


XMediusFAX – Release Notes

Version: 6.5.5

Release Date: September 2010

Thank you for your interest in Sagemcom. This document explains the evolution of XMediusFAX from previous versions. It describes the new features introduced and lists those that were changed. System requirements and supported hardware are available in the XMediusFAX Installation and Maintenance Guide.

 **Note:** Some of the features described in this document may be enabled or disabled depending on your XMediusFAX license. For more information, please contact us (see [Contact Us](#) on page 12).

About XMediusFAX

XMediusFAX is Sagemcom's advanced fax server solution built on the public standard T.38 Fax over IP (FoIP) protocol. Introduced in 2002, it is the world's leading and first software-only IP fax server solution. The XMediusFAX server connects directly to leading VoIP gateways such as those from Cisco, Avaya, AudioCodes and Alcatel and can interoperate with fax boards to preserve existing investments in network architecture. XMediusFAX is fully compliant on both Windows and Cisco AXP (Linux) platforms and interoperable with solution partner products of leading network application providers such as Citrix, IBM (Lotus), Microsoft, Novell, SAP, and VMware.

As an industry leading IP fax solution, XMediusFAX is offered in 4 editions, namely :

- **SP** Edition for Service Provider
- **EE** Edition for Enterprise
- **X** Edition for Express
- **AXP** Edition for use within the Cisco Integrated Service Router (ISR)

Each edition offers specific features pertaining to the faxing requirements of a given deployment scenario. In all cases, the XMediusFAX fax server software solutions ensure all customers of enhanced productivity, streamlined operations, lower total cost of ownership, and the benefits of operating within a virtualized environment, while facilitating "going green" by enabling a customer's migration to VoIP based network infrastructures.

New Features and Benefits

Administrative Audit Logging

With administrative audit logging, all actions performed by an Administrator (System or Site) to XMediusFAX are systematically and continually recorded. This level of logging has several benefits including accelerated troubleshooting through the ability to backtrack past modifications as well as increased security since all actions, including visualizing a fax, are recorded.

Administrative audit logging is a critical requirement for government and financial sectors where private information is exchanged / stored on the fax system.

Assistive technology and E-accessibility optimized

The XMediusFAX Webclient, MMC and WebAdmin have been optimized for use with assistive technologies, which are used by individuals that are visually impaired or have reduced mobility. Classified as an Information and Communication Technology (ICT), these XMediusFAX components comply with Section 508 of the US Rehabilitation Act and the European *e-inclusion* policy.

Delayed Faxing

Delayed faxing provides users the option to delay the transmission of their faxes to a later date and time. Delayed transmissions are visible in the users outgoing queue (WebClient), have a distinct icon in order to be quickly identified and can be rescheduled if needed.

Faxes can be delayed in order to benefit from off peak toll charges or to minimize the impact on system resources associated with large transmissions encompassing hundreds or thousands of recipients.

MS Office Internet Fax Service Integration

Using the XMediusFAX MS Office Internet Fax Service integration, users can now send faxes directly from MS Office applications without any additional desktop software. This integration does not require a monthly ISP subscription but rather leverages the XMediusFAX server.

From its simple and familiar interface, a user has only to provide the fax number to send a fax and will be automatically tied to their XMediusFAX user account (email). Users can easily track their faxes from the XMediusFAX WebClient and receive their notifications by email.

User Delegation

Delegation gives users the ability to grant access to other coworkers to their fax box via the WebClient. A delegate on the other hand can easily switch between their fax box and those they were granted access to in order to manage several fax boxes.

Delegation streamlines business processes such as those found:

- in call centers or workgroups where multiple users access a single central fax box,
- in law firms where executive assistants may be managing the faxes of multiple lawyers,
- in simple cases where someone manages the faxes of an employee away on vacation...

Users have complete control over which privileges they grant to a delegate and system Administrators have the option to enable or disable this capability per XMediusFAX site.

T.38 V.34 Support

XMediusFAX now supports the ITU T.38 V.34 communication standard which enables the system to transmit faxes at speeds of up to 33.6kbps using the IP T.38 protocol. Adoption of T.38 super G3 is increasing as it allows documents to be transmitted more than twice the speed of its predecessor V.17 (14.4kbps).

The V.34 support is configurable per peer – gateway or proxy – that communicates with the fax system; XMediusFAX will automatically select the highest possible transmission speed.

Changes in this Release

Enabling V.34 Support

- V.34 must be enabled in the license file.
- Automatic installation of the V.34 driver is not implemented in this release. Please review KB article #312732 which describes how to perform the installation manually.

