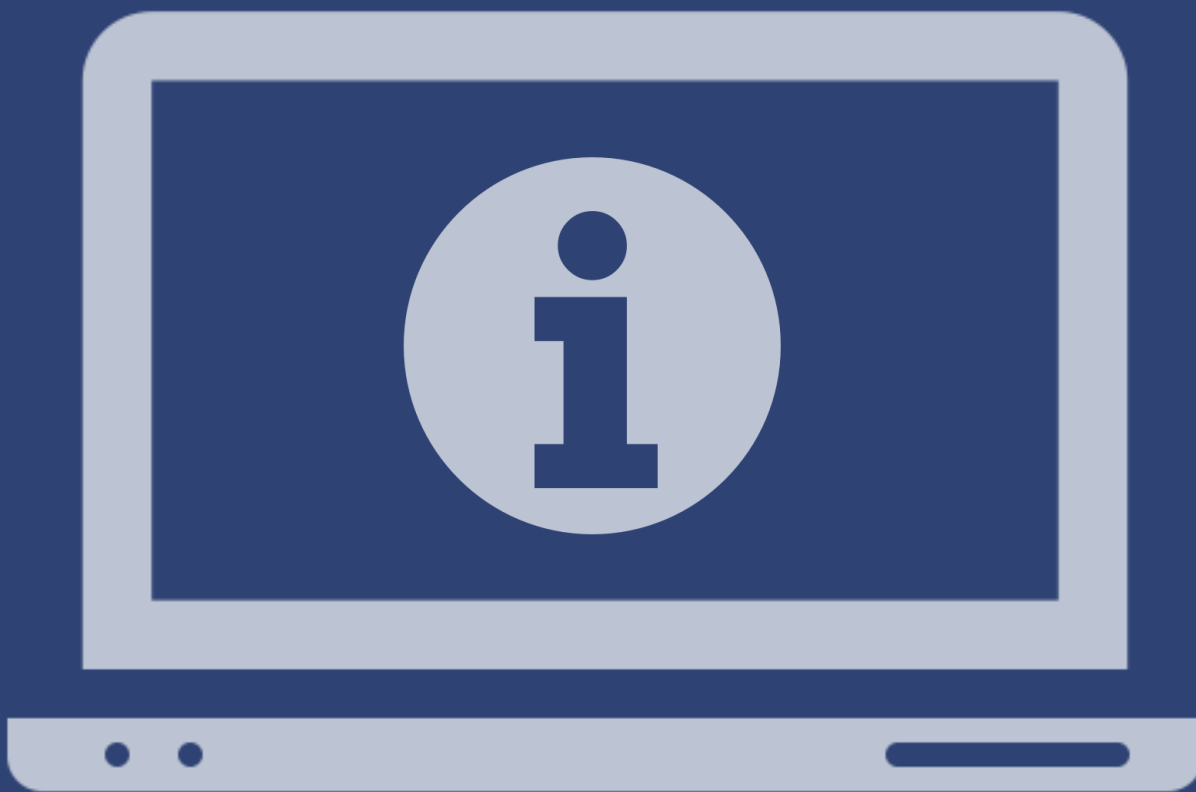


Concord Folder Fax

Complete User Guide

Version 4.0



Copyright © 2020 CONCORD Technologies. All Rights Reserved.

The contents of this publication and the specifications of this application are subject to change without notice.

The fax service provider who provided the software reserves the right to make changes without notice to this publication. The fax service provider and software shall not be responsible for any damages, consequential or otherwise, caused by reliance on the materials presented herein, including typographical errors.

More Information

Additional support can be provided through:

Email: premiumsupport@concord.net
Telephone: +1 (206) 441-3346, option 2
Fax: +1 (206) 441-7965
Website: <https://concordfax.com/folderfax/>

Premium Support hours are Monday – Friday, 6:00am to 6:00pm (Pacific Time)

TABLE OF CONTENTS

Préface	5
Getting Started	6
System Requirements	6
Installation and Upgrade	6
License Agreement	14
Getting Familiar with the Interface	15
Using Folder Fax	18
Service Description	18
Folder Fax Manager	18
Overrides	18
Folder Fax Profile Configuration	23
Folder Info	23
Cover Page Info	26
Folder Fax General Settings	28
General Settings	28
Advanced Settings	30
Managing the Folder Fax Service	32
Starting the Folder Fax Service	32
Stopping the Folder Fax Service	33
Refreshing the Folder Fax Service	33
Installation Verification	33
Testing Your Configuration	34
Troubleshooting / FAQs	35

Concord Support	38
Appendix A: DateTime Format	39

Préface

Welcome to Concord Folder Fax: a Windows utility that helps to send faxes using Concord Web Services. The Concord Folder Fax application monitors folders configured in the Folder Fax Manager. Once configured, and the service is running, sending faxes is as simple as creating new files to be faxed in the monitored folder(s).

Who this Guide is for?

The Concord Folder Fax User Guide provides helpful information for any administrator tasked with the installation and/or the configuration of service utility applications.

Getting Started

This chapter provides information required to get started with the Folder Fax application. The following topics are included:

- System Requirements
- Installation and Upgrade Procedures
- License Agreement
- Getting Familiar with the Interface

System Requirements

- To use Concord Folder Fax, you must have a Concord Fax account.
- Supported operating systems: Windows 2008, Windows 2008 x64, Windows 2008 R2, Windows 2012, Windows 2016
- Folder Fax requires a .Net version 4.7.2 or higher.
- Folder Fax requires at least 64 megabytes(MB) of RAM (128MB is recommended).
- Folder Fax requires at least 50 megabytes(MB) of available space on the hard disk (more may be required based on the level of traffic to handle).

Installation and Upgrade

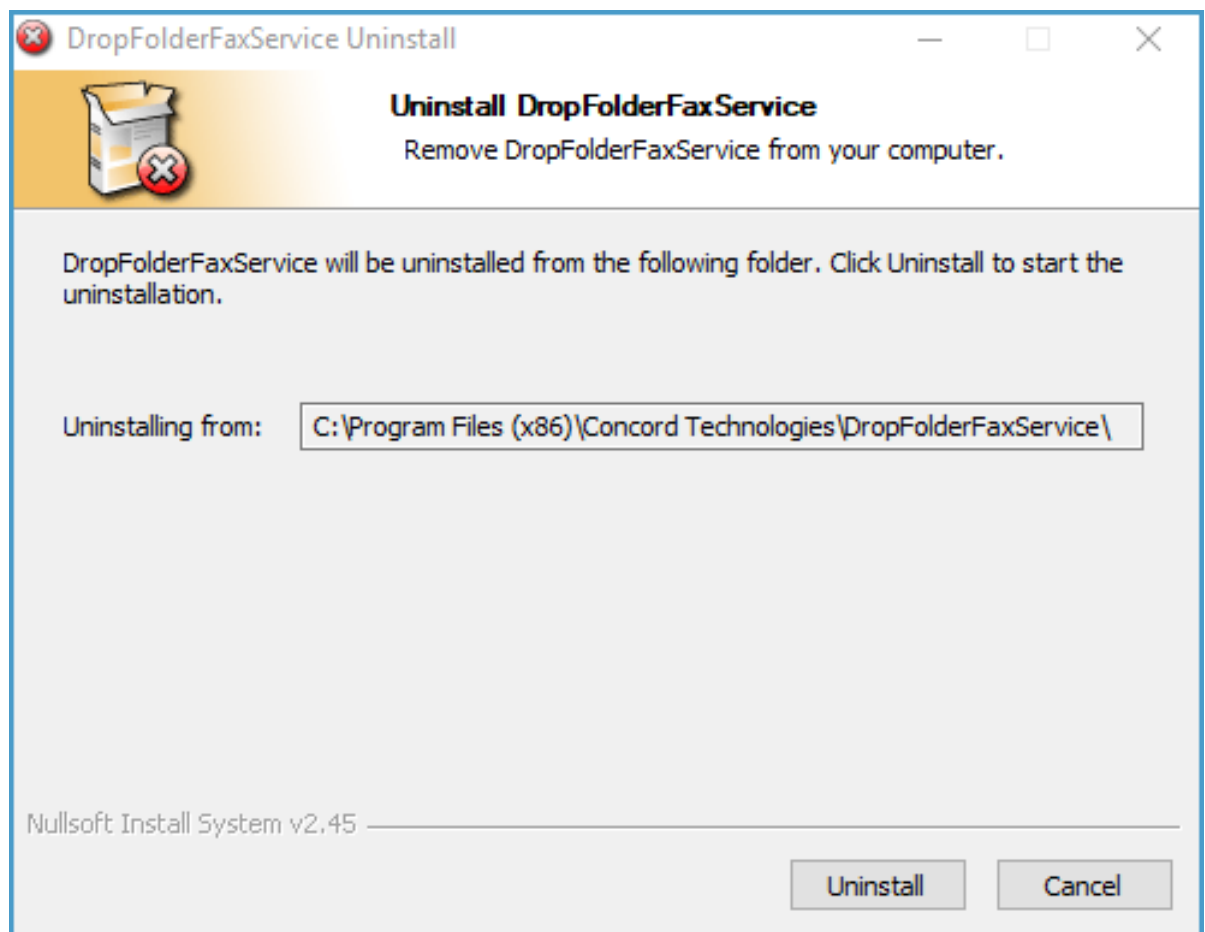
If you are installing Folder Fax for the first time, please skip to the [step-by-step installation procedures](#). If you are upgrading Folder Fax to the latest version, please follow the instructions directly below.

