

## **XMediusFAX App 1.0** for Toshiba e-BRIDGE enabled MFPs Installation Guide



## **XMediusFAX App for Toshiba e-BRIDGE enabled MFPs**

Version Number 1.0.31 – August 2018.

### **Patents**

- Protected by US Patents 4,994,926; 5,291,302; 5,459,584; 6,643,034; 6,785,021; 7,283,270.
- Protected by Canadian Patents 1,329,852; 2,101,327; 2,417,202.
- Additional US, Europe and Japan patents pending.

### **Disclaimer**

XMedius reserves the right to make changes and alterations to its software and documentation without prior notification.

Although every attempt has been made to accurately describe and document the product, XMedius does not guarantee that documentation is without error or omission. XMedius is not responsible for any loss of data that may occur during the operation of its software. Nor does XMedius recognize any liability that such losses may occasion.

No part of this publication may be reproduced or altered, by any means whatever, manual or electronic, without the prior written consent of XMedius.

All other trademarks, brand names, or product names are the property, trademarks, or registered trademarks of their rightful owners.

References to other products or software imply no warranty of the XMediusFAX App by the manufacturers of those products and software.

### **Copyright**

XMediusFAX App and documentation © 2018 XMedius Solutions Inc.

All rights reserved. Unauthorized duplication, copying and/or replication is strictly prohibited.

### **Contact Information**

- Web: [www.xmedius.com](http://www.xmedius.com)
- Sales: [sales@xmedius.com](mailto:sales@xmedius.com)
- Licenses: [license@xmedius.com](mailto:license@xmedius.com)

Americas, Asia and Oceania:

XMedius

3400 de Maisonneuve Blvd. West, Suite 1135  
Montreal, Quebec H3Z 3B8 – CANADA - PO Box 48

- Telephone: +1 514-787-2100
- Tollfree North America: 1-888-766-1668
- Fax: +1 514-787-2111

Europe, Middle-East and Africa (EMEA):

XMedius

Building MB6 41 rue des 3 Fontanot  
92000 Nanterre – France

- Telephone: +33 (0) 1 70 92 13 10
- Fax: +33 (0) 9 70 26 19 23

## Technical Support

On-premises software:

- Web: [support.xmediusfax.com](http://support.xmediusfax.com)
- Email: [support.software@xmedius.com](mailto:support.software@xmedius.com)
- Tel. Americas: +1-866-615-3066 (North America only) | +1 514-787-2122
- Tel. EMEA: +33 (0) 1 70 92 13 12
- Tel. APAC: 0011-800-132-00000 (Australia only) | +1 514-787-2122

Cloud solution:

- Web: [support.xmedius.com](http://support.xmedius.com)
- Email: [support.cloud@xmedius.com](mailto:support.cloud@xmedius.com)
- Tel. North America: +1 855-867-5065
- Tel. Europe: +33 (0) 1 70 92 13 13

# Table of Contents

<b>Chapter 1 : Introduction.....</b>	<b>1</b>
The XMediusFAX App.....	1
Purpose of This Document.....	1
Additional Information and Documentation.....	1
<b>Chapter 2 : Pre-Requisites.....</b>	<b>3</b>
Before Installing and Using the XMediusFAX App.....	3
<b>Chapter 3 : Installation &amp; Configuration.....</b>	<b>5</b>
Installing the XMediusFAX App.....	5
Configuring the XMediusFAX App (for XMediusFAX On-Premises Server).....	6
Configuring the XMediusFAX App (for XMediusFAX Cloud Service).....	8
<b>Chapter 4 : Maintenance.....</b>	<b>11</b>
Updating/Uninstalling the XMediusFAX App.....	11
<b>Chapter 5 : Appendix.....</b>	<b>13</b>
Configuring XMediusFAX On-Premises Server to support your MFP LDAP Authentication.....	13
Complete List of Supported MFPs.....	14



# Chapter 1

# Introduction

---

## *The XMediusFAX App*


---

The XMediusFAX App is a solution allowing Toshiba® Multi-Function Printers (MFPs) that support the Toshiba® e-BRIDGE® Next (eBN) platform to fax documents through XMediusFAX (Cloud Service or On-Premises Server).

