Dialogic Modem Driver Installation and Configuration Guide

For Brooktrout® v6.5.0

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- **Knowledge Base** to access technical articles.
- **Downloads & Docs** to access online documentation, software updates, and downloads.

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- **Phone**: 888-303-8098 (toll-free in the US)
- **Fax**: 978-659-1301
- **E-mail**: Customerservice@omtool.com or Support@omtool.com

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- **Fax**: 978-659-1300
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Section 1: Introduction

This guide contains instructions on installing and configuring the following Dialogic® modem drivers. It is written for systems administrators with detailed knowledge of the AccuRoute server and one or all of the following modem drivers.

- TR1034 and TruFax RoHS series fax boards
- SR140 module (virtual board)

Each of the chapters in this book discusses in details the procedure involved in installing and configuring the modem drivers.

- For installation and configuration instructions of TR1034 and TruFax modem board, see Installing and configuring TR1034 and TruFax series boards (2-1).
- For installation and configuration instructions of SR140 virtual boards, see Installing and configuring SR140 module (3-1)

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Section 2: Installing and configuring TR1034 and TruFax series boards

This section includes:

Requirements (2-1)

Downloading Brooktrout drivers (2-2)

Preparing existing modem servers for upgrade (2-3)

Installing Brooktrout System Software (2-5)

Configuring Brooktrout TR1034 and TruFax series boards using Brooktrout Configuration Tool (2-6)

Requirements

Omtool software requirements

Omtool software requirements are as follows:

- ❒ AccuRoute v4.0
- ❒ AccuRoute Connector for Telco - to configure the Omtool Message Server for faxing messages, an AccuRoute Connector for Telco is required. This is a licensed connector. For more information contact Omtool Sales at Sales@Omtool.com

Driver requirement

Driver requirements is:

- ❒ Brooktrout 6.5.0
- ❒ Brooktrout 6.5.0_x64 (this is a required add on you need to run after installing boston-6-5-0.msi)

Fax board requirement

- ❒ TR1034 series or TruFax RoHS series fax board

  You can purchase the fax board from Omtool. Contact Omtool Sales at Sales@Omtool.com.

Additional requirements

In addition to meeting the requirements listed above, you need the following:

- ❒ Telco connector license
- ❒ Licenses for the number of ports intended for use

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- ❒ Proper T1 fax card on the gateway
- ❒ Enough memory to run the desired amount of channels

Downloading Brooktrout drivers

Downloading the Brooktrout v6.5.0 driver

1. Go to http://www.omtool.com/support and log in using your customer number.
2. Click **Downloads & Docs** in the navigation pane on the left. (It is located under **Support**.)
3. Open the **AccuRoute** or **Genifax** menu, go to **Drivers** section, and locate the download.
4. Click the download link to begin download.
   The zip file containing the `.msi` file and the `Release Notes` opens.
5. Select the files and click **Extract**. Browse to the location where you want to save the file.
6. Click **Extract**. The files are extracted and saved to the location you specified.
7. Name this directory the Boston directory.

Downloading the Brooktrout v6.5.0_x64 driver

1. Go to http://www.omtool.com/support and log in using your customer number.
2. Click **Downloads & Docs** in the navigation pane on the left. (It is located under **Support**.)
3. Open the **AccuRoute** or **Genifax** menu, go to **Drivers** section, and locate the download.
4. Click the download link to begin download.
   The zip file containing the `.msi` file and the `Release Notes` opens.
5. Select the files and click **Extract**. Browse to the location where you want to save the file.
6. Click **Extract**. The files are extracted and saved to the location you specified.
7. Name this directory the Boston64 directory.

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Preparing existing modem servers for upgrade

Important The procedures in this section must be completed on all modem servers. For a modem server being set up for first-time use, skip this section and go to Installing Brooktrout System Software (2-5).

Removing the channels

Important You need to remove channels when upgrading from SDK 3.x drivers only. If you are using a higher version of the SDK, skip this procedure and go on to relevant section with instructions on removing your current driver.

Using the AccuRoute Server Administrator, delete the channels from the AccuRoute Telco connector. For environments with multiple AccuRoute Telco connector, repeat this procedure for all AccuRoute Telco connectors on the AccuRoute server.

