

Reference Manual



INSTALLATION AND CONFIGURATION



This page is intentionally left blank

GWFax Client Plug-in Installation & Configuration Guide

Getting Started

Thank you for Purchasing GWFax

Thank you for entrusting Messaging Architects with the care of your faxing needs. At Messaging Architects, we pride ourselves in the high quality of our software solutions and the devotion with which our customer service will address all your concerns and needs. This guide is meant to assist you in using the GWFax Client Plug-in. Do not hesitate to refer to this guide often, as it contains helpful tips and tricks. If this guide is outdated, please contact Messaging Architects and we will provide you with the latest electronic version.

About GWFax

GWFax is an enterprise-class document transport solution with native GroupWise integration that offers GroupWise users a range of functionality to securely transmit and/or convert documents from GroupWise and other printer accessible desktop applications.

Features include:

- Send secure fax messages to fax recipients listed in the GroupWise Address Book or by entering a fax number.
- Receive faxes directly into the GroupWise inbox.

Intended Audience

This guide is intended for the GWFax end user. It explains how to install, configure, operate, and maintain the Client Plug-in. This guide assumes the user is fairly knowledgeable about common GroupWise and NetWare terms, concepts, and techniques.

Technical Support & Feedback

If you have a technical support question, please consult the Technical Support section of our website at www.messagingarchitects.com/support or call (514) 392-1303, and a member of our technical support team will contact you as soon as possible during regular business hours. If you have a general feature question or comment, you may submit it at www.messagingarchitects.com/contactus.

Sales

To contact a Messaging Architects sales team member, send an email to info@messagingarchitects.com, call **1-866-497-0101**, or complete the form at www.messagingarchitects.com/contactus and we will get in touch with you.

Other Resources

Messaging Architects is committed to providing the best support available for GWFax. If your question is not answered in this guide, our website (www.messagingarchitects.com) includes additional information. This information ranges from any updates to this documentation to FAQs. If you have any other questions, send email to info@messagingarchitects.com and we will contact you.

Corporate Headquarters

Messaging Architects
180 Peel, Suite 333
Montreal, QC Canada H3C 2G7
Tel: 514-392-9220
Fax: 514-392-9120

EMEA Headquarters

Messaging Architects
De Waal 31-E
5684 PH, Best
The Netherlands
Tel: +31 40 2676 840
Fax: +31 40 2676 869

Messaging Architects UK

One St. Colme Street
Edinburgh, EH3 6AA
United Kingdom
Tel: +44 (0)131 220 8333

Asia Pacific

Suite 13, Pier 35 Marina
263-329 Lorimer Street
Port Melbourne VIC 3207

How to Use this Guide

This guide is intended to complement GWFax, and introduces concepts in the same order as the layout of the console.

Advice Boxes

Throughout the guide, you will see special advice boxes. These advice boxes are intended to supplement the information presented in the section where they are found. These advice boxes serve different functions based on the icon used to represent them. Three types of advice boxes are:



More information: This advice box tells you where to find more information pertaining to the current subject. Look for this advice box if you want to find out where else in the document a certain subject is being discussed.



Warning: This advice box lets you know when something requires caution. The goal of this advice box lets you know about the potential errors into which you might run when using the function in question.



Helpful tip: This advice box will inform you of advanced configuration tricks. This way, you can optimize your configuration and make better use of your Esker Platform server or GWFax Plug-in.

Table of Contents

| | |
|--|-----------|
| 1 Introduction..... | 7 |
| 2 Installation and Configuration of the GWFax Client Plug-in..... | 9 |
| 2.1 Installing the GWFax Client Plug-in | 9 |
| 3 Sending Faxes from GroupWise..... | 15 |

1 Introduction

GWFax is an enterprise-class document transport solution with native GroupWise integration that offers GroupWise users a range of functionality to securely transmit and/or convert documents from GroupWise and other printer accessible desktop applications. GWFax is a unique paperless storage solution that is fully-integrated with GWArchive to ensure the same level of regulatory compliance and email message security available with GWArchive.

