FAQ and Solutions

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Issue with return receipt not being sent when sending fax through web interface (Application Suite Winter 2017.1.1)

to version Application Suite 2017.1.1
Applies from Application Suite 2017.1.1

Description

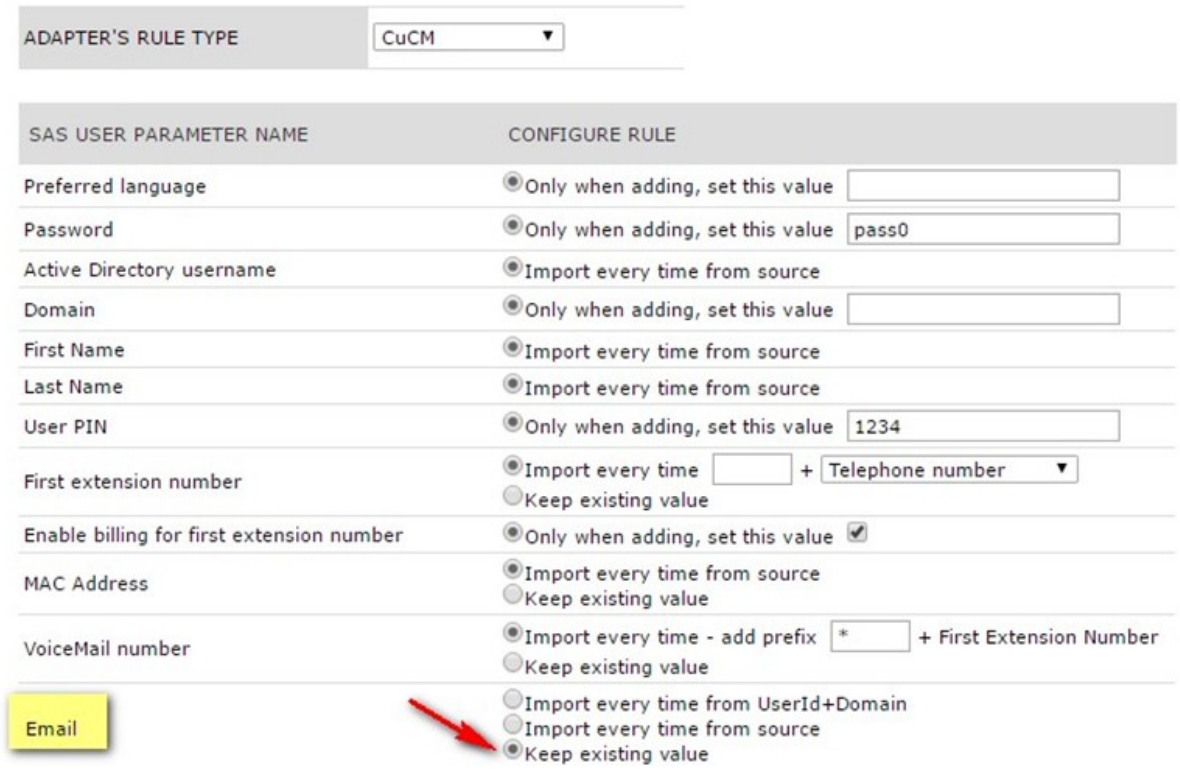
Users who are sending fax through the web interface, do not receive return receipts.
In user management the user has no "Email" field filled, but only "Fax2Email" field.
You can check the issue in log file Var\Log\Stonefax.Core.Service\Stonefax.log looking for "mail without destination address".

Solution

If the Application Suite is configured to **sync** with an external source you need to sync also field "Email" with the source **or** use this query (SQL Management or SQL panel in billing admin page) to copy Fax2Mail field in the Email field:

UPDATE [Users] SET user_email=user_pref_fax_mailinaddr WHERE ((user_email IS NULL) OR (user_email='')) AND NOT ((user_pref_fax_mailinaddr IS NULL) OR (user_pref_fax_mailinaddr=''))

Remember to change sync rule to keep the existing value for "Email" field like in the screenshot below and remember to fill that field manually every time you need to add a new user:



If the users are **not synchronized** you can run this query (SQL Management or SQL panel in billing admin page) to copy Fax2Mail field in the Email field:

```
UPDATE [Users] SET user_email=user_pref_fax_mailinaddr WHERE ((user_email IS NULL) OR (user_email='')) AND NOT ((use
```

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How to retrieve fax activity reports - understanding Stonefax reports

Applies to:

Digital Fax

Description:

How to retrieve fax activity reports

Solution:

To build activity reports, Digital Fax relies on standard Microsoft Fax Services.
Inbox and Outbox reports are enabled by default; however the user may want to set higher detail.

Check that activity logs are enabled, and set detail level, by opening the Microsoft Fax Service Manager.
Click Start | Programs | Accessories | Communications | Fax | Fax Service Manager and then right click
Fax (local) on the right pane and choose Properties.

Select the Activity Logging tab and check that logging is enabled.
You can also enter the location in which the log files will be written.
By default it is C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\ActivityLog

Tick "Log incoming fax activity" and "Log outgoing fax activity".
Then select Event Reports tab and move all the sliders to the right (High).

File Format:

The report files contain tab-delimited entries that can be viewed by standard analysis programs (for instance Ms Excel).
The first line is a header with field names.
The fields are:

Inbox:

- Status
- Error Description
- Error Code
- Start Time
- End Time
- Device
- Queue
- File Size
- CSID
- TSID
- CallerID
- Routing Info
- Pages

OutBox:

- Job ID
- Parent Job ID
- Submission Time
- Scheduled
- Status
- Error Description

- Error Code
- Start Time
- End Time
- Device
- Dialed Number
- CSID
- TSID
- Pages
- Total Pages
- Queue File Name
- Document
- File Size
- Retries
- Server Cover Page
- Cover Page Subject
- Cover Page Note
- User Name
- Sender Name
- Sender Fax Number
- Sender Company
- Sender Street
- Sender City
- Sender Zip Code
- Sender Country/Region
- Sender Title
- Sender Department
- Sender Office
- Sender Home Phone
- Sender Office Phone
- Sender EMail
- Recipient Name
- Recipient Fax Number
- Recipient Company
- Recipient Street
- Recipient City
- Recipient Zip Code
- Recipient Country/Region
- Recipient Title
- Recipient Department
- Recipient Office
- Recipient Home Phone
- Recipient Office Phone
- Recipient EMail
- Billing Code

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Several incoming faxes can be found in Windows Fax and Scanner Console but not in Stonefax. Fxssvc.exe error on dll as INETCOMM.dll in the event viewer.

Applies to:

Digital Fax installed on Windows Server 2008.

Description:

Those are symptoms typical of an unstable system: out of 50 received faxes, I get a notification for 20 and Digital Fax sends those to my email address. Digital Fax seems not to receive the others although the system received them as they can be found in the Windows Fax and Scanner console.

Cause:

Installing a Fax Server on Windows Server 2008 with fax routing by email, you may run into this issue, due to a BUG MICROSOFT.
Furthermore it's hardly detectable, not documented and not public released.The component having to forward the emails has a bug in Windows Vista/Windows 2008: it sometimes crashes and fails to send the mail with the fax correctly.
The only way to notice this problem is to analyze the Event Viewer logs; actually, the fxssvc.exe service crashes and restarts automatically.
Furthermore this Fax routing component is sometimes randomly crashing, sometimes not.
The error log is the following:

Fax server windows server 2008 routing mail error:

Faulting application fxssvc.exe, version 6.0.6001.18000, time stamp 0Ã 47919551, faulting module INETCOMM.dll_unloaded, version 0.0.0.0, time stamp 0x49e0378f, exception code 0xc0000005, fault offset 0x6deec766, process id 0x69c, application start time 0x01ca9539baca13a2. The Fax Routing Extension 'Microsoft Routing Extension' encountered a problem and needed to close.
Error Code: 0xC0000005
This error code indicates the cause of the error.
A Windows Error Report was generated with full details about the problem.
The Fax service will restart now.

