HylaFAX Enterprise Appliance Quick Start Guide

Appliance Installation

This document will guide you through the initial steps for installing the HylaFAX Enterprise Appliance. The Appliance can be downloaded at the following URL and then burned to disc or used directly with your virtual machine:

http://repo.ifax.com/iso/hylafax-enterprise-appliance.iso

Notes about using VMware, Hyper-V and other virtualization platforms

- The Appliance ISO is based on **RedHat/CentOS 7 64-bit**.
- If the installation fails because of a hard drive problem, try using a different type of virtual hard drive. For example, a virtual IDE hard drive instead of a virtual SCSI hard drive, or vice-versa.
- For VMware, use the "e1000" network adapter.
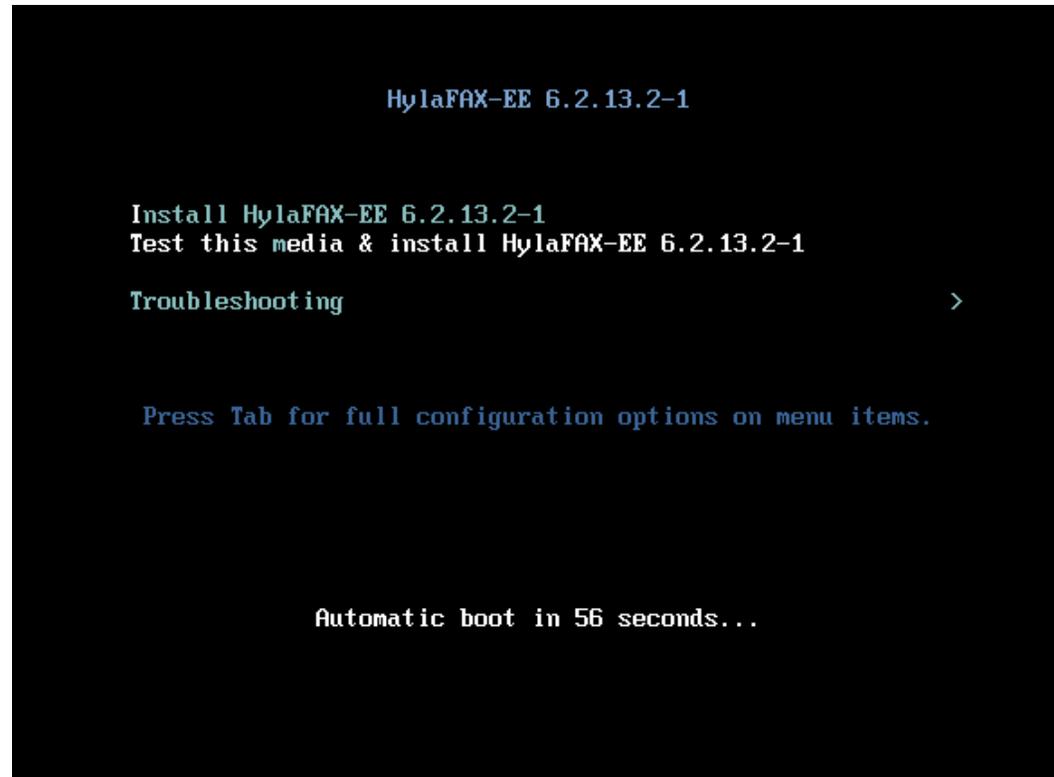- For Hyper-V, use the "legacy" network adapter.

Using Asterisk?

Review setup requirements for using Asterisk with HylaFAX Enterprise here:

http://www.ifax.com/asterisk

Power on your server (or virtual machine) and press ENTER at the installation prompt.

```
                       HylaFAX-EE 6.2.13.2-1


         Install HylaFAX-EE 6.2.13.2-1
         Test this media & install HylaFAX-EE 6.2.13.2-1

         Troubleshooting                                          >


          Press Tab for full configuration options on menu items.




                        Automatic boot in 56 seconds...
```

