

Fax Server & Auto Attendant IVR

Version 2.6.x



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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
Fax Server & Auto Attendant IVR Installation Guide

Document Revision Record

LTRT	Description
28889	Initial document release for Version 2.6.x.
28890	Software Update 2.6.100: Support for Skype 2019. Software Update 2.6.021: Account Transfer; agent can change number. Software Update 2.6.020: PHP upgraded to 7.3.12.
28891	Software Update 2.6.103: PHP & Apache Upgrade; APPFAX-87 constraint was resolved.
28892	Software Update 2.6.104: PHP & Apache Upgrade; Neevia update.
28893	Neevia Version 7.1 update.
28894	Software Update 2.6.105 for PHP version 7.3.25.

Documentation Feedback

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1 Introduction

The Fax Server and Auto Attendant Version 2.6 introduces new features and infrastructure changes as described in this document. This version is a major release including the upgrade of the PHP/Apache components and several fax-related bug fixes. The following components are included in this version:

- Fax IVR install Wizard
- Infrastructure
- Web Admin
- Fax Server
- Commetrex Setup
- Fax License Setup
- Hmail Setup
- Neevia Setup
- Fax2Mail Service
- Mail2Fax Service
- Fax2Mail WD
- IVR License Setup
- Prerequisites_ivr_2010 Setup
- Prerequisites_ivr_2013 Setup
- Prerequisites_ivr_Skype Setup
- IVR Lync2010
- IVR Lync2013
- IVR Skype for Business
- Commetrex
- Neevia
- HASP
- Hmail

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2 New Features

This section lists the new features added to the new version.

2.1 Software Update 2.6.105

2.1.1 PHP Upgrade

PHP has been upgraded to Version 7.3.25.

2.2 Software Update 2.6.104

2.2.1 PHP & Apache Upgrade

This software update includes the following:

- PHP has been upgraded to Version 7.3.22.
- Apache has been upgraded to Version 2.4.46.

2.2.2 Neevia Update

- Neevia Version 7.1 is for new installations only.
- When upgrading, the fax server uses the installed version without upgrading to Version 7.1.
- Neevia 7.1 uses Google Chrome to convert HTML pages to TIFF format. The cover page is an HTML file.
- From this version and later, you need to install Google Chrome before installing the Fax server.

2.3 Software Update 2.6.103

2.3.1 PHP & Apache Upgrade

This software update includes the following:

- PHP has been upgraded to Version 7.3.18.
- Apache has been upgraded to Version 2.4.43.

2.4 Software Update 2.6.100

2.4.1 Skype 2019 Support

Support for Skype 2019 has been added.

2.5 Software Update 2.6.021

2.5.1 Account Transfer

Capability to define which numbers can be changed by the agent has been added to the account transfer feature. For every number, there is a checkbox allowing the agent to change it.

2.6 Software Update 2.6.020

2.6.1 PHP Upgrade

PHP has been upgraded to version 7.3.12

2.7 Software Update 2.6.008

2.7.1 Automatic Call Distribution (ACD) Reports

This version includes the ACD reporting capability. The ACD reports include the following:

- Queue Report:
 - Report summarizing the calls for ACD per day, for the selected time frame.
 - Report summarizing the calls for ACD per hour, for the selected time frame
- Agent Reports:
 - Report summarizing the calls of the ACD by answering agent, for the selected time frame.
 - Report summarizing the time in seconds that the agent spent on each presence state per day (24 hours), for the selected time frame.

To support this capability, additional manual installation steps must be done (install the database to hold the data and set the IVR to report the ACD CDRs to the database).

2.7.2 Account Transfer Support

This feature was developed for a specific customer, allowing them to control the transfer destination through mapping, where the mapping can be done by the agents through the Web page.

2.8 Software Update 2.6.004

2.8.1 PHP Update

The PHP script has been updated from Version 7.3.2 to 7.3.7.

2.9 Software Update 2.6.003

2.9.1 Apache Update

The Apache server has been updated from Version 2.4.37 to 2.4.39.

2.10 Software Update 2.6.002

Software update Version 2.6.002 includes the following.

2.10.1 PHP Script Update

The PHP script has been updated from Version 5.6.39 to 7.3.2.

2.10.2 Support Windows 2019

This version supports Fax and IVR on Windows 2019 OS.

2.11 Software Update 2.5.103

Software update Version 2.5.103 includes the following.

2.11.1 Cover Page Split Place Holders (Jira APPFAX-20)

This version splits the %PH_from_fax% place holder into two:

- %PH_from_fax% - User Fax ID
- %PH_from_number% - User phone number

In previous versions, %PH_from_fax% was replaced with “*user_fax_ID – user phone number*”. Now we have separate place holders for these data items.

The default cover page was not changed. Now, the cover page that will be used prints only the user fax ID. If you wish to add the user phone number, you need to edit the cover page template and add %PH_from_number% to the correct place.

2.12 Software Update 2.5.102

Software update Version 2.5.102 includes the following.

2.12.1 PHP Script Update

The PHP script has been updated from Version 5.6.37 to 5.6.39.

2.12.2 Apache Server Update

The Apache server has been updated from Version 2.4.29 to 2.4.37.

2.13 Software Update 2.5.101

Software update Version 2.5.101 includes the following.

2.13.1 Sentinel LDK Upgrade

The Sentinel software was upgraded for fixing several vulnerability issues. The new version includes the following:

- Run-time Installer 7.81.80610.1
- Sentinel License Manager 21.1.1.80248

2.14 Software Update 2.5.100

Software update Version 2.5.100 includes the following.

2.14.1 Support Windows 2016

This version supports Fax and IVR on Windows 2016 OS.

2.14.2 PHP Script Update

PHP has been updated from Version 5.6.36 to 5.6.37.

2.15 Software Update 2.5.13

Software update Version 2.5.13 includes the following.

2.15.1 PHP Script Update

Updated PHP from Version 5.6.33 to 5.6.36.

2.16 Software Update 2.5.11

Software update Version 2.5.11 includes the following.

2.16.1 PHP Script Update

Updated PHP from Version 5.6.31 to 5.6.33.

2.16.2 Apache Server Update

Updated Apache from Version 2.4.27 to 2.4.29.

