

# **NET SatisFAXtion™**

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

**Version 0.9b  
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## 1 Introduction

The purpose of this guide is to provide specific configuration details for installing and utilizing your NET SatisFAXtion™ 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](http://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](http://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:

[www.faxback.com](http://www.faxback.com).

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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 SatisFAXtion™ Carrier Edition 8.2
- NET SatisFAXtion™ Enterprise Edition 8.2
- NET SatisFAXtion™ Small Business Edition 8.2

Prior to installing please confirm your server meets the following minimum system requirements:

<b>CPU:</b>	1.6 GHz or faster Intel or AMD processor.
<b>RAM:</b>	512 MB RAM or greater.
<b>Avail. Disk:</b>	650 MB hard disk space for software, plus a recommended minimum 10 GB additional space for data files.
<b>OS:</b>	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

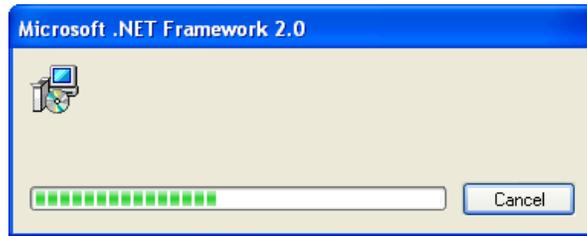
**Caution!** Upgrading, managing, or configuring NET SatisFAXtion via Microsoft Remote Desktop is strongly discouraged! It is suggested that if you need remote access to the NET SatisFAXtion server, use VNC or some other program that grants direct console control.

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

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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.

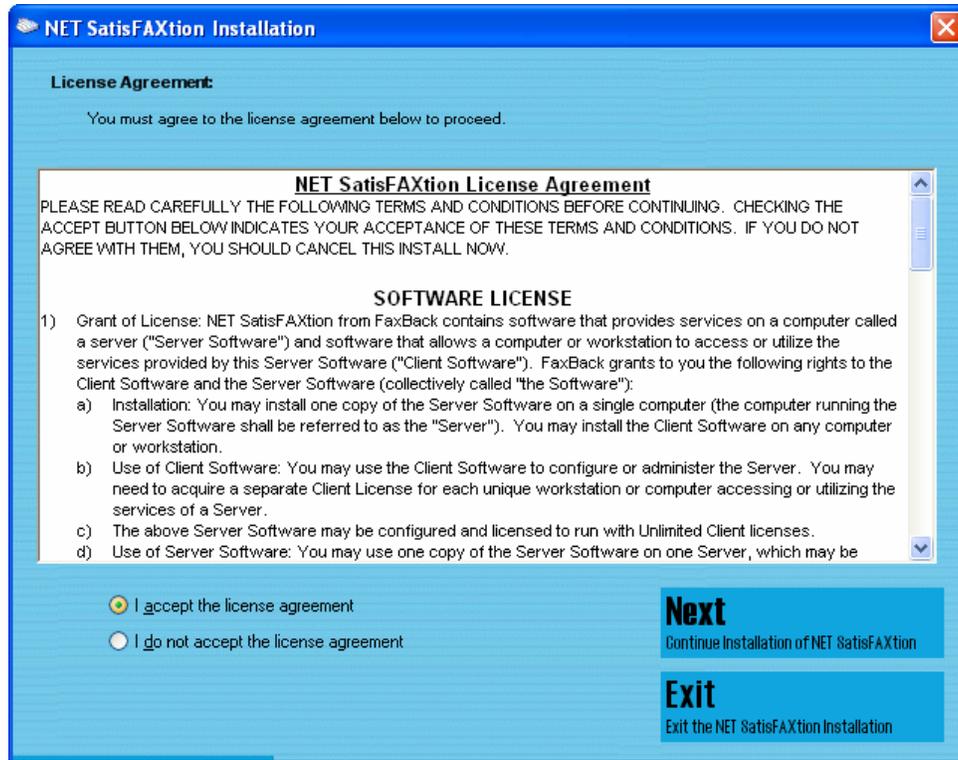
Setup will ask for your product key. You can copy and paste it into the field provided, making sure to place the cursor at the far left of the field:



Click Next.

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



Click Next.