Solution:

In order to solve this issue, please install the Microsoft patch described in KB973640.

More information and patch download:

http://support.microsoft.com/kb/973640

You can find a copy of this patch on our FTP:

ftp://ftp.imagicle.com/stonefax/Windows6.0-KB973640-x86.zip for X86 systems

ftp://ftp.imagicle.com/stonefax/Windows6.1-KB973640-x64.zip for X64 systems

(Username and password: imagicle)

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Saving faxes in structured folders

Applies from Application Suite 2015.3.1

Description / Question:

How to let Digital Fax save incoming/outgoing faxes in structured folders on file system.

Solution:

If you want Digital Fax save the received or sent faxes to a structured tree of folders, proceed as follows.

Edit this configuration file with your favorite editor:

<AppSuiteDir>\Apps\Stonefax\Server\System\StoneFax.ini

Under **[Settings]** section verify the following parameters: CopyPathFormatIncoming and CopyPathFormatOutgoing. These parameters define how to save faxes:

- **CopyPathFormatIncoming** defines the full destination filename for incoming faxes
- **CopyPathFormatOutgoing** defines the full destination filename for outgoing faxes

For example if we want to save all incoming/outgoing faxes with this structure:

```
K:\BACKUP\2014\08\22\In\user_a\Fax_20140822_1504_From_02037811.pdf
K:\BACKUP\2014\08\22\Out\user_a\Fax_20140822_1504_To_035288219.pdf
...
K:\BACKUP\2013\11\09\In\user_n\Fax_20131109_0957_From_02037812.pdf
K:\BACKUP\2013\11\09\Out\user_n\Fax_20131109_0932_To_072173261.pdf
```

Ensure the [Settings] section of the configuration file includes the following lines:

[Settings]
CopyPathFormatIncoming=K:\BACKUP\{date:yyyy}\{date:MM}\{date:dd}\In\{username}\Fax_{date}_{time}_From_{callingnumber}
CopyPathFormatOutgoing=K:\BACKUP\{date:yyyy}\{date:MM}\{date:dd}\Out\{username}\Fax_{date}_{time}_To_{callednumber}

; Set the archive fax format (1=TIFF, 2=PDF)
ArchiveFileFormat=2

Placeholders

You can use the following placeholders as part of your file names or folder names.

{serial}	Unique identifier (serial number) of the fax
{callingnumber}	Calling fax number.
{callednumber}	Called fax number.
{remotenumber}	Remote fax number, i.e. sender for incoming faxes; destination for outgoing faxes.
{localnumber}	Local fax number, i.e. the internal number and it is destination for incoming faxes; sender for outgoing faxes.
{username}	Application username of the sender or destination of the fax
{direction}	For incoming fax it is "In". For outgoing faxes it is "Out".
{status}	Applies to outgoing faxes only. It can be "OK" or "KO".
{date:yyyyMMdd}	

	yyyy: Year (4 num) yy: Yes (2 mum) MM: Month dd: Day HH: Hours mm: Minutes ss: Seconds
{time}	Time of the day (start of transmission/reception), expressed in the "hhmm" format.

Please restart Digital Fax from the web interface after changing this configuration file.

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Unable to receive faxes on Windows Server 2012 R2 with fxssvc crashing in the module fxst30.dll Error Code: 0xC0000005

to version Application Suite 201x (any version)

Applies to

Digital Fax on Windows Server 2012 R2

Description

You may notice in Digital Fax you are unable to receive faxes; if you keep an eye on the server while it is receiving a fax you can see that the call is answered and it attempts to receive the Fax, but then the service crashes and starts itself up again.

You may notice the following events in the application event log:

Event ID: 1001
Event Name: APPCRASH

Problem signature:

P1: fxssvc.exe
P2: 6.3.9600.16384
P3: 5215e627
P4: fxst30.dll
P5: 6.3.9600.16384
P6: 5215eb1a
P7: c0000005
P8: 0000000000005371

And also:

Event ID: 1000
Description:
Faulting application name: fxssvc.exe, version: 6.3.9600.16384, time stamp: 0x5215e627
Faulting module name: fxst30.dll, version: 6.3.9600.16384, time stamp: 0x5215eb1a
Exception code: 0xc0000005
Fault offset: 0Ã 0000000000005371
Faulting process id: 0x1dbc
Faulting application start time: 0x01cf75b8c2163700
Faulting application path: C:\Windows\system32\fxssvc.exe
Faulting module path: C:\Windows\system32\fxst30.dll

And finally:

The Fax Service Provider 'Microsoft Modem Device Provider' encountered a problem and needed to close.
Error Code: 0xC0000005
This error code indicates the cause of the error.
A Windows Error Report was generated with full details about the problem.
The Fax service will restart now.

Cause

Microsoft bug on FXST30.DLL

Solution

Make all Windows Updates, reboot and check the FXST30.DLL version.

The buggy version of the dll is 6.3.9600.**16384**

After installation of the roll-up (http://support.microsoft.com/kb/3000850), the version of FXST30.dll should be 6.3.9600.**17415**

If unable to update it with Windows Updates you can also force its replacement.

Use the file attached (unzip the file and rename it FXST30.DLL)

Use Unlocker tool to remove the original FXST30.DLL and replace it

Reboot the services/the server and try again.

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Enable G.729 signaling for Stonefax

Applies to:

All IAS versions.

Description:

Enable G.729A codec capability for Digital Fax.

How-to:

In order to enable G.729A signaling for Digital Fax please proceed as follow:

1) Open the file <StonevoiceAS>\Apps\StoneFax\Server\System\StoneFax.ini

2) Add one of the following parameters to the section [Impostazioni]:

a) To enable **only** G.729A as audio codec:

T38_LOG_OPTIONS= --sip-audio G.729

b) To enable both G.711 and G.729A as audio codecs:

T38_LOG_OPTIONS= --sip-audio G.711-Alaw-64k --sip-audio G.711-ulaw-64k --sip-audio G.729

The row should appear similar to the following:

```
[Impostazioni]
T38_LOG_OPTIONS= --sip-audio G.711-Alaw-64k --sip-audio G.711-ulaw-64k --sip-audio G.729
```

3) Save and close the StoneFax.ini file

4) Stop and Start the Digital Fax service in the page Fax Server | Manage Service [Stop/Start]

5) Make a test

IMPORTANT NOTE: G.729 cannot be used to send/receive faxes in voice passthrough mode. It can be enabled in certain scenarios only to permit the initial call hadshake with PBX or voice gateways. In facts, a voice call established in G.729 codec should immediately switch to a T.38 session to permit the proper fax transmission/reception.

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How to modify mail notification templates for admin and users in Digital Fax application

Applies from Application Suite 2017.1.1

Applies to:

Application suite

Description:

How to modify mail notification templates for admin and users in Digital Fax applications

How-to:

Modify default template globally:

1. Open the language (en-English, it-Italian, fr-French, ecc..) folder in <StonevoiceAS>\Apps\StoneFax\Locale\ accordingly to the template language you need to modify

2. Make a copy of the template files:

- User.FaxIn.Template.txt (Email template for incoming fax status)
- User.FaxOut.Template.txt (Email template for outgoing fax status)
- Admin.FaxOut.Template.txt (Email template for outgoing fax issues)
- Admin.Mail.Template.txt (Email template for general fax issues)

3. Rename the copy with ***.user*** extension like the following

- User.FaxIn.Template.txt**.user**
- User.FaxOut.Template.txt**.user**
- Admin.FaxOut.Template.txt**.user**
- Admin.Mail.Template.txt**.user**

Add images from an external source:

In the same txt file add html tag

```
<html>
<body>
<img id="logoID" src="https://[ImageUrl]"/>
...
...
<body/>
<html/>
```

