

Fax Server

Version 2.6.x

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Notice

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This document is subject to change without notice.

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Customer Support

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<https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

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

Related Documentation

Document Name
Fax Server 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.
28895	Software Update 2.6.106 for PHP version 7.3.26.
28896	Focus Fax Server support.

LTRT	Description
28897	Software Update for PHP Version 7.3.33 and Apache update Version 2.4.51.
28898	Added 3.1 Sending Attached Microsoft Office Files in Email as Fax Fix.
28899	Added Apache update Version 2.4.52.
28901	Added software update Version 2.6.128.
28902	Bug fixes.
28903	Software update 2.6.133.
28904	Software update 2.6.207.
28982	Added software update Version 2.6.207 for PHP version 8.1.13 and LDAP Bug fix.
28983	Added software update Version 2.6.218 for PHP version 8.1.22 and for Apache version 2.4.57.
28984	Bug added (APPFAX-393); upgrade procedure updated (interface metric); fax for G.711 procedure updated (verify IP)
28985	Updated link for Upgrade Instructions for Fax Server.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

The Fax Server 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 install Wizard
- Infrastructure
- Web Admin
- Fax Server
- Commetrex Setup
- Fax License Setup
- Hmail Setup
- Neevia Setup
- Fax2Mail Service
- Mail2Fax Service
- Fax2Mail WD
- Commetrex
- Neevia
- HASP
- Hmail

2 New Features

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

2.1 Software Update 2.6.218

2.1.1 PHP Upgrade

- PHP has been upgraded to Version 8.1.22.

2.1.2 Apache Upgrade

- Apache has been upgraded to Version 2.4.57.

2.2 Software Update 2.6.207

- PHP has been upgraded to Version 8.1.13.
- Bug fix – LDAP search and LDAP binding.

2.3 Software Update 2.6.133

2.3.1 Apache Upgrade

- Apache has been upgraded to Version 2.4.53.
- Bug fix – Fax Out Tab on LDAP settings was not accessible after upgrade.

2.4 Software Update 2.6.131

Bug fix

2.5 Software Update 2.6.128

This software update includes the following:

2.5.1 Allowed Number of Max Fax Recipients

The allowed number of Max Fax Recipients in Fax Out Settings has been increased from 20 to 100.

2.5.2 License

A new license mechanism, that prevents license lock, has been integrated with AudioCodes' sales system. There is no need for a license for the old system. When upgrading to the new version, the fax server uses the old license until the new license has been uploaded.

2.5.3 CDRs Filter

Additional fields can now be filtered in the Send/Receive Fax reports (i.e., "To Email").

2.5.4 OVOC Integration

This version now supports full integration between the fax server and the OVOC.

2.5.5 Fax Engine

This version uses the latest Fax Engine Ver. 2.4.24 that includes fixes and improvements for the following:

- Better field diagnostics
- Fixes an issue of a fatal exception when the OTF service starts, or when a client application is terminated
- Keep-alive re-INVITE rejected with a 406 error
- Re-INVITES that repeat an SDP that's previously been negotiated are not handled correctly
- A comma included in the dialed party (To:) URI causes an exit in the ofrsm SIP process space

2.6 Software Update 2.6.112

2.6.1 Apache Upgrade

Apache has been upgraded to Version 2.4.52.

2.7 Software Update 2.6.111

2.7.1 PHP & Apache Upgrade

This software update includes the following:

PHP has been upgraded to Version 7.3.33.

Apache has been upgraded to Version 2.4.51.

2.8 Software Update 2.6.106

2.8.1 PHP Upgrade

PHP has been upgraded to Version 7.3.26.

2.9 Software Update 2.6.105

2.9.1 PHP Upgrade

PHP has been upgraded to Version 7.3.25.

2.10 Software Update 2.6.104

2.10.1 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.

2.10.2 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.

2.11 Software Update 2.6.103

2.11.1 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.

2.12 Software Update 2.6.100

2.13 Software Update 2.6.020

2.13.1 PHP Upgrade

PHP has been upgraded to version 7.3.12

2.14 Software Update 2.6.004

2.14.1 PHP Update

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

2.15 Software Update 2.6.003

2.15.1 Apache Update

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

2.16 Software Update 2.6.002

Software update Version 2.6.002 includes the following.

2.16.1 PHP Script Update

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

2.16.2 Support Windows 2019

This version supports Fax on Windows 2019 OS.

2.17 Software Update 2.5.103

Software update Version 2.5.103 includes the following.

2.17.1 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 is 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.

2.18 Software Update 2.5.102

Software update Version 2.5.102 includes the following.

2.18.1 PHP Script Update

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

2.18.2 Apache Server Update

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

2.19 Software Update 2.5.101

Software update Version 2.5.101 includes the following.

2.19.1 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

2.20 Software Update 2.5.100

Software update Version 2.5.100 includes the following.

2.20.1 Support Windows 2016

This version supports Fax on Windows 2016 OS.

2.20.2 PHP Script Update

PHP has been updated from Version 5.6.36 to 5.6.37.

2.21 Software Update 2.5.13

Software update Version 2.5.13 includes the following.

2.21.1 PHP Script Update

Updated PHP from Version 5.6.33 to 5.6.36.

2.22 Software Update 2.5.11

Software update Version 2.5.11 includes the following.

2.22.1 PHP Script Update

Updated PHP from Version 5.6.31 to 5.6.33.

2.22.2 Apache Server Update

Updated Apache from Version 2.4.27 to 2.4.29.

2.22.3 REST listeningUrl Changed

The REST listening URL was changed from "http://localhost:8888/" to http://localhost:8889/, if the CCE is also installed. CCE uses 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).

2.23 Software Update 2.5.9

Software update Version 2.5.9 includes the following.

2.23.1 PHP Script Update

Updated PHP script from Version 5.6.30 to 5.6.31.

2.23.2 Apache Server Update

Updated Apache from Version 2.4.25 to 2.4.27.

