

XMediusFAX[®] 8.0 Release Notes

XMediusFAX – Release Notes

Version: 8.0

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Thank you for your interest in XMedius. This document explains the evolution of XMediusFAX from previous versions. It describes the new features introduced and lists those that were changed. System requirements and supported hardware are available in the XMediusFAX Installation and Maintenance Guide.

 **Note:** *Some of the features described in this document may be enabled or disabled depending on your XMediusFAX license. For more information, please contact us (see [Contact Us](#) on page 23).*

About XMediusFAX

XMediusFAX is XMedius's advanced fax server solution built on the public standard T.38 Fax over IP (FoIP) protocol. Introduced in 2002, it is the world's leading and first software-only IP fax server solution. The XMediusFAX server connects directly to leading VoIP gateways such as those from Cisco, Avaya, AudioCodes and Alcatel and can interoperate with fax boards to preserve existing investments in network architecture. XMediusFAX is fully compliant on Windows and is interoperable with solution partner products of leading network application providers such as Cisco (SRE-V), Citrix, IBM, Microsoft, Novell, SAP, and VMware.

As an industry leading IP fax solution, XMediusFAX is offered in 3 editions, namely :

- **SP** Edition for Service Provider
- **EE** Edition for Enterprise
- **X** Edition for Express

Each edition offers specific features pertaining to the faxing requirements of a given deployment scenario. In all cases, the XMediusFAX fax server software solutions ensure enhanced productivity, streamlined operations, lower total cost of ownership, and the benefits of operating within a virtualized environment, while facilitating "going green" by enabling a customer's migration to VoIP based network infrastructures.

New Features and Benefits

Fax Auditing through Event Log

XMediusFAX now offers an easy way to monitor all system events and user/administrator actions that occurred on a single fax: a new tab **Event Log** is available in the fax properties.

This information is available:

- to administrators: in all faxes listed in the Monitor section of the Administration Interface, and
- to users: in their own faxes, accessed via the Web Client.

Each fax event log can be exported into a Microsoft Excel file (.xlsx) for archiving or troubleshooting purposes.

Users and Site Administrators can be prevented from viewing the Event Log tab in fax properties, depending on their Profile security settings or on their Access Rights, respectively.

 **Note:** In a context of XMediusFAX upgrade, the "Fax Event Log" access rights will be automatically granted to existing Site Administrators *only* if these latter already have the "Monitoring" access rights.

Built-in Fax Viewer in the Web Client

The XMediusFAX Web Client now includes a built-in viewer allowing the users to read the content of their faxes directly on their browser without having to download files (although file download remains possible through a dedicated button).

Clicking on a fax entry within a fax folder of the Web Client opens directly the first page of the fax (as part of the Fax Details). Then, the user is able to browse through the other pages, with several display options including a thumbnail view, zoom controls, fit width/height buttons and rotation buttons.

Fax Deletion Options for "Zero Retention"

It is now possible to configure the XMediusFAX Deletion Policy to delete the faxes immediately after successful delivery by the system to an external destination (i.e. by email, to a printer, a folder, etc.). Such a "Zero Retention" scheme will be especially useful for companies that require to strictly comply with information/data security policies.

The new Deletion Policy settings are applicable at the Site level and available to System Administrators only. Immediate deletion of incoming fax files (images), incoming fax records (metadata), outgoing fax files and outgoing fax records can be configured separately.

Fax Download Option Control in User Profile (Security)

XMediusFAX Administrators can now control whether users will be able to download their faxes from the Web Client or not.

In practice, the "Download" button that is displayed when opening a fax can be enabled/disabled at the Profile level, through a new checkbox among the Security settings.

Fax Forwarding Option Control at Site Level

XMediusFAX Administrators can now control whether users will be able to forward their faxes or not.

In practice, the "Forward" functionality can be enabled/disabled for all users of a site, through a new checkbox among the site's General Settings.

Administrative Options for Internal User Password Management

XMediusFAX Administrators now benefit from more flexibility in terms of Internal User password management. Either when adding a new user or when changing the password of an existing user, an Administrator has the following options available:

- Manually type a password (as it was before) or let the system auto-generate a password.
- Automatically send the new password by email to the user (according to a new customizable template found in the user's Mail Notification Profile).
- Force the user to change the password at next logon (in the Web Client).

Internal User Export to CSV

XMediusFAX now offers the option to export all Internal Users of a Site to a CSV file (including all their properties).

 **Note:** This functionality is only available from the Web Administration interface.

International (E.164) Fax Number Recognition and Formatting

When a fax number starts with a "+" sign (either directly entered by the sender or after being processed by a Modification Table), it is now systematically interpreted by XMediusFAX as an E.164 standard-compliant number (internationally usable).

As such, if the digit sequence really complies with the E.164 standard, XMediusFAX will be able to display the number with a proper formatting – according to the detected country/regional codes and following the proper local typography. This formatting will be applied:

- Systematically on fax cover sheets and in the Web Client and Web Administration interfaces.
- Optionally elsewhere the number is added through a placeholder (variable starting with @@), by using a new specific formatting syntax (specified by an administrator, where applicable).

Outbound Number Modification at Site Level

Outbound fax numbers can now be altered by XMediusFAX at the Site level (before the faxes are processed by the System), in order to allow administrators to apply a separate number modification scheme to each Site of the same System (for example, in an international context).

For this, An Outbound Modification Table is now configurable among the Site Configuration nodes of the XMediusFAX administration interfaces. This table works exactly the same as the other existing ones (System and Driver), and the outbound fax number modification flow occurs in the following order before the faxes are relayed to the telco provider: Site table > System table > Driver table.

Site Administrators can be prevented from viewing the Outbound Modification Table node depending on their Access Rights (set by a System Administrator).

 **Note:** In a context of XMediusFAX upgrade, the "Outbound Modification Table" access rights will be automatically granted to existing Site Administrators *only* if these latter already have *all* available site administration access rights.

Inbound Modification Table (by Peer)

Inbound fax numbers can now be altered by XMediusFAX before the faxes are processed by the incoming routing tables, for example to apply a specific format according to internal standards or when the number formats provided to XMediusFAX are inconsistent from one fax to another.

For this, Administrators have now the option to configure one Inbound Modification Table per Peer within the XMediusFAX Driver's Peer List (and in default properties applied to unlisted Peers). Multiple modification rules and criteria can be defined within the same Inbound Modification Table (as for the other existing outbound modification tables).

Additional Printing Methods for Printer Destinations

Four new printing methods are now supported – in addition to standard local/network printing – when configuring printer destinations for faxes and notifications:

- **SMTP:** for any printer configured to receive print jobs (with either TIFF or PDF attachments) via an email address.
- **HP ePrint:** for Internet printers compatible with the HP ePrint service (receiving print jobs via their email address).

