



ENTERPRISE TELEPHONY & MESSAGING

Administrator Guide

FaxCore Evolution eV6

Version 1.0.3 • Enterprise Reference Manual

FaxCore, Inc.

Published: October 2026

Official System Administrator Documentation

Support: support@faxcore.com

Online Portal: <https://support.faxcore.com>

Americas: +1 (720) 870-2900 • Asia Pacific: +60 (3) 3324 3226

<https://www.faxcore.com>

Authored by: [FaxCore Technical Engineering Team](#)

Last Updated: October 8, 2026 Verified Architecture

System Overview & Components

FaxCore Evolution eV6 is an enterprise-grade document delivery and fax server platform designed for high-volume, mission-critical environments. It provides unified faxing, FoIP (Fax over IP), email-to-fax integration, workflow automation, and comprehensive multi-tenant domain administration.

Core Server Components

The FaxCore Evolution eV6 platform consists of several specialized modular services that work cooperatively across single-server or distributed enterprise architectures:

Component	Architecture Role	Description
FaxCore IIS Web Component	Presentation & Admin	Modern web application hosting the Web Client for end users (send, receive, forward, search faxes) and the centralized Admin Panel for administrative configuration.
FaxCore Render Agent	Document Engine	Document conversion engine that converts native client documents (PDF, DOCX, XLSX, TXT, images) into standard CCITT Group 3/4 TIFF fax transmission streams.
FaxCore FaxAgent	Telephony & FoIP Interface	Telephony communication service interfacing directly with Fax-over-IP middleware (TE-SYSTEMS XCAPi, Enghouse Brooktrout SR140) and cloud hybrid networks (etherFAX).
FaxCore SMTP Listener	Messaging Connector	Inbound SMTP gateway that parses outbound fax requests transmitted from Microsoft Exchange, Microsoft 365, or standard SMTP mail transfer agents.
FaxCore File Gateways	Host & ERP Integration	Monitors file directories and FTP shares to automatically process batch fax jobs containing embedded routing codes and XML/text control files from SAP, Oracle, and AS/400 systems.
FaxCore Database	Persistence Layer	Microsoft SQL Server database housing user directories, domain hierarchies, outbound/inbound transmission records, audit logs, and configuration metadata.
FaxCore Web Services / REST SDK	API & Integration	Comprehensive SOAP Web Services and REST APIs enabling custom ERP/CRM application integration and automated workflow orchestration.

Supported Operating Systems & Environment

FaxCore Evolution eV6 is certified for deployment across on-premises, virtualized, and cloud Windows Server infrastructures:

Platform Component	Supported Versions & Editions	Deployment Details
Server Operating System	• Microsoft Windows Server 2025 (Standard / Datacenter) • Microsoft Windows Server 2022 (Standard / Datacenter) • Microsoft Windows Server 2019 (Standard / Datacenter)	64-bit (x64) architecture. Desktop Experience and Server Core installations.
Web Server (IIS)	• Microsoft Internet Information Services (IIS 10.0+)	ASP.NET 4.8+ enabled.
Database Engine	• Microsoft SQL Server 2025 (Express / Standard / Enterprise) • Microsoft SQL Server 2022 (Express / Standard / Enterprise) • Microsoft SQL Server 2019 (Express / Standard / Enterprise) • Azure SQL Managed Instance / Azure SQL Database	Supports standalone instances, Always On Availability Groups, and failover clusters.
Virtualization & Cloud	• VMware vSphere / ESXi 7.x & 8.x • Microsoft Hyper-V (Server 2019, 2022, 2025) • Microsoft Azure VM / Amazon EC2 (AWS)	Certified for FoIP (TE-SYSTEMS XCAPI, Enghouse Brooktrout SR140), SIP Trunks, and etherFAX hybrid cloud.
Client Browsers	• Microsoft Edge (Chromium) • Google Chrome • Mozilla Firefox • Apple Safari	Modern HTML5 standards for Web Client and Administrator Portal.

Available Editions

FaxCore Evolution eV6 is available in three primary editions tailored to organizational scale, in addition to specialized add-on modules:

Small Medium Enterprise (SME) / Integration Server (FIS) Edition

- **Server License:** Single server license.
- **Telephony Channels:** Includes 2 fax lines, expandable up to 4 channels.
- **User Capacity:** Supports up to 50 user licenses.
- **Client Interfaces:** FaxCore Web Client, FaxCore IP Fax Printer Driver.
- **APIs & Connectors:** FaxCore REST API, Microsoft Exchange / Microsoft 365 & SMTP email integration.
- **Database:** Microsoft SQL Server 2019 / 2022 / 2025 Express Edition or greater.

Standard Edition

- **Server License:** Single server license.
- **Telephony Channels:** Includes 2 fax line licenses, expandable up to 8 channels.
- **User Capacity: Unlimited** user licenses.
- **Client Interfaces:** FaxCore Web Client, FaxCore IP Fax Printer Driver.
- **APIs & Connectors:** FaxCore REST API, Microsoft Exchange / Microsoft 365 & SMTP email integration.
- **Database:** Microsoft SQL Server 2019 / 2022 / 2025 Express Edition or greater.

Enterprise Edition

- **Server License:** Single server or distributed multi-tier deployment.
- **Telephony Channels:** Includes 2 fax line licenses, expandable to **unlimited** channels.
- **User Capacity: Unlimited** user licenses.
- **Client Interfaces:** FaxCore Web Client, FaxCore IP Fax Printer Driver.
- **APIs & Connectors:** FaxCore Web Services SDK (SOAP & REST), Microsoft Exchange / Microsoft 365 & SMTP email integration.
- **Database:** Microsoft SQL Server 2019 / 2022 / 2025 Standard/Enterprise Edition or greater.

Enterprise Add-On Modules

Available for all editions to extend system automation:

- **MFP Connectors:** Direct scan-to-fax integration with multifunction printers (HP Digital Sender, Sharp OSA, Xerox EIP, Konica Minolta OpenAPI, eCopy).
- **File Gateway:** High-throughput file monitoring for ERP and host system automated transmissions.
- **Epic Print Services (EPS) Integration:** Certified connector for Epic Healthcare Electronic Health Record (EHR) printing and fax workflows.
- **SAP Connector:** Bi-directional integration with SAP NetWeaver and BC-CON RFC destinations.

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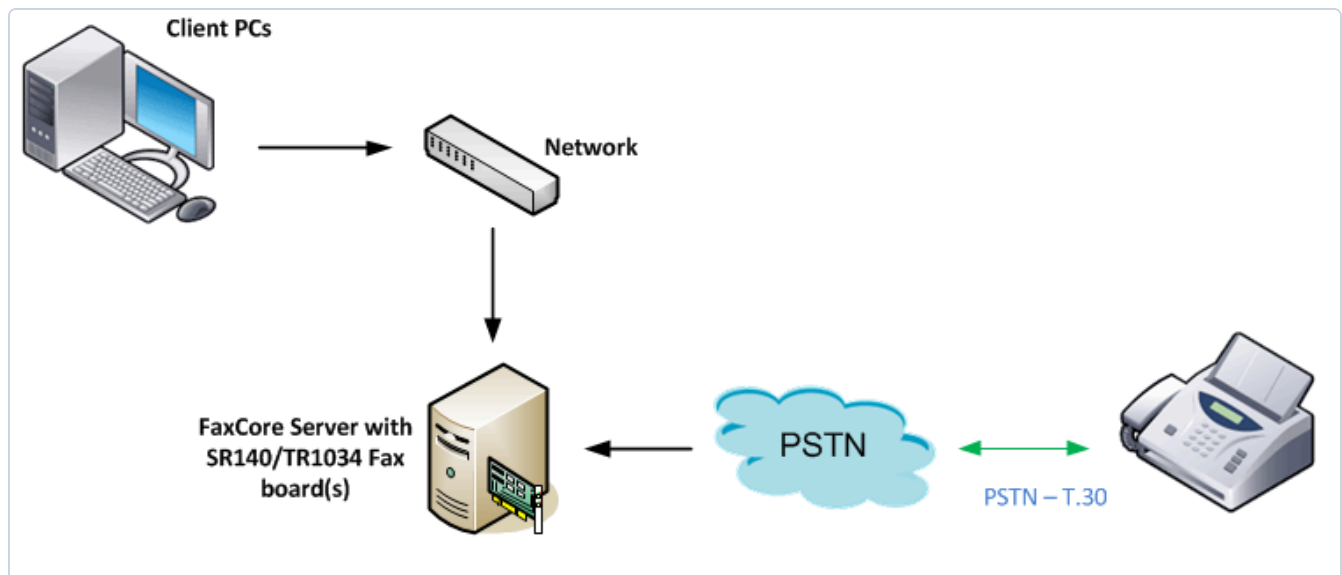
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Network Architecture

FaxCore Evolution eV6 is architected to scale from single-server SMB installations to high-availability, clustered multi-datacenter enterprise environments.

Stand-Alone Architecture

In a stand-alone deployment, all FaxCore services (IIS Web Server, SQL Database, Core Dispatcher, Render Agent, and FaxAgent) run on a single host.

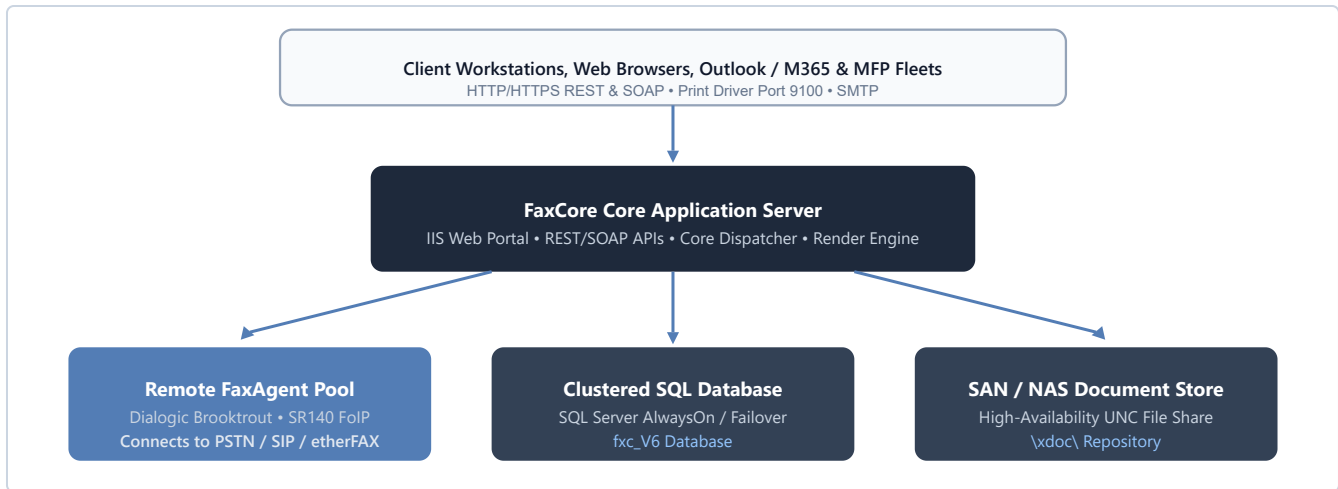


Key Characteristics:

- **Simplicity:** Single Windows Server instance to patch, license, and maintain.
- **Telephony:** Connects via enterprise software FoIP SIP/H.323 stacks (TE-SYSTEMS XCAPI, Enghouse Brooktrout SR140) and etherFAX cloud hybrids.
- **Ideal For:** Organizations with up to 8–16 lines and localized departmental transmission needs.

N-Tier / Multi-Server Distributed Architecture

For enterprise resilience, high-throughput rendering, and geographical survivability, FaxCore eV6 supports an N-Tier architecture separating presentation, business logic, rendering, telephony, and data storage.



Architectural Benefits:

1. **Remote FaxAgent Pools:** Software FoIP stacks and SIP gateways reside on dedicated FaxAgent servers located close to local network infrastructure or remote branch offices.
2. **Dedicated Render Nodes:** CPU-intensive document conversion (PDF rasterization, PCL parsing, OCR) can be offloaded so client web requests remain responsive.
3. **Clustered SQL Server:** Supports SQL Server AlwaysOn Availability Groups and failover clustering for zero data loss.
4. **Resilient Document Store:** All fax documents, attachments, and transmission logs are stored on resilient SAN/NAS storage, independent of individual application nodes.

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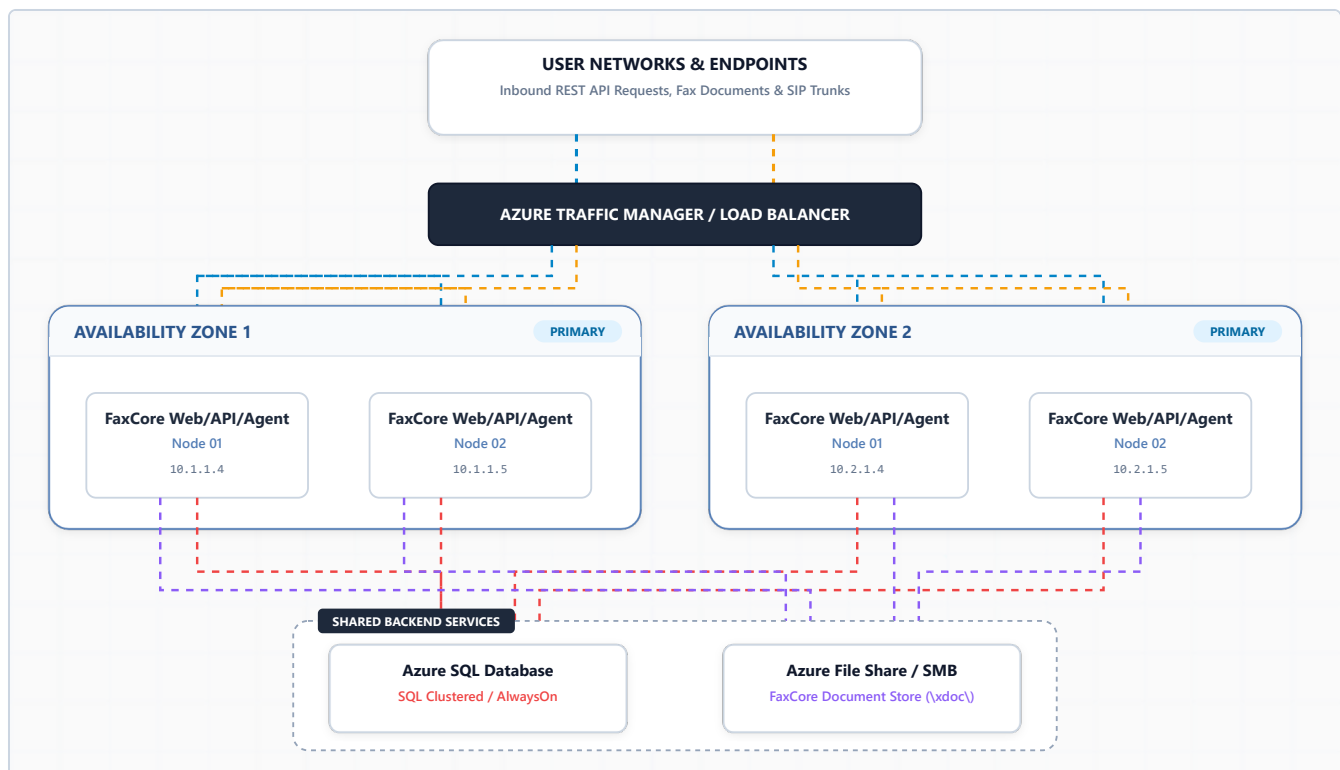
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High Availability & Active-Active Clustering

For mission-critical enterprise deployments, FaxCore Evolution eV6 supports an **Active-Active multi-zone high availability (HA)** architecture. This topology eliminates single points of failure across web interfaces, REST APIs, document rendering, and telephony transmission pipelines.

Architectural Topology

The following diagram illustrates the active-active multi-zone deployment utilizing Azure Availability Zones, load balancing, clustered SQL persistence, and high-availability shared storage:



Interactive Traffic Flow & Failover Simulation

Tip

In the online documentation portal, use the interactive simulation below to test traffic flows under normal Active-Active operations, or simulate failover when Availability Zone 1 or Zone 2 is taken offline:

Interactive Traffic Simulation: An interactive animated traffic flow and zone failover simulator is available in the online documentation portal at <https://docs.faxcore.com/docs/high-availability.html>.

Tier-by-Tier Architecture Breakdown

1. Ingress & Load Balancing Tier

- **Azure Traffic Manager / Application Gateway:** Provides intelligent DNS routing and health probe monitoring across availability zones.
- **Health Probes:** Evaluates the `/api/health` or `/admin/login.aspx` endpoints every 5 seconds. If any node or zone fails health checks, traffic is dynamically diverted to the surviving zone within seconds.
- **Protocols Handled:**
 - **HTTPS (Port 443):** Web Client, Admin Panel, and REST/SOAP API requests.
 - **SIP / H.323 (Port 5060):** Inbound and outbound Fax-over-IP signaling.

2. Multi-Zone Compute Tier (Active-Active)

Nodes are distributed across physically isolated datacenter availability zones with independent power, networking, and cooling:

Zone	Node	Host IP	Roles & Services Executed
Availability Zone 1	Node 01	10.1.1.4	IIS Web Client, Admin Portal, REST API, Render Agent, FaxAgent
	Node 02	10.1.1.5	IIS Web Client, Admin Portal, REST API, Render Agent, FaxAgent
Availability Zone 2	Node 01	10.2.1.4	IIS Web Client, Admin Portal, REST API, Render Agent, FaxAgent
	Node 02	10.2.1.5	IIS Web Client, Admin Portal, REST API, Render Agent, FaxAgent

3. Shared Resilient Backend Tier

Clustered Database (Azure SQL / SQL AlwaysOn)

- All four application nodes connect to a unified clustered SQL database endpoint (`fxc_v6`).
- In Azure, utilize **Azure SQL Database Hyperscale / Business Critical** or **SQL Server AlwaysOn Availability Groups** with synchronous data replication across zones for zero RPO (Recovery Point Objective).

Resilient Document Store (Azure Files Premium / SAN SMB 3.0)

- The document store repository (`\xdoc\`) is hosted on an enterprise SMB 3.0 file share with zone-redundant storage (ZRS).
- Every active node references the unified UNC path:

```
\\storageaccount.file.core.windows.net\xdoc\
```

- All incoming faxes, outbound attachments, and rendered TIFF caches are instantly visible to all compute nodes without manual file replication.

Failover Scenarios & Behavior

Scenario A: Normal Operations (Active-Active)

- Traffic is evenly distributed across both Availability Zone 1 and Availability Zone 2.
- Telephony channels on all 4 nodes actively send and receive faxes.
- Peak throughput scales linearly with the total number of provisioned nodes.

Scenario B: Single Node Failure

- If Node 01 in Zone 1 experiences a failure, the local load balancer removes it from the pool.
- Node 02 in Zone 1 absorbs the local traffic while Zone 2 continues operating unaffected.

Scenario C: Complete Availability Zone Outage

- If an entire datacenter zone loses power or network connectivity:
 1. The Traffic Manager / Gateway detects failed health probes across Zone 1.
 2. Zone 1 is immediately marked **Offline**.
 3. Ingress routing automatically diverts 100% of API, Web, and SIP traffic to Zone 2.
 4. Zone 2 nodes scale processing capacity and process outbound queues seamlessly.
 5. When Zone 1 recovers, health checks pass and nodes automatically rejoin the active cluster.

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Initial Steps After Installation

Once the FaxCore Evolution eV6 server installation wizard finishes successfully, complete the initial administrative login and foundational system configuration.

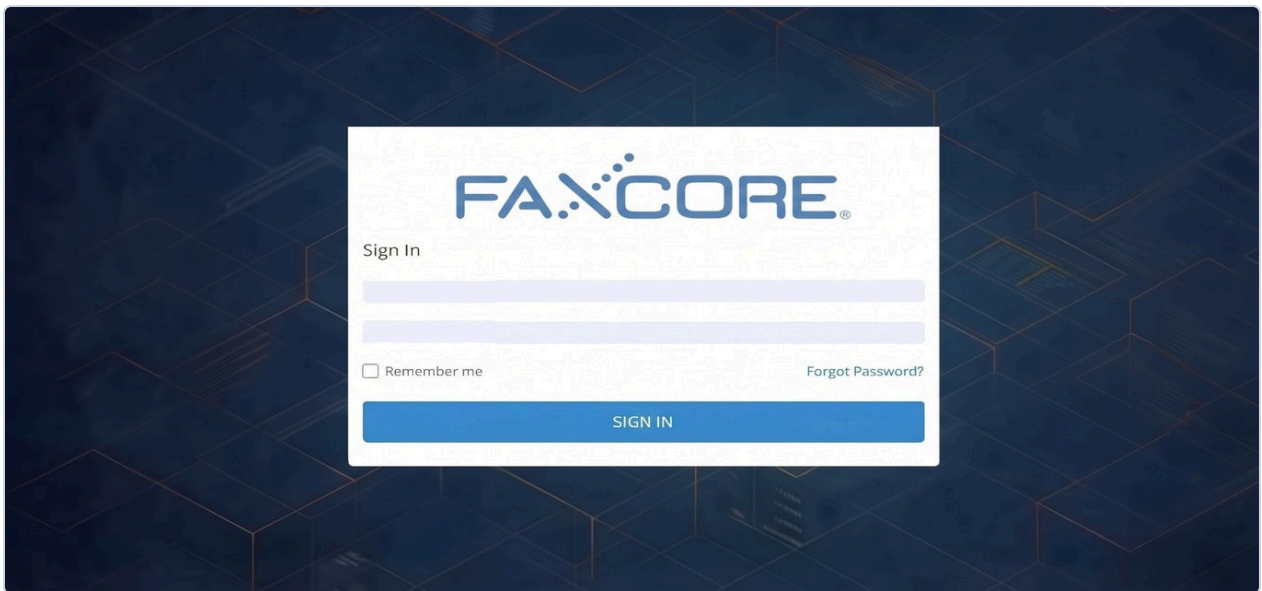
1. Initial Administrator Login

1. Open a modern web browser on your administrative workstation or the server desktop.
2. Navigate to the administrator URL:

```
http://<fax-server-name>/admin
```

(Replace `<fax-server-name>` with the IP address or fully qualified domain name of the FaxCore Web server).

