Factsheet – How to Configure faxing in ChilliDB

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Introduction

This fact sheet is designed to assist in configuring faxing within ChilliDB.

ChilliDB is able to effortlessly format fax numbers into formats which email-fax gateway software can handle to send faxes. ChilliDB supports faxing by sending emails specially formatted (e.g. Robin.Marshall.0738324466@acme.fax) which the fax software will intercept at your mail server which has the connector (the term the fax software vendors use) installed on your mail server.

For each of the faxing options below, you are instructed on how to change the required piece(s) of SQL to make the change to your ChilliDB configuration.

After running the SQL, you need to log into ChilliDB, and reload the configuration settings to detect the changes made to the database by the SQL.

After the SQL is run, log into ChilliDB and navigate to the *System* menu > *System Management*. Select the *Display/Refresh System Configuration* link and then click the button which appears on the screen to reload the setting.

MessageNet eFax

MessageNet is a convenient solution which does not need any server software. It is an online fax service. They work along the lines of purchasing credits like you can with mobile phones. Sign up page and information on pricing can be found here: http://messagenet.com.au/polymorphic/

MessageNet also allow SMS to be sent through your same account, and ChilliDB can be configured to support SMS as well.

Additional customisation for this product:

- It is possible to have Fax cover pages turned on and off, either through the administration website they provide you, or by talking to their support.

- When you register, it creates an account for you, and the email address assigned to that account is able to send faxes. You can create account for each of your staff on their administrative website, or you can create a generic email address or allows any email address at your domain (e.g. anyone@acme.com.au) to send faxes. ChilliDB can be configured to support either options. Speak to their support about setting up a domain user.

- MessageNet does not currently accept the Contact/Organisation name as part of the address format in order to be picked up as the name alias in the received fax. The name alias may need to be embedded through a special custom cover sheet. Please speak to MessageNet support team on how to configure the cover sheet to achieve the above result.

Using the SQL to Configure ChilliDB in Messagenet found further below, set the Provider Address as follows:

SET @FAXProviderAddress = '^2.efax@messagenet.com.au'

And set the Fax From Address to the email address (or domain user's email address) you nominated when signing up for MessageNet as follows:

SET @FAXFromAddress = 'anyone@acme.com.au'

msXfax

Using the SQL to Configure ChilliDB for other Software found further below, set the Provider Address as follows:

SET @FAXProviderAddress = '^2@something.fax'

where "something" is the setting you choose when installing and configuring msXfax.

If you wish to include the Contact/Organisation name in the coversheet, set the Provider Address as follows:

SET @FAXProviderAddress = '^1|^2@something.fax'

where "something" is the setting you choose when installing and configuring msXfax.

Additional customisation for this product:

- It is possible to have Fax cover pages turned on and off through the msXfax software configuration.

  Within ChilliDB, you can manually put the following string into the first line of the email body *[BYPASSCOVER]*.

  ChilliDB can also be configured to disable them automatically through the Orders module by running the additional SQL found in the SQL to Disable Coversheets in msXfax section of this document.

  Note: Sometimes passing commands like this can cause the ignoring any body text and

processing only of attachments, so be sure to review the manual to understand its impact.

- The Contact/Organisation name replacing the ^1 part in the Provider Address can take the following format:

  Joe Bloggs

  JoeBloggs

- **Note:** In order to place the recipient name in the coversheet, you will need to include the recipient field in the cover sheet design in the msXfax software configuration. Please refer to the msXfax documentation on how to achieve this or speak to msXfax support team.

GFI Faxmaker

Using the [SQL to Configure ChilliDB for other Software](#) found further below, set the Provider Address as follows:

> SET @FAXProviderAddress = '^2@faxmaker.com'

If you wish to include the recipient details in the coversheet, set the Provider Address as follows:

> SET @FAXProviderAddress = '^1.^2@faxmaker.com'

Additional customisation for this product:

- It is possible to have Fax cover pages turned on and off, either through the GFI Faxmaker software configuration.

  Within ChilliDB, you can manually put the following string into the first line of the email body *::c=none*.

  ChilliDB can also be configured to disable them automatically through the Orders module by running the additional SQL found in the [SQL to Disable Coversheets in GFI Faxmaker](#) section of this document.

  Note: Sometimes passing commands like this can cause the ignoring any body text and processing only of attachments, so be sure to review the manual to understand its impact.

