DocuLAN Fax
Setup DocuLAN Fax Communications Server and Client software

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The Document Company Xerox Limited
Global Knowledge and Language Services
Bessemer Road
Welwyn Garden City
Hertfordshire
AL7 1HE
ENGLAND

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographical errors will be corrected in subsequent editions.

Table of Contents

1 Hardware Configuration 1-1

WorkCentre Pro 685/785 Quick Start Guide 1-1
Requirements 1-1
Network Setup 1-1

Receive Faxes to Doculan Communications Server 1-3

2 Requirements 2-1

Prerequisites for installing the Communications Server 2-1
Recommended Hardware 2-1
Additional Requirements 2-1
Windows 95/98 2-2
Windows NT 4 Workstation (Recommended Setup) 2-2
Windows 2000 Professional 2-3

Test Communications 2-3

3 Communications Server installation 3-1

Installing DocuLAN Fax Communications Server 3-1

4 Communications Server Administration 4-1

First time running the Server Admin. 4-1

5 Fax Client Installation 5-1

Client Software Installation 5-1

A Setup Windows SNMP A-1

Windows 98 - SNMP Installation A-1
Requirements A-1

Windows NT 4 - SNMP Setup A-4
Requirements A-4

Windows 2000 Professional - SNMP Setup A-9
Requirements A-9

B Dialing Rules B-1
Exceptions Button. B-3

C FQDN Setup on a Windows Machine C-1
Requirements C-1

D Frequently Asked Questions D-1

E Glossary of Terms E-1

1 Hardware Configuration

This chapter shows you how to setup the WorkCentre Pro 685/785.

WorkCentre Pro 685/785 Quick Start Guide

Requirements

- Static IP Address
- Subnet Mask
- Gateway Address (If required, this will may not be needed and can be ignored if you do not require it)
- Host Name FQDN (Fully Qualified Domain Name)
- DocuLAN Server Static IP Address (PC running the DocuLAN Communications Server software)
- Optional - **Step 8** Disable second fax line on WorkCentre Pro 785 if not used.
- Optional - **Step 9** FTP login name and password for the receive faxes to PC option.

Network Setup

Step 1: Enter the following key sequence into the WorkCentre Pro 685/785 Control Panel. ▲ 7 4 0 1

Step 2: To setup the IP address press: 0 3
Enter a valid IP address e.g. 123.045.001.213
Confirm Address using the Enter Key. ↵

Step 3: To setup the Subnet Mask press: 0 4
Enter a valid Subnet Mask address e.g. 255.255.0.0

Confirm Address using the Enter Key.

Step 4: To setup the Gateway Address press: 0 5
Enter a valid Gateway IP e.g. 123.045.001.001

Confirm Address using the Enter Key.

Step 5: To setup the FQDN or Host Name press: 0 6
Enter a valid FQDN or Hostname e.g. wcp785.domainname.com

Confirm Address using the Enter Key.

To finish the installation of IP address and Host name press: 0 1

Step 6: To enter the DocuLAN svr settings press: 0 4 then 0 1
Enter a valid Static DocuLAN svr address in. e.g. 123.045.011.215

Confirm Address using the Enter Key then press .

Step 7: To access the E-Mail settings press: 0 2 then 0 1
Enter a valid E-Mail address e.g. john.smith@domainname.com

Confirm Address using the Enter Key then press the STOP key .

Step 8: **(Optional)** *Disable 2nd Fax line*.

Press: 8 then 1 then finally 1 5 .

Press the Enter key to confirm your selection and finish this by pressing the STOP key .
This Step is only required if you are using the WorkCentre Pro 785 and have just one phone line connected to it.

Step 9: **(Optional)** *FTP and Password details*.

Press: 7 then 4 then finally 0 3 .

Press 0 1 and record the information down as the FTP login name.

Press 0 2 and record the information down as the FTP password.

Receive Faxes to Doculan Communications Server

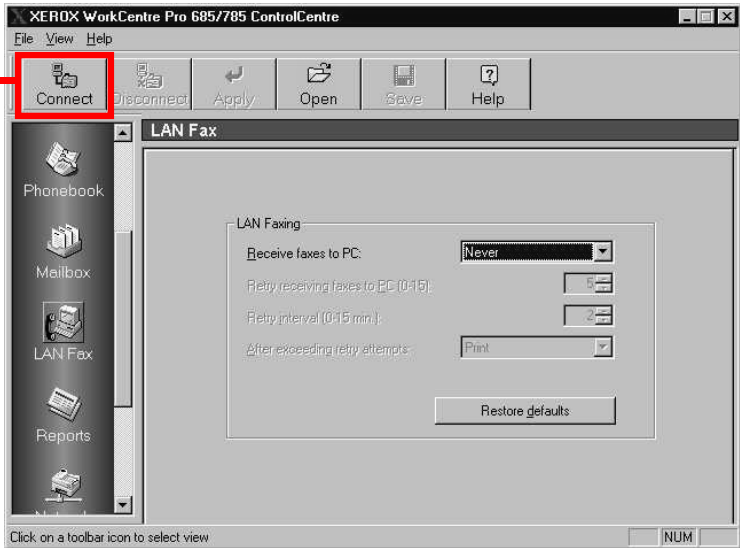
This information will only be required if you wish to have the DocuLAN communications Server receive the faxes sent to the WorkCentre Pro 685/785.

The next stage of the setup requires you to have installed and setup the WorkCentre Pro 685/785 Remote ControlCentre. This software will also allow you to configure other functions within the printer/fax as well. Run the Control Centre software. In most cases you will be able to get to this by Clicking

Start>Programs>Xerox WorkCentre Pro 685&785>Xerox ControlCentre

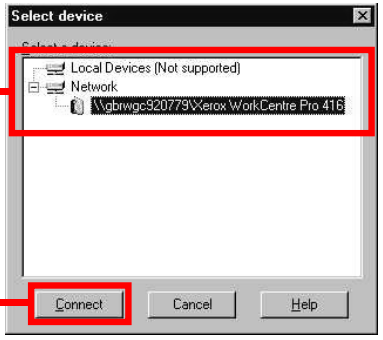
The ControlCentre will look something like this.

1) Click the **Connect** button. This will establish the connection between the software and the WorkCentre



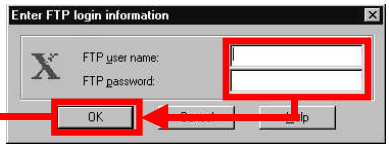
2) Choose the correct device. If it is connected on the parallel port then it will be local. If it is Networked it will appear in the network drop down.

3) Click **Connect** to complete the connection to the machine.



4) Enter the FTP user name and FTP Password. This information would have been obtained when you performed **Step 9** on the previous page.

When this is done Click **OK** to run the ControlCentre

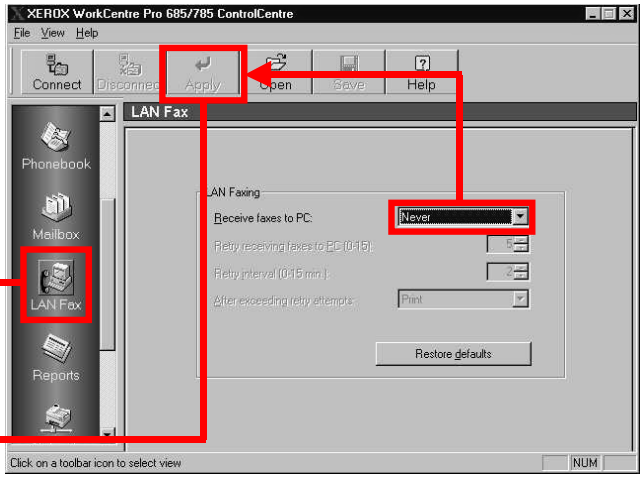


The default values are:

- User: PUBLIC
- Password: PASS

5) Locate the icon **LAN Fax** and click it. The window to its right will change, to show the LAN Faxing options.

6) Click the option **"Receive faxes to PC"** and choose the option **Always**. Then click the **Apply** button to accept the changes.



The changes to the WorkCentre 685/785 have been successfully made. You should now continue with the installation of the DocuLAN fax Communications Server.

2 Requirements

This chapter shows you how to set up the Communications Server Requirements.

Prerequisites for installing the Communications Server

Recommended Hardware

- Pentium P200
- 128Mb Ram
- 5Gb Hard Disk
- NIC Card
- SVGA 800 x 600

Additional Requirements

- Static IP Address
- Subnet Mask
- Gateway Address (May not be required.)
- E-Mail Address
- Fully Qualified Domain Name (FQDN or Host name used on the WCP 685/785)
- Static IP Address from the WCP 685/785

Windows 95/98

1. Installation of Internet Explorer 5.
2. SNMP agent to be installed. The SNMP agent is located on the Windows Installation CD. To install this addition to the Windows machine you will have to follow the information located in Appendix A or contact your systems administrator.

   Refer to Appendix C for information on FQDN setup.

Windows NT 4 Workstation (Recommended Setup)

Due to the nature of this product it is recommended that this Operating System be the one used for the Communications Server.

1. Internet Explorer 5.
2. SNMP (Network Services to be added) This service is part of Windows NT Networking. For further information on how to add this Service, please refer to Appendix A for further information.
3. Service Pack 6.
4. SMTP (Must be removed if present in the network services) For further information on how to remove this service from Windows NT documentation or contact your systems administrator. If on the other hand you are running Microsoft Exchange Server, then you will not be able to install DocuLAN Communications server on this machine. This is due to the fact that Exchange will use a different version of the SMTP protocol to DocuLAN.

   Refer to Appendix C for information on FQDN setup.

Windows 2000 Professional

1. Internet Explorer 5.
2. SNMP (Network Services to be added). This service is part of Windows NT Networking. For further information on how to add this Service, please refer to Appendix A for further information or contact your systems administrator.
3. SMTP (Must be removed if present from the network services) For further information on how to remove this service from Windows 2000 please read the documentation that came with your system or contact your systems administrator. If you are running a clean install of Windows 2000 Professional you will not have this protocol installed. If on the other hand you are running Microsoft Exchange Server, then you will not be able to install DocuLAN Communications server on this machine. This is due to the fact that Exchange will use a different version of the SMTP protocol to DocuLAN.

   Refer to Appendix C for information on FQDN setup.

Test Communications

If you fail to connect to the WorkCentre Pro 685/785 and cannot send faxes, you must check the network connection between the machines.

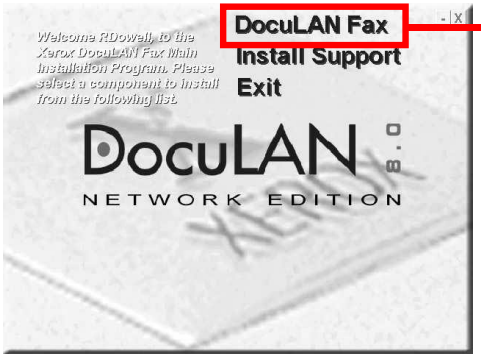
1. Check both machines can see the network.
   i. Is the physical connection active?
   ii. Does the hub show the active connector?
2. If the above is OK then follow Appendix D part 9 to see if the communications server can see the WorkCentre Pro 685/785.

