

XMediusFAX Lexmark eSF Connector 4.1

Administration Guide

XMediusFAX Lexmark eSF Connector

Version Number 4.1.11 – August 2016.

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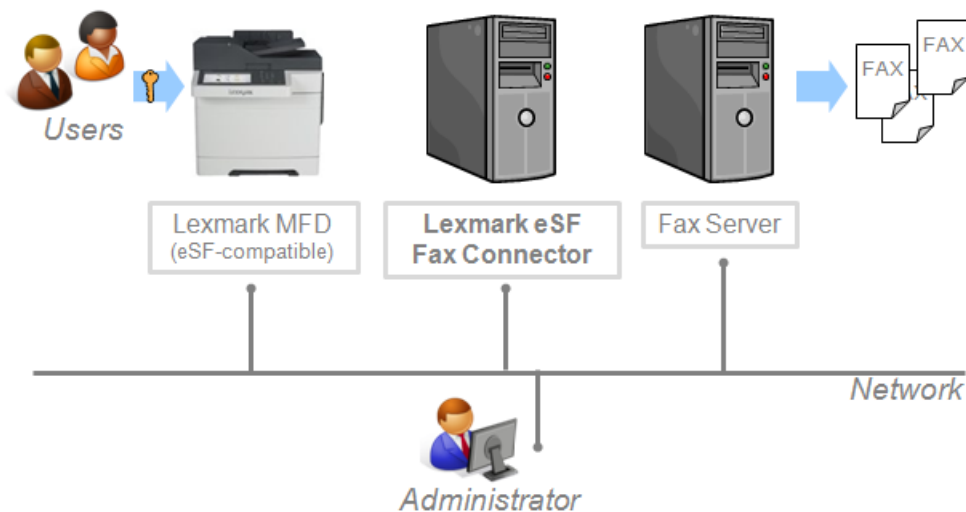
Chapter 1

Introduction

The XMediusFAX Lexmark eSF Connector

The XMediusFAX Lexmark eSF Connector is a solution allowing Lexmark Multi-Function Devices (MFDs) compatible with the eSF (Embedded Solutions Framework) technology to fax documents through XMediusFAX.

Here is an example of deployment including an MFD, a computer hosting the XMediusFAX Lexmark eSF Connector and the Fax Server (XMediusFAX):



Note: More than one MFD connected to the network can benefit from the XMediusFAX Lexmark eSF Connector.

From the MFD, users can benefit from many faxing features inherited from XMediusFAX, according to their faxing profile. They can also select recipients from the XMediusFAX phone books and add new entries to their personal contacts, and monitor their last received/sent and in-progress faxes.

Many methods for authenticating the fax users can be configured in order to meet your needs.

Purpose of This Document

This document is intended for Administrators of XMediusFAX and MFDs and describes all steps to:

- Install and configure the XMediusFAX Lexmark eSF Connector.
- Configure Lexmark MFDs to have the new faxing feature enabled.

Additional Documentation


A *User Instruction Sheet* is available in the installation package. It is intended for the end-users of the faxing application enabled on the MFD by the XMediusFAX Lexmark eSF Connector.

It consists of a single printable page that can be made available near the MFD and describes all basic actions that a user can perform with the application.

Chapter 2

Installation Requirements


Installation Requirements

-  **Important:** Before you start, please read this section carefully to verify if your current deployment is consistent with the system requirements.

XMediusFAX Lexmark eSF Connector Host

The computer hosting the XMediusFAX Lexmark eSF Connector and its configuration tool:


- Must have one of the following OS installed:
 - Windows Server 2008 / 2008 R2 / 2012 / 2012 R2
- Must have network access to communicate with:
 - The XMediusFAX host.
 - All MFDs that are required to use the XMediusFAX Lexmark eSF Connector
- Must have the following components installed prior to installing the XMediusFAX Lexmark eSF Connector:
 - .NET Framework 3.5 or greater
 - Windows installer version 3.5 or greater
 - Internet Information Services 7 (IIS7) or greater

-  **Important:** You must configure IIS according to the provided procedure: [IIS Configuration on Windows 2008](#) on page 4.

Multi-Function Devices (MFDs)

All MFDs that are required to use the XMediusFAX Lexmark eSF Connector must:

- Be compatible with the Lexmark eSF version 4.1.
- Be on the network to communicate with the computer hosting the XMediusFAX Lexmark eSF Connector.
- Have a panel screen with a resolution of 800x480 (WVGA).
- Have an embedded hard drive.

-  **Note:** For further information regarding specific Lexmark MFD models supported, please contact XMedius.

Fax Server (XMediusFAX)

The XMediusFAX Lexmark eSF Connector is compatible with XMediusFAX 7.5.0 and above versions, as well as with the XMedius's cloud-based fax solution.


With cloud-based fax solution:

- You must have an active fax service account with XMedius.


With on-premises fax server deployment:

- XMediusFAX must be properly installed and running on a server accessible from the XMediusFAX Lexmark eSF Connector host.
- The following minimum required hotfixes must be installed on your XMediusFAX, depending on your version:

XMediusFAX version	Component minimum version (hotfix) required
XMediusFAX 7.5.0	Config Manager (XMConfigManager.exe) 7.5.0.60
	Web Service (faxservice.war) 7.5.0.60
Higher versions of XMediusFAX	No specific hotfix required.