## *Purpose of This Document*

---

This document describes all steps to install and configure the XMediusFAX App on the Toshiba devices.

 **Note:** If you wish to install the XMediusFAX App on several MFPs, you will need to perform the provided installation and configuration steps on one MFP at a time.

## *Additional Information and Documentation*

---

### **XMediusFAX App User Instructions**

A *User Instruction Sheet* is available for download from the XMedius support site, along with the App itself and its Installation guide (this document).

It is intended for the end-users of the XMediusFAX App on the MFP and consists of a single printable page that describes all basic actions that a user can perform with the application.

The *User Instruction Sheet* is available in all languages supported by the XMediusFAX App.

### **XMedius Web Site**

For more information about XMedius's fax products and services including the XMediusFAX App, visit the site: [www.xmedius.com](http://www.xmedius.com).





## Chapter 2

## Pre-Requisites

### ***Before Installing and Using the XMediusFAX App***

The following requirements must be met in order to install and use the XMediusFAX App.

#### **Multi-Function Printers (MFPs)**

Any MFPs on which you will install the XMediusFAX App:

- Must be a Toshiba<sup>®</sup> e-BRIDGE<sup>®</sup> Next (eBN) MFP, with minimum SYS firmware version 1073 (see [Complete List of Supported MFPs](#) on page 14).

 **Note:** eBX devices are not supported.

- Must have access to your current XMediusFAX solution: either a network access to your XMediusFAX On-Premises server OR Internet access to the XMediusFAX Cloud service.

#### **With XMediusFAX Cloud Solution (Fax Service)**

The use of the XMediusFAX App requires to have an XMedius Cloud enterprise account with the XMediusFAX service enabled.

If you do not have such an account yet, please contact your Toshiba reseller.


#### **With XMediusFAX On-Premises Deployment (Fax Server)**

The use of the XMediusFAX App requires to have a running XMediusFAX On-Premises server (already configured according to your needs) that meets the following requirements:

- The XMediusFAX software must be version 8.0 or higher.
- The XMediusFAX license must include:
  - The Web Services feature.
  - The maximum number of MFPs that are allowed to use the XMediusFAX App.
- The following minimum required hotfixes must be installed on your XMediusFAX server, depending on your version:

XMediusFAX version	Minimum Required Hotfixes
XMediusFAX 8.0	<ul style="list-style-type: none"> <li>• Web Service (faxservice.war) 8.0.0.440</li> <li>• Config Manager (xmconfigmanager.exe) 8.0.0.440</li> <li>• Web Client (fax.war) 8.0.0.440</li> </ul>

XMediusFAX version	Minimum Required Hotfixes
XMediusFAX higher versions	No specific hotfix required.

 **Note:** All hotfixes are available for download at <https://support.xmediusfax.com>.

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

### **Administrator's PC**

The "administrator's PC" is the computer from which the App will be installed on the MFP (through TopAccess).

This computer must:

- Include a Web browser.
- Have network access to communicate with your MFP.

# Chapter 3 Installation & Configuration

## Installing the XMediusFAX App

This procedure explains how to get the XMediusFAX App and install it on one MFP.

**Important:** After installation, the App needs to be configured according to the fax solution you are using (see at the end of this procedure).

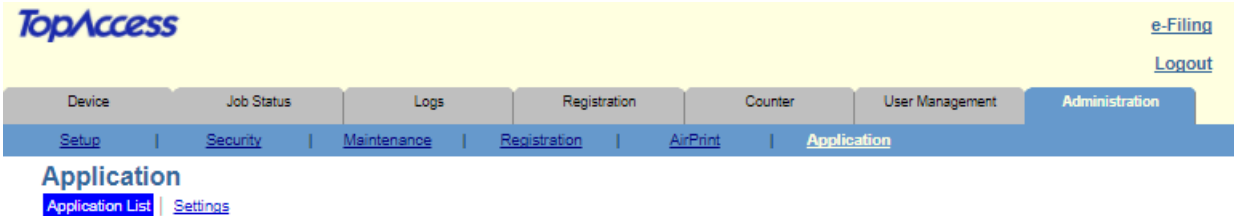
- 1. Download the App's installation package (from the XMedius support site) and extract its content.

