Release Notes

AudioCodes One Voice for Microsoft® Skype for Business

Fax Server & Auto Attendant

Version 2.5.0



Microsoft Partner





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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
28882	Initial document release for Version 2.1.1.
28883	New Features and Resolved Issues for Version 2.2.0 updated.
28884	Core Components, New Features and Resolved Issues for Version 2.5.0 updated.

Documentation Feedback

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1 Introduction

Fax Server and Auto Attendant Version 2.5.0 introduces new features and infrastructure changes as described in this document.

The following components are included in this version:

1.1 Installation Wizard

Component	Version	MD5 Checksum
Fax IVR install Wizard	2.0.0.17	442dece8c236fd1e9ab7f97a23fe96c7

1.2 Core Components

Component	Version	MD5 Checksum
Infrastructure	2.4.0.39907	334414389d748801c1ed4b6c1dba0ff9
Web Admin	2.5.1.41245	3ed8ea4853a2a2f4085ed2dfd37c1083

1.3 Fax Components

Component	Version	MD5 Checksum
Fax Server	2.4.0.0	4f507095e5aad19c5499b86d9e58fbc1
Commetrex Setup	1.0.0.3	6c26b3a3bc753e92a6d047c3e0635718
Fax License Setup	1.0.0.1	ce29320a27da7c908698ac568b4fc1c1
Hmail Setup	1.0.0.1	16cd160eebd1e31f43a7f193845bf10b
Neevia Setup	1.0.0.2	3644826c1c8c9cfdc933e3a450fe978f
Fax2Mail Service	2.1.0.15	008d4bd7097fa1fa4a3dccb035b3f359
Mail2Fax Service	2.1.0.15	a686fb0932da2ef6034808786a2ad767
Fax2Mail WD	2.1.0.15	3f949947b618e6f0f3042b78b44a3c2b

1.4 AA IVR Components

Component	Version	MD5 checksum
IVR License Setup	1.0.0.1	8158b5440380c3b7d695436b6af5ccf3
Prerequisites_ivr_2010 Setup	1.0.0.1	285a30ec356345389137c8ec5b11fa20
Prerequisites_ivr_2013 Setup	1.0.0.2	ad81f21dd778ea9c633ad4a80093b539
Prerequisites_ivr_Skype Setup	1.0.0.2	abf75abfc1aabdcbd6f0003dec36918f
IVR Lync2010	2.0.13.38646	a62b64bf286ee3ea651c27afbd2188c0
IVR Lync2013	2.1.991.38736	a5c486f36bdb865a05003b8737309642
IVR Skype for Business	2.0.13.39440	8f2026d1fa7a2ff65f331eca15981b13

1.5 Third Party Software

Component	Version
Commetrex	2.4.14
Neevia	6.7
HASP	15.0.1.36539
Hmail	5.6 B2145

2 New Features

This section lists the following new features added to the new version:

2.1 **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 but cannot change them
- View & Write Can view and change specific page settings

2.2 Administrator Password Enforcement

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

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



3 **Resolved Issues**

None



4 Known Issues

This chapter lists the following known constraints:

- Fax-in and fax-server services may not start automatically after system restart.
 Workaround: Define both with "Delay-Start" in the services settings.
- The date of received faxes in the Fax call log may be displayed wrong after system upgrade.

Workaround: Clear your browser cookies for this site.

- Call Log Time is not according to the server time zone.
 - Workaround:
 - Open *c:\php_56\php.ini*.
 - In the 'date.timezone' field, enter the time zone from the list below.
 - Restart Apache 2.4

The following is a 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 & amp; 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'	<pre>=> "(GMT-06:00) Monterrey",</pre>
'Canada/Saskatchewan'	=> "(GMT-06:00) Saskatchewan",
'US/Central'	=> "(GMT-06:00) Central Time (US & amp; 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'	<pre>=> "(GMT+01:00) Belgrade",</pre>
'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",