Upgrading an Existing Install

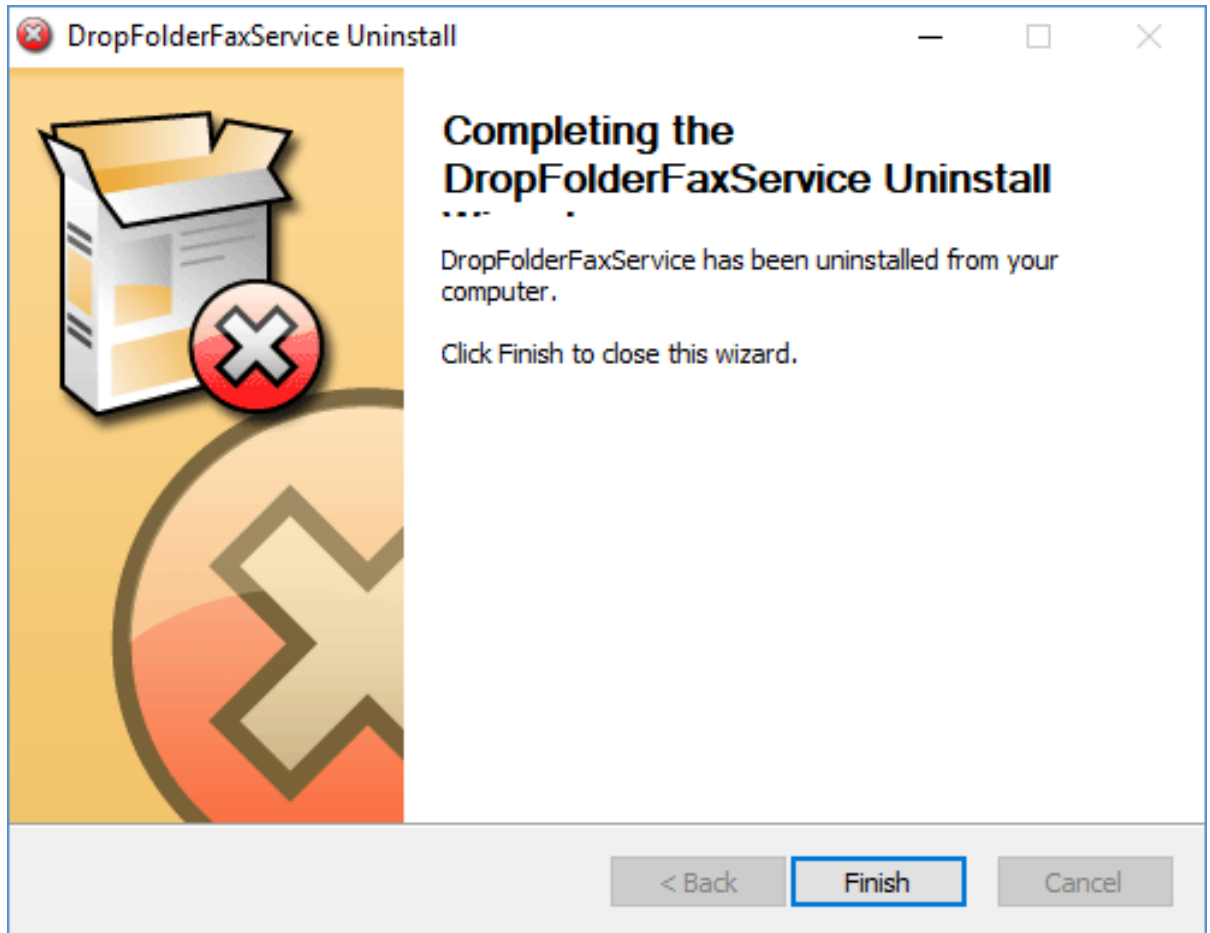
To upgrade Folder Fax, you will first need to uninstall the current version of the application from your workstation. **Note:** You will have the ability to migrate current settings to the new version, during the install.

The following screenshots will guide you to start this process:

- ➔ Go to **Control Panel -> Add Remove Programs/ Programs and Features**
- ➔ Right click on the Folder Fax service you are running (either **DropFolderFax** or **FolderFax**) and click on **Uninstall/Change** to remove the application from the workstation.
- ➔ Click **Uninstall**.



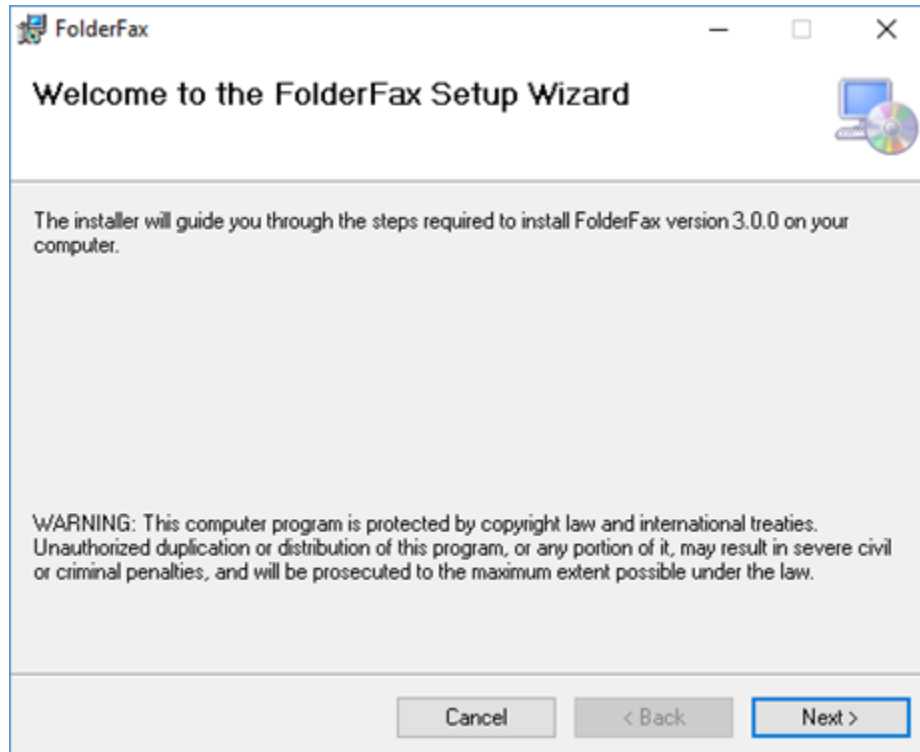
- ➔ On the successful completion of the uninstall, the following window will be displayed:



- Then follow the step - by - step instructions as discussed in [Step - by - Step Installation Procedure](#) section above

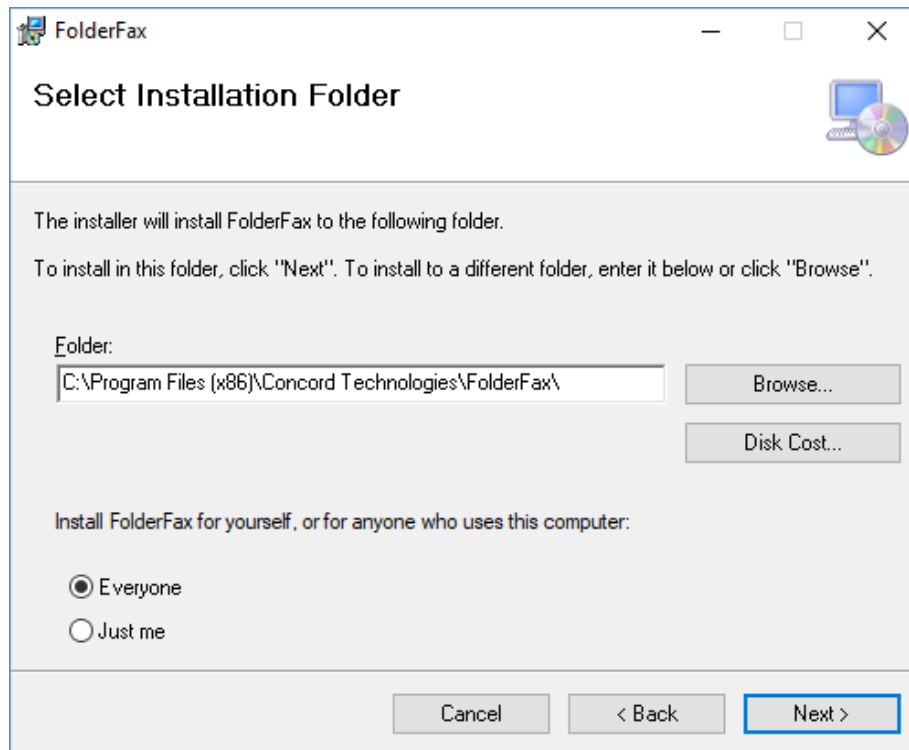
Step-by-Step Installation Procedure

- Download the Folder Fax Installer
- Disable any anti-virus software before installing Folder Fax
- Run the install setup by double clicking the [FolderFaxInstall.msi](#) file
- Click [Next](#) to initiate the install.

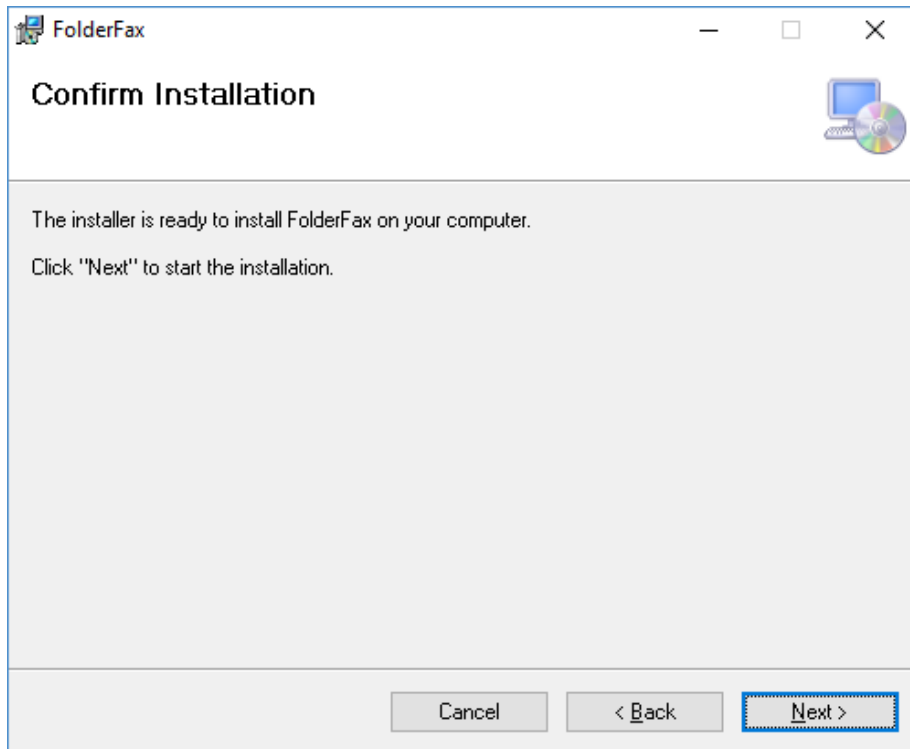


➔ Accept the default [Destination Folder](#) and click [Next](#)

