XMediusFAX Xerox EIP Connector 2.0
General Guide
XMediusFAX Xerox EIP Connector

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Patents

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**Chapter 1 | Introduction**

**The XMediusFAX Xerox EIP Connector**

The XMediusFAX Xerox EIP Connector is a solution that allows the faxing of documents directly from Xerox MFDs (Multi-Function Devices) supporting the Xerox Extensible Interface Platform (EIP) and connected to your network, using your Fax Server software (XMediusFAX).

The following is an example of deployment including one MFD, the XMediusFAX Xerox EIP Connector and the Fax Server:

![Diagram of MFD, Xerox EIP connector, and Fax Server](image)

From the MFD, users can benefit from several faxing features inherited from the Fax Server (according to their faxing profile) and monitor their last received/sent and in-progress faxes.

**Purpose of This Document**

This document is intended for Xerox MFD / Fax Server Administrators and describes all the steps to:
- Install and configure the XMediusFAX Xerox EIP Connector.
- Use and manage the XMediusFAX Xerox EIP Connector on the MFD.
Chapter 2

Installation

Technical Prerequisites

Xerox MFDs
Xerox MFDs must be compliant with:

• Xerox Extensible Interface Platform (EIP)
• A minimum user interface resolution of 800 x 480 pixels

Note: VersaLink and AltaLink models are also supported. For more information regarding specific Xerox MFD models supported, please contact XMedius.

Also:

• Specific simplex and duplex template files must be present on the MFD: under Properties ➤ Protocols ➤ HTTP — Extensible Service Registration - Sane Template management, Scan Extension. Under Scan, in the left hand side, select Templates and make sure that XMAI_DUPLEX and XMAI_SIMPLEX show up under Template Operations.
• The Xerox devices must be configured to use SSL with a Self-Signed Certificate.

XMediusFAX Xerox EIP Connector Host
Requirements for the server that will host the XMediusFAX Xerox EIP Connector:

• Windows Server 2003 / 2003 R2 / 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 – 32 or 64 bit – can be virtualized
• Internet Information Services 6 (IIS6) or greater
• IIS6 Management Compatibility (when using IIS7)
• Net Framework 3.x

Note: Some pre-configurations are required on the Windows Server prior to installing the XMediusFAX Xerox EIP Connector Configuration Tool (see Windows Server Pre-Configuration on page 4).

Fax System (XMediusFAX)
XMediusFAX 6.5.5 or higher must be installed, configured and running, according to the following important details.

Important: You must ensure the following:

1. Your XMediusFAX license must include:
   • The Web Services feature.
   • The maximum number of MFDs that are allowed to use the XMediusFAX Xerox EIP Connector (exceptions may however apply on that point; see License on page 12).
2. If you are using XMediusFAX 6.5.5 (and only in that case), at least the following minimum required hotfixes must be applied on the XMediusFAX Server:
   - XMediusFAX faxservice.war 6.5.5.246
   - XMediusFAX sendfax.jar 6.5.5.227

3. The following XMediusFAX features must be configured and fully functional:
   - Directories Integration returns the correct results.
   - Site Lookup Table points the correct numbers to the right sites.
   - Profile Lookup Table associates the correct profiles to the users.

For more information on installing and configuring the Fax Server, please consult the following XMediusFAX documentation:
   - Installation and Maintenance Guide
   - Administration guide

**Windows Server Pre-Configuration**

1. Open the Windows Management Console and proceed with the following configuration:
   a) Add Server Role:
      - Web Server (IIS)
   b) Add Feature:
      - .NET Framework 3.x
   c) Add Web Server Roles (IIS):
      - In Application Development:
         - .NET Extensibility (or 3.5, depending of the OS version)
         - ASP.NET (or 3.5, depending of the OS version)
         - ISAPI Extensions
         - ISAPI Filters
      - In Management Tools:
         - IIS Management Console
         - IIS 6 Management Compatibility and all the sub-options

   **Note:** On Windows 2012+, usually for .NET Framework 3.5 installation the Windows installation media is required. Installation files are available under "<WindowsMedia>\Sources\sxs."

