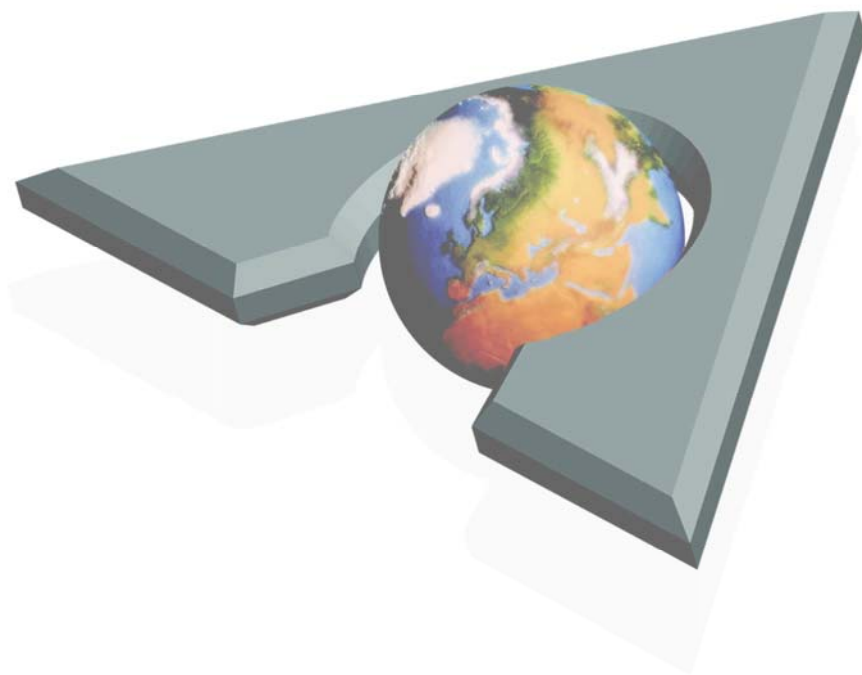


## Adding Fax, Adding Value: Lotus Notes Mail and Fax Integration



CASTELLE®

[www.castelle.com](http://www.castelle.com)

Lotus Notes administrators and IT teams deal with complex, time-consuming challenges every day. Faxing shouldn't be one of them. Integrating fax features into Lotus Notes Mail is an easy way to implement a secure, low maintenance fax solution in the Lotus Notes environment.

## An Enterprise-Wide Fax Solution

Fax and Notes Mail integration with FaxPress Premier™ and FaxPress Enterprise™ fax servers extends Lotus Notes/Domino functionality and adds value without consuming critical resources. Lotus Notes and FaxPress Premier integration:

- Supports Lotus Notes/Domino 5.5 through 7.0.
- Offers server-side deployment, with no client software required.
- Lets users send, receive and manage faxes through the standard Notes client.
- Stores fax addresses within the Notes Address books.
- Provides customizable fax cover pages and delivery options within the Notes client.
- Provides seamless fax integration with native Notes services like logging and reporting.
- Lets faxes be managed just like other Notes email, with all of Domino's native security, administration, and customization capabilities.
- Supports Notes-based clustering environments; multiple FaxPress Enterprise units can also add redundancy on backend with T1 failover capabilities.
- Provides an embedded email gateway that runs on the FaxPress server.

An all-in-one, combined hardware and software fax solution, FaxPress Premier and FaxPress Enterprise network fax servers offer:

- Fast and customizable implementation options
- Built-in information security features
- First-rate usability
- Automated, production faxing capability
- Server-based rather than per user licensing
- Web-based fax access for mobile, offsite administrators and employees
- Powerful application development tools

Lotus Notes and FaxPress integration delivers all kinds of ongoing value, contributing to:

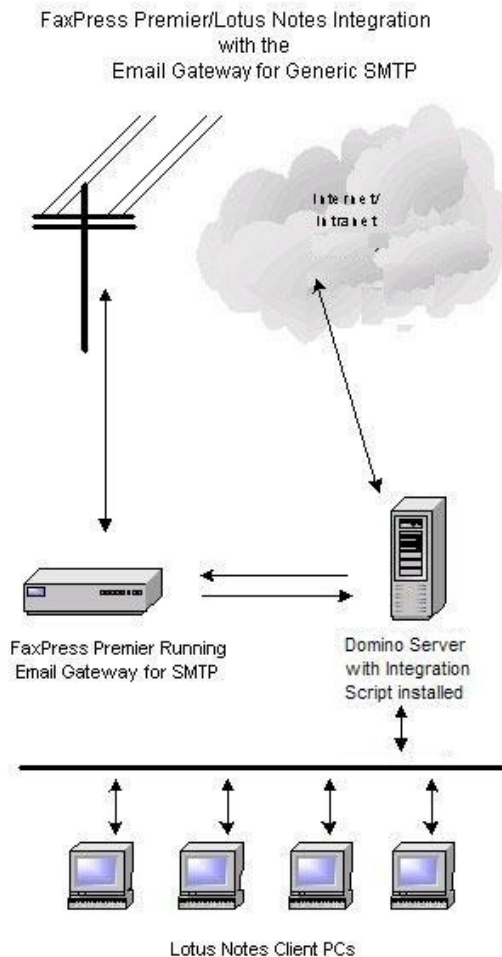
- Enterprise-wide fax consistency
- Reduced communication costs
- Streamlining of paper documents into electronic workflow
- Accelerated information delivery and turnaround time

## Implementation Options

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Deploying and maintaining any new system in a complex, dynamic network environment is always a challenge. Castle offers three different integration options for FaxPress and Lotus Notes:

1. Implementing the **FaxPress Mail Template** on the Domino server in conjunction with the **Embedded Email Gateway for SMTP**. Backs up existing mail template and distributes new, fax-enabled Notes mail template. (Recommended.)



2. Implementing the **FaxPress Mail Template** on the Domino server in conjunction with the **VIM-based Lotus Notes Gateway** on a network workstation. Backs up existing mail template and distributes new, fax-enabled Notes mail template.
3. Enabling the **Embedded Email Gateway for SMTP** alone, on the FaxPress Premier or FaxPress Enterprise, without modifying the existing Notes Mail template or involving the Domino server. Does not distribute a new custom, fax-enabled mail template, and does not affect the existing Notes Mail template. Allows users to send faxes from Notes Inbox using fax-specific addressing format. No fax forms; no Address Book integration.

## About the Domino/FaxPress Integration Script

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The Domino/FaxPress Integration script integrates FaxPress functions with the Domino server by modifying the existing Notes mail template. The install auto-detects whether the current mail template is the default or has been modified, and also automatically creates a backup copy of the existing mail template.

Running the Domino/FaxPress Integration Script setup copies the faxpress.nsf and Mail.ntf files to the Lotus\Domino\Data directory. The Integration Script distributes a new, fax-enabled mail template to Notes mail users.

The modified mail template:

- Adds fax features to the Notes mail client.
- Allows Office Fax entries in the Notes Address Book to be used to send faxes.
- Creates the FaxPress Premier Lotus Notes Admin Console utility.

The Lotus Notes Integration Script files installed on the Domino server also allow the Notes administrator to assign access rights to the FaxPress. Notes users with access rights to the FaxPress will have a new fax button appear in their Notes Mail Inbox.

Note: The Domino/FaxPress Integration Script must always be used in conjunction with either the Embedded Email Gateway for SMTP or the Lotus Notes Gateway.

## Information Security Features

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FaxPress can easily be configured to automatically perform many of the privacy and security procedures that the fax sender, recipient, or administrator would otherwise have to perform manually. FaxPress provides a variety of configurable, automatic tracking features to help meet audit trail requirements:

- Automatic carbon copy
- Transaction logs
- Fax reports
- Success and failure notifications
- Automated fax archiving
- PBX dial-out password security
- User access and authorization features
- Supervisor-assigned fax approval requirements

These features guarantee that the details of every fax transaction will automatically be recorded, stored, organized and available for auditing purposes at any time.

## Time Saving Administration Features

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Designed with administrators in mind, the FaxPress Windows-based administrative tools make for an easy rollout, seamless integration with existing IT systems, and convenient, centralized server and user management.