2.23.3 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.

2.24 Software Update 2.5.7

Software update Version 2.5.7 includes the following.

2.24.1 PHP Script Update

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

2.24.2 Upgraded Apache Server

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

2.25 Software Update 2.5.6

Software update Version 2.5.6 includes the following.

2.25.1 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.

2.26 Software Update 2.5.0

Software update Version 2.5.0 includes the following.

2.26.1 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

2.26.2 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

2.26.3 Support LDAPS

- LDAPS is now supported.

3 Known and Resolved Constraints

The table below shows the known and resolved constraints.

Table 1: Known and Resolved Constraints

Incident	Discover Version	Resolved Version	Description
APPFAX-393	2.6.218		Test call destination IP address is changed after upgrade.
APPFAX-370	2.6.131	2.6.207	'Browse Ldap' option does not return results in new php version
APPFAX-321	2.6.131	2.6.207	Download button does not work in Call logs screen for TO that starts with +
APPFAX-320	2.6.131	2.6.207	LDAPS cannot search on phone attribute containing a + at the beginning
APPFAX-290	2.6.128	2.6.131	Takes too long to convert Certain PDF files while waiting to Magick.
APPFAX-283	2.6.128	2.6.131	Download PDF from GUI is not working.
APPFAX-165	2.6.110	2.6.128	Fax server freezes on high volume. Fix includes new Fax2Mail watchdog service that recognizes the phenomenon and restarts the service
APPFAX-173	2.6.106	2.6.128	Incoming Fax to Printer is not attached to Mail while printer is offline
-	-	-	Converter engine converts the MS Office attachment from email and sends it as a fax issues (see Section 3.2 Sending Attached Microsoft Office Files in Email as Fax Fix on page 13 for solution).
-	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.
-	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 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.
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.

Incident	Discover Version	Resolved Version	Description
-	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".
-	-	-	<p>Call Log Time is not according to the server time zone.</p> <p>Workaround:</p> <ul style="list-style-type: none">■ Open c:\php\php.ini.■ In the 'date.timezone' field, enter the time zone from the list below.■ Restart Apache 2.4 <p>For more information, see Section 3.1, List of Valid Time Zones on page 10.</p>

3.1 List of Valid Time Zones

```
'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",
```

3.2 Sending Attached Microsoft Office Files in Email as Fax Fix

Customers may install an MS Office package on fax server so that the converter engine converts the attachment from an email and sends it as a fax. The following error on dConvert indicates the MS Office DCOM permissions are not properly configured.

```
Error converting: C:\Neevia\I\[FILENAME].docx | Error while trying to print document
```

3.2.1 Troubleshooting for Attached Microsoft Word Files in Email as Fax

To properly configure MS Word DCOM permissions:

1. Login with the account dcStart runs under.
2. Make sure that the folders listed below exist and the account DC Pro/dcStart runs under has full access to them.
 - C:\Windows\SysWOW64\config\systemprofile\Desktop
 - C:\Windows\System32\config\systemprofile\Desktop
 - C:\Users\Default\Desktop



If any of these folders do not exist, please create them manually and give the dcStart account full access.

3. Reboot the server and convert a Word file.
4. In case it still fails, do the following:
 - a. Login with the account used by dcStart and manually open MS Word.
 - b. Provide the requested info to any popups, and then close MS Word.
 - c. Type **dcomcnfg** in the command prompt and press enter.
 - d. Expand the following groups:
 - ◆ Component Services group.
 - ◆ Computers group.
 - ◆ My Computer group.
 - ◆ DCOM Config group.
 - e. Find and select the Microsoft Word entry.



It may contain Application or 2003 in its name. If you do not see the Office entries under dcomcnfg, open a command prompt and run **MMC comexp /32**.

- f. Right-click the file and select **Properties**.
 - g. Select the **Security** tab, and under Launch and activation permissions, check **Customize**.
 - h. Press **Edit**, and add the account used by dcStart and give it **Local Launch and Local Activation** (do not use the local system account for dcStart).
 - i. Under Access permissions, check **Customize**.
 - j. Press **Edit**, and add the account used by dcStart and then give it **Local access**.
 - k. Restart the **dcStart** service and convert a file.
5. Should you still have problems, make sure that MS Office parsers run in the same user account as dcStart:
 - a. In the same dcomcnfg interface locate the MS Word entry.
 - b. Select the **Identity** tab.
 - c. Check the **This user** checkbox (you can also test with **The interactive user**).

- d. Press **Browse** and specify the account used by dcStart, and then enter and re-enter the password.
 - e. Restart dcStart after you switch from the launching user to the next option.
6. Should you still have problems, do the following:
 - a. In the main DC Pro interface click **Settings** -> **Advanced**.
 - b. Uncheck **Folder specific configuration**.
 - c. Click on the MS Word parser icon located at the bottom of the main DC Pro interface.
 - d. Select **Advanced**, and make sure **Use native PDF export engine** is checked.
 - e. Restart the dcStart service and convert a file.

3.2.2 Troubleshooting for Attached Excel and .PPT Files in Email as Fax

To properly configure MS Excel and PowerPoint DCOM permissions:

1. Manually launch Excel.
2. Provide the requested info to any popups, and then close Excel.
3. Restart DC Pro and convert a file.
4. If it does not work:
 - a. Type **dcomcnfg** in the command prompt and press enter.
 - b. Expand the following groups:
 - ◆ Component Services group.
 - ◆ Computers group.
 - ◆ My Computer group.
 - ◆ DCOM Config group.
 - c. Find and select Microsoft Excel Document (it may also contain 2003, 2007 or Application in its name).
 - d. Right-click the file and select **Properties**.
 - e. Select the **Security** tab, and under Launch and activation permissions, check **Customize**.
 - f. Press **Edit**, and add the account used by dcStart and give it **Local Launch and Local Activation** (do not use the local system account for dcStart).
 - g. Under Access permissions, check **Customize**.
 - h. Press **Edit**, and add the account used by dcStart and then give it Local access.
 - i. Restart the **dcStart** service and convert a file.
5. Should you still have problems, make sure that MS Excel runs in the same user account as DCStart:
 - a. In the same dcomcnfg interface locate the Excel entry.
 - b. Click the **Identity** tab.
 - c. Check the **This user** checkbox.
 - d. Press **Browse** and specify the account used by dcStart, and then enter and re-enter the password.
 - e. Restart dcStart after you switch from the launching user to the next option.
6. Should you still have problems, do the following:
 - a. Go back into the dcomcnfg interface and locate Excel.
 - b. Right-click the file and select **Properties**.
 - c. Select the **Identity** tab.
 - d. Switch to the launching user (you can also test with **The interactive user**).
 - e. Close dcomcnfg.

