, click **Next**.
4. To check for a newer build other than the one being installed, select **Check for a newer build of GFI FaxMaker on the GFI web site** and click **Next**. Otherwise, select **Do not check for a new build** and click **Next**.



NOTE: An active Internet connection is required to check for newer build.

5. Read the license agreement and click **Agree** to accept and proceed.
6. If a license key is available, enter it in the **License Key** box and click **Next**. Alternatively, click **Next** to install GFI FaxMaker in evaluation mode and enter a license key post-installation.

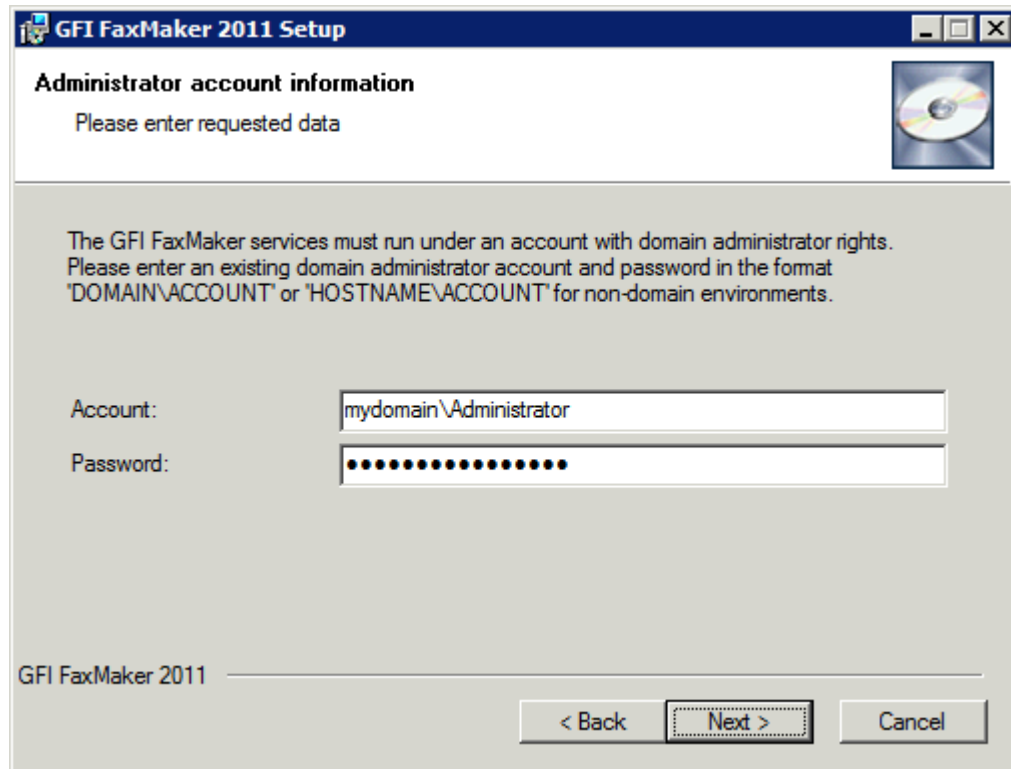


Screenshot 17 - Selecting what components to install

7. Select components to install:


Table 8 - Installation components

COMPONENT	DESCRIPTION
GFI FaxMaker Fax Server	Installs GFI FaxMaker on the machine.
GFI FaxMaker Remote Monitor	Enables local or remote monitoring of GFI FaxMaker.
Exchange 2000/2003/2007/2010 SMTP connector	Required by Microsoft Exchange server when GFI FaxMaker is installed on another machine. NOTE: Do not select this option when running setup on a machine that is not the Microsoft Exchange server or not using Microsoft Exchange as your mail server.



Screenshot 18 - Account name for services


8. Provide credentials of an account with administrative privileges, and click **Next**.


 **NOTE:** Credentials used for GFI FaxMaker services management. If changing password after installing GFI FaxMaker, update the password for the GFI FaxMaker services from the Services applet.

