



AUTOMATIC FAX ROUTING: CONFIGURING DID FAX ROUTING FOR MICROSOFT EXCHANGE AND ACTIVE DIRECTORY

SOLUTION WHITEPAPER

OVERVIEW:

Imecom Group's DM Fax Server solution gives you all the features and capabilities to fax-enable your desktop, email system, and all your business applications. The DM Fax Connector for Microsoft Exchange acts as a gateway between the DM Fax Server and the Microsoft Exchange mail server, giving users the ability to send, receive, and manage electronic faxes right from Microsoft Outlook – all without requiring additional client software or training for the end-users.

One of the many benefits of DM Fax Server and the DM Fax Connector for Exchange is the ability to perform automatic inbound fax routing – automatically routing inbound faxes to individual Outlook clients. The best way to achieve this is to use Direct Inward Dial numbers, also known as DID numbers. DID numbers serve as individual fax numbers for each Outlook user or group. DM Fax Server uses DID numbers as a routing mechanism to automatically deliver inbound faxes to the correct Outlook client/user.

This whitepaper demonstrates how DID numbers are assigned to individual Outlook users within Active Directory, and how DM Fax Server uses DID numbers and automatic forwarding rules to forward inbound faxes to the correct Outlook client.



ASSIGNING DID NUMBERS TO OUTLOOK USERS:

One of the features that sets Imecom's DM Fax Server apart from other fax products is the way DID numbers are assigned and managed. Most other fax server products have a database on the fax server where you would establish a relationship between the Outlook user and the DID number, or perform a synchronization between the fax server DID database and Active Directory. Imecom took the approach of bypassing that middle step and designed a product that simply leverages existing Active Directory accounts and profiles. DID numbers are assigned to individual users in the exact same place that email addresses are assigned – in Active Directory User Profiles. This method provides for a more effective and quick fax routing process, and a more simplified administration.

In Figure 1, you see two examples of how to establish the correlation between Outlook users and their fax extensions in Active Directory. The first example, FAXID, is a custom type address where the type is FAXID and the value is simply the DID fax extension for that user. The second example is simply an additional SMTP type address for this user where the address is the DID fax extension followed by the organization mail domain. This address serves as an additional e-mail address for that particular user. Either method will produce the same end result – faxes will be automatically routed to the correct Outlook mailbox based on the DID fax extension dialed.