3 Communications Server installation

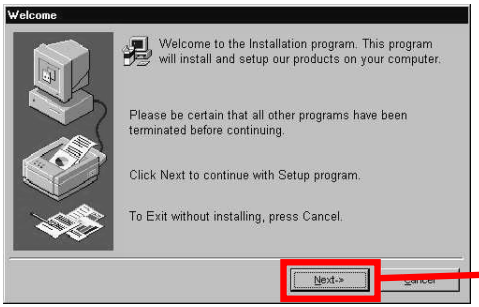
This chapter shows you how to install the Communications Server.

Installing DocuLAN Fax Communications Server

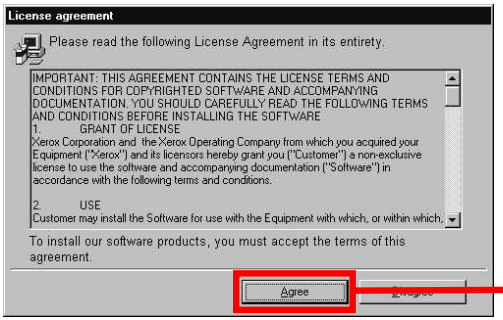
1. Before proceeding, make sure that all programs currently running have been exited.
2. Insert the CD into the PC CD Drive.
3. An Introduction screen should autorun if not then Click the "Start" Button, Select "Run" and type "D:\Setup.exe", substituting the D for the drive letter of your CD.



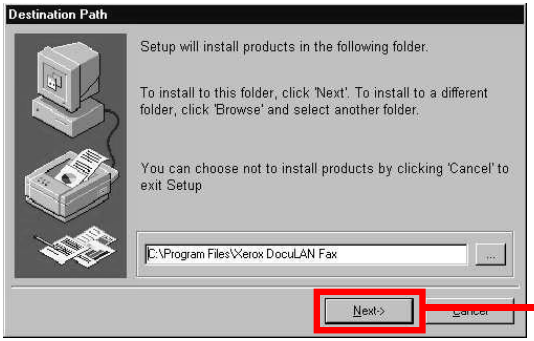
4. Choose **DocuLAN Fax**. Setup will now begin. If Setup detects any applications running at this time then it will ask you to shut them down



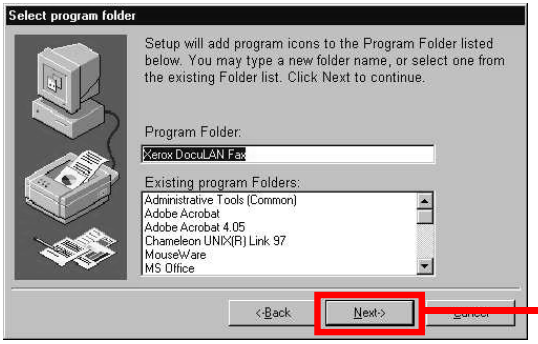
5. Click **Next** at the "Welcome" Dialog box.



6. Click **Agree** at the "License Agreement" Dialog box.

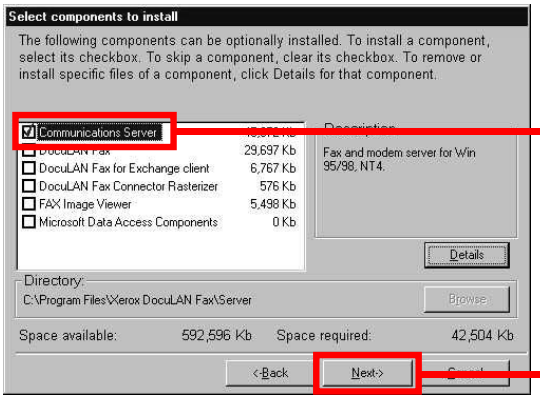


7. Click **Next** at the "Destination Path" dialog box.



8. Click **Next** at the "Program Folder Location" Dialog box.

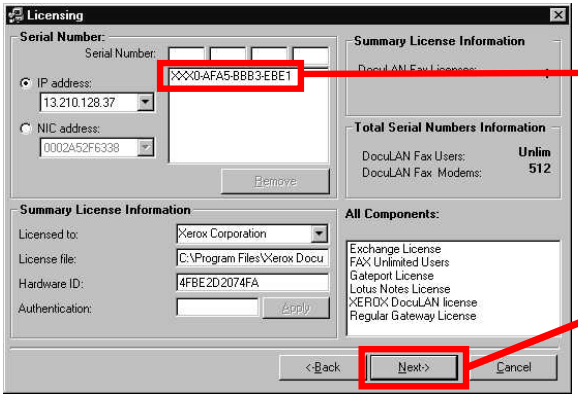
9. Choose the required language and click **Next**.



10. Choose the "Communications Server" by checking the box.

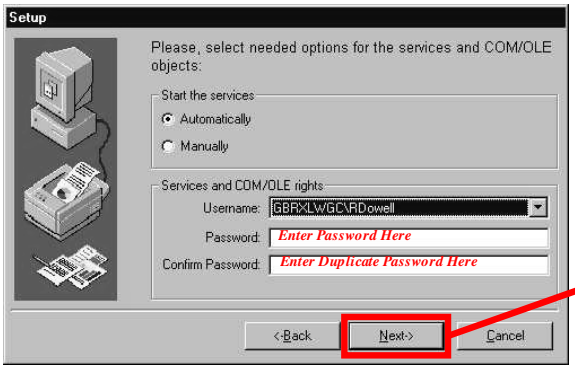
then click **Next**.

If the tick box is grey out, then you will need to look at the appendix A for further information on adding SNMP Network Services to your OS.

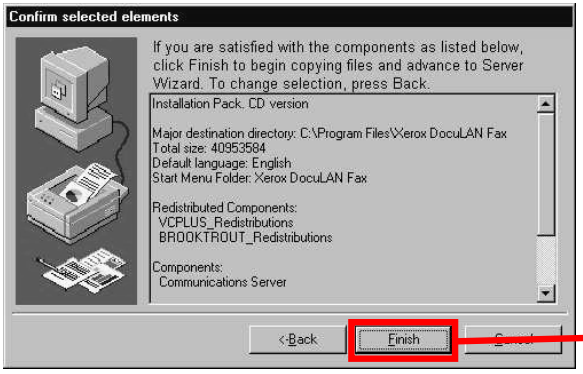


Note this number for future reference. If you have multiple installations of the software you will need this number to identify this machine

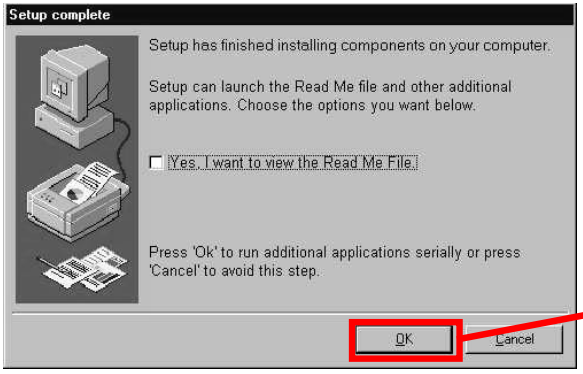
11. Click **Next** in the Licensing Dialog box. You do not have to enter anything on this window as the License number is already present.



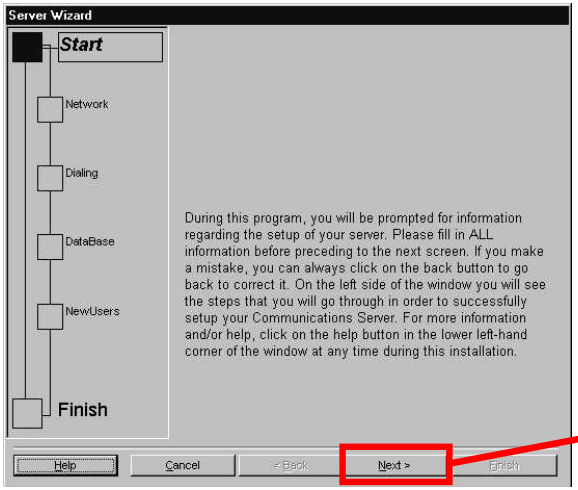
12. In the Setup Dialog box it should have defaulted to "Automatically" and filled in you Username. All that is required is that you enter your Network Login Password in both fields provided. Click **Next**.



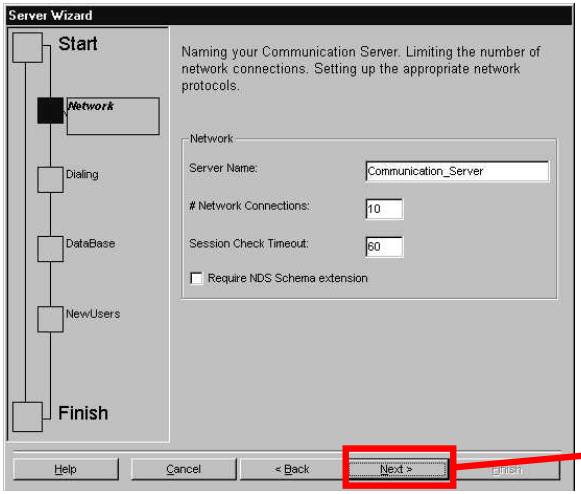
13. Click **Finish** at the following dialog box and the software will now install.



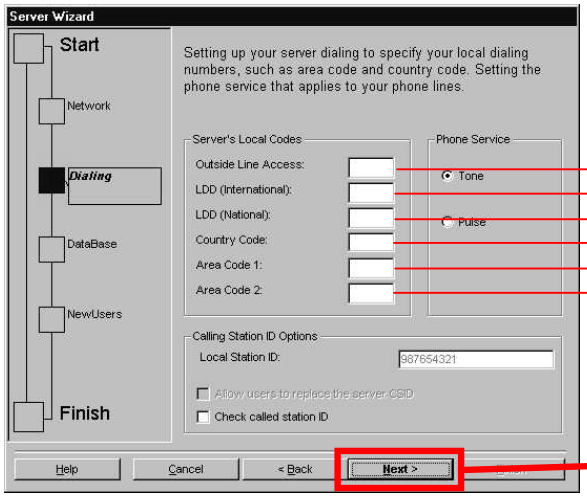
14. When installation is finished click **OK** to proceed to the "Server Wizard"



15. Click **Next** at the "Server Wizard" Dialog box.



16. Leave all defaults in place and click **Next**.



17. Enter all details required for the phone system. This will allow the fax server to correctly apply the dialing rules.