- **Xerox Mobile Print:** for Internet printers compatible with the Xerox Mobile Print service (receiving print jobs via their email address).
- **Google Cloud Print:** for Internet printers compatible with the Google Cloud Print service (either natively or using the Google Cloud Print connector).

File Transfer Protocol Support in Folder Destinations

Folder destinations for faxes and notifications can now be configured to drop files using remote file transfer protocols – in addition to local/network paths (file system).

The new supported protocols are **SFTP**, **FTPS** (explicit or implicit, passive mode), **SCP**, **FTP** (passive mode).

Fax Splitting Methods for Python Rules/Destinations

Several Python methods are now available to split the faxes into separate files (in TIFF, PDF or Searchable PDF format) for further processing through XMediusFAX.

Used in a Python script (within a Python Rule or a Python Destination), these methods can split faxes either page by page or by following a custom scheme that will regroup/reorder the fax pages.

T.38 Fax Relay with Fallback to G.711 Passthrough

The XMediusFAX Driver can now be configured to start negotiating with a SIP Peer by using the media type "T.38 Fax Relay" and automatically fall back to "G.711 Passthrough" if no T.38 session is finally established with the Peer.

For this, a new option "T.38 with Fallback to G.711" is selectable in SIP Peer properties (or default SIP properties) via the Driver's Peer List of the XMediusFAX administration interface. The delay of the fallback is also configurable (only applicable for outbound calls).

 **Note:** The options "T.38 Fax Relay" and "G.711 Passthrough" remain selectable to force the use of one specific media type or the other.

Support of Recipient Information among Email Body Codes

When sending a fax by email, it is now possible to specify recipient information in the form of body codes inserted in the email message body, in addition to the other body codes (sender information/fax options) already supported. All the available body codes are listed in the XMediusFAX User Guide.

These new body codes provide an alternative to the other means (still supported) that allows user to enter recipient information through the recipient ("To") field of the email.

New Service to Send SMS Messages via XMediusFAX

XMediusFAX now offers an Outbound SMS Relaying Service, allowing users to send SMS messages by email. This service requires to have an account with an external SMS provider.

When this option is enabled and configured (by a System Administrator), all users of the same XMediusFAX system can write SMS messages in the form of emails using a specific address syntax. Once sent, these emails will be received, converted and relayed by the XMediusFAX SMTP Gateway to the external SMS provider, which will deliver the messages to the intended phone recipients.

 **Note:** The Outbound SMS Relaying Service functionality is an optional capability offered in addition to the actual faxing functionalities. Technically, the faxing flow and the SMS sending flow are not interrelated.

Changes in this Release

Increased Scalability for Sites and Users

XMediusFAX core has been refactored in order to increase its scalability to thousands of sites and users without impacting system performance.

Web Client Global Experience Improvement

The Web Client interface has been modernized and some of its options have been enhanced/reorganized to improve the global user experience:

- The Inbound History is now displayed by default (instead of the Outgoing Queue) when accessing the Web Client.
- All fax list views now have a "refresh" button allowing to update the fax list currently displayed.
- The concept of named columns in the fax folders has disappeared:
 - The fax properties are now presented in a more concise and intuitive way and all information judged useless has been removed.
 - The sorting of the fax lists is now done through a drop-down link located at the top right.
- Clicking anywhere on a fax entry within a fax folder now brings to the Fax Details page, which includes several tabs for displaying, among others: the fax content in a built-in viewer (new feature), the fax properties (reviewed), the editable fax note (previously separated) and the fax event log (new feature).
- The fax folder search functionality has been improved with advanced options allowing users to define search criteria on specific fax properties.
- The fax action buttons (Forward, Delete, etc.) have been reviewed/reordered for better usability, and a better emphasis has been put on the fax composition button
- The fax box selection list (available in delegation context) is now displayed in the Web Client's left pane, while the top navigation bar always displays the identifier (email address) of the currently logged-in user.
- The navigation between the fax folder and phone book views is now done through two links at the top left of the screen.

Moreover, the packaging of background resources and the caching strategies used by the Web Client have been optimized to reduce bandwidth usage and responsiveness as observed by end users.

Password Policy Enforcement for Internal Users

When XMediusFAX Internal Users are changing their password themselves (which can only be done through the Web Client), they are now required to comply with a specific password policy when entering the new password. By default, this policy is: 8 characters minimum, including at least 1 uppercase letter and 1 number.

Client Installation Packages Shared with XMediusFAX Cloud Solution

The same client installation packages are now shared between XMediusFAX On-Premises (this product) and XMediusFAX Cloud Solution (XMedius's cloud-based fax solution). Thus, you will notice that the client interfaces and documentation include specific settings and instructions for both solutions.

- To install and configure clients to work with XMediusFAX On-Premises, the administrator will simply need to follow instructions for *on-premises deployment*.
- Any instructions for *cloud-based solution*, applying to XMediusFAX Cloud Solution only, must be ignored.

Fax Deletion Policy Improvements

- Deletion Frequency – The Deletion Policy (at the System level) can now be set to run either once a day (as previously) or every hour.
- System Performance – The database queries have been optimized so that users will not perceive performance impacts when the Deletion Policy is running, even on large databases.

System Communication Security Improvements

Security in XMediusFAX communications has been thoroughly reinforced overall in this release.

Among others, the SSL 2.0 (SSLv2) and SSL 3.0 (SSLv3) protocols, as well as the low and medium cipher suites, have been deprecated and will no longer be used in communications between XMediusFAX modules. Thus, the TLS 1.x (TLSv1.x) protocols are now the only ones accepted by default by XMediusFAX.

Additionally, the minimum accepted protocol among TLS 1.x versions has been made configurable (procedure provided through KB Article #504836).

Improved SIP Driver Settings

- SIP Session Timer can now be configured among SIP Peer / Default SIP properties (Driver's Peer List) to enable session refresh requests, in accordance with RFC 4028.
- SIP Registrations (in Driver's SIP Security) can now be disabled (each separately) while keeping their settings in order to be quickly re-enabled later.
- The setting "VIA and CONTACT Headers Host Name Override" was moved from the Driver's SIP tab of the Administration Interface, in order to allow to configure it in several separate contexts: SIP Peer / Default SIP properties and SIP Registrations.

