

# **ixi-UMS Business**

## **ixi-UMS Client Tools Installation Guide**

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# 1 Overview

The "ixi-UMS Business Client Tools" contains various tools that can be used with the ixi-UMS Business system. The functions can be individually selected during the installation.

1. Fax printer driver to send faxes out of different applications
2. Mail merge fax module and Auto fax module for MS Word (Word macro)
3. Fax, SMS buttons/menues for MS Outlook (add-in)
4. Sending of messages by Drag Drop (system tray)
5. Collecting faxes. This feature enables to print out of different applications (e.g. CorelDRAW file and Excel table) via the virtual printer driver and unite them in one fax (system tray)
6. ixi-UMS SMTP Mail Client
7. ixi-UMS PS-driver for the [addressing of faxes via control characters](#)
8. Connection to MAPland SMTP-systems

The ixi-UMS Business Client Tools are optional and are installed exclusively at the clients, by no means at the ixi-UMS Business-server.

The users do not have to start an application in order to be able to make use of the ixi-UMS Business Client Tools. The needed "Prnd.exe" is started via an entry in the Autostart. The "Prnd.exe" takes care of the "transport" of the printed fax to the mail client.

Moreover, the features of the ixi-UMS system tray are controlled via this application.

## Remark for the installation at a Citrix Server:

When the ixi-UMS Client Tools are applied on a Microsoft Terminal Server with Citrix in "Published Mode" you have to take care that this Prnd.exe is started per user and finished with the log off. The system tray, of course, is not available to this user. Furthermore, the necessary "IXI-spool" directory has to be set up at an LW, on which every user has unlimited access.

## 1.1 Requirements

Operating system:

- Windows 7/ 8.x /10 (32/64 bit)
- Windows 2008 32 / 64 bit
- Windows 2008 R2
- Server 2012 /
- 2012R2
- Server 2016 / 2019
- Terminal server and Citrix

In general:

- Office 2007
- Office 2010 32/64bit
- Office 2013 32/64 bit
- Office 2016 32/64 bit
- Office 2019 32/64 bit

## Remark:

For the operation of the ixi-UMS PS-printers, [the installation of Ghostscript is required](#). Ghostscript can be downloaded from [www.sourceforge.net](http://www.sourceforge.net) and be used free of charge.

The ixi-UMS Client Tools have been tested with the GhostScript Version:

9.18, 9,19,9,21 9.22, 9.26

**The versions 9.20, 924 and 9.25 are not released**

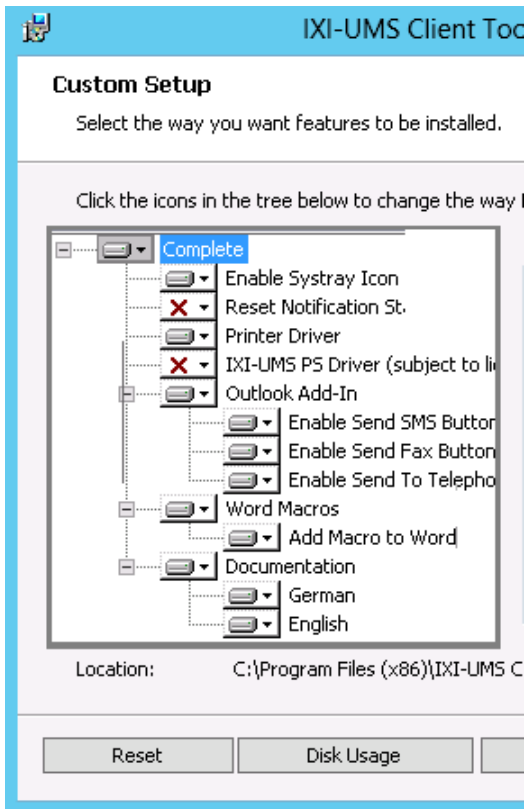
Necessary rights for installation:

- Administrator

In order to be able to install the Word macros, the [Macro Security](#) must not be set higher than "Medium".

All the users at the client must have unlimited access to the IXI-Spool directory.

## 1.2 Available Features



The ixi-UMS Client Tools consist of several features, which are optionally in parts.

The options that shall be installed can be selected at the setup.

### Remark:

For the operation of the ixi-UMS PS-printers, [the installation of Ghostscript is required.](#)

<b>Enable Systray Icon</b> (Optional)	Enable systray icon. By mouse-click right, the user then can: Collect / send faxes Enter his phone extension in order to be able to forward voice mails Open the collect box See also User Manual
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<b>Enable Systray Icon</b> (Optional)	Enable systray icon. By mouse-click right, the user then can: Collect / send faxes Enter his phone extension in order to be able to forward voice mails Open the collect box See also User Manual
<b>Reset Notification Status Button</b> (Optional)	Extension of the Outlook add-ins and of the systray in order to reset the status of the notifications. See also User Manual.
<b>Printer Driver</b>	Installs the IFax-printer. Only with that the MS Words Macro can be used
<b>ixi-UMS PS Driver</b> (Optional)	Installs the "ixi-UMS PS-printer". For the <a href="#">addressing of faxes via control characters</a>
<b>Outlook Add-In</b> (Optional)	Drop-down menu in Outlook in order to: Send faxes, SMS out of the Contacts Reset the status of the notifications at the server (MWI) - optional Send voice mails to the telephone
<b>Word Macros</b> (Optional)	Copies the Word macros to the hard disk. From there, they can be "installed" per user. Needed for the creation of Auto fax and mail merge fax out of MS Word
<b>Add Macro to Word</b> (Optional)	<a href="#">Installs the Word macros</a> for the user logged in
<b>Documentation</b> (Optional)	Copies the documentation to the disk and inserts a respective entry in the start menu

### 1.3 Client Connections

During the installation, you have to state whether or not the messages are passed on to a mail system and if so, in which way. Some "usual" combinations are described in the following.

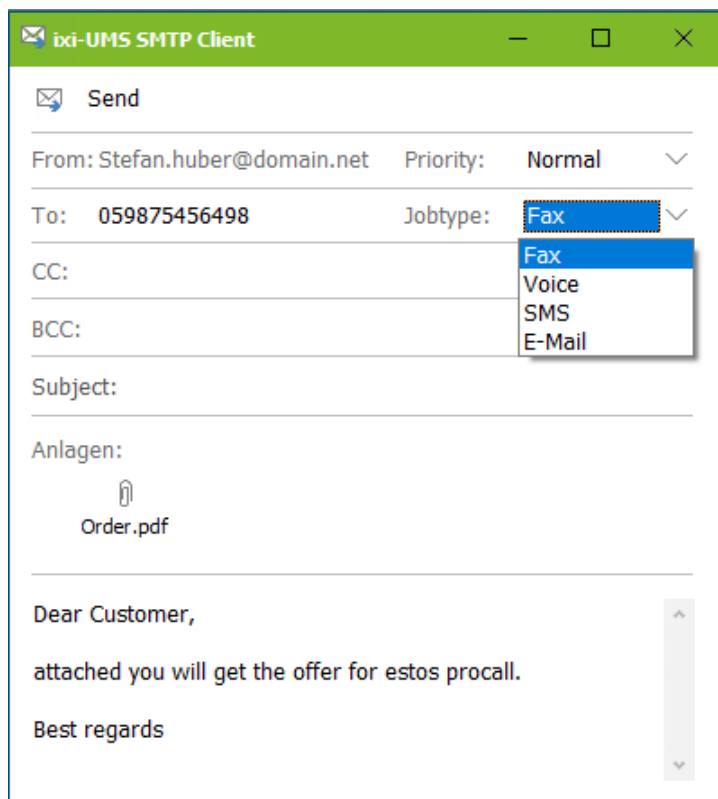
#### MAPI / Mail Server

MAPI Clients mean mail clients like e.g. Outlook, Outlook Express, GroupWise, Notes 8.5 and higher and Hotmail. The client is addressed, which is entered as mail client in the properties of the Internet Explorer at Programs.

The fax or the SMS is sent by the mail client.

#### SMTP

If you do not have an e-mail client at the workstation or do not want the faxes to be under "Sent Items", select "SMTP" on the [Selection of the Messaging Platform](#) tab. The user can open the ixi-UMS SMTP Client at any time via Start - Programs to send ixi-UMS messages.



Also after the printing via the ixi-UMS FAX printer, the ixi-UMS SMTP Client opens in that the recipient number is entered.

During the installation, you have to determine the IP-address of the mail server or of the ixi-UMS Business Server.

## 2 Installation via Software Distribution

The ixi-UMS Client Tools can either be installed manually at every client, via a group policy or via third party products (e.g. SMS-Server).

Please consider the installation of the printer drivers. With the ixi-UMS Business Client Tools , a "virtual" printer is installed. The **ixi-UMS Fax** printer has been tested and signed by Microsoft.

The ixi-UMS PS printer for the addressing of the faxes via [control characters](#) does not have a respective certificate. As a result, the operating system always asks whether the printer shall be installed.

An installation via GPO / software distribution thus is not possible.

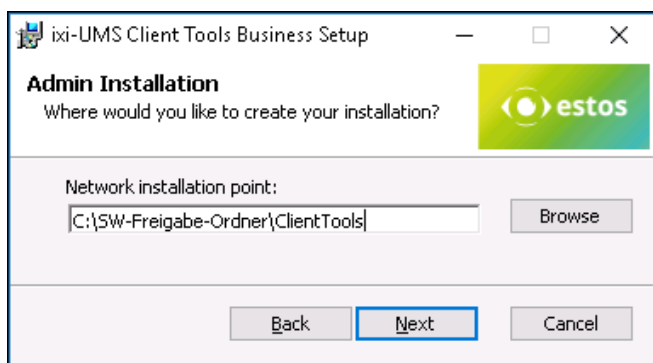
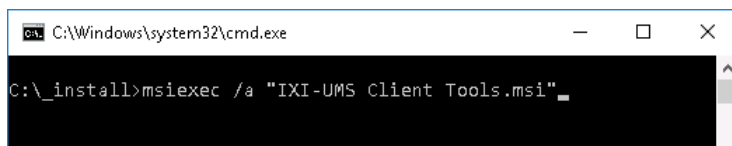
### Note:

When an older ixi-UMS Client Tools-version has been distributed via "Batch"-file or manual, the ixi-UMS Client Tools is replaced, but is still displayed at "Programs and Features"

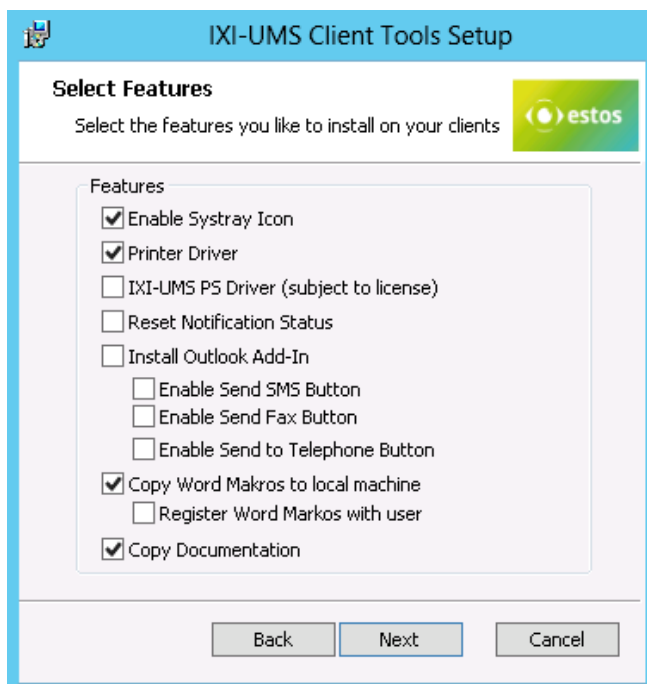
### 2.1 Preparation

The setup for the network installation by software distribution is a little different from the client setup.

Start the installation via Start - Execute msixec /a "ixi-UMS Business Client Tools.msi".



You now have the option to state a directory where the prepared installation shall be deposited. This has to be a shared folder in the network.



After that you have to choose, which software components shall be installed on the clients.

See also "[Available Features](#)"

After that, [Language](#), [Messaging Platform](#), [Adressing](#), [Spool Folder](#) and [Allowed File Extensions](#) are polled. Then the copy process starts.

## 2.2 Group Policy

For every organization unit, you can set up group policies, via that also the automatic installation of software is regulated. Start the "Active Directory User and Computer Management Console". Arrange your users or computers in a way that they have organization units.