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'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)	Kyıv",
'Europe/Minsk'	=>	"(GMT+02:00)	Minsk",
'Europe/Riga'	=>	"(GMT+02:00)	Riga",
'Europe/Solla'	=>	"(GMT+02:00)	Solla",
'Europe/Tallinn'	=>	"(GMT+02:00)	Tallinn",
'Europe/Vilnius'	=>	"(GMT+02:00)	Vilnius",
'Asia/Baghdad'	=>	"(GMT+03:00)	Baghdad",
'Asia/Kuwait'	=>	"(GMT+03:00)	Kuwait",
'AIrica/Nairobi'	=>	"(GMT+03:00)	Nairobi",
Asia/Riyadn	=>	"(GMT+03:00)	Riyadn",
'Europe/Moscow'	=>	"(GMT+03:00)	Moscow",
'Asia/Tenran'	=>	"(GMT+03:30)	Tenran",
'ASIA/Baku'	=>	"(GMT+04:00)	Baku",
Lucie (Mugget)	=>	"(GMT+04:00)	Volgograd",
ASIA/MUSCAL	=>	"(GMT+04:00)	Muscal",
Asia/IDIIISI	=>	"(GMI+04:00)	IDIIISI",
ASIa/IEIEVall	=>	"(GMI+04:00)	Kebul
Asia/Kabul	=>	"(GMI+04.30)	Kabul",
Asia/Rafachi		(GMT+05:00)	Tachkont"
ASia/Kolkata		(GMT+05:00)	Kolkata"
'Asia/Kathmandu'		(GMT+05:30)	Koikaca ,
'Asia/Vekaterinhurg'	->	(GMT+06:00)	Ekaterinburg"
'Agia/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/Krasnovarsk'	=>	"(GMT+08:00)	Krasnovarsk",
'Asia/Chongging'	=>	"(GMT+08:00)	Chongging",
'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");
```



5 Upgrade Instructions

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

- 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\f2e.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.

Windows Account For	Fax Services 💦 💶 🗵 🗙
Windows User For	Fax Server Services
Domain	Administrator
Oser Name Password	
Confirm Password OK	Create

Figure 5-1: 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 Bladware service)
 - Mail to Fax (stop it before stopping hMailServer service)
 - Apache2.4
 - Bladeware
 - DcStart
 - hMailServer



Figure 5-2: Services

-					
🔅 Services (Local)			2	2	8
Fax To Mail Watchdog	Name 🔺	Description	Status	Startup Type	Log On As
	Q DNS Client	The DNS Cl	Started	Automatic	Network S
Stop the service	Crypting File System (EFS)	Provides th		Manual	Local System
Restart the service	Extensible Authentication Pro	The Extens		Manual	Local System
	🍓 Fax To Mail	Fax To Mail	Started	Automatic	.\Administ
Description:	Fax To Mail Watchdog	Fax to mail	Starte	Shart	.\Administ
Fax to mail watchdog service installer.	Arax_Receiver		Starte	Stop	.\Administ
	Runction Discovery Provider	The FDPH		Pause	Local Service
	Function Discovery Resource	Publishes t		Resime	Local Service
	🖏 Google Update Service (gupd	Keeps your		Restart	Local System
	🖏 Google Update Service (gupd	Keeps your		Roscare	Local System
	Group Policy Client	The servic	Starte	All Tasks 🕨 🕨	Local System
	Health Key and Certificate Ma	Provides X		Defrech	Local System
	AmailServer		Starte _	Kenesii	Local System
	Access	Enables ge		Properties	Local System
	🖳 IKE and AuthIP IPsec Keying	The IKEEX	Starte	11.1.	Local System
	Intel(R) PROSet Monitoring S	The Intel(R	Starte_	неір	Local System
	A Interactive Services Detection	Enables us		Manual	Local System
	Internet Connection Sharing (Provides n		Disabled	Local System
	🖾 Internet Explorer ETW Collect	ETW Collec		Manual	Local System
	🖏 IP Helper	Provides tu	Started	Automatic	Local System
	IPsec Policy Agent	Internet Pr	Started	Manual	Network S
	KtmRm for Distributed Transa	Coordinate		Manual	Network S
	Link-Layer Topology Discover	Creates a		Manual	Local Service
	🎑 Mail To Fax	Mail To Fax	Started	Automatic	Local System
	Microsoft .NET Framework NG	Microsoft		Disabled	Local System
	Microsoft .NET Framework NG	Microsoft		Disabled	Local System
	Microsoft .NET Framework NG	Microsoft		Automatic (D	Local System
	Microsoft .NET Framework NG	Microsoft		Automatic (D	Local System
	Microsoft Fibre Channel Platf	Registers t		Manual	Local Service

7. Download and run the new version setup with Administrator credentials by rightclicking fax_att_setup.exe, and then from the shortcut menu, choose Run as Administrator.

Figure 5-3: AudioCodes Fax Auto Attendant Setup



8. 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 5-4: Open Neevia



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

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

👾 Neevia Document Converter Pro - Service	e Config 📃	
Converter View Settings Help		
Folders		
Email watcher		
🔏 Advanced Settings		
l —		
Main log / Error log /		-
🔁 🔁 😂 🐼 🔜		
Started Time: 12:51:09	Converted docs: 0	//

11. If the Folder to scan window contains *C:WeeviaVI* and *C:WeeviaVT* folders, skip to Step 23 on page 23.