2.16.3 Non-Lync IVR use Skype Components

In the previous versions, when selecting to install non-Lync IVR, the setup installed the Lync2013 UCMA. Now the Skype UCMA version is installed.

2.16.4 REST listeningUrl Changed

The REST listening URL was changed from "http://localhost:8888/" to http://localhost:8889/, if the CCE is also installed. Both CCE and IVR use Port 8888. To avoid conflict, and keep compatibility as much as possible, the listening URL is now set according to the following logic:

1. If explicitly set in configuration file, use this value.
2. Otherwise, if the CCE is installed, use "http://localhost:8889/".
3. Otherwise, use the default value ""http://localhost:8888/" (this is the most common case).

2.16.5 Accepting Calls Without Answering the Call

A new feature was added to optionally not answer a call in first answer node. This is useful for scenarios that require some action before answering the incoming call. For example, callout, play prompt to out call, and only then answer incoming call (by another accept node), and then connect calls. This feature is controlled by the advanced 'DoNotAnswer' flag in accept node.

2.17 Software Update 2.5.9

Software update Version 2.5.9 includes the following.

2.17.1 PHP Script Update

Updated PHP script from Version 5.6.30 to 5.6.31.

2.17.2 Apache Server Update

Updated Apache from Version 2.4.25 to 2.4.27.

2.17.3 Neevia Update

- Neevia Version 6.9 is for new installations only.
- When upgrading, the fax server uses the installed version without upgrading to Version 6.9.

2.18 Software Update 2.5.7

Software update Version 2.5.7 includes the following.

2.18.1 PHP Script Update

The PHP script has been updated from Version 5.6.19 to 5.6.30.

2.18.2 Upgraded Apache Server

The Apache server has been upgraded from Version 2.4.18 to 2.4.25.

2.18.3 IVR Prompt Recording using a Dial-in Call

The IVR application allows customers to record and replace pre-defined prompts using a dial-in-call to the IVR. This is most useful in cases where customers require frequent prompt updates, such as special announcements or office closing announcements. The new functionality is based on the “Record” node and a new script “ReplacePrompt.js”. A *Quick Guide* including an example on how to configure this feature has been prepared (for more information, contact AudioCodes support).

2.19 Software Update 2.5.6

Software update Version 2.5.6 includes the following.

2.19.1 Hide LDAP Passwords

The LDAP password appeared in plain text in the Web via the tooltip. The password was printed by the Activity log. This password is now hidden.

2.20 Software Update 2.5.0

Software update Version 2.5.0 includes the following.

2.20.1 Support for Multiple Administrators

The system supports multiple 'sub-admin' users, each with their own permissions. This way, the super Administrator can assign administrative tasks to various people and limit their access to only the tasks they need to perform.

The system supports the following permission rights options:

- **None** – Cannot access specific settings pages
- **View Only** – Can view page settings however cannot change them
- **View & Write** – Can view and change specific page settings

2.20.2 Administrator Password Enforcement

The new version requires that the administrator password be between 8-20 characters and should contain at least one:

- lower-case letter
- upper-case letter
- digit
- special character

2.20.3 Support LDAPS

LDAPS is now supported.

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3 Known and Resolved Constraints

The table below shows the known and resolved constraints.

Table 3-1: Known and Resolved Constraints

Incident	Discover Version	Resolved Version	Description
-	2.6.100	2.6.101	Skype 2019 IVR installation: The wrong IVR component installation was selected.
	2.6.102	2.6.104	Unable to import fax numbers that begin with a '+'. After the fix, you can import such numbers. You can do this using the Add Manual Numbers menu.
APPFAX-87	2.6.002	2.6.103	Email address in the Fax-in list or Fax-out list was limited to 50 characters. It has now been updated to 128 characters.
APPAUTO-78	2.6.2.45569	2.6.004.000	Status & Diagnostics > Logs > Application Logs > Fax Server > Archive Files – Appearance of the 'Click the button to display xxx log file' icon is not good.
APPAUTO-135	2.6.7.45840	2.6.021.000	Logo is missing on the Agent Web.
-	2.6.021.000	2.6.022.000	Import issues need to be fixed due to PHP 7.x.
152267	2.5.0		Fax-in and fax-server services do not start automatically after restart. Workaround: Define these services to start in “Delay-start” mode on the services.
	2.0.0		Sometimes the date on the Fax call log is incorrect. Workaround: Need to clear the Fax/IVR Web cookies on the browser.
156004	2.5	2.5.101	LDAP for Fax Out is not working when LDAP is disabled for an incoming fax.
156004	2.5	2.5.101	There is an issue with Sentinel LDK Vulnerability.
153323	2.0.14	2.5.14	Call park failed for calls using ACD.
152260	2.5.7	2.5.12	When using a gateway destination address as long as the FQDN (35 chars), the fax server truncates the destination address after 32 characters. Now, the FQDN length of the gateway destination has been increased to 64 characters.
	2.5.0	2.5.7	Retrieval of the printer list failed with an error of an invalid class. As a result, the Welcome page with the error dialog message is displayed as well as the message “fax in numbers impossible to save installed printer”.

Call Log Time is not according to the server time zone.

Workaround:

- Open c:\php\php.ini.
- In the 'date.timezone' field, enter the time zone from the list below.
- Restart Apache 2.4