Number used to get an outside line on the phone system. E.g. 0 or 9

Number used to get an international line. E.g. 011 - US, 00-UK,FR

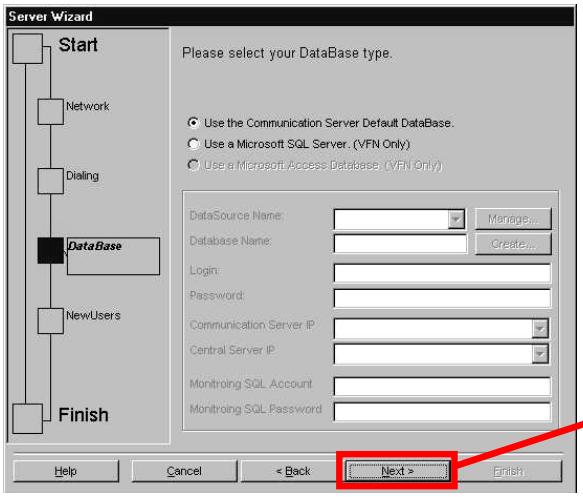
Number used to get a national line. E.g. 1 - US

Number of your Country Code. E.g. 1-US, 44-UK, 49-Netherlands

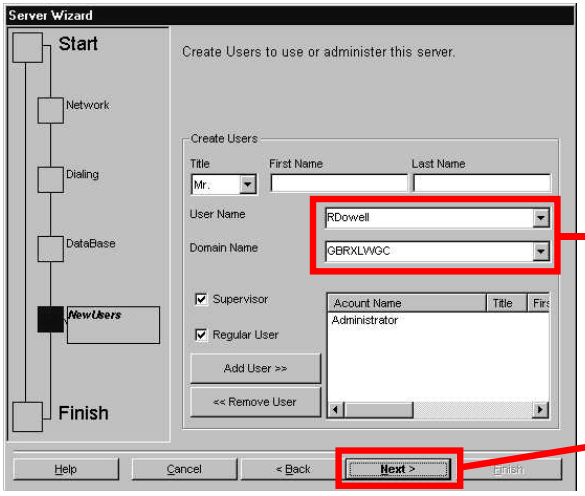
Area Code of your system. E.g. 905, 416, etc…

Additional Area code that may be available for local call rates.

Leave all other settings as you see them. then click **Next**. For further information on the Dialing rules please refer to Appendix B.



18. Click **Next** at the "Database" dialog box, leaving the "Communications Server Default Database" as it. If you require the SQL database, further information can be found in the server manual.



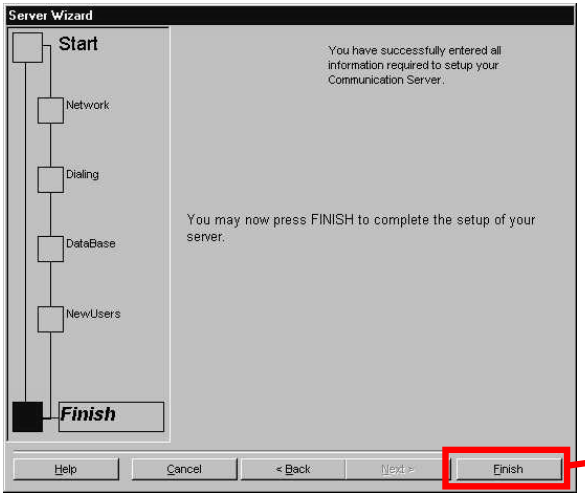
Note this information for the client installation. You will need to confirm the location of the server. When the client install takes place it will show the Domain Name in-front of the User name.

19. In the New Users screen, click **Next**. New users can be added in the communications server admin after the setup has completed.

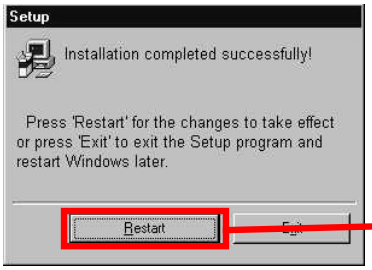
    Note: Initial Server Sign-In will be:

    User: ***Administrator***

    Password: ***password***



20. This concludes the setup of the Communications server. Click **Finish** to exit the Setup Wizard.



21. The installation has completed. The Setup program has enough information to restart the machine. Any changes made to the communications server will be for the purpose of customizing the software to your requirements. It is recommended that you restart the machine.

This installation of the Communications server will be completed after the machine has been rebooted. Please continue to the next section to setup any remaining parts that will be needed to complete the connections between the WorkCentre Pro 665/785

4 Communications Server Administration

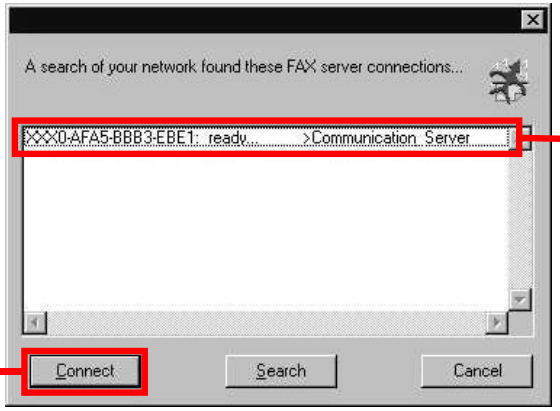
This chapter shows you how to set up the Communications Server.

First time running the Server Admin.

When you have restarted your machine you will have to adjust some of the settings in the communications server, to better customize it to your requirements. The communications server should be running in the background or as a system tray icon. If the program is running as an application then it will appear as a small icon in the bottom right hand corner of the screen.

The best way to adjust the settings in the Communications server is to use the program called "Server Admin". You will find this program under the **Start>Programs>Xerox DocuLAN Fax>Admin**.

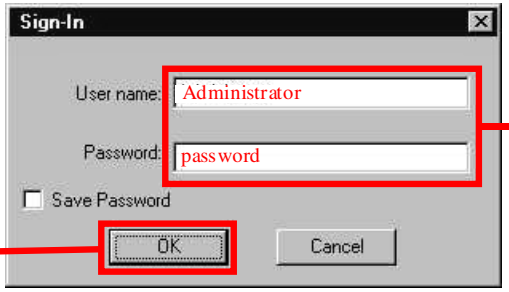
When you run this program you will be presented with the following dialog box. The above window will eventually show something similar to the above dialog box. It can takes some time on large networks to list the communications server, but it will eventually appear. If multiple communications servers appear then a list of the serial numbers will be needed to identify which machine is which, If you have installed this software using this guide then you will have taken it down and this should make it easy for you to identify the server.



Click here

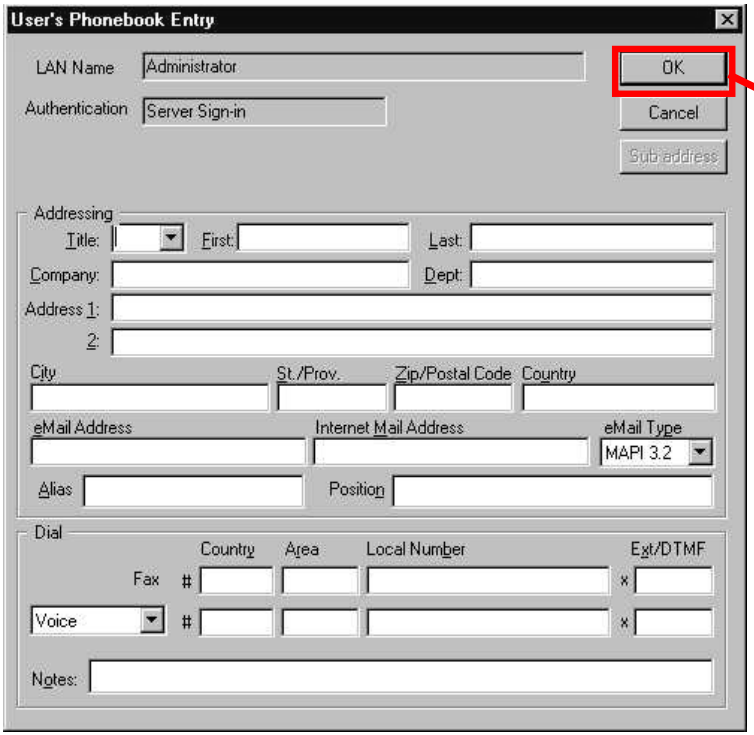
Then click **Connect**

When the Communications Server does finally appear you must click the line that has the red highlight box around it. When you have chosen the communications server, you have to click the **Connect** button.



If you did not change the information in the setup then these should be the default details to enter into the sign-in dialog

Click the **OK** button to enter the user name and password.



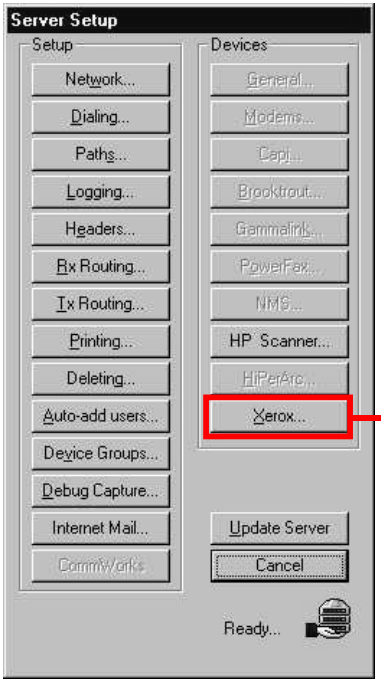
It is advisable to fill in some of the details for the Users Phone book entry, to help identify this user when in the program. When finished Click the **OK** button.

The software should detect the Xerox WorkCentre Pro 685/785 and then run the **Xerox SMTP Hardware Setup** Dialog box. If it does then you need to skip the following steps. If the window does not show up then you will need to follow

all the steps outlined below. If a window comes up showing the **Xerox SMTP Hardware Setup** Dialog box then skip to the bottom of the next page and continue with the instructions.

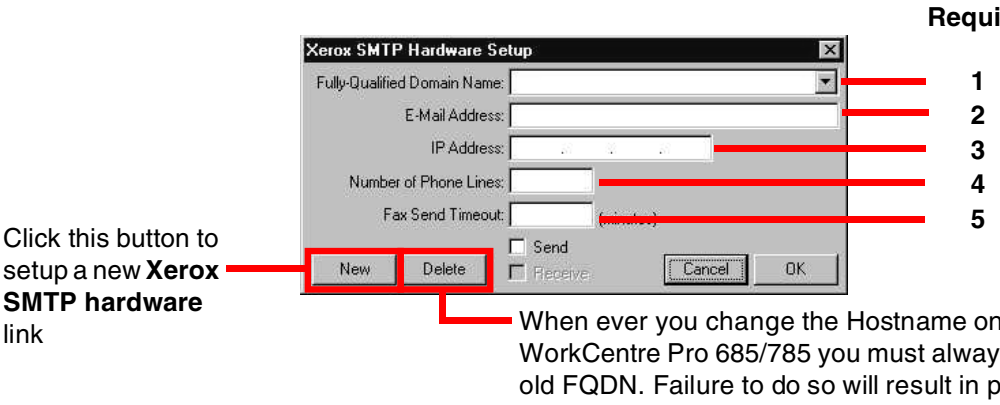
This Dialog box is the main administrator window in the software. From here you can adjust the settings of many of the functions and features of this software. You will be able to adjust who has access, dialing rules, dialing restrictions etc….