The package (zip file) includes:

- The App itself – in the form of another zip file named XMediusFAX\_App\_<version>.zip.
- All the App's documentation (Installation Guide and User Sheet) in several languages.

**Attention:** Do not unzip the XMediusFAX\_App\_<version>.zip file extracted from the installation package. You will need to provide it as is during installation on the MFP.

- 2. Access the remote management portal of the MFP (TopAccess):
  - a) Open a Web browser and enter the IP Address of the MFP on which you need to install the App.
  - b) Login with MFP administrator credentials in order to access the App management sections of TopAccess.
- 3. Install the App:
  - a) Select **Administration** > **Application** in the menu.



- b) Click the **Install Application** link below the list of currently installed applications (if any).
    - c) Browse and select the XMediusFAX\_App\_<version>.zip you found in the downloaded package, then click **Import**.
    - d) Accept the end-user license agreement and wait until the App is installed and added to the list.

	Application Name	Version	Manual Operation	Start Type	Uninstall	License	Details
	XMediusFAX	1.0.0			<input type="button" value="Uninstall"/>	-	<input type="button" value="Details"/>

- 4. Add a button on the MFP home screen to access the App:
  - a) Select **Administration** > **Registration** in the menu.


- b) Add a new button in the panel, according to the way you wish to provide access to the App on the MFP.
- c) Select **Register from Application**.
- d) Select the **XMediusFAX** App and then **Save**.


The App is now installed on the MFP, but it still needs to be configured according to the fax solution you are using:

- For XMediusFAX On-Premises Server, see [Configuring the XMediusFAX App \(for XMediusFAX On-Premises Server\)](#) on page 6.
- For XMediusFAX Cloud Service, see [Configuring the XMediusFAX App \(for XMediusFAX Cloud Service\)](#) on page 8.

## Configuring the XMediusFAX App (for XMediusFAX On-Premises Server)


---

 **Attention:** This configuration applies only for using the XMediusFAX App with an XMediusFAX On-Premises Server. If you are using the XMediusFAX Cloud Service, see [Configuring the XMediusFAX App \(for XMediusFAX Cloud Service\)](#) on page 8 instead.

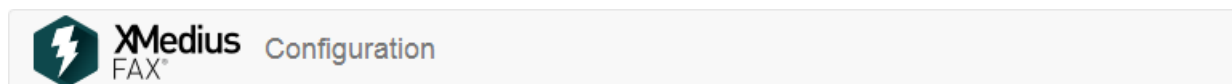
 **Note:** This section assumes that you are already connected as an administrator to the remote management portal of the MFP (TopAccess).

1. Select **Administration** > **Application** in the menu.

The list of Apps currently installed on the MFP appears – including the XMediusFAX App you previously installed.

	Application Name	Version	Manual Operation	Start Type	Uninstall	License	Details
	<a href="#">XMediusFAX</a>	1.0.0			<input type="button" value="Uninstall"/>	-	<input type="button" value="Details"/>

2. Click the **XMediusFAX** link to access the configuration.



Choose the service to connect to



or



3. Choose **XMediusFAX (On-Premises Software)**, if prompted.


Server Root URL

User Authentication Mode

- No Login (Shared Account)  
*All users will share the same account and will not be presented with a login screen.*
- Prompt Users  
*Users will always be prompted to enter their email address and password.*
- Use Device Login (Single Sign-On)  
*Users will login using device authentication services.*

4. Configure the fax service access:
- a) Enter your XMediusFAX **Server Root URL**, in the form:


```
https://{hostname_or_IP}:8443
```

 **Note:** Multiple URLs can be entered separated by commas.

- b) Click **Verify** to confirm its validity.

5. Configure the **User Authentication Mode**:

Select an authentication mode for XMediusFAX App users, according to your needs.

 **Note:** All modes require some user creation/management via the XMediusFAX server administrative interfaces prior to using the XMediusFAX App.