Various Driver/System Improvements

- The XMediusFAX license is now validated against the MAC addresses of all active and inactive Network Interface Controllers (NICs) in order to prevent license validity check errors in case of a NIC failover (when using NIC teaming for network redundancy).
- The fax sending attempt count is no longer incremented (uselessly) when an outbound fax fails due to error "403 Line Unavailable".
- Support has been added for RFC 6913 - Indicating Fax over IP Capability in the Session Initiation Protocol (SIP).
- The FoIP Driver error correction mode (ECM) is now enabled by default on a new XMediusFAX installation (but the current state of this option remains unchanged in a context of XMediusFAX upgrade).

Administration Experience Improvements

- MMC Snap-In and Web Administration Interface:
 - In an effort to protect the fax sender's/recipient's privacy, the administrator's "view fax" action available in fax monitoring lists has been intentionally made less trivial. Now, a click/double-click on a fax item now simply opens its properties dialog, while the fax content can be viewed only if the fax is first selected in the list.
 - The Site globally unique identifier (GUID) is now displayed among the Site Properties (accessible by System Administrators).
 - The calling number (ANI) is now displayed in the channel monitoring screen (System Monitor) for channels in receiving state.
- Web Administration Interface only:
 - The "Number of items per page" setting is now available directly on all Web Administration interface pages displaying a list (faxes, users, destinations, etc.).

- The display of dates (locale, formatting and time zone) has been uniformized across the whole Web Administration interface to improve time data reading consistency.

Mail Notification Profile Management Improvements

Mail Notification Profiles are now pre-created automatically in all XMediusFAX supported languages when creating a new Site, in order to ease administrative tasks performed in multilingual environments – regardless of the language that was used to install the XMediusFAX server.

Also, Mail Notification Profiles can now be created by duplicating existing ones, to allow administrators to manage multiple variations of the same profiles without having to re-create them from scratch.

Finally, when creating a new Mail Notification Profile, all notification types within this profile are now set to include (by default) all pages of the fax in the file attached to the email.

Simplified Configuration Means for Internal Faxing (Within the Same System)

The XMediusFAX LCR (Least Cost Routing) Table now offers an additional option to easily automate the internal routing of faxes when the sender and the recipient are part of the same system. The goal in such cases is to avoid fax processing delays and fees due to the unnecessary use of a telco provider.

Such a configuration was already possible by performing various configurations based on number patterns; now, administrators also have the option to configure a single LCR rule that will automatically look up the numbers defined in the System Incoming Routing Table (i.e. the numbers through which your system is expecting to receive faxes).

More Flexibility in Number Restriction Settings

Administrators can now define Number Restriction Groups either to "Forbid" or to "Allow only" the numbers specified in the list (which was previously always a list of forbidden numbers).

The numbers listed within a Number Restriction Group can still be specified using the same type of criteria (pattern, condition and number of digits), but the overall terminology used in the interface was adjusted to avoid confusion about the restriction context in which these criteria apply (Forbid/Allow only).

 **Note:** In a context of XMediusFAX upgrade, all existing Number Restriction Groups are automatically set to "Forbid" the existing list of numbers, so that the system continues to behave the same as before on this topic.

Modification Table Interface Terminology Clarification

Due to the implementation of Inbound Modification Tables, the previously existing "Modification Tables" (applied to outbound fax numbers at the System level and at the Driver) have been renamed "Outbound Modification Tables" in order to avoid confusion.

Also, the terminology used for the key elements of a Modification Table has been clarified to introduce more intuitive concepts such as "Modification Rules" (entries of the modification table) and "Criteria/Actions" (defining a rule).

Additional Mapping Fields for XMediusFAX Phone Book LDAP Access

Two mapping fields "givenName" and "sn" have been added to Phone Book LDAP Access configuration screen available in Site General Settings of the XMediusFAX administration interfaces.

These fields provide a way to adjust the display of XMediusFAX Phone Book contact names (when retrieved by LDAP) on specific MFDs that are expecting "givenName" and "sn" attributes instead of "cn" (used otherwise by default).

 **Note:** These fields were already available in the form of registry keys for the XMediusFAX previous version.

Other Improvements among Administration Settings

- The Phone Book, Fax Box and CoConfig database info and credentials are now exposed among the Fax Archive and CoConfig module properties (nodes of the Host).
- A port value can now be specified along with the name/address of the SMTP server used by XMediusFAX to send system alert notifications (Mail Server Name field in System General Settings).

Uniformized OCR Processing

All XMediusFAX functionalities that require OCR processing – namely, OCR Routing and Searchable PDF – now share the same OCR engine. Additionally, some OCR processing options are now configurable through the XMediusFAX administration interfaces (in Site General Settings).

The OCR engine is automatically installed along with the XMediusFAX server applications; administrators are no longer required to purchase and install any additional OCR third-party software.

- 👉 **Note:** The OCR Routing and Searchable PDF functionalities are not actually affected by this change and they still require to be enabled (separately) through a specific XMediusFAX license.

Additional Options for Advanced Monitoring

The list of XMediusFAX alerts to be logged/displayed in the Windows Event Viewer is now configurable, with the possibility to set an alert level for each one (Warning/Error). All information on this topic can be found in the XMediusFAX *Administrator Guide*.

Also, several queries/alerts have been added to improve XMediusFAX advanced monitoring capabilities:

- SNMP Queries:
 - Global summarized status of the XMediusFAX components (reporting a single status according to an "all or none" scheme)
 - Inter-System Replication status (4 items reporting the replication status of the databases: faxes, phone books, fax box configurations and site/system configurations)
- SNMP/Event Viewer Alerts:
 - LDAP server connection loss/recovery (2 alerts)
 - SIP Registration request failure/back to normal (2 alerts)
 - Fax not routed to an external destination (i.e. email, printer, folder...)
 - No routing destinations found by the Incoming Routing Table for a fax
 - Gateway temporary failure to deliver a fax notification (retryable)
 - Outbound fax rejection due to unknown sender site
 - Notifier eviction by the XMConfigManager service
 - Database query timeout for fax information retrieval

Access to Web Services Extended to Internal Users

XMediusFAX Web Services can now be accessed using the account of an Internal User. In fact, once authenticated, this user account will be authorized to perform actions on its own items only (i.e. its faxes, its contacts...).

Administrator accounts can still authenticate to access the Web Services at their own respective levels: a System Administrator account can perform any actions on all sites of the system and a Site Administrator account can perform any actions on its own site only (as it was before).

- 👉 **Note:** Accessing the XMediusFAX Web Services using an Internal User account or a Site Administrator account each require to use a specific authentication syntax (details provided in XMediusFAX *Administrator Guide*).

HTTP Proxy Configuration in IBM Notes Form

The IBM Notes fax composition form now allows the explicit configuration of the HTTP proxy address used to retrieve user profile information from XMediusFAX. It is now also possible to disable the use of a proxy.