To make our adjustments that allow the DocuLAN software to see the WorkCentre Pro 685/785 you will need to click the **Setup Server**… button. Click this button.



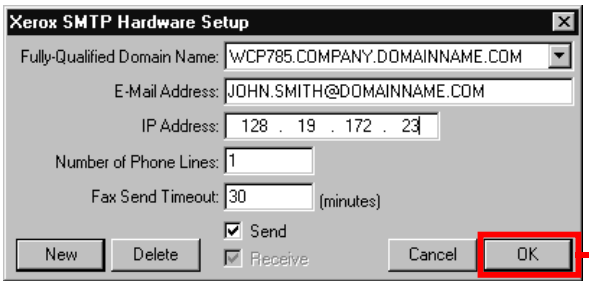
As can be seen from this window you have control over much of the functionality of DocuLAN Communications Server.

Click this button to proceed to the **Xerox SMTP Hardware Setup**



Before filling in the fields above you should make sure that all the following information is available and to hand to facilitate a quick and accurate installation of the SMTP link.

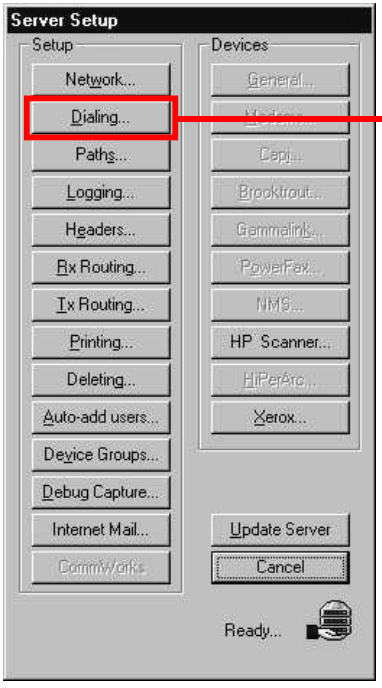
1. **FQDN** - Fully Qualified Domain Name is also known as the Host name, i.e., ***wcp785.domain.com***. If this is not known or you require further information on this please refer to Appendix C to retrieve the settings for the WorkCentre Pro 685/785.
2. **E-Mail address**. A legitimate e-mail address is required by the software, if you do not have one, a made up address can be used, but it must still be legitimate. If the WorkCentre Pro 685/785 has one then you will need this. If you have not assigned one to the WorkCentre Pro 685/785 then you can make one up, for the use of the software. Please refer to Appendix C for further information.
3. You will need to acquire the static **IP address** that has been assigned to the WorkCentre Pro 685/785.
4. This refers to how many **phone lines** the WorkCentre Pro 685/785 supports. The number can be 1 or 2.
5. **Fax send timeout** refers to the number of minutes that the communications server will allow before it passes the job back unsent.



This is a completed dialog box, showing all the fields filled in.

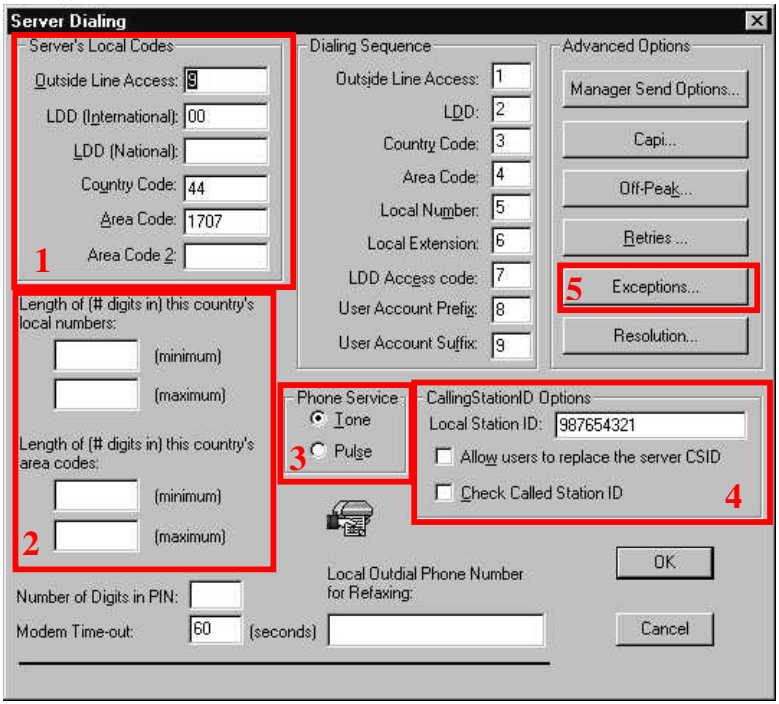
When you have filled in all the options in this dialog and are satisfied that all is correct click **OK**.

You will be returned to the Server Setup dialog box. From here we choose the **Dialing**…. option. This will allow us to make any changes to the dialing rules that are particular to our area or conditions we wish to modify from the basic setup. An example of this would be a situation for people dialing from within the New York Area in the United States. In some areas you will have up to five local area dialing codes which may have different rules.



To modify the dialing rules you will need to click the **Dialing**… button.

You will be presented with a window that has more options than the initial setup wizard did. Here you can modify the rules that apply to the numbers dialled.



In the Window above you will see that there are 5 areas have been outlined. Correctly filling out these will ensure the dialing rules are applied and errors are reduced. For a further description please refer to Appendix B

Check that all data in **Area 1** is correctly filled in.

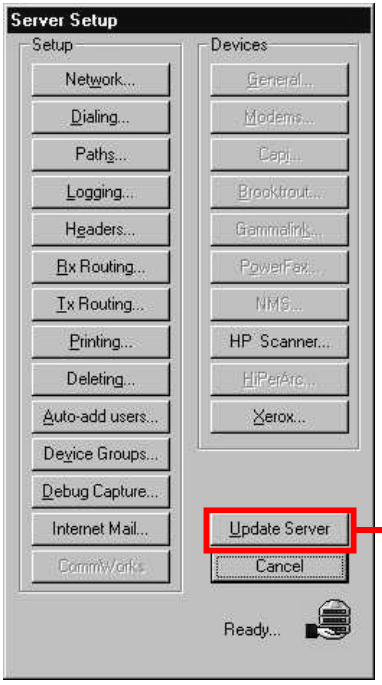
Area 2 is required as a backup for the length of any number dialed. This is not essential for the dialing rules, so only use if you feel you need it.

Area 3 should have been selected in the installation of the program. Check this again and move to the next window. Only old phone systems use the pulse dial, so chances are your area should be tone dial.

Area 4 is the information that will be given out to the sending or receiving fax system. This information is required by law in some countries and will usually be the fax number of the WorkCentre Pro 685/785

Area 5 is used to allow you to add phone numbers or codes that require their own special rules to be applied when dialing. This would also refer to additional area codes that you want to add that require their own special dialing rules.

When you have entered all the information in these windows correctly then you should click **OK** to exit the dialing rules window.



Click the update button when you have finished the changes you need to make. This will update the server with these changes. When the changes have been accepted the software will return you to the main **Server Admin** dialog box.

Click the **Exit** button to finish the configuration.

This concludes the installation and configuration of the DocuLAN fax. For further information please refer to the Frequently Asked Questions and Appendices which hold some more information on certain parts of the program and additional setup procedures.

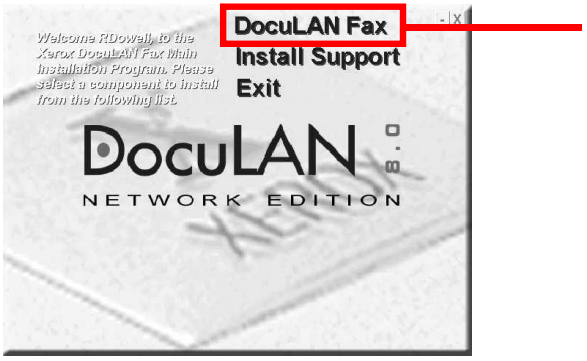
5 Fax Client Installation

This chapter shows you how to install the DocuLAN Fax Client.

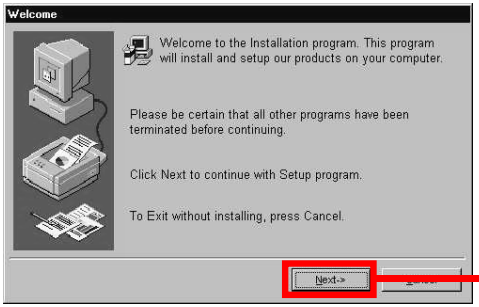
Client Software Installation

Installation of the client is far easier than the Communications Server. It requires far less steps and does not need much information about the Communications Server setup to proceed.

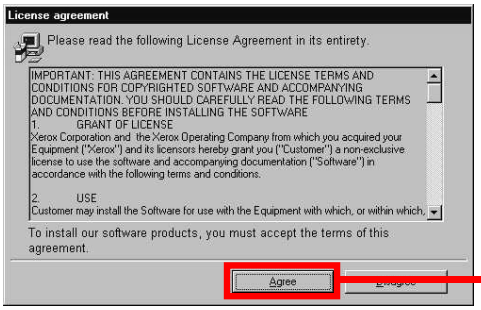
1. Before proceeding, make sure that all programs currently running have been exited.
2. Insert the CD into the PC CD Drive
3. An Introduction screen should autorun if not then Click the "Start" Button, Select "Run" and type "D:\Setup.exe", substituting the D for the drive letter of your CD.



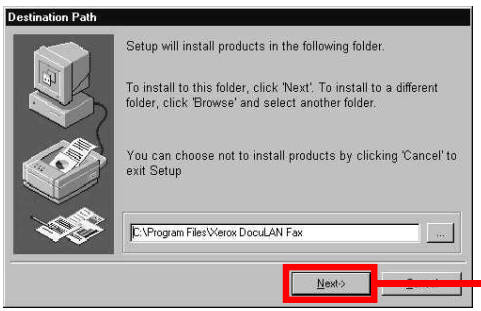
4. Choose **DocuLAN Fax**. Setup will now begin. If Setup detects any applications running at this time then it will ask you to shut them down.



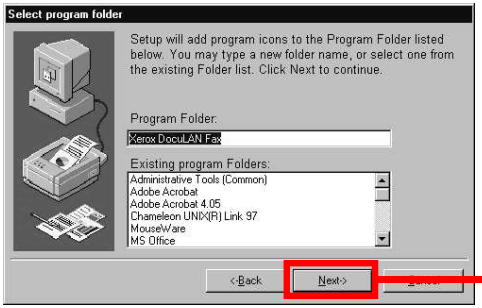
5. Click **Next** at the "Welcome" Dialog box.



