



GFI[®]



GFI FaxMaker[™]

HOSTED MAIL SERVERS

Integrating GFI FaxMaker with Microsoft[®] Office 365[™] & Google Apps for Business.



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Document Version: 20.0

Last updated (month/day/year): 09/04/2018

1 Introduction

GFI FaxMaker enables email-to-fax and fax-to-email functionality for users of cloud-based email servers. This guide shows you how to set up and integrate GFI FaxMaker with Microsoft® Office 365™ and Google Apps for Business.

This guide is meant to provide a brief overview of the steps required to configure GFI FaxMaker with an online mail server. More detailed information is available in the GFI FaxMaker Administrator Guide, available from: <http://go.gfi.com/?pageid=FM19help&lang=en>.

While every effort is made to ensure that all functionality and references to third party software are correct, there might be discrepancies due to updates at the discretion of the aforementioned third party vendors.

Choose your hosted email environment:

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

2 Microsoft® Office 365™ Enterprise accounts

Refer to the following steps to use GFI FaxMaker with Microsoft® Office 365™ Enterprise account types.

- » [Step 1: Install GFI FaxMaker and set mail server details](#)
- » [Step 2: Set Connectors](#)
- » [Step 3: Test functionality](#)

Step 1: Install GFI FaxMaker and set mail server details

Install GFI FaxMaker on a machine that meets or exceeds the GFI FaxMaker system requirements. For more information refer to <http://go.gfi.com/?pageid=FM19help&lang=en#cshid=SysReq>.

Launch the GFI FaxMaker installer and follow the wizard to complete installation. For more information refer to <http://go.gfi.com/?pageid=FM19help&lang=en#cshid=Installation>.

On install completion, the installer automatically launches the Configuration Wizard that assists you through the basic steps of configuration. Configure the following wizard steps:

1. In the Configuration Wizard welcome screen click **Next**.
2. Choose **My email server will forward faxes and SMSs to this GFI FaxMaker machine**. Click **Next**.

Option	Description
Mail server name or IP address	Key in <code>smtp.office365.com</code>
Port	Key in <code>587</code> .
Use Secure Connection	Select this option and choose TLS .
Use SMTP Authentication	Select this option and enter the credentials of a Microsoft® Office 365™ mailbox user. Key in the user's full email address in the Account name and the Password . Do not select Secure Password Authentication .

NOTE

If GFI FaxMaker is already installed, configure the above mail server details from **GFI FaxMaker Configuration > Email2FaxGateway**.

3. Proceed with wizard to finalize configuration. For more information refer to <http://go.gfi.com/?pageid=FM19help&lang=en#cshid=ConfigWizard>.

NOTE

When sending emails to your organization users, for example when notifying administrators of system errors, GFI FaxMaker sends the email from the email address `fax@<fax domain>`, for example, `fax@faxmaker.com`. Ensure that GFI FaxMaker can send emails via your mail server from this email address.

Step 2: Set Connectors

NOTE

Connectors are not available with all Office 365 plans. If your plan does not support connectors, refer to [Microsoft® Office 365™ Email only accounts](#).

Configure fax and SMS connectors in Microsoft® Office 365 Exchange Admin Center to route outgoing fax/SMS emails from Microsoft® Office 365 to the GFI FaxMaker server.

Connectors must be configured such that when the recipient domain of an outgoing email matches the fax or SMS domains, the email gets routed to GFI FaxMaker for fax/SMS transmission.

Create a connector using the following options:

- » From Office 365
- » To your organization's email server
- » Choose to use the connectors when email messages are sent to particular domains and add the fax & SMS domains
- » Specify the GFI FaxMaker server public IP address or Fully Qualified Domain Name as the Smart Host.

Configure the other connector settings depending on your organization's setup. For more information about Office 365 connectors refer to http://go.gfi.com/?pageid=FM_Office365Connector.

Your users should now be able to send faxes using the standard addressing format <fax number>@faxmaker.com (for example, 12345678@faxmaker.com).

Step 3: Test functionality

Test fax sending

Use a hosted email user to send a fax or SMS via email.

View the email being processed in the GFI FaxMaker Monitor and confirm that the fax is received by the recipient.

If you cannot see the fax email being processed in the GFI FaxMaker Monitor, troubleshoot the relaying of the email from the mail server to GFI FaxMaker.

Test fax receiving

From a test fax line, send a fax to a fax line connected and configured in GFI FaxMaker.

View the incoming fax status from GFI FaxMaker Monitor.

Unless Routing rules were previously configured, the fax is delivered through the Default Routers (Available from **GFI FaxMaker Configuration > Routing > Properties > Default Routers**). Ensure that the fax is successfully delivered to the Default Routers' mailbox.

3 Microsoft® Office 365™ Email only accounts

Refer to the following steps to use GFI FaxMaker with Microsoft® Office 365™ Email only account types or for other plans that do not include email connectors.

With the following setup, users cannot use `faxmaker.com` and `smsmaker.com` when sending faxes since connectors cannot be created. Instead, configure fax and SMS DNS records, such as `fax.mydomain.com` and `sms.mydomain.com`.

- » Step 1: Install GFI FaxMaker and set mail server details
- » Step 2: Create alias records
- » Step 3: Configure GFI FaxMaker domains
- » Step 4: Test functionality

Step 1: Install GFI FaxMaker and set mail server details

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Launch the GFI FaxMaker installer and follow the wizard to complete installation. For more information refer to <http://go.gfi.com/?pageid=FM19help&lang=en#cshid=Installation>.

On install completion, the installer automatically launches the Configuration Wizard that assists you through the basic steps of configuration. Configure the following wizard steps:

1. In the Configuration Wizard welcome screen click **Next**.
2. Choose **My email server will forward faxes and SMSs to this GFI FaxMaker machine**. Click **Next**.
3. Specify the mail server details where GFI FaxMaker forwards received emails.

