OpenText Core Fax: Enterprise Edition

Software-based FoIP for organizations of all sizes requiring cost-effective advanced application integration

Benefits

- Optimize migration from TDM to VoIP
- Ensure secure transmission of highly sensitive documents
- Reduce costs by eliminating fax hardware and analog phone lines
- Enable staff to fax from their desks or in the field from mobile devices

Associated OpenText products:

- OpenText Core Fax

Organizations are under pressure to modernize fax operations due to increasingly stringent regulatory requirements, evolving infrastructure, integration of core applications like ERP/CRM, and adoption of more economical core technologies (i.e., FoIP, virtualization, and MFPs).

OpenText™ Core Fax solutions are optimized to address the accelerating global TDM-to-IP migration trend through enhanced productivity, streamlined operations, and lower total cost of ownership (TCO).

Leading the IP fax server market

OpenText Core Fax is a robust IP fax server solution supporting the secure T.38 Fax-over-Internet Protocol (FoIP) and G.711 Fax Pass-Through. This software-only IP fax server solution is ideal for faxing highly sensitive documents such as:

- Patient records
- Prescriptions
- Contracts
- Legal documents
- Reports
- Transcripts
- Financial records
- Invoices
- Insurance forms

OpenText Core Fax is offered in three application optimized editions: SP for Service Provider, EE for Enterprise, and X for Express.

Enterprise Edition highlights

The OpenText Core Fax Enterprise Edition is field proven to manage large fax volumes and deliver high levels of security, advanced integration, monitoring and reporting capabilities, and user friendly tools. Designed for small and large enterprises, it includes:

- Inter-system replication for business continuity and disaster recovery (requires peering with an SP server).
- Simplified application integration through standardized technologies (i.e. XML, Python, Web Services API).
- The ability to handle up to 300 fax channels per server.
- A MySQL database scalable to millions of inbound/outbound faxes with easy archiving.
- Enhanced LDAP directory integration (i.e., Active Directory®, Lotus Domino®) with LDAPS support.
- Virtual machine support using VMware®, Microsoft® Hypervisor®, and Citrix®.
- Advanced SIP trunking (T.38 and G.711) and T.38 fax relay with fallback to G.711 Passthrough.
- Comprehensive inbound fax routing methods based on telephony (i.e., DID, CSID) and character recognition (i.e., OCR, barcodes)

- Fax deletion options for zero retention to comply with strict data security policies.
- Advanced traceability through an event log tab for complete fax audits.
- A mobile app optimized for iPad® and iPhone® and Android™.

Compelling economics

- **Substantial ROI** - Eliminates expensive fax boards, hardware maintenance, wasted supplies, and dedicated analog lines.
- **Increased productivity** –Eliminates need to make time-consuming trips to a fax machine.
- **Seamless interoperability and cost-optimized application integration** - Seamlessly interoperates with VoIP gateways, IPBXs, voicemail systems (UM/UC applications, including Microsoft® Exchange), LDAP directories, and ECM/ERP applications, including Microsoft® SharePoint®.

Enterprise grade solutions

- **Improve security and compliance** - Advanced user/admin control, management, and encryption features efficiently protect document privacy and facilitate compliance with regulations. Faxes can be tracked through an event log tab, making it easy to monitor all system events and user/administrator actions related to a single fax. With fax deletion options for zero retention, faxes can be deleted immediately after successful delivery.
- **Increase survivability** - Benefit from disaster recovery (DR) when paired with an OpenText Core Fax Service Provider Edition server.
- **Future-proof investment** - OpenText Core Fax Enterprise Edition does not require any extra hardware or third-party kits.

Simple Operations

- **Fax anywhere, anytime, from any device** - Send and receive faxes from a wide spectrum of interfaces (i.e., desktop email clients, MFPs, mobile app optimized for iPad and iPhone, etc.) leveraging powerful web- optimized reporting tools.
- **Excellent deployment flexibility** - Supports virtualization and FoIP to permit organizations to rapidly and easily deploy cost-effective solutions that suit their needs.

Administration

- Comprehensive integration with Microsoft Exchange
- Centralized Microsoft® Management Console® (MMC) or web administrative interface for easy system administration (assistive technology optimized)
- Management of faxing, users, and Quality of Service (QoS) on a per-site basis
- Simplified user management with enhanced LDAP directory integration
- Configurable permissions to delegate site administrators
- Network installation support through Windows Installer® (MSI) technology
- Thin client support via Microsoft®/Citrix Terminal Services®
- Configurable time zone at user and site level

Automatic fax delivery

- Methods: DID, DNIS, ANI, CSID, OCR, Channel, and LDAP search
- Destinations: user, email, printer, folder
- Configurable notification templates, attachment filename, and automatic page split
- DTMF code support for SIP protocol (inbound/outbound)

Monitoring and reporting

- Ability to monitor all faxes sent, received, or in process, as well as server status
- Live graphical fax port usage monitor and integrated network packet capturing utility
- Service status event email notifications sent to administrator via SMTP
- Administrative audit logging and application services status changes logged in Windows Event Log
- System queue monitoring and alerts through SNMP and Performance Monitor (PerfMon)
- Integrated system reporting with a comprehensive set of 20+ built-in reports

