

LANSource™ Technical Information

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FAXport FAQ

Subject: An Outline of Commonly Asked Questions About FAXport with Answers

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What is FAXport ?

FAXport 5.0 is an entirely new software product designed for different versions of the Windows operating system (Windows 3.1, Windows for Workgroups 3.11, Windows 95 and Windows NT). Its purpose is to provide a 'full featured' send and receive FAX capability in a Local Area Network.

FAXport 5.0 is based on a transactional 'Store and Forward' faxing technology. This allows a person at their workstation to send a document to a FAX server, where it is faxed from at a specified time. Received Faxes are stored at the server until they are requested to be forwarded by a person at their workstation.

The benefit is that the person at the workstation does not have to have their computer turned on all of the time in order to send and receive faxes.

What are the main Software modules of FAXport 5.0 ?

FAXport 5.0 is made up of three main software modules and they are:

The FAXport Server - used to 'store and forward' faxes and to store cover pages and attachments used with fax documents submitted by the user. ***It always installed on its own workstation.***

The FAXport Administrator - used by the Supervisor to configure the FAXport Server. ***The program is located on a workstation that is different from the FAXport Server.***

The FAXport Client - used to forward fax documents to the server from a users workstation, and to retrieve received faxes from that server as well. ***It must not be used on the FAXport Server workstation.***

You must have the FAXport Server on at all times in order to send and receive faxes all of the time.

You do not have to have the FAXport Client on at all times, except to transfer faxes to, and retrieve received faxes from, the FAXport Server.

What user 'status' is available to the people who use the FAXport software ?

There are three levels of 'status' available which define a person's role in the use of the FAXport Software.

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These are:

Supervisor - The person who is responsible for the setup and configuration of the FAXport Server and then later its operation. The first person to start the FAXport Administrator program becomes the Supervisor by default, but others with that status can be added later (or removed if needed).

Administrator- One or more persons who are designated by the Supervisor to keep faxes moving in the system.

User- People who send and receive faxes using the FAXport Client software from their workstations.

What Network Transport Protocols are Supported ?

The popular network transport protocols, which include **NetBIOS**, **NetBEUI**, **UDP** (a version of TCP/IP) and **Personal Netware**, are supported by FAXport 5.0 through a properly configured Windows O/S. There may be some limitations placed on the Server based on which version of Windows you are using.

For example, there is a restriction in the Windows 95 operating system implementation of **WINSOCK**. Due to this restriction, the FAXport Server under Windows 95 can only support **IPX/IP** protocol, not **Net BIOS** or **Net BEUI**. See the appropriate section in this setup guide for your version of Windows in order to see if further restrictions apply.

Is FAXport 5.0 the same as other LANSource Products ?

FAXport 5.0 is not an upgrade from a previous LANSource software program and as a result it contains many features and functions that were not previously available. It is important for those who are familiar with our early products to understand the differences in order to avoid confusion when using this new product.

What knowledge is required to install FAXport 5.0 ?

The person who is responsible for the installation of the FAXport 5.0 must be prepared to understand how their Local Area Network operates with the FAXport program. That person must also have the proper level of network privileges in order to prepare the network properly for this installation.

Can you install FAXport 5.0 as a 'stand alone' product ?

FAXport 5.0 works only in a Local Area Network and cannot be installed on only one computer workstation in that network. You must install the software into a minimum of two separate computers, with one being used by FAXport Server software and the other by the FAXport Client software.

You do not have to have the FAXport Server and Client on at the same time in order to send and receive faxes. Only the Server should be left on in order to perform this function, but there is no user interface available to perform faxing functions at the server. This can only be done with either the FAXport Client, or in the FAXport Administrator.

What are the differences between the 16 and 32 bit Servers ?

When choosing your computer operating systems, remember:

The FAXport 32 bit Server is available in Windows NT Service version and a separate application based Windows 95 version.

The FAXport 16 bit Server is available for Windows 3.1 and Windows for Workgroups 3.11, where the proper network drivers have been installed and configured properly for those versions.

What limitations are to be expected with the 16 bit Server ?

If you are using the FAXport 16 bit server on a Windows 3.1 and Windows for Workgroups 3.11 server, you may need to semi-dedicate those workstations due to the 'overhead' required on the CPU to operate the serial ports. This is a limitation of the Windows operating system rather than the FAXport software.

The type of CPU, the amount of RAM provided, and other hardware considerations, will have an impact on the operation of the FAXport software. As with any Windows based program, the more resources provided to either the FAXport Server or Client, the better the performance realized in its operation.

What is required for a FAXport Client Workstation ?

The workstation that will be used for the first installation of the FAXport Client must be able to access the FAXport server through the Local Area Network, once it is installed. If you cannot connect to the FAXport server, ensure that the Network components are properly configured first, rather than assuming a problem with FAXport itself.