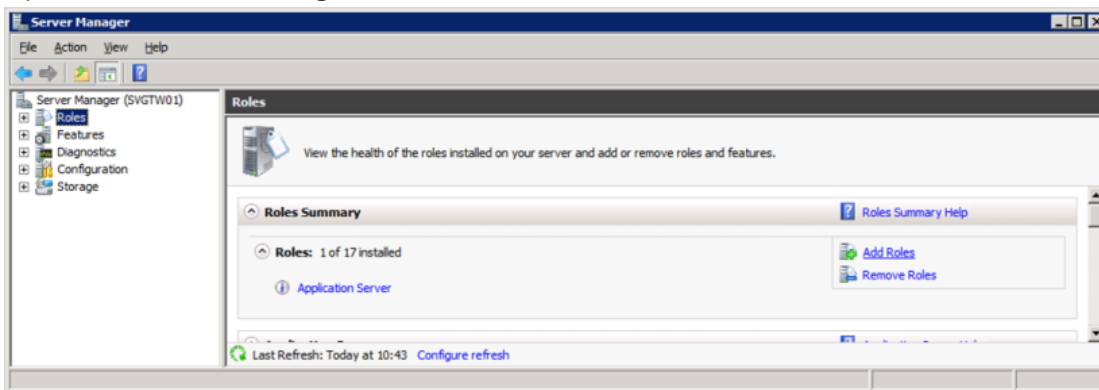
 **Note:** All hotfixes are available for download at support.xmediusfax.com.

- Your XMediusFAX licence must include:
 - The Web Services feature.
 - The maximum number of MFDs that are allowed to use the XMediusFAX Lexmark eSF Connector.

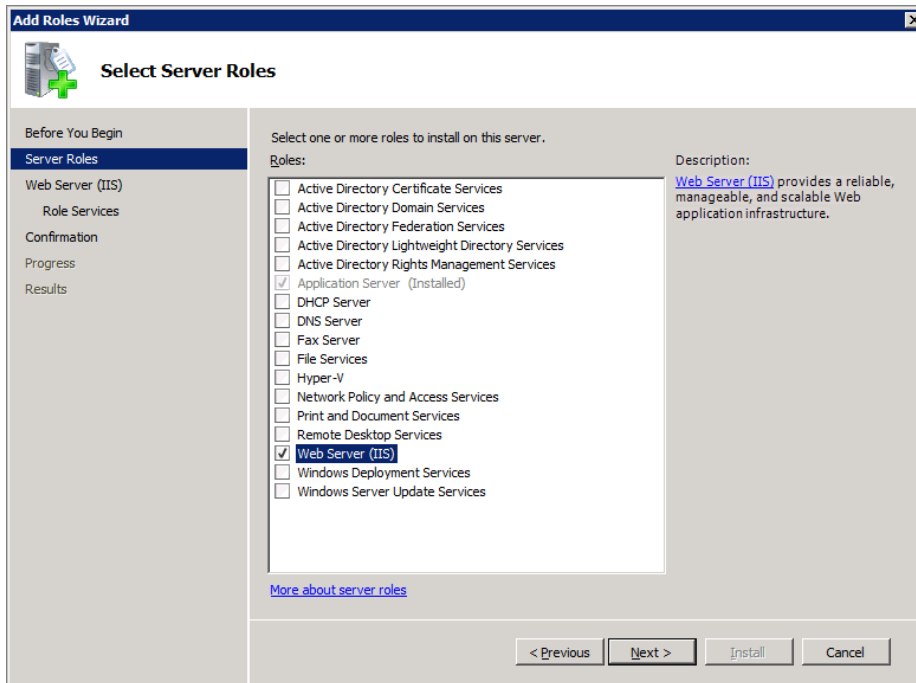
 **Note:** For more details on XMediusFAX, please refer to its *Installation and Maintenance Guide* and its *Administration Guide*.

IIS Configuration on Windows 2008

- Open the **Windows Management Console**. Go on Role and click-on **add Roles**.

