

Cleo Stream[®] Faxblade[™]

Administrators Guide

Version 7.1



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Introducing Cleo Stream® Faxblade™

The Cleo Stream® Faxblade™ appliance is a plug-and-play fax solution designed specifically for small business that integrates with desktop email and MFPs. The Faxblade appliance provides the simplicity of a standalone appliance with the power of Cleo Stream's state of the art fax capabilities.

Technical Support

To request technical support:

- Use the request form at: <http://www.cleo.com/support/request.php>
- Call the automated support line at 1-866-444-CLEO(2536) or 1-815-282-7894.

Cleo Technical Support is available from 7am - 7pm Central Time, Monday through Friday. Requests are handled on a callback basis in the order they are received. The Cleo automated support line or web form will collect your information and your request for support will be placed in our callback queue.

A support subscription is required to work with a Cleo technical support analyst. You can find information on Cleo support options at: <http://www.cleo.com/support/supsub.php> .

To ensure your support process goes quickly and smoothly, note where you are in the setup or installation process. Also, note any diagnostic measures taken.

Accessing Cleo Stream documentation

To access the Cleo Stream documentation suite, visit https://www.cleo.com/SupportPortal/support/engineering_product/index/5.

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Configuring your Faxblade appliance

Before you can use your Faxblade appliance to send faxes, you must provide it with information about your system and environment.

When you power up your appliance, it creates a network called `StreemApplianceNetwork`. You use a wireless connection to this network to perform initial appliance configuration. Then, you connect to the appliance through your company's network.

Make sure you have the following telco information:

If you use a PBX gateway:

- Gateway name or IP address
- If authentication is required
 - username
 - password
- Fax Settings - T38

If you use T1 PRI:

- SwitchVariant Type
- Line encoding
- Framing type

For both PBX and T1:

- Called subscriber ID (CSID)
- Inbound Ports

1. Make sure your Faxblade appliance is connected to your company's network via Ethernet.
2. Power up your appliance.

Powering up could take up to five minutes.

When your Faxblade appliance is powered up, the network, `StreemApplianceNetwork`, becomes available.

3. Connect to your Faxblade appliance for configuration. You can use a wireless connection or a wired connection.

- Using a wireless connection:

1. Connect a wifi-enabled computer to `StreemApplianceNetwork`.
2. Use the following password: `*$@Appliance!#%2015`
3. Open a browser (Firefox or Chrome are recommended) and go to `http://192.168.0.2/streemalert`

The Faxblade sign in screen appears.

- Using a wired connection:

1. Establish a wired connection between your Faxblade appliance and a local network.

2. On a computer connected to the same network as your Faxblade appliance, open a browser and navigate to `http://streemappliance/streemalert`.

The Faxblade sign in screen appears.

If you cannot establish a network connection, contact Cleo Stroom Support.

4. Sign in to your Faxblade appliance using the following credentials:

Email: `streemappliance@stroom.net`

Password: `123Appliance&*` (

The **Settings** page appears.

5. Enter values for all the field on the page.

Select the **Show Hints** check box at the upper right of the page to display information about each of the fields on the page.



Note: When the **Settings** page is displayed initially, a default value for the **IP Address** is provided dynamically via DHCP. When you save your configuration, the value specified in the **IP Address** field is set as a *static* IP address whether or not you specify a value other than the default.



Note: Make a note of the value you specify in the **IP Address** field as you will need it later when you reconnect to your appliance after you restart it.



Note: Cleo Stroom uses the **Appliance Name** to configure Faxblade and assumes the presence of DNS (Domain Name System) to resolve the **Appliance Name** and **IP Address**. If your network does not use DNS resolution, you might need to contact Cleo Technical Support for assistance to fully configure your Faxblade.

6. When you have specified values for all the required fields on the **Settings** page, click **Save**.

The values you specified are saved. If this is the initial configuration, the appliance restarts. If you update one or both values for **IP Address** or **Appliance Name**, the appliance restarts.



Note: It could take up to five minutes for your appliance to restart.

7. Disconnect your wifi-enabled computer from the `StroomApplianceNetwork` and connect to your company network.
8. Access the appliance using the IP address you just configured. `{ipAddress}/streemalert`
9. Make sure the network **Status** indicator in upper left of the page is green and displays a status of `Online`. Make sure the Stroom status indicator is a green checkmark and displays a status of `Running`.