Are there any special instructions for the first FAXport Client installation ?

The workstation where the first FAXport Client is installed will be used by that person to configure and control the FAXport Server, and so it should be easily accessible by that person.

How do I configure the FAXport Server ?

The FAXport Server does not have a user interface for configuration at the workstation where it is installed. All that can be done at the Workstation where the server is installed is to a) turn the FAXport Server on and off and b) see a status report on its operation in an event log provided. (Separate types of event logs are shown for either the Windows NT service, Windows 95, or Windows 3.1/Workgroups).

The only way that the FAXport Server can be setup and configured is through the FAXport Administrator program.

The FAXport Administrator is installed at the same time as the first FAXport Client and into the workstation where the FAXport Client is installed. The FAXport Administrator has its own Windows Program Manager Icon and Group setup during its installation.

The FAXport Server must be running in order to configure it with the FAXport Administrator program.

In what way is the FAXport Server for Windows NT different from other FAXport servers ?

The FAXport Server used with the Windows NT program is a **Service**, rather than an application program. This allows for the FAXport Server to be run automatically when the Windows NT server is started and to operate in a more integrated fashion.

There is no user interface available through the Windows NT operating system for configuring the FAXport Server. The FAXport Server can be started and stopped through the Services feature found under the program manager.

Its operation can be monitored through the event log used with all services. You must configure the FAXport server through the use of the FAXport Administrator program which is found on a separate workstation from the Windows NT server.

How do I install the FAXport Client program ?

The FAXport Client is installed from an installation program placed into a shared network directory at the time the FAXport Server is installed.

The FAXport Client installation software is run across the Local Area Network by the person wishing to use it. It can be installed into a local hard drive, or it can be optionally setup to be used by someone with a diskless workstation.

What Special knowledge of Networking is needed to install the FAXport Client ?

There is no special LAN knowledge needed about a Local Area Network to install the FAXport Client.

However, the person must be provided with four main pieces of information prior to the installation of the FAXport Client Software in order to answer certain questions during that process.

These are:

- The location of the shared network directory where the FAXport Client installation software is found.
- The location of the shared FAXport Phonebooks
- The location of the shared FAXport Folders
- The procedure needed to be followed if they are installing a version of the FAXport Client for use with diskless workstations

How do you start the Installation of the FAXport Client ?

The installation procedure follows the same steps as any standard Windows installation. You can use the **'Run'** function found under the 'pull down' menu item **'File'**, found in the upper left hand corner of the program manager screen. Go to the shared network directory where the FAXport installation program is found and run **'Setup'**. You can also use the Windows File Manager program to perform the same function.

Once the **'Setup'** program is running, simply follow the instructions provided on the screen to install the program.

What special requirements are needed to use the FAXport Client with a diskless workstation ?

In order to use FAXport at a diskless workstation, or simply as a shared network version, you must first make certain that a shared directory is available on the network to hold the files needed to run the program.

To do this, an initial installation will be made, at which time the main program files will be transferred to this spot, and the person doing the installation will have the Client group and icons placed at the workstation from where the installation is taking place.

Once this has been done others may then do their own installation of the FAXport Client.

The actual installation and setup performed for a diskless workstation is a simple **two step** process where:

- 1) You provide the location where the public and private phonebook and folders will found by the program
- 2) The FAXport program manager group and icons will be set up for the user.

A complete set of program files are not installed each time a new client is installed in this manner. Rather, only those files that are needed for that person are placed into the Local Area Network.

To avoid confusion, what do I need to install to support a particular Windows version ?

Choose the following options from the on-screen information.

To Install the following

Install this

FAXport NT server	FAXport NT server
FAXport/WINport* NT server	FAXport NT server (branded with both Serial #)
FAXport/WINport* '95 server	FAXport '95 server (branded with both Serial #)
FAXport '95 server	FAXport '95 server
FAXport 16-bit server	FAXport 16-bit server
FAXport NT client	FAXport NT client
FAXport '95 client	FAXport 16-bit client
FAXport 16-bit client	FAXport 16-bit client

***The WINport products are sold separately**

Given the large number of faxes that will be sent and received, how will I know which one is mine ?

Built into the FAXport Client is the ability to specify the 'profile' to be used when viewing sent and received faxes. You can specify if you wish to see all available faxes, or only your own, in the receive and send logs available with the program.

What more do I need to know in order to install FAXport ?

Go through the remaining sections of this setup guide in order to gain more detailed information on how the installation should be done based on your systems requirements and needs.

You should also review in the setup guide for your particular version of Windows the information provided on:

- **UNC Pathnames and their use**
- **Windows NT Services if you are going to install the 32 bit FAXport Server**
- **How to use Windows File Manger to setup Shared Directories**