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

10. Click **Next** to install GFI FaxMaker. If applicable, select option to restart the IIS SMTP service.

11. Click **Next** to install the GFI NetPrintQueue2Fax printer drivers.

 **NOTE:** On Windows Server 2003 64-bit, 32-bit version of the GFI NetPrintQueue2Fax printer drivers must be installed (so that 32-bit clients can use the 32-bit driver). Select option **Install 32-bit drivers for GFI NetPrintQueue2Fax printer**. Windows Server 2003 CD is required during installation.

 **NOTE:** If Windows shows a warning regarding the NetPrintQueue2Fax printer driver, click option to install anyway.

12. Click **Finish**.

After installation, run the GFI FaxMaker Configuration Wizard. For more information, refer to [Run the GFI FaxMaker Configuration Wizard](#) chapter in this manual.

4.3 Run the GFI FaxMaker Configuration Wizard

The GFI FaxMaker Configuration Wizard assists you through the basic steps of configuring GFI FaxMaker. The wizard runs automatically after installation or run it manually from **Start ► Programs ► GFI FaxMaker ► GFI FaxMaker ► Configuration Wizard**.

1. Click **Next** in the welcome screen.



NOTE: When GFI FaxMaker is installed on the Microsoft Exchange 2000 or higher, skip to step 5.

Screenshot 19 - Setting up the sending options

2. When GFI FaxMaker is not installed on the same machine running Microsoft Exchange 2000 or higher, configure mail server options. Select how to forward faxes and SMSs to GFI FaxMaker.

Table 9 - Sending options

OPTION	DESCRIPTION
My email server will forward faxes and SMSs to this GFI FaxMaker machine	Select option if during Pre-installation action: Configure mail server , the mail server was configured to forward all faxes and SMSs to GFI FaxMaker.
GFI FaxMaker will download faxes and SMSs from a POP3 mailbox	Select option if during Pre-installation action: Configure mail server , a dedicated POP3 mailbox was configured on the mail server. Specify the details of the dedicated POP3 mailbox. IMPORTANT: Ensure that there are no emails in mailbox and that it is dedicated to GFI FaxMaker. Any emails in mailbox are downloaded by GFI FaxMaker and permanently deleted.

Click **Next** to continue.



Screenshot 20 - The wizard will prompt you for a mail server name

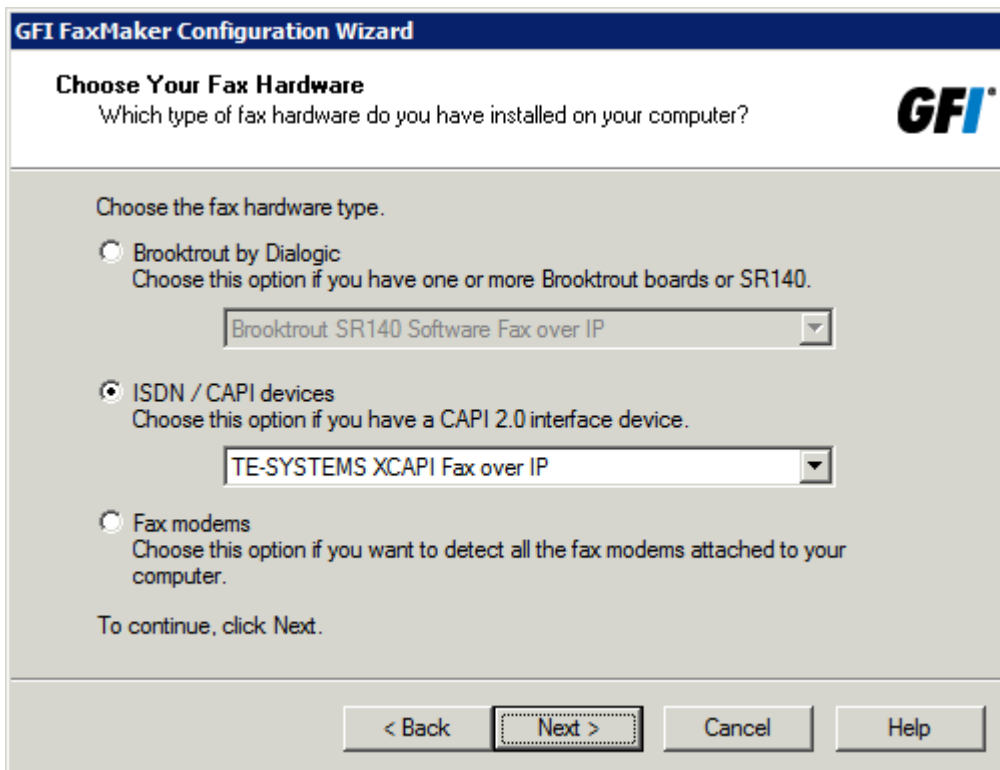
3. Specify mail server details where GFI FaxMaker forwards received emails.

