# HylaFSP Quickstart Guide

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# Contents

# 1. Summary

HylaFSP is an extremely lightweight client for Microsoft Windows and Apple macOS that offers a tightly integrated and completely native faxing experience. It's perfect for non-technical users and allows you to fax from any application you can print from. It even integrates with Windows/Outlook and macOS Address Books!

For more information, visit us online:

https://www.ifax.com/products/hylafsp/

## 1.1. Microsoft Windows System requirements

- Windows 7, 8.1, or 10 (requires Workstation License)
- Windows Server 2008, 2012, 2016 (requires Server License)

## 1.2. Apple macOS System requirements

- macOS 10.7 - 10.13 (requires Workstation License)

# 2. Installation

## 2.1. Windows Install

Here are the steps for installing HylaFSP on the Windows platform:

1. Download HylaFSP

   https://www.ifax.com/software-downloads/

2. Double click on the HylaFSP setup.exe file and follow the on screen instructions

3. Open HylaFSP from the Windows Control Panel and do the following:

   a. Click on the "Server" tab and enter your fax server's IP address

   b. Click on the "User Defaults" tab and enter your HylaFAX username, password, and your email address in the respective fields

   c. Click OK

4. Restart MS Fax Services (or reboot the PC)

5. To print to fax, open a Notepad or Word document and select Print from the File menu

6. Select the "Fax" printer and click OK

7. When the Windows Fax & Scan wizard appears, select "Connect to a fax modem" and then choose all of the recommended options.

   > HylaFSP is a virtual modem for Windows Fax Services. Therefore, during the initial configuration of Windows Fax & Scan, you'll want to select "Connect to a fax modem" instead of "Connect to fax server".

8. In the next window that appears, enter the destination fax number and click Send

## 2.2. macOS Install

Here are the steps for installing HylaFSP on the macOS platform:

1. Download HylaFSP

   https://www.ifax.com/software-downloads/

   Click on the "Download" button for the HylaFSP macOS Client.

2. Double click the HylaFSP-install.dmg file to mount it to your Desktop
3. Double click on the HylaFSP Installer and follow the on screen instructions
4. In the System Preferences → HylaFSP interface, enter your HylaFAX server IP, username, password, and your email address in the respective fields
5. Close the System Preferences window in order to save your settings
6. To print to fax, open a TextEdit or Pages document and select Print from the File menu
7. Select the "HylaFSP" printer and enter the destination fax number in the "To:" field
8. Click the "Fax" button

# 3. License Activation

## 3.1. Windows

1. Open HylaFSP from the Windows Control Panel

2. Click on the "Registration" tab

3. If you have a HylaFSP serial number, click the Register button and follow the on screen instructions for entering your serial number

4. If you have a HylaFSP Site License server, click the "Use License server" checkbox, and enter your license server's IP address (this is usually the same as your HylaFAX server)

   > 🛈 The HylaFAX server must have ifax-lmgrd version 11.15.0 or newer.

5. Restart MS Fax Services (or reboot the PC)

## 3.2. macOS

1. Open System Prefences and click on HylaFSP

2. Click on the "Registration" tab

3. If you have a HylaFSP serial number, click the Register button and enter your serial number

4. If you have a HylaFSP Site License server, click the "Use License server" checkbox, and enter your fax server's IP address (this is usually the same as your HylaFAX server)

5. Close the System Preferences window

# 4. Firewall Configuration

HylaFAX uses passive FTP to communicate with the clients. A control channel is established on port 4559 and then a data channel is opened on a random passive FTP port. Therefore, your firewall must understand passive FTP on port 4559. For details on configuring the iptables firewall on the HylaFAX server, see the following guide:

http://www.ifax.com/quickdocs/hylafax_enterprise_guide.pdf

# 5. Troubleshooting

## 5.1. Logs

When troubleshooting problems, it is important to review the logs as they will help us find the cause of the problem that you're having.

### 5.1.1. Windows

To enable logging, choose a location where to store the HylaFSP.log file (ie: "C:\tmp\HylaFSP.log" without quotes), and place the path in the text field labeled "Debug file:" in the Server tab of the HylaFSP Control Panel interface. Afterwards, restart MS Fax Services, try to send another fax and the log will show the communication from HylaFSP to your HylaFAX server.

Also look in the Event Viewer → Application Log on your machine for any Fax Service related error messages.

### 5.1.2. macOS

To open the log, open System Preferences → Print & Scan and select HylaFSP. Afterwards, click the "Open Fax Queue" button. Once the "HylaFSP" window is open, select "Error Log" from the "Printer" menu.

## 5.2. Restarting the FAX Service

### 5.2.1. Windows

You can simply restart Fax Services (via the control panel) or via the command line (see below):

```
net stop fax
net start fax
```

### 5.2.2. macOS

This process is not required on macOS.

# 6. Uninstalling HylaFSP

## 6.1. Windows

HylaFSP can be uninstalled from the Windows Control Panel → Add/Remove Programs area.