To remove the channels from the AccuRoute server:

1. Click **Start > All Programs > Omtool > AccuRoute Server > AccuRoute Server Administrator**.
2. In the console tree, expand the AccuRoute Server Administrator and click **Connectors**.
3. Double-click the AccuRoute Telco connector in the details pane to open the **Properties** page.
4. Click the **Channels** option.
5. Highlight the channels and click **Delete**.
6. Click **Yes** on the confirmation message.
7. Click **OK** to save your changes.

Removing Brooktrout TrxStream SDK 3.x drivers and deleting Brooktrout DLLs

Important You must remove Brooktrout TrxStream SDK drivers if they are older than v6.5.0.

Go to the system where a TR1034 or TruFax series fax board is installed, and remove Brooktrout TrxStream SDK and Brooktrout DLLs using the procedure below.

Note Complete this procedure on all systems where TR1034 and TruFax series fax boards are installed.

1. Stop and disable the **Omtool Modem Manager** service.
2. Start **Add/Remove Programs**.
3. Highlight **Brooktrout TrxStream Drivers SDK 3.x** and click **Change/Remove**.

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4 Click **OK** to remove the **Brooktrout TrxStream Drivers SDK 3.x**.

5 Click **Finish** and then click **Close**.

6 To delete Brooktrout DLLs, locate the Windows system32 directory and delete the following files: `bostdlld.DLL`, `bostdlls.DLL`

7 Locate and delete `Oem#.INF` and `Oem#.PNF`. (A number replaces `#` in the actual filename.)

   a Start **Windows Explore**r and go to **\Winnt** or **\Windows**.

   b Go to **\inf**.

   c Right-click on **\inf** folder and select **Search Now**.

   d In the **A word or phrase in the file search** field enter **Brooktrout**.

   e Click **Search Now**.

   f The search returns **Oem#.INF** and **Oem#.PNF**.

   g Delete both files.

8 Reboot the system.

9 Continue to Installing Brooktrout System Software (2-5).

Removing Brooktrout v.5.x drivers

Important You must remove Brooktrout TrxStream SDK drivers if they are older than v6.5.0.

1 Stop and disable the **Omtool Modem Manager** service.

2 Start **Add/Remove Programs**.

3 Highlight **Brooktrout System Software** and click **Remove**.

4 Click **OK** to remove the driver.

5 Click **Finish** and then click **Close**.

6 Continue to Installing Brooktrout System Software (2-5).

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Installing Brooktrout System Software

You must install the Brooktrout System Software (using the procedure below) and then configure the board using the Brooktrout Configuration Tool (described in the next section) in all systems where TR1034 and TruFax series fax boards are installed.

1. Verify that the **Omtool Modem Manager** service is not running.
2. Go to the location where you extracted the ZIP file and locate the Boston directory.
3. Double-click `boston-6-5-0.msi`. The **Welcome** page opens.
4. Click **Next**. The **License Agreement** page opens.
5. Read the agreement and if you agree, select **I accept the terms in the license agreement**. Click **Next**.

   The **Destination Folder** page opens.
6. Modify the destination location if necessary and click **Next**.
7. Click **Install**.
8. When installation is complete, click **Finish**.
9. Reboot the server.

Installing boston-6-5-0_x64.msi

After you have finished installing the Brooktrout System Software, install the required add-on boston-6-5-0_x64.ms.i

1. Verify that the **Omtool Modem Manager** service is not running.
2. Go to the location where you extracted the ZIP file and locate the Boston64 directory.
3. Double-click `boston-6-5-0_x64.msi`. The **Welcome** page opens.
4. Click **Next**. The **License Agreement** page opens.
5. Read the agreement and if you agree, select **I accept the terms in the license agreement**. Click **Next**.

   The **Destination Folder** page opens.
6. Modify the destination location if necessary and click **Next**.
7. Click **Install**.
8. When installation is complete, click **Finish**.
9. Reboot the server.

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Configuring Brooktrout TR1034 and TruFax series boards using Brooktrout Configuration Tool

1. Click **Start > All Programs > Brooktrout > Brooktrout Configuration Tool**.

   Note If the Configuration Tool cannot detect the boards, try changing the PCI slot or the module number and see if the board is now detected.