THIS WILL ERASE ALL DATA ON YOUR HARD DRIVE
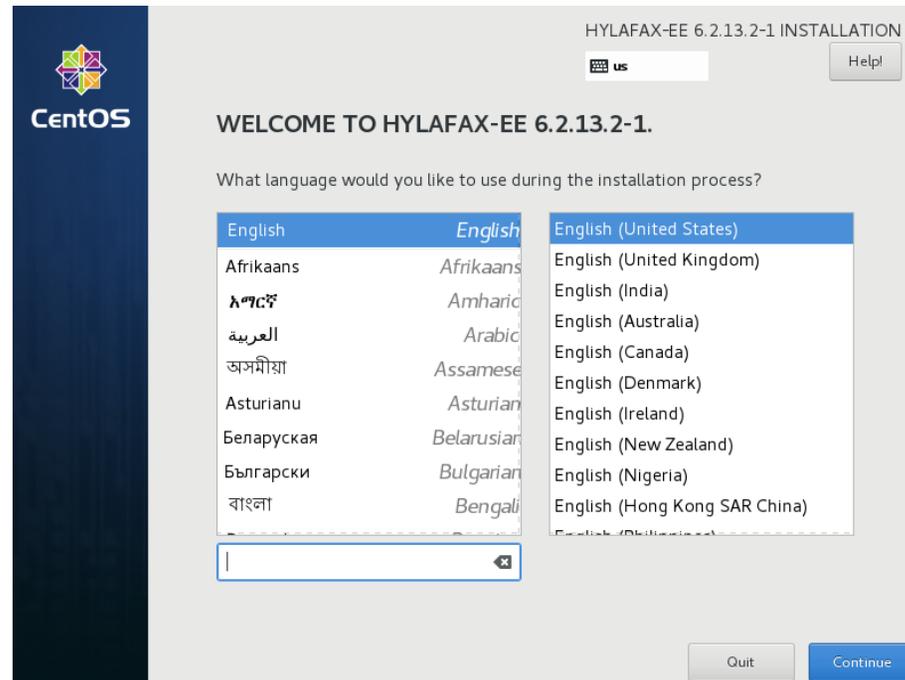
Select your language

Click on "Installation Destination" and then click "Done" to keep automatic partitioning
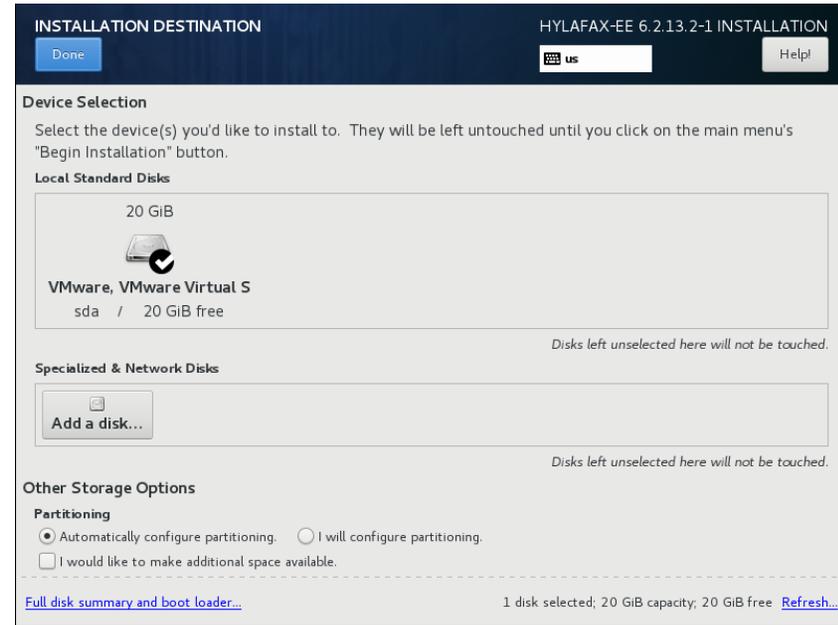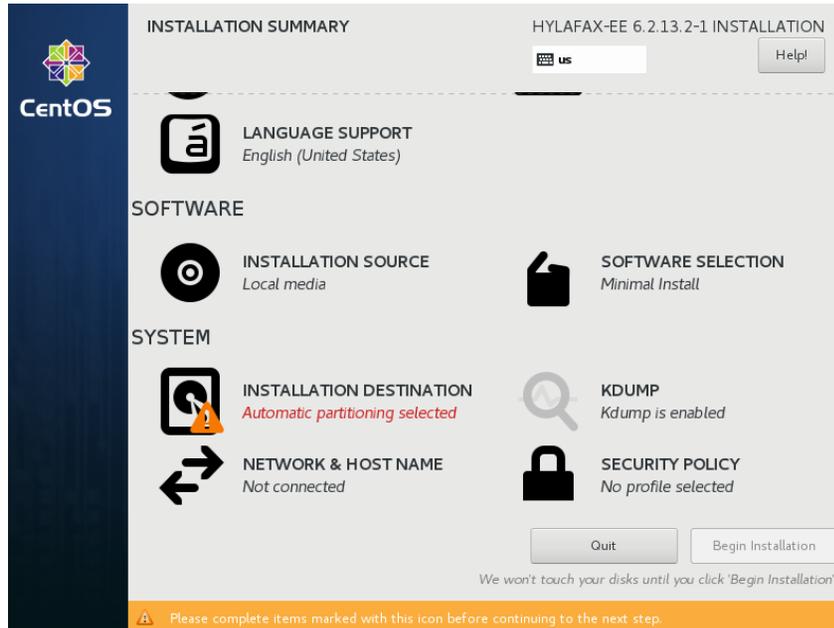