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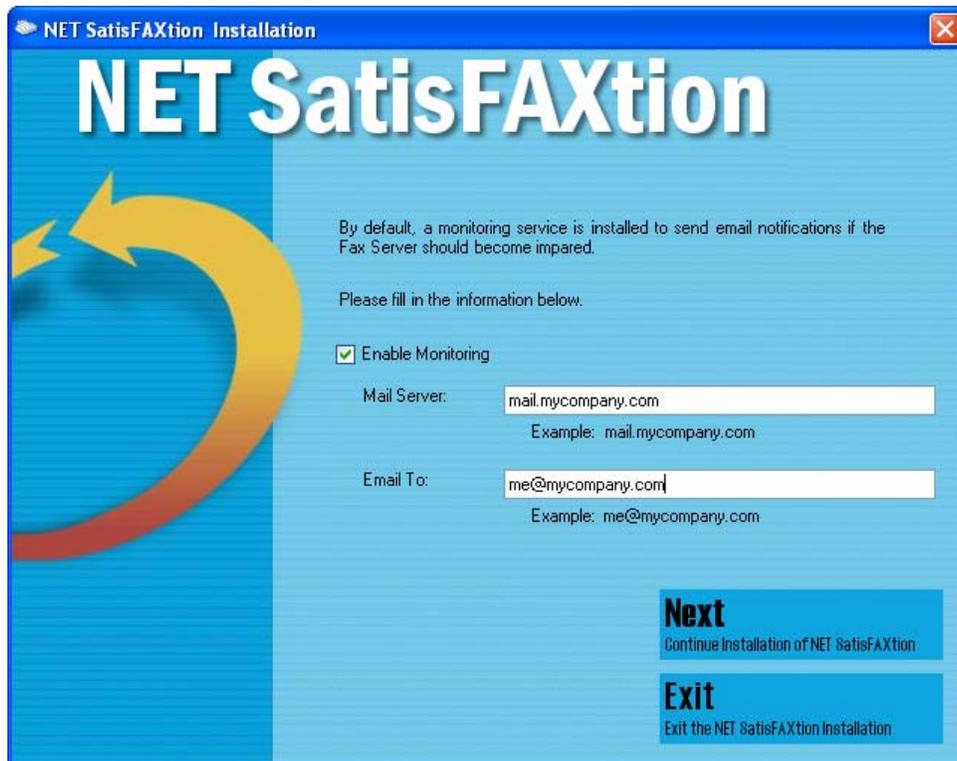
Setup will ask which directory to install NET SatisFAXtion. It is recommended you accept the default.



Click Next.

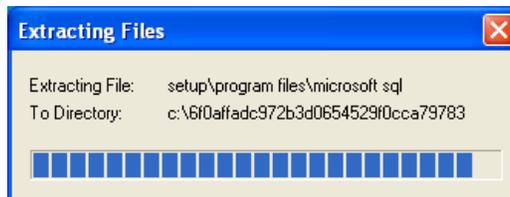
Setup will then allow you to enable the monitoring service. Monitoring allows the NET SatisFAXtion server to notify an email address of server loads or unloads. This is an option, you may uncheck “Enable Monitoring” to disable it.

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.