See the list of valid time zones below.

```
'Pacific/Midway' => "(GMT-11:00) Midway Island",
'US/Samoa' => "(GMT-11:00) Samoa",
'US/Hawaii' => "(GMT-10:00) Hawaii",
'US/Alaska' => "(GMT-09:00) Alaska",
'US/Pacific' => "(GMT-08:00) Pacific Time (US & Canada)",
'America/Tijuana' => "(GMT-08:00) Tijuana",
'US/Arizona' => "(GMT-07:00) Arizona",
'US/Mountain' => "(GMT-07:00) Mountain Time (US & Canada)",
'America/Chihuahua' => "(GMT-07:00) Chihuahua",
'America/Mazatlan' => "(GMT-07:00) Mazatlan",
'America/Mexico_City' => "(GMT-06:00) Mexico City",
'America/Monterrey' => "(GMT-06:00) Monterrey",
'Canada/Saskatchewan' => "(GMT-06:00) Saskatchewan",
'US/Central' => "(GMT-06:00) Central Time (US & Canada)",
'US/Eastern' => "(GMT-05:00) Eastern Time (US & Canada)",
'US/East-Indiana' => "(GMT-05:00) Indiana (East)",
'America/Bogota' => "(GMT-05:00) Bogota",
'America/Lima' => "(GMT-05:00) Lima",
'America/Caracas' => "(GMT-04:30) Caracas",
'Canada/Atlantic' => "(GMT-04:00) Atlantic Time (Canada)",
'America/La_Paz' => "(GMT-04:00) La Paz",
'America/Santiago' => "(GMT-04:00) Santiago",
'Canada/Newfoundland' => "(GMT-03:30) Newfoundland",
'America/Buenos_Aires' => "(GMT-03:00) Buenos Aires",
'Greenland' => "(GMT-03:00) Greenland",
'Atlantic/Stanley' => "(GMT-02:00) Stanley",
'Atlantic/Azores' => "(GMT-01:00) Azores",
'Atlantic/Cape_Verde' => "(GMT-01:00) Cape Verde Is.",
'Africa/Casablanca' => "(GMT) Casablanca",
'Europe/Dublin' => "(GMT) Dublin",
'Europe/Lisbon' => "(GMT) Lisbon",
'Europe/London' => "(GMT) London",
'Africa/Monrovia' => "(GMT) Monrovia",
'Europe/Amsterdam' => "(GMT+01:00) Amsterdam",
'Europe/Belgrade' => "(GMT+01:00) Belgrade",
'Europe/Berlin' => "(GMT+01:00) Berlin",
'Europe/Bratislava' => "(GMT+01:00) Bratislava",
'Europe/Brussels' => "(GMT+01:00) Brussels",
```



```
'Europe/Budapest' => "(GMT+01:00) Budapest",
'Europe/Copenhagen' => "(GMT+01:00) Copenhagen",
'Europe/Ljubljana' => "(GMT+01:00) Ljubljana",
'Europe/Madrid' => "(GMT+01:00) Madrid",
'Europe/Paris' => "(GMT+01:00) Paris",
'Europe/Prague' => "(GMT+01:00) Prague",
'Europe/Rome' => "(GMT+01:00) Rome",
'Europe/Sarajevo' => "(GMT+01:00) Sarajevo",
'Europe/Skopje' => "(GMT+01:00) Skopje",
'Europe/Stockholm' => "(GMT+01:00) Stockholm",
'Europe/Vienna' => "(GMT+01:00) Vienna",
'Europe/Warsaw' => "(GMT+01:00) Warsaw",
'Europe/Zagreb' => "(GMT+01:00) Zagreb",
'Europe/Athens' => "(GMT+02:00) Athens",
'Europe/Bucharest' => "(GMT+02:00) Bucharest",
'Africa/Cairo' => "(GMT+02:00) Cairo",
'Africa/Harare' => "(GMT+02:00) Harare",
'Europe/Helsinki' => "(GMT+02:00) Helsinki",
'Europe/Istanbul' => "(GMT+02:00) Istanbul",
'Asia/Jerusalem' => "(GMT+02:00) Jerusalem",
'Europe/Kiev' => "(GMT+02:00) Kyiv",
'Europe/Minsk' => "(GMT+02:00) Minsk",
'Europe/Riga' => "(GMT+02:00) Riga",
'Europe/Sofia' => "(GMT+02:00) Sofia",
'Europe/Tallinn' => "(GMT+02:00) Tallinn",
'Europe/Vilnius' => "(GMT+02:00) Vilnius",
'Asia/Baghdad' => "(GMT+03:00) Baghdad",
'Asia/Kuwait' => "(GMT+03:00) Kuwait",
'Africa/Nairobi' => "(GMT+03:00) Nairobi",
'Asia/Riyadh' => "(GMT+03:00) Riyadh",
'Europe/Moscow' => "(GMT+03:00) Moscow",
'Asia/Tehran' => "(GMT+03:30) Tehran",
'Asia/Baku' => "(GMT+04:00) Baku",
'Europe/Volgograd' => "(GMT+04:00) Volgograd",
'Asia/Muscat' => "(GMT+04:00) Muscat",
'Asia/Tbilisi' => "(GMT+04:00) Tbilisi",
'Asia/Yerevan' => "(GMT+04:00) Yerevan",
'Asia/Kabul' => "(GMT+04:30) Kabul",
'Asia/Karachi' => "(GMT+05:00) Karachi",
'Asia/Tashkent' => "(GMT+05:00) Tashkent",
'Asia/Kolkata' => "(GMT+05:30) Kolkata",
'Asia/Kathmandu' => "(GMT+05:45) Kathmandu",
'Asia/Yekaterinburg' => "(GMT+06:00) Ekaterinburg",
'Asia/Almaty' => "(GMT+06:00) Almaty",
'Asia/Dhaka' => "(GMT+06:00) Dhaka",
'Asia/Novosibirsk' => "(GMT+07:00) Novosibirsk",
'Asia/Bangkok' => "(GMT+07:00) Bangkok",
'Asia/Jakarta' => "(GMT+07:00) Jakarta",
```

```
'Asia/Krasnoyarsk' => "(GMT+08:00) Krasnoyarsk",
'Asia/Chongqing' => "(GMT+08:00) Chongqing",
'Asia/Hong_Kong' => "(GMT+08:00) Hong Kong",
'Asia/Kuala_Lumpur' => "(GMT+08:00) Kuala Lumpur",
'Australia/Perth' => "(GMT+08:00) Perth",
'Asia/Singapore' => "(GMT+08:00) Singapore",
'Asia/Taipei' => "(GMT+08:00) Taipei",
'Asia/Ulaanbaatar' => "(GMT+08:00) Ulaan Bataar",
'Asia/Urumqi' => "(GMT+08:00) Urumqi",
'Asia/Irkutsk' => "(GMT+09:00) Irkutsk",
'Asia/Seoul' => "(GMT+09:00) Seoul",
'Asia/Tokyo' => "(GMT+09:00) Tokyo",
'Australia/Adelaide' => "(GMT+09:30) Adelaide",
'Australia/Darwin' => "(GMT+09:30) Darwin",
'Asia/Yakutsk' => "(GMT+10:00) Yakutsk",
'Australia/Brisbane' => "(GMT+10:00) Brisbane",
'Australia/Canberra' => "(GMT+10:00) Canberra",
'Pacific/Guam' => "(GMT+10:00) Guam",
'Australia/Hobart' => "(GMT+10:00) Hobart",
'Australia/Melbourne' => "(GMT+10:00) Melbourne",
'Pacific/Port_Moresby' => "(GMT+10:00) Port Moresby",
'Australia/Sydney' => "(GMT+10:00) Sydney",
'Asia/Vladivostok' => "(GMT+11:00) Vladivostok",
'Asia/Magadan' => "(GMT+12:00) Magadan",
'Pacific/Auckland' => "(GMT+12:00) Auckland",
'Pacific/Fiji' => "(GMT+12:00) Fiji");
```