3. The FaxCore login screen will appear:



4. Enter the initial default administrative credentials:

- **Login:** admin
- **Password:** password

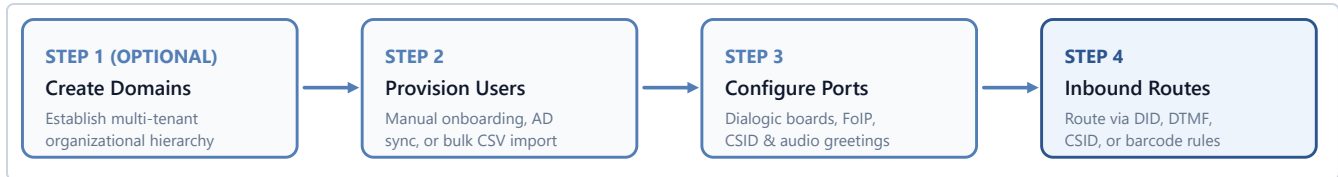
5. Click **Sign In**.

Warning

Change Default Administrator Password Immediately For enterprise security, change the default password immediately after initial login. Refer to [User Management](#) to update administrative credentials.

2. Foundational Setup Checklist

Before end users can send and receive faxes, you must configure the following core components in order:



Step	Action	Reference Guide
1	Create Organizational Domains <i>(Optional)</i> Partition users, billing codes, and routing rules by department or tenant.	FaxCore Domains
2	Provision User Accounts Create accounts manually, synchronize with Active Directory, or import via CSV.	User Management Active Directory Sync
3	Configure Fax Ports & Board Channels Assign send/receive direction, CSID identifiers, and audio greetings.	Fax Port Configuration
4	Create Inbound Routing Rules Route incoming documents to user inboxes, network folders, or printers based on DID or CSID.	Inbound Routing

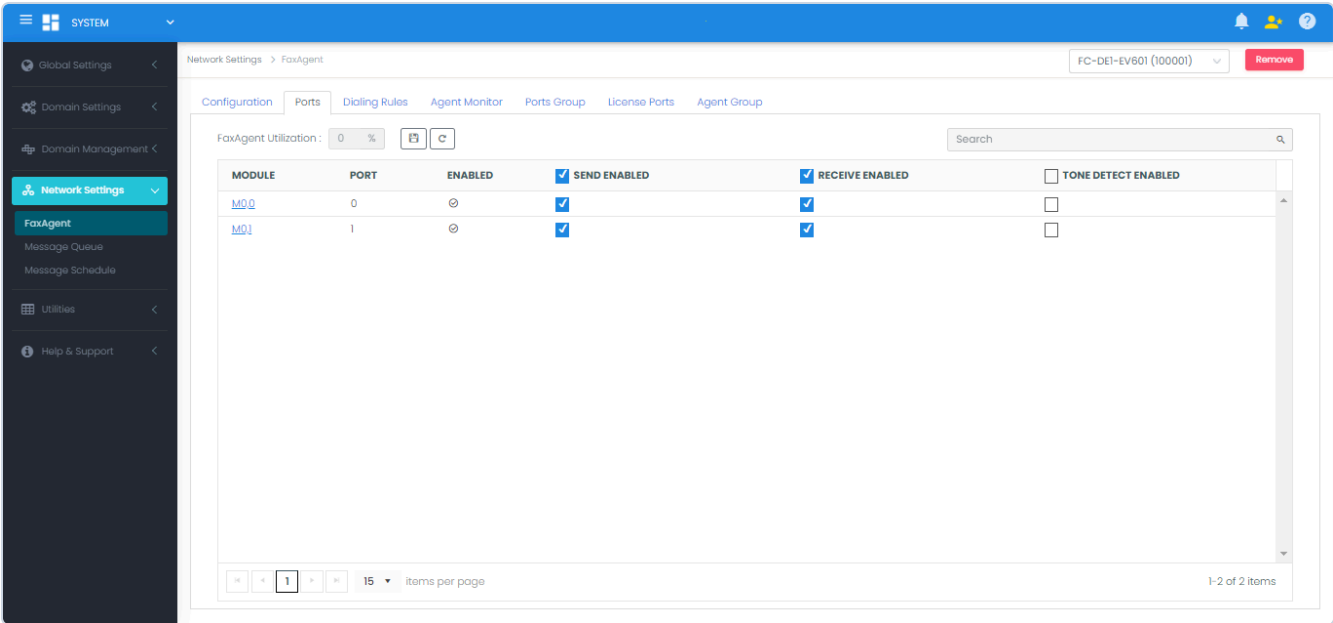
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Fax Port Configuration

The **Fax Ports** management view allows system administrators to control FoIP virtual channels and cloud ports, define port directions (Send, Receive, or Bidirectional), and customize handshake parameters.

Accessing Port Settings

- 1. In the FaxCore Admin Panel, navigate to **Network Settings > Fax Agent > Ports**.
- 2. The grid displays all ports currently registered to the selected FaxAgent:



- 3. Review the port capabilities:
 - **Enabled:** Checkbox indicating whether the channel is active.
 - **Send Enabled:** Allows outbound faxes to utilize this port.
 - **Receive Enabled:** Allows inbound calls to be answered on this port.
 - **Tone Detect Enabled:** Enables DTMF/tone detection for inward routing.

Editing Individual Port Parameters

To configure port-specific behavior or audio greetings for a channel:

- 1. Click the specific **Port Number** link in the grid to open the **Edit Port Configuration** dialog:

Edit Entry

Port 0 Configuration

* Answer Ring : 3

* Dial Timeout (sec) : 60

Local CSID : FAXCORE

* Tone Detect Digits : 4

* Tone Wait Timeout (sec) : 5

Greeting Type : Tone

Greeting Wave File : Not Applicable

Header Style : Default

Custom Fax Header : Not Applicable

Save Save All Save And Close Reset

2. Configure the following parameters:

Parameter	Type / Format	Description
Answer Ring	Integer (e.g., 1 – 5)	Number of rings the port allows before picking up an incoming call.
Dial Timeout (sec)	Seconds (e.g., 60)	Maximum duration allowed before timing out an outbound dialing attempt.
Local CSID	String (up to 20 chars)	The Called Subscriber Identification string broadcast by this port. <i>(Note: Overridden by Domain or User CSID settings if configured).</i>
Tone Detect Digits	Integer (e.g., 4)	Number of DTMF digits to collect for inbound routing.
Tone Wait Timeout (sec)	Seconds (e.g., 5)	Maximum time to wait for DTMF digits before terminating collection.
Greeting Type	Selection	Audio behavior when answering: • None: Port answers silently without greeting. • Tone: Plays a standard Bong tone when call is answered. • WavFile: Plays a recorded .wav file when supported by the telephony channel.
Greeting Wav File	File Path	Full file path to the audio file if Greeting Type is set to WavFile .
Header Style	Selection	Specify whether outbound faxes transmit the Default FaxCore header or a Custom template header.

3. Click **Save** to update the selected port, or **Save All** to propagate these settings across all available ports on the agent.

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Dialing Rules & String Manipulation

Dialing rules normalize recipient numbers, apply PBX access codes (e.g., dial 9 for outside line), insert long-distance carrier codes, and strip redundant area codes for local dialing.

Note

Standard Dialing Rules apply to standard **Fax** address types. **Raw Fax** addresses bypass these rules unless Raw Fax Dialing is explicitly activated.

Configuring Global Dialing Rules

Navigate to **Network Settings > Fax Agent > Dialing Rules**.

Rule Fields

- **International Dial Prefix/Suffix:** Prepended/appended when FaxCore detects a recipient Country Code differing from the local Country Code configured on the FaxAgent.
- **Domestic Dial Prefix/Suffix:** Prepended/appended when the recipient has the same Country Code but a different Area Code (long distance).
- **Raw Dial Prefix/Suffix:** Applied only to Raw Fax address formats.

Dialing Scenarios & Examples

Example 1: International Destination

- **Local Country Code:** 1 (North America)
- **International Dial Prefix:** 011
- **Recipient Input:** +60 3 33249226 (Malaysia)
- **Resulting Dial String:** 01160333249226
- *Explanation:* FaxCore detects a country code mismatch (60 ≠ 1) and prepends the international exit code 011 .

Example 2: Local Call (Same Area Code)

- **Local Area Code:** 303 (Denver, CO)
- **Domestic Dial Prefix:** 1
- **Recipient Input:** +1 303 8774141
- **Resulting Dial String:** 8774141
- *Explanation:* FaxCore matches both Country Code (1) and Area Code (303). It strips the country and area codes for local 7-digit dialing.

Example 3: Domestic Long Distance

- **Local Area Code:** 720
- **Domestic Dial Prefix:** 1
- **Recipient Input:** +1 732 5550015 (New Jersey)
- **Resulting Dial String:** 17325550015
- *Explanation:* Area codes differ (732 ≠ 720), so the domestic prefix 1 is prepended.

Custom Dialing Rules

Custom dialing rules execute search-and-replace or string-append operations to accommodate custom PBX routes, extensions, or VoIP gateways.

New 🗑️ 🔄 👤 👤						Search 🔍	
☐			SEQ	DIAL STRING	REPLACE WITH	APPEND WITH	ACTIVE
☐	⬆️	⬆️	1	1720	720		☒

Custom Replacement Rule

- **Target Match:** 1303
- **Replace With:** 303
- **Original Number:** 13038704141
- **Final Dialed String:** 3038704141

Custom Extension Append Rule

- **Target Match:** 1303
- **Append With:** ,,,5555 (four 1-second pauses followed by internal extension)
- **Original Number:** 13038704141
- **Final Dialed String:** 13038704141,,,,5555

Warning

FoIP (XCAPI, SR140 & etherFAX) Compatibility On software FoIP architectures (TE-SYSTEMS XCAPI, Enghouse Brooktrout SR140, etherFAX), **never** insert , (comma pauses) or w (wait for dial tone) into dialing rules. These analog DTMF signals are not supported over SIP/T.38 sessions.

Raw Fax Dialing Rules

Raw Fax addresses allow backend systems to pass pre-formatted telephone strings directly to the telephony port or FoIP channel. Raw Fax rules are configured at the Domain level:

1. Navigate to **Domain Settings > Fax Settings**.
2. Scroll to the **Dialing Rules** section:

The screenshot shows the 'Domain Settings > Fax Settings' page. The 'Dialing Rules' section includes the following fields and options:

- Country Code: 1
- Area Code: (empty)
- Dial Prefix: (empty)
- Dial Prefix Rule: Use agent configuration only
- Dial Suffix: (empty)
- Dial Suffix Rule: Use agent configuration only
- Raw Fax Dial Rule:** Enabled (before agent config)

Below the 'Dialing Rules' section is the 'Fax Send Setting' section with the following fields:

- Local CSID: FAXCORE
- Local Caller ID: (empty)
- Default Fax Format: Fax
- Email Notification Format: with attachment
- Email Attachment Max Size: (empty)

3. Set **Raw Fax Dial Rule** to **Enabled**.
4. Click **Save** and **Apply All**, then click **Manage Custom Dial Rules**.
5. Add target strings and define **Replace with** or **Append with** values.

Tip

Domain Inheritance Child domains can automatically inherit the root domain's raw dialing rules by checking **Inherit Domain Rules**.

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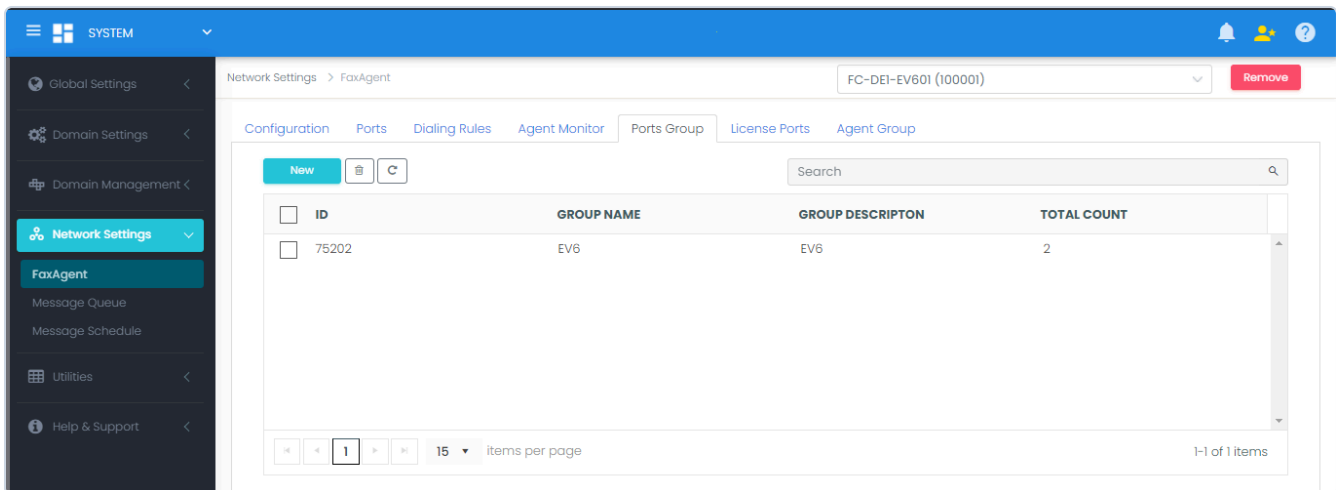
Outbound Port Grouping

FaxCore allows administrators to group specific send ports into **Port Groups**. Port groups allow organizations to dedicate physical lines or FoIP channels to critical departments (e.g., Accounts Payable, Legal, or High-Volume Broadcasting) to prevent line starvation.

For example, on a 4-port server, Ports 0, 1, and 2 can be grouped into an **Accounting_Outbound** group, leaving Port 3 available for general company transmissions.

Creating a Port Group

1. In the Admin Panel, navigate to **Network Settings > Fax Agent > Ports Group**.
2. Click the + (New) button:



3. Provide a **Group Name** and **Group Description** (e.g., **DomainA_Dedicated**).
4. In the port assignment panel, highlight unassigned ports and use the **>>** button to move them into the group.
5. Click **Save** to create the group.

Modifying or Deleting Port Groups

- **Edit Group:** Click the port group name in the list at the bottom of the page. Modify the assigned channels using **<<** and **>>**, then click **Save**.
- **Delete Group:** Click the **Trash Can** icon next to the group. Any ports belonging to the group immediately return to the unassigned pool.

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Outbound Routing Rules

Outbound Routing Rules determine which FaxAgent server, hardware board, or port group delivers an outgoing fax. At least one outbound routing rule must exist on the system for faxes to leave the server.

Note

When a new FaxAgent is registered, FaxCore automatically generates a default wildcard rule (*****) assigning all unmapped outbound traffic to that agent.

Configuring Outbound Routes

Navigate to **Global Settings > Outbound Routing**.

ACTIVE	PRIORITY	TIME-BASED RO...	ROUTE STRING	SERVER TYPE	SERVER NAME	ALTERNATIVE NETWORK R...
☐	10		[Routing Digit] = *	FaxAgent	FC-DEI-EV601	

Creating a New Route

1. Click the + (New) button to open the **Outbound Routing Rule** dialog:

Global Settings > Outbound Routing > Edit Entry

SaveResetBack

Outbound Routing Rule

* Conditions :

DomainSYSTEMAND

Routing Digits|Set

* Route String :

[Routing Digit] = *

Route Type :

FaxAgent

Fax Agent :

FC-DEI-EV601 (100001)

Assign Method :

Port

Port No :

*

Activate Route :

YesNo

* Priority :

10

* higher number is higher priority. (1-9999)

Route by time-based :

No

Override Message's Priority :

Disabled

Click to Manage Alternative Network Routing

2. Configure the route properties:

Field	Configuration Details
Conditions	Define criteria using the left dropdown (Domain , Routing Digits , or User), relational operators (AND , OR), and target values.
Route Type	Select Fax Agent (telephony node).
Fax Agent	Select the registered FaxAgent server host.
Assign Method	Choose Port (to select an individual channel or * for any available port) or Port Group (to target a dedicated group).
Priority	Value from 1 to 9999 . Higher numbers take precedence . When creating targeted rules, assign a priority higher than the default 100 .
Activate Route	Set to Yes to make the route live.

3. Click **Save** to activate the rule.

Least Cost Routing (LCR) & Digit Matching

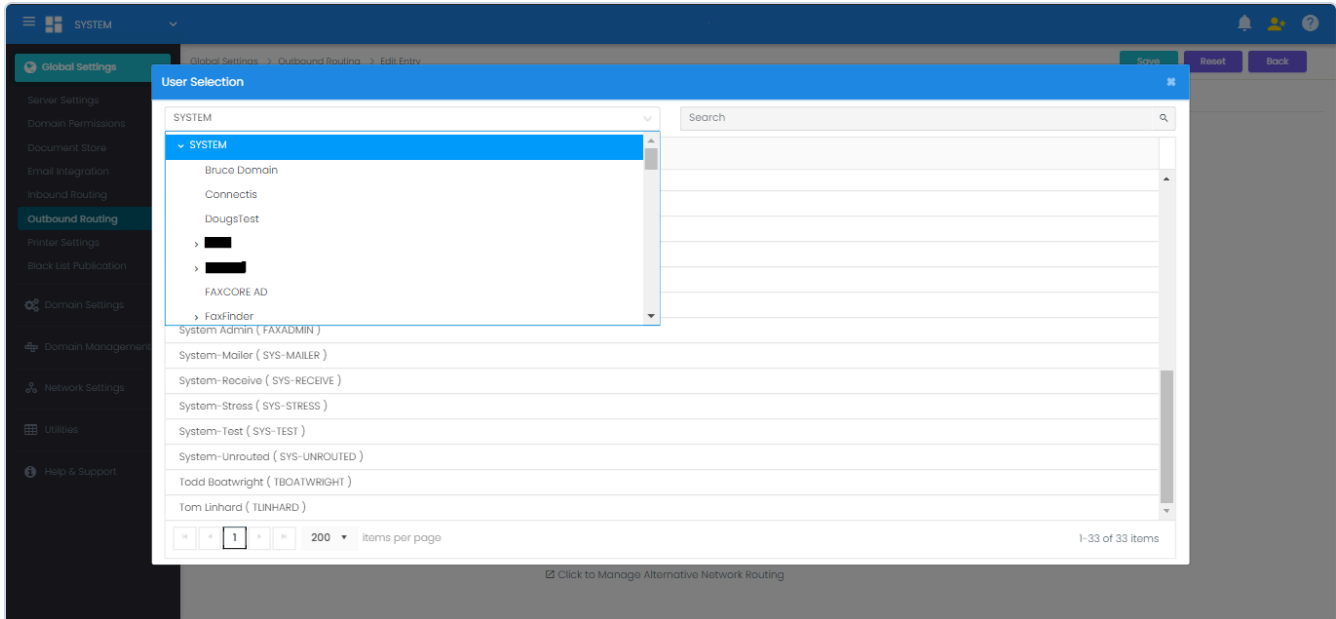
To implement Least Cost Routing, use the **Routing Digits** condition with wildcard syntax:

- Example:** Routing Digits set to 1734*
- Behavior:** Any outbound fax sent to area code 734 is routed specifically to the FaxAgent associated with that local telephony trunk, reducing long-distance toll charges.

User & Domain Conditions

- **Domain-Specific:** Restricts a route to users residing within a specific domain or organizational branch.
- **User-Specific:** Restricts a high-priority port or specific caller ID to an executive or critical automated service account.

Click the right-hand box to browse and select the user:



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FaxAgent Service Management

The **FaxCore FaxAgent** (`FXC6.FaxAgent`) service bridges the core FaxCore application with software Fax over IP (FoIP) middleware stacks (TE-SYSTEMS XCAPI, Enhouse Brooktrout SR140) and cloud hybrid networks (etherFAX).

Supported Telephony & FoIP Drivers

FaxCore FaxAgent interfaces with industry-standard pure software FoIP middleware drivers and cloud-native transports:

Driver / Telephony Package	Developer / Vendor	Protocols & Transports	Description & Download
TE-SYSTEMS XCAPI	TE-SYSTEMS	SIP (T.38 & G.711 pass-through), H.323	Enterprise software FoIP middleware connecting FaxCore to VoIP PBXs and SIP trunks (Cisco CUCM, Avaya Aura, Mitel, Innovaphone, AudioCodes, Teams SBCs) without physical boards. → Download: XCAPI FoIP Agent
Enhouse Brooktrout SR140	Enhouse Interactive	SIP (T.38 & G.711 pass-through), H.323	Enterprise software-only Fax over IP (FoIP) driver (Boston SDK / SR140) for virtualized environments and SIP network connectivity. → Download: Dialogic Brooktrout Driver
etherFAX	etherFAX LLC	HTTPS / TLS hybrid cloud	Cloud-native FoIP transport providing end-to-end encrypted fax delivery without local telco lines or SIP trunks. • Note: <i>Built directly into FaxCore Evolution eV6 (no external driver installation required).</i>

Service Registration

Upon installation, FaxCore registers the primary local FaxAgent automatically. Manual registration or re-registration is required only when:

- Deploying a secondary or remote FaxAgent server in a distributed topology.
- Changing the host server name or IP address.
- Performing a major driver upgrade (e.g., Brooktrout SR140 Boston driver or XCAPI updates).
- Adding or modifying FoIP channel allocations and virtual line licenses.

Registration Procedure

1. Open the FaxAgent configuration file located at:

```
C:\FaxCore\svc.faxagent\FaxAgent.exe.config
```

2. Locate the `<appSettings>` section:

```
<appSettings>
  <!-- Set to "localhost" if co-located with FaxCore, or specify FQDN / IP if remote -->
  <add key="Server" value="localhost" />
</appSettings>
```

3. Locate the `<applicationSettings>` section and verify the Web Services URL:

```
<applicationSettings>
  <FaxAgent.Properties.Settings>
    <setting name="FaxAgent_FXWS_wfFaxAgent" serializeAs="String">
      <value>http://localhost:2372/WebServices/wfFaxAgent.asmx</value>
    </setting>
  </FaxAgent.Properties.Settings>
</applicationSettings>
```

4. Save the file.
5. In the Windows Services Management Console (`services.msc`), ensure the **FXC6.FaxAgent** startup type is configured to **Automatic** and start the service.

Important

IP / Hostname Changes If the IP address or hostname of the FaxAgent server changes, the agent must be removed from **Network Settings > Fax Agent** in the Admin Panel and re-registered. Outbound routing rules referencing the old agent ID must also be updated.