6. Click **Agree** at the "License Agreement" Dialog box.

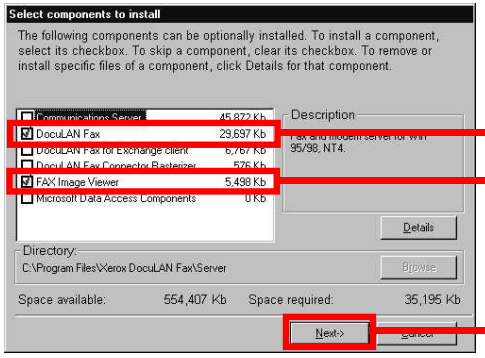


7. Click **Next** at the "Destination Path" dialog box.



8. Click **Next** at the "Program Folder Location" Dialog box.

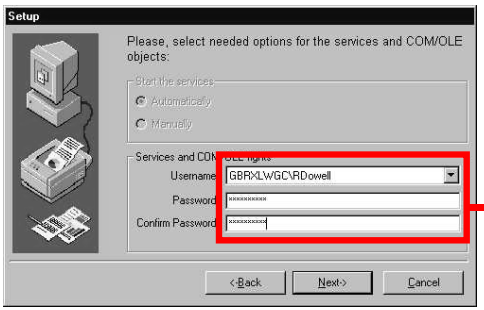
9. Choose the required language and click **Next**.



10. Choose both **DocuLAN Fax** and the **Fax Image Viewer**, so that a tick appears in both boxes.

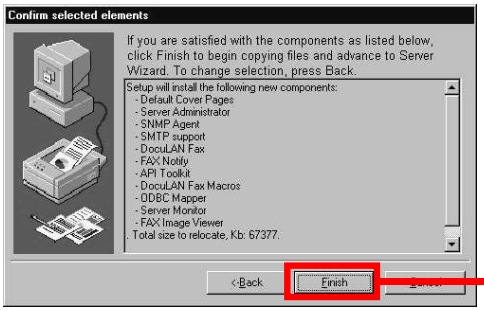
Then click the **Next** button when you have selected the above.

When installing the client software on the same machine as the Communications Server, you must choose to install both the Communications server and client parts or the comms servo will be removed.



11. By default the software should have located the server and entered its domain name, followed by the user name of this machine. You should now enter the password to access this machine in both password boxes.

If the name of the server was not picked up then you will have to fill in the Username box with the details you had from the server installation.



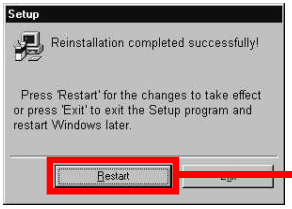
12. Review the components and click **Finish** to install the client.

When the installation has completed it will present you with a window asking you if you wish to install the DocuLAN fax macros. As a general rule, leave this blank, until you are sure you want them.

The Doculan Fax macros are added for Microsoft Word and Excel

When finished click the **OK** button to continue.

The installation will proceed by installing the files you need. When finished it will ask you to restart.



Click **Restart** to finish the installation.

This concludes the installation of the DocuLAN Fax Client software.

A Setup Windows SNMP

This appendix shows you how to set up the Windows SNMP for different Windows Operating Systems.

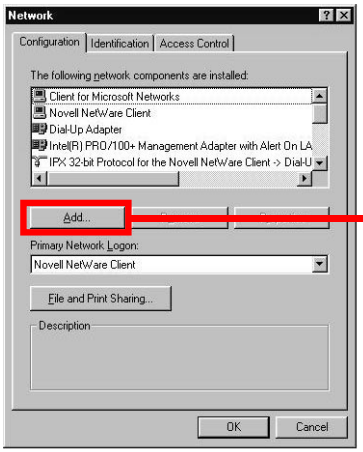
Windows 98 - SNMP Installation

Requirements

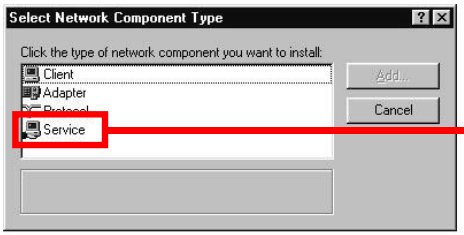
- Windows 98 PC
- CD-ROM Drive
- Windows 98 Installation CD. (You must have the CD that contains the version of windows installed on your machine, use of any other version will cause errors and further problems on your machine, which is not covered by this installation.)

To start with you will need to open the **Control Panel**.

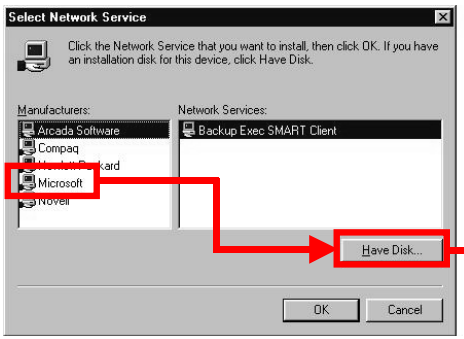
Double click the **Network** icon.



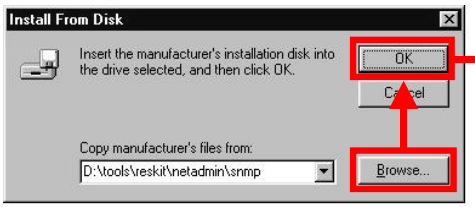
Click the **Add** button.



Double Click the **Service** icon.



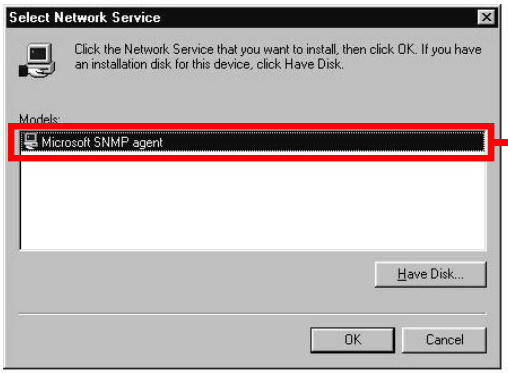
First click on **Microsoft** in the Manufacturers window then press the **Have Disk** button.



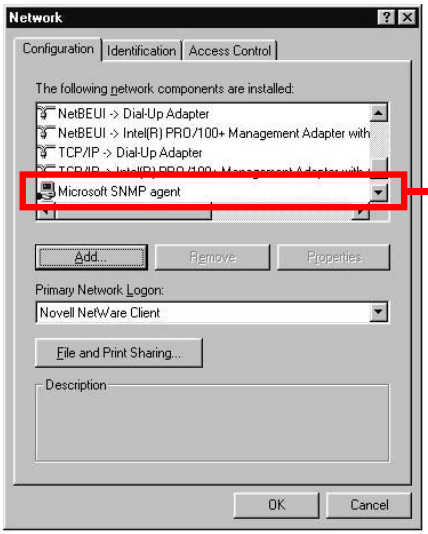
Put the Windows 9x CD in the CD drive and click on the Browse button. On the CD you should locate the following directory:

\tools\reskit\netadmin\snmp

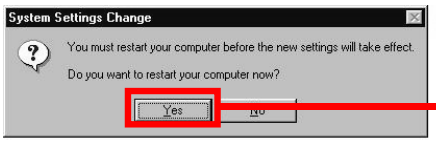
When this is located Click **OK** to choose the selected path followed by clicking the **OK** button above.



Select the **Microsoft SNMP agent** and then click the **OK** button.



When windows has finished installing the files it will then show the Service listed in the Network components window. To finish the installation click the **OK** button at the bottom of the window.



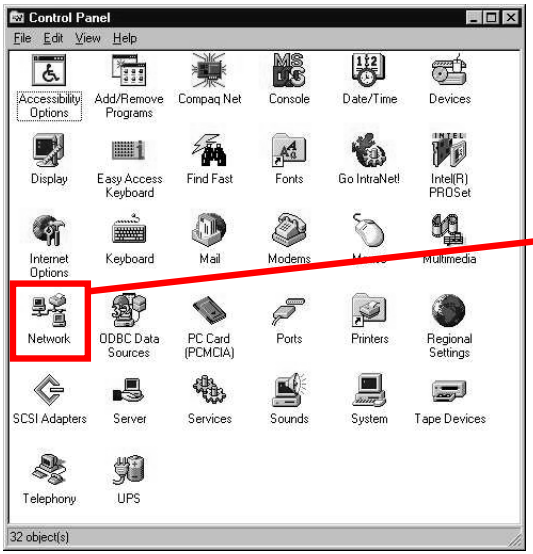
When Windows has added and configured all the components it will ask you to restart the machine. This is highly recommended so click **Yes** to finish the installation.

Windows NT 4 - SNMP Setup

Requirements

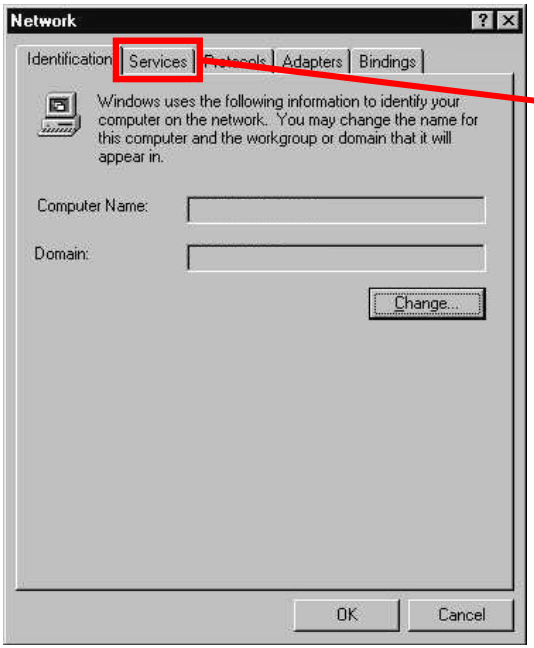
- Windows NT 4.0
- Internet Explorer 5
- Windows NT 4 Installation CD
- Service Pack 6

To Install the SNMP agent onto Windows NT 4 requires that you start the Network Properties dialog box, in the control panel.

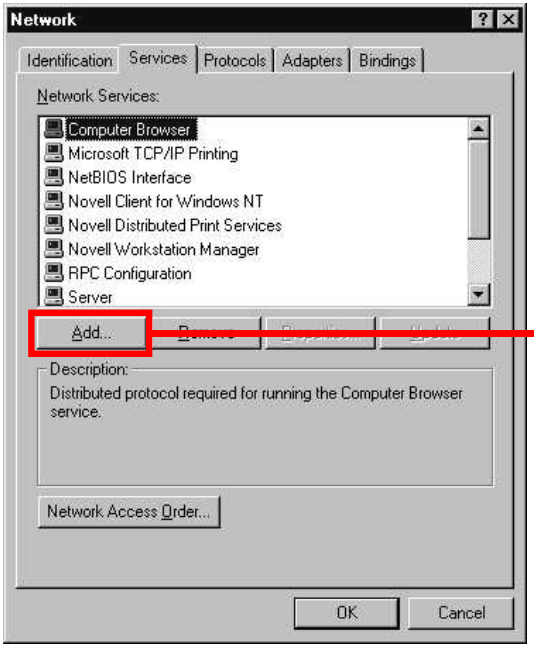


You will find the control panel by clicking the following. **Start** button Followed by **Settings** and then **Control Panel**.