Then click the "Begin Installation" button.

NOTE: During the installation procedure, you must choose a password for the 'root' administrative UNIX user. This is not the web interface password.

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From the "**Advanced Options**" menu of the **HylaFAX Enterprise Appliance console**, select "**Activate License(s)**" in order to activate your appliance. Enter your **Serial Number**, then select "**Activate**" and press ENTER.
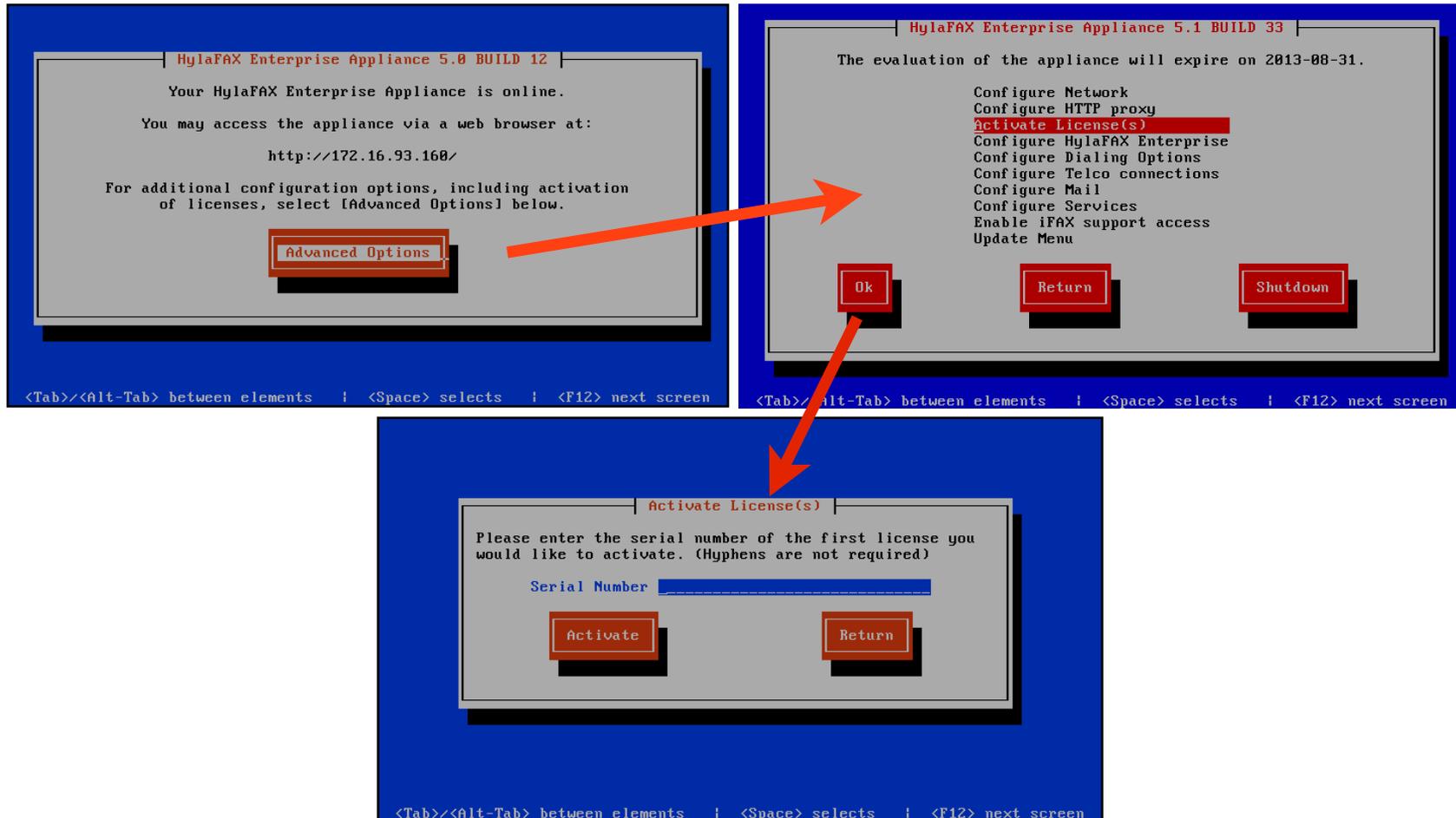
Configure Networking