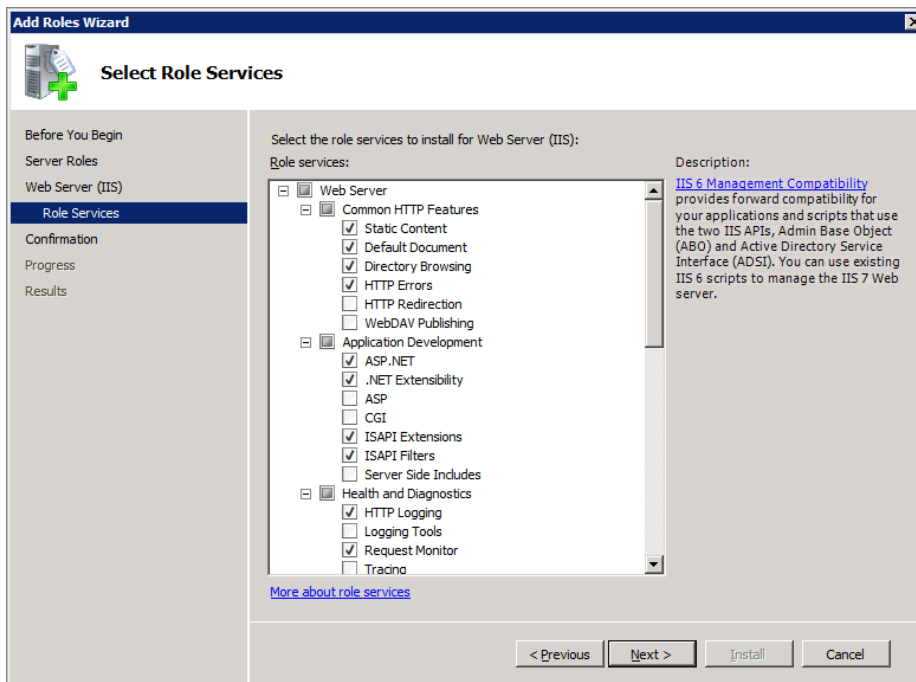


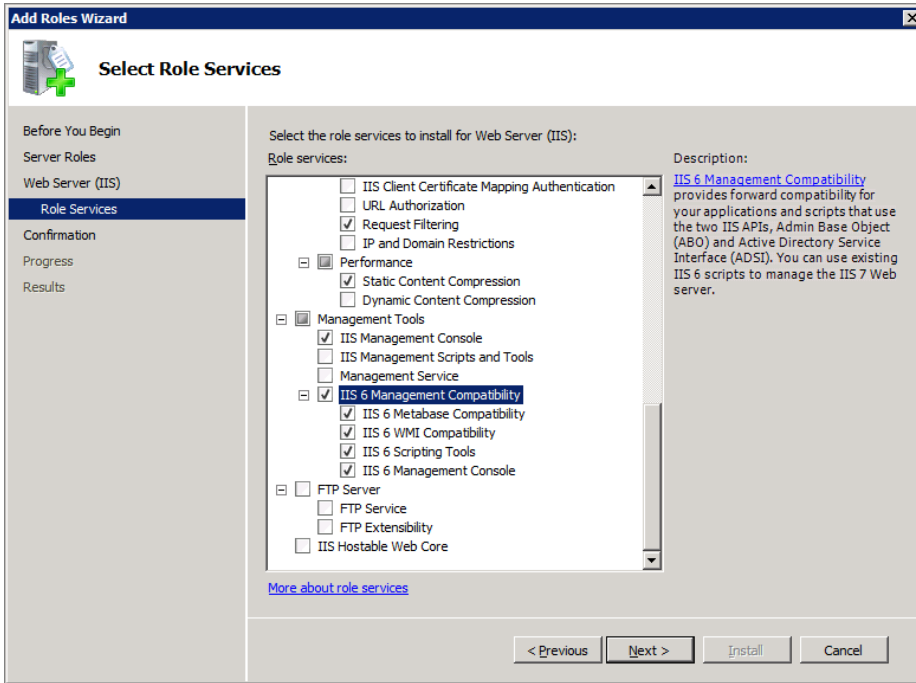
- Check **Web Server (IIS)**.



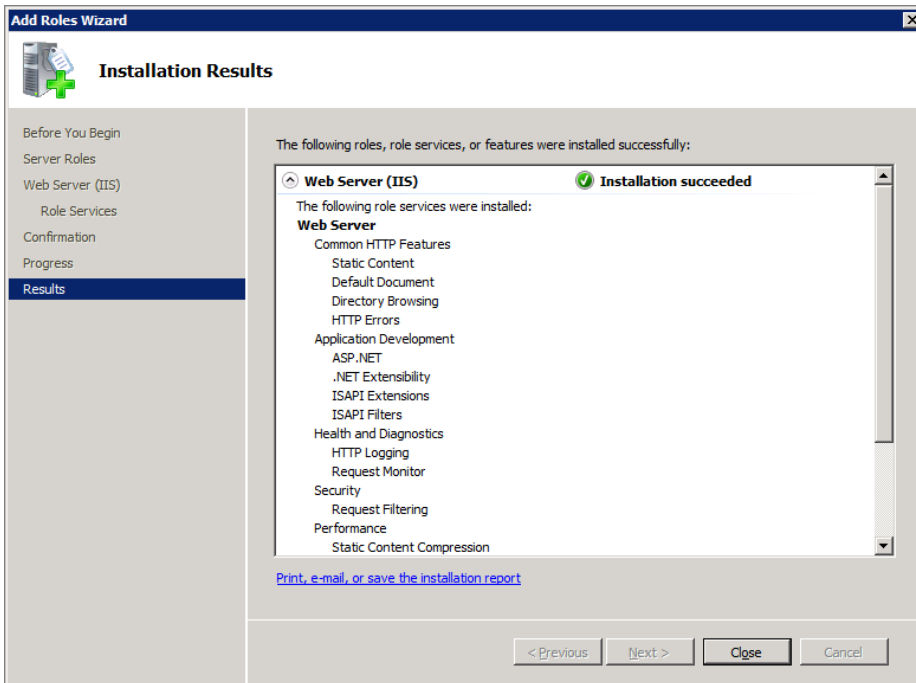
3. Above the default configuration, check the following Role Services:

- ASP.NET
- .NET Extensibility
- ISAPI Extensions
- ISAPI Filters
- IIS 6 Management Compatibility and the all the sub-options