Secure LDAP (LDAPS) Support in Directories Integration


In the context of the XMediusFAX Directories Integration, all communications with the LDAP Server can now be secured by using the LDAPS protocol (LDAP over SSL). The use of SSL can be configured in LDAP integration rules and in Active Directory NT Account Lookup Rules.

HTTP Secure (HTTPS) Support in SendFAX

In the SendFAX client's connection settings, users can now specify the fax server address (server name) with secure HTTP (HTTPS). This allows to support deployments where the WebClient is only available over HTTPS.

Default Fax File Format in the WebClient

The default fax file format – used for viewing a fax from the WebClient – remains `tif` however XMediusFAX administrators can now change this default to `pdf` for all users of the WebClient.

 **Note:** Please review KB article #313619 which describes how to perform this configuration.

Customizable “From” Address for Inbound Notifications

XMediusFAX administrators can now configure an alternate “From” Address that will be used for inbound e-mail notifications. The value supports fax variables such as the ANI of the incoming fax: this way, the fax notification recipients can send back a fax (by e-mail) simply by replying to the received mail notification.

This configuration can be managed differently per Mail Notification Profile.

Blank HTML Page Detection in the Body of Faxes sent by E-mail

Empty HTML body of e-mails will now be automatically discarded by XMediusFAX. This will avoid in some cases the addition of a blank page to the resulting sent faxes.

Phone Books Access through the Web Services

New methods are now available in the XMediusFAX Web Services, allowing to:

- retrieve information from the XMediusFAX public and private Phone Books;
- add new contacts to an XMediusFAX User's private Phone Book.

Russian Version of XMediusFAX User Clients and User Guide

All of the XMediusFAX user clients are now available in Russian. Also, all related documentation – PDF User Guide and CHM/HTML online helps – are offered in Russian.

Documentation Link in Start Menu

The folder containing all XMediusFAX PDF documentation can now be accessed through a link from the Start Menu of Windows (**Start ► All Programs ► XMediusFAX ► Documentation**).

New/Updated Third-Party Software

- The Eicon SDK, used for interactions between XMediusFAX and Eicon fax boards, has been updated to version 5.5.1.
- The Boston SDK, used for interactions between XMediusFAX and Booktrout (Tr1034) fax boards, has been updated to version 6.3.
- The Ghostscript interpreter, used by XMediusFAX for the rasterization of PDF or PostScript files, has been updated to version 8.71.
- Transym OCR, used by XMediusFAX for routing incoming faxes according to their content through optical characters recognition, has been updated to version 3.0.

Documentation and Knowledge Base

Technical Documentation Purpose

Technical Documentation gives all general information for:

- XMediusFAX installation and maintenance
- XMediusFAX administration
- XMediusFAX users needs


Technical Documentation Location

XMediusFAX Technical Documentation is offered in Online Help – accessible from all concerned Windows or Web Clients – and also in PDF files:

- On the installation CD, in the `Documentation` folder
- Under the `Doc` folder in the XMediusFAX installation path
- On our Website: <http://downloads.faxserver.com/documentation>

PDF Documents

Guide	Available Languages
XMediusFAX <i>Installation and Maintenance Guide</i>	EN, FR
XMediusFAX <i>Administrator Guide – Windows (MMC Snap-In)</i>	EN, FR
XMediusFAX <i>Administrator Guide – Web (Web interface)</i>	EN, FR
XMediusFAX <i>User Guide</i>	EN, FR, DE, ES, IT, PT, RU

 **Note:** A PDF of the *Database Schemas* is also available in English (installation CD only).

Knowledge Base Purpose

The Knowledge Base gives advanced/specific information and help (in addition to the Technical Documentation provided with the product).

It regroups more than 300 KB Articles (and related FAQs):

- “Troubleshooting” procedures to fix or give workarounds on known issues
- “How To” procedures to reach specific goals (e.g. advanced configurations)
- “Reference” explanations on specific software elements/features/interfaces

Knowledge Base Location

- On our Website: <http://kb.faxserver.com>

Supported Features and Requirements

Additional/Updated Support

Support of the following items has been **added** to this release of XMediusFAX:

- MS Office 2010
- Firefox 3.6
- Windows 2008 Terminal Server R2 (64-bit)
- Xen Server 5.0 (Citrix)
- Avaya G450 Media Gateway
- IP PBX:
 - Cisco Unified Communication Manager 8.0
 - Avaya Communication Manager 5.2.1
 - Alcatel OmniPCX Enterprise 9.1.x

Full Requirements Lists

To know the full lists of installation requirements and supported features regarding this release, please refer to the XMediusFAX *Installation and Maintenance Guide*, in the following sections:

- Server Requirements (hardware and software)
- Client Requirements (hardware and software)
- Communication Peripherals (supported Mail Servers, Fax Boards and T.38 (VoIP) Gateways)
- Supported MFPs

Installation and Upgrade Instructions

Before any XMediusFAX installation or upgrade, please review the XMediusFAX *Installation and Maintenance Guide*.

