

VSI-FAX FOR NOTES

REFERENCE MANUAL

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TABLE OF CONTENTS

Foreword	vii
Scope and Intended Audience	vii
Typeface Conventions	vii
Notes	viii
Obtaining Additional VSI-FAX for Notes Manuals	viii
Additional Technical Information	ix
Introduction	1
A Word to Evaluators	1
Product Support	2
Knowing Who to Call	2
How to Reach Us	3
Problem Reporting	4
Feedback	4
Training	5
Supported Platforms and Equipment	7
System Requirements	7
Fax Boards	8
Verifying Proper Fax Board Operation	9
Uninstalling Brooktrout Diagnostic Software	9
Fax Modems	10
Serial Port Expanders	11
Ethernet Terminal Servers	11
Before You Install	13
Obtain Serial Numbers and Activation Keys	13
Installation Considerations	14
Annotated Information Form	15

Installing VSI-FAX for Notes	19
Configuring Your Notes Environment	25
Create VSI-FAX for Notes Databases	25
Add a Foreign Domain Entry to the Domino NAB	26
Add the VSI-FAX for Notes Databases to Your Workspace	26
Add the System Configuration Document	27
Restart the VSI-FAX Server Add-In	27
Make VSI-FAX for Notes Cover Pages Accessible	28
Add the Loopback FIM (Optional)	28
Add the Master Default User Profile Document	30
Add the Fax Request Form (Optional)	31
Add the Fax ID (R5 Only)	32
Replicate VFXAdmin and VFXForms Databases to the Mail Server	33
Create a Cross Certificate and Trust Signer When Sending a Test Fax	33
Install Microsoft Word (Optional)	35
Installing Print To Fax Client Software (Optional)	36
Typical Installation	36
Custom Installation	37
Updates, Maintenance and Customization	39
Updating VSI-FAX for Notes	39
Updating Your Evaluation Keys to Permanent Keys	41
Security	42
Setting Database ACLs	42
Fax Domain Security	43
Customizing Print To Fax	44
Administration Database	45
Class Administration	45
Adding a Class Configuration	46
Deleting a Class Configuration	47
Editing a Class Configuration	47
Device Administration	48
Device Configuration Form	49
Adding a Device Configuration	51
Deleting a Device Configuration	56
Editing a Device Configuration	57
Inbound Fax Routing Overview	58
Routing Using DID or DTMF	58
Routing Using CSID	61
Routing Using Receiving Device	61
Working with LCR (Least Cost Routing)	62
Adding an LCR Entry	63
Deleting a LCR Entry	64

Editing a LCR Entry	64
Working with Load Balancing (LB)	65
Static Load Balancing (SLB)	65
Dynamic Load Balancing (DLB)	66
System Configuration	67
Add a System Configuration	68
Performance Options	69
Name and Address Book Usage	71
Deleting a System Configuration	72
Editing a System Configuration	73
User Profiles	74
Adding a User Profile	75
Deleting a User Profile	82
Editing a User Profile	82
Forms and Covers Database	83
Controlling Access to Cover Pages	83
Designing Cover Pages	83
Log Database	85
Cancel a Fax	86
Modify a Fax	87
Retry Fax	87
Queue Management	88
Viewing Inbound Faxes	88
Viewing Outbound Faxes	90
Viewing System Errors	94
Queue Database	95
Working with the Fax Queue	95
Auto Print Database	97
Automatic Printing of Inbound Faxes	97
Automatic Printing of Outbound Faxes	98
Adding an Auto Print Configuration	99
Statistics Alarms and Performance Monitoring	101
Install the VSI-FAX for Notes Statistics	102
Domino Statistics	103
Server Stats	103
Outbound Status Stats	104
Outbound Imaging Stats	105
Outbound General Stats	105
Outbound Device Stats	106
Inbound Stats	107

TABLE OF CONTENTS

Inbound Device Stats	107
NT Performance Monitoring and Alarms	108
Console Commands	109
load vfxadmin	109
load vfxadmin accept reject	111
load vfxadmin class	112
load vfxadmin default	114
load vfxadmin device	115
load vfxadmin enable disable	118
load vfxadmin list listfims	120
load vfxadmin recv norecv	121
load vfxadmin send nosend	123
load vfxcancel	124
load vfxilog	126
load vfxolog	128
load vfxpurge	131
load vfxsched	133
load vfxstat	136
load vfxtry	139
load vsifax	141
tell vsifax quit	142
tell vsifax version	143
Imaging	145
Native File Attachments	145
Imaging Notes Form	146
Imaging Embedded Objects	146
Integrations	147
Notes-Based Integrations	147
Integrations Using the VSI-FAX Engine	148
Client Information	149
Sending Faxes	149
Fax Addressing Options	149
Entering Fax Numbers	150
Working with Name and Address Books	150
Removing a Name from Addresses	152
Viewing a Person's Information	152
Using the Fax Request Form	153
Fax Sending Options	154
Send Date Options	156
Cover Page Information	156
Using the Memo Form	157

Using Print to Fax	160
Supported File Types	165
Viewing Outbound Faxes	166
Cancel a Fax	166
Modify a Fax	166
Retry a Fax	167
Viewing the Specifics of a Fax	167
Appendix A – Information Form	171

FOREWORD

Scope and Intended Audience

This manual provides detailed information about installing, using and maintaining VSI-FAX for Notes.

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.

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 VSI-FAX for Notes 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/vsinotes 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 for Notes is an enterprise-wide fax solution for Windows NT based Domino servers, combining the convenience of Lotus Notes with the power of VSI-FAX. Designed specifically with Notes users and administrators in mind, VSI-FAX for Notes uses the Lotus Notes databases to manage faxing features such as load balancing, least cost routing, email integration, and DID. The integration of Notes and VSI-FAX allows you to configure the VSI-FAX servers in your office or anywhere in your worldwide Notes network, right from your workstation. Fax sending, receiving, status, logging, hardware configuration, and even user preferences are managed through Notes databases. The following documentation describes all of these areas, functions and associated options.

A Word to Evaluators

Loopback FIM

If you are evaluating VSI-FAX for Notes, you do not have to install a physical fax device (modem or fax board) to do so. You can use the loopback Fax Interface Module (FIM) to perform your evaluation. The loopback FIM is automatically installed as part of every VSI-FAX for Notes installation but must be added to the Device Configuration section of the Administration database. Refer to *Add the Loopback FIM (Optional)* (page 28) for additional information.

The VSI-FAX for Notes team is available to answer any questions you may have during your evaluation. Visit the VSI web site at www.vsi.com/notes, email your questions to notes@vsi.com or call the VSI-FAX for Notes sales team if you would like any assistance prior to or during installation.

Product Support

This manual is designed to answer most common technical problems. You can also visit our web site for commonly encountered problems, tech note information and web-based training courses (page 5).

Product support is provided for the installation and maintenance of VSI products. Support is not provided for operating system installation and configuration, network installation and configuration, TCP/IP installation and configuration, serial port configuration or modem installation.

Troubleshooting assistance is often provided depending on the nature of the problem, but requires a skilled Lotus Notes Administrator available at the customer site who is familiar with the installation and configuration of the operating system, network, and peripherals.

VSI support programs are designed to meet the general needs of customers and are documented on the VSI web site. In addition, when you register a product with VSI you will receive a Maintenance and Support Kit that explains your support options.

Knowing Who to Call

If you purchased your VSI product from one of our approved resellers, you must seek technical assistance from them. If the reseller cannot resolve your problem, they are authorized to contact VSI Customer Support for assistance.

If you purchased your VSI product direct from V-Systems, you must be in possession of an annual Maintenance and Support Agreement in order to receive support.

Be aware that all operating system support is provided by the hardware vendor, including the installation and configuration of TCP/IP networking. VSI Customer Support can assist in some of these issues, but we prefer that you seek platform specific help from your vendor.

If, after troubleshooting the environment issues, you are still experiencing problems with the application, please contact VSI Technical Support.

How to Reach Us

Web

Electronic support is provided via the Support pages located at the VSI web site. You can visit the site at www.vsi.com to search for technical information as well as information pertaining to support programs. Once at the site you will also be able to enter a problem to be directed by email to the support team. Please be sure to provide all the information requested in the forms. Missing information will only delay our ability to assist you.

In addition to logging calls via the web site, the support pages can be used to locate “self-help” alternatives. The pages are filled with Frequently Asked Questions, TechNotes, Supported operating system information, and links to other areas of the site than can potentially address your needs.

E-Mail

Electronic support is also provided via email. You can email your requests to support4notes@vsi.com. All email requests must include the serial number for the product experiencing the problem. After validating your maintenance and support status these requests are logged in our database and prioritized according to call handling procedures. Support requests submitted via email can include log file attachments and other useful information that will enable the support representative to expedite the resolution to your issue. The more information you can provide in the initial email, the faster we can address your problem.

Fax

If you do not currently have email capability, you can fax us a description of your problem, including the product serial number, to (949) 462-3370.

This is a direct line to Customer Support. Faxes sent to this number are automatically routed by email to the support team with your fax attached as a MIME attachment. Fax requests are logged in our database and handled according to standard call handling procedures.

IMPORTANT: Be advised that faxes sent to the main VSI fax number, (949) 462-3300, may not be routed to Technical Support. This fax number is used by all departments at VSI and there is a chance that your fax will be collected with other materials being received at this machine. Using this number for support requests will delay, and possibly preclude, our ability to assist you.

Phone

If you are in need of direct support, you can contact a technical representative directly by calling (949) 462-2200 and selecting Option #2. You will be asked by the automated attendant to make a selection. Stay on the line while your call is routed directly to a qualified Customer Support representative.

Our phone support method involves a first come, first served queuing mechanism. Due to periods of heavy call volume you will experience delays in answering your call. If you are not able to wait for an available support representative, please use one of the electronic call logging mechanisms mentioned above. In some cases you might find these methods to be more expedient than using the phone.

FTP Site The VSI FTP site is used to access maintenance and patch releases and also to exchange files with Technical Support representatives.

The structure of this site is explained in the `README.txt` file provided in the top level `/pub` directory.

The VSI FTP site is `ftp.vsi.com`. Use “anonymous” as the user name and use your email address for the password. Once at the site, be sure to set your mode to binary before downloading or uploading any files. Consult `README.txt` for specific details concerning the contents of the site. You can also access the site from any web browser by entering `ftp://ftp.vsi.com`. Once there, you can navigate the public directory structure and access the file you need.

Problem Reporting

When reporting an incident to support, please provide the following information. These four pieces of information are required to initiate work on a support incident:

- Serial number of the server experiencing the problem
- Name of the company this serial number is registered
- Name of the individual reporting the problem
- Name of the company this contact works for

The following information is also helpful in expediting a solution

- Lotus Domino version
- Fully qualified server name
- VSI-FAX for Notes build number (found on the CD or displayed when launching the VSI-FAX server add-in)
- Topology of the network (e.g., is the fax number on the mail server?)
- Details of the incident

Resellers who contact support on behalf of their customers will be required to provide their customer's serial number (not their own) in order to receive support. All support incidents are logged against the serial number reporting the problem.

Feedback

Your feedback is greatly appreciated and important to us. Input of any type can be sent directly to our management staff by emailing us at `customer.feedback@vsi.com` or by calling us at +1 949-462-3390.

Training

The following online training is available from vsi.webex.com.

TA100 Installation
(45 minutes)

Learn how to easily set up the product and be up and running quickly. This class provides a live demo on how to install and configure the system.

TA101 Administration
(60 minutes)

A comprehensive look at the features of VSI-FAX for Notes. We'll show all of the databases and look at the most important fields to managing a successful implementation.

TA200 Troubleshooting
(90 minutes)

Troubleshoot the most common errors. Want to know the most common mistakes and how to avoid them altogether. During this presentation we will also give out various tools that we use in the QA and technical support departments. This is highly recommended for all resellers whether new or experienced.

TA201 Integrations
(60 minutes)

How can VSI-FAX for Notes be integrated into your own Notes application? How can the fax server be used for non-Notes? This session will cover how to include faxing in almost all applications.

TA202Brooktrout
(60 minutes)

Learn how to recommend, install and troubleshoot Brooktrout boards. A good overview for implementing these boards.

SUPPORTED PLATFORMS AND EQUIPMENT

This chapter provides detailed information about supported platforms and system requirements for VSI-FAX for Notes.

System Requirements

Currently, VSI-FAX for Notes only supports Domino servers running the Windows NT operating system.

Operating System and Software Requirements

Ensure that your Domino server has the following software installed:

- Microsoft Windows NT Server (Service Pack 3 or greater)
- TCP/IP Connectivity
- Lotus Notes 4.6.x or 5.0.2 or greater
- Lotus Notes client software

IMPORTANT: The Lotus Notes client software (`notes.exe`) is used to image faxes. Therefore, it also must be installed on the Domino server along with VSI-FAX for Notes.

Hardware Requirements

Verify your Domino server hardware requirements according to the following table:

SERVERS WITH 8 OR FEWER CHANNELS	SERVERS WITH 8 OR MORE CHANNELS
Pentium II 300 Mhz or higher	Pentium III 450 Mhz or higher
128 MB RAM	512 MB RAM
100 MB free disk space	200 MB free disk space

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. We do not recommend, nor do we support, fax boards from other manufacturers.

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.

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 fax board operation is to use the Brooktrout diagnostics software 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.

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

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
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 installation by reviewing this chapter *before* installing VSI-FAX for Notes.

Obtain Serial Numbers and Activation Keys

The serial number and activation key is required to install the software. Confirm that you have received your serial number and activation key prior to installing VSI-FAX for Notes.

If you purchased the product, please see the VSI-FAX Autolicense sheet that came with your software package. The autolicense procedure is explained in detail and will allow you to get your license and activation key to install and use this product.

If you downloaded the VSI-FAX for Notes from the www.vsi.com web site, you will have been given a 30-day evaluation serial number and activation keys for VSI-FAX for Notes.

If you have an evaluation CD, please see the VSI-FAX for Notes Evaluation Card for instructions on obtaining your serial number and activation keys.

If you have difficulty with the serial numbers and activation keys, contact VSI Customer Service during normal Pacific Time business hours at (800) 556-4874 x4 or +1-949-462-2200.

Installation Considerations

This topic discusses various environment considerations and requirements necessary for successful VSI-FAX for Notes 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 your Domino server is one of the platforms supported by VSI-FAX for Notes and that all of the hardware and third-party software required to run VSI-FAX for Notes is installed.

Refer to *Supported Platforms and Equipment* (page 7) or 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 996 Availability

VSI uses TCP port 996 to communicate with the VSI-FAX engine. 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 for Notes 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.

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

Modems and Fax Boards

VSI-FAX for Notes supports most class 2 and class 2.0 modems. VSI also supports most TR114 Brooktrout fax boards.

Refer to *Supported Platforms and Equipment* (page 7) or go to <http://www.vsi.com/support> 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 VSI-FAX for Notes *Server Administration Manual* for specific information about dialing requirements and dial codes.

Annotated Information Form

This information form is annotated with detailed descriptions of the information required for a successful VSI-FAX for Notes installation. VSI strongly suggests that you photocopy the blank *Appendix A – Information Form* (page 171), fill it out and have it nearby when you install VSI-FAX for Notes. Furthermore, if you require technical support to resolve an installation problem, you may be asked to supply this information to our technical support staff.

Domino Server Information	
VSI-FAX for Notes installation requires that you know some basic information about your Domino server environment.	
INFORMATION	DESCRIPTION
Domino Server Name	Fully qualified name (e.g., domino@mycompany.com) of your Domino server.
Domino Server IP Address	IP address of your Domino server.
Is This Also Your Mail Server?	If no, certain databases will need to be manually replicated to your mail server.

Licensing Information

Serial numbers and activation keys are required before beginning installation. Refer to *Obtain Serial Numbers and Activation Keys* (page 13) for additional information.

INFORMATION	DESCRIPTION
Serial Number	VSI-FAX for Notes serial number. When client licenses are purchased as part of a VSI-FAX for Notes package, this is also the client serial number.
Activation Key	Activation key for VSI-FAX for Notes.

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)	<p>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>

Fax Device Properties

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

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 for Notes.
Device Type	Either fax modem or Brooktrout fax board.
ISA or PCI?	If installing a Brooktrout fax board, note whether it is ISA or PCI.
Model Number	If installing a Brooktrout fax board, note the model number.
Interrupt Line	If installing a Brooktrout fax board, note the interrupt used. If installing a PCI board, the interrupt is -1.
DMA Channel	If installing a Brooktrout fax board, note the DMA channel used. If installing a PCI board, the DMA channel is -1.
I/O Address	If installing a Brooktrout fax board, note the I/O address.

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 for Notes to install and operate correctly.
Is port 996 dedicated to VSI-FAX for Notes?	The answer must be 'yes' in order for VSI-FAX for Notes to install and operate correctly.

INSTALLING VSI-FAX FOR NOTES

IMPORTANT: You must install VSI-FAX for Notes on the Domino server.

IMPORTANT: If you will be using a Brooktrout fax board, you must install your fax board, verify proper fax board operation (page 12) and uninstall the Brooktrout diagnostic software (page 13) prior to installing the VSI-FAX for Notes.

TIP: Use your completed *Appendix B – Fax Server Information Form* (page 53) to provide the information required during this installation.

Verify System Configuration

1. Ensure that your Domino server has the following software installed:
 - (a) Microsoft Windows NT Server (Service Pack 3 or greater).
 - (b) TCP/IP Connectivity.
 - (c) Lotus Notes 4.6.x or 5.0.2 or greater.
 - (d) Lotus Notes client software (`notes.exe`).

IMPORTANT: The Lotus Notes client software (`notes.exe`) is used to image faxes. Therefore, it also must be installed on the Domino server along with VSI-FAX for Notes.

2. Verify your Domino server hardware requirements according to the following table:

SERVERS WITH 8 OR FEWER CHANNELS	SERVERS WITH 8 OR MORE CHANNELS
Pentium II 300 Mhz or higher	Pentium III 450 Mhz or higher
128 MB RAM	512 MB RAM
100 MB hard disk space	200 MB hard disk space

Begin VSI-FAX for Notes Installation

3. Ensure that the Domino server is stopped.
4. Load the VSI-FAX for Notes CD-ROM into your CD-ROM drive.
5. Run `setup.exe` located in the `\Server` directory of the CD-ROM.

For example, if your CD-ROM drive is mapped to drive E, choose **Start > Run...** and enter the following:

E:\Server\setup.exe

The VSI-FAX for Notes Welcome screen appears.

6. Click **Next** to continue with the installation.
The Software License Agreement appears.
7. Click **Yes** to agree to the conditions in the license agreement and continue with VSI-FAX for Notes installation or click **No** to exit the installation.

Choose Install Directory

8. Accept the default installation directory (folder) by clicking **Next** or select another folder from the Existing Folder list, then click **Next** to continue with the installation.

Start Copying Files

The Start Copying Files screen shows which entries and selections you have made up to this point.

9. Accept all the current selections and continue with the installation by clicking **Next**, or click **Back** to change your previous selections.

The installation program begins copying the VSI-FAX for Notes files to the Domino server. This may take a few minutes.

Load the Brooktrout Drivers (Brooktrout Installations Only)

You will be asked whether or not you want to install the Brooktrout drivers. Clicking **No** will continue with the VSI-FAX for Notes installation without installing the Brooktrout drivers. Clicking **Yes** will start the installation of the Brooktrout drivers.

The Brooktrout driver installation procedure is a separate DOS-based installation program called from within the overall VSI-FAX for Notes installation procedure. Follow the on-screen

instructions. The information you will be asked to input is the same information you supplied when you installed and tested your fax board with the Brooktrout diagnostic software (page 9).

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.

10. Click **Yes** if you have the Brooktrout Board installed; otherwise click **No** and proceed to *Enter VSI-FAX for Notes License Information* (page 21).

Enter VSI-FAX for Notes License Information

The installation procedure cannot continue until you correctly input your serial number and activation key. If you do not have this information, refer to the VSI-FAX Auto License sheet or Evaluation card included in the VSI-FAX for Notes packaging.

11. Enter your serial number and activation key in the appropriate input fields.
12. Click **Next**.

The installation procedure displays the Licensee Information dialog box. Here you will enter your name and your company’s name. This information is required by the VSI-FAX for Notes application package.

13. Enter your name and your company’s name.
14. Click **Next**.

Set Dialing Properties

The Dialing Properties screen is used to enter dialing and station identification information. The following information is used in accurately interpreting and delivering faxes based on fax numbers.

NOTE: If you have already configured a default location for your system via the Telephony utility in the Windows NT Control Panel, that information appears in the corresponding fields of the Dialing Properties screen.

15. Enter the following:

FIELD	DESCRIPTION
Country Code	This is the number required to reach you from overseas (e.g., '1' for the USA and Canada, '44' for the United Kingdom, etc.).
Long Distance Access Code	Enter the number that you dial to connect to a long distance carrier (e.g., '1' in the USA and Canada, '0' in the United Kingdom, etc.).
Area Code	Enter your local area/city code.
Local # Length	Enter the number of digits in a local telephone number in your area. This allows the system to determine whether the number being dialed is a local number or a long distance number. Do not include dashes when entering this number. For example, a U.S. number such as 489-1234 would be a total of 7 digits.
Dial Prefix	Enter any prefix you need to access an outside telephone line. For example, on some phone systems you must dial a '9' to get a dial tone.
Dial Suffix	Enter a suffix such as an accounting code.
CSI String	Enter your company name or Fax number including area code. This identifies your organization to a fax machine or fax modem that is sending to you. It is required in the USA by the Federal Communications Commission. (20 characters maximum)
TSI String	Enter your company name or Fax number including area code. This identifies your organization to a fax machine or fax modem to which your system is sending a fax. It is required in the USA by the Federal Communications Commission. (20 characters maximum)

Add a Fax Device

The Add a Fax Device screen enables you to set up your first device and the port it is connected to.

TIP: If you will be evaluating the software with the loopback FIM you can skip this section.

Each device connected to the system is assigned a name. Additional fax devices can be set up through the VSI-FAX for Notes Administration databases after the installation is completed.

16. Enter a name for the fax device (default is FAX1).

Brooktrout Boards use ports starting with CH0. Modems use ports starting with COM1.

17. Enter the port this device is connected to.

18. Click **Next**.

You will be asked whether or not you want to set up another device.

19. If you want to set up another device click **Yes**; otherwise click **No** to continue with the installation.

Modify the notes.ini File

We strongly recommend that you choose the “Let setup modify the notes.ini file” option. This option automatically starts the VSI-FAX for Notes server add-in when the Domino server starts.

20. Choose one of the modification options and click **Next**.

Setup Complete/Acrobat Reader Installation

The installation procedure displays the VSI-FAX for Notes Setup Complete screen. This screen provides an option for installing Adobe Acrobat.

21. Set this option if you want to fax Adobe PDF files.

If selected the system will install Adobe Acrobat.

22. Click **Finish**.
23. Reboot your system.
24. Complete.

CONFIGURING YOUR NOTES ENVIRONMENT

After installing VSI-FAX for Notes, you must configure your Notes environment before you can send or receive faxes. To do this, perform each applicable procedure in the order it is presented in this chapter.

Create VSI-FAX for Notes Databases

1. Restart the Domino server.
2. If you did not allow the installation program to modify your `notes.ini` file (page 23), you must manually load the VSI-FAX for Notes server add-in.
3. At the Domino console command prompt, enter:

```
load vsifax
```

The VSI-FAX for Notes add-in should now start. You will see status messages indicating that the `VFXAdmin.nsf`, `VFXLog.nsf`, `VFXForms.nsf` and `VFXQueue.nsf` files cannot be found and that the system is creating them.

Once these databases have been created, you will see the following status message:

```
Unable to find a System Configuration document for this sever.  
Ensure there is a System Configuration document in the  
administration database VFXAdmin.nsf then restart this add-in.
```

The VSI-FAX add-in is stopped.

4. Complete.

Add a Foreign Domain Entry to the Domino NAB

1. Go to the Domino Directory (R5) or Name and Address Book (R4.6) and select the Server/ Domains view.

2. Click **Add Domain**.

3. Select the Domain type to be Foreign Domain.

4. Enter a name in the Foreign domain name field (e.g., FAX, FAX1, FAX_WEST).

This name will be used in the fax process (e.g., Bob Smith@714-489-2486@FAX1). We strongly suggest that this name be kept short as it will be appended to the address.

5. Enter a description for the Foreign Domain in the Domain description (e.g., VSI-FAX or Notes).

6. Click the Mail Information tab.

7. In the Gateway server name field, enter the fully qualified Domino server name on which you just installed VSI-FAX for Notes (e.g., Exec1/V-Systems).

8. In the Gateway mail file name field, enter:

VFXQueue.nsf

9. Click **Save**, then **Close**.

10. Close the database.

11. Complete.

Add the VSI-FAX for Notes Databases to Your Workspace

Add the newly created VSI-FAX Administration (VFXAdmin.nsf), VSI-FAX Log (VFXLog.nsf), VSI-FAX Forms & Covers (VFXForms.nsf), VSI-FAX Queue (VFXQueue.nsf) and VSI-FAX Help (VFXHelp.nsf) databases to your Notes workspace.