Initially, the appliance will be configured for DHCP networking, which is sufficient for testing in fax loopback mode. However, **a static IP address is recommended for production servers** so that the IP address remains fixed across reboots. Furthermore, if you intend to use a third-party SIP provider, you may need to configure the server to use a public IP address in order to avoid any network address translation (NAT) traversal problems. The appliance does not support NAT itself, and generally assumes all SIP proxies, registrars or peers will reside on the same local network segment. If you configure the appliance to connect to a SIP provider on some other remote network without taking any special precautions, the two devices will normally fail to communicate as the SIP provider is trying to reach the appliance on what it sees as its public IP, which is usually the IP of the company's firewall or edge router instead of the appliance.

Expert tip With careful planning and configuration it is possible to use SIP/NAT proxy tools, firewall DMZ features, or SIP application level gateways (ALGs) to handle the tracking and rewriting of SIP packets and allow HylaFAX to connect to a remote SIP provider from behind a NAT on a private LAN, but this should only be attempted after first testing the connection to this provider with the appliance on a globally-routable, public IP address.

To configure a static IP address, select the **"Configure Network"** option from the Advanced Options menu. Select **"Edit Devices"** and press ENTER. Select **"eth0"** and press ENTER. Deselect "Use DHCP" and then enter the desired Static IP address, Netmask, and Default Gateway IP (not the SIP gateway) into the respective fields. Select OK and press ENTER, and then select **"Save"** and press ENTER to return to the Configure Network menu.

Next, you must setup DNS by selecting **"Edit DNS configuration"** and pressing ENTER. Enter the IP address of the Primary and Secondary(optional) DNS servers in the respective fields. Then select OK and press ENTER.

To save and apply your changes, select **"Save & Quit"** and press ENTER.

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You can connect to the HylaFAX Enterprise Web Interface with the following credentials:

