

ixi-UMS 7 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/menus 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 with [integrated address book](#)
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 Business 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 8.x /10 (32/64 bit)
- Server 2012 / 2012R2
- Server 2016 / 2019
- Terminal server and Citrix

In general:

- 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 and be used free of charge.

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

9.18, 9.19, 9.21 9.22, 9.26, 9.52

The versions 9.20, 9.24 and 9.25 are not released

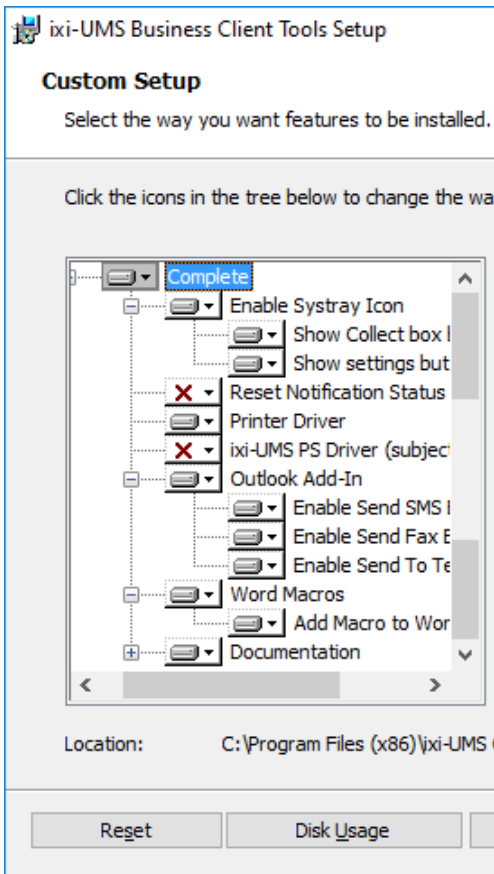
Necessary rights for installation:

- 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 Business 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.](#)

Enable Systray Icon (Optional)

Activate the Systray icon. With a right mouse click the user can then, depending on the selection:

- collect / send faxes
- open the settings
- open the collection box

Please also read the user manual

Enable Systray Icon (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
Reset Notification Status Button (Optional)	Extension of the Outlook add-ins and of the systray in order to reset the status of the notifications. See also User Manual.
Printer Driver	Installs the IFax-printer. Only with that the MS Words Macro can be used
ixi-UMS PS Driver (Optional)	Installs the "ixi-UMS PS-printer". For the addressing of faxes via control characters
Outlook Add-In (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
Word Macros (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
Add Macro to Word (Optional)	Installs the Word macros for the user logged in
Documentation (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.

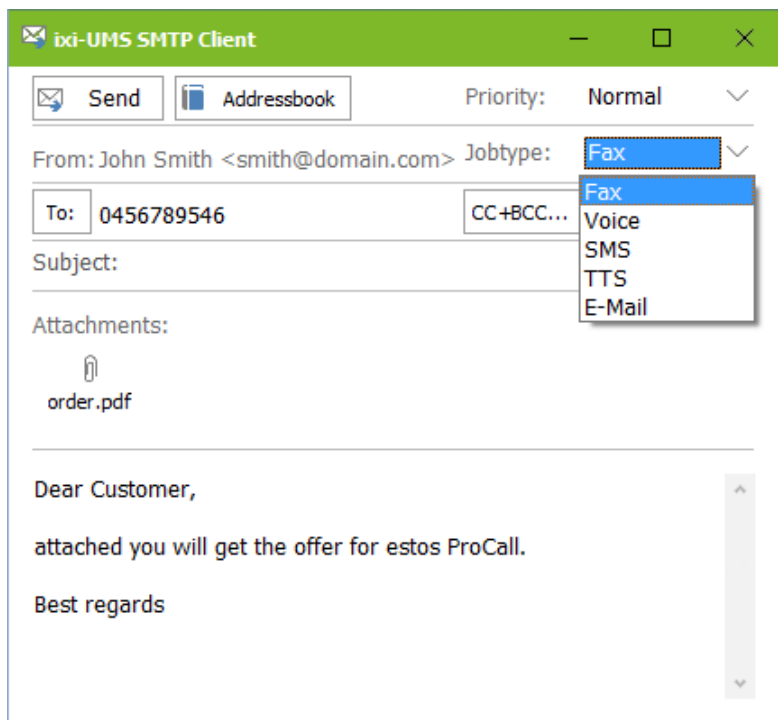
MAPI

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 and [E-Mails \(optional\)](#).



Also after printing on the ixi-UMS Fax Printer the ixi-UMS SMTP Client opens in which the recipient number is entered or selected from the address book.

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 Business 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.

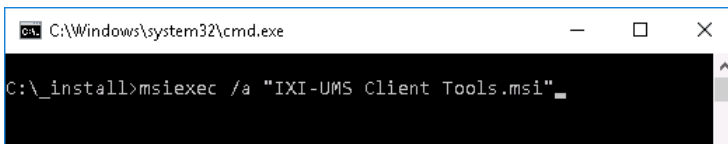
Note:

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

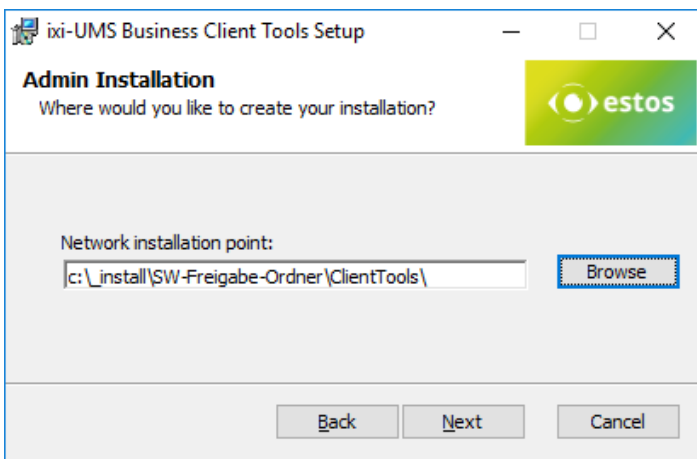
2.1 Preparation

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

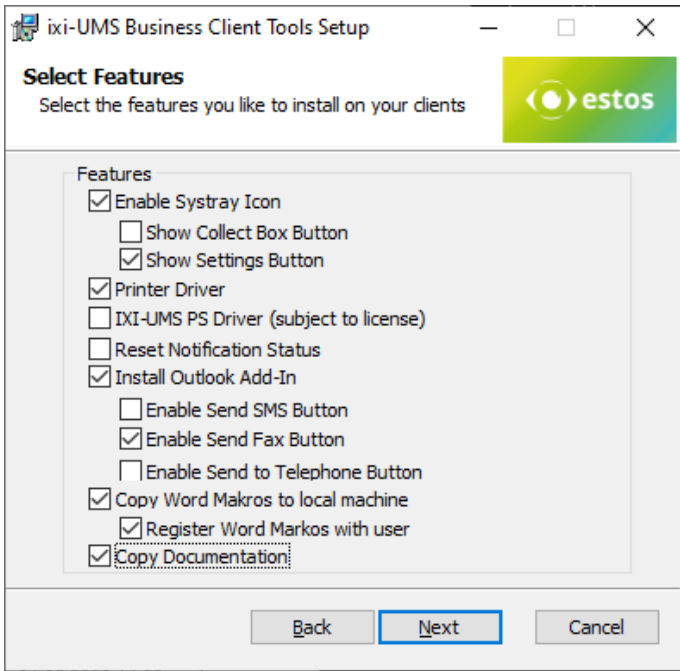
Start the installation via Start - Execute `msiexec /a "ixi-UMS Business Client Tools.msi"`.



```
C:\Windows\system32\cmd.exe
C:\_install>msiexec /a "IXI-UMS 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.

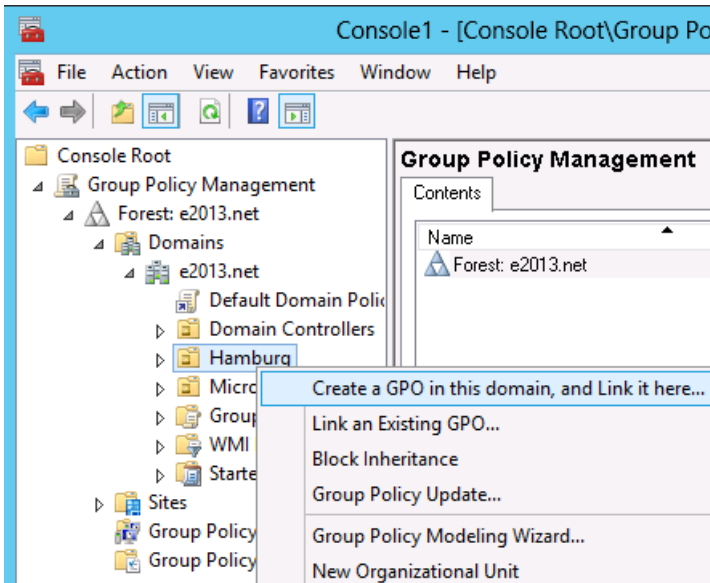
Installation per User:

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.

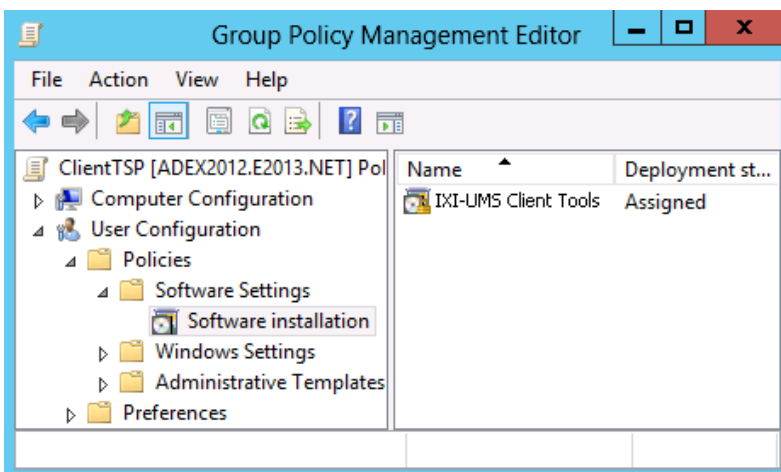
Installation per Client/Computer

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.

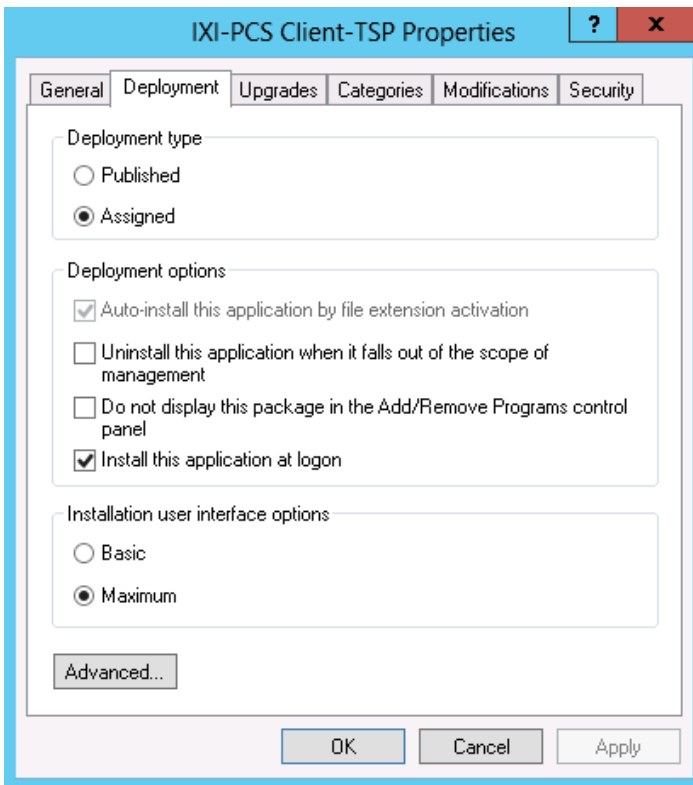


Add a new package at User Configuration or Computer Configuration - Software Settings - Software Installation.

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 Business 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: printer driver and CollectBox

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

Possible settings/parameter:**Values for ADDLOCAL**

CollectBox	Display of the Systray-Icon incl. all options
CollectBoxButton	Display of the Systray-Icon incl. "Collect files" and "Collect box"
SettingsButton	Display of the Systray-Icon incl. "Collect files" and "ixi-UMS Client Tools Settings"
MWIButton	Button " Reset Notification Status " in the systray and Outlook-Addin
Printer_Driver	Printer driver
PSPrinter_Driver	PS Printer driver
Outlook_Addin	Outlook Addin, contains all menu items
SMSButton	Outlook Addin, with menu item: Send Fax
FAXButton	Outlook Addin, with menu item: Send SMS
VoiceButton	Outlook Addin, with menu item: Send to telephone
Makros	Word Makros
Documentation	Manual

Folgende Einstellungen können angegeben werden:

SETUPTYPE	used platform/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: Select Language 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
SMTPTLS	Activation of TLS Default: empty = off
FROM	mail adresse from the user Default: leer
PRNDBUTTONFAX=0 PRNDBUTTONVOICE=0 PRNDBUTTONSMS=0 PRNDBUTTONTTS=0 PRNDBUTTONEMAIL=0	Hiding the individual job types in the ixi-UMS SMTP Client and the collect box