With GWFax, you can:

1. Send secure fax messages to fax recipients listed in the GroupWise Address Book or by entering a fax number.
2. Receive faxes directly into the GroupWise inbox.
3. Select to archive fax messages sent through the GWFax Client Plug-in to your GroupWise inbox to an external repository in XML format using GWArchive.

The GWFax Client Plug-in Installation and Configuration Guide how to install and configure the GWFax Client Plug-in components. Below is a brief description of the components of GWFax and the documentation available for each.

The documentation listed below can be found in the Messaging Architects Manuals folder in the GWFax package or by clicking Documentation from the **Autorun** screen of the GWFax CD.

| Component | Description | Documentation |
|------------------------|--|---|
| Server | A back-end component that interfaces between the client plug-in and the GWFax hardware. | GWFax Installation and Configuration Guide |
| DID Manager (Optional) | A ConsoleOne snap-in that allows the IT administrator to easily assign and manage the DID (Direct Inward Dial) numbers of users. The DID Manager provides automatic, real-time DID number tracking. | DID Manager Installation and Configuration Guide |
| Client Plug-in | A client-side GroupWise C3PO that allows end users to send faxes as easy as clicking on the GWFax icon located on the GroupWise client interface, selecting a recipient from the GroupWise Address book, or entering the recipient's fax number. | GWFax Client Plug-in Installation and Configuration Guide |

2 Installation and Configuration of the GWFax Client Plug-in

2.1 Installing the GWFax Client Plug-in

To install the GWFax Client Plug-in:

1. Insert the GWFax CD. When the installation wizard launches, click **Next** to begin the installation, or run the *setup.exe* from the CD root.

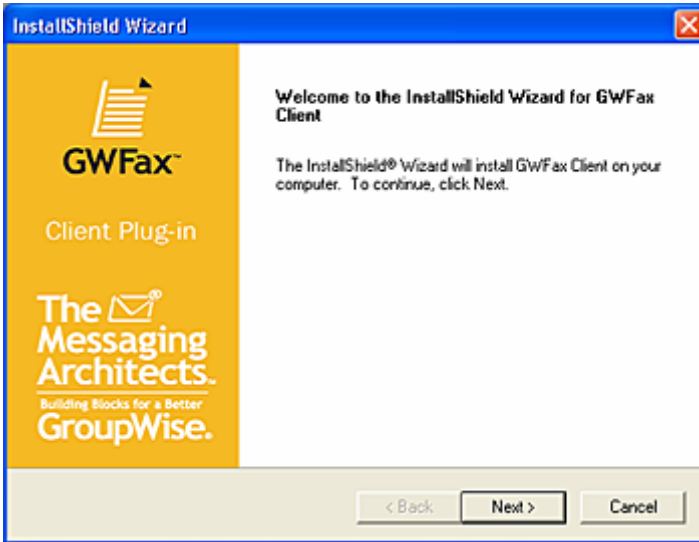


Figure 1: GWFax Client Plug-in, Welcome Screen

2. On the **Choose Destination Location** screen, accept the default locations or click **Browse** to select an alternate location. Click **Next** to continue.

