
GFI FAXmaker 14.3 for Exchange/Lotus/SMTP

API Manual

By GFI Software Ltd



<http://www.gfi.com>
E-mail: info@gfi.com

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Contents

GFI FAXmaker APIs	1
Introduction to the GFI FAXmaker APIs.....	1
NetPrintQueue2FAX	1
Text API	1
XML API	6
*.XML specification.....	8
Example XMLAPI file	16
*.STATUS specification.....	17
Troubleshooting	19
Introduction.....	19
Knowledge Base	19
Web Forum	19
Request technical support.....	19
Build notifications	20
Index	21

GFI FAXmaker APIs

Introduction to the GFI FAXmaker APIs

GFI FAXmaker enables you to submit faxes automatically to the queue from your application via any of these 3 methods:

1. The Netprintqueue2FAX feature
2. The Text API
3. XML API.

NetPrintQueue2FAX

The Netprintqueue2FAX feature enables you to embed the fax number in the document to fax. This way, you can print to fax from almost any application, from anywhere in the network, without having to enter the fax number separately in the GFI FAXmaker fax form or Outlook.

This feature is especially handy for accounting applications – simply by embedding the fax number in the document, for example an invoice, a fax can be sent. No application integration or development is required.

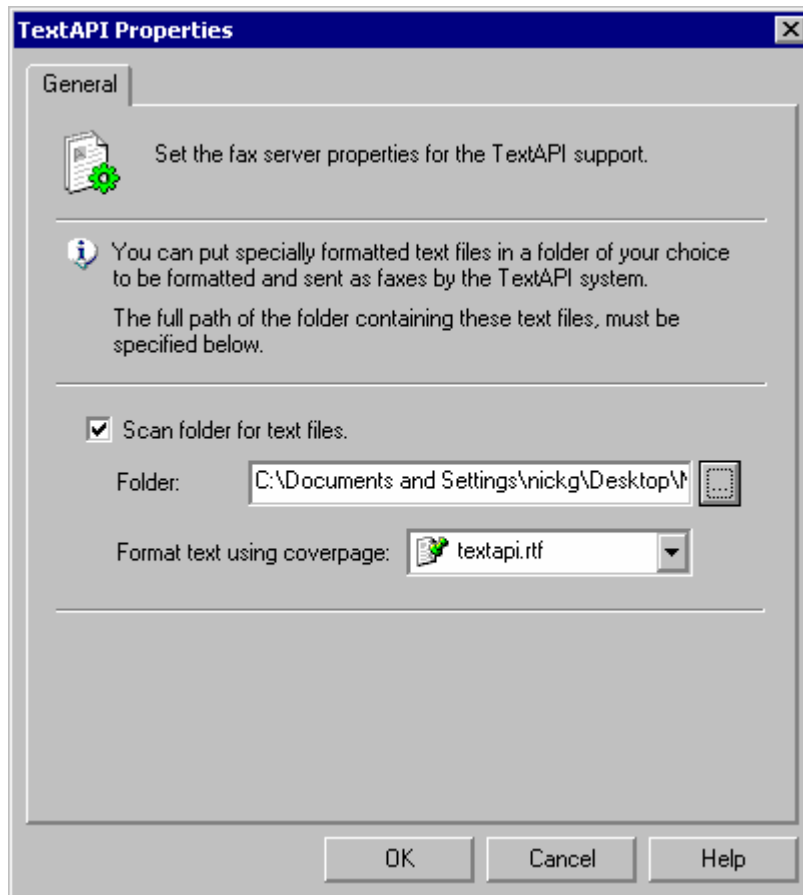
For more information refer to the NetPrintQueue2FAX chapter in the GFI FAXmaker user manual.

Text API

The Text API enables you to send text files automatically by submitting a text file with fax options into a directory.

Before you start using the Text API, you must first configure the Text API in the FAX Server Configuration. To do this;

1. Go to the **GFI FAXmaker Configuration ► Advanced ► Text API** node, right-click and select **Properties**. This brings up the Text API properties dialog.