Service Re-Registration

If channel allocations or virtual port configurations change, reset the agent registration:

1. Navigate to **Network Settings > Fax Agent > Configuration**.
2. Select the target agent from the dropdown and click **Delete**.
3. Stop the **FXC6.FaxAgent** Windows service on that server.
4. Edit `FaxAgent.exe.config` and clear the `AgentID` value:

```
<add key="AgentID" value="" />
```

5. Save the configuration and start the **FXC6.FaxAgent** service.
6. The service contacts the core server, requests a fresh identifier, and populates the new channels into the agent pool automatically.

FaxAgent Regional Configuration

In the Admin Panel under **Network Settings > Fax Agent > Configuration**:

The screenshot displays the 'FaxAgent Configuration' page within the 'Network Settings' section. The left sidebar shows the navigation menu with 'Network Settings' and 'FaxAgent' highlighted. The main content area is divided into two sections: 'Agent Information' and 'Driver Information'. The 'Agent Information' section includes fields for 'Server Name' (FC-DEI-EV601), 'Server IP' (10.10.10.10), and 'Label'. The 'Driver Information' section includes fields for 'Fax Driver' (EtherFax), 'Service Path' (C:\Windows\TEMP\FaxCore.Server), 'FaxAgent Host API ID' (C43AD-86A1-4D10-A232-254A628B6338), 'Country Code' (1), 'Area Code', 'Current Status' (Running), and 'Total Fax Ports' (2). At the bottom, there is a 'Fax Pooling' section with a checkbox labeled 'Pool outgoing faxes to the same destination to a predefined port/channel'.

- **Fax Agent Label:** Descriptive identifier (e.g., `Denver-Datacenter-Agent`).
- **Country Code & Area Code:** Telephony location where the FoIP lines terminate.
- **Pool Outgoing Faxes to Same Destination:** When enabled, queues outbound faxes directed to the same phone number through the same channel sequentially. This prevents multiple lines from calling the same number simultaneously, eliminating "Line Busy" conflicts.

Authored by: [FaxCore Technical Engineering Team](#)

Last Updated: October 8, 2026 Verified Architecture

FaxCore Domains & Hierarchy

FaxCore Evolution eV6 features a hierarchical domain architecture modeled after Microsoft Active Directory forests. Administrators can create root and child domains to represent business units, branches, or separate client companies in multi-tenant environments.

Configuration Precedence & Inheritance

Configuration values and permissions flow downward through the hierarchy, but can be overridden at lower levels:

```
flowchart TD
    Server["Server / Global Level<br/>(Lowest Precedence - System Baseline)"]
    Domain["Domain Level<br/>(Middle Precedence - Inherited Policies)"]
    User["User Level<br/>(Highest Precedence - Direct Overrides)"]

    Server -->|"Inherits Default Policies"| Domain
    Domain -->|"Inherits & Can Override"| User

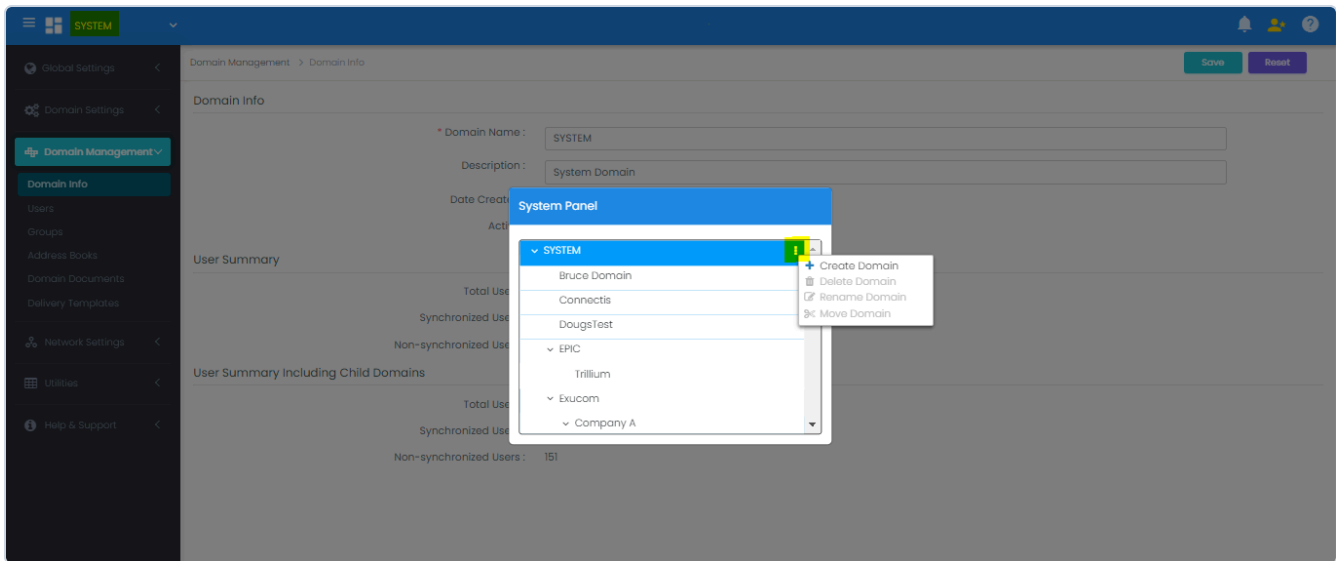
    style Server fill:#0B3348,stroke:#537DB5,stroke-width:2px,color:#FFFFFF
    style Domain fill:#537DB5,stroke:#0B3348,stroke-width:2px,color:#FFFFFF
    style User fill:#FF9326,stroke:#333333,stroke-width:2px,color:#FFFFFF
```

1. **User Level:** Settings explicitly configured on an individual user profile take the highest precedence.
2. **Domain Level:** Inherited by users unless overridden at the user level.
3. **Server / Global Level:** Serves as the system-wide baseline.

Creating a Domain

By default, FaxCore contains a root **SYSTEM** domain. To establish child domains:

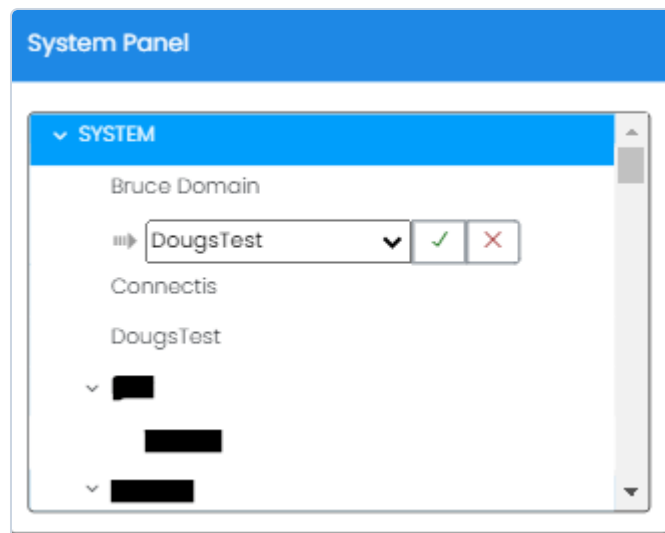
1. Click the top-left domain navigation selector (labeled **SYSTEM**). The domain panel will open:



2. Right-click the parent domain in the hierarchy tree and click **Create Domain**.
3. Enter the domain name and save. The new child domain immediately inherits the parent's baseline policies.

Modifying, Moving & Deleting Domains

Navigate to **Domain Management > Domain Info**.



- **Rename:** Right-click the domain and select **Rename**.
- **Move:** Choose **Move Domain** to reposition a child domain under a different parent branch in the tree.
- **Delete:** A domain can be deleted only after all user accounts within it have been moved or removed.

Note

The root **SYSTEM** domain cannot be moved, renamed, or deleted.

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Last Updated: October 8, 2026 Verified Architecture

User Management

FaxCore provides three methods for user onboarding: manual creation, Microsoft Active Directory synchronization, and bulk file import. This section covers manual creation and ongoing account administration.

Manually Creating a User

1. In the Admin Panel, navigate to **Domain Management > Users**.
2. Click the + (New) button to display the **Create New User** dialog:

The screenshot displays the 'Create New User' dialog within the FaxCore Admin Panel. The left sidebar shows the navigation menu with 'Domain Management' selected. The main area contains the following fields:

- Domain: SYSTEM (dropdown)
- * User Name: (text input)
- * User Password: (password input)
- User Role: Standard User (dropdown)
- * Primary Address: (text input)
- Authentication Type: Internal (dropdown)
- Is Active: Yes (checkbox)
- Display Name: (text input)
- First Name: (text input)
- Last Name: (text input)
- Preferred Address Type: Email (dropdown)
- Description: (text input)

At the bottom, there is a table with the following columns: NOR, NOS, PRIMARY, ADDRESS TYPE, and ADDRESS. The table is currently empty, and a message 'No records available.' is displayed below it.

3. Configure user profile fields:
 - **Domain:** Target domain where the user resides.
 - **User Name:** Unique system login ID (e.g., `jdoe`).
 - **User Password:** Initial password.
 - **User Role:** Access level (see Roles table below).
 - **Primary Address:** User's outbound delivery address.
 - **Authentication Type:** Set to **Internal** for standard accounts, or **External** for accounts authenticated against Active Directory / LDAP.
 - **First Name / Last Name / Display Name:** Personal identification details.
 - **Preferred Address Type:** Primary delivery channel (Email, Fax, File, etc.).
4. Click **Save**.

User Privilege Roles

Role Level	Role Name	System Capabilities
1	System Admin	Global administrative access across the entire server, all domains, hardware settings, and queues.
2	Domain Admin	Administrative control restricted to the user's specific domain and its child domains.
3	Super User	Elevated user capable of viewing and managing messages within authorized groups/queues.
4	Standard User	Standard user restricted to their personal inbox, outbox, and private address book.

Modifying Existing Users

Single User Editing

1. Navigate to **Domain Management > Users**.
2. Search for the account using the **Search Users** bar or domain filters.
3. Click the username link:

The screenshot shows the 'Edit Entry' page for a user in the FaxCore Evolution eV6 interface. The sidebar on the left indicates the path: SYSTEM > Domain Management > Users. The main content area has tabs for 'User Profile', 'General Settings', 'Fax Settings', 'Permission', and 'SMTP Relay'. The 'User Profile' tab is active, showing the following fields:

- User Name:** FAXADMIN
- User Role:** System Admin
- Primary Address:** admin@faxcore.com
- Authentication Type:** Internal
- Is Active:** Yes
- Display Name:** System Admin
- First Name:** System
- Last Name:** Admin
- Preferred Address Type:** Email
- Description:** System Admin

At the bottom of the form, there is a table with the following columns: ☐ (selection), NOR, NOS, PRIMARY, ADDRESS TYPE, and ADDRESS. The PRIMARY checkbox is checked, and the ADDRESS is admin@faxcore.com.

4. Adjust settings, addresses, or permissions and click **Save**.

Batch Operations on Multiple Users

To modify multiple accounts concurrently:

1. In **Domain Management > Users**, check the boxes next to the target users (or select the header checkbox to select all visible users):

Domain Management > Users

Move to:
 SYSTEM
 Bruce Domain
 Connectis
 DougTest
 [Redacted]
 [Redacted]
 Company A

Search

USER NAME	NAME	STATUS	EXTERNAL AUTH	ROLE	INBOUND ROUTE
☒ SYS-MAILER		✓ Active		STANDARD USER	
☒ SYS-RECEIVE		✓ Active		RD USER	
☐ SYS-STRESS				RD USER	
☐ SYS-TEST				RD USER	
☒ SYS-UNROUTED		✓ Active		RD USER	[Routing Digit] = "4"
☐ TBOATWRIGHT	SYSTEM	✓ Active		ADMIN	
☐ TESTATA	SYSTEM	✓ Active		STANDARD USER	
☐ TLINHARD	SYSTEM	✓ Active		SYSTEM ADMIN	[Routing Digit] = "6474975896"
☐ WCP	SYSTEM	✓ Active		SYSTEM ADMIN	
☐ WES	SYSTEM	✓ Active		SYSTEM ADMIN	
☒ FXCDISPATCH	SYSTEM	✓ Active		DISPATCH	
☒ FXCAGENT	SYSTEM	✓ Active		FAXAGENT	
☒ FXCRENDERER	SYSTEM	✓ Active		RENDERER	

1 200 Items per page 1-36 of 36 items

2. Perform batch actions:

- **Move Domain:** Select the target domain from the **Move to:** dropdown.
- **Action Dropdown:** Select from available bulk operations:
 - Set Active / Set Inactive
 - Reset Password (Internal authentication accounts only)
 - Set Privilege Level (Standard, Super User, Domain Admin)
 - Enable / Disable External Authentication
 - Enable / Disable Directory Synchronization

Domain Management > Users

Action

Set Active
Set Inactive
Reset Password
Set Privilege Standard User
Set Privilege Super User
Set Privilege Administrator
Enable External Authentication
Enable Internal Authentication

NAME	STATUS	EXTERNAL AUTH	ROLE	INBOUND ROUTE
	✓ Active		STANDARD USER	
	✓ Active		STANDARD USER	
	✓ Active		STANDARD USER	
	✓ Active		STANDARD USER	
	✓ Active		STANDARD USER	[Routing Digit] = "4"
	✓ Active		SYSTEM ADMIN	
	✓ Active		STANDARD USER	
	✓ Active		SYSTEM ADMIN	[Routing Digit] = "6474975896"
	✓ Active		SYSTEM ADMIN	
	✓ Active		DISPATCH	
	✓ Active		FAXAGENT	
	✓ Active		RENDERER	

1 200 Items per page 1-36 of 36 items

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Active Directory Synchronization

FaxCore Evolution eV6 provides a one-way, read-only synchronization engine with Microsoft Active Directory (LDAP). FaxCore reads user objects, email addresses, and telephone/DID attributes from AD and creates or updates corresponding accounts in FaxCore.

Note

Directory Synchronization is configured per-domain. Native FaxCore accounts can co-exist alongside synchronized AD accounts without interference.

Connection Configuration

Navigate to **Domain Settings > Directory Sync**.

- **Directory Provider:** MS Active Directory (LDAP).
- **Logon Server:** IP address or FQDN of the domain controller.
- **Logon Username / Password:** Credentials for a service account with read permissions in Active Directory.

Search Filter Settings

To control exactly which organizational units or security groups are synchronized, define search filters:

Search Filter Settings

Domain :

Organization Units :

Security Groups :

Custom Filter :

Properties to Read :

Max Users to Read :

1. Domain

The fully qualified Active Directory domain name:

`local.faxcore.com`

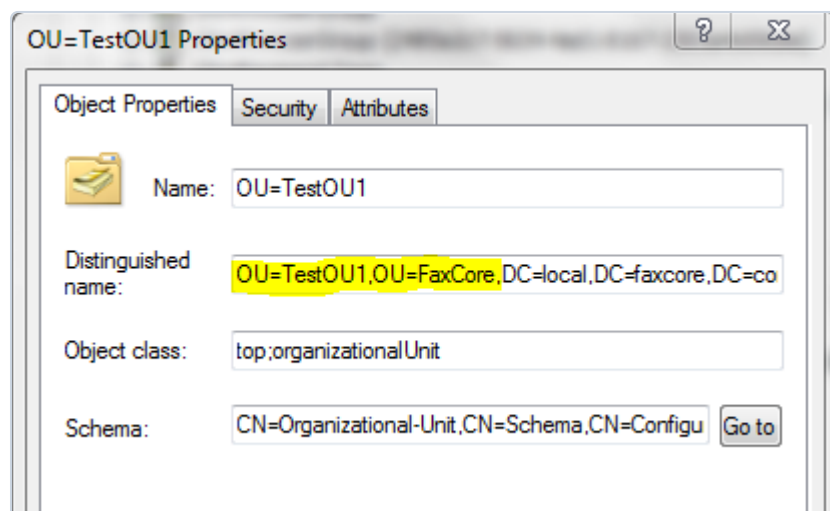
2. Organizational Units (OU)

Limit synchronization to specific OUs using simple names or LDAP paths (separated by semicolons):

- **Single OU:** `FaxCore`
- **Sub-OU:** `TestOU1,OU=FaxCore`
- **Multiple OUs:** `TestOU1,OU=FaxCore;OU=Accounting`

Tip

Use Microsoft's **Active Directory Explorer** (`ADExplorer.exe`) to inspect the object's `distinguishedName` attribute. FaxCore automatically provides the root `OU=` , so enter: `TestOU1,OU=FaxCore` .



3. Security Groups

Synchronize only members of a specific security group:

```
CN=Domain Admins,CN=Users,DC=local,DC=faxcore,DC=com
```

4. Custom Filters

Standard LDAP query filter expressions:

- Member of group: `memberof=CN=Domain Admins,CN=Users,DC=local,DC=faxcore,DC=com`
- Specific user only: `CN=Administrator`

Processing Rules & Sync Schedules

Processing Rules - General

Synchronize Mode :

Enable Auto Sync : ☒

* Interval :

* Auto-Sync Next Date :

- **Synchronize Mode:**
 - **Add Only:** Creates newly discovered accounts but never updates existing accounts.
 - **Update Only:** Refreshes existing accounts without adding new users.
 - **Add and Update:** Recommended full reconciliation.
- **Enable Auto Sync:** Set to **Yes** to establish recurring synchronization (Daily, Weekly, Monthly) with scheduled execution times.

User & Inbound Route Mapping

User Identification & Authentication

- **Username Format:** Choose **Short Username** (e.g., `jdoe`) or **Full UPN** (e.g., `jdoe@faxcore.com`).
- **Authentication Mode:** Set to **External** so users authenticate via AD Kerberos/NTLM credentials.

Automated Inbound DID Routing from AD

FaxCore can automatically build inbound routing rules based on the user's AD phone attributes:

The screenshot shows the 'Administrator Properties' dialog box with the 'Telephones' tab selected. The 'Telephone numbers' section contains five rows: 'Home:', 'Pager:', 'Mobile:', 'Fax:', and 'IP phone:'. Each row has a text input field and an 'Other...' button. The 'Fax:' field is highlighted in yellow and contains the text '+1 (720) 8704141'. Below this section is a 'Notes:' label and a large text area.

- **Default Attribute:** Reads the standard `facsimiletelephonenumber` attribute.
- **Custom Attribute:** Can be set to `mobile`, `telephoneNumber`, or custom schema attributes.
- **Prefix / Digit Truncation:**
 - If the AD phone number is `+1 (303) 8704141`
 - Set **Prefix to append** to `*` and **Max Length** to `4`
 - FaxCore automatically provisions an inbound route matching `*4141` directed to the user.

Deleted User Handling

Defines actions when a previously synchronized user is deleted or removed from the AD search scope:

- **Ignore FaxCore User:** Leave the account active.
- **Set FaxCore User Inactive:** Disables login while preserving all fax history and audit logs.
- **Delete FaxCore User:** Permanently removes the account from the domain.

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Bulk User Import

Administrators can onboard dozens or thousands of users concurrently by importing delimited text files or CSV spreadsheets into FaxCore.

Navigate to **Utilities > Import Users**.

Default Import Layout (30 Columns)

If selecting the **FaxCore Default Import Header**, the CSV input file must structure fields in the following order:

```
UserName,DisplayName,FirstName,MiddleName,LastName,CompanyName,Email,Fax,Http,Ftp,File,Printer,Mobile,FaxRaw,Phone,Route,Desc>Password,Role,FileFormat,PreferAddressType,ReceiveNotify,SendNotify,Authentication,RouteField,RoutePriority,RoutePrefix,RouteLength,LocalCSID,LocalCallerID
```

Field Definitions & Examples

Column Name	Description	Example Value
UserName	Unique login account name <i>(Required)</i>	jsmith
DisplayName	Formatted name displayed across client	John Milano Smith
FirstName	User's given name	John
MiddleName	User's middle name	Milano
LastName	User's surname	Smith
CompanyName	Organizational or tenant name	Contoso Corp
Email	Email address. Append <code>FMT=PDF</code> or <code>FMT=TIF</code> to set attachment format	jsmith@contoso.com FMT=PDF
Fax	Outbound fax number	+1-720-870-4141
Http	Webhook or HTTP POST endpoint URL	http://app.contoso.com FMT=PDF
Ftp	FTP delivery endpoint	ftp://ftp.contoso.com FMT=PDF
File	Local or UNC network folder path	\\server\shares\faxes FMT=PDF
Printer	Windows network printer name	HP LaserJet 4000
Mobile	Cellular phone number	1-720-870-4141
FaxRaw	Raw fax string without parsing	17208704141
Phone	Voice desk telephone	1-720-870-2900
Route	Direct Inbound Route (DID) digits	4141
Desc	Narrative user description	Accounting Department
Password	Account initial password	TempPass#2026
Role	Access role: <code>1</code> =System Admin, <code>2</code> =Domain Admin, <code>3</code> =Super User, <code>4</code> =Standard User	4
FileFormat	Default notification attachment format (<code>PDF</code> or <code>TIF</code>)	PDF
PreferAddressType	Primary delivery channel (<code>EMAIL</code> , <code>FAX</code> , <code>HTTP</code> , <code>FTP</code> , <code>FILE</code> , <code>PRINTER</code>)	EMAIL
ReceiveNotify	Receive email notifications (<code>TRUE</code> or <code>FALSE</code>)	TRUE
SendNotify	Send confirmation notifications (<code>TRUE</code> or <code>FALSE</code>)	TRUE

Column Name	Description	Example Value
Authentication	<code>INTERNAL</code> (FaxCore DB) or <code>EXTERNAL</code> (Active Directory)	<code>INTERNAL</code>
RouteField	Source column used to build inbound route (<code>FAX</code> , <code>PHONE</code> , etc.)	<code>FAX</code>
RoutePriority	Priority assigned to generated inbound route	<code>100</code>
RoutePrefix	Digits to prepend to inbound route	<code>9</code>
RouteLength	Digit length to capture from right	<code>4</code>
LocalCSID	Custom CSID broadcast on outbound transmissions	<code>Contoso Corp</code>
LocalCallerID	Custom Caller ID broadcast on outbound transmissions	<code>1-720-870-4141</code>

Custom Header & Control File Import

When user data comes from HR or ERP systems with custom layouts, choose **Custom Header** and provide a control file specifying the column order:

Sample Control File (`layout.ct1`)

```
UserName, Email, DisplayName
```

Sample CSV File (`users.csv`)

```
UserName, Email, DisplayName
faxcore01, jsmith@clientcompany1.com, John Smith
faxcore02, hbrown@clientcompany1.com, Helen Brown
faxcore03, mjones@clientcompany2.com, Martha Jones
```

Fallback Default Settings

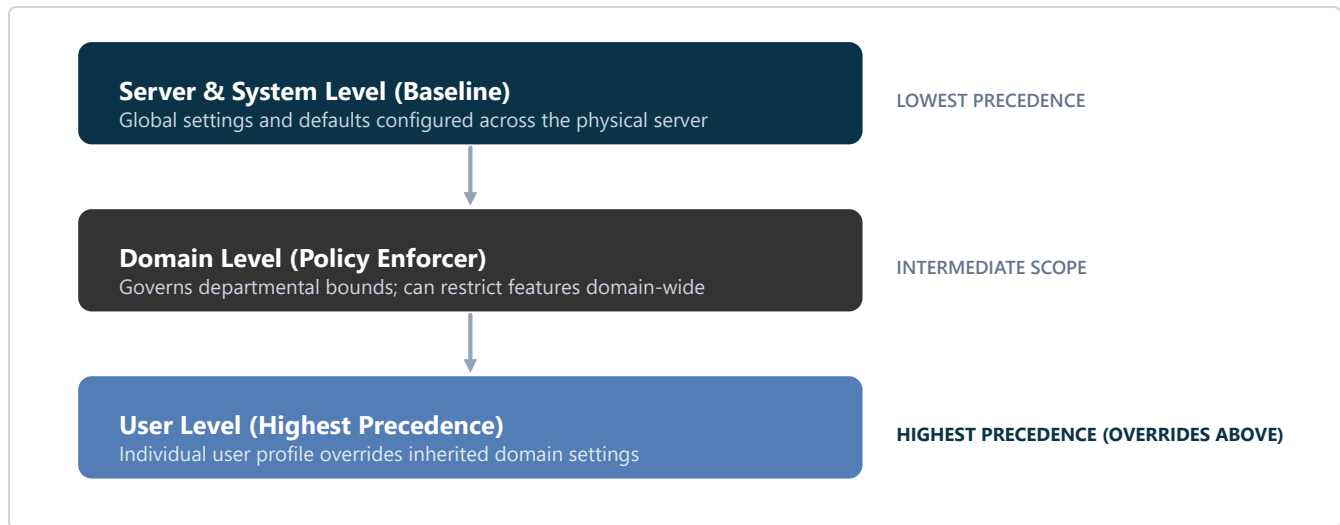
When using custom layouts with omitted columns, the Admin Panel allows administrators to supply default fallback values for **Default Password**, **Role**, **File Format**, and **Authentication**.