This functionality has been added to address unexpected situations where Notes proxy configurations are not correctly propagated to the fax composition form.

Fax Account Monitoring Spot Refresh Time Modification

The Fax Account Monitoring Spot automatic refresh time has been increased from 1 to 5 minutes.

Users still have the ability to manually refresh the tool's status icon when needed.

Updated Third-Party Software

All third-party software included in XMediusFAX are continuously updated in order to fix any vulnerability that may compromise the XMediusFAX software and data integrity. As such:

- All affected third-party software that are included in this version of XMediusFAX (at the time of its release) have been accordingly updated.
- Any potential third-party software vulnerabilities found after this release will be addressed through hotfixes, downloadable from the XMediusFAX Help Center (<https://support.xmediusfax.com/hc> – under Technical Support > Hotfixes).

 **Note:** If needed after XMediusFAX installation/upgrade, you can safely update yourself any of the XMediusFAX third-party software, as long as the updated versions are **subsequent minor versions** of the software initially provided in this release or through a subsequent hotfix.

Third-party software affected by this release:

- Software automatically installed along with XMediusFAX (not listed here).
- Software installed through the Third-Party Software Installer (built-in, launched during XMediusFAX installation/upgrade):

Software	Role in XMediusFAX	Updated to Version...
WinPCap	Network Packet Capture functionality of XMediusFAX.	4.1.3
GhostScript	Rasterization of PDF or PostScript files.	9.16
MySQL	Back-end database server to store data and configurations of XMediusFAX.	5.6.27
J2SE Runtime (JRE) & J2SE Development Kit (JDK)	Various features of XMediusFAX using Java.	8u65
Apache Tomcat	Required to run the JSP scripts for the web components of XMediusFAX.	7.0.64
Python	Custom fax routing and notification using Python language	2.7.10

 **Important:** In a context of XMediusFAX upgrade:

- MySQL cannot be *automatically* upgraded from version 5.0 or 5.5 to version 5.6 (although this upgrade is not mandatory).
- Existing Python routing rules and Python destinations may no longer work following the upgrade of Python (which is required).

See [Installation and Upgrade Instructions](#) on page 12 for more details/workarounds on these issues.

- Software available within the XMediusFAX installation package for manual installation (when needed):

Software	Role in XMediusFAX	Updated to Version...
Birt (Report Designer)	Customization of XMediusFAX Web Reports	4.5
Boston (Dialogic Brooktrout)	Interactions between XMediusFAX and Booktrout (Tr1034) fax boards	6.7.3

Supported Features and Requirements

Full Support/Requirement List

Refer to the XMediusFAX 8.0 *Installation and Maintenance Guide* to know the complete list of installation requirements and supported features:

- Server Requirements (hardware, software) and communication interfaces (VoIP Gateways, IP PBX and fax boards).
- Client Requirements (hardware, software) and external devices (MFPs and mobile devices).

All support changes for XMediusFAX 8.0 (since the previous version) are listed below.

Support Changes

- Server OS and Virtualization software:

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • VMWare Workstation 12 / 11 / 10 • VMWare ESXi 6.0 / 5.5 • Citrix Xen Server 6.5 / 6.2 / 6.0 	<ul style="list-style-type: none"> • Windows Server 2003 / 2003 R2

- Mail Servers for email integration:

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • Microsoft Exchange 2016 • Microsoft Exchange Online (with some limitations – see XMediusFAX Installation Guide) • IBM Domino 9.0.1 	<ul style="list-style-type: none"> • Microsoft Exchange 2003 • IBM Domino 8.0 / 7.0

- Software used by the Rasterizer as conversion engines:

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • Microsoft Office 2016 (64-bit and 32-bit) • Microsoft Office 365 (with some limitations – see XMediusFAX Installation Guide) • OpenOffice.org 4.1.1 / 4.0 	<ul style="list-style-type: none"> • Microsoft Office 2003 • OpenOffice.org 3.2 / 3.1 / 3.0 / 2.4 • Microsoft Internet Explorer 8

- Communication Interfaces (Gateways / IP PBX / Fax Boards):

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • AudioCodes Mediant 800 • Alcatel OmniPCX Enterprise 11.x • Alcatel OmniPCX Office 10.x • Avaya Communication Manager 6.3 FP4 / 6.3 / 6.2 • Avaya IP Office 9.0 • Cisco Unified Communication Manager (CUCM) 11.0 / 10.5 / 10.0 • Cisco Unified Communication (CUC) 11.0 / 10.5 / 10.0 	<ul style="list-style-type: none"> • BrookTrout TruFax Analog Loopstart • BrookTrout TruFax BRI (Euro ISDN)

- Client OS (Workstations / Terminal Services):

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • Windows 10 • Citrix XenApp 7.6 / 7.2 	<ul style="list-style-type: none"> • Windows Vista / XP • Windows Terminal Server 2003 / 2003 R2

- Mail Clients for email integration:

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • Microsoft Outlook 2016 • Microsoft Outlook within Office 365 (with some limitations – see XMediusFAX Installation Guide) • IBM Notes 9.0.1 	<ul style="list-style-type: none"> • Microsoft Outlook 2003 / XP • IBM Notes 8.0 / 7.0

- Web Browsers (for Web applications):

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • Google Chrome latest versions • Mozilla Firefox latest versions • Microsoft Edge • Apple Safari on OS X • Apple Safari on iOS 	<ul style="list-style-type: none"> • Apple Safari for Windows

- Productivity Suites:

Newly Supported by XMediusFAX 8.0	No Longer Supported by XMediusFAX 8.0
<ul style="list-style-type: none"> • Microsoft Office 2016 • OpenOffice.org 4.1.1 / 4.0 	<ul style="list-style-type: none"> • Microsoft Office 2003 / XP / 2000 • OpenOffice.org 3.2 / 3.1 / 3.0 / 2.4

Installation and Upgrade Instructions

Full Procedures

Detailed information and procedures about installing or upgrading XMediusFAX are provided in the XMediusFAX *Installation and Maintenance Guide*. Please review this guide – as well as the following additional information – before proceeding.

Some points to check before installing XMediusFAX 8.0

- **User Access Control (UAC) – Restriction:**

When installing by running the MSI instead of the `setup.exe` on a version of Microsoft Windows where User Access Control feature (UAC) is activated, the third-party installer will not start and the MMC Snap-In registration will fail.

- **Fax Boards – Pre-Requisite:**

If you want to use XMediusFAX with a fax board, the fax board drivers must be installed prior to the fax server installation. Please refer to the XMediusFAX *Installation and Maintenance Guide* for fax board driver information.