If you lose the IP address you configured for your Faxblade appliance, you can recover it by logging in to the appliance. To log in to your appliance, connect to the `StroomApplianceNetwork` and go to `http://192.168.0.2/streemalert`. Use `streemappliance@stroom.net` and `123Appliance&*` (.

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Setting up users and MFPs

Individuals can send faxes through the Faxblade appliance using an email fax connector or a Xerox MFP device, described later. You are not required to create Faxblade users to send faxes. For an individual or an MFP device to receive faxes, they must be defined as a User on the Faxblade. You use the **User Manager** page to create, modify, and delete users.

Adding a user

1. Click **User Manager > User > Add**.
The **Manage Profile** dialog box appears. It contains two pages: **Settings** and **Preferences**.
2. On the **Settings** page, enter information about the user you want to add.

Field Name	Description
First Name	User's first name. Required field.
Last Name	User's last name. Required field.
Email	User's email address. Required field.
Password/repeat	Password user will use to log in. Use the Repeat field to verify the password.
User ID and PIN	Used to identify and authenticate this user when they dial in to Stream to record voice messages. Not applicable for the Faxblade appliance.
Fax	Fax number assigned to the user for inbound faxes.
Other Fax	Alternate fax number assigned to the user.
Company and Department	Used to help define the scope of this user's access to the Faxblade appliance.
Billing Code	Used for accounting purposes when this user sends a fax.
Active	Choose one of the following: <ul style="list-style-type: none">• Active - User is active in the system.• Inactive - User is inactive in the system. An inactive user cannot use the system.
Sync State	Reflects this user's state with respect to LDAP. Display only.

Field Name	Description
Role	Select a role for this user. See About roles and permissions on page 10.

3. On the **Preferences** page, enter values as appropriate for the user.

Field Name	Description
Fax Format	The fax format in which this user receives faxes. Choose from the following: <ul style="list-style-type: none"> • TIF • PDF • TIF & PDF • SecurePDF # requires a password to open.
Default App	The default application to be used for sending faxes. Select a value from the drop down menu. Stream Alert is the default.
Confirmation	Specify when a confirmation message should be sent. Choose from the following: <ul style="list-style-type: none"> • All - Send confirmation for all faxes. • On Failure Only - Only send confirmation when a fax fails. • On Success Only - Only send confirmation when a fax succeeds.
No cover page	Select this check box if you do not want to use a cover page.
File	If you do not select the No cover page check box, choose a cover page. If you do not select a file, the default cover page is used.

4. When you are finished entering field values, click **Save**.

About roles and permissions

You can assign roles to users to your Cleo Stream Faxblade.

In the Faxblade software, you assign permissions through the use of roles. Roles are sets of permissions bundled together to make it easier to enable users to do their jobs. The following is a summary of roles you can assign to users .

Role	Role Code	Description
System Administrator	1	Can manage all Company User Pages
User	2	Can send broadcasts and see only their own page.
Company Administrator	3	Can manage User Pages for only their own company.

Role	Role Code	Description
Company Executive	4	Can only view reports from their own company.
System Executive	5	Can only view reports, but from all companies.
Denied	0	User has no permission to use the system at all.

Searching the user list

1. Click **User Manager > Users > Search**.
The **Search Users** page is displayed.
2. Enter values in the fields on which you want to base your search and then click **Search**.
A list of users matching the criteria you entered is displayed.
3. Do any of the following:
 - Click **Update** for one of the users listed to display information for that user.
 - Click **Manage** for one of the users listed to display lists of recipients and distribution lists owned by that user.

Adding a Xerox MFP to receive faxes

An MFP device must be added as a User to receive a fax using Faxblade.

1. Go to **User Manager > Users > Xerox Devices**.
2. Enter the information required to define a Xerox device.
 - IP Address that was assigned to the Xerox Device
 - Fax number that is to be assigned to the Xerox Device
 - Company
 - Department
 - A description to help identify the device
 - A billing code (optional)
 - A paper color or keep the default (white)
 - Number of lines per page. Enter 2100 for 7345 Xerox models and 2200 for all other Xerox devices.
3. Click **Add Device**.

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Setting up your Faxblade appliance to send faxes

Before you can use your Faxblade appliance to send faxes, you must either register it with one or more Xerox MFP devices or configure an email fax connector between your appliance and your email system.