Installation

- When installing on a version of Microsoft Windows that includes the User Access Control feature (UAC) – since Vista or 2008 – by running the MSI instead of the `setup.exe`, if the (UAC) is activated, the third-party installer will not start and the MMC Snap-In registration will fail.
- If you want to use XMediusFAX with a fax board, the fax board drivers must be installed prior to the fax server installation. Please refer to the XMediusFAX *Installation and Maintenance Guide* for fax board driver information.

Server Upgrade

- Backup:

It is strongly recommended to create a backup of your system before upgrading.

All the instructions are in the XMediusFAX *Installation and Maintenance Guide*.

- Minimum eligible and supported version(s) for an upgrade to version 6.5.5:

- XMediusFAX 6.5.0.115
- XMediusFAX 6.0.0.131
- XMediusFAX 5.5.2.28

- License:

After the upgrade, you may need to install a new XMediusFAX license (please contact our Support team for more information).

Please contact our Support team (see the section: [Contact Us](#) on page 12) if you have any issues with the upgrade or if your current version of XMediusFAX does not appear in the list of eligible versions.

Clients Upgrade

Any and all Microsoft Management Consoles (MMC) for XMediusFAX that are deployed must be upgraded to this version.

It is also strongly suggested to upgrade all XMediusFAX clients, including SendFAX and the Outlook/Notes forms although they are backwards compatible.

Fixed Issues

All the following issues have been fixed in this release (6.5.5).

Defect Number	Component	Summary
10956	Fax Archive	The Failover may fail because of pending transactions
11959	Documentation	In Active Directory, wildcards cannot be used in search filters (ldap queries) for attributes of type DN (like memberOf, distinguishedName, ...)
14979	XML Gateway	File filters >> The setting: COVERSHEET=none in the .ini files has no effect. The default cover sheet defined on the user profile is always used.
15036	SMTPGateway	SMTPGateway >> Should take in consideration the "Reply To" field in the SMTP header, if present/different from the "From" field, for Notifications destination
15203	Driver	Fax Driver >> Outbound fax failed with error 403, the call summary in the driver log is blank
15232	Web Client	Phone Book: for a large contact group, faxes are not submitted - "Recipient has no fax number"
15371	Web Administration	Web Admin >> Risk of DoS (Denial of Service) attack
15372	Web Client	Web Phone Book >> Risk of DoS (Denial of Service) attack
15455	Driver	Extra spaces are not removed from the Remote CSID on recovered inbound faxes

Defect Number	Component	Summary
15481	SMTPGateway	Folder Destination >> The SMTP gateway crashes if there's no metadata path and if the checkmark is left on "drop metadata" in the notification tab.
15484	Web Administration	WebAdmin: on an intra-replicated system, the WebAdmin can not log in when the primary machine is down
15526	Gateways (All)	Python routing: Date/Times are local (not UTC) and "naive" (don't have time zone info)
15529	Rasteriser	The rasteriser does not close Open Office and Word Perfect after rasterization
15545	SendFAX	SendFax >> The hardcoded limit of 47 characters in the subject line is too short
15552	Web Administration	WebReport: reports cannot be generated for a large data base: Exception: java.lang.ClassCastException:java.lang.OutOfMemoryError
15556	Driver	SIP Driver >> The driver returns the wrong error message when a re-invite media is not acceptable
15561	Installation	Installation: WinPcap (3rd party) installer doesn't consider a changed destination path for installation
15562	Web Administration	WebReport: the processing time is too long (especially for Hourly Usage report)
15575	Web Administration	WebPhoneBook >> Phone Books are not accessible after session-timeout
15586	Web Client	Web Compose & Phone Book: The auto-complete feature only searches for values beginning with the user input (no in-string search)
15592	Installation	First Time Setup Wizard fails to configure the fax system because it does not wait enough after the new site creation
15596	Web Administration	WebReports >> Nothing is displayed when clicking the Table of Contents button
15601	Documentation	Documentation >> Admin Guide should state that WebReports can be exported to Excel files
15604	Installation	Installation : in a french XM installation the term "Deleting Tomcat 5 service" (and other terms) should be translated
15613	Rasteriser	The font specified in the "comment" field of a Cover Sheet is not respected
15626	Web Client	Web Client>> A Message error "Unhandled Exception:java.lang.nullPointerException" is displayed when refreshing the page using F5
15657	Fax Manager	FaxManager >> Add a timeout to notify gateways and faxarchive
15658	Driver	SIP Driver doesn't handle properly transactions with stateless SIP proxies
15659	OutlookForm	Outlook forms: spelling error on spanish form, "Information del remitente" tab
15660	SMTPGateway	Unicode characters are not rasterized properly when they are typed in the HTML body of an email
15665	Installation	PublishForms cannot create the Organizational Forms Library (for each language) on Exchange 2010
15674	Config Manager	XMConfigManager crashes after some minutes when "offsite" and "backup" XMF services are stopped (Inter- and Intra-System Replication context)
15720	Documentation	Documentation >> Installation Guide >> Missing requirement for IIS 7 > Windows Authentication

