



## **GRAPHIC FAX for R/3 (3.1)<sup>®</sup>**

**for faxes and telexes**

**version 2.0.0 (interface SAPconnect)**

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## Introduction

The fax server is installed on a NT machine and communicates with the SAP system by Microsoft TCP/IP and RFC protocol through SAPconnect.

On the SAP system, there is only parameters settings to do, no AVM programs are installed.

On the SAP clients, there is nothing to install or setup.

### **1) SAPoffice**

SAPoffice is the communication interface between the application modules and SAPconnect.

A fax sent from an application module generates a record in SAPoffice.

The follow-up and the resending of the faxes are thus done in SAPoffice.

Any user wishing to emit and receive faxes must have the rights to use SAPoffice, and must have a fax number in his address.

### **2) SAPconnect**

The communications server SAPconnect is used for SAP R/3 starting from version 3.1G : he replaces the former communications server SAPcomm.

He is integrated in SAP and runs as a background job of class A.

The fax sending with SAPconnect implies various components in SAP :

- the application module or SAPoffice which has generated the fax
- the messages control module
- the addresses management module
- SAPscript which formates the document
- SAPoffice which manages the document sent and transmits it to SAPconnect

SAPconnect uses interface "RFC" (Remote Function Call) to communicate with outside in a client/server mode : this interface makes it possible to call modules in SAP from outside (case of the client external to SAP), and conversely to be called from SAP (case of the server external to SAP).

### **3) Gateway GRAPHIC FAX for R/3**

Product GRAPHIC FAX for R/3 is a NT service installed on the fax server, which can send faxes and telexes.

It is composed of 2 modules :

- server module : it processes the calls from SAP to send the faxes
- client module : it processes the sending status and the incoming faxes from the fax server to transmit them to SAP

A number from 0 to 99 is assigned to each GRAPHIC FAX for R/3 gateway, to be able simultaneously to manage several connections to various SAP machines and various SAP clients, the whole connected to one or more fax servers.

The initialization file of each SAP gateway is named "\traffic\etc\sapfaxYY.ini", where YY is the number of the SAP gateway (00 to 99), and contains information about the server and client modules.

For each SAP gateway, the server module is named "\traffic\system32\sapsrvYY.exe" and the client module is named "\traffic\system32\sapcliYY.exe".

All information mandatory to the connection of the server and client modules of all SAP gateways are located in the file "\traffic\etc\saprfc.ini".

All information mandatory to the incoming routing of the faxes towards the client modules of all SAP gateways is located in the file "\traffic\etc\saprout.ini".

**Warning** : GRAPHIC FAX for R/3 gateway number 0 is mandatory; if it's deleted, you must replace it by another gateway which will be deleted, so that the gateway number 0 always exists

### **a) Server module**

On starting, the server module of the GRAPHIC FAX for R/3 gateway registers itself to SAP system with identification by a SAP gateway, and loops on standby of the messages coming from SAP.

When sending a fax, SAPconnect selects, according to the fax number of the recipient, the server module concerned, then transmits the fax : it is thus possible to realize Least Cost Routing.

### **b) Client module**

On starting, the client module loops on standby of the sending status and receptions coming from the fax server.

When it detects a sending status or a reception, it connects to SAP by a CPI-C user under one client preset.

The client can connect himself in 2 manners :

- load balancing : the application server less charged, who will carry out the processing, is selected dynamically by SAP
- specific application server : the application server who will carry out the processing is fixed in advance

## SAP R/3 Configuration

To configure SAP R/3, you have to log on the SAP machine with administrator rights (tables modification, user creation,...) : the changes are "**client-dependent**" and "**client-independent**".

### 1) Create a CPI-C user

Access by transaction **SU01** and menu "users -> create/change".

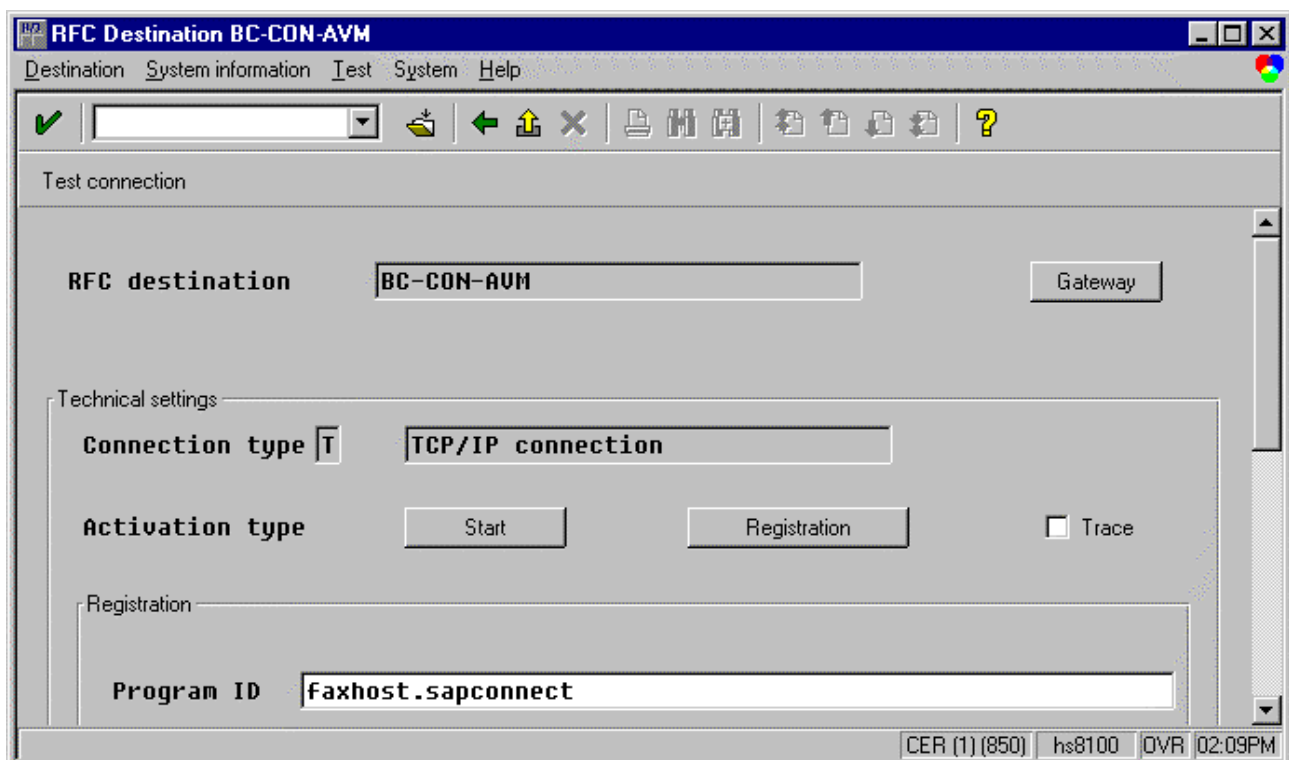
- the user name must match with the key "user\_CPIC" in the initialization file of GRAPHIC FAX for R/3 ("traffic\etc\sapfaxYY.ini")
- password must match with the key "password" in the initialization file of GRAPHIC FAX for R/3
- choose CPI-C type
- enter authorization profile : "S\_A.SCON"
- save data

**content of initialization file sapfaxYY.ini :**

```
[client]
user_CPIC=avm
password=pwqs
```

### 2) Create RFC destination for fax sending

#### a) Create destination



Access by transaction **SM59** and menu "create".

- name of RFC destination
- connection type : choose T for TCP/IP
- description : enter a short description and **press "ENTER"**
- activation type : click on "registration"
- program ID : the program ID must match with the key "PROGID" in the file "\traffic\etc\saprfc.ini" (it is advised to choose a name made up of the hostname of the fax server and name of program sapfaxXX)
- save data

**content of file saprfc.ini :**

```
DEST=SERVEUR_501
TYPE=R
PROGID=faxhost.sapfax00
```

**Note** : this configuration is "client-independent"

**b) Gateway options of RFC destination**

The screenshot shows a dialog box titled "RFC Destination BC-CON-AVM". The "RFC destination" field contains "BC-CON-AVM". The "Type" field is set to "T" and "TCP/IP connection". The "Gateway host" field contains "hs8100" and the "Gateway service" field contains "sapgw00". At the bottom, there are "OK" and "Delete" buttons.