Mode	Additional Required Configuration
<b>No Login</b>	Enter the SMTP address and password of the XMediusFAX user account that will be shared on the MFP.
<b>Prompt Users</b>	No additional configuration required. Users will simply provide their XMediusFAX user account credentials.
<b>Use Device Login</b>	<p>Enter the username and password of a System Administrator of your XMediusFAX Server.</p> <p>Also, depending on the Authentication Type you selected in the User authentication settings of the MFP (<b>Administration</b> ► <b>Security</b> in TopAccess):</p> <ul style="list-style-type: none"> <li>• <b>MFP Local Authentication:</b> you need to ensure that your MFP users have an email address, in order to match the SMTP addresses of the user accounts already configured in your XMediusFAX server.</li> <li>• <b>Windows Domain Authentication:</b> you need to ensure that your MFP users will be able to match – by their SMTP address or domain username – the user accounts already configured in your XMediusFAX server.</li> <li>• <b>LDAP Authentication:</b> you need to adjust your existing XMediusFAX server configuration by adding a specific <b>Directories Integration</b> rule: see <a href="#">Configuring XMediusFAX On-Premises Server to support your MFP LDAP Authentication</a> on page 13</li> </ul>

6. Click **Save** to complete the XMediusFAX App configuration.

The XMediusFAX App can now be used.

 **Remember:** A *User Instruction Sheet* is available for download from the XMedius support site.


## Configuring the XMediusFAX App (for XMediusFAX Cloud Service)

**⚠ Attention:** This configuration applies only for using the XMediusFAX App with the XMediusFAX Cloud Service. If you are using an XMediusFAX On-Premises Server, see [Configuring the XMediusFAX App \(for XMediusFAX On-Premises Server\)](#) on page 6 instead.

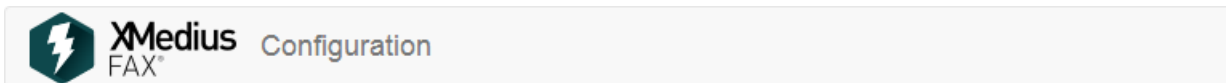
**👉 Note:** This section assumes that you are already connected as an administrator to the remote management portal of the MFP (TopAccess).

1. Select **Administration** ► **Application** in the menu.

The list of Apps currently installed on the MFP appears – including the XMediusFAX App you previously installed.

	Application Name	Version	Manual Operation	Start Type	Uninstall	License	Details
	<a href="#">XMediusFAX</a>	1.0.0			<input type="button" value="Uninstall"/>	-	<input type="button" value="Details"/>

2. Click the **XMediusFAX** link to access the configuration.



Choose the service to connect to



(Cloud Service)

or



(On-Premises Software)




3. Choose **XMediusFAX (Cloud Service)**, if prompted.

**Enterprise Account**    
*Your enterprise account's unique identifier.*


**Access Token**   
*To get or generate an access token, login as an administrator to your XMedius Cloud portal and go to the **Access Tokens** page. The access token will need the **Query user directory** and **Send and manage faxes** permissions.*

**User Authentication Mode**

- No Login (Shared Account)**  
*All users will share the same account and will not be presented with a login screen.*
- Prompt Users**  
*Users will always be prompted to enter their username and password.*
- Use Device Login (Single Sign-On)**  
*Users will login using device authentication services.*

4. Configure the fax service access:
  - a) Enter your **Enterprise Account** and click **Verify** to confirm its validity.
    -  **Note:** The "Enterprise Account" is the name that uniquely identifies your enterprise in the XMedius Cloud platform. Among others, it is used within URLs to reach your account. For example, this name should look like `mycompany`.
  - b) Enter an **Access Token**, required to provide the App with proper service access permissions.
    -  **Note:** You need to use the XMedius Cloud portal to create an Access Token for the enterprise account, with permissions **Query user directory** and **Send and manage faxes**.
5. Configure the **User Authentication Mode**:  
 Select an authentication mode for XMediusFAX App users, according to your needs.
  -  **Note:** All modes require some user creation/management by the enterprise account administrator (via the XMedius Cloud portal) prior to using the XMediusFAX App.