This can be done by choosing **File > Database > Open** from the Notes workspace.

Add the System Configuration Document

1. Open the VSI-FAX Administration database and select the System Configuration view.
2. Click **Add Configuration**.
3. In the Fax domain field, enter the Foreign domain name you just added to the Domino Name and Address Book (page 26).
4. In the Administrator's email field, select a recipient or group of recipients to receive system-critical email notifications.
5. Open the Imaging Options Section.
6. Set the Max imaging retries field to 2.
7. Set the Imaging timeout field to 120 seconds.

IMPORTANT: It is very important that you set the Hide viewer splash screens field to No during initial testing of the product.

8. Set the Hide viewer splash screens field to No.
9. Click **Save**, then **Close**.
You will be asked if you want the server to be restarted.
10. Click **Yes**.
11. Close the VSI-FAX Administration database.
12. Complete.

Restart the VSI-FAX Server Add-In

1. At the Domino console command prompt, enter:

`load vsifax`
The VSI-FAX add-in is started.
2. Complete.

Make VSI-FAX for Notes Cover Pages Accessible

You now need to make the existing cover pages available to users of this fax domain.

1. Open the VSI-FAX Forms & Covers database and select the Cover Pages view.
2. Select the cover page Default, open it and switch to edit mode.

TIP: It is easy to switch to edit mode by double clicking on the form.

3. In the For use by users in fax domain field, select the fax domain you just created.
4. Close and save the document.
5. Select the cover page Default with User Fields, open it and switch in to edit mode.
6. In the For use by users in fax domain field, select the fax domain you just created.
7. Close and save the document.
8. Close the VSI-FAX Forms & Covers database.
9. Complete.

Add the Loopback FIM (Optional)

Installation of the Loopback FIM is highly recommended but not required. It enables the full simulation of faxes being sent and received without a Brooktrout board or modem. This allows you to test and evaluate the software without a physical fax device (e.g., modem or fax board) being installed.

The Loopback FIM simulates the sending and receiving of faxes based on the configuration settings of the VSI-FAX for Notes databases. The fax number is irrelevant as the fax is never sent through outside lines. As the name implies, the server mimics sending the fax, waits for 15 seconds, then routes the fax back into the VSI-FAX for Notes server. VSI-FAX for Notes will route the fax based on the parameters which you have set in your VSI-FAX for Notes databases.

To use the loopback FIM, add the device as described below and then select the Loopback FIM as the default device in the user profiles prior to sending a fax.

The Loopback FIM can be added by modifying the notes.ini or by adding a device configuration document in the Administration database.

To Add the Loopback FIM by Modifying the notes.ini File

1. Open the Domino server `notes.ini` file.
2. Add this entry to the `notes.ini` file and save your changes:

```
VSIFAXINLOOPBACKFIM=1
```
3. Reboot the Domino server.
4. Open the VSI-FAX administration database and select the Device Configuration view.
5. Confirm that the lb device was added.
6. Complete.

To Add the Loopback FIM by Adding a Device Configuration Document

1. Open the VSI-FAX Administration database and select the Device Configuration view.
2. Select the Fax domain in the Fax domain field.
3. Press **F9** to refresh the Server name.
4. Enter **1b1** in the Device name field.
5. Select NUL in the Device port field.
6. Select loopback in the Fax Interface Module field.
7. Expand the Fax Number Modifiers section.
8. Enter the Area Name in the Area name field.
9. Close and save the document.
10. Complete.

Add the Master Default User Profile Document

1. Open the VSI-FAX Administration database and select the User Profiles view.
2. Click **Add Profile**.

NOTE: Refer to the Notes on-line help for additional information about working with User Profiles.

3. In the Default fax domain field, select from the list the name of the Foreign Domain that you previously created.
4. In the Default class/device field, select the device you would like to set up as the default device.

NOTE: If you are evaluating the product, we recommend that you choose the Loopback FIM during the first several fax tests. If multiple fax devices are installed, we further recommend that you create a class containing these devices and that you make this class the default device.

5. Expand the Cover Page information section.
6. Select a cover page to be used as the master default in the Cover page name field.

NOTE: This cover page will be sent with a fax unless another cover page name is set in the User Profile or when a user specifies a separate cover page at the time of submission.

7. Add any desired information in the cover page information section. For example, use the Address 2 and Address 3 fields to include City, State and Zip Code information.
8. Expand the Inbound Fax Handling section.
9. Choose a recipient to receive all faxes that the system was unable to deliver in the Delivery Address field.
10. In the remaining fields, it is recommended that you choose the default values to complete the installation.
11. Click **Save**, then **Close**.
12. Close the Administration database.
13. Complete.

Add the Fax Request Form (Optional)

The VSI-FAX Fax Request Form provides the end user various options for sending a fax. These include using the Name and Address book for fax addressing, priority scheduling, configuring send date and time and cover page selection. This form can be made accessible by adding it to the mail template. However, this form is optional as faxes can be sent directly from the New Memo form.

1. Open the VSI-FAX Forms and Covers database.
2. Open the Domino Designer.
3. Open the Forms and Covers Database within the Domino Designer.

NOTE: 4.6 users can open the Design Forms view.

4. Copy the Fax Request form to the clipboard.

NOTE: The Fax Request form can be added to any standard Notes mail database. This could be `mail50.ntf`, `mail46.ntf` or your own standard Notes mail database.

5. Backup your existing `mail50.ntf` template.
6. Open the `mail50.ntf` template within the Domino Designer.

NOTE: 4.6 users can load the standard Notes mail template (`mail46.ntf`) onto the desktop.

7. Open the Forms View.

NOTE: 4.6 users should open the template and select the Design Forms view.

8. Paste the Fax Request form from the clipboard into the view.

NOTE: You may be advised that this operation will invalidate the Lotus Notes mail template. If prompted, choose **Yes**.

9. Click **Yes** when asked if you want the Fax Request form to be automatically updated when it changes in the VFXForms and Covers database.

10. Close the Lotus Domino designer and Forms and Covers database.

The following command will force a re-design of all the mail files with the modified mail template.

11. At the Domino console command prompt, enter:

```
load design
```

12. Complete.

Add the Fax ID (R5 Only)

With the new directory structure that R5 has introduced, VSI-FAX will require a special user ID that will be used for imaging. Previous releases of Domino did not require an imaging ID, since the server ID could be used.

1. Open the Domino Administrator and select the People & Groups view.
2. Choose **Tools > People > Register**.
3. Set the Advanced option.
4. Ensure that the server listed above is correct.
5. In the Basics section, add a user called “fax” as the last name.

IMPORTANT: Do not create a password for this user.

6. Click on the “ID Info” section and unset the “In Domino directory” option; set the “In File:” option instead.
7. Click **Add Person**.
8. After it adds the “fax” person, click **Register**.
9. Open the Lotus Notes client software on the Server.
10. Open the ACL for each VSI-FAX for Notes database (`VFXAdmin.nsf`, `VFXQueue.nsf`, `VFXLog.nsf` and `VFXForms.nsf`) and add the “fax” user as a Manager and Administrator for each database.
11. Switch to the new “fax” ID and then open each of the VSI-FAX databases, so that the “fax” user can be cross certified for each of the VSI-FAX databases.

Now, when VSI-FAX is imaging, it will use the “fax” user to open and image the mail file.
12. Complete.

Replicate VFXAdmin and VFXForms Databases to the Mail Server

If the VSI-FAX for Notes server is different than the mail server, you must replicate the VSI-FAX for Notes Administration and Forms & Covers databases to the mail server.

The fax request form in your mail file lacks information about the fax domains in your organization. The only thing the fax request does know is your default mail server. When the VFXAdmin and Forms & Covers databases are placed on the mail server, the Fax Request Form can now access the required information.

Create a Cross Certificate and Trust Signer When Sending a Test Fax

The following steps should be completed prior to sending your first test fax. It is expected this first fax will not go through automatically due to the need to create a cross certificate and to execute a trust signer on 2 actions. Faxes sent thereafter should go through automatically.

1. Switch user IDs on the fax server to fax.id.
2. Ensure that you can see the screen activity on the fax server where imaging will take place.
3. Ensure that you can see activity on the Domino Server console.
4. Go to another Notes workstation and Open a mail database.
5. Choose **Create > Memo**.
6. Enter a name, fax number and fax domain that you want to send a fax to in the following format:
Fred Smith@714-555-2341@FAX

NOTE: The Fax Domain is the foreign domain you previously set up (page 26).

7. Enter the subject text of your fax.
8. Enter the text for the body of your fax.
9. Click **Send**, then **File**.
10. Go to the Domino server and watch for the following activity that confirms your email system and VSI-FAX for Notes is configured properly:

```
Router: Transferring mail to Your Mail Server via Notes
Router: Transferred 1 messages to Your Mail Server via Notes
Router: Message xxxx transferred to Your Mail Server for Name@Fax
```

Number@FAX

VSI-FAX: Received outbound fax, beginning processing

If all this occurred your email and foreign domain are set up correctly. If this did not occur, check your foreign domain and email routing system.

You should now see the following messages on your server.

VSI-FAX: Imaging main body of fax

You may see the following Create Cross Certificate dialog box with the following message:

Your Name and Address Book does not contain a cross certificate for this organization.

Would you like to suppress this warning in the future by creating a cross certificate for this organization in your Name and Address Book?

11. Click **Yes**.

You may now see a Execution Security Alert dialog box.

12. Click **Trust Signer**.

You may now receive another Execution Security Alert dialog box.

13. Click **Trust Signer**.

The Notes client launches.

IMPORTANT: If the Notes client did not launch, ensure that the Hide viewer splash screens field is set to No (page 27).

You will now see the following text on your server:

VSI-FAX: Imaged main body of fax OK

VSI-FAX: Imaging cover page

VSI-FAX: Imaged cover page OK

VSI-FAX: Submitting fax

Your fax should now be successfully submitted and routed inbound using the loopback FIM.

14. Send another fax using this same procedure. This time the fax should go through automatically.

TIP: This would be a good time to verify your VSI-FAX for Notes installation by sending a simple test fax. Refer to *Sending Faxes* (page 149) for additional information.

15. Complete.

Install Microsoft Word (Optional)

If you will be faxing complex Microsoft Word 97 or any Microsoft Word 2000 documents, Microsoft Word 2000 must be loaded on the Domino server so that these documents can be imaged using the native application instead of the file viewer. This provides the maximum compatibility and reliability.

1. Install MS Word 2000 on the VSI-FAX for Notes Server.
2. Open the VSI-FAX for Notes Administration database.
3. Open the System Configuration document for edit.
4. Go to the Imaging Options section and change “Hide Viewer Splash Screens” field to “No”.

This will be used for testing on the first several faxes and can be reset to “Yes” once faxes are being sent correctly.

5. Set the “Leave Imaging Applications Running” field to “No”.
6. Unset the “.DOC (MS Word)” option.

This ensures that MS Word 2000 is used to image Word documents rather than the MS Viewer.

7. Save and close this configuration.

An Update Server Dialog Box appears with the following message:

You have made changes to this configuration. Some of the changes may not take effect until the VSI-FAX server is restarted. If needed, do you want the server to be restarted.

8. Click **Yes**.
9. Send a test fax with a MS Word document watching activity on the VSI-FAX for Notes server.

You should see Notes open, then close.

The first time that MS Word 2000 is used, you may need to give input in several dialog box boxes. Thereafter, faxes should be transmitted without problems.

Once MS Word documents are being sent correctly, you can go back into the Administration database and set the “Hide Viewer Splash Screens” to “Yes”.

10. Complete.

Installing Print To Fax Client Software (Optional)

The Print To Fax client software installs in one of two modes:

- Typical
- Custom

A typical mode performs an express installation, finding the executable and data directories of your Lotus Notes Client installation. These settings cannot be changed.

A custom installation allows you to change the install directory for the VSI Fax Client executable and data files. It also allows you to choose whether to use the Print Driver Fax Dialog box or the Lotus Notes Client. If the Fax dialog box is used, the user can select the Lotus Notes client when faxing, by clicking an **Advanced** button in the Fax dialog box.

IMPORTANT: If you anticipate faxing files stored on mapped network drives, you must perform a custom installation.

IMPORTANT: We strongly recommend that you close all Windows programs prior to installing this software. With other Windows programs running, the installation may encounter conflicts trying to update files that other programs are using and could cause the installation to be unsuccessful.

Typical Installation

1. Load the VSI-FAX for Notes CD-ROM into the CD-ROM drive.
2. Run `setup.exe` located in the `\client` directory.

The Welcome screen appears.

3. Click **Next** to continue with the installation.

The Software License Agreement appears.

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

5. Choose **Typical** for the type of install.

The Start Copying Files screen appears.

6. Click **Next** to continue with the installation in the directories shown in the dialog box.

VSI-FAX will copy the necessary files and install a VSI-FAX for Notes Fax Printer.

The Complete screen appears.

7. Click **Finish** to complete the installation.
8. Complete.

Custom Installation

1. Load the VSI-FAX for Notes CD-ROM into the CD-ROM drive.
2. Run `setup.exe` located in the `\client` directory.
The Welcome screen appears.
3. Click **Next** to continue with the installation.
The Software License Agreement appears.
4. Click **Yes** to agree to the conditions in the license agreement and continue with the VSI-FAX for Notes installation or click **No** to exit the installation.
5. Choose **Custom** as the type of install.
The Notes Installation Location screen appears and the default install location is shown.
6. Click **Browse** to change the install directory or click **Next** to continue with the installation.
The Notes Data Location screen appears.
7. Click **Browse** to change the install directory, or click **Next** to continue with the installation.
The Fax Dialog Usage screen appears.
8. Do one of the following:

IF	DO THIS
You want to use the VSI-FAX for Notes Print to Fax Driver dialog box. - or - You anticipate faxing files stored on mapped network drives.	Click Yes .
You want to use Lotus Notes instead of the VSI-FAX for Notes Print to Fax Driver dialog box.	Click No .

The Startup Preferences screen appears.

9. Do one of the following:

IF	DO THIS
You want the VSI-FAX for Notes Print to Fax Driver to be placed in your Startup folder. - or - You anticipate faxing files stored on mapped network drives.	Click Yes .
You do not want the VSI-FAX for Notes Print to Fax Driver to be placed in your Startup folder.	Click No .

The Start Copying Files screen appears.

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

VSI-FAX will copy files and install the VSI-FAX for Notes printer.

The Install Complete screen appears.

11. Click **Finish** to complete the installation.

12. Complete.

UPDATES, MAINTENANCE AND CUSTOMIZATION

This chapter explains how to maintain, update and customize VSI-FAX for Notes.

Updating VSI-FAX for Notes

You can update VSI-FAX for Notes at any time by re-running the installation procedure (page 19). This is particularly important when installing new Brooktrout boards

In addition to updating many of the core files, the database templates and Brooktrout drivers are updated.

The update is a simple process that has three very important considerations that administrators need to be aware of.

Click Update in the VSI-FAX Setup Options Dialog Box

IMPORTANT: When prompted, it is very important that you click **Update**; clicking **New** will overwrite the existing VSI-FAX for Notes databases.

Update the Brooktrout Boards (As Required)

If you have Brooktrout boards installed, it is important to update the Brooktrout drivers without overwriting your existing files.

During the update process, you are asked whether you would like to install and configure driver software for a Brooktrout Fax Board.

Clicking **No** continues with the VSI-FAX for Notes installation without updating the Brooktrout drivers.

Clicking **Yes** starts installation of the Brooktrout drivers.

1. Click **Yes** if you have the Brooktrout Board installed; otherwise click **No** and skip to the next section.

The Welcome screen appears.

2. Click **Next**.

IMPORTANT: After the DOS prompt appears, it is very important to enter **n** so that your existing installation is not overwritten.

A DOS prompt appears with the following message:

```
Installing Brooktrout Fax/Voice Device Driver version 4.1.0
Brooktrout driver has been installed (or partially installed)
Do you want to overwrite the existing installation?
Overwrite? (y or n, default y):
```

3. Do one of the following:

IF	DO THIS
You have not added any new Brooktrout fax boards to your Domino server.	Enter n and press ENTER .
You have added one or more new Brooktrout fax boards to your Domino server.	Enter y and press ENTER .

The boards will now be updated and VSI-FAX for Notes will continue with the update.

4. Complete.

Run Load Design at the Domino Server Console

The VSI-FAX for Notes update has delivered new Notes database templates. Therefore it is important to run **load design** on the Domino console to apply the new changes, or run **design refresh** using the Notes client.

1. Reboot and start the Domino server.
2. At the Domino Console enter:

load design

3. Complete.

Updating Your Evaluation Keys to Permanent Keys

1. Stop the VSI-FAX for Notes Server Add-In task.
2. Enter **tel vsifax q** at the domino server console.
3. Stop the VSI-FAX for NT server.
4. Open a DOS prompt.
5. Enter **vfxsched stop** at the DOS prompt.
6. Check your existing licenses by entering the following at the DOS prompt:
vfxadmin license -l
7. Add the new licenses by typing at the DOS prompt.
vfxadmin license
8. Enter your serial number and license keys when prompted.
9. If you have more than one serial number and license key, repeat steps 6 thru 8 until all of your licenses have been added.
10. Recheck your existing license by entering **vfxadmin license -l** at the DOS prompt.
11. Restart VSI-FAX for Notes engine by entering **vfxsched start** at the DOS prompt.
12. Restart the VSI-FAX for Notes server add-in task by entering **load vsifax**.
13. Complete.

Security

Setting Database ACLs

The Access Control Lists for the VSI-FAX for Notes databases must be set correctly to provide the maximum level of security and functionality.

The system makes use of a role called [Administration] which is used to control access to some of the views. Users with the [Administration] role will see additional views in the VSI-FAX Administration, VSI-FAX Log and VSI-FAX Forms & Covers databases.

The following are recommended ACL and Role settings for various databases:

VSI-FAX Administration (VFXAdmin.nsf)

USER/GROUP	ACCESS LEVEL	ADMINISTRATOR ROLE
LocalDomainServers	Manager	Yes
OtherDomainServers	No Access	No
- Default -	Author	No
Users	Author	No
Servers	Manager	Yes
Notes Admin	Manager	Yes

VSI-FAX Log (VFXLog.nsf)

USER/GROUP	ACCESS LEVEL	ADMINISTRATOR ROLE
LocalDomainServers	Manager	Yes
OtherDomainServers	No Access	No
- Default -	Reader	No
Users	Reader	No
Servers	Manager	Yes
Notes Admin	Manager	Yes

VSI-FAX Forms & Covers (VFXForms.nsf)

USER/GROUP	ACCESS LEVEL	ADMINISTRATOR ROLE
LocalDomainServers	Manager	Yes
OtherDomainServers	No Access	No
- Default -	Reader	No
Users	Reader	No
Servers	Manager	Yes
Notes Admin	Manager	Yes

VSI-FAX Queue (VFXQueue.nsf)

USER/GROUP	ACCESS LEVEL	ADMINISTRATOR ROLE
LocalDomainServers	Manager	N/A
OtherDomainServers	No Access	N/A
- Default -	Depositor	N/A
Users	Depositor	N/A
Servers	Manager	N/A
Notes Admin	Manager	N/A

Fax Domain Security

Through Allow Access and Deny Access lists, an Administrator can control which users can use a particular fax domain. The lists are maintained in the System Configuration document for each fax domain. This level of control is useful in multi-domain environments or in single domain environments in which departments are responsible for their own faxing cost, such as when the sales department does not want to pick up the cost of the marketing department's outbound faxes.

When an outbound fax is received by the server it extracts the author's name and then performs the following lookup. It first compares the author's name with all the entries in the Deny Access list, including all groups. If it finds a match the fax request is denied. The user receives a delivery failure email with the message "You are not authorized to use this server."

If no match is found in the Deny Access list, the system then searches the Allow Access list as long as the list contains more than one entry. If the list is empty and no match is found in the Deny Access list, the system allows the fax to be sent. If the Allow Access list is not empty and a match for the author is

found, the system allows the fax to be sent. If the Allow Access list is not empty and no match is found for the author, a delivery failure email is generated.

Customizing Print To Fax

After you install the software, you have the option of setting what the client will see when using the print-to-fax feature. Depending on the clients needs and the typical way they will be sending a fax, you have the option of taking them to Notes or taking them to the VSI-FAX for Notes dialogs where they can set up and send a fax without starting up Notes. To do this:

1. Go to the Windows Registry.
2. Find the following key:

```
HKEY_LOCAL_MACHINE_SOFTWARE\V-Systems\VSI-FAX for Notes Print to Fax\1.1
```

You will find the following value and associated data information:

Value	UseFaxDialog
Data Type	REG_SZ
Data	1

For the system to display the VSI-FAX for Notes dialog boxes, the Data value must be set to 1.

For the system to start up Notes allowing the client to set up and send a fax the Data value must be set to 0.

3. Once set, close the Registry.

When the client(s) accesses the print to fax option, the correct process will be initiated.

4. Complete.

ADMINISTRATION DATABASE

The VSI-FAX for Notes Administration Database gives the administrator the ability to setup and maintain classes, devices (modems/fax boards), Least Cost Routing (LCR), System Configuration, and User Profiles.

Class Administration

A class is a group of devices that processes requests from a central fax queue. For example, a class may be a pool of devices dedicated to long distance calls, or a class may be a group of devices used only for high-volume fax requests. Note that a class can contain only devices. It cannot contain another class.

A device can be included in one or more classes. A request that is submitted to a class, rather than to a specific device, is sent out on the first available device within that class.

It is often a good idea to make each device into a class and use the class name as the default when sending a fax from a program or script. If this is done, it will not be necessary to change the program (or script) if you add another fax destination to the class in the future. The new fax destination will be available to service fax requests as soon as you add it to the existing class. When you first see the Configuration\Class Configuration view, the system displays the following information:

<i>Fax Domain Category</i>	Each class is categorized by the fax domain it is in.
<i>Class Name</i>	Shows the name of each class already set up in VSI-FAX for Notes.
<i>Status</i>	Shows whether the class is set up to accept or reject fax requests.
<i>Members</i>	Shows each of the members (devices) within each class listed.

The Fax icon in the first column next to a device indicates that it is the default device.

Adding a Class Configuration

To add a class Configuration:

1. From the Configuration\Class Configuration view, click **Add Class**.

The system displays the class Configuration form in edit mode.

2. Make the following entries or selections:

FIELD OR OPTION	DESCRIPTION
Fax Domain	Select the fax domain to which the new class will be assigned.
Server name	This field is displayed automatically. It contains the name of the Domino server on which the specified fax domain resides.
Class name	Enter the name of the class you are setting up.
Default device	Select whether you want to make this class the default class for the system to use for sending faxes.
Status	Select whether this class of will be set up to accept or reject fax requests.
Reject Reason	If this class has been set up to reject fax requests, enter the reason why.
Members	This field contains the names of all the devices currently in this class.
Comment	Enter a comment describing the class.

3. Click **Save**, then **Close**.

The system will save your entries and selections and return you to the Configuration\Class Configuration view.

IMPORTANT: In some cases and depending on your entries, the VSI-FAX server will need to be started and stopped for the changes to take effect. A dialog box will be displayed asking whether you want to Start and Stop the server so that the changes can take effect. Choose Yes to Start and Stop the server and implement the changes, or choose No to have the changes take effect the next time the server is started.

4. Complete.

Deleting a Class Configuration

To delete an existing class Configuration:

5. Switch to the Configuration\Class Configuration view.
6. Select the class to be deleted by highlighting the class with the selector bar.
7. Click **Delete Class**.

You will be asked if you are sure that you want to delete the class configuration document. If you answer Yes, the class is marked for deletion and hidden from the view. The class will actually be deleted from the server and its corresponding configuration document the next time the administration process runs.

8. Complete.

Editing a Class Configuration

To edit an exiting class Configuration:

1. Switch to the Configuration\Class Configuration view.
2. Select the class you want to edit by highlighting it with the selector bar.
3. Click **Edit Class**.

The system displays the class Configuration document in edit mode.

4. Make your changes.
5. Once all of your updates are made, click **Close**, then **Save**.

The system will save your changes and return you to the class Configuration view.

When you are returned to the view, the document you just edited will be marked with a blue ball indicating that the edits have not been written to the server. Once these edits are written to the server, without errors, the system will remove the ball. If, however, during the update of the server errors or a conflict of information was encountered, the system will change the ball to red indicating that a problem has occurred. Additionally, if you open the document with the error, the system displays Changes have not been written to the server in blue, followed by the specific error described in red at the top of the form. In some cases and depending on your entries, the VSI-FAX server will need to be started and stopped for the changes to take effect. A dialog box will be displayed asking whether you want to Start and Stop the server so that the changes can take effect. Choose Yes to Start and Stop the server and implement the changes, or choose No to have the changes take effect the next time the server is started.