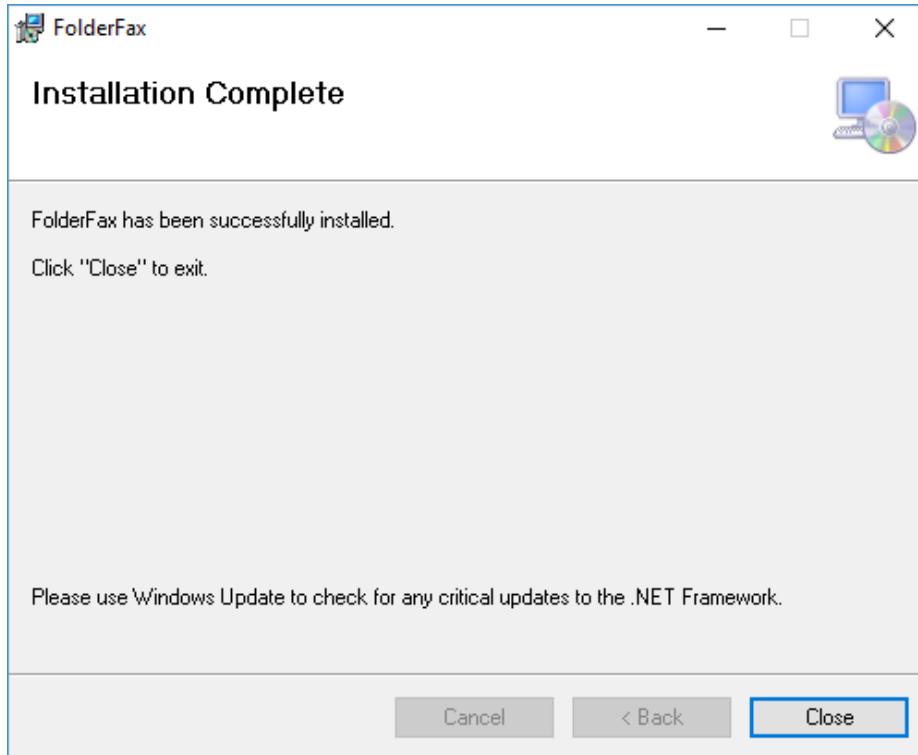
Note: If preferred, you can change the installation location.



➔ Click [Next](#) to start the installation.



- A progress bar will display your installation progress
- Once finished, you will get a successful installation notification, click [Close](#) to exit the installer



Windows Service Security Settings (optional)

If this application needs windows permissions to print or save files to disk, then you must set the permissions for the Windows service using the username/password that has access to the resources.

To set permission go to **Start > Control Panel > Administrative Tools** and open **Services**. Find the service Concord Folder Fax as shown below.

Concord FaxAssist	Processes email accounts and delivered to share/...	Running	Manual	Local System
Concord Folder Fax	Concord Folder Fax		Manual	Local System
Connected Devices Platform...	This service is used for Connected Devices Platfor...	Running	Automatic (D...	Local Service

Right click on the service and select **Properties**. Click on the **Log On** tab and change the "Log on as" to "This account" and type in the windows account that is required to access the remote resources such as printer or file storage.

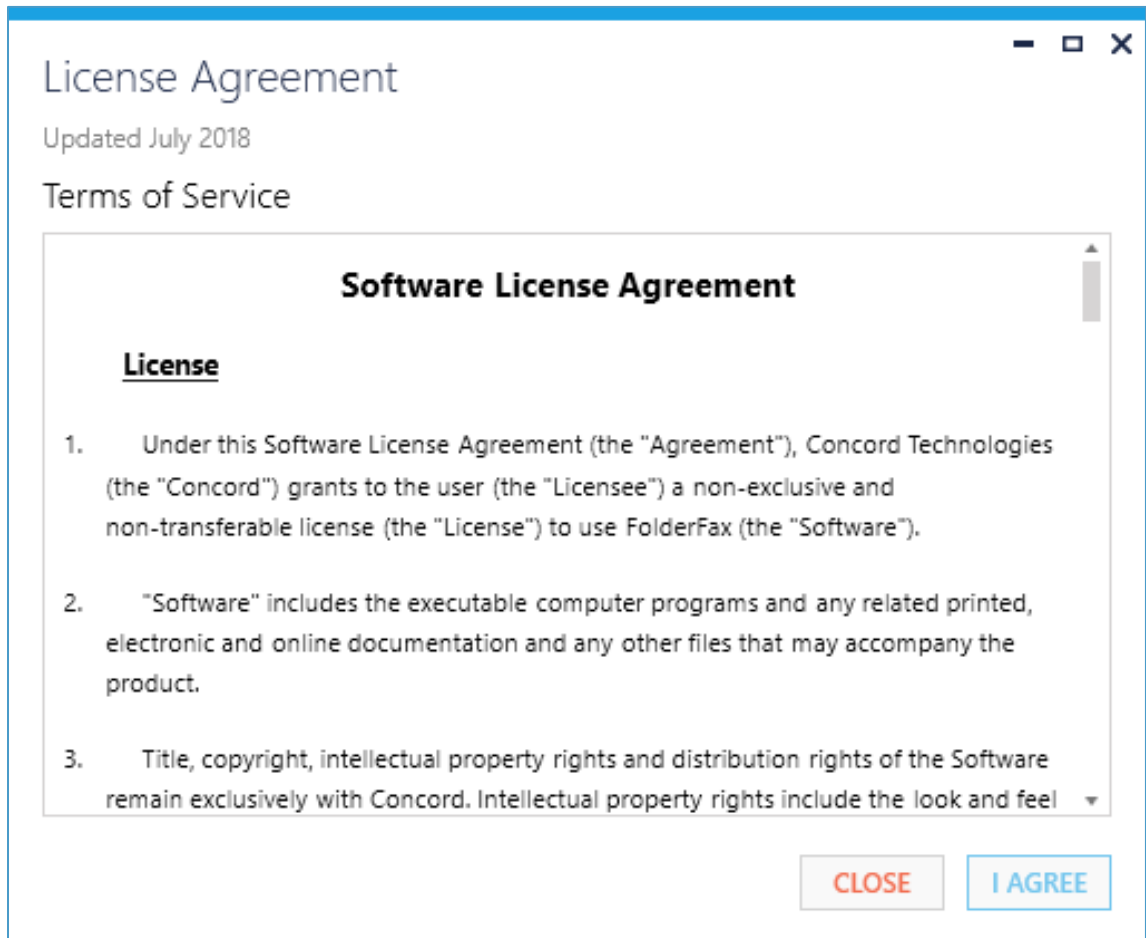
Note: This is only required if the remote resource requires windows permissions to access.

The image shows a Windows-style dialog box titled "Concord Folder Fax Properties (Local Computer)". It has four tabs: "General", "Log On", "Recovery", and "Dependencies". The "Log On" tab is selected. The dialog contains the following elements:

- "Log on as:" label
- Radio button for "Local System account" with a sub-option "Allow service to interact with desktop" (unchecked).
- Radio button for "This account:" which is selected. Next to it is a text box containing "mydomain\user_name" and a "Browse..." button.
- "Password:" label with a masked password field (dots).
- "Confirm password:" label with a masked password field (dots).
- Buttons at the bottom: "OK", "Cancel", and "Apply".

License Agreement

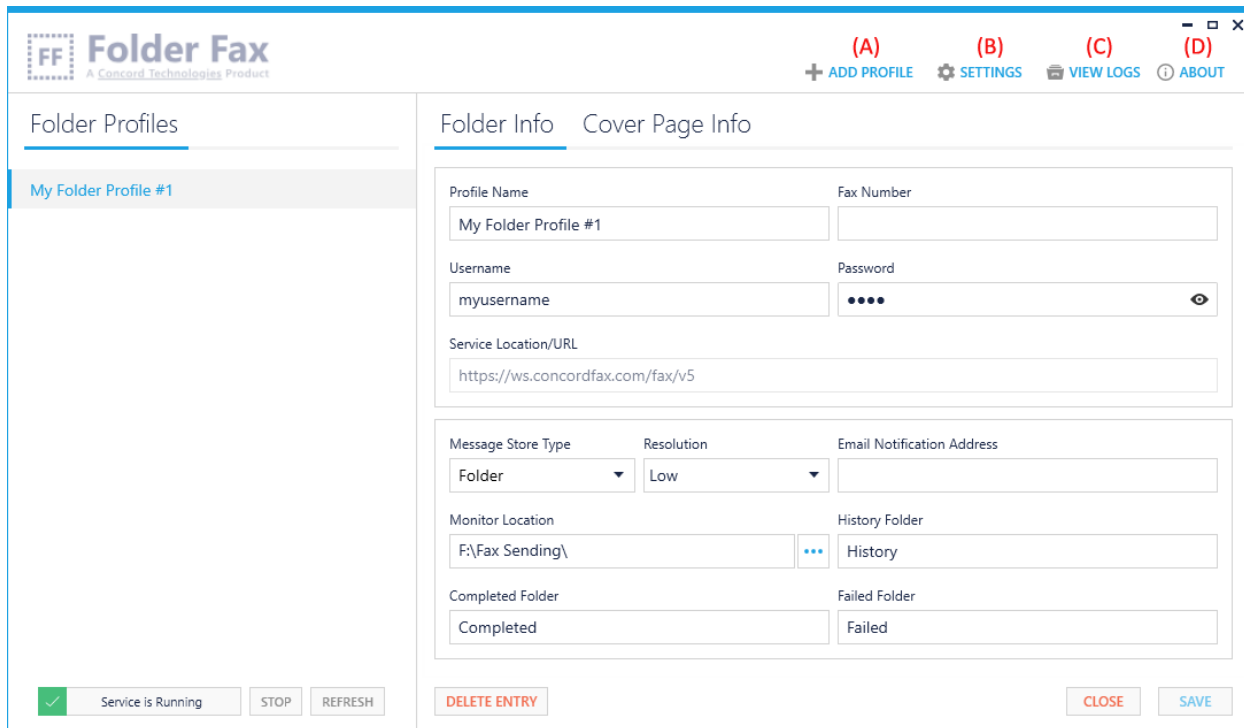
On the first launch of the Folder Fax application after installation, the software license agreement will be displayed. Confirm acceptance by clicking on **I AGREE**.