- The Contact/Organisation name replacing the ^1 part in the Provider Address should take the following format:

  Joe.Bloggs

  Joe.Bloggs.ACME.Organisation

Zetafax

Using the SQL to Configure ChilliDB for other Software found further below, set the Provider Address as follows:

> SET @FAXProviderAddress = '^2@fax'

If you wish to include the Contact/Organisation name in the coversheet, set the Provider Address as follows:

> SET @FAXProviderAddress = '^1<^2@fax>'

Additional customisation for this product:

- While it is possible to disable coversheets, ChilliDB is not able to do so at this time. It is done via the Subject of the email – consult the Zetafax manual for more information.

- The /, \, [,], (,) and ~ characters have special meaning, so you are unable to use them directly in the Contact/Organisation name (^1 part of the Provider Address specified above).

  To include any one of these characters in the Contact/Organisation name, you must precede it by a \ character. For example, in order to set the name to *Joe Bloggs / Jane Bloggs*, you can use the example below:

  > Joe Bloggs \ / Jane Bloggs

Something else?

As you can see from the above examples, they all operate in much the same way. If you have another Fax solution, if you ask the software vendor of that product if it supports routing specially formatted emails to fax machines via an MS Exchange / SMTP connector, you should be able to work out the setting for @FaxProviderAddress in the SQL to Configure ChilliDB for other Software section of this document.

When looking at the @FaxProviderAddress, ^1 is the a substitution token for the Contact/Organisation Name; ^2 is a substitution token for the fax number.

Please Note: Microsoft SBS and the Fax solution which comes free with Microsoft Windows Server is not able to route emails to faxes as it has not means of communicating in the ways the product above have, which make it impossible for ChilliDB to use it.

SQL to Configure ChilliDB for Messagenet

Run this SQL against your ChilliDB database. If you have a training copy of ChilliDB and you would like to enable faxing from that database, you should also run it against ChilliDB_TRAINING.

```
/* BEFORE RUNNING:
SET VALUES FOR @FAXFromAddress to match the registered email address on your
MessageNet account!!
*/
DECLARE @FAXFromAddress VARCHAR(255)
DECLARE @FAXProviderAddress VARCHAR(255)

/** UPDATE THE FOLLOWING TWO LINES **/
SET @FAXFromAddress = 'updateme@example.com'
SET @FAXProviderAddress = '^2.efax@messagenet.com.au'

/** NO NEED TO CHANGE ANYTHING ELSE **/
UPDATE Meta_System_Configuration
SET Msc_Value = @FAXProviderAddress
WHERE Msc_Name = 'APPLICATION_FAX_PROVIDER'

UPDATE Meta_System_Configuration
SET Msc_Value = @FAXFromAddress
WHERE Msc_Name = 'APPLICATION_FAX_FROM'
GO
```

SQL to Configure ChilliDB for other software

Run this SQL against your ChilliDB database. If you have a training copy of ChilliDB and you would like to enable faxing from that database, you should also run it against ChilliDB_TRAINING.

```
/* BEFORE RUNNING:
        SET VALUE FOR @FAXProviderAddress
*/
DECLARE @FAXProviderAddress VARCHAR(255)

/** UPDATE THE FOLLOWING LINE **/
SET @FAXProviderAddress = '^1|^2@something.fax'

/** NO NEED TO CHANGE ANYTHING ELSE **/
UPDATE Meta_System_Configuration
SET Msc_Value = @FAXProviderAddress
WHERE Msc_Name = 'APPLICATION_FAX_PROVIDER'
GO
```

SQL to Disable Coversheets in msXfax

Run this SQL against your ChilliDB database. If you have a training copy of ChilliDB and you would like to enable faxing from that database, you should also run it against ChilliDB_TRAINING.

```
/** NO NEED TO CHANGE ANYTHING **/

UPDATE Meta_System_Configuration
SET Msc_Value = '[BYPASSCOVER]'
WHERE Msc_Name = 'APPLICATION_FAX_STREAM_COMMANDS'

GO
```

SQL to Disable Coversheets in GFI Faxmaker

Run this SQL against your ChilliDB database. If you have a training copy of ChilliDB and you would like to enable faxing from that database, you should also run it against ChilliDB_TRAINING.

```
/** NO NEED TO CHANGE ANYTHING **/

UPDATE Meta_System_Configuration
SET Msc_Value = '[BYPASSCOVER]'
WHERE Msc_Name = 'APPLICATION_FAX_STREAM_COMMANDS'

GO
```