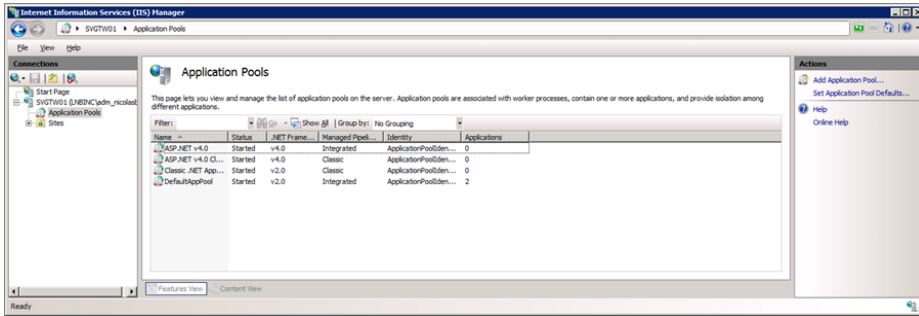


4. Wait for the successfully installation report and close the wizard.

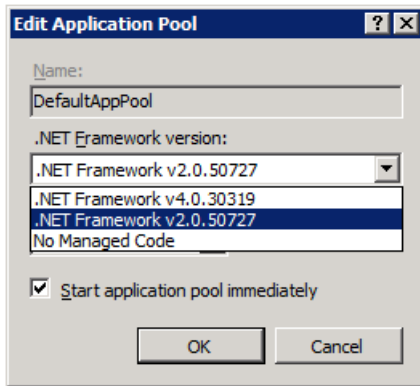


Note: If .NET Framework 4.0 or above is installed, and **only** in that case:

1. Open the Internet Information Services (IIS) Management Console (not the IIS6 Management console) and go to the **Application Pools** section.



2. Double-click on the **DefaultAppPool** and select a .NET version **equal or under** version 3.5.




Chapter 3


Connector Installation

Connector Installation Overview

This chapter provides the steps to follow in order to install the XMediusFAX Lexmark eSF Connector and its configuration tool.


-  **Note:** If you need to upgrade the XMediusFAX Lexmark eSF Connector when a newer version is available, rather follow the dedicated procedure: [Upgrading the XMediusFAX Lexmark eSF Connector](#) on page 10

Installing the XMediusFAX Lexmark eSF Connector

-  **Important:** Before you start the installation, read carefully the section: [Installation Requirements](#) on page 3. Some configuration are required on the computer that will host the XMediusFAX Lexmark eSF Connector.


To install the XMediusFAX Lexmark eSF Connector:

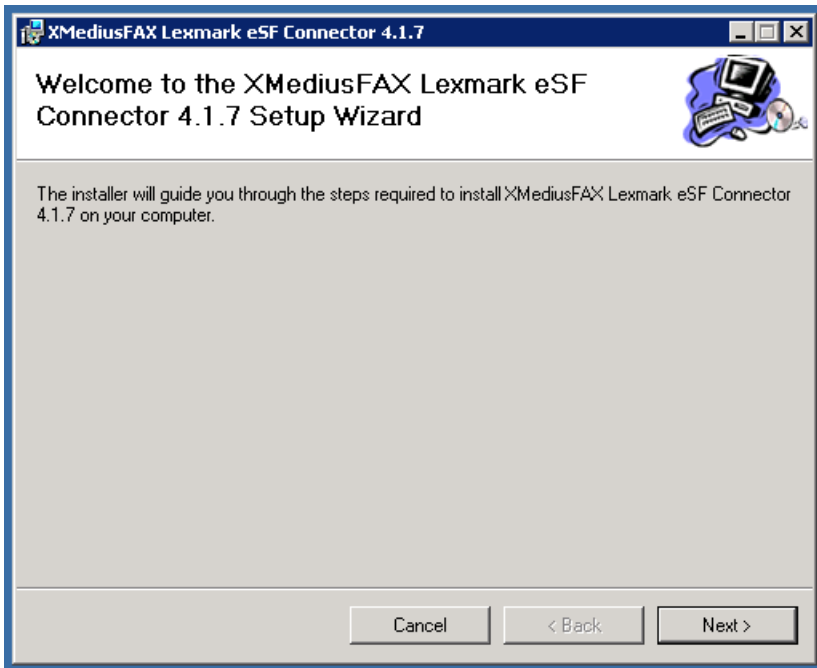
1. From the `Installation` folder of the installation package, execute the file: `launcher.exe`.

-  **Note:** Depending on the User Control set on your server, you may right-click on the `launcher.exe` file and select **Run as administrator**.

The launcher will automatically select the appropriate 32-bit or 64-bit package according to the current operating system.

2. Select the language to use for installation and click OK.


-  **Note:** This language will also be the one used to display the XMediusFAX Lexmark eSF Connector configuration tool.



3. Follow the instructions of the installer.

Upgrading the XMediusFAX Lexmark eSF Connector

 **Note:** It is recommended to backup first the XMediusFAX Lexmark eSF Connector installation folder (by default: C:\inetpub\wwwroot\LexmarkeSFConnector).


 **Attention:** Before you begin, you must ensure that no user is sending a fax from any MFD. Any fax sent during the upgrade process will be lost without warning or error message.

Upgrading the XMediusFAX Lexmark eSF Connector could be considered in two ways:

- Upgrading the part of the connector installed on the host of the configuration tool.
This only requires to perform step 1 (see below).
- Upgrading all parts of the connector, including the parts installed on all MFDs.
This requires to perform step 1, and then step 2 for all concerned MFDs (see below).

1. On the host of the configuration tool:

- a) Uninstall the previous version of the XMediusFAX Lexmark eSF Connector from its host (via the **Add/Remove Programs** feature of the Control Panel).

 **Attention:** Do not delete the remaining installation folders.

- b) Install the newer version of the XMediusFAX Lexmark eSF Connector (execute the file: `launcher.exe`).
- c) If you are not performing the step 2 below, proceed with the re-installation of the connector on an existing MFD (only one is enough), using the **Registration** tab in the XMediusFAX Lexmark eSF Connector configuration tool (see [Installation on One Single MFD](#) on page 16).