Note: This is a one-time notification and will no longer appear after installation.

Getting Familiar with the Interface

As a first-time user, it is recommended to take a few minutes to get familiar with the user interface.



The screenshot displays the Folder Fax web interface. The top left corner features the 'FF Folder Fax' logo, with 'A Concord Technologies Product' underneath. The top right corner contains navigation links: '+ ADD PROFILE (A)', 'SETTINGS (B)', 'VIEW LOGS (C)', and 'ABOUT (D)'. The main content area is split into two sections: 'Folder Profiles' on the left and 'Folder Info' on the right. Under 'Folder Profiles', 'My Folder Profile #1' is selected. The 'Folder Info' section contains several input fields: 'Profile Name' (My Folder Profile #1), 'Fax Number', 'Username' (myusername), 'Password' (masked with dots and an eye icon), 'Service Location/URL' (https://ws.concordfax.com/fax/v5), 'Message Store Type' (Folder), 'Resolution' (Low), 'Email Notification Address', 'Monitor Location' (F:\Fax Sending\), 'History Folder' (History), 'Completed Folder' (Completed), and 'Failed Folder' (Failed). At the bottom left, there is a green checkmark icon, a 'Service is Running' status indicator, and 'STOP' and 'REFRESH' buttons. At the bottom right, there are 'DELETE ENTRY', 'CLOSE', and 'SAVE' buttons.

The main screen is divided into 2 sections. On the left side of the screen you will see a list of configured folders. Below this list are controls for starting and stopping the service. On the right side, will be the details associated with the folder selected. Above the folder information you will see a few additional options: [Add Profile \(A\)](#), [Settings \(B\)](#), [View Logs \(C\)](#), and [About \(D\)](#).

Add Profile

Click on the [Add Profile](#) button, to bring up a new screen to configure a new folder profile. For more information about the Folder Profile record please see the [Profile Configuration](#) Profile Configuration section of this document.

The screenshot displays the 'Folder Fax' web application interface. The top navigation bar includes the 'Folder Fax' logo (A Concord Technologies Product) and navigation links: '+ ADD PROFILE', 'SETTINGS', 'VIEW LOGS', and 'ABOUT'. The main content area is divided into two sections: 'Folder Profiles' on the left and 'Folder Info' on the right. The 'Folder Profiles' section shows a list with one entry: 'My Folder Profile #1'. The 'Folder Info' section contains the following configuration fields:

- Profile Name:** An empty text input field.
- Fax Number:** An empty text input field.
- Username:** An empty text input field.
- Password:** An empty text input field.
- Service Location/URL:** A text input field containing the value 'https://ws.concordfax.com/fax/v5'.
- Message Store Type:** A dropdown menu set to 'Folder'.
- Resolution:** A dropdown menu set to 'Low'.
- Email Notification Address:** An empty text input field.
- Monitor Location:** A text input field with the placeholder 'Select storage location...' and a three-dot menu icon.
- History Folder:** A text input field containing the value 'History'.
- Completed Folder:** A text input field containing the value 'Completed'.
- Failed Folder:** A text input field containing the value 'Failed'.

At the bottom of the interface, there are several control buttons: a green checkmark icon with the text 'Service is Running', 'STOP', and 'REFRESH' buttons; a 'DELETE ENTRY' button; and 'CANCEL' and 'SAVE' buttons.

Settings

The [Settings](#) screen allows you to configure application behaviors such as the Service Interval, Document Extensions as well as Notification settings. For more information about the Settings, please see the [General Settings](#) section of this document.

General Settings

Service Interval: 1 Minutes

Valid Document Extensions: tif

Global Failure Email From: folderfax@example.com

Global Failed Notification Email Address:

SMTP Host:

View Logs

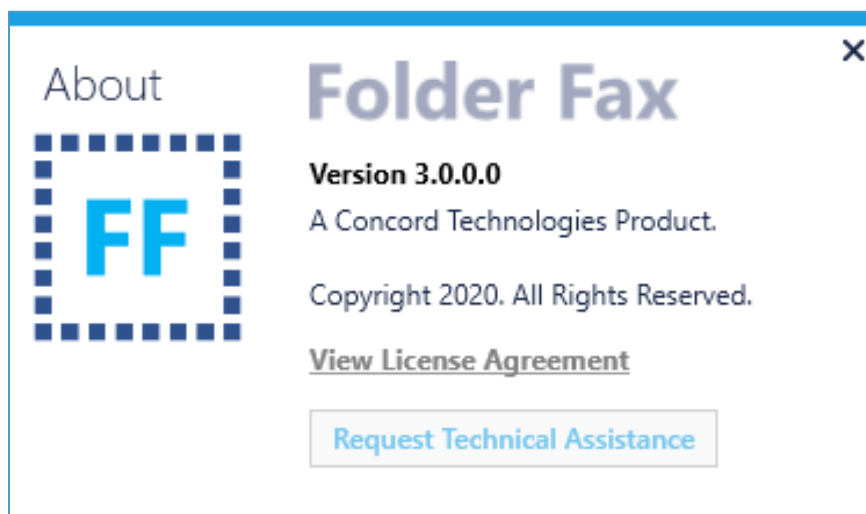
CANCEL SAVE

View Logs

The View Logs button will display the log viewer which allows you to monitor Folder Fax application activity, research problems or provide to technical support. For more information about the logs, please see the [Troubleshooting](#) section of this document.

About

For version and licensing information, as well as instructions for requesting technical assistance, click on the **ABOUT** button.



Using Folder Fax

The Folder Fax application monitors folders configured in the Folder Fax Manager. Once configured, and the service is running, sending faxes is as simple as creating new files to be faxed in the monitored folder(s).

Service Description

At the specified interval setting configured in the Folder Fax Manager, a monitored folder is checked for new files. When new files are found they are moved to a unique job folder and they are examined for overrides of any of the configured fields, such as the fax number. Once the file has been validated, it is packaged and submitted to Concord via Web Services. If the submission is successful, the fax request is moved to the completed folder location. If the submission failed, the fax request is moved to the failed folder location. Both the failed and completed folder locations are configured in the Folder Fax Manager. All activity is captured in log files that are helpful for review or in the event an issue occurs.

Folder Fax Manager

The Folder Fax Manager is an easy to use tool for configuring the Folder Fax service. This User Guide will provide details on the various configuration settings. For some of the settings, the values entered are default settings that apply to the faxes submitted from the monitored folder. These default settings can be overridden. If no overrides exist the fax will be submitted with the settings configured in the Folder Fax Manager, such as the destination Fax Number. Please see the [Overrides](#) section on the options offered for overrides.

Overrides

Overrides are often necessary when sending faxes. The most common override is the destination Fax Number. Unless your workflow requires that all files be being sent to the same fax number, you will want to override that setting.

Folder Fax offers two methods for overriding the configuration settings within the Folder Fax Manager: [FileName Overrides](#) and [XML Overrides](#).

FileName Overrides

The fax file placed in the monitored folder can have information added to the filename to provide override values for [FaxNumber](#) and [EmailNotificationAddress](#).

Tokens used in the filename will be the token name "fax" followed by an equal "=" sign and then followed by an open brace "{" then the value "12065551212" and then followed by a closed brace "}".

Example Fax Token Format: `fax={12065551212}`

Note: The file name contains the fax number where the document should be faxed to. If included in the filename the default values for the folder will be ignored.

Below are some examples of filenames, and the rules that will apply to faxing that document.

Example 1: faxjob1-07280812341233.doc

As there are no overrides, your fax will be sent to default fax number, and will use the default email address, both of which are defined in the folder profile in Folder Fax Manager.

Example 2: fax={12065551212}faxjob1-job112345.doc

As the fax token is provided, your fax will be sent to the specified fax number but will use the default email notification address defined for the folder.

Example 3: fax={12065551212}email={someone@domain.com}faxjob1-job112345.doc

As both the fax token and the email notification address token are provided, your fax will be sent to the specified fax number and the notification will be sent to the specified email address.

Recommendation:

Although not required, it is **strongly recommended** that filenames include a unique identifier be included in the filename. For those clients who fax the same document multiple times within the monitored interval, if not named uniquely then it is possible that files would be overwritten in the monitored folder.

Recommended filename with date: Add date time to filename down to the millisecond. faxjob1-07280812341233.doc

Recommended filename with unique Id: The file is obtained from a database that contains unique identifiers that would never be repeated. faxjob1-job112345.doc

XML Overrides

When a fax is dropped into a monitored folder it can have a matching XML file also dropped into the folder, that contains a list of override values that will change the default behavior defined for the folder in Folder Fax Application Manager.

***Required:** The name of the xml file (minus the extension) **must match** the same name as the document being faxed.*

Example: **job103-FaxFile.tif** would need a matching file **job103-FaxFile.xml**. Include in the xml file any values that should be overridden from the default folder settings.

Note: if you are using this approach, first place the XML file in the folder, then place the document to be faxed in the folder to avoid having the file picked up before the XML file is present. As another approach, you can also place an extension on the document file such as ".temp" to avoid it being processed until you rename to a valid extension name.

Below is a list of supported elements that can be included within the XML file.