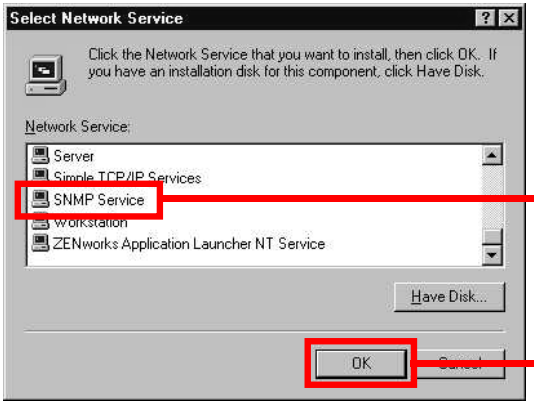
Double click this icon to edit the network properties.



Click this tab.

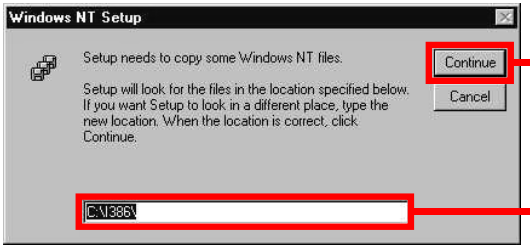


Click this button to add the required service.



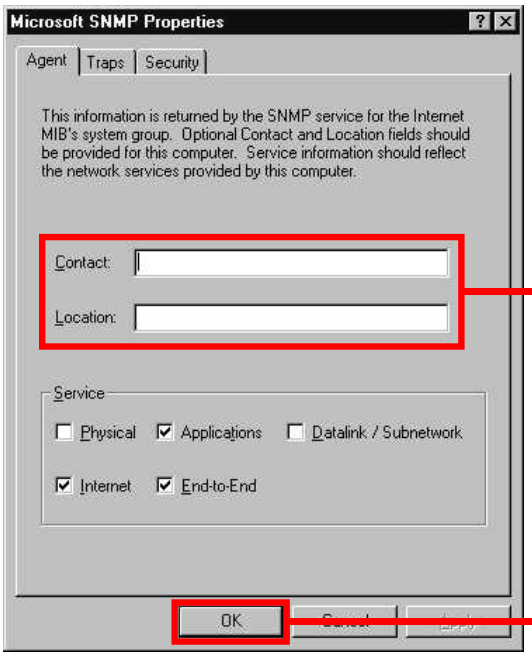
Locate the **SNMP Service** in the list and click it.

When you have selected the **SNMP Service** click the **OK** button.



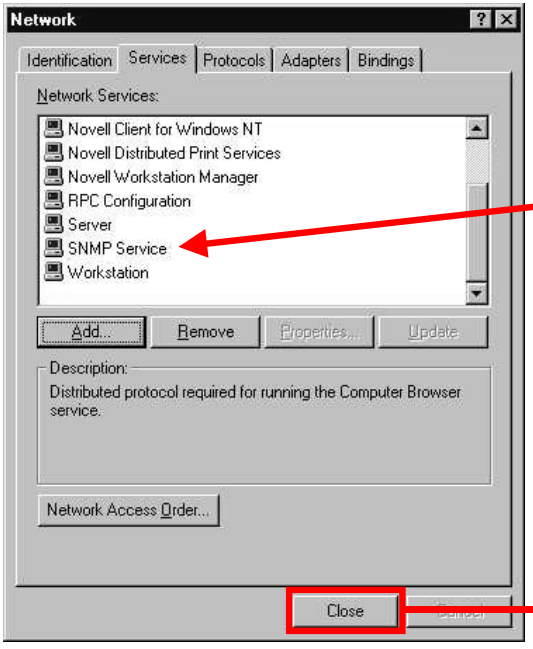
Click the Continue button to allow Windows NT to install the required files.

If Windows NT cannot find the required files, then it will inform you of this. You will then need to put the CD in the CD Rom drive and give the path to the installation files. i.e. **e:\i386\.**



You do not need to fill in these boxes for the service to function correctly. This information is required only for Network administrators, so you should check with your Network admin if this is required.

Click the OK button to finish the installation of the **SNMP Service**.



The **SNMP Service** has been successfully added to Windows NT 4.

Click the Close button to close the **Network** properties box.

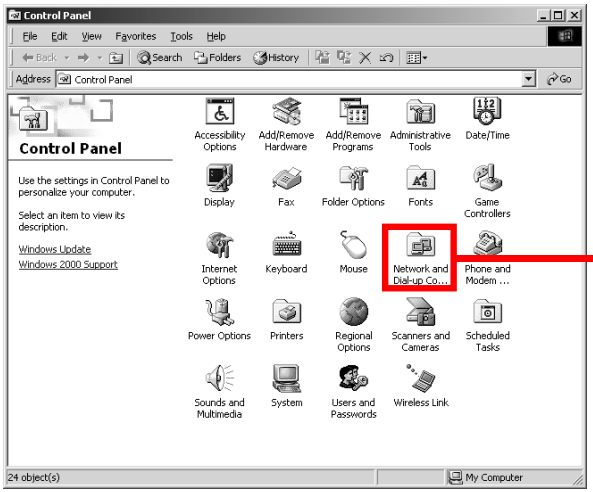
When you close this window, you will be asked to restart windows. You should always perform this function after installing system components, so that Windows can successfully incorporate them in to your installation. After restarting, if you see a window similar to the one below, then you should reinstall **Service Pack 6** and restart your machine. This will remove this error.

Windows 2000 Professional - SNMP Setup

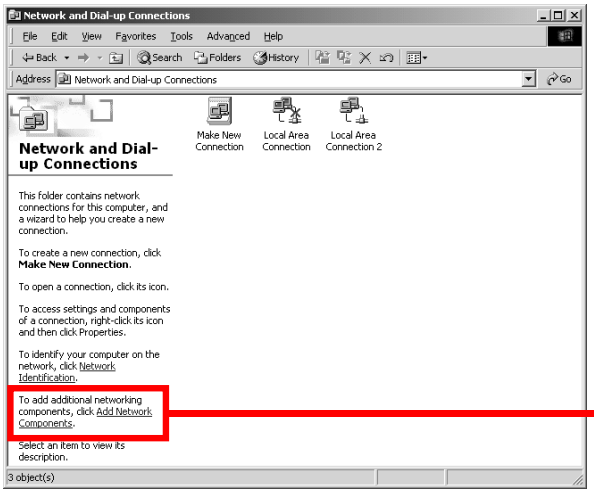
Requirements

- Windows 2000 Professional
- Internet Explorer 5
- Windows 2000 Installation CD

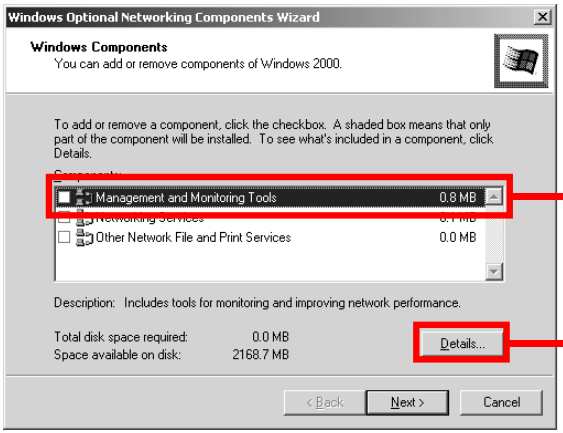
To Install the SNMP agent onto Windows 2000 requires a different approach to all other versions of Windows, start by opening the Control Panel.



Double click the **Network and Dial-UP Connection** icon.

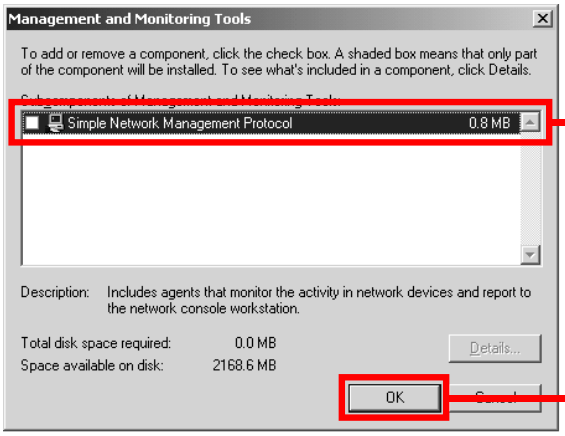


Click the **Add Network Components** link to proceed to the next screen.



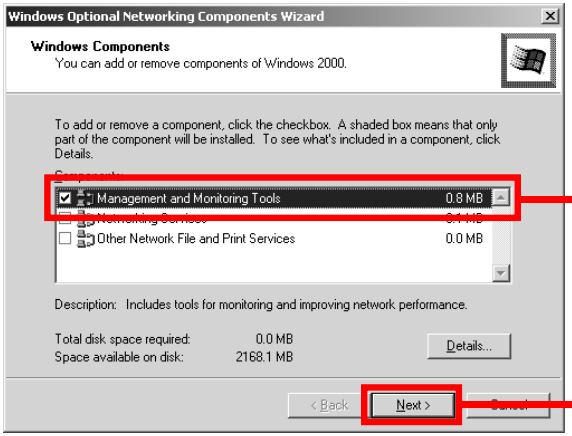
Select the **Management and Monitoring Tools** line.

Click the **Details…** button to choose the tool required.



Select the **Simple Network Management Protocol** tick box on the far left.

Click the **OK** button.



SNMP has been added to the Network Protocol Services and will be active upon restart.

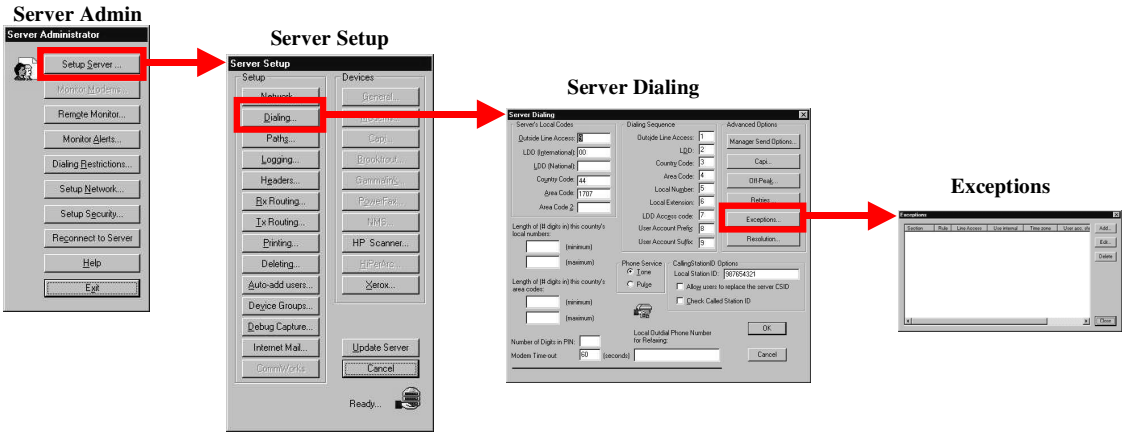
Finally click the **Next** button and follow the on screen instruction.