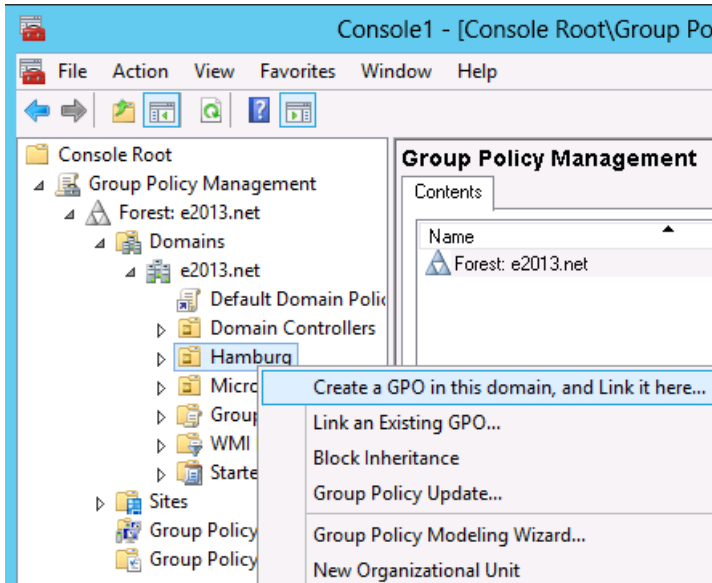
### Installation per User:

The software is only available to this user. Moreover, the user guide and the start menu link are only available when this user logs in.

If another user of the same OU logs in, the software is re-installed.

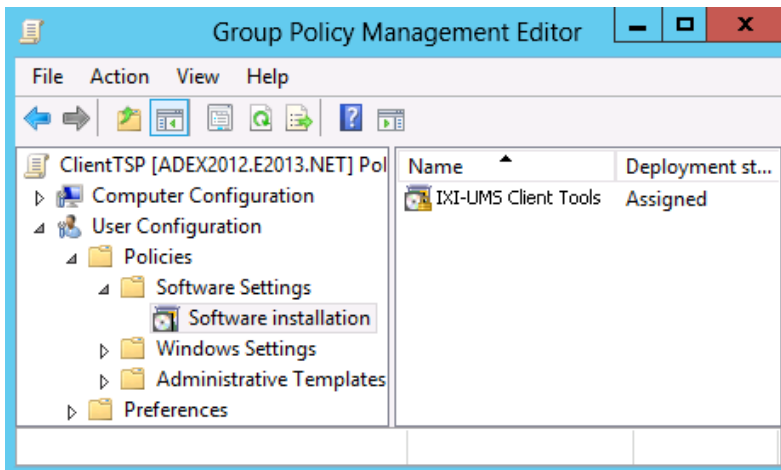
### Installation per Client/Computer

The software is available to any user that logs in. Manuals and start menu links have been set up at "All Users".



Depending on the Windows Server version, please open the properties of an organization unit in AD User and Computers (Server 2003) or the Group Policy Management (since Server 2008).

Create a new group policy object. Open the group policy with Edit.



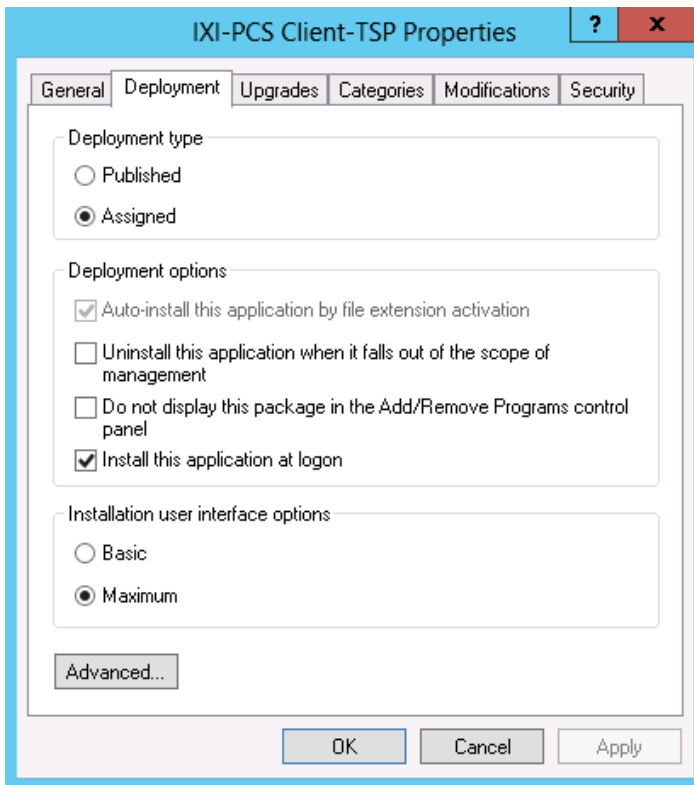
Add a new package at User Configuration or Computer Configuration - Software Settings - Software Installation.

Now select the installation package you prepared beforehand via the administrative installation.

Please select as Deployment type: Assigned

If you like to install per User: Open "Properties" and make the following settings:





**Tab "Deployment"**

Deployment type: Assigned

Deployment options:

Install this application at logon

When publishing the 32bit IXI-PCS Client TSP, please add:

**Button "Advanced":**

Uncheck the option:

"Make this 32-bit X86 application available to Win64 machines"

Confirm all settings.

When a user who is member of the selected OU logs in at his PC, the assigned application is installed automatically.

See also the respective documentation about Windows Server, Active Directory and Group Policies.

### 3 Silent Installation - Parameter

The ixi-UMS Client Tools can be installed with the parameter 'silent' (eg via WSUS).

**Example:**

```
msiexec /i "ixi-UMS Client Tools.msi" ADDLOCAL=Printer_Driver,CollectBox SETUPTYPE="smtp"
ADDRESSTEMPLATE="$(Address)$(AddrType).firma.de" SMTPHOST="Mailserver.business.com"
FROM=username@business.com" /qn
```

**In the example set options:**

installed features: Druckertreiber und Sammelbox

Settings: Setuptype: SMTP, Adresstemplate: number@fax.business.com SMTPHost: Mailserver.business.com, Sender: username@business.com

**Possible settings/parameter:**

**Values for ADDLOCAL**

CollectBox	Collect box (Systray-Icon)
MWIButton	Button " <b>Reset Notification Status</b> " in the systray and Outlook-Addin
Printer_Driver	Printer driver
PSPrinter_Driver	PS Printer driver
Outlook_Addin	Outlook Addin, contains <b>all</b> menu items
SMSButton	Outlook Addin, with menu item: <b>Send Fax</b>
FAXButton	Outlook Addin, with menu item: <b>Send SMS</b>
VoiceButton	Outlook Addin, with menu item: <b>Send to telephone</b>
Makros	Word Makros
Documentation	Manual

**Folgende Einstellungen können angegeben werden:**

SETUPTYPE	used plattform/delivery via, possible values: mapi oder smtp, Default: mapi
LANGUAGELIST	Language, possible values: ger, eng, fra, ndl, ital, por, spa -> Note: for OutlookAddin and Collect box are only german and english available, see also: <a href="#">Select Language</a> Default: eng
ADDRESSTEMPLATE	definition for the adress templates, Default: \$(Address)@ixi\$(AddrType).com = number@ixifax.com
SPOOLDIR	path to the Spool-directory Default: C:\IXI-Spool
ALLOWEDEXSTS	Specification of the permitted file types, Default: *.*
WORDVERSION	Version of the WordMakros, 0 -> Word 2003 / 2007, 1 -> Word 2010 / 2013 / 2016, Default: 1
FULLPAGETIFF	Adjust Page Size to Din A4, 1 -> activated Default: leer
SMTPHOST	specification des SMTP Servers, Default: leer
SMTPPORT	specification des SMTP Server Ports, Default: 25
FROM	mail adresse from the user Default: leer

If an entry is not available, the default value is entered or the required information is requested during the first use.

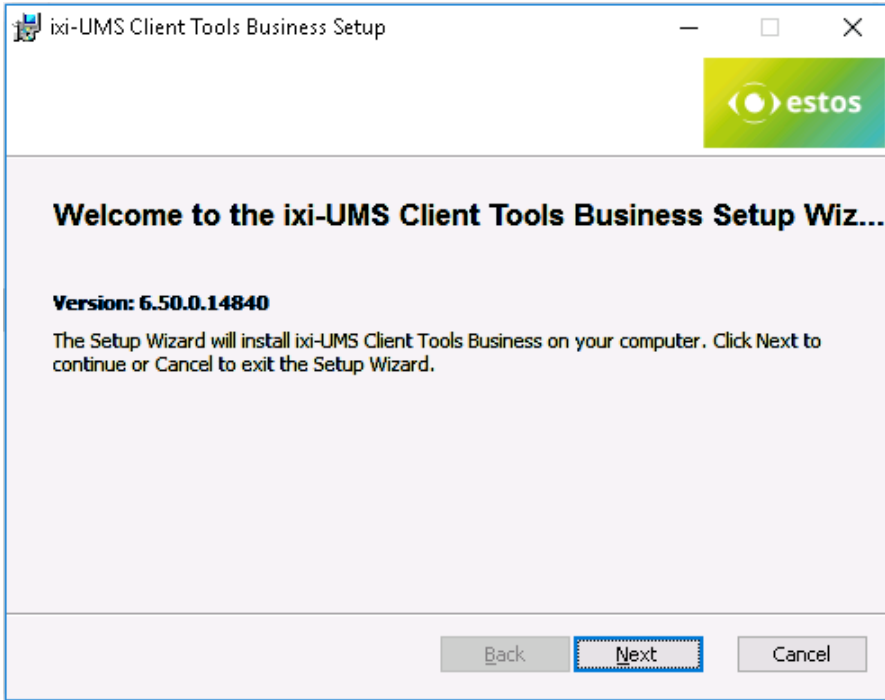
## 4 Single-PC installation

At the start of the setup you can select wich features should be installed.

### Installation at a client

In order to be able to finish the ixi-UMS Business Client Tools installation successfully, you have to be logged in with an account that is allowed to install a local printer, e.g. the administrator.

### 4.1 Welcome



After the welcome-screen with general instructions, the installation starts.

### 4.2 License Agreement

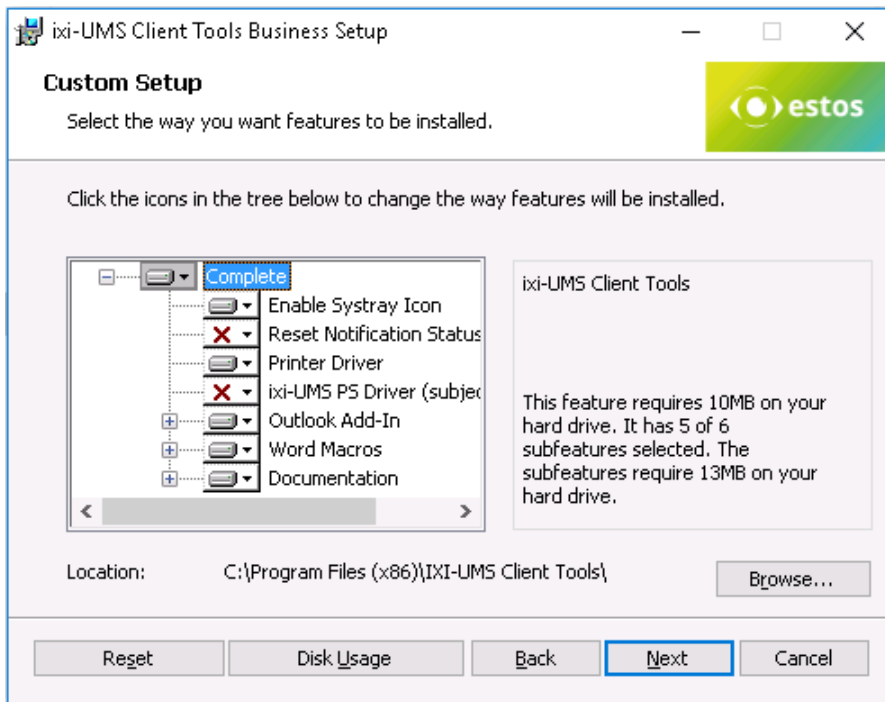


The end user's licence agreement is indicated.

Peruse this carefully and choose "I accept..."

Only then the installation can be continued.

### 4.3 Select Features

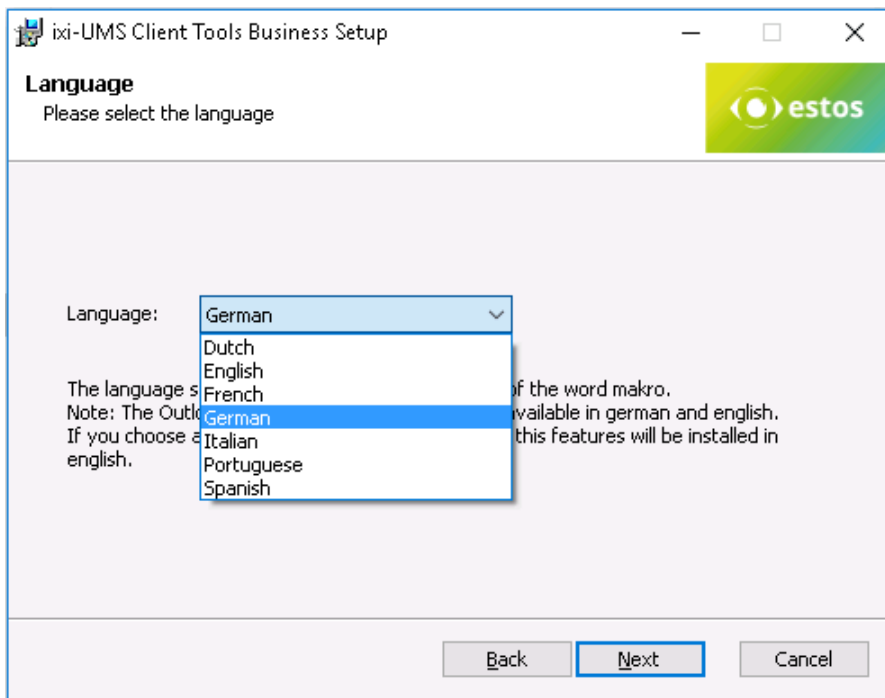


Here you have to choose, whether and which features you want to install.