Element	Description
CoverName	Must match one of the Concord server-side cover page names defined for web services.
CoverSubject	Subject to place on the cover page.
CoverText	Text to place in body of cover page.
EmailNotificationAddress	Email address that final notification will be sent to.
FaxNumber	Contains the fax number that the document should be faxed to.
JobExpiryDate	Date/Time that a fax should be expired if not delivered by the defined date/time. See Date Time Format for date format required.
JobScheduleStartDate	Date/Time that a fax should be scheduled for. See Date Time Format for date format required. See Date Time Format for date format required.
JobScheduleStartType	Values are Immediate or Scheduled. Immediate is default. If Scheduled is set, then the JobScheduleStartDate field must be set to indicate the time the fax should be scheduled for. See Date Time Format for date format required.
RecipientCompany	Recipient Company to place on the cover page.
RecipientName	Recipient Name to place on the cover page.
RecipientTitle	Recipient Title to use on the cover page.

Sample XML Override File

```
<?xml version="1.0" encoding="utf-8" ?>
<FaxJob>
  <EmailNotificationAddress>myemail@mydomain.com</EmailNotificationAddress>
  <FaxNumber>19995551212</FaxNumber>
  <CoverName>CoverName</CoverName>
  <CoverSubject>CoverSubject</CoverSubject>
  <CoverText>CoverText</CoverText>
  <RecipientCompany>RecipientCompany</RecipientCompany>
  <RecipientName>RecipientName</RecipientName>
  <RecipientTitle>RecipientTitle</RecipientTitle>
  <ReferenceId>ReferenceId</ReferenceId>
  <Resolution>High</Resolution>
  <SenderCompany>SenderCompany</SenderCompany>
  <SenderCSID>SenderCSID</SenderCSID>
  <SenderFax>SenderFax</SenderFax>
  <SenderName>SenderName</SenderName>
  <SenderPhone>SenderPhone</SenderPhone>
  <JobScheduleStartType>Immediate</JobScheduleStartType>
  <JobScheduleStartDate></JobScheduleStartDate>
  <JobExpiryDate></JobExpiryDate>
</FaxJob>
```

XML Override Scenarios

Scenario 1: Your monitored folder has a default fax number and notification email address set in Folder Fax Manager. You want to drop a file in the folder that will go to a different fax number and different notification address.

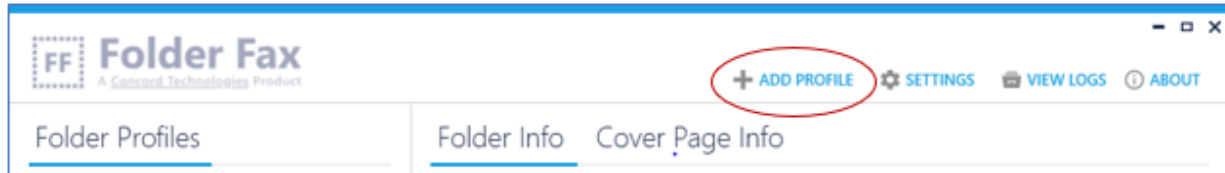
```
<FaxJob>
  <FaxNumber>12065551212</FaxNumber>
  <EmailNotificationAddress>someone@domain.com</EmailNotificationAddress>
</FaxJob>
```

Scenario 2: Your monitored folder has a default fax number and notification email address set in Folder Fax Manager. However, you want to schedule the fax to go out at a future date and also include a ReferenceId.

```
<FaxJob>
  <JobScheduleStartType>Scheduled</JobScheduleStartType>
  <JobScheduleStartDate>2008-07-28T14:00:00-0800</JobScheduleStartDate>
  <ReferenceId>123456</ReferenceId>
</FaxJob>
```

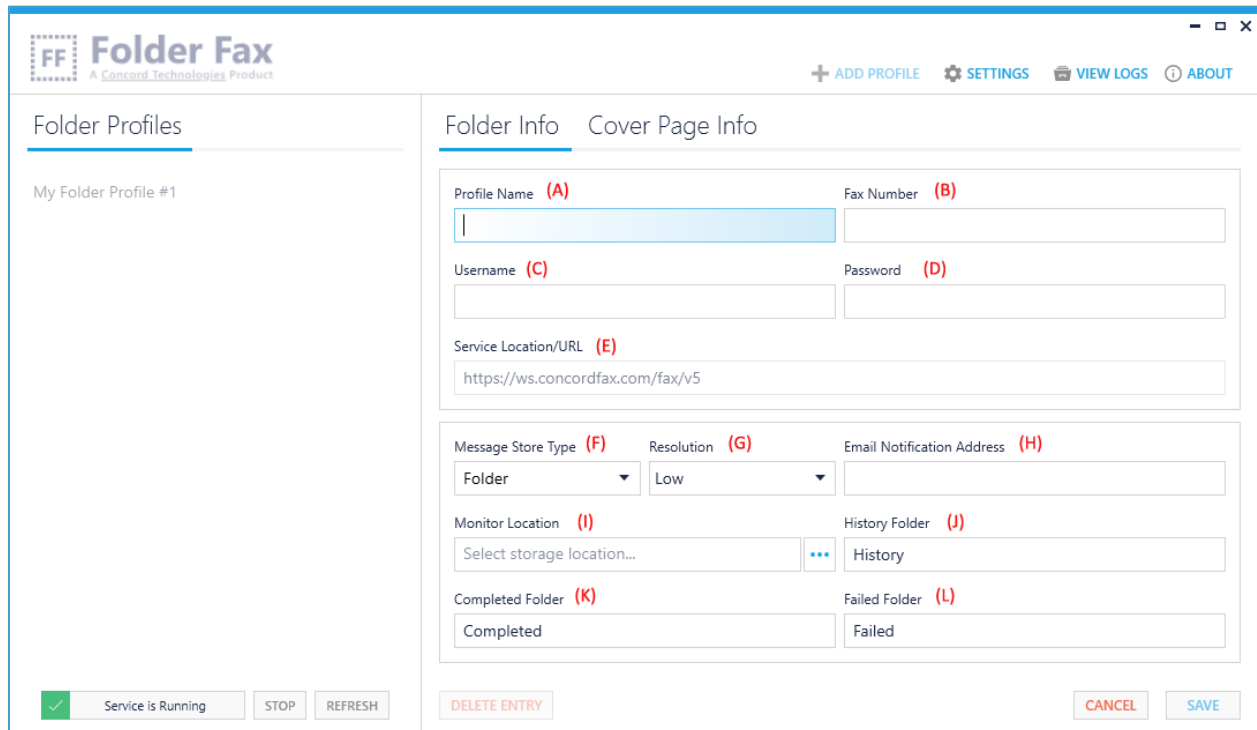
Folder Fax Profile Configuration

The Concord Folder Fax application is designed to monitor configured folders and send faxes using Concord Web Services. Monitored folders are set up using profiles. To create a new profile, click on the **ADD PROFILE** button at the top of the UI, a new Folder Info screen will appear.



Folder Info

The **Folder Info** screen will display the necessary items for configuring a monitored folder and capturing the necessary information for sending faxes.



Profile Name

The **Profile Name** field (A) is used to identify the account profile you are creating. The only requirement for this alphanumeric field is that it must be unique.

Fax Number

The **Fax Number** field (B) is used to define a default fax number, that all faxes from this folder will be sent to if not overridden in fax file or supplied xml file.

Username

Enter the **Username** (C) that has been provided by Concord.

Example: mbx12065551212

Password

Enter the **Password** (D) that has been supplied by Concord for the Username that you have defined.

Service Location

The **Service Location/URL** (E) is the address used to connect to the Concord Web Service. By default, the service location will be <https://ws.concordfax.com/fax/v5> which cannot be modified.

Message Store Type

The **Message Store Type** (F) represents the message store type for the account.

Currently, the only valid type is folder.

Default value: folder

Resolution

The **Resolution** field (G) allows you to define the fax resolution (quality) for this account.

The options include Low and High.

Default value: Low

Email Notification Address

Enter the **Email Notification Address (H)** where you want the final notifications for this account to be sent.

Example: myemail@mydomain.com

Monitor Location

Enter the **Monitor Location (I)** which needs to be checked for new faxes by the Folder Fax service. The folder location can be chosen using the browse button.

Example: d:\foldertomonitor\

Note: If you are saving to a Network Storage location, you will need to use the full UNC path (e.g. \\server\\Faxes\FolderFax)

History Folder

Enter the **History Folder (J)** that represents the folder or directory where history files will be stored. As this is a relative location, you should **NOT** specify the file path.

Default value: history

Completed Folder

Enter the **Completed Folder (K)** that represents the folder or directory where successful faxes will be stored. As this is a relative location, you should **NOT** specify the file path.

Default value: completed

Failed Folder

Enter the **Failed Folder (L)** that represents the folder or directory where failed faxes will be stored. As this is a relative location, you should **NOT** specify the file path.

Default value: failed

Cover Page Info

The [Cover Page Info](#) screen will allow you to specify a cover page and configure the default settings that you want to include on all faxes sent from this folder.

The screenshot shows the 'Folder Fax' web interface. The top navigation bar includes 'Folder Profiles', 'Folder Info', and 'Cover Page Info' (which is the active tab). The 'Cover Page Info' section contains several input fields: 'Cover Page Name (A)', 'Sender Name (B)', 'Sender Phone (C)', 'Sender Company (D)', 'Sender Fax (E)', 'Sender CSID (F)', 'Reference ID (G)', 'Recipient Name (H)', 'Recipient Company (I)', 'Recipient Title (K)', 'Subject (L)', and 'Cover Text (M)'. At the bottom left, there is a status indicator 'Service is Running' with 'STOP' and 'REFRESH' buttons. At the bottom right, there are 'DELETE ENTRY', 'CLOSE', and 'SAVE' buttons.

Cover Page Name

Enter the [Cover Page Name \(A\)](#) that you want to include on all faxes sent from this folder. It is important to note that the Cover Page Name **must** match a Concord server-side cover page name.

Sender Name

Enter the [Sender Name \(B\)](#) to be displayed on the cover page.

Sender Phone

Enter the [Sender Phone \(C\)](#) to be displayed on the cover page.

Sender Company

Enter the **Sender Company (D)** to be displayed on the cover page.

Sender Fax

Enter the **Sender Fax Number (E)** to be displayed on the cover page.

Sender CSID

Enter the **Sender CSID (F)** to be included in the fax header (at the top of every page).

