



Lexmark™

# **Enterprise Fax**

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## **Administrator's Guide**

April 2016

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# Change history

## April 2016

- Initial document release

# Overview

Lexmark™ Enterprise Fax is a solution that is composed of a Lexmark multifunction product (MFP) and a Kofax™ Communication Server. This solution provides a centralized system that lets you send, store, and track all fax communications across the enterprise. It also supports different user security levels to prevent unauthorized access to information.

This document provides instructions on how to configure, use, and troubleshoot the Lexmark MFP component of the solution. For more information on the Kofax Communication Server component, see the administrator documentations for Kofax.

# Deployment readiness checklist

## Lexmark MFP

Make sure that:

- The MFP supports sending documents to a fax server.
- The MFP is connected to the corporate network.
- You have the IP address of the MFP.
- You have a Certificate Authority (CA) certificate signed by the certificate authority of the company.

**Note:** This requirement applies only when setting up Secure Socket Layer (SSL) communication for Simple Mail Transfer Protocol (SMTP).

## Kofax Communication Server

Make sure that:

- The core server is installed and configured for faxing.
- The server is connected to the corporate network.
- The MFP Integration module is installed and licensed for every MFP.
- The IP Printer module is installed and licensed.
- The SMTP Link module is installed and licensed.
- You have the IP address or host name of the server.

## Lexmark Documentation (optional)

Make sure that:

- You have the *Card Authentication Administrator's Guide* when configuring the MFP for user authentication with magnetic stripe or proximity cards.
- You have the *Smart Card Authentication Administrator's Guide* when configuring the MFP for user authentication with smart cards.

# Configuring the fax settings

## Accessing the fax settings page

- 1 Obtain the printer IP address. Do one of the following:
  - Locate the IP address on the top or upper-left corner of the printer home screen.
  - View the IP address in the Network Overview section or in the TCP/IP section of the Network/Ports menu.
- 2 Open a Web browser, and then type the printer IP address.
- 3 Depending on your printer model, do one of the following:
  - Click **Settings** > **Fax**.
  - Click **Settings** > **Fax Settings**.
  - Click **Configurations** > **Fax Settings**.

## Setting the fax mode

- 1 From the Embedded Web Server, access the fax settings page.
- 2 In the Fax Mode menu, select **Fax Server**.
- 3 Click **Save** or **Submit**.

## Configuring the fax server settings

You can configure the fax server settings for the following scenarios:

- **Basic Setup**—The MFP is configured to communicate to the fax server.
- **Secure Setup**—The MFP is configured to communicate to the fax server using a secure connection.
- **Authentication Setup**—The MFP is configured with Card Authentication or Smart Card Authentication. For more information, see the *Card Authentication Administrator's Guide* or the *Smart Card Authentication Administrator's Guide*.

### Configuring the general fax settings

- 1 From the Embedded Web Server, access the fax settings page.
- 2 Click **Fax Server Setup**.
- 3 From the General Fax Settings or Fax Server E-mail Setup section, in the To Format field, type **[x]**.

**Note:** The “[x]” syntax forwards the fax number entered at the control panel to Kofax Communication Server, which uses the fax number to route the fax appropriately. When configured incorrectly, the faxes get stuck in the queue as the server cannot forward them to a proper destination.

- 4 If necessary, in the Reply Address field, type an e-mail address.

**Note:** For MFPs that use directory services for authentication, the LDAP configuration populates the field automatically with the e-mail address of the authenticated user.

- 5 If necessary, type a text for the subject and message. To determine easily where the message is generated, we recommend typing the MFP model.
- 6 Click **Save** or **Submit**.

## Configuring the fax server e-mail settings

- 1 From the Embedded Web Server, access the fax settings page.
- 2 Depending on your printer model, do either of the following:
  - Click **Fax Server Setup > Fax Server E-mail Settings**.
  - Click **Fax Server Setup > Primary SMTP Gateway**.
- 3 In the Primary SMTP Gateway field, type the IP address or host name of your fax server.

**Note:** If your company uses a port number other than the default, then in the Primary SMTP Gateway Port field, enter the appropriate port number.
- 4 Click **Save** or **Submit**.

## Configuring MFP security

To configure the MFP for SSL/TLS communication with Kofax Communication Server, do the following:

- 1 From the Embedded Web Server, access the fax settings page.
- 2 Depending on your printer model, do either of the following:
  - Click **Fax Server Setup > Fax Server E-mail Settings**.
  - Click **Fax Server Setup > Primary SMTP Gateway**.
- 3 In the Use SSL/TLS menu, select **Negotiate** or **Required**, depending on the settings on your server.

**Note:** Make sure that the signed CA certificate is installed on the printer. For more information, see [“Installing CA certificates” on page 7](#).
- 4 In the Primary SMTP Gateway Port field, enter the port number that matches the port number configured on your server.
- 5 Click **Save** or **Submit**.

## Installing CA certificates

- 1 From the Embedded Web Server, depending on your printer model, do either of the following:
  - Click **Settings > Security > Certificate Management > Upload CA**.
  - Click **Settings > Security > Certificate Management > Certificate Authority Management > New**.
- 2 Browse to the CA certificate file.
- 3 Click **Save** or **Submit**.

# Using the fax function

## Sending a fax

- 1 Load the document into the automatic document feeder tray or on the scanner glass.
- 2 From the home screen, touch **Fax**, and then specify the appropriate information.
- 3 If necessary, configure other fax settings.
- 4 Send the fax job.

# Troubleshooting

## Cannot send a fax

Try one or more of the following:

### **Make sure that the fax settings are configured**

For more information, see [“Configuring the fax settings” on page 6](#).

### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## Cannot connect to the server

Try one or more of the following:

### **Make sure that the fax server is accessible**

For more information, contact your system administrator.

### **Make sure that the fax server domain name or IP address is correct**

For more information, see [“Configuring the fax server settings” on page 6](#).

### **Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## Certificate validation error

Try one or more of the following:

### **Make sure that the MFP is configured for SSL communication**

If SSL communication is not required for your setup, then in the Fax Server E-mail Settings field, set the Use SSL/TLS setting to **Disabled**. For more information, see [“Configuring MFP security” on page 7](#).

### **Make sure that a signed CA certificate is installed in the MFP**

For more information, see [“Installing CA certificates” on page 7](#).

**Make sure that the CA certificate is signed by the certificate authority of the company**

**Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## Faxes are queued in the server

Try one or more of the following:

**Make sure that the To Format field in the general fax settings contains "[x]"**

For more information, see [“Configuring the fax server settings” on page 6](#).

**Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

# Notices

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April 2016

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