2. On the MFDs:

- a) Uninstall the XMediusFAX Lexmark eSF Connector from all concerned MFDs (see [Uninstalling the XMediusFAX Lexmark eSF Connector](#) on page 25, step 1).

- b) Reinstall the XMediusFAX Lexmark eSF Connector on all concerned MFDs, using the previously upgraded configuration tool.

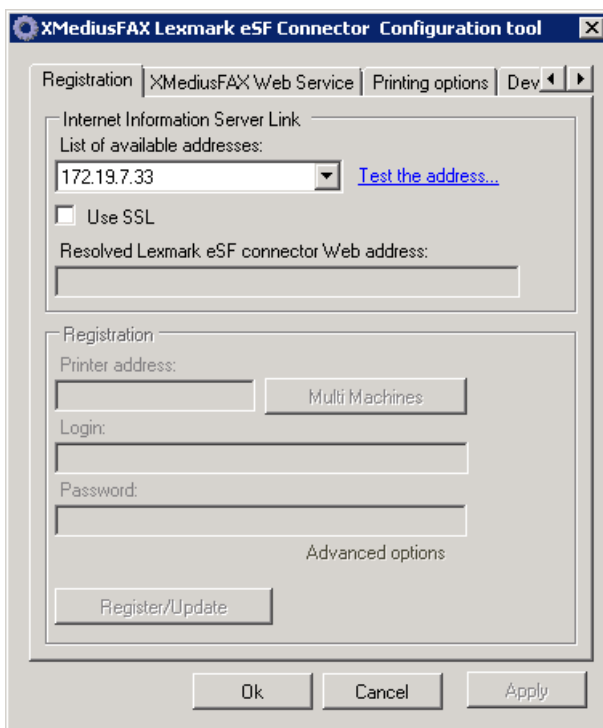
Chapter 4

Connector Configuration

Accessing the Configuration Interface

Among your installed applications, search and select **XMediusFAX Lexmark eSF Connector** under **XMediusFAX**.

Internet Information Server (IIS) Link Configuration

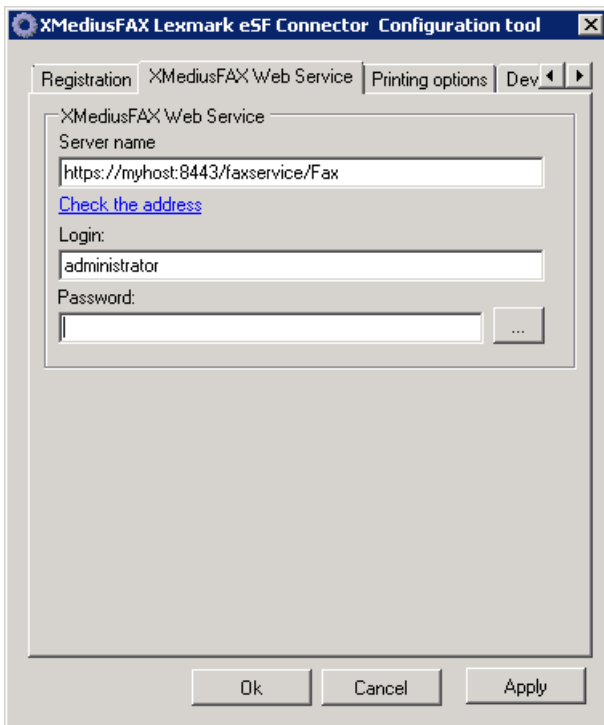


The **Internet Information Server Link** section of the **Registration** tab allows the administrator to configure the XMediusFAX Lexmark eSF Connector access to IIS.

1. Select the local server IP address or Host Name among the **List of available addresses**.
2. If you need to use SSL connection between the devices and the XMediusFAX Lexmark eSF Connector host (server), check **Use SSL** and adjust the **Port** number if needed.
3. Click on **Test the address** to validate the IIS configuration.

- 👉 **Note:** If SSL is used, the **Resolved connector Web address** field color provides the following information:
 - Green: Server certificate is valid.
 - Red: Server certificate is not valid and some devices may refuse the connection.
- 👉 **Remember:** It is a best practice to setup a host name rather than IP address when SSL connection is used.

XMediusFAX Web Service Access Configuration



This tab allows the administrator to configure the XMediusFAX Lexmark eSF Connector access to the XMediusFAX Web Service.

1. Type in **Server name** the XMediusFAX web services URL and click the link to test it.

👉 **Note:** The XMediusFAX Lexmark eSF Connector and XMediusFAX can be installed on separate servers.

- **For configuration with on-premises deployment:**

The URL used to reach the on-premises XMediusFAX host, which must be entered in the form:

`https://<<<<ServerName_or_IP>>>>:8443/faxservice/Fax`

👉 **Important:** Syntax is case sensitive.

- **For configuration with cloud-based solution:**

The URL to connect to the cloud-based solution.

2. Enter credentials for the Web Services.

Note: The fields automatically adapt to the entered **Server name** (see above). Authentication parameters must be accordingly entered.

- **For configuration with on-premises deployment:**

Login and **Password**, the name and password of a valid administrator account of XMediusFAX.

- **For configuration with cloud-based solution:**

Login (the name of a valid administrator account of XMediusFAX) and **Access Token**.

Note: The **Access Token** must have the following permission types:

- **Query user directory**
- **Send and manage faxes**

To create and retrieve such a token, go to **Access Tokens** from the navigation bar of your cloud faxing service portal.