Example:

```
[Section: PartiallyReceived_Subject]
Fax partially received from (([FromNr]))
[Section: PartiallyReceived_Body]
<html>
<body>
<img id="logoID" src="https://[ImageUrl]"/>
<br/>
Stonefax received a fax for you on [Received].
The fax has been received partially because of an unexpected error during the fax transmission.

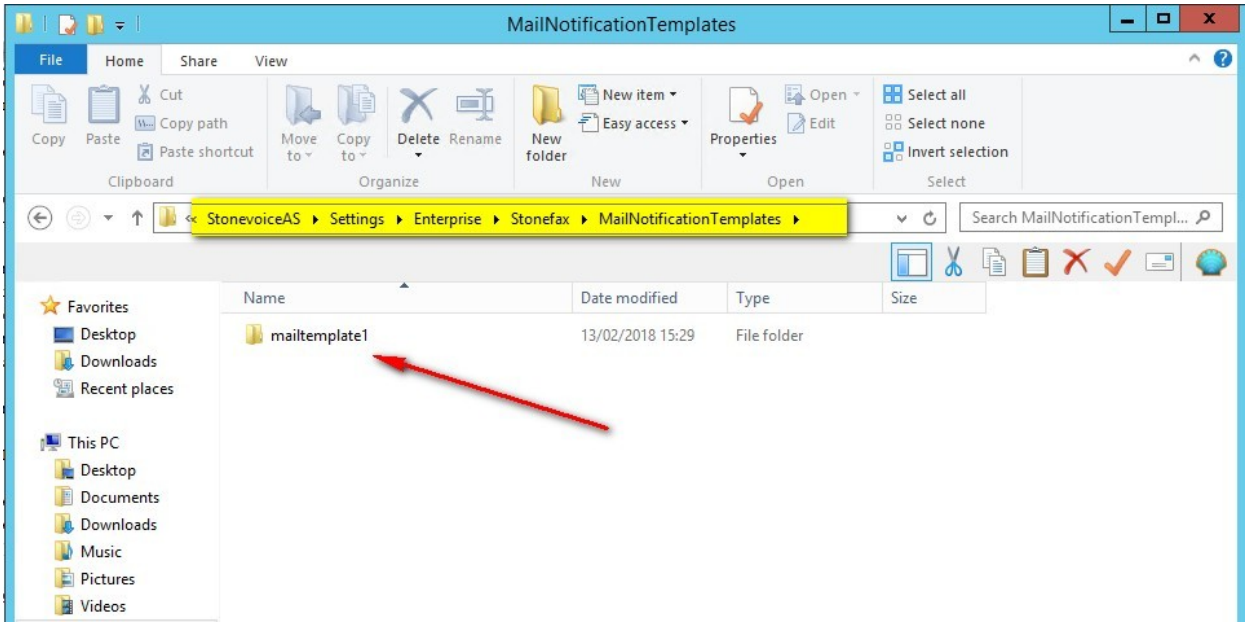
Number of received pages: [Pages]
```

```
Attachment file size:  [Size]

<body/>
<html/>
```

If you need to modify one of these templates for only a specific user please proceed as follow:

1. Create a new folder and rename it (es. mailtemplate1) in <StonevoiceAS>\Settings\Enterprise\Stonefax\MailNotificationTemplates



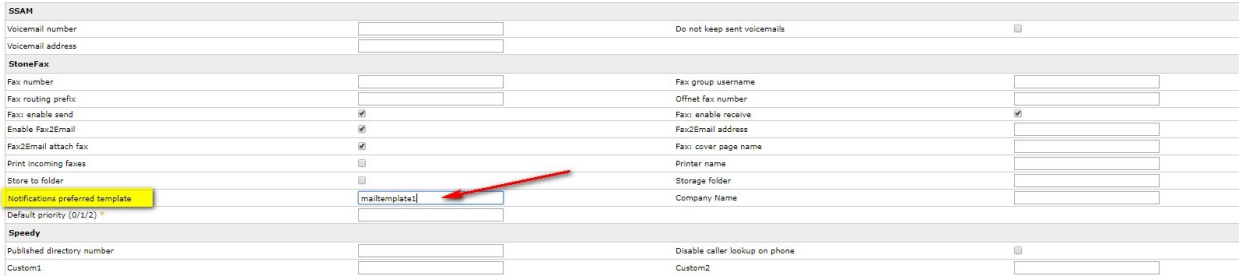
2. Open the language folder (en-English, it-Italian, fr-French, ecc..) in <StonevoiceAS>\Apps\StoneFax\Locale

3. Copy the user-specific template files **User.FaxIn.Template.txt** and **User.FaxOut.Template.txt**

4. Paste in the new folder (mailtemplate1) these templates

5. Edit both files with your customizations

6. Open Web interface | Admin | User Management and modify the user you customized the template for setting **Notifications preferred template** = the folder name as specified above (mailtemplate1) and save.



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Digital Fax status is undefined/stopped and won't start - Windows fax service crash with faulting module FXSTIFF.dll

Applies from Application Suite 201x (any version)
to version Application Suite 2017.3.2

Applies to

Microsoft Windows Server 2008/2008 R2 and Microsoft Windows Server 2012/2012 R2

Description

- Digital Fax is in the undefined or stopped status.
  Trying to start the service from WEB interface or rebooting the machine does not fix the problem.
- Windows event registry reports an error (Application folder) like the following one:

```
The Fax Service encountered a problem and needed to close.
Error Code: 0x00000000
This error code indicates the cause of the error.
A Windows Error Report was generated with full details about the problem.
The Fax service will restart now.

Faulting application name: fxssvc.exe, version: 6.1.7601.17514, time stamp: 0x4ce7b339
Faulting module name: FXSTIFF.dll, version: 6.1.7601.17514, time stamp: 0x4ce7c672
Exception code: 0xc0000005
Fault offset: 0x000000000005c462
Faulting process id: 0x16c0
Faulting application start time: 0x01d105096a32fab8u
Faulting application path: C:\Windows\system32\fxssvc.exe
Faulting module path: C:\Windows\system32\FXSTIFF.dll
Report Id: b4792b9c-70fc-11e5-a270-782bcb1ef55a
```

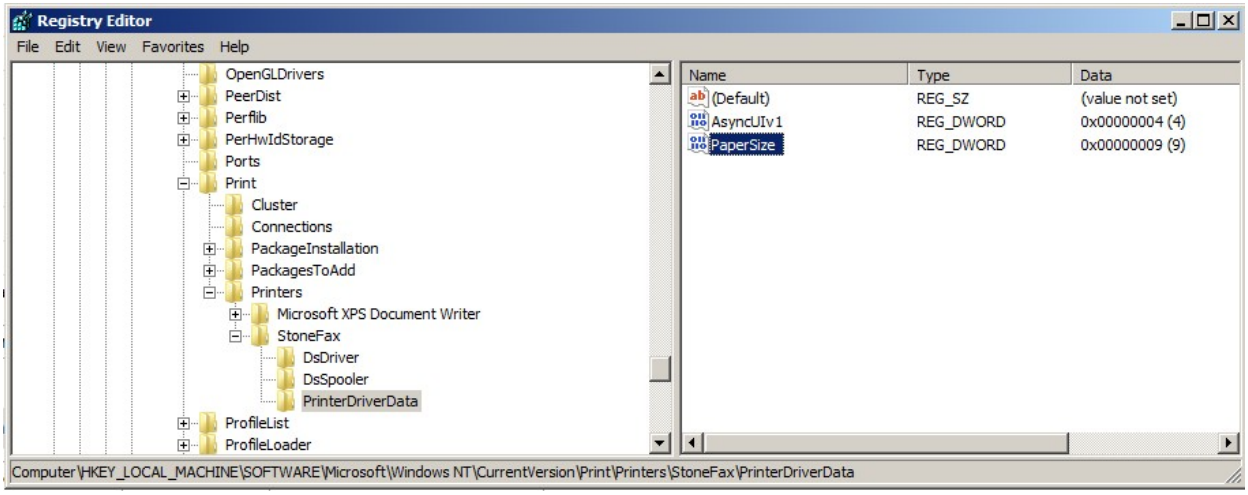
- The Windows fax service crashes immediately, once started