Screenshot 1 - The text API properties

2. Now enable **'Scan folder for text files'** and enter the folder name in which all files (to be faxed out) will be saved.
3. Now specify a cover page onto which the text in the text file must be formatted by selecting an appropriate cover page from the list box.

To send out a text file automatically:

1. Create a text file with your message text in it.
2. Add a line at the top of the text, starting with a double colon(::), specifying the recipient's first name, company, last name, department, email address (all optional) and the fax number.

For example, to send a fax to Joe Johnson who is in the sales department at the company GFI and whose email address is sales@gfi.com and fax number 382419, the entry will be as follows:

```
::Joe, GFI, Johnson, Sales, sales@gfi.com, 382419
```

The fax number can be placed anywhere in the syntax. You can also specify the fax number by it self. For example:

```
:: 382419
```

The complete syntax for this line is as follows:

```
::<first name>, <company>, <last name>, <department>, <email address>, <fax number>
```

3. You can add additional send options by adding a second line, preceded by a double colon, specifying valid fax options as described in the paragraph below 'Fax options'.

4. Save the text file in the directory. Make sure the file is saved with the extension .txt.
5. The fax server will now start processing the file, and rename it with the extension .tmp.
6. If the fax is transmitted successfully, the extension of the fax file name will be changed to *.ok. If the fax has failed, the extension will be changed to *.err. The *.OK and *.ERR files may be viewed using a normal text editor. If you specify the sender of the fax (see below), a transmission report will also be sent to the user.

NOTE: The extensions *.OK and *.ERR are not used if you specify the sender of the message as outlined in the 'To specify the sender of the message' section further on in the manual.

The Text API Cover page

Text files are formatted using an HTML file as a template. This way you can add your company logo and address details etc. to the text file. By default, the text template uses the default global cover page, which is set up in the fax server configuration, cover page tab. However, you can change the cover page you wish to use by specifying a different cover page file, as shown below in the fax options.

Fax options

When sending a fax using Text API you can enter 'send' options such as high or normal resolution and schedule the faxing time. These options should be entered in the second line of the text file preceded by a double colon ::. (The recipients of the fax will not be able to see these specifications in the received text). The following options can be used:

To specify a cover page

::C=cover page name or ::Coverpage= cover page name

For example: ::C=cover1

'Cover page name' stands for the name of your cover page. If you do not want to send a cover page, but by default a cover page is added, you can override this option temporarily by specifying 'none' instead of a cover page name. This will cause GFI FAXmaker not to add a cover page.

NOTE: Remember that the cover page must be stored and configured on the server first.

To specify a front cover page

::F=front cover page name or ::frontcover=cover page name

For example: ::F=frontcoverpage2

'front cover page name' stands for the name of the front cover page.

NOTE: Remember that the cover page must be stored and configured on the server first.

To specify a fax header

::fh=header or :: faxheader=header

For example: `::fh=John Doe` or `::faxheader=John Doe`

With this option you can set a custom personal header, which will be added to the default fax header at the top of the fax.

To specify high or normal resolution

`::H` or `::high`, or `::N` or `::normal`

For example: `::H`

'H' stands for high resolution (200 * 200 dpi) and 'N' for normal resolution (200 * 100 dpi).

To schedule a fax

`::YYYY-MM-DD-hh:mm:ss`

For example: `::2005-04-21:16:05:00`

Specify year as 4-digits for 'YYYY' and 2-digits for the rest. 'MM' is for month, 'DD' is for day, 'hh' is for hour, 'mm' is for minutes and 'ss' is for seconds. When specifying a single digit value (i.e. from 0 to 9) for 2-digit values, make sure that you add a '0' as a prefix so that '3' becomes '03'.

Alternatively you can use the following superseded method:

`::hh:mm`

For example: `::23:15`

'hh' equals hours and 'mm' equals minutes. If you want to send a fax at a scheduled time, this option can be used.

