Replix®

Engineering Note

ReplixFax SMTP Mail to Fax

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Overview

Using the ReplixFax Cloud Service, a registered user can send an email that will be converted to an outgoing fax. This document describes the setup required, the operational flow, and the options available when composing the fax.

Security

There are two aspects of security as it relates to SMTP Mail to Fax.

The first deals with security of the email over the network. ReplixFax SMTP supports TLS. The ReplixFax SMTP server announces STARTTLS support to SMTP clients, but does not require that clients use TLS encryption. In other words, if the email client supports TLS, then TLS will be used.

The second aspect of security deals with validating the sender of the email. This is accomplished by requiring that there be an existing ReplixFax user with an email address that matches the email address found in the SMTP message.

Set-up

A minimal setup is required to start using Email to Fax. The first step is to notify Softlinx Support that email to fax is a desired feature. This will result in an MX record being added with a subdomain in the rpxfax.com domain for that customer. For example, if customer named Acme is created, then an MX record for acme.rpxfax.com is added. This allows customers in the Acme organization to send emails to acme.rpxfax.com in order to send outbound faxes.

As mentioned in the security section, there must be an existing ReplixFax user in the system with an email address that matches the "from" address of the outbound fax email. ReplixFax Administrator can create these users and assign the appropriate email addresses.

Additionally, there are a few options that can be enabled by the ReplixFax Administrator related to EmailToFax. The most common option is to have a cover page header be prepended to the email message. This results in a cover page for the fax. A default header can be used or a customized header can be created. Another option available to customers is to limit the outbound fax to just the email attachments and not to include email message or header. The administrator can enable/disable these features as appropriate.

Operational Flow

To send an EmailToFax message, simply send an email to a rpxfax.com sub domain. Include the fax number in the email address and attach documents to be sent as a fax. For example, if you are a user in the Acme organization and want to send a fax to 1 (555) 123-4567, then send an email to: 15551234567@acme.rpxfax.com.

Upon receipt of the SMPT email, ReplixFax will validate the email address and then will convert the email message and attachments to a fax, based on the configured options. The outbound fax will be processed in the same manner as outbound faxes initiated via the API or web portal. Specifically the retry and send notification options.

Options

As mentioned above, the resulting fax from an email can contain the email subject, email body and the attachments. Below is a table to help describe the options and what the fax will contain.

ignore subject	ignore body	use cover header	resulting fax
x			first page of fax will contain email body, following pages will contain attachments
	x		first page of fax will contain subject, following pages will contain attachments
x	x		only attachments will be in the fax
		x	first page will contain cover page with optional recipient metadata, header and subject

HTML Header (Cover Page)

If the HTML header feature is enabled (fax cover page), then additional information related to the recipient may be required to populate the header. This formation is either specified in the "To" field or can be included in a special attachment.

The additional information in the "To" field must be inside quotes and is separated by colons. The following shows the complete format of the "To:" field:

```
"Name:Company:Title:Fax#:Tel#"Fax#@subdomain.rpxfax.com
```

Use the information in the following table as a guide to completing the "To:**"** field in the email message. The ReplixFax Server strips the information between the quotes and uses it to complete the fields on the cover page.

Where the…	Identifies the…
" " (quotes)	Fax destination detail for the cover page
Name	Recipient's name
Company	Recipient's company name
Title	Recipient's job title
FAX #	Recipient's fax telephone number
Tel #	Recipient's voice telephone number
< > (angle brackets)	Body of the fax destination
FAX#	Number of the receiving fax machine
@	SMTP separator
subdomain	Specific sub domain for your company as provided by Softlinx support
rpxfax.com	Destination domain for Mail To Fax

For example:

```
"John Smith:Acme:Manager:15554569876:15556789900"15554569876@demo.rpxfax.com
```

The resulting cover page will contain the following:

> **Recipient:** John Smith
>
> **Company:** Acme
>
> **Title:** Manger
>
> **Fax number:** 15554569876
>
> **Voice number**: 15556789900

Note that the fax number inside the quotes is NOT which is used as the destination fax number. This is only used as part of the cover page. The actual fax number dialed is the number specified to the left of the @ character.

Controlling Fax Options (Advanced)

Certain Fax options and metadata can be specified in a control file attachment. The name of the attachment MUST be rpxctl.rpx. This file will not be part of the fax. The options set in this file are only applied to the fax or faxes resulting from this email. Typically this feature is not commonly used in end user email faxing because it requires the user to attach an additional file.

Each line in the rpxctl.rpx file should contain keyword=value pairs. The list below contains the "keywords" and "values" that can be in the file.

Keyword	Description
coverpage	Specify True or False, which turns the cover page feature on and off.
coverpagefile	Specify the name of the cover page that will be used for this fax. If "coverpage" is set to True, and the cover page file keyword-value pair is missing, then the default cover page for this user account will be used.
notifysuccess	Email sender when fax was successfully sent.
notifyfail	Email sender when fax is failed.
stamp	Specify True to enable, or False to disable time stamping; the date and time value to appear at the top of each faxed page.
failedattachfax	Include fax when sending failed notification.
mailid	Email address to use if notifying on success or failure.
projectcode	Specify any string up to 32 characters in length.
Projectcode2	Specify any string up to 32 characters in length.
Cpfrominline	Specify True if metadata for cover page is specified in the control file.
CpFromName	Metadata to be used on the Cover page in the "From" field.
CpFromVoiceNumber	Metadata to be used on the Cover page in the "Voice Number" field.
CpFromDeptName	Metadata to be used on the Cover page in the "Department" field.
CpFromCompanyName	Metadata to be used on the Cover page in the "Company" field.
CpFromTitle	Metadata to be used on the Cover page in the "Title" field.
CpFromEmail	Metadata to be used on the Cover page in the "Email" field.
CpFromFaxNumber	Metadata to be used on the Cover page in the "Fax Number" field.
To	Fax recipients. Multiple "To" keyword lines can be present in the control file. If a "To" keyword line is present, then the fax number specified in the email address will be ignored and only the recipients specified in the "To" keyword lines will be sent faxes. See below for a description of the "To" keyword line.

The **To =** field may contain up to six variables. Separate the first two variables by a Tab character of one byte whose value is 0x9. The remaining variables if present, must be separated by colons, for example:

To = 19785554312 `TAB` Dave Kelley :Softlinx, Inc:Engineer:1.978.555.4312:1.978.555.0332

The following table describes the variables that can be set for the recipient. The order is important.

Variable	Value
Fax number	Any valid fax phone number; required for any Fax Control String
Recipient's name	Name of the person to receive this fax
Recipient's company	Name of the company represented by recipient
Recipient's title	Job title of the person to receive this fax
Fax number	Represents the fax that appears on the cover page
Voice number	Number by which the recipient may be reached

Other valid examples include:

To = 17145554444 `TAB` BillSmith :::1.714.555.4444:1.714.555.3333

To = +44171234567 `TAB` ::::+44.171.765.4321

Example of rpxctl.rpx

coverpage=True

coverpagefile=cover

priority=Normal

stamp=True

notifysuccess=False

notifyfail=False

mailid=jdoe@acme.com

projectcode=Marcom220

failedattachfax=True

orientation=landscape

To = 19785554312 Sally Jones :Acme, Inc:Q.A. Engineer: 1.978.555.4312:1.978.555.0312

To = 19785554316 Jack Smith :SoftLinx, Inc:Senior Programmer: 1.978.555.4316:1.978.555.0316

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