For further information, please refer to "[Available Features](#)".

If ixi-UMS Client Tools shall not be installed in the default program directory, the path can be changed at "Location".

### 4.4 Select Language



The language for

- Outlook Add-In
- Drop down menus
- Word Marco

are selected here.

The system tray and the Outlook Add-In are only available in German and in English. If you choose another language, the Word macro is registered in the chosen language and the Outlook Add-In and the system tray are installed in English.

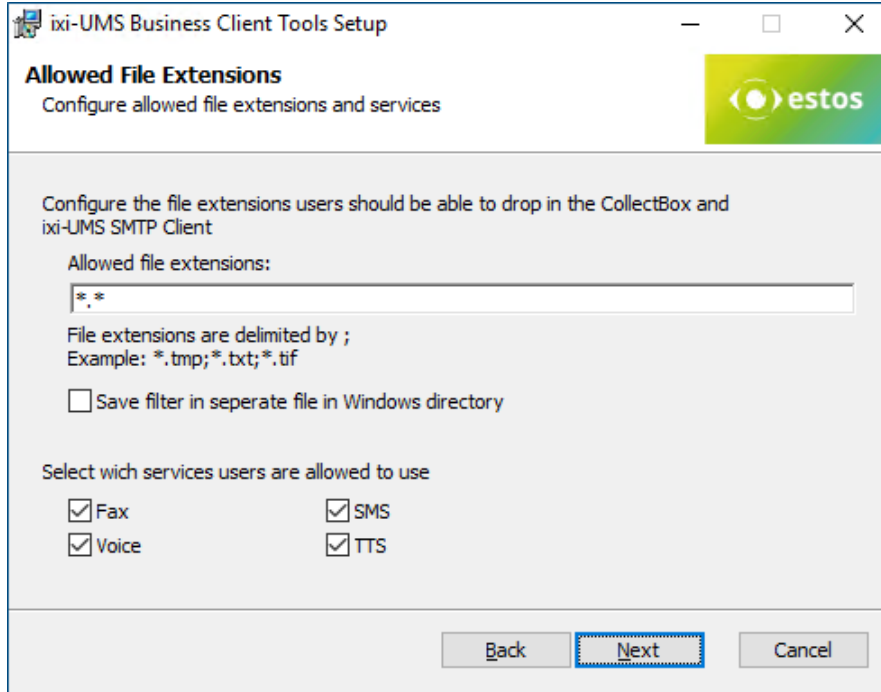
## 4.5 Allowed File Extensions

Next, a list of the allowed file extensions can be stored in the <ixi-UMS Business Client Tools and the services offered can be selected.

### Allowed File Extensions

It is determined therewith which attachments are allowed to be sent via the CollectBox or ixi-UMS SMTP Client

The setting can optionally be stored in the "Prnd.ini" in the user profile at C:\Documents and Settings\\Application Data\estos\ixi-UMS ClientTools or in a separate file "IXICliFileExtFilter.ini" in the Windows installation directory.

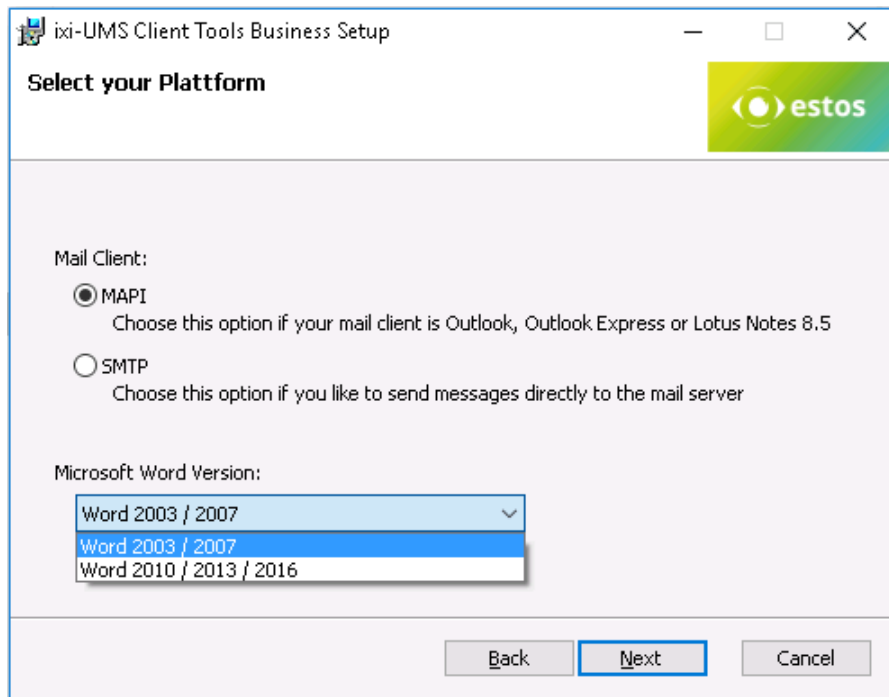


This setting [can be changed](#) later if necessary.

### Select services

Select which services are offered to the user to send the ixi-UMS messages in the collection box (Fax and/or Voice) and the ixi-UMS SMTP client (alle message type possible).

## 4.6 Select your Plattform



Here you have to choose, whether the mails are passed on to the mail system or the mail client and if so, in which way. Please see ["Client Connections"](#)

### MAPI

For mail clients that use the "MAPI"-interface

### SMTP

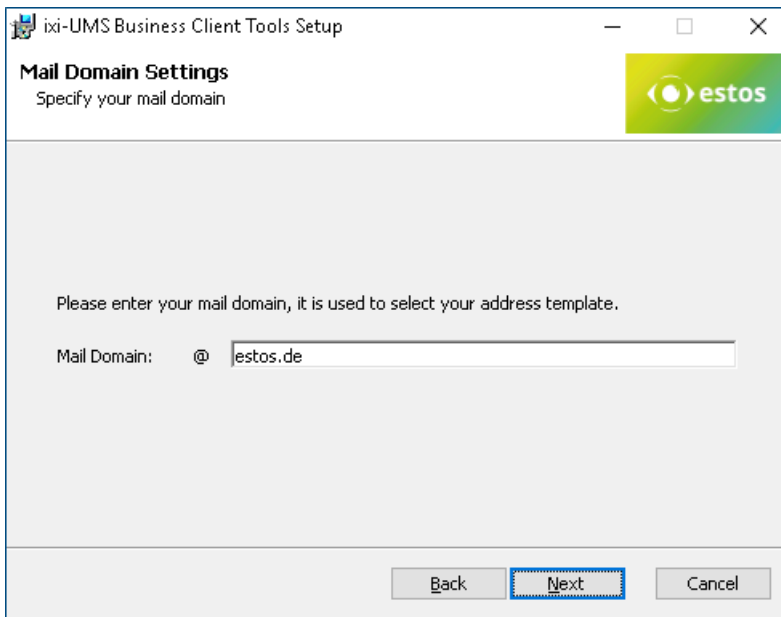
Delivery via [ixi-UMS SMTP Client](#) directly to the mail server / ixi-UMS Business Server. In a next step, you have to enter the IP-address of the mail server or the ixi-UMS Business Server as well as the e-mail address of the sender.

## 4.7 Platform Settings

Here it is determined how the messages created with the ixi-UMS Client Tools shall be addressed.

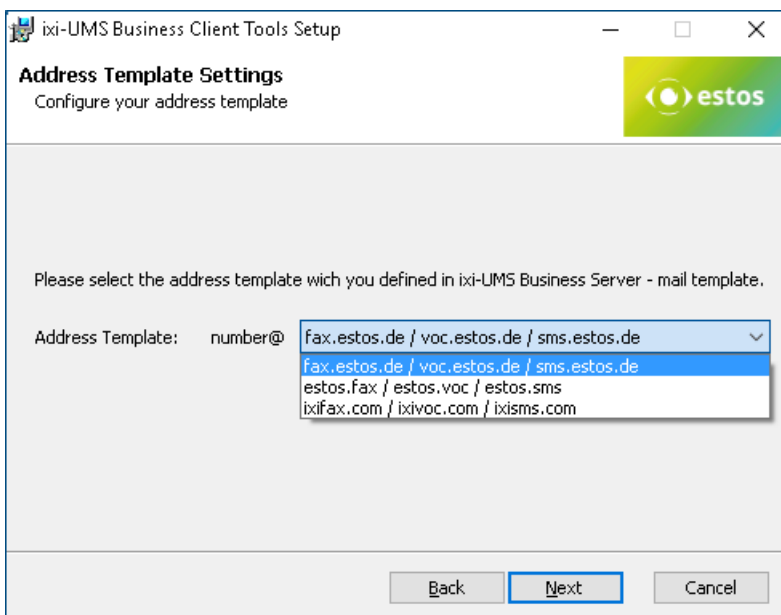
The addressing is like an E-Mail-Address and can be checked in the settings of the <ixi-UMS Business server (mail system - addressing).

### 4.7.1 MAPI Settings



The mail domain must be specified to create the addressing proposals.

In the next step, you will be offered the possible addresses for selection.



Select how outgoing UMS-messages are to be addressed.

The addressing was set at ixi-UMS Business under "Mail system - addressing".

## 4.7.2 SMTP Settings

ixi-UMS Business Client Tools Setup

### SMTP Settings

Make settings for message sending

Determine your smtp host and the smtp sender address

SMTP Host:

From:

Back Next Cancel

As "**SMTP Host**", the IP-address of the mail server or of the ixi-UMS Business server has to be entered.

As the faxes are not sent via the mail client, the sender e-mail address has to be entered permanently here.

### Remark:

At the clients, a link to the "ixi-UMS Client Tools Settings" in the start menu is established. The users can state their e-mail address via that.

ixi-UMS Business Client Tools Setup

### SMTP Settings

Make settings for message sending

Determine your smtp host and the smtp sender address

SMTP Host:

From:

Back Next Cancel

The mail domain must be specified to create the addressing proposals.

In the next step, you will be offered the possible addresses for selection.

ixi-UMS Business Client Tools Setup

### Address Template Settings

Configure your address template

Please select the address template which you defined in ixi-UMS Business Server - mail template.

Address Template: number@

fax.estos.de / voc.estos.de / sms.estos.de  
estos.fax / estos.voc / estos.sms  
ixifax.com / ixivoc.com / ixisms.com

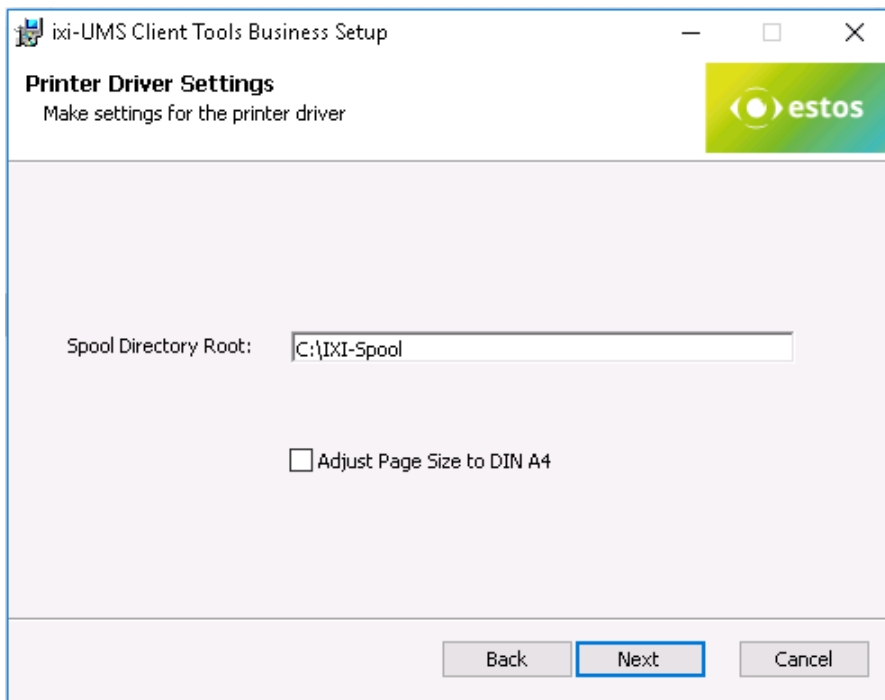
Back Next Cancel

Select how outgoing UMS-messages are to be addressed.