- f. Login with the account used by dcStart.
 - g. Open **Printers**.
 - h. Right-click on **Neevia Converter** and select **Set as default**.
 - i. Manually launch Excel.
 - j. Open a file that is not empty.
 - k. Click **File** -> **Print** -> select **Neevia Converter** -> **OK**.
 - l. When prompted, type in the path **C:\Users\Public\test.ps**.
 - m. Save the file and close Excel.
 - n. Restart dcStart and convert an xls file.
7. Should you still have problems, do the following:
- a. In the main DC Pro interface, select **Settings** -> **Advanced**.
 - b. Uncheck **Folder specific configuration**.
 - c. Click on the Excel parser icon located at the bottom of the main DC Pro interface.
 - d. Select **Advanced**, and make sure **Use native PDF export engine** is checked.
 - e. Restart the dcStart service and convert a file.

4 Upgrade Instructions for Fax Server

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

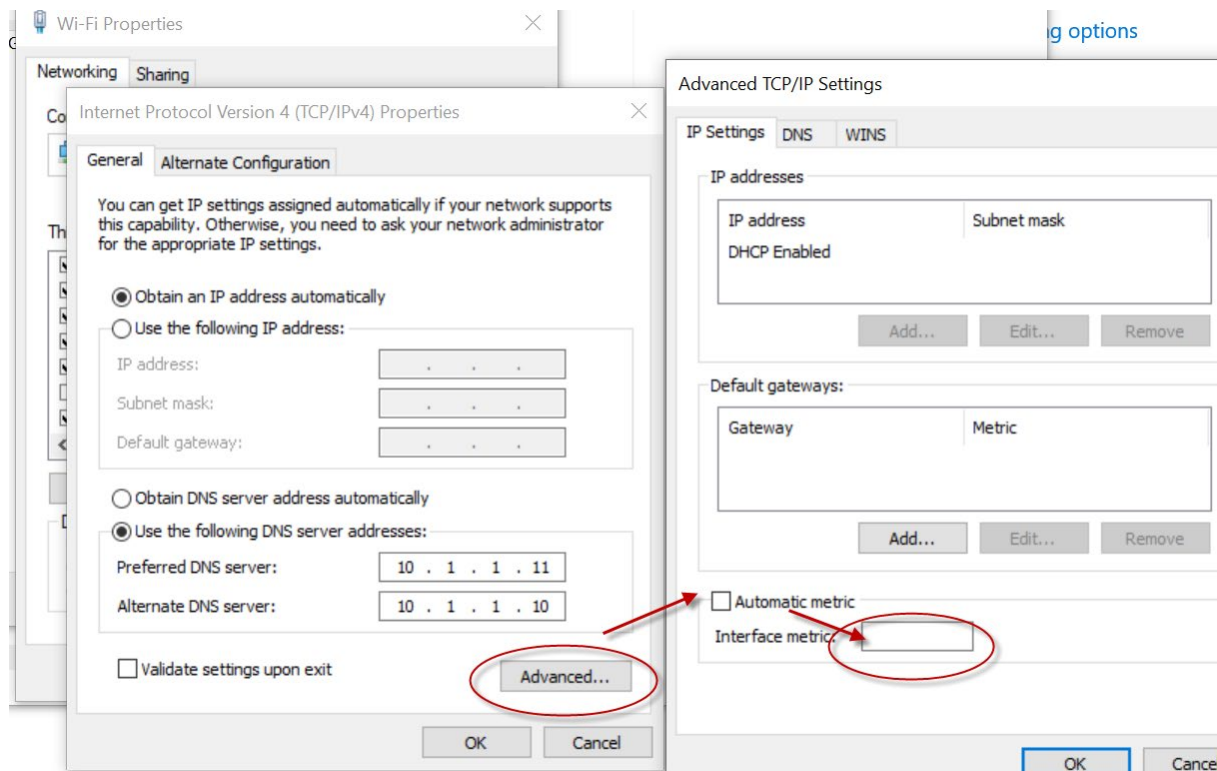
The latest version can be downloaded from

https://downloads-audiocodes.s3.eu-central-1.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 at `c:\F2MAdmin\db\sqlite\2e.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. If the server has more than one network interface, prioritize them using the 'Interface metric' field:



Verify that the IP address of the prioritized interface appears as an IP destination for the test call setup, which can be found in `C:\Program Files (x86)\Audiocodes\Fax To Email Watchdog\test_fax.xml`.