To specify a billing code

`::B=nnnn` or `::billingcode=nnnn`

For example: `::B=5`

'nnnn' can be replaced by any string. This will be added in the log file and can then be used to apportion costs.

To specify the subject

`::S=subject` or `::subject=subject`

For example: `::S=pricelist`

Replace 'subject' by the subject that GFI FAXmaker should enter in the <subject> field of the cover page.

To specify priority

`::p=low/high/l/h` or `priority= low/high/l/h`

For example: `::p=low`

'P' stands for priority. You can enter low, high or l or h. This option is handy when you have submitted a large fax mailing and you wish to send out this fax immediately.

To request which fax line to use

`::line=linenumber` or `l=linenumber`

For example: `::line=1`

GFI FAXmaker will try to send the fax on the line specified. However, if the line is busy or unavailable, it will send it on another line.

To demand which fax line to use

`::dl=linenumber`

For example: `::dl=1`

GFI FAXmaker will only send the fax on the line specified. If the line is busy, the fax will not be sent until the line is available.

Alternatively you can also use the following method:

`::line=linenumber, demandline` or `::l=linenumber, dl`

For example `::line=1, dl`

To specify the sender of the message

`::fr=name` or `::from=name`

For example: `::fr=John Smith`

Replace 'name' with the name of the sender. This is only necessary when using the Text API, as in this case GFI FAXmaker will not have any information on the sender. If this option is used, GFI FAXmaker will include the Sender name on the cover page and return a transmission report to the sender.

To attach a file to your fax

`::A=File name`

For example: `::A=brochure.fax` or `::A=disclaimer.txt`

'File name' stands for the name of a fax attachment. Multiple attachments can be added to the fax by specifying multiple attachment commands as in the example.

NOTE: GFI FAXmaker searches for the attachment first in the 'coverpage' directory on the fax server and then in the TextAPI directory.

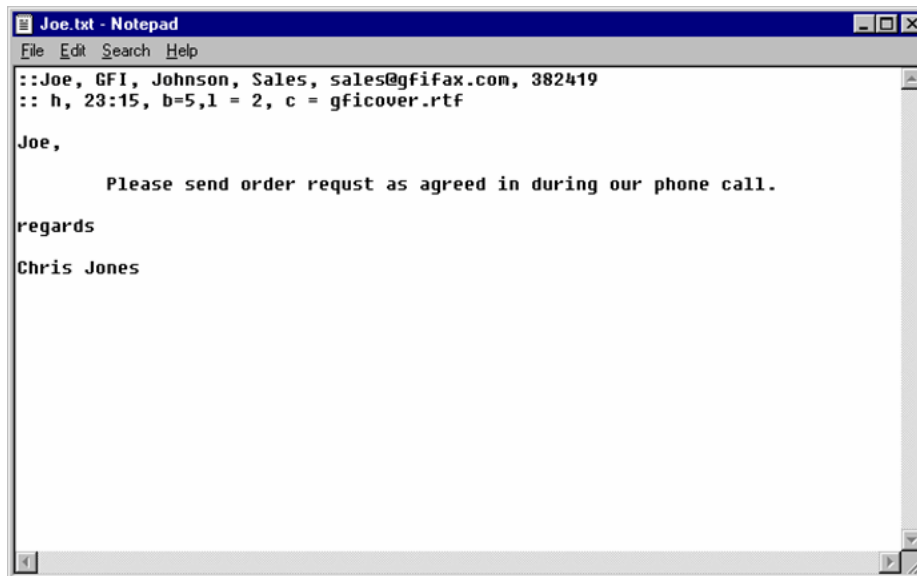
Multiple options

When you are using multiple options in a message, you must enter them on the same line, separated by a comma.

For example:

`::c=cover1,23:15,B=5`

This example sends a fax with 'cover1' as a cover page, scheduled for 23:15 hours, and will be charged to billing code 5.



Screenshot 2 - Send a fax using multiple options

NOTE 1: Remember that prior to using fax options, you must ensure that you have actually stored the attachments and cover pages that you are using.