4 Upgrade Instructions

The following procedure describes how to upgrade your system with the new version.

The latest version can be downloaded from https://downloads-audiocodes.s3.amazonaws.com/Download/AC_FAX_IVR_IW.html.

Since the file is zipped, you need to unzip it to a temp directory.

➤ **To upgrade your system:**

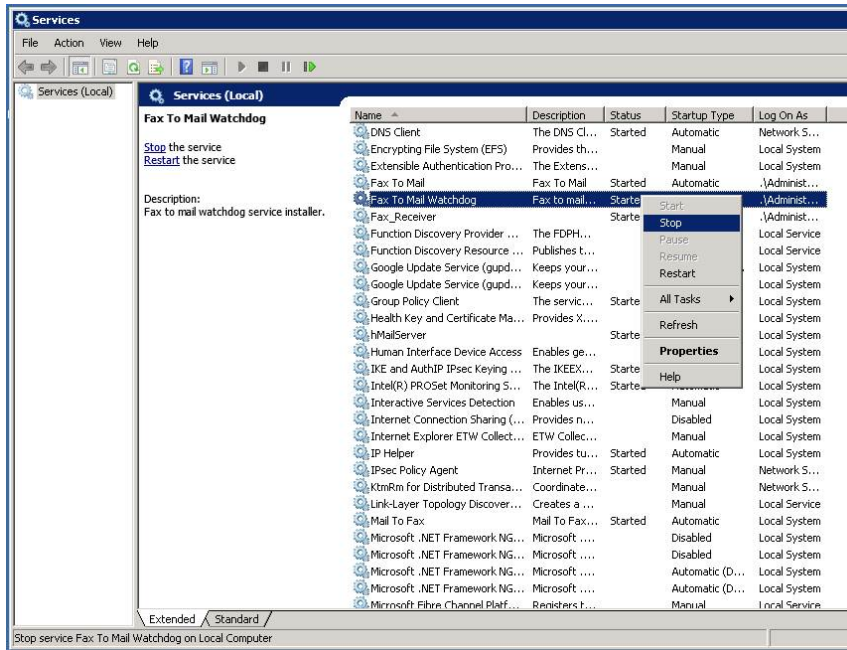
1. Create a snapshot of your virtual PC. This will help you restore the system if needed.
2. The upgrade does not remove the user's database settings, but you can save it as a backup file - `c:\F2MAdmin\db\sqlite\vf2e.db3`.
3. Download the latest backup file from **Configuration > Fax Backup**.
4. Save the Neevia converter license number. If you don't have it, please ask your Support person.
5. Log in with a username that has local Administrator credentials. During the installation/upgrade procedure, you are requested to assign a username and password for Fax system services. Please assign the current login username and password. Do not select the option to create a new user.

Figure 4-1: Call Flow - Outgoing Mail2Fax



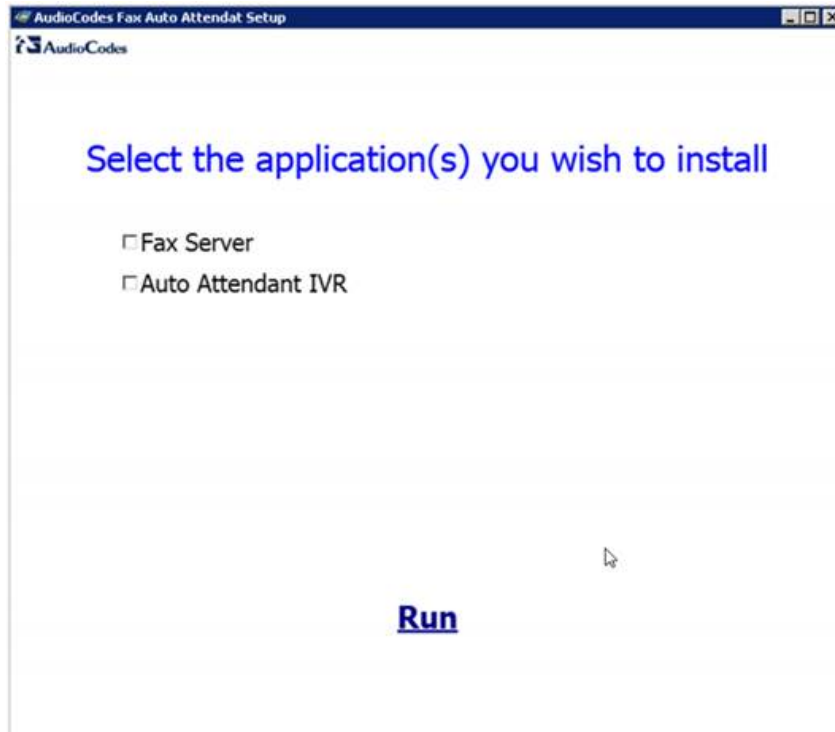
6. Stop the following Windows/services:
 - Fax to Mail Watchdog (stop this first)
 - Fax to Mail (stop it before stopping hMailServer service)
 - Fax_Receiver (stop it before stopping Bladeware service)
 - Mail to Fax (stop it before stopping hMailServer service)
 - Apache 2.4
 - Bladeware
 - DcStart
 - hMailServer

Figure 4-2: Services



- Download and run the new version setup with Administrator credentials by right-clicking **fax_att_setup.exe**, and then from the shortcut menu, choose **Run as Administrator**.

