

VSI-FAX 4

GETTING STARTED MANUAL

Copyright and Trademark Notices

Copyright © 1989 - 2000 by VSI, an Esker Company. All rights reserved.

VSI-FAX, DirectFax and CoverMaker are trademarks of VSI.

X and X/Open are trademarks of and UNIX is a registered trademark licensed exclusively by X/Open Company, Limited.

Microsoft, MS-DOS, Windows, Windows 95, Windows 98, Windows NT and Windows 2000 are registered trademarks of Microsoft Corporation.

Lotus, Lotus Notes and Domino are registered trademarks of Lotus Development Corporation.

Acrobat and Portable Document Format (PDF) are registered trademarks of Adobe Systems Incorporated (www.adobe.com).

WebHelp is a registered trademark of eHelp Corporation (www.ehelp.com).

VSI-FAX contains portions of Vermont Views software, copyright 1988 - 1990 Vermont Creative Software. All rights reserved. Vermont Views is a registered trademark of Vermont Creative Software.

VSI-FAX uses the Apache web server, Copyright (c) 1995-1999 The Apache Group. All rights reserved.

All other products or services mentioned in this document are trademarks or registered trademarks or service marks of their respective holders. VSI disclaims any responsibility for specifying which marks are owned by which holders.

The information contained in this document is subject to change without notice. Every effort has been made to provide accurate information. However, VSI does not guarantee the accuracy, adequacy or completeness of any information and is not responsible for any errors or omissions, or the results obtained from use of such information.

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means (mechanical, photocopying, recording, facsimile or otherwise) without prior written permission from VSI.

VSI, an Esker company

Voice: (800) 556-4874, (949) 462-2200

Fax: (949) 462-3300

Email: info@vsi.com

World Wide Web: <http://www.vsi.com>

TABLE OF CONTENTS

Foreword	iii
Scope and Intended Audience	iii
Typeface Conventions	iv
A Word About Unix, Linux and Windows Notation	iv
Notes	v
Obtaining Additional Manuals	v
Additional Technical Information	vi
 Introduction	 1
Warranty and Technical Support	1
Upgrades	1
Getting Help	2
 Supported Platforms and Equipment	 3
VSI-FAX Server	4
MMC Fax Server Administration	6
Outlook Fax Client	7
Universal Fax Client	8
Web Fax Client	9
CoverMaker	10
Software Development Kit (SDK)	11
Windows Terminal Server Support	12
Requirements	13
Install Mode	13
Fax Modems	15
Fax Boards	16
Verifying Proper Fax Board Operation	16
Uninstalling Brooktrout Diagnostic Software	17
Serial Port Expanders	17
Ethernet Terminal Servers	18

Before You Install	19
Product Registration	19
Fax Server Requirements	19
Installation Considerations	20
Annotated Fax Server Information Form	22
 Installing VSI-FAX Server on Windows NT/2000	 27
 Installing VSI-FAX Server on Unix/Linux	 41
 Testing the Fax Server	 43
Sending a Test Fax Using the Loopback Feature	43
Sending a Test Fax to a Fax Machine	44
 Installing MMC Fax Server Administration	 45
 Installing the Outlook Fax Client	 49
Basic Installation Procedure	49
Windows Terminal Server Installation Notes	52
Additional Windows Terminal Server Requirements	52
General Application Notes	52
Important Caching Information	53
 Installing the Universal Fax Client	 55
 Installing the Web Fax Client Print Driver	 57
 Installing CoverMaker	 61
 Installing the Software Development Kit	 63
 Appendix A – Sample Unix and Linux Mount Commands	 67
 Appendix B – Fax Server Information Form	 69
 Index	 73

FOREWORD

Scope and Intended Audience

This manual provides detailed instructions for installing the VSI-FAX 4 Network Fax Server on supported Windows, Unix and Linux platforms. It also provides detailed instructions for installing and configuring the VSI Outlook and web fax clients.

VSI expects that persons installing a network fax server have a working knowledge of their platform and operating system. You should know how to:

- Edit text files
- Install and configure TCP/IP
- Configure hardware devices
- Set up new users

Installation of this software acknowledges you have read and agreed to the terms of the VSI-FAX Software License Agreement. Any questions regarding the legal use of this software can be answered by calling V-Systems at (800) 556-4874 or (949) 462-2200. For the latest VSI product and support information, visit our web site at <http://www.vsi.com>.

Typeface Conventions

The following tables show examples of standard typeface styles used in this manual to convey various kinds of information.

EXAMPLE	DESCRIPTION
Click OK . - or - Choose File > Close .	Bold text is used to show actual Graphical User Interface (GUI) menus, commands and buttons. Also note that in the second example, sequential commands are separated by a greater-than (>) character.
Enter vfxadmin ...	Bold monospaced text is used to show literal user input that must be entered exactly as it appears in the manual.
<my_filename> - or - <my_password>	Bold monospaced text inside angle brackets shows a type of user input (not a literal user input). Your actual entry will be your file or your personal password.
Installation Complete. - or - ...set the VSIFAX variable... - or - ...are stored in \$VSIFAX/spool/dbs	Regular monospaced text is used for file, directory and environment variable names, as well as file entries and displayed messages.

A Word About Unix, Linux and Windows Notation

This manual supports Unix, Linux and Windows platforms. Whenever possible, meaningful examples are provided in all applicable formats. However, in the interest of clarity, directories and filenames are usually given in only one format. In most cases, these are interchangeable between platforms if you remember the following:

Unix and Linux environment variables are prefixed with a dollar sign (\$) ; Windows environment variables are enclosed in percent signs (%).

Unix and Linux path statements use forward slashes (/) ; Windows path statements use backslashes (\).

The following path statements are equivalent:

<code>\$VSIFAX/MY_DIR/my_file</code>	Unix and Linux
<code>%VSIFAX%\MY_DIR\my_file</code>	Windows

Notes

The following kinds of notes appear in this manual:

NOTE: This is a general note. We strongly suggest that you read these as they always contain important information you should be aware of before performing some action.

IMPORTANT: This is a warning. Warnings always contain information that if not heeded could result in unpredictable behavior or loss of data.

TIP: Tips present optional information intended to speed up your work or otherwise enhance your experience with our product. Tips never contain information that will cause a failure if ignored.

Obtaining Additional Manuals

The VSI-FAX manuals are available in Adobe Acrobat (.pdf) format in the /docs directory of your installation CD. You can also download manuals in Acrobat format from the VSI FTP site as follows:

1. Connect to ftp.vsi.com.
2. Login in as anonymous
3. Go the /pub/releases/vsifax4 directory.
4. Go the directory for your version (e.g., /latest or /V400).
5. Go to the /docs directory.
6. Download the .pdf files.

You must have Adobe Acrobat Reader 4.0 installed on your system to view these .pdf files. The Acrobat Reader is available free of charge from the Adobe web site at <http://www.adobe.com>

You can also contact VSI (sales@vsi.com) if you would like to purchase additional printed manuals.

Additional Technical Information

Additional technical information is available from the Technical Support area of the VSI web site. Point your browser to <http://www.vsi.com/support>, then go to the Knowledge Base.

INTRODUCTION

VSI-FAX uses a robust central fax engine that runs on Windows NT/2000, Unix and Linux network hosts. This powerful TCP/IP-based fax server delivers consistent, reliable performance for all your fax-enabled applications and desktop fax users.

Warranty and Technical Support

VSI-FAX comes with an initial 30-day limited warranty that becomes effective on the date of registration. You must register the product in order to receive your serial numbers and activation keys (required for product installation) and to receive free technical support for the initial 30 day period.

After the initial warranty period has expired, you must choose a level of ongoing technical support:

- Premium Care
- Personal Service

Premium care is a maintenance plan that provides unlimited technical support for a single annual subscription fee. If you do not enroll in Premium Care, your Personal Service support calls will be billed according to the actual time and materials used to support your call.

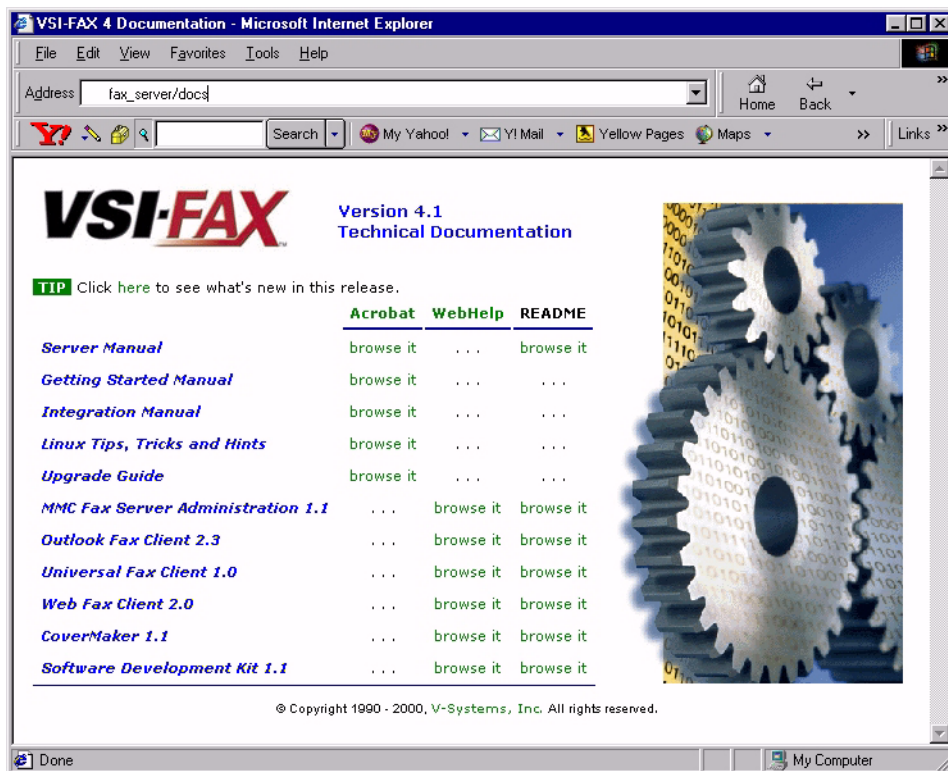
Upgrades

IMPORTANT: You can only directly upgrade to VSI-FAX 4 from VSI-FAX Gold Series (3.x). You cannot directly upgrade your fax server or clients from earlier versions of VSI-FAX. Furthermore, upgrades are only offered to customers covered by a current VSI maintenance agreement.

If you are upgrading your fax server and fax clients, we strongly recommend that you review the *VSI-FAX Upgrade Guide* before installing any VSI-FAX 4 product.

Getting Help

VSI-FAX 4 provides integrated browser-based online help as part of the basic fax server installation. Following successful fax server installation, simply point your web browser to `<fax_server>/docs` to view our manuals and online help from any computer networked to the fax server.



TIP: You can also access the online help prior to installation by pointing your browser to the `/docs` directory of your VSI-FAX 4 CD-ROM.

SUPPORTED PLATFORMS AND EQUIPMENT

This chapter provides detailed technical information about:

- Supported platforms and system requirements for each VSI-FAX application (e.g., fax server, clients, development tools)
- Supported fax devices (i.e., modems and fax boards)
- Support for Windows Terminal Server environments
- Support for other equipment (e.g., Ethernet Terminal Servers, Port Expanders, etc.)

TIP: The information in this chapter was correct at publication time. However, you can always access the latest supported platforms and equipment information in the support area of the VSI web site (www.vsi.com/support).

***What's a
"Platform?"***

A "platform" is a specific combination of operating system and Central Processing Unit (CPU). Many commercial operating systems run on both Intel and RISC CPUs. VSI-FAX does not always support all of these combinations. In order to avoid confusion, this manual routinely specifies entire "supported platforms" (i.e., operating system and CPU) rather than just a "supported operating system."

VSI-FAX Server

These are the detailed system requirements for installing and using a VSI-FAX server.

SUPPORTED PLATFORMS	OPERATING SYSTEM VERSION(S)
Caldera Systems Open Linux	2.2 - 2.4
Compaq Tru64 Unix (Alpha)	4.0E
Data General AViiON DG/UX (Intel) ¹	4.20
Hewlett-Packard HP-UX	10.20, 11.0
IBM AIX (RS6000) ¹	4.1.5
IBM AIX (PowerPC)	4.3.2, 4.3.3
Microsoft Windows NT	4.0 Server or Workstation (Service Pack 4 required; Service Pack 5, 6 or 6a optional).
Microsoft Windows 2000	Professional, Server, Advanced Server (Service Pack 1 optional).
NCR SVR4 MP-RAS ¹	3.0.2.01
Red Hat Linux	6.0 - 6.2
SCO OpenServer 5 Enterprise ²	5.0.5, 5.0.6
SCO UnixWare	7.1.1
Sun Solaris (Intel) ³	7 - 8
Sun Solaris (SPARC) ^{1, 3}	2.4, 2.6, 7 - 8

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
CPU	Pentium II 300 MHz or comparable RISC processor appropriate to your operating system.	Pentium II 450 MHz or comparable RISC processor appropriate to your operating system.
RAM	128 MB	192 MB

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
Hard Disk Space	100 MB permanent disk space plus 100 MB additional temporary space required during installation.	500 MB
Network Interface Card	10baseT or higher, configured with latest drivers for your platform.	N/A
SOFTWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
TCP/IP Connectivity	As provided by your platform.	N/A

Notes

- Due to technical limitations of the operating system, the VSI-FAX integrated web server is not provided for these platforms:

- Data General AViiON DG/UX (Intel) 4.20
- IBM AIX (RS6000) 4.1.5
- NCR SVR4 MP-RAS 3.0
- Sun Solaris (SPARC) 2.4

Therefore, you cannot use the Universal or Web Fax Clients to connect to fax servers running on these platforms.