2. Open the **Protocol Options** menu and select the appropriate protocol for the board.
3. Verify that the board is configured correctly. (The telephone service provider supplies the correct configuration information.)
   - **T1/ISDN/PRI** - Verify the Switch Type, Protocol (Variant), Line Coding, Line type (Framing), and Max DID Digits settings.
   - **T1 Robbed Bit** - Verify the Line type (Framing), Line Coding, and Max DID Digits settings.
4. Set the `Maximum Number of Pages` property value to `200` following instructions in Configuring the maximum page size using the Brooktrout Configuration Tool. The default value is 30. You must change this property value for messages larger than 30 pages to succeed.
5. Click **Apply**.
6. Click **Start > All Programs > Administrative Tool > Computer Management**.
7. Select **Device Manager** in the console tree and expand **Computer Telephony** in the details pane.
8. Click **View> Show Hidden Devices**.
9. Double-click **Trxstream Board** in the details pane and click the **Driver** option.
10. Verify that the driver version is 6.5.0 or higher.
11. Exit **Device Manger**.

Configuring the maximum page size using the Brooktrout Configuration Tool

1. Click **Start > All Programs > Brooktrout > Brooktrout Configuration Tool**.
2. Select **BTCall Parameters (All boards)**.
3. In the **Advances Settings** section, go to the **Maximum Number of pages** option.
4. Set the value to `200`.
5. Save your changes.
6. Click **Apply** to make the Brooktrout server read your changes.

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Detecting and configuring fax board channels

Using the AccuRoute Server Administrator, detect and configure the channels in the AccuRoute Telco connector.

Note For environments with multiple AccuRoute Telco connectors, detect the channels on the modem server using the appropriate AccuRoute Telco connector.

The remote modem server should be in the same domain as the AccuRoute server.

1. Click **Start > All Programs > Omtool > AccuRoute Server > AccuRoute Server Administrator**.
2. In the console tree, expand the AccuRoute Server Administrator and click **Connectors**.
3. Double-click the AccuRoute Connector for Telco in the details pane, and click **Detect Channels**. The **Detect Channels** page opens.
4. Enter the name or IP address of the modem server and click **Detect Now**.
5. Double-click each channel and reset the channel properties.
   - For channels that must be configured to capture DID data for inbound faxes, select **Capture DNIS**.
   - For capturing DTMF, click the **Receive** tab. Then:

     TR1034 digital board - Select **Capture DNIS** and **Capture DTMF** in the Telco receiving properties. The dialed DTMF is captured in inbound email and displayed in the **Template** window. The **Destination number dialed** is displayed in the destination column of the inbound fax message.

     TR1034 analog board - Select **Capture DTMF** in the Telco receiving properties. The dialed DTMF is captured in inbound email and displayed in the **Template** window. The **DTMF number dialed** is displayed in the destination column of the inbound fax message.
6. Click **OK**.
7. Repeat this procedure until all TR1034 and TruFax channels on the AccuRoute server and remote modem servers are detected and configured.

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Section 3: Installing and configuring SR140 module

This section includes:

Requirements (3-1)

Installing Brooktrout SR140 module (3-2)

Configuring Brooktrout SR140 (3-6)

For information on Brooktrout T.38 SR 140, go to http://www.cantata.com/products/sr140/pdf/SR140.pdf

Requirements

Omtool software requirements

Omtool software requirements are as follows:

- ❒ AccuRoute v4.0
- ❒ AccuRoute Connector for Telco - to configure the Omtool Message Server for faxing messages, an AccuRoute Connector for Telco is required. This is a licensed connector. For more information contact Omtool Sales at Sales@Omtool.com

Driver requirement

Driver requirements is:

- ❒ Brooktrout 6.5.0
- ❒ Brooktrout 6.5.0_x64 (this is a required add on you need to run after installing boston-6-5-0.msi)

Gateway requirement

For a list of supported gateways, go to http://www.cantata.com/interop/fax/

Additional requirements

In addition to meeting the requirements listed above, you need the following:

- ❒ Telco connector license
- ❒ Licenses for the number of ports intended for use
- ❒ Proper T1 fax card on the gateway
- ❒ Enough memory to run the desired amount of channels

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Installing Brooktrout SR140 module

This section includes:

Downloading Brooktrout drivers (3-2)

Installing Brooktrout System Software (3-2)

Activating the license (3-3)