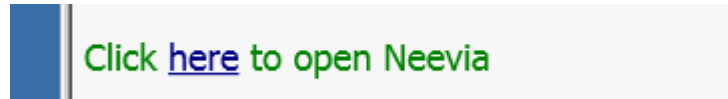
Figure 4-3: AudioCodes Fax Auto Attendant Setup



- In the Fax Auto Attendant Setup screen, select the 'Fax Server' check box, and then click **Run**.

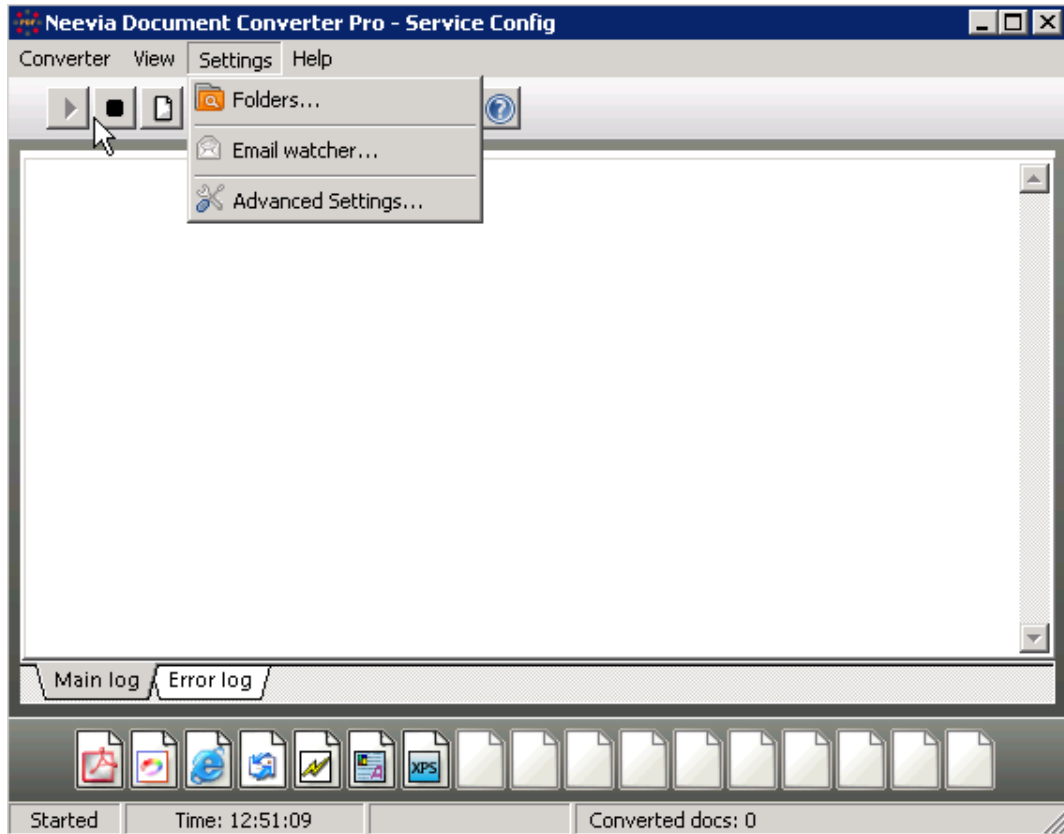
9. Approve all notification messages during the upgrade procedure. Run the Neevia Document Converter by clicking the **here** link.

Figure 4-4: Open Neevia



10. In the Neevia Document Converter Pro – Service Config screen, open the Input Folders page (**Settings > Folders...**).

Figure 4-5: Neevia Document Converter Pro – Service Config



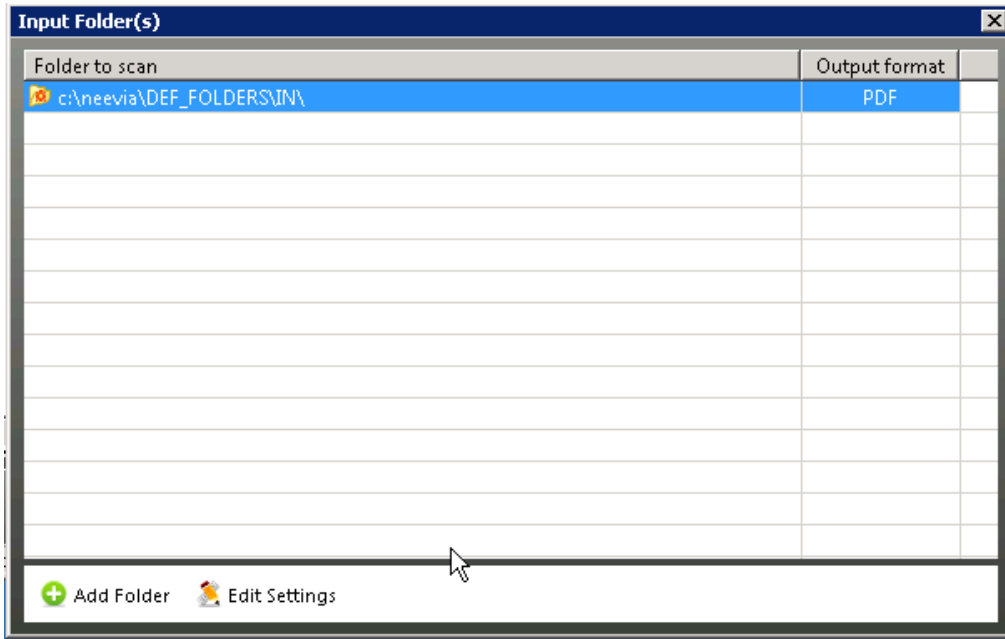
11. If the Folder to scan window contains C:\Neevia\I\ and C:\Neevia\T\ folders, skip to Step 23 on page 33.