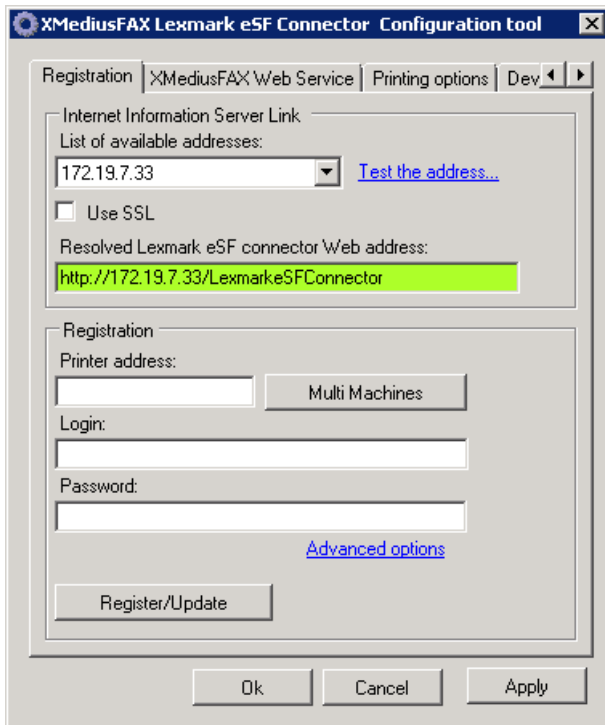
Active Directory Integration

Note: This configuration applies only to the MFDs for which you selected **PIN Code for User Authentication Method** (see or [Installation on Several MFDs \(Batch\)](#) on page 18).


The screenshot shows the 'XMediusFAX Lexmark eSF Connector Configuration tool' window with the 'AD Integration' tab selected. The window contains two main sections: 'Access to the Active Directory' and 'Access rights'. In the 'Access to the Active Directory' section, the 'Server name' is 'qaex2010en.qaex2010.com', 'Port' is '389', 'Search root' is 'dc=qaex2010,dc=com', and 'Field to read' is 'postOfficeBox'. In the 'Access rights' section, the 'Login' is 'Administrator' and the 'Password' is masked with asterisks. There is a 'Test...' button below the password field. At the bottom of the window are 'Ok', 'Cancel', and 'Apply' buttons.

- Active Directory configuration enables PIN code authentication when accessing the XMediusFAX application on the MFD.
- The PIN code must be stored in an Active Directory field and you must provide the name of this field in **Field to read**.
- **Access rights** can be set with a “read-only” account, typically a “domain user” account.

Installing the Connector on MFDs



The **Registration** section of the **Registration** tab allows the administrator to setup the IIS Server link and register/install the XMediusFAX Lexmark eSF Connector on one or several MFDs.

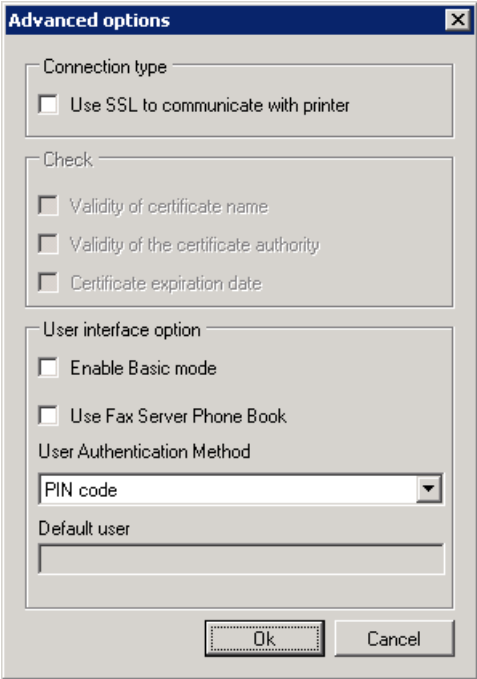
 **Note:** To have access to this section, you must have first configured the IIS Link (see [Internet Information Server \(IIS\) Link Configuration](#) on page 13).

- For a one-by-one installation, see [Installation on One Single MFD](#) on page 16
- For a batch installation, see [Installation on Several MFDs \(Batch\)](#) on page 18

Installation on One Single MFD

To Install the XMediusFAX Lexmark eSF Connector on one single MFD:


1. Enter the **Printer address** (IP address of the MFD).
2. Leave the **Login** and **Password** fields empty.
3. Click on **Advanced options**



4. Verify/setup the **Connection Type**, if needed.

The configuration tool can communicate with devices using SSL encryption. However, the certificate validity is not verified. Leave these default settings if devices are using a self-generated certificate, or check the appropriate options of the **Check** section if you want to change the configuration.

5. Setup the **User Interface Options** according to your needs:

Control	Description
Enable Basic mode	Enables the use of a basic interface on the MFD, containing only a fax number field (with the possibility to switch to the full interface containing more input fields).
Use Fax Server Phone Book	Allows fax users to benefit from XMediusFAX phone book features when sending faxes on the MFD.
User Authentication Method	<p>The authentication mode for fax users:</p> <ul style="list-style-type: none"> PIN code – Enables an authentication method that uses your Active Directory and prompts the user for a PIN code when accessing the fax application on the MFD. <ul style="list-style-type: none">  Important: This requires an additional configuration: see Active Directory Integration on page 15. Fax Server (Password) – Forces the Connector to use a default fax user account as fax sender (the Default user field must be filled with an existing user ID of the fax server). This user account will be used by all users of the MFD and they will need to provide its password to access the fax application. Default user (no authentication) – Same as the previous setting, but the users will not need to provide a password. Fax Server – Enables an authentication method directly based on internal user accounts of XMediusFAX.