Registering the Cleo application on your Xerox device

Before you can send a fax using your Faxblade appliance and Xerox MFP, you must install and register some software on your Xerox device.



Note: EIP must be enabled on your Xerox device. Contact your Xerox representative for more information.



Note: If you change your Faxblade appliance IP address, you must also delete the existing Cleo application from the Xerox device and re-register the Cleo application on your Xerox device using the updated IP address.

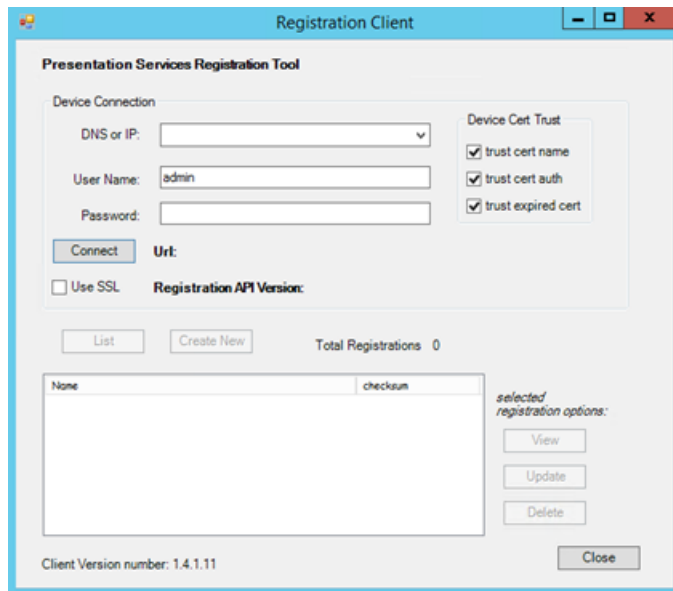
Your Faxblade appliance supports the following devices and firmware combinations.

Product	Minimum Firmware Version Needed
WorkCentre 5735/5740/5745/5755/5765/5775/5790	061.132.22 1.29100
WorkCentre 7525/7530/7535/7545/7556	061.121.22 1.20901
ColorQube 9301/9302/9303	071.180.20 3.05402
ColorQube 8700/8900	071.160.10 1.xxx
WorkCentre 7830/7835	Minimum not required
WorkCentre 7845/7855	Minimum not required
WorkCentre 58xx	Minimum not required

Product	Minimum Firmware Version Needed
WorkCentre 7220/7225	Minimum not required

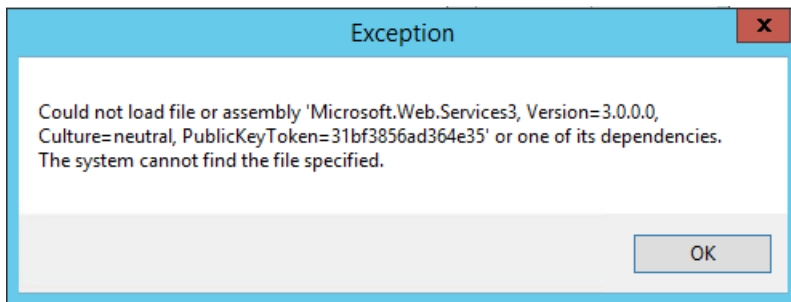
1. Visit <http://www.cleo.com/documents/streem/Applianceclient.zip> and download `Applianceclient.zip`.
2. From the downloaded file, extract and run `Cleo Faxblade.exe` on your Windows 7 machine.
This is the same computer you used to connect to and configure your Faxblade appliance.
3. Go to the installation folder (typically `C:\Program Files\Faxblade` or `C:\Program Files (x86)\Faxblade`) and open `Registration.xml` using a text editor, for example, Notepad.
4. In the `Registration.xml` file, replace all occurrences of `$STREEM_SERVER_ADDRESS$` with the IP address you specified for your Faxblade appliance when you configured it and then save the file.
In the event you have to change your system's IP address, you will need to update the `Registration.xml` file accordingly and re-register your system with the Xerox device.
5. Go to the installation folder and run `RegClient.exe`.

The **Registration Client** dialog box appears.