Table 10 - Mail server options

OPTION	DESCRIPTION
Mail server name or IP address	Enter the name or IP address of the mail server where to upload received faxes.
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 specific user credentials. Enter credentials in the Account and password text boxes. Select Secure Password Authentication if required by the mail server.

Click **Next** to continue.

4. Specify the **Country code** of the country where the fax lines are connected. This is used by GFI FaxMaker to determine the appropriate number to dial (for example, removes the country code for faxes within the same country). Click **Next**.



Screenshot 21 - Selecting the type of fax hardware to be used with GFI FaxMaker

5. Select the fax devices to use with GFI FaxMaker.



IMPORTANT: Ensure that devices are properly installed before proceeding. Instructions are available in the GFI FaxMaker Fax Device Installation manual, available from:

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

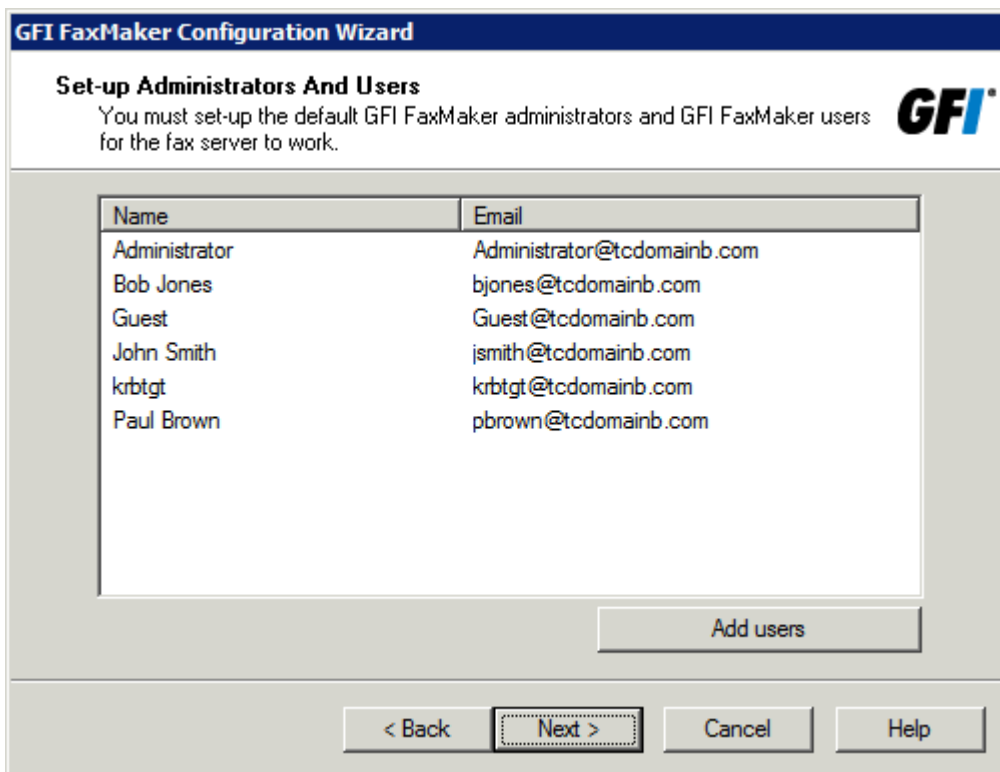
Table 11 - Type of fax device

FAX DEVICE	DESCRIPTION
Brooktrout by Dialogic	Select the board model to use and click Next . Click Yes to install driver software for the device, or click No to use other drivers.
ISDN, CAPI devices	Select: <ul style="list-style-type: none"> >> TE-SYSTEMS XCAPI Fax over IP - Instructs GFI FaxMaker to use the TE-SYSTEMS XCAPI Fax over IP solution. Click Yes to install XCAPI software to integrate the system with Fax over IP or an ISDN controller, or click No to use other drivers. >> Other devices - Instructs GFI FaxMaker to use a device that is not TE-SYSTEMS XCAPI Fax over IP.
Fax modems	Select to automatically detect fax modem drivers and click Next . GFI FaxMaker attempts to detect Microsoft Fax drivers and other modems already installed on the machine.

Click **Next** to continue.



NOTE: For some devices, you may be prompted to configure the fax lines. For more information, refer to the Fax Lines section in GFI FaxMaker Administration & Configuration manual available from <http://www.gfi.com/faxmaker/manual>.



Screenshot 22 - Specifying users

6. Specify the GFI FaxMaker users and administrators.

Table 12 - Adding GFI FaxMaker users

ENVIRONMENT	DESCRIPTION