Username: **admin**
Password: **password**

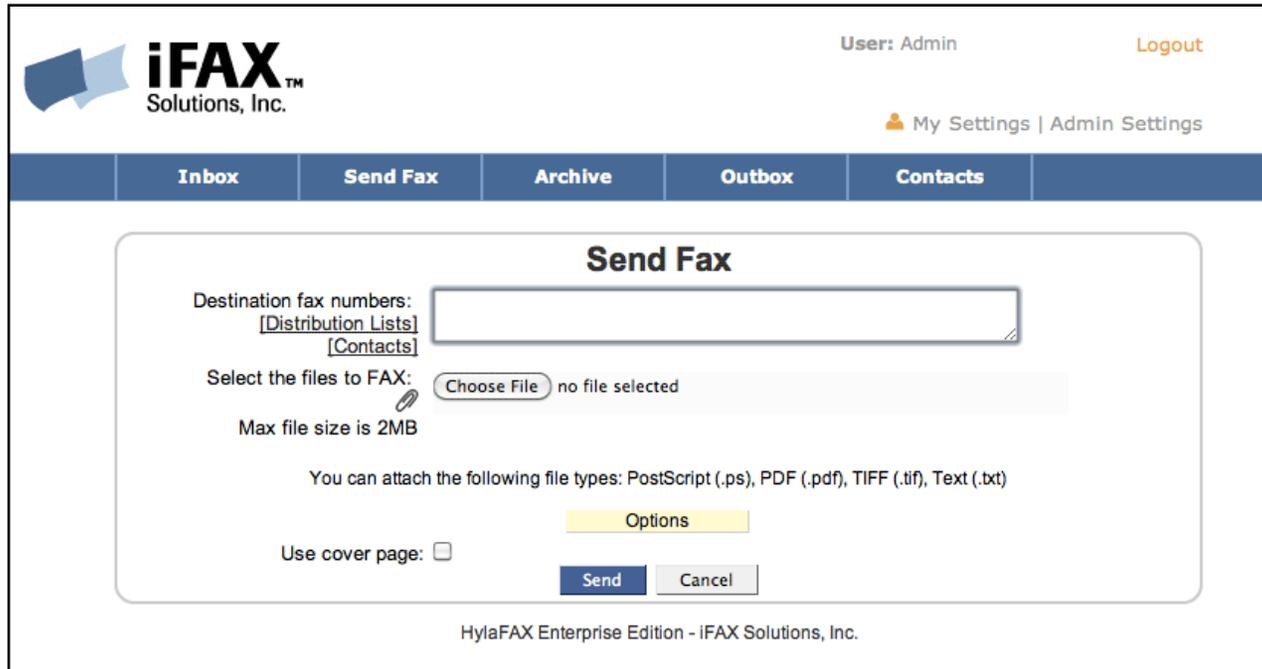Afterwards, you will be prompted to change the password for admin.

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The appliance is initially configured with two virtual fax devices operating in loop-back mode.

Click on "**Send Fax**" and send a fax to any fax number, and it should be received and routed to the Inbox.

NOTE: If you send a fax to **1-215-825-8792**, the first page of your fax will be faxed back to the number used in your Caller ID.

Tips for testing the Web Interface:

Three accounts are preconfigured in the Web Interface. They are 'admin', 'tech', and 'user', and they all share the same default password of 'password'.

The 'admin' is an administrator while the 'tech' and 'user' accounts are both normal users. There is a third account type called 'Super user' that is authorized to view all faxes sent and received on the server just like the administrator. However, a super user cannot login to the Admin Settings area (shown below).

By default, there are three DID groups configured. They are 1234, 1321, and 4321. If a fax is sent to a non-existent DID group, then it will be stored in the "Catch-All" group.

The 'admin' account has access to view all faxes received in every DID group including the "Catch-All" group. The 'tech' account only has access to view the faxes received on the '1321' and '4321' DID groups. The 'user' account only has access to the '1234' DID group. Therefore, if you send a fax to '4321', the users 'admin' and 'tech' will see the fax in the Inbox while 'user' will not. If you send a fax to '2175', only 'admin' will be able to view the fax because it will be stored in the "Catch-All" group.