- You must install the UnixWare Binary Compatibility Module (BCM), commonly called the OSRCompat package, prior to installing VSI-FAX.
- Solaris 7 requires patches in order to host the VSI-FAX integrated web server. All patches are included in the <VSI-FAX installation directory>/webserver/patches directory after installation. Patches are not automatically installed.

MMC Fax Server Administration

These are the detailed system requirements for installing and using the VSI MMC Fax Server Administration application.

SUPPORTED PLATFORMS	OPERATING SYSTEM VERSION(S)
Microsoft Windows NT	Workstation and Server 4.0 (Service Pack 4 required; Service pack 5, 6 or 6a optional).
Microsoft Windows 2000	Professional, Server, Advanced Server (Service Pack 1 optional).

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
CPU	Pentium II 300 MHz	Pentium II 450 MHz or higher
RAM	64 MB	128 MB
Hard Disk Space	5 MB permanent disk space plus 10 MB additional temporary space required during installation.	N/A
Network Interface Card	10baseT or higher, configured with latest drivers for your platform.	N/A

SOFTWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
TCP/IP Connectivity	As provided by your platform.	N/A
VSI-FAX Server ¹	4.0.2	4.1.1
Microsoft Management Console (MMC)	1.1, 1.2	1.2

Notes

- ¹ Any VSI-FAX Servers you want to remotely administer must be properly installed, configured and accessible via a network connection.

Outlook Fax Client

These are the detailed system requirements for installing and using the VSI Outlook Fax Client.

SUPPORTED PLATFORMS	OPERATING SYSTEM VERSION(S)	
Microsoft Windows	95, 98, ME	
Microsoft Windows NT	Workstation and Server 4.0 (Service Pack 4 required; Service pack 5, 6 or 6a optional).	
Microsoft Windows 2000	Professional, Server, Advanced Server (Service Pack 1 optional).	

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
CPU	Pentium 100 MHz	Pentium II 266 MHz or higher
RAM	32 MB	64 - 128 MB
Hard Disk Space	10 MB permanent disk space plus 8 MB additional temporary space required during installation.	N/A
Network Interface Card	10baseT or higher, configured with latest drivers for your platform.	N/A

SOFTWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
TCP/IP Connectivity	As provided by your platform.	N/A
VSI-FAX Server ¹	4.0.2	4.1
Microsoft Outlook ²	97, 98, 2000	98 or 2000

Notes

- 1 A VSI-FAX Server must be properly installed, configured and accessible via a network connection.
- 2 The VSI Outlook Fax Client is best used with Outlook in “Corporate or Workgroup” mode in conjunction with a Microsoft Exchange Server. This configuration provides access to the fax message form published on the Microsoft Exchange Server.

While you can use the VSI Outlook Fax Client with Outlook in standalone “Internet E-mail Only” mode, you will have to manually enter your fax recipient information using MAPI syntax each time you send a fax. Refer to the Outlook Fax Client online help for additional information about various ways to send faxes using the VSI Outlook Fax Client.

Universal Fax Client

These are the detailed system requirements for installing and using the VSI Universal Fax Client.

SUPPORTED PLATFORMS	OPERATING SYSTEM VERSION(S)	JRE VERSION ¹
Caldera Systems Open Linux	2.2 - 2.4	1.1.7
Compaq Tru64 Unix Alpha	4.0E	1.1.6
Hewlett-Packard HP-UX	10.20, 11.0	1.1.7
IBM AIX PowerPC	4.3.2, 4.3.32	1.1.6
Microsoft Windows	95, 98, ME	Included ²
Microsoft Windows NT	4.0 Server or Workstation (Service Pack 4 required; Service Pack 5, 6 or 6a optional).	Included ²
Microsoft Windows 2000	Professional, Server, Advanced Server (Service Pack 1 optional).	Included ²
Red Hat Linux	6.0 - 6.2	1.1.7 - 1.2.2
SCO OpenServer 5 Enterprise	5.0.5, 5.0.6	1.1.7A
SCO UnixWare	7.1.1	1.1.7A
Sun Solaris (Intel)	7 - 8	1.1.8 - 1.2.1 ²
Sun Solaris (SPARC)	2.6, 7 - 8	1.1.8 - 1.2.1 ²

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
CPU	Pentium 100 MHz or comparable RISC processor appropriate to your operating system.	Pentium II 266 MHz or higher
RAM	32 MB	64 - 128 MB
Hard Disk Space	8 MB permanent disk space plus 8 MB additional temporary space required during installation.	N/A
Network Interface Card	10baseT or higher, configured with latest drivers for your platform.	N/A

SOFTWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
TCP/IP Connectivity	As provided by your platform.	N/A
VSI-FAX Server	4.1	N/A

Notes

- 1 The Universal Fax Client requires a supported Java Runtime Environment (JRE) on the client computer or workstation. This is considered part of the overall “supported platform” for this application.
- 2 The Universal Fax Client installation procedure automatically installs the correct JRE for Windows and Solaris platforms.

Web Fax Client

These are the detailed system requirements for installing and using the VSI Web Fax Client.

SUPPORTED PLATFORMS	OPERATING SYSTEM VERSION(S)
Microsoft Windows	95, 98, ME
Microsoft Windows NT	Workstation and Server 4.0 (Service Pack 4 required; Service pack 5, 6 or 6a optional).
Microsoft Windows 2000	Professional, Server, Advanced Server (Service Pack 1 optional).

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
CPU	Pentium 100 MHz	Pentium II 266 MHz or higher
RAM	32 MB	64 - 128 MB
Hard Disk Space	10 MB permanent disk space plus 8 MB additional temporary space required during installation.	N/A
Network Interface Card	10baseT or higher, configured with latest drivers for your platform.	N/A

SOFTWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
TCP/IP Connectivity	As provided by your platform.	N/A
VSI-FAX Server ¹	4.0.2	4.1
Microsoft Internet Explorer ²	4.x and higher	5.x or higher

Notes

- 1 A VSI-FAX Server must be properly installed, configured and accessible via a network connection.
- 2 The VSI Web Fax Client only works reliably with Microsoft Internet Explorer; other browsers are not certified for use with VSI-FAX and are not supported.

CoverMaker

These are the detailed system requirements for installing and using VSI CoverMaker.

SUPPORTED PLATFORMS	OPERATING SYSTEM VERSION(S)
Microsoft Windows	95, 98, ME
Microsoft Windows NT	Workstation and Server 4.0 (Service Pack 4 required; Service pack 5, 6 or 6a optional).
Microsoft Windows 2000	Professional, Server, Advanced Server (Service Pack 1 optional).

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
CPU	Pentium 100 MHz	Pentium II 266 MHz or higher
RAM	16 MB	32 - 128 MB
Hard Disk Space	3 MB	N/A
Network Interface Card ¹	10baseT or higher, configured with latest drivers for your platform.	N/A

SOFTWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
TCP/IP Connectivity ¹	As provided by your platform.	N/A
VSI-FAX Server ¹	4.0.2	4.1.1

Notes

- ¹ A properly installed and configured VSI-FAX Server must be accessible via a network connection in order to save your fax cover pages on the fax server so that they can be used for faxing. However, you can use CoverMaker on a standalone (i.e., un-networked) computer while designing your cover pages.

Software Development Kit (SDK)

These are the detailed system requirements for installing and using VSI Software Development Kit (SDK).

SUPPORTED PLATFORMS	OPERATING SYSTEM VERSION(S)
Microsoft Windows	95, 98, ME
Microsoft Windows NT	Workstation and Server 4.0 (Service Pack 4 required; Service pack 5, 6 or 6a optional).
Microsoft Windows 2000	Professional, Server, Advanced Server (Service Pack 1 optional).

HARDWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
CPU	Pentium 100 MHz	Pentium II 266 MHz or higher
RAM	32 MB	64 - 128 MB
Hard Disk Space	43 MB	50 MB
Network Interface Card ¹	N/A	10baseT or higher, configured with latest drivers for your platform

SOFTWARE REQUIREMENTS	REQUIRED MINIMUM	RECOMMENDED
TCP/IP Connectivity ¹	N/A	As provided by your platform
VSI-FAX Server ¹	N/A	4.0.2 or higher
Development Environment	Microsoft Visual Basic 6.0 or Visual C++ 6.0	N/A

Notes

- 1 Connection to a VSI-FAX Server is not required but is useful for testing and debugging your applications.

Windows Terminal Server Support

The Outlook and Web Fax Clients Fully support the following Microsoft Windows Terminal Server environments.

- Microsoft Windows NT Server, Terminal Server Edition, Version 4.0 (with Service Pack 3 or higher)
- Microsoft Windows 2000 Server or Advanced Server with Terminal Services enabled

Citrix MetaFrame VSI-FAX also supports the Citrix MetaFrame enhancement for the Windows NT 4.0 and Windows 2000 platforms.

NOTE: The Outlook and Web Fax Clients are not supported on Windows NT 3.5.1. Therefore, Citrix WinFrame, which only runs on Windows NT 3.5.1, is also not supported.

TIP: Before deploying VSI-FAX in a Windows Terminal Server environment, read this article in the Microsoft Knowledge Base:
http://www.microsoft.com/office/ork/2000/two/30t3_2.htm
It contains valuable information about setting up and configuring your Microsoft Office 2000 applications for a Windows Terminal Server environment.

Requirements

To successfully install the Outlook or Web FAX clients in a Terminal Server environment, you must:

- Log in and run the installation program directly from the Terminal Server machine with local Administrator privileges
- Each Terminal Server user must have a unique path name defined for the Terminal Server Home Directory
- Launch the fax client installation program in Install Mode (page 13)

If you are using the Outlook Fax Client, you must also:

- Install Outlook 97, 98 or 2000 in Corporate or Workgroup configuration (if using Outlook 98/2000)
- Ensure that no Terminal Server clients are running Outlook

If your Outlook users connect to an Exchange Server, have the Exchange service added to the default mail profile for the Administrator account and each Terminal Server client user.

If your Outlook users connect to an Exchange server using Outlook 98/2000 and you want to use the custom Fax Message Form, the Terminal Server Administrator must be granted publishing rights to the Exchange server Organizational Forms Library specified in the default mail profile.

Install Mode

In a Microsoft Terminal Server environment, any application accessed by multiple users must be installed using a special “install” mode. Just inserting the CD-ROM into the drive and letting the autorun utility launch the installation program will not work. There are two ways to launch an installation program in install mode:

- Control Panel
- Command line

Control Panel

This is a general procedure for installing any application in a Windows Terminal Server environment from the Windows control panel.

1. Choose **Start > Settings > Control Panel > Add/Remove Programs**.

The Add/Remove Properties dialog box appears.

2. Click **Install**.

This automatically places the system in install mode.

3. Follow the on screen instructions.
4. Complete.

Command Line

This is a general procedure for installing any application in a Windows Terminal Server environment from the command line.

1. Open a DOS Window
2. Enter the following command and press **ENTER**:
change user /install
3. Load the application CD-ROM into your CD-ROM drive.
4. If the installation program does not start automatically, run `setup.exe` (typically located in the root directory of the application CD-ROM).
5. Install the application as you normally would in a non-Terminal Server environment.
6. Following successful installation, enter the following command and press **ENTER**:
change user /execute
7. Close the DOS window,
8. Complete.

Fax Modems

NOTE: The VSI web site always provides the most current fax device compatibility information. Point your browser to www.vsi.com/support, then follow the “supported fax modems” hyperlink for additional information.

The VSI-FAX class 2/2.0 Fax Interface Module (C2 FIM) is designed to function reliably with modems that support extensive error-checking. A class 2 or 2.0 modem is mandatory on Unix and Linux platforms and highly recommended on Windows NT/2000 platforms.

Recommended Fax Modems for Unix/Linux and Windows NT/2000

These fax modems are known to work consistently and reliably with VSI-FAX on all supported platforms. Although other modems are certified and supported, these have proven to be the most reliable. For a complete and up-to-date list of supported fax modems, point your web browser to www.vsi.com/support, then follow the “supported fax modems” hyperlink.