If you have Active Directory	GFI FaxMaker connects to Active Directory to enable you to choose users. If no fax administrators are configured, add the administrators from the Select Users or Groups dialog and click OK . Click Add users to add fax users.
If you do not have Active Directory	<p>To define the list of users:</p> <ul style="list-style-type: none"> >> Import list from Windows: GFI FaxMaker imports the list of Windows users from: <ul style="list-style-type: none"> • Local machine: GFI FaxMaker lists the user accounts configured on the local machine. • Remote machine: Select Use remote server and enter the name or IP address of the remote machine. Click List Users to automatically detect and list the users on that machine. <p>Click Add to add the selected users to the Users selected for import list. Click Append domain name to add a domain to the username.</p> >> Create manually - Users and their email addresses are entered manually. This has to be done from the GFI FaxMaker management console. For more information, refer to the Licensed Users section in the GFI FaxMaker Administration & Configuration manual available from http://www.gfi.com/faxmaker/manual. <p>After adding the list of users, specify which of the users are fax administrators.</p>

Click **OK**.

 **NOTE:** Optionally manage users from the GFI FaxMaker Configuration. For more information, refer to the Licensed Users section in the GFI FaxMaker Administration & Configuration manual available from <http://www.gfi.com/faxmaker/manual>.

Click **Next** to continue.

7. Wizard will now test the mail server settings. Click **Test** to send a test email to the configured fax administrators. Click **Next** to continue.



NOTE: If the test fails, the error condition is displayed. Use the error to troubleshoot and resolve issues. For more information, refer to [Email2FaxGateway test fails](#) chapter in this manual.

8. GFI FaxMaker now starts the services. Click **Next** to continue.
9. Click **Finish**.

4.4 Upgrading from earlier versions

To upgrade a GFI FaxMaker installation to the latest version while retaining all settings, launch the installation file and follow the instructions in [Installing GFI FaxMaker](#). Setup automatically uninstalls the old installation and installs latest version.



NOTE: This is supported only for versions 12 or higher. For earlier versions, it is recommended to uninstall and reconfigure GFI FaxMaker.