6. Click **OK**.

- Click on **Register/Update** to Register and install (or update) the XMediusFAX Lexmark eSF Connector on the targeted MFD.

Important: Depending on the MFD security settings, you may be prevented to perform such a remote installation. If so, just ensure to temporarily change the following settings through the MFD configuration interface before installing the Connector. In **Settings > Security > Security Setup > Access controls > Expand All:**

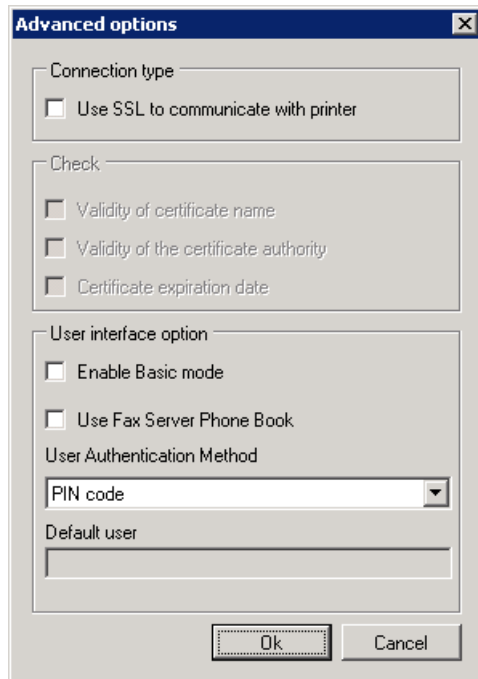
- FTP function:** set to *No Security*.
- Firmware Updates function:** set to *No Security*.

Then, after the Connector installation, revert these settings to their initial values.

Installation on Several MFDs (Batch)

To batch install the XMediusFAX Lexmark eSF Connector on several MFDs:

- Leave the **Printer address**, **Login** and **Password** fields empty.
- Click on **Advanced options**



- Adjust the settings according to your needs and click **OK**.

Note: These parameters will be used for all MFDs of the same batch.



See [Installation on One Single MFD](#) on page 16 for a detailed description of this dialog.

- Click on the **Multi Machines** button.
A dialog pops-up to browse for a CSV file.

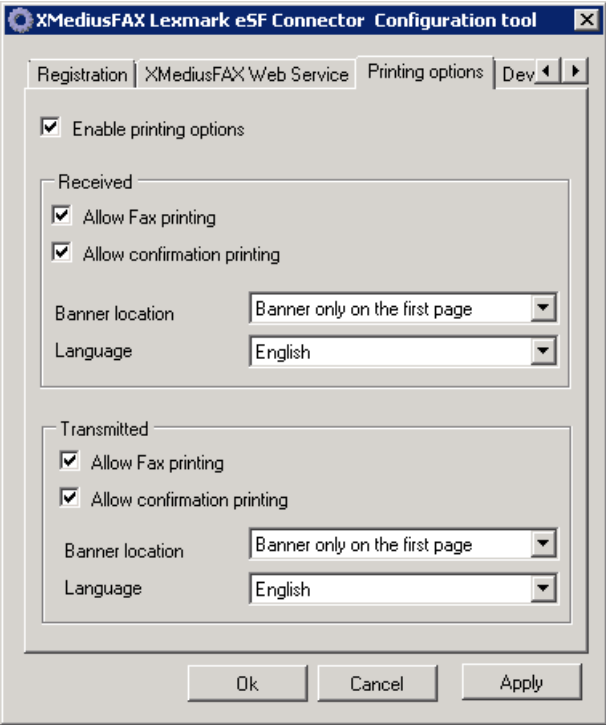
Note: A sample file `sample.csv` is provided and located by default in the `C:\inetpub\wwwroot\LexmarkeSFConnector` folder.

The CSV file must be:


- Separated with comma (,)

- Headers lined (first line)
 - Ordered as:
 1. IP Address,
 2. Admin Username, [unused field, leave it blank or any character string]
 3. Admin Password, [unused field, leave it blank or any character string]
 4. SSL, [true or false, `false` by default]
 5. SNMP Community (Public), [unused field, leave it blank or any character string]
 6. SNMP Community (Private), [unused field, leave it blank or any character string]
5. Provide such a CSV file and validate.
A pop-up indicates the number of devices read.
6. Click on **Register/Update** to register and install the XMediusFAX Lexmark eSF Connector on the devices.
-  **Important:** Depending on the MFD security settings, you may be prevented to perform such a remote installation. If so, just ensure to temporarily change the following settings through the MFD configuration interface before installing the Connector. In **Settings > Security > Security Setup > Access controls > Expand All**:
- **FTP** function: set to `No Security`.
 - **Firmware Updates** function: set to `No Security`.
- Then, after the Connector installation, revert these settings to their initial values.
- At the end of the process, a pop-up window displays a summary of actions done.
-  **Note:** A log file may be opened for installation troubleshooting purpose.

