



SilentFax Server Kit Installation

Prepare the Server Platform

SilentFax server requires a PC with the following requirements:

- 1.0 GHz or higher processor clock speed, Intel Celeron/Pentium or AMD Duron/Sempron/Athlon 64 family is recommended.
- Windows 2000 Professional or Windows XP Professional operating system
- 40 GB Hard drive, 512 MB system memory
- 1024 x 768 or higher resolution video adapter
- 10/100 MB Ethernet NIC

If you are going to acquire a new PC, we recommend an 'all-on-board' type Micro-ATX mainboard with 2 or 3 PCI slots.

Although they are not mandatory, installing the following programs will be extremely useful and highly recommended:

- Adobe PDF Reader
- An Unzip program
- VNC remote control program

The following installation steps assume that you already have a PC meeting these requirements. Also note that the SilentFax server is designed to be an *appliance* (an independent, stand-alone device), it must be the only application running on the PC.

Installing Fax Boards

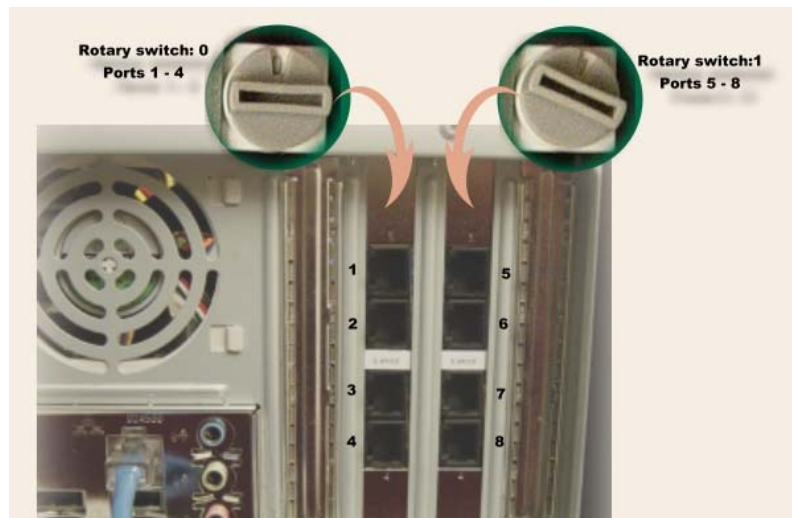
The SilentFax server software supports Intel Dialogic D4PCIUF boards. These are plug and play boards and you can install up to 16 boards in a single chassis.

Every D4PCIUF board has two switches:

- The Slide Switch (red) – *Do not change this switch position.*
This is used to set the initial hook state. The default position (away from the board) is On Hook.

- The Rotary Switch – *Change if you have more than one board.*
This is used to identify the port numbers.
The first board must be set to **0** to have ports 1 through 4.
The second board must be set to **1** to have ports 5 through 8.
The third board must be set to **2** to have ports 9 through 12.

As long as the rotary switch is set properly, the boards can be installed in any PCI slot. However, it makes sense to order the boards from left to right (from the back view) as shown below:



For more detailed information, refer to D4PCIUF Quick Install Card that comes with the board.

Installing Driver Software

The SilentFax Server Kit comes with 3 driver CDs. Each CD includes a separate driver package and each CD must be installed separately in the order explained below.

Installing CDs are very straightforward: Execute 'setup.exe' located in each CD and keep the default options. At the end of each setup, you may be asked to restart the PC.

Here is the outline for installing fax board drivers:

- Install the CD labeled as **System Release 5.1.1** (SR5.1.1)
- Install the CD labeled as **Service Update 95** (SU95)



- Auto detect the installed devices (i.e. fax boards)

It is important to have the fax boards detected after installing the Service Update 95. See below for the details of detecting the installed fax boards.

Installing SR5.1.1 and SU95

Run "setup.exe" on each CD to install the drivers.

During System Release 5.1.1 installation, when you are asked, select the "Compact / Run-Time Components" option to install.

Auto-Detecting Installed Devices

After completing the installation, you need to run the Dialogic Configuration Manager program to detect and configure the boards:

- Run **Dialogic Configuration Manager** program
From **Start >> Programs >> Intel Dialogic System Software >> Configuration Manager-DCM**
- If prompted, select **Local** computer to connect
- Select **Action >> Auto Detect Devices**
- Select **Service >> Startup Mode >> Automatic**
- Click on the **Start Service** (*green*) button

In the end, the DCM screen will indicate the installed fax boards as D/4PCI-U #0, #1 (and so on).

Installing the SilentFax Server Software

To install the SilentFax server software, run 'setup.exe' located in "**CD SFServerDLG**" folder of the SilentFax installation CD. By default, the server software will be installed in the "**C:\SFServer**" folder on your hard drive.

The installation program automatically installs the SilentFax Administration program on the server and creates a shortcut on the desktop. If you wish to administer the SilentFax server remotely from another PC on the network, you need to install the Administration package located on the CD.

Installation will be completed once you enter your license key. Note that you need to restart the SilentFax service for the license key to take affect.



If you don't have a license key at this point, contact our Sales department to register your server and obtain a license key.

We also recommend that you should create a shortcut for our debugging tool SilentFax Spy. For this:

- Navigate to "C:\SFServer\HTA"
- Locate "Spy.HTA" and create shortcut for this file on the desktop
- Rename the shortcut to "SilentFax Spy" and change its icon to "C:\SFServer\HTA\SF_Spy.ico"

Other useful shortcuts on the desktop:

- Shortcut to "C:\SFServer" folder
- Shortcut to Windows "Services" panel
- Shortcut to Windows "Command Prompt"

Specifying Dependency

It is important that, as a Windows service, SilentFax should start up after the Dialogic service (fax board drivers). This is achieved by specifying the "DependOnService" key in the system registry.

Although the key is defined by the "setup" program, you need to test and re-specify manually if necessary. To test the dependency, you need to reboot the PC.

If, on the start-up, SilentFax reports that "0 ports are detected", use the following procedure to re-define the registry key manually and test again.

Defining the Dependency Key Manually :

Steps (1) thru (3) are for deleting the existing dependency key and steps (4) thru (6) are for re-defining it.

1. From Start >> Run, execute "regedt32"
This will bring up the Registry Editor.
2. On the left panel, navigate to:
HKEY_LOCAL_MACHINE >> SYSTEM >> CurrentControlSet
>> Services >> SilentFax Server

When you select "SilentFax Server" on the left panel, the right panel displays some registry keys:

DependOnService:REG_MULTI_SZ:Dialogic..
DisplayName:REG_SZ:SilentFax Server
ErrorControl.....

3. On the right panel, select "DependOnService" entry and press the Delete key
You will get a warning message - click OK to continue.
4. On the left panel, select/highlight "SilentFax Server", then from the menu item Edit , select "Add Value".
5. In "AddValue" window, enter
DependOnService as Value Name,
REG_MULTI_SZ as Data Type
and click OK. A new window ("Multi-String Editor") will display.
6. In "Multi-String Editor" window, enter **Dialogic** in the Data field and click OK.
The new key (DependOnService:REG_MULTI_SZ:Dialogic..) will appear on the right panel.

Close the "Regedt32" program.