

# Multi-Tech FaxFinder Server Changes and Features in this release.

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## IP Configuration Hostname

The Hostname field is used to supply a fully qualified domain name (fqdn) for the FaxFinder Server when it accesses an email server to send email. Some email servers require a fqdn on the EHLO command at the beginning of SMTP email communication. The model name of the FaxFinder is the default. Also see the SMTP Configuration section on setting an email address for the FaxFinder.

### Administration: IP Configuration

IP Address	<input type="text" value="192.168.52.235"/>	Hostname	<input type="text" value="FF820.multitech.prv"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>	Default Gateway	<input type="text" value="192.168.52.1"/>
Name Server	<input type="text" value="192.168.11.251"/>	Secondary Name Server	<input type="text"/>
<input type="button" value="update"/>			

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## Time Configuration: Real Time Clock

A real time clock has been enabled on the FaxFinder Server which can eliminate the need to use an external timeserver to get the Time of Day.

**Administration: Time Configuration**

Time Server: none

Add Time Server: time.nist.gov

Request Interval: 24 Minutes

Use Daylight Savings Time: none

Time Zone: (GMT-06:00) Central Standard Time (US & Canada)

Date Format: mm/dd/yyyy

Time Format: 12 hour

Time (24 hr) hh:mm:ss: 10:29:31

Date mm/dd/yyyy: 10/16/2007

To set the real time clock: Set the current time in 24-hour format in the **Time (24 hr) hh:mm:ss** field. Set the current date in the **Date mm/dd/yyyy** field. Select none for the **Time Server** drop down. Click **update** and the real time clock will be set using this information. The time of day is preserved across power cycles of the Server. If you use an external timeserver, the real time clock will be set in response to time retrieved from the external timeserver.

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**Modem Configuration:**

The modem configuration page has been redesigned. A table has been added to show the current settings of all the modems. A drop down has been added to select one or all modems to change the configuration.

**Modem Configuration**

Modem: POTS Modem 1

Country Code: POTS Modem 1

Answer On: POTS Modem 2

Routing: POTS Modem 3

Routing Definition: POTS Modem 4

Max Baud Rate: POTS Modem 5

Tone Dial: POTS Modem 6

Dial prefix: POTS Modem 7

Fax Debugging:  off  on

Init String:

Max DTMF Digits: 4

Fax ID: 235 modem 1

Error Correction:  off  on

Smart Dial:  off  on

Fax Direction:  both  inbound  outbound

[Key Description](#)

The update portion of the web page can be used to change the configuration of one or all modems, by using the Modem drop down.

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Modem Configuration Table								
Modem	Country Code	Answer On	Max DTMF Digits	Routing	Routing Definition	Fax ID	Max Baud Rate	Errc
POTS Modem 1	UnitedStates	2	4	DTMF Digits		235 modem 1	33600	
POTS Modem 2	UnitedStates	2	4	DTMF Digits		235 modem 2	33600	
POTS Modem 3	UnitedStates	2	4	DTMF Digits		235 modem 3	33600	
POTS Modem 4	UnitedStates	2	4	DTMF Digits		235 modem 4	33600	
POTS Modem 5	UnitedStates	2	4	DTMF Digits		235 modem 5	33600	
POTS Modem 6	UnitedStates	2	4	DTMF Digits		235 modem 6	33600	
POTS Modem 7	UnitedStates	2	4	DTMF Digits		235 modem 7	33600	

The Modem Configuration Table shows the current settings of all modems.

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Modem Configuration Table									
on	Fax ID	Max Baud Rate	Error Correction	Tone Dial	Smart Dial	Dial prefix	Fax Direction	Fax Debugging	Init String
	235 modem 1	33600	on	on	on		both	off	
	235 modem 2	33600	on	on	on		both	off	
	235 modem 3	33600	on	on	on		both	off	
	235 modem 4	33600	on	on	on		both	off	
	235 modem 5	33600	on	on	on		both	off	
	235 modem 6	33600	on	on	on		both	off	
	235 modem 7	33600	on	on	on		both	off	

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### Modem Configuration: Custom Mode Codes

Many PBXs send a series of DTMF Tones to the Server when a call is being established. The Routing definition defines where the Extension number is in the series of DTMF characters. The Extension number is used by the FaxFinder Server to route the received fax to the appropriate email address. The Routing definition has been changed to allow a Custom Mode Code definition for PBXs using DTMF routing that is not currently defined in the Routing drop down.