Server upgrade to version 8.0

- **Backup:**

It is strongly recommended to create a backup of your system before upgrading. All the instructions are in the XMediusFAX *Installation and Maintenance Guide*.

- **Eligible versions and license:**

Minimum eligible and supported versions	License requirement after upgrade
XMediusFAX 7.5.0.28	A new license for XMediusFAX 8.0 is required.
XMediusFAX 7.0.0.298	
XMediusFAX 6.5.5.123	

- **3rd party software:**

If some of the 3rd-party software used by XMediusFAX require an upgrade, the latter will automatically be managed through the XMediusFAX upgrade process.

However, two of them may require your attention:

- **MySQL** - If you have MySQL version 5.0 or 5.5 installed, it cannot be automatically upgraded to version 5.6. Though XMediusFAX 8.0 can continue to work with MySQL 5.0 or 5.5, you may still want to upgrade MySQL to version 5.6: a manual procedure (available in KB Article #314893) can be performed, preferably under supervision of a technical support specialist.
- **Python** - If you are currently using Python routing rules or Python destinations, they may no longer work after the upgrade of Python (which is required), especially if additional Python modules or dependencies were installed for the specific needs of your Python scripts. A manual operation may be required to fix this issue; the procedure is available in KB Article #504834.

 **Note:** Please contact our Support team (see the section: [Contact Us](#) on page 23) if you have any issues with the upgrade or if your current version of XMediusFAX does not appear in the list of eligible versions.

Client upgrade to version 8.0

- **Microsoft Management Consoles (MMC):**

Any and all Microsoft Management Consoles (MMC) for XMediusFAX that are deployed must be upgraded to version 8.0.

- **Other clients:**

It is also strongly suggested to upgrade all XMediusFAX clients, including SendFAX and the Outlook/Notes forms even though they are backwards compatible.

Fixed Issues

All the following issues have been fixed in this release (8.0).

 **Note:** The following table is extracted from the defects database (in English).

Number	Component	Summary
19217	Company Config Manager	Inter-System Replication of a site may fail depending on the list of configuration objects the site contains
20617	Company Config Manager	In some rare cases during Inter-System Replication, a site may disappear from the destination system and its configuration data may be lost
18891	Config Manager	When testing Incoming Routing Table, if I input \$did\$ as value in DNIS/DID as Simulated Incoming Value, ConfigManager goes in a loop and system becomes non-responsive
19445	Config Manager	XMConfigManager crashes due to a stack overflow when performing intensive directory lookup requests
19447	Config Manager	Intensive use of the automatically updated modification table leads to notifier objects leaking in the ConfigManager
20375	Config Manager	Inter-System Replication can lead to the creation of an invalid Site object on the destination server
20671	Config Manager	Memory leak when Dump()ing the values of a Node for Offsite Replication
20672	Config Manager	Memory leak in tao/DynamicAny/DynAny_i.cpp leads to a leak in the Admin Audit Logger
20690	Config Manager	Active Directory NT Account Lookup will fail if the Active Directory Domain Services were restarted on the AD server between two lookup queries
20966	Config Manager	On the Web Client login page, adding a white space after the username leads to an error message but lets the user access the account
21579	Config Manager	System Admin/Site Admin having international characters (e.g. with accents) in their username will not be able to login in MMC/WebAdmin
21707	Config Manager	Asterisk (*) in received DTMF digit sequence may cause inbound faxes to be routed to multiple users by mistake
21709	Config Manager	The LCR table is not fully translated in French
21876	Config Manager	XMConfigManager crashes due to a stack overflow when performing intensive directory lookup requests
17175	Documentation	Client Silent Installation instructions provided in Installation Guide are incomplete and misleading

Number	Component	Summary
18751	Driver	On incoming call, if the SIP Driver doesn't receive a ACK message for its T.38 OK response, the channel will stay in receiving mode forever
20000	Driver	T.38 driver may sometimes crash on a race condition when closing the call
20047	Driver	T.38 driver may sometimes crash if the network capture is disabled while active calls are being captured
20140	Driver	The packet capture agent does not capture RTP packets for incoming faxes
20174	Driver	FoIP driver may sometimes enter an infinite loop when starting if the PacketCaptureAgent is still running
20198	Driver	When the FoIP Driver sends a fax using G.711 Passthrough media type, no CNG is sent at the beginning of the call, preventing phone destinations to switch to fax
20287	Driver	SIP Driver crashes when trying to send a SIP message to a socket that has just been disconnected by the remote side
20306	Driver	SIP registration request takes one hour to be resent if the FoIP Driver fails to parse the CONTACT header in the registration response
20320	Driver	Fax Header does not always display the right year
20346	Driver	XMediusFAX fails to receive faxes when the T.38 Driver takes too long to send its first T.38 packet after the T.38 re-INVITE
20367	Driver	Packet Capture does not allow to capture on all IP addresses for adapters with more than one IPv4 address
20400	Driver	FoIP Driver crashes when starting an SNMP walk from one of the columns of the channelsTable
20425	Driver	Channels will remain stuck in sending or receiving mode on FoIP driver configured in "G.711 passthrough" when sending DTMFs
20426	Driver	Channels will remain stuck in sending or receiving mode on FoIP driver when the option "Wait for DTMF" is activated
20441	Driver	FoIP driver in "G.711 passthrough" fails to receive faxes when "Play a voice prompt" option is enabled and no DTMFs are received
20469	Driver	Incoming ECM fax may fail when the FoIP Driver receives repetitive messages due to corrupted data
20621	Driver	Incoming faxes may fail when using a remote SIP Peer that sends a capability description SDP attribute to the FoIP driver
20699	Driver	FoIP Driver may crash in G.711 mode while performing adaptive signal gain calculation
20724	Driver	FoIP Driver might crash on a race condition on inbound calls when the remote side hangs up at the same time it acknowledges the establishment of the call
20800	Driver	For some inbound faxes with no pages received, the FoIP driver may report a success
20801	Driver	G.711 faxing may fail when the FoIP Driver receives NSE messages in the RTP stream
20848	Driver	If AOR and binding fields are left blank in a SIP registration configuration, all inbound calls will fail due to a parsing error
20930	Driver	FoIP Driver consumes large amounts of CPU and bandwidth when incoming RTP packets describe a large number of different streams