2. After successful installation of Roles and Features:
   a) Open the Internet information Services (IIS) Manager.
   b) Go to the Application Pools node:
      - Make sure that for DefaultAppPool the .NET CLR Version is set to v2.0.
   c) Go to the Sites node:
      - Select the Default Web Site and add a binding on port 80 to localhost.
Installing the XMediusFAX Xerox EIP Connector

1. From the Installation folder of the distribution, 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. Follow the instructions by clicking on the Next button.
   
   Note: You can select your language to be used for installation and configuration interfaces.
**Accessing the Configuration Interface**

In the Start/Programs select **XMediusFAX** then **XMediusFAX Xerox EIP Connector**.

**Registration**

The **Registration** tab allows the administrator to setup the IIS Server link and enable the XMediusFAX Xerox EIP Connector service registration on Xerox MFDs.

1. Setup the **Internet Information Server Link**:
   a) Select the local server IP address or Host Name among the **List of available addresses**.
   b) If you need to use SSL connection between the devices and the XMediusFAX Xerox EIP Connector host (server), check **Use SSL** and adjust the **Port** number if needed.
c) Click on **Test the address** to validate the IIS configuration.

Warning: If SSL is used, the **Resolved EIP 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.

2. In the following fields, add the **Printer address**, its **Login** and **Password**.

Note: Default Xerox connection settings are:

- Login: admin
- Password: 1111

3. Verify/setup the connection type:

By default, the configuration tool communicates with devices using SSL encryption; however, certificate validity is not checked. Leave these default settings if devices are using a self-generated certificate.

If you want to change the configuration, click-on **Advanced options** and check the appropriate options.

4. Configure all other required settings:


b) The Authentication: see *Authentication* on page 11.

c) The License: see *License* on page 12.

5. Enable (or update) the XMediusFAX Xerox EIP Connector service registration:

- On a single Xerox device (the selected one): just click on **Register/Update**.
- On several Xerox devices: see *Registration on Several Devices* on page 8.

**Registration on Several Devices**

To batch register the XMediusFAX Xerox EIP Connector on several machines:

1. Click on the **Multi Machines** button.

An explorer Windows 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\EIPConnector` folder.

The CSV file must be:

- Separated with comma (,)
- Headers lined (first line)
- Ordered as:
  1. IP Address,
  2. Admin Username, [character string, admin by default]
  3. Admin Password, [character string, 1111 by default]
  4. SSL, [true or false, true 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]

2. Provide such a CSV file and validate. A pop-up indicates the numbers of devices read.

3. Click on **Register/Update** to enable the XMediusFAX Xerox EIP Connector service registration on the devices. 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.

### Devices

The **Devices** tab displays the list of devices registered with the XMediusFAX Xerox EIP Connector.

The **Installation date** column may be used to validate if all devices have been updated in a case of server migration.

Note: The **Remove selected** button removes only devices from this list. Application unregistering must be done from the **Registration** tab (see **Registration** on page 7).
XMediusFAX Web Service

This tab allows the administrator to configure the XMediusFAX Xerox EIP Connector access to the XMediusFAX Web Service.

1. Type the XMediusFAX web services URL and click-on the link to test this setting.
   
   Note: The XMediusFAX Xerox EIP Connector and XMediusFAX can be installed on separate servers.

   The server name syntax is: https://[server name or IP]:8443/faxservice/Fax

   Important: Syntax is case sensitive.

2. Enter an XMediusFAX system administrator login and password.
Authentication

• Active Directory configuration enables PIN code authentication on the device embedded XMediusFAX Xerox EIP Connector.

  The PIN code is stored in an Active Directory field.

  The field name is defined by **Field to read**.

• Access rights can be set with a “read-only” account, typically a “domain user” account.

**Alternative: Per-Device Authentication**

Per-device alternate authentication is also available and can be configured using a CSV file (AlternateAuth.csv) located in the XMediusFAX Xerox EIP Connector installation directory (by default: C:\inetpub\wwwroot\EIPConnector).