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Permissions Hierarchy

FaxCore features an enterprise permission governance model where domain-level policies establish hard constraints that override individual user settings.



Important

Domain Policy Enforcement If a domain administrator or system administrator disables a capability at the Domain level (e.g., disables International Sending or HTTP posting), no individual user within that domain can utilize that feature, regardless of their user profile settings.

Configuring Domain-Level Permissions

Navigate to **Domain Settings > User Permissions** and select the target domain from the selector.

The screenshot shows the 'User Permission' configuration page in the FaxCore Evolution eV6 administrator interface. The page is organized into three main sections, each with a header and a list of permissions:

- User General Permissions:**
 - Allow User to Assign Messages: ☒ Yes
 - Allow Delete Message Permanently: ☒ Yes
 - Default User Privilege: Standard User (dropdown)
 - Enable Exchange Address Book Integration: ☐ No
 - Allow Send Broadcast Message: ☐ No
 - Allow Message Delegation: ☐ No
 - Allow Message Auto Resume: ☐ No
 - Allow View Message History: ☐ No
- User Public Address Book Permissions:**
 - Allow Address Book Edit: ☒ Yes
 - Minimum Required Edit Privilege: Super User (dropdown)
- Personal Folder Permissions:**
 - Allow Personal Folder Level: 3 (dropdown)

The left sidebar shows the navigation menu with 'Domain Settings' expanded and 'User Permission' selected. The top right has buttons for 'Save', 'Apply All', and 'Keep All Local Setting'.

Delivery Channel Permissions

Control outbound message delivery channels permitted for domain members:

- **Allow HTTP Sending:** Permits users to dispatch documents to external HTTP/REST POST endpoints (e.g., SharePoint libraries, webhooks).
- **Allow FTP Sending:** Permits uploading rendered faxes to FTP/SFTP server targets.
- **Allow File Sending:** Permits saving documents directly to local drives or UNC network shares.
- **Allow Printer Sending:** Permits users to direct faxes to physical Windows network printers.

Document Upload & Quota Management

- **Allow Document Upload:** Enables attaching native documents to outbound faxes within the Web Client.
- **Document Quota:** Defines the maximum cumulative storage size (in MB) an individual user can retain in their document repository.

Notification Permissions

Governs automated email notification dispatch:

- **Allow Notify When Message Receive Success**
- **Allow Notify When Message Receive Fail**
- **Allow Notify When Message Send Success**
- **Allow Notify When Message Send Fail**

(By default, all four notification triggers are enabled).

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Last Updated: October 8, 2026 Verified Architecture

Inbound Routing Rules

When an incoming fax transmission completes, the FaxCore routing engine inspects metadata attributes of the call to determine which user, group, printer, or folder receives the document.

Supported Inbound Routing Methods

FaxCore supports multiple concurrent routing criteria:

- **Routing Digits (DID / DNIS):** Direct Inward Dialing digits provided by the telephony carrier or PBX.
- **Fax Port Number:** Specific physical or virtual channel that answered the call.
- **Remote CSID:** The transmitting machine's Called Subscriber Identification string.
- **Remote Caller ID (ANI):** Calling party telephone number.
- **Server Name:** The specific FaxCore or FaxAgent host server receiving the transmission.
- **Barcode Data:** *(Optional Module)* 1D/2D barcodes decoded directly from the received document image.

Creating an Inbound Routing Rule

Navigate to **Global Settings > Inbound Routing**.

Global Settings > Inbound Routing > Create New Entry

Inbound Routing Rule

Forward Type : User

* Forward Address : (wes) x

* Conditions : Routing Digits *1234 AND

Routing Digits Set

* Route String :

Activate Route : Yes

* Priority : 100
* higher number is higher priority. (1-9999)

Allow Loopback Checking : No

Route by time-based : No

Save Reset Back

1. Click the + (New) button to display the **Inbound Routing Rule** dialog:

Global Settings > Inbound Routing > Create New Entry Save Reset Back

Inbound Routing Rule

Forward Type :

* Forward Address :

* Conditions :

* Route String :

Activate Route : ☒ Yes ☐ No

* Priority :
* higher number is higher priority. (1-9999)

Allow Loopback Checking : ☐ No ☒ No

Route by time-based : ☐ No ☒ No

2. Define destination and conditions:

- **Forward Type:** Select **User** (delivers to a single user) or **Group** (delivers to a distribution group).
- **Forward Address:** Click inside the box to select the target user or group recipient.
- **Conditions:** Select the routing property (e.g., **Routing Digits**), operator (**=**), and matching value (e.g., ***1234**).
- **Priority:** Priority integer (default **100**). Higher numerical values execute first.
- **Activate Route:** Set to **Yes**.

3. Click **Save** to commit the rule.

Editing or Deleting Inbound Rules

- **Edit:** Click the **Pencil** icon on the rule line to modify destination or conditions.
- **Delete:** Click the **X** icon to delete obsolete rules.

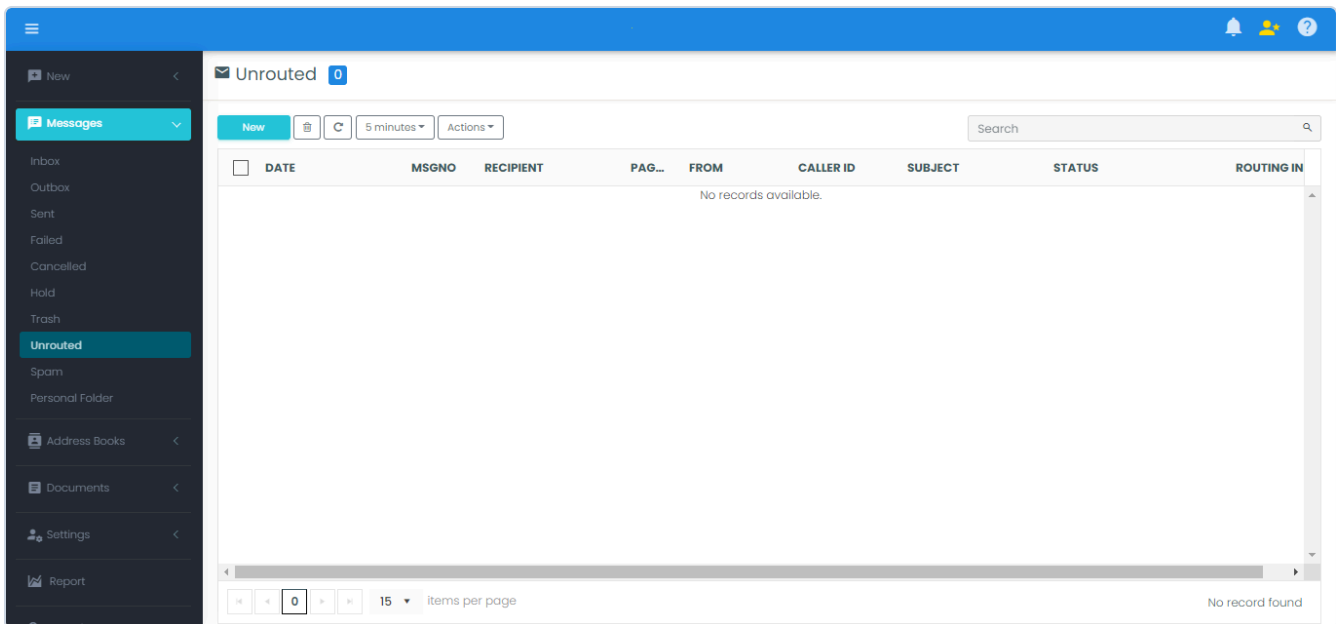
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Unrouted Fax Management (SYS-UNROUTED)

Any incoming fax that does not match an existing inbound routing rule is automatically routed to a dedicated internal system account: **SYS-UNROUTED**.

In the FaxCore Web Client, the inbox of this account is represented by a special system folder named **Unrouted**.



Delegating Unrouted Folder Access

By default, standard users cannot see or access the **Unrouted** folder. Administrators can grant message assignment privileges either across an entire domain or to designated triage clerks.

Option A: Enable for All Users in a Domain

1. In the Admin Panel, navigate to **Domain Settings > User Permissions**.
2. Scroll to the **User General Permissions** group.
3. Set **Allow user to assign messages** to **Yes**.
4. Click **Save** and **Apply All**.

Option B: Enable for Specific Triage Users

1. Navigate to **Domain Management > Users**.
2. Click on the designated triage user account to edit settings.
3. Go to the **Permissions** tab:

Domain Management > Users > Edit Entry

Save Reset Back

User Profile General Settings Fax Settings **Permission** SMTP Relay

Keep All Local Setting

User General Permissions

Allow User to Assign Messages :	☒ Yes ☐ No	☐
Allow Delete Message Permanently :	☒ Yes ☐ No	☐
Allow Send Broadcast Message :	☐ Yes ☒ No	☐
Allow Message Delegation :	☐ Yes ☒ No	☐
Allow Message Auto Resume :	☐ Yes ☒ No	☐
Allow View Message History :	☐ Yes ☒ No	☐

User Public Address Book Permissions

Allow Address Book Edit :	☒ Yes ☐ No	☐
---------------------------	---	--------------------------

Personal Folder Permission

Allow Personal Folder Level :	3	☐
-------------------------------	---	--------------------------

- Set **Allow user to assign messages** to **Yes**.
- Click **Save & Close**.

When these users log in to the Web Client, the **Unrouted** folder appears in their navigation tree, allowing them to view, re-assign, forward, or delete orphaned transmissions.

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Last Updated: October 8, 2026 Verified Architecture

Network Printers

FaxCore allows organizations to print hard copies of incoming and outgoing faxes either automatically upon transmission or manually from the Message Viewer.

Step 1: Install Printer Drivers on the FaxCore Host

Before registering a printer in FaxCore, install it as a standard local/network printer on the Windows host running FaxCore:

1. Open **Windows Control Panel > Devices and Printers**.
2. Click **Add Printer** and follow standard Windows driver installation.
3. Print a **Windows Test Page** to confirm communication and driver stability.

Step 2: Register the Network Printer in FaxCore

Navigate to **Global Settings > Printer Settings**.

1. Click the + (New) button:

Global Settings > Printer Settings > Edit Entry

Save Test Reset Back

Network Printer

Domain : SYSTEM

* Printer Label : MFD

Description : MFD

Visibility : Private

Active : ☒ Yes

Server name :

Authentication

Connect Domain :

Connect User Name :

Connect Password :

Page Setup

* Printer Name : MFD

Paper Size : Printer Default

Font Name : Arial

2. Configure printer settings:
 - **Domain:** Assign to **SYSTEM** or a specific child domain.

- **Printer Label:** Administrative display label (e.g., `MFD_Accounting`).
 - **Printer Name:** **Must match the exact Windows printer name** established in Step 1.
 - **Paper Size:** Default paper dimension (Letter, A4, Legal).
 - **Font Name:** Default font for banner pages (e.g., `Arial`).
3. Click **Test Print** to verify end-to-end spooling.
 4. Click **Save**.

Step 3: Enabling Automated Printing for Users

Once registered, users or administrators can bind the printer to an account profile:

	NOR	NOS	PRIMARY	ADDRESS TYPE	ADDRESS
☐	☐	☐	☐	EMAIL	admin@faxcore.com
☐	☐	☐	☐	EMAIL	ckaiser@faxcore.com
☐	☐	☐	☐	EMAIL	sam@faxcore.com.my
☒	☒	☒	☒	Printer	MFD

- **Automatic Print on Receive:** Faxes arriving for this user print automatically upon completion.
- **Automatic Print on Send:** Outbound confirmation banner pages print automatically.
- **Manual Print:** Authorized users can click **Print Network** directly from the Web Client Message Viewer:

Message # 18637 > SYS-RECEIVE(FAX)

Completed

Attention to:-
Name:
Company:
Date: 10-27-2020
Time: 09:03:27 P

From:-
Name: Wes
Company: FaxCore, Inc.
Telephone:
Pages: 1

RE: Test

Comments/Notes:
 Test

Print Local
 Print Network

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Outbound Fax Methods

FaxCore provides multiple client options for dispatching outbound faxes:

1. Web Client Interface

End users can log in to the responsive FaxCore Web Client from any modern browser to compose faxes, attach business documents, and monitor transmission states:

- **File Attachments:** Supports PDF, Word (.docx), Excel (.xlsx), PowerPoint, TIFF, JPEG, and plain text.
 - **Cover Page Selection:** Select from domain cover templates or personal default designs.
 - **Delayed Scheduling:** Schedule transmissions for off-peak telephony hours.
 - **Tracking Keys:** Tag faxes with mandatory or optional client/matter billing metadata.
-

2. Print-to-Fax (FaxCore IP Fax Printer Driver)

The **FaxCore IP Fax Printer Driver** allows users to send faxes directly from desktop applications (such as Microsoft Word, Excel, QuickBooks, Adobe Acrobat, or EHR software):

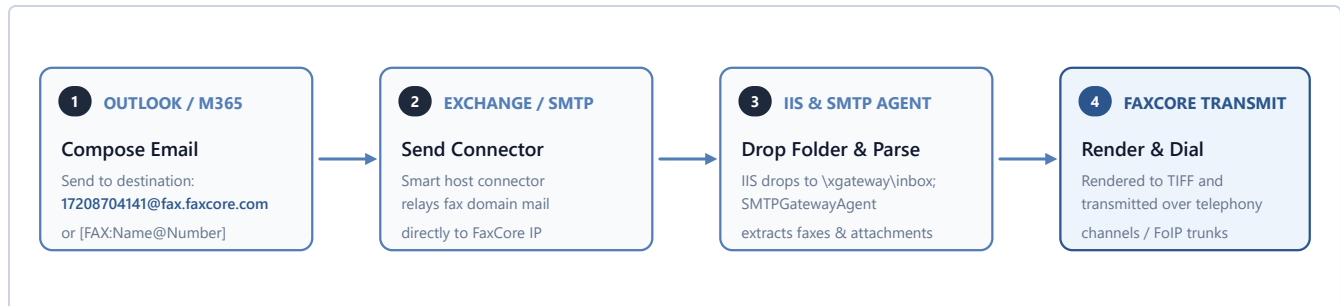
1. Inside any desktop application, select **File > Print**.
2. Choose **FaxCore IP Fax Printer** from the printer dropdown.
3. Click **Print**.
4. A lightweight FaxCore pop-up dialog appears, prompting for:
 - Recipient fax number (or selection from personal/public address books).
 - Recipient name and company.
 - Subject line and cover page notes.
 - Billing/tracking keys.
5. Click **Send** to spool the document directly to the FaxCore Render Agent.

Authored by: [FaxCore Technical Engineering Team](#)

Last Updated: October 8, 2026 Verified Architecture

Email to Fax Integration (Exchange & SMTP)

FaxCore's Email-to-Fax integration eliminates the need for proprietary plug-ins on mail servers. It utilizes standard SMTP transport connectors to relay outbound fax messages from Microsoft Exchange, Microsoft 365, or any SMTP mail server to FaxCore.



Supported Email Address Formats

1. Basic SMTP Format

```
faxnumber@fax.yourdomainname.com
```

- **Example:** +1-720-870-4141@fax.faxcore.com

2. Advanced SMTP Format (Metadata & Billing)

```
faxnumber/name/company/tracking/billing@fax.yourdomainname.com
```

- **Example:**

```
+1-720-870-4141/JohnDoe/ContosoInc/Case101/BillingA@fax.faxcore.com
```

3. Outlook Business Fax Address Space

```
[FAX:Name@Number@Company]
```

- **Example:** [FAX:Tom Linhard@+1-720-870-4141@FaxCore]

Configuring Microsoft Exchange Server

Step 1: Add Exchange SMTP Send Connector

1. Open **Exchange Management Console > Organization Configuration > Hub Transport**.
2. Select **New Send Connector**.
3. Name: **FaxCore SMTP Connector** . Intended use: **Custom**.
4. Address Space: Click **Add** and enter **fax.yourdomain.com** (Type: **SMTP**).
5. Network Settings: Select **Route mail through the following smart hosts** and insert the **IP address** of the FaxCore server.
6. Authentication: Select **None**.
7. Source Server: Associate with your Exchange Hub Transport server and complete the wizard.

Step 2: Add Send Connector for the FAX Address Space (PowerShell)

To support Outlook native **[FAX: ...]** contacts, run this cmdlet in the **Exchange Management Shell**:

```
new-sendConnector FAX -DnsRoutingEnabled:$false -Smarthosts:<FaxCore_Server_IP>
```

When prompted for **AddressSpaces[0]:** , type:

```
FAX:*
```

Press Enter twice, then restart Exchange transport services.

Inbound SMTP Receiving Services

Important

Modern Windows Server Deployments (2019, 2022, 2025)

Microsoft IIS 6.0 SMTP Virtual Server is deprecated. In FaxCore Evolution eV6, use the native [FaxCore SMTP Listener Service](#) (**FXC6.SMTPListenerAgent**) instead of IIS SMTP.

The SMTP Listener provides native multi-port listening (25, 587, 465), TLS 1.2/1.3 encryption, certificate store binding (**certlm.msc**), domain whitelisting, and SPF/DKIM verification, automatically dropping validated **.eml** files into **C:\FaxCore\svc.SMTPGateway\xgateway\smtp\inbox** .

For full setup details, see the dedicated [FaxCore SMTP Listener Service](#) guide.

Legacy Deployments: Configuring FaxCore IIS SMTP Service

On legacy Windows Server installations utilizing IIS 6.0 SMTP Virtual Server:

1. Open **Internet Information Services (6.0) Manager**.

- Expand **SMTP Virtual Server > Domains**.
- Right-click the default domain and select **Properties**.
- Set the **Drop directory** to:

```
C:\FaxCore\xgateway\smtp\inbox
```

- Right-click **Domains > New > Domain**.
- Select **Alias** and enter the dedicated fax domain (e.g., `fax.yourdomain.com`).

SMTP Gateway Agent Configuration

The configuration file is located at:

```
C:\FaxCore\SMTPGatewayAgent.exe.config
```

```
<SMTPGateway>
  <SMTP>
    <add key="baseDirectory" value="xgateway\smtp"/>
    <add key="inboxDirectory" value="xgateway\smtp\inbox"/>
    <add key="treatEmailBodyAsDocument" value="0"/>
    <add key="faxAsRaw" value="0"/>
    <add key="inBodyAuth" value="0"/>
    <add key="maxAttempts" value="2"/>
    <add key="attemptIntervalSec" value="30"/>
    <add key="removePrefix" value="FAX"/>
    <add key="bufferSize" value="16384"/>
    <add key="IMESEQ" value="NAME@ADDR@COMPANY"/>
    <add key="BackupTimerInterval" value="1000"/>
  </SMTP>
</SMTPGateway>
```

Key	Default	Description
<code>treatEmailBodyAsDocument</code>	0	0 = Inserts email body into cover page Notes section. 1 = Renders body as a separate document page.
<code>faxAsRaw</code>	0	1 = Bypasses dial rule normalization for raw numbers.
<code>inBodyAuth</code>	0	1 = Requires encrypted password header <code>[user: EncryptedPass]</code> on line 1.
<code>IMESEQ</code>	<code>NAME@ADDR@COMPANY</code>	Defines field sequence for Outlook <code>[FAX:]</code> contacts.
<code>removePrefix</code>	<code>FAX</code>	Strips carrier prefix prepended by ERP/SAP email connectors.

Authored by: [FaxCore Technical Engineering Team](#)

Last Updated: October 8, 2026 Verified Architecture

FaxCore SMTP Listener Service (`FXC6.SMTPListenerAgent`)

The **FaxCore SMTP Listener Service** (`FXC6.SMTPListenerAgent`) is an enterprise-grade, high-performance inbound mail receiver built directly into FaxCore Evolution eV6. Designed as the modern, secure replacement for the deprecated Microsoft IIS 6.0 SMTP Virtual Server, the SMTP Listener runs as an independent Windows Service powered by Topshelf and .NET 4.8.