You can create new DID groups and adjust user permissions in the Admin Settings area.
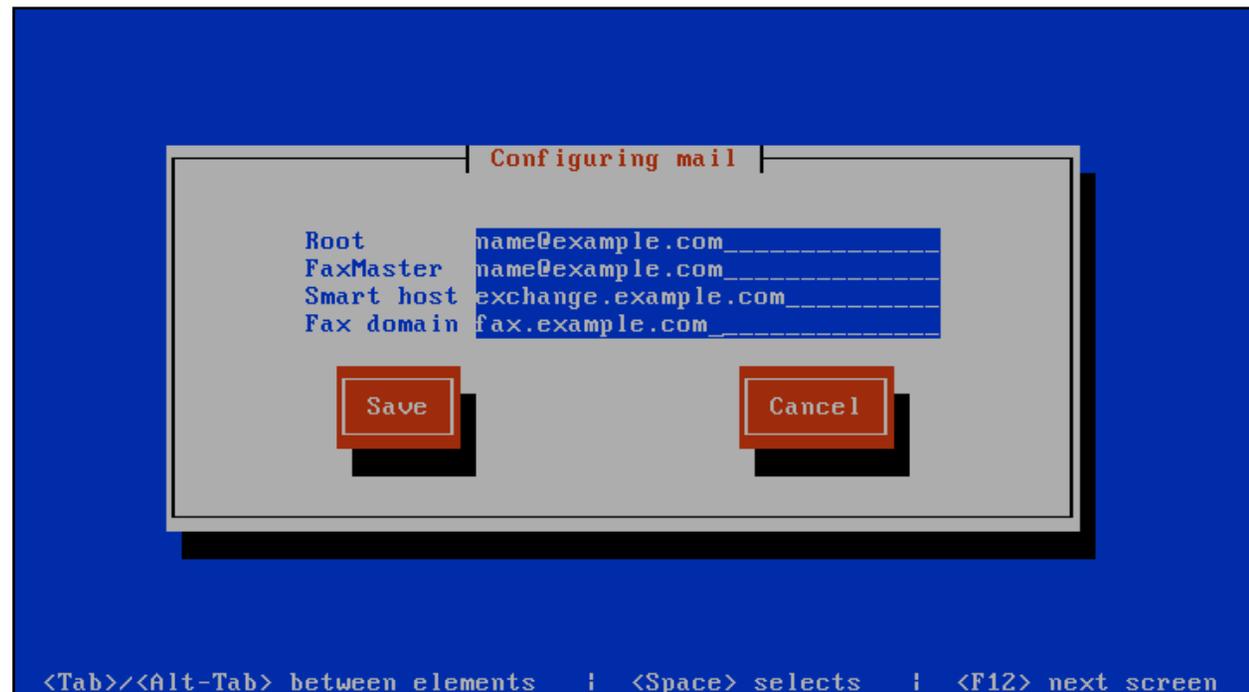
Configuring Mail

In the "**Configuring Mail**" area of the "**Advanced Options**" section, you can setup "Email to FAX" support, configure the appliance to route all outbound emails through a specific mail server, and setup email aliases for 'root' and 'FaxMaster'.

In order to configure "Email to FAX" support, you must enter the domain name that you intend to use into the "Fax Domain" field. In order to send faxes by email, the recipient must be addressed in **FAXNUMBER@fax.example.com** format where *FAXNUMBER* is the actual fax number. Keep in mind that your mail server must be able to lookup the Fax Domain in your network's DNS in order to deliver emails to the HylaFAX Enterprise Appliance and that the Fax Domain must **not** be identical to the appliance's "Hostname."

Some networks require all email to be handled by a specific mail server (ie: MS Exchange). The "Smart Host" setting allows you to configure that. Simply enter the hostname (or IP address) of your mail server into the "Smart Host" field.

The 'root' user is the system administrator while FaxMaster is used solely to receive periodic emails from HylaFAX regarding fax usage. In order to re-route all email sent to those users, enter the desired email address in their respective fields.

Finally, to apply your changes, select the "**Save**" button and press ENTER.

Enabling iFAX Support Access

Should you require assistance configuring your HylaFAX Enterprise Appliance, we will need to start a remote connection to your server in order to help. Before initiating the connection, please contact us at support@ifax.com for a "**Support Tunnel ID.**"

Once you receive the Support Tunnel ID, you must access the **HylaFAX Enterprise Appliance console** and select "**Advanced Options**" -> "**Enable iFAX support access**."