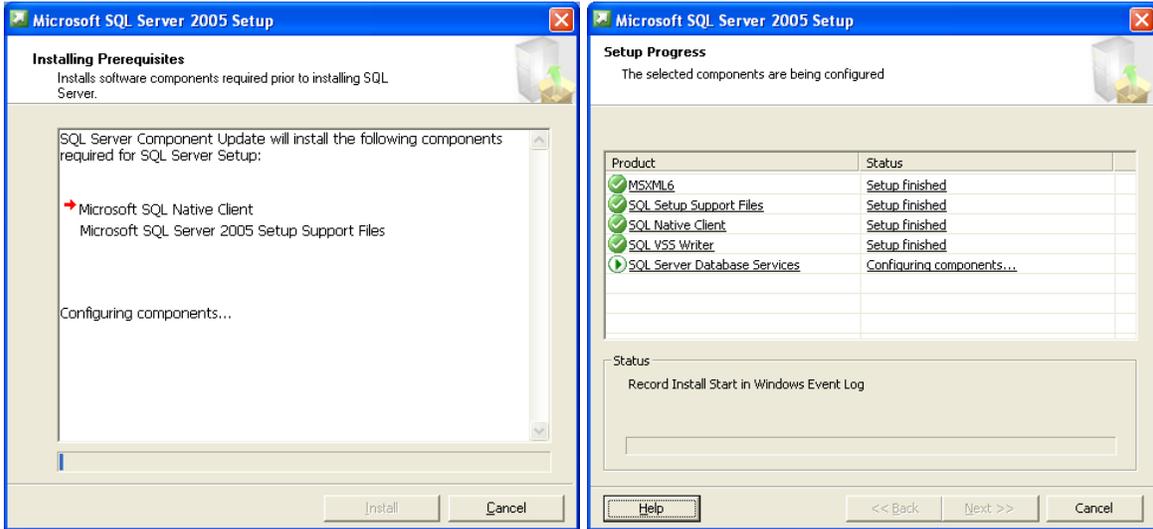


Click Next.

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 Server™ 2005 Express. The installation of Microsoft SQL Server™ Desktop Engine may take a while.



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### 5.2.1 The NET SatisFAXtion Installation Wizard

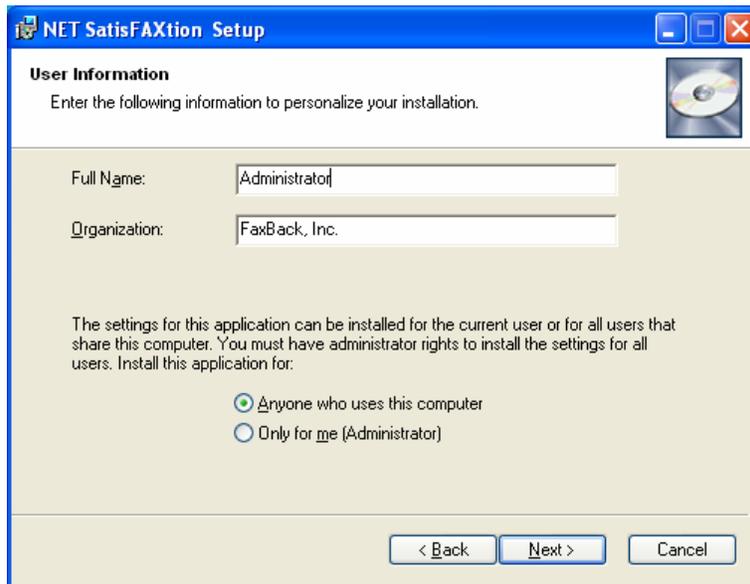


Click Next.

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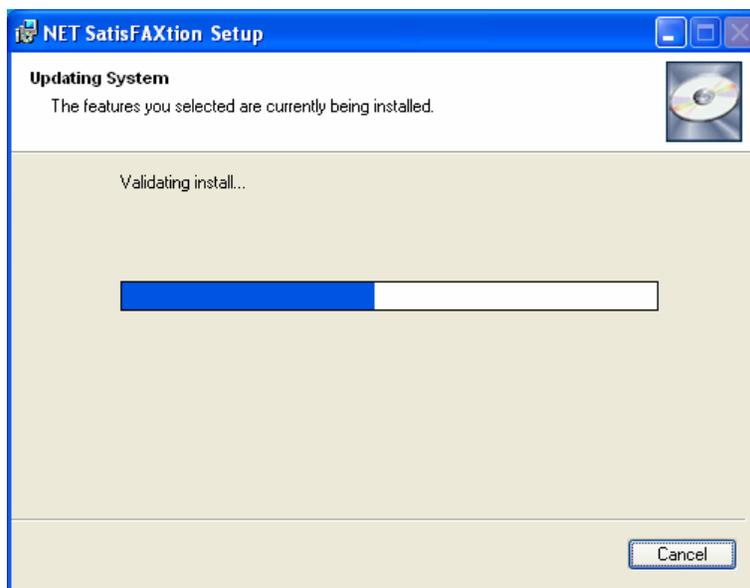
Setup will ask for the Administrator's full name and organization. This is only used for the setup program.