The SMTP Listener ingests inbound SMTP email traffic from Microsoft Exchange, Microsoft 365 (Exchange Online), Google Workspace, ERP applications, and multi-function printers (MFPs), applies multi-layered cryptographic and domain security controls, and hands off verified messages directly to FaxCore's `SMTPGatewayAgent` for Email-to-Fax dispatching.

Key Capabilities & Evolution

In legacy Windows Server and FaxCore deployments, Email-to-Fax workflows relied on the legacy IIS 6.0 SMTP Server feature to accept incoming port 25 traffic and drop `.eml` files into a file directory. Because Microsoft has deprecated and phased out IIS 6.0 SMTP in modern operating systems (Windows Server 2022 and Windows Server 2025), FaxCore engineered the **SMTP Listener Agent** to provide a self-contained, enterprise-hardened service.

Comparison: Legacy IIS SMTP vs. FaxCore SMTP Listener

Feature / Architecture	Legacy IIS 6.0 SMTP Service	FaxCore SMTP Listener (<code>FXC6.SMTPListener</code>)
Windows Server Support	Deprecated / Unsupported on 2022/2025	Native Windows Server 2019, 2022, and 2025 support
Service Framework	Legacy MMC IIS 6.0 Virtual Server	Modern .NET 4.8 / Topshelf Windows Service
Port Flexibility	Typically port 25 only	Multi-port concurrent listening (e.g., 25, 587, 465)
TLS/SSL Encryption	Legacy TLS 1.0/1.1; complex schannel tuning	Modern TLS 1.2 and TLS 1.3 ; STARTTLS and Implicit TLS
Certificate Store Integration	Manual IIS certificate bindings	Native integration with Windows Machine Store (<code>certlm.msc</code>) or <code>.pfx</code>
Domain Whitelisting	IP relay restrictions only	Granular sender (<code>MAIL FROM</code>) and recipient (<code>RCPT TO</code>) domain filtering
Cryptographic Validation	None	Native SPF (DNS TXT) and DKIM (RSA/ECDSA) verification
Quarantine & Anti-Spam	Unfiltered drop folder	Automated triage: valid to gateway, invalid spoofing to <code>spam</code>
Audit Archiving	None (overwritten or deleted)	Real-time immutable archival in <code>complete/</code> folder
Diagnostics & Logging	W3C text logs via IIS Manager	Structured log4net rolling logs + Windows Event Log telemetry

Architectural Message Flow

The SMTP Listener operates as the secure perimeter gateway in front of the FaxCore Email-to-Fax processing pipeline:

flowchart TD

```
A["Mail Senders<br/>(Exchange, M365, Google, ERP, MFPs)"] -->|"Ports 25, 587, 465<br/>STARTTLS / Implicit TLS"| B["FaxCore SMTP Listener Service<br/>(FXC6.SMTPListenerAgent)"]
```

```
subgraph Security_Gate ["Security & Access Filters"]
    B --> C{"Domain Filtering<br/>Enabled?"}
    C -->|"Not Whitelisted"| C1["550 Relaying Denied / Reject"]
    C -->|"Whitelisted / Disabled"| D{"SMTP AUTH<br/>Configured?"}
    D -->|"Invalid Auth"| D1["535 Authentication Failed"]
    D -->|"Passed / Unauthenticated"| E["SmtptMessageStore<br/>Save EML to inbox"]
end
```

```
subgraph Processing_Pipeline ["File Watcher & Validation Pipeline"]
    E --> F["FileSystemWatcher Event"]
    F --> G["Instant Copy to complete<br/>(Audit Archive)"]
    G --> H{"Validation<br/>Enabled?"}
    H -->|"Disabled (0)"| I["Move to smtpgatewayDirectory<br/>(xgateway/smtp/inbox)"]
    H -->|"Enabled (1)"| J{"Run SPF & DKIM<br/>Verification"}
    J -->|"PASS"| I
    J -->|"FAIL"| K["Move to spam/ Directory<br/>(Quarantine)"]
end
```

```
subgraph Gateway_Execution ["FaxCore Fax Delivery Engine"]
    I --> L["FXC6.SMTPGatewayAgent"]
    L --> M["FaxCore Dispatcher & Render Engine"]
    M --> N["Fax Lines / FoIP Ports (SIP/T.38)"]
end
```

%% FaxCore Brand Palette Styling

```
classDef darkBlue fill:#0B3348,stroke:#537DB5,stroke-width:2px,color:#FFFFFF;
classDef logoBlue fill:#537DB5,stroke:#0B3348,stroke-width:2px,color:#FFFFFF;
classDef orange fill:#FF9326,stroke:#333333,stroke-width:2px,color:#FFFFFF;
classDef darkGrey fill:#333333,stroke:#FF9326,stroke-width:2px,color:#FFFFFF;
```

```
class B,L,M,N darkBlue;
class A,E,F,G,I logoBlue;
class C,D,H,J orange;
class C1,D1,K darkGrey;
```

```
style Security_Gate fill:none,stroke:#537DB5,stroke-width:1.5px,stroke-dasharray: 4 4;
style Processing_Pipeline fill:none,stroke:#537DB5,stroke-width:1.5px,stroke-dasharray: 4 4;
style Gateway_Execution fill:none,stroke:#0B3348,stroke-width:1.5px,stroke-dasharray: 4 4;
```

Stage-by-Stage Processing Lifecycle

1. **Connection & TLS Negotiation:** Clients connect on configured standard ports (25, 587) or secure ports (465). The service presents the configured X.509 certificate and negotiates TLS 1.2 or TLS 1.3.
2. **Mailbox & Domain Filtering:** If `enableIncomingDomainFiltering` is active, the sender domain (`MAIL FROM`) is verified against `allowIncomingDomains` . If `enableOutgoingDomainFiltering` is active, the recipient domain (`RCPT TO`) is verified against `allowOutgoingDomains` .
3. **Authentication:** If `user` and `password` are set in `<SMTPServer>` , client authentication (SASL AUTH) is enforced.

4. **EML Buffer Write & Archiving:** The raw message stream is saved as a unique GUID file ({Guid}.eml) in `xlistener\smtp\inbox` . Upon file creation, an audit duplicate is instantly copied to `xlistener\smtp\complete` .
5. **SPF & DKIM Triage:**
 - If `isValidationEnabled` is `0` , the EML is immediately moved to `smtpgatewayDirectory` .
 - If `isValidationEnabled` is `1` , the message undergoes SPF DNS verification (`v=spf1`) and DKIM header signature checks. Messages passing validation are routed to `smtpgatewayDirectory` ; failing messages are quarantined in `spamDirectory` .
6. **Fax Rendering & Transmission:** `FXC6.SMTPGatewayAgent` ingests the EML from its inbox, extracts the destination fax number and attachments, and dispatches the job to the FaxCore engine.

Directory Structure

The SMTP Listener Agent manages an isolated directory structure located at `C:\FaxCore\svc.SMTPListenerAgent\` :

Directory Path	Role & Operational Function
<code>xlistener\smtp\inbox</code>	Inbound Drop Directory: Initial landing folder where incoming SMTP streams are serialized into <code>{Guid}.eml</code> files.
<code>xlistener\smtp\complete</code>	Audit Archive Directory: Every incoming email is duplicated here before validation, providing an unalterable audit log of raw inbound transmissions.
<code>xlistener\smtp\spam</code>	Quarantine Directory: Emails that fail SPF or DKIM cryptographic verification are segregated here to prevent spoofing and spam faxing.
<code>xlistener\smtp\exception</code>	Exception Directory: Reserved directory for files encountering unexpected parsing or storage system exceptions.
<code>xlistener\smtp\unauthorized</code>	Unauthorized Directory: Reserved storage for rejected relay attempts.
<code>C:\FaxCore\svc.SMTPGateway\xgateway\smtp\inbox</code>	Gateway Hand-Off Inbox: Destination directory where valid, verified emails are moved so <code>FXC6.SMTPGatewayAgent</code> can process them for fax transmission.
<code>log\</code>	Service Logs: Contains active rolling logs (<code>SMTPListener.txt</code>) and historical date-stamped logs (<code>SMTPListener.txtYYYYMMDD</code>).

Note

All working subdirectories under `xlistener\smtp\` are automatically created by the service on startup if they do not already exist.

Service Installation & Control

The SMTP Listener is managed through the Windows Service Control Manager under the service name `FXC6.SMTPListener` .

```

Service Display Name: FXC6.SMTPListenerAgent
Service Internal Name: FXC6.SMTPListener
Binary Path:         "C:\FaxCore\svc.SMTPListenerAgent\SMTPListenerAgent.exe"
Startup Type:        Automatic (Recommended in Production)

```

Managing via Windows Services (`services.msc`)

1. Press Win + R, type `services.msc` , and press **Enter**.
2. Locate **FXC6.SMTPListenerAgent**.
3. Right-click the service and select **Start**, **Stop**, or **Restart**.
4. To set automatic startup on boot, open **Properties**, change **Startup type** to **Automatic**, and click **OK**.

Managing via PowerShell

Open PowerShell as Administrator:

```

# Check service status
Get-Service -Name "FXC6.SMTPListener"

# Start the service
Start-Service -Name "FXC6.SMTPListener"

# Stop the service
Stop-Service -Name "FXC6.SMTPListener"

# Set service startup type to Automatic
Set-Service -Name "FXC6.SMTPListener" -StartupType Automatic

```

Topshelf Command-Line Commands

Because the agent is developed with Topshelf, administrators can execute commands directly against

`SMTPListenerAgent.exe` :

```

:: Navigate to the service directory
cd C:\FaxCore\svc.SMTPListenerAgent

:: Install the service with automatic startup
SMTPListenerAgent.exe install --autostart

:: Uninstall the service
SMTPListenerAgent.exe uninstall

:: Start or stop the service
SMTPListenerAgent.exe start
SMTPListenerAgent.exe stop

:: Run interactively in the console (Ideal for real-time debugging)
SMTPListenerAgent.exe run

```

Tip

Running `SMTPListenerAgent.exe run` in an elevated Command Prompt or PowerShell terminal outputs all connection traces, TLS handshakes, domain filter evaluations, and SPF/DKIM verification results in real time without writing only to log files.

Configuration Reference (`SMTPListenerAgent.exe.config`)

The configuration file is located at:

```
C:\FaxCore\svc.SMTPListenerAgent\SMTPListenerAgent.exe.config
```

Complete Configuration Template

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <configSections>
    <sectionGroup name="SMTPListener">
      <section name="SMTP" type="System.Configuration.NameValueSectionHandler" />
      <section name="SMTPServer" type="System.Configuration.NameValueSectionHandler" />
    </sectionGroup>
    <section name="log4net" type="log4net.Config.Log4NetConfigurationSectionHandler, log4net" />
  </configSections>

  <!-- Rolling Log4Net Diagnostics Configuration -->
  <log4net>
    <appender name="RollingLogFileAppender" type="log4net.Appender.RollingFileAppender">
      <file value="log\SMTPListener.txt" />
      <appendToFile value="true" />
      <datePattern value="yyyyMMdd" />
      <rollingStyle value="Composite" />
      <maxSizeRollBackups value="10" />
      <maximumFileSize value="5MB" />
      <staticLogFileName value="true" />
      <layout type="log4net.Layout.PatternLayout">
        <conversionPattern value="%date [%thread] %-5level %logger - (%file:%line) - %m%n" />
      </layout>
    </appender>
    <root>
      <level value="ALL" />
      <appender-ref ref="RollingLogFileAppender" />
    </root>
  </log4net>

  <SMTPListener>
    <!-- Internal Storage, Working Directories, and Verification Policies -->
    <SMTP>
      <add key="baseDirectory" value="xlistener\smtp" />
      <add key="inboxDirectory" value="xlistener\smtp\inbox" />
      <add key="spamDirectory" value="xlistener\smtp\spam" />
      <add key="completeDirectory" value="xlistener\smtp\complete" />
      <add key="exceptionDirectory" value="xlistener\smtp\exception" />
      <add key="unauthorizedDirectory" value="xlistener\smtp\unauthorized" />
      <add key="smtpgatewayDirectory" value="C:\FaxCore\svc.SMTPGateway\xgateway\smtp\inbox" />
      <add key="bufferSize" value="65536" />
      <add key="isValidationEnabled" value="0" />
      <add key="enableSpfValidation" value="0" />
      <add key="enableDkimValidation" value="0" />
      <add key="publicKeyFilePath" value="" />
    </SMTP>

    <!-- SMTP Listening Ports, Cryptography, and Domain Whitelisting -->
    <SMTPServer>
      <add key="name" value="localhost" />
      <add key="port" value="25,587" />
      <add key="securePort" value="465" />
    </SMTPServer>
  </SMTPListener>
</configuration>
```

```
<add key="user" value="" />
<add key="password" value="" />
<add key="enableIncomingDomainFiltering" value="0" />
<add key="allowIncomingDomains" value="" />
<add key="enableOutgoingDomainFiltering" value="0" />
<add key="allowOutgoingDomains" value="" />
<add key="commandTimeout" value="100" />
<add key="certificateSubjectName" value="" />
<add key="certificatePath" value="" />
<add key="certificatePassword" value="" />
</SMTPServer>
</SMTPListener>

<startup>
  <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.8" />
</startup>
</configuration>
```

Section 1: <SMTP> (Storage & Email Validation Engine)

Key	Default	Type	Description
baseDirectory	xlistener\smtp	Path	Root relative directory for listener operational subfolders.
inboxDirectory	xlistener\smtp\inbox	Path	Drop folder where raw inbound SMTP messages are saved as {Guid}.eml .
completeDirectory	xlistener\smtp\complete	Path	Archive folder where a duplicate copy is preserved immediately upon receipt.
spamDirectory	xlistener\smtp\spam	Path	Quarantine folder where messages failing SPF or DKIM checks are routed.
exceptionDirectory	xlistener\smtp\exception	Path	Directory reserved for unhandled processing exceptions.
unauthorizedDirectory	xlistener\smtp\unauthorized	Path	Directory reserved for unauthorized relay events.
smtpgatewayDirectory	C:\FaxCore\svc.SMTPGateway\xgateway\smtp\inbox	Path	Destination folder monitored by FXC6.SMTPGatewayAgent . Valid emails are moved here.
bufferSize	65536	Integer	Memory buffer size (in bytes) utilized during file read/write operations.
isValidationEnabled	0	Boolean (0 / 1)	Master switch for security validation. 0 = Validation bypassed (all emails pass to gateway); 1 = SPF and/or DKIM validation enforced.
enableSpfValidation	0	Boolean (0 / 1)	Toggles Sender Policy Framework (SPF) validation against sender DNS records. Requires isValidationEnabled="1" .
enableDkimValidation	0	Boolean (0 / 1)	Toggles DomainKeys Identified Mail (DKIM) cryptographic signature verification. Requires isValidationEnabled="1" .
publicKeyFilePath	""	Path	Optional file path to a static public key file for offline DKIM verification when DNS lookups are restricted.

Section 2: <SMTPServer> (Network Endpoints & Access Control)

Key	Default	Type	Description
name	localhost	String	Server hostname or FQDN advertised in the SMTP 220 greeting banner and EHLO / HELO responses.
port	25,587	CSV Integers	Comma-delimited list of standard TCP listening ports. Operates in plain text or supports STARTTLS upgrade when a certificate is bound.
securePort	465	CSV Integers	Comma-delimited list of implicit SSL/TLS ports (SMTPS). Requires a certificate to be active.
user	""	String	Optional SMTP username for SASL authentication. If blank, unauthenticated connections are permitted.
password	""	String	SMTP password required when user is specified.
enableIncomingDomainFiltering	0	Boolean (0 / 1)	1 = Enforces sender domain whitelisting. Only senders whose domain (MAIL FROM) is listed in allowIncomingDomains are accepted.
allowIncomingDomains	""	CSV Strings	Comma-separated list of permitted sender domains (e.g., contoso.com,partner.org).
enableOutgoingDomainFiltering	0	Boolean (0 / 1)	1 = Enforces recipient domain whitelisting. Only recipients (RCPT TO) matching domains in allowOutgoingDomains are accepted.
allowOutgoingDomains	""	CSV Strings	Comma-separated list of permitted recipient fax domains (e.g., fax.contoso.com,fax.mycompany.com).
commandTimeout	100	Integer	Maximum timeout (in seconds) the listener will wait for subsequent SMTP client commands before terminating idle sessions.
certificateSubjectName	""	String	Common Name (CN) or Subject Name of an X.509 certificate installed in the Windows Local Computer Personal Store (Certificates (Local Computer) \ Personal \ Certificates). (Recommended)
certificatePath	""	Path	Absolute or relative path to a PKCS#12 (.pfx) certificate file. Used as an alternative to the Windows Certificate Store.
certificatePassword	""	String	Password for the .pfx certificate file. Can be supplied as plaintext or as a FaxCore encrypted token.

TLS/SSL Encryption & Certificate Setup

The SMTP Listener Agent provides native support for modern **TLS 1.2** and **TLS 1.3** cryptographic protocols across both explicit STARTTLS and implicit TLS endpoints:

- **STARTTLS Endpoints** (`port="25,587"`): The server accepts initial plaintext connections, advertises the `STARTTLS` verb in `EHLO`, and upgrades the session to TLS on client request.
- **Implicit TLS Endpoints** (`securePort="465"`): The session immediately begins with a TLS handshake before any SMTP protocol exchange occurs.

Method 1: Windows Certificate Store Binding (Recommended)

Using the Windows Local Computer Certificate Store (`certlm.msc`) provides centralized certificate lifecycle management, integration with Active Directory Certificate Services (AD CS), and seamless automated renewals (e.g., via Let's Encrypt / Certify The Web).

Step 1: Install the Certificate

1. Open `certlm.msc` (**Certificates - Local Computer**).
2. Navigate to **Personal** > **Certificates**.
3. Import your valid SSL/TLS certificate (ensure the certificate includes the private key).

Step 2: Grant Service Account Private Key Permissions

The service account running `FXC6.SMTPListener` must have Read permissions on the certificate's private key:

1. In `certlm.msc`, right-click the certificate > **All Tasks** > **Manage Private Keys...**
2. Click **Add...**
3. If running under the default account, add `SYSTEM` (or `NETWORK SERVICE` / your dedicated service account).
4. Check **Read** under Allow, then click **OK**.

Step 3: Configure `SMTPListenerAgent.exe.config`

Set the `certificateSubjectName` to match the certificate's Common Name (CN):

```
<SMTPServer>
  <add key="certificateSubjectName" value="fax.yourdomain.com" />
  <add key="certificatePath" value="" />
  <add key="certificatePassword" value="" />
  <add key="port" value="25,587" />
  <add key="securePort" value="465" />
</SMTPServer>
```

Note

When multiple certificates match the subject name, the SMTP Listener automatically inspects valid dates (`NotBefore` and `NotAfter`), filters out expired certificates, and binds the valid certificate with the **latest expiration date**.

Method 2: Standalone PFX Certificate File

If your organization deploys certificates as standalone files:

1. Copy the .pfx file to a secure directory (for example, C:\FaxCore\certs\fax_smtp.pfx).
2. Update the configuration:

```
<SMTPServer>
  <add key="certificateSubjectName" value="" />
  <add key="certificatePath" value="C:\FaxCore\certs\fax_smtp.pfx" />
  <add key="certificatePassword" value="YourPfxPassword" />
</SMTPServer>
```

Automated Password Encryption

To protect credentials on disk, the SMTP Listener includes an automatic password encryption feature:

1. When the service starts with a plaintext password in `certificatePassword`, `CertificatePasswordLoader` automatically intercepts the plaintext string.
2. It encrypts the password using FaxCore's internal cryptographic key.
3. It logs a notice with **Event ID 168** containing the encrypted string:

```
[CERTPWD_PLAINTEXT|168] certificatePassword appears unencrypted. Replace value in App.config with: <EncryptedCiphertext>
```

4. Administrators can copy the `<EncryptedCiphertext>` value and replace the plaintext password in `SMTPListenerAgent.exe.config`. Subsequent restarts will decrypt the token automatically.

Security Policies & Anti-Abuse Controls

The SMTP Listener includes multi-layered controls to prevent unauthorized relay abuse, forged identities, and spoofing attacks.

1. Inbound & Outbound Domain Whitelisting

Domain filtering operates at the SMTP protocol envelope level before the message body is accepted:

```
<SMTPServer>
  <!-- Only accept incoming emails sent from these trusted corporate domains -->
  <add key="enableIncomingDomainFiltering" value="1" />
  <add key="allowIncomingDomains" value="contoso.com,partnerclinic.org,hq.internal" />

  <!-- Only allow faxes addressed to your dedicated fax domain -->
  <add key="enableOutgoingDomainFiltering" value="1" />
  <add key="allowOutgoingDomains" value="fax.contoso.com" />
</SMTPServer>
```

- **Incoming Domain Filtering:** Evaluates the client's `MAIL FROM:<user@domain.com>`. If the domain is not in `allowIncomingDomains`, the server returns a `550 Relaying Denied` protocol rejection.

- **Outgoing Domain Filtering:** Evaluates the recipient address `RCPT TO:<faxnumber@faxdomain.com>`. If the recipient domain does not match `allowOutgoingDomains`, delivery is rejected.

2. SPF (Sender Policy Framework) Validation

When `isValidationEnabled="1"` and `enableSpfValidation="1"`, the SMTP Listener performs automated SPF verification:

1. Extracts the sender domain from the `From` header.
2. Identifies the originating client IP address from transmission metadata and `Received` headers.
3. Performs a DNS query for the domain's SPF record (`TXT` record beginning with `v=spf1`).
4. Evaluates `ip4`, `ip6`, `a`, `mx`, `include`, and `redirect` mechanisms against the sending IP.
5. If the sender IP is authorized by the domain's published SPF policy, the message passes. If unauthorized or spoofed, the message fails and is immediately routed to `xlistener\smtp\spam`.

3. DKIM (DomainKeys Identified Mail) Verification

When `isValidationEnabled="1"` and `enableDkimValidation="1"`, the service verifies cryptographic message integrity:

1. Reads the `DKIM-Signature:` header from the `.eml` file.
2. Extracts the signing domain (`d=`) and selector (`s=`).
3. Queries DNS for the public key at `<selector>._domainkey.<domain>`.
4. Uses asymmetric cryptography (RSA / Ed25519) to verify that the message body and headers were not tampered with in transit.
5. If valid, the email moves to `smtpgatewayDirectory`. If the signature is invalid, missing, or corrupt, the email is quarantined in `spamDirectory`.

Mail Server Integration Walkthroughs

Scenario A: Microsoft 365 (Exchange Online) Connector

To route Email-to-Fax messages from Microsoft 365 to the FaxCore SMTP Listener:

1. Open the **Exchange Admin Center** (`https://admin.exchange.microsoft.com`).
2. Navigate to **Mail flow > Connectors**.
3. Click **Add a connector**:
 - **Connection from:** `Office 365`
 - **Connection to:** `Your organization's email server`
 - **Name:** `M365 to FaxCore SMTP Listener`
4. **Use of connector:** Select *Only when email messages are sent to these domains* and add your dedicated fax domain (e.g., `fax.contoso.com`).
5. **Routing method:** Select *Route email through these smart hosts* and enter your FaxCore server's public FQDN or static IP address (e.g., `fax.contoso.com`).
6. **Security restrictions:** Select **Always use Transport Layer Security (TLS)** and choose **Issued by a trusted certificate authority (CA)**, ensuring your certificate subject name matches the FQDN.

7. Complete validation and enable the connector.

Scenario B: Microsoft Exchange Server (On-Premises)

On your Exchange Hub Transport / Mailbox Server:

Method 1: Exchange Management Shell (PowerShell)

Create a dedicated Send Connector routed to the FaxCore SMTP Listener:

```
New-SendConnector -Name "FaxCore SMTP Listener Connector" `
  -Usage Custom `
  -AddressSpaces "SMTP:fax.contoso.com;1" `
  -IsScopedConnector $false `
  -DNSRoutingEnabled $false `
  -SmartHosts "[192.168.10.50]" `
  -SmartHostAuthMechanism None `
  -Port 25
```

(Replace `192.168.10.50` with your FaxCore server's LAN IP and `fax.contoso.com` with your fax domain).

Method 2: Supporting Outlook [FAX:Name@Number] Format

To support legacy business contacts formatted as [FAX:Name@Number] :

```
New-SendConnector -Name "FaxCore Address Space Connector" `
  -Usage Custom `
  -AddressSpaces "FAX:*;1" `
  -DNSRoutingEnabled $false `
  -SmartHosts "[192.168.10.50]" `
  -SmartHostAuthMechanism None
```

Diagnostics, Event IDs & Troubleshooting

Log File Analysis

The primary diagnostic log is located at:

```
C:\FaxCore\svc.SMTPLListenerAgent\log\SMTPLListener.txt
```

Log entries include thread identifiers, timestamps, and log levels:

```

2026-10-08 14:02:11,402 [Main] INFO SMTPListener - Base directory: C:\FaxCore\svc.SMTPListenerAgent\xlistener\smtp
2026-10-08 14:02:11,510 [Main] INFO CertificateStoreLoader - [TLS_CERTSTORE] TLS certificate loaded from store: subject='CN=fax.contoso.com', thumbprint=3FA28D9102B..., notBefore=2026-01-01 00:00:00Z, notAfter=2027-01-01 23:59:59Z
2026-10-08 14:02:11,525 [Main] INFO SMTPListener - SMTP endpoint: port 25 (STARTTLS)
2026-10-08 14:02:11,526 [Main] INFO SMTPListener - SMTP endpoint: port 587 (STARTTLS)
2026-10-08 14:02:11,528 [Main] INFO SMTPListener - SMTP endpoint: port 465 (implicit TLS)
2026-10-08 14:02:11,530 [Main] INFO SMTPListener - SMTP server connected.
2026-10-08 14:05:22,110 [ThreadPool-3] INFO SMTPListener - Watch event Created - file: e4b238d1-76a0-4b21-8840-02a8bf30a1c1.eml
2026-10-08 14:05:22,115 [ThreadPool-3] INFO SMTPListener - Archive copy saved: C:\FaxCore\svc.SMTPListenerAgent\xlistener\smtp\complete\e4b238d1-76a0-4b21-8840-02a8bf30a1c1.eml
2026-10-08 14:05:22,120 [ThreadPool-3] INFO SMTPListener - File e4b238d1-76a0-4b21-8840-02a8bf30a1c1.eml passed validation, moved to SMTPGateway

```

Windows Event Log Reference

The SMTP Listener logs critical system events to the Windows Application Log under source `SMTP server setup`:

Event ID	Event Identifier	Description & Resolution Action
168	CERTPWD_PLAINTEXT	Unencrypted Password Detected: The <code>certificatePassword</code> in <code>App.config</code> is plain text. The event description provides the encrypted cipher. Replace the config value with the provided ciphertext.
169	SMTP_SETUP_ERROR	Network Socket / Binding Failure: The listener failed to bind to configured ports. Verify that no competing service (such as IIS SMTP or an existing mail daemon) is holding port 25 or 587.
172	CERTSTORE_NOTFOUND	Certificate Not Found in Store: No certificate matching <code>certificateSubjectName</code> was found in <code>Certificates (Local Computer) \ Personal</code> . Verify the name or inspect <code>certlm.msc</code> .
173	CERTSTORE_NOVALID	Certificate Expired or Inactive: One or more certificates matched the subject name, but all are expired or not yet valid. Install a renewed certificate in <code>certlm.msc</code> .
174	CERTSTORE_NOKEY	Private Key Permission Denied: The certificate exists, but the Windows service account running <code>FXC6.SMTPListener</code> lacks permission to access the private key. Open <code>certlm.msc</code> > Manage Private Keys and add Read permission.

Troubleshooting Checklist

1. Port Conflict on Port 25

If the service fails to start with socket errors, check for other processes listening on port 25:

```
Get-NetTCPConnection -LocalPort 25 -ErrorAction SilentlyContinue | Select-Object LocalAddress, LocalPort, OwningProcess
```

If a PID is returned, inspect the process in Task Manager and disable the conflicting SMTP service (e.g., legacy IIS SMTP service `SMTPSVC`).

2. Testing Port Reachability & STARTTLS

From another machine or mail server, test basic network connectivity:

```
Test-NetConnection -ComputerName faxcore.yourdomain.com -Port 25
```

Or test the full SMTP conversation via PowerShell:

```
Send-MailMessage -From "sender@contoso.com" `
  -To "17208704141@fax.contoso.com" `
  -Subject "Test Fax" `
  -Body "Testing SMTP Listener" `
  -SmtpServer "faxcore.yourdomain.com" `
  -Port 25
```

3. Quarantined Emails in `spam\`

If expected faxes are not sending, check `C:\FaxCore\svc.SMTPListenerAgent\xlistener\smtp\spam`:

- Check `SMTPListener.txt` for `Email validation failed for {file} - SPF:FAIL DKIM:FAIL`.
- If testing from internal servers without public SPF records, temporarily set `isValidationEnabled="0"` in `<SMTP>` to confirm message ingestion before tuning DNS records.

Related Documentation

- [Email to Fax \(Exchange & SMTP\)](#) — Outbound and inbound email fax addressing syntax, Outlook formats, and `SMTPGatewayAgent` settings.
- [Domain SMTP Relay Settings](#) — Outbound SMTP relay provider configuration (M365 Modern Auth, AWS SES, Mailgun, SendGrid).
- [System Logs & Diagnostics](#) — General log retention and troubleshooting service events in FaxCore eV6.

Authored by: [FaxCore Technical Engineering Team](#)

Last Updated: October 8, 2026 Verified Architecture

File Gateways & PCL Spooler

FaxCore File Gateways monitor network directories and FTP folders, allowing ERP systems (SAP, Oracle, Epic, AS/400) and legacy applications to drop print files and control files for automated fax processing.

Out-of-the-Box Supported Gateways

- **Control File Gateway:** Pairs a text control file (`.ctl`) with attached documents.
- **Embedded Codes Gateway:** Scans plain text documents for inline `^[...^]` commands.
- **Embedded Codes for PCL:** Extracts commands embedded inside HP PCL5/PCL6 print streams.
- **Embedded Codes for PDF:** Extracts metadata before the binary `%PDF` header.
- **MFP / Scanner Gateways:** Dedicated connectors for HP Digital Sender, Xerox, and Fuji Xerox.
- **ERP Connectors:** Dedicated SAP and Oracle connectors.

Directory Monitor & Gateway Service

The Directory Monitor operates through the Windows Service: `FXC6.FileGateway` .

Configuration is maintained in:

```
C:\Faxcore\svc.filegateway\GatewayAgent.exe.config
```

Enabling Gateway Types

In the `<TYPE>` block, enable or disable specific gateway processors:

```
<TYPE>
  <add key="controlFile" value="1"/>
  <add key="embeddedCodes" value="1"/>
  <add key="embeddedCodesPcl" value="1"/>
  <add key="embeddedCodesPDF" value="1"/>
  <add key="hpDigitalSender" value="0"/>
  <add key="SAP" value="1"/>
  <add key="Oracle" value="1"/>
  <add key="Xerox" value="1"/>
</TYPE>
```

Profile Parameters

Each gateway defines its processing parameters:

Parameter	Required	Default	Description
<code>baseDirectory</code>	Yes	<code>xgateway\controlfile</code>	Root directory. The service auto-creates <code>complete</code> , <code>exception</code> , <code>unauthorized</code> , and <code>temp</code> subfolders.
<code>inboxDirectory</code>	Yes	<code>...\inbox</code>	Drop directory monitored for incoming files (can be local or UNC).
<code>processFileMask</code>	Yes	<code>*.ctl</code>	File extension mask to scan.
<code>defaultUserName</code>	No	<code>em-codes</code>	Fallback user account if document does not specify a sender.
<code>allowAnonymousUsers</code>	No	<code>1</code>	<code>1</code> = Uses default user if sender cannot authenticate.
<code>isInputFileBinary</code>	Yes	<code>0</code>	<code>0</code> = Text-based file; <code>1</code> = Binary stream (PCL/PDF).
<code>binaryDataStartIndex</code>	Cond.	<code>%PDF</code>	Text marker indicating end of embedded codes and start of binary data.
<code>preserveCodesInOutput</code>	Yes	<code>0</code>	<code>0</code> = Strips control codes from output; <code>1</code> = Retains codes in fax.

FaxCore PCL Print Spooler Service

The **FaxCore PCL Print Spooler** (`FXC6.PCLPrintSpooler`) captures raw network print streams over TCP/IP port 9100, parses embedded routing codes, and submits faxes without requiring file exports.

Installation & Client Setup

1. Run `FaxCorePCLPrintSpooler.msi` on the FaxCore server to install the service.
2. Ensure `embeddedCodesPcl` is enabled (`value="1"`) in `GatewayAgent.exe.config`.
3. On client workstations:
 - Add a new printer using a **Standard TCP/IP Port** pointing to the FaxCore server IP (Port 9100 Raw).
 - Install the standard **HP LaserJet 4000 PCL** driver.
 - Name the printer `FaxCore PCL Printer`.
4. Any PCL document printed to this queue containing `^[D...^]` codes is automatically delivered as a fax.

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Last Updated: October 8, 2026 Verified Architecture

Blacklist Publications & Subscriptions

FaxCore allows administrators to prevent transmission to restricted numbers (e.g., premium toll lines, 900/976 numbers, emergency services, or customer opt-outs) through **Blacklist Publications**.

1. Creating a Blacklist Publication

1. In the Admin Panel, navigate to **Global Settings > Blacklist Publication**.
2. Click **New**:

Global Settings > Blacklist Publication > Create New Entry

Save Reset Back

Blacklist Publication

* Name : DO NOT DIAL LIST

Creator : WES

Description :

Activate : Yes

Assign Method : Inbound

New

Search

	DIAL STRING	ACTIVE
☐	999	⊗
☐	991	⊗

3. Enter a descriptive **Name** (e.g., **Do Not Dial List** or **Emergency Block**).
4. In the **Dial String** field, input forbidden number prefixes (e.g., **911** , **900** , **999**).
5. Click **New** after each prefix to add it to the list.
6. Click **Save & Close**.

Important

Prefix Comparison Logic Wildcards (*) are **not** used in blacklist definitions. FaxCore performs left-to-right prefix matching:

- Blacklisted String: **999**
- User Enters: **9991114444**
- Match Result: **BLOCKED**

2. Subscribing Users and Domains

After creating a publication, enforce it by subscribing domains or individual users:

1. Navigate to **Domain Settings > Blacklist Subscription**.
2. Click the **Subscribe** icon next to the target publication:

Domain Settings > Blacklist Subscription > DO NOT DIAL LIST

[Save](#) [Back](#)

▼ SYSTEM

- Bruce Domain
- Connectis
- DougTest
- > [REDACTED]
- > [REDACTED]
- FAXCORE AD
- > FaxFinder

☐ Subscribe to this publication (All new users will be subscribed to this publication)

Not Subscribe

Subscribed

- ☐ AI Johnson [AJOHNSON@...COM]
- ☐ ATA [TESTATA]
- ☐ Chisholm Tucker [CTUCKER]
- ☐ Chris Kaiser [CKAISER]
- ☐ Chris Kaiser [CKAISERGOOGLE]

3. In the left panel, select entire domains to enforce the blacklist globally across all domain accounts.
4. Alternatively, use the right panel to selectively subscribe individual users.
5. Click **Save and Close**. Any attempt by subscribed accounts to dial blocked numbers will be immediately rejected with an audit failure notification.

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Last Updated: October 8, 2026 Verified Architecture

Tracking Keys & Dictionaries

Tracking Keys enable organizations to attach custom indexing and accounting metadata (such as Client Account Numbers, Patient MRNs, Matter IDs, or Project Codes) to inbound and outbound transmissions for auditing and billing reconciliation.

Configuring Tracking Keys

Navigate to **Domain Settings > Tracking Config.**

1. Click the + (New) button:

The screenshot shows the 'Edit Entry' form for configuring a Tracking Key. The form has a blue header bar with the title 'Edit Entry' and a close button. Below the header, the form is titled 'Tracking Key'. It contains several input fields and buttons:

- Display Label:** A text input field with the value 'CUSTOMER ID'.
- Data Format:** A dropdown menu with 'Freeform Text' selected.
- Length Set (Min):** A text input field with the value '0'.
- Length Set (Max):** A text input field with the value '254'.
- Is Required:** A toggle switch with 'No' selected.
- Activate:** A toggle switch with 'Yes' selected.
- Validating Dictionary:** A dropdown menu with 'Customer ID List 1 (SYSTEM)' selected.
- Buttons:** At the bottom, there are three buttons: 'Save' (teal), 'Save And Close' (teal), and 'Reset' (purple).

2. Configure field definitions:
 - **Display Label:** User-facing prompt (e.g., `Matter ID` or `Customer ID`).
 - **Data Format:** Format restriction (Freeform Text, Numeric, Alphabetic, Alphanumeric).
 - **Length Set (Min / Max):** Enforce character boundaries (e.g., Min 6, Max 10).
 - **Is Required:** Set to **Yes** to prevent users from sending without entering metadata.
 - **Activate:** Enable or disable the key.
 - **Validating Dictionary:** Restrict input to a predefined list (see below).
3. Click **Save and Close**.

Note

By default, domains support up to **3** tracking keys. This ceiling can be increased under **Domain Settings > Domain Settings > Message Setting** by adjusting **Maximum Tracking Key**.

Creating Validation Dictionaries

Validation dictionaries replace freeform typing with searchable dropdown selections in the Web Client compose window.

1. Navigate to **Domain Settings > Tracking Dictionary** and click **+**:

Domain Settings > Tracking Dictionary > Edit Entry

Save Reset Back

Tracking Details

* Name : Customer ID List 1

Visibility : Public

Active : Yes

Dictionary Entries

+ - C Search

☐	ENTRY NAME	ENTRY VALUE	ENTRY TYPE
☐	Customer 1	10001	Normal
☐	Customer 2	10002	Normal
☐	Customer 3	10003	Normal

1 15 items per page 1-3 of 3 items

2. Enter a **Name** (e.g., **Client List**), set **Visibility** to **Public**, and click **+** to add entries:
 - **Entry Name**: Display label visible to the user (e.g., **Acme Corp**).
 - **Entry Value**: Accounting code stored in the database (e.g., **10001**).
3. Save the dictionary.
4. Return to **Domain Settings > Tracking Config**, select the tracking key, and assign the new dictionary under **Validating Dictionary**.

When users send faxes, the field renders as a standardized dropdown selector:

New

Message

Contact

Contact Group

Document

Messages

Address Books

Documents

Settings

Report

Search

New Message

Sender Info

From

Company

Priority

Additional Settings

Delay Until (Date & Time)

Tracking Info

Add Documents

Subject

Notes

Billing Code

Notification Information

Add Recipient

Customer 1

Customer 2

Customer 3

Customer 1

Notify me on message success

Notify me on message failure

Notify me in summary

Hold for preview

Previous

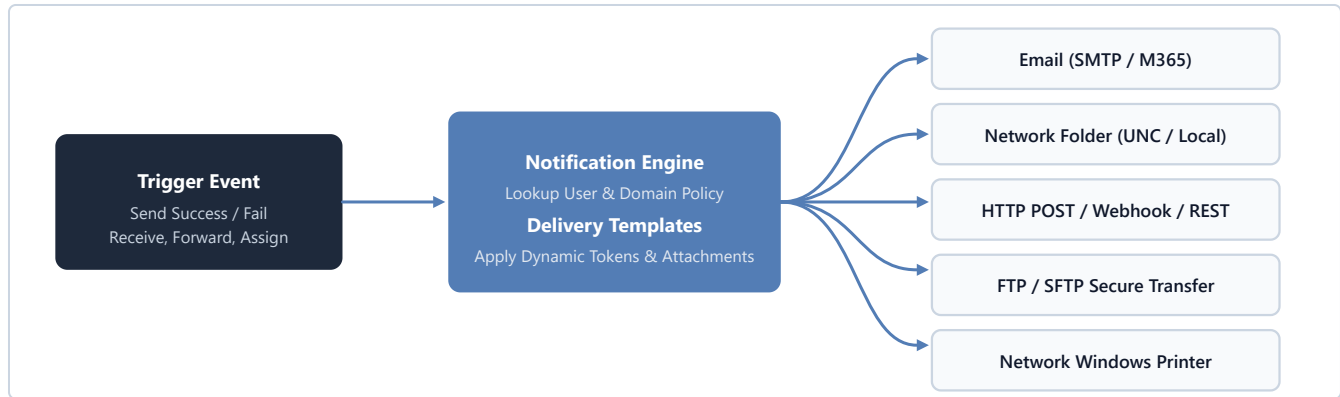
Next

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Notification Engine & Delivery Templates

FaxCore features a multi-protocol notification engine that dispatches status alerts and completed documents across email, network file folders, webhooks, FTP servers, and printers.



Supported Notification Events

Event Name	Trigger Condition	Notification Recipient
Send delivery	Outbound message sent via Web Client/SDK	Destination Recipient
Message send success	Outbound fax successfully delivered	FaxCore Originator
Message send error	Outbound fax transmission failed	FaxCore Originator
Message receive success	Inbound fax routed to user inbox	FaxCore Recipient
Message receive error	Inbound transmission failed	FaxCore Recipient / Admin
Message assign receive	Orphaned fax assigned from Unrouted queue	Assigned User
Message forward receive	Fax forwarded between colleagues	Forward Recipient
Send password	"Forgot Password" self-service request	User
Approval request	Outbound fax requires manager approval	Designated Approver
Approved / Rejected reply	Manager decision on pending fax	Requesting User

Delivery Protocols & Token Syntax

Delivery templates control the layout and payload of notifications. Templates support dynamic configuration tokens (`$$CONFIG...$$`) and message tokens (`$$MESSAGE...$$`).

Protocol Targets

- **Email:** Delivers an HTML/text message containing transmission summaries and attached PDF/TIFF documents. Outbound email delivery is powered by the [SMTP Relay Engine](#) (supporting SMTP Classic, Microsoft 365 Modern Auth, Mailgun, Amazon SES, and SendGrid).
- **File:** Saves document images and structured text metadata files to local or network UNC paths.
- **HTTP POST:** Posts transactional JSON/form data and document streams to enterprise APIs or SharePoint endpoints.
- **FTP:** Uploads images and control files to remote FTP servers.
- **Printer:** Dispatches hard-copy banner pages and attachments to physical Windows print devices.

Implementation Scenario: Dropping Inbound Faxes to `C:\Infax\`

To automatically save every incoming fax as a PDF along with a metadata `.txt` receipt to a server directory:

1. Navigate to **Domain Management > Delivery Templates** and select the **MessageReceiveSuccess** template.
2. Click the **File** tab:

- **Image File Name:**

```
$$MESSAGE.ID$$.$$MESSAGE.XSACT.ADDRESS_FORMAT_TYPE$$
```

- **Report File Name:**

```
$$MESSAGE.ID$$ TXT
```

- **Report Body:**

```
Message Received: $$MESSAGE.ID$$
Remote CSID: $$MESSAGE.XSACT.XMIT.REMOTE_CSID$$
Pages: $$MESSAGE.XSACT_PAGE_COUNT$$
```

3. In **Domain Management > Users**, edit the **SYS-UNROUTED** account (or individual recipient profile).
4. On the **User Profile** tab, set the primary file delivery address to:

```
C:\Infax\
```

5. Incoming faxes will now immediately write `20261007.pdf` and `20261007.txt` to `C:\Infax\`.

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Address Book Management

FaxCore supports personal user address books, centralized global directories, and live connections to external ODBC/OLEDB corporate contact databases.

Address Book Types

1. **User Private Address Books:** Managed individually by end users via the Web Client.
2. **Global / Public Address Books:** Created by administrators and shared domain-wide.
3. **External Address Books:** Queries live external data sources via OLEDB without duplicating records into FaxCore.

Configuring External Address Books

Navigate to **Domain Management > Address Books** and click +.

Domain Management > Address Books > Create New Entry

Save Test Read Data Reset Back

Select Domain

Configure for Domain: SYSTEM

Address Book Editor

* Address Book Name:

Description:

Visibility: Private

Address Book Type: External

Connection Type: OleDb Connection

* Connection String:

* Query Expression:

* the variables @username can be used in query expressions to limit the query.
Eg: select * from tcontacts where xName like @username

@username:

@filter:

* @username is used for read data from external address book.
Changes on this field will not be saved.

Set **Visibility** to **Global**, **Address Book Type** to **External**, and configure connection settings:

1. External CSV Delimited File

- **Connection Type:** OleDb Connection
- **Connection String:**

```
Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\addressbooks\;Extended Properties="text;HDR=Yes;FMT=Delimited";
```

- **Query Expression:**

