



# **GFI FaxMaker**<sup>™</sup>

*Using GFI FaxMaker in a Hosted Email  
Environment*

## Introduction

This guide explains how to setup an environment for fax server integration with a hosted mail server.

Refer to this document for instructional purposes and for configuring the environment outside the GFI FaxMaker product base configuration.

**NOTE:** Direct support from GFI Software for configuring hosted mail environments is unavailable since this is outside the GFI Product Support Agreement. No configuration changes mentioned in this article can be performed by any GFI staff directly.

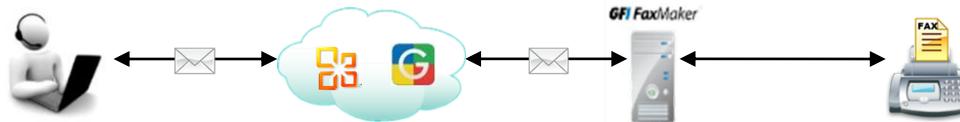
If your hosted mail server is Microsoft Office 365 or Google Apps, refer to the following links:

- » [Microsoft® Office 365™ Enterprise](#)
- » [Microsoft® Office 365™ Email only accounts](#)
- » [Google Apps for Business](#)

## How it works

GFI FaxMaker allows fax from anywhere, anytime using your mail host.

Use your preferred hosted email service, such as Google Mail or Outlook 365 to forward emails designated for fax to GFI FaxMaker.



To make this work, create a unique subdomain dedicated for your fax messages. This enables the mail server to distinguish emails addressed to this subdomain and forwards them to GFI FaxMaker.

### Example:

A hosted mail server is configured to forward emails addressed to domain `fax.mydomain.com` to GFI FaxMaker.

- » **For fax messages from a user** (for example; `+1235551234@fax.mydomain.com`). The hosted mail server recognizes the 'fax.mydomain.com' subdomain as a fax message and knows to send the message to your GFI FaxMaker server and is sent as a fax to +123 555-1234.
- » **For all standard email messages from a user** (for example; `user1@mydomain.com`), the hosted mail server recognizes the 'mydomain.com' domain knows to process and deliver the email to the recipients mail server.

**NOTE:** Your hosted mail server configuration procedure may differ than the instructions provided in this document. Use the information as guidelines to choose which configuration sections need to be configured. For more information refer to the service provider's help.

## Requirements

Ensure that you have adequate permissions to access the following settings to be able to create the subdomain forwarding:

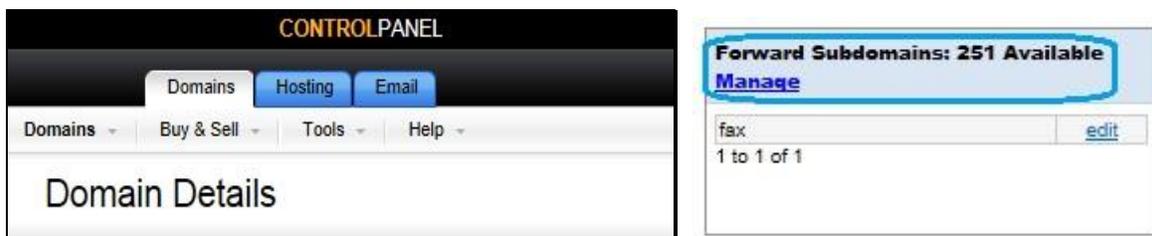
**Domain Registrar Control Panel Access:** Administrative access to the hosted email domain registrar control panel is needed to:

- » Create and register the fax subdomain
- » Create and register a new A record for the fax subdomain
- » Create and register a new MX record for the fax subdomain