5 Testing your new GFI FaxMaker Installation

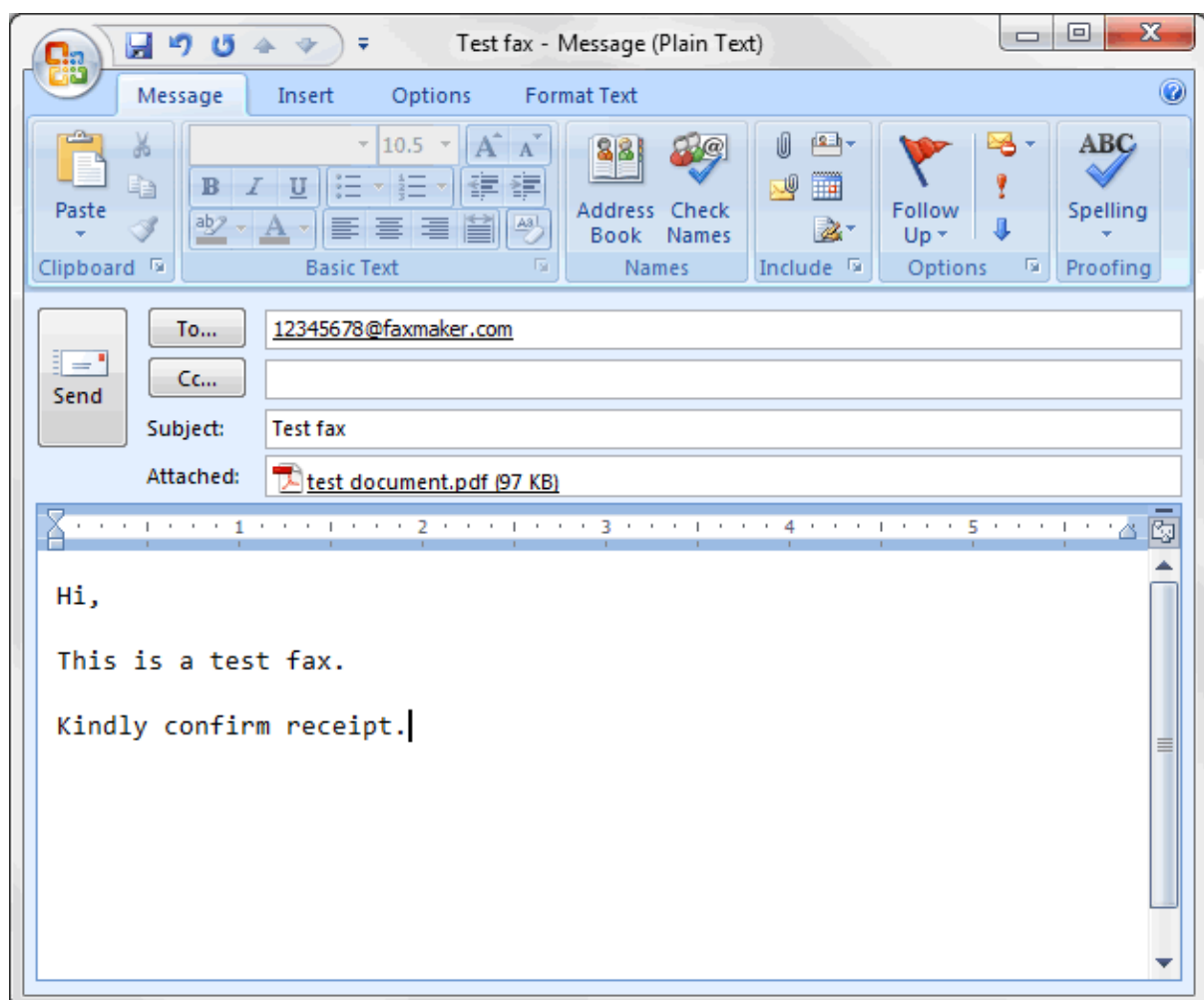
Follow the steps in this section to ensure that your GFI FaxMaker installation is processing sent and received faxes successfully.

5.1.1 Send a test fax

1. From the email client of a user listed as a Licensed user, create an email, in the following format:

Table 13 - Test email format

FIELD	CONFIGURATION
To	Enter recipient in the following format <code>number@faxmaker.com</code> . Replace <code>number</code> with the recipient's fax number. For example, <code>12345678@faxmaker.com</code> .
Subject	Key in <code>Test fax</code> .
Email body	Key in some text.
Attachment	Attach a one page PDF document containing some test content, such as text and graphics.