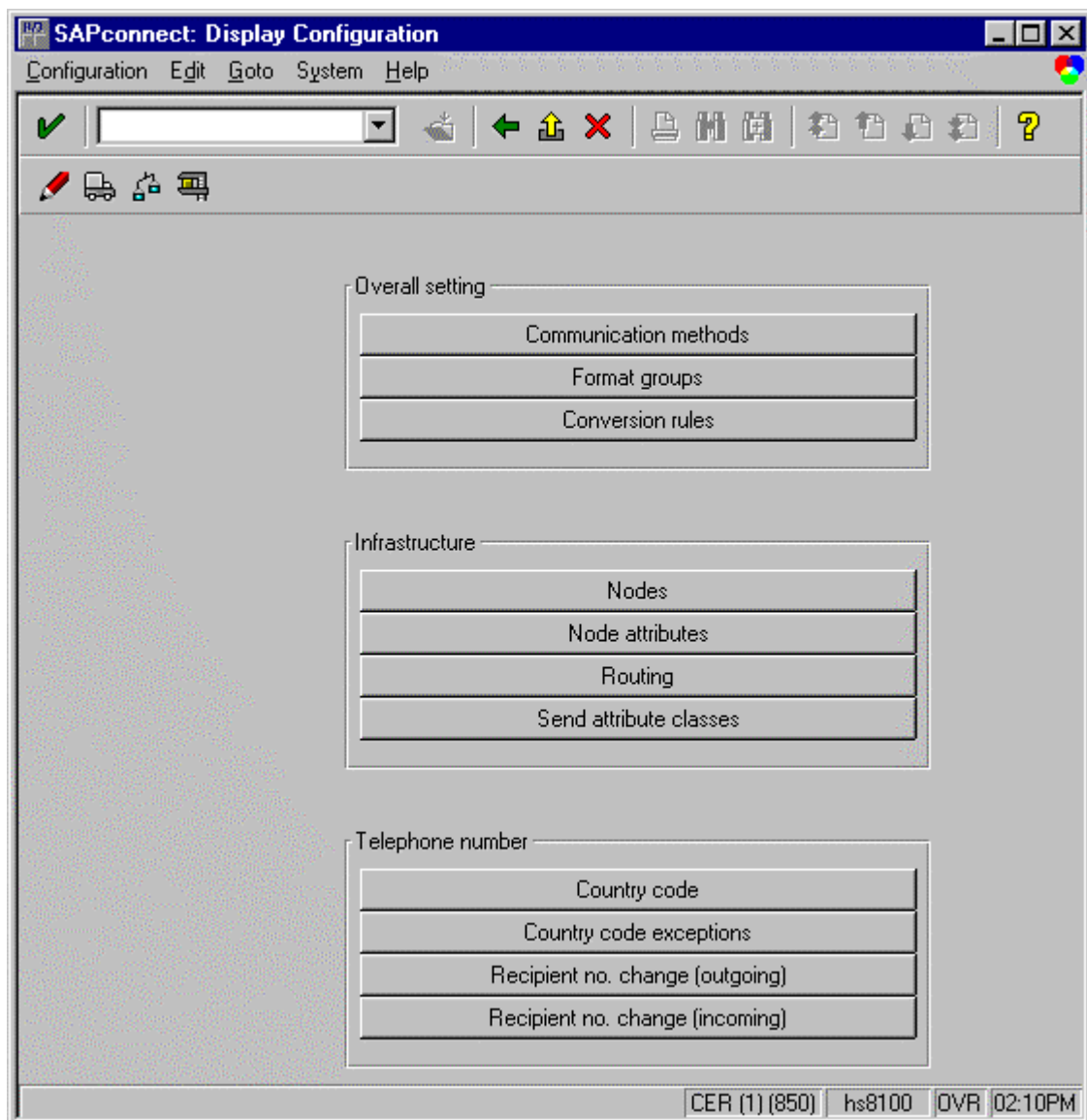
Access by menu "destination -> gateway options".

- gateway host : the gateway host must match with the key "GWHOST" in the file "\traffic\etc\saprfc.ini"
- gateway service : the gateway service must match with the key "GWSERV" in the file "\traffic\etc\saprfc.ini"
- save data

**content of file saprfc.ini :**

```
DEST=SERVEUR_501
TYPE=R
GWHOST=hs8100
GWSERV=sapgw00 (00 is the R/3 system number)
```

### 3) SAPconnect configuration



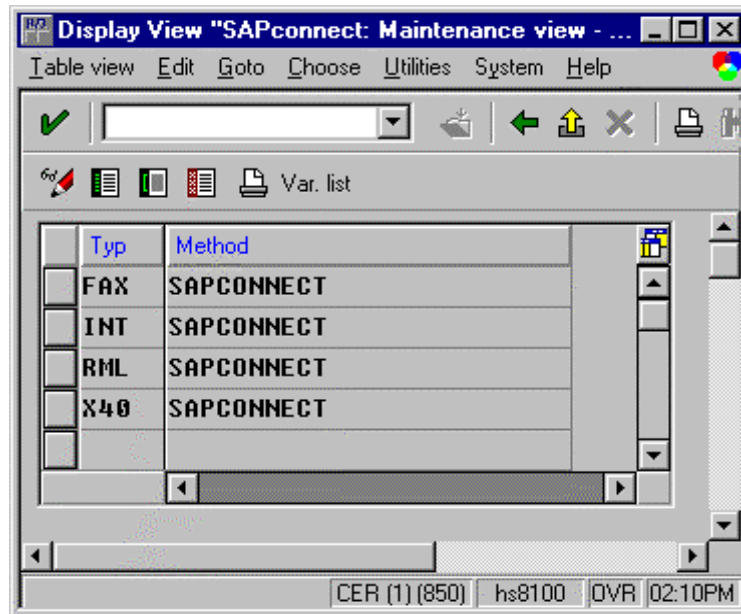
Access by transaction **SCON**.

This transaction allows to configure SAPconnect :

- management of the faxes by SAPconnect
- definition of the conversion formats
- definition of the communication nodes associated with a destination
- routing of the outgoing faxes towards the communication nodes
- exception rules in the outgoing and incoming fax numbers



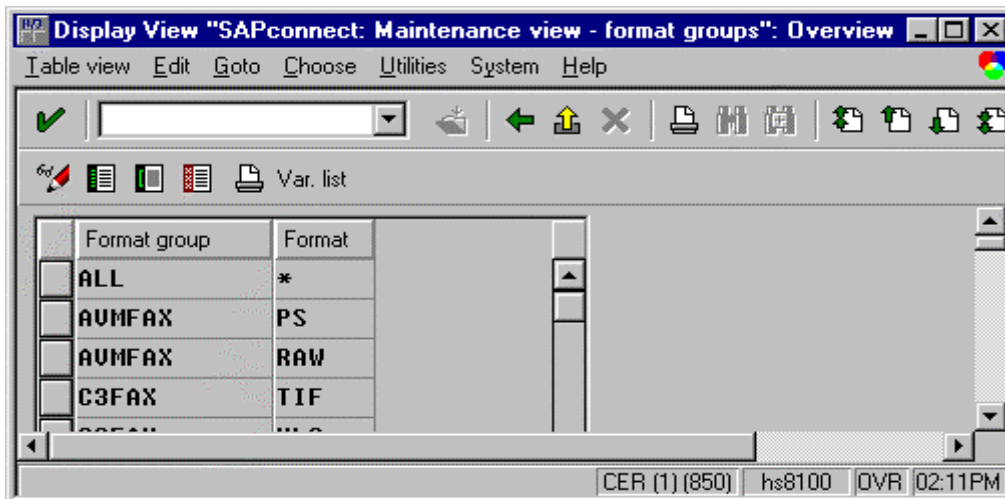
### a) Communication methods



Access by transaction **SCON**, buttons "communication methods" and "modify".

- select for the line "FAX" the method "SAPCONNECT"
- save data

### b) Define format group



Access by transaction **SCON**, buttons "format groups" and "modify", then "new entry".

- enter in the field "format group" the name of format group
- enter in the field "format" the type "RAW" (ASCII text)
- save data

**Note** : start again the configuration, by clicking on button "new entry", for the format "PS" or "PCL" (one printer language for one format group)

### c) Conversion rules

This configuration is mandatory if faxes are sent in format PCL (format POSTSCRIPT exists by default).

Format	To format	Ranking	Function module	RFC destination
ALI	RAW	3	SX_OBJECT_CONVERT_ALI_RAW	
OTF	PCL	8	SX_OBJECT_CONVERT_OTF_PRT	
OTF	PDF	2	SX_OBJECT_CONVERT_OTF_PDF	
OTF	PS	1	SX_OBJECT_CONVERT_OTF_PRT	
OTF	RAW	9	SX_OBJECT_CONVERT_OTF_RAW	

Position... Entry 1 of 6

CER (1) (850) hs8100 OVR 09:59AM

Access by transaction **SCON**, buttons "conversion rules" and "modify", then "new entry".

- enter in the field "format" the format "OTF"
- enter in the field "to format" the format "PCL"
- enter in the field "ranking" the value 8
- enter in the field "function module" the name "SX\_OBJECT\_CONVERT\_OTF\_PRT"
- save data

### d) Define node

Node ID: **AUMFAX**

Country: **FR**

Destination: **BC-CON-AUM**

Description: **test**

Repetition time(hrs):

Repetition time(Min):

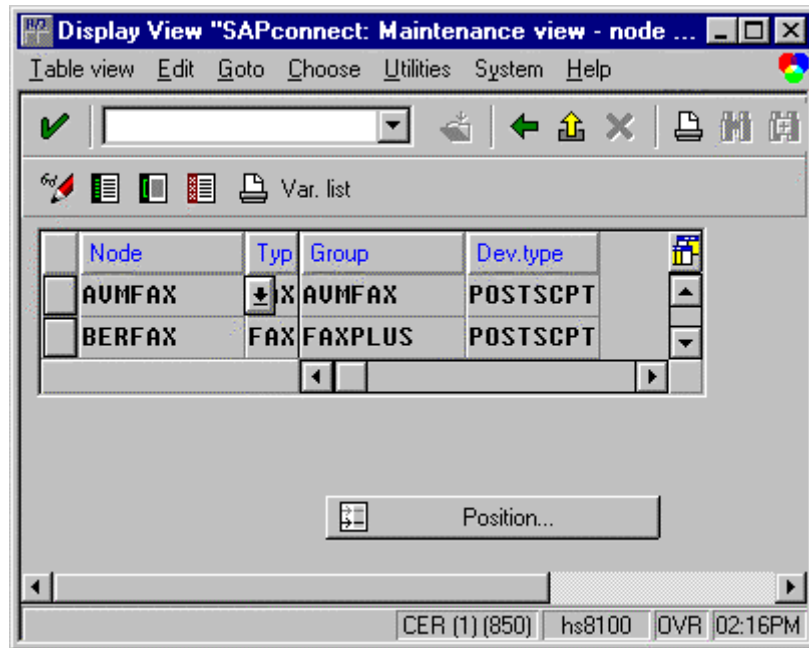
Path reference:

CER (1) (850) hs8100 OVR 02:15PM

Access by transaction **SCON**, buttons "nodes" and "modify", then "new entry".