NOTE 2: GFI FAXmaker is case-insensitive. This means that it does not matter whether you type your text in capitals or not.

XML API

The XML API is used to explicitly set all data needed by the GFI FAXmaker Fax Server or the GFI FAXmaker Message Transfer Agent to send faxes and/or SMS messages respectively. As its name specifies XML API is based on XML. A file containing all the data necessary for fax and/or SMS transmission is sent to the fax server in a standard XML file format.

Using XML API:

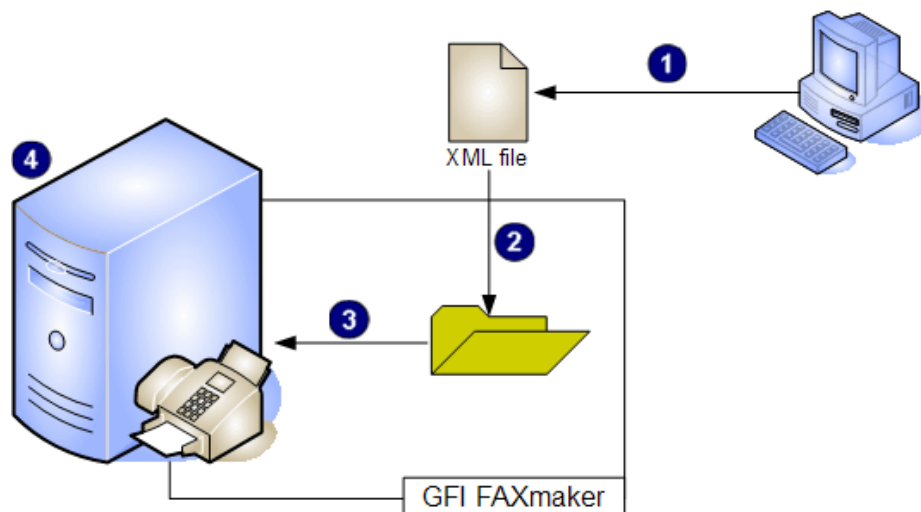


Figure 1 - Sending a fax/sms via the XML API

Sending a fax to GFI FAXmaker is done by depositing an XML file in a folder. The folder location is configured in the registry of the computer

where GFI FAXmaker is installed, under the “XMLAPI” located under “HKLM\Software\GFI FAX & VOICE\FAXmaker\Config” registry key. This folder is periodically polled by FAXmaker *.xml files and will pick any xml file for transmission as either a fax or SMS.

1	The 3rd party application generates an XML file containing all the information required for the fax/SMS.
2	The XML file is deposited in the designated folder.
3	GFI FAXmaker polls the preconfigured designated folder and retrieves the XML file information for processing.
4	GFI FAXmaker processes the XML information and sends FAX/SMS.

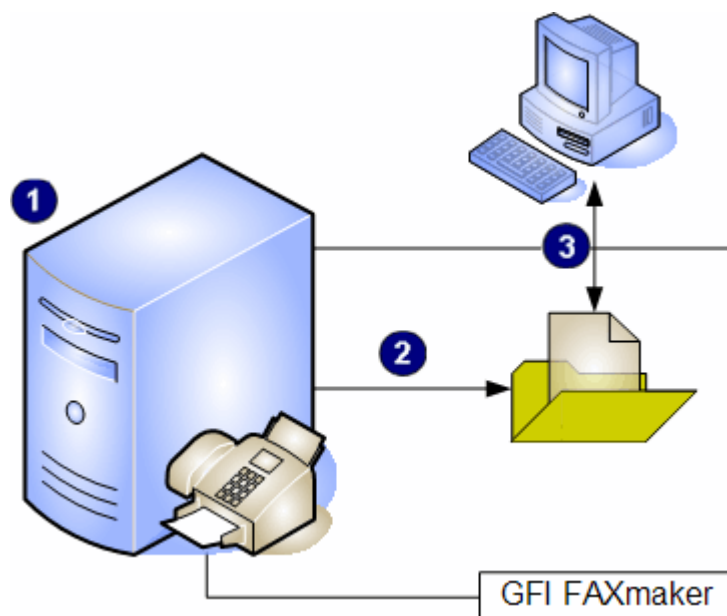


Figure 2 - Receiving responses from FAXmaker via XML API

1	GFI FAXmaker generates a response.
2	The XML file is deposited in the designated folder.
3	The 3rd party application polls the preconfigured designated folder and retrieves the XML file information for processing.