MANUFACTURER	MODEL	FIRMWARE TESTED	DID/DTMF?
Multi-Tech	MT1932ZDX	Minimum Firmware Rev. 116	YES
Multi-Tech	MT2834ZDX	Minimum Firmware Rev. 3.16A	YES
Multi-Tech	MT2834ZDXb-u	LT 33.6 MT5634ZDX serial data/fax modem version 1.01	NO
ZyXEL	U-1496S Plus	Firmware Rev. 6.14P only	NO
ZyXEL	Elite 2864	Firmware Rev. 1.12 only	NO

Fax Boards

VSI recommends and supports TR114, TRNIC and PRI series fax boards manufactured by Brooktrout Technology. These analog, digital and ISDN boards provide advanced faxing features, as well as superior reliability and scalability.

VSI enjoys a close strategic relationship with Brooktrout Technology. This ensures that when you buy a Brooktrout fax board, our networked fax server technology will leverage all the power that these fax boards have to offer.

Brooktrout Technology provides detailed technical information about their fax boards at their web site:

<http://www.brooktrout.com>

This web site also presents excellent information about the advantages of fax boards over fax modems, the relative merits of analog and digital fax boards, as well as guidelines and recommendations for ordering various telephony services (e.g., T1, DID) for use with your networked fax solution.

Supported fax boards can be purchased from Brooktrout Technology, VSI or your authorized Value Added Reseller (VAR). For a complete and up-to-date list of supported Brooktrout fax boards, point your web browser to www.vsi.com/support, then follow the “supported fax boards” hyperlink.

Supported Platforms, Ports and Licensing

Brooktrout fax boards are only supported on Windows fax servers (i.e., Windows NT/2000 platforms).

VSI-FAX supports a maximum of 48 fax channels (ports). However, a basic VSI-FAX license limits the number of fax ports to four (4). If you require additional fax ports, you must purchase additional port licenses.

Verifying Proper Fax Board Operation

It is extremely important that you install your fax board and verify that it works at the hardware level before installing the VSI-FAX Server software.

A good way to ensure basic operation of Brooktrout fax boards is to use the diagnostics software provided with your Brooktrout fax board to send a test fax before any other fax software is installed.

Refer to the documentation included with your fax board for additional information about installing and using Brooktrout diagnostic software.

IMPORTANT: After verifying proper fax board operation, you must uninstall the Brooktrout diagnostics software and the associated virtual test devices before you can proceed with the fax server installation.

Uninstalling Brooktrout Diagnostic Software

Uninstalling the Brooktrout diagnostics software is somewhat complicated by the fact that the Brooktrout uninstall program will remove an important configuration file (`faxinit.cfg`) from your system. Therefore, VSI strongly recommends that you uninstall your Brooktrout diagnostics software using this procedure:

1. Start Windows Explorer and browse to the Brooktrout driver directory. The default location is `C:\WINNT\bfax`.
2. Copy `faxinit.cfg` to a safe location (e.g., your Desktop).
3. Open an MS-DOS window and enter:

```
ntinstal -r
```

The Brooktrout diagnostic software and virtual test devices are removed from your system.

4. Close the MS-DOS Window.
5. Switch to NT Explorer and move `faxinit.cfg` from your Desktop to the Brooktrout driver directory (default location is `C:\WINNT\bfax`).
6. Complete.

Serial Port Expanders

The VSI-FAX class 2/2.0 fax interface module (C2 FIM) will work reliably with serial ports that provide full modem control. The following list of port expanders has been functionally tested with VSI-FAX. However, while the manufacturer may provide device drivers for various operating systems, not all operating systems have been tested by VSI.

MANUFACTURER	MODEL	OS DRIVER SUPPORT
Control	RocketPort	Linux, NT, SCO
Computone	IntelliPort II EX	NT, SCO, UnixWare
Digi International (Central Data)	SCSI Terminal Server	AIX, Digital Unix, HP-UX, NT, SCO, Solaris
Digi International	AccelePort Xem	AIX, DG/UX, Digital Unix, HP-UX, Linux, NCR MPRAS, SCO, Solaris, Unixware
Digi International	AccelePort Xe	DG/UX, Linux, NCR MPRAS, SCO, Solaris, UnixWare
Equinox	SST-8P	Linux, NT, SCO, Solaris X86, UnixWare
Multi-Tech Systems	ISI552PC	Operating system independent

MANUFACTURER	MODEL	OS DRIVER SUPPORT
Multi-Tech Systems	ISI4608	Linux, NT, SCO
Stallion	EasyIO	NT, Linux, SCO, Solaris X86, UnixWare

Ethernet Terminal Servers

While some VSI customers have had success using Ethernet terminal servers, VSI does not recommend this practice nor do we support it in any way. Fax modems should always be connected to local serial ports. If you want to use more modems than can be connected to open serial ports on your system, use a local serial port expander.

BEFORE YOU INSTALL

VSI strongly recommends that you prepare for product installation by reviewing this chapter *before* installing any VSI-FAX 4 product.

Product Registration

Prior to installing the server you must obtain a license serial number and activation key. You cannot install VSI-FAX without it.

If you are installing a full (i.e., non-evaluation) version of VSI-FAX, go to www.vsi.com/register.

If you obtained an evaluation version of VSI-FAX and you want to activate a permanent license, go to www.vsi.com. A link is provided on our home page for activating your evaluation copy.

You will be given a serial number and activation key, which will be used during installation.

Fax Server Requirements

The target host machine must be a supported Windows NT/2000, Unix or Linux platform. Go to the Knowledge Base at www.vsi.com/support for a list of supported platforms and detailed system requirements.

TCP/IP must be running on the target host machine and a network card must be installed.

At least one supported fax device (e.g., modem or fax board) must be installed and configured on the host machine. Point your web browser to www.vsi.com/support for a list of supported fax modems and fax boards.

The machine you are installing from must have access to a local or networked CD-ROM drive and, if necessary, you must know how to mount it.

You must have a multi-page TIFF viewer installed on your system in order to view faxes received on the server. Wang Imaging for Windows is provided on the Windows installation CD-ROM. Similar programs are available for Unix and Linux platforms.

Installation Considerations

This topic discusses various environment considerations and requirements necessary for successful VSI-FAX installation. It is intended to be a very high level overview of these considerations. We strongly suggest that you read the additional information for each consideration if you have any uncertainty about your ability to fulfill these conditions during installation.

Supported Platforms/System Requirements

Verify that the machine you intend to use as a fax server is one of the platforms supported by VSI-FAX and that all of the hardware and third-party software required to run VSI-FAX is installed.

Go to <http://www.vsi.com/support> for detailed system requirements and supported platforms.

Networking/TCP/IP

A functioning network card must be installed and configured for TCP/IP. Your system administrator should be able to determine if TCP/IP is properly configured.

Refer to your operating system documentation for TCP/IP troubleshooting information.

Port 2996 Availability (Unix/Linux Only)

VSI uses TCP port 2996 to communication among various fax clients and the fax server. You must ensure that no other application or device is using this port.

Refer to your operating system documentation for port assignment information.

Serial Port Assignments

VSI-FAX communicates with your various fax devices (modems or fax boards) via serial ports on your system. You should know the name and physical location of the serial ports you are going to use to install your fax devices. Serial port names are usually found in the `/dev` directory on Unix and Linux systems.

Go to the Knowledge Base at <http://www.vsi.com/support> for detailed information about serial port compatibility.

CD-ROM

Because VSI-FAX is supplied on CD-ROM media, you must know the Unix or Linux mount command required to mount the CD-ROM drive or know how to use Windows Explorer to gain access to the files on the CD-ROM.

Your system administrator knows how your CD drive has been mounted. Refer to *Appendix A – Sample Unix and Linux Mount Commands* (page 67).

Modems and Fax Boards

The VSI-FAX supports most class 2 and class 2.0 modems. VSI also supports most TR114 Brooktrout fax boards on the Windows NT/2000 platform only.

Go to <http://www.vsi.com/support> or refer to *Supported Platforms and Equipment* (page 3) for a current list of supported fax boards and modems.

Modem Cabling

Using the proper modem cabling is critical - your modem will not operate properly if you use the wrong modem cable.

Go to the Knowledge Base at <http://www.vsi.com/support> for detailed information about modem cabling.

Dialing Requirements/ Dial Codes

Your location may have specific dialing needs for local and long distance calls.

Refer to your *VSI-FAX Server Administration Manual* for specific information about dialing requirements and dial codes.

Annotated Fax Server Information Form

This server information form is annotated with detailed descriptions of the information required for a successful fax server installation. VSI strongly suggests that you photocopy the blank *Appendix B – Fax Server Information Form* (page 69), fill it out and have it nearby when you install the fax server.

Furthermore, if you require technical support to resolve an installation problem, you may be asked to supply this information to our technical support staff.

Licensing Information

Serial numbers and activation keys are required before beginning installation. Refer to *Product Registration* (page 19) for additional information.

INFORMATION	DESCRIPTION
Fax Server Serial Number	Fax server serial number. When client licenses are purchased as part of a fax server package, this is also the client serial number.
Fax Server Activation Key	Activation key for your fax server.
Maintenance Serial Number	The serial number for all maintenance licenses is “maint.”
Maintenance Activation Key	Activation key for your maintenance license.

Cover Page Information

This company information appears on your fax cover pages.

INFORMATION	DESCRIPTION
Company Name	Your company name as you want it to appear on your cover pages.
Address 1	First line of your company address.
Address 2	Second line of your company address.
Address 3	Third line of your company address. In the US, this is typically the city, state and zip code.
Country	Your country as you want it to appear on your cover pages.
Voice phone	Your voice telephone number as you want it to appear on your cover pages.
FAX phone	Your fax telephone number as you want it to appear on your cover pages.
Email	Your internet email address as you want it to appear on your cover pages.

Dialing Properties

This information is used to set up local dialing and station identification information. Some of this information appears on your sent fax headers.

INFORMATION	DESCRIPTION
Country Code	Your country code. This used to dial international fax numbers. In the US, this is typically "1".
Long Distance Access #	Number you enter to dial long distance telephone numbers. In the US, this is typically "1".
Area Code	Your local telephone area code.
Local Number Length	Number of digits in a local phone number. In the US, this is typically "7". Local number length is used to determine whether the number being dialed is local or long distance.
Dial Prefix	Number you enter to access an outside telephone line. In the US, this is typically "9".
Dial Suffix	This is typically an internal accounting code used for billing long distance telephone usage to the proper department or cost center.
Called Subscriber ID (CSI)	This is typically your outgoing fax number and company name. This string can be a maximum of 20 characters long. For best compatibility, restrict your CSI string to numerals, plus signs and spaces.
Transmitting Station ID (TSI)	This is typically your outgoing fax number. This string can be a maximum of 20 characters long. For best compatibility, restrict your TSI string to numerals, plus signs and spaces. The TSI string is used to negotiate with other fax devices and normally appears in the fax header at the top of each faxed page. Because the TSI will appear on the header even if the rest of the fax doesn't get sent, it is an especially good practice to make the TSI string your fax number. That way, people can fax you back in the event of problems. IMPORTANT: Recent telecommunications laws in some countries (e.g., U.S.) now require that your TSI appear on any unsolicited fax transmission.

Internet Email Servers

Internet email services are used to send faxes directly from email clients and implement DirectFax routing of received faxes to users' email inboxes.

IMPORTANT: When setting up your POP3 fax routing email account, do not use an email account that receives normal email. The fax server will try to process all received email on this account as an inbound fax. This can cause drastically degraded fax routing performance or unexpected application behavior. Furthermore, the fax server will remove email messages from this inbox. For these reasons, VSI strongly suggests setting up email user autofax for your POP3 fax routing and ensuring that email user autofax is left off distribution lists at your company.

INFORMATION	DESCRIPTION
SMTP Server Name	Fully qualified domain name or IP address of an outbound internet mail server. VSI-FAX uses this server to provide fax transmission notification to network clients and to send faxes as email attachments.
SMTP From Name	Default SMTP mailbox used to distribute fax transmissions. Default is user vsifax.
POP3 Server Name	Fully qualified domain name or IP address of an inbound internet mail server. VSI-FAX uses this server to route received faxes to users' email inboxes.
POP3 User Name	POP3 user account for fax routing. Default is user autofax.
POP3 Password	Password for the POP3 user account.

Fax Device Properties

This information is used to configure supported fax modems for use with VSI-FAX.

INFORMATION	DESCRIPTION
Device Name	Short name for this device.
Description	Short descriptive name for this device.
Serial Port	Serial port this device will use to communicate with VSI-FAX.
Device Type	Either fax modem or Brooktrout fax board.

Final Checks	
QUESTION	DESCRIPTION
Have you stopped all existing processes running on serial ports that you will be connecting your fax devices to?	The answer must be 'yes' in order for VSI-FAX to install and operate correctly.
Is port 2996 dedicated to VSI-FAX?	The answer must be 'yes' in order for VSI-FAX to install and operate correctly. This is not applicable to Windows NT/2000.

INSTALLING VSI-FAX SERVER ON WINDOWS NT/2000

This chapter describes how to install a VSI-FAX server on a supported Windows platform (page 4).

IMPORTANT: If you will be using a Brooktrout fax board with your Windows NT/2000 fax server, you must install your fax board, verify proper fax board operation (page 16) and uninstall the Brooktrout diagnostic software (page 17) prior to installing the VSI-FAX server.