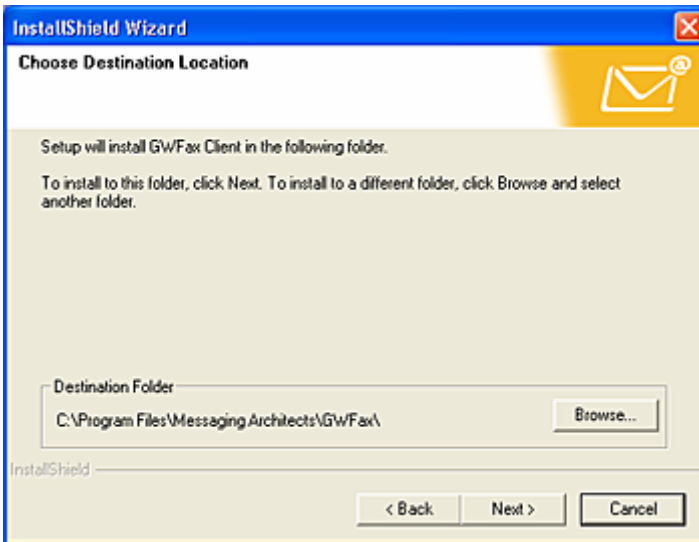


Figure 2: Choose Destination Location Screen

3. When prompted, click **OK** to install the Esker API components.

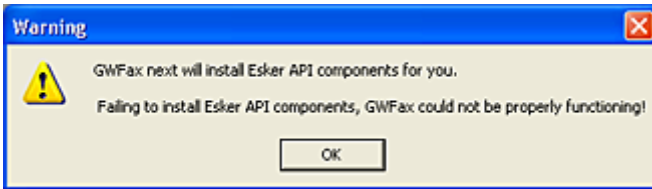


Figure 3: Esker API Components dialog box

4. On the **Choose Setup Language** screen, select the language from the available options and then click **OK**.

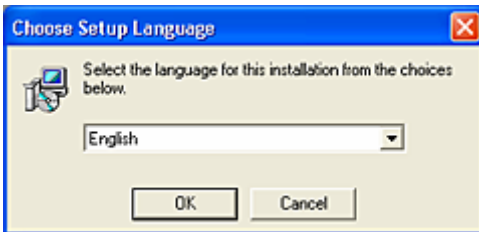


Figure 4: Choose Setup Language dialog box

5. When the Esker API Components Wizard launches, click **Next** to begin the installation.

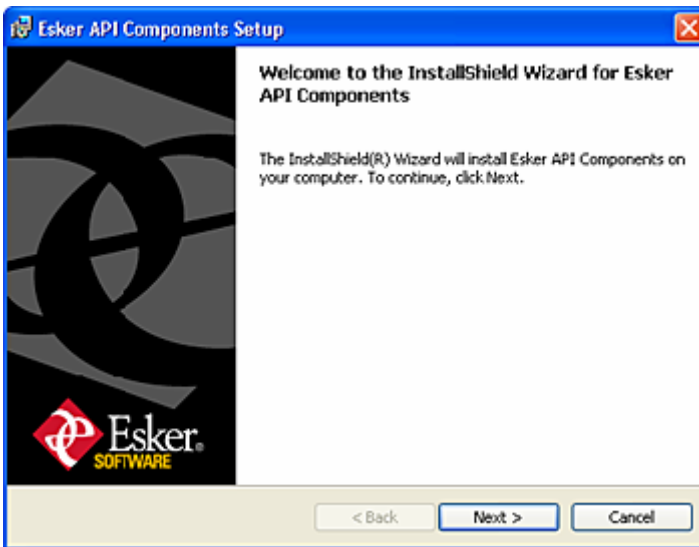


Figure 5: Esker API Components Setup, Welcome Screen

6. On the **Setup Type** screen, depending on your knowledge of the API components, choose **Typical mode** (first option) or **Custom mode** (second option). Click **Next**.

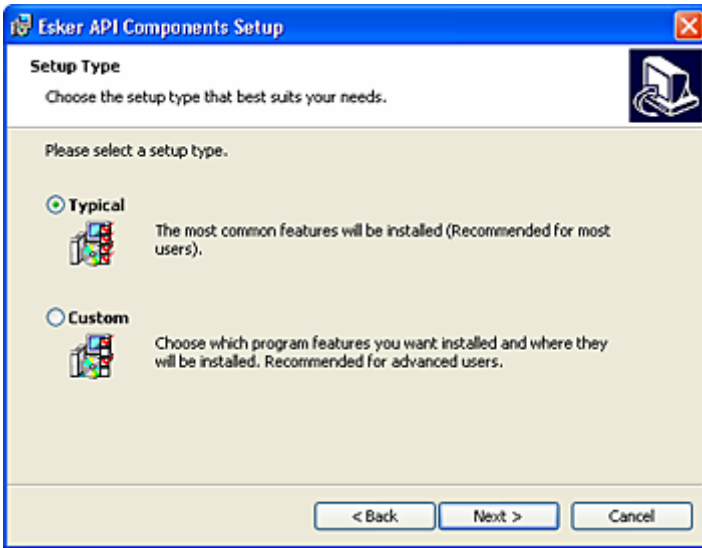


Figure 6: Setup Type Screen

7. On the **Esker Platform Server Address** screen, enter the IP address of the server where you installed the Esker Platform Server, and then click **Next**.