Applying the license (3-6)

Downloading Brooktrout drivers

Downloading the Brooktrout v6.5.0 driver

1. Go to http://www.omtool.com/support and log in using your customer number.
2. Click **Downloads & Docs** in the navigation pane on the left. (It is located under **Support**.)
3. Open the **AccuRoute** or **Genifax** menu, go to **Drivers** section, and locate the download.
4. Click the download link to begin download.
   The zip file containing the `.msi` file and the `Release Notes` opens.
5. Select the files and click **Extract**. Browse to the location where you want to save the file.
6. Click **Extract**. The files are extracted and saved to the location you specified.
7. Name this directory the Boston directory.

Downloading the Brooktrout v6.5.0_x64 driver

1. Go to http://www.omtool.com/support and log in using your customer number.
2. Click **Downloads & Docs** in the navigation pane on the left. (It is located under **Support**.)
3. Open the **AccuRoute** or **Genifax** menu, go to **Drivers** section, and locate the download.
4. Click the download link to begin download.
   The zip file containing the `.msi` file and the `Release Notes` opens.
5. Select the files and click **Extract**. Browse to the location where you want to save the file.
6. Click **Extract**. The files are extracted and saved to the location you specified.
7. Name this directory the Boston64 directory.

Installing Brooktrout System Software

1. Verify that the **Omtool Modem Manager** service is not running.
2. Go to the location where you extracted the ZIP file and locate the Boston directory.
3. Double-click `boston-6-5-0.msi`. The **Welcome** page opens.
4. Click **Next**. The **License Agreement** page opens.

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5 Read the agreement and if you agree, select **I accept the terms in the license agreement**. Click **Next**.

The **Destination Folder** page opens.

6 Modify the destination location if necessary and click **Next**.

7 Click **Install**.

8 When installation is complete, click **Finish**.

9 Reboot the server.

Installing boston-6-5-0_x64.msi

After you have finished installing the Brooktrout System Software, install the required add-on boston-6-5-0_x64.ms.i

1 Verify that the **Omtool Modem Manager** service is not running.

2 Go to the location where you extracted the ZIP file and locate the Boston64 directory.

3 Double-click `boston-6-5-0_x64.msi`. The **Welcome** page opens.

4 Click **Next**. The **License Agreement** page opens.

5 Read the agreement and if you agree, select **I accept the terms in the license agreement**. Click **Next**.

The **Destination Folder** page opens.

6 Modify the destination location if necessary and click **Next**.

7 Click **Install**.

8 When installation is complete, click **Finish**.

9 Reboot the server.

Activating the license

1 Click **Start >Program Files > Brooktrout License Manager**.

The **Brooktrout License Manager** opens.

2 In the menu bar click **License >Activate License**. The License Activation wizard opens and you see the **Welcome** message.

