



Lexmark™

Fax Forward

Administrator's Guide

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Overview

Use the application to forward faxes received by a printer to a shared network folder or e-mail address. If both forwarding destinations are enabled, then a buffer location for incoming faxes is required, such as a printer hard disk or a shared network folder. But if only one of the forwarding options is enabled, then the buffering happens in the printer RAM.

This application uses a utility called *smbclient* to connect to the share. The utility is encapsulated and abstracted by an *Embedded Solutions Framework* (eSF) component, which is then used by the application.

Configuring the application

Accessing the configuration page for the application

1 Open a Web browser, and then type the printer IP address.

Note: View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps > Apps Management**.
- Click **Device Solutions > Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Select the application from the list, and then click **Configure**.

Enabling fax forwarding

1 From the Embedded Web Server, click **Settings** or **Configuration > Fax Settings > Analog Fax Setup**.

2 Under Fax Receive Settings, from the Fax Forwarding menu, select **Print and Forward** or **Forward**.

3 From the “Forward to” menu, select **eSF**.

4 Apply the changes.

Upgrading from version 2.0.5 or earlier to version 2.0.6 or later

In version 2.0.5 or earlier, the network folder path has two fields: Destination Server and Share Name. In order to provide a network folder path, fill both fields. In version 2.0.6 or later, the network folder path is changed into a single field. Both the destination server and folder name are typed in the Share Path field.

To transfer the information from the Destination Server and Share Name fields to the Share Path field when upgrading, do the following:

1 Access the application configuration settings from the Embedded Web Server.

2 Note the name of the network folder in the Share Name field.

3 Upgrade the application.

4 Access the application configuration settings from the Embedded Web Server.

The device name or IP address appears in the Share Path field.

For example:

myserver (device name)

123.123.123.123 (IP address)

5 Modify the Share Path field using the following format:

\\Device_Name_or_IP\Share_Name

For example:

```
\\myserver\share
```

```
\\123.123.123.123\share
```

6 Apply the changes.

7 Restart the printer.

Note: If you do not restart the printer after upgrading and modifying the Share Path field, then faxes may be lost.

Configuring a Fax Forward destination

Note: If you are upgrading from version 2.0.5 or earlier of the application to version 2.0.6 or later, then see [“Upgrading from version 2.0.5 or earlier to version 2.0.6 or later” on page 4](#) before configuring a network destination.

1 From the Embedded Web Server, access the configuration page for the application.

2 Enter the required information for the type of destination you want to use.

Use the following format for the Share Path field: `\\Device_Name_or_IP\Share_Name`.

For example:

```
\\myserver\share
```

```
\\123.123.123.123\share
```

Note: For more information, see the mouse-over help.

3 Select a file format.

4 Apply the changes.

Note: If you want to verify the destination, then click **Test**. If the test fails, then a validation error message appears in the lower left side of the window.

Troubleshooting

Fax is not forwarded to the destination

Note: If a received fax has not been forwarded to the destination, then it is printed at the printer.

Try one or more of the following:

Make sure that the destination server is functioning properly

Make sure that the destination is configured correctly

For more information, see [“Configuring a Fax Forward destination” on page 5.](#)

Make sure that the destination is configured correctly after the application is upgraded from version 2.0.5 or earlier to version 2.0.6 or later

For more information, see [“Upgrading from version 2.0.5 or earlier to version 2.0.6 or later” on page 4.](#)

An error occurred while opening PDF or multiple-page TIFF files at the destination

Make sure to open the file only after the full document is received

Settings imported using the Embedded Web Server are not applied to the application

Repeat the import procedure

For more information, see [“Exporting or importing a configuration file” on page 7.](#)

Appendix

Exporting or importing a configuration file

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 Export or import the configuration file.

Notes:

- If a **JVM Out of Memory** error occurs, then repeat the export process until the configuration file is saved.
- If a timeout occurs and a blank screen appears, then refresh the Web browser, and then click **Apply**.

Checking the version of the Embedded Solutions Framework

- 1 From the Embedded Web Server, click **Reports > Device Settings**.
- 2 In the Embedded Solutions section, note the value associated with “Framework =.”

Note: To view the complete list of supported printers for each version of the Embedded Solutions Framework, see the *Readme* file.

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