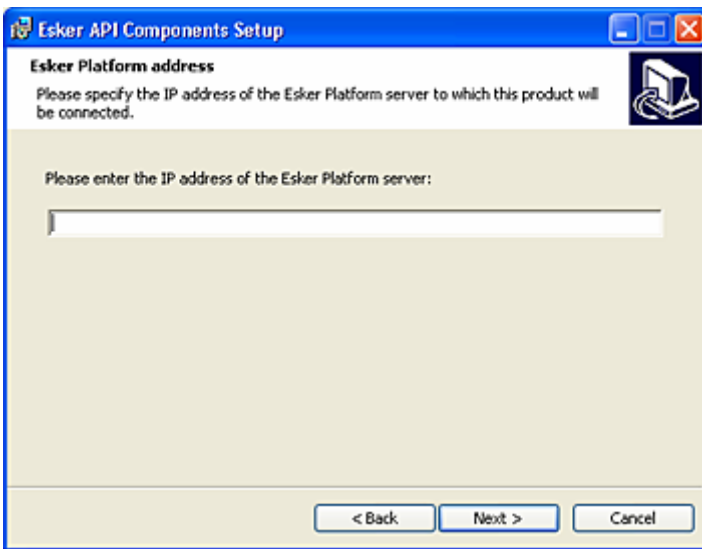


Figure 7: Esker Platform Address Screen

8. On the **Address Book LDAP Parameters** screen, enter the required information.
 - Under **User Login**, enter the user login name you will use to log on to the Esker Administrator.
 - Under **Password** and **Confirm Password**, enter the password you use to log on to the Esker Administrator.
9. Click **Next** to continue.

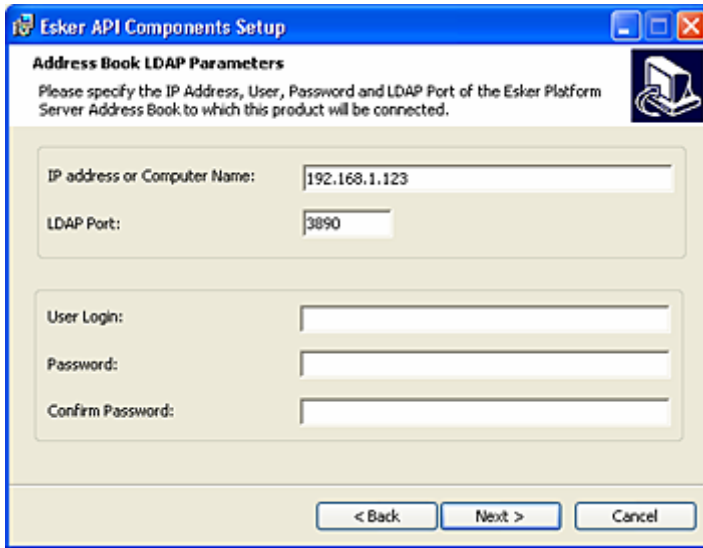


Figure 8: Address Book LDAP Parameters Screen

10. Click **Install** on the **Ready to Install the Program** screen, or **Back** to change any of the installation settings.