The addressing was set at ixi-UMS Business under "Mail system - addressing".

## 4.8 Printer Driver Settings

For every user of the ixi-UMS Client Tools, an individual directory is created within the IXI-Spool directory.



The spool directory has to be on a drive / path, on which every has full access.

By default, only the actually labeled part of a document is printed by the printer of the ixi-UMS Client Tools and therewith transferred for delivery. Activate "Adjust Page Size" to create always a [TIF in DIN A4-Format](#).

If the fax delivery is handled via the ixi-UMS PS-driver, "[Adjust Page Size to Din A4](#)" must not be activated.

If you select "Next", the chosen options are installed.

## 4.9 Installing Word Macros

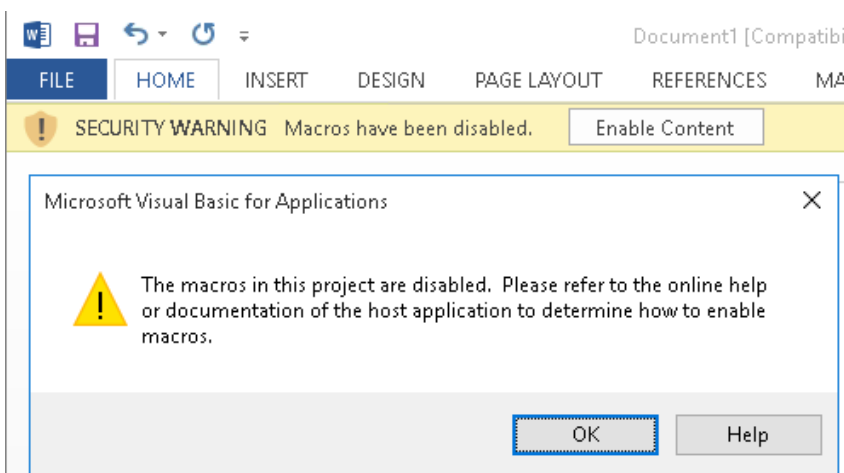
The Word macros can be installed during the setup or afterwards. During the setup, the installation is started automatically.

If the macros shall be installed subsequently, the following files must be called at ...\ixi-UMS Client Tools\MAKRO\

- for Word 2000, 2003, 2007 the file WW80.dot
- for Word 2010 and higher the file WW2010.dotm

Remark:

- Macros have to be installed per user
- The [Macro Security](#) in Word has to be lowered at least to "Medium"

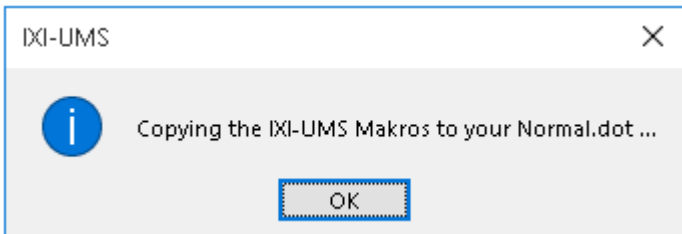


When starting the WW80.dot, Word opens.

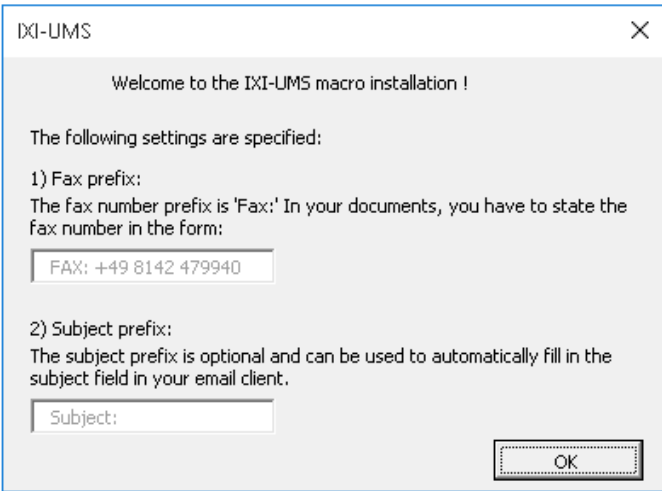
If the macro security adjusted is "Medium" or "Low", the following query appears:

The macros have to be enabled.



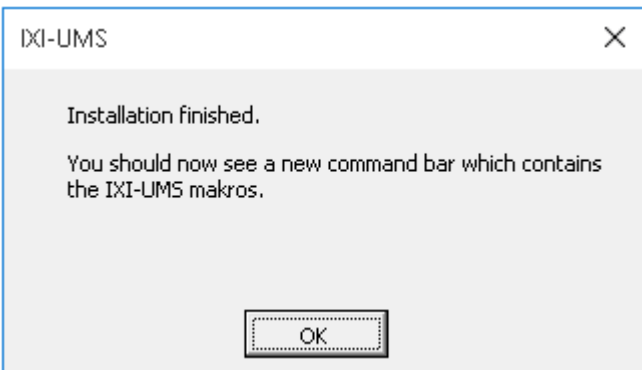


The following window appears:



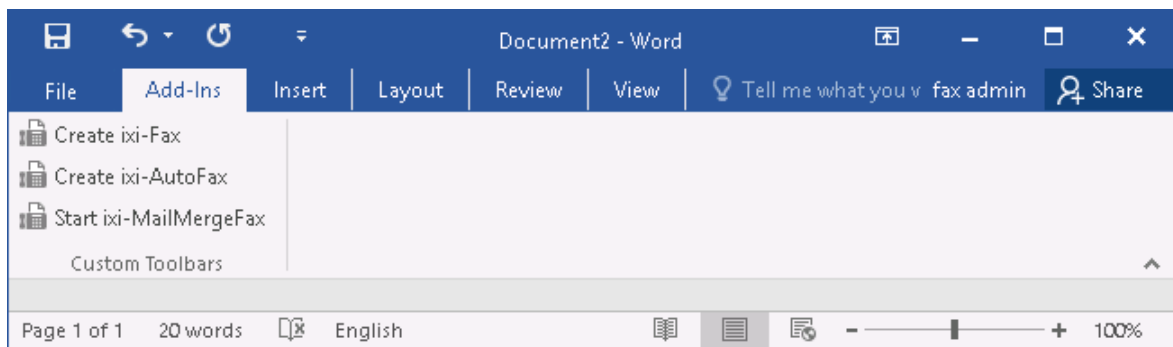
Now the prefixes have to be determined. This information is important for the Auto fax feature and the mail merge fax feature.

Die Präfexe sind fest vorgegeben und können nur über das Makro selber geändert werden.



If successful, the installation of the macros is confirmed.

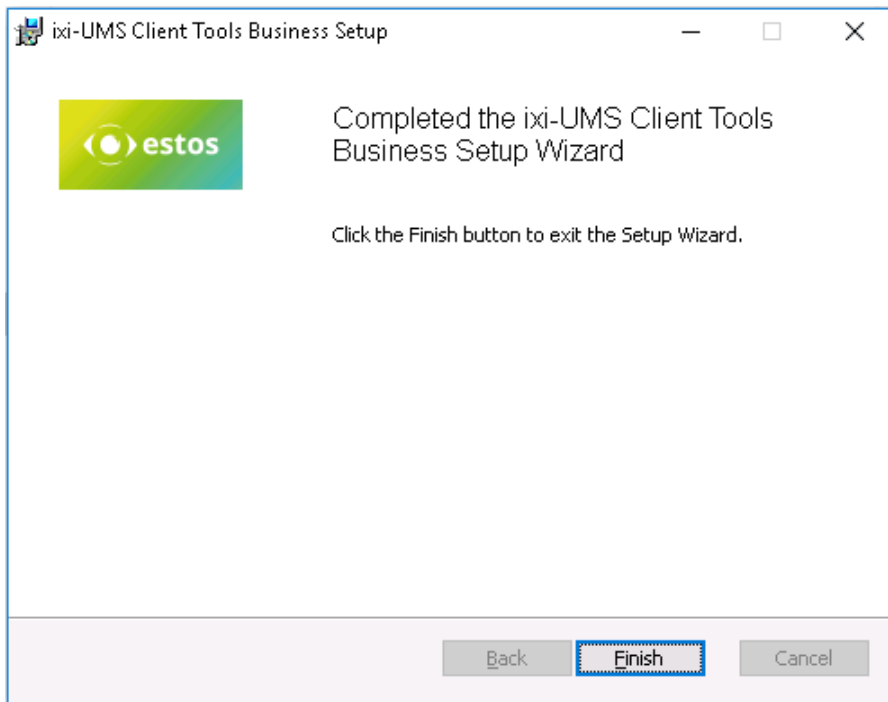
The button ixi-UMS now has to be available in Word FOR THIS USER.



**Remark:**

If the button is available several times, it can be [switched off](#) or the macro can be ["uninstalled"](#) completely.

## 4.10 Finish



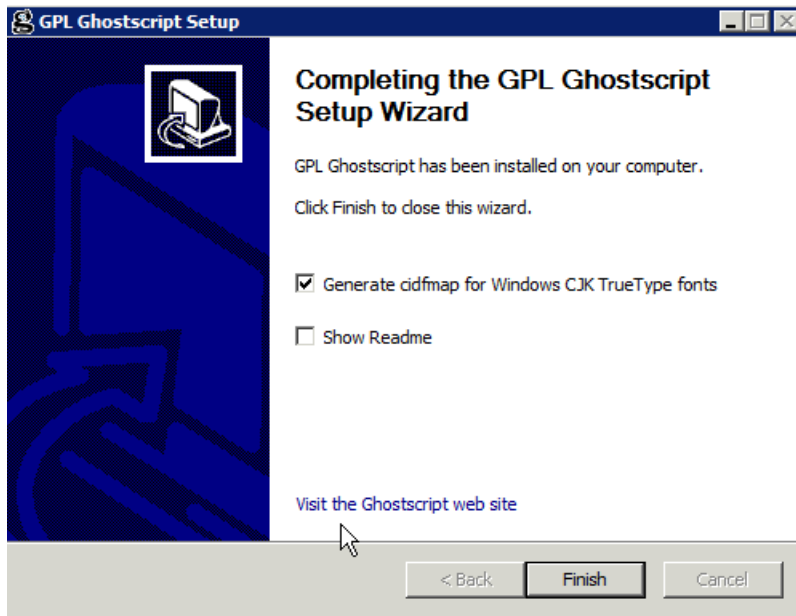
At the end of the installation (no matter whether with or without Word macros), a respective message is displayed.

## 5 How To

Here, some remarks about frequently arising problems and questions for the administrator are listed.

### 5.1 Deploying the ixi-UMS PS Printer

The **ixi-UMS PS-printer** can read out the fax number and the subject from the document to be printed and can transfer it to the mail client, together with the printed document. This way, a fax is addressed and sent automatically.



For this, the text of the document is browsed by means of Ghostscript and the fax number/subject is read out. Ghostscript can be downloaded from [www.ghostscript.com](http://www.ghostscript.com) and can be used free of charge.

The ixi-UMS Client Tools have been tested with the GhostScript Version: 9.18, 9.19, 9.21, 9.22, 9.26  
**The versions 9.20, 9.24 and 9.25 are not released**

On Windows 64bit, the 32bit or the 64bit variant of Ghostscript can be deployed.

Please take care with the installation, that at the end of the setup, **the box for "generate cidfmp..." is checked.**

In the "prnd.ini" in the installation directory of the ixi-UMS Client Tools, you have to enter the paths to the Ghostscript and the cmd.

Stop the "Prnd.exe" in the task manager.

Open the "prnd.ini" in the installation directory of the ixi-UMS Client Tools.

Please enter in the section [general]:

#### On Windows 64bit Operating system

For Ghostscript 64bit:

GhostScriptPath=C:\Program Files\gs\gs9.04\bin\gswin64c.exe

GhostScriptCmdPath=C:\Windows\System32\cmd.exe -> path to the cmd

For Ghostscript 32bit:

GhostScriptPath=C:\Program Files (X86)\gs\gs9.04\bin\gswin32c.exe

GhostScriptCmdPath=C:\Windows\SysWOW64\cmd.exe -> path to the cmd

#### On Windows 32bit Operating system

GhostScriptPath=C:\Program Files\gs\gs9.04\bin\gswin32c.exe

GhostScriptCmdPath=C:\Windows\System32\cmd.exe -> der Pfad zur cmd

Adjust the installation path to the Ghostscript and consider the entry "c".

Save the file and start the "Prnd.exe" in the installation directory of the ixi-UMS Client Tools by double-click.