6. In the **Device Connection** section, do the following:
 - a) Enter the IP address of the Xerox machine you want to register with EIP.
 - b) Enter the password of Xerox machine you want to register with EIP.
7. Make sure the **Use SSL** check box is cleared.
8. Click **Connect** to view applications already installed on the Xerox machine you are working with.
Once you are connected, the **List** and **Create New** buttons are activated.
9. If you see the following pop-up window, update your Windows 7 machine with following update from Microsoft (**Microsoft WSE 3.0 Runtime.msi**).

<http://www.microsoft.com/en-us/download/confirmation.aspx?id=6545>



10. Click **List** to view the existing applications.
11. Click **Create New** to load the Cleo EIP application on target Xerox machine.
The **Registration Detail Form** dialog box appears.

12. Click **Load from XML** button and select the `Registration.xml` file you updated earlier.
This populates the fields in this dialog box with the contents of the `Registration.xml`.
13. Click **Create** to deploy the application to the target Xerox MFP you specified earlier.

Configuring an Email Fax Connector

Before you can send a fax via email, you need to route email from your email solution to your Cleo Stroom Faxblade appliance. Configuration procedures are slightly different for on-premise email solutions and hosted email solutions.

Configuring a hosted email solution to work with your Cleo Stroom Faxblade appliance

The following is a generic procedure to configure your hosted email solution to send email to your Cleo Stroom Faxblade appliance followed by some more specific steps to configure your Cleo Stroom Faxblade appliance to listen for incoming emails to be treated as faxes.

1. In your email solution, create a sub domain to which you want faxes to be routed.

2. Indicate to the email host the owner of the sub domain. Create a public DNS A record in a public environment that points to an externally facing IP. Typically, this is your firewall.
3. Create a firewall rule to route mail from that sub domain to your Cleo Stroom Faxblade appliance.
4. Configure Cleo Stroom Faxblade appliance to listen for incoming messages.
Configuring your Faxblade appliance requires assistance from Cleo Technical Support.

To request technical support:

- Use the request form at: <http://www.cleo.com/support/request.php>
- Call the automated support line at 1-866-444-CLEO(2536) or 1-815-282-7894.

Configuring an on-premise email solution to work with your Cleo Stroom Faxblade appliance

The following is a procedure consisting of generic steps to configure your on-premise email solution to send email to your Cleo Stroom Faxblade appliance followed by information about configuring your Cleo Stroom Faxblade appliance to listen for incoming emails.



Note: Some on-premise email solutions have wizard-type tools to help you with this type of configuration.

See *Sample email connector for Exchange 2010/2013* on page 16 for a on-premise solution-specific example of this configuration.

1. In your email solution, create a sub domain to which faxes will be routed.
2. Route email addressed to that sub domain to your Cleo Stroom Faxblade appliance.
3. Configure Cleo Stroom Faxblade appliance to listen for incoming messages.
Configuring your Faxblade appliance requires assistance from Cleo Technical Support.

To request technical support:

- Use the request form at: <http://www.cleo.com/support/request.php>
- Call the automated support line at 1-866-444-CLEO(2536) or 1-815-282-7894.

Sample email connector for Exchange 2010/2013

This section provides an example of how to create an SMTP connector on your Exchange 2010/2013 server that will route messages to Cleo Stroom. This connector points any outbound email with a fax number in the **To** field to the Cleo StroomFaxblade system, which faxes the document to the proper destination.

1. Open the **Exchange Management Console**. Under **Organization Configuration**, select **Hub Transport**. On the right hand side of the console click **New Send Connector**.
The **New SMTP Send Connector** wizard appears.
2. Name the connector `Cleo Stroom Fax` and then click **Next**.
The **Address Space** page appears.
3. Click **Add** and choose **SMTP Address Space** from the drop down menu.
The **SMTP Address Space** dialog box appears.
4. Enter `default to SMTP` in the **Type** field, `app.fax` in the **Address** field, and `1` in the **Cost** field.
5. Click **OK** to dismiss the **SMTP Address Space** dialog box and then click **Next**.
The **Network settings** page appears.
6. Select **Route mail through the following smart host** and click **Add**.
The **Add smart host** dialog box appears.

7. Select the **IP Address** check box and enter the IP address for your Cleo Stroom Faxblade, click **OK** to dismiss the **Add smart host** dialog box, and then click **Next**.
8. Click **Next** until the install is finished.