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

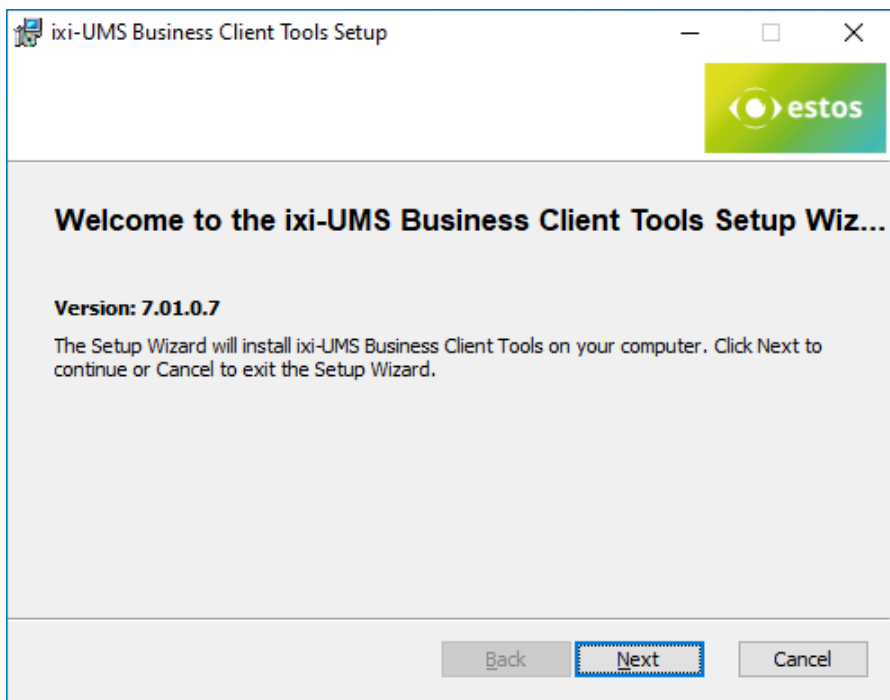
4 Single-PC installation

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

Installation at a client

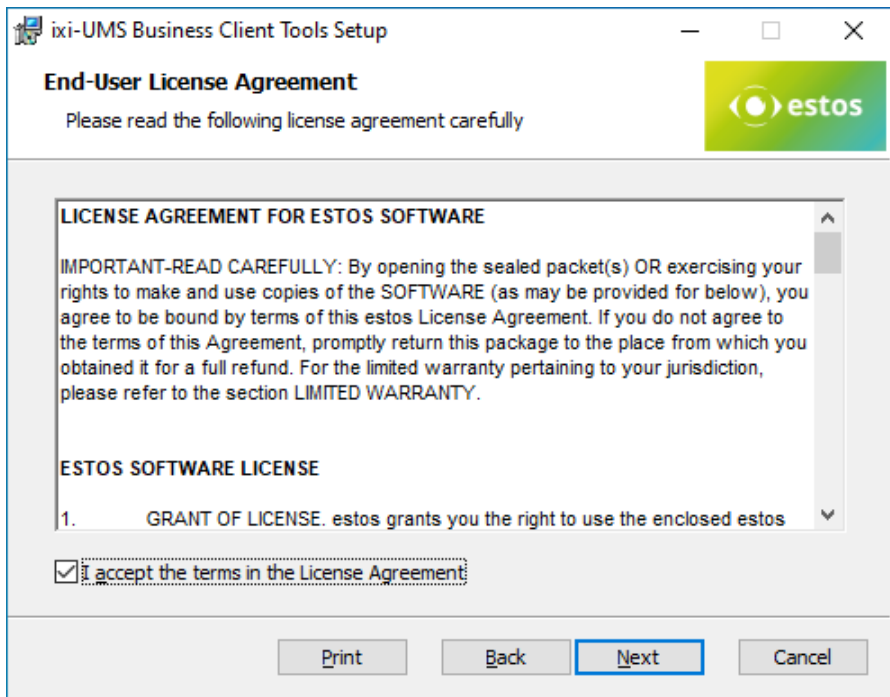
In order to be able to finish the ixi-UMS Business Client Tools installation successfully, you have to be logged in with an account that is allowed to install a local printer, e.g. the administrator.

4.1 Welcome



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

4.2 License Agreement

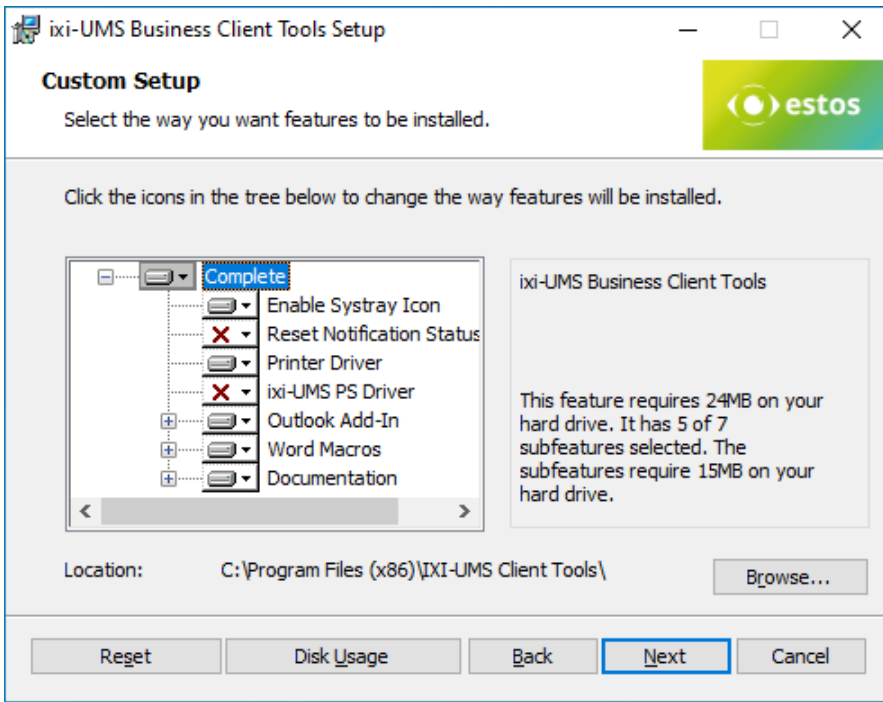


The end user's licence agreement is indicated.

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

Only then the installation can be continued.

4.3 Select Features

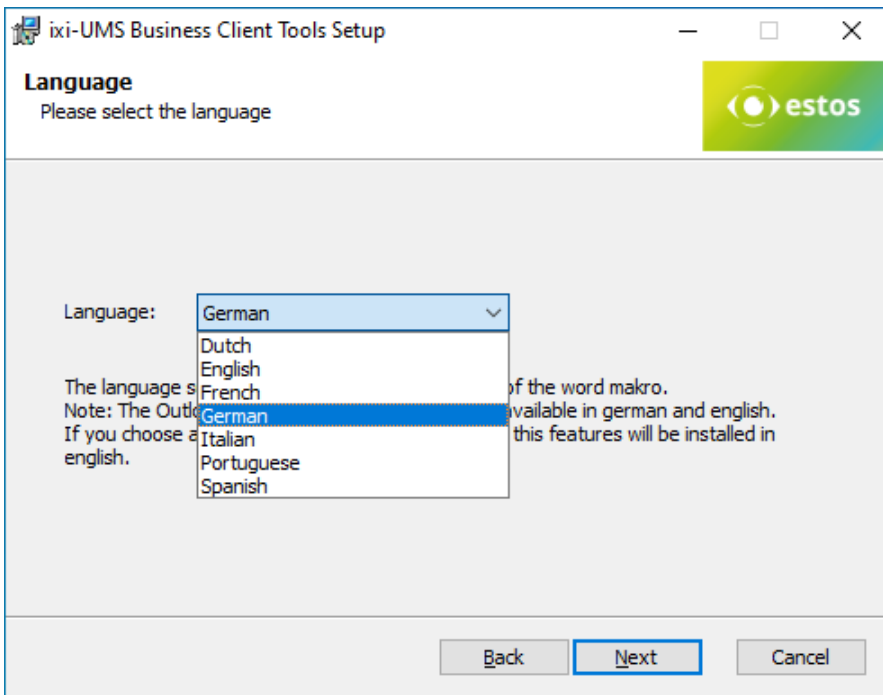


Here you have to choose, whether and which features you want to install.

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

If ixi-UMS Business 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

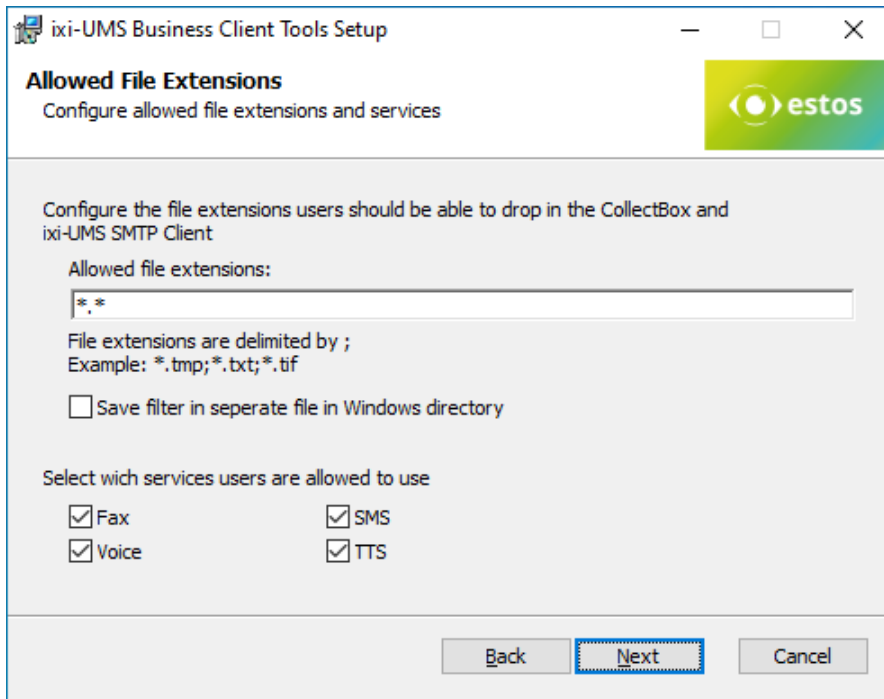
Next, a list of the allowed file extensions can be stored in the ixi-UMS Business Client Tools and the services offered can be selected.

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



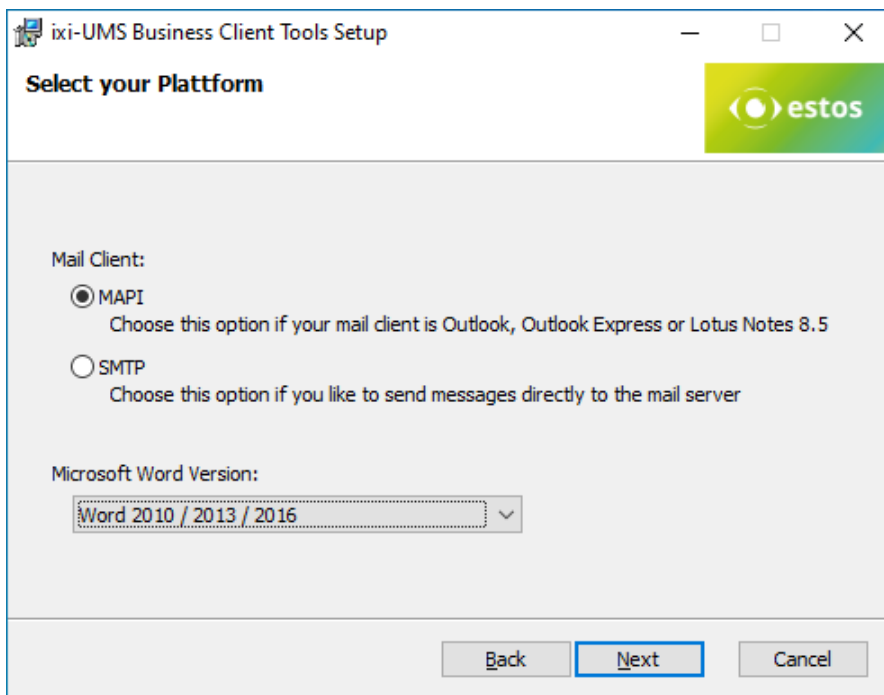
or in a separate file "IXICliFileExtFilter.ini" in the Windows installation directory.

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/or E-Mail) 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.

To install the correct [Marcos](#), the Microsoft Word used must be selected.

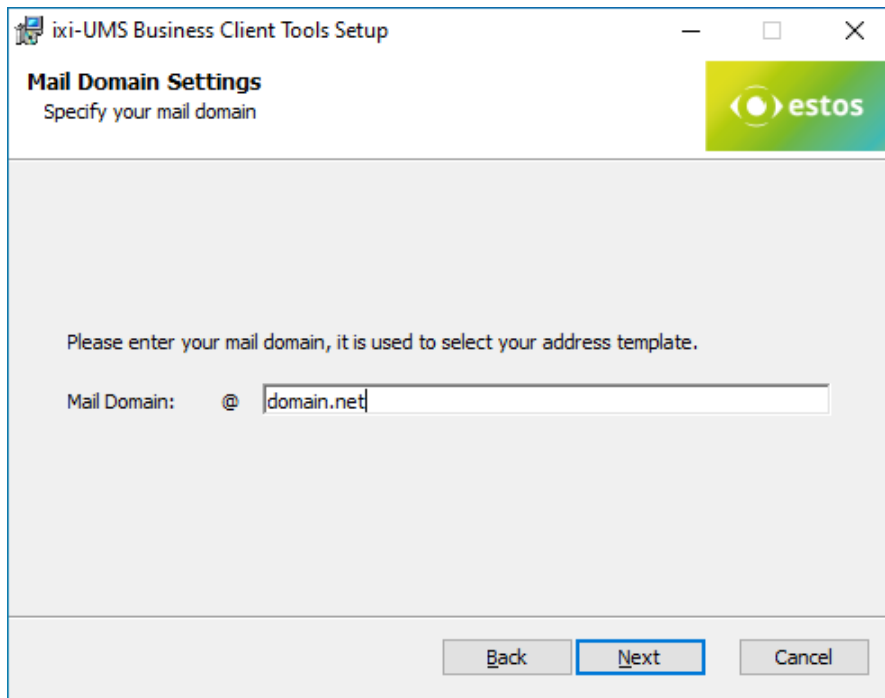
- Word 2003 and 2007 (no longer supported as of version 7.1)
- from Word 2010

4.7 Platform Settings

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

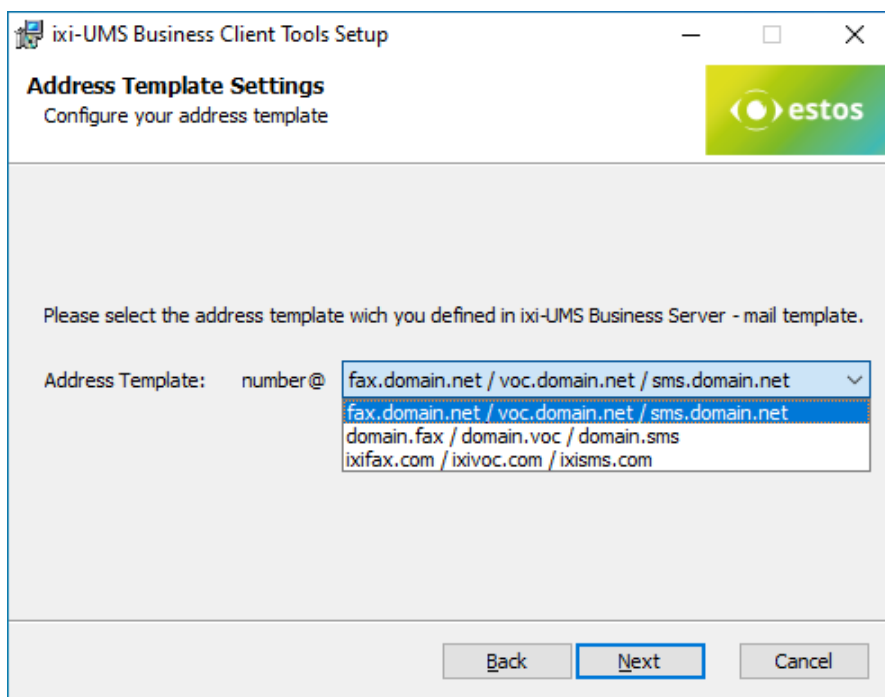
The addressing is like an E-Mail-Address and can be checked in the settings of the ixi-UMS Business server (mail system - addressing).

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.

If the ixi-UMS Messages are sent via a mail server, the addressing must match the entry in the mail server.

If the incoming ixi-UMS messages are sent to the mail server, the selection should match the domains defined in the 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