Printing Options

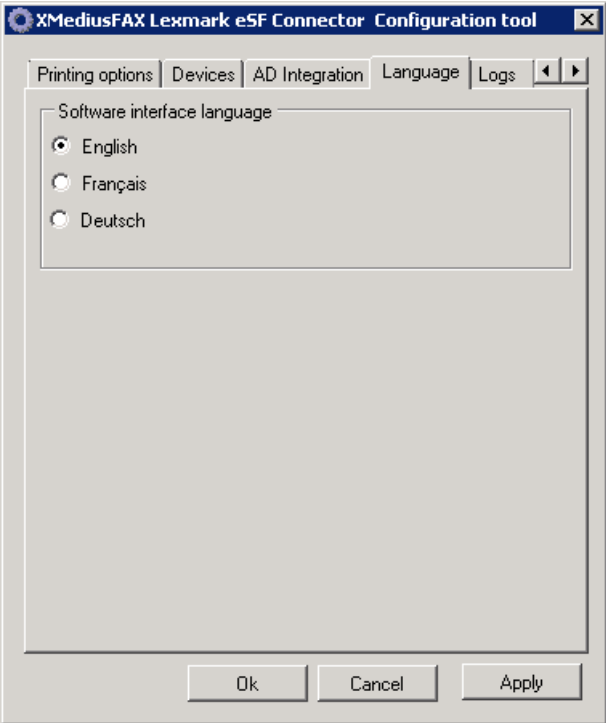


This tab allows you to enable/disable the ability of users to print faxes from the History pages on the MFDs.

 **Note:** These settings apply to all MFDs.

Control	Description
Enable printing options	Allows to enable/disable the settings of the sections below. All settings are the same for Received and Transmitted faxes but are independent.
Allow Fax printing	Enables to print faxes listed on the MFD in the History (a button will be available – or not – for each fax).
Allow confirmation printing	Enables to print a confirmation for the faxes listed on the MFD in the History (a button will be available – or not – for each fax).
Banner location	Allows to select the presence/location of a banner on the printed fax confirmations.
Language	Allows to select the language of the printed banner.

Language



This tab allows you to change the display language of the configuration tool.

Note: Changing the display language requires to close and reopen the tool.

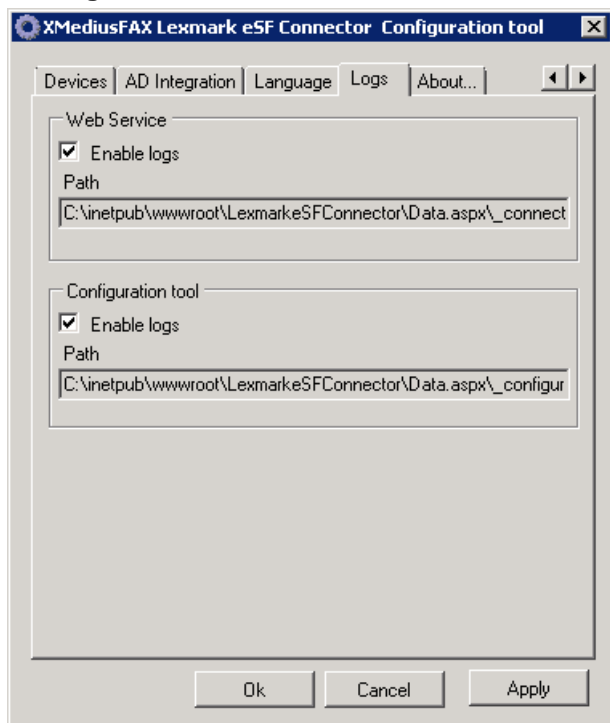
Chapter 5

Debugging

Enabling/Disabling the Logs

Actions and events of the XMediusFAX Lexmark eSF Connector and its configuration tool can be logged for security and troubleshooting purposes.

To enable or disable these logs, open the XMediusFAX Lexmark eSF Connector configuration tool and select the **Logs** tab:



Checking a box enables the corresponding log. The **Path** where the log file can be retrieved is then displayed below. The default path is `C:\inetpub\wwwroot\LexmarkeSFConnector\Data.aspx\` and the default file names are the following:

- Web Service: `_connector.log`
- Configuration tool: `_configuration.log`

Chapter 6

Uninstallation

Uninstalling the XMediusFAX Lexmark eSF Connector

Uninstalling the XMediusFAX Lexmark eSF Connector could be considered in two ways:


- Uninstalling the connector from a MFD: to disable the use of the XMediusFAX Lexmark eSF Connector from this MFD.

This only requires to perform step 1 (see below). The XMediusFAX Lexmark eSF Connector will then continue to work for any other MFD on which it was installed.

- Full uninstallation: for disabling the use of the XMediusFAX Lexmark eSF Connector from all MFDs and removing the XMediusFAX Lexmark eSF Connector and configuration tool from its host.

This requires to perform step 1 for all concerned MFDs and then step 2 (see below).

1. To uninstall the XMediusFAX Lexmark eSF Connector from a MFD (only by manual uninstallation):
 - a) Access the MFD configuration interface using a Web browser.
 - b) Go to **Settings > Apps > Apps Management**.
 - c) Search **XMediusFAX Lexmark eSF Connector** among the installed applications, click **Uninstall** and confirm.
The fax application is removed from the MFD, but you still need to remove the MFD from the list of devices registered by the Connector.
 - d) Open the Connector Configuration Tool.
 - e) Go to the **Devices** tab.
 - f) Select the MFD in the list, click **Remove Selected** and confirm.

 **Note:** This action frees a token and makes it available for another MFD.

2. To uninstall the XMediusFAX Lexmark eSF Connector (and configuration tool) from its host:
 - a) In the Control Panel, access the **Add/Remove Programs** feature.
 - b) Select **XMediusFAX Lexmark eSF Connector** and click **Remove**.

Administration Guide
Noncontractual document



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