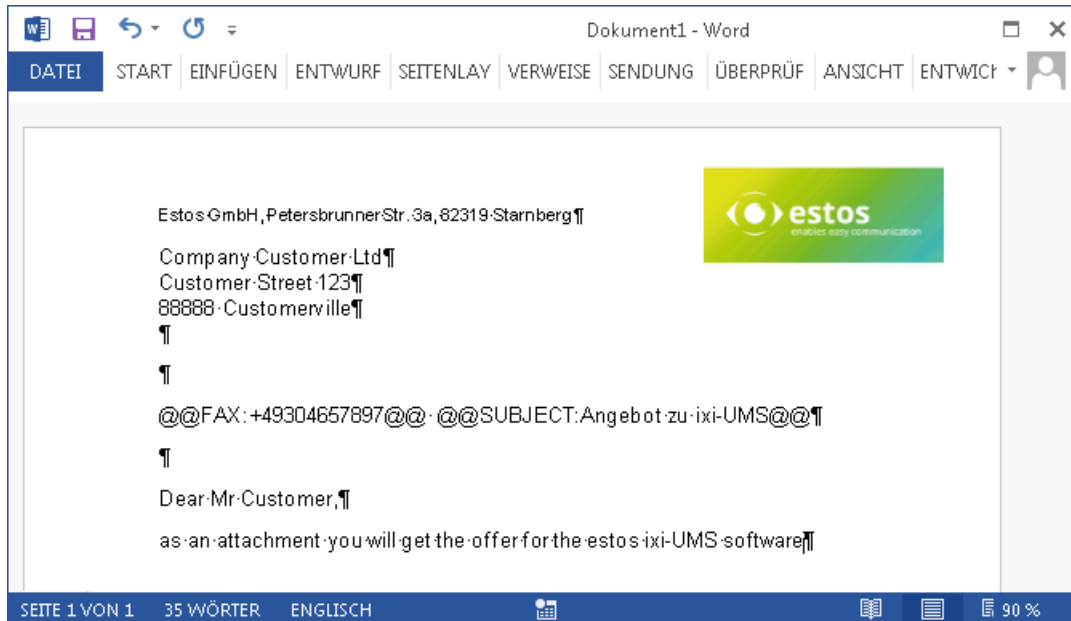
## 5.2 Transferring Fax Printing Jobs via Control Characters in the Text

The **ixi-UMS PS-printer** can read out the fax number and the subject from the document to be printed and can transfer it to the mail client, together with the printed document. This way, a fax is addressed and sent automatically.

Some applications transfer the call number and maybe the subject of a fax in the document as text. In this case, the following entries must be contained in the text:

**Please note that the keywords are case sensitive.**

@@FAX: <fax number>@@ @@Betreff: <optional entry of a mail subject>@@



This entry can also be multiline.

@@FAX <fax number>@@

@@Betreff: <optional entry of a mail subject>@@

### Remarks:

- The entries do **not** have to be visible. In order that the recipient does not see these entries, they should always be in white.
- Not every font can be processed. If the data to be transferred e.g. are formatted in "Calibri", the printer cannot read them out. In this case, either another font must be selected for the data / the document or a [font replacement](#) must be set at the printer in general.

When the document is printed on the ixi-UMS PS, it is automatically sent via the mail client. The fax can be inspected at "Sent Items".

The definition of the [control characters can be changed](#).

## 5.3 Changing Control Characters

The **ixi-UMS PS-printer** can read out the fax number and the subject from the document to be printed and can transfer it to the mail client, together with the printed document. The following data are analyzed by default:

	Prefix	Suffix
Fax number:	@@FAX:	@@
Subject:	@@SUBJECT: and @@Betreff:	@@

The values are determined in the Registry at

- HKEY\_LOCAL\_MACHINE\SOFTWARE\Servonic\I\*FAX.32 Workstation
- or
- HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Servonic\I\*FAX.32 Workstation

KeyName	Default	Description
FaxPrefix	@@FAX:	Prefix of the recipient call number
FaxSuffix	@@	Suffix of the recipient call number
SubjectPrefix	@@SUBJECT:	Prefix of the subject
SubjectSuffix	@@	Suffix of the subject
SubjectPrefix2	@@Betreff:	Prefix of the subject
SubjectSuffix2	@@	Suffix of the subject

All Key-Type are: Reg\_SZ

When the values are changed, the prnd.exe must be stopped in the task manager and must be restarted via the Auto start or by double-click on the prnd.exe.

**Please note that "FaxPrefix" and "SubjectPrefix" (keywords) are case sensitive.**

## 5.4 Change the language

The language for the systray and / or the ixi-UMS SMTP Client is determined during the installation and is valid for every user. The display language can be changed later on in the Registry:

Path:

64-bit operating system:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Servonic\I\*FAX.32 Workstation

32-bit operating system:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Servonic\I\*FAX.32 Workstation

**KeyName:** language

**Possible Values:** de, en

When the values are changed, the prnd.exe must be stopped in the task manager and must be restarted via the Auto start or by double-click on the prnd.exe.

## 5.5 Fax Number is not Transferred

The **ixi-UMS PS-printer** can read out the fax recipient number and the subject from a document to be printed and transfer the data to the mail client. Because of this, a fax is addressed and sent automatically.

**Please note that "FaxPrefix" and "SubjectPrefix" (keywords) are case sensitive.**

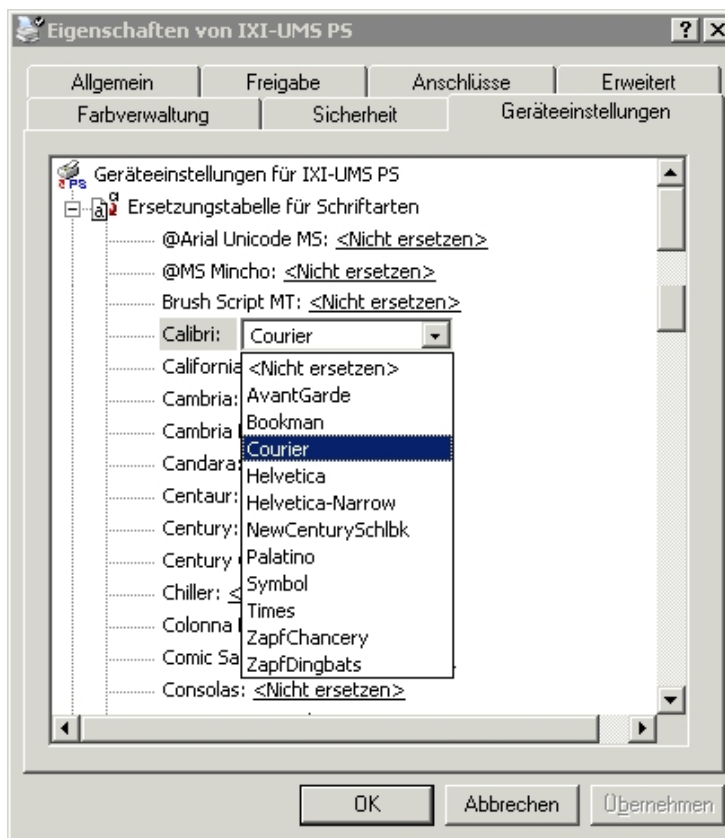
Not every font can be processed. When the data to be transferred are formatted e.g. in "Calibri", the printer cannot read out these data.

The printed document is transferred to the mail client, but there is no recipient number in the "To"-field.

In this case, another font must be chosen for the data / the document or a font replacement must be set at the printer in general.

### Recommendation:

Please format the data for the transfer (fax number, subject) in "Arial", "Helvetica" or "Courier".



If it is not possible in your environment to change the fonts permanently, a "font replacement" can be entered at the printer.

### Remark:

When the font is replaced by the following action, this replacement is valid for the whole document.

Open the properties of the printer and select "Device Settings".

Extend the item "Replacement Table for Fonts".

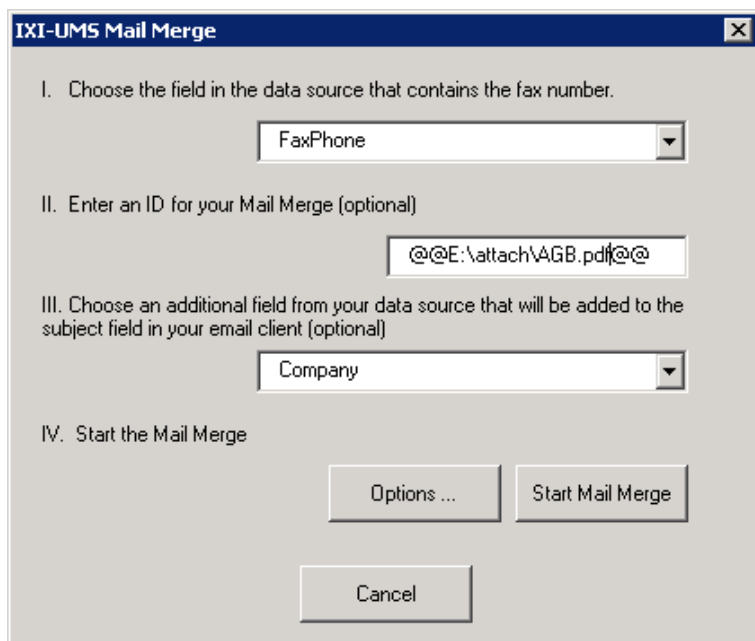
Select the font (here Calibri) and click on "<do not replace>". Select one of the fonts offered to you.

Recommended: Helvetica or Courier.

Save the settings. They are adopted immediately and then are valid for all the users.

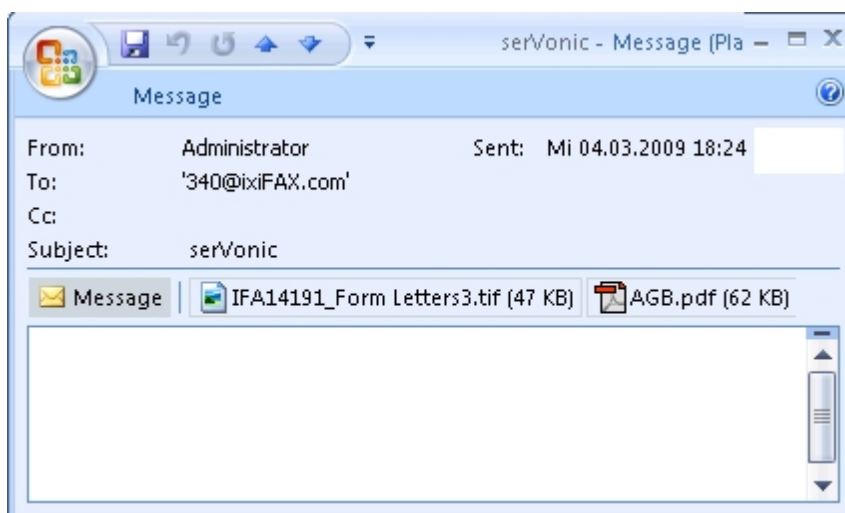
## 5.6 Mail merge - Attach Additional File

In some cases it may be favored, e.g. with a mail merge fax or with outputs of a data base, always to attach an additional file to the fax, e.g. the General Terms and Conditions of the company.



If this is favored, this file has to be stored at the PC of the user locally. The file can be passed on to the ixi-UMS Client Tools via the "Subject".

If this transfer is wanted with the mail merge feature of the ixi-UMS Client Tools, the entry has to be made when starting the mail merge fax at II. (see left).



When the mail merge action is started, this file is attached to every fax.

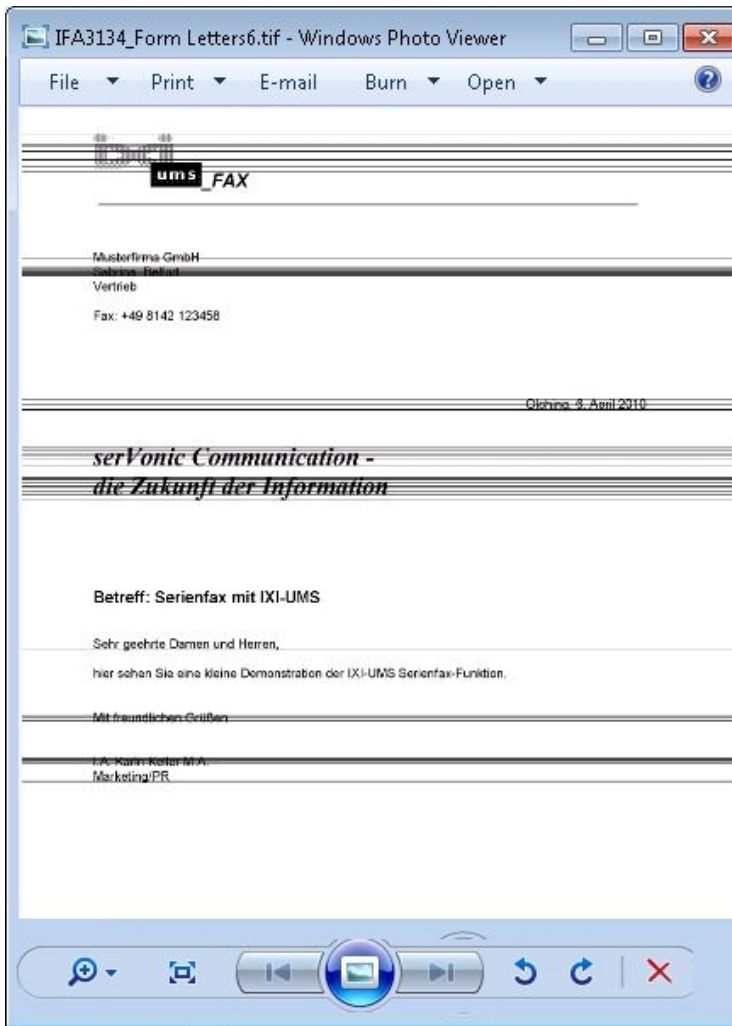
The entry itself is not indicated in the Subject.