- node ID : enter the name of the node
- country : enter the country code of the node's location
- destination : choose the destination created before
- description : enter a short description
- save data

### e) Node attributes

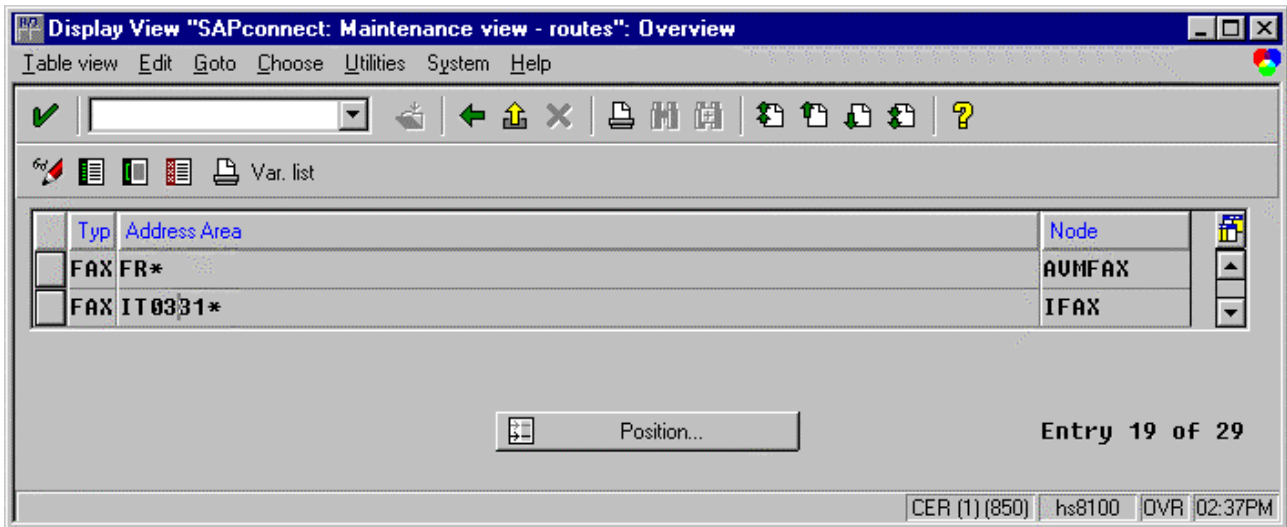


Access by transaction **SCON**, buttons "node attributes" and "modify", then "new entry".

- enter in the field "node" the name of the node created before
- enter in the field "type" the type "FAX"
- enter in the field "group" the name of format group defined before
- enter in the field "Dev. type" the type used for layout formatting ("HPLJ4", "POSTSCPT", "ASCIIPRI")
- save data

**Note** : for one node, you can only select one printer language (POSTSCRIPT or PCL for example)

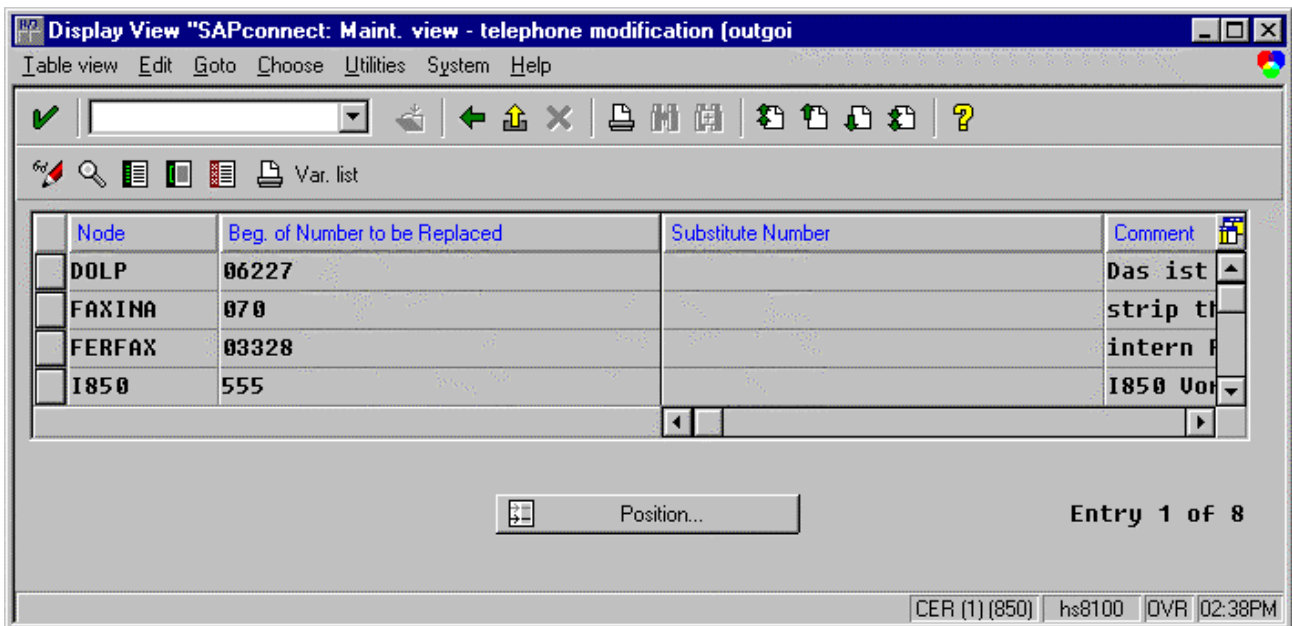
## f) Routing



Access by transaction **SCON**, buttons "routing" and "modify", then "new entry".

- enter in the field "type" the type "FAX"
- enter in the field "address area" the fax number area (example : "\*" or "GB \*")
- enter in the field "node" the name of the node defined before
- save data

## g) Exception rules for outgoing faxes



Access by transaction **SCON**, buttons "recipient no change (outgoing)" and "modify", then "new entry".

- node : enter the name of the node defined before

- beg. of number to be replaced : enter the beginning sequence of fax number that shall be replaced
- with number : enter the substitute sequence that shall be inserted instead
- comment : enter a short description
- save data

#### h) Exception rules for incoming faxes

The screenshot shows the SAP Display View for 'SAPconnect: Maint. view - telephone modification (incomi)'. The window title is 'Display View "SAPconnect: Maint. view - telephone modification (incomi)'. The menu bar includes 'Table view', 'Edit', 'Goto', 'Choose', 'Utilities', 'System', and 'Help'. The toolbar contains various icons for navigation and actions. The main area displays the following data:

Begin. of no. replaced:	492404
with number	2404
Comment	Internationale Vorwahl rausfiltern

At the bottom, a status bar shows 'Only one entry chosen', a help icon, and system information: 'CER (1) (850) hs8100 OVR 02:38PM'.

Access by transaction **SCON**, buttons "recipient no change (incoming)" and "modify", then "new entry".

- beg. of number to be replaced : enter the beginning sequence of fax number that shall be replaced
- with number : enter the substitute sequence that shall be inserted instead
- comment : enter a short description
- save data

#### 4) SAPoffice configuration

SAPoffice: Office Settings

Office settings Goto Folders System Help

Company address Internet settings Shared trash

User profile

Copy to outbox

Confirmation prompt on

**RAW** Default type

Resubmission

RE on workdays only

Factory calendar **01**

Internal administration

Connected components

Fax component  Internet gateway  Archive

Telex component  X.400 component  HR-Org

Remote R/3 connection  X.500 directory  Send to objects

Transmission restriction

No internal sending

No direct sending

No external sending

Expiration

Default expir. (days)

Outbox expir. (days)

Warning from doc. length

Company address **539**

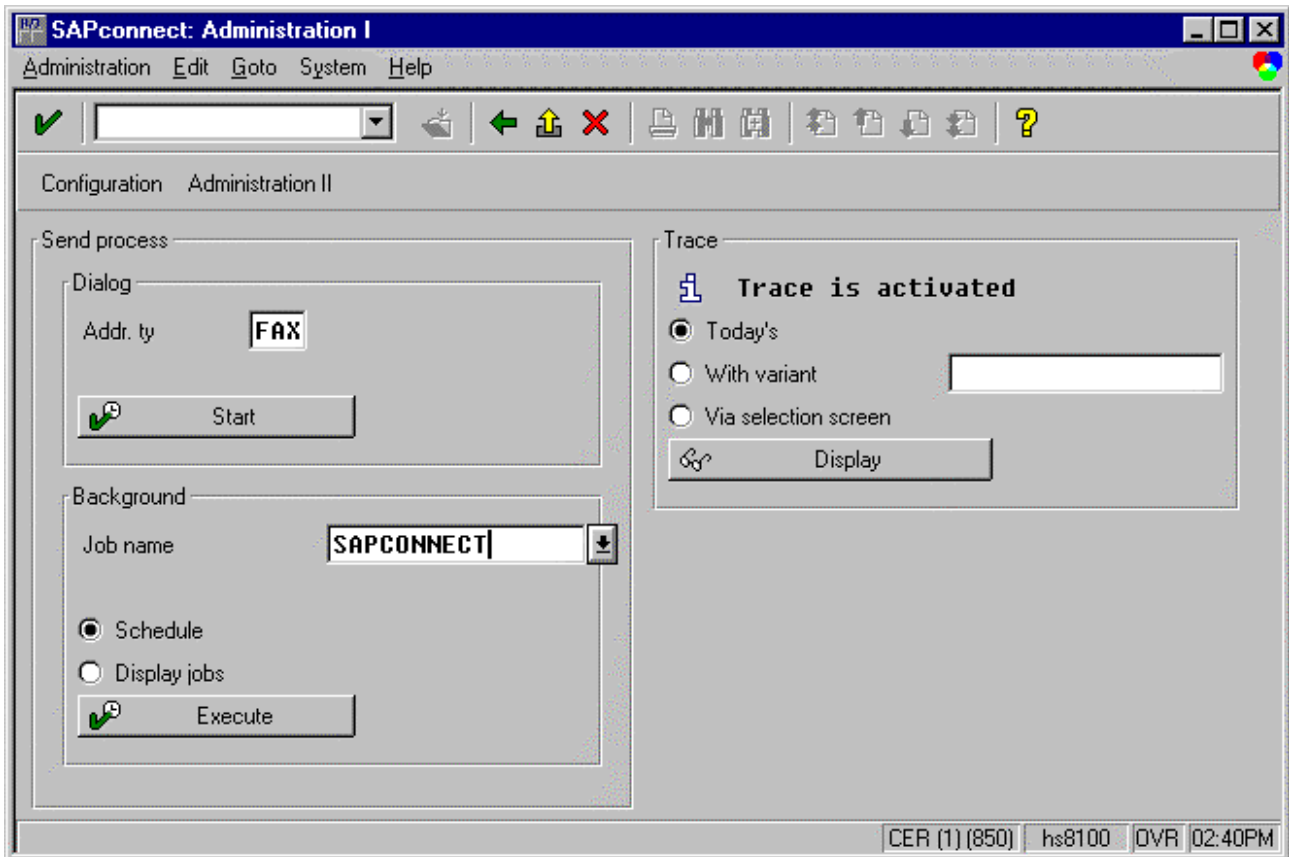
Remote destination

CER (1) (850) | hs8100 | OVR | 02:39PM

Access by transaction **SO16** : this menu allows you to configure SAPoffice for managing outgoing and incoming faxes.