estos

Determine your smtp host and the smtp sender address

SMTP Host: Port:

From:

Use Tls

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 Business 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

estos

Determine your smtp host and the smtp sender address

SMTP Host: Port:

From:

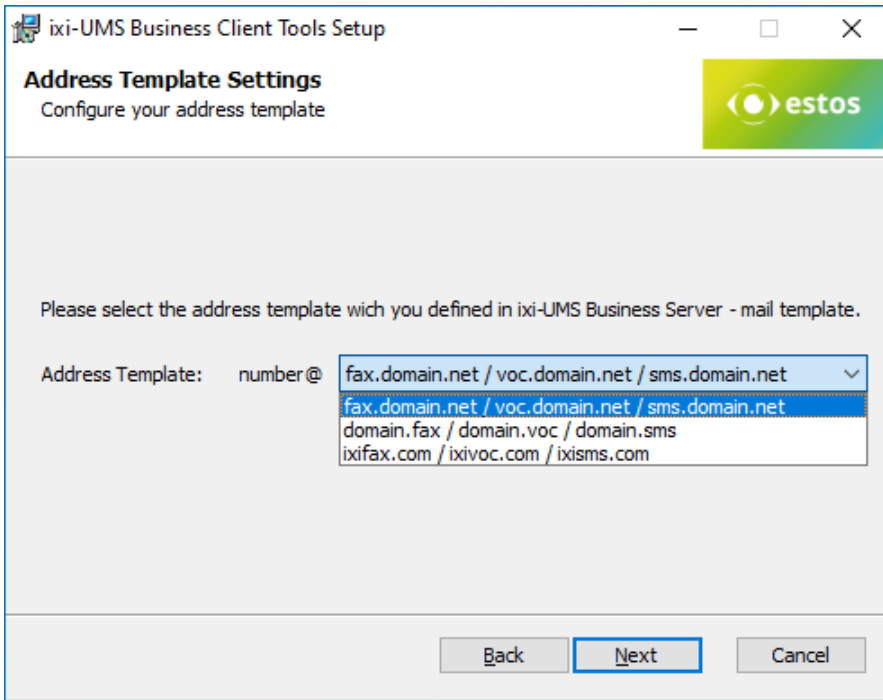
Use Tls

Back Next Cancel

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

The connection to the mail server/ixi-UMS Business can be secured by TLS. Prerequisite is that the mail server/ixi-UMS Business is set up for TLS and the required certificate is [entered in the certificate store](#) of the workstation.

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



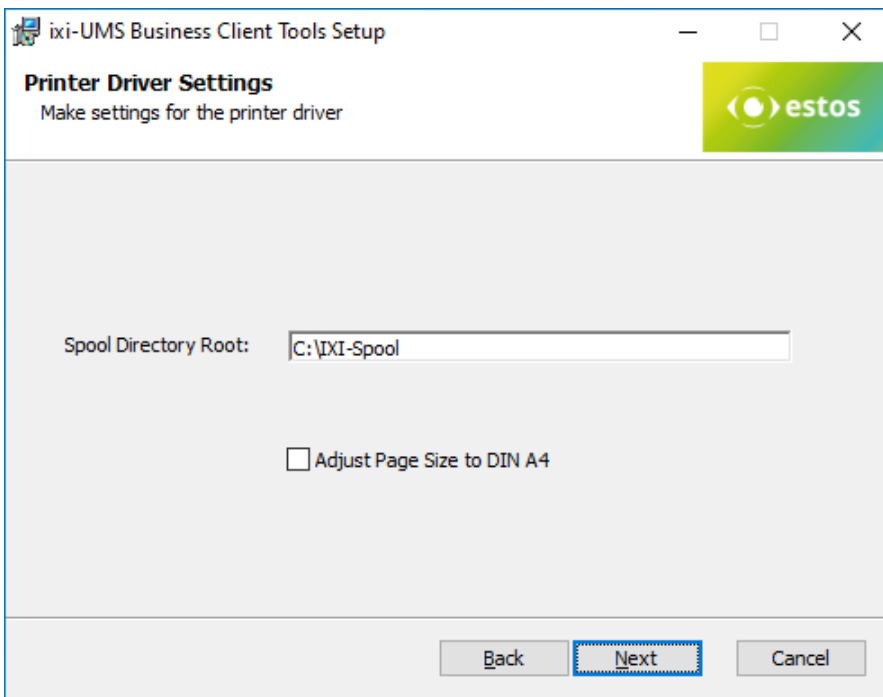
Select how outgoing UMS-messages are to be addressed.

If the ixi-UMS messages are sent via a mail server, the addressing must match the entry in the mail server.

If the incoming ixi-UMS messages are sent to the mail server, the selection should match the domains defined in the ixi-UMS Business under "Mail system - Addressing."

4.8 Printer Driver Settings

For every user of the ixi-UMS Business 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 Business 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

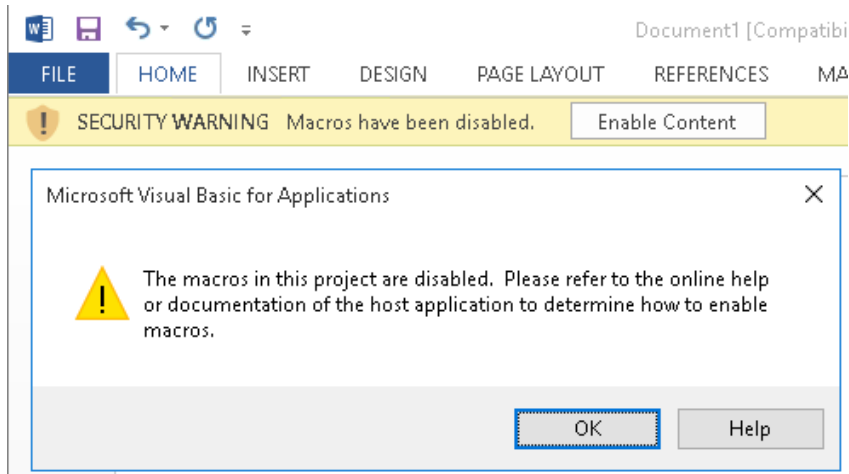
The Word macros can be installed during the setup or afterwards. During the setup, the installation is started automatically.

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

- for Word 2000, 2003, 2007 the file WW80.dot (no longer supported as of version 7.1)
- for Word 2010 and higher the file WW2010.dotm

Remark:

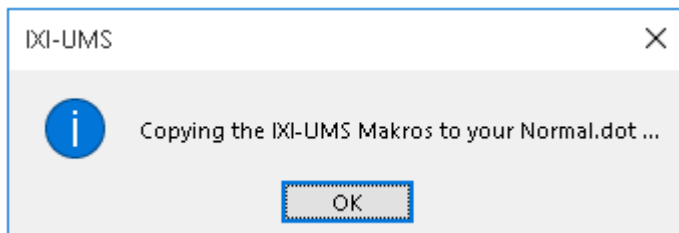
- Macros have to be installed per user
- The [Macro Security](#) in Word has to be lowered at least to "Medium"



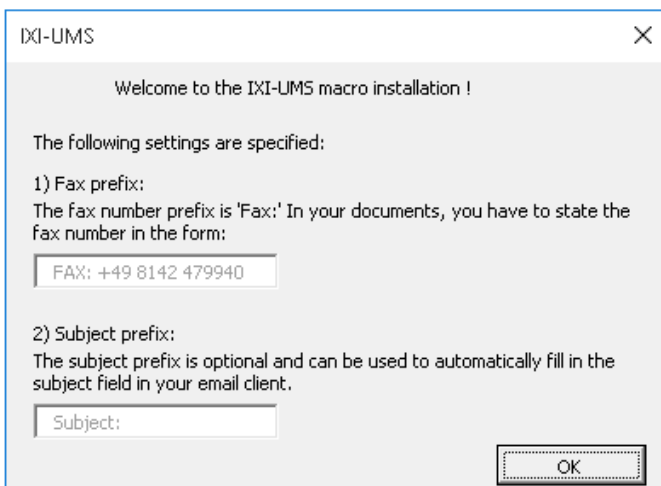
When starting the WW80.dot, Word opens.

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

The macros have to be enabled.

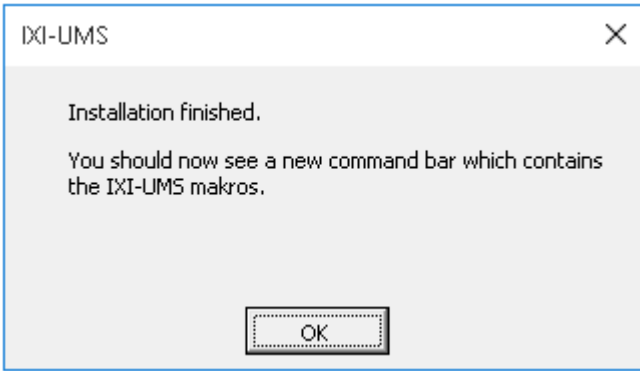


The following window appears:



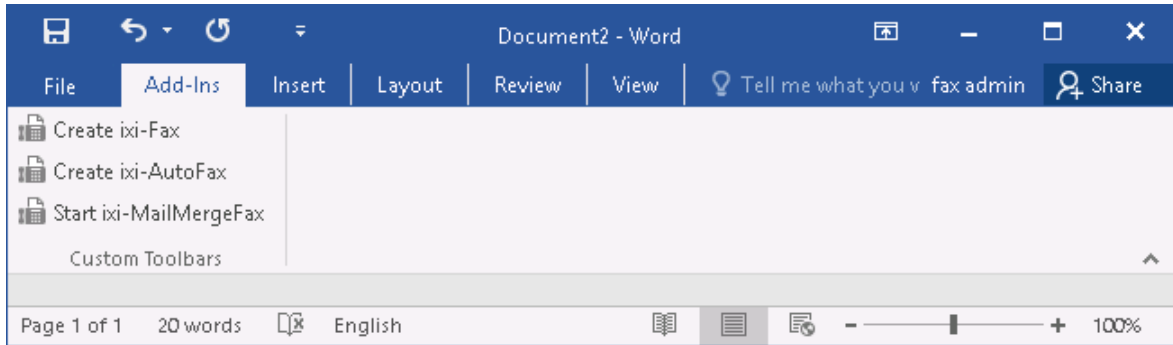
Now the prefixes have to be determined. This information is important for the Auto fax feature and the mail merge fax feature.

