NET SatisFAXtion[™]

Configuration Guide For use with AT&T's IP Flexible Reach Service And IP Toll Free Service

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1 Introduction

The purpose of this guide is to provide specific configuration details for installing and utilizing your NET SatisFAXtionTM Fax server with the AT&T Flexible Reach and IP Toll Free VoIP Services. A complete set of documentation for the NET SatisFAXtion product can be found online at:

www.faxback.com/support.

2 Special Notes

As AT&T continues to improve and expand its VoIP network, new features may be introduced which may require additional configuration changes.

3 Capabilities Overview

Features:

- Call Flow:
 - An incoming fax call on one of the customer's DIDs is routed from the AT&T VoIP network to the fax server.
 - The fax server answers this call as a SIP endpoint. The call starts out G.729 and is then transitioned to T.38.
 - Please refer to section 5.2.4 required configuration changes for call setup
 - Fax transmission is negotiated with the sender using JBIG image compression and ECM.
 - Note: At this time, fax origination is not supported on the AT&T service.
- Inbound Fax Distribution (Using the SMTP Mail Gateway):
 - The fax server matches incoming fax DIDs with the appropriate e-mail address or e-mail address groups and sends the fax as a PDF or TIF attachment.

4 Configuration Component Overview

Section 5 of this guide contains instructions on installing your NET SatisFAXtion server for use with AT&T IP Flex Reach and IP Toll Free VoIP services. For installation of the Email Gateway, or other clients you may wish to use, please see the NET SatisFAXtion documentation available online at: www.faxback.com/support

5 Configuration Guide

5.1 System Requirements

The main server install for NET SatisFAXtion is a straightforward process. Please ensure you have a NET SatisFAXtion CD or a "full download" from FaxBack's web site at: <u>www.faxback.com.</u>

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.

The following NET SatisFAXtion products will work with AT&T's service. You will need to make sure you are using version 8.2 of the specific edition.

- NET SatisFAXtionTM Carrier Edition 8.2
- NET SatisFAXtionTM Enterprise Edition 8.2
- NET SatisFAXtion[™] Small Business Edition 8.2

Prior to installing please confirm your server 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.
OS:	 32-bit Microsoft Windows operating system: Windows 2000 Professional SP4 Windows 2000 Server SP4 (all versions) Windows XP Professional SP2 Windows Server 2003 SP1 and R2 (all versions)

Domain Controllers: Do not attempt to install NET SatisFAXtion on a domain controller. Microsoft SQL Server 2005 Express will fail to install and is required for NET SatisFAXtion to operate.

5.2 Installing NET SatisFAXtion

Caution! Upgrading, managing, or configuring NET SatisFAXtion via Microsoft Remote Desktop is strongly discouraged! It is suggested that if you need remote access to the NET SatisFAXtion server, use VNC or some other program that grants direct console control.

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

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.

First, Setup will verify that the server has Microsoft .NET Framework 2.0 installed. If it does not, Setup will install it:

The installation of Microsoft .NET Framework 2.0 may take a while.

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:

NET SatisFAXtion Installation	n		E	K
NET S	atis	FAXt	ion	
	Please enter your a label on the insi	product key for NET SatisFA de cover of the CD case.	Xtion below. You will find this on	
	Product Key:	6UWJFP-TM860E-XCF4	ASN-T123-123456	
			Next Continue Installation of NET SatisFAXtion	
			Exit Exit the NET SatisFAXtion Installation	

Click Next.

Setup will display the NET SatisFAXtion License Agreement. Please review it, and if you agree then click "I accept the license agreement."

۲	NE	T Sa	tisFAXtion Installation		×
	Lic	ens	e Agreement:		
		Ye	u must agree to the livense agreement below to proceed.		
	NET SatisFAXtion License Agreement PLEASE READ CAREFULLY THE FOLLOWING TERMS AND CONDITIONS BEFORE CONTINUING. CHECKING THE ACCEPT BUTTON BELOW INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE WITH THEM, YOU SHOULD CANCEL THIS INSTALL NOW.				
			SOFTWARE LICENSE		
	 Grant of License: NET SatisFAXtion from FaxBack contains software that provides services on a computer called a server ("Server Software") and software that allows a computer or workstation to access or utilize the services provided by this Server Software ("Client Software"). FaxBack grants to you the following rights to the Client Software and the Server Software (collectively called "the Software"): a) Installation: You may install one copy of the Server Software on a single computer (the computer running the Server Software shall be referred to as the "Server"). You may install the Client Software on any computer or workstation. b) Use of Client Software: You may use the Client Software to configure or administer the Server. You may need to acquire a separate Client License for each unique workstation or computer accessing or utilizing the services of a Server. c) The above Server Software may be configured and licensed to run with Unlimited Client licenses. d) Use of Every Software: You may use one copy of the Server Software on one Server, which may he services on the Server Software which may he configured and license to run with Unlimited Client licenses. 			•	
			 I accept the license agreement I do not accept the license agreement 	Next Continue Installation of NET SatisFAXtic	חנ
				Exit Exit the NET SatisFAXtion Installation	

Click Next.