Option	Description
Mail server name or IP address	Key in <code>smtp.office365.com</code> .
Port	Key in <code>587</code> .
Use Secure Connection	Select this option and choose TLS .
Use SMTP Authentication	Select this option and enter the credentials of a Microsoft® Office 365™ mailbox user. Key in the user's full email address in the Account name and the Password . Do not select Secure Password Authentication .

NOTE

If GFI FaxMaker is already installed, configure the above mail server details from **GFI FaxMaker Configuration > Email2FaxGateway**.

4. Proceed with wizard to finalize configuration. For more information refer to <http://go.gfi.com/?pageid=FM19help&lang=en#cshid=ConfigWizard>.

NOTE

When sending emails to your organization users, for example when notifying administrators of system errors, GFI FaxMaker sends the email from the email address **fax@<fax domain>**, for example, *fax@faxmaker.com*. Ensure that GFI FaxMaker can send emails via your mail server from this email address.

Step 2: Create alias records

NOTE

If you are not familiar with DNS, contact your DNS hosting company to create these records.

Create two new alias records (“A” record) with your DNS hosting provider that are dedicated for the fax and SMS domains (for example, *fax.mydomain.com* and *sms.mydomain.com*).

Point the destination of these records to the public IP address of the GFI FaxMaker server.

When emails are addressed to these domains, the hosting provider's mail relay server routes the email to GFI FaxMaker.

NOTE

DNS changes can take up to 72 hours to take effect.

Step 3: Configure GFI FaxMaker domains

1. From GFI FaxMaker Configuration, right-click **Email2FAXGateway** node and select **Properties**.
2. From the **Fax/SMS domains** tab, specify custom **Fax domain name** and/or **SMS domain name** (for example, *fax.mydomain.com* and *sms.mydomain.com*).
3. Click **OK** to apply changes.

Step 4: Test functionality

Test fax sending

Use a hosted email user to send a fax or SMS via email.

View the email being processed in the GFI FaxMaker Monitor and confirm that the fax is received by the recipient.

If you cannot see the fax email being processed in the GFI FaxMaker Monitor, troubleshoot the relaying of the email from the mail server to GFI FaxMaker.

Test fax receiving

From a test fax line, send a fax to a fax line connected and configured in GFI FaxMaker.

View the incoming fax status from GFI FaxMaker Monitor.

Unless Routing rules were previously configured, the fax is delivered through the Default Routers (Available from **GFI FaxMaker Configuration > Routing > Properties > Default Routers**). Ensure that the fax is successfully delivered to the Default Routers' mailbox.

4 Google Apps for Business - Gmail

Refer to the following steps to use GFI FaxMaker with Gmail for Google Apps for Business.

With Google Apps, users cannot use `faxmaker.com` and `smsmaker.com` when sending faxes since connectors cannot be created. Instead, configure fax and SMS DNS records, such as `fax.mydomain.com` and `sms.mydomain.com`.

- » [Step 1: Install GFI FaxMaker and set mail server details](#)
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Step 1: Install GFI FaxMaker and set mail server details

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On install completion, the installer automatically launches the Configuration Wizard that assists you through the basic steps of configuration. Configure the following wizard steps:

1. In the Configuration Wizard welcome screen click **Next**.
2. Choose **My email server will forward faxes and SMSs to this GFI FaxMaker machine**. Click **Next**.
3. Specify the mail server details where GFI FaxMaker forwards received emails.

Option	Description
Mail server name or IP address	Key in <code>smtp.gmail.com</code> .
Port	Use port 465 which requires SSL or port 587 which requires TLS.
Use Secure Connection	Select this option and choose SSL or TLS depending on the port chosen.
Use SMTP Authentication	Select this option and enter the credentials of a Google Apps mailbox user. Key in the user's full email address in the Account name and the Password . Do not select Secure Password Authentication .

NOTE

If GFI FaxMaker is already installed, configure the above mail server details from **GFI FaxMaker Configuration > Email2FaxGateway**.

4. Proceed with wizard to finalize configuration. For more information refer to <http://go.gfi.com/?pageid=FM19help&lang=en#cshid=ConfigWizard>.

NOTE

When sending emails to your organization users, for example when notifying administrators of system errors, GFI FaxMaker sends the email from the email address **fax@<fax domain>**, for example, *fax@faxmaker.com*. Ensure that GFI FaxMaker can send emails via your mail server from this email address.

Step 2: Create alias records

NOTE

If you are not familiar with DNS, contact your DNS hosting company to create these records.

Create two new alias records (“A” record) with your DNS hosting provider that are dedicated for the fax and SMS domains (for example, *fax.mydomain.com* and *sms.mydomain.com*).

Point the destination of these records to the public IP address of the GFI FaxMaker server.

When emails are addressed to these domains, the hosting provider's mail relay server routes the email to GFI FaxMaker.

NOTE

DNS changes can take up to 72 hours to take effect.

Step 3: Configure GFI FaxMaker domains

1. From GFI FaxMaker Configuration, right-click **Email2FAXGateway** node and select **Properties**.
2. From the **Fax/SMS domains** tab, specify custom **Fax domain name** and/or **SMS domain name** (for example, *fax.mydomain.com* and *sms.mydomain.com*).
3. Click **OK** to apply changes.

Step 4: Test functionality

Test fax sending

Use a hosted email user to send a fax or SMS via email.

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Test fax receiving

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View the incoming fax status from GFI FaxMaker Monitor.

Unless Routing rules were previously configured, the fax is delivered through the Default Routers (Available from **GFI FaxMaker Configuration > Routing > Properties > Default Routers**). Ensure that the fax is successfully delivered to the Default Routers' mailbox.