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



If successful, the installation of the macros is confirmed.

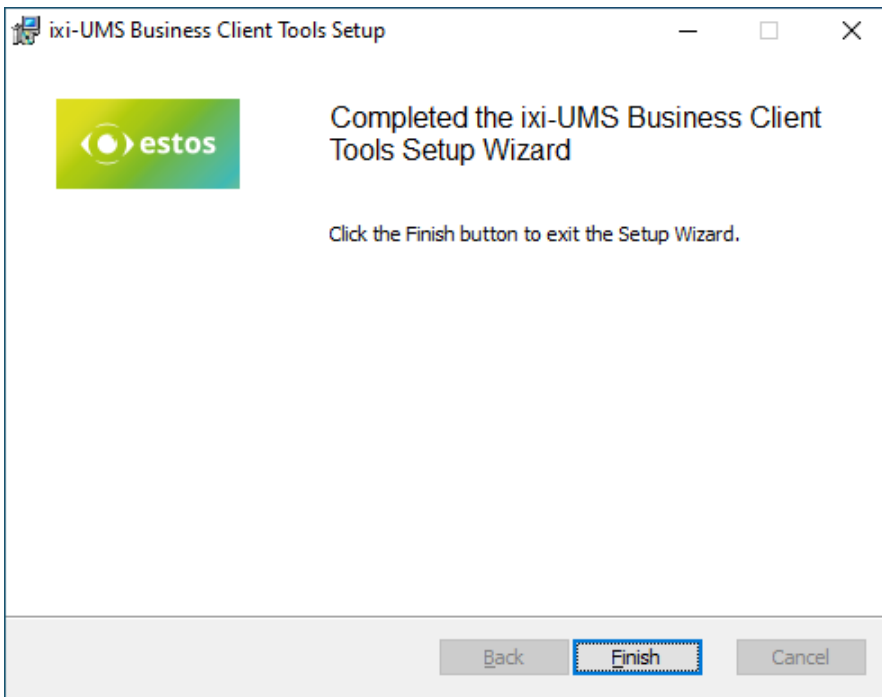
The button ixi-UMS now has to be available in Word FOR THIS USER.



Hint:

The Add-In can be easily "[uninstalled](#)" again.

4.10 Finish



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

5 Additional Informations

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** and can be used free of charge.

The ixi-UMS Business Client Tools have been tested with the GhostScript Version: 9.18, 9,19,9,21 9.22, 9.26, 9.52
The versions 9.20, 924 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 Business 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 Business 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 Business Client Tools by double-click.

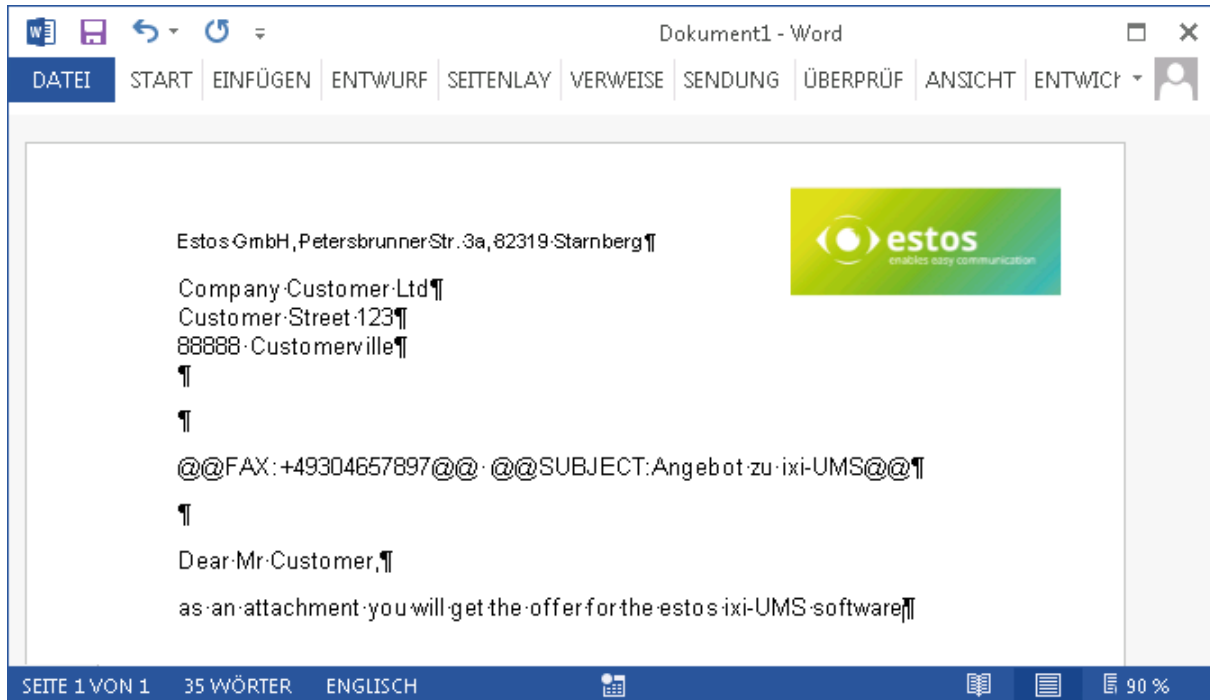
5.2 Transferring Fax Printing Jobs via Control Characters in the Text

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:

	Präfix	Suffix
Fax number:	@@FAX:	@@
Subject:	@@Betreff: und @@SUBJECT:	@@

The values are determined in the Registry at

HKEY_LOCAL_MACHINE\SOFTWARE\estos\ixi-UMS\ClientTools

or

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\estos\ixi-UMS\ClientTools

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 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.

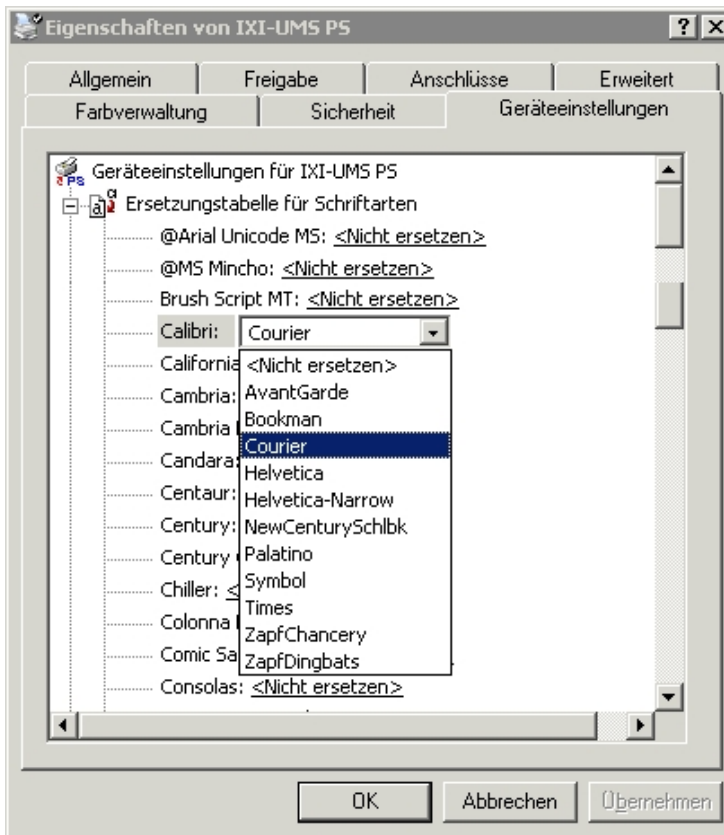
Not every font can be processed. When the data to be transferred are formatted e.g. in "Calibri", the printer cannot read out these data.

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".

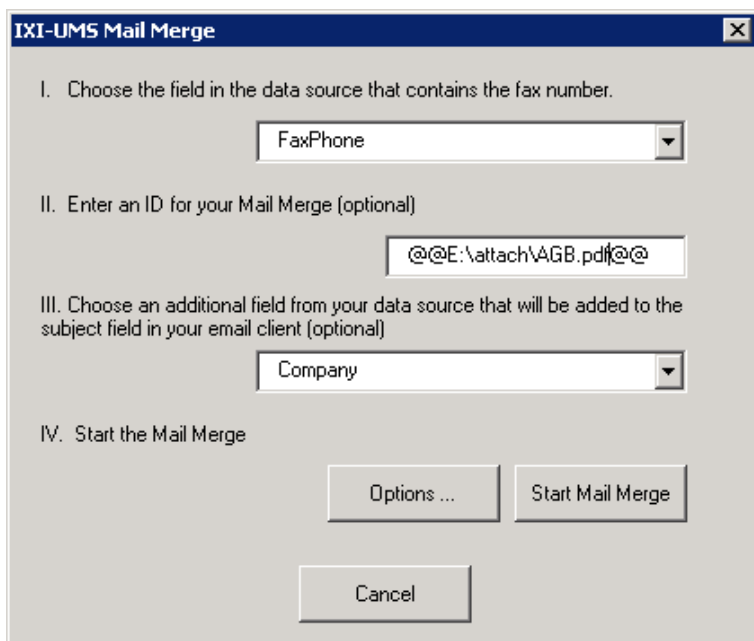
Select the font (here Calibri) and click on "<do not replace>". Select one of the fonts offered to you.

Recommended: Helvetica or Courier.

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

5.5 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.

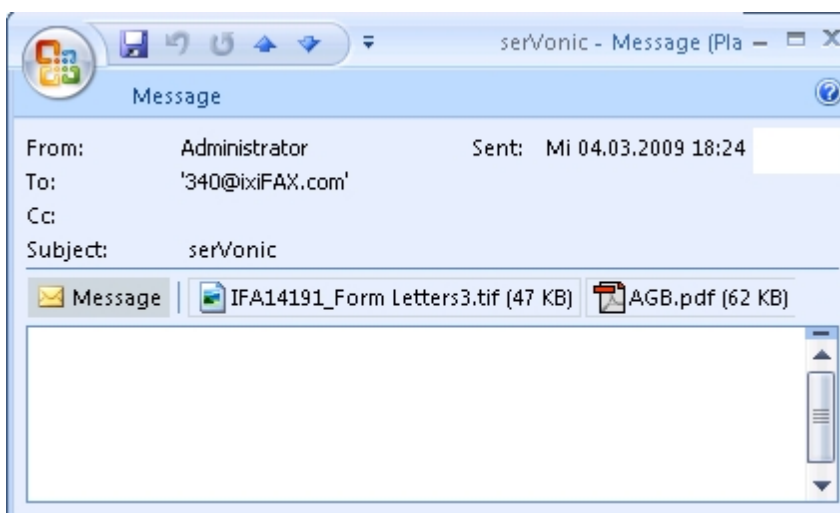


The screenshot shows the 'IXI-UMS Mail Merge' dialog box with the following steps and options:

- I. Choose the field in the data source that contains the fax number. (Dropdown menu: FaxPhone)