If the file is not available or you cannot access it, the following report is displayed once:

The entire printing is terminated! The mail merge fax must be restarted.

## 5.7 TIF with Stripes



Fax messages created with the ixi-UMS Client Tools are sent as e-mail with TIF-file attachment and incoming fax messages are delivered to the mail client as TIF-attachment.

From Windows 7 on, TIF-files opened with the Windows-programs "Paint" and "Windows Photo Viewer" have stripes in the display. This is NOT an error with the creation of the TIF-files, but a display problem of the used program.

With the installation of MS Office 2010, these stripes are also visible with the Microsoft Office Picture Manager.

If you do not have another program to display TIF-files at your disposal, the "ixi-UMS Fax Viewer" provided by serVonic can be used.

At the installation, this tool is deposited at the installation directory of the ixi-UMS Client Tools at "Fax Viewer" and can be linked with the ending TIF in order to make use of it as default program for opening TIF-files.

This problem with the displaying has been confirmed by Microsoft in the KB-Artikel 2020067. You can find a hotfix that solves this problem at <http://support.microsoft.com/kb/2459492>

## 5.8 Outlook with Activated Cache Mode

When the user profile in Outlook 2003 or 2007 is activated for the use of the "Cache Mode", Outlook **must** be opened during the creation of faxes via the ixi-UMS Client Tools.

If Outlook is closed, the outbound messages are deposited in the outbox of Outlook and only sent after having opened Outlook.

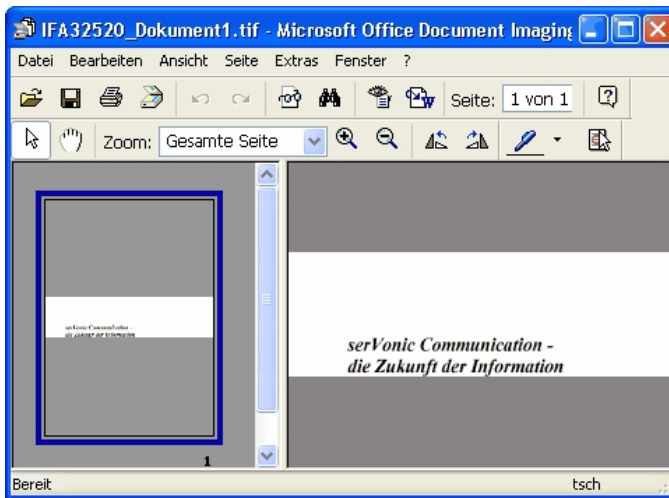
Moreover, a delay of up to 2 minutes may develop with the sending of messages, as Outlook in Cache Mode only sends the messages transferred via MAPI in the event "Check for New Messages".



## 5.9 Creating TIF in DIN A4-Format

The following option must only be activated when no ixi-UMS PS-printer is deployed.

By default, only the actually labeled part of a document is printed by the printer of the ixi-UMS Client Tools and therewith transferred for delivery. The advantage of this is that only the data-relevant part is sent by fax, which shortens the transmission time of the fax delivery and saves costs.



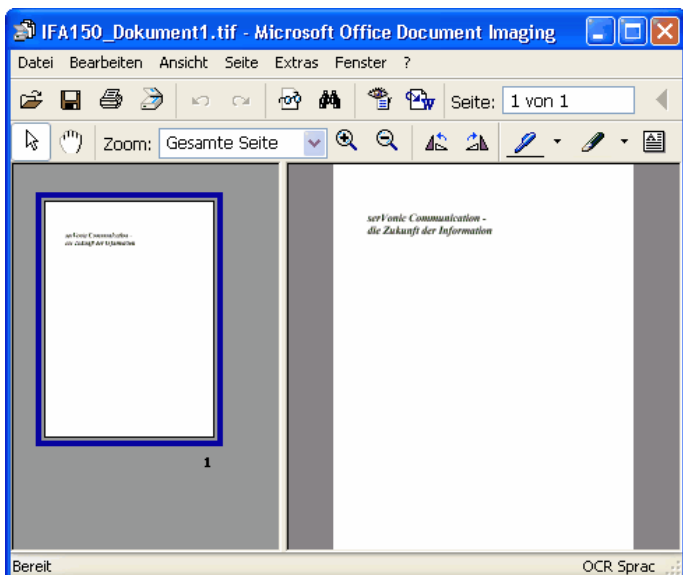
A disadvantage is that e.g. the Microsoft software "Document Imaging" only displays what has been printed.

Example:

When only a few lines have been written in a Word-document and this is printed via "Ifax" printer, the document in Document Imaging looks like the screen on the left.:

This make some users insecure as they are not aware that nowadays, almost all fax machines put out DIN A4-format.

The result is that the fax arrives at the fax remote station just like any normal document.



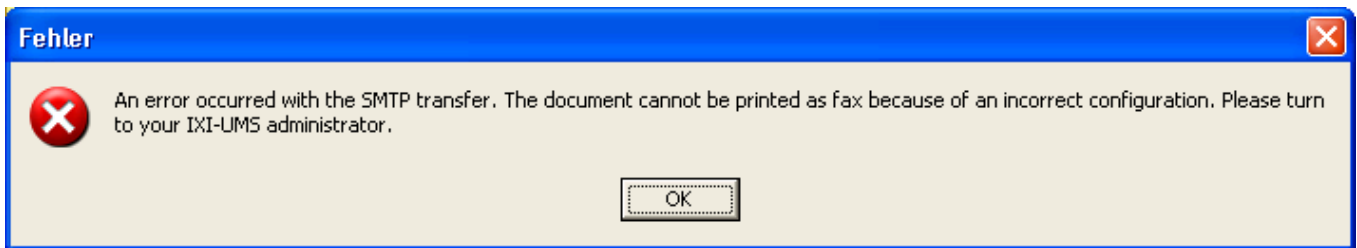
From ixi-UMS Client Tools Version 5.8, the options can be set in a way that the printing always comes out as a full DIN A 4-page.

This setting can be executed in the [Setup](#) or later on at the workstation in the Prnd.ini at  
..\ixi-UMS Client Tools

FullPageSizeTiff=1 --> a DIN A4 page is printed always  
FullPageSizeTiff=0 <<> only the actually labeled part of a document is printed

## 5.10 Error with the Use of "SMTP"

When at the installation of the ixi-UMS Client Tools with the option "SMTP", no valid reachable mail server is stated or when the settings are changed in the respective INI-file subsequently, the following error message may pop up:



In order to eliminate this problem, the following has to be entered in the file "Prnd.ini" at ...\ixi-UMS Client Tools:

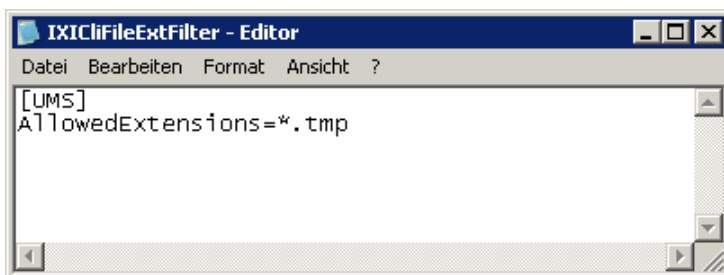
```
[general]
.....
SetupType=SMTP
....
SMTPHost=
.....
```

After that, the "Prnd.exe" must be terminated in the task manager and restarted by double-click on the "Prnd.exe" in the directory ..\ixi-UMS Client Tools.

## 5.11 Allowed File Types

During the installation of the ixi-UMS Client Tools, a list of the allowed file extensions can be deposited. It is determined therewith which attachments may be sent via the Collect box.

The setting can be stored optionally in the "Prnd.ini" in the user profile at C:\Dokumente und Einstellungen\



The file can be edited and modified manually, the file endings are delimited by ;

```
[UMS]
AllowedExtensions=*.tmp;*.doc
.
```

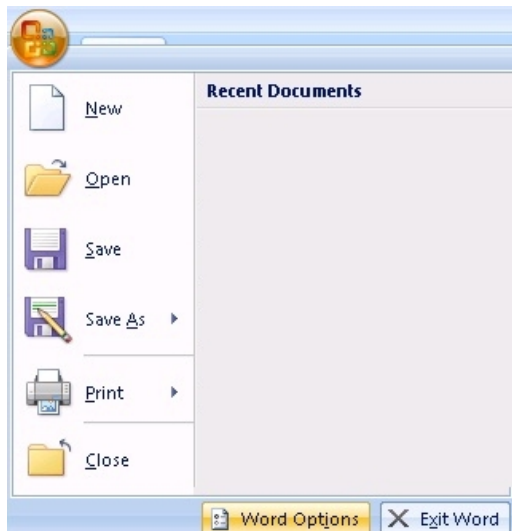
After having stored the alterations, the Prnd.exe has to be restarted. In order to do so, the Prnd.exe has to be stopped in the task manager and restarted via Start - Programs - ixi-UMS Client Tools.

## 5.12 Setting Macro Security

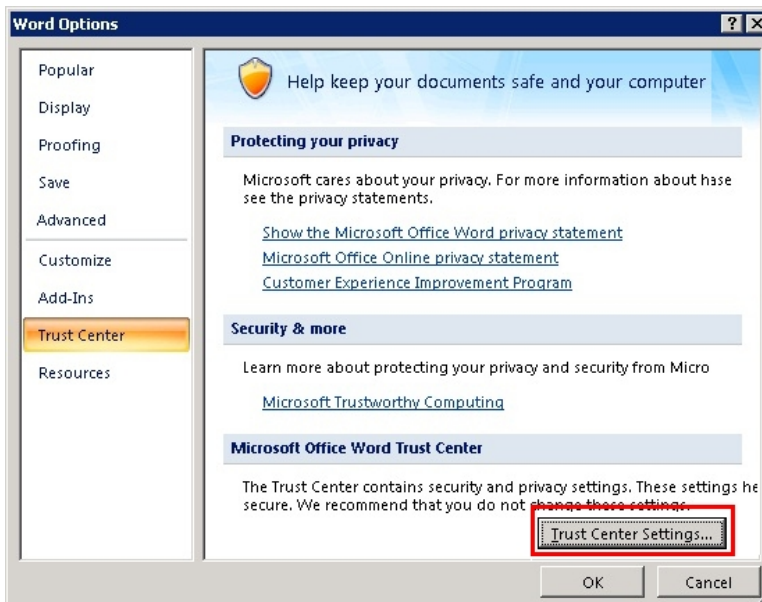
For the "installation" of the Word macro, the security has to be set to "Medium" or "Low" in MS Word.

### 5.12.1 Office 2007

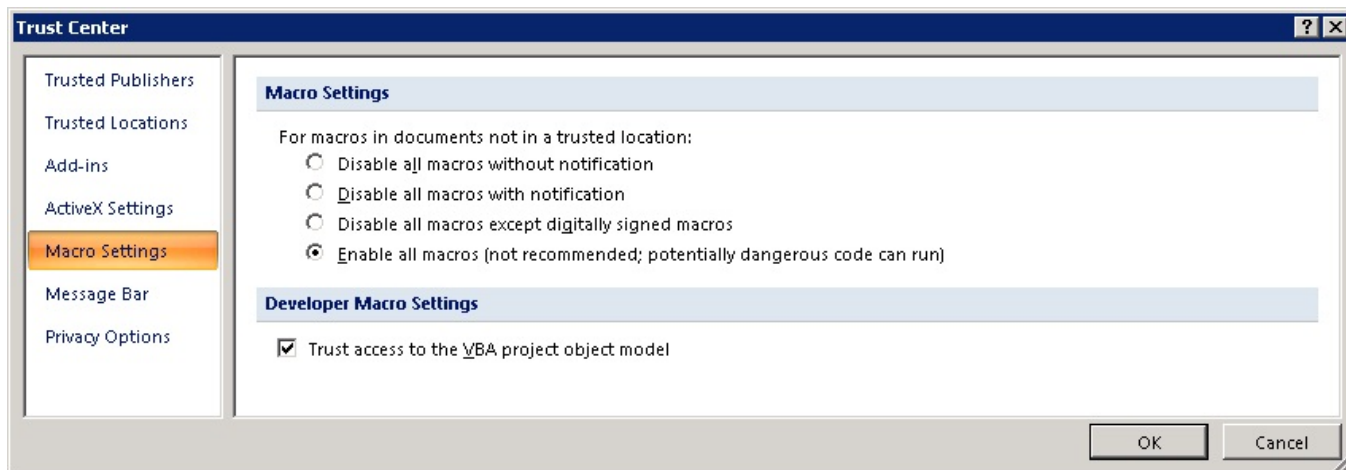
Start MS Word and click on the Office Button.