Alternatively, in the HylaFSP directory there should be a file named `unins000.exe`. Execute this from the command line with the '/verysilent' option and HylaFSP will correctly uninstall itself and be removed from add/remove programs.

## 6.2. macOS

HylaFSP can be uninstalled by deleting the following:

```
/Library/Application Support/iFAX Solutions/HylaFSP/
/Library/PreferencePanes/HylaFSP.prefPane
/usr/libexec/cups/backend/hylafsp
```

And removing HylaFSP from System Preferences → Print & Scan.

# 7. Frequently Asked Questions

**How do I create a user for HylaFSP on the HylaFAX server?**

If you're using the HylaFAX Enterprise Web Interface, this can be accomplished by creating a user in the Admin Settings area. Otherwise, you must create a HylaFAX user with the `faxadduser` command.

Example:

```
# faxadduser -p passw0rd david
```

If you trust your internal networks, a rule at the beginning of the *hosts.hfaxd* file such as:

```
^.*@.*$
```

will allow any user password-less access to the server using any username they wish.

For more in-depth information, please see the `faxadduser` and 'hosts.hfaxd' manpages.

**Can I extend my trial license?**

Unfortunately it is not possible to extend the trial period. You could always install HylaFSP on another machine to continue your testing or purchase a copy. It is available for purchase online at www.ifax.com — a license key will be automatically emailed so you can unlock your trial version.

**Can HylaFSP for Windows be installed via the command line?**

Yes, you can run the installer from the commandline with the '/verysilent' flag.

**Is there a way to enable per-user profiles on Windows Vista, 7, and newer?**

Beginning with Windows Vista (including Windows 7 and Server 2008), Microsoft removed the ability for the FAX Service Provider modules to identify a user associated with a job. They completely removed the functionality. We've discussed this with Microsoft and the MS-FAX developers, and we were told that the functionality was removed permanently. That means from Windows Vista and newer, you'll only have a single per-machine HylaFSP configuration (ie. no per-user HylaFSP settings).

HylaFSP 4.0.7 will work on XP and Server 2003 as well as in Vista, Windows 7, and Server 2008. However, per-user profiles are only available on Windows XP and Server 2003.

**Do you have any tips for deploying and automatically configuring HylaFSP across our Windows network?**

To install HylaFSP without user intervention, you can run the installer from the command line with the '/verysilent' flag.

As for automatically configuring the software, certain settings can be set automatically via the Registry keys found at:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax\Device Providers\HylaFSP\0
```

And they are:

```
"ServerName"="10.0.10.120"
"ServerPort"=dword:000011cf
"LicenceFile"="C:\\Program Files\\iFAX Solutions\\HylaFSP\\HylaFSP0.lic"
"LicenceAddress"="10.0.10.100"
"ServedLicence"=dword:00000001
```

Those keys configure HylaFSP to use a license server at 10.0.10.100 and the HylaFAX server at 10.0.10.120. I would suggest first configuring HylaFSP in the Control Panel and then exporting that Registry entry for use during deployment.

As for user settings, you can create a default HylaFSP.ini file to be copied to:

```
C:\Program Files\iFAX Solutions\HylaFSP\config\__DEFAULT__\HylaFSP.ini
```

In that file, you can specify the default login, password, email, etc.

If you'd like, you can find a sample deployment script here:

http://people.ifax.com/~david/hylafsp/

And other related files here:

http://people.ifax.com/~aidan/HylaFSP/install/

Furthermore, if you use a logon.bat (or similar), you could try something like the following:

```
IF NOT EXISTS C:\Program Files\iFAX Solutions\HylaFSP\config\%username%\HylaFSP.ini \
C:\Program Files\iFAX Solutions\HylaFSP\HylaFSP.exe
```

That would launch the HylaFSP control panel application during login if that user hasn't yet saved any settings in HylaFSP. The above, coupled with a default HylaFSP.ini can lead to a somewhat pre-

configured HylaFSP installation for every user. And if your default HylaFSP.ini file Windows uses variables like %UserName%, then HylaFSP can automatically pre-fill some of the fields for the user.

Here's a short example of the ini file:

```
[User]
login=%UserName%
password=
email=%UserName%@domain.com
```

**Do you have any tips for connecting to a Site License server over a VPN?**

The FLEXnet licensing client (used by HylaFSP) tries to connect to the license server on ports 27000-27009 with a default connection timeout of 0.1 seconds. This timeout usually isn't a problem unless there is a bit of latency between the client and the license server, for example, with a VPN connection.

As of HylaFSP 4.0.3, you can modify the default timeout by using the following to add a 'FLEXLM_TIMEOUT' key to the Windows Registry:

```
--
Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax\Device Providers\HylaFSP]
"FLEXLM_TIMEOUT"="100000"
--
```

Save the content above as a .reg file in order to easily import the key into your registry. The default value is 100000 microseconds (0.1 sec), so you'll want to initially increase the value to 200000 or higher before testing.

After changing the timeout, remember to either reboot the PC or restart Fax Services (via the control panel) or via the command line (see below):

```
net stop fax
net start fax
```