Reference ID

Enter the **Reference ID (G)** that can be used to identify this fax.

Recipient Name

Enter the **Recipient Name (H)** to be displayed on the cover page.

Recipient Company

Enter the **Company Name (I)** to be displayed on the cover page.

Recipient Title

Enter the **Recipient Title (K)** to be displayed on the cover page.

Subject

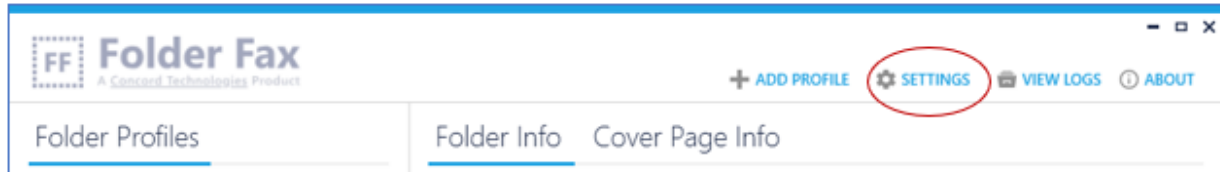
Enter the **Subject (L)** to be displayed on the cover page.

Cover Text

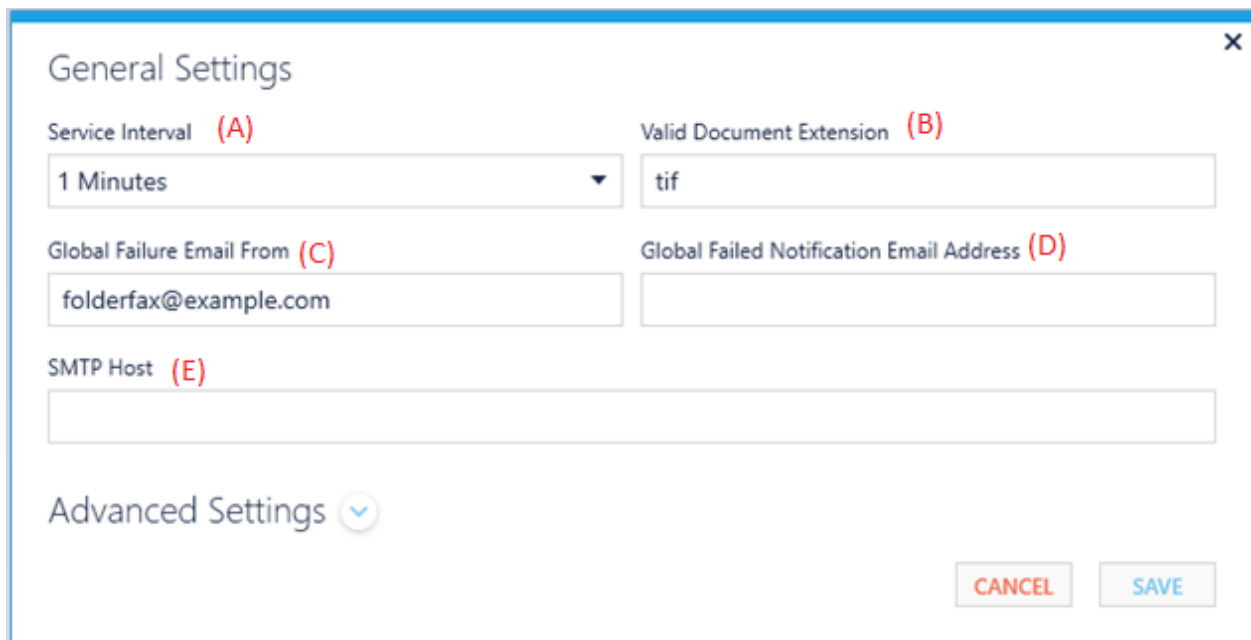
Enter the **Cover Text (M)** that will be included in the body of the cover page.

Folder Fax General Settings

To configure the settings applicable to all profiles within Folder Fax, click on the [SETTINGS](#) button at the top of the Folder Fax Manager UI.



General Settings

A screenshot of the 'General Settings' dialog box. It contains several configuration fields: 'Service Interval (A)' is a dropdown menu set to '1 Minutes'; 'Valid Document Extension (B)' is a text input field containing 'tif'; 'Global Failure Email From (C)' is a text input field containing 'folderfax@example.com'; 'Global Failed Notification Email Address (D)' is an empty text input field; and 'SMTP Host (E)' is an empty text input field. At the bottom, there is an 'Advanced Settings' section with a downward arrow and two buttons: 'CANCEL' and 'SAVE'.

Service Interval

The [Service Interval \(A\)](#) setting allows you to configure the time interval in which you want to monitor the folder or folders to send faxes. This interval setting applies to all the configured folders. Choices include: 1, 5, 10, 15, 30 and 60 minutes.

Default value: 1 Minutes

Valid Document Extensions

The **Valid Document Extensions (B)** field is a comma delimited list of file extensions that can be sent via fax. Document extensions added to this list must be supported by the Concord network. You can customize this list to only look for files with an extension included in this list.

Example: tif, doc, pdf, xls, html

Global Failure Email From

The **Global Failure Email From (C)** is the email address that will be used as the sender for any application failure notifications. This should be a valid email address, so that any failures to deliver a notification will bounce back to this email. It also provides a way of knowing that an email was generated by the Folder Fax application.

Default value: folderfax@example.com

Global Failed Notification Email Address

Enter the **Global Failed Notification Email Address (D)** that should be notified for any failures that happen with the application. This is typically the email address of the application Administrator.

*Note: If this email address is not defined, then global failure notifications will **NOT** be generated.*

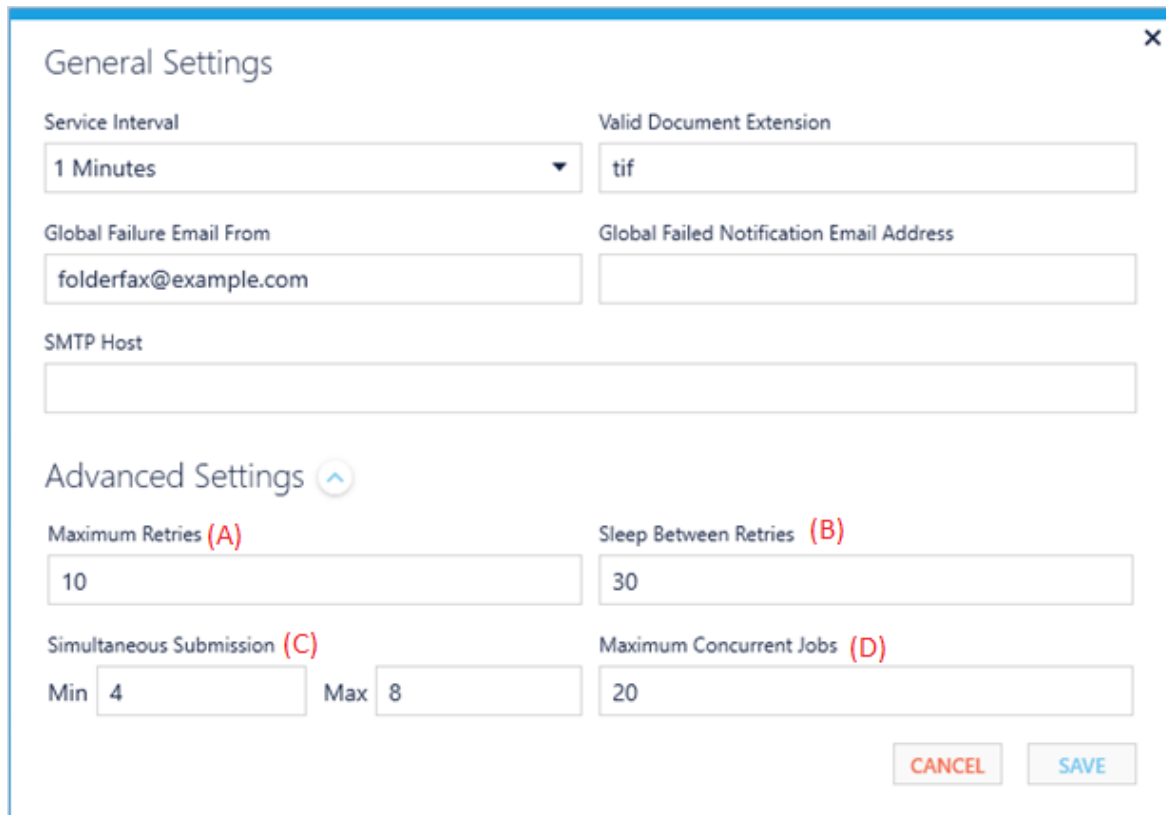
SMTP Host

Specify the **SMTP Host (E)** that will be used for sending submission failure notifications.

*Note: If the SMTP Host is not defined, then submission failure notifications will **NOT** be generated.*

Advanced Settings

To display and configure advanced settings, click on the expand arrow next to the [Advanced Settings](#) heading.



The screenshot shows a 'General Settings' dialog box with a close button (X) in the top right corner. The 'General Settings' section includes: 'Service Interval' set to '1 Minutes', 'Valid Document Extension' set to 'tif', 'Global Failure Email From' set to 'folderfax@example.com', and an empty 'Global Failed Notification Email Address' field. Below this is an empty 'SMTP Host' field. The 'Advanced Settings' section is expanded, showing: 'Maximum Retries (A)' set to '10', 'Sleep Between Retries (B)' set to '30', 'Simultaneous Submission (C)' with 'Min' set to '4' and 'Max' set to '8', and 'Maximum Concurrent Jobs (D)' set to '20'. At the bottom right are 'CANCEL' and 'SAVE' buttons.

Maximum Retries

The [Maximum Retries \(A\)](#) setting defines the maximum number of attempts to submit the fax to Concord to be tried in the event of a temporary outage such as intermittent internet connectivity or DNS resolution.

Default value: 10

Sleep between Retries

The [Sleep Between Retries \(B\)](#) setting defines the number of seconds that a submission attempt should wait between retries.