Cause

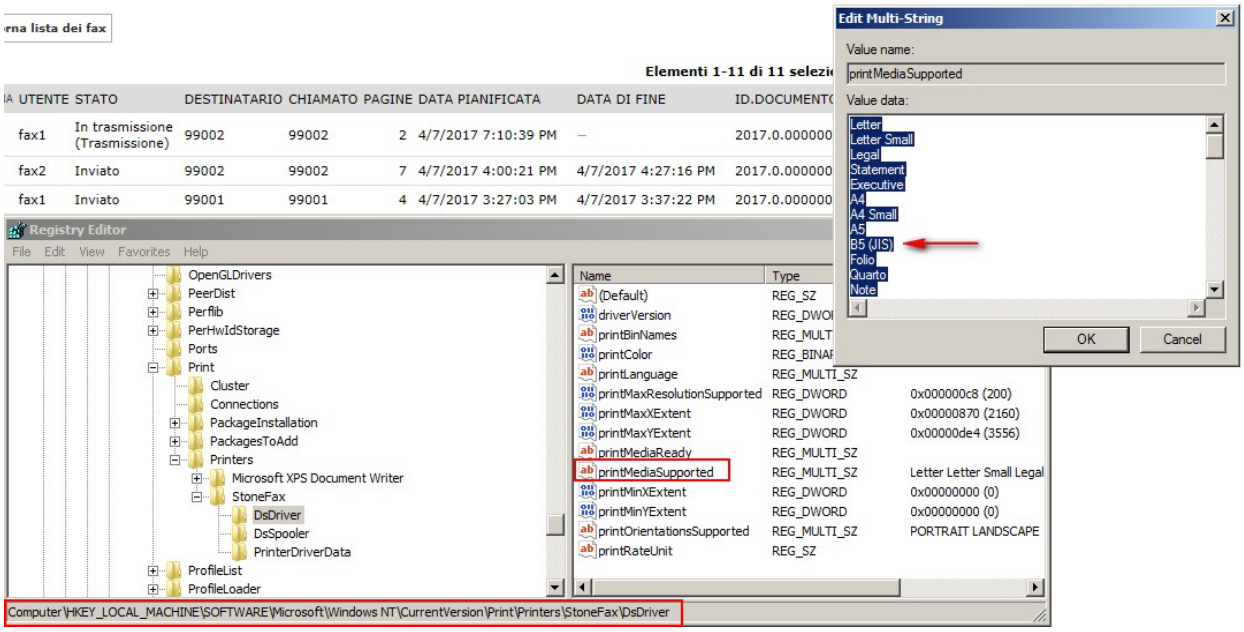
The problem is due to a bug of Windows Fax Service and PaperSize Configuration

Solution

- Run "regedit" in Digital Fax server and move to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Print\Printers\StoneFax\PrinterDriverData



- Take note of the configured number in the **PaperSize** field
- Go to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Print\Printers\StoneFax\DsDriver



- Open "**printMediaSupported**" field and count from the first one to the "PaperSizeNumber" line
- It has to be "A4" format.
  If it is different, you have to change "PaperSizeNumber" field to point to "A4" accordingly.

Then follow this procedure:

- Stop Digital Fax from WEB interface (if not already stopped)
- Rename the Windows fax service queue folder into a different name (for instance _Queue)
- This folder is normally located in:
  Windows 2008 & 2012: C:\ProgramData\Microsoft\Windows NT\MSFax\Queue
  Windows 2003: C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\Queue
- Re-create the \Queue folder (empty) in the same position
- Start Digital Fax from Web interface

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How to change resolution and rendering method of faxes

Applies to:

Imagicle Digital Fax (any version)

Description:

How to change resolution and rendering method of faxes for a result more in keeping with the customer's expectations

How-to:

Talking of fax quality we can act on two different parameters: the resolution and the rendering method.

Resolution: this parameter can have two settings: 200x200 dpi or 200x100 dpi.
To change this setting you should act on the Digital Fax printer like this:
- Open the printers panel in Windows
- Select Digital Fax printer
- Right click and select "Printing preferences"
- Select the desired resolution using the "Image quality" parameter.

Rendering: please proceed as follow:
- Open file "Stonefax.config.xml" in the folder <StonevoiceAS>\apps\stonefax\settings
- Change/add the key:
<preference key="print.RenderingMethod" value="Bitonal" />
- Save and close the file
- Restart the Digital Fax service

The value can be:
- Normal: Best for images but not so good for text (medium transmission speed)
- Bitonal: Best for text but not so good for images (fast transmission speed)
- HiContrast : Good for text and images (low transmission speed)
The default value is Normal.

In case of fax with text and images that are not black, the result may be a fax not readable.
It is possibly to modify Digital Fax to increase the contrast proceeding in this way:

- Open folder <StonevoiceAS>\Apps\Stonefax\Settings
- Backup (copy/paste) the file "Stonefax.config.xml"
- Open the file "Stonefax.config.xml" and change like follow:

```
<configuration>
   <preference key="print.RenderingMethod" value="Bitonal" />
   <preference key="print.GSExtraParams" value="-dNOPAUSE -dBATCH -dSAFER -sDEVICE=tiffgray -r200" />
   <preference key="print.EnableTiffDither" value="false" />
</configuration>
```

- Save and close the file.
- Restart Digital Fax service and test

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How to set fax rate / modem max speed in Stonefax

Applies to:

Imagicle Digital Fax (any version).

Description:

How to set fax rate/max speed (in bps) of modems in Digital Fax service for incoming/outgoing faxes

How-to:

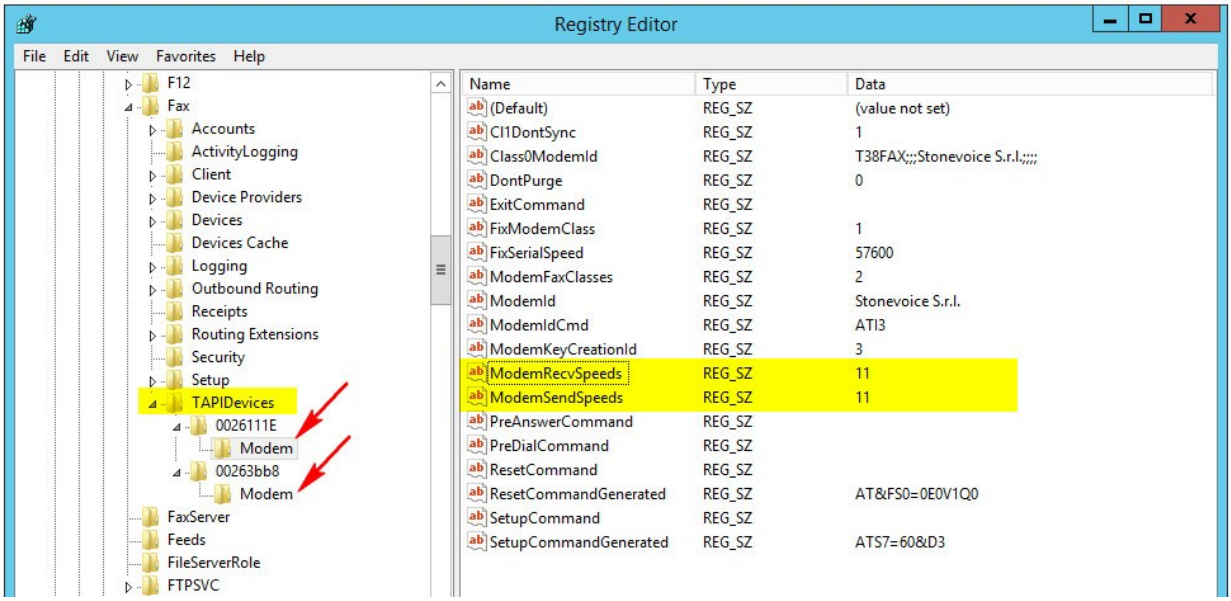
After logging in the Digital Fax server with local administrative rights, you can use either the script method or the manual method described below.