It is advisable that you restart your machine after the installation has ended to make sure that all the network components are working together. That concludes the installation of the SNMP service for Windows 2000.

B Dialing Rules

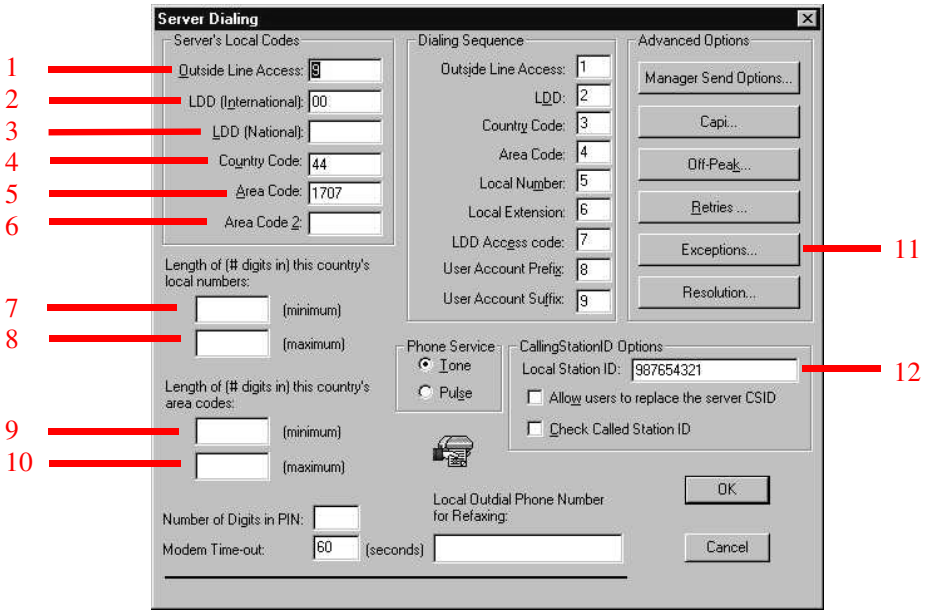
In DocuLAN Fax Communications Server there are 2 windows that give you control over the Dialing rules to be used. To access to these Windows requires that you run a program called Server Admin, which you should have run when you configured the Communications server.

When this program has been run it will give you access to the Dialing Rules.



By accessing the Server Dialing Window, you can modify the parameters the Server uses to apply the rules to numbers being sent to it from the client software.

Below is shown the Server Dialing Window. Inside this window you will find all the elements you need in order to correctly set up the dialing rules. If this information is not correctly set up then the Communications Server will have problems when dialing.



1. **Outside line access**. You would enter the number required by your phone system to access an outside line. Normally when you dial any numbers from in work, you will have to start by dialing a number (Usually this is a 9 or a 0) and this would then allow you to dial the rest of the number.

2. **LDD (International)**. LDD stands for Long Distance Dialing, and is the number required to call another country. In the United States and Canada this would be 01, in the UK this would 00.

3. **LDD (National)**. Again LDD stands for Long Distance Dialing, but in this part it only refers to countries that require you to dial a number if you are dialing outside of your local exchange. In the United States you would be required to Dial a 1 in the front of any number that was long distance but still within the country.

4. **Country Code**. This number refers to the country code of your country. In the United States and Canada this would be 01, in the UK this would be 44 and so on.

5. **Area Code**. This number refers to your primary local exchange. When you dial a number in you local vicinity, it may be referred to as 555 234 2443, when you dial it you would only dial 234 2443. The Communications Server will remove the 555 from any number dialled.

6. **Area Code 2**. In some countries you may have more than one local area code. An example of this would be New York City in the US, where in some parts residents have up to 5 local dialing codes. You would enter you next major local dialing code in this window, and the server would remove this from the number to be dialed.

7 & 8 These numbers refer to the minimum and maximum length of any local numbers dialed. This allows the Communications Server to filter out any numbers that are greater or smaller in length. It is really only a last attempt to prevent wrong numbers being dialled. In most cases this is left blank.

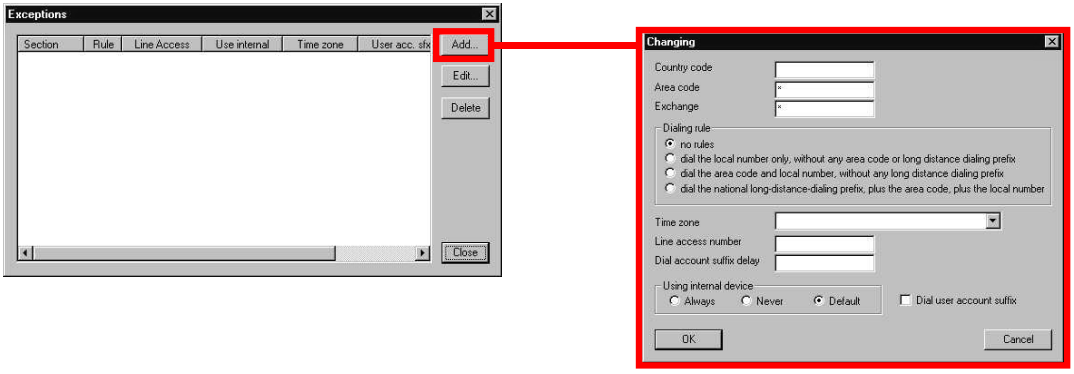
9 & 10 These Numbers refer to the minimum and Maximum length of any local codes. Again as with above this allows the Communications server a chance to stop wrong numbers being dialled. In most cases this is left blank.

11. **Exceptions** Button. This button will allow you to define further rules with tighter control on the Dialing requirements. This is discussed in further depth after this section.

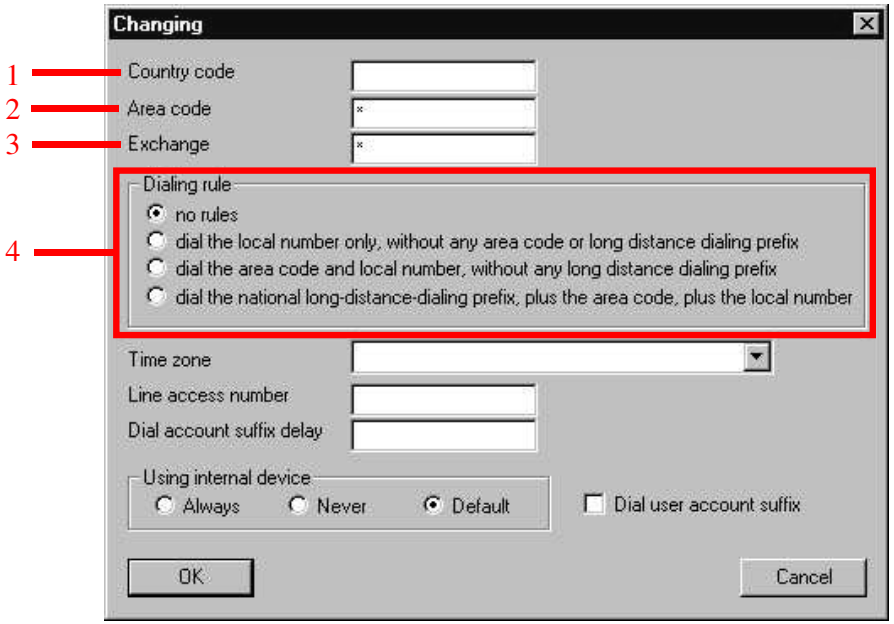
12. **CallingStationID options**. This is a mandatory field that has to filled in, in most parts of the world. This is a legal requirement and you should check your local laws concerning this information. In most cases a number that the WorkCentre Pro 685/785 is connected to is all that is required.

Exceptions Button.

Shown below is the Exceptions Window along with the window where you would add any additional dialing rules.



In the above window you would click on the add button to reveal a window shown below.



1. This field is used to determine your Country Code. The United States is 01 the UK is 44 etc…

2. This field is for your local area code. When dialing local numbers the Communications Server would be able to remove the surplus digits from the dialing number.

3. There are areaswhere some exchanges are long distance and some are not. Use this field when the exchange is local.

4. The rules field refers to additional tighter controls that can be placed on the dialing of numbers. If you are in the United States and you wish all numbers to have the long distance national dialing removed from your number for local numbers then you would choose rule 2nd rule, that refers to dialing the local code and number without a national long distance number prefix.

For information on this or other aspects of the dialing rules please refer to the FAQ's at the end of this document to find out which manual you should be using.

C FQDN Setup on a Windows Machine

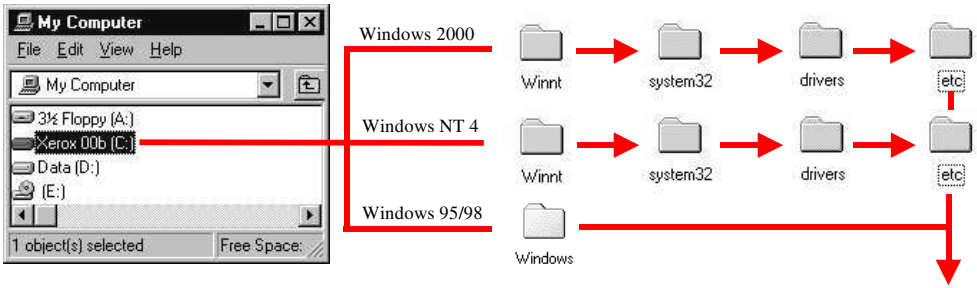
When you try to ping using a name rather than an IP address you usually get no response. In our case we will need to modify a file on your Server to allow the Server to translate the name you wish to Ping to a number the rest of the network can understand.

Requirements

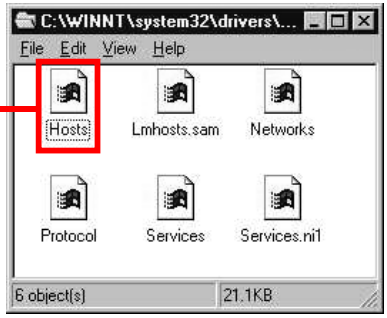
1. FQDN given to the WorkCentre Pro 685/785.
2. Static IP address given to the WorkCentre Pro 685/785.

   You can get this information from the WorkCentre Pro 685/785 by printing a "**Settings Report**". This can be accessed from the following keystrokes.

In this report you will have all the information you need to set up the Host name on your Communications server. This report must contain two pages or you will miss information that you will need on the second page. You will need to edit a file and add some information to it. This file is located in the following location.