- II. Enter an ID for your Mail Merge (optional) (Text box: @@E:\attach\AGB.pdf@@)
- III. Choose an additional field from your data source that will be added to the subject field in your email client (optional) (Dropdown menu: Company)
- IV. Start the Mail Merge (Buttons: Options ..., Start Mail Merge, Cancel)

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 Business Client Tools via the "Subject".

If this transfer is wanted with the mail merge feature of the ixi-UMS Business 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.



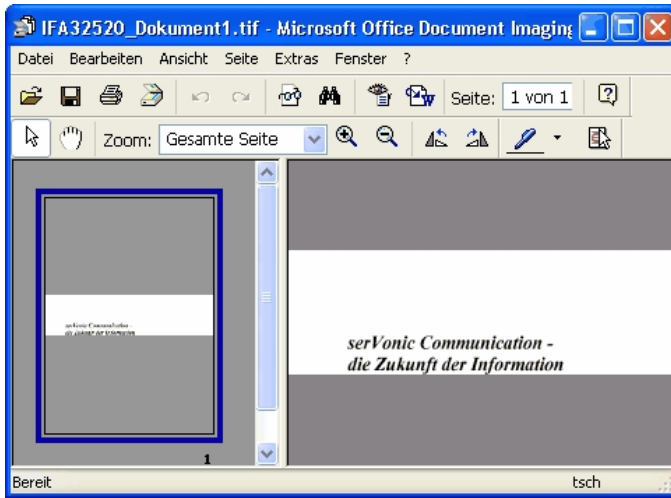
If the file is not available or you cannot access it, the following report is displayed once:

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

5.6 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 Business 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.



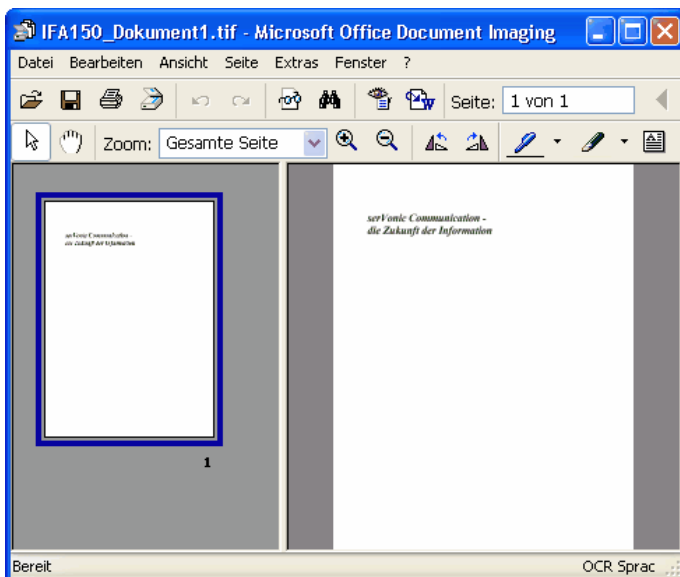
A disadvantage is that e.g. the Microsoft software "Document Imaging" only displays what has been printed.

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 makes 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.



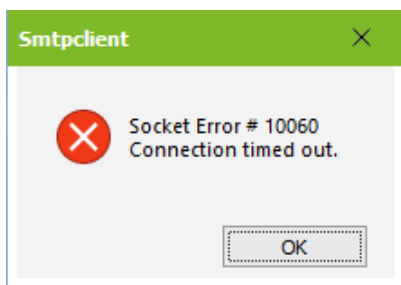
From ixi-UMS Business Client Tools Version 5.8, the options can be set in a way that the printing always comes out as a full DIN A4-page.

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

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

5.7 Error with the Use of "SMTP"

When at the installation of the ixi-UMS Business 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 Business Client Tools:

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

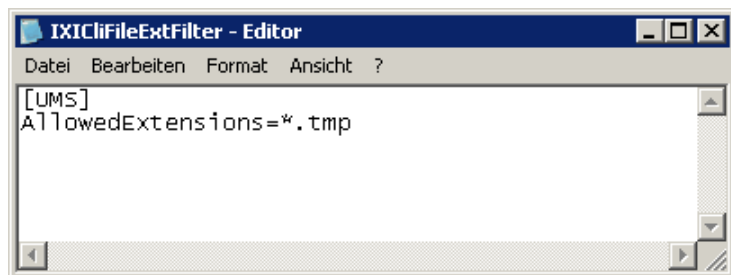
.....

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 Business Client Tools.

5.8 Allowed File Types

During the installation of the ixi-UMS Business 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\\<Benutzer>\\Anwendungsdaten\\servonic\\ixi-UMS ClientTools or in a separate file "IXICliFileExtFilter.ini" in the Windows installation directory.



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

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

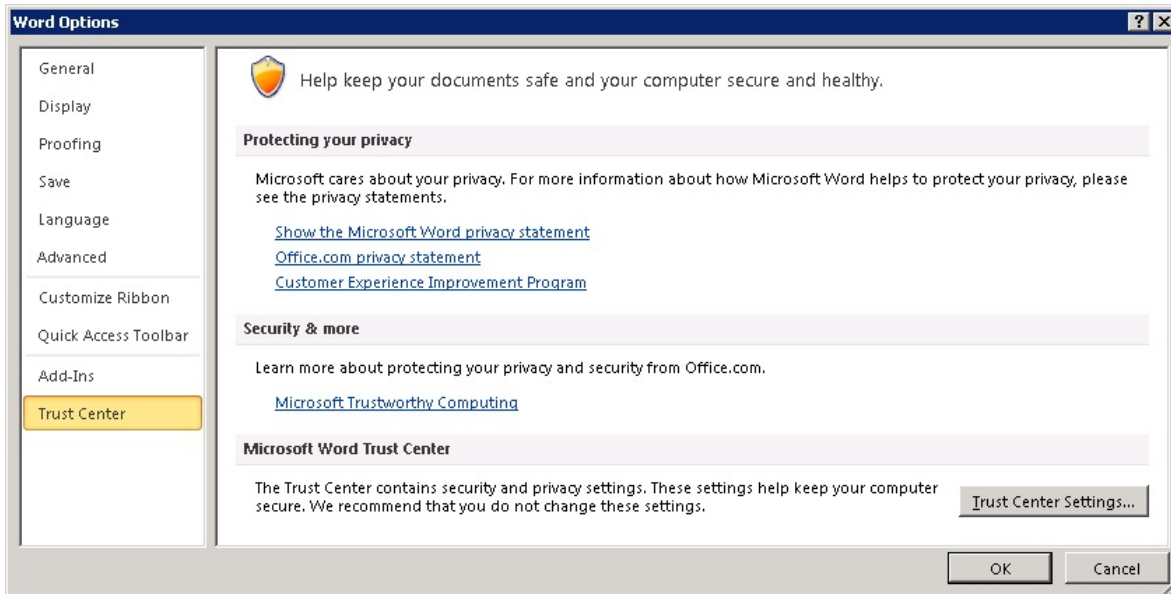