The routing definition is displayed in the Routing Definition field. The Key URL will display the definitions of special character sequences that can be used to create a custom mode code definition. The Description URL will display how the FaxFinder Server will interpret the custom definition.

**Modem Configuration**

Modem: POTS Modem 1

Country Code: UnitedStates

Answer On: 2 ring(s) Max DTMF Digits: 4

Routing: Avaya Mode Code Fax ID: 235 modem 1

Routing Definition: **Avaya Mode Code** [Description](#)

Max Baud Rate: [ ] Error Correction:  off  on

Tone Dial: [ ] Smart Dial:  off  on

Dial prefix: [ ] Fax Direction:  both  inbound  outbound

Fax Debugging: [ ]

Init String: [ ]

**Routing** You may select an existing definition, or choose User Defined to create a new one.

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**Modem Configuration**

Modem: POTS Modem 1

Country Code: UnitedStates

Answer On: 2 ring(s) Max DTMF Digits: 4

Routing: Avaya Mode Code Fax ID: 235 modem 1

Routing Definition: #t2#c4#x? [Key Description](#)

[Hide Key](#)

\$tn - number of Call Type chars  
 \$cn - number of Calling Number chars  
 \$xn - number of Extension digits  
 \$in - number of Internal Code chars  
 Fields can be separated by a delimiter char (i.e. #)  
 ? look for Max DTMF Digits

The Key URL will display the definitions of special character sequences that can be used to create a custom mode code definition. The definition is used by the FaxFinder Server to extract the extension number from the DTMF tones sent by the PBX.

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**Modem Configuration**

Modem: POTS Modem 1

Country Code: UnitedStates

Answer On: 2 ring(s) Max DTMF Digits: 4

Routing: Avaya Mode Code Fax ID: 235 modem 1

Routing Definition: #t2#c4#x? [Key Description](#)

[Hide Description](#)

Delimiter is '#'  
 Wait for 2 calling type chars then  
 Wait for 4 calling number chars then  
 Wait for 4 extension number chars

The Description displays how the FaxFinder Server uses the current Routing Definition. In this example, a # is used as a delimiter between sections of the custom routing definition. There are two **calling type** characters, followed by 4 **calling number** characters, followed by 4 DTMF **Extension** digits. The ? tells the Server to use the definition of Max DTMF Digits for the number of extension digits. All fields are separated by a # tone field separator.

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### Inbound Fax Backup

This feature allows all incoming faxes to be copied to a share location before it is emailed.

The screenshot shows the MultiTech Systems web interface. At the top left is the logo. A navigation bar contains links: Home, Login, Fax Log, Current Status, Logout, Administration, Phone Book, Modem Config, Passwords, and Shared Resources. Below the navigation bar, a message states "Inbound Fax Backup updated successfully." The main heading is "Inbound Fax Backup". The form includes the following fields:

Domain	<input type="text" value="yoursite.prv"/>
Share Location	<input type="text" value="//MyServer/FaxFinder/Share"/>
Username	<input type="text" value="faxfinder"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>

Below the fields is an "Update" button.

Select **Shared Resources** from the Main Menu, to show the Inbound Fax Backup screen. The **Share Location** field should be set to the url path to the share (format: [\\server\sharename](#)). Specify the Username, Password, and Confirm Password fields if the share requires authentication. If the user is a domain user, also fill in the **Domain** field with the name of the domain (leave this blank if the user is not in a domain). Click Update to save the share information. A message will indicate success or failure connecting to the share.