Mode	Additional Required Configuration
<b>No Login</b>	Enter the username of the XMedius Cloud user account that will be shared on the MFP.
<b>Prompt Users</b>	No additional configuration required. Users will simply provide their XMedius Cloud user account credentials.
<b>Use Device Login</b>	Ensure that your MFP users will be able to match – either by their email address (preferably) or their username – the XMedius Cloud user accounts defined in your Enterprise Account.

6. Click **Save** to complete the XMediusFAX App configuration.  
 The XMediusFAX App can now be used.
  -  **Remember:** A *User Instruction Sheet* is available for download from the XMedius support site.





## Chapter 4

## Maintenance

---

### Updating/Uninstalling the XMediusFAX App

---

#### **Version Update**

To update the XMediusFAX App to a newer version, simply follow the same procedure as for a first installation (see [Installing the XMediusFAX App](#) on page 5). The existing App configurations will be kept unchanged.

#### **Configuration Change**

If you need to change the configuration of the XMediusFAX App, simply access the App configuration page within the TopAccess interface as for the first configuration.

Depending on your XMediusFAX solution, see:

- [Configuring the XMediusFAX App \(for XMediusFAX On-Premises Server\)](#) on page 6
- [Configuring the XMediusFAX App \(for XMediusFAX Cloud Service\)](#) on page 8

#### **Uninstallation**

The XMediusFAX App can be uninstalled through the TopAccess interface of the MFP.




## Chapter 5

## Appendix

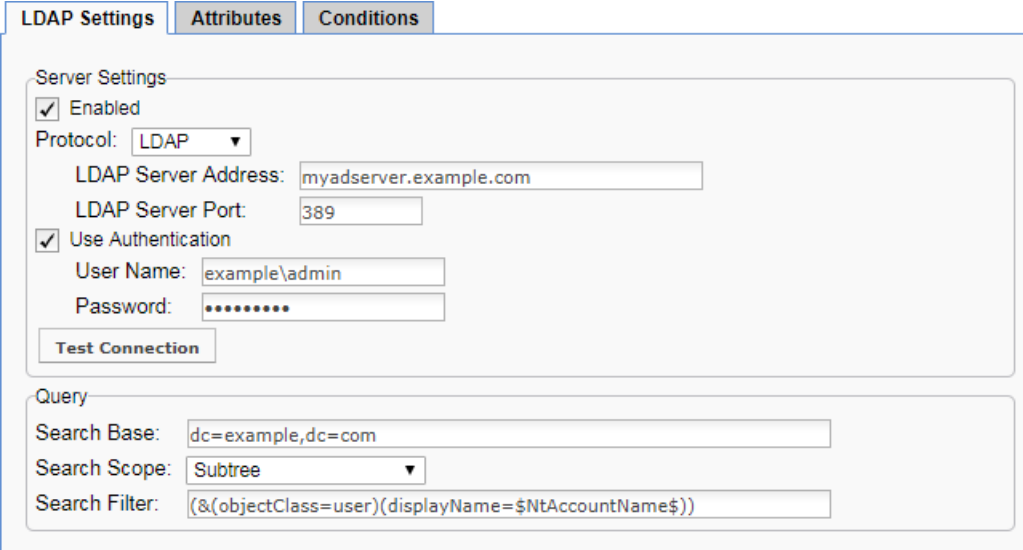
### **Configuring XMediusFAX On-Premises Server to support your MFP LDAP Authentication**

Your XMediusFAX On-Premises server configuration requires to be adjusted – only if the XMediusFAX App and the MFP are configured according to the following scenario:

	Current configuration	In TopAccess, see...
XMediusFAX App settings	<b>User Authentication Mode</b> is set to <b>Use Device Login</b>	<b>Administration</b> ► <b>Application, XMediusFAX</b>
MFP security settings	<b>User authentication settings, Authentication Type</b> is set to <b>LDAP Authentication</b>	<b>Administration</b> ► <b>Security</b>

 **Note:** If you have several MFPs having the same configuration parameters, you only need to perform the following XMediusFAX Server configuration once.