TIP: Use your completed *Appendix B – Fax Server Information Form* (page 69) to provide the information required during this installation.

1. Load the VSI-FAX 4 CD-ROM into your CD-ROM drive.
2. If the installation program does not start automatically, run `setup.exe` located in the root directory of your VSI product CD-ROM.

The VSI-FAX Product Installation screen appears.

3. Choose **VSI-FAX Server**.

The VSI-FAX Server Welcome screen appears.

4. Click **Next** to proceed with the installation.

The Software License Agreement appears.

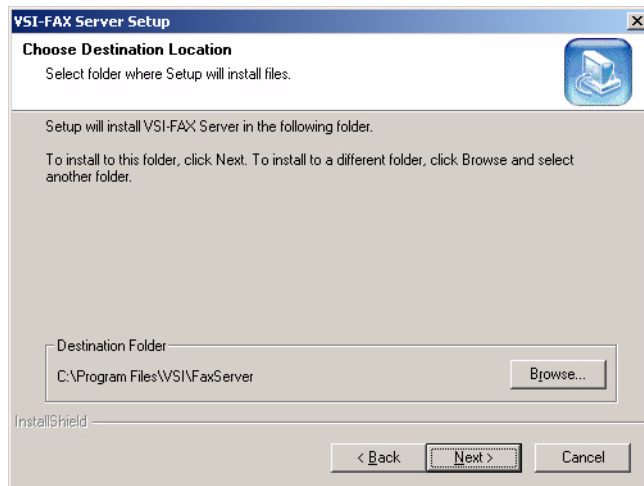
5. Click **Yes** to agree to the conditions in the license agreement and continue with VSI-FAX server installation or click **No** to exit the installation.

If an existing VSI-FAX server is running, you will be advised that this fax server must be shut down before you can proceed with the installation.

6. Click **Next** to proceed with the installation.

Choose Destination Location

The Choose Destination Location screen provides an opportunity to review decide where the program files will be placed on your hard drive.

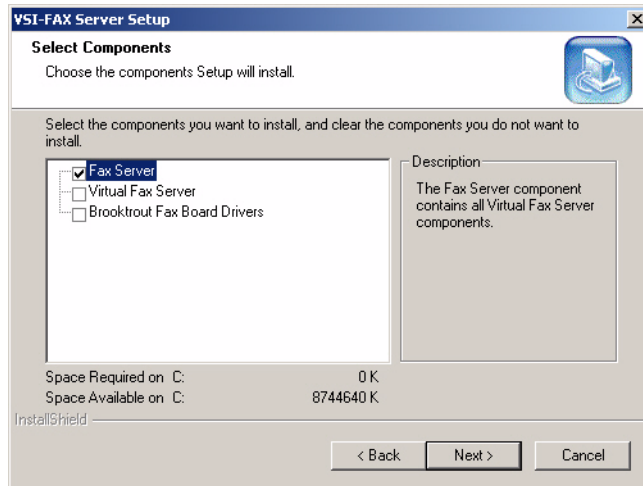


TIP: The installation program suggests a default destination directory for the VSI-FAX Server program files. If you want to install the VSI-FAX Server in another directory, click **Browse** and follow the on-screen instructions.

7. Click **Next** to proceed with the installation.

Select VSI-FAX Components

Before you can proceed any further with the installation, you must select which VSI-FAX components you want to install.



The Fax Server and Virtual Fax Server selections are mutually exclusive - you never need to install both on the same machine. This is because a virtual fax server is essentially a normal fax server that does not have any fax devices connected to it (it is primarily used to integrate VSI-FAX with other business applications). Refer to your *VSI-FAX Integration Manual* for additional information about virtual fax servers.

You only need to install the Brooktrout Fax Board Drivers if you will be using a Brooktrout fax board with your system.

8. Do one of the following:

IF	DO THIS
You are installing a fax server with one or more fax boards.	Select both the VSI-FAX Network Fax Server and Brooktrout Fax Board Drivers options.
You are installing a fax server with fax modems only (no fax boards).	Select only the VSI-FAX Network Fax Server option.
You are installing a virtual fax server.	Select only the Virtual Fax Server option.

TIP: The installation program suggests a default destination directory for the VSI-FAX program files. If you want to install VSI-FAX in another directory, click **Browse** and follow the on-screen instructions.

- Click **Next** to proceed with the installation.

Brooktrout Fax Board Drivers Installation

If you did not select the **Brooktrout Fax Board Drivers** option, go to *Start Copying Files* (page 30).

If you selected the **Brooktrout Fax Board Drivers** option, the fax board drivers will be installed before proceeding with the VSI-FAX server installation. This is a separate DOS-based installation program called from within the overall VSI-FAX installation procedure. Follow the on-screen instructions. The information you will be asked to input is the same information you supplied when you installed the Brooktrout diagnostic software (page 16).

TIP: In most cases, we strongly recommend that you accept the default settings shown in square brackets.

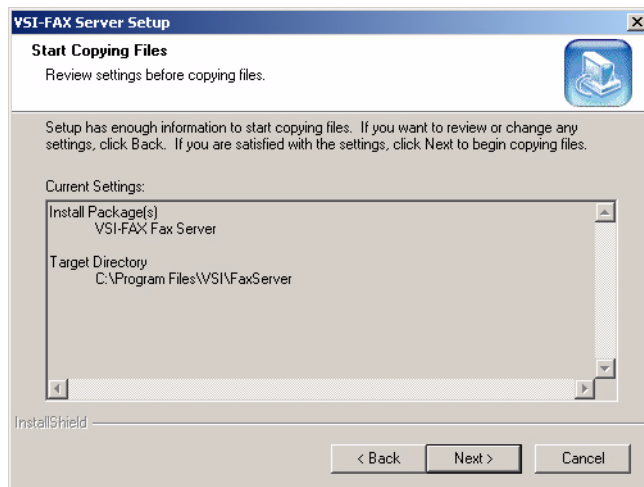
Near the end of the Brooktrout installation program, this message appears:

Enter cmd line args for faxinit. Be sure to use full pathnames for any files not residing in C:\WINNT\bfax [none]:

IMPORTANT: If you are installing a PCI Brooktrout fax board, you must enter **-n** at this "cmd line args" prompt.

Start Copying Files

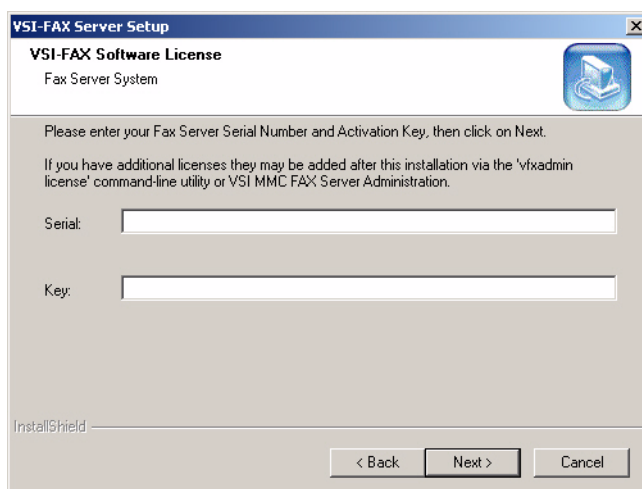
The Start Copying Files screen provides a final opportunity to review which VSI-FAX components you will be installing and where the program files will be placed on your hard drive.



10. Click **Next** to proceed with the installation.

VSI-FAX Server License

The VSI-FAX Server License screen is only displayed for new fax server installations.

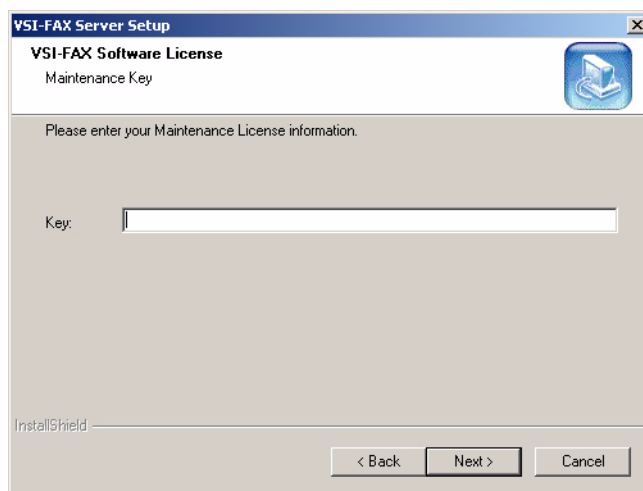


Upgrade installation already have a valid serial number and activation key that the install program can read. If this is an upgrade installation, go to *VSI-FAX Maintenance License* (page 32).

11. Enter the serial number and activation key you received when you registered your product (page 19).
12. Click **Next** to proceed with the installation.

VSI-FAX Maintenance License

If you are participating in a current Premium Care or End User maintenance program, you should enter your maintenance license information in this screen:



The screenshot shows a Windows-style dialog box titled "VSI-FAX Server Setup". Inside, there's a sub-header "VSI-FAX Software License" with a "Maintenance Key" label. A message says "Please enter your Maintenance License information." Below this is a text input field labeled "Key:". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". An "InstallShield" logo is visible in the bottom left corner.

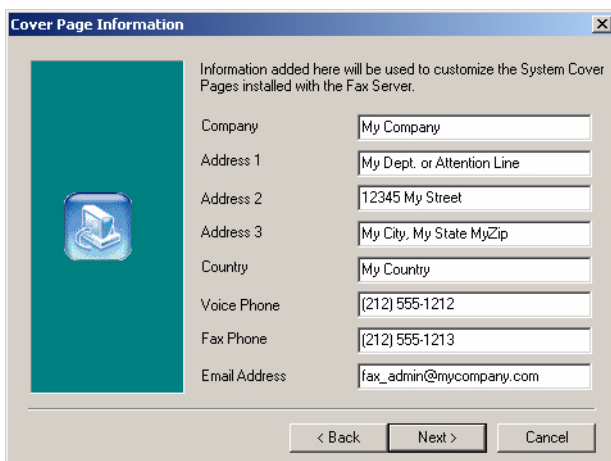
If this is an upgrade installation from a previous version of VSI-FAX, you must enter your maintenance license information in order to proceed with the installation.

13. Enter your maintenance activation key in the Key field.
14. Click **Next** to shut down the existing fax server and proceed with the installation.

The program files are copied to the fax server local hard drive. This may take several minutes.

Cover Page Information

The Cover Page Information screen is where you enter information about your company that will typically appear on every fax cover page.



The screenshot shows a dialog box titled "Cover Page Information". It contains a teal-colored area on the left with a fax machine icon. To the right, there's a list of fields for company information: Company, Address 1, Address 2, Address 3, Country, Voice Phone, Fax Phone, and Email Address. Each field has a text input box with sample data. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Field	Sample Data
Company	My Company
Address 1	My Dept. or Attention Line
Address 2	12345 My Street
Address 3	My City, My State MyZip
Country	My Country
Voice Phone	(212) 555-1212
Fax Phone	(212) 555-1213
Email Address	fax_admin@mycompany.com

Users can change this information when they send a fax or create other cover pages that show different information. However, in most cases this is the information you want your fax recipients to see most of the time.

15. Enter your company information (i.e., name, address, voice telephone number and fax number).
16. Enter the fax administration email address in the Email address field.

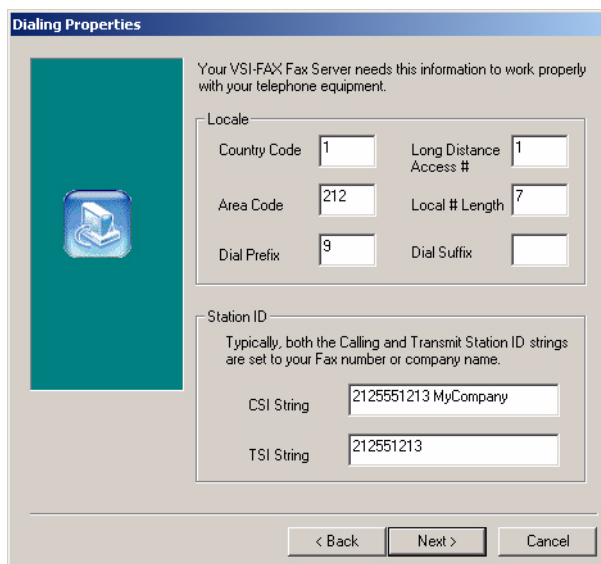
TIP: In most cases, you should dedicate a separate email account on your company mail server for fax administration.

17. Click **Next** to accept your cover page information proceed with the installation.

The default system cover pages are updated with your information. This may take several minutes.

Dialing Properties

Dialing Properties control how the fax server access your telephone lines and how the fax server will identify itself to fax machines.



Dialing Properties

Your VSI-FAX Fax Server needs this information to work properly with your telephone equipment.