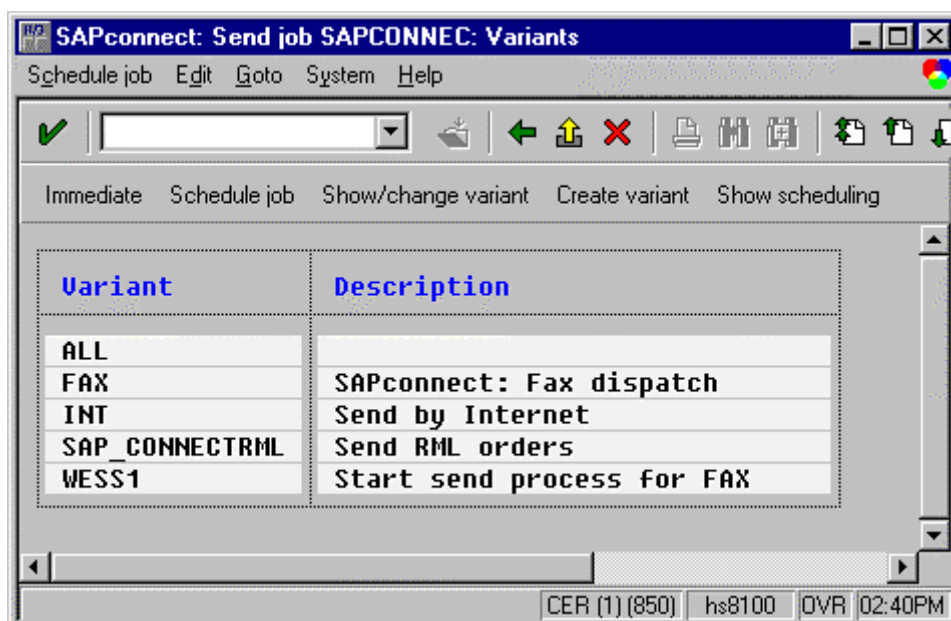
- check "fax component" in area "connected components"
- save data

### 5) Create a SAPconnect background process

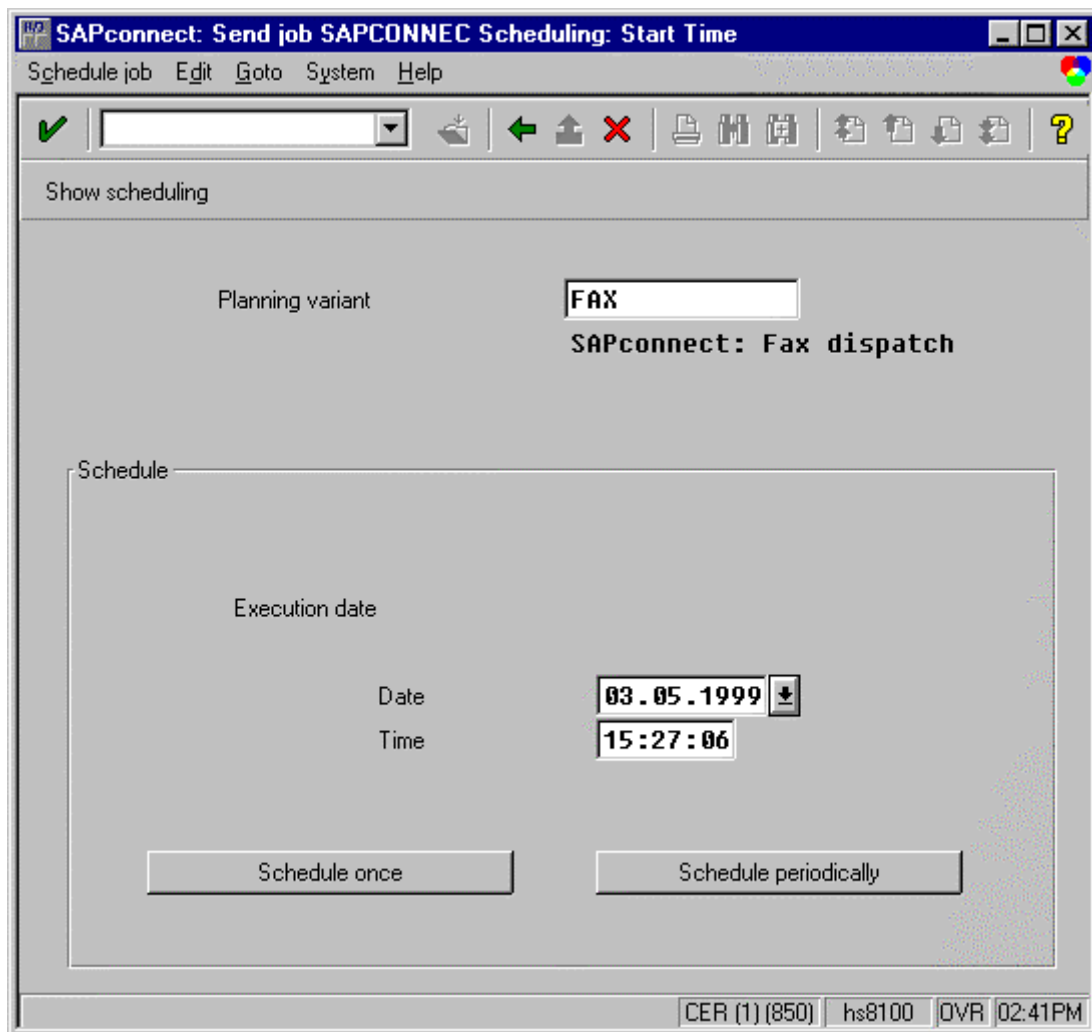


Access by transaction **SCOA**.

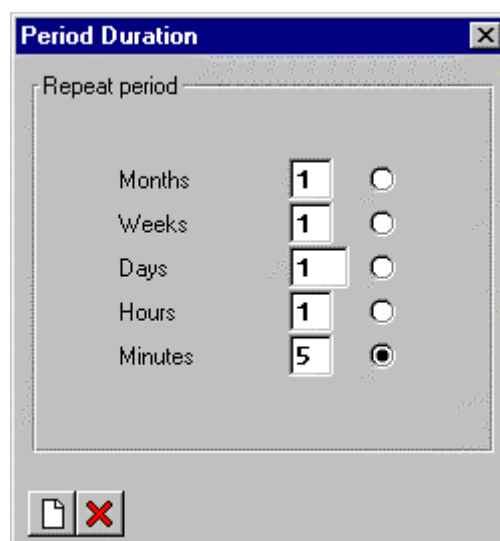
➤ in area "background", enter a name of job (for example "SAPCONNECT"), select "schedule" then click on "execute"



- select the line "FAX" and click on "schedule job"



- enter date and time of the first execution, and click on "schedule periodically"





- choose a minimum short duration of 5 minutes
- save data

### 6) Assign fax number to SAPoffice user

Access by transaction **SU01**, enter the name of user, press "ENTER", then click on "address".

- enter a fax number
- save data

**Note** : start again for all users

### 7) SAP and SAPconnect test

#### a) Outgoing fax routing test

The screenshot shows the 'SAPconnect: Test Routing' dialog box. It has a menu bar with 'Configuration', 'Edit', 'Goto', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into two sections: 'Sender and recipient' and 'Outbound node and address'. In the 'Sender and recipient' section, the 'Sender' field contains 'AUM', the 'Rec. addr. type' field contains 'FAX', and the 'Rec. address' field contains 'FR 0472399169'. In the 'Outbound node and address' section, the 'Node' field contains 'AUMFAX' and the 'Modif. rec. addr.' field contains '00330472399169'. The status bar at the bottom right shows 'CER (1) (850) hs8100 OVR 02:42PM'.

Access by transaction **SCON** and button "test".

- select the service "FAX"
- enter a country code and fax number, then press "ENTER"

In the area "outbound node and address", the selected communication node is then displayed, as well as the final recipient fax number.