After having stored the alterations, the Prnd.exe has to be restarted. In order to do so, the Prnd.exe has to be stopped in the task manager and restarted via Start - Programs - ixi-UMS Business Client Tools.

5.9 Setting Macro Security

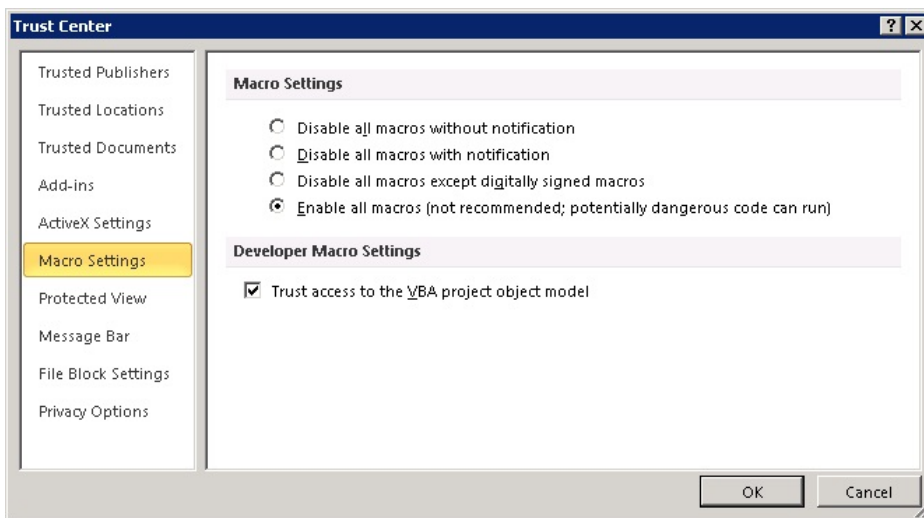
For the "installation" of the Word macro, the security has to be set to "Medium" or "Low" in MS Word.

5.9.1 Office 2010

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



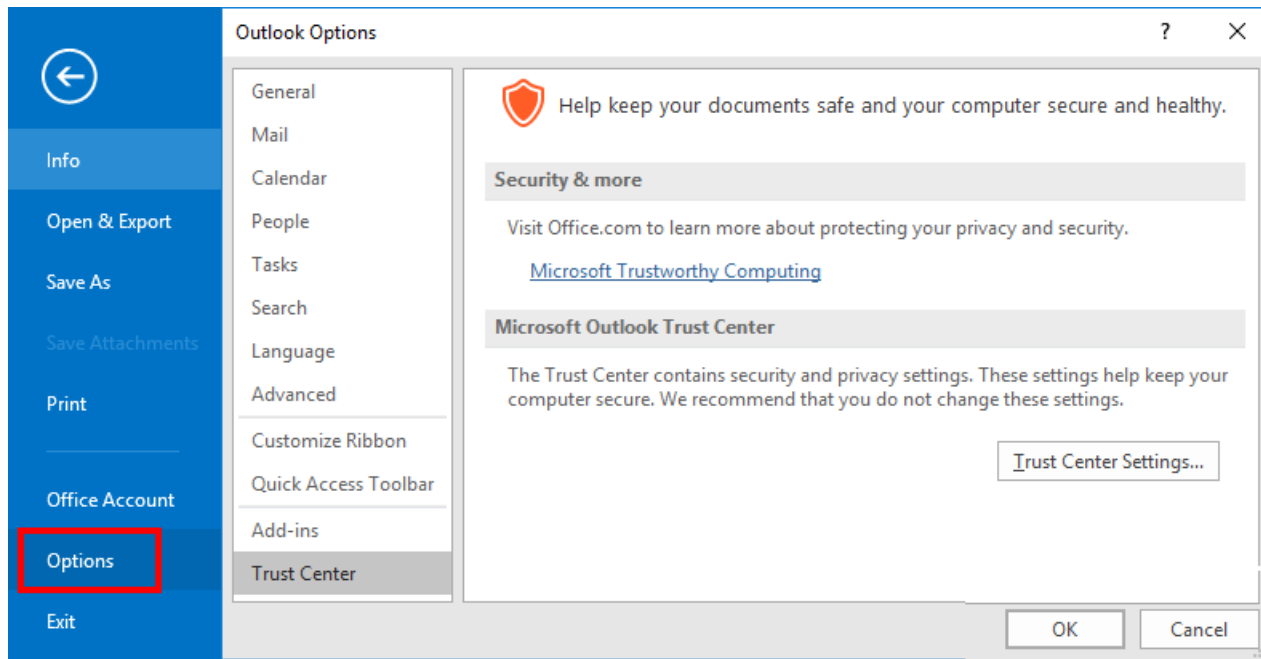
Click on "Trust Center Settings..." and choose "Macro Settings".



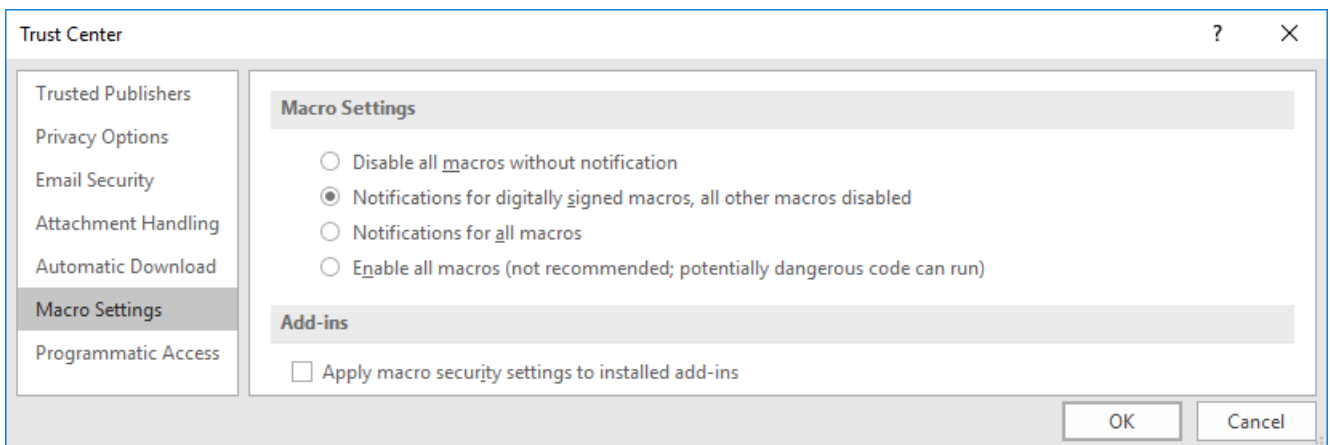
Here you now can "Enable all macros".

5.9.2 Office 2013/2016

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



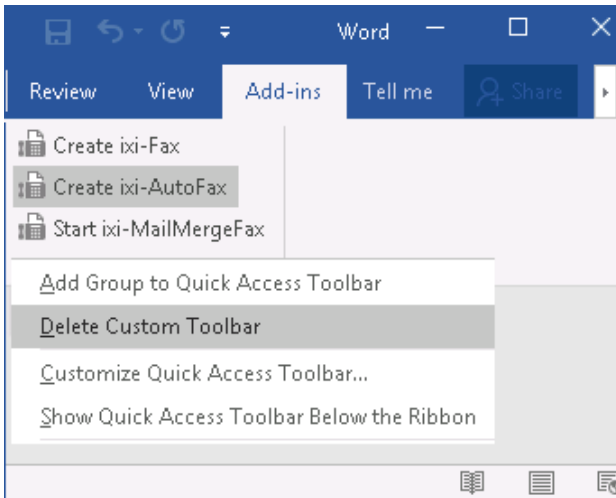
Click on "Trust Center Settings..." and choose "Macro Settings".



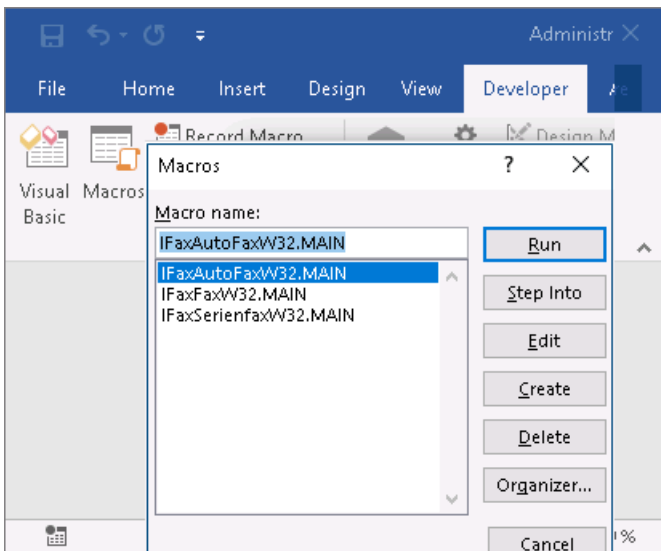
You must select "Notifications for..." or "Enable all..."

5.10 AddIn and macros

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.

5.11 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 Business 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 Business 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

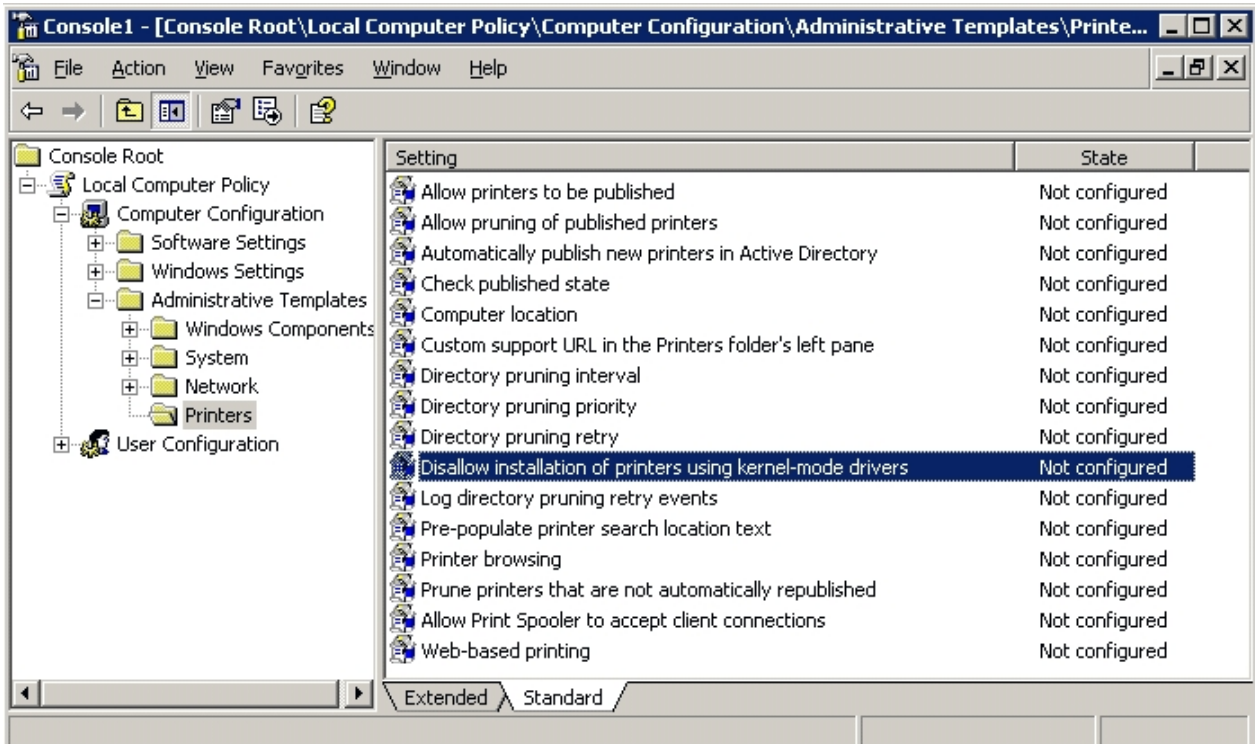
Restart the printer queue.

Execute the DriverSetup.exe again.

5.12 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.

5.13 Installing Printer on Citrix Server

If the ixi-UMS Business 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 Business 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.

5.14 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

Workshop - Message (Rich Text)
File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward

From: Patricia Linke
To: '0814247993422'
Cc:
Subject: Workshop

Dear Mr. Smith,
please find attached the agenda of the w
If you have any further questions, please

Workshop.doc

Kind regards
Patricia Linke

FAX
MESSAGE

Priority: ASAP
From: +49 8142 47993422
To: 0814247993422
CC:
Subject: Workshop

Following 1 attachment(s): Workshop.doc

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

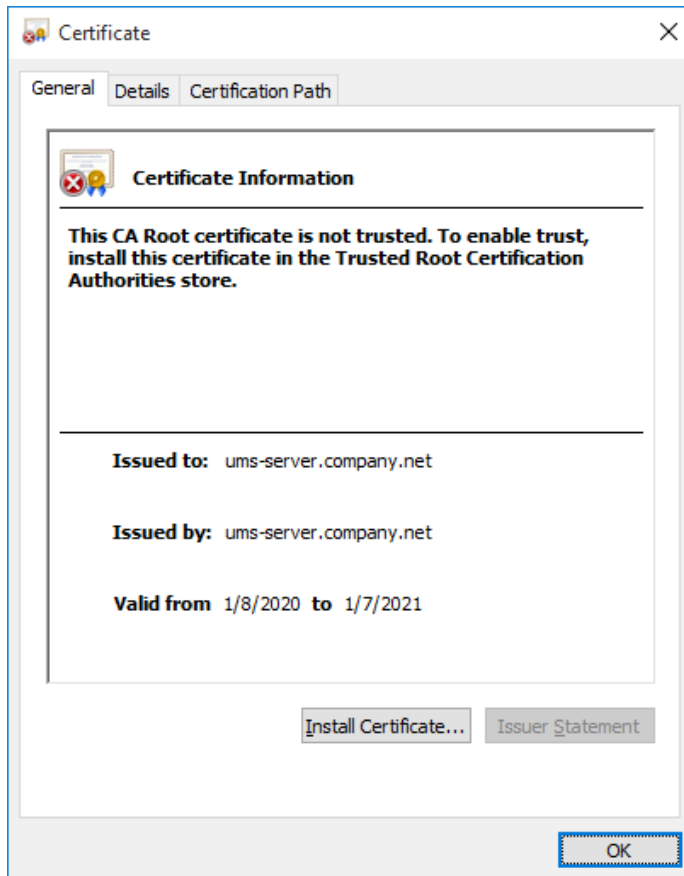
Generated fax cover sheet

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.