Setup will ask which directory to install NET SatisFAXtion. It is recommended you accept the default.

NET SatisFAXtion Installation			
NET S	atis FAXt	ion	
	Destination Folder: Select a folder where the server will be in Destination Folder c:\Program Files\NET SatisFAXtion	nstalled.	Browse
		Next Continue Installation Exit Exit the NET SatisFAX	of NET SatisFAXtion tion Installation

Click Next.

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.

NET SatisFAXtion Installatio	n		×	
NET Satis FAXtion				
	By default, a monitor Fax Server should be Please fill in the infor	ing service is installed to send email notifications if the ecome impared. mation below.		
	Mail Server:	mail.mycompany.com		
		Example: mail.mycompany.com		
	Email To:	me@mycompany.com	1	
		Example: me@mycompany.com		
		and a set of the set		
		Next		
		Continue Installation of NET SatisFAXtion		
		Fxit		
		Exit the NET SatisFAXtion Installation		

Click Next.

Next, Setup will check to see if the server has Microsoft SQL Server 2005 Express or Microsoft SQL Server Desktop Engine. If not, Setup will install Microsoft SQL ServerTM 2005 Express. The installation of Microsoft SQL ServerTM Desktop Engine may take a while.

Extracting Files	×
Extracting File: setup\program files\microsoft sql To Directory: c:\6f0affadc972b3d0654529f0cca79783	

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Microsoft SQL Server 2005 Setup		🚨 Microsoft SQL Server 2005 Se	tup	×
Installing Prerequisites Installs software components required prior to installing SQL Server.		Setup Progress The selected components are being o	configured	
SQL Server Component Update will install the following components required for SQL Server Setup: → Microsoft SQL Native Client Microsoft SQL Server 2005 Setup Support Files Configuring components		Product MSXML6 SOL Setup Support Files SOL Native Client SOL V5S Writer € SOL Server Database Services	Status Setup finished Setup finished Setup finished Configuring components	
		Status Record Install Start in Windows Eve	nt Log	
installCan	cel	Help	<< Back Next >>	Cancel

5.2.1 The NET SatisFAXtion Installation Wizard

BINET SatisFAXtion Setup	
	Welcome to the NET SatisFAXtion Installation Wizard
The Hester	It is strongly recommended that you exit all Windows programs before running this setup program.
	Click Cancel to quit the setup program, then close any programs you have running. Click Next to continue the installation.
	WARNING: This program is protected by copyright law and international treaties.
The series has	Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
THE	
	< <u>B</u> ack Next> Cancel

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.

BINET SatisFAXtion Se	etup	
User Information Enter the following inform	ation to personalize your installation.	Ø
Full N <u>a</u> me:	Administrator	
Organization:	FaxBack, Inc.	
The settings for this ap share this computer. Y users. Install this applic	plication can be installed for the current user or for all u ou must have administrator rights to install the settings fr ation for:	sers that or all
	Anyone who uses this computer	
	Only for me (Administrator)	
	< <u>B</u> ack Next >	Cancel

Click Next.

Setup will now install the NET SatisFAXtion files.

i NET SatisFAXtion Setup	
Updating System The features you selected are currently being installed.	Ø
Validating install	
(Cancel

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谩 NET SatisFAXtion Setup	
Updating System The features you selected are currently being installed.	
Copying new files File: dotnetfx.exe Directory: C:\Program Files\NET SatisFAXtion\wwwRoot\Downloads\ Size: 23510720 Time remaining: 43 seconds	
(Cancel

5.2.2 Server Installation Wizard

Setup will now launch a wizard to configure your fax ports.



Setup will next need to know what types of fax devices you would like to configure NET SatisFAXtion for. For use with the AT&T service, you should select T.38 router/gateway only. If you do not select any devices, the NET SatisFAXtion installation will complete but it will not be able to send or receive any faxes until you run this wizard again from the Start menu under All Programs > NET SatisFAXtion > Re-detect Fax Devices

Server Installation Wizard			
	Fax Device Selection		
	NET SatisFAXtion supports several types of fax devices. These must already be configured and installed on the system. Refer to the specific hardware documentation for card configuration information.		
	Select the fax devices you want to detect and configure.		
	FaxBack Certified Fax Devices:		
	Brooktrout Fax Cards		
	Mainpine Fax Cards		
	🔲 IP Fax (T.38) Router/Gateway		
	Virtual Fax Card (for developers to test our APIs)		
NET SatisFAXtion	Alternate Fax Devices:		
	🧧 Fax Modems (Class 1/Class 2)		
	SatisFAXtion Fax Cards		
	J Dialogic/GammaLink Fax Cards		
	You are licensed to install 144 fax ports.		
When you are ready to scan for fax devices, press the 'Next >' button.			
	[
	< <u>B</u> ack <u>Next></u> <u>C</u> ancel		

Click Next.

5.2.3 Configure AT&T Service Access

Setup will now ask for the IP address of your AT&T service account.