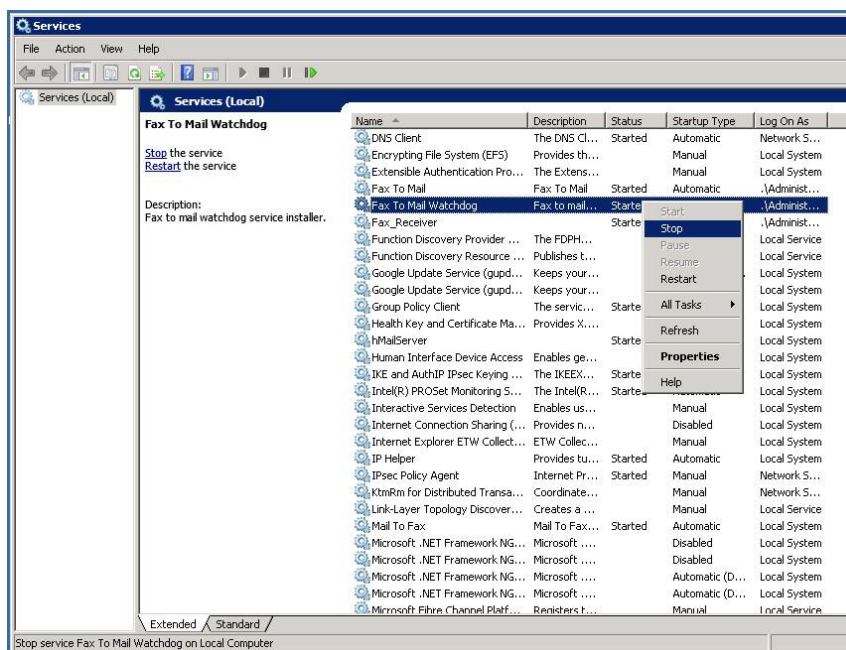
6. Log in with a username that has local Administrator credentials. During the installation/upgrade procedure, you are requested to assign a username and password for Fax system services. Please assign the current login username and password. Do not select the option to create a new user.

Figure 1: Call Flow - Outgoing Mail2Fax

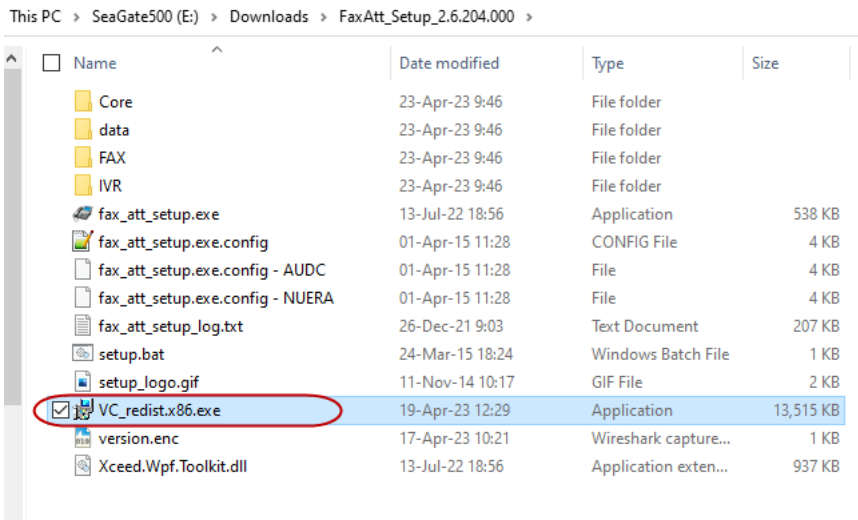


7. Open the registry editor (**Start > Run > regedit**).
8. Find 'HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\Fax_Receiver\Parameters' and take a screenshot of the existing fax codec settings (in case it is needed, repeat those settings after the upgrade, as demonstrated on step 31).
9. Stop 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 2: Services

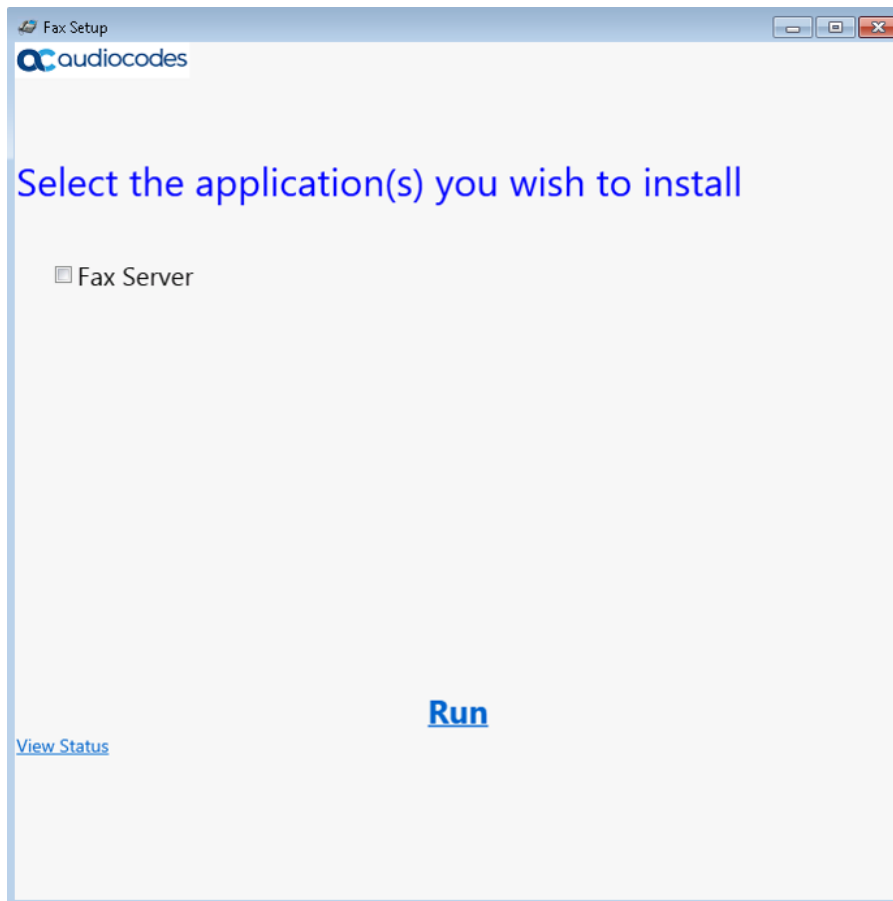


10. Download the new version setup.
11. After you unzip the downloaded file, Run the VC_redist.x86.exe file as an administrator:



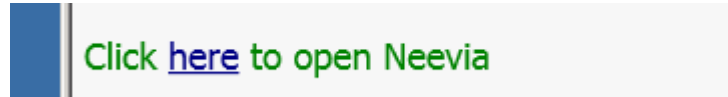
12. Restart the server.
13. Run the new version setup with Administrator credentials by right-clicking **fax_att_setup.exe**, and then from the shortcut menu, choose **Run as Administrator**.