6. Complete.

Device Administration

All modems attached to the fax server need to have a device Configuration document. The configuration document determines if a device is enabled and if it can send or receive faxes. Before incoming faxes can be received, the receive capability must be set for the device. Although a device need not be accepting before it can receive faxes, its Status must be set to enabled.

The Configuration\Device Configuration view lists all the existing configured devices categorized by the fax domain that they are located in.

Device Name	Shows the name of the device that is configured.
Device Port	Shows the communications port to which the device was assigned.
Status	Shows whether the device is set to accept or reject outbound fax requests. This is shown by a thumbs up or thumbs down icon.
State	Shows if the device is enabled or disabled. This is shown by a checkmark icon.
Send	Shows whether the device was set to send faxes. This is shown by a checkmark icon.
Receive	Shows whether the device was set to receive faxes. This is shown by a checkmark icon.
TSID	Shows the transmitting station identification ID. Transmitting fax machines and modems identify themselves to a receiving fax machine or modem by sending the TSID. The TSID is usually the phone number of the sender.
CSID	Shows the calling station identification ID. This is usually the same as the TSID.

The Fax icon in the first column next to a device indicates that it is the default device.

Device Configuration Form

The device Configuration form is divided into five sections:

Basics

This section allows you to identify the device set up the specific operating options for the device.

Basics			
Fax domain:	FAX	Server name:	Exec1/V-Systems
Device name:	Outbound1	Device port:	COM1
Default Device:	Yes	Fax Interface Module:	Default
Status:	Accept	Reject reason:	
State:	Enabled	Disabled reason:	
Send faxes:	Yes	No send reason:	
Receive faxes:	Yes	No receive reason:	
Dial string conversion:	Enabled	DID Check:	Enabled
Answer rings:	1	Comment:	Outbound Fax Queue #1

Fax Number Modifiers

This section allows you to set up dialing properties such as area codes, International/Long Distance prefixes and suffixes, etc.

Fax Number Modifiers			
Dial prefix:	9	Dial suffix:	
Long distance prefix:		Long distance suffix:	
International prefix:		International suffix:	
Long distance access:	1	International access:	011
Country code:	1	Area code:	949
Country name:	USA	Area name:	Orange County
Local number length:	7	Speaker mode:	On until connected
Transmitting Station ID:	949-489-2486	Calling Station ID:	949-489-2486

Page Header

This section allows you to set up information that will appear on the top portion of a fax. Specifically, you can set up headers and date and time formats.

Page Header			
Enable header:	Yes	Print line below header:	Yes
Date format:	%m/%d/%y	Time format:	%l:%M %p %Z
Header string:	%m/%d/%y %l:%M %p %Z %1 %2	Advertisement string:	via VSI-FAX

Inbound Fax Handling

This section allows you to set up how inbound faxes received on this device are handled, including who to send the inbound fax to and who should be notified.

Inbound Fax Handling	
Delivery address:	Notification address:
Fax splitting: No Splitting	Fax storage: Attached
Attach received faxes to log: No	

LCR Routing Times

This section allows you to set up the time of day and the days of the week when this device can be used as part of Least Cost Routing.

LCR Routing Times	
Routing Times	
Routing times: Disabled	Time zone: Pacific Standard Time
Start routing at: 11:32 AM	Stop routing at: 11:32 AM
Days of the week: <input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Thur <input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Sat	

Adding a Device Configuration

The following topic explains how to add a new device Configuration document.

1. In the Basics section, enter or select the following:

FIELD OR OPTION	DESCRIPTION
Fax Domain	Select the domain to which you want to add the device.
Server Name	This field is displayed automatically. It contains the name of the Domino server on which the specified fax domain resides.
Device Name	Enter a name for this device, e.g. Outbound1 or Inbound1
Device Port	Select the port to use for this device, e.g. COM1.
Default device	Select whether you want to make this the default device.
Fax Interface Module (FIM)	Select the Fax Interface Module to use for this device.
Status	Select whether to Accept or Reject outbound fax requests on this device.
Reject Reason	If this device has been set to reject fax requests, enter the reason why.
State	Select whether this device is Enabled or Disabled.
Disabled reason	If this device has been disabled, enter the reason why.
Send faxes	Select whether or not this device can be used to send faxes.
No send reason	If this device has been set to reject outbound faxes, enter the reason why.
Receive faxes	Select whether this device can be used to receive faxes.
No receive reason	If this device has been set to reject incoming faxes, enter the reason why.
Dial string	Set this option to Disabled to prevent conversion of dial strings. The default is Enabled.
DID Check	Set this option to Disabled to prevent checking for DID support on the modem. Currently only MultiTech modems support DID. The default is Enabled.
Answer rings	Enter the number of rings to allow before answering. The default is '1'.
Comment	Device description (optional).

2. In the Fax Number Modifiers section, enter or select the following:

FIELD OR OPTION	DESCRIPTION
Dial Prefix	Enter a prefix to be dialed by the modem in order to access a telephone line, e.g., enter '9' to access an outside phone line.
Dial Suffix	Enter the dialing suffix. This can be used to append an accounting code or other similar information to the number being dialed.
Long distance prefix	Enter the long distance prefix.
Long distance suffix	Enter a long distance suffix. This may be an established long distance account number or code.
International prefix	Enter the long distance access code.
International suffix	Enter the International access code or international account number.
Long distance access	Enter the dial prefix needed to access long distance calls.
International access	Enter the dial prefix needed to access international calls.
Country code	Enter the country code.
Area code	Enter an area code for the number to be dialed.
Country name	Enter the country name for the specified country code.
Area name	Enter the area name for the specified country code.
Local number length	Enter the number of digits in a local phone number of the specified country. Do not include spaces, dashes etc. This allows the system to determine whether the number being dialed is an international or local number.
Speaker mode	There are three options: <div> <div>On</div> <div>Modem speaker always on.</div> </div> <div> <div>Off</div> <div>Modem speaker always off.</div> </div> <div> <div>On until connected</div> <div>Modem speaker on until connection to remote station established.</div> </div>
Transmitting Station ID	Transmitting Station ID (20 characters max).
Calling Station ID	Usually the same as TSI (20 characters max).

3. In the Page Header section enter or select:

FIELD OR OPTION	DESCRIPTION
Enable header	Select whether to enable (Yes) or disable (No) the header lines on transmitted fax pages. Having this option enabled will put information in the fax header such as the date, time and ad string.
Print line below header	Select this option to enable or disable the display of a separator line between the header and the body of the fax.
Date Format	<p>The date format string uses tokens to indicate certain values to be substituted in the string. All token are indicated with a percent character (%) followed by a token character. All other characters are copied as is.</p> <p>The token characters are:</p> <ul style="list-style-type: none"> a Abbreviated weekday name %A Full weekday name. %b Abbreviated month name. %B Full month name. %c Date and time representation for your locale. %d Day of month as a number (01-31). %e Day of month as a number (1-31: single digits preceded by a blank). %H Hour (24-hour clock) as number (00-23). %I Hour (12-hour clock) a number (01-12). %j Day of year as number (001-365). %m Month as number (01-12). %M Minute as number (00-59). %p AM or PM associated with 12-hour clock. %S Seconds as a number (00-60). %U Week number of the year (first Sunday as first day of week 1)(00-51). %w Day of week as a number (0(Sun)-6).

FIELD OR OPTION	DESCRIPTION
	<p>%W Week number of the year (first Monday as first day of week 1)(00-51).</p> <p>%x Appropriate date representation.</p> <p>%X Appropriate time representation.</p> <p>%y Year as number without century (00-99).</p> <p>%Y Year as number with century.</p> <p>%Z Time zone name or no characters if unknown.</p> <p>%D Same as %m%d%y.</p> <p>%r Same as %I:%m:%S %p.</p> <p>%R Same as %H:%M.</p> <p>%T Same as %H:%M:%S.</p> <p>Default date format is %m/%d/%y.</p>
Time format	<p>The time format string uses tokens to indicate certain values to be substituted in the string. All token are indicated with a percent character (%) followed by a token character. All other characters are copied as is.</p> <p>The token characters are the same used for the date format (page 53).</p> <p>Default time format is %I:%M %p %Z.</p>
Header string	<p>By default the header string is the date, the time, the TSI, and the advertisement string. The TSI is represented by %1, and the advertisement string is represented by %2. The default header string therefore looks like this: %m/%d/%y %I:%M:%p %Z %1 %2.</p>
Advertisement string	<p>Enter text here to be appended to the fax header. The default is: 'via VSI-FAX'.</p>

4. In the Inbound Fax Handling section, enter or select:

FIELD OR OPTION	DESCRIPTION
Delivery address	Select the email address to which all inbound faxes that arrive on this device will be sent. An inbound fax will be routed using this information if the inbound fax does not have a DID/DTMF and there is no User Profile document that matches, or if there is no User Profile document that matches the CSID.
Notification address	Enter the email address of the individual who should be notified of the receipt of an inbound fax.
Fax splitting	You can use this option to break up or split inbound faxes into two or more separate TIFF files.
Fax Storage	When inbound faxes are delivered to users via email there are two different ways that the TIFF file can be sent with the email. If you select Attached the system will simply attach the TIFF file to the email as a regular file. If you select Embedded the system will embed the TIFF file as an OLE object in the email. Selecting the Embedded option allows the user to invoke TIFF image viewers such as the Wang Viewer to perform editing and annotation.
Attach received faxes to log	Set this field to Yes if you want copies of faxes received to be attached to their respective log file entries.

5. In the LCR Routing Times section enter or select:

FIELD OR OPTION	DESCRIPTION
Routing times	Select whether the LCR routing times are enabled or disabled for this device. If they are disabled, the system will ignore the days and times that were set up when performing Least Cost Routing.
Time zone	Select the time zone in which this device is located.
Start routing at	Enter the start time when this device is available for Least Cost Routing.
Stop routing at	Enter the stop time when this device is no longer available for Least Cost Routing.
Days of the week	Select the days of the week when this device is available for Least Cost Routing.

IMPORTANT: In some cases and depending on your entries, the VSI-FAX server will need to be started and stopped for the changes to take effect. A dialog box will be displayed asking whether you want to Start and Stop the server so the changes can take effect. Choose Yes to Start and Stop the server and implement the changes, or choose No to have the changes take effect the next time the server is started.

6. Complete.

Deleting a Device Configuration

To delete an existing device Configuration:

1. Switch to the Configuration\Device Configuration view.
2. Select the device to be deleted by highlighting the device with the selector bar.
3. Click **Delete Device**.

You will be asked if you are sure you want to delete the device configuration document. If you answer yes, the device is marked for deletion and hidden from the view. The device and its corresponding configuration document will actually be deleted from the server the next time the administration process runs.

4. Complete.

Editing a Device Configuration

To edit an existing device Configuration:

1. Switch to the Configuration\Device Configuration view.
2. Select the device you want to edit by highlighting it with the selector bar.
3. Click **Edit Device**.

The system displays the device Configuration document in edit mode.

4. Make your changes.
5. Once all of your updates are made, click **Close**, then **Save**. The system will save your changes.

NOTE: When you are returned to the view, the document you just edited will be marked with a blue ball indicating that the edits have not been written to the server. Once these edits are written to the server, without errors, the system will remove the ball. If, however, during the update of the server, errors or a conflict of information was encountered, the system will change the ball to red indicating that a problem has occurred. Additionally, if you open the document with the error, the system displays 'Changes have not been written to the server' in blue, followed by the specific error described in red at the top of the form.

IMPORTANT: In some cases and depending on your entries, the VSI-FAX server will need to be started and stopped for the changes to take effect. A dialog box will be displayed asking whether you want to Start and Stop the server so the changes can take effect. Choose Yes to Start and Stop the server and implement the changes, or choose No to have the changes take effect the next time the server is started.

6. Complete.

Inbound Fax Routing Overview

VSI-FAX for Notes supports three different methods for routing of inbound faxes. The three methods are:

DID/DTMF	Direct Inward Dial/Dual Tone Multi-Frequency
CSID	Calling Station ID
Device	Modem

If at any point a match is found, the fax is routed based on the information in the Inbound Fax Handling fields of the appropriate document.

When routing an inbound fax, the system first tries to find a match with a User Profile document using the DID/DTMF contained in the fax. If no match is found, it searches for a User Profile document that matches the CSID. If the system is still unable to find a match, it searches for the device Configuration document for the device the fax was received on. If the Delivery address field is empty, the fax will be routed to the user or group specified in the Administrator's email field of the System Configuration document for the fax domain.

Routing Using DID or DTMF

Using DID or DTMF, the system routes the inbound fax to a specific user based on the user's personal fax number. This routing method is ideal in situations with a large number of faxes that need to be delivered to a large and disperse set of users.

In the DID/DTMF Number field of the User Profile document, enter the user's DID number. You can also use the Notification address field to notify others of the fax arrival.

If a match for a DID number is found but the Delivery address field in the User Profile is empty, the fax will be delivered to the user specified in the Master Default document. If Delivery address in the Master Default document is also empty, the system will deliver the fax to the user or group specified for Administrator's email in the System Configuration document.

IMPORTANT: If a match for a DID number is found but the Delivery address field in the User Profile is empty, none of the fax splitting options will apply.

DID (Direct Inward Dialing)

DID (Direct Inward Dial) is a service from your local telephone service provider that allows you to reserve blocks of consecutive phone numbers for inbound calls. DID allows you to identify the called number of each received call. Calls to DID numbers are routed through one or more dedicated DID trunk lines (the physical telephone connections to your facility).

Because each DID trunk line can support only one inbound call at a time, all other calls will either roll over to the next DID trunk line in the series, or will receive a busy signal.

In addition to being a block of numbers ringing through to trunk lines rather than individual lines, the difference between DID service and standard telephone service is the ability to identify the number being called on a DID line. DID service passes as many as seven digits of the called phone number to the answering device. The VSI-FAX software uses these DTMF digits to associate the number with a User Profile to which the number is assigned.

To use DID, you need a fax modem that supports DTMF digit forwarding. To support DID lines locally and provide the interface between the DID trunk line and the fax modem, you will also need a DID interface unit. The function of this unit is to provide the interface required by the DID trunk line and also the standard dial line signaling to the modem. Some models of the DID interface unit provide an additional port that allows you to connect to a standard dial line, thereby allowing dial-out transfers.

With a DID interface unit, if you are not in the process of receiving a call from the DID trunk, you can have the fax modem go off hook and trigger an automatic transfer of a connection to the standard dial line for an outbound call. This feature allows you to use the power of DID service without requiring that you dedicate a specific fax modem to receive-only use.

The number of DID trunk lines required will depend upon how many simultaneous inbound calls you want to support. Keep in mind that each DID trunk line will support only one call per line at a time, so if you need to be able to handle four calls simultaneously, you need four DID trunk lines.

The DID service provider will install the DID trunk lines to a demarcation point at your business location, which will then be wired directly to the DID interface unit. Each DID interface unit provides an output via a standard modular jack for a direct connection to a fax modem. An optional feature of the DID interface unit is a dial-out transfer port that allows you to connect a standard dial line for outbound dialing.

Assume that you reserved a block of sequential numbers, such as 555-1000 to 555-1099, with four DID trunk lines. With the VSI-FAX for Notes software, you could establish a DID table using User Profile documents that links a specific DID number to a specific email address for automatic fax routing. For example, if a sales contact sends a fax to 555-1010, it is processed by the DID service provider and routed to one of the available DID trunk lines. The DID interface unit receives the call and signals the fax modem by supplying a ring. As the modem answers, the fax software processes the DTMF digits and resolves them to a User Profile.

One of the most significant features of the VSI-FAX software is its ability to automatically give received fax transmissions highest priority while managing both inbound and outbound fax traffic. For example, if you have four fax modems, you could designate 2 of the 4 modems for outbound as well as inbound service, while still maintaining two dedicated inbound fax modems for continuous DID support. Should 3 of the 4 DID trunk lines be busy receiving a fax transmission while the third is sending a fax, the worst case would be a busy signal until one of the four transmissions disconnects.

Ordering DID Service (United States Only)

To order DID Service in the United States:

1. Determine what your DID requirements are and how many simultaneous calls you are going to support.
 - (a) How many phone numbers will you need to reserve? The minimum block of phone numbers ferred by most major regional DID service providers is 20.
 - (b) How many simultaneous inbound calls do you want to support? This will determine the number of DID trunk lines you need to order. You have the option of picking a block of numbers that will be serviced by a specific number of DID trunk lines. These DID trunk lines will work in a rollover process whereby if someone dials one of the numbers in your block and the first trunk line is busy, it will roll over to the next trunk line and so on until it finds an idle trunk line. This is automatically supported by your DID service provider and does not require that you purchase any additional equipment.
2. Before you place your DID service order with your service provider, you need to know how to request the following options:
 - (a) 2-wire DID interface -This specifies the physical connection from the DID service provider and your local terminating point.
 - (b) DTMF signaling -This specifies the type of signaling that your local equipment is expecting. Choices are rotary, pulse, and multi-frequency.
 - (c) Wink start -This is a signal from the DID service provider to the DID interface unit that tells it a DID call is ready to be received.
 - (d) Number of DTMF digits to outpoll -This specifies the number of DTMF digits that you want to receive prior to accepting the call, and is used by the fax software to identify the number being called and resolve it to a User Profile. Although you can specify how many digits you want to receive, the maximum number is 7. The actual number will be based on your particular environment.
3. Contact your local service provider and specify that you are ordering a DID trunk line.

If your current PBX phone switch does not have provisions for supporting DID service, you need to contact a DID interface equipment manufacturer to purchase an interface unit. DID trunk lines are dedicated lines from the service provider that require a special interface at the customer's site. The interface equipment is available in models that support from one to sixteen individual DID trunk lines. Some models also come with an out-dial transfer port that allows you to connect a standard dial line for outbound dialing using the same modem.

4. Complete.

DTMF Dialing

DTMF Dialing is the second way to implement automatic routing. This feature supports the assignment of a DTMF number to a User Profile. When DTMF dialing is in use, a person sending a fax from a manual fax machine dials the fax number and wait for the receiving end to pick up the line. Once the fax modem answers the line, the sender merely dials the recipient's unique ID number (maximum 7 digits) and presses the **Send** button on the fax machine. These digits are forwarded to the VSI-FAX software and resolved to a User Profile, which is then used to route the received fax to the appropriate mail file.

When using a fax modem, the ID number is specified after an "@" symbol in the dial string (for example, 17144892486@4599. In this case the fax modem will dial the number preceding the "@" symbol and wait for the remote end to answer the call before dialing the remaining digits. Again, the VSI-FAX software will receive these digits and resolve them to a User Profile.

Routing Using CSID

Using CSID you can route inbound faxes to a specific user based on the phone number of the person who sent the fax. This routing method is ideal where DID/DTMF is not installed and users typically handle all the faxes that were sent by a particular company. For example, all faxes that Company A, Company G and Company F send are routed to Fred Smith, while all faxes that Company E and Company K send are routed to Joe Soap.

In the Calling Station ID routing field of the User Profile document, enter all the CSIDs of companies whose faxes you want routed to the user. You can also use the Notification address field to notify others of the fax arrival.

If a match for a CSID number is found but the Delivery address field in the User Profile is empty, the fax will be delivered to the user specified in the Master Default document. If Delivery address in the Master Default document is also empty, the system will deliver the fax to the user or group specified for Administrator's email in the System Configuration document.

IMPORTANT: If a match for a CSID number is found but the Delivery address field in the User Profile is empty, none of the fax splitting options will apply.

Routing Using Receiving Device

Routing using the receiving device causes an inbound fax to be routed to a specific user based on the device it was received on.

This method allows inbound faxes to be routed to an administrative assistant who can then examine each fax and forward it to the right recipient. Alternatively, you can have all faxes that are received on the device Inbound1 routed to the Sales department, and all faxes that are received on the device Inbound2 can be routed to the Support department.

The inbound fax will be delivered to the user specified in the Delivery address field in the device Configuration document. If this field is empty, the fax will be delivered to the user specified in the Master Default document. If Delivery address in the Master Default document is also empty, the system will deliver the fax to the user or group specified for Administrator's email in the System Configuration document.

Working with LCR (Least Cost Routing)

Least Cost Routing (LCR) allows you route your faxes through your Notes network. As a result, faxes are sent from the fax domain that is closest to their ultimate destination. When a user sends a fax, the system performs a lookup in the LCR table to find a fax domain that handles faxes being sent to the specified area code and or country. If no match is found in the LCR Table, the fax is sent out of the originally specified fax domain. Likewise, if the fax is sent high priority, it is also sent out of the originally specified fax domain without additional routing.

The LCR table consists of two types of documents: device Configuration documents and LCR Entry documents. The device Configuration forms are created when you set up a device. The document contains information about the country codes and area codes that the device is in. In addition, you can also create specific LCR Entries. These LCR entries are supplements to the LCR table. They are created to handle the routing of faxes when there is no fax domain for the particular country or area code.

	Country Code	Area Code	Routing Type
▼ FAX [Exec1/V-Systems]			
	1 (USA)	949 (Orange County)	Device Entry
▼ FAX_JP [Corporate4/V-Systems]			
	81 (Japan)	359 (Tokyo)	Device Entry
	81 (Japan)	359 (Tokyo)	Device Entry
	81 (Japan)	359 (Tokyo)	Device Entry
	81 (Japan)	359 (Tokyo)	Device Entry

Let's assume you have a fax domain in New York and one in London, and your company sends a lot of faxes from New York to Paris. Rather than sending the Paris faxes from the New York fax domain, you can create an LCR entry that will route the Paris faxes via the London fax domain. As a result you save on the transatlantic phone costs.

Least Cost Routing can be turned on or off (on a per-domain basis) using an option in the domain's System Configuration document, or (at the user level) using an option in the User Profile form. Turning off LCR at the domain level overrides any settings at the User Profile level.

If a user is using the Fax Request form and is accessing their mail file from the server, the Least Cost Route is calculated while the fax is still on the client. If they are using the Fax Request form and accessing their mail file locally, or using a Memo form, the Least Cost Route is calculated on the server by the fax domain the fax was originally sent to.

If a user sends a fax with delivery priority of High, the system will not perform LCR at all. Instead the fax will be sent from the first fax domain that the fax arrives at.

Adding an LCR Entry

This option allows you to set up a domain and server to be used for least cost routing. To add a LCR entry:

1. Enter or select the following:

FIELD OR OPTION	DESCRIPTION
Fax domain	Enter the name of the fax domain to route through.
Server name	This field is displayed automatically. It contains the name of the Domino server on which the specified fax domain resides.
Country code	Enter the country code which is to be routed to the specified fax domain.
Area code	Enter the area code which is to be routed to the specified fax domain. TIP: To route all faxes for the specified country through the specified fax domain regardless of their area code, specify the area code 000. For example, you might have an office in England with a fax domain of FAXUK but no office in Norway. You therefore want to route all faxes destined for Norway through England. To do this you would set the fax domain to FAXUK, the country code to 47 (Norway), and the area code to the special 000.
Country name	Enter the name of the country for the specified country code.
Area name	Enter the area name for the specified area code.
Local number length	Enter the length of the local phone number.
Area code length	Enter the length of the area code for the phone number.
Routing	Select whether this routing domain is enabled or disabled.
Comment	Enter any comments or descriptive information about the LCR entry you just made.

2. In the LCR Routing Times section enter or select:

FIELD OR OPTION	DESCRIPTION
Routing times	Select whether the LCR routing times are enable or disabled. If they are disabled the system will ignore the days and times that were set up.
Time zone	Select the time zone in which the fax domain for this LCR is located.

FIELD OR OPTION	DESCRIPTION
Start routing at	Enter the start time when this device is available for Least Cost Routing.
Stop routing at	Enter the stop time when this device is no longer available for Least Cost Routing.
Days of the week	Select the day or days of the week when LCR will be in effect for this device.

Deleting a LCR Entry

To delete an existing LCR Entry:

1. Switch to the Configuration\LCR Configuration view.
2. Select the device to be deleted by highlighting the device with the selector bar.
3. Click **Delete LCR Entry**.

The system will put a symbol of a trash can next to your selection. Each document marked in this way will be deleted when you exit the database, or after you press **F9** to refresh.

4. Complete.

Editing a LCR Entry

To edit an exiting LCR Entry:

1. Switch to the Configuration\LCR Configuration view.
2. Select the LCR Entry that you want to edit by highlighting it with the selector bar.
3. Click **Edit LCR Entry**.

The system displays the LCR Configuration document in edit mode.

4. Make your changes.
5. Once all of your updates are made, click **Close**, then **Save**.

The system will save your changes.

6. Complete.

Working with Load Balancing (LB)

VSI-FAX for Notes supports two different types of Load Balancing: Static and Dynamic. The system can be set up to use neither, either, or both types at the system level and at the user level.