Using the script

- Unzip the attached file into any temporary folder.
- Run the Runme.bat file and follow the instructions.

Manual configuration

1. On the Digital Fax server, run Registry Editor (regedit)
2. Go in ***HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax\TAPIDevices***
3. For every "Modem" folders change these parameters:
   - ModemRecvSpeeds (11 is default value = 14400bps)
   - ModemSendSpeeds (11 is default value = 14400bps)



Possibly values are:

4. Save and restart Digital Fax service from web interface

To limit the speed at 9600 bps set the value to 3.

â To limit the speed at 4800 bps set the value to 2.

â To limit the speed at 2400 bps set the value to 0.
â

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Connection to IMAP/POP3/SMTP servers using SSL/TLS can take a long time

Applies from Application Suite 201x (any version)
to version Application Suite 201x (any version)

Applies to

All IAS versions.

Description

Connection to a POP3/IMAP/SMTP server using a secured channel (SSL or TLS) can take a long time (even 75 seconds) on IAS machines that are in a workgroup and isolated from Internet.

You can experience this also on the IAS WEB page pressing the "Test" button.

Cause

When a secure connection is established with an external mail server (including GMail and Office365), Windows tires to verify if the remote sserver certificate is a trusted (and not revocated) certificate.

Normally this is done querying the local CA (domain controller); if the IAS server is not in a Windows Domain, this check is attempted online invoking an HTTPS Windows Update URL .

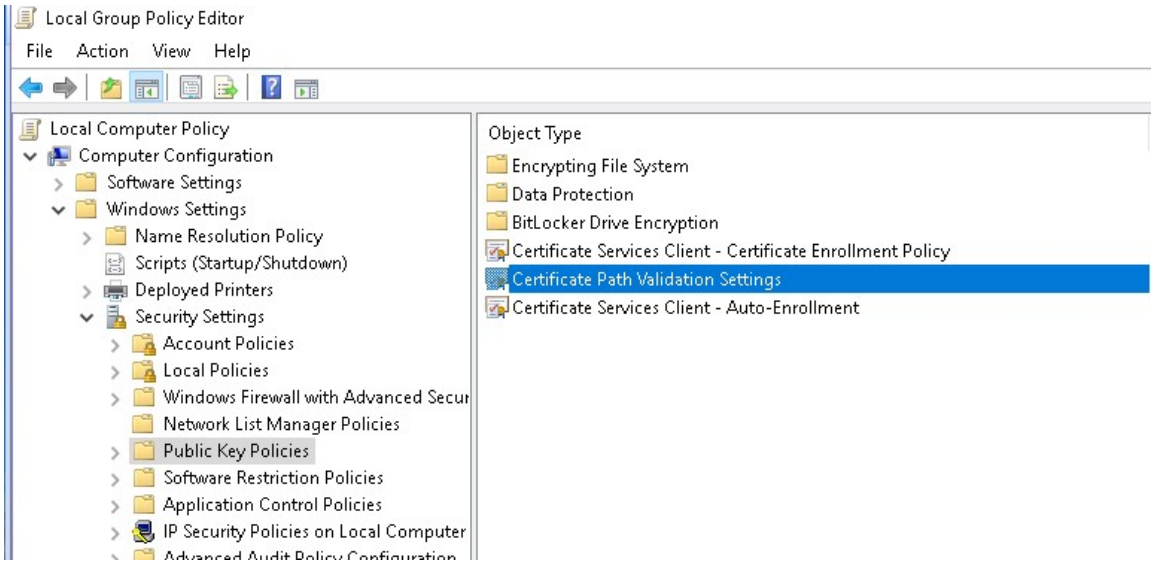
If the machine is isolated form Internet this attempt can fail with a very long timeout (up to 75 seconds).

Solution

Edit the local policies of the server reducing the connection timeout for the Certificate Path Validation.
Below the required steps.

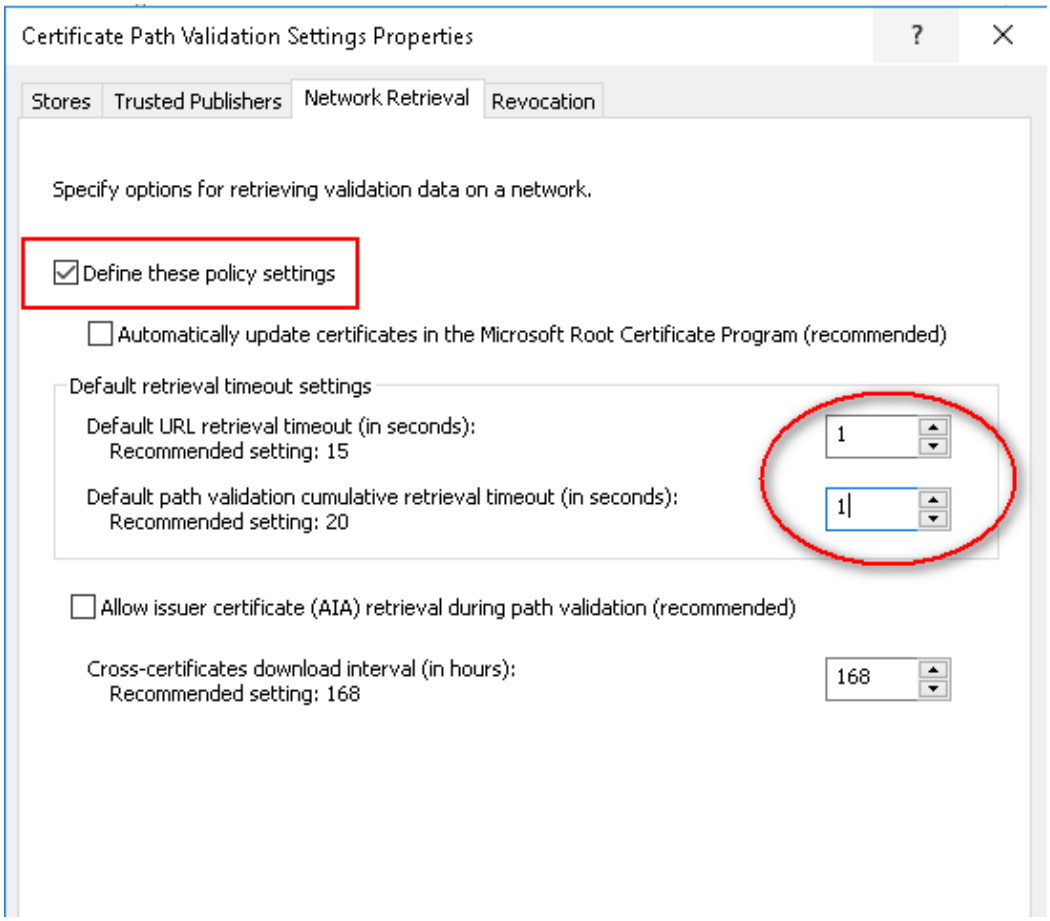
1) Execute **gpedit.msc** with admin privileges.

2) Select *Windows Settings -> Security Settings -> Public Key Policies -> Certificate Path Validation Settings*.



3) Edit the properties of *Certificate Path Validation Settings*, select the *Network Retrieval* tab.

4) Enable the flag "Define these policy settings", disable the other ones and set the two retrieval timeout to 1 second.



5) Apply the change, then restart Stonefax and IIS.