Third party application must poll the folder for response files. These are automatically cleared by GFI FAXmaker in 10 minutes since when the last write operation occurs within the response file.

The time interval is configurable via "XMLAPIExpiry" registry value found under HKLM\Software\GFI FAX & VOICE\Faxmaker\Config registry key. The value of this field in minutes.

Response messages are saved with the “.status” extension.

NOTE: Filenames (both *.xml and *.status) are limited to 16 characters and will be truncated if this limit is exceeded.

*.XML specification

Message fields

XML Path	\faxmakerdata\fields
Type	Node
Disposition	Required [x1]
Details	Block which contains the fax or SMS message data. NOTE: Only specify this block once in an XMLAPI file.
Example	<pre><?xml version="1.0" encoding="utf-8"?> <faxmakerdata> <fields> <subject>this is the subject</subject> <schedule>2004-10-10-08:15:00</schedule> <priority>high</priority> <billingcode>25</billingcode> <resolution>high</resolution> <coverpage>corporate</coverpage> <frontcovernote>letterhead</frontcovernote> <faxline demandline="true">3</faxline> <faxheader>J. L. Smith</faxheader> <bodyfile type="text/plain">c:\temp\bodyfile.txt</bodyfile> <attachment>c:\temp\document.doc</attachment> <uid>3a5a90s7de3g20k9y4d5e7e6fse28se5e097</uid> </fields> </faxmakerdata></pre>

XML Path	\faxmakerdata\fields\subject
Type	String
Disposition	Optional
Details	Sets the subject of the message

XML Path	\faxmakerdata\fields\schedule
Type	String
Disposition	Optional
Details	Sets the time of sending of the message. The date string has to be specified in the fixed format: YYYY-MM-DD-HH:mm:ss

XML Path	\faxmakerdata\fields\priority
Type	String
Disposition	Optional

Details	Sets priority of the message. Valid values are 'low', 'normal', 'high', 'veryhigh'
----------------	--

XML Path	\faxmakerdata\fields\billingcode
Type	string
Disposition	Optional
Details	Sets the sender's billing code of the message.

XML Path	\faxmakerdata\fields\resolution
Type	String
Disposition	Optional
Details	Sets the resolution of the fax. Valid values are 'normal', 'high'

XML Path	\faxmakerdata\fields\coverpage
Type	String
Disposition	Optional
Details	Sets the cover-page to use for sending the fax. This can be any cover-page name specified in the FAXmaker cover-pages configuration, or a filename in the FAXmaker\Coverpage folder.

XML Path	\faxmakerdata\fields\frontcovernote
Type	String
Disposition	Optional
Details	Sets the front cover-note to use for sending the fax. This can be any front cover-note name specified in the FAXmaker front cover-notes configuration, or a filename in the FAXmaker\Coverpage folder.

XML Path	\faxmakerdata\fields\faxline	
Type	Number	
Disposition	Optional	
Details	Sets the preferred line number to use when sending the fax.	
Attributes	demandline="true"	Specify this attribute when you wish to only (force) send the fax using the line specified.

XML Path	\faxmakerdata\fields\faxheader
Type	String
Disposition	Optional
Details	Sets the personal fax header information to use in the fax. This is rendered in the header/footer text of the fax if the correct header/footer field is selected.