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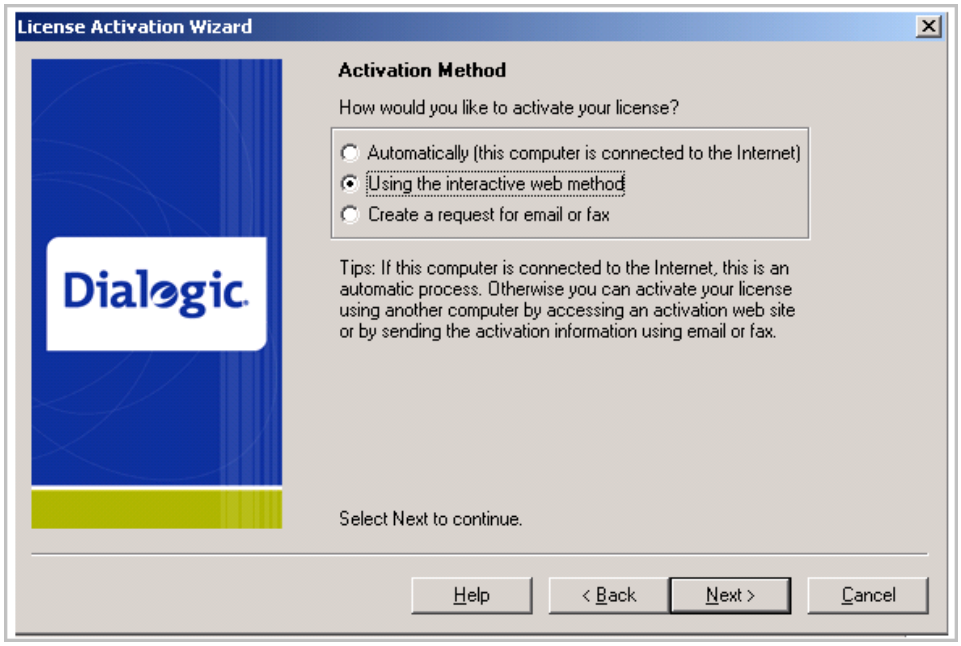
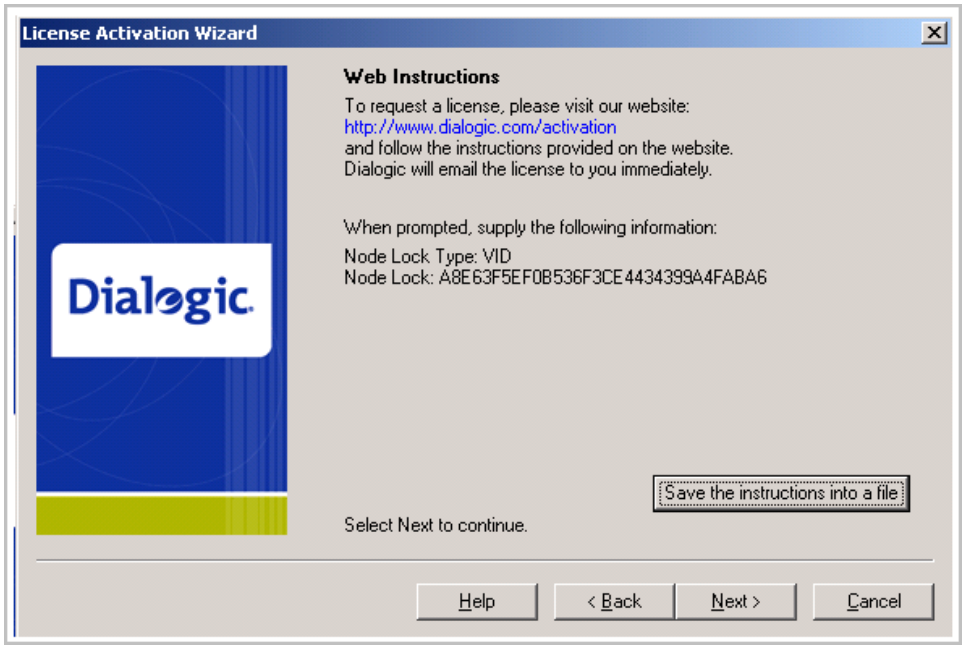
3 Click **Next**. Select **Using the interactive web method**.