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The SIP invite coming from the CUCM and directed to the QME is rejected by the operating system; problems using network interface E1000/E1000e

to version Application Suite 201x (any version)
Applies from Application Suite 201x (any version)

Applies to

All Windows Server OS

Description

Symptoms:

QueueManager > QME is running but is not managing any incoming calls.
The SIP invite coming from the CUCM and directed to the QME is rejected by the operating system.
In a wireshark trace you can see that the TCP/IP stack of the operating system is sending back to CUCM an ICMP message "port unreachable".
If the "ping option" is enabled in CUCM Trunk configuration you can see it "Not Service"
Event viewer: > You can see some messages with event id "27" on "e1iexpress" errors

StoneFax > Fatal Error in Incoming/Outgoing
Event viewer: > You can see some messages with event id "27" on "e1iexpress" errors

Cause

Issue with E1000E: Link here

Network adapters: Link here

Solution

Change the network interface card from type E1000e/E1000 to VMXNET3

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How to modify sender name format in fax cover pages

Applies to:

Stonefax, IAS release 2020.Spring.1 and above

Description:

How to modify dynamic field "name" format, included in Stonefax cover page

Solution:

Sender name is included by default in StoneFax cover page as *name surname* (i.e. John Smith). It's possible to change the format to *surname name* (i.e. Smith John), by applying the following procedure:

- Create a copy of the file <StonevoiceAS>\Apps\Stonefax\Server\System**Stonefax.ini**
- Edit file <StonevoiceAS>\Apps\Stonefax\Server\System**Stonefax.ini**
- Under [Settings] add the following line:

```
CoverPageSenderNameFormat=SurnameName
```

- Save file
- Restart StoneFax service

You can revert name format any time, by changing above statement as: **CoverPageSenderNameFormat=NameSurname**

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How to handle the NANP (North America Numbering Plan) using the E.164-plus format

Applies to:

from Imagicle UC Suite 2017.1.1 up to 2020.Summer.1 release only.

Description:

The configuration described in this article is needed if all the following conditions apply:

- The Imagicle AppSuite is configured within a North America country, that is, having an International Access Code '011' in the Numbering Plan Settings page of the AppSuite.
- Users need to send faxes to domestic destinations or, generally speaking, to North America destinations using the +E.164 format (for instance: '+15551234567').

Without this configuration the destination number +15551234567 is erroneously meant by the system as an international destination and the wrong number 01115551234567 gets dialled.

How-to:

1) Login the Imagicle server via RDP and move to folder StonevoiceAS\Apps\Stonefax\Server\System

2) Make a copy of the file Routes.txt and rename it *CustomRoutes.txt*

3) Edit the new file and replace its content with one of those specified in the following paragraph 'Custom Routes', using the proper IP addresses.

4) Edit the file Stonefax.ini and add the following parameter in the [Settings] section:

```
[Settings]
...
CustomRoutes=1
```

5) Restart Stonefax from the WEB interface and try to send a fax to a North America destination using the +E.164 format (for instance +15551234567).

6) In case of HA configuration, repeat the same procedure for the other Stonefax nodes (CustomRoutes.txt file is not replicated across the cluster).

Custom Routes

In the following samples these IP addresses are used as primary and backup VG/PBX IP address:
192.168.150.11 --> Primary PBX node or VG
192.168.150.12 --> Backup PBX node or VG
Replace such IP addresses with your own, accordingly with the PBX configuration.

Single route, SIP signalling, PBX can route +E.164 numbers

Using these routes the destination number +15551234567 is dialled as +15551234567

```
modem:0111.*=sip:+<dn!3>@192.168.1.11:5060
modem:.*=sip:<dn>@192.168.1.11:5060
```

Primary & backup routes, SIP signalling, PBX can route +E.164 numbers

Using these routes the destination number +15551234567 isdialled as +15551234567

```
modem:#.0111.*=sip:+<dn!4>@192.168.1.12:5060
modem:0111.*=sip:+<dn!3>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
modem:#.*=sip:<dn!1>@192.168.1.12:5060
modem:.*=sip:<dn>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
```

Single route, SIP signalling, PBX cannot route +E.164 numbers

Using these routes the destination number +15551234567 is dialled as 5551234567

```
modem:0111.*=sip:<dn!4>@192.168.1.11:5060
modem:.*=sip:<dn>@192.168.1.11:5060
```

Primary & backup routes, SIP signalling, PBX cannot route +E.164 numbers

Using these routes the destination number +15551234567 is dialled as 5551234567

```
modem:#.0111.*=sip:+<dn!5>@192.168.1.12:5060
modem:0111.*=sip:+<dn!4>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
modem:#.*=sip:<dn!1>@192.168.1.12:5060
modem:.*=sip:<dn>@192.168.1.11:5060;OPAL-Try-Next=#<dn>;OPAL-Set-Up-Phase-Timeout=15
```

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How disable or edit the automatic service restart

Applies from Application Suite 2011.x
to version Application Suite 201x (any version)

Applies to:

IAS 2011.x and higher versions

Description:

By default, the Imagicle Stonefax service autonomously restarts every night at 01:10 AM.
This restart is a precautionary measure to avoid memory leaks that may happen on some Windows systems.

This article explains how to:

- change the time the restart is done
- disable the automatic restart

How-to change the restart time

1) Edit the file StonevoiceAS\Apps\Stonefax\Server\System\sfxAngel.ini and specify the hour (0-23) and the minute (0-59) you want the restart is done using the following parameters:

```
[Impostazioni]
RestartAtHour=2
RestartAtMinute=35
```

2) Save the file, then restart the server to apply the changes.

How-to disable the restart mechanism

If you want to disable the restart mechnaism at all:

1) Edit the file StonevoiceAS\Apps\Stonefax\Server\System\sfxAngel.ini and set the following parameter:

```
[Impostazioni]
RestartEnabled=0
```

2) Save the file, then restart the server to apply the change.

Fax header

Overview

The fax header is a text line printed by Stonefax on the **outgoing fax** at transmission time on the top of each page (but the cover page). It includes the following information:

- Transmission date and time
- Sender TSID
- Sender company name
- The recipient fax number
- Page number

For instance:

```
4/22/2020 3:42 PM    FROM:+15558127619 Acme Inc.   TO:15559876543     Pag.2/3
```

Transmission date/time

The transmission date/time reported on the header is the one of the latest transmission attempt.
Date and time are localized according with the system default settings of Windows.

Sender company name

A customizable string representing the sender compay name. This setting can be set either at:

- System level, in the "Company Info" section of the Application Settings;
- User level, using the specific user property. If empty, the system-level setting will be used.

Sender TSID

A customizable string (max 20 characters) representing the sender fax number (E.164 number) to be presented to the recipient party for a possible fax reply. This setting can be set either at:

- System level, in the "Company Info" section of the Application Settings;
- User level, using the specific user property. If empty, the system-level setting will be used.

If the TSID setting is empty both at system-level and user-level, the user fax number will be used as TSID when sending a fax.

Recipient fax number

This is the recipient number, as dialled by Stonefax. It does not include possible outgoing prefixes automatically added by Stonefax in the IP Routes settings.

Page number

The current page number and the total number of pages is printed.
The coverpage is not included in the pages count.