Supported document formats

- Adobe® PDF, HTML, JPG, GIF, RTF, etc.
- Microsoft® Word, PowerPoint®, Excel®
- Any windows application supporting "Print-To"

Survivability and scalability	• Off-site (inter-system) replication for business continuity and disaster recovery (must be peered with an SP edition server)
	• MySQL Database scalable to millions of inbound/outbound faxes with easy archiving
	• Virtualization ready for enhanced system availability and resources allocation
	• Support for multiple T.38 and G.711 VoIP gateways with redundant dial-plans
	• Support for branch survivability via Cisco's SRE-V® solution within the Unified Computing System (UCS) Express platform®
User productivity	• Mobile iOS and Android support
	• Custom forms for Microsoft® Outlook® and HCL Notes® allow users to select coversheets and modify fax transmission settings
	• Fax notifications in HTML or text format, and attachments in TIF, PDF, or searchable PDF
	• Individual or broadcast report notifications
	• Web-based fax composition and management with integrated phone book (private and public)
	• Built-in viewer in the web interface
	• Drag-and-drop transmit using SendFAX
	• Rearrange pages; add text insertions, highlights, and stamps to faxes
	• Multilingual support and support for international character sets. Available languages include English, French, German, Spanish, Italian, Portuguese, Russian, and Chinese
	• Ability to drop multiple files to remote servers via standard internet file transfer protocols (SFTP, FTPS/SCP/FTP)
	• Delayed/scheduled faxing
	• User fax box delegation
	• Fax auditing through event log
	• Advanced sorting features for fax lists
	• Outbound SMS relaying service to securely send notifications and short messages
	• User account monitoring
	• Print to web fax composition
	• HTML5 and CSS3 web-ready interface

Faxing to remote printers

- SMTP: For any printer configured to receive print jobs (with either TIFF or PDF attachments) via an email address
- HP® ePrint: For internet printers compatible with the HP ePrint service (receiving print jobs via their email address)
- Xerox® Mobile Print: For internet printers compatible with the Xerox Mobile Print service (receiving print jobs via their email address)
- Google® Cloud Print: For internet printers compatible with the Google® Cloud Print service (either natively or using the Google Cloud Print connector)

Hardcopy faxing (MFPs)

Platform-specific - via OpenText connectors/apps

- Xerox EIP® 2.0 and +
- Xerox ConnectKey®
- Ricoh® ESA SMART OP or SDK/J 10/11/12
- eCopy ShareScan® 5.0
- Sharp® OSA 4.1
- Fuji® Xerox Apeos 5.0
- Lexmark® eSF 4.1Via standard interfaces
- T.37 – Ricoh®, EFI®, Canon®, Lexmark®, OKI®, Muratec®, Okidata®, Toshiba®
- Scan to SMTP – Konica Minolta®, Brother®, Dell®, Kyocera®, Okidata®, Olivetti®, Samsung®, Toshiba®
- XML File Polling – Kyocera®, Xerox Server Fax®, HP®

Integration	- OpenText connector for SharePoint 2016/2013/2010 - T.38 and G.711 SIP trunking and T.38 fax relay with fallback to G.711 Passthrough
Security	- Encrypted fax transmission over SRTP - SSL authentication and encryption between all server modules and clients - HTTPS for secured Web Client communications - Built-in Windows Authentication support - Support for LDAP over SSL (LDAPS) - Enforced usage of billing codes - Restricted destination fax number tables - Per user/profile security settings (allow to fax, require password, modify sender information, enforce cover page) - Fax deletion option for zero retention

Supported environments	**VoIP gateways**
	• Cisco®, Avaya®, AudioCodes and Alcatel VoIP Gateways

Fax protocols

- ITU T.38, T.37, G.711 and G.711 Fallback
- V.34 Super G3
- ECM (Error Correction Mode)
- SIP UDP, TCP, TLS
- H.323, and MGCP (only CUCM)

Fax boards

- Brooktrout TR1034 (analog and digital) and TruFax®
- Dialogic Diva Server (analog and digital)

Operating systems

- Virtual machine support (i.e., VMWare®, Hyper-V®, Citrix®)
- Server: Windows 2012/2012 R2/2008/ 2008 R2 (32 or 64 bits)
- Client: Windows 8/8.1/7/10
- Cisco SRE-V/UCS Express®

Email server

- Microsoft® Exchange 2016/2013/2010
- Microsoft® Exchange Online
- Lotus Domino 9.0/8.5/8.0
- Any SMTP mail server

Fax clients

- Microsoft® Office 2016/2013/2010/2007 (32 or 64 bits)
- OpenOffice.org® 4.0/3.4/3.2/3.1/3.0/2.4
- Outlook® 2016/2013/2010
- OpenText Core Fax SendFAX client for advanced fax composition
- Any SMTP mail client (i.e., Outlook Express®, Eudora® and Mozilla®)
- Microsoft Office Internet Fax Service Integration

Web browsers

- Microsoft® Internet Explorer 9.0+
- Microsoft Edge®
- Mozilla Firefox 3.6+®
- Google® Chrome: all latest versions
- Apple® Safari 5.x+

OpenText Core Fax Enterprise Edition typical implementation

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