XML Path	\faxmakerdata\fields\bodyfile	
Type	String	
Disposition	Optional	
Details	<p>Sets the file to be used as message body of the message. The file can be passed as a full path or just a filename in which case the file is searched in the same folder or the FAXmaker\coverpage folder.</p> <p>NOTE: If the file is passed as a full path it is deleted with the XML file itself when processed. This is true also if the file is passed as a filename and the file exists in the same folder.</p>	
Attributes	type="text/html"	Specify this attribute when you wish to specify that the message body text is in HTML format.
	type="text/rtf"	Specify this attribute when you wish to specify that the message body text is in RTF format.
	type="text/plain"	Specify this attribute when you wish to specify that the message body text is in plain text format. NOTE: This is default and so you do not need to specify this attribute if you know that your message body file is in plain text format.

XML Path	\faxmakerdata\fields\attachment	
Type	String	
Disposition	Optional [Multiple x60 Max.]	
Details	<p>Attaches the file specified to the message. The file can be passed as a full path or just a filename in which case the file is searched in the same folder or the FAXmaker\coverpage folder.</p> <p>NOTE 1: If the file is passed as a full path it is deleted with the XML file itself when processed. This is true also if the file is passed as a filename and the file exists in the same folder.</p> <p>NOTE 2: You can specify a maximum number of 60 attachments.</p>	

NOTE: Either \faxmakerdata\fields\attachment or \faxmakerdata\fields\bodyfile is required.

XML Path	\faxmakerdata\fields\uid	
Type	String [255 Chars. max.]	
Disposition	Optional	
Details	Specify an identifier that is used to mark the message. Uniqueness of this identifier is up to the creator of the message. Maximum number of characters is 255.	

XML Path	\faxmakerdata\fields\textapi	
Type	String	

Disposition	Optional [Multiple]
Details	Used to specify a single line of TextAPI commands. (including the '::' prefix) This field can be specified multiple times.

Sender Fields

XML Path	\faxmakerdata\sender
Type	Node
Disposition	Required
Details	Block which contains the sender personal details. It does not specify the actual sender. NOTE: Only specify this block once in an XMLAPI file.
Example	<pre><?xml version="1.0" encoding="utf-8"?> <faxmakerdata> <sender> <firstname>John</firstname> <lastname>Smith</lastname> <company>J.S. Holdings</company> <department>Sales</department> <faxnumber>+123 456 7890</faxnumber> <voicenumber>+123 456 0987</voicenumber> <emailaddress>jsmith@jsholdings.com</emailaddress> </sender> </faxmakerdata></pre>

XML Path	\faxmakerdata\sender\firstname
Type	String
Disposition	Optional
Details	Sets the first name of the sender.

XML Path	\faxmakerdata\sender\lastname
Type	String
Disposition	Optional
Details	Sets the last name of the sender.

XML Path	\faxmakerdata\sender\company
Type	String
Disposition	Optional
Details	Sets the company name of the sender.

XML Path	\faxmakerdata\sender\department
Type	String
Disposition	Optional
Details	Sets the department of the sender.

XML Path	\faxmakerdata\sender\faxnumber
Type	String
Disposition	Optional
Details	Sets the fax number of the sender.

XML Path	\faxmakerdata\sender\voicenumber
Type	String
Disposition	Optional
Details	Sets the voice (phone) number of the sender.

XML Path	\faxmakerdata\sender\emailaddress
Type	String
Disposition	Required
Details	Sets the internet email address of the sender.

Fax Recipients

XML Path	\faxmakerdata\recipients\xfax
Type	Node
Disposition	Optional [x1]
Details	Block which contains the recipients to send faxes to. NOTE: Only specify this block once in an XMLAPI file.
Example	<pre><?xml version="1.0" encoding="utf-8"?> <faxmakerdata> <recipients> <xfax> <recipient> <firstname>Joe</firstname> <lastname>Bloggs</lastname> <company>J.B. Ltd.</company> <department>Marketing</department> <faxnumber>+1 800 6565</faxnumber> <voicenumber>+1 800 6564</voicenumber> <emailaddress>jb@jb.com</emailaddress> </recipient> </xfax> </recipients> </faxmakerdata></pre>

XML Path	\faxmakerdata\recipients\xfax\recipient
Type	Node
Disposition	Required [Multiple]
Details	Block which contains a single fax recipient personal details.