Click on "Word Options" and then choose "Trust Center" in the left menu bar.

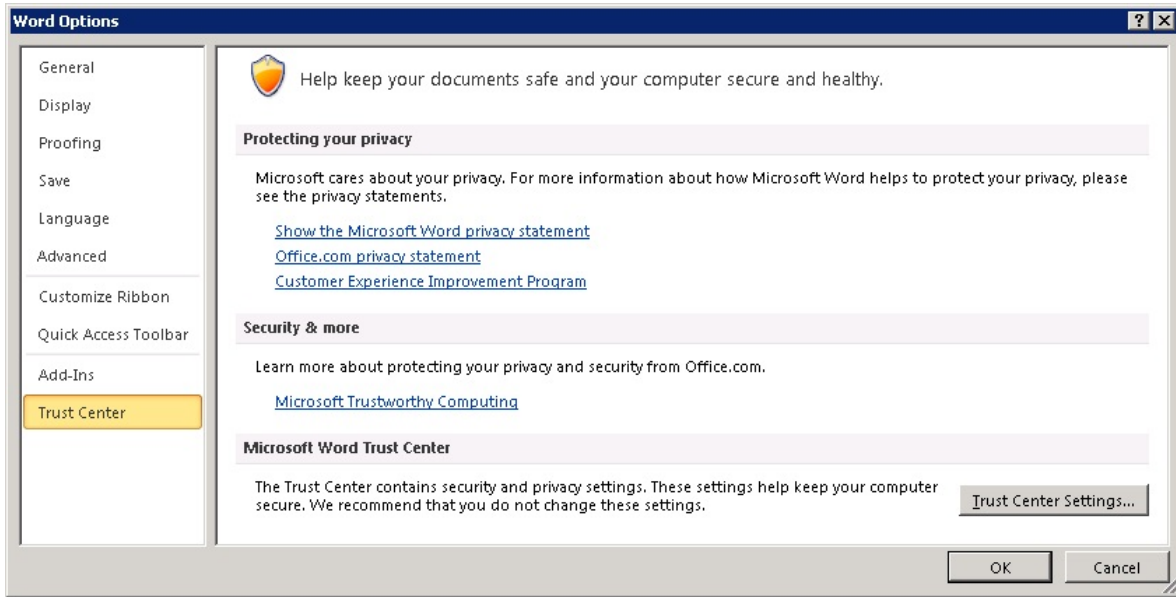


Here you now can "Enable all macros".

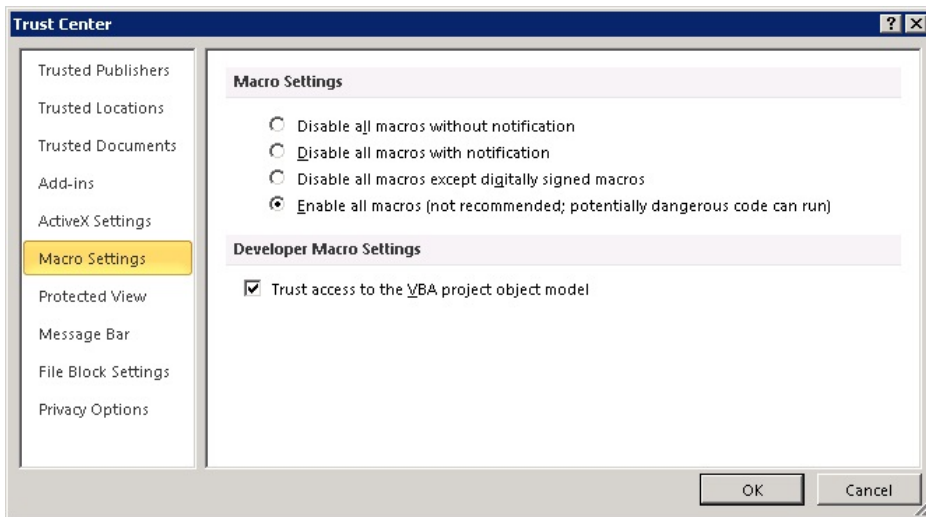


## 5.12.2 Office 2010

Start MS Word and select File | Options | Trust Center in the menu bar.



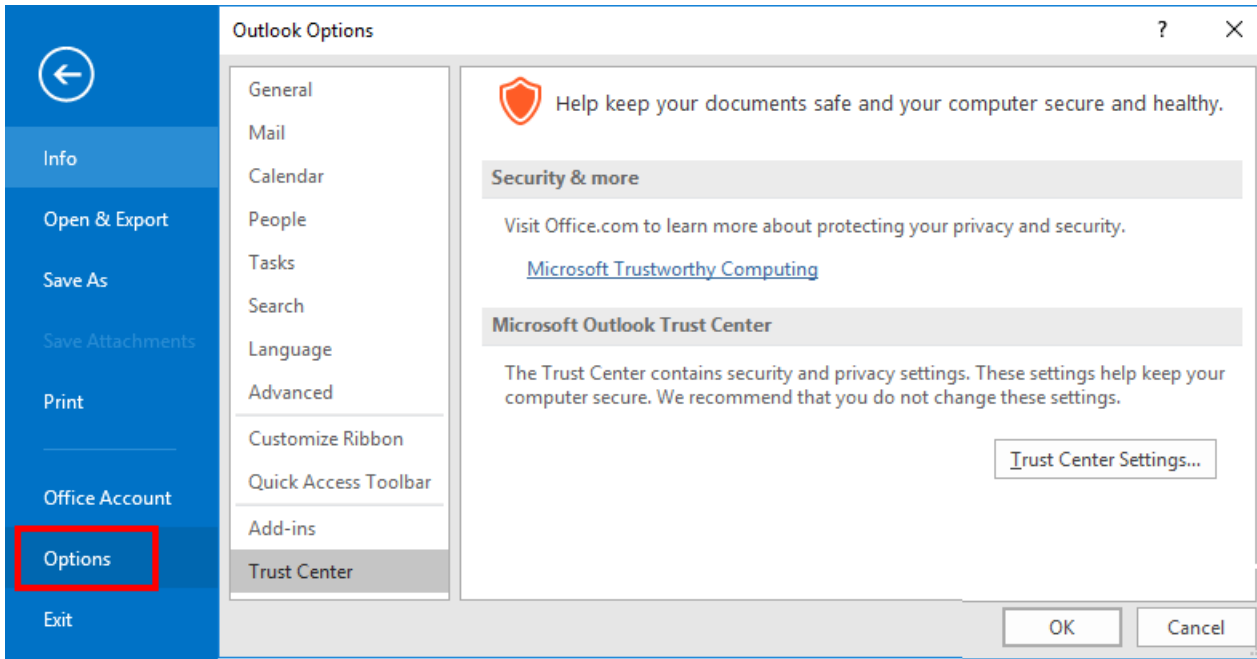
Click on "Trust Center Settings..." and choose "Macro Settings".



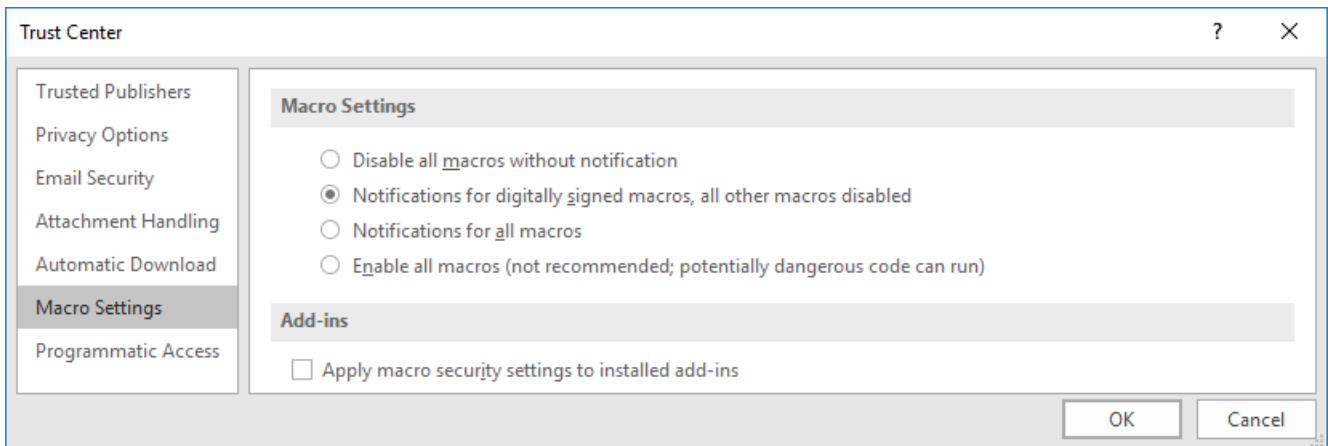
Here you now can "Enable all macros".

### 5.12.3 Office 2013/2016

Start MS Word and select in the menu File | Options | Trust Center in the menu bar.

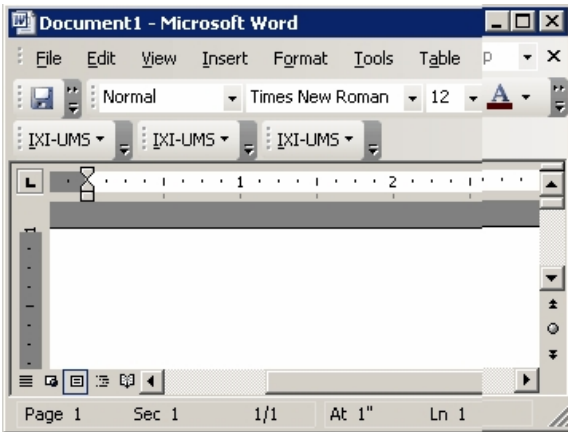


Click on "Trust Center Settings..." and choose "Macro Settings".



You must select "Notifications for..." or "Enable all..."

## 5.13 Disable old Word-macros



### Problem:

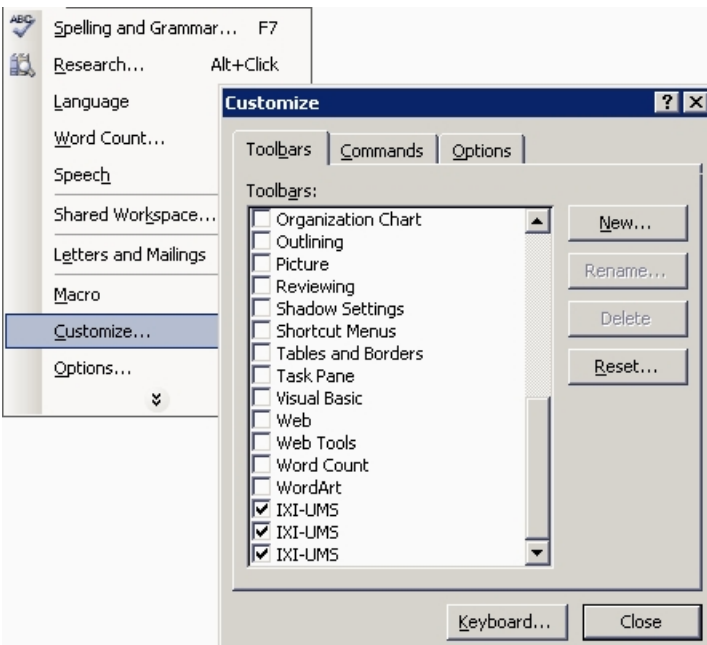
The Word macros (older than version 6.60) have been installed multiple times, the buttons in Word are displayed several times or macros are to be uninstalled.

### Procedure to remove the selection:

The buttons that are not needed can be removed via "Extras" | Customize.

Disable the entries that are not needed or mark the entries and click on "Delete" in order to remove them finally.