Locale

Country Code	<input type="text" value="1"/>	Long Distance Access #	<input type="text" value="1"/>
Area Code	<input type="text" value="212"/>	Local # Length	<input type="text" value="7"/>
Dial Prefix	<input type="text" value="9"/>	Dial Suffix	<input type="text"/>

Station ID

Typically, both the Calling and Transmit Station ID strings are set to your Fax number or company name.

CSI String	<input type="text" value="2125551213 MyCompany"/>
TSI String	<input type="text" value="212551213"/>

< Back Next > Cancel

Country Code Your country code. This used to dial international fax numbers. In the US, this is typically "1".

Long Distance Access # Number you enter to dial long distance telephone numbers. In the US, this is typically "1".

Area Code Your local telephone area code.

Local # Length	Number of digits in a local phone number. In the US, this is typically “7”. Local number length is used to determine whether the number being dialed is local or long distance.
Dial Prefix	Number you enter to access an outside telephone line. In the US, this is typically “9”.
Dial Suffix	This is typically an internal accounting code used for billing long distance telephone usage to the proper department or cost center.
CSI String	Called Subscriber ID. This is typically your outgoing fax number and company name. This string can be a maximum of 20 characters long. For best compatibility, restrict your CSI string to numerals, plus signs and spaces.
TSI String	<p>Transmitting Station ID. This is typically your outgoing fax number. This string can be a maximum of 20 characters long. For best compatibility, restrict your TSI string to numerals, plus signs and spaces.</p> <p>The TSI string is used to negotiate with other fax devices and normally appears in the fax header at the top of each faxed page. Because the TSI will appear on the header even if the rest of the fax doesn't get sent, it is an especially good practice to make the TSI string your fax number. That way, people can fax you back in the event of problems.</p> <p>IMPORTANT: Recent telecommunications laws in some countries (e.g., U.S.) now require that your TSI appear on any unsolicited fax transmission.</p>

18. Enter your country code, long distance access number, area code, local number length, dial prefix and dial suffix as required.
19. Enter your Called Subscriber ID and Transmitting Station ID strings.
20. Click **Next** to accept your dialing properties and proceed with the installation.

Internet Mail Servers

Internet email services are used to send faxes directly from email clients and implement DirectFax routing of received faxes to users' email inboxes.

The SMTP and POP3 user accounts must be setup outside the VSI-FAX installation program (the VSI-FAX installation program cannot create user accounts on your mail servers). While it is best to set these accounts up prior to installing VSI-FAX, you can set them up afterward.

- | | |
|-------------------------|---|
| SMTP Server Name | Fully qualified domain name or IP address of an outbound internet mail server. VSI-FAX uses this server to provide fax transmission notification to network clients and to send faxes as email attachments. |
| SMTP From-Name | Default SMTP mailbox used to distribute fax transmissions. Default is user vsifax. |
| POP3 Server Name | Fully qualified domain name or IP address of an inbound internet mail server. VSI-FAX uses this server to route received faxes to users' email inboxes. |
| POP3 User Name | POP3 user account for fax routing. |
| POP3 Password | Password for the POP3 user account. |

21. Enter your outbound (SMTP) email server name and user account.

IMPORTANT: When setting up your POP3 fax routing email account, do not use an email account that receives normal email. The fax server will try to process all received email on this account as an inbound fax. This can cause drastically degraded fax routing performance or unexpected application behavior. Furthermore, the fax server will remove email messages from this inbox. For these reasons, VSI strongly suggests setting up email user autofax for your POP3 fax routing and ensuring that email user autofax is left off distribution lists at your company.

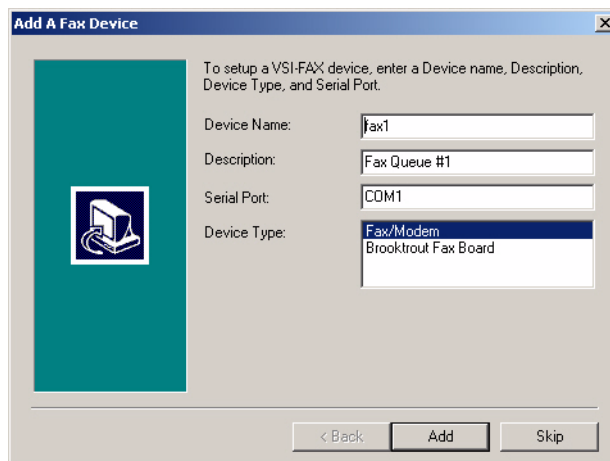
22. Enter your inbound (POP3) email server name, user account and password.
23. Click **Next** to accept your internet email settings and proceed with the installation.

The VSI-FAX databases are created. This may take several minutes.

Add A Fax Device

This screen is used to define a fax device (i.e., modem or fax board) you can use to send and receive faxes.

TIP: If you want to test or evaluate VSI-FAX in loopback mode, you can skip this part of the installation and add your fax devices later using the **vfxadmin** command or the MMC Fax Administration snap-in.



24. Enter your device name and a short description. Skip this step to accept the defaults supplied by the installation program.
25. Enter a serial port to use with this fax device. Skip this step to accept the defaults supplied by the installation program.

26. Select the appropriate device type (Fax/Modem or Brooktrout Fax Board).
27. Click **Add** to add this fax device and proceed with the installation.

The following message appears:

Do you wish to add another Fax Device?

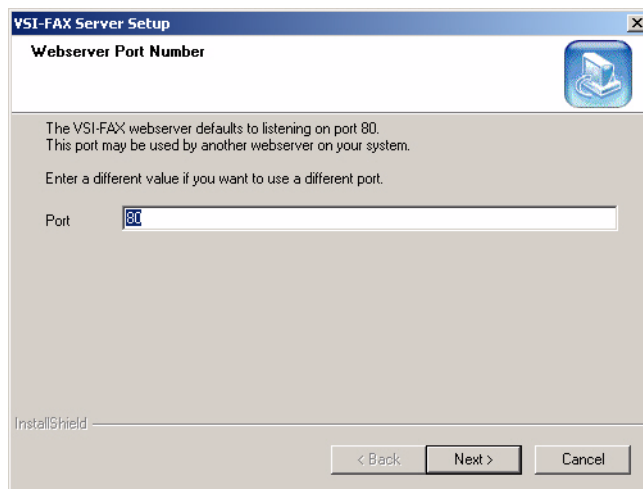
28. Do one of the following:

IF	DO THIS
You want to add another fax device	Click Yes , then repeat steps 23 thru 27 until all fax devices are added
You are done adding fax devices.	Click No .

Your fax devices are added and fax queues are created for them. The fax printer driver is also installed.

Web Server Port Number

VSI-FAX includes an integrated web server. Web servers normally run on data port 80. If there is an existing web server on this machine that uses port 80, you must assign another data port to the VSI-FAX web server.



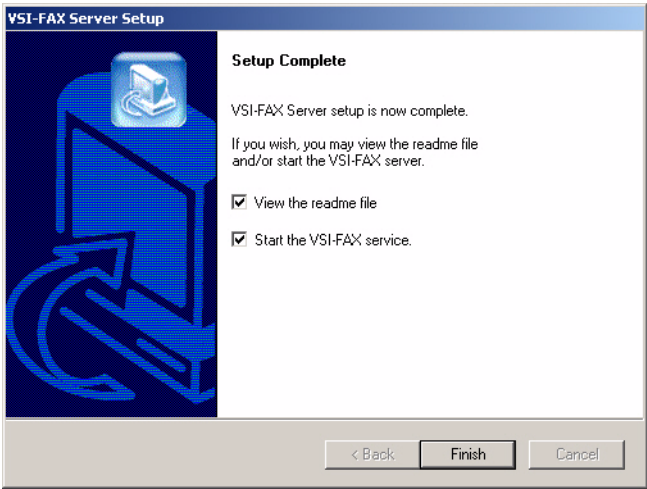
29. Do one of the following:

IF	DO THIS
There is an existing web server on this machine that uses port 80.	Enter another unique unused data port assignment for the VSI-FAX web server. Port 8080 is a common alternative port assignment.
VSI-FAX is the only web server that will running on this machine.	Accept the default port assignment.

30. Click **Next** to accept your web server port assignment and proceed with the installation.

Setup Complete

Congratulations. You have successfully installed VSI-FAX.



TIP: We strongly suggest that you do start the VSI-FAX service. Otherwise, you will need to manually start the fax scheduler before you can test the fax server (page 43).

31. Click **Finish**.

The Acrobat Reader

Following successful fax server installation, the following message may appear:

You must install the Adobe Acrobat Reader to be able to fax PDF files. Do you want to install the Adobe Acrobat Reader now?

This message only appears if the VSI-FAX installation procedure could not detect the Adobe Acrobat Reader on your system. In addition to enabling faxing of PDF documents, the Acrobat Reader is required in order to view online versions of the VSI-FAX printed manuals.

32. Click **Yes**.

The Adobe Acrobat install procedure guides you thru the Acrobat installation process.

33. Complete.

INSTALLING VSI-FAX SERVER ON UNIX/LINUX

This chapter describes how to install a VSI-FAX server on a supported Unix or Linux platform (page 4).

TIP: Use your completed *Appendix B – Fax Server Information Form* (page 69) to provide the information required during this installation.

1. Log in as root.
2. Load the VSI-FAX 4 CD-ROM into your CD-ROM drive.
3. Mount the CD-ROM drive.

TIP: Refer to *Appendix A – Sample Unix and Linux Mount Commands* (page 67) for additional information.

4. Change directory to the CD-ROM mount point by entering:

```
cd /cdrom
```

5. Run the installation program by entering:

```
./install.sh
```

The installation program will guide you through the remainder of the fax server installation. Follow the on-screen instructions.

TIP: The installation program will ask if you want to start the fax scheduler. We strongly suggest that you do start the fax scheduler. Otherwise, you will need to manually start the fax scheduler before you can test the fax server (page 43).

6. Complete.

TESTING THE FAX SERVER

Immediately after installing the fax server, it is important to verify proper fax server operation by sending a simple test fax via the **vfx** command line. You can send this test fax using the loopback feature or you can send it to any fax machine you have access to.

Sending a Test Fax Using the Loopback Feature

Sending a test fax using the loopback feature eliminates potential outside problems (e.g., phone lines, modems, etc) that could cause a fax transmission failure.

You need a small text file you can use as a test fax. Any text file will do.

1. Open a command shell on your computer.
2. Verify that the fax server is running by entering:

```
vfxstat -t -c 2
```

Server status information is displayed. The display will be continually refreshed every two seconds.

3. Open another command shell on your computer.
4. Send your test fax by entering:

```
vfx -n <fax_number> -d lb <my_file.txt>
```

For example, to fax a test file called `MyFile.txt` to (800) 123-4567 using the loopback feature, you would enter:

```
vfx -n 8001234567 -d lb MyFile.txt
```

The test fax is sent to the loopback device queue.

5. Switch to the status command shell.

You can track the status of your test fax as the display is continually updated.

6. Write down the request ID of your test fax.

After your test fax is successfully sent, it is routed to your received fax inbox. You can open and view this file with the multi-page TIFF viewer on your computer to verify that the fax was sent correctly.

7. Launch your multi-page TIFF viewer.

8. Open the `<request_ID>.tif` file located in the fax server `faxq/vsifax` directory.

Where `<request_ID>` corresponds to the test fax request ID you wrote down.

Your test fax is displayed in your multi-page TIFF viewer.

9. Complete.

Sending a Test Fax to a Fax Machine

You need a valid fax number for a fax machine in your area. You also need a small text file you can use as a test fax. Any text file will do.

1. Open a command shell on your computer.
2. Verify that the fax server is running by entering:

```
vfxstat -t -c 2
```

Server status information is displayed. The display will be continually refreshed every two seconds.

3. Open another command shell on your computer.
4. Send your test fax by entering:

```
vfx -n <fax_number> <my_file.txt>
```

For example, to fax a test file called `<my_file.txt>` to (800) 123-4567, you would enter:

```
vfx -n 8001234567 <my_file.txt>
```

The test fax is sent to the default device queue.

5. Switch to the status command shell.

You can track the status of your test fax as the display is continually updated.

Your test fax should be received by your fax machine.

6. Complete.

INSTALLING MMC FAX SERVER ADMINISTRATION

IMPORTANT: Before you can use MMC fax server administration, you not only have to install the product but you must also load the MMC fax server administration snap-in from a Microsoft Management Console (MMC) session. However, the last installation screen provides an option to immediately launch the MMC fax server administration. If you leave this option set (the default setting), the snap-in will be automatically loaded for you. Even if you decide to immediately close MMC fax server administration, you will have the option of saving your configuration (with the snap-in loaded) for future use. We strongly recommend that you do this. Otherwise, you will have to manually load the snap-in the first time you use it. Refer to the *VSI MMC Fax Server Administration Online Help* for additional information about loading the snap-in from a Microsoft Management Console (MMC) session.

1. Load the VSI-FAX 4 CD-ROM into your CD-ROM drive.
2. If the installation program does not start automatically, run `setup.exe` located in the root directory of your VSI product CD-ROM.

The VSI-FAX Product Installation screen appears.