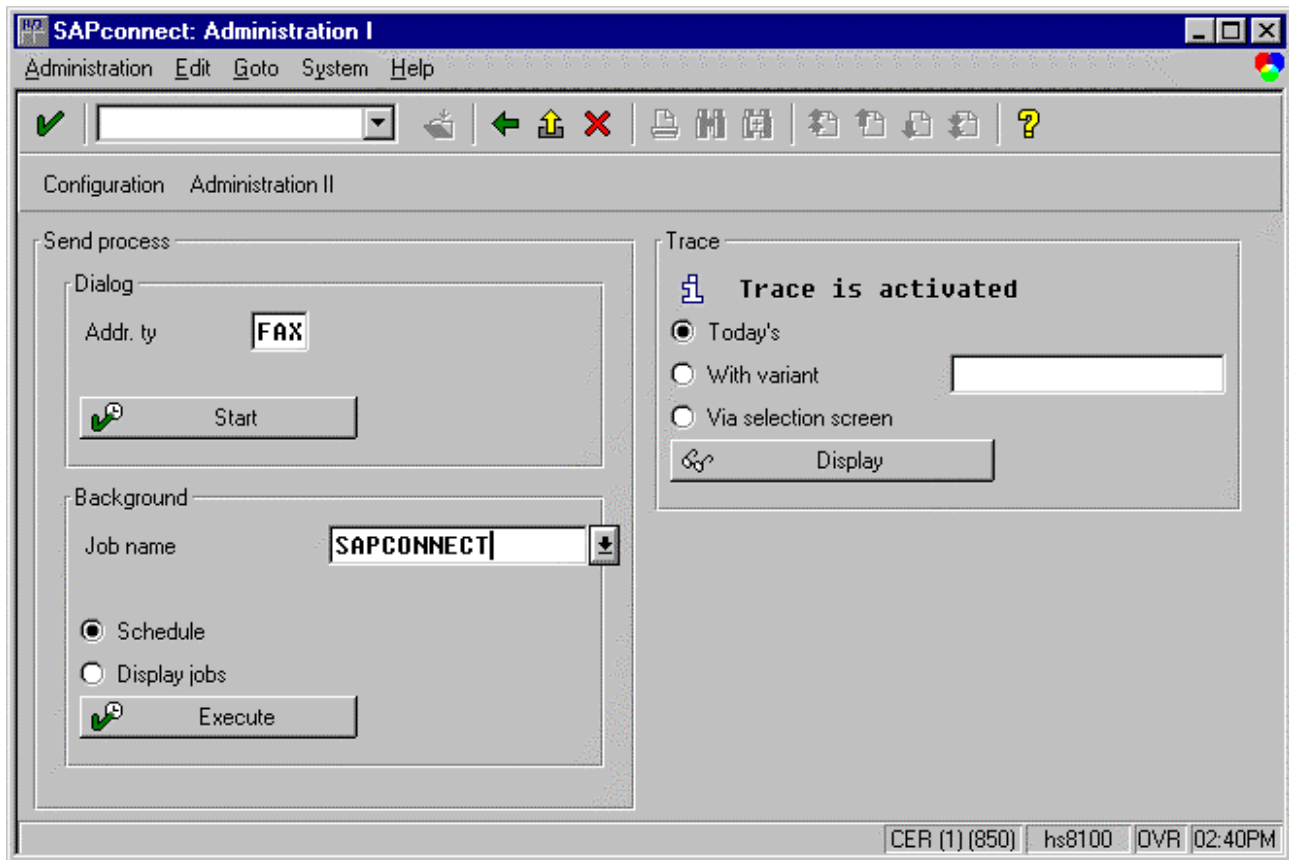
#### b) Create a SAPoffice message test

Access by transaction **SO02**.

Create and save a document of type 'RAW'; choose "send" and click on "fax entry".

The name and fax number of sender must be displayed.

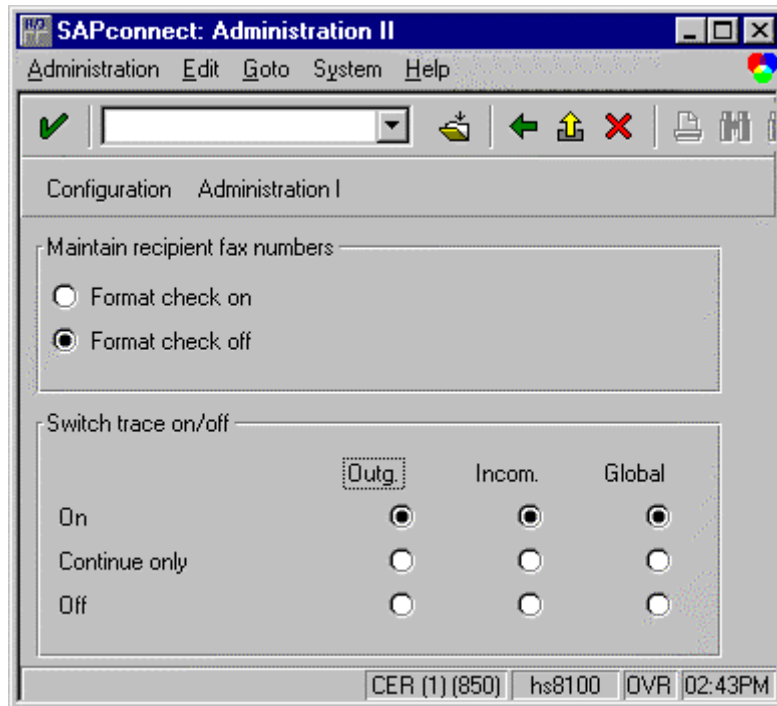
Enter a country code and fax number, then send the document.

**c) Activate sending process manually**

Access by transaction **SCOA**.

This transaction allows you to test manually the sending process.

In area "send process", select the type "FAX" and click on "start".

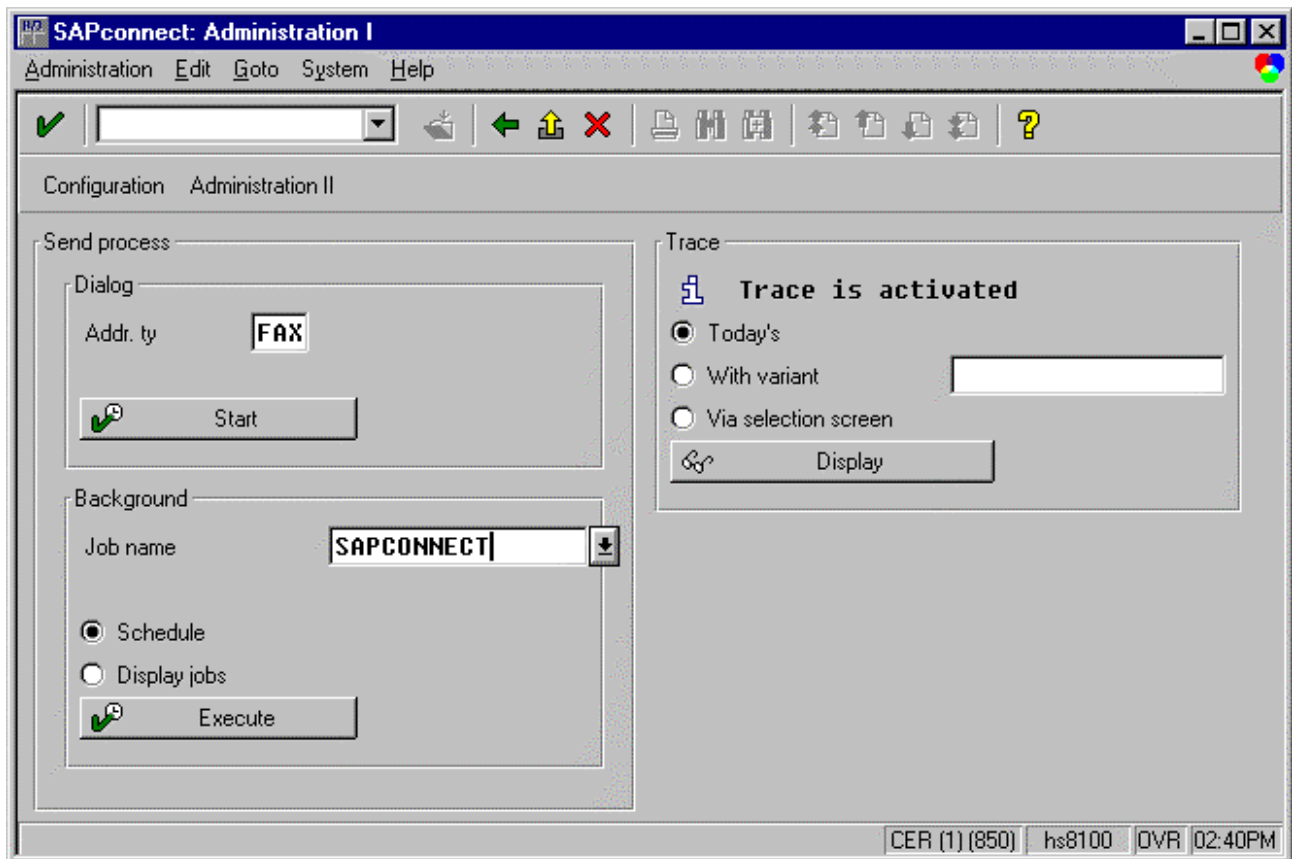
**d) Activate SAPconnect traces**

Access by transaction **SCOA** and button "administration II".

This transaction allows you to display SAPconnect traces for outgoing and incoming faxes.

Select the first line in area "switch trace on/off" for the 3 columns, and save.

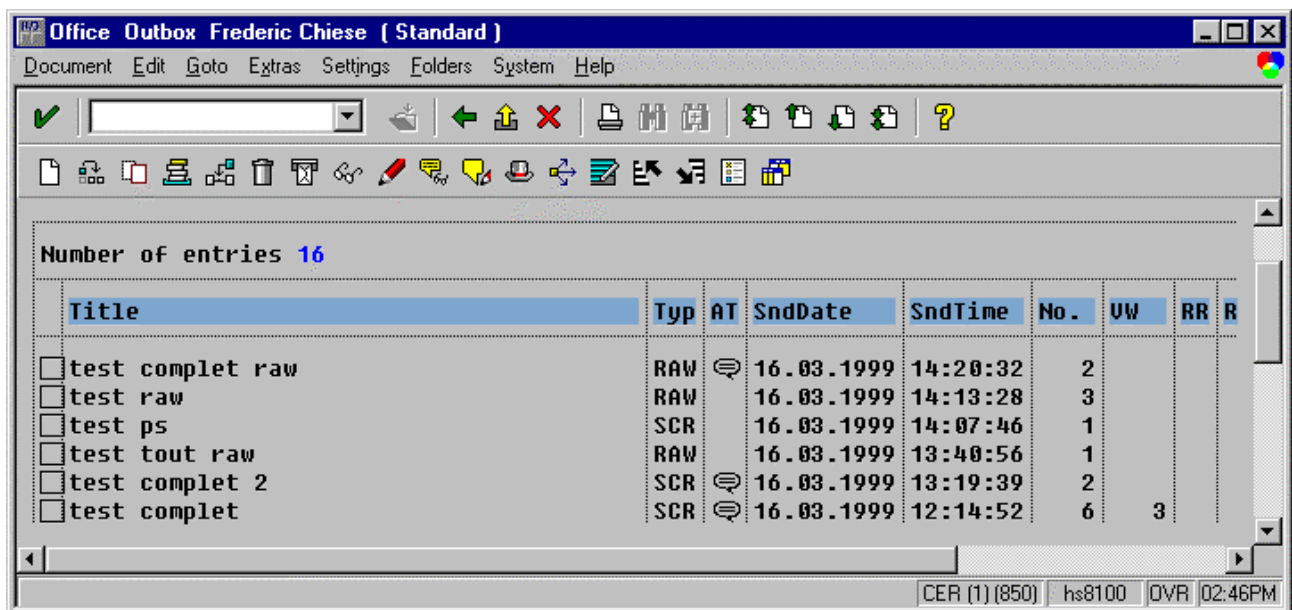
When going back, the area "trace" must display "trace is activated".