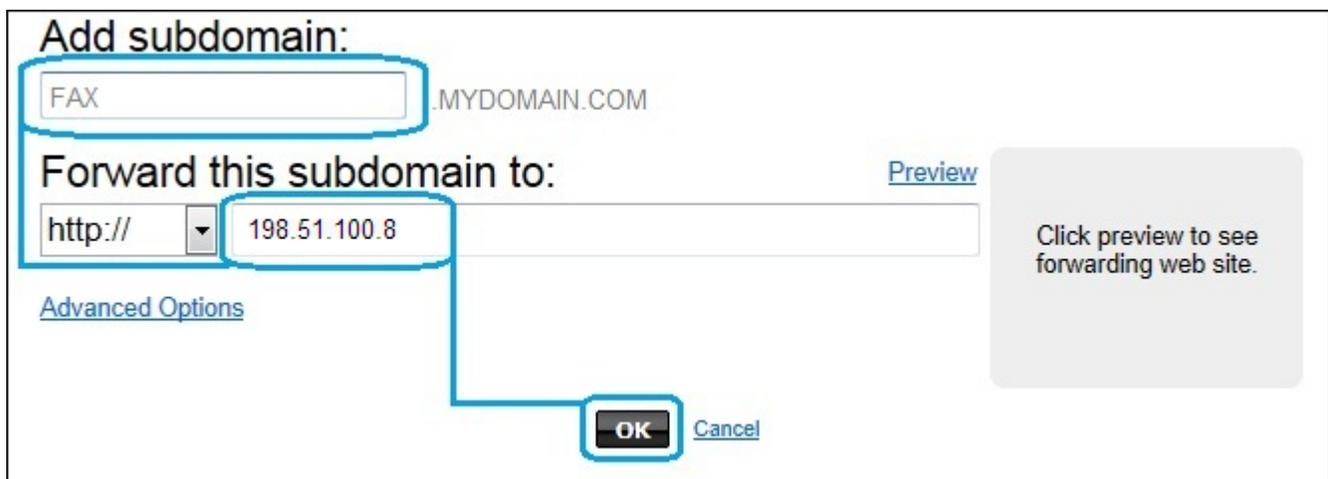
**Mail Host Control Panel Access:** From the mail host control panel, register the fax subdomain to the mail host and determine the MX record information.

## Step 1: Fax Subdomain Configuration

Log into your domain registrar control panel and open the **Forward Subdomains** configuration to create a new fax subdomain. Choose option to add a new subdomain.



Specify a new subdomain name, for example; **fax**, and specify the public-facing IP address you intend to use with your fax domain.

The image shows a 'Add subdomain' form. The title is 'Add subdomain:'. Below the title is a text input field containing 'FAX' followed by '.MYDOMAIN.COM'. Below this is a section titled 'Forward this subdomain to:' with a 'Preview' link. The input field for this section contains 'http://' in a dropdown menu and '198.51.100.8' in the main text field. Below the input fields is a link for 'Advanced Options'. At the bottom of the form are 'OK' and 'Cancel' buttons. A grey box on the right side of the form contains the text 'Click preview to see forwarding web site.'

Return to your domain control panel and open **DNS Manager**.

The screenshot shows the DNS Manager interface. On the left, under 'Nameservers', it lists 'NS1.NAMESERVER.NET' and 'NS2.NAMESERVER.NET' with a '(Last update 5/24/2012)'. There are links for 'Set Nameservers' and 'Manage DS Records'. On the right, under 'DNS Manager: Available', it lists several records: 'A @ 198.51.100.7', 'A fax 198.51.100.8', 'CNAME e', 'CNAME email email.servername.com', 'CNAME ftp @', 'MX @ MX1.mailhost.com', and 'MX @ MX2.mailhost.com'. A 'Launch' button is at the bottom right.

In the DNS Manager, create a new A (Host) Record for your new subdomain, specify the new subdomain name (for example, **fax**) and the public-facing IP address you intend to use with your fax domain.

**NOTE: Make sure you are setting the new A (Host) record for the subdomain and not the primary domain. Changes to the A (Host) record for the primary domain will cause email/web traffic for that domain to stop.**

The screenshot shows the 'A (Host)' record table. The table has columns for 'Host' and 'Points to'. The first row is the header. The second row shows '@' pointing to '198.51.100.7'. The third row shows 'fax' pointing to '198.51.100.8'. The 'Add Record' button is highlighted in the top left.

Host	Points to
@	198.51.100.7
fax	198.51.100.8

Create a new MX Record for the new subdomain and set the priority to 1

The screenshot shows the 'MX (Mail Exchanger)' record table. The table has columns for 'Priority', 'Host', and 'Points to'. The first row is the header. The second row shows priority 5, host '@', and points to 'MX1.emailhost.com'. The third row shows priority 10, host '@', and points to 'MX2.emailhost.com'. The fourth row shows priority 1, host 'fax', and points to 'MYDOMAIN.COM'. The 'Quick Add' button is at the bottom left.