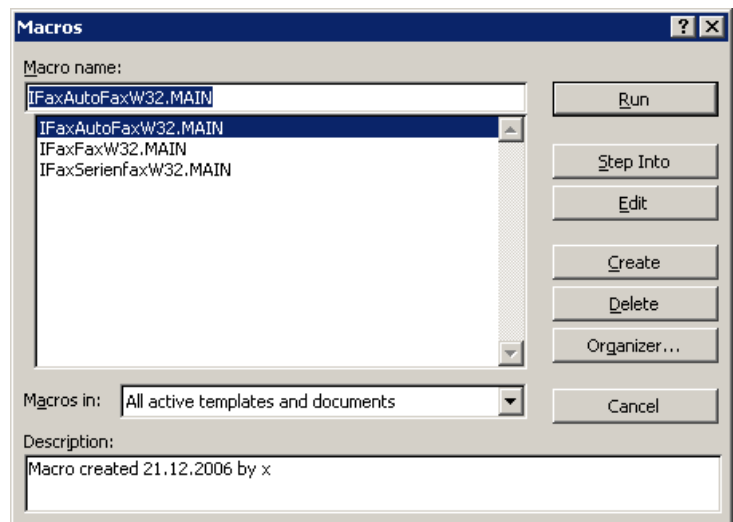
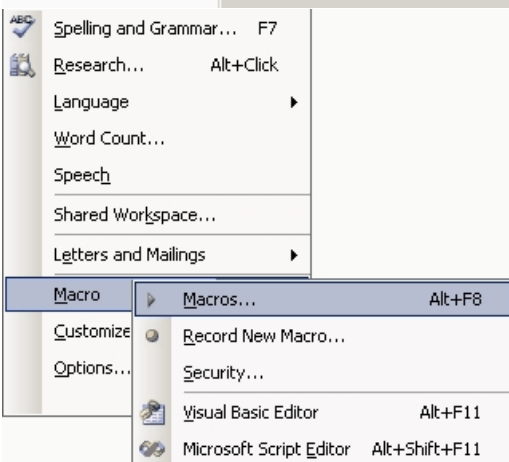
If the macros are not needed any longer, they can also be "uninstalled".



### You can delete the Word macros in:

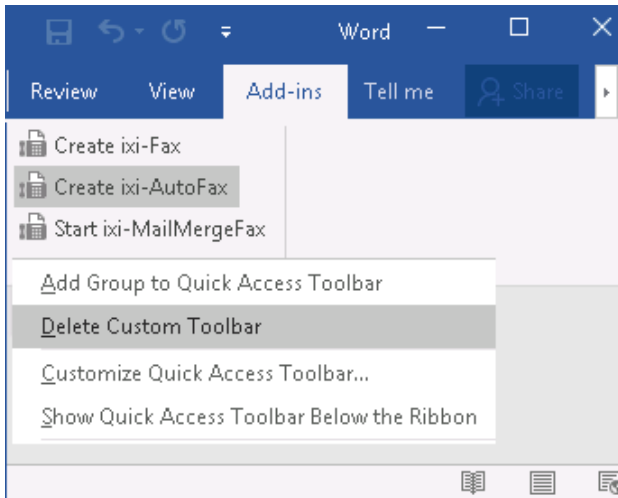
- MS Word 2003 by selecting "Extras" | Macro | Macros in the menu bar.
- MS Word 2007 by selecting "Macros - show Macros"

Delete all the 3 IFax-macros.

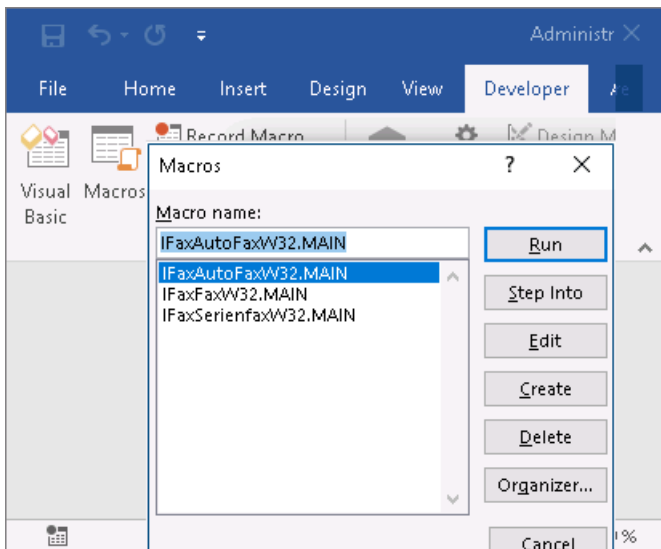


## 5.14 AddIn and macros from version 6.60

Starting at ixi-UMS Business Client Tools version 6.0, the ixi-UMS menus for Microsoft Word and Microsoft Outlook are included as a "Custom Toolbar".



The entries can be deleted via the context menu under "ADD-INS" in Word or Outlook



To remove the Wordmacros from the "normal.dot", activate the "Developer tools" via "Customize Ribbon" and select "Macros"

Here the macros can be deleted again.

## 5.15 Using Windows Mail as Mail Client

Under MS Windows Vista, Windows Mail is available as successor of Outlook Express. Because of the high security settings in the operating system, the ixi-UMS Client Tools can no longer transfer the files to the mail client without any problems.

The ixi-UMS Client Tools can only work with Windows Mail when:

- Service Pack 1 for Vista is installed
- User Access Control (UAC) is disabled

Moreover, Windows Mail as mail client has to be entered in the Properties of the Internet Explorer.

### Remark:

If MS Outlook is installed on the system, the ixi-UMS Client Tools can no longer transfer files to Windows Mail.

## 5.16 Installing Printer Manually

It can happen that the "ixi-UMS Fax" or "ixi-UMS PS" printer could not be installed or had been deleted by mistake. In order that not the complete setup of the ixi-UMS Client Tools has to be executed every time, the installation of the ixi-UMS printer can be started out of the file system.

Open the Explorer and open the directory ....\ixi-UMS Client Tools\

Depending on the operating system and the printer to be installed, please switch to the directory "Driver", "Driver64Bit" for the ixi-UMS Fax printer or "PSDriver", "PSDriver64Bit" for the ixi-UMS PS printer.

If you want to install the ixi-UMS Fax printer, please double-click on the file "DriverSetup.exe".

If you want to install the ixi-UMS PS printer, please execute the "install.bat".

The printer is uninstalled first and then reinstalled. In any case, a black window appears briefly and maybe the request for allowing the installation of the driver. In the same directory, a DriverSetup.log is written.

If the IFax printer has not been installed, please have a look at the log to find out about the reason:

### Log entry:

```
[02.03.12 13:48:23.512] [ 2528] [administrator] [ Hint] Removing IFax Printer
[02.03.12 13:48:23.702] [ 2528] [administrator] [ Hint] rundll32.exe printui.dll,PrintUIEntry /n "ixi-UMS Fax" /dl /q
finished
[02.03.12 13:48:23.702] [ 2528] [administrator] [ Hint] DeletePrinterDriver finished
[02.03.12 13:48:23.702] [ 2528] [administrator] [ Error] Could not delete Monitor - The specified print monitor in
unknown.
```

**This entry only means that the uninstalling failed.**

```
[02.03.12 13:48:24.533] [ 2528] [administrator] [ Hint] Installing IFAX Printer
[02.03.12 13:48:25.465] [ 2528] [administrator] [ Hint] Error Installing Monitor - <information>
```

See "[Install Printer on Terminal Server](#)" and check the user permission to install printers.

It also can be happen there are "remains" of old "IFax" printer in the Registry. Also other printers "prevent" the addition of the ixi-UMS printer frequently (e.g. often with HP original drivers). You then have to clean the Registry:

Start the Registry-editor.

Delete all the entries of IFax (and HP-printers, if applicable) from the branches:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-3
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers
```

Restart the printer queue.

Execute the DriverSetup.exe again.

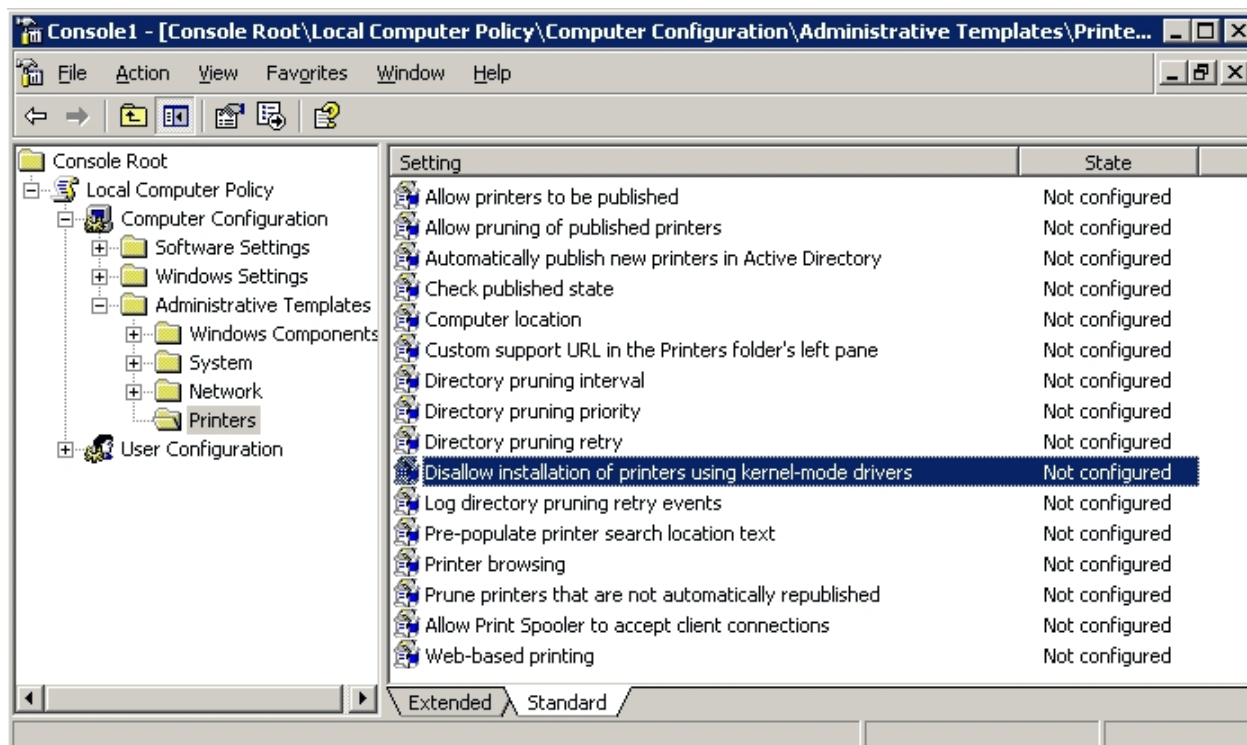


## 5.17 Installing Printer on Terminal Server

It can happen that the IXI-printers are not available after the installation on a Windows 2003 Server. Under Windows 2003, a local policy is active by default, which prevents the installation of these printers. For the installation of the printers, this policy therefore has to be deactivated:

Add the SnapIn "Local Computer Policy" in the MMC.

Open the path like shown below.



Deactivate the policy "Disallow installation of printers using kernel-mode drivers".

You should now be able to [install](#) the printers without any problems.

## 5.18 Installing Printer on Citrix Server

If the ixi-UMS Client Tools are installed on a Citrix server, the service "Citrix printer manager service" has to be terminated in addition to the [Deactivation of the policy](#).

After having installed the ixi-UMS Client Tools, the printer "IFax" should be available at the server.

When the installation has been completed successfully and the printer is available, the service can be restarted.

## 5.19 Coverpages

Fax coverpages and layouts for faxes can only be created at the server centrally.

However, personal files can be deposited for each user. Depending on the ixi-UMS Connector and the version installed, the user can state the coverpage per fax to be used himself or the administrator must determine it. For further information, please refer to the manual of the ixi-UMS Kernel and the ixi-UMS Connector.

In order to be able to design a fax message individually (e.g. inserting the company logo or the address data of the user), you can create an individually designed fax coverpage, which is inserted during the rendering process. The fax coverpage is deposited at the ixi-UMS Render Connector as HTML-file. By writing a text in the e-mail body, the fax coverpage is inserted. When the user attaches one or several documents to the e-mail, this is / these are converted into fax format and sent as consecutive pages.

*Example of a message with fax coverpage*

The image shows an email client window titled "Workshop - Message (Rich Text)". The email header shows it was sent from Patricia Linke to '0814247993422' with the subject "Workshop". The email body contains the text: "Dear Mr. Smith, please find attached the agenda of the w... If you have any further questions, please... Kind regards Patricia Linke". An attachment icon for "Workshop.doc" is circled in red. To the right, a preview of the generated fax coverpage is shown. It has a "FAX MESSAGE" header, a small photo of a man, and a metadata section with the following details: Priority: ASAP, From: +49 8142 47993422, To: 0814247993422, CC: (empty), Subject: Workshop. The subject and the attachment list "Following 1 attachment(s): Workshop.doc" are circled in red. Below the metadata, the fax coverpage text reads: "Dear Mr. Smith, please find attached the agenda of the workshop, taking place next Wednesday. If you have any further questions, please do not hesitate and contact me."

*Outgoing fax*

*Generated fax cover sheet*

If the user wants to send the documents only, he just does not write any text in the e-mail body and only sends the attachments. That way, no fax coverpage is generated.

## 6 Info

### 6.1 About estos



estos GmbH, headquartered in Olching near Munich, Germany, is a leading manufacturer of software solutions with focus on unified communication with unified messaging, fax, voice mail, SMS and CTI (Computer Telephony Integration) with presence and instant messaging. The products of estos GmbH support existing standards like standard interfaces and standard hardware; proprietary solutions are avoided. The company strives to provide its customers with future-oriented product development, with a focus on integration in available environments.

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### 6.2 Version

Software: ixi-UMS Business Client Tools  
Version: 6 SR3  
Manual: Administrator Manual  
Date: 10/9/2019