To display traces, in area "trace", select "today's" and click on "display".

The traces are displayed with date and time, contents of tables sent to the fax server,...

### e) Sending status



Access by transaction **SO02**.

This transaction displays SAPoffice outbox.

Double-click in the column "no" in the line of the fax.

**All Recipients**

Document: MESSAGE test complet SCR

Recipient list

Recipient	Forwarder	Attributes
FR 472399169 [form f		Message read by
FR 472399169 [ AVM]		Transmission failed
FR 472399169 [ AVM]		Transmission failed
FR 472399169 [ AVM]		Message read by
FR 472399169 [ AVM]		Waiting
FR 472399169 [ AVM]		Message read by

From recipient:

Private recipients
  Transmission info

Select the line of the fax to verify and click on "transmission info".

**Transmission information**

Document: MESSAGE test complet

Recipient: FR 472399169 [form frederic, a

General attributes

Reply required
  ToDo  
 Copy
  Blind copy  
 No printing
  No forwarding  
 Express

External communication

Communication method: FAX

Transmission information

Sender: Frederic Chiese  
 Sent: on 16.03.1999 At 12:14:52  
 Status: Message read by

The sending status label is displayed.

## GRAPHIC FAX for R/3 configuration

### 1) Connections file "saprfc.ini"

This file contains all GRAPHIC FAX for R/3 CPI-C links, for connection of all server and client modules to the SAP systems (see chapter "create a CPI-C user").

To use this file, you must define a system environment variable named "RFC\_INI", which value is the full pathname of this file.

For that, you must :

- select menu "start -> settings -> control panel"
- double-click on icon named "system"
- choose the tab "environment"
- select a line of the system variables
- enter the name "RFC\_INI" in the area "variable" at the bottom of the window
- enter the path and name of the file "saprfc.ini" in the area "value" at the bottom of the window
- click on "set"

This file contains several blocks, each block defines information for one server or client module of one gateway GRAPHIC FAX for R/3 :

↳ Server module GRAPHIC FAX for R/3 :

- DEST : identification name for connection of server module (this name must match with the parameter "destination" of section "server" of initialization file "sapfaxXX.ini")
- TYPE : 'R' for server (registration)
- PROGID : identification of server module for SAP, composed of fax server hostname and program name sapfaxXX (this name must match with the program ID defined in SAP, see chapter "create destination")
- GWHOST : SAP gateway hostname (SAP machine hostname generally), this name can contain SAProuter string (ex : /H/avm/H/sapgate/S/3297/H/hs8200)
- GWSERV : SAP gateway service like "sapgwXX" (this gateway service must match with the name defined in SAP, see chapter "Gateway options of RFC destination")

**Example :**

```
DEST=SERVEUR_501
TYPE=R
PROGID=hostfax.sapfax00
GWHOST=hs5001
GWSERV=sapgw00
```

↳ Client module GRAPHIC FAX for R/3 with load balancing :

- DEST : identification name for client connection (this name must match with the parameter "destination\_client" of section "client" of initialization file "sapfaxXX.ini")
- TYPE : 'B' for client with load balancing
- R3NAME : R/3 system name (value of field DEST by default)
- MSHOST : hostname of message server
- GROUP : group name of application servers (PUBLIC by default)

**Example :**

```

DEST=CLIENT_501
TYPE=B
R3NAME=EUD
MSHOST=hs5001
GROUP=PUBLIC

```

↳ Client module GRAPHIC FAX for R/3 connected to a specific application server :

- DEST : identification name for client connection (this name must match with the parameter "destination\_client" of section "client" of initialization file "sapfaxXX.ini")
- TYPE : 'A' for client without load balancing
- ASHOST : hostname of application server (SAP machine hostname generally), this name can contain SAProuter string (ex : /H/AVM/H/sapgate1/S/3297/H/hs8100)
- SYSNR : R/3 system number
- GWHOST : hostname of SAP gateway (ASHOST by default), this name can contain SAProuter string (ex : /H/avm/H/sapgate/S/3297/H/hs8200)
- GWSERV : SAP gateway service like "sapgwXX" (this gateway service must match with the name defined in SAP, see chapter "Gateway options of RFC destination") (gateway of ASHOST by default)

**Example :**

```

DEST=CLIENT_502
TYPE=A
ASHOST=hs5001
SYSNR=00
GWHOST=hs5001
GWSERV=sapgw00

```

**Warning :** the file "WINNT\system32\drivers\etc\hosts" of fax server must contain SAP machine hostname

- <TCP/IP address>                      < hostname >

**Example :**

```

125.122.1.5    hs5001

```

**Warning :** the file "WINNT\system32\drivers\etc\services" of fax server must contain following entries :

- <sapgwXX>                              <port number>/tcp  
- <sapdpXX>                              <port number >/tcp  
- <sapmsYYY>                             < port number >/tcp

XX is the SAP system number

YYY is the SAP system name

**Example :**

```

sapgw00        3300/tcp
sapdp00        3200/tcp
sapmsEUD       3600/tcp

```

## **2) Initialization file of GRAPHIC FAX for R/3 "sapfaxYY.ini"**

This file is located in the directory "\traffic\etc" (YY is the number of the NT service).

It contains one section about server module (section "server") and one section about client module (section "client")

↳ server module :

- work\_directory : local work directory containing temporary files
- logo : form to be applied to all SAP outgoing faxes, if they don't have any form or cover page name in the fax file itself
- cover\_page : cover page to be applied to all SAP outgoing faxes, if they don't have any form or cover page name in the fax file itself, and if the parameter above "logo" is empty
- trace : trace activation ('0' = no trace, '1' = trace)
- service\_display\_name : name of the NT service displayed in the NT services list
- destination : identification name of server module in the file "saprfc.ini"

↳ client module :

- cycle : idle time in seconds between each process cycle (30 s by default)
- destination\_client : identification name in the file "saprfc.ini"
- client : client number of SAP machine
- user\_CPIC : CPI-C username for connection with SAP
- password : password of CPI-C user
- language : language of SAP connection
- reception\_ok\_express : activation of express mail for successful incoming faxes ('0' = mail, '1' = express mail)
- reception\_error\_express : activation of express mail for erroneous incoming faxes ('0' = mail, '1' = express mail)

**Example :**

```
[server]
work_directory=c:\traffic           (mandatory)
logo=sap                            (optional)
cover_page=                          (optional)
trace=1                              (optional)
service_display_name=EUD client 320  (mandatory)
destination=EUD                      (mandatory)

[client]
cycle=20                             (optional)
destination_client=EUD               (mandatory)
client=850                           (mandatory)
user_CPIC=avmc                       (mandatory)
password=ds87                        (mandatory)
language=E                           (mandatory)
reception_ok_express=1               (optional)
reception_error_express=1            (optional)
```

**Notes :** - if a mandatory parameter lacks, the service doesn't start



- any modification of this file will become effective after the next start of the service GRAPHIC FAX for R/3
- if an optional parameter lacks, the service adds a warning message in the applications log of the event viewer; but if this parameter exists and is not correct, the service doesn't start

### **3) Routing incoming faxes file "saproute.ini"**

This file is located in the directory "\traffic\etc".

It contains one section named "routing" with all the incoming fax numbers assigned to one service GRAPHIC FAX for R/3 (from 00 to 99).

#### **Example :**

```
[routing]
0001=00
0002=01
```

If an incoming fax number is not in this file, the service GRAPHIC FAX for R/3 number 0 is selected by default.

### **4) Fax attributes file "sapinfo.ini"**

This file is located in the directory "\traffic\etc".

It contains one section named "send" with all the possible attributes for a fax.

#### **Example :**

```
[send]
/l=name of the form or cover page
/s=sender name
/D=recipient name
/sujet=fax object
```

To be accepted by GRAPHIC FAX for R/3, these attributes must be inserted in the beginning of the fax, each attribute enclosed with quotation marks.

#### **Example of fax file :**

```
"/l=cover"/s=Christopher Clark"/D=John William"/sujet=purchase order"
```

The fax will be sent with a cover page named "cover.pcl", the sender name is "Christopher Clark", the recipient name is "John William", the fax object is "purchase order".

**Note :** if the value of the information "/l=" begins with the character '@', it is treated as a form, otherwise it is a cover page

### **5) GRAPHIC FAX for R/3 setup**

This product is installed with Fax Server 32.

**Warning :** for installation, login must be administrator

#### **a) Registration of NT service**

The setup and registration is automatically done during the setup of the product Fax Server 32 : you have nothing to do.

But you can do several operations manually : open an MS-DOS window and go in the directory "\traffic\system32" where is located the service GRAPHIC FAX for R/3.

The service can be started according to several options :

- “sapsrvXX -install” : this command registers the NT service on the machine registry
- “sapsrvXX -remove” : this command deletes the NT service from the machine registry

XX is the number of the service GRAPHIC FAX for R/3.

### **b) NT service configuration**

Click on "start -> settings -> control panel" and double-click on the icon "services".

Select the service GRAPHIC FAX for R/3 and click on the button “startup” :

- “open session as” : select “this account” and choose an account that have the full control on the directories of Fax Server 32 (not the account system)

## General working process

The gateway GRAPHIC FAX for R/3 is an NT service, located on the fax server, which works in client/server mode.

### 1) Sending

#### a) Fax sending from application modules or SAPoffice

Sending a fax transmits automatically the document to SAPconnect after treatment.

A record is automatically added in the SAPoffice outbox of the sender.

#### b) Transfer from SAPconnect to GRAPHIC FAX for R/3

From the time when the fax is generated, you have to wait the end of the idle cycle of SAPconnect (5 minutes minimum), before it sends the document to the external fax server.

The gateway GRAPHIC FAX for R/3 (server module) receives immediately the outgoing fax.

#### c) Transfer for GRAPHIC FAX for R/3 to the fax server

The GRAPHIC FAX for R/3 service gets the fax sent by SAPconnect, processes it and transmits the fax to the fax server in the form of 2 files (1 sending request file and 1 data file).

#### d) Fax Server

The fax server polls the sending requests from GRAPHIC FAX for R/3 with a cycle time, that can be adjusted in the initialization file "\traffic\etc\topsvr32.ini" : parameter "Findfileh".