Priority	Host	Points to
5	@	MX1.emailhost.com
10	@	MX2.emailhost.com
1	fax	MYDOMAIN.COM

**NOTE: Make sure you are setting the new MX record for the subdomain and not the primary domain. Changes to the MX record for the primary domain will cause email flow to stop.**

It can take anywhere from 24 to 48 hours for the new subdomain changes to become active for use by your registrar. When the wait-time for propagation has passed, verify that the subdomain name is pointing to your public IP address by performing a Name Server lookup from your command prompt, for example: `nslookup fax.mydomain.com`. Ensure that the resulting IP address is your public IP address.

**NOTE: Ensure that SMTP port 25 on your local firewall is open and forwards to the internal IP address of your GFI FaxMaker server.**

## Step 2: GFI FaxMaker Domain Configuration

Configure GFI FaxMaker to convert emails addressed to your subdomain to fax.

For more detailed information refer to

[http://support.gfi.com/manuals/en/fax2013/default.htm#SharedContent/ACM\\_GSG/Topics/Fax and SMS domain names.htm](http://support.gfi.com/manuals/en/fax2013/default.htm#SharedContent/ACM_GSG/Topics/Fax_and_SMS_domain_names.htm)

Right-click **Email2FaxGateway** and select **Properties** from your GFI FaxMaker Configuration interface.

In the **SMTP Connector** tab, specify the primary MX record of your hosted mail account.

From the **Fax/SMS domains** tab, key in the new subdomain for the fax server, for example, fax.mydomain.com.

Click **OK** and choose to restart your GFI FaxMaker services for the changes made to take effect.

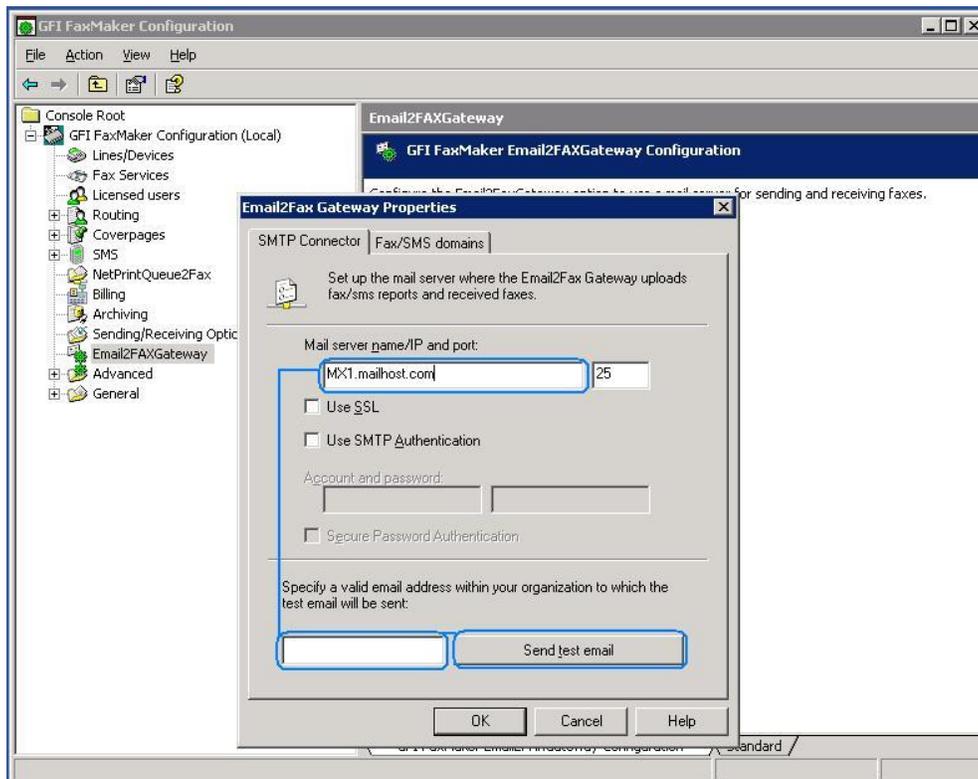


### Step 3: Setting the Email2FaxGateway

Now that we are setup to use our new subdomain, we need to point the GFI FaxMaker server to the mail servers specified by the email host. To do so, locate the MX record specified for your **primary** domain in the control panel and copy it.