Figure 3: AudioCodes Fax Setup



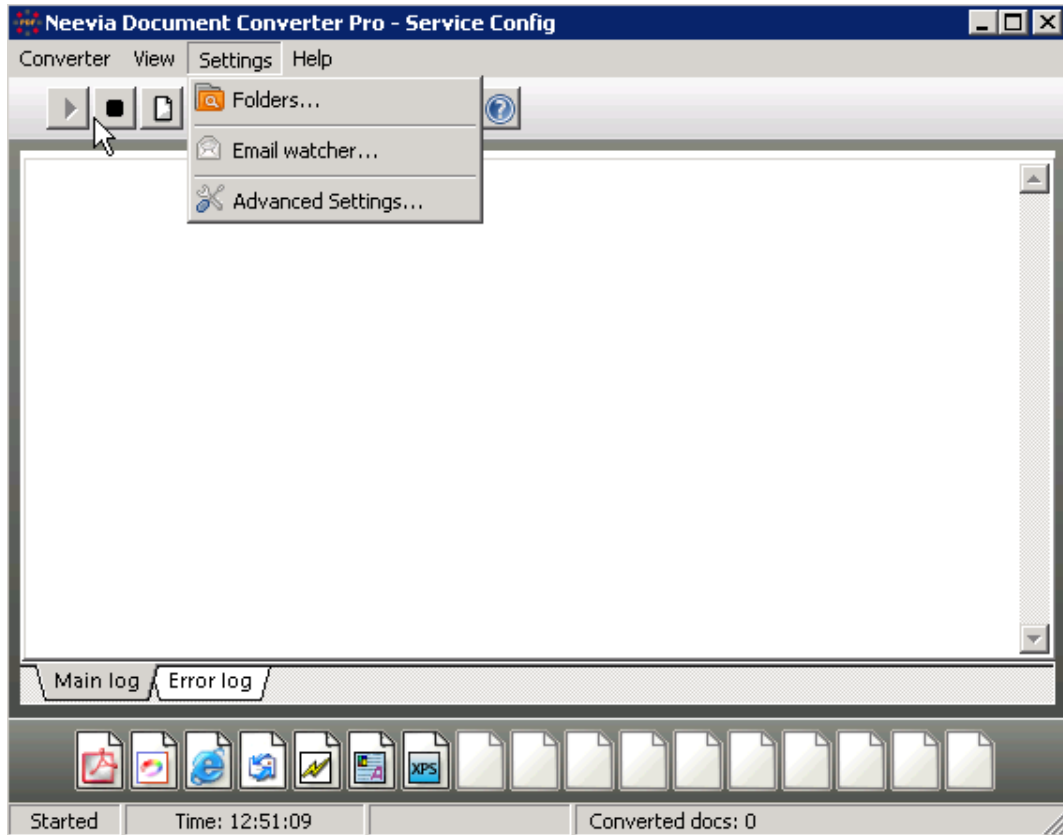
14. In the Fax Setup screen, select the 'Fax Server' check box, and then click **Run**.
15. Approve all notification messages during the upgrade procedure. Run the Neevia Document Converter by clicking the **here** link.

Figure 4: Open Neevia



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

Figure 5: Neevia Document Converter Pro – Service Config



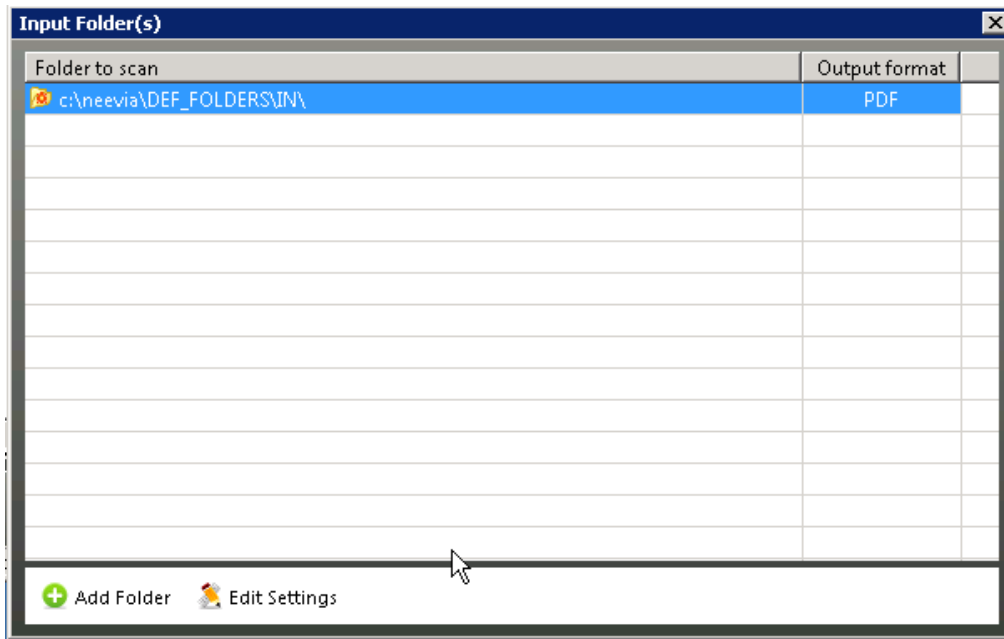
17. If the Folder to scan window contains C:\Neevia\I\ and C:\Neevia\IT\ folders, skip to Step 29 on page 23.