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

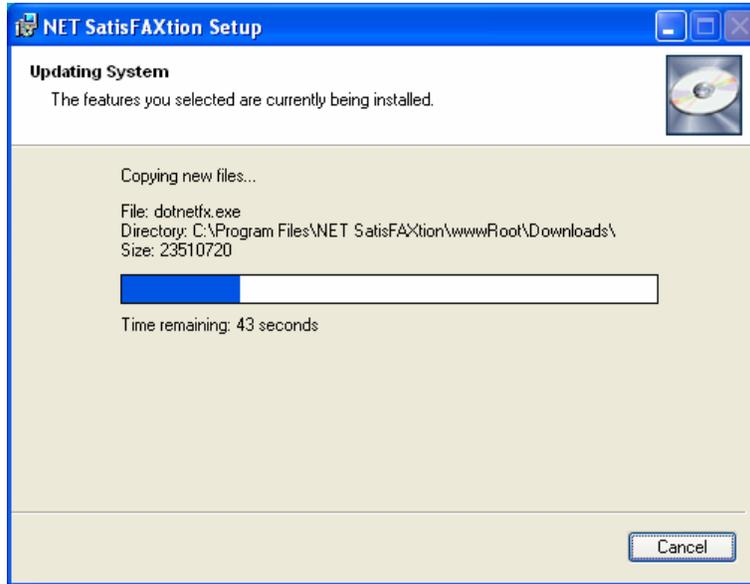


Click Next.

Setup will now install the NET SatisFAXtion files.

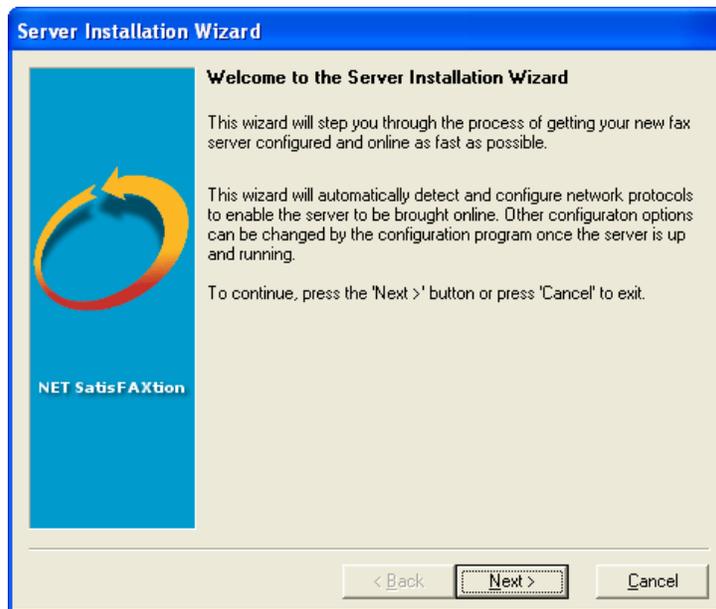


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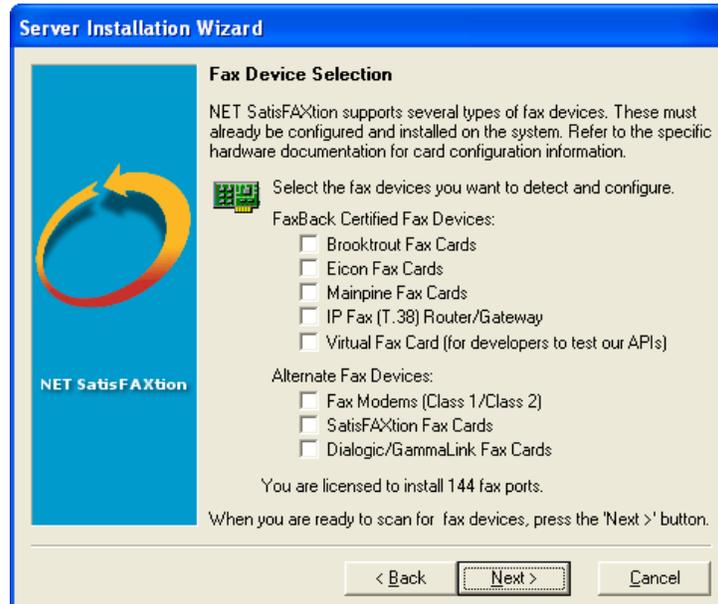
### 5.2.2 Server Installation Wizard