Number	Component	Summary
20956	Driver	When the FoIP driver is sending DTMF to Alcatel OXE R11, the digits are not transmitted
20972	Driver	FoIP Driver channel may freeze in "Ready To Receive" state when a SIP peer sends a CANCEL immediately after its INVITE
20987	Driver	FoIP Driver leaks fax sessions in H.323 when the T.38 stack takes more than 20 seconds to signal fax completion events
21003	Driver	FoIP Driver channels remain in use when calls are hung up before the fax transmission starts
21004	Driver	Outbound G.711 passthrough faxes fail when the media is muted by the remote peer in the response of the initial INVITE
21047	Driver	FoIP driver consumes large amounts of CPU when there is a big gap of sequence number between two consecutive packets
21050	Driver	T.38 Driver disables the audio media in the response to a voice re-INVITE, leading some remote peers to terminate the fax call
21068	Driver	FoIP Driver inbound channel might remain in use when the Driver receives a CANCEL request before the remote peer receives the OK response
21107	Driver	FoIP Driver may take some time to answer T.38 re-INVITE of outgoing calls if processing incoming RTP packets in the meantime
21139	Driver	With FoIP driver configured in SIP TCP, if the remote peer temporarily loses the network while sending a fax, all subsequent outgoing faxes will fail
21180	Driver	FoIP driver may crash when sending a very large RTCP packet
21395	Driver	FoIP driver will crash when receiving a voice re-INVITE while no fax tone was detected in the RTP stream
21491	Driver	FoIP Driver configured in T.38 with Fallback to G.711 will leak memory when receiving a V.34 fax through a Cisco gateway
21510	Driver	A race condition can lead the FoIP Driver to improperly release H.323 calls and eventually reject incoming calls
21515	Driver	SIP registration fails because of expiration time
21523	Driver	The FoIP driver may crash during a G.711/V.34 call as a result of memory corruption
21567	Driver	SIP Registration fails when the registrar answers with a provisional response before sending the final response
21612	Driver	FoIP driver may sometimes report an incorrect error code in the driver log call summary
21641	Driver	FoIP Driver crashes when canceling from the outgoing queue a large amount of faxes sent in loopback mode (internal routing)
21731	Driver	SIP messages bigger than 1024 bytes might be incompletely received by SIP Driver configured with TCP transport
21761	Driver	XMFaxDriver may crash if receiving a burst of site list change notification
21950	Driver	The voice media is muted by the FoIP Driver when responding to remote peer re-INVITEs
22038	Driver	FoIP Driver may crash following a buffer overflow during a G.711/V.34 call
22041	Driver	Inbound calls transiting through SIP proxies may not use the right address to match the peer in FoIP Driver's Peer List

Number	Component	Summary
20395	Fault Tolerance	XMFaultTolerance service crashes when starting an SNMP walk from one of the columns of the componentStatusTable
18626	Fax Archive	Inter-System Replication fails when there are entries in the "entries_forwarded" table to replicate
19560	Fax Archive	The Fax Archive service crashes during the Inter-System Replication of a fax whose site has been deleted
19706	Fax Archive	Incomplete termination of a thread pool used during Inter-System Replication may lead to FaxArchive crash or difficulty to stop the service
19890	Fax Archive	During Inter-System Replication, the Fax Archive of the destination system may crash when a failover occurs on the source system
19968	Fax Archive	When faxes are forwarded via the Web Client, the source Fax Archive may crash during Inter-System Replication and the destination system may have missing data
20602	Fax Archive	The Fax Archive service may crash during the deletion policy if it has been previously reported faulty
21595	Fax Archive	The source Fax Archive service may crash during Inter-System Replication recovery of the destination
19459	Fax Manager	Heavy concurrent access to fax folders may cause the Fax Manager to stop responding
20193	Fax Manager	Heavy concurrent access to fax folders may lead the Fax Manager to stop responding
20447	Fax Manager	A race condition in the communication stack can lead the services to become unresponsive and consume large amounts of CPU
21035	Fax Manager	The outbound fax property 'FirstSendingTime' is updated at each fax transmission attempt instead of keeping the sending time of the first attempt
21136	Fax Manager	HA FaxManager states may become incoherent due to non-deterministic value computed in the FaxManager state layer when activating delayed jobs
21419	Fax Manager	The Fax Manager will not wake up delayed faxes nor cancel expired faxes if faxes with higher priority are present in the queue and are not scheduled to be Activated/Cancelled
21643	Fax Manager	Broadcast Notification failures appear in Windows Event Viewer for Printer Destinations although Printer Destinations do not have the Broadcast Notification option
21766	Fax Manager	Calling WebService method findOutgoingFaxes may lead to FaxManager crash
21988	Fax Manager	Fax Manager's HA states may become incoherent when sending faxes with delay option enabled
18773	Gateways (All)	XML and SMTP gateways are using the user's temp folder instead of the XMediusFAX temp folder to save temporary files
20301	Gateways (All)	Site administrators cannot browse for printers when configuring a printer destination
20689	Gateways (All)	Email notifications are not delivered by the Mail Server due to invalid characters in the mime boundaries of the messages
20826	Gateways (All)	Conversion to Searchable PDF (or PDF/A) fails when a folder destination is configured to split the faxes
20872	Gateways (All)	Printer's default paper size is always used when printing on a Printer Destination
20985	Gateways (All)	Processing of faxes can leave files behind when external processes are launched simultaneously (like file filters, ocrprocessor, barcode reader, printtiff...)

Number	Component	Summary
21232	Gateways (All)	The "Browse" option in printer destinations is not displaying the local printer connections to network printers
18173	Installation	In the installation program, the translation of "Try again" in Portuguese does not fit in the button area
18781	MMC	When two mmc snapins (even on different machines) are used to look at the activity on the channels of a driver, only one of them will get the notifications and update its display, leaving one of the administrator thinking there is no activity
21042	MMC	In LDAP Directory Integration, the " Test Connection " button only takes the LDAP Server Address and LDAP Server Port into consideration, and always considers the Protocol as LDAP
20368	NotesForm	XMediusFAX IBM Lotus Notes Forms fails to open due to exceedance of maximum allowable memory usage
17921	Other	Status message (english) appears truncated on inbound notification of fax received with error
17923	Other	Status message (portuguese) appears truncated on inbound notification of fax received with error
17924	Other	Status message (spanish) appears truncated on inbound notification of fax received with error
19404	Other	Un-peering a system after a migration may delete the security settings of the current server
20815	Other	All XMediusFAX services should validate their log size configuration value to make sure it does not exceed the maximum allowed value
21009	Other	FCL File Filter may leak empty files when more than one XML Gateway is polling for file jobs
21069	Other	SendFAX fails to send faxes because of attachments disappearing from the user temporary folder
21124	Other	A race condition in the communication stack can lead the services to become unresponsive and consume large amounts of CPU
21562	Other	Some FCL files may be rejected by FCLFileFilter due to EOL definition missing in filter syntax
21817	Other	In OCR Routing context, an exception occurs while processing faxes in Russian or Chinese
21907	Other	New configurable options for retrying failed calls to CertificateAuthority during admin authentication process of Web Services, Web Admin and Java API
20213	OutlookForm	On windows 8.1, Outlook crashes when launching the Fax Composition Form
20814	PhoneBook	When importing contacts to the Web Phone Book, a space is added in the display name if the contact has no First Name
18286	Rasteriser	Add proper handling of PowerPoint as an application in the DocumentRasterizer
18287	Rasteriser	Error message window "There was an error accessing..." not properly handled by the Rasterizer when using MS PowerPoint as a converter
18288	Rasteriser	Error message window "PowerPoint failed to start correctly last time...." not properly handled by the Rasterizer when using MS PowerPoint as a converter