Administration and user management tools include:

- Remote administration and fax management using the secure Web Client or Windows client Fax Plus
- Fax transmission tracking (fax history, sender, time sent, destination info, bill-back codes, etc.)
- Mapping of the Domino and FaxPress user databases
- Auto Registration feature allows a new FaxPress user account to be automatically created, if one doesn't exist, from the user's Lotus Notes email profile information the first time a fax message is sent.
- Least cost fax routing minimizes fax transmission costs
- Active Directory Synchronizer to automatically create and update fax accounts
- Fax Archive service with both offline, long-term mode or continually active online mode
- Backup and Restore feature protects system files, user information, and fax job data
- Fax Reporting
- Customizable corporate cover page templates
- Priority user and fax job priority support
- Automated, production fax utilities
- Easy phone book creation and management; corporate and personal FaxPress phonebooks utilize the CodeBase database; support up to 32,000 entries; import and export facilities from .dbf and comma delimited formats; other ODBC-based contact management packages (such as ACT) also supported.
- Convenient phonebook mapping to existing databases; any SQL compliant DBMS servers, such as Microsoft SQL server, Oracle, Informix, ISAM type databases such as: dBase, Excel, FoxPro etc supported
- ODBC phone book supported; Microsoft Access database supported
- Fax archiving, eliminating the need to keep faxed copies of documents
- Load sharing, preventing delays and assisting in efficient high volume fax transmission
- Specifying Notes user access rights to the FaxPress

## Key User Benefits

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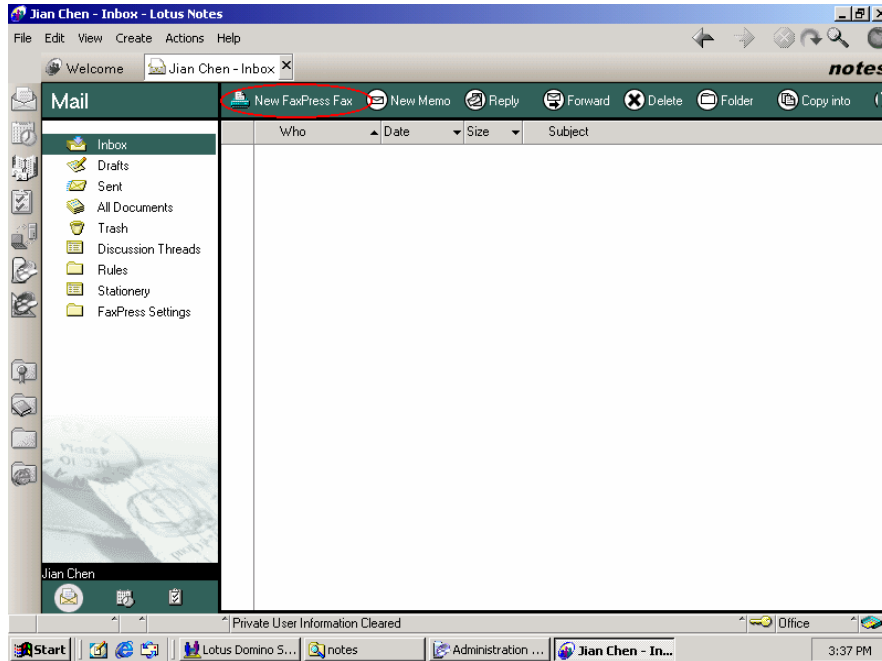
FaxPress and Notes Mail integration is like providing every user in the organization with a trouble-free fax machine. For users, sending a fax from the Notes Mail Inbox takes less than one tenth of the time it takes to send a fax manually.

FaxPress user benefits include:

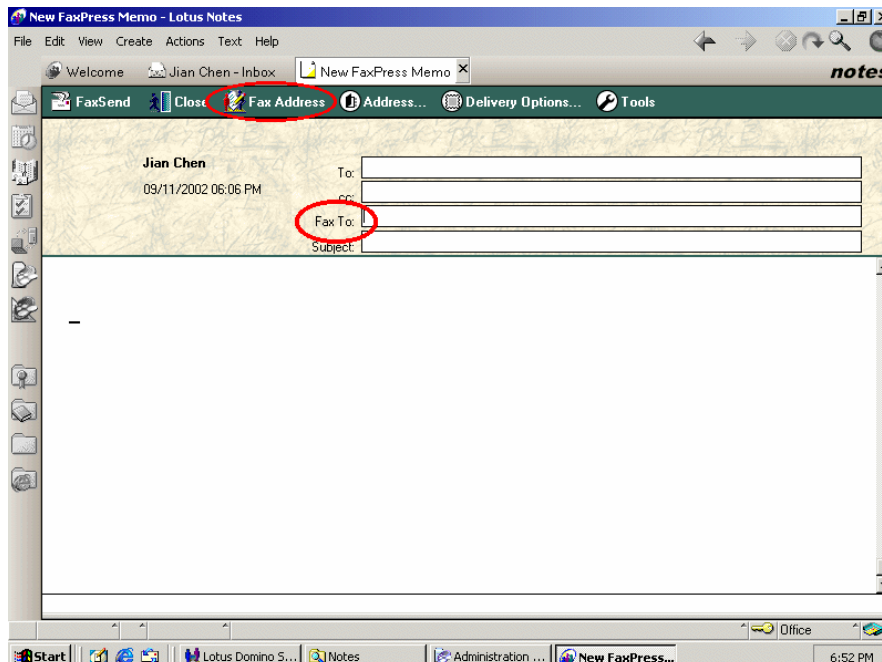
- Automatic inbound routing delivers faxes directly to users' Notes inboxes.
- Incoming and outgoing fax queue sorting, according to sender, status, destination, etc
- Notes Address book integration
- Fax preview feature
- Customizable personal cover page templates
- Customizable notification features allows users to monitor document delivery status
- Fax phonebook creation from local, file-based databases such as Access, Excel, dBase, FoxPro, etc.
- Improved fax quality, formatting capability and document legibility
- Multiple attachment capability with multiple file format support (e.g., .pdf, .xls, .doc)
- Document delivery to both fax and email recipients simultaneously
- Drag & drop fax routing routes inbound faxes to users with a single mouse click
- FaxMerge (faxing equivalent of Mail Merge) allows broadcasting of customized documents to multiple recipients. Destination specific info (fax numbers, names, etc.) comes from any data source supported by Microsoft Word Mail Merge
- Favorite Documents and Favorite Messages feature provides immediate access to frequently used fax content
- Optional alert feature can be configured to automatically notify recipient whenever a new fax arrives.

## Outstanding Usability

The FaxPress user interface for Notes gives users the fax tools they need. The **New FaxPress Fax** button provides access to fax transmission and addressing options.



The **Fax Address** button provides access to the Lotus Notes Address books. Office Fax entries are used to address faxes. Faxes can also be sent to user groups specified in the Lotus Notes Address Book. The **Fax To:** field provides the option of manually addressing a one-off fax. The **Delivery Options** button provides access to custom fax transmission and cover page options.



## Web-based Faxing and Administration Options

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The FaxPress Premier and FaxPress Enterprise Web Client provide secure, SSL encrypted access to administrative and end user features. It allows administrators to manage FaxPress units and users, and allows users to send, receive and manage faxes from the web.

FaxPress Premier/Enterprise also supports sending and receiving faxes using iNotes Web Access. Sending faxes from iNotes requires faxes be addressed using a fax-specific, manual addressing format.

Note: The Notes Mail fax features provided by the modified FaxPress Premier Mail Template are not supported by iNotes.

## Innovative Application Development Tools

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The FaxPress Premier and FaxPress Enterprise Web Services SDK provide an ideal tool set for developing custom fax applications. Highlights of the Web Services SDK include:

- Sample clients, with source code provided, in Java, C++, C#, Visual Basic, and Perl
- Full interoperability with Microsoft Windows, Linux, Macintosh and standard Unix platforms
- Functionality exported as WS-I conformant Web Services
- Full interoperability in Microsoft .Net environments and Java environments
- Web Services SDK Developer's Guide, provides a variety of potential development scenarios
- Java API, generated from Apache Axis wsdlgen, provides a 100% pure Java client
- C# and Visual Basic APIs automatically generated from .Net environment's WSDL file.
- Optimized Web Services functionality, including DIME file transfers and SSL security
- Encoded file transfer provided for environments lacking DIME attachment transfers

## Pre-Sales Support and Additional Information

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Castelle Sales Engineers are available for pre-sales technical advice and implementation support. Contact Castelle Sales at (800) 289-7555 or email [sales@castelle.com](mailto:sales@castelle.com) for answers to any technical questions you may have regarding the Castelle fax server products.

For more detailed information and specifications regarding Castelle fax servers, please refer to the additional white papers at <http://www.castelle.com/products/whitepapers.htm>.

# CASTELLE®

Founded in 1987 and headquartered in Morgan Hill, California, Castelle develops office automation systems that allow organizations to easily implement faxing over local area networks and the Internet. Whether it's a small business or a large enterprise, Castelle network fax servers are tailored to meet the needs of any organization. Castelle products are easy to use and maintain, and provide an economical way for companies to share resources over the network. Our products are used by Fortune 1000 companies and small to medium-sized businesses, and are available through a worldwide network of distributors, value-added resellers, systems integrators and e-commerce retailers.

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