1. Login on your XMediusFAX administration interface as a System Administrator.
2. Access the **Directories Integration** section.
3. Add a new **LDAP Directory** rule and configure it as described below:



The screenshot shows the 'LDAP Settings' configuration window. It includes the following fields and values:



- Server Settings:**
  - Enabled
  - Protocol: LDAP
  - LDAP Server Address: myadserver.example.com
  - LDAP Server Port: 389
  - Use Authentication
  - User Name: example\admin
  - Password: [masked]
  - Test Connection button
- Query:**
  - Search Base: dc=example,dc=com
  - Search Scope: Subtree
  - Search Filter: (&(objectClass=user)(displayName=\$NtAccountName\$))

- a) Enter the **Server Settings** that will allow XMediusFAX to connect to your LDAP server.

- b) Define the **Query** that will allow your LDAP users to be authenticated as XMediusFAX users according to the authentication information provided by the MFP.

Assuming that the users authenticate on the MFP using their LDAP `displayName` attribute value, the **Search Filter** should be the following:

```
(&(objectClass=user)(displayName=$NtAccountName$))
```

-  **Note:** In fact, you may need to adjust the above Search Filter by replacing `displayName` by the **Attribute Type of "User Name"** specified in the **User authentication settings** of the MFP.
-  **Important:** This rule is specifically required to resolve the authentication information provided by the MFP. If other Directories Integration rules were already configured, you must ensure that this additional rule will not prevent them to fill their usual duties regarding your XMediusFAX users integration. For more information on XMediusFAX Directories Integration, see the XMediusFAX *Administration Guide*.

## ***Complete List of Supported MFPs***

---

The XMediusFAX App is supported by the following e-BRIDGE Next MFP models:

- e-STUDIO 2500AC Series:
  - ESTUDIO2000AC
  - ESTUDIO2500AC
- e-STUDIO 2510AC Series:
  - ESTUDIO2010AC
  - ESTUDIO2510AC
- e-STUDIO 4508LP Series:
  - ESTUDIO4508LP
- e-STUDIO 5005AC Series:
  - ESTUDIO2505AC
  - ESTUDIO3005AC
  - ESTUDIO3505AC
  - ESTUDIO4505AC
  - ESTUDIO5005AC
- e-STUDIO 5015AC Series:
  - ESTUDIO2515AC
  - ESTUDIO3015AC
  - ESTUDIO3515AC
  - ESTUDIO4515AC
  - ESTUDIO5015AC
- e-STUDIO 5008A Series:
  - ESTUDIO2008A
  - ESTUDIO2508A
  - ESTUDIO3008A
  - ESTUDIO3508A

- ESTUDIO4508A
- ESTUDIO5008A
- e-STUDIO 5018A Series:
  - ESTUDIO2018A
  - ESTUDIO2518A
  - ESTUDIO3018A
  - ESTUDIO3518A
  - ESTUDIO4518A
  - ESTUDIO5018A
- e-STUDIO 7506AC Series:
  - ESTUDIO5506AC
  - ESTUDIO5506ACT
  - ESTUDIO6506AC
  - ESTUDIO6506ACT
  - ESTUDIO7506AC
  - ESTUDIO7506ACT
- e-STUDIO 7516AC Series:
  - ESTUDIO5516AC
  - ESTUDIO5516ACT
  - ESTUDIO6516AC
  - ESTUDIO6516ACT
  - ESTUDIO7516AC
  - ESTUDIO7516ACT
- e-STUDIO 8508A Series:
  - ESTUDIO5508A
  - ESTUDIO6508A
  - ESTUDIO7508A
  - ESTUDIO8508A
- e-STUDIO 8518A Series:
  - ESTUDIO5518A
  - ESTUDIO6518A
  - ESTUDIO7518A
  - ESTUDIO8518A





***XMedius Solutions Inc.***  
***3400, boul. de Maisonneuve Ouest - Bureau 1135***  
***Montréal, Québec H3Z 3B8 - Canada***  
***[www.xmedius.com](http://www.xmedius.com)***