The content of the CSV file must respect the following pattern, with one line for each concerned device:

```
<IP>;<Serial>;<DefaultUserID>;<AutType>
```

Legend:

• `<IP>` = The device IP address.

• `<Serial>` = The device serial number (optional).

  **Note:** When the serial number is entered here, the device registration will be based on it instead of the IP address.

• `<DefaultUserID>` = The default fax account to be used by the device.

  **Important:** This value (usually an email address) must be set in accordance with the specified authentication type (see below).

• `<AutType>` = Authentication type:

  • `0` = PIN regular authentication (default); different users will be able to access their faxing account using their own PIN.

  • `1` = Password-protected authentication with a default internal user account, requiring its password as PIN code (All faxes sent from the device will be sent using a single XMediusFAX internal user).
• 2 = Automatic authentication with a default user account email address (no PIN code will be required, but the email address must be available from XMediusFAX via an enterprise directory).

  Important: Setting <DefaultUserID> is mandatory for authentication types 1 and 2 but is not relevant for type 0.

Example:
10.10.1.52;;mfd1@example.com;2

Disabling the PIN Request (for Third Party Authentication)
If the authentication is already managed at the Xerox MFD level or by a third party authentication software that retrieves the user's email address, you can disable the PIN request specific to the XMediusFAX Xerox EIP Connector.

  Note: In that case, the configuration in the Authentication tab of the XMediusFAX Xerox EIP Connector is not required.

To activate this feature, create an empty file with name = HPINCODE in the installation directory (by default: C:\inetpub\wwwroot\EIPConnector).

License

  Important: Typically on a first installation of the XMediusFAX Xerox EIP Connector, and if you are using XMediusFAX version 7.5 or above:

  • The License management tab described hereby does not apply because the licensing is directly managed at the fax server level.
  • Your XMediusFAX license must include the maximum number of MFDs that are allowed to use the XMediusFAX Xerox EIP Connector.

  However, this License tab still applies if (and only if):

  • You are using XMediusFAX versions 6.5.5 or 7.0, OR
  • You already have license keys in this tab (previously provided by XMedius or your reseller), regardless to your XMediusFAX version.

When you need to add a XMediusFAX Xerox EIP Connector license through this tab (and only in that case):

1. Paste the key in the Add a new license key field.
2. Click on Add to apply it.

  Note: Such licenses apply either per device or per site:

  • A site license manages an unlimited number of devices.
• The “per device” mode has a floating licensing architecture. Only active MFDs register a token. In the scenario a MFD has to be replaced (in cause of obsolescence or maintenance), no device license has to be added. Click on the **Reset Tokens** button to register active MFDs once again.

To add more devices, please order a licence to XMedius or your reseller for the number of devices you wish to add. All the license tokens add themselves automatically.
Chapter 4  Using the XMediusFAX Xerox EIP Connector

Logging in (on the MFD)

This application allows the user to send and monitor faxes using a real time communication with the XMediusFAX.

Note: The screen displays the XMediusFAX icon depending on the fax server solution installed.

Enter your PIN code and then press Login.

Note: If the device embedded XMediusFAX Xerox EIP Connector requires a prior authentication (Windows or third party) to access it, or if authentication "mode 2" is set for this device, this authentication screen is bypassed and is not displayed.

After login, the fax composition screen is displayed (see Sending a Fax on page 16).

Remember: The faxing interface access and features availability depend on the faxing rights and options set in your faxing profile. Therefore, some features described in this chapter may be unavailable (partially or totally) to you. For more information, please contact your XMediusFAX administrator.
Sending a Fax

This section details the steps involved in sending faxes.

Here is the main screen of the application (fax composition screen), displayed after login:

**Note:** The display may be different depending on the screen size of the device model used. For any option not found on the main screen, try the *Advanced* button.