Static Load Balancing

This method of load balancing allows an administrator to manually assign users to a specific fax server. For example, if there are 200 users an administrator could assign users 1 - 100 to the fax domain FAX1 and users 101 - 200 to fax domain FAX2. As a result the users are statically balanced across the two servers. If a user attempts to send a fax to the wrong fax domain the system will automatically re-route the fax to the users, correct fax domain. The point at which the fax is re-routed is dependent on whether the user is using a Memo form to send the fax or the VSI-FAX Fax Request form. Static Load Balancing can be done right at the client or on the server.

Static Load Balancing (SLB) tends to be used for coarse balancing of outbound fax traffic. It also make server resource planning easier.

Dynamic Load Balancing

This method of load balancing lets an administrator get maximum usage from hardware and phone lines as well as offering a speedier service to their users. When enabled, the system will balance all outbound fax traffic equally across all servers in a Domino Cluster. All fax servers maintain a statistic called VSI-FAX.Server.Availability. This statistic is the expected number of minutes that would elapse between a fax being sent to the fax server and the time the fax is actually sent. This figure takes into consideration information such as the faxes already in the queue as well as the number of recipients for each fax and the number of attachments. The dynamic load balancing module retrieves and compares this statistic from all servers in the cluster. The server with the lowest value for the statistic receives the outbound fax.

Dynamic Load Balancing is always performed on the server and after SLB has been performed.

Static Load Balancing (SLB)

Static Load Balancing (SLB) allows an administrator to statistically balance outbound faxes across all available fax servers. The SLB system works by assigning all users a default fax domain. This is done by creating a User Profile specifically for the user or through a User Profile set up as a Master Default. Then when the user sends a fax it will be sent out of the user's default domain regardless of how the fax is addressed. For example, if a user has a default fax domain of FAX_USWEST and they send a fax addressed as Fred@5551212@FAX, the fax will be routed to the fax domain FAX_USWEST instead of the domain FAX.

This method allows the administrator to tell all users to send faxes to the FAX domain and the system will actually take care of routing the faxes to their default fax domain.

Static Load Balancing can be turned On or Off (on a per-domain basis) using an option in the domains System Configuration document, or (at the user level) using an option in the User Profile form. Turning off SLB at the domain level overrides any settings at the User Profile level.

If a user is using the Fax Request form and is accessing their mail file from the server, the SLB route to the user's default fax domain is calculated while the fax is still on the client. If the users are using the Fax Request form and accessing their mail file locally, or using a Memo form, the SLB route to the user's default fax domain is calculated on the server the fax was originally sent to.

If a user sends a fax with a delivery priority of High, the system will not perform SLB at all. Instead the fax will be sent from the first fax domain that the fax arrives at.

Static Load Balancing will only happen if:

- LCR is turned off for either the user or the fax domain
- LCR is turned on but there was no match found for the recipient phone number in the LCR table
- The recipient phone number is a local number
- The priority is not set to "high"

Dynamic Load Balancing (DLB)

Dynamic Load Balancing is always performed on the server regardless of which form was used to submit the fax and whether the user is working on the LAN or remotely. Dynamic Load Balancing can be turned On or Off (on a per-domain basis) using an option in the domain's System Configuration document, or (at the user level) using an option in the User Profile form. Turning off DLB at the domain level overrides any settings at the User Profile level. Unlike SLB, if a user sends a fax with a delivery priority of High, the system will still perform DLB.

Dynamic Load Balancing will only happen if and when:

- LCR is turned off for either the user or the fax domain
- LCR is turned on but there was no match found for the recipient phone number in the LCR table
- The recipient phone number is a local number
- SLB has already been performed

There are two options on the System Configuration document that can be used to control when DLB is performed.

LB Differential Bias

This option is used to control the point at which the system will dynamically load balance a fax to another server. If the difference between the number of minutes before this server can send a fax and another server can send a fax is less than the specified differential bias, the load balancing does not take place. If, however, the difference between the two servers is greater than the specified differential bias, the fax is load balanced.

LB Load Bias

This option is used to adjust the theoretical load on the server. The system factors in the value in this field when determining the time it would take to send a fax through this server. This is calculated by adding the estimated time in minutes it would take to send a fax to the user-specified number of minutes. You would typically base this loading bias around the fact that the Domino server is doing more than just faxing. It may also be a mail server or an application server, or it may have a smaller amount of RAM or CPU.

Server Availability Algorithm

The server availability algorithm is calculated using other statistics maintained by the system.

$$\text{VSI-FAX.Server.EmptyImageQueue} = \text{Out.Notes.TotalFaxes} + \text{Out.Notes.TotalAttach} + \text{Out.Notes.TotalRecipients} * \text{Out.Imaging.AvgTime}$$

$$\text{VSI-FAX.Server.EmptyDeviceQueue} = (\text{Out.TotalPagesQueued} / \text{Server.OutboundDevices}) * \text{Out.AvgMinsPerPage}$$

$$\text{VSI-FAX.Server.TimeToFax} = \text{VSI-FAX.Server.EmptyImageQueue} + \text{VSI-FAX.Server.EmptyDeviceQueue}$$

$$\text{VSI-FAX.Server.Availability} = \text{VSI-FAX.Server.TimeToFax} + \text{VSI-FAX.Server.AvailLoadBias}$$

System Configuration

System Configuration documents allows you to configure global settings for a specific fax domain.

	Fax Domain	Server	LCR	Load Balancing
	FAX	Exec1/V-Systems	✓	✓
	FAX_BR	Corporate5/V-Systems	✓	✓
	FAX_JP	Corporate4/V-Systems	✓	✓
	FAX_UK	Corporate3/V-Systems	✓	✓
	FAX_USEAST	Corporate2/V-Systems	✓	✓
	FAX_USWEST	Corporate1/V-Systems	✓	✓

The Configuration\System Configuration view displays with the following information:

- Fax Domain** Displays all of the classes set up on the system.
- Server** Displays the server that the fax domain exists on.
- LCR** Displays whether Least Cost Routing is enabled for this server.
- Load Balancing** Displays whether load balancing is enabled for this server.

Maximum Group Member Queued	Displays the number of fax requests (from a single fax with multiple recipients) that will be placed in the fax queue at one time. The default value is 16. You can decrease this value to increase performance or increase it if speed is not a concern.
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Add a System Configuration

This option allows you to configure global settings for your system. To set up your global settings:

1. Enter or select:

FIELD OR OPTION	DESCRIPTION
Fax Domain	Select the domain that you want to configure.
Server name	This field is displayed automatically. It contains the name of the Domino server on which the specified fax domain resides.
Check duplicate numbers	Setting this option to Yes will disable checking for duplicate phone numbers when scheduling fax jobs. This prevents getting a busy signal when sending more than one fax to the same number.
Max group members queued	Enter the number of members that may be queued, default is 16. Lower this value to increase system performance; increase if speed is not a concern.
Command port	Enter the secondary communication port. Default value is random. Can be specified for firewall issues. In the great majority of cases, it is not necessary to modify this setting. Unless you are familiar with TCP/IP administration, you should never tamper with this setting. The default is 0 (zero).
Login port	Enter the primary communication port identifier. The default is 0 (zero). In the great majority of cases, it is not necessary to modify this setting. Unless you are familiar with TCP/IP administration, you should never tamper with this setting. The port value 996 is reserved for VSI-FAX.
Allow access list	Use this option to control which users can use the fax domain. All users listed can use the fax domain. If no users are listed, then all users can access the fax domain unless they are listed in the Deny Access list field.
Deny access list	Use this option to prevent users from using the fax domain. All users listed will be denied use of the fax domain. If no users are listed, then all users listed in the Allow Access list field can use the fax domain.

FIELD OR OPTION	DESCRIPTION
Available retry strategies	Enter the different retry strategies that can be used . Separate each entry by a carriage return. For example, default:5,5,5,5, would make four retry attempts with 5 minutes between each attempt.
Administrator's email	Select the email address of the administrator. Once you select the drop down arrow of this field, the system displays the Name and Address form. This form allows you to select the address book from which you can select the email address from and the list of names from which you can select the address.
Comment	Enter a comment about this fax system.

Performance Options

Performance Options			
Cluster monitoring:	Disabled	Cluster monitoring check-in frequency:	15 seconds
Load balancing:	Static	Least cost routing:	Enabled
LB differential bias:	5 mins	LB load bias:	0 mins
Outbound check-in frequency:	15 seconds	Inbound check-in frequency:	15 seconds
Status check-in frequency:	5 seconds	Administration check-in frequency:	15 seconds
Max imaging retries:	5	Imaging timeout:	360 seconds
Hide viewer splash screens:	Yes	Leave imaging application running:	Yes
NAB Synchronization:	Enabled	NAB Sync start time:	03:00 AM
NAB Sync frequency:	4 hours		

Cluster monitoring Use this option to enable or disable cluster monitoring. With cluster monitoring enabled, the system will check the status of the other servers in the cluster at a frequency specified in the Cluster monitoring check-in frequency field. If the system determines that one of the servers in the cluster is not responding, it will check the local MAIL.BOX file to see if there are any faxes destined for the non-responding server/fax domain. If there are faxes destined for the non-responding server/fax domain the system will change the fax domain name from the one that is not responding to the fax domain of the current server. It will then put the email back into the MAIL.BOX file for delivery to the VFXQueue.nsf databases.

Cluster monitoring check-in frequency Enter the frequency in seconds that the system should check other servers in the cluster. The default check-in frequency is 15 seconds.

<i>Load balancing</i>	Select whether to enable static load balancing, dynamic load balancing, both, or no load balancing.
<i>Least cost routing</i>	Select whether to enable or disable least cost routing on this fax server.
<i>LB differential bias</i>	This field is used to control the point at which the system will dynamically load balance a fax to another server. If the difference between the number of minutes before this server can send a fax and another server can send a fax is less than the specified differential bias, the load balancing does not take place. If however, the difference between the two servers is greater than the specified differential bias the fax is load balanced.
<i>LB Load bias</i>	Use this field to adjust the theoretical load on the server. The system factors in the value in this field when determining the time it would take to send a fax through this server. This is calculated by adding the estimated time in minutes it would take to send a fax to the user-specified number of minutes. You would typically base this loading bias around the fact that the Domino server is doing more than just faxing. It may also be a mail server or an application server, or it may have a smaller amount of RAM or CPU.
<i>Outbound check-in frequency</i>	Enter the frequency in seconds that the system checks for outbound faxes. The default check-in frequency is 30 seconds.
<i>Inbound check-in frequency</i>	Enter the frequency in seconds that the system should check for inbound faxes. The default check-in frequency is 30 seconds.
<i>Status check-in frequency</i>	Enter the frequency in seconds that the system should check the status of outbound faxes. This frequency also affects the response time for canceling or retrying faxes. The default check-in frequency is 5 seconds.
<i>Administration check-in frequency</i>	Enter the frequency in seconds that the system should check for changes to the administration database. This frequency also affects the response time for canceling or retrying faxes. The default check-in frequency is 5 seconds.
<i>Max imaging retries</i>	Enter the number of retries that system should perform in imaging files.
<i>Imaging time-out</i>	Enter the time allowed to send images before the send transmission fails.
<i>Hide viewer splash screens</i>	Use this field to stop the splash screens of the imaging viewers from appearing on the server.

Leave imaging application running	This field controls whether the system closes the imaging application when it has finished imaging an attachment. For example, if a Lotus 123 file is attached to a fax and Lotus 123 has been installed on the fax server, the system will launch Lotus 123, load the file attachment, and image it to a .TIF file. If this field is set to Yes if the system will attempt to leave Lotus 123 running. The result is that the next time a 123 attachment needs to be imaged it will be faster because the system will not have to wait while Lotus 123 starts. This option does not apply if the application is being launched using DDE.
NAB Synchronization	This field controls whether synchronization between the NAB and User Profiles is performed for this fax server. If this field is set to Enabled the frequency at which the synchronization is performed is controlled by the NAB Sync Frequency field.
NAB Sync start time	Enter the at which time you want to start synchronizing with the name and address book. Synchronization will then occur at the interval specified in the NAB Sync frequency field.
NAB Sync frequency	This field controls the frequency with which the system checks the Name and Address book for changes that affect the User Profiles. The system starts synchronizing at the time specified in the NAB Sync start time field. If there are no User Profiles with the 'Synchronize profile with Name and Address book' field set to 'Yes', this option is ignored.

Name and Address Book Usage

▼ Name & Address Book Usage

Name & Address Book Usage

Use Name & Address book for DID routing: ☐ No ☐

Use Name & Address book for cover pages: ☐ No ☐

DID number length: 4

Mail domain: V-Systems

Use Name and Address book for DID routing	If this field is set to Yes, the system will look through all Person documents in the Name and Address book for a DID match to enable routing of the inbound fax. This is done after it has searched all User Profiles for a DID match. The system uses the last few digits of the office fax number as the DID number length field. If the DID number length field is set to 3 and the user's fax number in the Name and Address book is (949) 555 1984, the resulting DID number would be 984
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<i>DID number length</i>	This field controls the number of digits to extract from the right hand side of the user's fax number in the Name and Address book in order to extract the DID number. For example, if the DID number length field is set to 3 and the user's fax number in the Name and Address book is (949) 555 1984 the resulting DID number would be 984. This option will only apply if Use Name and Address book for DID routing is set to Yes.
<i>Use Name and Address book for DID cover pages</i>	If this field is set to Yes and if the user does not have a User Profile, the system will populate any cover pages with information from the senders Person document in the Name and Address book. If the field is set to No the system uses information from the User's Profile or any applicable Default Profile.
<i>Mail Domain</i>	This field determines how the email address will look on the cover page. It should contain either the Notes mail domain name prefixed with a slash '/' or an internet domain prefixed with an at sign '@'. If the domain name is prefixed with a / signifying that it's a Notes email address the resulting email address will contain the users full name followed by the domain name. If the domain name is prefixed with an @ signifying that it's an STMP email address the resulting email address will contain the user's short name followed by the domain name.

Once all of your entries or selections have been made, click **Save**, then **Close**. The system will save your entries and return you to the main System Configuration view.

IMPORTANT: In some cases and depending on your entries, the VSI-FAX server will need to be started and stopped for the changes to take effect. In those instances a dialog box will be displayed asking whether you want to Start and Stop the server for the changes to be made. Choose Yes to Start and Stop the server and implement the changes, or choose No to have the changes take effect the next time the server is started and stopped.

Deleting a System Configuration

To delete an existing System Configuration:

1. Switch to the Configuration\System Configuration view.
2. Select the device to be deleted by highlighting the device with the selector bar.
3. Click **Delete Configuration**.

The system will put a symbol of a trash can next to your selection. Each document marked in this way will be deleted when you exit the database or after you press the **F9** to refresh.

4. Complete.

Editing a System Configuration

To edit an existing System Configuration:

1. Switch to the Configuration\System Configuration view.
2. Select the device you want to edit by highlighting it with the selector bar.
3. Click **Edit Device**.

The system displays the System Configuration document in edit mode.

4. Make your changes.
5. Once all of your updates are made, click **Close**, then **Save**.

The system will save your changes.

NOTE: When you are returned to the view, the document you just edited will be marked with a blue ball indicating that the edits have not been written to the server. Once these edits are written to the server, without errors, the system will remove the ball. If, however, during the update of the server, errors or a conflict of information was encountered, the system will change the ball to red indicating that a problem has occurred. Additionally, if you open the document with the error, the system displays 'Changes have not been written to the server' in blue, followed by the specific error described in red at the top of the form.

In some cases and depending on your entries, the VSI-FAX server will need to be started and stopped for the changes to take effect. A dialog box will be displayed asking whether you want to Start and Stop the server so the changes can take effect. Choose Yes to Start and Stop the server and implement the changes, or choose No to have the changes take effect the next time the server is started.

6. Complete.

User Profiles

User Profiles are used by the system when sending faxes and routing received faxes. The information used when sending a fax includes which if any cover page to use, the details that appear on the cover page and which device should be used to send the fax. The information used when receiving a fax includes whom to route the fax to based on DID/DTMF or CSID as well as whom to notify.

There are four different types of User Profiles in VSI-FAX for Notes: Master Default User Profiles, Organizational Unit Default User Profiles, Group Default User Profiles, and regular User Profiles.



















Master Default User Profiles A Master Default User Profile, as its name suggests, is the default profile for users of the system. When a user sends a fax the system looks for a User Profile. If it can't find one the system looks for a Group Default User Profile. If the system fails to find a Group Default User Profile it looks for an Organizational Unit Default User Profile. If the system still fails to find a Default Profile it uses the Master Default User Profile which must exist on all systems.

There should only be one Master Default User Profile. If more than one profile exists the system will use the first Master Default Profile it finds which is normally the first one that was created.

Organizational Default User Profiles An Organizational Default User Profile is used by users of a specific mail server and/or in a specific organizational unit. You control who the Default User Profile is applied to by using the Mail Server and Organizational Unit fields. You can have any number of Organizational Default User Profiles.

Group Default User Profiles A Group Default User Profile is used by members of a specific group. You control who the Group Default User Profile is applied to by adding or removing members from the group. You can have any number of Group Default User Profiles.

User Profiles User Profiles are specific to a particular Notes user. A user is assigned a profile based on their Notes name. You can have any number of User Profiles.

User Name	Type	Device/Class	DID/DTMF	Cost Code	NAB Sync	Priority	Cover	Cover Page	Delivery Address
Master Default (FAX)		Outbound1 (Device)				Normal		Default	
Master Default (FAX_JP)		Broadcast (Class)				Normal		Default	DominoAdmin
Master Default (FAX_JP)		Broadcast (Class)				Normal		Default	DominoAdmin
Master Default (FAX_UK)		Outbound2				Normal		Default	DominoAdmin
Master Default (FAX_USEAST)		BTOutbound1 (Device)		New York CS		Normal		Default	DominoAdmin
Master Default (FAX_USWEST)		General (Class)				Normal		Default	DominoAdmin

When you first select the User Profiles view, the system displays something similar to the following:

The system shows a listing of the current users and the following:

User Name Shows the name of each user

Type The icon in this column indicate which type of profile it is

Device class	Shows the device/class each user accesses when sending a fax
DID/DTMF	Shows the direct dialing number or the DTMF
Cost Code	Shows the cost account to which each user is assigned
NAB Sync	Shows if synchronization with the NAB is enabled or disabled for the User Profile.
Priority	Shows the default priority each user is assigned when sending a fax
Cover	Shows that cover pages are selected for the user when sending a fax
Cover Page	Shows the cover page by name that will be sent with each fax
Delivery Address	Shows the mail address at which each user will receive faxes

Adding a User Profile

The Adding a User Profile function provides the options for setting up new users of the system. When you first click **Add Profile**, the system displays the User Profile form. The form is broken into three sections and each is described below:

Fax Parameters

The Fax Parameters section allows you to identify the user, the domain the user is assigned to, and the fax options set up for the user.

Fax Parameters	
Profile type:	<input type="checkbox"/> Master Default
User name:	<input type="checkbox"/> Default
Load balancing:	<input type="checkbox"/> Static
Default class/device:	<input type="checkbox"/>
Attach sent faxes to log:	<input type="checkbox"/> No
Resolution:	<input type="checkbox"/> Fine
Send cover page:	<input type="checkbox"/> Yes
Send non-image file attachments:	<input type="checkbox"/> Yes
Delivery report:	<input type="checkbox"/> None
LB/LCR Notify:	<input type="checkbox"/> No
Automatically print outbound fax:	<input type="checkbox"/> No
Retry method:	<input type="checkbox"/> Default:5,5,5,5
Default fax domain:	<input type="checkbox"/>
Least cost routing:	<input type="checkbox"/> Enabled
User can override default class/device:	<input type="checkbox"/> No
Attach received faxes to log:	<input type="checkbox"/> No
Page size:	<input type="checkbox"/> Letter Size (8.5"x11")
Display recipient info in Fax header:	<input type="checkbox"/> No
Cost code:	<input type="checkbox"/>
Delivery priority:	<input type="checkbox"/> Normal
Email back outbound fax:	<input type="checkbox"/> No
Auto print mail in database:	<input type="checkbox"/>

- Profile Type

Select the type of profile you want.
- User Name

Enter the name of the user that this profile is for. If this is a Default or Master Default Profile, enter the word 'Default' instead of the user's name.
- Default fax domain

Select a default fax domain for this user.
- Load balancing

Select whether this user's fax should not be load balanced, statically load balanced, dynamically load balanced or both statically and dynamically load balanced.
- Least cost routing

Use this field to indicate whether faxes sent by this user should employ Least Cost Routing.
- Default class/device

Use this option to select a default class or device for this user when faxing through the specified fax domain.
- User can override default class/device

Use this field to control whether a user using the Fax Request form can select a class/device and override the default class/device entry in this document.
- Attach sent faxes to log

Set this field to Yes if you want copies of faxes sent to be attached to their respective log file entries.

<i>Attach received faxes to log</i>	Set this field to Yes if you want copies of faxes received to be attached to their respective log file entries.
<i>Resolution</i>	Select the resolution to use in sending the fax. Fine is 196x204 and Standard is 98x204.
<i>Page Size</i>	Select the page size for the fax image.
<i>Send cover page</i>	Select whether the system will generate a coversheet for the outbound fax.
<i>Display recipient info in Fax header</i>	If this option is set to Yes the system will add the recipient's name and fax number into the header of the fax.
<i>Send non-image file attachments</i>	If this option is set to Yes, any files attached to the fax will be imaged on the server as long as they are supported file types. If this option is set to No, any file attachments will not be imaged. This feature is useful when you want to send a fax and an email simultaneously. This will cause the email recipients to receive the file attachments, while the fax recipients will not.
<i>Cost Code</i>	Enter a cost code to be associated with this user's faxes.
<i>Delivery report</i>	Select whether the fax sender will be notified by email when the fax is successfully processed or if an error occurs.
<i>Delivery priority</i>	Select a priority for the faxes.
<i>LB/LCR Notify</i>	Select whether you want the fax sender to be notified by email if any of the faxes they send are either Load Balanced or Least Cost Routed to a server other than the one to which they originally addressed the fax. The email notification contains a doc link to the appropriate outbound log entry on the server from which the fax was finally sent.
<i>Email back outbound fax</i>	Select whether you want the system to email back to the sender (as a .TIF file) any successfully sent faxes.
<i>Automatically print outbound fax</i>	Select whether you want all outbound faxes to be emailed to the database specified in the field called 'Auto print mail in database'.
<i>Auto print mail in database</i>	To support automatic printing of outbound faxes you must enter the name of a database which has inherited its design from the VSI-FAX Auto Print database template, VFXAUTO.NTF. This database template is installed automatically into the \notes\data directory. See the section on setting up Automatic Printing of Inbound and Outbound faxes.
<i>Retry method</i>	Select a retry method in case the fax fails to be sent on the first attempt.

Mail server	For an Organizational Unit Default User Profile you can use this field to associate users with this profile. For example, setting the Mail server field to Mail1 will associate all mail users of the Mail1 server with this Profile. You can also leave this field blank and simply specify an Organizational unit instead. Or you can specify both a Mail server and an Organizational unit for added control.
Organizational unit	For an Organizational Unit Default User Profile you can use this field to associate users with this profile. For example, setting the Organizational unit field to 'Sales\West' will associate all mail users with the Organizational unit of 'Sales\West' will associate all mail users with this Profile. You can also leave this field blank and just specify a Mail server instead. Or you can specify both a Mail server and an Organizational unit for added control.

NOTE: The Mail server and Organizational fields are only displayed when you have the Organizational Unit Default selected in the Profile Type field. Otherwise these fields are hidden.

Cover Page

The cover page section allows you to enter all of the information that will appear on the user’s cover page each time they send a fax. When you select the cover page section of the form, the system displays the following:

▼ Cover Page Information

Cover Page Information

Include all names: ☐ Yes ☐ No

Include senders name: ☐ Yes ☐ No

Cover page name:

Cover page message:

Company:

E-mail:

Address 1:

Address 2:

Address 3:

Country:

Phone number:

Fax number:

User defined field 1:

User defined field 2:

User defined field 3:

User defined field 4:

Include all names	This option allows you to control whether all the names of the people a fax is being sent to will appear on everyone’s faxes.
Include sender’s name	Use this option to control whether the sender’s name appears on the fax.

Cover page name	Select a cover page from the list for use with the user's faxes. If the Send Cover Page field is set to No this option is ignored.
Cover page message	Enter an optional message that will appear on all the cover pages sent.
Company	Enter the name of the company to appear on the cover page.
Email	Enter the email address of the user to appear on the cover page.
Address 1	Enter the address to appear on the cover pages.
Address 2	Enter the address to appear on the cover pages.
Address 3	Enter the address to appear on the cover pages.
Country	Enter the name of the country to appear on the cover pages.
Phone Number	Enter the return phone number to appear on the cover pages.
Fax Number	Enter the return fax number to appear on the cover pages.
User defined field 1	Any data entered into this user-defined field will appear in the same field on the cover page.
User defined field 2	Any data entered into this user-defined field will appear in the same field on the cover page.
User defined field 3	Any data entered into this user-defined field will appear in the same field on the cover page.
User defined field 4	Any data entered into this user-defined field will appear in the same field on the cover page.