4 Click **Next**. You get the **Node Lock** value.

5 Click **Save the instructions into a file** option.



6 Click **Next**.

7 Browse and save the file to a known location.

8 Go to the location where you saved the file. Open the file.

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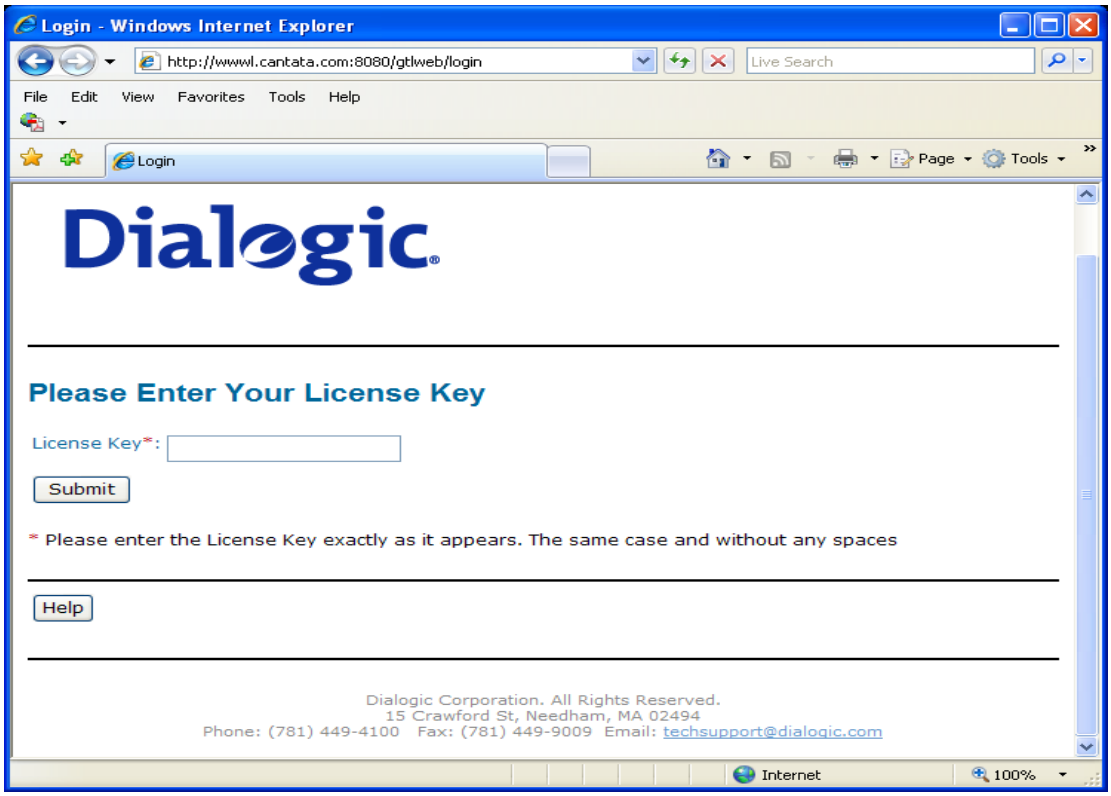
The file contains the text similar to what is shown below and gives you the Node Lock value of your system:

```
To request a license, please visit our website:
http://www.dialogic.com/activation
and follow the instructions provided on the website.
Dialogic will email the license to you immediately.

When prompted, supply the following information:
Node Lock: [Node Lock value]
```

9 Open Internet Explorer and go to http://www.dialogic.com/activation.



10 In the **License Key** text box, enter the License key and the Node Lock value of your system.

Important For the license key, contact customer support.

Brooktrout sends you the license for your Brooktrout SR140 module.

Note This license key will enable the Brooktrout SR140 fax feature on the system the node value was retrieved from. It cannot be transferred without assistance from Cantata.

11 Save the license file to the local drive of the system.

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Applying the license

1. Launch the **Brooktrout License Manager**.
2. From the file menu option, select **License**.
3. Select **Install License** drop down.
4. Browse to the license file you saved to the system.

Configuring Brooktrout SR140

This section includes:

Configuring Brooktrout SR140 (3-6)

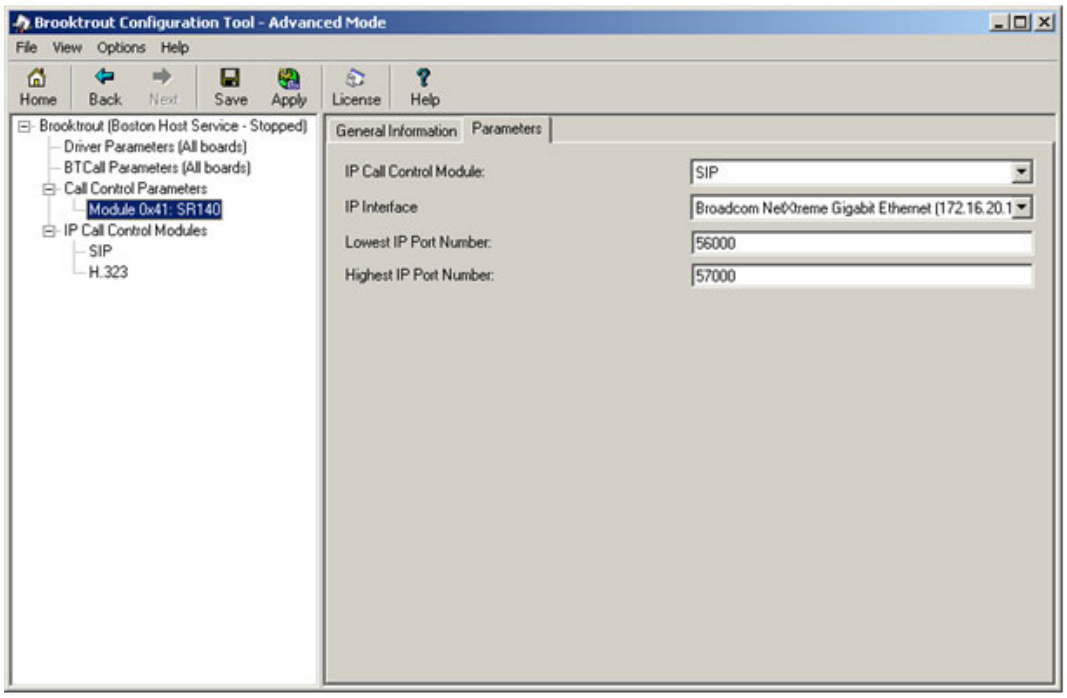
Additional SIP configuration (3-7)