MX (Mail Exchanger) ?			
Priority	Host	Points to	
5	@	MX2.emailhost.com	<input type="checkbox"/>
5	@	MX3.emailhost.com	<input type="checkbox"/>
1	@	MX1.emailhost.com	<input type="checkbox"/>

In the GFI FaxMaker Configuration under **Email2FaxGateway > Properties**, input the MX record for your primary domain into the mail server name text box

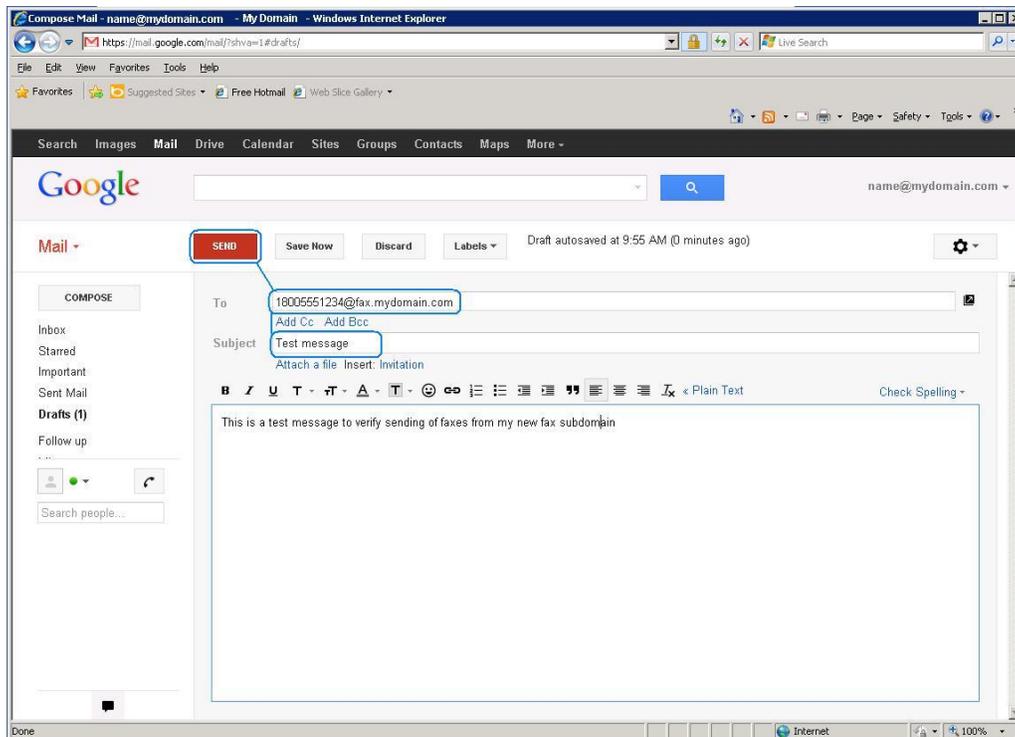


In the test email text box near the bottom of the window, type a valid email address for a user in your domain and click **Send test email** to verify successful email delivery from the GFI FaxMaker server to your mail host. The user should receive a test email from 'fax@fax.mydomain.com' in their inbox.

## Step 4: Test functionality

Ensure that fax emails are being forwarded to and processed by GFI FaxMaker.

To do this, open a new message form in your web email client and send a sample fax. Ensure that the recipient's domain is the configured subdomain. For example, send a fax to +12345678@fax.mydomain.com. Replace +12345678 with the test fax number and fax.mydomain.com with your subdomain.



From the GFI FaxMaker Monitor ensure that the fax was forwarded to GFI FaxMaker successfully. For more information how to use GFI FaxMaker Monitor refer to:

[http://support.gfi.com/manuals/en/fax2013/default.htm#ACM/Monitoring GFI FaxMaker operation.htm](http://support.gfi.com/manuals/en/fax2013/default.htm#ACM/Monitoring%20GFI%20FaxMaker%20operation.htm)

## Additional resources

**Documentation:** GFI FaxMaker help topics for hosted environments can be found at:  
[http://support.gfi.com/manuals/en/fax2013/default.htm#GSG/Hosted email environment.htm](http://support.gfi.com/manuals/en/fax2013/default.htm#GSG/Hosted%20email%20environment.htm)

**Knowledge Base:** A comprehensive repository, which includes answers to the most common configuration problems. Go to <http://kb.gfi.com/> and select product **FaxMaker**. Search for 'hosted email' to load all available articles pertaining to host email environments

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