Inbound Fax

▼ Inbound Fax

Inbound Fax

Delivery address:

Notification address:

Fax splitting:

Fax storage:

NOTE: The DID/DTMF Number and Calling Station ID routing fields are only displayed when you have User selected in the Profile Type field. Otherwise these fields are hidden.

DID/DTMF Number	Enter this user's DID (Direct Inward Dial) or DTMF (Dual Tone Multi Frequency) number. Any faxes received with the specified DID/DTMF number will be routed to the user.
Calling Station ID routing	If an inbound fax does not have a DID/DTMF number associated with it, the system will attempt to route the fax based on its CSID (Calling Station ID). In this field list all the CSID's of companies that send you faxes that you want routed to this user.
Delivery address	If you have specified the user's DID, DTMF or CSID, you must specify the user's email address so that the inbound fax can be emailed to them.
Notification address	If you have specified the user's DID or DTMF you can also specify an email address to which a notification email will be sent.
Fax splitting	You can use this option to break up or split inbound faxes into two or more separate TIFF files.
Fax Storage	When inbound faxes are delivered to users via email there are two different ways that the TIFF file can be sent with the email. If you select Attached, the system will simply attach the TIFF file to the email as a regular file. If you select Embedded, the system will embed the TIFF file as an OLE object in the email. Selecting the Embedded option allows the user to invoke TIFF image viewers such as the Wang Viewer to perform editing and annotation.

Automatic User Profile Creation

Automatic User Profile Creation

<p>Create new user profiles: <input type="checkbox"/> No </p> <hr/> <p>Calculate DID: <input type="checkbox"/> No </p> <hr/> <p>Synchronize profile with Name & Address book: <input type="checkbox"/> Disabled </p>	<p>Copy information from Name & Address book: <input type="checkbox"/> No </p> <hr/> <p>DID number length: <input type="text" value="4"/></p> <hr/> <p>Mail domain: <input type="text" value="/V-Systems"/></p>
--	---

Create new user profiles

Use this field to control whether new user profiles are automatically created when a user uses the system for the first time. This feature can be used to automatically create an individual user profile. This is ideal where there are a large number of users and therefore many profiles need to be created. All the appropriate information in this default profile will be copied to the new profile.

Copy information from Name and Address book

If this field is set to Yes, a user's personal information will be copied from the Name and Address book into the new user profile.

Calculate DID

When set to Enabled, the user's DID number will be calculated from their fax number in the Name and Address book is (949) 555 1984, the resulting DID number would be 984. This option will only apply if the Copy information from Name and Address book field is set to Yes.

DID number length

This field controls the number of digits to extract from the right hand side of the user's fax number in the Name and Address book in order to extract the DID number. For example, if the DID number length field is set to 3 and the user's fax number in the Name and Address book is (949) 555 1984, the resulting DID number would be 984. This option will only apply if the Copy information from Name and Address book field is set to Yes.

Synchronize profile with Name and Address book

If this field is set to Enabled, the Name and Address book synchronization agent in this database will update the new user profile based on any relevant changes in the Name and Address book.

NOTE: This synchronization is one way only. The Name and Address book is never modified. Ensure that you have enabled the synchronization agent. Using the System Configuration document.

Mail Domain

This field controls the number of digits to extract from the right hand side of the user's fax number in the Name and Address book in order to extract the DID number. For example, if the DID number length field is set to 3 and the user's fax number in the Name and Address book is (949) 555 1984, the resulting DID number would be 984. This option will only apply if the Copy information from Name and Address book field is set to Yes.

Deleting a User Profile

To delete an existing User Profile:

1. Switch to the Configuration\User Profiles view.
2. Select the device to be deleted by highlighting the device with the selector bar.
3. Click **Delete Profile**.

The system will put a symbol of a trash can next to your selection. Each document marked in this way will be deleted when you exit the database, or after you press **F9** to refresh.

4. Complete.

Editing a User Profile

To edit an existing User Profile:

1. Switch to the Configuration\User Profiles view.
2. Select the User Profile that you want to edit by highlighting it with the selector bar.
3. Click **Edit Profile**.

The system displays the User Profile document in edit mode.

4. Make your changes.
5. Once all of your updates are made, click **Close**, then **Save**.

The system will save your changes.

6. Complete.

FORMS AND COVERS DATABASE

VSI-FAX for Notes cover pages are created and stored in Notes. As a result anyone who has the authority to do so and adequate background in Notes form design can create or modify cover pages.

Administrators can also control which fax domains cover pages are available in. One of the cover pages that ships with VSI-FAX for Notes is shown below. Note that the top section of the cover page is not actually faxed, it is just used by the system for cover page naming and access control.

Controlling Access to Cover Pages

An administrator can control which cover pages are available to users based on the user's default domain. Each cover page has a For use by users in fax domain field which contains the names of fax domains that the cover page is available in.

This ability to control which cover pages are available in which fax domains allows an administrator to Ensure that, for example, the French language cover pages are not used by accident in Sweden, or that the cover pages with the address of the west coast office are not used by users in the east coast office.

Designing Cover Pages

Creating cover pages for your company or department is done using the Notes form designer. It's recommended that you have a basic understanding of how to create Notes forms before attempting to design your own cover pages.

1. Open the VSI-FAX Forms and Covers database.
2. Go into design mode and switch to the Design\Forms view.
3. Copy and paste one of the cover pages that ships with the product back into the view. Use either Cover Pages\Default or Cover Pages\Default 2.
4. Open the copied form in design mode.

- 5. Change the form name to something that makes sense in your environment.
- 6. Replace the logo graphic with your company’s logo.
- 7. Change the layout and text as appropriate.
- 8. Delete any unneeded fields.
- 9. Save the form.
- 10. Create an instance of the form by selecting it from the Create menu.
- 11. Enter information in the following fields:

FIELD OR OPTION	DESCRIPTION
Cover page name	Enter a user-friendly name for the cover page.
For use by users in fax domain	Select the fax domains that this cover page will be available in. All users in the selected fax domains will be able to select this cover page as their default.

- 12. Save the new instance of the cover page.
- 13. Switch to the Cover Pages view, where you should see your new cover page listed.

IMPORTANT: Do not delete or edit anything above the horizontal line at the top of the page. This information is used by the system.

These are the fields that VSI-FAX for Notes supports on cover pages:

- FaxTo
- FaxReturnPhoneNumber
- FaxCountry
- FaxSubject
- FaxReturnFaxNumber
- FaxUserDefinedField1
- FaxSendDate
- FaxCompany
- FaxUserDefinedField2
- FaxNumberPages
- FaxAddress1
- FaxUserDefinedField3
- FaxFrom
- FaxAddress2
- FaxUserDefinedField4
- FaxEmail
- FaxAddress3
- FaxCC
- FaxMessage

All the fields are of type ‘Text’. If the field exists on the cover page, the system will fill it in as data for the field. If the field is missing, the system will ignore it and will not generate any error messages.VSI-FAX Log.

- 14. Complete.

LOG DATABASE

The VSI-FAX Log database contains information about all incoming and outgoing faxes as well as system errors.

	Domain	Device	Request #	Pages	Date Processed	From
▼ 05/12/98						
▼ Success						
▼ FAX						
		Outbound1	1001	0 of 2	05/12/98 04:37:47 PM	Curt Fleming/V-Systems
▼ 05/14/98						
▼ Canceled						
▼ FAX						
		Outbound1	1002	0 of 2	05/14/98 03:27:15 PM	Curt Fleming/V-Systems
		Outbound1	1003	0 of 2	05/14/98 03:41:20 PM	Curt Fleming/V-Systems

You can view the VSI-FAX for Notes Log in various ways:

Inbound Log

Shows all of the faxes that have been received with various types of sorting and categorization:

- By CSID - Calling Station ID
- By Date Processed
- By DID
- By Error Code
- By Fax Domain
- By Request #
- By Status
- By Calling Station ID (CSID)
- By Date Processed
- By DID
- By Error Code
- By Fax Domain
- By Request #
- By Status

Outbound Log	Shows all of the faxes that have been sent with various types of sorting and categorization <ul style="list-style-type: none">• By Date Processed• By Error Code• By Fax Domain• By Originator• By Request #• By Status
System Errors	Shows all system errors with various types of sorting and categorization: <ul style="list-style-type: none">• By Error Code• By Fax Domain
Fax Status	Shows all of the outbound faxes currently in the system by their current status

If you want to view updated or the latest information, click **Refresh** or press **F9**.

Cancel a Fax

You can use the Cancel Fax button to cancel a fax that is waiting to be sent. Canceling a fax request will stop the fax from being transmitted. However, fax requests only appear in the log once the fax has been imaged and submitted to the VSI-FAX engine.

To cancel a fax:

1. Go to the Outbound Fax view.
2. Select the fax to be canceled by highlighting it with the selector bar.
3. Click **Cancel Fax**.

The system will put a symbol of a stop sign next to your selection.

The request to cancel the fax will be recognized the next time the VSI-FAX for Notes administration task runs which, by default, is every 5 seconds.

IMPORTANT: Once a fax has been canceled it can never be retried because it will have been deleted from the system.

4. Complete.

Modify a Fax

Once the faxes are listed you can change the fax number and delivery priority of any fax that has a status other than Success or Canceled.

To modify a fax:

1. Choose one of the Outbound Fax views.
2. Select the fax you want to modify using the selector bar.
3. Click **Modify Fax**.
4. Enter the new fax number and or change the fax delivery priority.
5. Click **OK** and the fax will be re-submitted with the modified information.

The modification to the fax will be recognized the next time the VSI-FAX for Notes administration task runs which, by default, is every 5 seconds.

6. Complete

Retry Fax

Once the faxes are listed you can re-send any fax that has not been canceled.

To re-send the fax:

1. Go to the Outbound Fax view.
2. Select the fax you want to retry using the selector bar.
3. Click **Retry Fax**.

The system will retry sending the fax you selected.

The request to retry the fax will be recognized the next time the VSI-FAX for Notes administration task runs which, by default, is every 5 seconds.

4. Complete

Queue Management

Once the faxes are listed you can move faxes between queues as long as they have a status other than Success or Canceled.

To change the queue for a fax:

- 1. Choose one of the Outbound Fax views.
- 2. Select the fax you want to change the queue for using the selector bar.
- 3. Click **Queue Management**.
- 4. Select the new queue for the fax.
- 5. Click **OK** and the fax will be re-submitted with the modified information.

The modification to the fax will be recognized the next time the VSI-FAX for Notes administration task runs which, by default, is every 5 seconds.

- 6. Complete

Viewing Inbound Faxes

To view the specific information for an inbound fax:

- 1. Open the VSI-FAX Log database and select one of the Inbound views.
The view displays all of the faxes that have been received (inbound).
- 2. Select the fax you want to view using the selector bar, then double-click on the selection.
The system will display all of the information for the fax.

Basics

Basics

To:	Patrick Lane/V-Systems
Status:	Success

▶ Processing Information

▶ Destination Information

▶ Error Information

To The name of the person the fax was being sent to.

Status The current status of the fax. The status is not final unless Canceled or Expired or displayed here.

Processing Information

Request number The unique identifier for the fax.

Device name The name of the device that the fax was received on.


Date received The date and time the fax was received by the system.

Process time The time in minutes and seconds that it took to process the fax.

Resolution The resolution used to image the fax.

Cost code The cost code that was applied to the fax.

Destination Information


Destination Information

Destination Information	
Total pages received:	1
DID/DTMF Number:	
Calling station ID:	
Routed using:	Administrator
Notification sent to:	
Warning messages:	

Total pages received The total number of fax pages received.

DID/DTMF Number The Direct Inward Dial/Dual Tone Multi Frequency (DID/DTMF) number that was used to determine the destination for the fax.

Calling station ID The Calling Station ID (CSID). This can be used to determine where the fax originated.

Routed using This field contains information on how the inbound fax was routed.

Notification sent to The email address of the person who was notified of the inbound fax.

Warning messages Any warning messages about the inbound fax. These are not critical errors.

Error Information

▼ **Error Information**

Error Information

Error code:

Error message:

Extended error message:

Subsystem name:

Error code	The error number is displayed here in the event that an error occurred during the fax transmission.
Error message	The corresponding error message explaining the problem.
Extended error message	Additional error information to clarify the error.
Subsystem name	The VSI-FAX subsystem where the error occurred.

Viewing Outbound Faxes

To view the specific information for an outbound fax:

1. Open the VSI-FAX Log database and select one of the Outbound views.

The view displays all of the faxes that have been sent (outbound).
2. Select the fax using the selector bar. Then double-click on the selection.

The system will display all of the information for the fax.

Basics Section

Basics	
To:	Clive Jackson
From:	Curt Fleming/V-Systems
Subject:	VSI-FAX for Notes
Status:	Success
<p>► <u>Processing Information</u></p> <p>► <u>Destination Information</u></p> <p>► <u>User Defined Fields</u></p> <p>► <u>Error Information</u></p>	

To the name of the person the fax was being sent to.

From The name of the person that sent the fax.

Subject The subject of the fax.

Status The current status of the fax. The status is not final unless it is either Canceled, Expired, or Success.


Processing Information Section

<u>Processing Information</u>	
Processing Information	
Processing Information	
Request number:	1001
Device name:	Outbound1
Delivery priority:	Normal
Date submitted:	05/12/98 04:37:47 PM
Send at:	05/12/98 04:38:03 PM
Date sent:	05/12/98 04:39:38 AM
Process time:	1.35 minutes
Resolution:	Fine
Cost code:	Sales

Request number The unique identifier for the fax.

Device name	The name of the device that was used to send the fax.
Delivery priority	The delivery priority assigned to this fax by the sender.
Date submitted	The date the fax was submitted to the system.
Send at	The date and time that the sender requested that the fax be sent. If the sender did not specify a send time and date, “Send at” defaults to the current date and time.
Date sent	The date and time the fax was actually sent.
Process time	The time in minutes and seconds that it took to process the fax.
Resolution	The resolution used to image the fax.
Cost code	The cost code that was applied to the fax.

Destination Information


Destination Information

Destination Information	
Total pages sent:	0 of 2
Translated phone number:	
Calling station ID:	
Number of retries:	0
Retry method:	Default

Total pages sent	The total number of fax pages sent.
Original phone number	The destination phone number before any translation.
Translated phone number	The destination phone number after any translation.
Calling station ID	The Calling Station ID (CSID). This can be used to determine the fax machine that answered.
Number of retries	The number of tries that it took to send the fax.
Retry method	The retry method that was active if the first attempt to send the fax failed.

User Defined Fields Section

User Defined Fields	
User defined field 1:	
User defined field 2:	
User defined field 3:	
User defined field 4:	

User defined field 1 - 4

Shows any information entered by the sender in each of these fields. These are user defined text fields.

Error Information Section

Error Information	
Error code:	31
Error message:	Fax request queued
Extended error message:	
Subsystem name:	VSI-FAX

Error code

The error number is displayed here if an error occurred during the fax transmission.

Error message

The corresponding error message explaining the problem.

Extended error message

Additional error information to clarify the error.

Subsystem name

The VSI-FAX subsystem where the error occurred.

Viewing System Errors

The following displays system errors that occurred. These errors are not specific to inbound or outbound faxes but rather to errors occurring at the system level.

1. Open the VSI-FAX Log database and select one of the System Errors views.

The view displays all of the system errors that have occurred.

2. Select the error using the selector bar. Then double click on the selection.

The system will display all of the information about the error you selected.

Error Information	
Device name:	
Date:	11/05/98 03:49:31 PM
Error code:	0
Error message:	Cannot login: Connect error to host 207.38.82.47: WinSock: Connection refused
Extended error message:	
Subsystem name:	Domino Addin

Device name	If the error is device-related, this field contains the name of the device.
Date	This field contains the date and time the error occurred.
Error code	In the event of an error occurring, this field contains the appropriate error number.
Error message	In the event of an error occurring, this field contains the appropriate error message.
Extended error message	In the event of an error occurring, this field contains an additional error message if available.
Subsystem name	This field contains the name of the VSI-FAX subsystem where the error occurred.

QUEUE DATABASE

Working with the Fax Queue

The VSI-FAX Queue database (VFXQUEUE.NSF) contains all of the faxes waiting to be submitted to the fax server. The default view displays the date and time the fax was sent by the user and the name of the user who sent the fax.

NOTE: To refresh the display of the queue information press the **F9** key.

To delete unwanted faxes from the queue:

1. Select the fax to be deleted using the selector bar.
2. Press **delete**.
3. Press **F9** to refresh.
4. Complete.

AUTO PRINT DATABASE

VSI-FAX for Notes can be set up to automatically print inbound and outbound faxes. The faxes are emailed to a mail-in database that has an agent in it that is triggered when new mail arrives. The agent detaches the .TIF file from the email and prints it to the printer specified in the configuration document for the database.

A database template called VFXAUTO.NTF is automatically placed in the notes\data directory during the install process. The database template has all the necessary agents and configuration forms for automatically printing faxes.

You can create as many mail-in databases based on the VFXAUTO.NTF template as you need.

Automatic Printing of Inbound Faxes

To set up the automatic printing of inbound faxes you need to do the following:

1. Create a mail-in database using the VFXAUTO.NTF database template.
2. Create an Auto Print Configuration document.
3. Ensure that there is an entry for this mail-in database in the NAB (the name of the database is irrelevant).
4. Add the name of the mail-in database to the inbound routing section of either User/Group/Master Profiles or a Device document.

When the above have been completed all inbound faxes, where appropriate, will be emailed to the specified mail-in database. The mail-in database will detach the file and print it to the specified printer.

IMPORTANT: If the mail-in database is not on the same server as VSI-FAX for Notes you will need to copy the following files to the Notes directory on the mail-in database server: \VSI\FAX\BIN\VFXPRINT.EXE and \NOTES\VFXAUTO.DLL.

5. Complete

Automatic Printing of Outbound Faxes

To set up the automatic printing of outbound faxes you need to do the following:

1. Create a mail-in database using the VFXAUTO.NTF database template.
2. Create an Auto Print Configuration document.
3. Ensure that there is an entry for this mail-in database in the NAB (the name of the database is irrelevant).
4. Add the name of the mail-in database to the Auto print mail-in database field in the User/Group/Master Profiles.

When the above have been completed all outbound faxes, when specified by the user, will be emailed to the specified mail-in database. The mail-in database will detach the file and print it to the specified printer.

5. Complete.

Adding an Auto Print Configuration

The following topic explains how to add a new Auto Print Configuration document to the auto print mail-in database. Switch to the Auto Print Configuration view in the auto print mail-in database. Click **Add Configuration**. Fill out the fields as appropriate.

Basics	
Status:	<input type="text" value="Enabled"/>
Printer name:	<input type="text" value="\\ADMINPDC\\Main"/>
Delete after printing:	<input type="text" value="Yes"/>

- | | |
|------------------------------|---|
| Status | Choose whether to Enable or Disable automatic printing from this database. |
| Printer name | Enter a fully qualified Windows NT printer name for the printer you want the faxes to be printed on. |
| Delete after printing | When set to 'Yes' all faxes will be deleted from the mail-in database when they have been successfully printed. |

When you have finished entering the appropriate parameters click **Save**, then **Close**.

STATISTICS ALARMS AND PERFORMANCE MONITORING

VSI Fax for Notes supports statistics and therefore Domino statistic monitors and events monitors. Through Domino, VSI-FAX for Notes also supports Windows NT Performance Monitoring and Alarms.

The statistics can be used in a variety of ways. They can be used to simply record and display information about what the fax server is doing. For example, how many faxes have been sent since startup or how many attachments have been sent or what is the average number of pages per inbound fax. They can also be used to alert the System Administrator to problems or potential problems. For example a statistic monitor could be created to be triggered if there are more than 50 faxes in the queue or the monitor could be triggered if more than 1 fax failed to be submitted to the fax engine.

Note that by using even monitors to monitor events generated by statistic monitors you can generate Simple Network Management Protocol (SNMP) Traps which can then be caught and handled by most systems management.

The following list all the statistics that have been set up to use with statistic monitors:

- VSIFAX.Out.LargestPageCount
- VSIFAX.Out.Status.TotalFailed
- VSIFAX.Out.Status.TotalRetry
- VSIFAX.Out.TotalFaxesQueued
- VSIFAX.Server.TotalAccessDenials
- VSIFAX.Server.Availability
- VSIFAX.Server.SubmitFailures

If you want to include other statistics in statistic monitoring please refer to your Domino documentation. Note that the statistics are set to zero every time VSI-FAX for Notes server addidn is started.

The Windows NT Performance Monitoring and Alarms support is useful if you want to get a graphical picture of your statistics. Any of the 95 plus statistics can be graphed and reported on using the NT Performance monitor. The alarms feature is particularly useful in that it takes you outside of the world of Domino and allows you to trigger Windows NT events which can be tied into systems monitoring

software. For more information on using NT Performance monitor, please refer to the documentation that came with Windows NT.

Install the VSI-FAX for Notes Statistics

1. Open the VSI-FAX Statistics (VFXStats.nsf) database and switch to the Names and Messages\Statistic Names view.
2. Select Edit-Select all from the main menu.
3. Select Edit-Copy from the main menu.
4. Open the Statistics and Events database based on the events4.ntf. template.
5. Switch to the Names and Messages\Statistic Names view.
6. Select Edit-Paste from the main menu.
7. Switch back to the VSI-FAX Statistics database.
8. Select the Design\Forms design view.
9. Copy the form VSI-FAX Report to the clipboard.
10. Open the Statistics Reporting database based on the statrp45.ntf template.
11. Select the Design\Forms design view.
12. Paste the form VSI-FAX Report from the clipboard.
13. Switch back to the VSI-FAX Statistic database.
14. Select the Design\Views design view.
15. Copy the view 1. Statistics Report \ 8. VSI-FAX to the clipboard.
16. Open the Statistics Reporting database and select the Design\Views design view.
17. Paste the view 1. Statistics Reports\8. VSI-FAX from the clipboard.

Domino Statistics

VSI-FAX for Notes maintains and reports the statistics listed below. You can use Domino console command Show Statistics to show all statistics or Show Statistics <stat name> to show an individual statistic.

Server Stats

<i>VSIFAX.Server.Availability</i>	This statistic represents the number of minutes it would take given the number of faxes already in the system for a fax to be sent. It is calculated as VSIFAX.Server.TimeToFax + VSIFAX.Server.AvailabilityLoadBias.
<i>VSIFAX.Server.AvailLoadBias</i>	This statistic is simply a reflection of the LB Load Bias field in the System Configuration document.
<i>VSIFAX.Server.AvailDiffBias</i>	This statistic is simply a reflection of the LB Differential Bias field in the System Configuration document.
<i>VSIFAX.Server.ElapsedTime</i>	Number of minutes VSIFAX has been running.
<i>VSIFAX.Server.EmptyImageQueue</i>	The estimated time required to empty the device queue. I.e., how long it will take to process all the documents in the database VFXQUEUE.NSF.
<i>VSIFAX.Server.EmptyDeviceQueue</i>	The estimated time required to empty the device queue (i.e., how long it will take for all faxes in all device queue to be sent).
<i>VSIFAX.Server.TimeToFax</i>	Average time to send fax which is calculated as VSIFAX.Server.TimeToEmptyImageQueue + VSIFAX.Server.TimeEmptyDeviceQueue.
<i>VSIFAX.Server.InboundDevices</i>	Total number of devices that have been configured for inbound usage on this server..
<i>VSIFAX.Server.Outbound.Devices</i>	Total number of devices that have been configured for outbound usage on this server. (Note: some devices are configured for both inbound and outbound usage).
<i>VSIFAX.Server.LCR.Inbound</i>	Number of faxes that were sent to this server from other servers using Least Cost Routing.
<i>VSIFAX.Server.LCR.Outbound</i>	Number of faxes that were sent from this server to another servers using Least Cost Routing.

<i>VSIFAX.Server.LB.Static.Outbound</i>	Number of faxes that were sent to this server from other server or clients using Static Load Balancing.
<i>VSIFAX.Server.LB.Static.Inbound</i>	Number of faxes that were sent from this server to another server using Static Load Balancing.
<i>VSIFAX.Server.LB.Dyn.Outbound</i>	Number of faxes that were sent to this server from other servers using Dynamic Load Balancing.
<i>VSIFAX.Server.LB.Dyn.Inbound</i>	Number of faxes that were sent from this server to aother servers using Dynamic Load Balancing.
<i>VSIFAX.Server.AccessDenials</i>	Number of access denials since startup.
<i>VSIFAX.Server.SubmitFailures</i>	Number of fax submit failures since startup.