It sends the fax, and generates a sending status for GRAPHIC FAX for R/3.

#### e) Transfer of sending status from GRAPHIC FAX for R/3 to SAPconnect

The client module of GRAPHIC FAX for R/3 polls the sending status of the fax server with a cycle time, that can be adjusted in the initialization file "\traffic\etc\sapfaxYY.ini" : parameter "cycle".

It gets the sending status generated by the fax server, processes it and transmits it immediately to SAPconnect.

#### f) Sending status of sent fax from SAPoffice or application modules

The fax status is displayed in the outbox SAPoffice of sender.

For erroneous status, an express mail is generated automatically by SAP to warn the sender.

For success status, the value of column "VW" (viewed) in SAPoffice outbox is refreshed

### 2) Incoming

#### a) Fax Server

The fax server gets the fax and generates an incoming request for GRAPHIC FAX for R/3.

**b) Transfer from GRAPHIC FAX for R/3 to SAPconnect**

The client module of GRAPHIC FAX for R/3 polls the incoming request of the fax server with a cycle time, that can be adjusted in the initialization file "\traffic\etc\sapfaxYY.ini" : parameter "cycle".

It gets the incoming request generated by the fax server, processes it and transmits it immediately to SAPconnect.

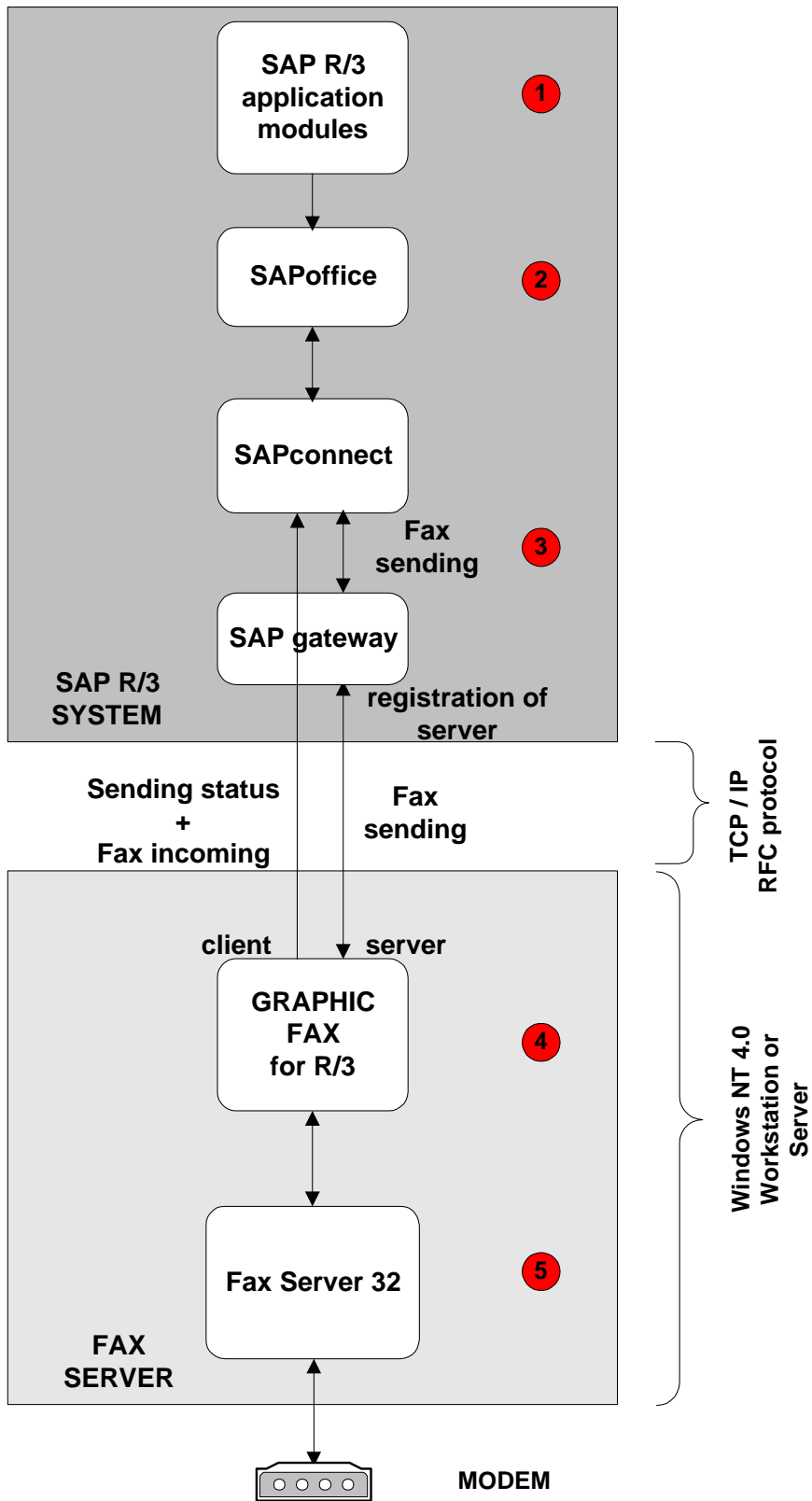
**c) Transfer from SAPconnect to SAPoffice**

A mail is generated with the fax content.

The fax is stored on SAP machine.

It is possible to generate an express mail in case of erroneous and / or successful incoming, by 2 parameters in the initialization file "\traffic\etc\sapfaxYY.ini" (see chapter "GRAPHIC FAX for R/3 configuration").

3) Scheme



## Working mode

### 1) Sending

To send a fax from application module, you must send the document through an output of type fax.

To send a fax from SAPoffice, you must choose a recipient of type fax (button "fax entry").

Generally, for sending a fax, you must have :

- a fax number for the sender
- a country code and fax number for the recipient

**Note** : several users sending faxes can have the same fax number

### 2) Sending status

To verify the fax status, you must display the SAPoffice outbox :

Number of entries 16								
Title	Typ	AT	SndDate	SndTime	No.	UW	RR	R
<input type="checkbox"/> test complet raw	RAW	☺	16.03.1999	14:20:32	2			
<input type="checkbox"/> test raw	RAW		16.03.1999	14:13:28	3			
<input type="checkbox"/> test ps	SCR		16.03.1999	14:07:46	1			
<input type="checkbox"/> test tout raw	RAW		16.03.1999	13:40:56	1			
<input type="checkbox"/> test complet 2	SCR	☺	16.03.1999	13:19:39	2			
<input type="checkbox"/> test complet	SCR	☺	16.03.1999	12:14:52	6		3	

CER (1) (850) | hs8100 | OVR | 02:46PM

Before sending from SAPconnect to the external fax server, the displayed status is "waiting" :

The screenshot shows the 'All Recipients' dialog box. The 'Document' field contains 'MESSAGE' and 'test complet', with a 'SCR' button. The 'Recipient list' table has three columns: 'Recipient', 'Forwarder', and 'Attributes'. The 'Attributes' column contains the following values: 'Message read by', 'Transmission failed', 'Transmission failed', 'Message read by', 'Waiting' (circled), and 'Message read by'. Below the table is a 'From recipient' field. At the bottom, there are icons for a checkmark, a printer, 'Private recipients', 'Transmission info', and a red 'X'.

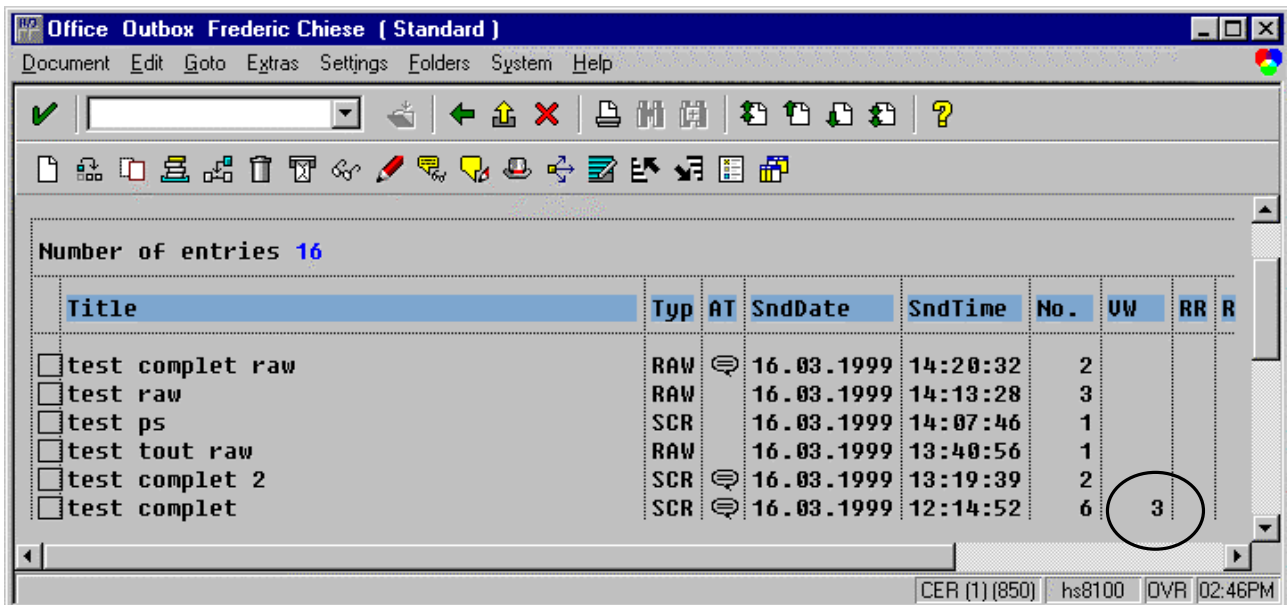
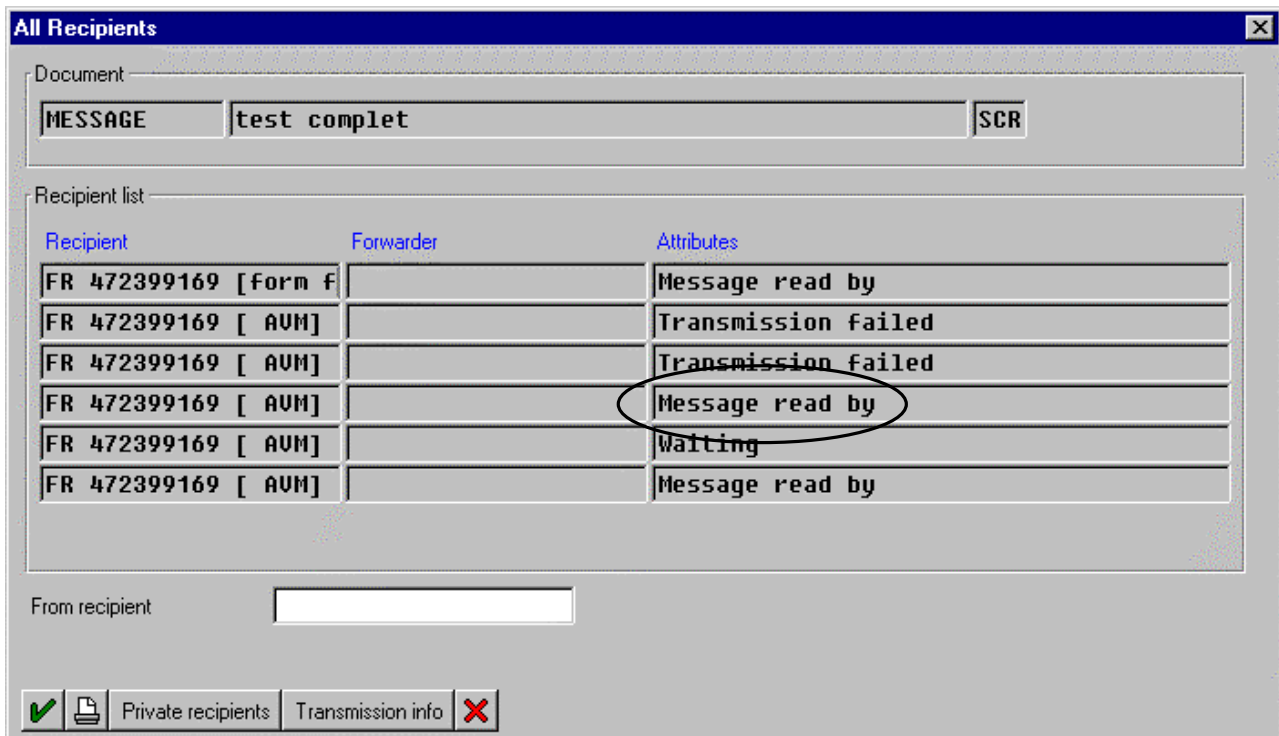
Recipient	Forwarder	Attributes
FR 472399169 [ form f		Message read by
FR 472399169 [ AVM]		Transmission failed
FR 472399169 [ AVM]		Transmission failed
FR 472399169 [ AVM]		Message read by
FR 472399169 [ AVM]		Waiting
FR 472399169 [ AVM]		Message read by