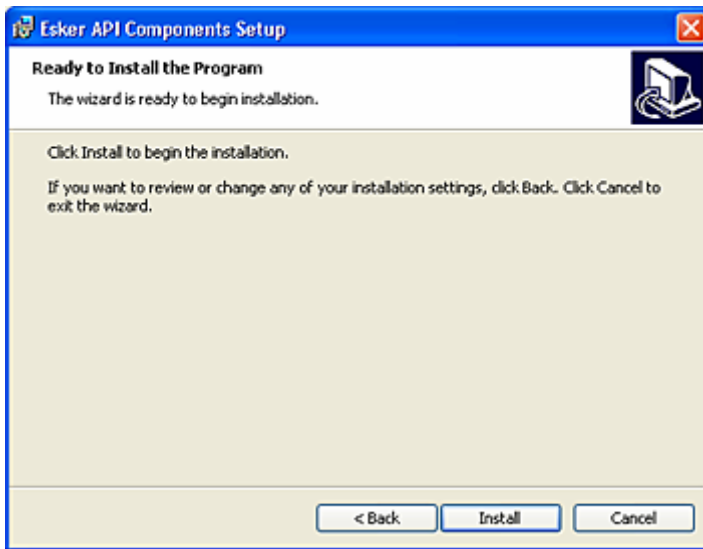


Figure 9: Ready to Install the Program Screen

11. Click **Finish** to complete the installation of the Esfer API components.



Figure 10: Esker API Components, Wizard Complete Screen

12. Click **Finish** again to complete the GWFax Client Plug-in installation.

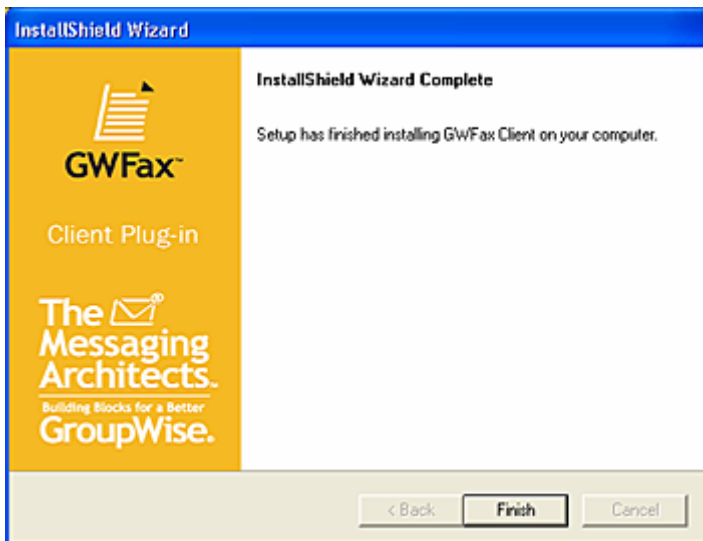



Figure 11: GWFax Client Plug-in, Wizard Complete Screen

13. To view the Client Plug-in, start GroupWise and you will see the GWFax icon on your GroupWise toolbar.

3 Sending Faxes from GroupWise

After successfully installing and configuring GWFax, you're ready to create and send a fax with an attachment from GroupWise.

1. From GroupWise, click **Create New Fax**  icon on the toolbar.
2. By default, the **Message** tab is displayed. In the message text box, type the message text for the cover page.