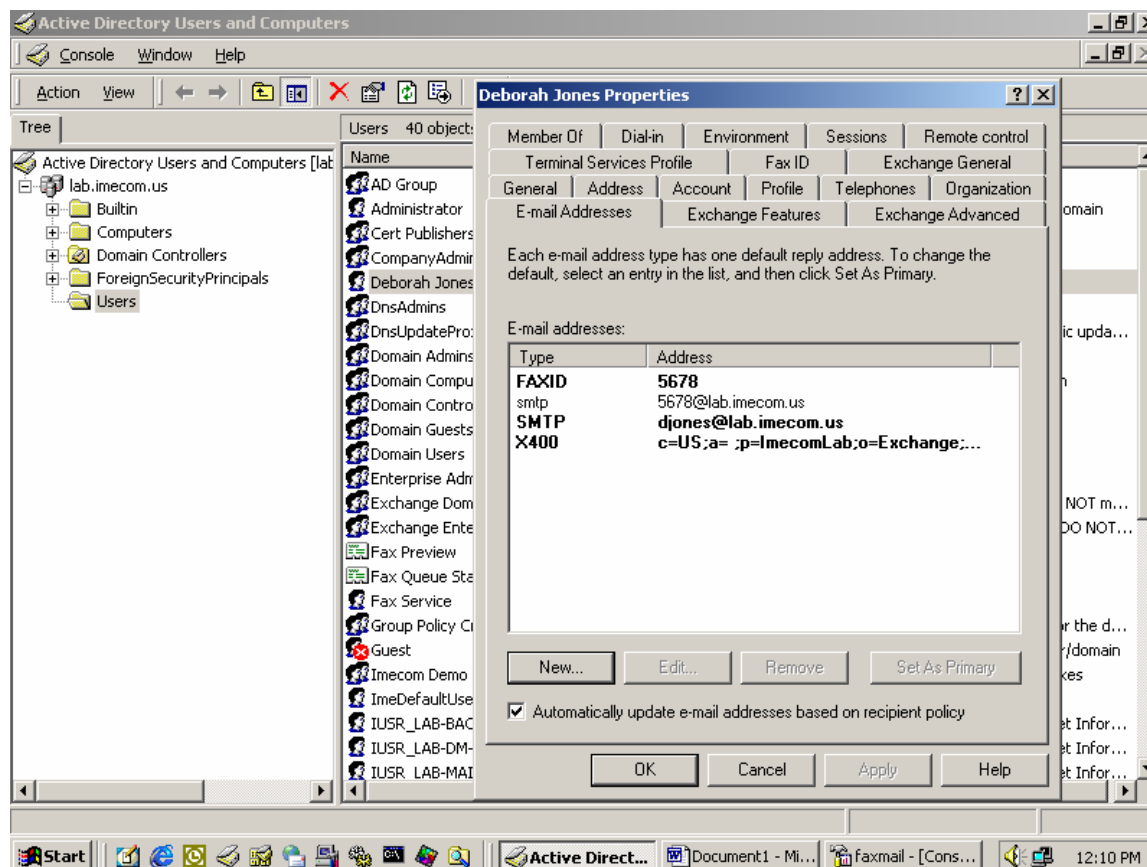
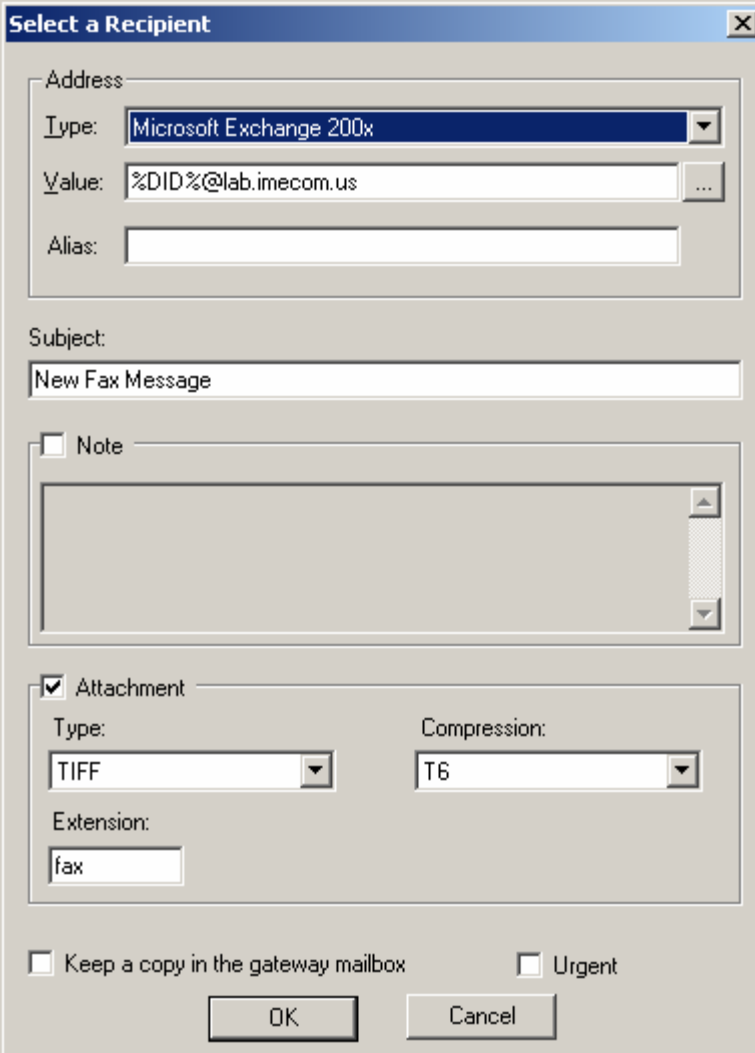


Figure 1: In this figure, you see the user profile of Deborah Jones. If we look at the properties of this user profile and click on the “Email Addresses” tab, you can see that Deborah has a standard SMTP email address, a FAXID of 5678, and an additional SMTP address of 5678@lab.imecom.us. Both the FAXID and 5678@lab.imecom.us are valid address types and serve as efficient ways for DM Fax Server to automatically forward inbound faxes to Deborah Jones.