Enter the ID supplied to you in the "**Support Tunnel ID**" field, then select the "**Enable**" button and press ENTER. This creates a secure connection to our servers where we will be able to access your HylaFAX Enterprise server remotely and provide assistance.
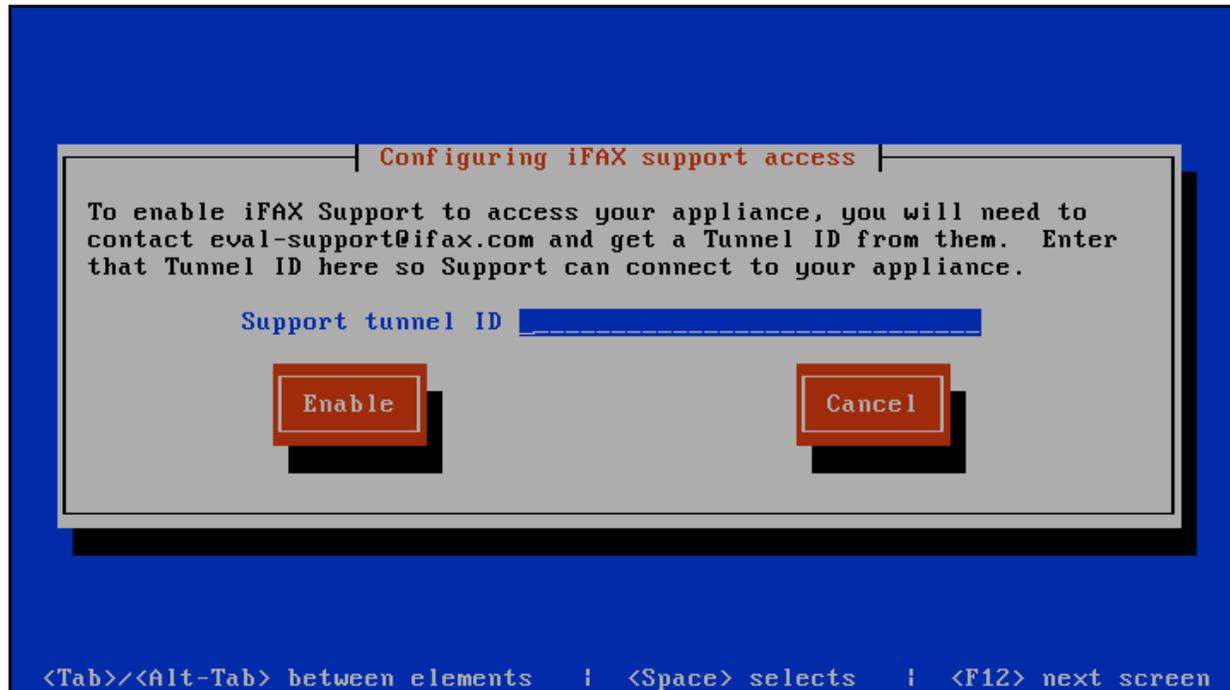
Configuring Telco Connections

In the "**Configure Telco Connections**" area of the "**Advanced Options**" section, you can configure HylaFAX Enterprise to use your SIP/T.38 gateway, your Brooktrout TR1034, or to allow you to manually configure your devices.

If you're evaluating HylaFAX Enterprise, leave the default number of boston devices as 2. Otherwise, enter the total number of channels you have purchased licenses for.

Next, select the **Type** of connection you'd like to configure using the UP and DOWN arrows and then select Next to continue. The currently supported types include: Manual (for manual configuration), SIP, H.323, T1 ISDN PRI, T1 Robbed bit, and E1 ISDN PRI.

For a SIP configuration, enter your SIP gateway's hostname (or IP address) in the "**Gateway**" field. If your gateway requires a SIP From URI, username, and/or password, enter the data in the SIP From, Username, and Password fields.

If your gateway requires SIP registration, select "Do SIP Registration" by pressing the SPACEBAR.

Finally, to apply your changes, select the "**Save**" button and press ENTER.