XML Path	\\faxmakerdata\\recipients\\fax\\recipient\\firstname
Type	String
Disposition	Optional
Details	Sets the first name of the recipient.

XML Path	\\faxmakerdata\\recipients\\fax\\recipient\\lastname
Type	String
Disposition	Optional
Details	Sets the last name of the recipient.

XML Path	\\faxmakerdata\\recipients\\fax\\recipient\\company
Type	String
Disposition	Optional
Details	Sets the company name of the recipient.

XML Path	\\faxmakerdata\\recipients\\fax\\recipient\\department
Type	String
Disposition	Optional
Details	Sets the department of the recipient.

XML Path	\\faxmakerdata\\recipients\\fax\\recipient\\faxnumber
Type	String
Disposition	Required
Details	Sets the fax number of the recipient.

XML Path	\\faxmakerdata\\recipients\\fax\\recipient\\voicenumber
Type	String
Disposition	Optional
Details	Sets the voice (phone) number of the recipient.

XML Path	\\faxmakerdata\\recipients\\fax\\recipient\\emailaddress
Type	String
Disposition	Optional
Details	Sets the internet email address of the recipient.

SMS Recipients

XML Path	\\faxmakerdata\\recipients\\sms
-----------------	---------------------------------

Type	Node
Disposition	Optional [x1]
Details	Block which contains the recipients to send SMS messages to. NOTE: Only specify this block once in an XMLAPI file.
Example	<pre><?xml version="1.0" encoding="utf-8"?> <faxmakerdata> <recipients> <sms> <recipient> <firstname>Joe</firstname> <lastname>Bloggs</lastname> <company>J.B. Ltd.</company> <department>Marketing</department> <smsnumber>+1 65656565</smsnumber> <voicenumber>+18006564</voicenumber> <emailaddress>jb@jb.com</emailaddress> </recipient> </sms> </recipients> </faxmakerdata></pre>

XML Path	\faxmakerdata\recipients\sms\recipient
Type	Node
Disposition	Required [Multiple]
Details	Block which contains a single SMS recipient personal details.

XML Path	\faxmakerdata\recipients\sms\recipient\firstname
Type	String
Disposition	Optional
Details	Sets the first name of the recipient.

XML Path	\faxmakerdata\recipients\sms\recipient\lastname
Type	String
Disposition	Optional
Details	Sets the last name of the recipient.

XML Path	\faxmakerdata\recipients\sms\recipient\company
Type	String
Disposition	Optional
Details	Sets the company name of the recipient.

XML Path	\faxmakerdata\recipients\sms\recipient\department
-----------------	---

Type	String
Disposition	Optional
Details	Sets the department of the recipient.

XML Path	\\faxmakerdata\recipients\sms\recipient\smsnumber
Type	String
Disposition	Required
Details	Sets the SMS number of the recipient.

XML Path	\\faxmakerdata\recipients\sms\recipient\voicenum
Type	String
Disposition	Optional
Details	Sets the voice (phone) number of the recipient.

XML Path	\\faxmakerdata\recipients\sms\recipient\emailaddress
Type	String
Disposition	Optional
Details	Sets the internet email address of the recipient.