Defect Number	Component	Summary
15754	Media Store	MediaStore>> Keeping files from MediaStore open for too long causes problems when the "Data" folder is on a NAS server
15759	Driver	SIP Driver handle leak
15763	Other	Reassign the MySQL default temp folder
15788	Driver	SIP Driver >> Channel is stuck in "Ready to receive" status
15802	Driver	XMFaxDriver >> the Pause generated by one comma is too long (3.5+ seconds per comma)
15804	SendFAX	SendFax >> Unable to connect to the server through a proxy that requires NTLM authentication
15805	Documentation	KB Article >> Create a KB Article to report that PublishForms won't work on Exchange 2010 if "Update Rollup 1 for Exchange Server 2010 (KB976573)" is not installed
15807	Web Administration	WebAdmin: It is not possible to change CoConfig settings (ConfigManger settings are changed instead)
15812	Rasteriser	The functionality that kills lingering processes in the rasterizer is broken in 5.5.1.71 (hotfix), in 6.5.0 (release) and over
15817	Web Client	WebClient >> The "Send Fax" button is not disabled in the Contacts tab if the user is not allowed to fax
15824	Other	PCL to Fax>> PclMon fails to rename .tmp file to .pcp with error 183
15835	Driver	FaxDriver >> SIP over TCP - not able to send new faxes after TCP connection to VoIP peer have been interrupted and reestablished afterwards
15836	Driver	XMF 6.5 - The driver crashes while performing tests in a specific OXE9.1 environment
15846	Web Client	WebClient >> Auto Recovery problem in the WebClient after having restarted all services
15848	Driver	SIP Driver >> Must be capable of receiving SDP with a connection address of 0.0.0.0
15856	Web Administration	When creating a new Site Incoming Routing direct rule, the pattern value is not saved
15888	Web Administration	The Webadmin doesn't show the correct destination name on the LCR Table
15897	Rasteriser	Bad horizontal alignment for comments on rasterised coversheets
15898	Other	Mail Notification Profiles >> The word 'occurred' is spelt incorrectly.
15899	Web Administration	Web Report::The Tooltip of the calendar is displayed in English, even though the user's login language is French
15900	CoverSheetEditor	Cover Sheet Editor >> the French 'General' variables are displayed in English
15901	Driver	SIP driver>> the DID cannot be parsed properly from the INVITE message
15917	Driver	SIP driver>> as per standard for T38 in our Re-Invite for T38, Media Attribute values should be omitted
15925	OutlookForm	Outlook Forms in German: there are spelling errors
15933	Driver	Eicon board >> Faxes are failing with error code 706

