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Newsletter/Post

### Review: GFI Faxmaker for Exchange (Fax Server)

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TechnoLawyer member Paul Lepine asks:
>"We recently changed from peer-to-peer (five computers) to
>Windows Server 2003. We had been using WinFax Pro 10.02
>with some difficulty about who can see what faxes and being
>able to fax from each machine. Symantec recommends against
>using WinFax Pro on server 2003.

>"Now we are using Windows XP fax console which is very
>convenient as far as it goes. It seems too basic for our
>needs. Are there any add-ons out there that give it more
>flexibility, more information to the user, particularly
>concerning faxes received. The program seems limited to
>the existing folders. It would be nice to be able to drag
>and drop. I need some advice for some recommendations."

In response to Paul Lepine's question about fax solutions for Windows Server 2003:

Two years ago, we replaced WinFax Pro with GFI Faxmaker for Exchange
<http://www.gfi.com/faxmaker/> in a Windows Small Business Server 2003
environment. (Before moving to GFI, we did try the built-in Windows Server 2003 fax
capabilities but found it lacking in the basics (like adding multiple documents to one
fax).) The GFI Faxmaker installation and configuration were fairly simple on the
incoming fax side; a little more complicated on the outgoing side. But once the minor
issues were sorted out (with the help of GFI's technical support), the system has worked
flawlessly.

Incoming faxes can be routed to a public folder in Exchange, a printer on the network or,
using DID/DDI/DTMF, to an individual user's Outlook Inbox. GFI also has an optional
OCR reading and routing module that can convert some faxes to readable text and then
route the fax to the appropriate user's Inbox based on words in the text of the fax. Since
this law firm is small (11 users), we decided to route all incoming faxes (in Acrobat
format) to a public folder on Exchange as well as having all faxes routed to a network
printer. Users can then drag and drop specific faxes into another Outlook folder if
desired.

For outgoing faxes, all users can fax from any application. They can also use the
standard Outlook mail message or the Faxmaker form to start the fax process. The
Faxmaker form is very similar to the Outlook mail message form and connects to the
user's Outlook Contacts (including any public contact folders). Documents can be
attached to either form in the same way a document would be attached to an email
message (you can also drag and drop documents from a Windows folder to the
Faxmaker or Mail Message form). Once the fax is sent, the message appears in the
user's Sent Items folder. When the fax process is complete (whether successful or
unsuccessful), the user receives a fax confirmation (in Acrobat format) in their Outlook

Inbox. We have also set the system up to automatically print all confirmations.

Since these "faxes" are in email format, they can be dragged and dropped to any folder in Outlook or Windows or profiled to a document management/case management system. This firm uses Worldox to profile all faxes to the appropriate client/matter and, combined with PracticeMaster, makes for a "one stop" place for all client/matter related information and the first step in a "less paper" office.

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