CONFIGURING AUTOMATIC FORWARDING RULES

Once the DID fax extensions are assigned to each Outlook user or group, the fax administrator now needs to create a single automatic forwarding rule on the DM Fax Server. This is another feature that sets DM Fax Server apart from other fax server products. *You DO NOT need to create a forwarding rule for each DID extension. You only need to create ONE automatic forwarding rule for all Outlook users.* Once the forwarding rule is in place, DM Fax Server is fully configured for automatic inbound fax routing.



The screenshot shows a "Select a Recipient" dialog box. The "Address" section has a "Type" dropdown set to "Microsoft Exchange 200x" and a "Value" text box containing "%DID%@lab.imecom.us". The "Subject" text box contains "New Fax Message". There is an unchecked checkbox for "Note" and a large empty text area below it. The "Attachment" section is checked, with "Type" set to "TIFF" and "Compression" set to "T6". The "Extension" text box contains "fax". At the bottom, there are two unchecked checkboxes: "Keep a copy in the gateway mailbox" and "Urgent". "OK" and "Cancel" buttons are at the bottom.

Figure 2: Here you can see how the automatic forwarding rule is configured on the DM Fax Server. In this example, the automatic forwarding rule uses the additional SMTP address method as previously mentioned. You can also see that the variable %DID% is used. This variable changes dynamically for each inbound fax. When a fax is received, DM Fax Server captures the dialed DID extension and inserts it into the %DID% wildcard field. This is precisely why only one single automatic forwarding rule is necessary.

There are actually two variables available here: %DID% or %ISDN%. The variable used depends on the type of phone service being used. In most cases the variable used will actually be %ISDN%.

Select a Recipient

Address

Type: Microsoft Exchange 200x

Value: FaxID:%DID%

Alias:

Subject:

New %PAGES% page fax from %CSID% dated %DATE%

Note

Attachment

Type: PDF

Compression: T6

Extension: pdf

Keep a copy in the gateway mailbox

Urgent

OK Cancel

Figure 3: Here you can see how the automatic forwarding rule is configured on the DM Fax Server. In this example, the automatic forwarding rule uses the FAXID method. And again, the variable used will be either %DID% or %ISDN% depending on the type of phone service being used. In most cases the variable used will be %ISDN%

ADDITIONAL NOTES ABOUT FORWARDING RULES

In addition to specifying a destination in the automatic forwarding rule, you may also specify the text that will appear in the subject and message body of the inbound fax. You can also specify the file format of the forwarded fax. By default, DM Fax Server forwards inbound faxes as TIFF attachments, however PDF format is available as well.

You may also elect to keep a copy of each received fax in the Fax Gateway mailbox and specify whether should be marked as urgent.

ABOUT IMECOM GROUP, INC.

Imecom Group is a leading provider of technology solutions and services that enable organizations to integrate and automate the flow of documents and data efficiently, and to secure and protect PCs, information, and applications across the enterprise. Imecom develops, sells, and supports network fax server and image conversion solutions that streamline electronic document processing, delivery, and receipt throughout entire organizations.

Imecom Group, Inc. was founded in 1989 and is headquartered in New Hampshire. Imecom is a member of the Prologue Software Group which is headquartered in France. Together, Imecom Group and Prologue Software Group have established a customer base that includes 2,100 development partners and 5,300 value added resellers, which in turn have established 650,000 installations across the globe. There are now more than 2,200,000 users of Prologue products worldwide.

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