Figure 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\IT\	TIFF (FAX)

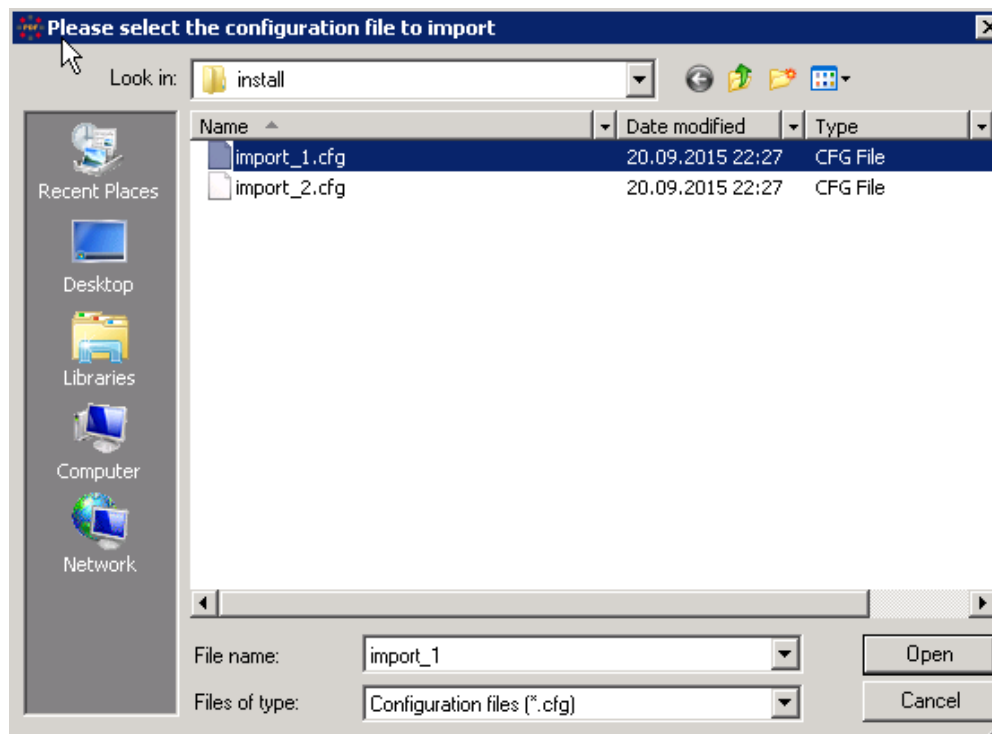
18. If the folders do not exist, import them using the Configuration Import script.

Figure 7: Input Folders Do Not Exist



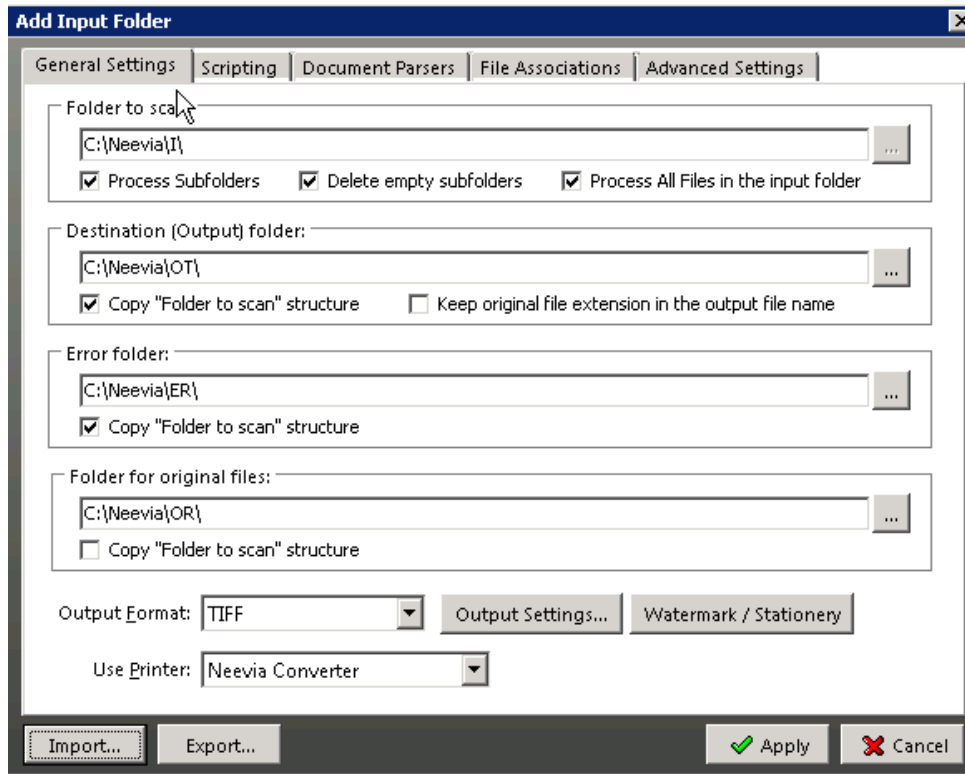
19. Open the Import window (**Settings > Folders > Add folder > Import**); the following screen appears:

Figure 8: Import 1



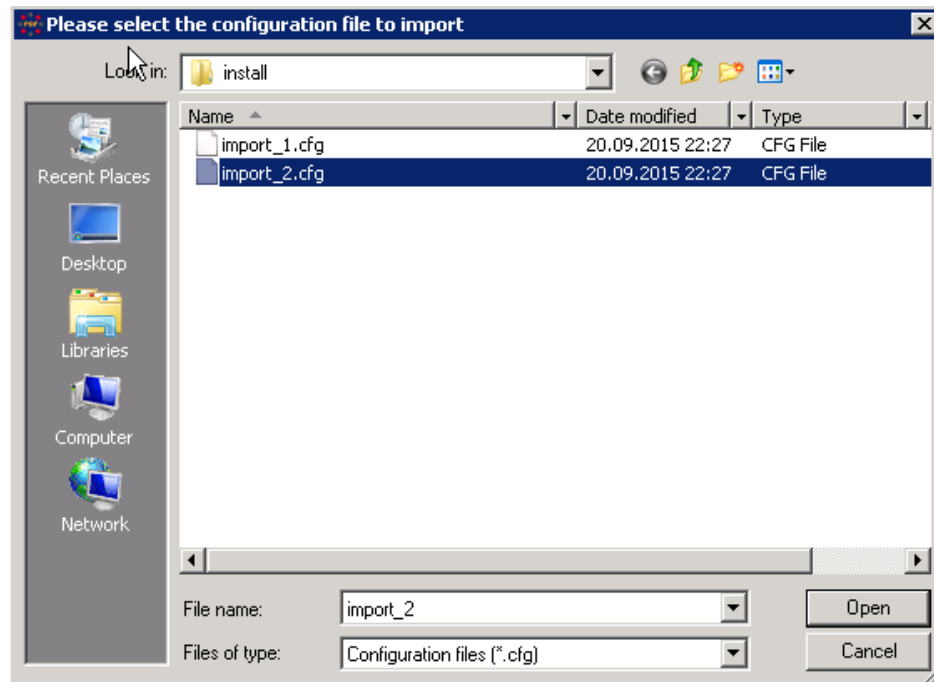
20. Select the import_1.cfg file, and then click **Open**; the following screen appears:

Figure 9: Add Input Folder 1



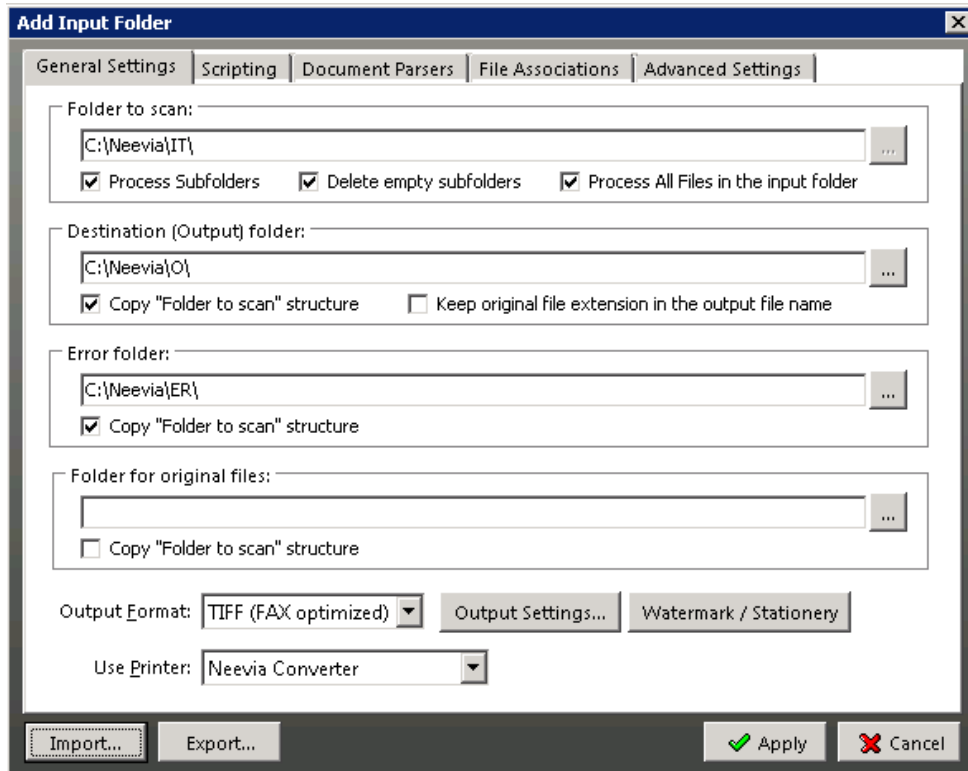
21. Click **Apply**.

Figure 10: Import 2



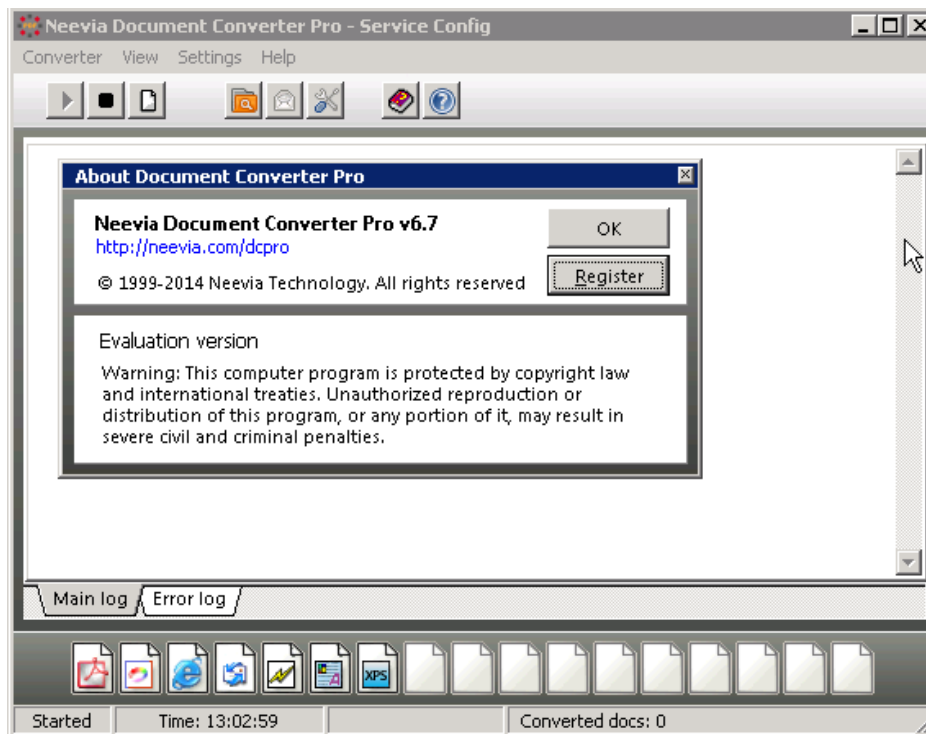
22. Select the import_2.cfg file, and then click **Open**; the following screen appears:

Figure 11: Add Input Folder 2



23. Click **Apply**.
24. 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:

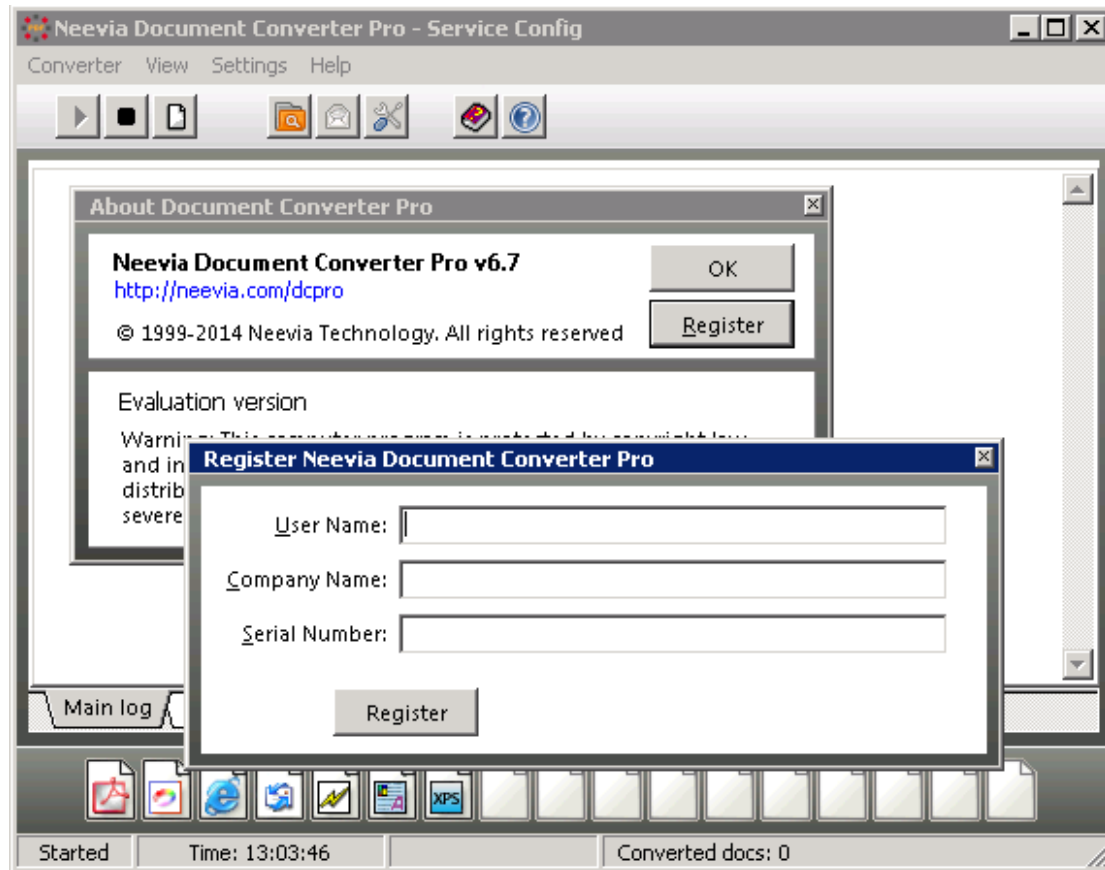
Figure 12: Neevia Help About



25. In the 'User Name' field, enter "AudioCodes".

26. In the 'Company Name' field, enter "AudioCodes".
27. In the 'Serial Number' field, enter the Serial Number you previously received when you purchased the product.

Figure 13: Neevia Help About - Register



28. Click **Register**.
29. 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 8.

Figure 14: Time Zone Edit Example

```

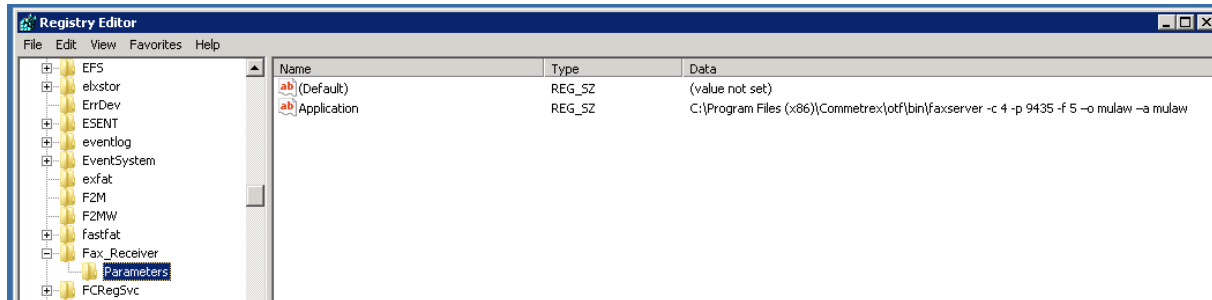
924  [Date]
925  ; Defines the default timezone used by the date functions
926  ; http://php.net/date.timezone
927  date.timezone = 'Europe/Helsinki'

```

30. 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 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. Wait until the configuration script has finished running.
6. Verify that the same IP address that you noted in Step 5 in the previous procedure appears again, so that test calls will pass without any problems.

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