Defect Number	Component	Summary
15944	Driver	SIP TCP: The driver might crash when the connection is closed by the remote immediately after finishing sending the message queue.
15948	Driver	CANCEL requests sent to the SIP Peer are causing memory leaks.
15949	Documentation	Notifications to printer destinations and rasterization won't work on a 64 bit OS if the XMDocumentRasterizer and the XMSmtpGateway services are not running under the same account
15952	Driver	T.38 Driver >> Problem sending faxes to Lexmark MFPs
15953	Web Administration	WebAdmin >> A joined host without any XM service is not correctly handled in WebAdmin
15954	Installation	The tomcat5 service will fail to start (and XMediusFAX installation will abort) if version 1.6 of java is installed prior to running the XMediusFAX installation
15971	SMTPGateway	SMTPGateway >> SMTP authentication requests are failing due to 'double enter' sent with user details.
15974	Driver	SIP Driver >> the Receive channel jammed when the peer sends a provisional reponse, but never sends a final response to the re-INVITE
15978	Fault Tolerance	File corruption when the disk is full
15979	Documentation	Documentation >> WebServices >> Installing new certificate for Tomcat: "validity" parameter is missing
15980	Rasteriser	Rasterizer >> french text is needed in rasterizer's ini files for french versions of popups
15982	Fault Tolerance	A backup component which fails to become primary remains in fault
15984	Installation	The xminstallo.log file is not copied to the XMediusFAX Trace folder anymore, if the user account and the system account don't point to the same temp folder (which is typically the case)
15988	SMTPGateway	SMTP Gateway >> the service crashes when doing OCR routing with a bad fax without tiff.
15993	PrinterDriver	Cannot print a fax to SendFAX when multiple console sessions exist in Windows 7
16020	Config Manager	Directories Integration >> Special treatment for 'fax=*' in LDAP directory searches
16023	SMTPGateway	SMTP Gateway>> Allow Date/Time formatting for the file name in Folder Destinations.
16026	Web Client	Web Client - Intermittent Unhandled Exception for property coverSheetOptions
16028	NotesForm	Notes Forms: Search in address book stops if the user does not have access to some of the phonebook databases
16033	SMTPGateway	The SMTP Gateway doesn't handle well attachments having illegal characters in their name
16056	PhoneBook	Phonebook>> When SendFAX uses a MAPI phone book, the preferred address is email instead of fax number
16074	CoverSheetEditor	CoverSheetEditor >> Some displayed variable names for subbillingcodes are wrong in French and German
16094	Driver	The XMFaxDriver crashed on a stop of Call manager service in SIP TCP

Defect Number	Component	Summary
16100	Driver	The T.38 driver crashes when a fax call is stopped internally to recover from an abnormal condition.
16121	Fax Manager	The calculation of the number of channels available based on the company quotas (Quality of Service / Connections) is wrong in the FaxManager and can lead, in some circumstances, to not limiting anything at all
16151	Ulysse Xerox Connector	Xerox filter >> MFP uses ENTER to separate many destination numbers to a new line, but the filter doesn't read those numbers in second line
16159	Gateways (All)	The Gateway message "Operation completed successfully" is not translated in German, Spanish, Italian and Portuguese
16174	Documentation	Doc/Admin Guide: in XML file description (XML Gateway chapter), <recipient> in <recipient-list> should be with an uppercase (<Recipient>)
16194	Driver	XMFax Driver - Channels are sticking to active state following H.323 Release by the remote end
16200	Viewer	XMediusFax Viewer: when selecting the Italian language, the "Help" menu option remains in English
16213	Driver	XMFaxDriver doesn't detect properly all the channels when using a Brooktrout TR1034 and a PRI
16230	Driver	T.38 Driver >> no-signal packets can cause premature retransmission of T.30 messages
16233	XML Gateway	LFAPIFileFiler >> Line breaks are not recognized in the @Commentary tag
16260	Web Administration	In Web Admin interface, if "Make this destination available to all users for forward operation" is not checked for Folder/Printer destination, when trying to add direct rule, the Folder/Printer destination list does not display
16278	PhoneBook	PhoneBook missing translations in DropDown Controls
16287	Driver	Provide the SenderName and RecipientName named properties for the Fax Headers in the driver, like they are available in the gateways for notifications
16315	Driver	Driver (H323) >> When the destination number exceeds 21 digits, the destination number does not appear to be sent to the peer
16346	Documentation	Documentation: Installation Guide : Lotus Notes Forms installation procedure is not up to date
16352	PhoneBook	Link/Import from an ODBC Data Source does not work on recent OS.
16354	Web Administration	WebAdmin >> Unable to log into Web Admin if the first server in the hostlist is down
16355	SendFAX	SendFAX >> The generation of RecipientList mapi property misbehaves when the recipient name contains a /

Known Issues

- The virtual PCLToFax printer is not installed by default after installing the XMediusFAX server on Windows 2008 R2 64-bit (Defect number: 16166).
Please review KB article #313652 which describes how to perform the installation manually.

Feature Requests

Let us know what features you would like to see in the next version of XMediusFAX.

You may email feature requests to us at the following address: featurerequests@sagem-interstar.com.

About Sagemcom

Sagemcom is the global leader in advanced fax server solutions for IP networks. Its field-proven XMediusFAX™ leverages IP telephony and Unified Communications systems to enhance productivity, collaboration and ROI by integrating fax on the desktop. Deployed worldwide in enterprises and service provider sites since 2002, XMediusFAX is the most mature T.38 Fax over IP (FoIP) software on the market. Sagemcom with its globally recognized excellence in delivering scalable, secure, and survivable FoIP solutions, is empowering businesses to fulfill the compelling promise of UC.

For more information, visit the websites given in the following section.

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