Number	Component	Summary
20300	Rasteriser	HTML attachments are not properly rendered if the WebKit HTML Converter fails when the system does not allow it to spawn the process and the working directory is \System32
20727	Rasteriser	Document Rasterizer stops processing file jobs when it fails to terminate a 3rd party application that remains stuck in document conversion
20734	Rasteriser	PDF Raterization issue with the GhostScript engine
21468	Rasteriser	Document Rasterizer deadlock at startup when synchronizing with the Fault Tolerance system
19202	SendFAX	Tiff file corrupted during the saving of the temporary file before being transferred to the XML Gateway
19463	SendFAX	Fax submission with SendFAX may fail due to an unexpected communication error, though the fax server is working and reachable
20449	SendFAX	SendFAX wrongly requires a value in the "Mail Server" field in order to be able to send emails when configured in "Outlook" mode
20838	SendFAX	Fax recipient properties are not transmitted when SendFAX is configured in Outlook mode
21345	SendFAX	SendFAX displays an error message indicating that there is no default email client on the user's computer, although no email client is actually required
21393	SendFAX	In SendFAX, when the coversheet is disabled before submitting a fax, the message body is still displayed as the first page of the fax
18439	SMTPGateway	The content id for embeded image needs to be globally unique for email notifications
18693	SMTPGateway	Error handling is not correct for a failed searchable PDF job in notification destination Folder
19562	SMTPGateway	A syntax error in the HTML body of a Microsoft Exchange message may cause the SMTP gateway to run at 100% CPU and stop processing outbound faxes
19999	SMTPGateway	A null byte in the HTML body of a message generated by Outlook may lead the SMTP gateway to stop processing outbound faxes and increase its CPU usage
20142	SMTPGateway	Non-delivery response messages are sent on some fax job errors, which may lead to overflow the user's mailbox if the system keeps failing at each retry
20182	SMTPGateway	SMTP gateway fails to extract an attachment from a message when its Content-Transfer-Encoding is "uuencode"
20284	SMTPGateway	SMTP Gateway rejects faxes sent by email when the mail relay server adds a BATV prefix to the FROM address of the SMTP envelope
20694	SMTPGateway	Faxes sent by email are rejected by the SMTP gateway due to "attachment file type that is invalid" when encoded parts of the attachment name are not space-separated
20806	SMTPGateway	SMTP Gateway may crash when sending a fax by email if a mail server adds a "prvs=" prefix to the FROM address
20812	SMTPGateway	When successively printing different broadcast notification emails, all printouts may have the same fax preview image
20998	SMTPGateway	SMTP Gateway is not properly formatting the Final-Recipient field in Delivery Status Notifications
21409	SMTPGateway	SMTP Gateway is not decoding properly the display name in the FROM header of emails

Number	Component	Summary
21696	SMTPGateway	SMTP Gateway crashes if the "Received" field of the SMTP Request does not contain a timestamp
21912	SMTPGateway	SMTP gateway is not properly decoding very long email subjects
22059	SMTPGateway	SMTP gateway stalls from an Offramp message as it does not handle escaped characters prefixed by "\\\\" in RTF text
22084	SMTPGateway	SMTP gateway crashes when the message contains unexpected characters
21397	SNMP Agent	The TrapSender is not verifying that the SNMP agent is installed before trying to send a trap
21656	SNMP Agent	Add Firewall rules at installation in order to allow the SNMP Agent Extension DLL to communicate with XMediusFAX services on Windows 2012/2012 R2
22127	SNMP Agent	In SNMP context, unable to load the MIB file of XMediusFAX using CA Spectrum monitoring tool
18994	SPOT User	Portuguese translation issues in status message of the Fax Account Monitoring Spot
20668	SPOT User	Incorrect russian translation in Fax Account Monitoring Spot
18393	Web Administration	Incoming routing table test results are not correctly refreshed
18737	Web Administration	In XMF, in Fax Monitor, for a Site Admin, in the Search options, the value "Site Name" search option is available.
19909	Web Administration	The right pane of the Web Admin Phone Book appears empty since Google Chrome version 29 update
20885	Web Administration	On the forward action page in German, the column headers of the Destination List are not translated
21620	Web Administration	In the Web Administration Interface, javascript and css files should have a version parameter in order to be reloaded correctly when they are changed
21883	Web Administration	If a profile exists with an empty name, it is not possible to add a new profile
17855	Web Client	Forwarded fax icon is displayed only after a refresh
18051	Web Client	In the Web Client, clicking refresh on fax acknowledgment sends another fax
18372	Web Client	In the Web Client, Contacts section, the length limit for the group name is not the same when adding or editing the group
18934	Web Client	On the Web Client login page, the information text inside "Emaill Address" is always in English
18952	Web Client	On the Web Client fax resubmission form, the delay date field is editable through the edit box
19619	Web Client	In a context of Delegation, after changing the Fax Box from the Contacts page, the user is redirected to the fax list rather than staying in the contact list
19886	Web Client	The left pane of the Web Client appears empty since Google Chrome version 29 update, which prevents users to access their fax folders
20779	Web Client	There is no error/warning message when no recipient billing code is provided while its validation is required
21048	Web Client	The Web Client does not allow to configure the request header expected from a third-party software for user authentication with SMTP address

Number	Component	Summary
21100	Web Client	In the Web Client, the user is unable to choose the destination types shown in the Forward page
21556	Web Client	In the Web Client, when a user submits a fax with option "Use custom sender and company information", information is not cached if using characters in chinese
21608	Web Client	In the Web Administration Interface, the dates shown in the Routed To history in the fax monitor are not localized in the user's timezone
21636	Web Client	In the Web Client, when submitting a fax with override sender and company information option, values containing "@" in the Sender & Company information page are not cached properly
21937	Web Client	Info/Error message on the Fax Note page is always in English even if the Web Client interface is in French
20553	Web Service	A Site Administrator cannot perform any action through the Web Service if Tomcat was started while the Fax Server was down
20865	XML Gateway	XML Gateway is not reporting a sufficiently detailed error message to SendFAX/the Web Client when a fax submission error occurs
21565	XML Gateway	The HP File Filter cannot move the .tif files from a network shared folder to the "To Convert" folder
21738	XML Gateway	XML Gateway fails with InvalidFileType error when there is more than one binary attachment embedded in the XML job

Known Issues

Outlook Form Publishing Issue with Outlook 2016

The XMediusFAX Outlook Forms cannot be published on MS Exchange 2016 using MS Outlook 2016 (Defect number: 22119). A workaround is to perform the publishing using a previous MS Outlook version supported by MS Exchange 2016 (i.e. Outlook 2013 or 2007).