Default value: 30

Simultaneous Submission

The **Simultaneous Submission (C)** settings define the minimum and maximum thread counts.

Minimum Thread Count: defines the minimum number of threads that will be idle and waiting to process asynchronous submissions.

Default value: 4

Maximum Thread Count: defines the maximum number of threads that will be idle and waiting to process asynchronous submissions.

Default value: 8

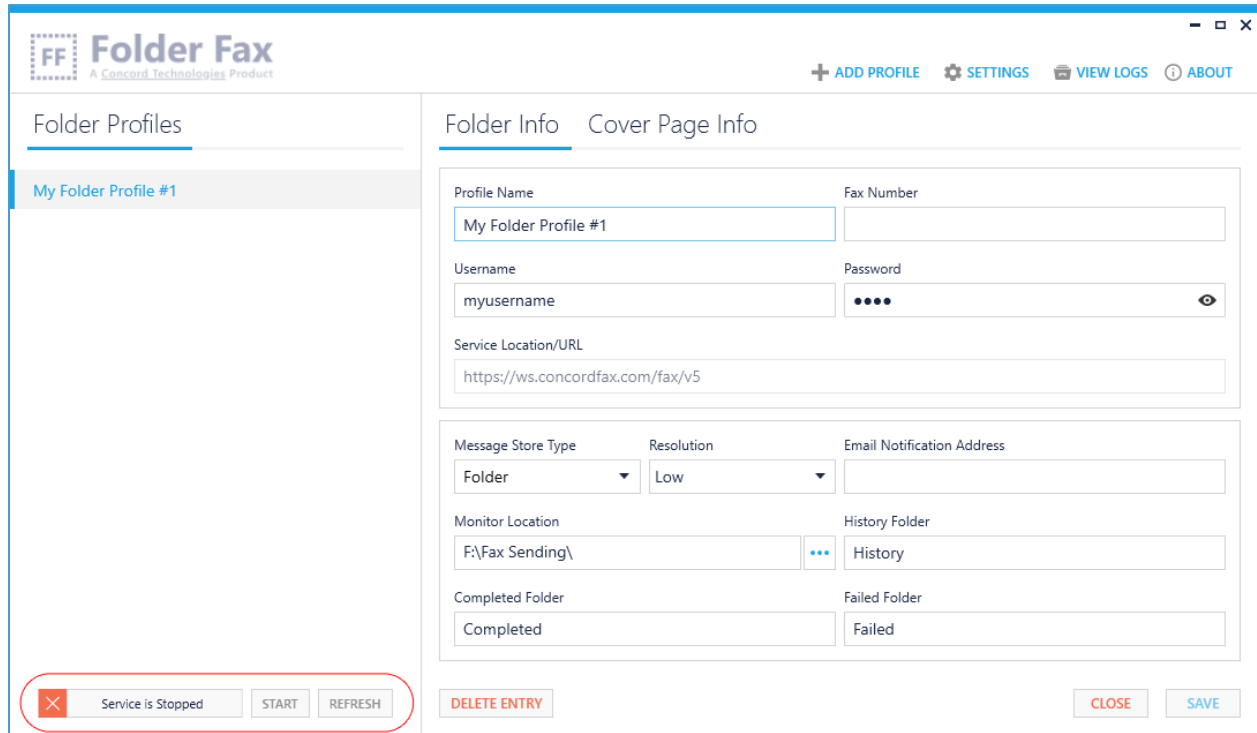
Maximum Concurrent Jobs

The **Maximum Concurrent Jobs (D)** setting defines the maximum number of jobs that should be processed during a single interval.

Default value: 20

Managing the Folder Fax Service

Controls for starting, stopping and refreshing the service are provided on the bottom left corner of the Folder Fax Manager UI.

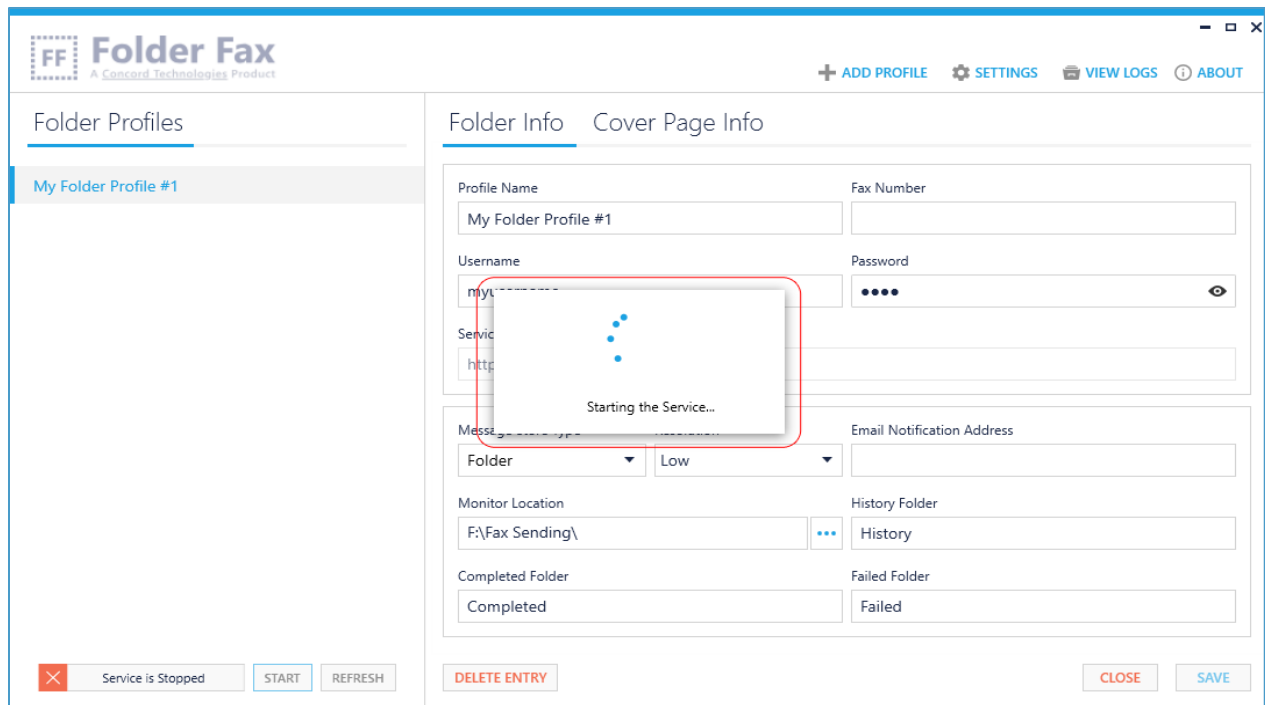


Starting the Folder Fax Service

Folder Fax is intended to run as a service. Once you have configured your folder profiles, the service should run continuously collecting and submitting your outbound faxes. You can configure Folder Fax to automatically start when your computer boots (see the [FAQs](#) section for more information), or you can manually start the service.

To start the service manually, click on the [Start](#) button. You may see an in-progress message, while the service is starting up.

Once started, the status will turn green and display that the service is running.



Stopping the Folder Fax Service

To stop the service, click on the [Stop](#) button, and the status will turn red and display that the service is stopped.

Refreshing the Folder Fax Service

Click on the [Refresh](#) button to refresh the status of the Folder Fax service.

Installation Verification

The Folder Fax application keeps a log of all actions that are performed by the service. This is a good starting point should things not appear to be working properly.

You can access the log files by clicking on the [View Logs](#) button in the upper right-hand corner of the Folder Fax Manager UI. Look for the word **ERROR** in the log file for any configuration issues or problems in processing email accounts. **Note:** The logs will not be generated until the service has been started.

Testing Your Configuration

By this point you should have completed the necessary steps to begin using the Folder Fax application, after the installation.

These include:

- Confirm or configure your general settings, including the file types that are to be processed
- Configure the folders that are to be monitored, including all the mandatory fields
- Start / Restart the Folder Fax service to load the new configurations

To test your configuration, first make sure the service is running, then place a document, with a supported file type in the configured folder. Within the specified interval, the Folder Fax service will see the file, and submit it to Concord for faxing.

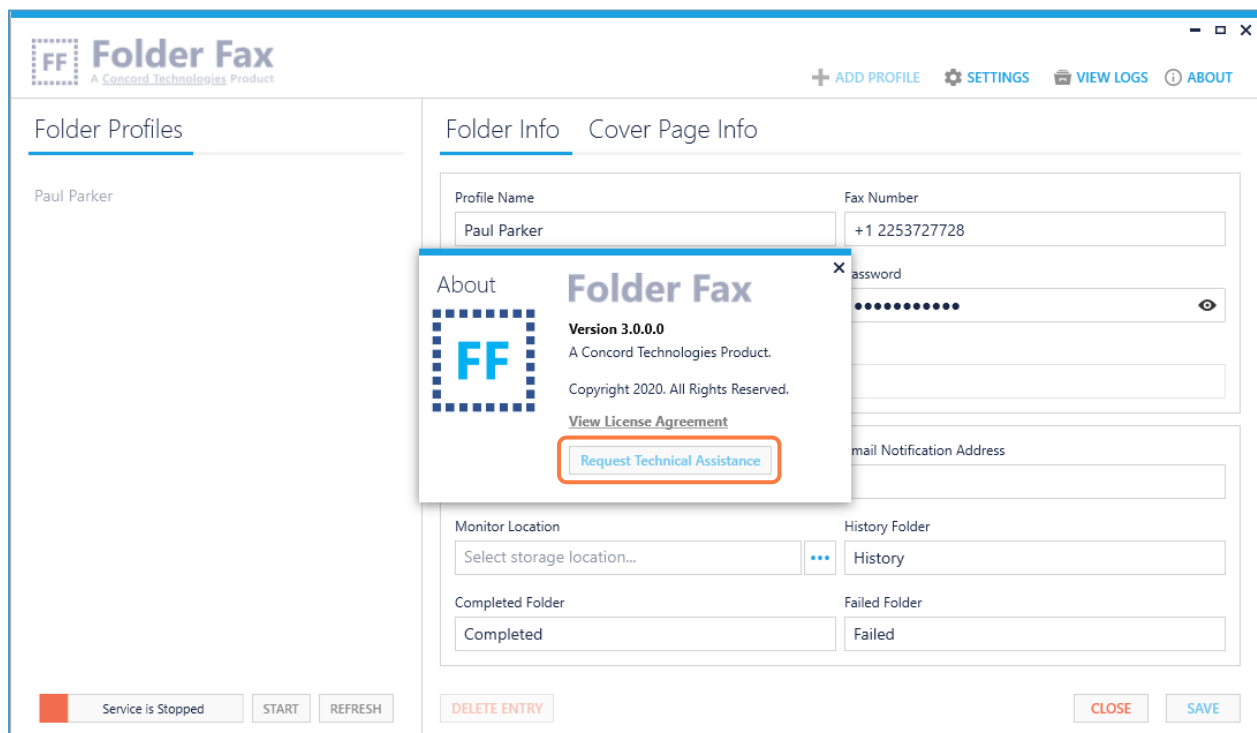
Note: The destination fax number is defined by the option you have chosen. Either the default fax number configured within the Folder Fax Manager, as a File Name Override, or within an XML Override. Please see the [Overrides](#) section for more information.