Outbound Status Stats

<i>VSIFAX.Out.Status.TotalBusy</i>	Number of busy signals since startup.
<i>VSIFAX.Out.Status.TotalNoAnswer</i>	Number of no answer since startup.
<i>VSIFAX.Out.Status.TotalNotAFax</i>	Number of not a fax since startup.
<i>VSIFAX.Out.Status.TotalDropped</i>	Number of line dropped since startup.
<i>VSIFAX.Out.Status.TotalFailed</i>	Number of failed faxes since startup.
<i>VSIFAX.Out.Status.TotalCanceled</i>	Number of canceled faxes since startup.
<i>VSIFAX.Out.Status.TotalSuccess</i>	Number of success faxes since startup.
<i>VSIFAX.Out.StatusTotalMaxTries</i>	Number of max tries since startup.
<i>VSIFAX.Out.Status.TotalSubmit</i>	Number of submitted faxes since startup.
<i>VSIFAX.Out.Status.TotalModified</i>	Number of modified faxes since startup.
<i>VSIFAX.Out.Status.TotalRetry</i>	Number of retired faxes since startup.
<i>VSIFAX.Out.Status.TotalExpired</i>	Total number of expired faxes since startup.
<i>VSIFAX,Out.Status.TotalVoice</i>	Total number of voice answered calls since startup.
<i>VSIFAX.Out.Status.TotalNoDTone</i>	Total number of no dial tone faxes since startup.

Outbound Imaging Stats

<i>VSIFAX.Out.Imaging.TotalMSWord</i>	Number of Word attachments since startup.
<i>VSIFAX.Out.Imaging.TotalMSExcel</i>	Number of Excel attachments since startup.
<i>VSIFAX.Out.Imaging.TotalMSPowerP</i>	Number of Powerpoint attachments since startup.
<i>VSIFAX.Out.Imaging.TotalAcrobat</i>	Number of Acrobat attachments since startup.
<i>VSIFAX.Out.Imaging.TotalIPS</i>	Number of PostScript attachments since startup.
<i>VSIFAX.Out.Imaging.TotalRTF</i>	Number of RTF attachments imaged since startup.
<i>VSIFAX.Out.Imaging.TotalPCL</i>	Number of PCL attachments imaged since startup.
<i>VSIFAX.Out.Imaging.TotalASCII</i>	Number of ASCII attachments imaged since startup.
<i>VSIFAX.Out.Imaging.TotalTIFF</i>	Number of TIFF attachments imaged since startup.
<i>VSIFAX.Out.Imaging.TotalOther</i>	Number of other attachments since startup.
<i>VSIFAX.Out.Imaging.AvgPerMin</i>	Average number of attachments imaged/min.
<i>VSIFAX.Out.Imaging.AvgPerFax</i>	Average number of attachments/fax.
<i>VSIFAX.Out.Imaging.TotalTime</i>	Total time spent on imaging.
<i>VSIFAX.Out.Imaging.TotalImages</i>	Total number of images imaged.
<i>VSIFAX.Out.Imaging.TotalAttach</i>	Total number of attachments since startup.
<i>VSIFAX.Out.Imaging.TotalFailures</i>	Number of failures since startup.

Outbound General Stats

<i>VSIFAX.Out.TotalFaxes</i>	Number of faxes sent since startup.
<i>VSIFAX.Out.TotalPages</i>	Number of pages sent since startup.
<i>VSIFAX.Out.TotalBytes</i>	Number of bytes sent since startup.
<i>VSIFAX.Out.TotalFaxesQueued</i>	Number of faxes in all queues
<i>VSIFAX.Out.TotalPagesQueued</i>	Number of pages in all queues.
<i>VSIFAX.Out.AvgMinsPerPage</i>	Average number of mins to send a page.
<i>VSIFAX.Out.AvgPagesPerMin</i>	Average number of pages sent/min.

<i>VSIFAX.Out.AvgFaxesPerMin</i>	Average number of faxes sent/min.
<i>VSIFAX.Out.AvgPagesPerFax</i>	Average pages/fax.
<i>VSIFAX.Out.AvgBytesPerFax</i>	Average bytes/fax.
<i>VSIFAX.Out.AvgBytesPerMin</i>	Average bytes sent per min.
<i>VSIFAX.Out.AvgCallDuration</i>	Average length of outbound calls.
<i>VSIFAX.Out.TotalCallDuration</i>	Total length of outbound calls.
<i>VSIFAX.Out.LargestPageSent</i>	Number of faxes with more than x pages since startup > 1
<i>VSIFAX.Out.AvgRetries</i>	Average number of retries to send a fax.
<i>VSIFAX.Out.TotalRetries</i>	Total number of retries to send all faxes.
<i>VSIFAX.Out.Notes.TotalFaxes</i>	Total number of faxes in the Notes outbound queue.
<i>VSIFAX.Out.Notes.TotalRecipients</i>	Total number of recipients for all faxes in the Notes queue.
<i>VSIFAX.Out.Notes.TotalAttach</i>	Total number of attachments in all the faxes in the Notes queue.

Outbound Device Stats

<i>VSI-FAX.Out."Device".FaxesInQueue</i>	Number of faxes in queue.
<i>VSI-FAX.Out."Device".Pages InQueue</i>	Number of pages in queue.
<i>VSI-FAX.Out."Device".TotalFaxes</i>	Number of faxes sent per queue.
<i>VSI-FAX.Out."Device".TotalPages</i>	Number of pages sent per queue.
<i>VSI-FAX.Out."Device".TotalBytes</i>	Number of bytes sent per queue.
<i>VSI-FAX.Out."Device".AvgPagesPerFax</i>	Average number of pages per fax per queue.
<i>VSI-FAX.Out."Device".AvgFaxesPerMin</i>	Average number of faxes per min per queue.
<i>VSI-FAX.Out."Device".Avg.PagesPerMin</i>	Average number of pages per min per queue.
<i>VSI-FAX.Out."Device".AvgBytesPerFax</i>	Average number of bytes per fax per queue
<i>VSI-FAX.Out."Device".AvgBytePerMin</i>	Average number of bytes sent per min per queue.
<i>VSI-FAX.Out."Device".AvgCallDuration</i>	Average length of outbound calls per queue.
<i>VSI-FAX.Out."Device".TotalCallDuration</i>	Total length of outbound calls per queue.

<i>VSI-FAX.Out."Device".AvgRetries</i>	Average number of retries to send a fax per queue.
<i>VSI-FAX.Out."Device".TotalRetries</i>	Total number of retries to send a fax per queue.
<i>VSI-FAX.Out."Device".PortFailure</i>	Port failure flag.

Inbound Stats

<i>VSI-FAX.In.TotalFaxes</i>	Number of faxes received since startup.
<i>VSI-FAX.In.TotalPages</i>	Number of pages received since startup.
<i>VSI-FAX.In.AvgPagesPerMin</i>	Average number of pages received/min.
<i>VSI-FAX.In.AvgFaxesPerMin</i>	Average number of faxes received/min.
<i>VSI-FAX.In.AvgPagesPerFax</i>	Average pages/fax.
<i>VSI-FAX.In.AvgCallDuration</i>	Average length of inbound calls.
<i>VSI-FAX.In.TotalCallDuration</i>	Total length of all inbound calls.

Inbound Device Stats

<i>VSI-FAX.In."Device".TotalFaxes</i>	Number of received sent per queue.
<i>VSI-FAX.In."Device".TotalPages</i>	Number of received sent per queue.
<i>VSI-FAX.In."Device".AvgPagesPerFax</i>	Average number of pages per fax per queue.
<i>VSI-FAX.In."Device".AvgFaxesPerMin</i>	Average number of faxes per min per queue.
<i>VSI-FAX.In."Device".AvgPagesPerMin</i>	Average number of pages per min per queue.
<i>VSI-FAX.In."Device".AvgCallDuration</i>	Average length of inbound calls per queue.
<i>VSI-FAX.In."Device".TotalCallDuration</i>	Total length inbound calls for queue.

NT Performance Monitoring and Alarms

Using the Performance monitoring software that comes as standard with Windows NT, you can monitor, graph, and set alarms for all Domino statistics reported by VSI-FAX for Notes.

To enable the NT Performance monitor to recognize the statistics you need to run a batch file from a DOS prompt. Run the following batch file which is found in the Notes directory from a DOS prompt.

NOTESREG.BAT

Then restart the Domino server.

CONSOLE COMMANDS

VSI-FAX for Lotus Notes comes with a broad suite of VSI-FAX Commands and options that can be run either from the Domino server console or via the remote administration console.

load vfxadmin

Synopsis

`load vfxadmin <command> [<options>]`

Description

`load vfxadmin` performs all administration functions related to devices and queues.

Commands

<code>accept</code> <code>reject</code>	Set a fax device or class to accept or reject fax requests.
<code>class</code>	Add, update, delete or list a class.
<code>config</code>	Set, list or delete a configuration file entry.
<code>default</code>	Set fax device or class as the default.
<code>delegate</code>	Delegate your privileges to another user.
<code>device</code>	Add, update, delete or list a device.
<code>enable</code> <code>disable</code>	Enable or disable a device.
<code>license</code>	Add, update, delete or list a device.

list listfims	List all devices and classes or FIMs.
port	Port query commands.
recv norecv	Set a device to receive or not receive faxes.
server	Server control.
send nosend	Set a device to send not send faxes.
user	Add, update, delete or list a user.

Notes

All fax devices in a class have to be of the same type such as all “bl” or all “lb.” You cannot mix device types in the same class.

load vfxadmin accept | reject

Synopsis

```
load vfxadmin accept {<device> | <class>}
```

```
load vfxadmin reject [-r "<reason>"] {<device> | <class>}
```

Description

This command will set a fax device or class to either accept requests or to reject requests. The fax device or class can be either a device or a class.

IMPORTANT: This command does not require that the VSI-FAX engine be stopped and restarted for the command to take effect.

Options

-r "**<reason>**" Reason for not receiving (specified within quotation marks).

{<device> | <class>} Device or class set to accept or reject fax requests.

Notes

A fax device or class can be set to accept requests and not be enabled. This would allow requests to be queued to it, but they would not be sent until the device is enabled.

Attempts to accept a fax device or class that is already accepting or to reject a fax device or class that is already rejecting will result in a warning message.

If a fax device or class is rejecting requests, **vfx** will not allow a request to be queued to it.

By default, a fax device or class is set to accept when it is created.

Examples

To set the fax device or class fax1 to accept requests, enter:

```
load vfxadmin accept fax1
```

To set the fax device or class fax2 to reject requests, enter:

```
load vfxadmin reject -r "incoming only" fax2
```

load vfxadmin class

Synopsis

```
load vfxadmin class {-a <device> | -l | -r <device> | -u | -x}  
[-A {on | off}] [-d] [-n <comment>] <class>
```

Description

This command is used to list or remove a class, add a device to a class or remove a device from a class.

IMPORTANT: Except for the list option, this command requires the VSI-FAX engine to be stopped and restarted for the command to take effect. Except for the list option, this command must be executed by the VSI-FAX for Notes administrator.

Subcommands

Specify one of the following:

- | | | |
|-----------|-----------------------|-----------------------------|
| -a | <device> | Add <device> to class. |
| -l | | List devices in class. |
| -r | <device> | Remove <device> from class. |
| -u | | Update class. |
| -x | | Delete class. |

Options

- | | | |
|----------------------|------------------------|--|
| -A | {on off} | Set accepting mode. Default is on when creating. |
| -d | | Set as default. |
| -n | <comment> | Comments. |
| <class> | | Class. |

Notes

You must specify only one of the **-a**, **-r**, **-x**, **-u** or **-l** options.

The **-d** option (similar to the **load vfxadmin default** command) is used to specify a class as the default when creating it.

A class is automatically created the first time a device is added to it, and it is automatically deleted when the last device is removed from it.

Examples

To create class outgoing and add device fax1 to it, enter:

```
load vfxadmin class -a fax1 outgoing
Class outgoing created
Device fax1 added to class outgoing
```

To list the status of class outgoing, enter:

```
load vfxstat -t

Class      Jobs    Ready  Acc  Members
outgoing  0 0         yes   fax1
```

And/or (depending on the information needed), enter:

```
load vfxadmin class -l outgoing

Dest name : outgoing
Comments  : <none>
default   : no
Status    : accepting since 09/23 11:21
members   : fax1
```

To remove device fax1 from class outgoing, enter:

```
load vfxadmin class -r fax1 outgoing
```

load vfxadmin default

Synopsis

```
load vfxadmin default {<device> | <class>}
```

Description

This command will set a particular fax device or class to be the default fax device or class for queuing outgoing requests. The fax device or class can be either a device or a class.

Options

None

Notes

When the VSI-FAX system is first installed, the administrator is asked which device to set as the default fax device or class if more than one device is created.

IMPORTANT: The VSI-FAX engine will fail to start if a default fax device or class has not been specified. **vfx** will fail on queuing a fax request if no default fax device or class is set and no fax device or class is specified on the command line

It is possible to remove a fax device or class, which is currently the default fax device or class. If a user does this, load vfxadmin will warn the VSI-FAX for Notes administrator that the default fax device or class is being removed, and it is the VSI-FAX for Notes administrator's responsibility to set a new default fax device or class. If a default fax device or class is not specified, VSI-FAX engine will fail to start.

Examples

To set the fax device or class fax1 as the default:

```
load vfxadmin default_fax1
```

To return the default modem or class, enter:

```
vfadmin default
```

load vfxadmin device

Synopsis

```
load vfxadmin device {-a | -l | -u | -x} [-A {on | off}]
[-b <inbox>] [-C] [-d] [-E {on | off}]
[-i {b1 | bt | c2 | lb | lcr | sm}] [-k {on | off | call}]
[-n <comment>] [-P <RNP>] [-R {on | off}] [-S {on | off}] [-v <tty>]
<device>
```

Description

This command is used to add, delete, update or list a device.

IMPORTANT: Except for the list option, this command requires the VSI-FAX engine to be stopped and restarted for the command to take effect. Furthermore, this command must be executed by the VSI-FAX for Notes administrator.

Subcommands

- a Add device.
- l List device.
- u Update device.
- x Delete device.

Options

- | | | | | | |
|-----------------|---|------------|--|-----------------|--|
| -A {on off} | Set accepting mode. Default is on when creating a new device. | | | | |
| -b <inbox> | VSI-FAX inbox to use. Default is vsifax. | | | | |
| -C | Used when adding (-a option) or updating (-u option) a device, perform these checks: | | | | |
| | <table border="0"> <tbody> <tr> <td>Unix/Linux</td> <td>Verify device can be opened as a tty device.</td> </tr> <tr> <td>Windows NT/2000</td> <td>Check if device is under RAS control and verify that it can be opened.</td> </tr> </tbody> </table> | Unix/Linux | Verify device can be opened as a tty device. | Windows NT/2000 | Check if device is under RAS control and verify that it can be opened. |
| Unix/Linux | Verify device can be opened as a tty device. | | | | |
| Windows NT/2000 | Check if device is under RAS control and verify that it can be opened. | | | | |
| -d | Set as default device. | | | | |

-E	{on off}	Set enabled mode. Default is on when creating a new device.
-i	<FIM>	FIM name. Valid values are:
	b1	Class 1/2/2.0 FIM.
	bt	Brooktrout.
	c2	Class 2/2.0 FIM (default).
	lb	LoopBack FIM.
	lcr	Least Cost Routing.
	sm	SendMail FIM.
-k	{on off call}	Speaker mode: always on , always off or on during initialization and off during transmission (call).
-n	<comment>	Comments (typically the phone number the modem is attached to).
-P	<RNP>	Receive Notify Procedure (<RNP>) to use or double quotes for none.
-R	{on off}	Set receiving mode. Default is on when creating.
-S	{on off}	Set sending mode. Default is on when creating.
-v	<tty>	Name of the tty device (required if adding a device that uses a port).
	<device>	Device to add, delete, update or list.

Notes

You must specify only one of the **-a**, **-u**, **-x** or **-l** options.

The **-d** option is the same as the **load vfxadmin default** command, but can be used to specify a device as the default when creating it.

The **-P** option specifies the Receive Notify Procedure (RNP) to be used.

Examples

To add a device fax1 using com1, enter:

```
load vfxadmin device -a -v com1 -n "555-1212" fax1
```

To delete a device fax1 fax device or class, enter:

```
load vfxadmin device -x fax1
```


To change the port the device fax2 is using to com2, enter:

```
load vfxadmin device -u -v com2 fax2
```

To remove a RNP from a device, enter:

```
load vfxadmin device -u -p " " <fax device>
```

load vfxadmin enable | disable

Synopsis

```
load vfxadmin enable <device>
```

```
load vfxadmin disable [-g <secs>] [-r "<reason>"] <device>
```

Description

This command will enable or disable the FIM for a particular device.

IMPORTANT: `load vfxadmin enable/disable` only works on devices; classes cannot be enabled or disabled. This command does not require that the VSI-FAX engine be stopped and restarted for the command to take effect.

Options

- | | | |
|-----------------|-------------------------------|---|
| <code>-g</code> | <code><secs></code> | Grace period in seconds (<code><secs></code>) before a device is forcibly disabled. If not supplied, device is immediately disabled. If <code><secs></code> is set to zero (0), device is not disabled until it becomes idle. |
| <code>-r</code> | <code>"<reason>"</code> | Reason for disabling. Enclose reason in double quotes. |
| | <code><device></code> | Device to enable or disable. |

Notes

A device can be automatically disabled by the VSI-FAX engine if it encounters trouble establishing communication with the device. If this happens, the device is marked as temporarily disabled (indicated by “down” rather than “disabled”). When the VSI-FAX engine is restarted, any devices marked as “down” will be tried again, and marked as enabled if it comes up successfully.

Attempting to enable a device which is already enabled will give a warning message, as will attempting to disable a device that is already disabled. However, a request to disable a “down” device will completely disable it.

Examples

To enable the device fax1:

```
load vfxadmin enable fax1
```

To immediately disable the device fax2:

```
load vfxadmin disable -r "Forgot to pay phone bill" fax2
```

To disable device fax2 with a grace period of 10 seconds:

```
load vfxadmin disable -g 10 fax2
```

load vfxadmin list | listfims

Synopsis

```
load vfxadmin list
```

```
load vfxadmin listfims
```

Description

load vfxadmin list outputs an abbreviated list of all fax device or class currently installed.

load vfxadmin listfims outputs a list of all available FIMs.

Notes

These commands are not normally useful to the VSI-FAX for Notes administrator, but they are used by various VSI-FAX installation scripts.

Examples

To get a list of all fax device or class currently installed, enter:

```
load vfxadmin list
```

```
default=fax1
```

```
dest=fax1 fim=c2 device=/dev/ttya08 status=ena,snd,rcv
```

```
dest=lb fim=lb device=/dev/null status=ena,snd,norcv
```

To get a list of all available FIMs, enter:

```
load vfxadmin listfims
```

<u>FIM</u>	<u>Description</u>
bl	Black Ice class 1/2/2.0 modems
Bt	Brooktrout
lb	LoopBack
sm	SendMail
lcr	Least Cost Routing

load vfxadmin recv | norecv

Synopsis

```
load vfxadmin recv <device>
```

```
load vfxadmin norecv [-r "<reason>"] <device>
```

Description

This command will set a device to either receive incoming calls or to ignore incoming calls.

IMPORTANT: `load vfxadmin recv / norecv` works only on devices. Classes cannot be set to receive or not receive. This command does not require that the VSI-FAX engine be stopped and restarted for the command to take effect. This command must be executed by the VSI-FAX for Notes administrator.

Options

`-r "<reason>"` Reason for not receiving (specified within quote marks).

`<device>` Device to receive incoming calls or to ignore incoming calls.

Notes

A device need not be set to accept requests to be set to receive incoming calls, but it must be enabled or the FIM will not be executed for that device.

If you attempt to set a device to receive that is already receiving, you get a warning message. If you attempt to set a device to not receive if it is already not receiving you will get an error message.

Attempts to set a send-only FIM (such as loopback) to receive will result in an error message.

IMPORTANT: If a FIM is set to not receive calls, it will still process rings from the modem, but it will not answer the call.

A received fax is stored in the `$VSI_FAX/spool/in` directory as a standard TIFF (Group 3 CCITT) file under the name `<nnnn>.tif`, where `<nnnn>` is a unique sequence number. The received fax will then be processed by the VSI-FAX engine's Receive Notify Procedure.

A device, by default, is set to receive when it is created unless the device is for a send-only FIM such as **1b** (LoopBack FIM) or **sm** (SendMail FIM).

Examples

To set the device fax1 to receive incoming calls:

```
load vfxadmin recv fax1
```

To set the device fax2 to ignore incoming calls:

```
load vfxadmin norecv -r "outgoing only" fax2
```

load vfxadmin send | nosend

Synopsis

```
load vfxadmin send <device>
```

```
load vfxadmin nosend [-r "<reason>"] <device>
```

Description

This command will set a device either to send queued requests or not to send requests.

NOTE: This command only works on devices; classes cannot be set to send or to not send. This command does not require that the VSI-FAX engine be stopped and restarted for the command to take effect. This command must be executed by the VSI-FAX for Notes administrator.

Options

-r " <reason> "	Reason for not sending (specified within quote marks).
<device>	Device set to send or not to send queued fax requests.

Notes

The main use of this command is to allow a device to receive incoming calls and queue outgoing requests but not send them. This can be useful if you only have one modem that is sending outbound faxes (which have been queued); however, you need the modem to remain unoccupied to receive faxes. Otherwise, as soon as the current fax being sent is finished, the FIM will start sending out the next fax.

Examples

To set the device fax1 to send requests:

```
load vfxadmin send fax1
```

To set the device fax2 to not send requests:

```
load vfxadmin nosend -r "incoming only" fax2
```

load vfxcancel

Synopsis

```
load vfxcancel [-g] [-H <host>] [-U <user>] [-x] <fax_req>
```

Description

load vfxcancel removes a fax request from either the active or expired fax queue. If the request is currently being transmitted, the fax request is terminated immediately.

Options

-g	<fax_req> is a group fax.
-H <host>	Connect to this VSI-FAX engine host name.
-U <user>	User name.
-x	Expire the job.
<fax_req>	Fax request ID.

Notes

A user can only cancel a fax request that he submitted, but the VSI-FAX for Notes administrator can cancel any fax request.

If the fax request to be canceled is currently expired, the result code for that job is changed from “expired” to “canceled,” and the fax files for that request are deleted.

An attempt to cancel a request which is already finished (but not expired) will result in a warning message.

Examples

To cancel an individual fax request, enter:

```
load vfxcancel 1055
```

To cancel several individual fax requests, enter:

```
load vfxcancel 1055 1056 1067 1088
```

To cancel a group fax request, enter:

```
load vfxcancel -g 3001
```


To cancel a member of a group fax request, enter:

```
load vfxcancel -g 3001-3
```

load vfxilog

Synopsis

```
load vfxilog [-A <dir>] [-f {all | <list>}]  
  [-F {csv | eval | pipe | tab | tag | tcl}] [-h {on | off}]  
  [-H <host>] [-l <num>] [-r] [-t <tag><op><value>] [-U <user>]  
  <fax_req>
```

Description

load vfxilog outputs a report on received faxes. The format of the report can either be a standard tabulated layout or it can be a dump of the fields in the database, in any order and format desired.

Options

-A	<dir>	Alternate <dir> for ILOG database.
-f	{all <list>}	Comma delimited field <list> or all fields (default).
-F	<format>	Format report in one of the following formats: csv Comma “,” delimiter (default). eval Eval (tag=value) format. pipe Pipe “ ” delimiter format. tab Tab delimited format (tag=value). tag Tag format. tcl TCL eval format.
-h	{on off}	Set header to display (on) or not display (off).
-H	<host>	Connect to this VSI-FAX engine host name.
-l	<num>	Output this number (<num>) lines per page.
-r		Display entries in reverse order.

-t **<tag><op><value>** Match records matching this criterion. More than one **-t** option can be supplied to specify AND conditions. Valid operators are:

= Equal to.

!= Not equal to.

> Greater than.

< Less than.

>= Less than or equal to.

<= Greater than or equal to.

-U **<user>** Fax account user ID.

<fax_req> If specified, list for Fax Request ID only.

Notes

Default is that information will be returned for the VSI-FAX for Notes administrator making the request. If you want to return information for another user you must use the **-U** option.

The default value for the **-h** option is on for the standard report and is off for outputting in database format. The **-h** option is ignored if **-F eval** was specified.

Specifying a field list with the **-f** option sets the default for the **-F** option to pipe.

Examples

To produce a normal report of the input log, enter:

```
load vfxilog
```

To report all faxes received after 10:30 am today, enter:

```
load vfxilog -t "sti>103000"
```

To produce a report for a specific ID (1017), enter:

```
load vfxilog 1017
```

Regid	---Stime---	---Etime---	pgs	TSI	Res	DID	ext
1017	01/29 15:22	01/29 15:22	1	yoda	fine	robj	

To produce a report for a specific id (1017) in eval format, enter:

```
load vfxilog -F eval 1017
```

```
seq="1017" tsi="yoda tsi" sti="19990129152235" eti="19990129152235"
npg="1" did="robj" res="fine" que="lb" ela="0"
```

load vfxolog

Synopsis

```
load vfxolog [-a] [-A <dir>] [-d] [-f {all | <list>}]  
[-F {csv | eval | fmt=<str> | pipe | tab | tag | tcl}]  
[-h {on | off}] [-g] [-G <group>] [-H <host>] [-l <num>] [-N] [-O]  
[-r] [-t <tag><op><value>] [-u <user>] [-U <user>] [-v] [-x] [-X]  
<fax_req>
```

Description

load vfxolog outputs a report on all fax requests submitted to the server. The default mode is to report only the final status of each request in request order, but the VSI-FAX for Notes administrator can ask for the output in reverse order, and/or can ask for the records for each attempt.