5.15 Enter certificate in the computer

If the SMTP client should use a TLS secured connection to the mail server or ixi-UMS Connector, the required certificate must be installed in the certificate store of the computer.

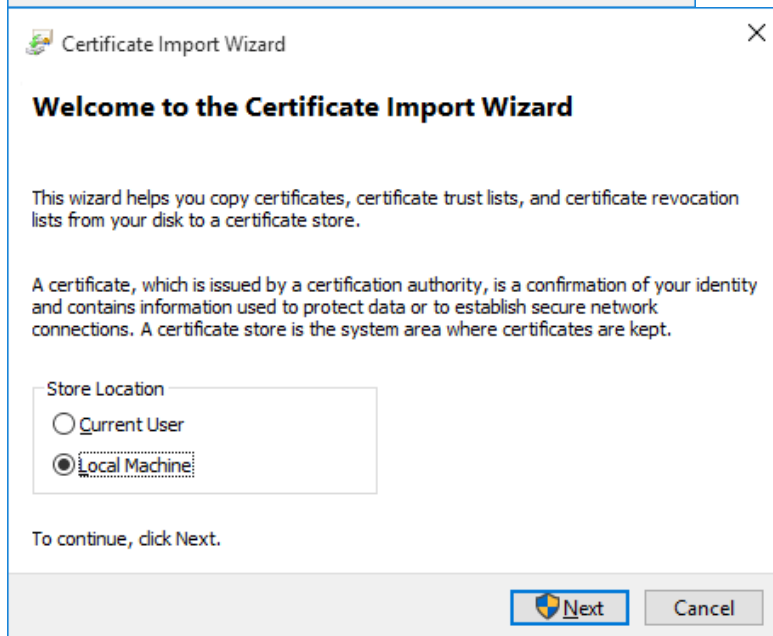
If the computer is a member of a domain and the certificate is distributed in this domain, no further steps are necessary.



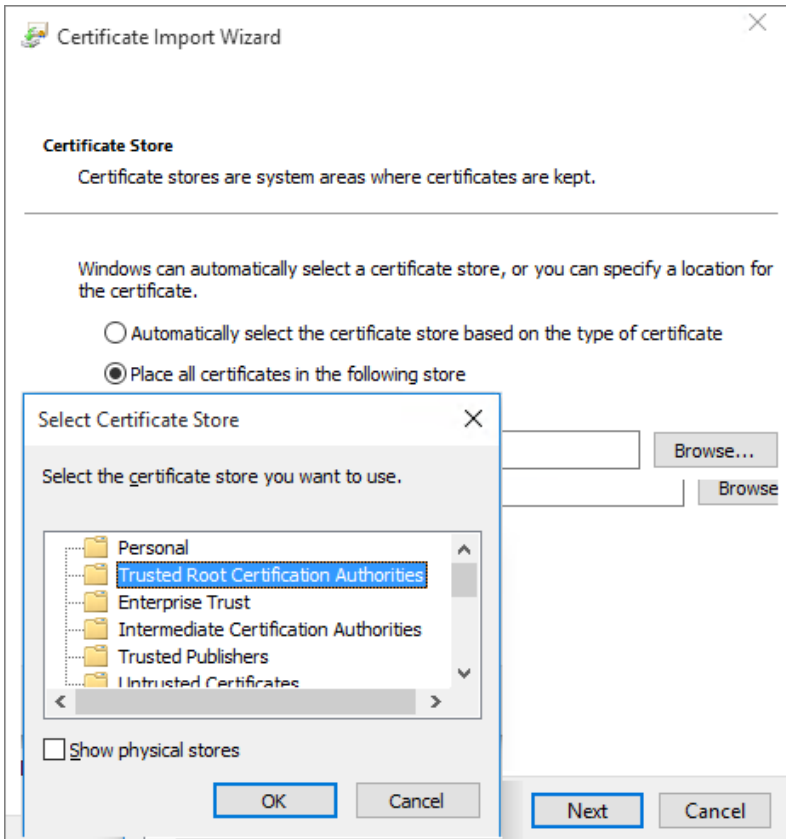
If an own certificate is used on the mail server or in the ixi-UMS 7 Business, it must be imported into the local certificate store of the workstation.

Copy the certificate to the computer and open it with a double click.

Click on "Install certificate" to start the import wizard.



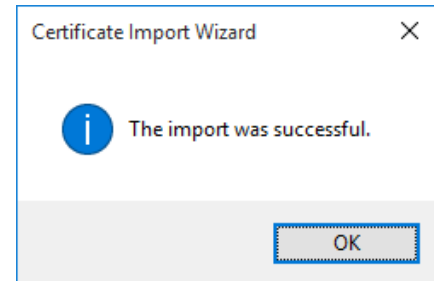
Select "Local Computer" and click "Next".



In the next step, select "Save all certificates to the following store".

Select the folder "Trusted Root Certification Authorities" via "Browse".

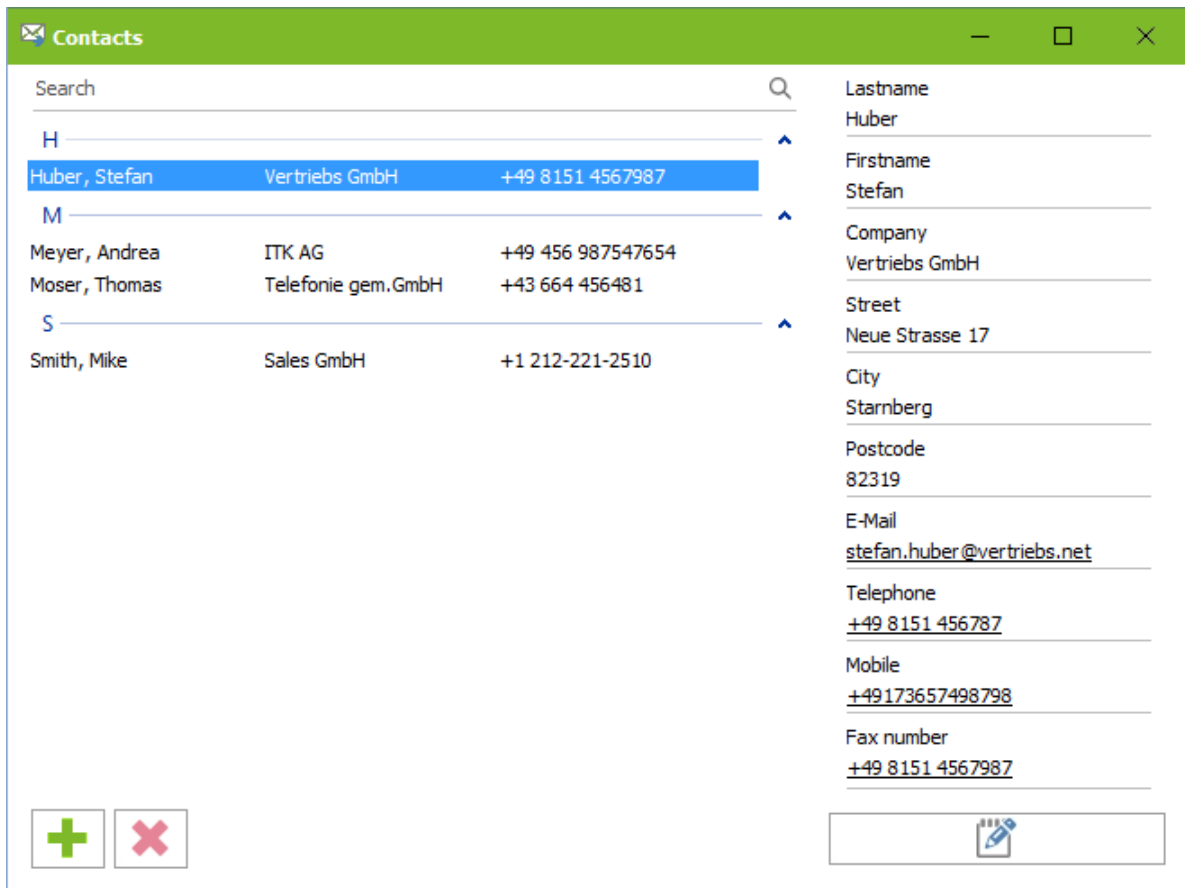
Exit the wizard. Make sure that the certificate was imported successfully.



5.16 Address book information

The ixi-UMS SMTP Client integrates a simple address book.

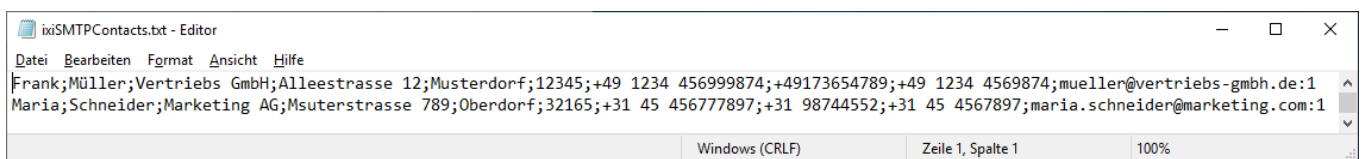
For each contact, the user can store the phone numbers for sending ixi-UMS Messages and an e-mail address.



The entered data are stored in the file "ixiSMTPContacts.txt" in the user directory.

Path: C:\Users\>\AppData\Roaming\estos\ixi-UMS ClientTools

Each address book entry corresponds to one line. The values are separated with ;. If an e-mail address is given, it MUST be stored with :1.



The sequence of the information must be observed:

First name;Last name;Company;Street;City;Postcode;Telephone ;Mobile phone;Fax;E-mail address:1

If the workstation or computer is changed, this file should also be saved and moved.

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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For more information about estos GmbH and its products, please visit estos GmbH website.

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6.2 Version

Software: ixi-UMS Business Client Tools
Produkt: ixi-UMS Business
Version: 7.00
Manual: Administrator Manual
Date: 9/29/2020