
Title **How to install and configure the Exchange Connector and/or DNS entry**

Problem How do I install and configure the Exchange Connector and or DNS entry? What are the features and alternatives between the two?

Solution When setting up Email Gateway the Exchange Connector and or DNS entry, is the only way to get email out from your mail server to our Gateway. The Exchange Connector uses software on your Exchange server to route mail via an SMTP connector out to our Gateway. The DNS entry does the same but uses a simple host record in your DNS server to route mail via a sub domain for example fax.yourdomain.com. Both are used to get email off your mail server and pass it along to the Gateway. Please review the information below, and upon completion if you are still in need of more information please contact Technical Support.

Prerequisites

- Full Domain Schema Administrator login account.
- Direct access to the Exchange and/or mail server.
- Supervisor-level access to FaxPress Plus software.

Note: Default login is 'supervisor' with no password for the FaxPress Plus client. For Premier/Enterprise you will also need to login to the unit with local Administrator access.

- Only one of the following needs to be used for outgoing email to fax: the Exchange Connector or the DNS entry, but not both.

Installing and configuring the Exchange Connector

1. Put the CD-ROM you received with your unit into your Exchange sever. Browse to the CD-ROM drive and double-click on **Autorun.exe**.
2. At the Castelle FaxPress Setup window, select **Install FaxPress**.
3. Click on **Next**.
4. Click on the top option Administrator Installation.
5. Click on **Email Gateway & Connectors**. The Gateway software wizard will start.
6. Click on **Next**.
7. Click on **FaxPress Exchange Connector**. The Exchange Connector wizard will start.
8. Click on **Next**.
9. Select the version of Exchange/Windows you are running.

Note: If in a cluster environment make sure to select your Exchange / Windows version for CLUSTER SERVER. Also for a cluster environment be sure to install the connector only on the primary server.

10. Click on **Next**. You will be prompted to check a few things before continuing.
11. The logged in user must be:

- Administrator on the local machine (local Administrator group on a member server or Domain Administrators group for a DC).
 - Administrator on Exchange.
 - Member of the Schema Admin Group.
12. Click on **Next**. Verify that the directory is where you would like to install the connector software. You can change installation directories, if necessary.

Note: By default, it is installed in the Program Files folder.

13. Click on **Next**. You must add the Email Gateway machine type in the name of the Gateway.
14. If this is a Premier/Enterprise unit please check the box below.
15. If you intend on using MAPI make sure to also check the box below that one, if not and you intend on using SMTP just leave the check blank.
16. Click on **Add** to add the Gateway machine to the list above.
17. Click on **Next**.
18. Several prompts will appear and disappear until you are prompted to select one of the STORAGE GROUPS.
19. Select the PRIMARY STORAGE (First Storage) GROUP and click **Ok**.
20. After installation of the Connector is complete, you will be prompted with USER SECURITY INFORMATION.
21. You must do the following:
- Start the Exchange System Manager.
 - Expand the Servers node in the left pane.
 - Expand the node for your Exchange version server.
 - Expand the Primary Storage (First Storage) Group node. Right click the Mailbox Store.
 - Select Properties to bring up the Mailbox Store Properties sheet. Click on the Security tab.
 - Click **Advanced**.
 - Click **Add**.
 - Select the user with which you will log onto this machine. Click on the checkbox labeled **Full Access**.
 - Click **Ok** to close the page.
 - Expand the Connectors node.
 - Click, then right-click on the FaxPress Connector and select **Start**.
22. Click **Ok**.
23. Click **Finish**.

Note: It may take some time before the connector starts to work. You may need to wait 15 to 20 minutes or simply reboot your Exchange Server.

24. The install wizard will ask if you want to install another FaxPress Gateway. Click **No**.
25. Click **Finish**.

Note: If you do not see the Exchange Connector in the Server Manager for Exchange, simply pull up your Windows Services and start the FaxPress E2K Connector service.

Checking the Exchange Connector properties

1. Click on START>PROGRAMS>MICROSOFT EXCHANGE, and then click on **SYSTEM MANAGER**.
2. Click and expand First Organization.
3. Click and expand CONNECTORS.
4. Right-click on FaxPress E2K Connector and select properties (see screenshot below).



5. Enable the trace to have the connector log the connector's activity by checking the box **SET TRACE ON**.
6. Set the Maximum size of the trace file to 5 or 10 MB. You can change the log location or leave it at its default location.
7. Click **Ok**.
8. Right-click on the FaxPress E2K Connector again and verify that START is grayed out. If not, the service needs to be started. Click on **Start**. If it is grayed out, click away and leave it running.

DNS Entry

To create a host or "A" record:

1. Start the DNS snap-in. To do this, click Start>Programs>Administrative Tools, and then click DNS.
2. Under DNS, expand Host name.

Note: Host name is the host name of the DNS server. o Expand Forward Lookup Zones.

3. Under Forward Lookup Zones, right-click the zone that you want.

Note: For example: yourdomain.com

4. Click New Host (A).
5. In the Name (uses parent domain name if blank) box, type the name of the host that you want to add.

Note: For example; if you want to add a host record for your fax server, type fax.

6. In the IP address box, type the IP address of the host that you want to add.

Note: For example, type 192.168.0.100. This should be the IP Address of your Gateway machine.

7. Select the Create associated pointer (PTR) record checkbox, and then click **Add Host**. A message similar to the following message appears:
 - The host record fax.yourdomain.com was successfully created.
8. Click **Ok**.
9. When you are finished adding hosts, click on **Done**.

Note: Each computer requires a host record or "A" record to identify the computer in the DNS system. The host record consists of the host name of the computer along with its corresponding IP address.

Testing Connectivity

1. Click on START>RUN, and type **cmd** then press **Enter**.
 - In the command-prompt on both the Premier unit and the Exchange server precede one at a time.
2. At the Premier unit command-prompt, type: `telnet <IP Address of exchange server> 25` then press **Enter**.

Note: You should get a response back from your Exchange server confirming its readiness.

3. Go to your Exchange server and repeat the process but this time in the CMD window on the Exchange server, type: `telnet (IP Address of Premier unit here) 25` then press **Enter**.

Note: You will get a response back saying that the Gateway is ready.

- This will verify your basic communication between email gateway and the Exchange server, showing that both systems have port 25 ready.

Note: If any of the two tests do not pass, there may be a communication error.

- If it's your Exchange server that doesn't give a reply then your Exchange server doesn't allow or have SMTP relay installed.
- If it's your Gateway machine, you may not have the email gateway configured or the gateway services running or started.
- The other possibility if the Gateway machine doesn't give a response back, you may be blocking port 25 on your network.

If you have any further questions and/or concerns, please contact Castelle Technical Support.

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