Example XMLAPI file

Example	<pre><?xml version="1.0" encoding="utf-8"?> <faxmakerdata> <fields> <subject>this is the subject</subject> <schedule>2004-10-10-08:15:00</schedule> <priority>high</priority> <billingcode>25</billingcode> <resolution>high</resolution> <coverpage>corporate</coverpage> <frontcovernote>letterhead</frontcovernote> <faxline demandline="true">3</faxline> <faxheader>J. L. Smith</faxheader> <bodyfile type="text/plain">c:\temp\bodyfile.txt</bodyf ile> <attachment>c:\temp\document.doc</attachment> <uid>3a5a90s7de3g20k9y4d5e7e6fse28se5e097</ui d> </fields> <sender> <firstname>John</firstname> <lastname>Smith</lastname> <company>J.S. Holdings</company> <department>Sales</department> <faxnumber>+123 (456) 7890</faxnumber> <voicenumber>+123 (456) 0987</voicenumber> <emailaddress>jsmith@jsholdings.com</emailadd ress> </sender> <recipients> <fax> <recipient> <firstname>Joe</firstname> <lastname>Bloggs</lastname> <company>J.B. Ltd.</company> <department>Marketing</department> <faxnumber>+1 800 6565</faxnumber> <voicenumber>+1 800 6564</voicenumber> <emailaddress>jb@jbltd.com</emailaddress> </recipient> </fax> <sms> <recipient> <smsnumber>+1 65656565</smsnumber> </recipient> </sms> </recipients> </faxmakerdata></pre>
----------------	---

*.STATUS specification

Message fields

Example	<pre><?xml version="1.0" encoding="utf-8"?> <faxmakerdata> <fax> <errorcode>3</errorcode> <description>Cannot find attachment</description> <uid>123132</uid> <faxfile>c:\folder\image1.fax</faxfile> <recipient>+111 555 222</recipient> </fax> <fax> <errorcode>0</errorcode> <description>Success</description> <uid>123132</uid> <faxfile>c:\folder\image2.fax</faxfile> <recipient>+111 222 555</recipient> </fax> </faxmakerstatus></pre>
----------------	---

NOTE: For each transmitted fax there is one fax node. If the input file specified a single recipient, then only one fax node is present in the resulting .status file. However, if multiple recipients are specified, there will be one fax node per recipient.

Field	errorcode
Type	numeric
Disposition	mandatory
Details	If transmission was successful contains zero. Otherwise, an error code. Use this field in conjunction with the description field to determine the cause of the problem.

Field	description
Type	string
Disposition	mandatory
Details	Contains transmission report for successful or failed transmissions.

Field	uid
Type	string

Disposition	optional
Details	If original XMLAPI input file contained the "uid" field, its value will be provided here. Refer to [1] for more information on "uid" field.

Field	faxfile
Type	string
Disposition	optional
Details	Contains full path to image file of the fax.

Field	recipient
Type	string
Disposition	optional
Details	Contains the fax number to which the fax has been sent.

Troubleshooting

Introduction

The troubleshooting chapter explains how you should go about resolving any software issues that you might encounter. The main sources of information available to users are:

- The manual – most issues can be solved by reading this manual.
- GFI Knowledge Base articles
- Web forum
- Contacting GFI Technical Support

Knowledge Base

GFI maintains a Knowledge Base, which includes answers to the most common problems. If you have a problem, please consult the Knowledge Base first. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. To access the Knowledge Base, visit <http://kbase.gfi.com/>.

Web Forum

User to user technical support is available via the web forum. The forum can be found at: <http://forums.gfi.com/>.

Request technical support

If you have referred to this manual and our Knowledge Base articles, and you still cannot solve issues with the software, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online:** Fill out the support request form on: <http://support.gfi.com/supportrequestform.asp>. Follow the instructions on this page closely to submit your support request.
- **Phone:** To obtain the correct technical support phone number for your region please visit: <http://www.gfi.com/company/contact.htm>.

NOTE: Before you contact our Technical Support team, please have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: <http://customers.gfi.com>.

We will answer your query within 24 hours or less, depending on your time zone.

Build notifications

We strongly suggest that you subscribe to our build notifications list. This way, you will be immediately notified about new product builds. To subscribe to our build notifications, visit: <http://www.gfi.com/pages/productmailing.htm>.

Index

*.STATUS specification 17

*.XML specification 8

A

API 1, 5, 6

E

Example XMLAPI file 16

F

Fax Recipients 12

Front Cover Page 3

S

SMS Recipients 13

T

Text API 1, 6

Troubleshooting 19