3. Choose **VSI MMC Fax Server Administration**.

The Welcome screen appears.

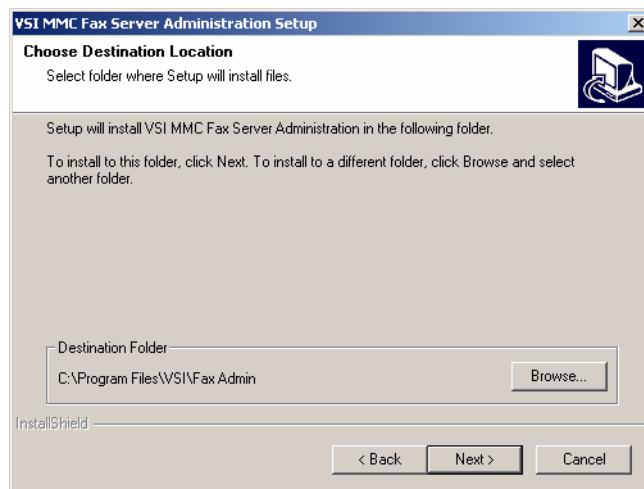
4. Click **Next** to proceed with the installation.

The Software License Agreement appears.

5. Click **Yes** to agree to the conditions in the license agreement and continue with MMC Fax Server Administration installation or click **No** to exit the installation.

Choose Destination Location

The Choose Destination Location screen provides an opportunity to review decide where the program files will be placed on your hard drive.

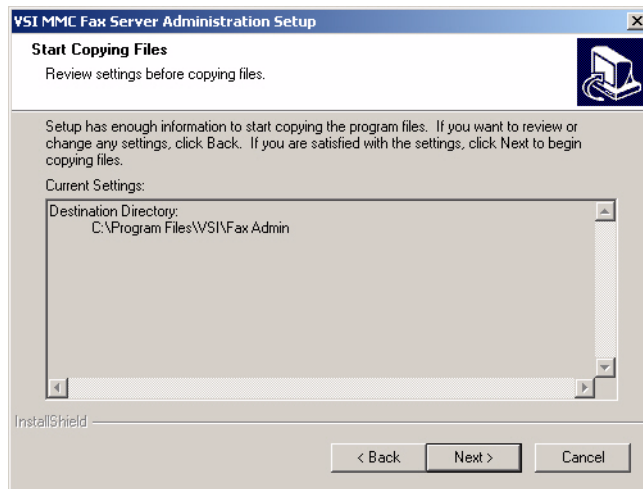


TIP: The installation program suggests a default destination directory for the MMC fax server administration program files. If you want to install the MMC fax server administration in another directory, click **Browse** and follow the on-screen instructions.

6. Click **Next** to proceed with the installation.

Select Components

Because MMC fax server administration is a single self-contained component, you cannot customize this part of the installation. However, you can use this opportunity to review where the program files will be placed on your hard drive and change the location, by clicking **Back**, if you need to.

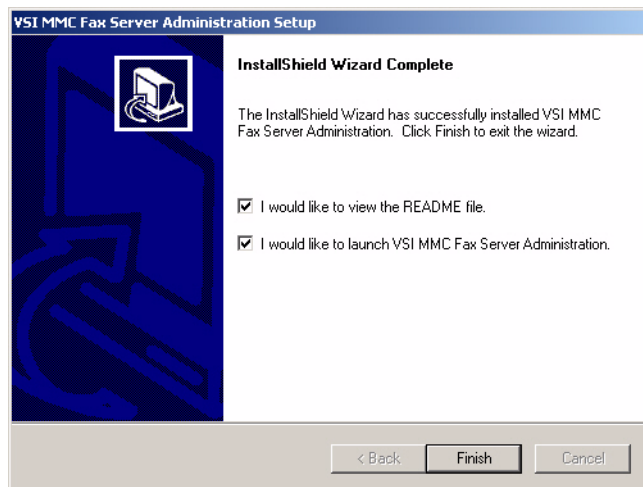


7. Click **Next** to proceed with the installation.

The program files are copied to the your local hard drive. This may take several seconds.

Setup Complete

Congratulations. You have successfully installed MMC fax server administration.



TIP: Before you can use MMC fax server administration, you not only have to install the product but you must also load the MMC fax server administration snap-in from a Microsoft Management Console (MMC) session. However, if you leave the “I would like to launch VSI MMC Fax Server Administration” option set (the default setting), the snap-in will be automatically loaded for you. Even if you decide to immediately close MMC fax server administration, you will have the option of saving your configuration (with the snap-in loaded) for future use. We strongly recommend that you do this. Otherwise, you will have to manually load the snap-in the first time you use it. Refer to the *VSI MMC Fax Server Administration Online Help* for additional information about loading the snap-in from a Microsoft Management Console (MMC) session.

8. Click **Finish**.
9. Complete.

INSTALLING THE OUTLOOK FAX CLIENT

The VSI Outlook Fax Client requires Outlook 97, 98 or 2000 running in “Corporate or Workgroup” mode; “Internet only” mode is not supported under any circumstances. Refer to your Outlook documentation for information about configuring Outlook for “Corporate or Workgroup” mode.

NOTE: The reason the Outlook Fax Client will not work with Outlook in “Internet only” mode is that our fax technology requires the full MAPI DLLs, which are only installed when you configure Outlook for “Corporate or Workgroup” mode.

The preferred way to use the Outlook Fax Client is to use Outlook with a Microsoft Exchange Server. Although this is the preferred configuration, the Exchange Server is not required. However, if you run Outlook without an Exchange Server, you will not have access to the custom fax form.

Basic Installation Procedure

1. Load the VSI-FAX 4 CD-ROM into your CD-ROM drive.
2. If the installation program does not start automatically, run `setup.exe` located in the root directory of your VSI product CD-ROM.
3. Choose **VSI Outlook Fax Client**.

If an existing version of the Outlook Fax Client is detected, you will be advised that this older version must be removed before you can proceed with the installation.

4. Click **Yes** to remove the old Outlook Fax Client and proceed with the installation.

The Welcome screen appears.

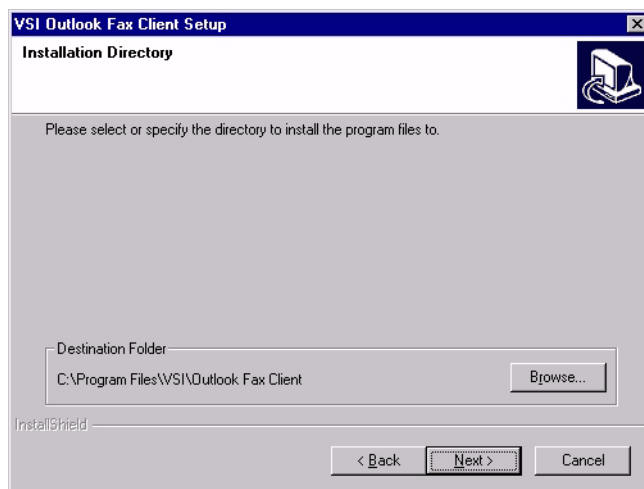
5. Click **Next** to proceed with the installation.

The Software License Agreement appears.

- Click **Yes** to agree to the conditions in the license agreement and continue with Outlook Fax Client installation or click **No** to exit the installation.

Installation Directory

The Installation Directory screen provides an opportunity to review decide where the program files will be placed on your hard drive.



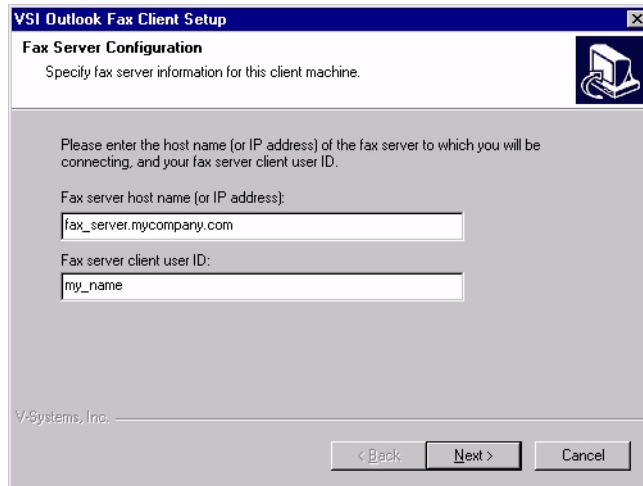
TIP: The installation program suggests a default destination directory for the Outlook Fax Client program files. If you want to install the Outlook Fax Client in another directory, click **Browse** and follow the on-screen instructions.

- Click **Next** to proceed with the installation.

The program files are copied to the your local hard drive. This takes several seconds.

Fax Server Configuration

The Outlook Fax Client must know which fax server you want to connect to and which VSI-FAX user account to use when you send faxes using the Outlook Fax Client.

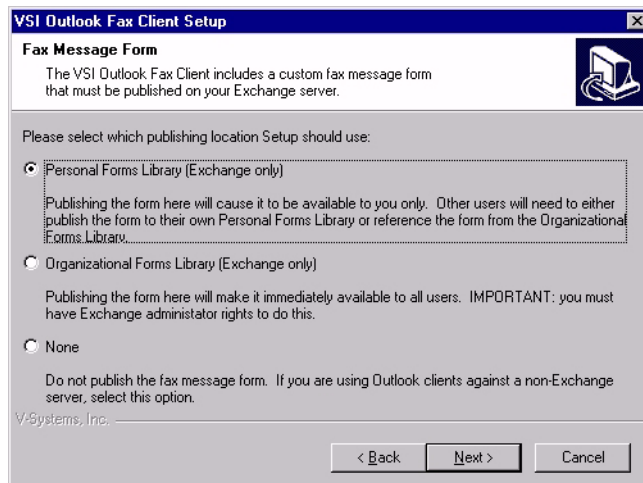


The dialog box is titled "VSI Outlook Fax Client Setup" and "Fax Server Configuration". It contains the instruction: "Specify fax server information for this client machine." Below this, it says: "Please enter the host name (or IP address) of the fax server to which you will be connecting, and your fax server client user ID." There are two text input fields: "Fax server host name (or IP address):" with the value "fax_server.mycompany.com" and "Fax server client user ID:" with the value "my_name". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The VSI logo is in the bottom left corner.

8. Enter the name of your fax server.
9. Enter your VSI-FAX user account login name (user ID).
10. Click **Next** to proceed with the installation.

Fax Message Form

If you want to use the custom fax form provided with the Outlook Fax Client, you must decide where you want to publish it. Choices are: the organizational forms library or your personal forms library.



The dialog box is titled "VSI Outlook Fax Client Setup" and "Fax Message Form". It contains the instruction: "The VSI Outlook Fax Client includes a custom fax message form that must be published on your Exchange server." Below this, it says: "Please select which publishing location Setup should use:". There are three radio button options: "Personal Forms Library (Exchange only)" (selected), "Organizational Forms Library (Exchange only)", and "None". Each option has a descriptive text box. For "Personal Forms Library", it says: "Publishing the form here will cause it to be available to you only. Other users will need to either publish the form to their own Personal Forms Library or reference the form from the Organizational Forms Library." For "Organizational Forms Library", it says: "Publishing the form here will make it immediately available to all users. IMPORTANT: you must have Exchange administrator rights to do this." For "None", it says: "Do not publish the fax message form. If you are using Outlook clients against a non-Exchange server, select this option." At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The VSI logo is in the bottom left corner.

11. Select your form publishing option (personal forms library, organizational forms library or none).
12. Click **Next** to proceed with the installation.
13. Complete.

TIP: You can use the Outlook Fax Client to send faxes directly from Outlook or from another Windows application. Refer to the *Outlook Fax Client Online Help* for additional information.

Windows Terminal Server Installation Notes

This topic provides critical information for successfully installing the VSI Outlook Fax Client in a Windows Terminal Server environment.

Additional Windows Terminal Server Requirements

- Windows NT Server, Terminal Server Edition, Version 4.0 with Service Pack 4 (or higher)
- Windows 2000 Server or Windows 2000 Advanced Server with Terminal Services enabled

General Application Notes

To successfully install the VSI Outlook Fax Client in a Windows Terminal Server environment, please note the following:

Terminal Server client users must not run or launch Outlook during the install or uninstall procedures.

Multiple mail profiles are not supported in a Terminal Server environment with the VSI Outlook Fax Client. The installation program will only add the VSI Outlook Fax Client service to the *default* mail profile for each user.

The Fax Message Form can only be published to the Organizational Forms Library of your Exchange server (or not at all). Ensure that you have the appropriate publication rights before you install.

Each Terminal Server client user must have a unique path name defined for their Terminal Server Home Directory (not to be confused with a user's Home Directory).

Ensure that you run the VSI Outlook Fax Client setup program in Install Mode (page 13) via either the Add/Remove Programs Control Panel applet or by using the “change user /install” command at the command prompt.

Once the software is installed, have all of your Terminal Server client users restart their sessions before attempting to use the VSI Outlook Fax Client.