Additional H.323 configuration (3-8)

Setting the maximum page size (3-8)

Configuring Brooktrout SR140

1. Click **Start > Program Files > Brooktrout Configuration Tool**. The **Configure IP Stack** page opens.
2. Select the protocol appropriate to your environment. The **Brooktrout Configurations Tool** opens.



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3 Expand **Call Control Parameters**.

4 Select **Module0x41:SR140**.

5 In the right pane, click **Parameters** option.

6 Verify that **IP Call Control Module** value is **SIP** or **H.323** (depending on which protocol is configured for your company).

7 Continue to additional configurations. You can configure SIP or H.323, but not both.

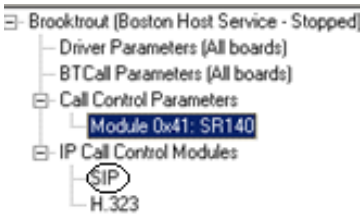
Additional SIP configuration

1 Click **Start > Program Files > Brooktrout Configuration Tool**.

The **Brooktrout Configurations Tool** opens.

2 Expand **IP Call Control Modules**.

3 Select **SIP**.



4 In the right pane, select **IP Parameters** option.

5 In the **SIP_default_gateway** add the IP address of your Cisco Gate followed by `5060` in the second field.

6 Select the **T.38 parameters** option

7 Set **Media Renegotiate Delay Outbound, msec** to `-1`.

8 In **Advanced settings**, change the **Maximum T.38 version** from `3` to `0`.

9 The following prompt is displayed:

```
Parameter Maximum Bit Rate, bps" value should not be greater than
14400 when "Maximum T.38 version" is 0.
```

10 Click **OK** and the **Maximum bit rate,bps** is automatically reset to `14400`.

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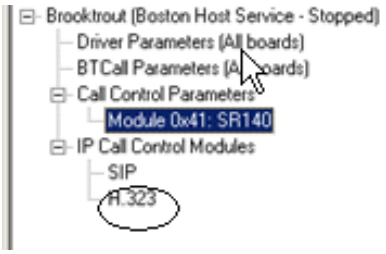
Additional H.323 configuration

1. Click **Start > Program Files > Brooktrout Configuration Tool**. The **Brooktrout Configurations Tool** opens.
2. Expand **IP Call Control Modules**.
3. Select **H.323**.



4. In the right pane, select **IP Parameters** option.
5. Add the IP address of your Cisco Gateway in the **h323_default_gateway** followed by 1720.
6. Add the IP address of your AccuRoute/Genifax Server in the **h323_local_ip_address** followed by 1720.
7. Expand **Advanced Settings** option.
8. Change **Called Party Options** to 2.
9. Change **Calling Party Options** to 2.

Setting the maximum page size

Brooktrout modems have a known problem with sending document with greater than 30 pages. Using the procedure below, you must change the value of the **Maximum Number of Pages** property value to 200 in order to send messages greater than 30 pages successfully.

1. Click **Start > All Programs > Brooktrout > Brooktrout Configuration Tool**.
2. Select **BTCall Parameters (All boards)**.
3. In the **Advances Settings** section, go to the **Maximum Number of pages** option.
4. Set the value to 200.
5. Save your changes.
6. Click **Apply** to make the Brooktrout server read your changes.