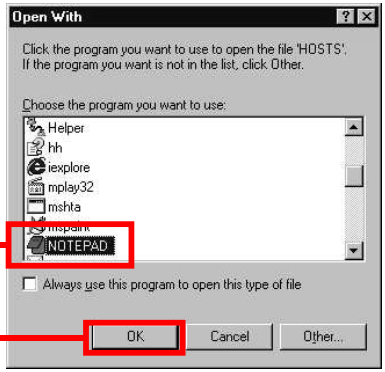


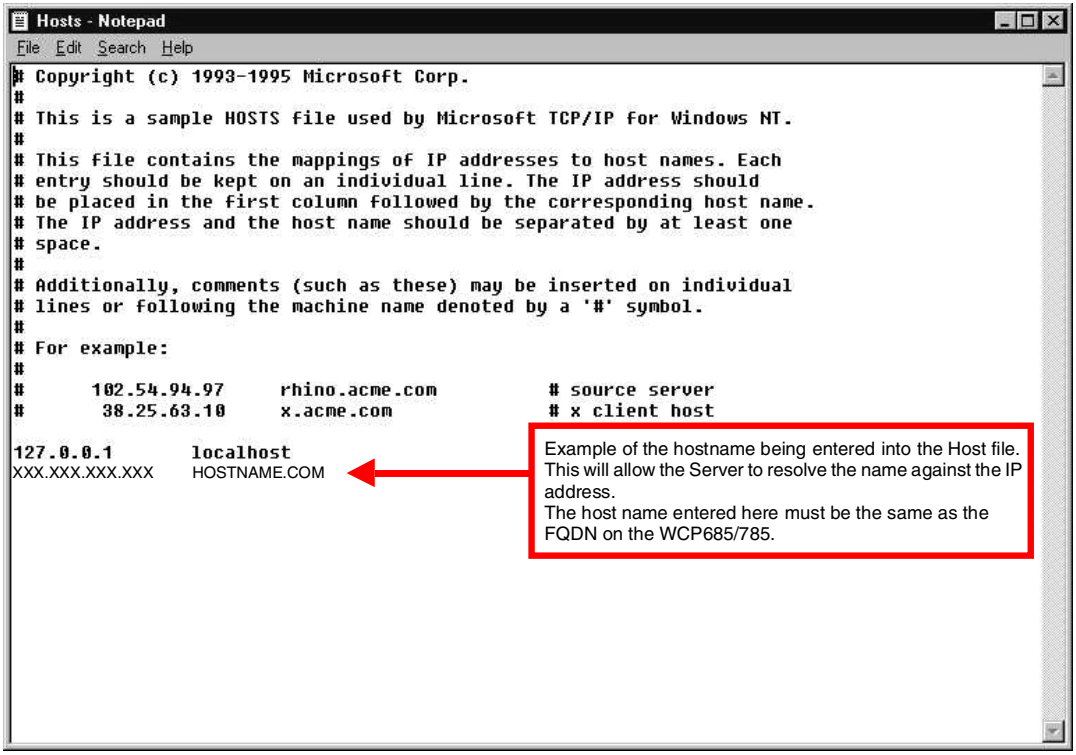
The file highlighted on the right is the file that holds the table telling the computer what name refers to which IP address. Double click the file.



Locate the program **NOTEPAD** and then select it

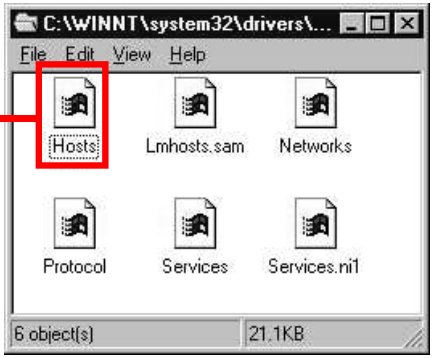
Click **OK** to continue





When you have entered the details as shown above you should save the file and exit the program. This will then allow Windows to correctly identify the WorkCentre Pro 685/785.

Check this file has not been given the name "**Hosts.txt**" If it has then you must change this to "**Hosts**". If you do not change this then DocuLAN Communications server will not be able to see the WorkCentre Pro 685/785



Now you have adjusted the Hosts file and added the FQDN you will be able to Ping the host machine using the name specified on the WorkCentre Pro 685/785. For Each computer you have running DocuLAN Fax Communications Server you will have to perform this action as it only affects the machine the change has been made on.

D Frequently Asked Questions

Communications Server FAQ's Frequently Asked Questions.

Question	Answer
1. Minimum Hardware requirements for DocuLAN Fax 8.0	**PC**: ➢ Pentium 200 ➢ 128 Mb RAM ➢ 5Gb Hard Drive ➢ Network Card ➢ 800x600 Resolution ➢ CD-Rom Drive **OS**: Windows NT 4.0/Windows 95-98/Windows 2000 *It is recommended that the machine be run as a stand alone fax server, to reduce the probability that something else will cause a problem when it is running.* *Due to the network requirements of this software it is also recommended that Windows NT 4 workstation be used to run the Communications server.*
2. Communications Server will not allow you to install the SNMP agent.	When installing DocuLAN communications server on Windows NT4 or Windows 2000, some basic requirements must be made with regard to the setup of these machines. Windows NT 4.0 must be running a minimum of Service pack 6. The **SMTP** service must **NOT** be installed and the **SNMP** must be installed for the software to function properly. If any problems occur with the **SNMP** client not running successfully after installation, then reinstall the Service Pack again to refresh all the files. Appendix A covers the installation of SNMP.
3. Problems with SMTP after installing DocuLAN fax 8 on an MS Exchange server.	It is conceivable that after the installation of the DocuLAN Fax 8 on a machine already running Microsoft Exchange that you will have a conflict with the version of SMTP used by the Mail client of Exchange. DocuLAN Fax is using a modified version of SMTP that will likely conflict with the requirements of MS Exchange mail server.
4. Error after installing SNMP Service on Windows NT 4.	When you install **SNMP Service** on a windows NT 4.0 machine that has had a service pack installed on it you can sometimes get an error message displayed after restarting the machine. This error message is due to the fact that when Windows NT 4 has been updated with the a service pack it has newer files resident. When you install the **SNMP Service**, you overwrite the files that are newer with older versions, thus causing an error. To get round this problem, you will need to reinstall the Service Pack again, and when you restart the machine the error will no longer be displayed.

Question	Answer
5. When dialing it always adds a 1 to the front of the local numbers.	This will be because the software has not had its rules defined correctly for the area code you are dialing. You will need to adjust the dialing rules for this area. For further information please refer to Appendix D.
6. Cannot Ping the Host name or Fully Qualified Domain Name of the WorkCentre Pro 685/785.	In order for DocuLAN Fax server to communicate successfully with the WorkCentre Pro 685/785 it requires a Fully Qualified Domain Name or FQDN. If after trying to ping the WorkCentre Pro 685/785, you still do not get an answer then you must edit a file on the machine that lists the local hosts using a simple text table. Please refer to Appendix C for further information on how to edit this.
7. Where are the manuals located for the software.	You will need the DocuLAN CD for the manuals. On the CD you find this information in the following location. a. Double click the "**My Computer**" b. Right click the CD icon, usually letter **D** or **E**. c. Choose the Open option. If you double click the icon then it will automatically run the setup program. d. When the new window opens, locate the folder called **Language** and double click it. e. Choose your language folder and double click that. f. Inside here are many files. Mixed up with all the files you will see some Acrobat PDF files. Below is a list of the files and there definition. Listed in Red are the documents that show the server and client. Inside the Server guide you will find in depth information that shows about the dialing rules. **Monitor.pdf** Monitor DocuLAN fax activity **Odbcmap.pdf** ODBC Mapper **Security.pdf** Understanding how DocuLAN fax Security works. **Cover.pdf** How to use the cover page editor and tiff viewer. **Api.pdf** Information regarding the API programming. **Logview.pdf** Information about the Logview function **Cxsuz.pdf** Connection information between the WorkCentre Pro 685/785 and the Communications server. ***Server.pdf*** In depth information on using the Communications Server. **Fplncon.pdf** Information about the Lotus Notes Connector. **Fpexcon.pdf** Information about the MS Exchange Connector. **Fpexcli.pdf** Information about the MS Exchange Client. **Fplncli.pdf** Information about the Lotus Notes Client. ***Faxport.pdf*** Information about the DocuLAN Fax Client.
8. Changing IP Address in the "Xerox SMTP Hardware Setup".	When you have to change the Host name on the WorkCentre Pro 685/785, you will also have to change the "Xerox SMTP Hardware setup" option to reflect this. The first thing you must do delete the old Hostname or FQDN before adding another one. Then when you add the new FQDN and IP details you will not get the a communications problem.

Question	Answer
9. Cannot communicate with the WorkCentre Pro 685/785.	When you have set up the WorkCentre Pro 685/785, it is always advisable to try pinging the machine from the Communications Server. If you have correctly setup the IP address and the FQDN by making adjustments to either the Communications Server's Hosts file or the Server on the Network that controls your FQDN naming you should be able to check the connection between the Server and the WorkCentre Pro 685/785. To check using the IP Address or Host name: a. Click the START button. b. Click "RUN" from the Start menu. c. Type the word "Command" (Without quotes) d. Press the enter key e. Type "Ping *hostname.com*" replacing the *hostname.com* with the FQDN or hostname you have. f. Type "Ping *xxx.xxx.xxx.xxx*" Changing the x for a value used in the IP address. g. A response will look like this: 32 bytes received, icmp_sep=3, time 10ms h. If your response has anything like Host unreachable or 0 bytes received then you will need to check the connection again. If you cannot get any information back from the machine, then you will need to check the connection again.
10. Client DocuLAN fax software installation is asking for a file and will not continue without it. The dialog box is referred to as a "Get Communications Server Settings", what do I do?	When installing the DocuLAN Fax Client software, it requires access to a file that is held on the DocuLAN Fax Communications Server. There are 2 ways to address this problem and these are listed below. 1. The automatic method is to activate "File and Print Sharing" on the DocuLAN Fax Communications Server. When you have activated "File and Print Sharing" you can then instruct the client software to browse for the Communications Server that holds the License file called "Lansrce7.dat". When this file is located the installation will continue without further problems. 2. The second method is to manually copy the file across to the client machine after the installation has been completed. To do this follow the instructions below, by using the Windows Explorer. a. On the DocuLAN Fax Communications Server machine, locate the following directory. **C:\Program Files\Xerox DocuLAN Fax\Server** The file you are looking for is the **LANSrce7.DAT** b. Put this file onto a Floppy disk or E-Mail it to the required machine. Copy it into the following directory on the Client machine. **C:\Program Files\Xerox DocuLAN Fax\Fax Client** c. When this has been completed, start the DocuLAN Fax Client program and it will automatically connect to the server and ask you to enter your name and password.

E Glossary of Terms

FQDN Fully Qualified Domain Name

An FQDN or Host name is given to a machine and is associated with an IP address. This name will allow you to find the machine without having to remember large groups of numbers. An example of this name would be www.snowybear.com instead of 216.188.92.29. This means that you will be able to remember the name rather than the number.

IP Address This is a unique number given to a machine that is to be connected to any network. The reason for the unique number is so that the machines on the network and all talk to each other. The other parts of the an IP address are the Subnet mask and the Gateway address. With these 3 numbers correctly filled out allows a machine in New York to talk successfully over the internet to a machine in London.

SNMP Simple Network Management Protocol

This is a part of TCP/IP that allows the Servers or Network devices to manage other machines and applications on a TCP/IP network. This is a simple version of what it can do.

SMTP Simple Mail Transfer Protocol

This is a protocol for sending E-Mail messages between servers.