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How to change the locale and date format of fax header and coverpaqe

to version Application Suite 201x (any version)

Applies to:

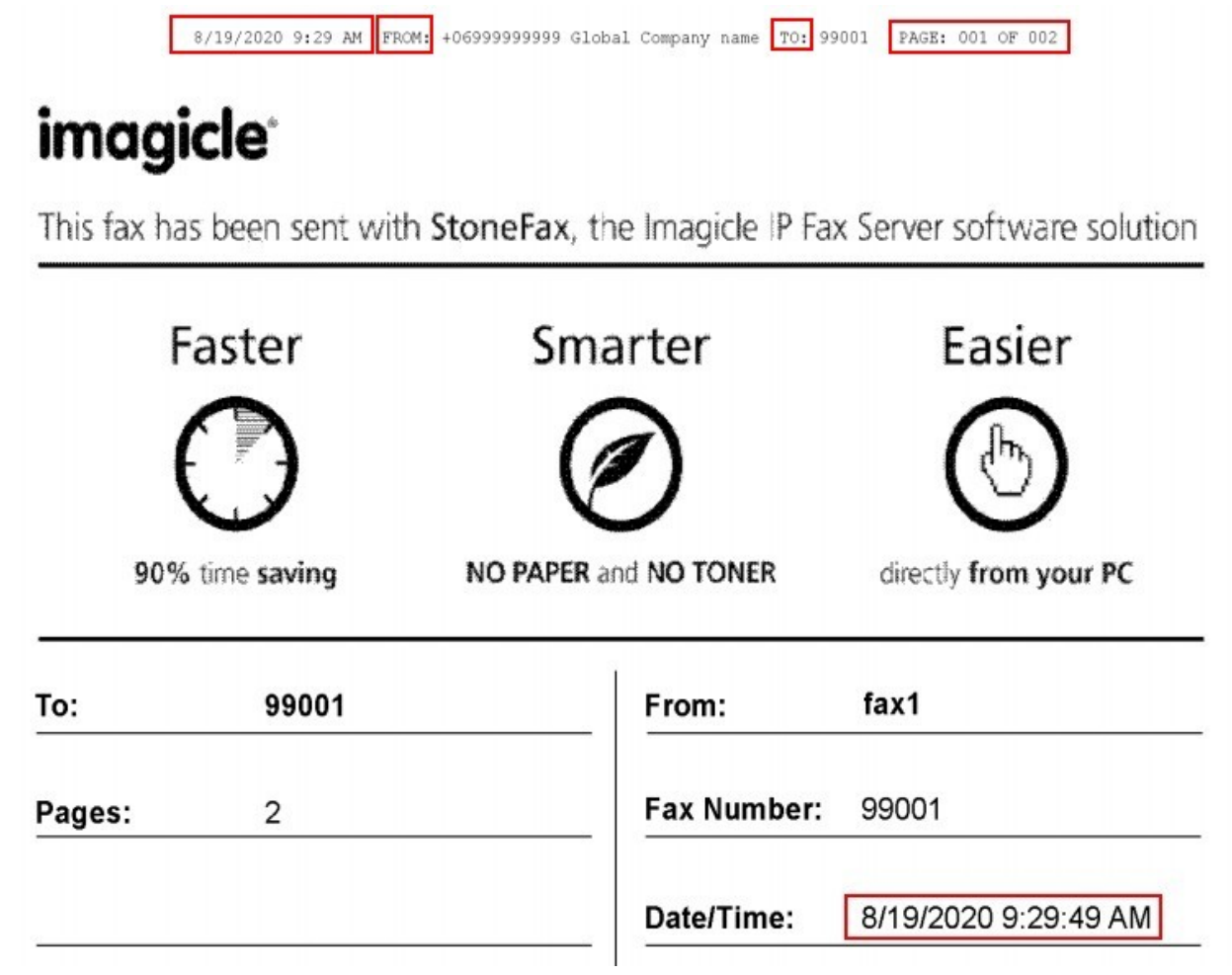
Any Application Suite version.

Description:

This article explains how to change the localization settings of Stonefax applying in the fax header (banner) and coverpage. The following text strings are affected:

- Fax header (applied to all pages):
  - Transmission date & time format: "14/6/2020"
  - Sender/recipient indication: "From:", "To:"
  - Page numbering translation: "Page ... of ..."
- Coverpage:
  - Transmission date & time format: "14/6/2020"

See the picture below for a sample:



How-to:

1) Login the AppSuite server using RDP with local administration rights.

2) Open the Windows *Control Panel --> Clock, Language and Region*

3) Select *Add a language* and add the language you need to set for Stonefax, if missing from the ones already configured. NOTE: you may need to install on Windows an additional language pack, if the needed language is not included in the pre-installed Windows package. This operation may take some time and could require a system reboot.

Set the preferred language as first language of the list of the configured languages.

4) Open the Windows *Control Panel --> Clock, Language and Region --> Change date, time or number formats*
Adjust here the date and time format, if needed (in particular the short date and long time settings).

5) Move to the *Administrative* tab of the same form. Select Copy Settings, enable both the checkboxes:
[X] Welcome screen and system accounts
[X] New user accounts
Confirm and restart Windows, as requested.

6) Login Windows as local administrator again.

7) Open the Windows *Control Panel --> Clock, Language and Region --> Change date, time or number formats*
Then select the *Administrative* tab.

8) Press "Change System Locale" and select the language settings you want apply to Stonefax.

9) Confirm and reboot Windows, as requested.

Starting this point, Stonefax will use the new system settings you applied.

For high availability configurations, repeat the same procedure for all Imagicle servers in the cluster.

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How to automatically delete fax documents from Imagicle server, once processed

Applies to:

Stonefax, IAS release 2020.Spring.1 and above

Description:

How to set a fax document retention equal to ZERO

Solution:

It's possible to automatically delete any fax document once it has been processed, by applying the following procedure:

- Edit file <StonevoiceAS>\Apps\Stonefax\Server\System**Stonefax.ini**
- Under [Settings] add the following line:

```
DeleteFaxDocumentsImmediatelyAfterProcessing=1
```

- Save file
- Restart StoneFax service

When above flag is set to 1, fax documents are immediately deleted after processing (mail notification, print, archive). Outgoing fax tiff file is deleted when the fax has been actually sent and an mail notification has been sent back to the sender, if this feature is enabled.
Incoming fax tiff file is deleted when the fax has been received and email notification, network print and archive have been completed, if these features are enabled.

Please allow up to two minutes for TIFF file to be fully deleted from file system.

imagicle

How to increase the maximum upload file size for Digital Fax attachments

to version Application Suite 201x (any version)
Applies from Application Suite 201x (any version)

Description:

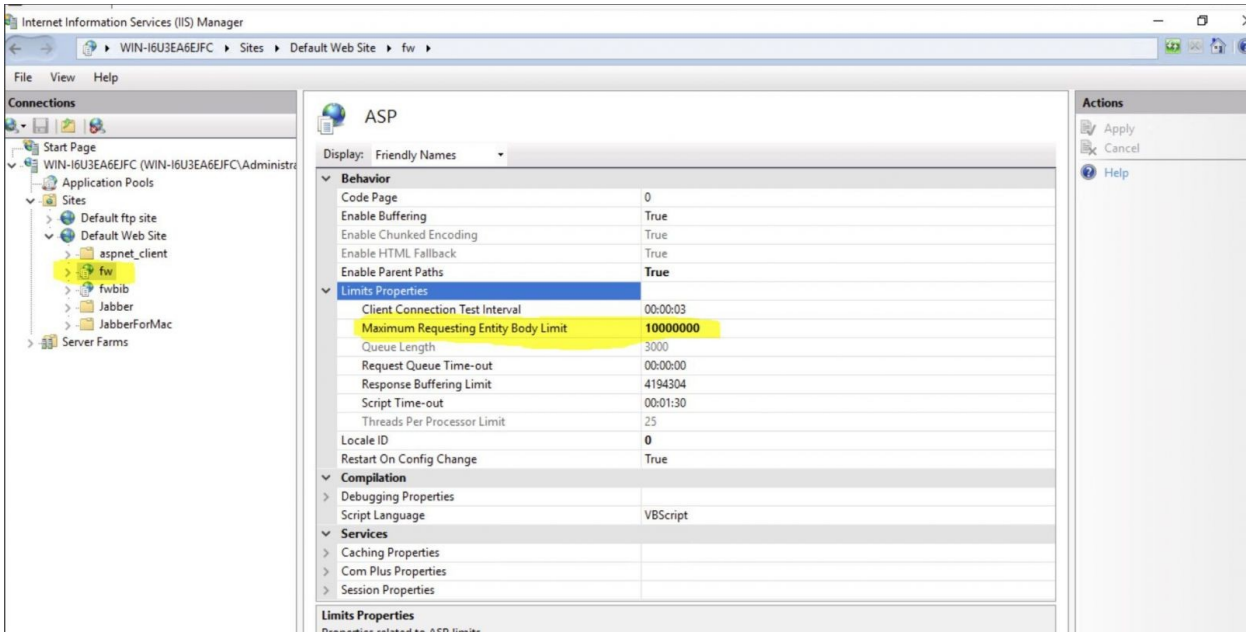
When handling digital fax transmission from the Imagicle UC Suite web portal, users may encounter issue while uploading fax attachments larger than 10 MB, resulting in an error message "500 Internal Server Error".