Server Installation Wizard			
	IP Fax (T.38) Router/Gateway		
	NET SatisFAXtion can send and receive faxes using T.38 enabled ports on an IP fax router/gateway that is connected to your network.		
1	Connections to fax ports are initiated using SIP (Session Initiation Protocol), that requires the fax server to be configured with the SIP IP address of your IP fax router/gateway. If you have a Cisco router, you can browse for available routers on your LAN. To receive inbound faxes, the ports on your IP fax router/gateway must be configured with the IP address of the fax server.		
	SIP IP address: Browse		
NET SatisFAXtion	T.38 fax port count: 144		
	<u>≺Back</u> <u>N</u> ext> <u>C</u> ancel		

Specify the IP address of the SIP gateway and ports equal to the number of fax DIDs provided by your AT&T VoIP service. Now Setup will add the selected ports.

Server Installation Wizard			
Please wait while the fax ports are detected for the selected fax devices Finished Detecting Fax Devices			
96 Fax Ports Detected			
Device Name	Model	Port	Spec 🔨
IPF_PORT_0001	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0002	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0003	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0004	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0005	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0006	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0007	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0008	IP Fax (T.38) Router/Gateway	T.38	
IPF_PORT_0009	IP Fax (T.38) Router/Gateway	T.38	~
<			>
	< <u>B</u> ack <u>Next</u> >		<u>C</u> ancel

Click Next when it becomes available.

Setup will now ask you for a Called Subscriber Identification (CSID). A CSID is how your fax server will identify itself to other fax devices. It is also typically printed at the very top of all faxes it sends out. It may be set to anything. Most users will set this to their fax number or their company name.

Setup will also give you the option to specify a digit to get an outbound line. No prefix should be required.



Click Next.

You will now see a list of all detected ports. You will be given the option of configuring certain ports for inbound faxes only or outbound faxes only. Even though the AT&T service only supports receive at this time, it is not required that you make any changes here.

Server Installation Wizard					
Set any of the fax port specific options below.					
Detected Fax Ports					
Device Name	Port	Send	Receive	CSID	^
IPF_PORT_0001	T.38	Yes	No		
IPF_PORT_0002	T.38	Yes	Yes		
IPF_PORT_0003	T.38	Yes	Yes		
IPF_PORT_0004	T.38	Yes	Yes		
IPF_PORT_0005	T.38	Yes	Yes		
IPF_PORT_0006	T.38	Yes	Yes		
IPF_PORT_0007	T.38	Yes	Yes		
IPF_PORT_0008	T.38	Yes	Yes		
PF_PORT_0009	T.38	Yes	Yes		~
<				>	
- Fax Port Properties-					
🔽 Install Port	Allow port to	Send Faxes Receive Faxe	s	Advanced	
		< <u>B</u> ack	Next >	<u>C</u> ance	

Click Next.

Setup is nearly ready to run NET SatisFAXtion for the first time.



Click Finish.

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.

NET S	atisFAXtio	n Service Log On	
	Enter the Us	er Name and Password for the service Log	On.
<u>S</u>	User Name	Administrator	ОК
	Password		Cancel
	Domain	DOMAIN	

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.



Your installation of NET SatisFAXtion is now complete.

5.2.4 Setting Call Setup to use G.729

Once the NET SatisFAXtion fax server has loaded you need to change the SIP call setup to use G.729 as that is required by the AT&T service. By default, the NET SatisFAXtion fax server uses G.711 for the call setup. You will need modify a registry setting for this change then restart the fax server.

Add the following registry entry:

[HKEY_LOCAL_MACHINE\SOFTWARE\FaxBack\IP_FAX] "Sip_Mode"="G729"

Restart the NET SatisFAXtion fax server by right-clicking on the "NS" icon in the Sys Tray.

5.2.5 LaunchPad & Installing the E-mail Gateway

Your web browser will now open the NET SatisFAXtion LaunchPad. The LaunchPad is web site running on the NET SatisFAXtion server and provides a central location to install all the additional NET SatisFAXtion client software as well as other server software.



Make a note of the URL indicated by the arrow above. This is the location of the LaunchPad. You will need this URL later to install client software.

You should install an email gateway at this time, if you are licensed to do so.

For installation assistance with the email gateways, please refer to the documentation on your LaunchPad and also online at <u>www.faxback.com/support</u>.

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

6 Troubleshooting

If you need technical support on your FaxBack[®] products, your first and best option is to search the FaxBack Knowledge Base which can be found at: <u>www.faxback.com/support</u>

This technical database gives you access to valuable information on installation, configuration and maintenance issues. The extensive database includes powerful search capabilities, allowing you to access information quickly.

If you need help and cannot find your answers in this manual or in the Knowledge Base, please feel free to contact us. Comments and suggestions regarding the documentation are also welcome.

The Knowledge Base is available for free to all FaxBack users. To obtain technical support by telephone, fax or email, you must provide the six-digit server id that was provided to you. With this code and a current support agreement, you can contact NET SatisFAXtion support in one of the following methods:

- Support E-Mail: <u>support@faxback.com</u>
- Support Telephone: (503) 597-5360

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