Figure 4-6: Neevia Document Converter Pro – Input Folders

Input Folder(s)	
Folder to scan	Output format
c:\neevia\DEF_FOLDERS\IN\	PDF
C:\Neevia\I\	TIFF
C:\Neevia\T\	TIFF (FAX)

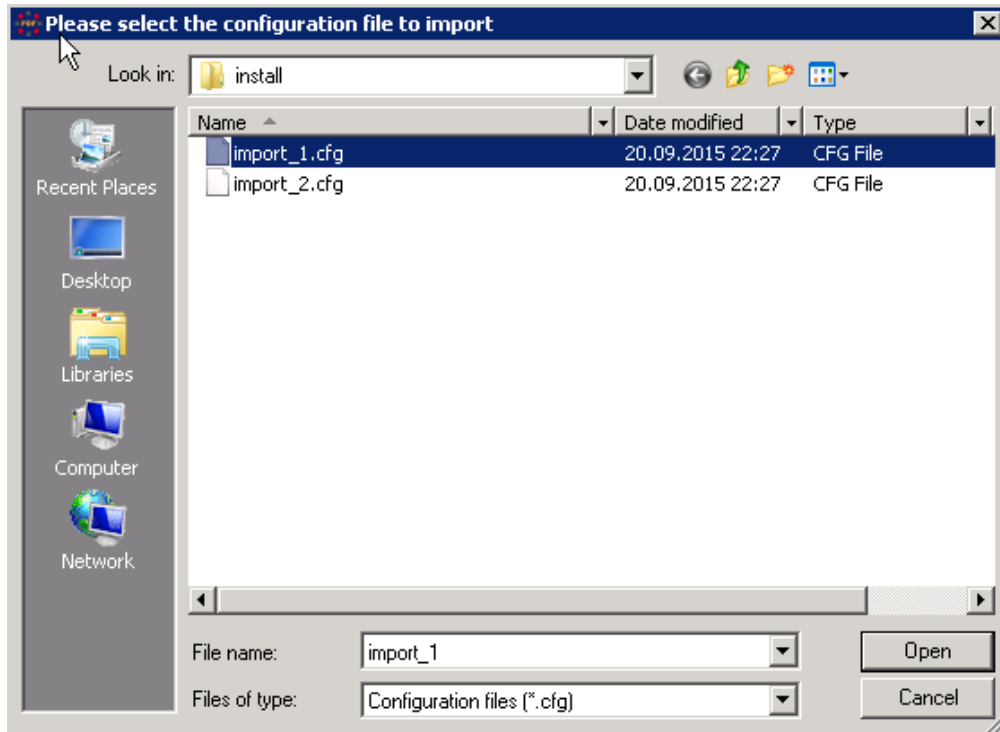
- 12. If the folders do not exist, import them using the Configuration Import script.

Figure 4-7: Input Folders Do Not Exist



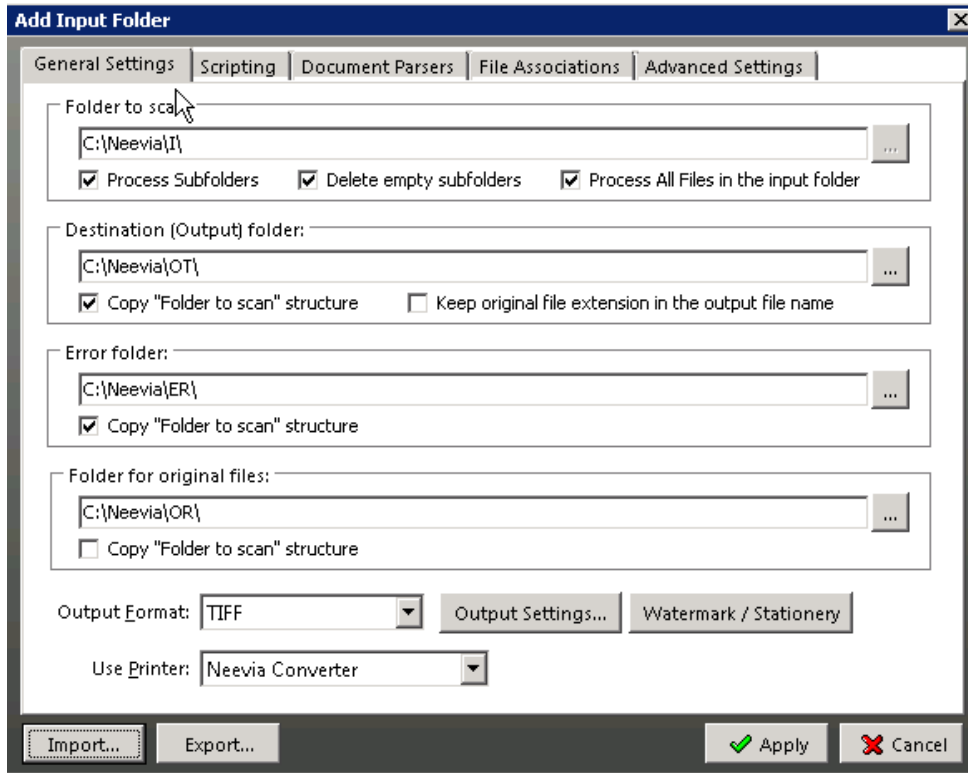
- 13. Open the Import window (**Settings > Folders > Add folder > Import**); the following screen appears:

Figure 4-8: Import 1



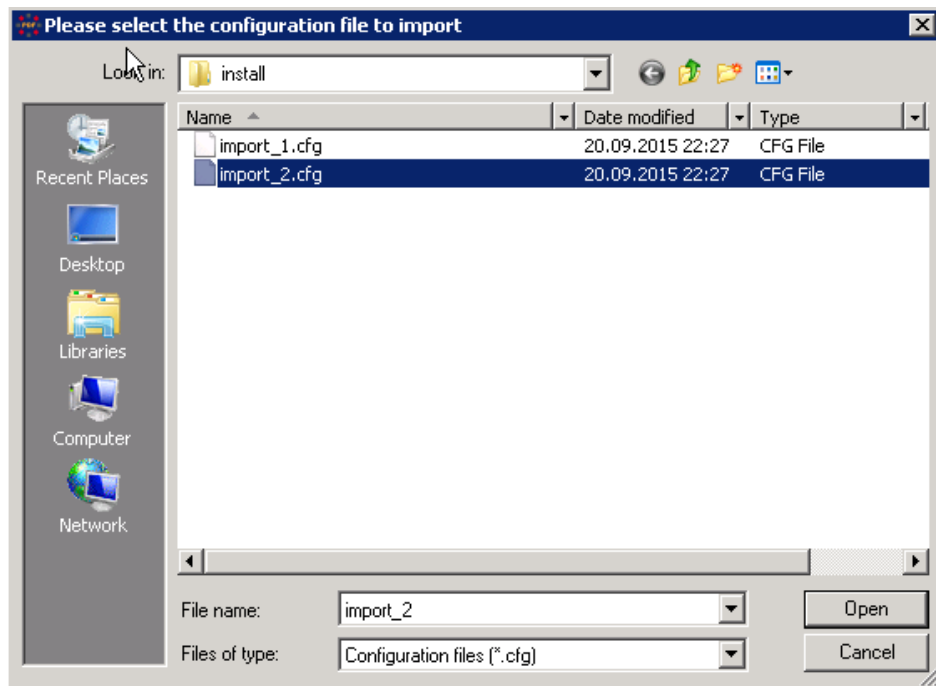
14. Select the import_1.cfg file, and then click **Open**; the following screen appears:

Figure 4-9: Add Input Folder 1



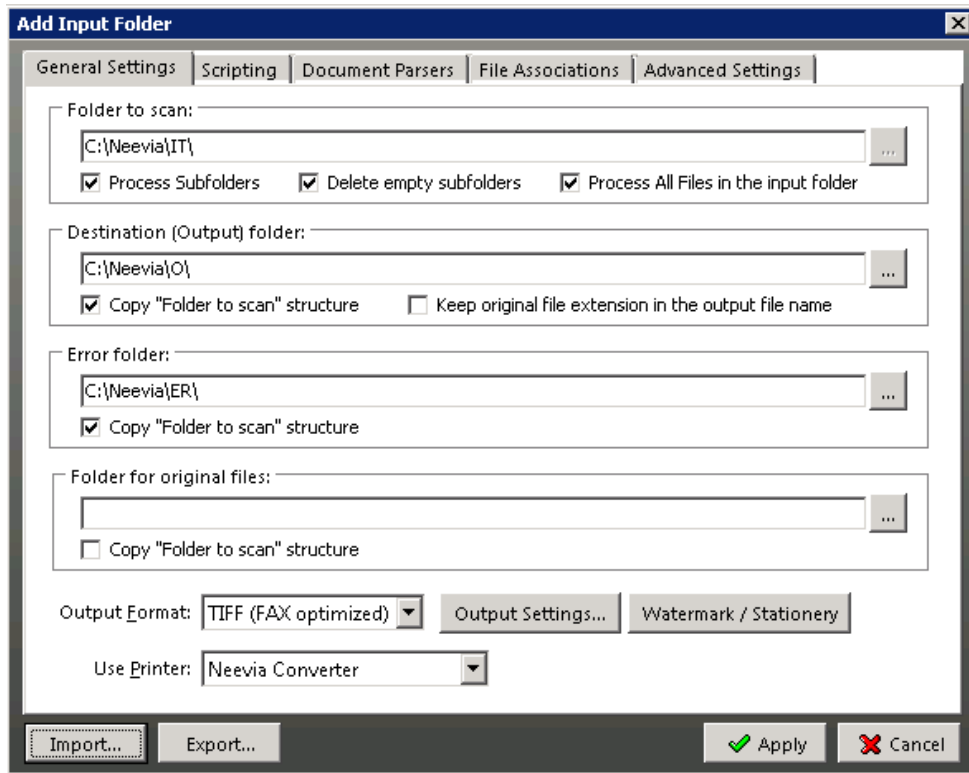
15. Click **Apply**.

Figure 4-10: Import 2



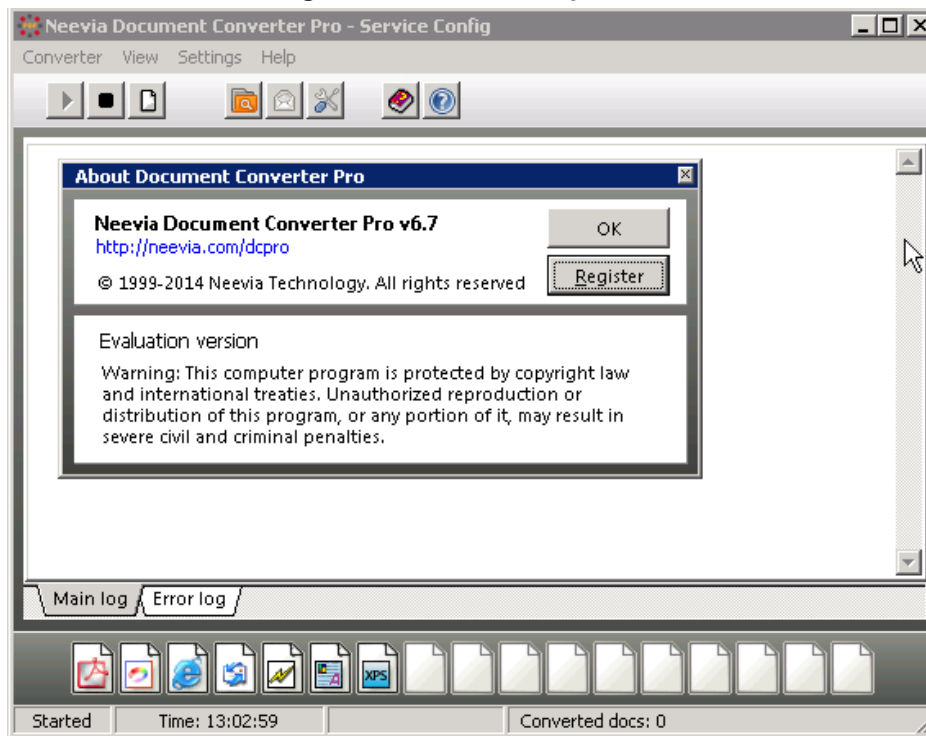
16. Select the import_2.cfg file, and then click **Open**; the following screen appears:

Figure 4-11: Add Input Folder 2



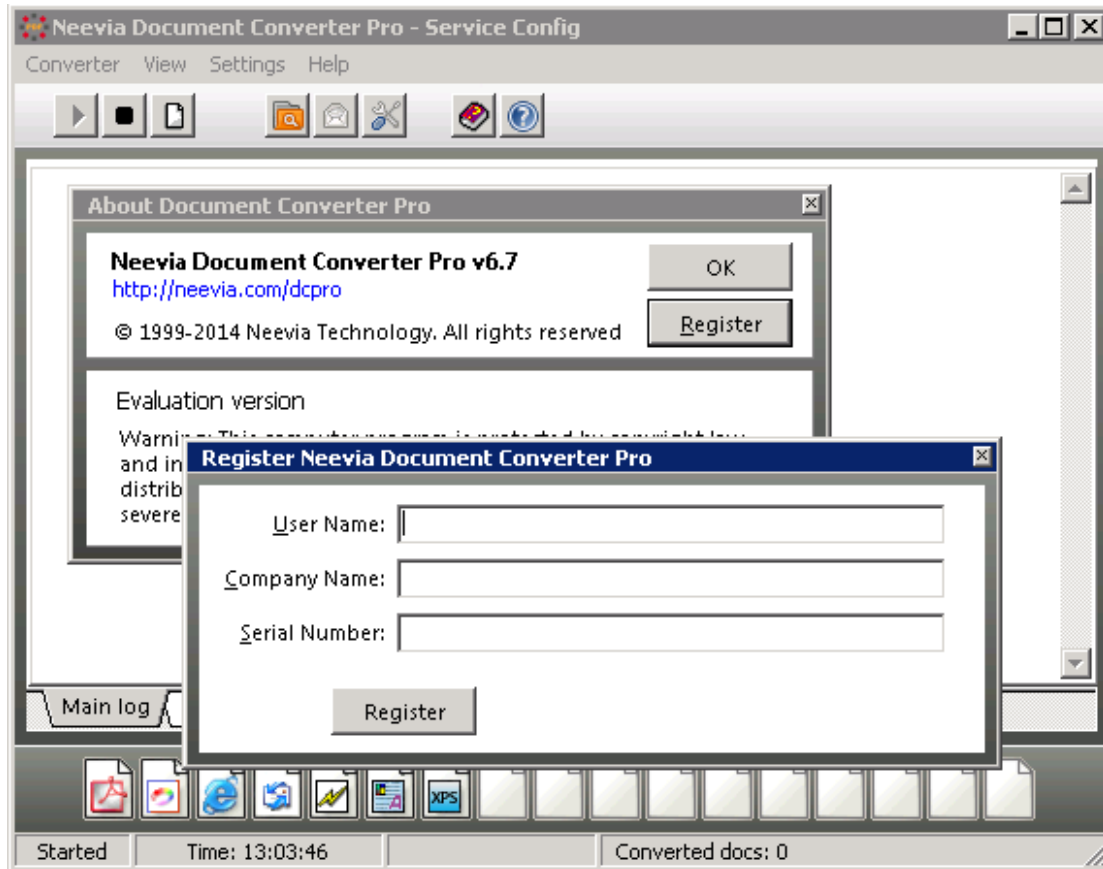
17. Click **Apply**.
18. Assign the Neevia license that was saved in Step 4 by opening the About Document Converter Pro screen (**Neevia > Help > About > Register**); the following screen appears:

Figure 4-12: Neevia Help About



19. In the 'User Name' field, enter "AudioCodes".
20. In the 'Company Name' field, enter "AudioCodes".
21. In the 'Serial Number' field, enter the Serial Number you previously received when you purchased the product.

Figure 4-13: Neevia Help About - Register



22. Click **Register**.
23. Call Log Time is not according to the server Time Zone. Therefore, you need to configure the time zone. Open the file `c:\php\php.ini`, and then edit line **927** with your time zone as listed in Section 3 on page 23.

Figure 4-14: Time Zone Edit Example

```

924  [Date]
925  ; Defines the default timezone used by the date functions
926  ; http://php.net/date.timezone
927  date.timezone = 'Europe/Helsinki'

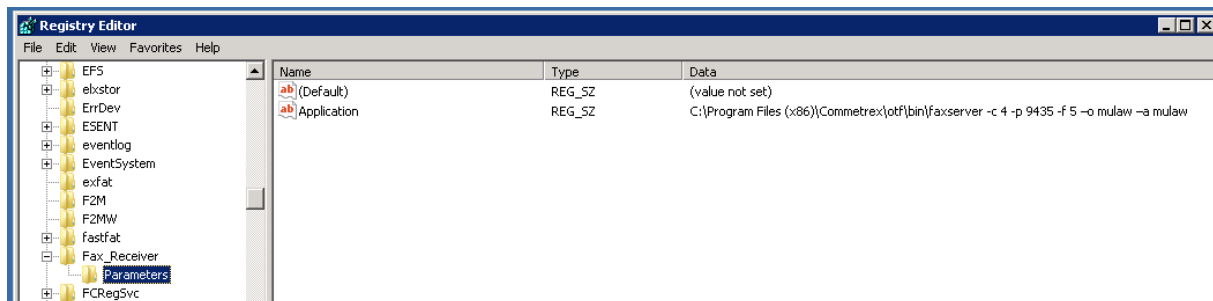
```

24. This step configures Fax Server Support for G.711. The system supports either T.38 (default) or G.711. The codecs cannot work together on the same system. Skip this step if your system should work with the default T.38 configuration.

➤ **To configure fax support for G.711:**

1. Open the registry editor (**Start > Run > regedit**).
2. Find 'HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\Fax_Receiver\Parameters'.

Figure 4-15: Registry Editor



3. Assign the following value: "Application= C:\Program Files (x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5 -o mulaw -a mulaw".

➤ **To configure fax support for T.38:**

1. Open the registry editor (**Start > Run > regedit**). Find 'HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\Fax_Receiver\Parameters'.
2. Assign the following value: "Application=C:\Program Files (x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5".
3. Restart the server.
4. After restart, log on to the system with the same local username that performed the installation. The fax system configuration script is automatically activated.
5. Please wait till the configuration script has finished running.

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