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



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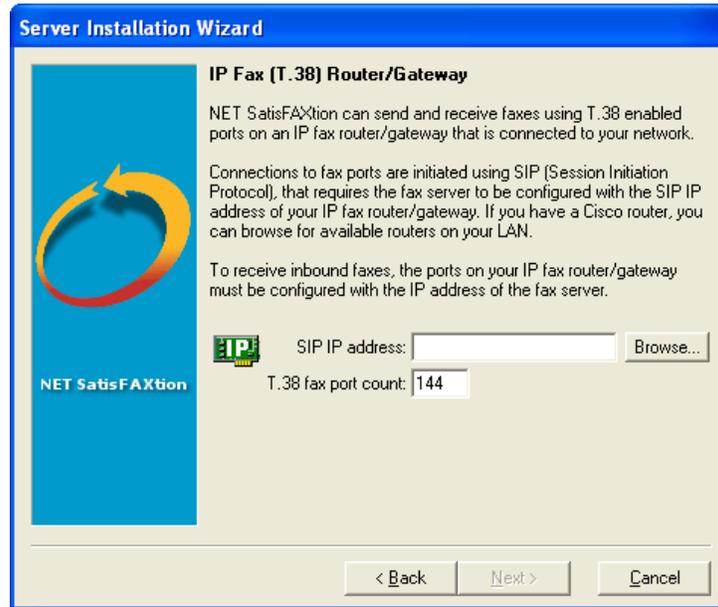
Setup will next need to know what types of fax devices you would like to configure NET SatisFAXtion for. For use with the AT&T service, you should select T.38 router/gateway only. If you do not select any devices, the NET SatisFAXtion installation will complete but it will not be able to send or receive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



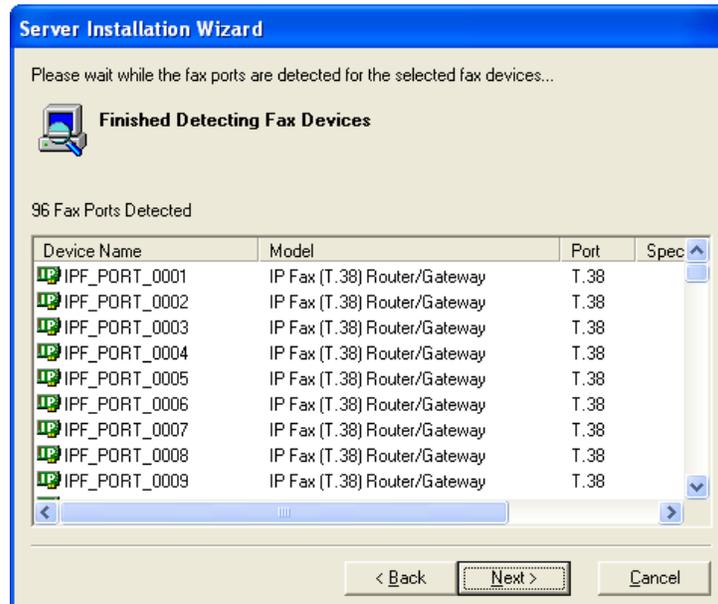
Click Next.

### 5.2.3 Configure AT&T Service Access

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



Specify the IP address of the SIP gateway and ports equal to the number of fax DID's provided by your AT&T VoIP service. Now Setup will add the selected ports.

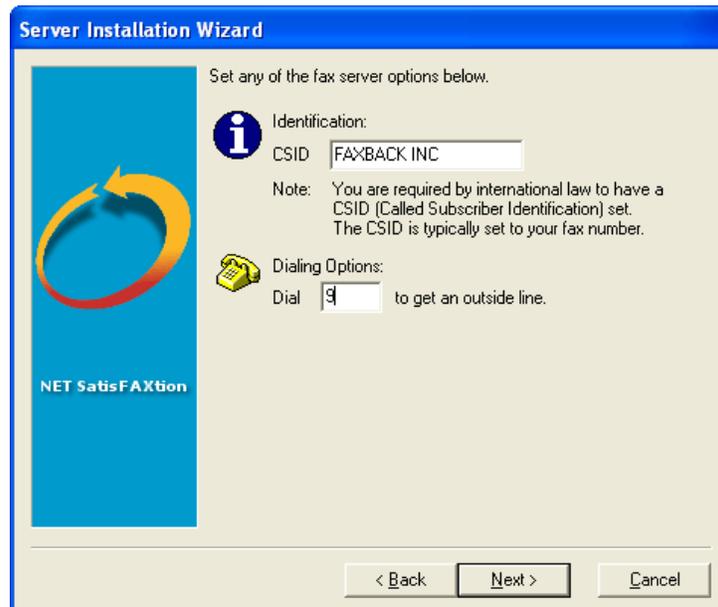


Click Next when it becomes available.