On release of SAPconnect, if the fax has been successfully sent to the external fax server, the displayed status is "arrived", otherwise the displayed status is "transmission failed" and an express message is generated with the error label :

The screenshot shows the 'All Recipients' dialog box. The 'Document' field contains 'MESSAGE' and 'testcertif', with a 'RAW' button. The 'Recipient list' table has three columns: 'Recipient', 'Forwarder', and 'Attributes'. The 'Attributes' column contains the following values: 'Arrived' (circled), 'Transmission failed', 'Arrived', 'Transmission failed', 'Transmission failed' (circled), 'Arrived', and 'Arrived'. Below the table is a 'From recipient' field. At the bottom, there are icons for a checkmark, a printer, 'Private recipients', 'Transmission info', and a red 'X'.

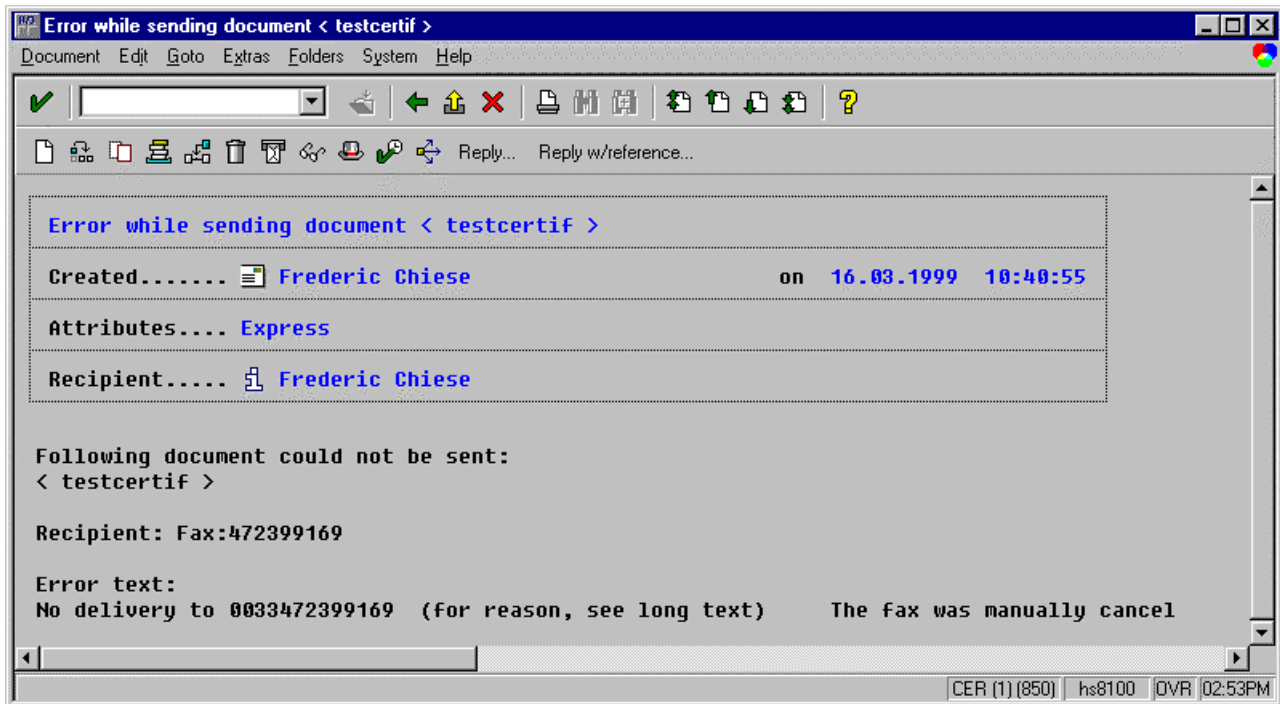
Recipient	Forwarder	Attributes
FR 472399169 [ AVM]		Arrived
FR 472399169 [ AVM]		Transmission failed
FR 472399169 [ AVM]		Arrived
FR 472399169 [ AVM]		Transmission failed
FR 472399169 [ AVM]		Transmission failed
FR 472399169 [ AVM]		Arrived
FR 472399169 [ AVM]		Arrived

On sending status, if the fax has been successfully sent to the recipient, the displayed status is "message read by"; moreover, the column "VW" of SAPoffice outbox is refreshed :





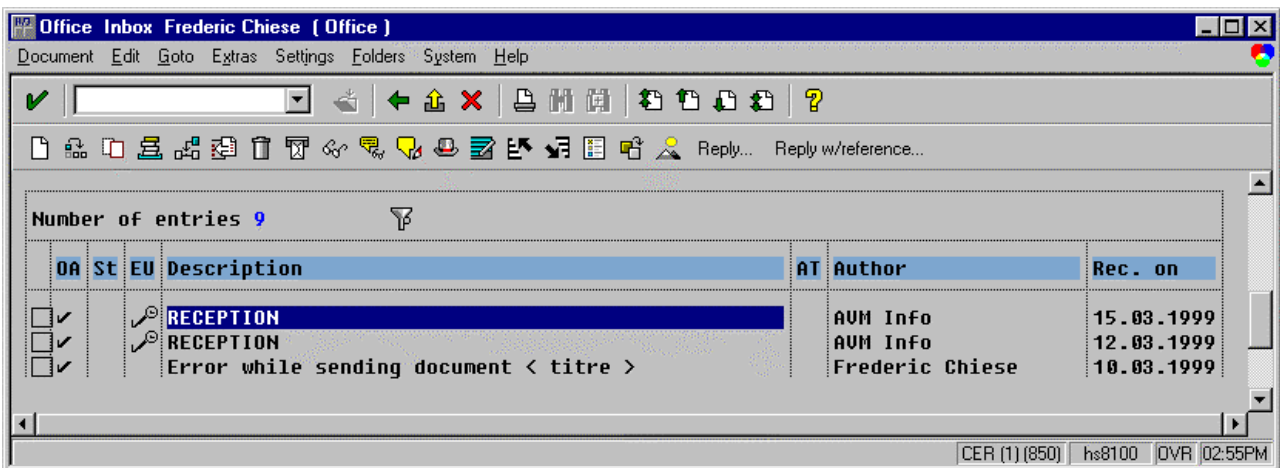
On sending status, if the fax has not been successfully sent to the recipient, the displayed status is "transmission failed" and an express message is generated with the error label from the fax server :



**Note** : all users with same fax number only receive a sending status if they really have sent a fax

### 3) Incoming

To verify the fax, you must display the SAPoffice inbox :



To display the fax, you must double-click on the line of the fax.

**Note** : all users with same fax number receive the fax routed to this fax number

## Repair help

### **1) SAP system log file**

Access by transaction **SM21**.

This log file contains the SAP system error messages.

### **2) SAPconnect**

#### **a) SAPconnect log file**

This log file can be activated for test.

See chapter "activate SAPconnect traces".

### **3) Fax Server**

#### **a) Fax Server 32**

The fax server puts its error messages in the log "applications" of the Windows NT 4.0 event viewer, and in the display window of Fax Server 32 (bottom of Fax Server 32).

#### **b) GRAPHIC FAX for R/3**

The service GRAPHIC FAX for R/3 puts its error messages in the log "applications" of the Windows NT 4.0 event viewer (menu "start -> programs -> administration tools -> event viewer").