Figure 5-6: Neevia Document Converter Pro – Input Folders

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



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

Figure 5-7: Input Folders do Not Exist

Input Folder(s)				
Folder to scan	Output format			
🙆 c:\neevia\DEF_FOLDERS\IN\	PDF			
😳 Add Folder 🛛 🤶 Edit Settings				

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

Figure 5-8: Import 1

🙀 Please select	the configuration	file to import		×
Look in:	퉬 install		💽 🌀 🦻 🖻	
	Name 🔺		▼ Date modified ▼	Type 🚽
1 S	import_1.cfg		20.09.2015 22:27	CFG File
Recent Places	import_2.cfg		20.09.2015 22:27	CFG File
Deskton				
1				
Computer				
Network				
	•			
	File name:	import_1	-	Open
	Files of type:	Configuration files (*.cfg)	T	Cancel

14. Select the import_1.cfg file, and then click Open; the following screen appears:Figure 5-9: Add Input Folder 1

Add Input Folder	×
General Settings Scripting Document Parsers File Associations Advanced Settings	
Folder to scale	
C:\Neevia\I\	
Process Subfolders Delete empty subfolders Process All Files in the input folder	
Destination (Output) folder:	
C:\Neevia\OT\	
Copy "Folder to scan" structure	
Error folder:	
C:\Neevia\ER\	
Copy "Folder to scan" structure	
Folder for original files:	
C:\Neevia\OR\	
Copy "Folder to scan" structure	
Output <u>F</u> ormat: TIFF Output Settings Watermark / Stationery	
Use <u>P</u> rinter: Neevia Converter	
Import Export 🖌 Apply 💥 Cance	:1

15. Click Apply.

Figure 5-10: Import 2

🙀 Please select	the configuration	n file to import			×
Low Sin:	퉬 install		💌 🕝 🤌 🛛	• 🔜 🁏	
Ecent Places	Name import_1.cfg import_2.cfg		 ▼ Date modified 20.09.2015 22:27 20.09.2015 22:27 	Type CFG File CFG File	<u> </u>
Desktop					
Libraries					
Computer					
Network					
	•				▶
	File name:	import_2		-	Open
	Files of type:	Configuration files (*.cfg)		-	Cancel

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16. Select the import_2.cfg file, and then click Open; the following screen appears:Figure 5-11: Add Input Folder 2

Add Input Folder						
General Settings Scripting Document Parsers File Associations Advanced Settings						
Folder to scan:						
C:\Neevia\IT\						
▼ Process Subfolders ▼ Delete empty subfolders ▼ Process All Files in the input folder						
Destination (Output) folder:						
C:\Neevia\O\						
Copy "Folder to scan" structure						
Error folder:						
C:\Neevia\ER\						
Copy "Folder to scan" structure						
Folder for original files:						
Copy "Folder to scan" structure						
Output Format: IIFF (FAX optimized) Cutput Settings Watermark / Stationery						
Use <u>P</u> rinter: Neevia Converter						
Import Export X Cancel						

17. Click Apply.

 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 5-12: 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.

Neevia Document Converter Pro - Service Config	_ 🗆 X
Converter View Settings Help	
About Document Converter Pro	
Neevia Document Converter Pro v6.7 OK http://neevia.com/dcpro Register	
Evaluation version Warning This and in Register Neevia Document Converter Pro	×
severe User Name:	
<u>C</u> ompany Name:	
Serial Number:	
Main log C Register	
Started Time: 13:03:46 Converted docs: 0	li.

Figure 5-13: 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_56\php.ini*, and then edit line **927** with your time zone as listed in Section 4 on page 13.

Figure 5-14: Time Zone Edit Example

924 -][Date]
92.5	; Defines the default <u>timezone</u> used by the date functions
92.6	; <u>http://php.net/date.timezone</u>
927	date.timezone = 'Europe/Helsinki'

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- 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:
 - a. Open the registry editor (**Start** > **Run** > **regedit**).
 - **b.** Find 'HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\ Fax_Receiver\Parameters'.

Figure 5-15: Registry Editor

😭 Regi	🕵 Registry Editor					
File Edi	File Edit View Favorites Help					
÷)	EFS		Name	Туре	Data	
Ē]	elxstor		ab (Default)	REG_SZ	(value not set)	
	ErrDev		ab Application	REG_SZ	C:\Program Files (x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5 –o mulaw –a mulaw	
Ē	ESENT		-			
Ē.	eventlog					
Ē]	EventSystem					
	exfat					
	F2M					
	F2MW					
Ē.	fastfat					
Ē.	Fax_Receiver					
	Parameters					
Ē.	FCRegSvc					
			-			

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

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Document #: LTRT-28884