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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.

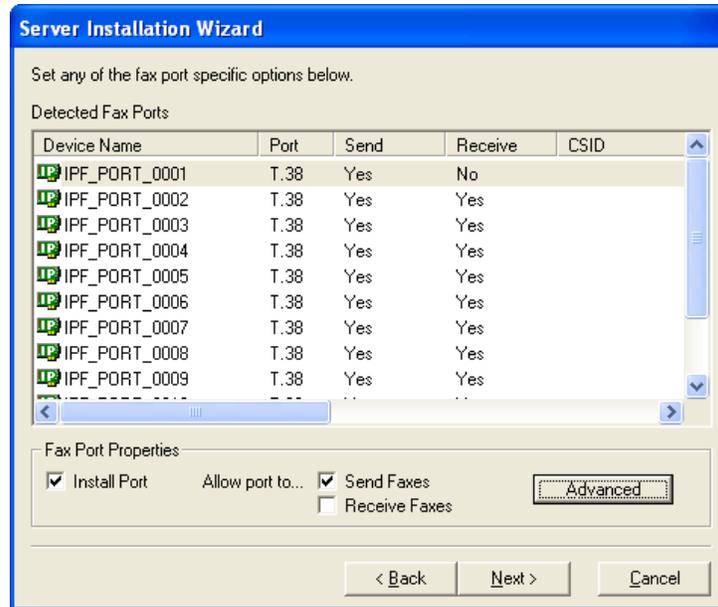
Setup will also give you the option to specify a digit to get an outbound line. No prefix should be required.



Click Next.

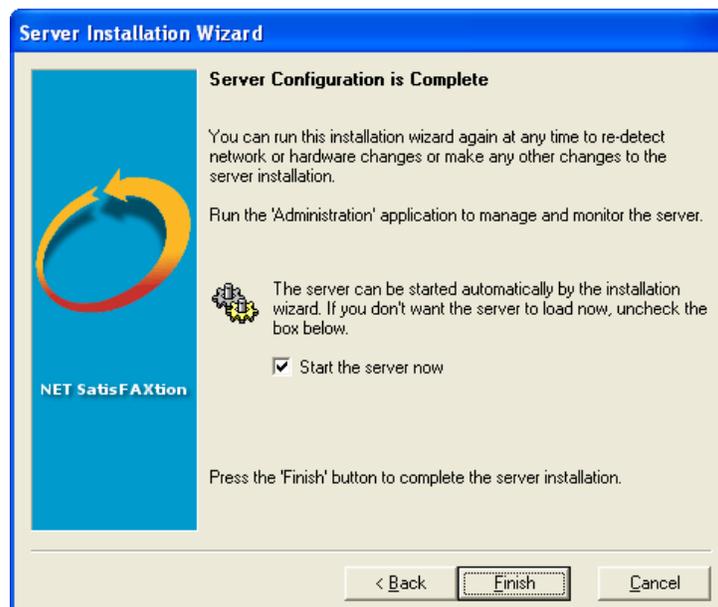
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You will now see a list of all detected ports. You will be given the option of configuring certain ports for inbound faxes only or outbound faxes only. Even though the AT&T service only supports receive at this time, it is not required that you make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



Click Next.

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



Click Finish.