This is a limit of IIS Web server, that can be anyway modified when required.

How-to:

To increase the maximum file size proceed following below steps:

1. Connect via RDP to the Imagicle Server
2. Access to the Administrative Tools and open the IIS Manager
3. Go to Sites, select Default Web Site then "fw"
4. Double-click on "ASP"
5. Expand "Limits Properties"
6. Edit the "Maximum Requesting Entity Body Limit" (default 10000000)
   10 000 000 = 10MB
7. Perform an IIS reset



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How to bind the Digital Fax service to a specific IP and/or port

to version Application Suite 201x (any version)

Description:

This article describes how to configure the Digital Fax service to use a specific IP and/or port for network communications. This is useful when you need:

- to bind the fax server to a specific IP address in case of multihomed servers, that is, having multiple IP addresses;
- to make the fax server listening on a port different from the default one (SIP 5060).

How-to:

Since the binding settings are node-speciifc parameters and since the Stonefax.ini file is replicated as-is across an Imagicle cluster, node-specific sections must be defined in the Stonefax.ini file:

1) Retrieve the Node ID of the node from the support page.

2) Edit the file StonevoiceAS\Apps\Stonefax\Server\System\Stonefax.ini and add the following section and parameters:

```
[Node:<Node Id>]
ListenInterface=<IP address>
ListenPort=<Port number H.323>   <<<< For H.323 configurations only
ListenPortSIP=<Port number SIP>  <<<< For SIP configurations only
```

3) Save the file and restart the Digital fax service on the specified node

4) In case of cluster configurations wait the Stonefax.ini changes are replicated across the cluster and repeat the same procedure for all the nodes.

Examples

Single node with multiple IP addresses, set a specific IP address:

```
[Node:UCIMGFAX]
ListenInterface=172.45.1.23
```

Single node, change only SIP port:

```
[Node:UCIMGFAX]
ListenPortSIP=5080
```

Single node, change only H.323 port:

```
[Node:UCIMGFAX]
ListenPort=1724
```

Cluster - set a specific IP address on each node:

```
[Node:UCIMGFAX-DA]
ListenInterface=172.45.1.23

[Node:UCIMGFAX-SF]
ListenInterface=172.45.2.23
```

Cluster - set a specific IP address and SIP port on each node:

```
[Node:UCIMGFAX-DA]
ListenInterface=172.45.1.23
ListenPortSIP=5080
```

```
[Node:UCIMGFAX-SF]
ListenInterface=172.45.2.23
ListenPortSIP=5080
```

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CVE-2021-34527 Windows Print Spooler Remote Code Execution Vulnerability

Applies from Application Suite 201x (any version)
to version Application Suite 201x (any version)

Description

A remote code execution vulnerability exists when the Windows Print Spooler service improperly performs privileged file operations. An attacker who successfully exploited this vulnerability could run arbitrary code with SYSTEM privileges. An attacker could then install programs; view, change, or delete data; or create new accounts with full user rights.

Cause

Microsoft Vulnerability
https://msrc.microsoft.com/update-guide/vulnerability/CVE-2021-34527

Solution

Option 1 - Windows Updates
KB5005010: Restricting installation of new printer drivers after applying the July 6, 2021 updates.

Option 2 - Disable inbound remote printing through Group Policy

1) Stop Digital Fax from UCSuite Web page

2) Open a command prompt

3) Execute this command

REG ADD "HKLM\SOFTWARE\Policies\Microsoft\Windows NT\Printers" /f /v RegisterSpoolerRemoteRpcEndPoint /t REG_DWORD /d 2

4) Restart the Print Spooler service
5) Start Digital Fax from UCSuite Web page

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How to configure network-clock options on Cisco ISR series routers

Applies to:

Cisco ISR series routers

Description:

The standard "network-clock partecipate" and "select" commands -important for the good working of Digital Fax application- are not available on Cisco ISR series routers.

How-to:

Please use the following commands to configure network-clock in your Cisco ISR series router:

- configure terminal
- network-clock synchronization automatic
- controller [t1|e1] slot/bay/port
- clock source line primary
- network-clock input-source priority controller [t1|e1] slot/bay/port
- exit

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How to Remove Spurious prefix in Subject field

Applies to:

Imagicle UC Suite ver. 2022.Winter.1 and above

Description:

Remove spurious prefix from Subject field, while using Digital Fax email-to-fax feature.

How-to:

Please access Imagicle UC Suite file system through a RDP session.

Locate the following file:

```
C:\Program Files (x86)\StonevoiceAS\Apps\StoneFax\Server\System\stonefax.ini
```

Edit it with Notepad and add the following line:

```
[MailToFax]              â   Section tag
SelectSubjectTags=       â   String to be removed from subject
ReplaceSubjectTagsWith=  â   Optional String that replaces previous one
```

When you add the string to be removed, you must use a Regex expression. As an example, if you need to remove [ACME], relevant Regex is: "^\[ACME\] "

If you just need to remove the prefix string, then you can leave the Â«ReplaceSubjectTagsÂ» empty.

In case of problems while applying above rules, you can check the following log file:

```
C:\Program Files (x86)\StonevoiceAS\Var\Log\StoneFax.Core.Service\StoneFax.Core.Engine.log
```

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How to change MS-Office 365 Service URL to support regional and govt. services

Applies to:

Imagicle UC Suite or UC Cloud Suite ver. 2022.Summer.1 and above

Description:

Some regional entities and US Govt. Defence are using Office 365 email services different than standard worldwide "offfice365.com" service. This KB describes how to change from standard O365 domain to a specific one, as per customer choice.

How-to:

Please access to Imagicle UC Suite through a RDP session and edit the following file with Notepad or N++:

C:\Program files (x86)\StonevoiceAS\apps\stonefax\Server\System**stonefax.ini**

Check for parameters section called **[EwsOAuth_Parameters]** and amend the following items, according to desired regional service:

- **ServerUrl**=https://outlook.office365.us
- **AuthenticationUrl**=https://login.microsoftonline.us

Save file and restart Digital Fax service from web portal service and proceed with standard O365 OAuth2 web portal configuration: *Digital Fax â Application Settings â Outgoing Faxes*

Troubleshooting

In case of errors while connecting and/or authenticating against the regional O365 service, please have a look at the following log file: C:\Program files (x86)\StonevoiceAS\var\log\StoneFax.Core.Service**ApplicationSuite.log**

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How to tweak SIP Invite SDP header to negotiate Echo Cancellation and Silence Suppression

Applies to:

Imagicle Digital Fax rel. 2023.Spring.1 and above

Description:

How to improve G.711 pass-through FoIP negotiation, to grant more interoperability

How-to:

If the remote fax recipient (or the FoIP network) can't negotiate T.38, Digital Fax falls-back to G.711, with a default handshake setup. This is sometimes causing some interop problems.

From 2023.Spring.1 release, it is possible to adjust two parameters, pretty important for proper G.711 negotiation:

- Silence suppression
- Echo cancellation

Please edit the following setting file: C:\Program Files (x86)\StonevoiceAS\Apps\StoneFax\Server\System**Stonefax.ini**

and add the following lines under [Settings] parameters:

- `EnableT38SilenceSuppression=` 0 â off 1 â on
- `EnableT38EchoCancellation=` 0 â off 1 â on

By default, both settings are not set within the SIP INVITE header.

Note: Please bear in mind that Imagicle Digital Fax VoIP engine does NOT supported above media attributes. They are just used to improve handshake, but actually both options are disabled on Imagicle UCX Suite side.

Once above settings are applied, please restart Digital Fax service. In a cluster, please restart the service in all nodes.