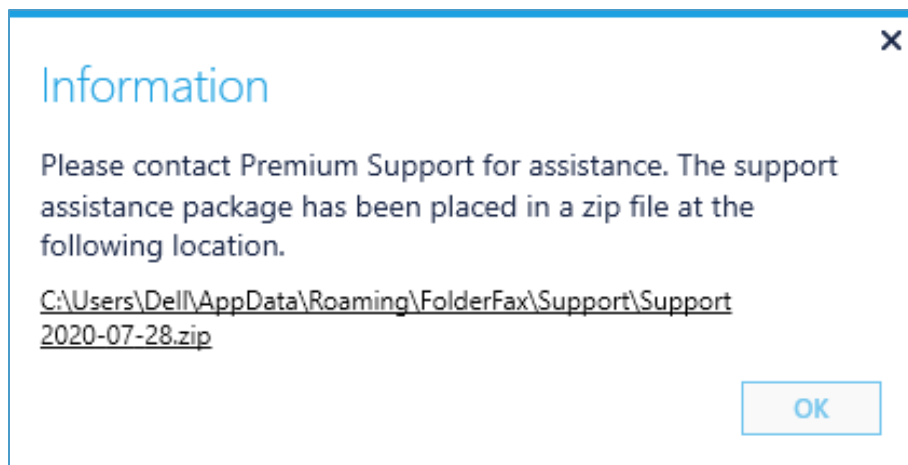
Troubleshooting / FAQs

Question: I need help with Concord Folder Fax, what do I need when I contact Support?

Folder Fax will create log files for all interactions, and any potential errors that may occur. If you experience any problems using the application, the Concord Support team will require these log files to troubleshoot the issue.

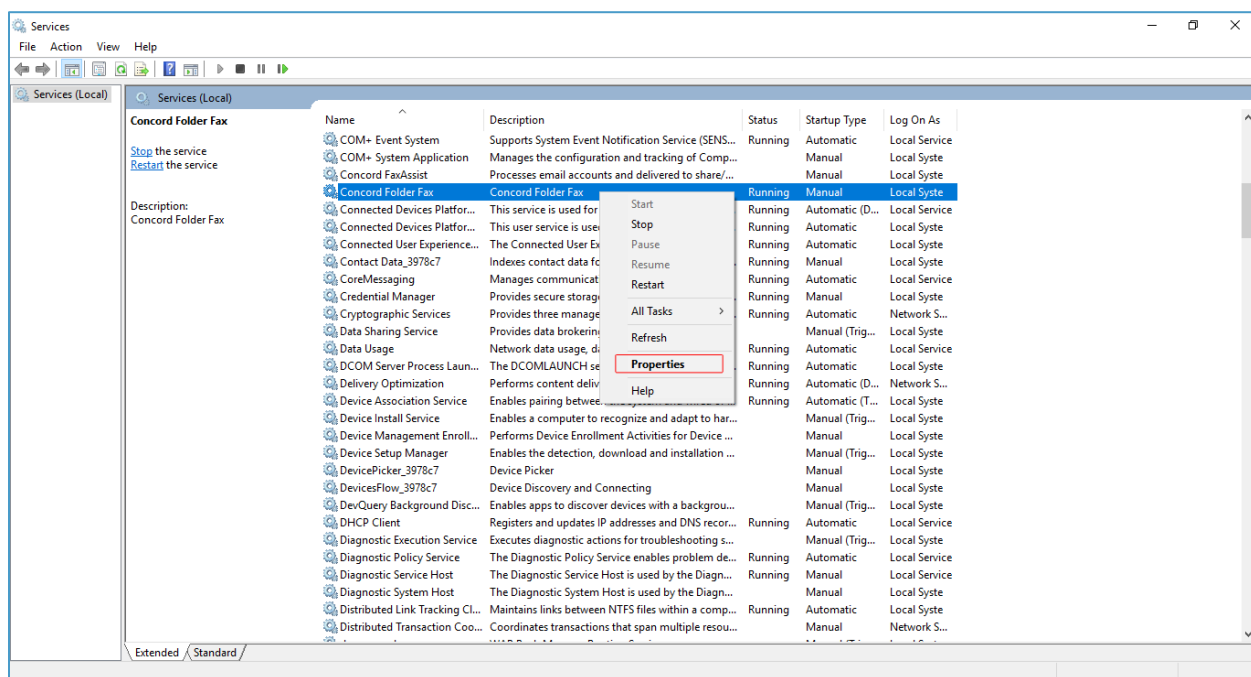
You can find these log files bundled in a zip file, by simply clicking on the [Request Technical Assistance](#) link found in the [About](#) screen.



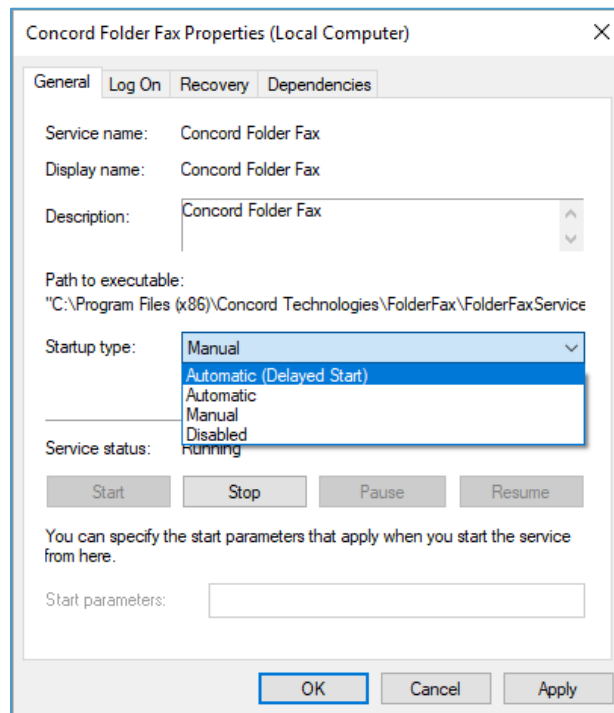


Question: How can I have the Folder Fax Service start automatically when my computer boots?

By default, the Folder Fax Service will be set to manually start (meaning you will need to start the service from the UI, or from the Services Manager). However, you can configure this service to automatically start when the computer boots. To do so, go into the Services Manager (type **Windows+R** keys to open the Run dialog, type **services.msc** and press Enter), and right click on the **Concord Folder Fax** service, and select **Properties**.



From the Startup Type dropdown, choose **Automatic** or **Automatic (Delayed Start)**, and save your settings. Note, **Automatic** will **start** during the boot process, while services set to **start** as **Delayed** will **start** shortly after boot. **Starting** your service **Delayed** improves the boot performance of your server and has some security benefits.



Question: How can I have Folder Fax Manager start automatically when my computer boots?

- ➔ If you do not already have a shortcut to Folder Fax, you will need to create one, and drag it to the desktop.
- ➔ Next, open **Run** command box by simultaneously pressing **Windows logo** and **R** keys (Windows logo + R). In the Run command field, type **shell:startup** and then press Enter key to open **Startup** folder.
- ➔ Finally, copy and paste or cut and paste the app shortcut from the desktop to this **Startup** folder to add the app to startup.

Concord Support

Should you need any assistance with Folder Fax or any other Concord product or service, please contact our Premium Support Team.

- Email: premiumsupport@concord.net
- Telephone: +1 (206) 441-3346, option 2
- Fax: + 1 (206) 441-7965

Premium Support hours are Monday – Friday, 6:00am to 6:00pm (Pacific Time)

Appendix A: DateTime Format

All the parameters requiring date and time information need to be passed in the format given below. All date and time fields will be returned by the web service in a string formatted as displayed below.

Date Part	Description
YYYY	The year in four digits
MM	The month number in two digits (01 – January and 12 – December).
DD	The date in two digits (01 – 31).
T	Literal separator between date and time.
HH	The hour in two digits, it must be in 24-hour format (00 – 23).
MM	The minute in two digits (00 – 59).
SS	The seconds in two digits (00 – 59).
+ -	+ or - sign depending on time zone offset from UTC (ET is -05:00).
TZH	Time zone offset hour part in two digits.
TZM	Time zone offset minute part in two digits.

Example: November 30 2007, 6:03:15 AM in Pacific Time (PT) would be: 2007-11-30T06:03:15-08:00

Rules for Scheduled Start Date and Time:

- If you specify a scheduled date and time which is in the past, the system will reset it to immediate (Current date and time)
- If you specify a scheduled date and time which is more than 4 days, the system will reject the job with an error "ERROR: Scheduled DateTime specified exceeds maximum allowed defer time." (error code -5040)

Rules for Expiry Start Date and Time:

- If you specify an expiry date and time which is in the past, the system will reset it to the default which is 2 days.
- If you specify an expiry date and time which is less than the scheduled date and time, the system will reset it to the default which is 2 days more than scheduled start date and time.
- If you specify an expiry date and time which is more than 2 days, the system will reset it to the default of 2 days.