1. Dial the fax number.
   Optionally, if you want to send a fax to several recipients, press **Add to Fax numbers list** and type the other destinations.
2. Select whether the document is simplex or duplex.
3. Optionally, add a subject, contact name and company name.
4. Press the **Advanced** button if you need to change cover sheet and priority settings (see *Using Advanced Options* on page 16).
5. Send your fax by pressing the **Send** or the green start button.

**Note:** Depending on your faxing profile, when you add a recipient to the *Fax numbers* list (or when you send the fax to a single number), you may be prompted to enter a billing code for that recipient. This entry is then mandatory. For more information, see *Using Recipient Billing Codes* on page 19.

Using Advanced Options

The **Advanced** button allows the user to select a non-default cover page and modify the transmission priority.

**Note:** The display may be different depending on the screen size of the device model used. The **Advanced** button may regroup more options than the ones shown here.
Select **None** to send a fax without a system cover page if you want to use your own pre-printed cover page.  

**Note:** Choice and default selection are based on the XMediusFAX user profile settings.

### Using Speed Dials

Users can save a recipient as a speed dial. Speed dials are saved for the authenticated user only. The speed dials are managed by the server and follow the authenticated users on any device they may log in.

**Note:** The display may be different depending on the screen size of the device model used. For any option not found on the main screen, try the **Advanced** button.
1. Type the recipient fax number and details as normally in the Send Fax screen.
2. Press the + button under the Speed dials section to add it.

For removing a speed dial from the list, just select it and press the - button.

Using the Web Phonebook

Authenticated user can search into their Web Phonebook.

Note: The XMediusFAX Xerox EIP Connector is "read-only" and is not able to create new contact entries (this should be done through the XMediusFAX personal web user interface – please consult the Fax Server User Guide).

Press Phone Book to open the search interface.

Note: The display may be different depending on the screen size of the device model used. For any option not found on the main screen, try the Advanced button.

By default, all the Speed Dials are displayed (in alphabetical order). Arrows can be used to browse into the list.

User just has to press Search to retrieve all the phone book content.

A refined search can be done by entering a company name or contact name in the search field. The asterisk (*) can be used as a wildcard.
Select each relevant entry and press **Add to broadcast list** to populate the fax recipient list. Several searches and recipient additions can be performed without closing the window.

**Note:** Depending on your faxing profile, when you add a Phone Book contact as fax recipient, you may be prompted to enter a billing code for that recipient (unless that code exists within the contact information in the Phone Book). This entry is then mandatory. For more information, see *Using Recipient Billing Codes* on page 19.

### Using Recipient Billing Codes

Depending on your faxing profile (set by your XMediusFAX administrator), it may be required that you specify a client matter code for every recipient you send a fax to. Such codes are generally used for billing purposes and are called “billing codes” in all XMediusFAX interfaces, including the XMediusFAX Xerox EIP Connector.

**Billing Codes Management and Behaviors**

Billing codes can be specified upstream for Phone Book contacts (as described in the Fax Server *User Guide*) and are then automatically retrieved by the XMediusFAX Xerox EIP Connector when such a contact is added as fax recipient.

Otherwise, when you add a recipient that is external to the Phone Book (or a Phone Book contact whose billing code is not set), you must enter it manually (see below).

**Manually Specifying Billing Codes during Fax Composition**

When a billing code is required to be manually entered (according to the above described context), a screen pops-up as soon as you add the recipient to the fax recipient list.
This screen allows you to specify for the concerned recipient:

- a Billing Code (mandatory)
- a Sub-Billing Code (optional)

**Remember:** This screen only appears if your faxing profile requests it. Also, the targeted recipient can be added to the list only if you enter the mandatory billing code.

### Monitoring User's Faxes

This section allows users to monitor their last **Received**, **Sent** and **In Progress** faxes.

