Fax Forward

Administrator's Guide

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Overview

Fax Forward lets you automatically forward faxes received by a printer to a predetermined network share folder or e-mail address. If both forwarding destinations are enabled, then the application requires an additional buffer location for incoming fax, such as a printer hard disk or a network share. But if only one of the forwarding options is enabled, then the buffering happens in the RAM.

This application uses a utility called *smbclient* to connect to the share. The utility is encapsulated and abstracted by an *Embedded Solutions Framework* (eSF) component, which is then used by the application.

Note: This document is intended for use by Lexmark service providers and administrators responsible for the implementation and management of this software in their network environment.

Configuring the application

Enabling fax forwarding

Before configuring the application, make sure fax forwarding is enabled on the printer. You can then configure the application to send an incoming fax to a network share folder, an e-mail address, or both.

1. From the Embedded Web Server, click **Settings** or **Configuration** > **Fax Settings** > **Analog Fax Setup**.
2. Under Fax Receive Settings, from Fax Forwarding, select **Print and Forward** or **Forward**.
3. From Forward to, select **eSF**.
4. Click **Submit**.

Configuring application settings

Upgrading from version 2.0.5 or earlier to version 2.0.6 or later

In version 2.0.5 or earlier of the application, the two parts of the network share path must be entered in two separate fields on the Embedded Web Server: Destination Server and Share Name. In version 2.0.6 or later, the entire share path must be entered in a single Share Path field.

To ensure that the information from the Destination Server and Share Name fields is transferred to the Share Path field correctly during an upgrade from version 2.0.5 or earlier to version 2.0.6 or later, do the following:

1. Before upgrading, access the application configuration settings from the Embedded Web Server.
2. Note the name of the network share in the Share Name field.
3. Upgrade the application.
4. Access the application configuration settings from the Embedded Web Server.

   The device name or IP address appears in the Share Path field.

   For example:

   myserver (device name)
   111.111.111.111 (IP address)
5. Modify the Share Path field using the following format: \\Device_Name_or_IP\Share_Name.

   For example:

   \\myserver\share
   \\111.111.111.111\share
6. Click **Apply**.
7. **Restart the printer**.

   If you do not restart the printer after upgrading and modifying the Share Path field, then faxes may be lost.

Configuring a Fax Forward destination

Note: If you are upgrading from version 2.0.5 or earlier of the application to version 2.0.6 or later, then see "Upgrading from version 2.0.5 or earlier to version 2.0.6 or later" on page 4 before configuring a network destination.

1. Access the application configuration settings from the Embedded Web Server.
2. Enter the required information for the type of destination you want to use.

   Use the following format for the Share Path field: \\Device_Name_or_IP\Share_Name.

   For example:

   \\myserver\share

   \\111.111.111.111\share

   Note: For more information, see the mouse-over help beside each text box.
3. Select a file format.
4. Click **Apply**.
5. If you want to verify the destination, then click **Test**. If the test fails, then a validation error message will appear next to Status in the lower left side of the window.

Troubleshooting

Fax is not forwarded to the destination

Note: If a received fax has not been forwarded to the destination, then it will be printed at the printer.

Try one or more of the following:

Make sure the destination server is functioning properly

Make sure the destination is configured correctly

For more information, see "Configuring a Fax Forward destination" on page 5.

Make sure the destination share path was configured correctly after the application was upgraded from version 2.0.5 or earlier to version 2.0.6 or later

For more information, see "Upgrading from version 2.0.5 or earlier to version 2.0.6 or later" on page 4.

An error occurred while opening PDF or multiple-page TIFF files at the destination

Make sure to open the file only after the full document is received

Settings imported using the Embedded Web Server are not applied to the application

Repeat the import procedure

For more information see, "Exporting and importing a configuration using the Embedded Web Server" on page 7.

Appendix

Accessing application configuration settings using the Embedded Web Server

1 Obtain the printer IP address:
   - From the printer home screen
   - From the TCP/IP section in the Network/Ports menu
   - By printing a network setup page or menu settings page, and then finding the TCP/IP section

Note: An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

2 Open a Web browser, and then type the printer IP address in the address field.

   The Embedded Web Server appears.

3 From the navigation menu on the left, click **Settings** or **Configuration**, and then do one of the following:
   - Click **Apps** > **Apps Management**.
   - Click **Device Solutions** > **Solutions (eSF)**.
   - Click **Embedded Solutions**.

4 From the list of installed applications, click the application you want to configure, and then click **Configure**.

Exporting and importing a configuration using the Embedded Web Server

You can export configuration settings into a text file, and then import it to apply the settings to other printers.

1 From the Embedded Web Server, click **Settings** or **Configuration**, and then do one of the following:
   - Click **Apps** > **Apps Management**.
   - Click **Device Solutions** > **Solutions (eSF)**.
   - Click **Embedded Solutions**.

2 From the list of installed applications, click the name of the application you want to configure.

3 Click **Configure**, and then do one of the following:
   - To export a configuration to a file, click **Export**, and then follow the instructions on the computer screen to save the configuration file.

     Note: If a `JVM Out of Memory` error occurs, then repeat the export process until the configuration file is saved.
   - To import a configuration from a file, click **Import**, and then browse to the saved configuration file that was exported from a previously configured printer.

     Notes:

     – Before importing the configuration file, you can choose to preview it first.
     – If a timeout occurs and a blank screen appears, then refresh the Web browser, and then click **Apply**.

Licensing applications

Applications require a valid electronic license to run on select printers.

For more information on purchasing a license for an application, or for any other licensing information, contact your Lexmark representative.

Checking which version of the Embedded Solutions Framework is installed on a printer

1. Obtain the printer IP address:
   - From the printer home screen
   - From the TCP/IP section in the Network/Ports menu
   - By printing a network setup page or menu settings page, and then finding the TCP/IP section

   Note: An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
2. Open a Web browser, and then type the printer IP address in the address field.
3. From the Embedded Web Server, click **Reports** > **Device Settings**.
4. Scroll down until you see “Embedded Solutions” (usually found near the bottom).
5. In the Embedded Solutions section, note the value next to “Framework =”. This signifies the installed version.

Note: To view the complete list of supported printers for each version of the Embedded Web Server, see the *Readme* file.

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