Screenshot 23 - Sending a test fax using Microsoft Outlook

2. Click **Send**.

3. View the outgoing fax status from **GFI FaxMaker Monitor**.

4. Confirm fax receipt by recipient.

5.1.2 Receiving a test fax

1. From a test fax line, send a fax to a fax line connected and configured in GFI FaxMaker.

2. View the incoming fax status from **GFI FaxMaker Monitor**.
3. Unless Routing rules were previously configured, the fax is delivered through the Default Routers (Available from **GFI FaxMaker Configuration ► Routing ► Properties ► Default Routers**). Ensure that the fax is successfully delivered to the Default Routers' mailboxes.

6 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.

7 Troubleshooting

7.1 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

7.2 Common issues

7.2.1 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 14 - 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: <ul style="list-style-type: none">» 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.

7.2.2 Issues encountered when sending faxes

Table 15 - 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

ISSUE	POSSIBLE SOLUTIONS
Sender receives the following error: 1706 : Document Conversion Timeout.	<p>Cause This issue normally arises when there is no application associated with the extension of the file to fax.</p> <p>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.</p>
GFI FaxMaker returns error “Call failed 46” when sending fax.	<p>Possible cause 1 Fax device is behind a PABX that does not accept the local fax ID when making an outbound call.</p> <p>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.</p> <p>Possible cause 2 Old Dialogic (Eicon) Diva Server drivers</p> <p>Solution Download and install the latest Dialogic (Eicon) Diva Server drivers from Dialogic website.</p>
Problems converting Microsoft Office files.	<p>Check the following:</p> <ul style="list-style-type: none"> >> 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.

7.2.3 Issues encountered when receiving faxes

Table 16 - Troubleshooting: Receiving faxes

ISSUE	POSSIBLE SOLUTIONS
GFI FaxMaker does not answer calls on a particular fax number.	<p>Cause This issue usually arises when MSN numbers are specified incorrectly.</p> <p>Possible solution Configure MSN numbers that GFI FaxMaker should answer from the device properties. To determine the MSN numbers to answer:</p> <ol style="list-style-type: none"> 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. <p>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.</p>

7.2.4 SMS

Table 17 - Troubleshooting: SMS

ISSUE	POSSIBLE SOLUTIONS
GFI FaxMaker cannot send SMS via GSM device.	<p>Check the following:</p> <ul style="list-style-type: none">>> 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. <p>If no issues are found, perform other checks on GSM device. Refer to: http://kbase.gfi.com/showarticle.asp?id=KBID002179</p>

7.3 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/>

7.4 Web Forum

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

<http://forums.gfi.com/>.

7.5 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.

7.6 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>.

7.7 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

8 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**.

8.1 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

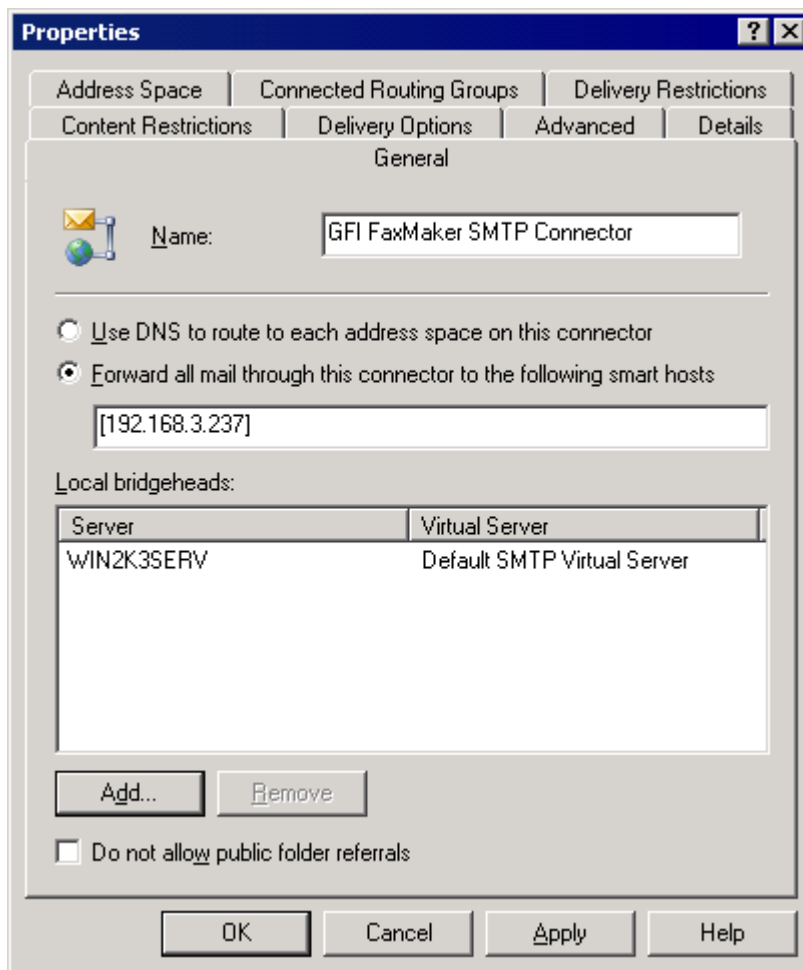
To configure connector when installing GFI FaxMaker on a separate machine than Microsoft Exchange 2000/2003 server:

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, refer to [Installation procedure](#) chapter in this manual.

8.2 Creating the connector manually

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



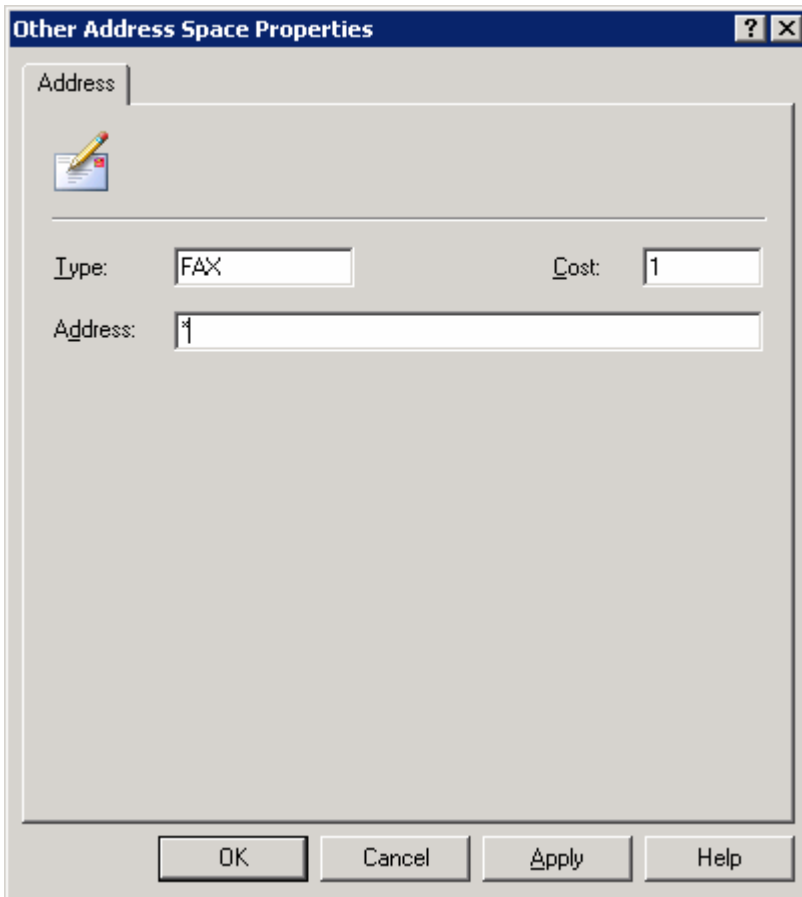
Screenshot 24 - Specifying IP/Name of GFI FaxMaker machine

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 25 - Specifying FAX as an address space