The following screen is accessed by pressing the Back button from the main screen (fax composition screen – see *Sending a Fax* on page 16):

Example of fax in progress:
Received and Sent Faxes

The authenticated user can view the lists of their own received and sent faxes; here is an example of received fax list:

**MFPX6400_1**
Xerox WorkCentre 6400X
User: user1@svlabdcrt1.lab.local

### Received Fax

<table>
<thead>
<tr>
<th>Status</th>
<th>Received from</th>
<th>Pages received</th>
<th>Time Received</th>
<th>Print</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received 4567894564</td>
<td>2</td>
<td>2012-02-03 11:01:41</td>
<td>Print</td>
<td></td>
</tr>
<tr>
<td>Received 4567894564</td>
<td>2</td>
<td>2012-02-03 11:01:41</td>
<td>Print</td>
<td></td>
</tr>
<tr>
<td>Received 4567894564</td>
<td>2</td>
<td>2012-02-03 10:59:29</td>
<td>Print</td>
<td></td>
</tr>
<tr>
<td>Received 4567894564</td>
<td>2</td>
<td>2012-02-03 10:59:29</td>
<td>Print</td>
<td></td>
</tr>
<tr>
<td>Received 4567894564</td>
<td>2</td>
<td>2012-02-03 10:56:15</td>
<td>Print</td>
<td></td>
</tr>
<tr>
<td>Received 4567894564</td>
<td>2</td>
<td>2012-02-03 10:48:24</td>
<td>Print</td>
<td></td>
</tr>
</tbody>
</table>

Refresh
Faxes are sorted by date (the latest in first position). Arrows are available to browse through the list when more than 9 faxes are listed.

The **Print** button allows the authenticated user to print out the document on the MFD.

⚠️ **Note:** Once printed, a note is added to the fax to mention that the document has been printed (visible from the Web User Client).
Enabling/Disabling the Logs

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

To enable or disable these logs, open the XMediusFAX Xerox EIP 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 paths are the following:

- **EIP Connector**: `C:\inetpub\wwwroot\EIPConnector\Data.aspx\_eipconnector.log`
- **Configuration tool**: `C:\inetpub\wwwroot\EIPConnector\Data.aspx\_eipconfiguration.log`
**Upgrading the XMediusFAX Xerox EIP Connector**

⚠️ **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.

To upgrade the XMediusFAX Xerox EIP Connector:

1. **Create a backup copy** of the XMediusFAX Xerox EIP Connector installation folder (by default: `C:\inetpub\wwwroot\EIPConnector`).
2. **Uninstall** the previous version of the XMediusFAX Xerox EIP Connector (via the Add/Remove Programs functionality of the Control Panel).
   - **Note:** There is no need to unregister any MFD.
   - **Attention:** Do not delete the remaining installation directories.
3. **Install** the newer version of the XMediusFAX Xerox EIP Connector (execute the file `launcher.exe`).
4. From the backup copy made at step 1, copy the following files (when present) to the current installation directory:
   - `devices.s3db`, and
   - `AlternateAuth.csv`
5. **Proceed** with the re-registration of an existing printer (only one is enough), using the Registration tab in the XMediusFAX Xerox EIP Connector configuration tool (see Registration on page 7).
Uninstalling the XMediusFAX Xerox EIP Connector could be considered in two ways:

- Unregistering a MFD: for disabling the use of the XMediusFAX Xerox EIP Connector from this MFD. This only requires to perform step 1 (see below). The XMediusFAX Xerox EIP Connector will then continue to work for any other registered MFD.
- Full uninstallation: for disabling the use of the XMediusFAX Xerox EIP Connector from all MFDs and removing the XMediusFAX Xerox EIP Connector from its host. This requires to perform step 1 for all concerned MFDs and then step 2 (see below).

1. To unregister the XMediusFAX Xerox EIP Connector on a MFD:
   a) Open the configuration tool.
   b) Type the MFD host name or IP address and click Unregister.
   
   Note: This action frees a token and makes it available for another MFD.

2. To uninstall the XMediusFAX Xerox EIP Connector from its host:
   a) In the Control Panel, access the Add/Remove Programs feature.
   b) Select XMediusFAX Xerox EIP Connector and click Remove.

   Remember: The license is based on the computer name. If you want to move the XMediusFAX Xerox EIP Connector to another server, you have to request for a new license key from XMedius or your reseller.