```
SELECT DisplayName as xDisplayName, CompanyName as xCompanyName, Fax as xAddress FROM Contacts_01.csv
```

2. External Microsoft Access (.mdb)

- **Connection String:**

```
Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\externalAddressBook.mdb;
```

- **Query Expression:**

```
SELECT ContactName as xDisplayName, Company as xCompanyName, FaxNum as xAddress FROM tblContacts
```

3. External Microsoft SQL Server

- **Connection String:**

```
Provider=sqloledb;Data Source=SQLPROD01;Initial Catalog=CRM_DB;User Id=fxc_reader;Password=YourPassword;
```

- **Query Expression:**

```
SELECT FullName as xDisplayName, Company as xCompanyName, FaxNumber as xAddress
FROM dbo.vw_FaxContacts
WHERE FullName LIKE (@filter + '%')
ORDER BY FullName
```

Tip

Always click **Test** to verify network connectivity, followed by **Read Data** to ensure column mapping resolves properly.

Bulk Contact Import from CSV

To import static contact lists into FaxCore's internal database:

Navigate to **Utilities > Import Contacts**.

Utilities > Import Contacts Import Reset

Import Specification

* Import to Account :

* Import File :



Drag and drop a file here or click

Delimiter Format :

CSV Delimited ▼

Default Contact Import Header (16 Columns)

```
DisplayName,FirstName,MiddleName,LastName,CompanyName,Desc,Email,Fax,Http,Ftp,File,Printer,Mobile,FaxRaw,Phone,CSID/CallerID
```

Upload the CSV, choose delimiter settings, and map default group permissions.

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Reports & Usage Analytics

FaxCore Evolution eV6 provides an integrated operational reporting and business intelligence suite located under **Utilities > Reports**.

The reporting module gives system administrators, IT directors, and accounting teams complete visibility into telephony line utilization, departmental fax volumes, user transmission habits, and cost-allocation billing codes.

1. Navigating the Reports Module

Navigate to **Utilities > Reports** in the Admin Panel:



Report Selection & Generation Parameters

Field	Configuration	Description
Domain	Dropdown	Scope reporting to the root organizational level or isolate data to a specific partitioned sub-domain.
Report Group	Dropdown	Categorical classification of the report (<i>Activity Reports, Default Reports, Top 10 Rankings</i>).
Report Title	Dropdown	The specific analytic report template to execute within the selected group.
Start Date / End Date	Date Picker	The exact date and time window for the report query. Supports custom ranges or standard billing periods (Daily, Weekly, Monthly, Quarterly).
Output Format	Dropdown	File format for immediate viewing or export (PDF, Excel, CSV, RTF, TIFF, MHTML).

2. Report Categories & Templates

FaxCore organizes reports into three core functional groups:

A. Activity & Telephony Utilization Reports

Comprehensive throughput and channel utilization metrics:

- **Total Outbound Volume:** Aggregate transmitted faxes, total successfully delivered pages, and total transmission connect time.
- **Total Inbound Volume:** Inbound call counts, received page volume, and routing destination breakdown.
- **Average Traffic Patterns:** Hourly and daily volume distribution curves, critical for identifying peak traffic windows and line contention.
- **Port / Channel Utilization %:** Channel capacity utilization over time, used for telephony sizing and identifying when additional FoIP channels (SR140 / XCAPi) are required.
- **Breakdown by User:** Volume, page count, and duration grouped by individual FaxCore user account.
- **Breakdown by Billing Code:** Accounting reconciliation grouped by client matter number, cost center, or departmental chargeback code.

B. Transmission Status & Default Reports

Operational audit logs tracking delivery reliability:

- **Successful Transmissions:** Detailed transaction logs of all completed faxes with remote CSID confirmations.
- **Failed Attempts & Error Breakdown:** Telephony diagnostics categorized by failure reason (*Line Busy, No Answer, Negotiation/Handshake Timeout, Fast Busy / Disconnected*).
- **Active & Scheduled Queue:** In-progress transmissions and scheduled future broadcasts.

C. Top 10 Rankings & Anomaly Detection

High-level operational rankings to identify high-volume users and potential broadcast anomalies:

- **Top 10 Senders:** Users transmitting the highest volume of faxes and pages.
- **Top 10 Destinations:** Most frequently dialed external numbers and area codes.
- **Top 10 Recipients:** Internal users or DID groups receiving the highest inbound volume.

3. Export Formats & BI Integration

Reports can be rendered interactively within the administrative console or downloaded in multiple enterprise formats:

Format	File Extension	Best Use Case
PDF	<code>.pdf</code>	Printable executive summaries with formal headers, pagination, and layout formatting.
Microsoft Excel	<code>.xlsx</code>	Multi-column spreadsheet data with pre-configured table headers for financial reconciliation.
Comma-Separated Values	<code>.csv</code>	Raw tabular data optimized for automated ingestion into Business Intelligence (BI) pipelines (Microsoft Power BI, Tableau, Datadog).
Rich Text Format	<code>.rtf</code>	Formatted documents for editing within Microsoft Word.
TIFF Image	<code>.tif</code>	CCITT Group 4 rasterized document archive.
Web Archive	<code>.mhtml</code>	Standalone HTML archive bundling all styles and tables for offline browser viewing.

4. Generating a Report

1. In the **Utilities > Reports** view, select your target **Domain**.
2. Select the **Report Group** and specific **Report Title**.
3. Set the **Start Date** and **End Date** for the reporting period.
4. Choose the desired **Output Format** from the dropdown.
5. Click **Generate Report** to process and render the output directly in the console or prompt for file download.

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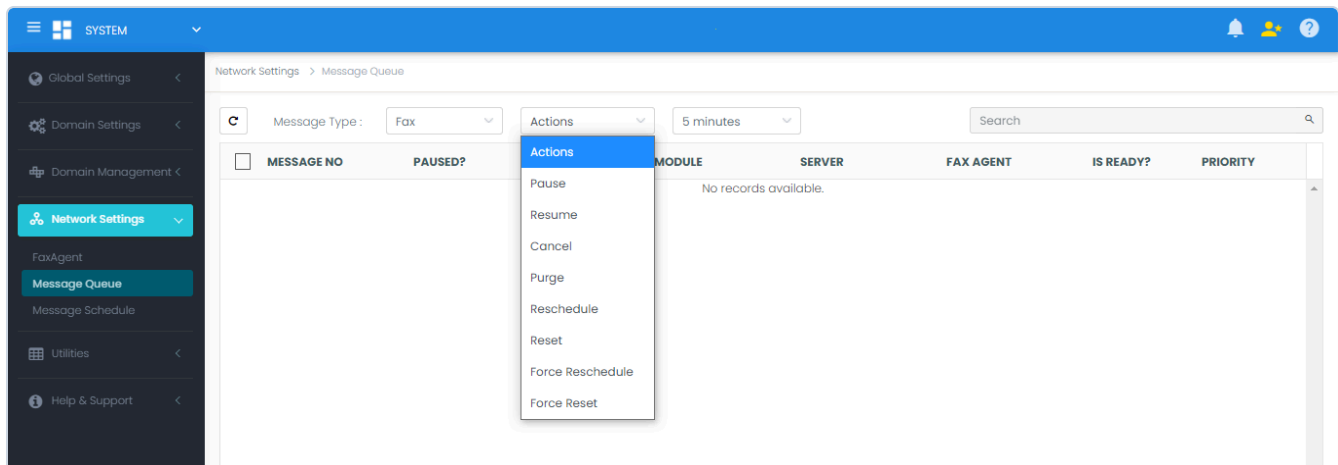
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Queue Management & Scheduling

Administrators can monitor live outbound and inbound jobs across all delivery channels (Fax, Email, HTTP, FTP, File, Printer) and perform administrative interventions directly from the Admin Panel.

1. Message Queue (Real-Time Jobs)

Navigate to **Network Settings > Message Queue**.



Filter by **Message Type** (Fax, Email, HTTP, FTP, File, Printer) to inspect active transmissions, assigned channels, retry attempts, and current states.

2. Message Schedule (Delayed Jobs)

Navigate to **Network Settings > Message Schedule**.

Displays faxes configured for delayed transmission (e.g., scheduled for midnight off-peak rates).

Administrative Queue Actions

Administrators can highlight one or more jobs in either queue and execute intervention commands from the **Actions** dropdown:

Action	Functionality
Pause	Temporarily halts transmission of the selected job.
Resume	Resumes a previously paused job.
Cancel	Terminates the job and marks the transaction as cancelled.
Purge	Permanently deletes the message record and image files from the queue.
Reschedule	Changes the target execution date and time.
Reset	Re-evaluates outbound routing and dialing rules from scratch, re-assigning ports and dial strings.
Force Reschedule	Overrides an in-progress or locked state to re-queue the message for a future time.
Force Reset	Forcefully clears transmission locks and re-initializes routing calculations for stuck jobs.

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Last Updated: October 8, 2026 Verified Architecture

Record Purging & Storage Maintenance

As fax volume accumulates over time, database index size and document storage expand. FaxCore provides an automated purge engine to prune aging records and manage disk consumption.

1. Configuring Purge Policies

Navigate to **Utilities > Purge Settings**.

1. Select the target domain (or choose **SYSTEM** to apply server-wide).
2. Configure parameters:
 - **Purge Action:**
 - **Purge All Data:** Deletes both database transactional records and associated document TIFF/PDF files from the storage volume.
 - **Trim Messages:** Deletes database transactional history while preserving document image files on disk.
 - **Start Purge At (am/pm):** Time of day to run the maintenance job (recommended during off-peak hours, e.g., 01:00 AM).
 - **Purge Data Older Than (days):** Retention window threshold (e.g., 365 days).
 - **Enable:** Set to **Yes**.
3. Click **Save** and **Apply All**.

2. Enabling Purge Execution in Dispatcher Agent

Important

Safety Safeguard Enabling the Purge Settings in the Web UI prepares the policy, but the FaxCore Dispatcher service includes a safeguard flag (`PurgeDebug`) to prevent accidental data deletion during initial setup.

To activate actual file deletion:

1. Open the Dispatcher configuration file:

```
C:\FaxCore\svc.dispatcher\DispatchAgent.exe.config
```

2. Locate the key:

```
<add key="PurgeDebug" value="true" />
```

3. Change the value to `"false"` :

```
<add key="PurgeDebug" value="false" />
```

4. Save the file.
5. In Windows Services (`services.msc`), restart the **FXC6.Dispatcher** service.

The purge worker evaluates maintenance criteria every 30 minutes and triggers during the scheduled retention window.

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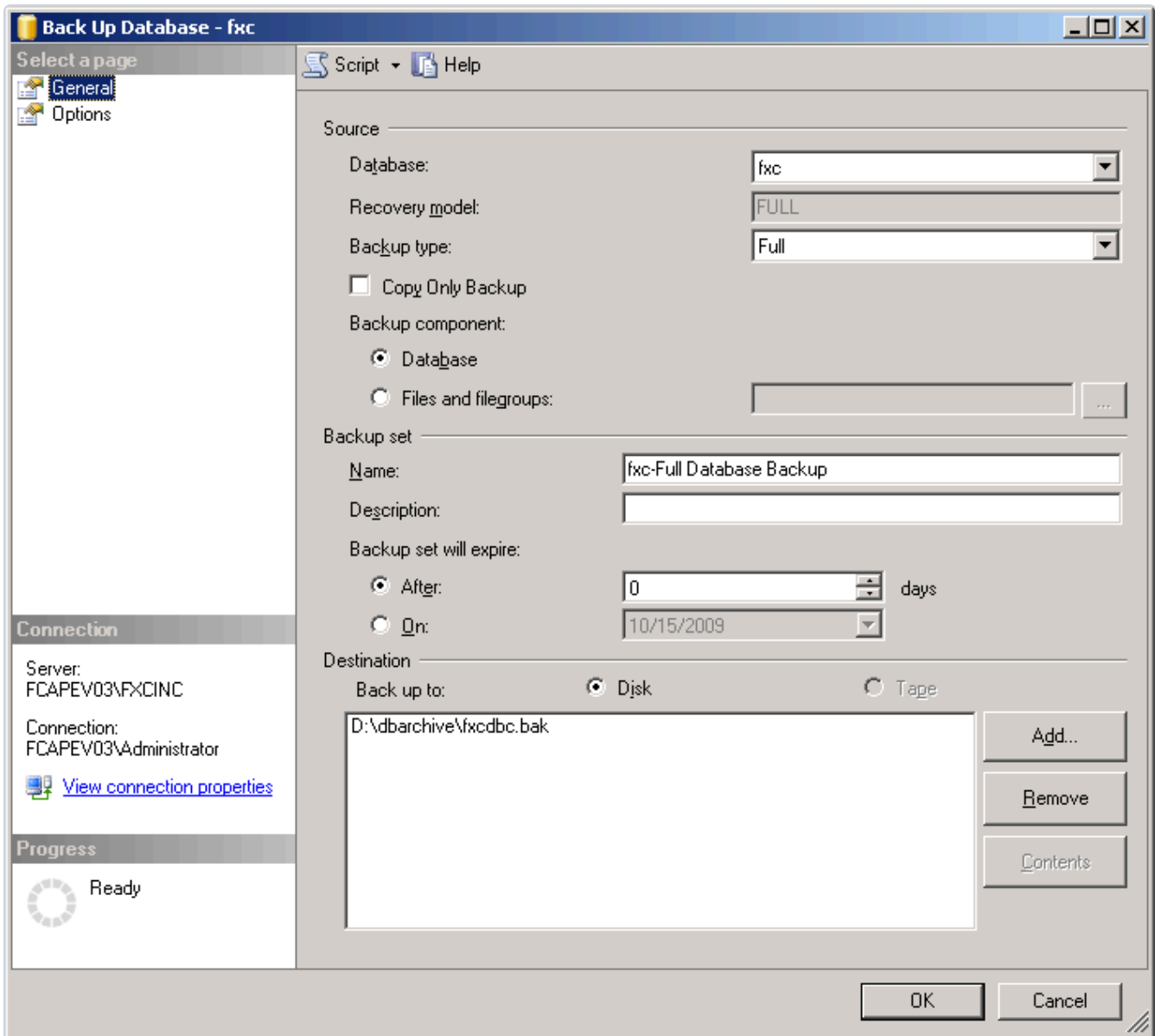
SQL Database Backup & Disaster Recovery

FaxCore stores all transactional records, user definitions, domain hierarchies, and routing rules in a Microsoft SQL Server database (typically named `fxc_v6`). Maintaining verified backups is essential for disaster recovery and business continuity.

Backup Methods

Method 1: SQL Server Management Studio (SSMS)

1. Open SSMS on the database host and connect to the SQL Server instance.
2. Expand **Databases**, right-click `fxc_v6`, and select **Tasks > Back Up**:



3. Set **Backup type** to **Full**.
4. In the **Destination** section, specify the target file path (e.g., `D:\FXCDBBAK\fxc_V6.bak`).
5. In the **Options** page, select **Verify backup when finished**.
6. Click **OK** to execute the backup.

Method 2: Automated SQL Server Agent Jobs (Enterprise Edition)

For SQL Server Standard/Enterprise installations:

1. In SSMS Object Explorer, expand **SQL Server Agent**.
2. Right-click **Jobs > New Job**.
3. Under **Steps**, add a T-SQL step executing:

```
BACKUP DATABASE [fxc_V6] TO DISK = N'D:\FXCDBBAK\fxc_V6_Daily.bak' WITH INIT, STATS = 10;
```

4. Under **Schedules**, establish a daily recurring schedule.

Method 3: Command-Line Automation via SQLCMD / OSQL

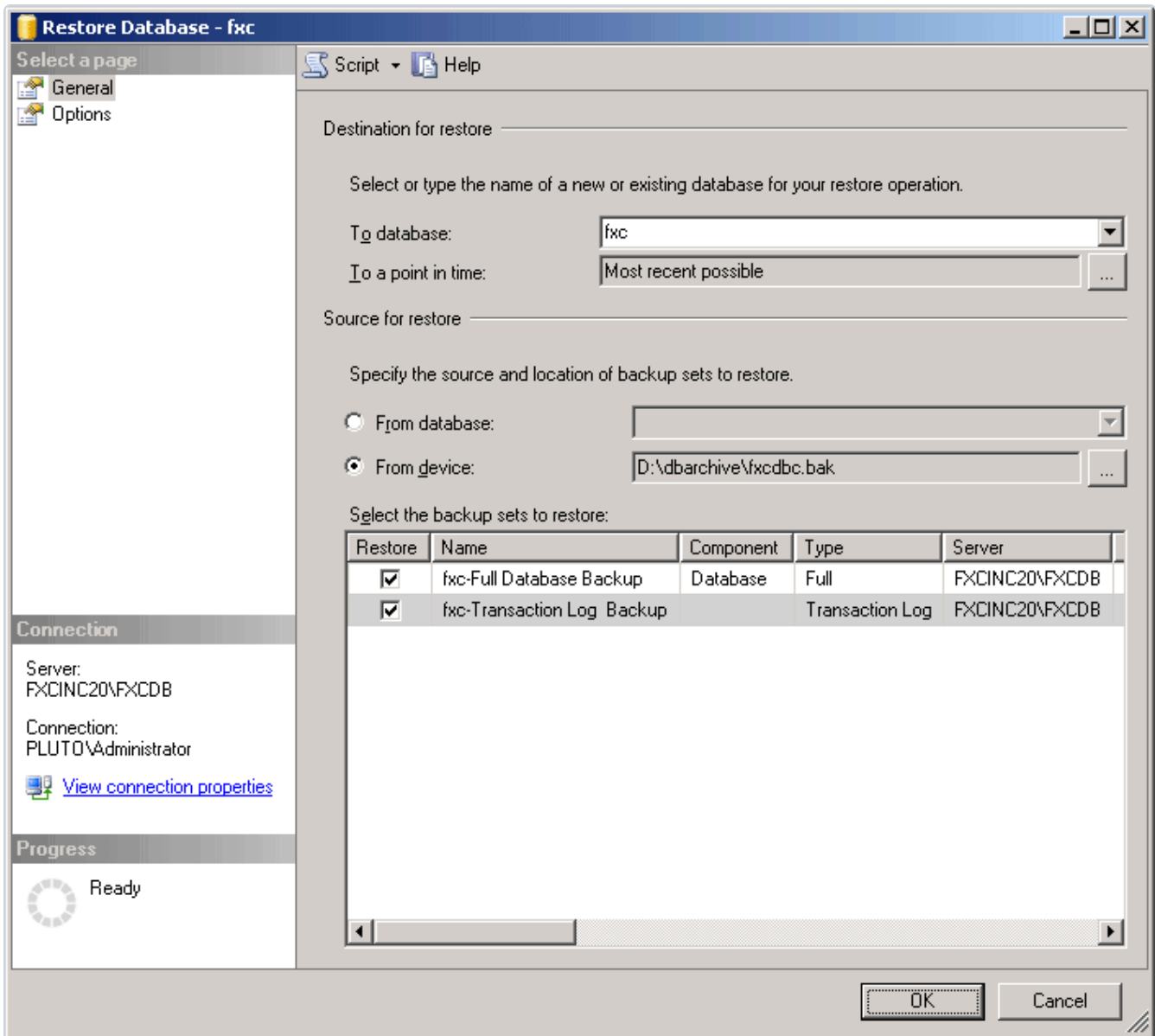
Use Windows Task Scheduler to run a batch script:

```
sqlcmd -S localhost -U fxc_admin -P "YourPassword" -Q "BACKUP DATABASE [fxc_v6] TO DISK='C:\FXCDBBAK\fxc.bak' WITH FORMAT, MEDIANAME='FaxCore_Backup'"
```

Database Disaster Recovery & Restore Procedure

1. Restore Database from Backup

1. In SSMS, right-click **Databases** and select **Restore Database**:



2. Select **From device**, browse to the `.bak` archive file, and check the target backup set.
3. On the **Options** page, verify data file (`.mdf`) and log file (`.ldf`) paths.
4. Click **OK** to complete the database restoration.

2. Orphaned User Re-Mapping (`fxc_admin`)

When restoring a database to a new SQL instance, the database user `fxc_admin` becomes orphaned from the SQL Server server-level login. Follow these steps to re-link credentials:

1. Expand the restored `fxc_v6` database > **Security** > **Users**.
2. Delete the existing orphaned user: `fxc_admin`.
3. In SSMS Object Explorer, expand instance **Security** > **Logins**.
4. Right-click **Logins** > **New Login**:
 - **Login Name**: `fxc_admin`
 - **Authentication**: SQL Server Authentication (enter authorized FaxCore database password).

- **Default Database:** `fxc_V6` .
5. On the **User Mapping** page:
 - Check the box for database `fxc_V6` .
 - Under **Database role membership**, check `db_owner` and `public` .
 6. Click **OK**.
 7. Restart the FaxCore core services to resume normal operations.

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Document Store Architecture & Backup

While the SQL database retains transactional logs and audit records, all actual document content—incoming faxes, rendered outbound TIFFs, user attachments, and temporary spool files—is maintained in the **FaxCore Document Store**.

Document Store Locations

Navigate to **Global Settings > Document Stores** in the Admin Panel to view the active directory paths:

☐	NAME	LABEL	ADDRESS ROOT PATH	ADDRESS MASK PATH	DESCRIPTION
☐	DOCUMENTS	docs : owner	C:\FaxCore\xdoc	uploadDoc	Document Directory - partitioned by owner
☐	MESSAGES	messages : sent	C:\FaxCore\xdoc	msg\OB	Outbound Message Directory - partitioned by day
☐	MESSAGES	messages : receive	C:\FaxCore\xdoc	msg\IB	Inbound Message Directory - partitioned by day
☐	RENDERING	render : xml file	C:\FaxCore\xdoc	rendXMLFile	Rendering XML File Directory
☐	MESSAGES	messages : attachment	C:\FaxCore\xdoc	attachDoc	Outbound Message Attachment File Directory
☐	MESSAGES	messages : temp render	C:\FaxCore\xdoc	tempRendered	Temp Rendered File Directory
☐	TEMPFOLDER	temp folder	C:\FaxCore\xdoc	tempFolder	Temp folder for all temp files

Store Name	Default Directory Path	Description
DOCUMENTS	C:\FaxCore\xdoc\uploadDoc\	User document uploads and temporary attachments.
MESSAGES (Sent)	C:\FaxCore\xdoc\msg\OB\	Outbound rendered message directory partitioned by day.
MESSAGES (Receive)	C:\FaxCore\xdoc\msg\IB\	Inbound received faxes partitioned by day.
RENDERER	C:\FaxCore\xdoc\render\File\	Intermediate document conversion rendering cache.
TEMP FOLDER	C:\FaxCore\xdoc\tempfolder\	Temporary scratch workspace for processing tasks.

Enterprise Backup Strategy

For comprehensive disaster recovery, both the SQL database and the Document Store folders must be backed up concurrently:

1. **Volume Shadow Copy (VSS):** Utilize enterprise file backup agents (e.g., Veeam, Azure Backup, Commvault) supporting VSS snapshots of the `\xdoc\` directory tree.
2. **UNC / Storage Area Network:** In multi-server enterprise environments, relocate Document Store paths to high-availability NAS/SAN shares (e.g., `\\storage01\FaxCore_Docs\`) with redundant RAID arrays and automated snapshot replication.

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Appendix A: Configuration Tokens

Configuration tokens derive dynamic values from domain and server configuration settings. All configuration tokens begin with the prefix `CONFIG.` and are enclosed within double dollar delimiters (`$$CONFIG...$$`).

Token Name	Description
\$\$CONFIG.COMPANY_ADDRESS_CITY\$\$	Domain company address city
\$\$CONFIG.COMPANY_ADDRESS_COUNTRY\$\$	Domain company address country
\$\$CONFIG.COMPANY_ADDRESS_POSTAL\$\$	Domain company postal / zip code
\$\$CONFIG.COMPANY_ADDRESS_STATE\$\$	Domain company address state / province
\$\$CONFIG.COMPANY_ADDRESS_STREET1\$\$	Domain company street address line 1
\$\$CONFIG.COMPANY_ADDRESS_STREET2\$\$	Domain company street address line 2
\$\$CONFIG.COMPANY_ADDRESS_STREET3\$\$	Domain company street address line 3
\$\$CONFIG.COMPANY_NAME\$\$	Domain organizational company name
\$\$CONFIG.FAX.DIAL_PREFIX\$\$	Domain default fax dialing prefix
\$\$CONFIG.FAX.DIAL_SUFFIX\$\$	Domain default fax dialing suffix
\$\$CONFIG.FAX.LOCAL_CALLER_ID\$\$	Domain local Caller ID broadcast string
\$\$CONFIG.FAX.LOCAL_CSID\$\$	Domain local CSID broadcast string
\$\$CONFIG.FAX.LOCAL_NUMBER\$\$	Domain default local telephony number
\$\$CONFIG.FAX.XMIT_FOOTER\$\$	Transmission page footer text
\$\$CONFIG.FAX.XMIT_HEADER\$\$	Transmission page header text
\$\$CONFIG.GENERAL.DELIVERY_FROM\$\$	Default sender address for delivery messages
\$\$CONFIG.GENERAL.FXC_HTTP_MODE\$\$	General FaxCore HTTP communication mode
\$\$CONFIG.GENERAL.FXC_PORT\$\$	General FaxCore service listening port
\$\$CONFIG.GENERAL.FXC_SERVER\$\$	Core FaxCore server hostname
\$\$CONFIG.GENERAL.NOTIFICATION_FROM\$\$	System notification email From address
\$\$CONFIG.GENERAL.PASSWORD_SENDER_FROM\$\$	Password reset notification From address
\$\$CONFIG.GENERAL.URL_MESSAGE_VIEWER\$\$	Base URL link to the Web Client message viewer
\$\$CONFIG.SERVER.URL\$\$	Full base URL of the FaxCore Web server
\$\$CONFIG.TELCO.DIAL_RULES_AREA_CODE\$\$	Domain local telephony area code
\$\$CONFIG.TELCO.DIAL_RULES_COUNTRY_CODE\$\$	Domain local telephony country code

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Appendix B: Message Tokens

Message tokens resolve dynamic transmission values from a specific inbound or outbound fax (e.g., page counts, transmission durations, caller IDs, error codes). Message tokens begin with the prefix `MESSAGE.` and can be used in delivery templates and custom cover pages.

Tokens marked as **(MULTI-VALUED)** can be indexed using the [Token Extended Syntax](#).

Core Message Tokens

Token Name	Description
\$\$MESSAGE.ID\$\$	Unique internal message identifier
\$\$MESSAGE.NUMBER\$\$	Formatted message sequence number
\$\$MESSAGE.STATUS\$\$	Overall transmission status string
\$\$MESSAGE.IS_SUCCESS\$\$	Boolean status indicator
\$\$MESSAGE.IS_OUTBOUND\$\$	Indicates whether transmission is inbound or outbound
\$\$MESSAGE.SUBJECT\$\$	Message subject line
\$\$MESSAGE.NOTE\$\$	Cover page notes / body narrative
\$\$MESSAGE.BILLING_CODE\$\$	Billing or project code associated with message
\$\$MESSAGE.REFERENCE_NUMBER\$\$	External application reference number
\$\$MESSAGE.TRACKING_KEY\$\$	Custom tracking key value (MULTI-VALUED)
\$\$MESSAGE.BARCODE\$\$	Extracted document barcode data (MULTI-VALUED)
\$\$MESSAGE.RECIPIENT_LIST\$\$	Comma-delimited recipient list (MULTI-VALUED)
\$\$MESSAGE.FROM_NAME\$\$	Sender display name
\$\$MESSAGE.FROM_COMPANY_NAME\$\$	Sender company name
\$\$MESSAGE.CREATE_DATE\$\$	Message creation date
\$\$MESSAGE.CREATE_TIME\$\$	Message creation time
\$\$MESSAGE.CREATE_DATE_TIME\$\$	Full message creation timestamp
\$\$MESSAGE.DATE\$\$	Scheduled execution date
\$\$MESSAGE.DATE_TIME\$\$	Scheduled execution timestamp
\$\$MESSAGE.APPROVAL.DESC\$\$	Workflow approval description narrative
\$\$MESSAGE.APPROVAL.REPLY\$\$	Approver reply comments
\$\$MESSAGE.OWNER_USER_ID\$\$	Originating owner user ID
\$\$MESSAGE.OWNER_USERNAME\$\$	Originating owner login username
\$\$MESSAGE.OWNER_DOMAIN_ID\$\$	Originating domain ID
\$\$MESSAGE.OWNER_DOMAIN_NAME\$\$	Originating domain name

Transaction & Telephony Tokens (`MESSAGE.XSACT.*`)

Token Name	Description
<code>\$\$MESSAGE.XSACT.TRANSACTION_ID\$\$</code>	Specific transmission attempt ID
<code>\$\$MESSAGE.XSACT.ATTEMPT_COUNT\$\$</code>	Total retry attempts made
<code>\$\$MESSAGE.XSACT.STATUS\$\$</code>	Transaction state status
<code>\$\$MESSAGE.XSACT.IS_SUCCESS\$\$</code>	Transaction success boolean
<code>\$\$MESSAGE.XSACT.COMPLETE_DATE\$\$</code>	Completion date
<code>\$\$MESSAGE.XSACT.COMPLETE_TIME\$\$</code>	Completion time
<code>\$\$MESSAGE.XSACT.COMPLETE_DATE_TME\$\$</code>	Full completion timestamp
<code>\$\$MESSAGE.XSACT_PAGE_COUNT\$\$</code>	Total document page count
<code>\$\$MESSAGE.XSACT.NUMBER_PAGES_SENT\$\$</code>	Number of pages successfully transmitted
<code>\$\$MESSAGE.XSACT.ADDRESS_FORMAT_TYPE\$\$</code>	Output format extension (PDF or TIF)
<code>\$\$MESSAGE.XSACT.DISPLAY_ADDRESS\$\$</code>	Display recipient destination
<code>\$\$MESSAGE.XSACT.IMAGE_PATH\$\$</code>	Internal storage path of the document image
<code>\$\$MESSAGE.XSACT.RECIPIENT_NAME\$\$</code>	Recipient contact name
<code>\$\$MESSAGE.XSACT.RECIPIENT_COMPANY_NAME\$\$</code>	Recipient organization name
<code>\$\$MESSAGE.XSACT.XMIT.AGENT_ID\$\$</code>	FaxAgent server ID that handled the transmission
<code>\$\$MESSAGE.XSACT.XMIT.PORT_NO\$\$</code>	Physical/virtual port channel used
<code>\$\$MESSAGE.XSACT.XMIT.SERVER_NAME\$\$</code>	Host server name
<code>\$\$MESSAGE.XSACT.XMIT.CALLED_NUMBER\$\$</code>	Destination telephone number dialed
<code>\$\$MESSAGE.XSACT.XMIT.CALLER_ID\$\$</code>	Remote Caller ID received
<code>\$\$MESSAGE.XSACT.XMIT.REMOTE_CSID\$\$</code>	Remote CSID reported by answering terminal
<code>\$\$MESSAGE.XSACT.XMIT.ROUTE_DIGITS\$\$</code>	Inbound DTMF / DID digits captured
<code>\$\$MESSAGE.XSACT.XMIT_CALL_TIME\$\$</code>	Telephony connect duration in seconds
<code>\$\$MESSAGE.XSACT.XMIT_TIME\$\$</code>	Formatted total transmission duration
<code>\$\$MESSAGE.XSACT.XMIT_ERROR_ID\$\$</code>	Numeric telephony error code
<code>\$\$MESSAGE.XSACT.XMIT_ERROR_DESC\$\$</code>	Human-readable error description

Token Name	Description
<code>\$\$MESSAGE.XSACT.XMIT_ERROR_INFO\$\$</code>	Detailed telco diagnostic information

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Appendix C: User Tokens

User profile tokens resolve information from the sender or recipient's FaxCore account profile. All user tokens begin with the prefix `USER.` and are enclosed within double dollar delimiters (`$$USER...$$`).

Token Name	Description
\$\$USER.USERID\$\$	Internal numeric user ID
\$\$USER.USERNAME\$\$	User login username
\$\$USER.DISPLAY_NAME\$\$	User formatted display name
\$\$USER.FIRST_NAME\$\$	User given first name
\$\$USER.MIDDLE_NAME\$\$	User middle name
\$\$USER.LAST_NAME\$\$	User surname / last name
\$\$USER.COMPANY_NAME\$\$	User company / organization name
\$\$USER.COMPANY_CITY\$\$	User business city
\$\$USER.COMPANY_STATE\$\$	User business state / province
\$\$USER.COMPANY_POSTAL\$\$	User business postal / zip code
\$\$USER.COMPANY_COUNTRY\$\$	User business country
\$\$USER.COMPANY_STREET_1\$\$	Street address line 1
\$\$USER.COMPANY_STREET_2\$\$	Street address line 2
\$\$USER.COMPANY_STREET_3\$\$	Street address line 3
\$\$USER.DOMAIN_ID\$\$	Domain ID where user resides
\$\$USER.DOMAIN_NAME\$\$	Domain name where user resides
\$\$USER.DOMAIN_DESC\$\$	Domain description narrative
\$\$USER.ROLE_ID\$\$	Numeric security role level (1 – 4)
\$\$USER.PRIMARY_EMAIL\$\$	User default email address
\$\$USER.PRIMARY_FAX\$\$	User default fax number
\$\$USER.PRIMARY_PHONE\$\$	User desk telephone number
\$\$USER.PRIMARY.MOBILE_PHONE\$\$	User mobile phone number
\$\$USER.FAX.LOCAL_NUMBER\$\$	Default local outbound fax number
\$\$USER.FAX.LOCAL_CSID\$\$	User personal CSID broadcast string
\$\$USER.FAX.LOCAL_CALLER_ID\$\$	User personal Caller ID broadcast string
\$\$USER.LIST.EMAIL\$\$	Multi-valued list of all user email addresses (MULTI-VALUED)
\$\$USER.LIST.FAX\$\$	Multi-valued list of all user fax numbers (MULTI-VALUED)

Token Name	Description
\$\$USER.LIST.PHONE\$\$	Multi-valued list of all user phone numbers (MULTI-VALUED)
\$\$USER.LIST.MOBILE_PHONE\$\$	Multi-valued list of all user mobile numbers (MULTI-VALUED)

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Appendix D: Utility Tokens & Extended Syntax

Utility Tokens

Utility tokens resolve system-level runtime values (current server date and time). All utility tokens begin with the prefix `UTIL.`:

Token Name	Description	Output Example
<code>\$\$UTIL.DATE\$\$</code>	Server current date	<code>10/07/2026</code>
<code>\$\$UTIL.TIME\$\$</code>	Server current time	<code>14:25:00</code>
<code>\$\$UTIL.DATE_TIME\$\$</code>	Server combined date & time	<code>10/07/2026 14:25:00</code>

Token Extended Syntax

When working with multi-valued tokens (such as `MESSAGE.TRACKING_KEY`, `MESSAGE.BARCODE`, `MESSAGE.RECIPIENT_LIST`, or `USER.LIST.*`) or when formatting dates, use the **Extended Syntax**:

`$$$ \angle \text{token name} \rangle \mid \angle \text{array index} \rangle \mid \angle \text{separator} \rangle \mid \angle \text{format} \rangle $$$`

```
$$TOKEN_NAME | INDEX | SEPARATOR | FORMAT$$
```

Parameter Reference

- **Token Name:** Name of the token without delimiters (e.g., `MESSAGE.TRACKING_KEY`).
- **Array Index:** 0-based integer pointing to the specific item. The first element is index `0`. Leave blank to output all values.
- **Separator:** Delimiter used to concatenate multi-valued arrays (e.g., `,` or `;`).
- **Format:** Custom date, time, or numerical formatting pattern.

Practical Examples

Example 1: Retrieve 2nd Tracking Key in Array

To extract only the second tracking key (index `1`) from a message:

```
$$MESSAGE.TRACKING_KEY|1|,$$
```

Example 2: Explicit Date Formatting

To format the message creation date explicitly as YYYY-MM-DD:

```
$$MESSAGE.CREATE_DATE|||yyyy-MM-dd$$
```

Supported Date & Time Formats

Category	Format Specifier	Output Example
Date	yyyy-MM-dd	2026-10-07
	MM/dd/yyyy	10/07/2026
	dd-MM-yyyy	07-10-2026
	yyyy/MM/dd	2026/10/07
Time	hh:mm:ss tt	02:25:30 PM (12-hour AM/PM)
	HH:mm:ss	14:25:30 (24-hour military)
	hh:mm:ss t	02:25:30 P

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Appendix E: File Gateway Specifications

This appendix provides the technical specifications for host application integration via **Embedded Codes**, **Control Files**, and multi-instance **Custom Gateway XML Configurations**.

1. Embedded Codes Syntax

Embedded codes allow mainframe, ERP, or billing applications to insert inline routing directives directly into plain text documents or PCL/PDF print streams. FaxCore's parser extracts and strips these codes before transmission.

Command Structure

- Every command sequence **must** begin with `^[` and end with `^]`.
- Multiple designators can be chained sequentially.
- Designators are **Case-Sensitive**.

```
^[<Designator><Value>^]
```

Supported Embedded Code Designators

Code	Parameter	Description & Example
B	Billing Code	Assigns project or accounting code. <code>^[BBillCode1234^]</code>
C	Cover Page Notes	Injects body narrative into the cover page notes section. <code>^[CThis is an urgent clinical order.^]</code>
D	Destination Address	(Required) Recipient fax number (including country code) or email. <code>^[D17208704141^]</code> or <code>^[Djdoe@contoso.com^]</code>
E	Exclude Cover Page	Suppresses cover page generation (True or False). <code>^[ETrue^]</code>
G	Recipient Company	Populates recipient company name. <code>^[GContoso Pharmaceuticals^]</code>
K	Tracking Key	Indexes transmission with metadata for auditing. <code>^[KAcct_99812^]</code>
M	Cover Subject	Sets the subject line of the cover page. <code>^[MPurchase Order 110011^]</code>
N	Recipient Name	Populates recipient contact name. <code>^[NJohn Jones^]</code>
O	Originator Username	(Required unless Anonymous enabled) Sender's FaxCore username. <code>^[OIsmith^]</code>
P	Message Priority	Priority integer from 1 (lowest) to 100 (highest). <code>^[P100^]</code>
S	Sender Name	Populates sender name on cover page. <code>^[SLinda Smith^]</code>
T	Scheduled Date/Time	Delays delivery to a future timestamp. <code>^[T10/15/2026 2:00p^]</code>
Y	Include Default Cover	Controls whether user default cover page is attached. <code>^[YTrue^]</code>
Z	Cover Page Name	Selects a specific named cover page template. <code>^[ZUrgent_Legal_Cover^]</code>

Chained Sequence Example

```
^[D13038704141^[MPurchase Order 110011^[NJohn Jones^[CPlease expedite order!^[OIsmith^[SLinda Smith^[T10/15/2026 1:00p^]
```

2. Control File Specification

The Control File Gateway monitors drop folders for text-based control files (`.ctl`) formatted in `name:value` pairs.

Single-Occurrence Fields

- `subject:<text>` — Cover page subject line.
- `notes:<text>` — Cover page notes narrative.
- `trackingKey:<string>` — Custom accounting tracking key.
- `priority:<integer>` — Priority value (`1` – `100`).
- `senderName:<text>` — Sender display name.
- `senderCompany:<text>` — Sender company name.
- `senderAddress:<string>` — Sender fax, phone, or email.
- `billingCode:<string>` — Billing reference code.
- `coverPageName:<text>` — Named cover page template (case-sensitive).
- `userName:<string>` — FaxCore user account owning the job.
- `nocover:1` — `1` suppresses cover page attachment.

Multi-Occurrence Fields (Broadcast Deliveries)

Can be repeated multiple times to dispatch one document to multiple recipients:

- `recipientName:<text>`
- `recipientCompany:<text>`
- `recipientAddress:<number>` — *(Required)* Destination fax number.
- `filename:<path>` — *(Required)* Relative or full path to attached file (`.tif` , `.pdf` , `.docx`).
- `notification:<email>` — Notification receipt address.

Complete Sample Control File

```
Filename:invoice_8812.pdf
Subject:Monthly Invoice - October 2026
notes:Enclosed is your monthly statement.
trackingKey:INV-8812
nocover:0
senderName:Billing Operations
senderCompany:FaxCore Services
senderAddress:17208702900
userName:billing_svc

recipientName:Acme Accounting
recipientCompany:Acme Corp
recipientAddress:18665551111

recipientName:Finance Dept
recipientCompany:Contoso Ltd
recipientAddress:18665552222
```

3. Multi-Instance Custom Gateway Configuration

In high-throughput environments requiring distinct directories for different scanners, MFP fleets, or ERP branches, configure custom gateway instances in `GatewayAgent.exe.config` :

```

<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <configSections>
    <sectionGroup name="Gateways">
      <section name="TYPE" type="System.Configuration.NameValueSectionHandler"/>
      <section name="controlFile" type="System.Configuration.NameValueSectionHandler"/>
      <section name="embeddedCodes" type="System.Configuration.NameValueSectionHandler"/>
      <section name="embeddedCodesPcl" type="System.Configuration.NameValueSectionHandler"/>
      <section name="embeddedCodesPDF" type="System.Configuration.NameValueSectionHandler"/>
      <section name="SAP" type="System.Configuration.NameValueSectionHandler"/>
      <section name="Oracle" type="System.Configuration.NameValueSectionHandler"/>
      <section name="Xerox" type="System.Configuration.NameValueSectionHandler"/>
    </sectionGroup>

    <!-- Custom Multi-Instance Gateways Definition -->
    <sectionGroup name="Customs">
      <section name="XeroxFloor1" type="System.Configuration.NameValueSectionHandler"/>
      <section name="XeroxFloor2" type="System.Configuration.NameValueSectionHandler"/>
    </sectionGroup>
  </configSections>

  <Customs>
    <XeroxFloor1>
      <add key="type" value="Xerox" />
      <add key="baseDirectory" value="xgateway\xerox_fl1" />
      <add key="inboxDirectory" value="xgateway\xerox_fl1\inbox" />
      <add key="relayDirectory" value="xgateway\xerox_fl1\relay" />
      <add key="processDirectory" value="xgateway\xerox_fl1\process" />
      <add key="processedDirectory" value="xgateway\xerox_fl1\processed" />
      <add key="defaultUsername" value="Admin" />
      <add key="allowAnonymousUsers" value="1" />
      <add key="processFileMask" value="*.ctl" />
      <add key="inputFileType" value="TIF" />
      <add key="faxAsRaw" value="1" />
      <add key="includeSenderNotification" value="1" />
      <add key="maxAttempts" value="2" />
      <add key="attemptIntervalSec" value="30" />
    </XeroxFloor1>

    <XeroxFloor2>
      <add key="type" value="Xerox" />
      <add key="baseDirectory" value="xgateway\xerox_fl2" />
      <add key="inboxDirectory" value="xgateway\xerox_fl2\inbox" />
      <add key="relayDirectory" value="xgateway\xerox_fl2\relay" />
      <add key="processDirectory" value="xgateway\xerox_fl2\process" />
      <add key="processedDirectory" value="xgateway\xerox_fl2\processed" />
      <add key="defaultUsername" value="Admin" />
      <add key="allowAnonymousUsers" value="1" />
      <add key="processFileMask" value="*.ctl" />
      <add key="inputFileType" value="TIF" />
      <add key="faxAsRaw" value="1" />
      <add key="includeSenderNotification" value="1" />
      <add key="maxAttempts" value="2" />
      <add key="attemptIntervalSec" value="30" />
    </XeroxFloor2>
  </Customs>
</configuration>

```

```
</XeroxFloor2>  
</Customs>  
</configuration>
```

Caution

Unique Base Directories Required Each gateway instance **must** specify a unique `baseDirectory` and `inboxDirectory`. Two gateway profiles must never share the same folder paths, as lock contention will result in processing errors.

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Last Updated: October 8, 2026 Verified Architecture

Appendix F: Third-Party Software Licenses

This appendix accompanies all deployments of the FaxCore Evolution eV6 platform and complies with the redistribution and license agreements of all included third-party libraries, SDKs, and open-source software.

Included Third-Party Components

Component	Functionality	License Type	Reference License Agreement
Telerik Kendo UI	Web UI Components & Data Grids	Commercial / EULA	Telerik DevCraft License
ASP.NET Core Boilerplate	Application Architecture Templates	MIT License	GitHub License
Tesseract OCR	Optical Character Recognition Engine	Apache License 2.0	GitHub License
ActMask Universal Virtual Printer Driver SDK	IP Fax Print Driver Spooler	Commercial / EULA	ActMask License
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Last Updated: October 8, 2026 Verified Architecture

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