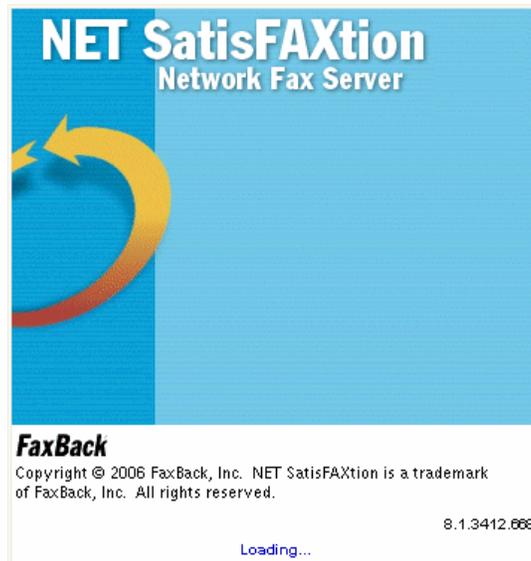
Setup will now create the NET SatisFAXtion service. The service must be configured to log on as a Windows user account. Setup will now ask for the Windows user name, password, and domain to use for the service. The account used must have local Administrator permissions and a password.



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.

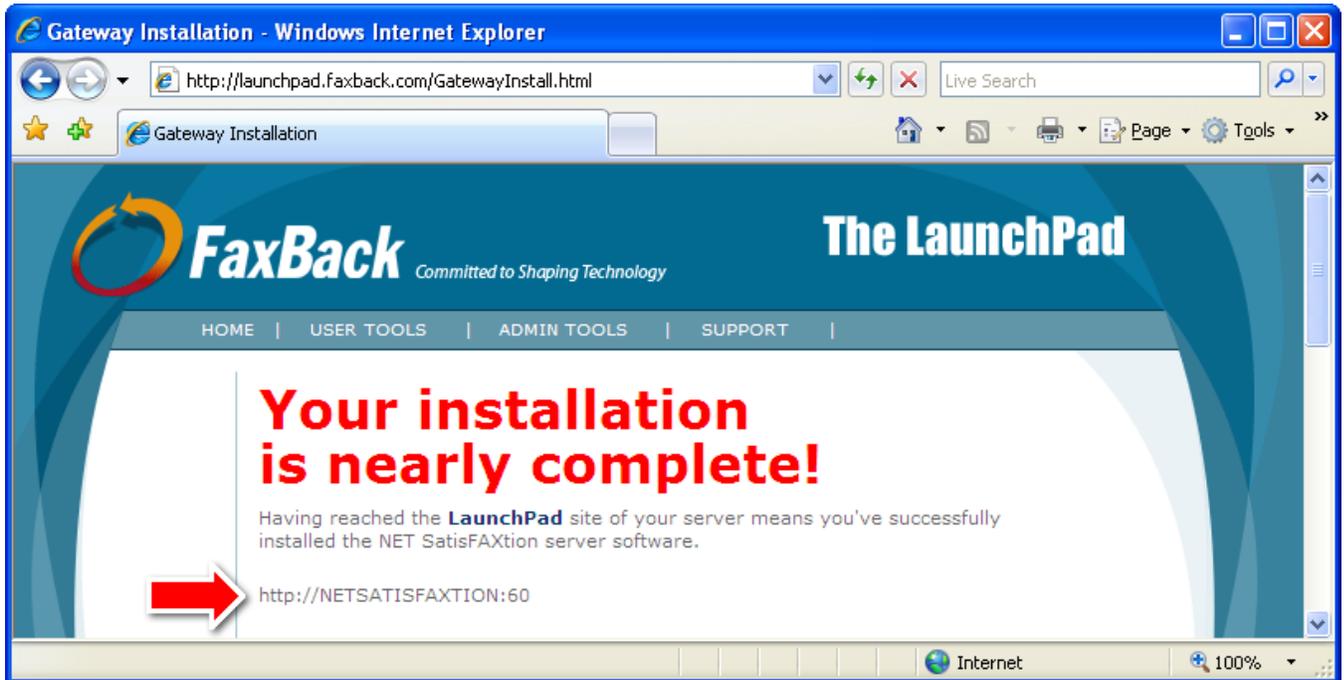
Add the following registry entry:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\FaxBackIP_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 [www.faxback.com/support](http://www.faxback.com/support).

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<sup>®</sup> products, your first and best option is to search the FaxBack Knowledge Base which can be found at: [www.faxback.com/support](http://www.faxback.com/support)

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: [support@faxback.com](mailto:support@faxback.com)
- Support Telephone: (503) 597-5360

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