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Section 4: Testing

After you have installed and configured the modem drivers, test to see that they are working properly

Testing Dialogic fax board/module

1. Stop Modem Manager Service.
1. Log in to the system running the Modem server.
2. Navigate to:

   `C:\Program Files\Omtool Server\Tools\Modem\Tools\Brooktrout\Config`
3. Copy **fax.exe** and **test.ips**.
4. Paste the copied files to `C:\Program Files\Brooktrout\Config`.
5. To send a test fax, do the following:
   a. Open a command prompt window.
   b. Change directory to `C:\Program Files\Brooktrout\Config`.
   c. Type `..\bin\firmload.bat` and press **Enter**.
   d. Type `fax -u 0 -s PhoneNumber test.ips` where `PhoneNumber` is the destination fax number.
   e. Press **Enter**.

   The test fax is delivered to the destination.

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Section 5: Troubleshooting

This section includes:

Modem services do not start when drivers are installed in non-default location (5-1)

When sending documents with greater than 30 pages the message goes to the Failure queue (5-2)

While installing Boston v6.5.0 drivers after uninstalling Boston v5.2.2 drivers Dialogic services do not start (5-2)

Modem services do not start when drivers are installed in non-default location

Problem:

When Boston 6.x drivers are uninstalled and installed to a non-default location; the modem service does not start automatically and when it is manually started, it stops after sometime.

Solution:

The simplest way to handle this situation is to delete the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Omtool\Modem\Boston

Therefore, to restart the modem services automatically after reinstalling the driver to a new location, perform the procedure in the following order:

- Stop/disable the modem server
- Remove brooktrout drivers
- Reboot the system
- Install brooktrout drivers to new location
- Configure brooktrout drivers
- Delete registry key: `HKEY_LOCAL_MACHINE\SOFTWARE\Omtool\Modem\Boston`. Alternately, you can run `OmBt49CheckU.exe`. or installing the Modem 2.03 update.
- Enable/restart the modem server

Deleting the key forces the modem server to detect the Brooktrout drivers and resets the registry by calling `OmBt49CheckU.exe`. Reinstalling the modem Update always runs `OmBt49CheckU.exe`.

`OmBt49CheckU.exe` detects where the Brooktrout drivers are installed and creates the registry setting under modem key and creates firmload files in the \\brooktrout\bin folder.

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When sending documents with greater than 30 pages the message goes to the Failure queue

Problem:

Brooktrout modems have a known problem with sending document with greater than 30 pages. That is why when sending documents with greater than 30 pages the message goes to the Failure queue even though all the pages in the document are delivered.

Solution:

The suggested workaround is to increase the maximum number of pages in BTcall.cfg parameter using the Brooktrout configuration tool.

To configure the maximum page size:

1. Click **Start > All Programs > Brooktrout > Brooktrout Configuration Tool**.
2. Select **BTCall Parameters (All boards)**.
3. In the **Advances Settings** section, go to the **Maximum Number of pages** option.
4. Set the value to `200`.
5. Save your changes.
6. Click **Apply** to make the Brooktrout server read your changes.

While installing Boston v6.5.0 drivers after uninstalling Boston v5.2.2 drivers Dialogic services do not start

Problem:

When I install Boston v 6.5.0_x64 drivers after uninstalling Boston v5.2.2 drivers, the Dialogic services do not start.

Solution:

It is possible that some components of the driver remain after you do uninstall Boston v5.2.2. To get around this issue, you must delete all registry keys that may contain associated metadata and reboot the system before installing Boston v6.5.0 driver.

Here are the steps:

1. Uninstall Boston v5.2.2 drivers using Add/Remove programs applet.
2. Verify Dialogic services are not present under services.
3. Click **Start > Run** and enter `regedit` to open the **Registry Editor**.
4. Navigate to **HKEY_LOCAL_MACHINE > SOFTWARE**.
5. Select the Brooktrout entry on the left side of the pane, right-click and click **Delete** to delete this entry.

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6 Navigate to **HKEY_LOCAL_MACHINE > SYSTEM > CURRENTCONTROLSET > SERVICES**.

7 Verify that the entry for **Boston.sys** does not exist. If it does, delete it.

8 Close the Registry Editor and reboot the system.

9 Install Boston v6.5.0 drivers.

The Dialogic services should start.

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