Important Caching Information

In the Windows Terminal Server environment, it is possible that some users will not see the VSI Outlook Fax Client exchange extension the first time they log into the Terminal Server following product installation. This is because Outlook maintains a cache of the registered Exchange extensions and may use that cache instead of checking if any new extensions have been registered.

There are two ways to remedy this:

- Manually delete all Outlook cache files
- Force Outlook to regenerate each cache File

Method 1 - Manually Delete All Outlook Cache Files

This method is faster (especially if there are many Terminal Server users) but should only be attempted by experienced System Administrators.

1. Ensure that Outlook is not running in any Terminal Server session.
2. Search for and delete all instances of `extend.dat` on the Windows Terminal Server machine.

This file is typically found in each user's Outlook data directory. It is also sometimes found in the `\WINNT` directory.

The next time Outlook is started, the `extend.dat` file will be regenerated.

3. Complete.

Method 2 - Force Outlook to Regenerate Each Cache File

This method is safer than manually deleting the cache files. However, this must be performed by each Terminal Server user.

1. Open Outlook.
2. Choose **Tools > Options**.

The Options dialog box appears.

3. Click the Other tab.
4. Click **Advanced Options**.

The Advanced Options dialog box appears.

5. Click **Add-In Manager**.

The Add-In Manager dialog box appears.

If the "VSI Outlook Fax Client" add-in does not appear in the list, proceed with the remainder of this procedure.

6. Change your current add-in configuration by setting or unsetting any item in the add-in list.

IMPORTANT: Write down what you just did in Step 6.

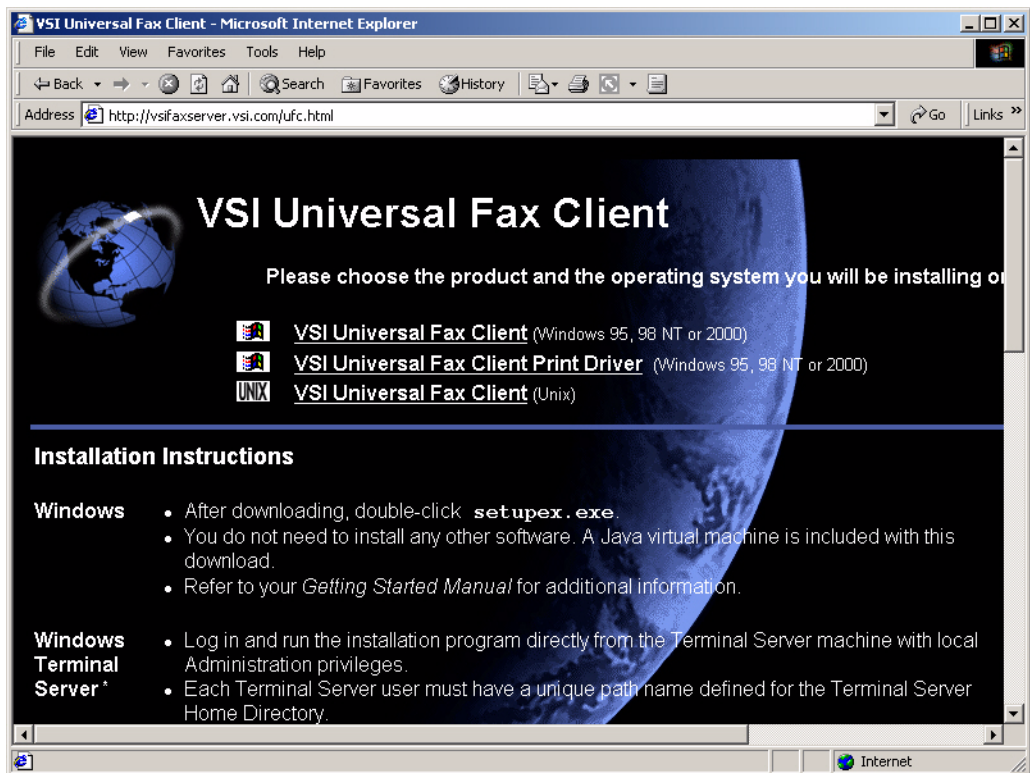
7. Close the Add-In Manager, Advanced Options and Options dialog boxes by successively clicking **OK** in each one.
8. Close and restart Outlook.
9. Perform Steps 2 thru 5 again.

Now the “VSI Outlook Fax Client” add-in should appear in the add-in list.

10. Undo the change you made in Step 6 (i.e., restore it to the original setting).
11. Close the Add-In Manager, Advanced Options and Options dialog boxes by successively clicking **OK** in each one.
12. Complete.

INSTALLING THE UNIVERSAL FAX CLIENT

The VSI Universal Fax Client uses a browser-based installation and setup program.



IMPORTANT: In order to install the Universal Fax Client, a VSI-FAX 4.1 or higher fax server must be installed and running on your network.

1. Ensure that a VSI-FAX 4.1 or higher fax server is installed and running on your network.
2. Point your web browser to:

`<fax_server>.<domain>/ufc.html`

Where `<fax_server>` is the network node name of the VSI-FAX 4.1 server and `<domain>` is your corporate internet domain name.

The VSI Universal Fax Client installation page appears as shown on the previous page.

3. Click the appropriate VSI Universal Fax Client installation link for your platform.

The installation program will guide you thru the remainder of the installation.

TIP: The VSI Universal Fax Client installation page provides a short synopsis of the basic steps required to install on each platform.

If you are installing on a Windows computer and you want to use the optional print-to-fax feature, go to step 4. Otherwise, installation is complete.

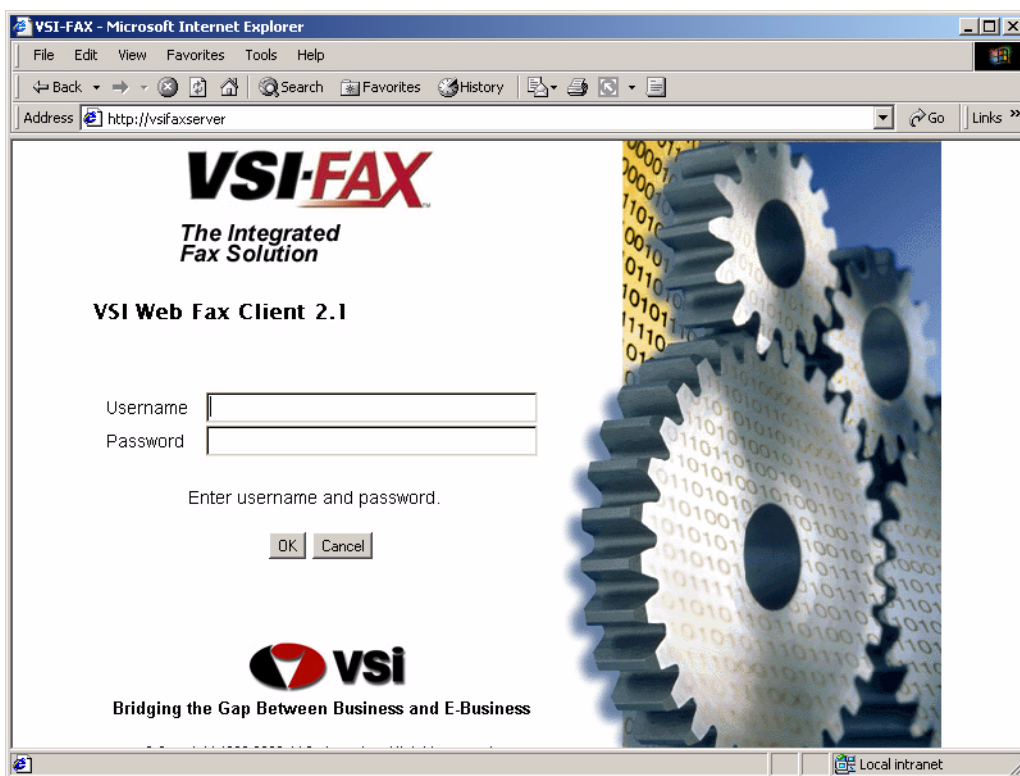
4. Click the VSI Universal Fax Client Print Driver link.

The installation program will guide you thru the remainder of the installation.

5. Complete.

INSTALLING THE WEB FAX CLIENT PRINT DRIVER

After you have installed the VSI-FAX server, you can immediately fax from your web browser just by pointing it at the fax server (i.e., entering the fax server host name in your browser address field).



However, if you also want to print to fax from inside an application, you must perform the software installation procedure. This installs the Web Fax Client print driver and configuration files.

IMPORTANT: The VSI Web Fax Client Print Driver uses a browser-based installation and setup program. In order to install the Web Fax Client Print Driver, a VSI-FAX 4.1 or higher fax server must be installed and running on your network.

1. Ensure that a VSI-FAX 4.1 or higher fax server is installed and running on your network.
2. Point your web browser to:

`<fax_server>.<domain>/install.html`

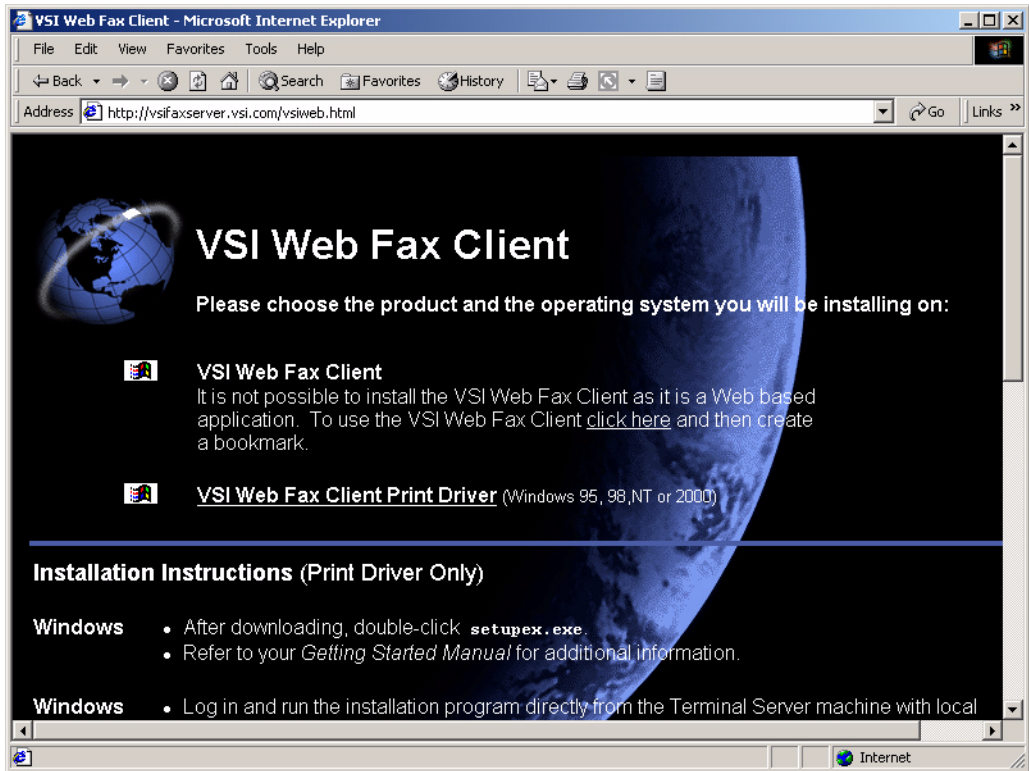
Where `<fax_server>` is the network node name of the VSI-FAX 4.1 server and `<domain>` is your corporate internet domain name.

The VSI-FAX Product Installs page appears.



3. Click the VSI Web Fax Client link.

The VSI Web Fax Client install page appears.



4. Click the VSI Web Fax Client Print Driver link.

The installation program will guide you thru the remainder of the installation.

These remaining steps ensure that your browser internet options are compatible with VSI-FAX.

5. Open Internet Explorer.
6. Unset the **Internet Options > Advanced > Microsoft VM > Show Java Console** option.
7. Complete.

INSTALLING COVERMAKER

Install CoverMaker if you want to design your own custom fax cover pages.

1. Load the VSI-FAX 4 CD-ROM into your CD-ROM drive.
2. If the installation program does not start automatically, run `setup.exe` located in the root directory of your VSI product CD-ROM.
3. Choose **VSI CoverMaker**.

The Welcome screen appears.

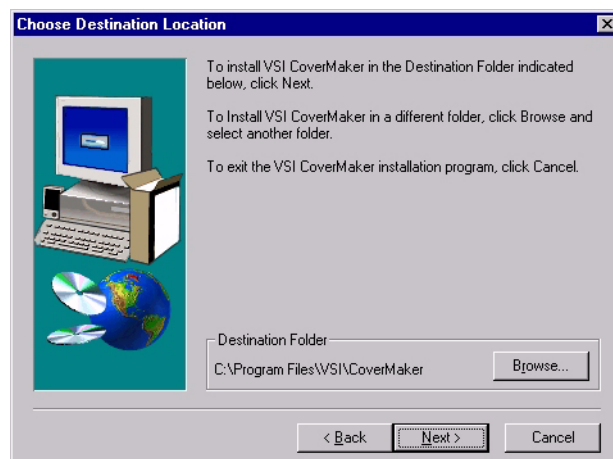
4. Click **Next** to proceed with the installation.