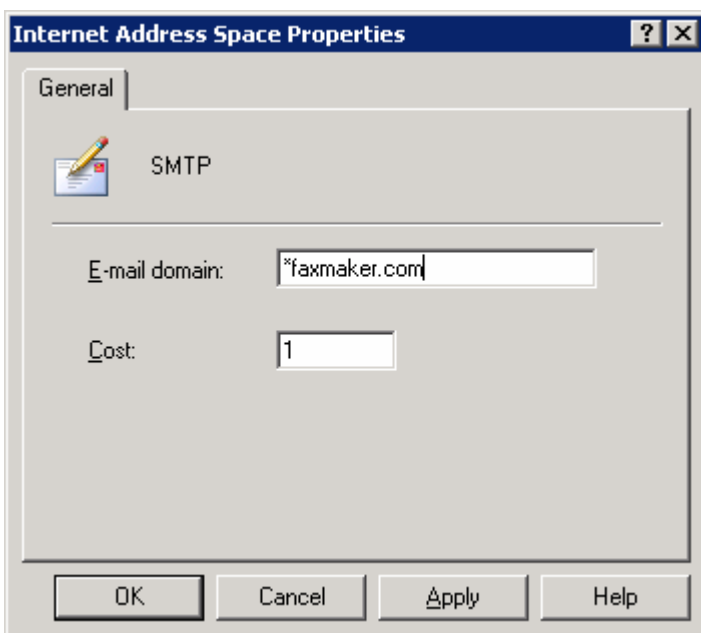
6. In **Other Address Space Properties** dialog, key in **FAX** in **Type** text box, and * in the **Address** text box. Click **OK**.



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**.

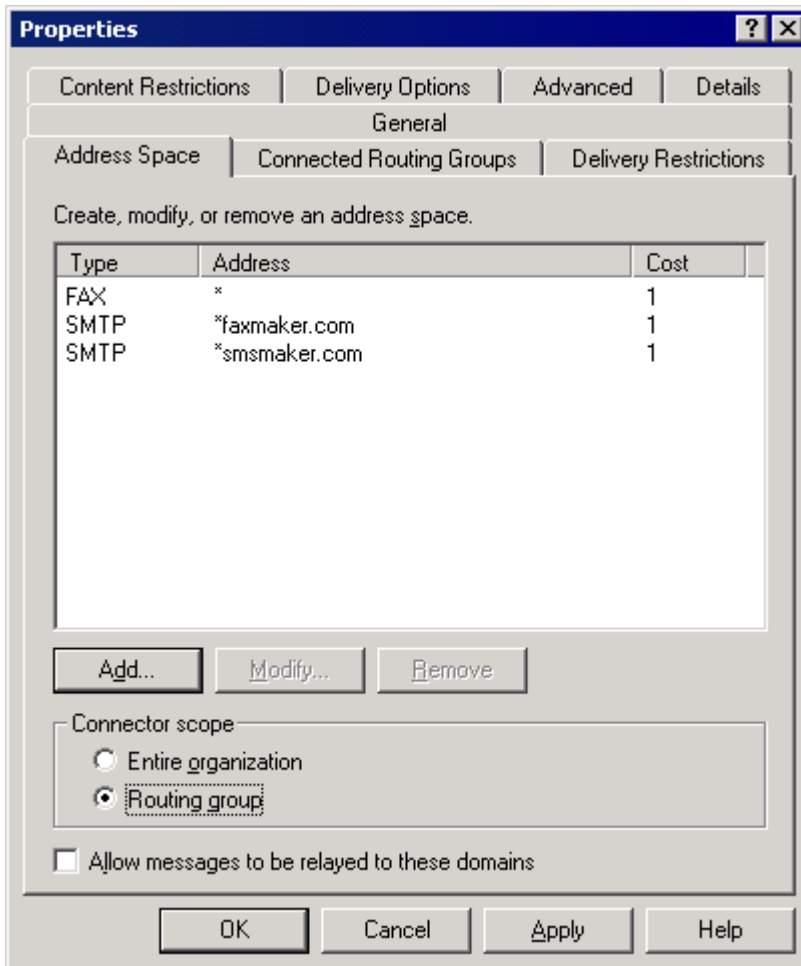
8. Select **SMTP** and click **OK**.



Screenshot 26 - 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 27 - The address space tab

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

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

8.3 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.

8.4 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**.

9 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](#)

9.1 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, refer to [Installation procedure](#) chapter in this manual.

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

9.2 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.

9.3 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.

9.4 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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