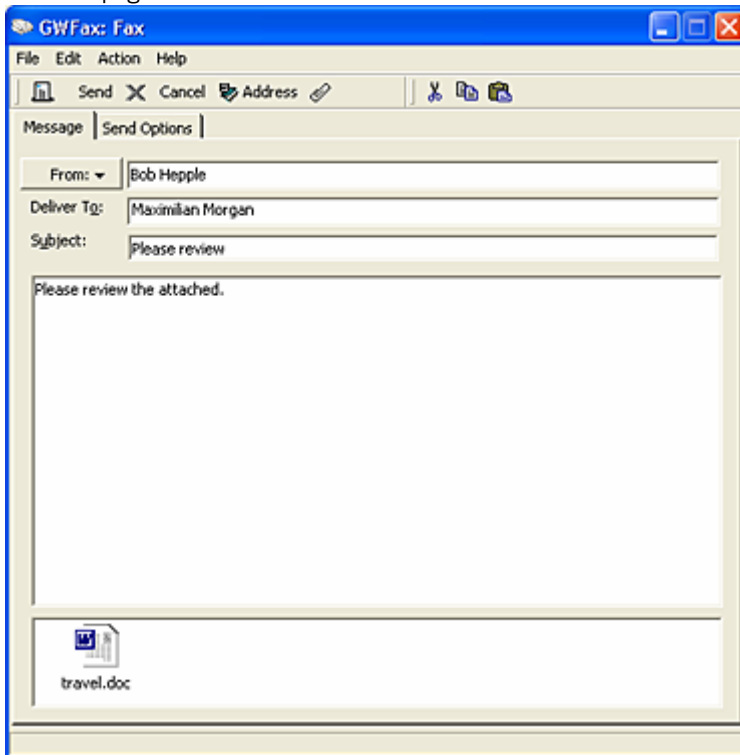




Figure 12: Create New Fax dialog box

3. In the **Deliver To** field, enter a fax number or select a recipient from the GroupWise address book by clicking the  icon.
4. Multiple fax numbers should be separated from each other with commas. You can also select an entire Group from the address book, however, note that all entries in the Group must be from the same address book.
5. If desired, type a subject for this fax under **Subject**. This text will appear on the cover page after the word *Subject*:
6. Select any file(s) you want to attach by clicking on the **Attach**  icon.
7. Click the **Send Options** tab.

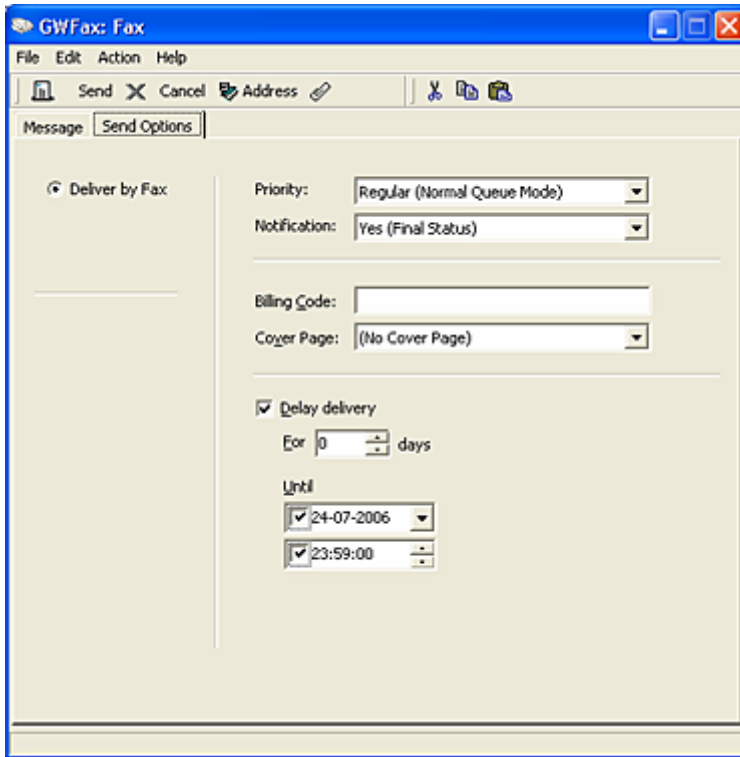



Figure 13: Send Options tab

8. Under **Priority**, select a priority from the available options:
 - **Urgent (Immediate Delivery)**
 - **Regular (Normal Queue Mode)**
 - **Low (Cost Savings Mode)**
9. Under **Notifications**, select whether or not you want to be notified upon delivery.
10. Under **Billing Code**, enter a billing code for this fax if you have one.
11. Select a cover page from the dropdown list under **Cover Page**.
12. If you do not wish to send the fax now, you can schedule a fax to be sent at a later date and time by selecting the **Delay Delivery** option.
13. Click the **Send**  icon to send the fax. GWFax will then automatically prepare the file attachments (if any), and send the fax to the recipient(s) listed.

Index

Installation and Configuration of the GWFax Client
Plug-in, 9

Introduction, 7
Sending Faxes from GroupWise, 15