Configure Dialing Options
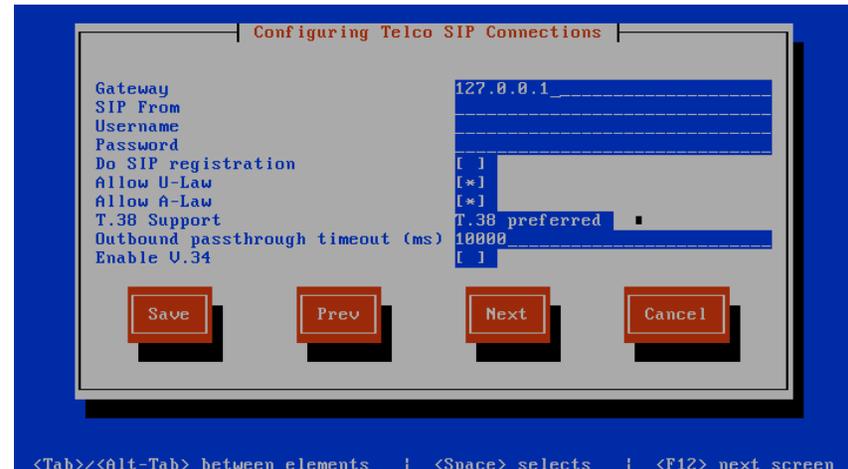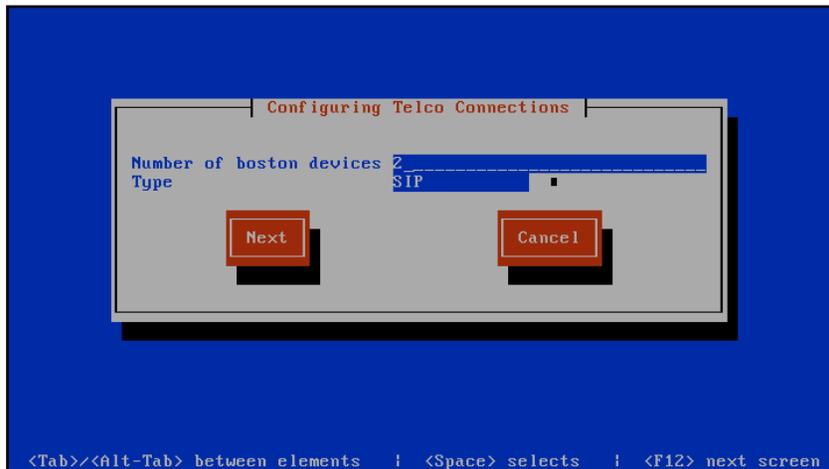
In the "**Configure Dialing Options**" area of the "**Advanced Options**" section, you can configure how HylaFAX Enterprise dials fax numbers for outbound fax jobs.

Should your phone system require dialing 9 (or another number) before the fax number, enter that number in the "**Outside Dialing Prefix**" field.

In the "**Local number min length"** field, enter the number of digits required for a local call.

In the "**LD number min length**" field, enter the number of digits required for a long distance call.

In the "**Other local area codes**" field, list any other local area codes that must not be dialed with the long distance code. Separated the area codes with a pipe symbol "l". For example: 212l213l214

If your phone system requires all calls to be dialed with your local area code, then enable "**Always dial local area code**." If your phone system requires all calls to be dialed with long distance code, then enable "**Always dial LD (Long Distance) code**."

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Activating Hardware Modems and T.38 Gateways

The HylaFAX Enterprise Appliance can be used with Mainpine and Brooktrout TR1034 fax boards. For assistance with this and more complex setups, please contact us at support@ifax.com.

The Linux Terminal

To access the Linux terminal, while connected to the HylaFAX Enterprise Application Console, press ALT-F1. The login is "root" and the password is the one you chose during the Appliance install.

Additional terminals are accessible by pressing Alt-F2, Alt-F3, Alt-F4, Alt-F5, and Alt-F6.

To return to the Appliance, press Alt-F8.

Accessing the Appliance via SSH

If you don't have physical access to the server's console, you can attach to the Appliance Console by running:
> **attach-console**

from a remote SSH connection. Simply press CTRL-\ to disconnect from the console when you're done.

Additional Information

The HylaFAX Enterprise Web Admin Guide
> http://www.ifax.com/quickdocs/hylafax_web_admin_manual.pdf

The HylaFAX Enterprise Installation Guide
> http://www.ifax.com/quickdocs/hylafax_enterprise_guide.pdf

Third-party SIP/T.38 Setup Guides
> http://www.ifax.com/quickdocs/index.html

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Introducing **HylaFAX Lite** (for iPad and iPhone)

HylaFAX Lite is a HylaFAX client application that allows you to:

- Submit PDF and TIF files from other apps as fax jobs to your HylaFAX server
- Keep track of your HylaFAX server's current status
- View received faxes and share them in PDF format
- List and cancel jobs in the outbound queue
- Use iTunes File Sharing to access the fax files you've downloaded onto your device
- Add an unlimited number of HylaFAX server accounts

* This app must be used in conjunction with a HylaFAX server. In order to access a HylaFAX server on a private network (ie. LAN), a specially configured firewall (or VPN) may be required.

[Click here to download from the iTunes App Store](#)

NOTE: To enable viewing your Appliance's received faxes using this app, edit */var/spool/hylafax/etc/CONFIG/site* and set the following:

RecvFileMode: 0644

Afterwards, execute the following command:

chmod 0644 /var/spool/hylafax/recvq/*.tif