However, in a specific context of multi-lingual publishing of the Forms, some side-effects could still be encountered despite this workaround (Defect number: 22126).

SendFAX Phone Book Link/Import Issue with Office 2016

When using the Phone Book of the SendFAX application on a system that has MS Office 2016 installed, some issues may be encountered (Defect number: 21961) depending on the context of use:

- with Office 2016 x32 installed:
 - Linking/importing a contact list using a MS Access database or MS Excel spreadsheet of version 2007 or later will not be possible.
 - Opening a SendFAX Phone Book created on another system having MS Office 2007 or later installed will not be possible.
- with Office 2016 x64 installed:
 - Creating or opening a SendFAX Phone Book will not be possible.

However, These issues can be solved by installing the Access Database Engine available from Microsoft. For more details, see KB Article #504837 (available in XMediusFAX Help Center)

Document Rasterizer Handle Leak on Windows 2012 R2

With XMediusFAX installed on Windows 2012 R2 (or Windows 8.1), a handle leak may be introduced each time the Document Rasterizer converts certain types of documents. In such a situation, the handle count will increase continuously, and the system might eventually become unresponsive (Defect number: 21525).

To solve this issue, a hotfix from Microsoft (which is not deployed through automatic Windows updates) must be manually installed. For more details, see <https://support.microsoft.com/en-us/kb/3055615>.

PCLToFax Installation Issue on Windows 2008 R2 64-bit

The PCLToFax virtual printer is not installed by default after installing the XMediusFAX server on Windows 2008 R2 64-bit (Defect number: 16166).

Please review KB Article #313652 which describes how to perform the installation manually.

Feature Requests

Let us know what features you would like to see in the next version of XMediusFAX.

You may email feature requests to us at the following address: support.software@xmedius.com.

You can also post your ideas and suggestions on the XMediusFAX Help Center: support.xmediusfax.com/hc/communities/public/topics/200165514-Support-Feature-Requests

Documentation, Help and Post-Release Updates

To refine your knowledge on the XMediusFAX features, to perform more advanced configurations on your XMediusFAX system or to solve technical issues you may encounter on it, several resources are available:

- The Technical Documentation provided with XMediusFAX.
- The Knowledge Base available in the XMediusFAX Help Center.
- The latest downloadable XMediusFAX hotfixes (with fix descriptions), also available in the Help Center.
- The XMediusFAX Technical Support Team (see [Contact Us](#) on page 23).
- All other resources available in the XMediusFAX Help Center (Latest News, Community...)

Technical Documentation – Purpose

Technical Documentation gives all general information for:

- XMediusFAX installation and maintenance
- XMediusFAX administration
- XMediusFAX user needs

Technical Documentation – Location

XMediusFAX Technical Documentation is offered in Online Help – accessible from all concerned Windows or Web Clients – and also in PDF files:

- On the XMediusFAX distribution media, in the `Documentation` folder.
- After XMediusFAX installation, in the `Doc` folder of the install path.

- On the XMediusFAX Help Center (within the product download page):
support.xmediusfax.com/hc/sections/200644914-Product-Documentation

PDF Documents

Guide	Available Languages
XMediusFAX <i>Installation and Maintenance Guide</i>	English, French, German
XMediusFAX <i>Administrator Guide – Windows (MMC Snap-In)</i>	
XMediusFAX <i>Administrator Guide – Web (Web interface)</i>	
XMediusFAX <i>User Guide</i>	English, French, German, Spanish, Italian, Portuguese, Russian, Chinese

 **Note:** A PDF of the *Database Schemas* is also available in English (on distribution media only).

Knowledge Base – Purpose

The XMediusFAX Knowledge Base gives advanced/specific information and help (in addition to the Technical Documentation provided with the product).

It regroups more than 300 KB Articles:

- Procedures to fix or give workarounds on known issues
- Procedures to reach specific goals (e.g. advanced configurations)
- Explanations on specific software elements/features/interfaces

Knowledge Base – Location

- On the XMediusFAX Help Center: support.xmediusfax.com/hc/sections/200644834-Knowledge-Base
- You can subscribe to receive notifications on new KB articles published (using the top-right "Follow" option).

Hotfixes – Purpose

Software Patches are sometimes produced in order to solve issues reported in the released version of XMediusFAX. Depending on the issue that is intended to be fixed, one or several hotfixes can be made available for installation.

Hotfixes – Location (Download)

- On the XMediusFAX Help Center: support.xmediusfax.com/hc/sections/200644854-Hotfixes
- You can subscribe to receive notifications on all hotfixes released (using the top-right "Follow" option).

Before installing any hotfix, you must carefully read the instructions provided along with it through a text file (<component_name>.txt) – knowing that each hotfix has its own specific instructions:

- Hotfix installation procedure
- Information about the effects on the system during hotfix installation
- History of the fixed issues of the concerned component (latest on top)

Help Center – Other Resources

- Technical Support Team: see [Contact Us](#) on page 23.

- Stay in tune with XMediusFAX news:
support.xmediusfax.com/hc/en-us/sections/200644924-Announcements.
- Get and share experience with the XMediusFAX Community:
support.xmediusfax.com/hc/communities/public/topics/200165524-Support-Community-Help.
- Post your ideas and suggestions for future versions of XMediusFAX:
support.xmediusfax.com/hc/communities/public/topics/200165514-Support-Feature-Requests.

You can subscribe to receive various notifications on the Help Center activity (using the top-right "Follow" option available in each section listed above).

Contact Us

Contacting Technical Support

From the XMediusFAX Help Center: support.xmediusfax.com (sign-in required).

By email: support.software@xmedius.com.

By phone:

- Americas: +1-866-615-3066 (North America only) | +1-514-787-2122
- EMEA: +33 (0)1 57 61 30 30
- APAC: 0011-800-132-00000 (Australia only) | +1-514-787-2122