The report is for either regular fax jobs or for group jobs. If the report is requested for regular jobs, a record is listed for each regular job and for each member of a group job. If the report is requested for group jobs, a summary record for each group is given.

The normal output is one line per record of selected fields in a tabular form. You has the option to ask for the records to be dumped according to the format desired and the fields that are to be included.

You can also include an optional header using the **-h** option. This header is the first line of the report. It lists the tag names, separated by the specified delimiter. Each record in the report will list the tag values in this order.

Options

-a	Show all entries.
-A <dir>	Alternate <dir> for ILOG database.
-d	Show detailed entries.
-f {all <list>}	Comma delimited field <list> or all fields (default).

-F	<format>	Format report in one of the following formats:
	csv	Comma “,” delimiter (default).
	eval	Eval (tag=value) format.
	fmt=<char>	Custom delimiter character (<char>).
	pipe	Pipe “ ” delimiter format.
	tab	Tab delimited format (tag=value).
	tag	Tag format.
	tcl	TCL eval format.
-g		Show group entries.
-G	<group_ID>	Show members of this <group_ID>.
-h	{on off}	Set header to display (on) or not display (off).
-H	<host>	Connect to this VSI-FAX engine host name.
-l	<num>	Output this number (<num>) lines per page.
-N		Add file names and pages to output.
-O		Add file names output.
-r		Display entries in reverse order.
-t	<tag><op><value>	Match records matching this criterion. More than one -t option can be supplied to specify AND conditions. Valid operators are:
	=	Equal to.
	!=	Not equal to.
	>	Greater than.
	<	Less than.
	>=	Less than or equal to.
	<=	Greater than or equal to.
-u	<user>	Show jobs for this user only.
-U	<user>	Fax account user ID.
-v		Verify. Show entries as they are deleted.
-x		Show expired jobs.

-x	Mark entry as deleted.
<fax_req>	If specified, list for Fax Request ID only.

Notes

Default is that information will be returned for the VSI-FAX for Notes administrator making the request. If you want to return information for another user you must use the **-U** option.

The default value for the **-h** option is on for the standard report and is off for outputting in database format. The **-h** option is ignored if **-F eval** was specified.

Specifying a field list with the **-f** option sets the default for the **-F** option to pipe.

Examples

To search for a specific member of a group by entering:

```
load vfxolog g-5003-1
```

To get the log for all group jobs in the system, enter:

```
load vfxolog -g
```

To report on all jobs for all users, enter:

```
load vfxolog -U vsifax
```

To report on all jobs submitted today, enter:

```
load vfxolog -t "sbt>000000"
```

load vfxpurge

Synopsis

```
load vfxpurge [-a] [-d <dir>] {-e <days> | -i <days> | -o <days>} [-E]  
[-P] [-r <days>] [-v]
```

Description

load vfxpurge purges expired fax requests older than a specified time or that are older than a specified time from the input or output log.

This command must be executed by the VSI-FAX for Notes administrator.

NOTE: The VSI-FAX engine does not have to be stopped to purge the databases

Options

-a	Archive all attempt entries when archiving the output log.
-d <dir>	Archive the purged records to this directory.
-e <days>	Remove expired requests older than the specified <days> .
-i <days>	Remove input log entries older than the specified <days> .
-o <days>	Remove output log entries older than the specified <days> .
-r <days>	Remove all received faxes older than the specified <days> .
-E	Keep expired jobs.
-p	Run TNP or GNP for all expired jobs when they are cancelled.
-v	Verbose mode.

Notes

Either the **-e**, **-o** or **-i** option must be specified, and only one can be specified at a time.

IMPORTANT: The entry for the number of days does not recognize numbers with decimal points. For example you cannot enter .5 for a half a day or 1.5 for a day and a half.

You should periodically purge all accumulated expired requests since they will impact the size of available free disk space.

The **-d <dir>** option, if specified, indicates the directory to store a database containing all the purged records, which are named as follows:

If purging the input log, the **<dir>/ilog.*** database is created

If purging the output database, the **<dir>/faxreqs.*** and **<dir>/faxtags.*** databases are created.

The **-a** option specifies that when archiving records from the output log that all attempt records are to be saved. Default is to save only the final attempt records.

Entries in the output log are purged based on their submit-time. In other words, if a user specified the option **-o 4**, then all jobs submitted prior to four days ago will be purged.

An entry will not be purged from the input log even if it meets the date criterion if it is still considered a pending job. A group entry is purged only if all members of that group have completed.

If an entry is removed from a database, any corresponding files for that entry are deleted. For example, if the VSI-FAX for Notes administrator requests that all expired requests be purged, the files for those requests (located in the **\$VSI/FAX/spool/expired** directory) will be deleted. Purging expired requests will result in those entries in the log as being flagged as canceled.

The **load vfxpurge** command does not delete debug logs and we strongly recommend that these be deleted as needed to free up space.

Examples

To purge all expired requests older than 4 days, enter:

```
load vfxpurge -e 4
```

To purge all entries in the output log older than 30 days, enter:

```
load vfxpurge -o 30
```

To purge the output log of all entries older than 10 days and save to an archive file, enter:

```
load vfxpurge -o 10 -d /tmp/archive
```


load vfxsched

Synopsis

```
load vfxsched [-D] [-s] {check | halt | list | restart [<secs>]  
| start [<secs>] | stop [<secs>] | version}
```

Description

load vfxsched is used to start, stop and restart VSI-FAX engine scheduler processes required for processing fax requests.

NOTE: Only root or the VSI-FAX for Notes administrator can run this command to start the server. A user can run this command with the check, list or version commands.

Options

- D Enable debug mode.
- s Used in conjunction with 'load vfxsched start' to start the scheduler in silent mode.

Commands

check	Check if running.
halt	Begins the scheduler shutdown immediately regardless of the current fax transmission state.
list	List processes.
restart <secs>	Cycle (restart) the server.
start <secs>	Start the server (default).
stop <secs>	Waits until the fax requests in transmission terminate their call before shutting down the scheduler.
version	Output server version.

Notes

If no command is supplied, **start** is assumed.

A ‘grace periods’ option has been added to the start, stop and restart options. If the VSI-FAX engine has not responded to the command entered, within the specified time, the process terminates and an error message will be written to the console.

The **-D** option will enable verbose entries in the **load vfxsched** log file. In addition, this debug flag is passed to all processes and FIMs spawned by **load vfxsched**.

The **-s** option will suppress any output to stdout. Note that any errors will still be reported to stderr.

The **start** command will start up the VSI-FAX engine. Note that **load vfxsched** simply starts all processes and then terminates.

The **stop** command performs a “soft shutdown,” in that no further work or commands are processed, but the system does not terminate until all FIMs and processes are idle.

The **halt** command performs a “hard shutdown,” in that all processes and FIMs are stopped immediately, regardless of any work in progress. Note that if a FIM is in the process of sending a fax when a **halt** command is received, that fax will be restarted when the system comes back up, but any faxes being received will be lost.

Note that when either the **stop** or **halt** command is given, the server will checkpoint any work in progress (such as any queued submittals or notifies) and restart them when the server comes back up.

The **restart** command will stop (via a “soft shutdown”) and start the server back up.

The **check** command performs a check to verify whether the **load vfxsched** process is currently running. Note that the exit status of executing **load vfxsched check** is set, allowing users to discard the screen output if desired (when integrating with scripts, etc.).

The **list** command lists the **load vfxsched** and supporting processes currently running, including those spawned to fulfill client fax requests. Typical output will include entries for the following processes:

vr sched	Server process responsible for spawning all supporting processes
vg sched	Group scheduler process
vnetlgn	Login/logout process responsible for authenticating clients
vnetcmd	Command process responsible for fulfilling all short-term client requests
vnetfax	Command process responsible for fulfilling all mid- to long-term client requests
*-fim	Various Fax Interface Modules (FIMs) which do the interfacing to the modems.

The **version** command will display the version information for the **load vfxsched** program.

Examples

To check if the server is running, enter:

```
load vfxsched check
```

To start the server in debug mode, enter:

```
load vfxsched -D start
```

To stop the server, enter:

```
load vfxsched stop
```

To list server processes currently running, enter:

```
load vfxsched list
```

load vfxstat

Synopsis

```
load vfxstat [-A] [-a] [-c <secs>] [-g] [-H <host>] [-h] [-l]
[-q <queue>] [-r] [-s <secs>] [-T <template>] [-t] [-u <user>]
[-U <user>] <fax_req>
```

Description

load vfxstat, when executed without a fax request ID number, reports on the status of the VSI-FAX engine and any active fax requests in the fax queue. When used with a fax request ID number, it reports the details regarding this fax request such as cover page information and current status on the fax queue.

Options

-A	Show actual device in class being used to send a fax.
-a	Show administration information.
-c <secs>	Continuous display every “secs”.
-g	Show only Group request statistics.
-H <host>	Connect to this VSI-FAX engine host name.
-h	Display full-screen help.
-l	Show local job only.
-q <queue>	Show count of jobs in <queue> (“all” for all).
-r	Show only whether the scheduler is up.
-s <secs>	Continuous display every <secs> (full-screen mode).
-T <template>	Show status in the format specified by this <template>.
-t	Show full listing.
-u <user>	Show jobs for this user only.
-U <user>	Fax account user ID.
<fax_req>	Fax Request ID.

Notes

Upon using the appropriate option, **load vfxstat** outputs:

INFORMATION	OPTIONS DISPLAYING THIS INFORMATION
class list	-t, -a
device list	-t, -a
device status	all options except -r
fax queue	no option, -t
group queue	no option, -t, -g
server status	all options
sessions	-a

The various options above are ignored if a **<fax_req>** (fax request ID number) is specified on the command line. In this case, only a formatted output is generated for the **<fax_req>**.

The group **-g** option allows you to specify a specific member of a group for example,

load vfxstat g-5001-1

This will display only information for the first member of the group.

The **-c <secs>** option causes **load vfxstat** to continuously update at the specified interval.

The **-r** option will only report whether the VSI-FAX engine is running or not. Since this is a client program, it determines whether the VSI-FAX engine is running by whether it is able to log in to the server. Therefore, if the network is down, **load vfxstat -r** will erroneously report that the VSI-FAX engine is not running. A user could interpret the output of **load vfxstat -r** as “server is reachable.”

Also, if bsmith is not a registered user, the command **load vfxstat -r -U bsmith** will output as follows:

If the VSI-FAX engine is running:

“load vfxstat: Cannot login to server on <<host>>: User bsmith does not exist”

If the VSI-FAX engine is not running:

“Server on <<host>> is not running”

Examples

To display a full listing of the VSI-FAX engine status and all active fax requests in the fax queue, enter:

```
load vfxstat -t
```

To display only the status and unique details from a single fax request ID number (<fax_req>), enter:

```
load vfxstat 1055
```

To display only Group request statistical information for a particular Group request ID number (<fax_req>), enter:

```
load vfxstat g-3002
```

To display the status of a particular member of a group, enter:

```
load vfxstat g-3002-5
```

load vfxtry

Synopsis

```
load vfxtry [-d {<device> | <class>}] [-H <host>] [-n <num>]
           [-p <priority>] [-T <time>] [-U <user>] <fax_req>
```

Description

load vfxtry initiates an attempt of an expired request. When executed without any options, this command causes the specified queued fax request to advance its “next-attempt-time” to “now.” If no other fax requests are ahead of this job in the fax queue, **load vfxtry** will cause this request to be retried “now.”

In addition, you can impose new parameters on a queued fax request from the available options below. **load vfxtry** works on both active and expired fax requests, which are then placed in the active fax queue for processing.

Options

-d	{<device> <class>}	New fax device or class.
-H	<host>	Connect to this VSI-FAX engine host name.
-n	<num>	New fax number (<num>).
-p	<priority>	New <priority>.
-T	<time>	New <time> in [yy] [mmd] hhmm [am pm] format.
-U	<user>	User ID.
	<fax_req>	Fax Request ID.

Notes

If an active fax job is reactivated (by **retry** command), the attempt count is not modified.

For example, if a job uses the retry strategy **default** (which gives 5 attempts 5 minutes apart), and it already had completed 2 attempts, then the reactivated job will still have 3 attempts left.

If an expired job is rejuvenated, then the effective attempt count is reset to 0 (meaning it has yet to try any attempt).

Examples

To reactivate a rescheduled or expired fax request 1055, enter:

```
load vfxtry 1055
```

To modify a fax request 1055 to the fax number “555-1212,” enter:

```
load vfxtry -n 555-1212 1055
```

To modify the fax request’s (1055) fax number, send-time, and fax device or class to fax4, enter:

```
load vfxtry -n 489-2486 -T 130pm -d fax4 1055
```


load vsifax

Synopsis

`load vsifax`

Description

This command will load the VSI-FAX for Notes add-in task to the Domino Server.

Options

None.

Notes

There is no help option available for this command.

Examples

To load the VSI-FAX for Notes Domino server add-in, enter:

```
load vsifax
```

tell vsifax quit

Synopsis

```
tell vsifax quit
```

Description

This command will stop the VSI-FAX for Notes add-in task on the Domino Server.

Options

None.

Notes

There is no help option available for this command.

Examples

To stop the VSI-FAX for Notes Domino server add-in, enter:

```
tell vsifax quit
```

tell vsifax version

Synopsis

```
tell vsifax version
```

Description

This command will display on the server console the version of VSI-FAX for Notes that is currently running on the Domino Server.

Options

None.

Notes

There is no help option available for this command

Examples

To obtain the current version number, enter:

```
tell vsifax version
```


IMAGING

Native File Attachments

By default VSI-FAX for Notes supports the imaging of any of the following file types:

- ASCII Text (*.txt)
- Microsoft Word™ (*.doc)
- Microsoft Excel™ (*.xls)
- Rich Text Format (*.rtf)
- Adobe Acrobat™ (*.pdf)
- Tiff Group 3 and Group 4 (*.tif)
- PostScript (*.ps)
- Printer Control Language (*.pcl)

The system uses viewers from Microsoft™ and Adobe™ as well as in-house technology to perform this imaging.

The range of native file formats that can be attached and imaged can be increased by installing applications on the server. For example, you want to be able to attach Lotus 1-2-3™ spreadsheet files to a fax. To do this all you would have to do is install Lotus 1-2-3 on the VSI-FAX for Notes server. Then when you attach the file in the future, VSI-FAX for Notes will determine the type of the attached file based on the file extension. It will then look in the registry for a file association for that file type. If an association is found, VSI-FAX for Notes follows the instructions for starting the application, loading the attachment, and printing it using the VSI-FAX for Notes fax print driver.

In order for this process to work the installed application must support and make the appropriate entries in the registry for either:

- Loading and printing of files using DDE (Dynamic Data Exchange)
- Starting the application on the command line with the option to print

The printing using either DDE or the command line must be automatic. The application must not stop and prompt a user to confirm the printing or prompt the user to select a printer to print to.

If you are unsure of the capabilities of a particular application we suggest you contact the manufacturer before calling our technical support services team.

Imaging Notes Form

VSI-FAX uses a very accurate method of rendering Notes forms. This method ensures that rich text content such as tables, fonts, check boxes, buttons, etc. appear correctly on the fax. Also, the VSI-FAX imaging also respects Hide When and Hide When Printing attributes.

The ability to image Notes forms is controlled through a hidden field on the form called FaxEntireForm. This is a text field and should contain a value of “1” for the form to be imaged. Imaging of Notes forms can be intermixed with imaging attachments as well as imaging embedded objects.

Imaging Embedded Objects

VSI-FAX for Notes fully supports the imaging of embedded objects within either a form or the body of a rich text field. Embedding objects into the text of a fax is preferable to just adding attachments as you can control the order in which they appear and therefore the order in which they are imaged.

You need to install the application on the VSI-FAX server before you can embed any objects created with that application.

INTEGRATIONS

Notes-Based Integrations

VSI-FAX for Notes can easily be integrated into any existing Notes application. VSI-FAX for Notes can convert any valid email into a fax assuming the email is addressed correctly. VSI-FAX for Notes considers a valid email to consist of the following fields:

- PostedDate
- SendTo
- CopyTo
- BlindCopyTo
- Subject

Body A valid address would be in the format of Recipient@FaxNumber@FaxDomain i.e.:

Joe Smith@555 1234@FAX

Only the contents of the Body field in the email will be imaged and faxed. If the body field is empty and there is no cover page specified for the sender, the fax will not be sent.

If you want to fax the entire form you should add a hidden field of type Text called 'FaxEntireForm' and set its value to "1".

You can also customize the way the fax is sent (i.e., delayed send) or the cover page to use. Refer to the fields, field types and values on the Fax Request form. VSI-FAX for Notes will look for and use these fields if they exist in the email.

Integrations Using the VSI-FAX Engine

VSI-FAX for Notes 3.0 also extends its integration interface to allow applications in virtually any environment to send faxes. Mainframe, AS/400, UNIX, Web, ERP and email applications can send faxes using the VSI-FAX for Notes Server. All faxes, regardless of the sending application, can be centrally administered and reported on in Notes. The integration interfaces include the cutting edge technology of XML with the proposed fax industry standard XML-F. Also supported are command line tools, autosend directories, email to fax gateways, UNIX lp spooler, and embedded data integration interfaces.

For detailed information on these integrations, please download the complete integrations manual from www.vsi.com or contact our technical support directly at +1 949-489-8778 for more information.

CLIENT INFORMATION

Sending Faxes

Fax Addressing Options

VSI-FAX for Notes supports different ways to enter and select recipient addresses.

Full Address Format

Fax addresses consist of 3 parts separated by @ signs (e.g., Fred Smith@555 1234@FAX).

- A recipient name (e.g., Fred Smith).
- A fax number (e.g., 555 1234).
- A fax domain name (e.g., FAX).

Short Address Format

Fax addresses consist of 2 parts separated by an @ sign (e.g., Fred Smith@FAX).

- A recipient name (e.g., Fred Smith).
- A fax domain name (e.g., FAX).

If the phone number is omitted, the system will attempt to resolve it on the server. It will look for the fax recipient in the public Name and Address book on the server (not the private Name and Address book) and will use the phone number from the Work Fax Number field. If the field is blank or the recipient is not found, the system will return a delivery failure report. To use this style of addressing, enter the recipient's name followed by the fax domain name (e.g., Fred Smith@FAX).

In either case the fax domain name to use should have been assigned to you by the Notes System Administrator.

Entering Fax Numbers

Phone numbers should never include any access codes. For example, you should not include the 1 before the area code of a long distance numbers in the U.S., For example, 1 714 555 1234 should be entered as 714 555 1234. With a full address this would become Fred Smith@714 555 1234@FAX

For international numbers, you should not include the international access code, just the country code. For example, 011 44 171 555 1234 should be entered as 44 171 555 1234, and with a full address this would become Fred Smith@44 171 555 1234@FAX.

Using the Fax Address Button

If you're using the Fax Request form, you can use the Fax Address button on the toolbar to select users from the Name and Address books and have their fax numbers pulled in automatically. The system will automatically pull in the fax numbers of any selected users from the address book. For this to work the address book entry should have a fax number in the Work Fax number field.

Using Address Button

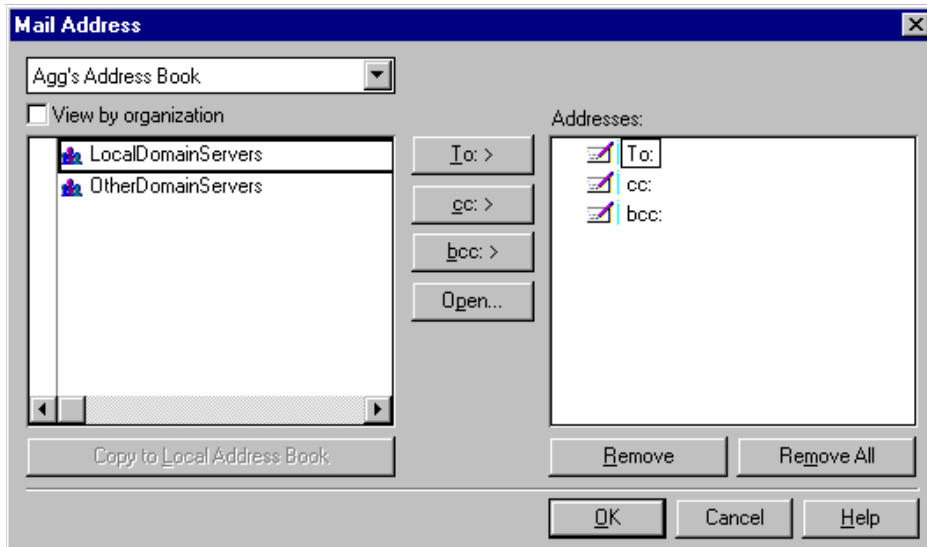
If you're using either the Fax Request form or the Memo form and use the Address button to select users from the Name and Address books, the system will automatically pull the fax numbers of any selected users from the address book. For this to work the address book entry should have a fax number in the Work Fax Number field.

Working with Name and Address Books

The VSI-FAX for Notes User Address Books allow you to select recipients from either the public Name and Address book or from a private Name and Address book that you create and maintain on your local hard drive. The following will explain the process of selecting recipients, adding names to your local address book, removing selected addressee names, and viewing specific information for an addressee.

To work with the address book(s):

Select either the Fax Address or the Address button while in the VSI-FAX Request form. The system displays the Mail Address dialog box.



Select the Address Book you want to work with using the pull down list. Once selected the system displays a list of all the addresses in the selected address book.

NOTE: If your company uses an organizational hierarchy you can choose the View by organization button to display the established groups.

Select each recipient you want to send the fax to by using the selector bar and then choosing the To:> button for each one. As you select each one, the system will place the recipient's name in the appropriate place in the dialog box.

You can repeat this process to select carbon copy recipients and blind carbon copy recipients. For each of the carbon copy and blind carbon copy recipients, choose the appropriate button to have the name placed in the right heading.

Once all of the recipients are selected choose the OK button. The system will close the Mail Address dialog box and put your selections in the appropriate headings on the Fax Request Form.

Adding a Name to Your Local Address Book

While working with the public Name and Address book you may want to add names from the address book to your personal (local) address book. To do this:

Display the address book from which you want to select names.

Select the name or names you want to copy to your local address book. When selecting multiple names, the system will put a checkmark next to each name selected.

Choose the Copy to Local Address Book button. The system will add the selected names to your phonebook.

Removing a Name from Addresses

If you want to remove a name from the Addresses list, select the name you want to remove and choose the Remove button. The system will remove the name selected. In addition, if you want to remove all of the names you previously selected, choose the Remove All button.

Viewing a Person's Information

To view information about a specific person in the address book, select the person using the selector bar, then choose the Open button. The system displays the Person form with all the information in the system about the selected person. The system displays name information, mail information, the person's home and work information, and administration information. When you finish viewing the information, choose the Close button.

Once you have completed making all the required selections choose OK. The system returns you to the Fax Request form.

Using the Fax Request Form

The following topic explains how to send a fax using the Fax Request Form in your mail file. (This section assumes that your Notes System administrator has copied the Fax Request Form into your mail file.)

In addition to sending faxes using the Fax Request Form, you can also send faxes using the Memo form. See the Using the Memo Form topic. To send a fax do the following:

1. Open your mail database.
2. Choose Fax Request from the Create menu.

The system displays the form with which you can create your fax.

FIELD OR OPTION	DESCRIPTION
To	Enter the names and fax numbers of the people you want to send this fax to in the format Fred Smith@7145552341@FAX. Alternatively, click on the Fax Address or Address button above and choose from entries in the Name and Address book. See the section called Fax Addressing Options.
cc:	Enter the names and fax numbers of the people to whom you want to Carbon Copy this fax, in the same format as above. Alternatively, click on the Fax Address or Address button above and choose from entries in the Name and Address book.
bcc:	Enter the names and fax numbers of the people to whom you want to Blind Carbon Copy this fax to.

FIELD OR OPTION	DESCRIPTION
Subject:	Enter the subject text for your fax.
Attachments	To add attachments to the fax you are creating, choose the Attachments heading of the form. The system opens the attachments options and displays the Attachment button.

- 3. Enter the text for the body of your fax.
- 4. Choose the Add Attachment button.

The system displays the Create Attachments dialog box allowing you to select the drive, directory, and any file you want to attach.

Once you have selected the file, choose the Create button. The system attaches your selection to the fax. See the topic called Supported File Types concerning valid file formats.