The Software License Agreement appears.

5. Click **Yes** to agree to the conditions in the license agreement and continue with CoverMaker installation or click **No** to exit the installation.

Choose Destination Location

The Choose Destination Location screen provides an opportunity to review decide where the program files will be placed on your hard drive.

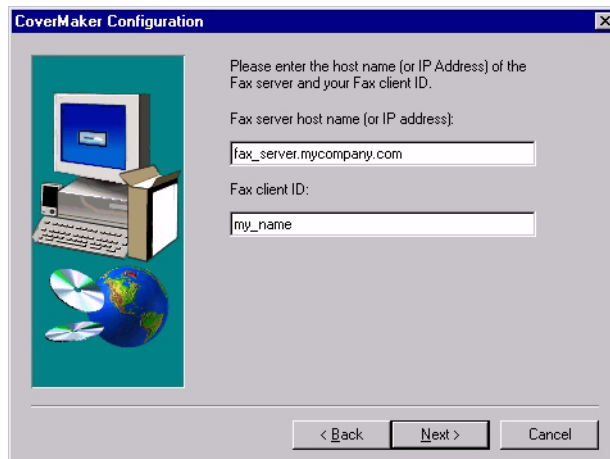


TIP: The installation program suggests a default destination directory for the CoverMaker program files. If you want to install CoverMaker in another directory, click **Browse** and follow the on-screen instructions.

6. Click **Next** to proceed with the installation.

CoverMaker Configuration

While you can temporarily store cover pages locally on your hard drive, these local “user” cover pages cannot be used in normal fax production. Production “system” and “server” cover pages must be stored on the fax server. This screen is used to enter the fax server name and your fax user account name so that you can access and store cover pages on the fax server.



7. Enter the name of your fax server.
8. Enter your VSI-FAX user account login name (client ID).
9. Click **Next** to proceed with the installation.

The Select Program Folder screen appears.

10. The default program folder is VSI. If you want to have the program shortcut placed in a different folder, select that folder from the Existing folders list. Otherwise, go to the next step.
11. Click **Next** to proceed with the installation.

The program files are copied to the your local hard drive. This takes several seconds.

The Setup Complete screen appears.

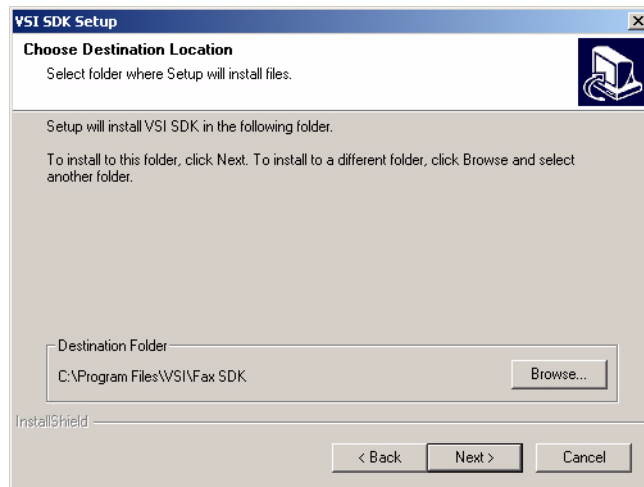
12. Click **Finish**.
13. Complete.

INSTALLING THE SOFTWARE DEVELOPMENT KIT

1. Load the VSI-FAX 4 CD-ROM into your CD-ROM drive.
2. If the installation program does not start automatically, run `setup.exe` located in the root directory of your VSI product CD-ROM.
The VSI-FAX Product Installation screen appears.
3. Choose **SDK**.
The Welcome screen appears.
4. Click **Next** to proceed with the installation.
The Software License Agreement appears.
5. Click **Yes** to agree to the conditions in the license agreement and continue with SDK installation or click **No** to exit the installation.

Choose Destination Location

The Choose Destination Location screen provides an opportunity to review decide where the program files will be placed on your hard drive.



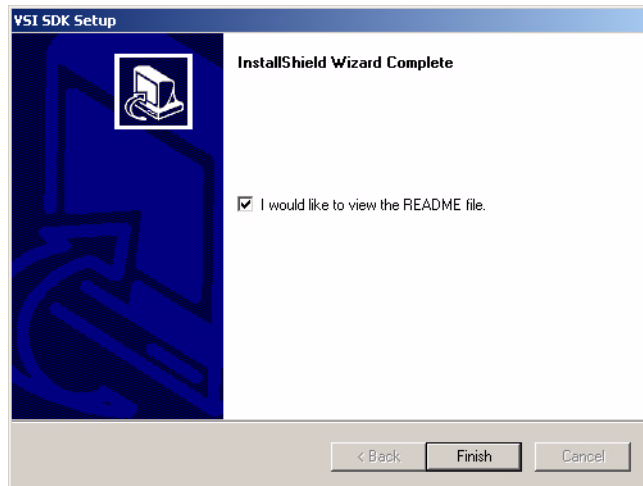
TIP: The installation program suggests a default destination directory for the SDK program files. If you want to install the SDK in another directory, click **Browse** and follow the on-screen instructions.

6. Click **Next** to proceed with the installation.

The program files are copied to the your local hard drive. This may take several seconds.

Setup Complete

Congratulations. You have successfully installed the VSI SDK.



7. Complete.

APPENDIX A – SAMPLE UNIX AND LINUX MOUNT COMMANDS

These CD-ROM mount commands are only examples. Your command arguments may be different depending on the file systems you have installed. In particular, if the `/cdrom` mount point does not exist, use `/mnt` in place of `/cdrom` in these examples. Consult your system administrator for the appropriate command to use for your installation.

Compaq

```
mount -r /dev/rz4c /cdrom  
mount -r -t cdfs -o rrip /dev/rz4c /cdrom
```

HP

```
pfs_mount -o xlat=unix /dev/dsk/<device> /cdrom
```

IBM

```
mount -r -v cdrfs /dev/cd0 /cdrom
```

NCR

```
mount -F cdfs <cdrom-dev> /cdrom
```

SCO

```
mount -r /dev/cd0 /cdrom  
mount -r -f hsfs /dev/cd0 /cdrom  
mount -r HS /dev/cd0 /cdrom
```

Sun

```
mount -r hsfs /dev/sr0 /cdrom
```

APPENDIX B – FAX SERVER INFORMATION FORM

Refer to *Annotated Fax Server Information Form* (page 22) for detailed information about filling out this form.

Licensing Information	
INFORMATION	ENTRY
Fax Server Serial Number	
Fax Server Activation Key	
Maintenance Serial Number	maint
Maintenance Activation Key	

Cover Page Information	
INFORMATION	ENTRY
Company Name	
Address 1	
Address 2	
Address 3	
Country	
Voice phone	
FAX phone	
Email	

Dialing Properties

INFORMATION	ENTRY
Country Code	
Long Distance Access #	
Area Code	
Local Number Length	
Dial Prefix	
Dial Suffix	
Called Subscriber ID (CSI)	
Transmitting Station ID (TSI)	

Internet Email Servers

INFORMATION	ENTRY
SMTP Server Name	
SMTP From Name	
POP3 Server Name	
POP3 User Name	
POP3 Password	

Fax Device Properties

INFORMATION	ENTRY
Device Name	
Entry	
Serial Port	
Device Type	

Final Checks	
QUESTION	ENTRY
Have you stopped all existing processes running on serial ports that you will be connecting your fax devices to?	
Is port 2996 dedicated to VSI-FAX?	

INDEX

A

Acrobat Reader 39
activation keys 1, 22, 31, 32
applications, faxing from 57

B

Brooktrout diagnostic software 17, 27
Brooktrout fax boards. *See* fax boards
Brooktrout Technology 16–17

C

cables, modem 21
Called Subscriber ID (CSI) 23
CD-ROM drive 19, 21
CD-ROM mount commands 67
Citrix MetaFrame enhancement 12
company information 22
configuring fax servers 51
cover pages 32, 61
CoverMaker
 installing 61–62
 system requirements 10
CSI (Called Subscriber ID) 23
CSI string 23
custom fax cover pages 32, 61
custom fax forms 49, 51–52

D

device drivers 17
DirectFax routing 24, 35
drivers 17, 29, 30

E

email servers 24, 35
Ethernet terminal servers 18
Exchange Server. *See* Microsoft Exchange Server

F

fax boards
 drivers for 29, 30
 supported 16–17, 21
 Windows NT/2000 fax servers and 27
fax clients, upgrades and 1
fax machines, sending test faxes to 44
fax modems
 cabling for 21
 dial codes 21, 23
 dialing requirements 21, 23
 properties 24
 recommended modems 15
 serial ports and 18, 20, 36
 supported modems 21
fax scheduler 41
Fax Server Information Form 22–25, 69–71
fax servers
 configuring 51
 installing on Linux 41
 installing on Unix 41
 installing on Windows NT/2000 27–39
 MMC administration and 6
 Outlook Fax Client and 7
 system requirements 19
 testing 43–44

- Universal Fax Client and 8
 - upgrades and 1
- Web Fax Client and 9
- faxes
 - company information on 22
 - cover pages for 22, 32, 61
 - sending test fax 44
 - sending with loopback feature 43–44
- faxing
 - from applications 57
 - from web browsers 57
- faxinit.cfg file 17
- forms
 - custom forms 49, 51–52
 - Fax Server Information Form 22–25, 69–71

H

help 2

I

installing

- clients in Windows Terminal Server 13–14
- considerations for 20–21
- CoverMaker 61–62
- MMC Fax Server Administration 45–48
- Outlook Fax Client 49–54
- preparation for 19–25
- Software Development Kit (SDK) 63
- Universal Fax Client 55–56
- VSI-FAX server on Linux 41
- VSI-FAX server on Unix 41
- VSI-FAX server on Windows NT/2000 27–39
- Web Fax Client 57–59

Internet email servers 24, 35

K

Knowledge Base 19

L

Linux

- fax server requirements 4

Linux platform

- CD-ROM drive and 21
- installing VSI-FAX on 41
- sample mount commands 67

- TCP port 2996 and 20
- loopback feature 43–44

M

maintenance programs 32

manuals, viewing online 2

Microsoft Exchange Server 13, 49

Microsoft Management Console. *See* MMC

MMC (Microsoft Management Console) 45, 48

MMC Fax Server Administration

- installing 45–48
- system requirements 6

modems. *See* fax modems

mount commands 67

N

networks, system requirements for 20

O

online help 2

Outlook Fax Client

- installing 49–54
- installing in Windows Terminal Server environment 13–14
- system requirements 7

P

Personal Service support 1

POP3 fax routing 24, 36

POP3 information 24, 35

POP3 user accounts 35

ports

- data port 80 37
- serial 17, 20, 36
- TCP port 2996 20

Premium Care support 1

R

registering VSI-FAX 19

S

SDK. *See* Software Development Kit

sending test faxes 43–44

serial numbers 1, 22, 31

serial ports 17, 20, 36

servers

See also fax servers

email servers 24, 35

Ethernet terminal servers 18

Microsoft Exchange Server 13, 49

virtual fax servers 29

web servers 37

setup.exe file 27, 45, 49

SMTP information 24, 35

SMTP user accounts 35

Software Development Kit (SDK) 63

system requirements 11

support 1, 22

system requirements

fax server 19

VSI products 20

T

TCP port 2996 20

TCP/IP system requirements 20

technical support 1, 22

Terminal Server. *See* Windows Terminal Server

testing fax server 43–44

TIFF viewer 20, 44

Transmitting Station ID (TSI) 23

TSI (Transmitting Station ID) 23

TSI string 23

U

Universal Fax Client

installing 55–56

system requirements 8

Unix

fax server requirements 4

Unix platform

CD-ROM drive and 21

installing VSI-FAX on 41

sample mount commands 67

TCP port 2996 and 20

upgrades 1

V

virtual fax servers 29

VSI Outlook Fax Client. *See* Outlook Fax Client

VSI web site 15

VSI-FAX

installation considerations 20–21

installing on Linux 41

installing on Unix 41

installing on Windows NT/2000 27–39

maintenance license 32

registering 19

server license 31

support for Windows Terminal Server 12

supported equipment 15–18

supported platforms 20

system requirements 20

testing fax server 43–44

upgrades 1

W

warranty information 1

web browsers

accessing help with 2

faxing from 57

Web Fax Client

installing 57–59

installing in Windows Terminal Support
environment 13–14

system requirements 9

web servers 37

web sites

Brooktrout Technology 16

Knowledge Base 19

modem cabling 21

serial port compatibility 20

system requirements on 20

VSI fax device compatibility 15

Windows 2000

fax server requirements 4

Windows 2000 platform

Citrix MetaFrame enhancement 12

installing VSI-FAX server on 27–39

Windows NT platform

Citrix MetaFrame enhancement 12

fax server requirements 4

installing VSI-FAX server on 27–39

Windows Terminal Server 13–14