Received faxes that are copied to the share will be named [recipient@domain\\_DAY\\_MON\\_YEAR\\_HH\\_MM\\_SS\\_JOBNUMBER-PAGENUMBER.ext](#)  
For example: [tmak@multitech.com\\_03\\_Jan\\_2008\\_19\\_42\\_46\\_0001-001.pdf](#)

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### SMTP Configuration

Administration: SMTP Configuration			
Active Email Server	Primary SMTP Server	FaxFinder Email Address	bob@faxfinder.com
SMTP Server Address	mail.multitech.com	SMTP Port	25
SMTP Server User ID		Retype SMTP Password	
SMTP Password		Backup SMTP Port	
Backup SMTP Server		Retype Backup Password	
Backup SMTP User ID			
Backup SMTP Password			
Email Size Limit	2002 K bytes		
Email Admin on Failed Fax	<input type="checkbox"/>		
Send Fax Email Receipt	<input type="checkbox"/>		
Include Fax Details	<input type="checkbox"/>		
Fax Output Format	PDF		
<input type="button" value="update"/>			

The **Backup SMTP Email Server** can be set up to send received faxes to users, if the primary email server is interrupted. The Active Email Server drop down shows the email server which will be used to send email. If an email attempt fails the FaxFinder re-queues the message and automatically switches to the server that is not currently active. This provides a way to ensure received faxes are sent when the primary email service is interrupted.

The **FaxFinder Email Address** field gives the administrator the ability to assign an email address to the FaxFinder other than the administrator's email address. This field can be used to set up an email address such as [noreply@yoursite.com](mailto:noreply@yoursite.com). If this field is left blank, the FaxFinder will use the administrator's email address as the from email address. This field along with the hostname field in IP Configuration can be used to identify emails as coming from the FaxFinder, instead of the Administrator email account. See the IP Configuration Hostname section for setting the hostname along with this field for sending email from the FaxFinder.

The **Email Admin on Failed Fax** checkbox is used to enable/disable sending emails to the administrator when a sent or received fax fails.

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### SMTP Error List

Many messages now contain the last response from the email server. These error codes may be looked up to give more details of exactly what error occurred.

- |                                   |   |
|-----------------------------------|---|
| <b>Bad Mail Server Address</b>    | - The FaxFinder could not open a socket to the email server, or could not resolve the name of the email server. |
| <b>Mail Server Connect Failed</b> | - The FaxFinder could not connect to the email server.  |
| <b>Authentication Error</b>       | - The FaxFinder could not authenticate to the email server.   |
| User id or password is incorrect, | or not required.  |
| <b>No reply from Email Server</b> | - No reply was received from the email server when trying to connect to it.                                     |
| <b>EHLO Error:</b>                | - An error occurred during the EHLO request to the email server. Check the Hostname field.                      |
|                                   | Some email servers require a valid email address or url.  |

- MAILFROM Error:** - An error occurred during the MAILFROM request to the email server. Check the From email address.
- Send To Error:** - An error occurred during the RECPTTO request to the email server. Check the email address you are sending to. Some email servers do not allow re-directing email messages.
- CC Error:** - An error occurred during the CC request to the email server. Check the email addresses of any Copied or secondary users.
- Message Data Error:** - An error occurred during the DATA or ENDDATA request to the email server. This occurs while sending the email message to the email server.
- Error ending email:** - An error occurred sending the QUIT request to the email server. This is the last command sent.
- Error opening attachment:** - An error occurred opening the received fax or other file to copy to the email server.
- Error resolving email host name** - The FaxFinder could not resolve the hostname of the email server.
- Client Timeout** - A timeout occurred during communication with the email server.

## Before 1.04E SMTP Errors were:

- Bad Mail Server Address** - We could not resolve the name of the email server.
- Mail Server Connect Failed** - The email server did not respond or we couldn't connect to it. Invalid port #, blocked port,
- SMTP Invalid Response** - An error was returned by the email server while we were sending the parts of the email to it for sending. Invalid hostname field, invalid send to address, invalid from address
- SMTP Client Timeout** - A timeout occurred during communication with the email server.
- SMTP Authentication Error** - We could not authenticate to the email server. User id or password is incorrect, or not required.

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