Fax Sending Options

To set up sending options, choose the Fax Sending Options heading of the form. The system opens the Fax Sending Options form. The Send Options provide all of the selections, allowing you to set up page size, resolution, delivery information, attachments, and cover page sending information. To set up sending options:

Fax Sending Options

Fax Sending Options

Resolution:

Fine

Page size:

Letter Size (8.5"x11")

Delivery report:

None

Send cover page:

Yes

Display recipient info in Fax header:

No

Print outbound fax:

No

Delivery priority:

Normal

Retry method:

Default:5;5;5

LB/LCR Notify:

No

Send non-image file attachments:

Yes

Cost code:

Email fax back:

No

FIELD OR OPTION	DESCRIPTION
Resolution	Select the resolution to use in sending the fax. Fine is 196x204 and Standard is 98x204.
Delivery Priority	Select a priority for the fax. (Setting the priority to High will disable Least Cost Routing and Load Balancing.)
Page size	Select the page size for the fax image.
Retry Method	Select a retry method in case the fax fails to be sent on the first attempt.

FIELD OR OPTION	DESCRIPTION
<i>Delivery report</i>	Select whether you want to be notified by email whether the fax is successful or if it failed.
<i>LB/LCR Notify</i>	Select whether you want to be notified by email if this fax is either Load Balanced or Least Cost Routed to a server other than the one to which you originally addressed the fax to. The email notification contains a doc link to the appropriate outbound log entry on the server from which the fax was finally sent.
<i>Send cover page</i>	Select whether you always want a cover page to be sent with the faxes.
<i>Send non-image file attachments</i>	If this option is set to Yes, any files attached to the fax will be imaged on the server as long as they are supported file types. If this option is set to No, any file attachments will not be imaged. This feature is useful when you want to send a fax and an email simultaneously. This will cause the email recipients to receive the file attachments, while the fax recipients will not.
<i>Display recipient info in Fax header</i>	Use this field to control whether you want the recipient's name and fax number to appear in the header of the fax. The header of a fax is the top most line of the fax.
<i>Cost code</i>	Enter a cost code to be associated with this fax. This can be an account number or department number.
<i>Print outbound fax</i>	If this field is set to 'Yes' the system will both send the fax and additionally print it out . The system administrator controls the printer that the fax is printed on.
<i>Email fax back</i>	If this field is set to 'Yes' the system will send the fax and will also email it back to you as a .TIF file.
<i>Fax class/device</i>	If this option is available you can override the default class or device that has been set in your User Profile. This option is useful if you want to send a broadcast fax using a specific class or device.

Send Date Options

To set up the Send Date options, choose the Send Date Options heading of the form. The system opens the date and time options for sending the fax.

The Send Date options portion of the form allows you to control when the fax you're creating gets sent, such as if the fax is a press release and you don't want it sent out until 9:00AM.

▼ **Send Date**

Send Date & Time

Send Date:

11/24/98

16

Send Time:

10:12 AM

FIELD OR OPTION	DESCRIPTION
Send Date	Select the date on which you want to send the fax.
Send Time	Select the time you want to send the fax.

Cover Page Information

To set up the Cover Page options, choose the Cover Page heading of the form. The system opens the cover page options portion of the form, allowing you to select and set up the cover page you want to include with your fax.

▼ **Cover Page Information**

Cover Page Information

Include all names:

☐

Yes

Include senders name:

☐

Yes

Cover page name:

☐

Default

Cover page message:

☐

Company:

☐

E-mail:

☐

Address 1:

☐

Address 2:

☐

Address 3:

☐

Country:

☐

Phone number:

☐

Fax number:

☐

User defined field 1:

☐

User defined field 2:

☐

User defined field 3:

☐

User defined field 4:

☐

FIELD OR OPTION	DESCRIPTION
Include all names	Select whether or not to include all names on the cover page such as To names, cc names, and bcc names.
Include senders name	Use this option to control whether your name should appear on the fax.

156

VSI-FAX FOR NOTES REFERENCE MANUAL

FIELD OR OPTION	DESCRIPTION
Cover page name	Select a cover page to use with the fax. If the Send Cover Page field is set to No, this option is ignored.
Cover page message	Enter an optional message that will appear on all the cover pages sent.
Company	Enter the name of the company to appear on the cover page.
Email	Enter the email address that is to appear on the cover page.
Address 1 - 3	Enter the address that is to appear on the cover pages. You can use Address 1, 2, and 3 fields.
Country	Enter the name of the country to appear on the cover pages.
Phone number	Enter the return phone number to appear on the cover pages.
Fax number	Enter the return fax number to appear on the cover pages.
User defined field 1 - 4	Enter any text you want to appear on the fax. Whatever is entered into each field will appear in the same field on the cover page.

Once all information is entered for all of the sections above and you're ready to send the fax, choose the Send and Save button. The system will send the fax and save a copy to your mail database.

Using the Memo Form

The following topic explains how to send a fax using the Memo form in your mail file.

In addition to sending faxes using the Fax Request Form, you can also send faxes using the Memo form. To send a fax do the following:

1. Open your mail database.
2. Choose Memo from the Create menu. The system displays the form with which you can create your fax.

The screenshot shows a software window for creating a memo. At the top is a toolbar with icons and labels for 'Address...', 'Save As Draft', 'Send', 'Send And File...', 'Delivery Options...', and 'Fax Options'. Below the toolbar, the memo content area shows a header with a pencil icon, the name 'Steve Agg', and the date/time '11/24/98 10:54 AM'. Underneath are four fields labeled 'To:', 'cc:', 'bcc:', and 'Subject:', each followed by a small icon representing a list or folder.

3. Enter the names and fax numbers of the people you want to send this fax to in the format Fred Smith@7145552341@FAX. Alternatively, click on the Address button above and choose from entries in the Name and Address book. See the section on Fax Addressing Options.
4. Enter the names and fax numbers of the people to whom you want to Carbon Copy this fax to in the same format as above. Alternatively, click on the Address button above and choose from entries in the Name and Address book.
5. Enter the names and fax numbers of the people to whom you want to Blind Carbon Copy this fax to.
6. Enter the subject text for your fax.
7. Enter the text for the body of your fax.
8. If you want to set up Fax Options, choose the Fax Options button. The system displays the Fax Options dialog box. (This sections assumes that your Notes System Administrator has added the Fax Options button to your Memo form.)

Fax Options

Fax Sending Options

Resolution:

Fine

Page size:

Letter Size (8.5"x11")

Delivery report:

None

Image attachments:

Yes

Class/device:

N/A

Print outbound fax:

No

Delivery priority:

Normal

Retry method:

Default:5,5,5,5

LB/LCR Notify:

No

Send cover page:

Yes

Email fax back:

No

Cost code:

OK

Cancel

Send Date

Send date:

01/08/99

16

Send time:

10:55 AM

Cover Page Information

Inc all names:

Yes

Cover page name:

Default

Company:

Address 1:

Address 3:

Phone number:

User field 1:

User field 3:

Inc senders name:

Yes

Cover message:

Email:

Address 2:

Country:

Fax number:

User field 2:

User field 4:

9. Enter or select the following:

FIELD OR OPTION	DESCRIPTION
Resolution	Select the resolution to use in sending the fax. Fine is 196x204 and Standard is 98x204.
Delivery Priority	Select a priority for the fax. (Setting the priority to High will disable Least Cost Routing and Load Balancing.)

FIELD OR OPTION	DESCRIPTION
Page size	Select the page size for the fax image.
Retry Method	Select a retry method in case the fax fails to be sent on the first attempt.
Delivery report	Select whether you want to be notified by email whether the fax is successful or if it failed.
LB/LCR Notify	Select whether you want to be notified by email if this fax is either Load Balanced or Least Cost Routed to a server other than the one to which you originally addressed the fax. The email notification contains a doc link to the appropriate outbound log entry on the server from which the fax was finally sent.
Send cover page	Select whether you always want a cover page to be sent with the faxes.
Send non-image file attachments	If this option is set to Yes, any files attached to the fax will be imaged on the server as long as they are supported file types. If this option is set to No, any file attachments will not be imaged. This features is useful when you want to send a fax and an email simultaneously. This will cause the email recipients to receive the file attachments, while the fax recipients will not.
Display recipient info in Fax header	Use this field to control whether you want the recipient's name and fax number to appear in the header of the fax. The header of a fax is the top most line of the fax.
Print outbound fax	If this field is set to 'Yes' the system will both send the fax and additionally print it out. The system administrator controls the printer that the fax is printed on.
Email fax back	If this field is set to 'Yes' the system will send the fax and will also email it back to you as a .TIF file.
Cost code	Enter a cost code to be associated with this fax. This can be an account number or department number.
Fax class/device	If this option is available you can override the default class or device that has been set in your User Profile. This option is useful if you want to send a broadcast fax using a specific class or device.
Send Date	Select the date on which you want to send the fax.
Send Time	Select the time you want to send the fax.
Include all names	Select whether or not to include all names on the cover page such as To names, cc names, and bcc names.

FIELD OR OPTION	DESCRIPTION
<i>Include senders name</i>	Use this option to control whether your name should appear on the fax.
<i>Cover page name</i>	Select a cover page to use with the fax. If the Send Cover Page field is set to No, this option is ignored.
<i>Cover page message</i>	Enter an optional message that will appear on all the cover pages sent.
<i>Company</i>	Enter the name of the company to appear on the cover page.
<i>Email</i>	Enter the email address that is to appear on the cover page.
<i>Address 1 - 3</i>	Enter the address that is to appear on the cover pages. You can use Address 1, 2, and 3 fields.
<i>Country</i>	Enter the name of the country to appear on the cover pages.
<i>Phone number</i>	Enter the return phone number to appear on the cover pages.
<i>Fax number</i>	Enter the return fax number to appear on the cover pages.
<i>User defined field 1 - 4</i>	Enter any text you want to appear on the fax. Whatever is entered into each field will appear in the same field on the cover page.

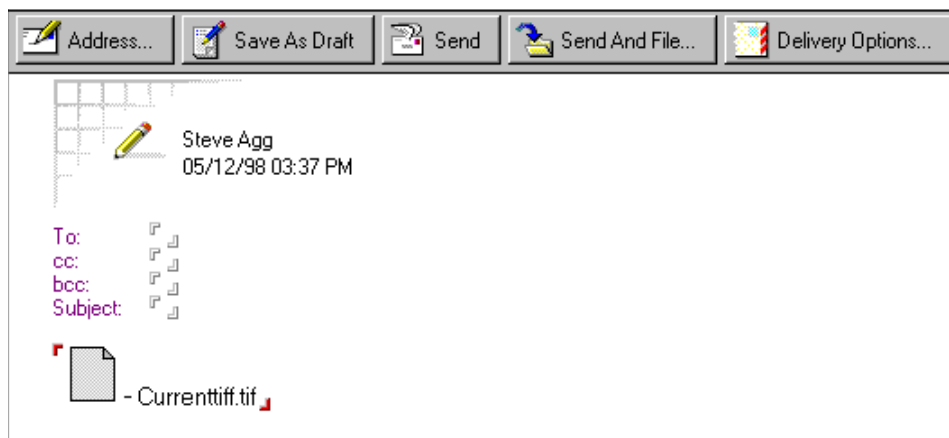
10. Once all of your selections are made, choose the OK button. The system will save your selections and return you to the New Memo form.
11. To send the fax, choose the Send and File button. The system will send your fax as you created it with the options you selected.

Using Print to Fax

Print to Fax will allow you to select the Print option from most applications. Once selected, VSI-FAX for Notes will image the document you selected and either start up Notes or display the VSI-FAX for Notes dialog boxes. This will depend on how your administrator has configured the system based on your needs of the typical way you want to send faxes. In the first way, the print to fax function will start up VSI-FAX for Notes, and display the Memo or Fax Request form allowing you to address and complete the information to send the fax. The alternate way, Notes will not start up but the VSI-FAX for Notes dialog box will display allowing you to enter recipient and cover page information, and set faxing options. Both of these faxing methods are explained below. The first set of instructions describe the process of starting up VSI-FAX for Notes when the print to fax option is selected. The next topic describes the process of sending a fax using the Print to Fax option without starting up Notes.

Starting VSI-FAX for Notes with the Print to Fax Function

1. Select the Print option in whatever application you are working with.
2. The system displays the application's print dialog box.
3. Select the VSI-FAX for Notes printer driver. The driver that was installed for this purpose is named VSI_FAX.
4. Close the application's print dialog box. Selecting the VSI-FAX for Notes print driver will cause VSI-FAX for Notes to start up.
5. VSI-FAX for Notes will display the Send Form.



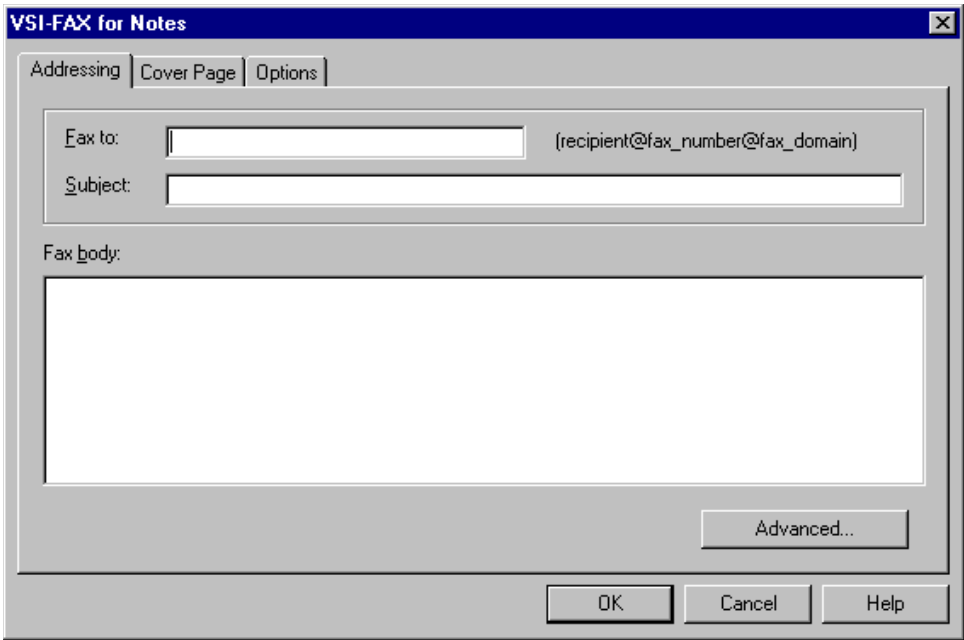
6. Enter the name(s) you want to send this fax to.
7. Enter the name(s) you want to send copies of this fax to.
8. Enter the name(s) you want to send blind copies of this fax to.

TIP: For additional information on addressing faxes, see the Working with Name and Address Books.

9. Enter the subject for the fax you are sending.
10. Select the delivery options.
11. Then you have the option of saving it as a draft, sending it, sending it and saving a copy to a file. Choose the appropriate button. VSI-FAX for Notes will perform the operation you selected.

Sending a Fax from the Print to Fax Option Without Starting Up Notes

- 1. Select the Print option in whatever application you are working with.
- 2. The system displays the application's print dialog box.
- 3. Select the VSI-FAX for Notes printer driver. The driver that was installed for this purpose is named VSI_FAX.
- 4. Close the application's print dialog box. Selecting the VSI-FAX for Notes print driver will cause the VSI-FAX for Notes dialog box to be displayed.



- 5. Enter or change the following:

FIELD OR OPTION	DESCRIPTION
Fax to	Enter the recipient name in the following format: recipient@fax_number@fax_domain Where the name of the person is followed by the fax phone number followed by the server name.
Subject	Enter the subject of the fax.

FIELD OR OPTION	DESCRIPTION
Fax body	Enter the text you want to send with the fax, this will show on the subject line of the coversheet.
Advanced button	<p>Optionally, to access the VSI-FAX for Notes functionality and options, you can choose the Advanced button to start up VSI-FAX for Notes. When started, you can access addressing information (address books) and the other available options assisting you in setting up the fax.</p> <p>NOTE: If you select this button the system will shut down the VSI-FAX for Notes dialog boxes and switch to the Notes application.</p>

6. Choose OK to send the fax or if you want to edit coverage information, select the Cover Page tab. The system displays the coverage selection information dialog box.

VSI-FAX for Notes

Addressing | **Cover Page** | Options

Send cover page: ☒ Cover page name: Default

Include senders name: ☒ Include all names: ☒

Company: Work Company Email: esantama@vsi.com

Address 1: Work Street Address 2: Work City

Address 3: Work State, Work Zip Country: Work Country

User field 1: JAZZ Master Field One User field 2: JAZZ Master Field Two

User field 3: JAZZ Master Field Two User field 4: JAZZ Master Field Three

OK Cancel Help

7. Enter or change the following:

FIELD OR OPTION	DESCRIPTION
Send cover page	Select whether you always want a cover page to be sent with the faxes.
Cover page name	Select a cover page to use with the fax. If the Send Cover Page field is set to No, this option is ignored.

FIELD OR OPTION	DESCRIPTION
<i>Include senders name</i>	Use this option to control whether your name should appear on the fax.
<i>Include all names</i>	Select whether or not to include all names on the cover page such as To names, cc names, and bcc names.
<i>Company</i>	Enter the name of the company to appear on the cover page.
<i>Email</i>	Enter the email address that is to appear on the cover page.
<i>Address 1 - 3</i>	Enter the address that is to appear on the cover pages. You can use Address 1, 2, and 3 fields.
<i>Country</i>	Enter the name of the country to appear on the cover pages.
<i>User defined field 1 - 4</i>	Enter any text you want to appear on the fax. Whatever is entered into each field will appear in the same field on the cover page.

8. Once all of your selections are made, choose the OK button to send the fax or if you want to set faxing options select the Options tab. The system displays the Options dialog box.

The screenshot shows a Windows-style dialog box titled "VSI-FAX for Notes". It has three tabs: "Addressing", "Cover Page", and "Options". The "Options" tab is currently selected. Inside the dialog, there are several configuration options arranged in a grid:

- Resolution:** A dropdown menu set to "Fine".
- Page size:** A dropdown menu set to "Letter (8.5x11")".
- Retry method:** A dropdown menu set to "Default".
- Cost Code:** An empty text input field.
- Delivery report:** A dropdown menu set to "None".
- Delivery priority:** A dropdown menu set to "Normal".

At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

9. Enter or change the following:

FIELD OR OPTION	DESCRIPTION
Resolution	Select the resolution to use in sending the fax. Fine is 196x204 and Standard is 98x204.
Retry Method	Select a retry method in case the fax fails to be sent on the first attempt.
Page size	Select whether you want to be notified by email whether the fax is successful or if it failed.
Cost code	Enter a cost code to be associated with this fax. This can be an account number or department number.
Delivery report	Select whether you want to be notified by email whether the fax transmission was successful or whether it failed.
Delivery priority	Select a priority for the fax. (Setting the priority to High will disable Least Cost Routing and Load Balancing.)
Send date	Select the date on which you want to send the fax.
Send time	Select the time you want to send the fax.

10. Choose OK to send the fax.

Supported File Types

When attaching files to faxes created with VSI-FAX for Notes, it is important to remember that only the following file types are currently supported:

- ASCII Text (*.TXT)
- Microsoft Word™ (*.DOC)
- Microsoft Excel™ (*.XLS)
- Rich Text Format (*.RTF)
- Adobe Acrobat™ (*.PDF)
- Tiff Group 3 and Group 4 (*.TIF)
- PostScript (*.PS)
- Printer Control Language (*.PCL)

Viewing Outbound Faxes

The VSI-FAX Log database displays all of the faxes that you have created and attempted to send. When you first select the Log icon the system displays the following view:

		Status	Time	Pages	# Retries	Sent To	Subject

- Status** The current status of the fax.
- Time** The time the fax was sent.
- Pages** The number of pages the fax contained.
- # Retries** The number of times an attempt was made to send the fax.
- Sent To** The name of the recipient to whom the fax was sent.
- Subject** The subject of the fax.

Cancel a Fax

You can use the Cancel Fax button to cancel a fax that is waiting to be sent. Canceling a fax request will stop the fax from being transmitted. However, fax requests only appear in the log after the fax has been imaged and submitted to the VSI-FAX engine. To cancel a fax:

1. Choose the Outbound Fax view.
2. Select the fax to be canceled by highlighting it with the selector bar.
3. Choose the Cancel Fax button. The system will put a symbol of a Stop sign next to your selection.
4. The request to cancel the fax will be recognized the next time the VSI-FAX for Notes administration task runs which, by default, is every 5 seconds.

IMPORTANT: Once a fax has been canceled it can never be retried because it will have been deleted from the system.

Modify a Fax

Once the faxes are listed you can change the fax number and delivery priority of any fax that has a status other than Success or Canceled. To modify a fax:

1. Choose the Outbound Fax view.
2. Select the fax you want to modify using the selector bar.

3. Choose the Modify Fax button. In the dialog box presented enter the new fax number and or change the fax delivery priority.
4. Choose OK and the fax will be re-submitted with the modified information. The modification to the fax will be recognized the next time the VSI-FAX for Notes administration task runs which, by default, is every 5 seconds.

Retry a Fax

Once the faxes are listed you can re-send any fax that has not been canceled. To re-send a fax:

1. Choose the Outbound Fax view.
2. Select the fax you want to retry using the selector bar.
3. Choose the Retry Fax button. The system will retry sending the fax you selected.
4. The request to retry the fax will be recognized the next time the VSI-FAX for Notes administration task runs which, by default, is every 5 seconds.

Viewing the Specifics of a Fax

To view the specific information about the fax you submitted for transmission:

1. Open the VSI-FAX Log database. The view displays all of the faxes you have submitted for transmission.
2. Choose the fax using the selector bar, then double click on the selection. The system will display all of the information for the fax.

Basics

Basics	
To:	Clive Jackson
From:	Curt Fleming/V-Systems
Subject:	VSI-FAX for Notes
Status:	Success
<p>► <u>Processing Information</u></p> <p>► Destination Information</p> <p>► User Defined Fields</p> <p>► Error Information</p>	

The Basics section displays the following:

To	the name of the person the fax was being sent to.
From	The name of the person that sent the fax.
Subject	The subject of the fax.
Status	The current status of the fax. The status is not final unless it is set to either Canceled, Expired, or Success.

Processing Information

Processing Information	
Processing Information	
Processing Information	
Request number:	1001
Device name:	Outbound1
Delivery priority:	Normal
Date submitted:	05/12/98 04:37:47 PM
Send at:	05/12/98 04:38:03 PM
Date sent:	05/12/98 04:39:38 AM
Process time:	1.35 minutes
Resolution:	Fine
Cost code:	Sales

The Processing section displays the following:

Request number	The unique identifier for the fax.
Device name	The name of the device that was used to send the fax.
Delivery priority	The delivery priority assigned to this fax by the sender.
Date received	The date and time the fax was received by the system.
Date submitted	The date the fax was submitted to the system.
Send at	The date and time that the sender requested that the fax be sent. If the sender did not specify a send time and date it will default to the current date and time.

Date sent	The date and time the fax was actually sent.
Process time	The time in minutes and seconds that it took to process the fax.
Resolution	The resolution used to image the fax.
Cost code	The cost code that was applied to the fax.

Destination Information

Destination Information	
Total pages sent:	0 of 2
Original phone number:	
Translated phone number:	
Calling station ID:	
Number of retries:	0
Retry method:	Default

Total pages sent	The total number of fax pages sent.
Original phone number	The original phone number before any translation.
Translated phone number	The destination phone number after any translation.
Calling station ID	The Calling Station ID (CSID). This can be used to determine the fax machine that answered.
Number of retries	The number of tries that it took to send the fax.
Retry method	The retry method that was active if the first attempt to send the fax failed.

User Defined Fields

User defined field 1 - 4 Shows any information entered by the sender in each of these fields. These are user defined text fields.

Error Information

▼ **Error Information**

Error Information	
Error code:	31
Error message:	Fax request queued
Extended error message:	
Subsystem name:	VSI-FAX

- Error code**

The error number is displayed here in the event an error occurred during the fax transmission.
- Error message**

The corresponding error message explaining the problem.
- Extended error message**

Additional error information to clarify the error.
- Subsystem name**

The VSI-FAX subsystem where the error occurred.

APPENDIX A – INFORMATION FORM

Refer to *Annotated Information Form* (page 15) for detailed information about filling out this form.

Domino Server Information	
Domino Server Name	
Domino Server IP Address	
Is This Also Your Mail Server?	
Licensing Information	
Serial Number	
Activation Key	
Cover Page Information	
Company Name	
Address 1	
Address 2	
Address 3	
Country	
Voice phone	
FAX phone	
Email	

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

Fax Device Properties	
Device Name	
Description	
Serial Port	
Device Type	
ISA or PCI?	
Model Number	
Interrupt Line	
DMA Channel	
I/O Address	

Final Checks	
Have you stopped all existing processes running on serial ports that you will be connecting your fax devices to?	
Is port 996 dedicated to VSI-FAX for Notes?	