



Optional Appliance

FaxFinder FFX50 Series

The FaxFinder® fax server has been the most cost-effective, turnkey solution on the market for years. The FaxFinder has traditionally been tied to a specific piece of hardware, built on a specific Linux OS kernel. Modern security, feature and other considerations now require a more robust, scalable, feature-rich and secure fax server solutions.

Built to run on Window Servers operations systems, the FaxFinder FFX50 Series fax server software can now be deployed on virtual machines. Organizations preferring to segregate mission-critical applications on separate hardware also still have the option of purchasing a dedicated appliance designed and manufactured by MultiTech.

KEY BENEFITS

- Centralize fax operations
- Lower the cost of existing fax operations
- Comply with industry-specific initiatives
- Integrate fax into existing business applications
- Interoperable with a variety of telephone systems
- Cloud transport ready
- Virtual Deployments
- Disaster Recovery Options
- Hardware independent

Why Fax? Compliance.

The continued use of fax within organizations both large and small is due to compliance surrounding sensitive, private and mission-critical documents. Globalization and the need for timely and accurate reporting of financial information have created new regulations regarding document retrieval and retention requirements. Businesses must invest in robust fax solutions, email archiving and document management systems in order to comply with new, evolving regulations.

The logical first step to achieve compliance is to remove fax machines. A fax machine by itself cannot prove who sent a document or what was actually sent. The FaxFinder FFX50 Series new features make this possible through enabling specific users to send and receive faxes, while new archiving and audit processes keep a record of every fax transaction that has taken place.

FaxFinder FFX50 Series Highlights

Deployment Options

The FaxFinder® FFX50 Series fax server offers several deployment options designed to meet the needs of different organizations.

Turnkey Appliance: Designed for organizations that prefer to keep critical applications on dedicated hardware, FFX50-HW-X bundles include a fully licensed X86 Windows Server with FFX50 software pre-installed.

Virtual Server: FFX50-X bundles are designed to be installed into pre-existing virtual environments where organizations prefer not to manage more physical hardware.

Administration & Management

The FaxFinder® FFX50 Series fax server offers different ways of managing the server and users.

- Add and manage users using Active Directory
- New web-based UI allows for easy management of users and settings
- Remote management possible through additional software
- Simple inbound routing configuration to multiple destinations
- Optional FFX50 monitoring tool available

Fax Retention

Built-in document tracking, searching and archiving of faxes. Automatic fax archiving stores all inbound and outbound faxes. Purge options available. Fax images are stored using RSA 256-bit encryption.

Enhanced UI

The redesigned FaxFinder user/admin interface enables users to easily change fax settings, default cover pages, user information, customize address books and more. All sent & received fax images are also easily accessible in the web-based user/admin interface, as well as real time status of active fax jobs.

Scalability

The FaxFinder® FFX50 Series fax server can be scaled to a total of 24 channels through licensing unlocks (FFX50-CHANNEL-2).

For organizations requiring more than 24 channels, contact the FaxFinder team to discuss a custom-built FaxFinder solution designed to meet the required scale.

Web Service Architecture

Legacy computer fax products are very much client-dependent and difficult to support. FFX50 conforms to the N-Tier and web service paradigm, allowing for scalability and fault tolerance with distributed processing.

Security & Monitoring

Enhanced security design at the user level, dealing with permissions related to sending messages and a manager fax approval restriction. Superior audit trails enabling manager to audit and supervise all actions.

Multi-Tenant Design

The domain model within FFX50 enables the propagation of inherited user and system properties within Organizational Units or Child Domains, which simplifies the administration of system cover pages, addresses, etc. This design also mirrors AD and NDS enterprise directory structures.

Integration















































FaxFinder allows for integration with third party applications through API (XML over HTTPS). Almost any application is compatible. SOAP or RESTful API integration options are available.

Interoperability

Leveraging XCAPi IP drivers, the FaxFinder FFX50 Series is compatible with a wide range of telephony systems and carriers. For a complete list of compatible systems and services, please contact the FaxFinder team.

FaxFinder FFX50 FFX40 Feature Comparison

With the release of the FaxFinder FFX50 Series, FaxFinder solutions are now much more adaptable to different customer requirements than previous generations provided. In addition to now being deployable on a virtual machine, the FaxFinder FFX50 Series provides more options for sending, receiving, customizations, etc. Whereas previous generation FaxFinders had no upgrade path, FFX50 allows for smoother migrations to future releases.

	FFX50	FFX40
Receive Faxes		
Email		
Printer		
Network Share		 Up to SMBV1 Only
Sharepoint		
FTP		
SFTP		
3rd Party Cloud Storage		
Send Faxes		
Email		
Web GUI		
Print Driver		
Post to Sharepoint		
FTP		
Software MFP Connector		
Hardware MFP Adapter		
Client Folder Drop		
OneDrive File Drop		
Deployment Options		
Hardware Appliance		
Virtual Machine		
Full Cloud		
Other		
etherFAX Compatibility		
Next Gen Upgrade Path		
Operating System	Windows Server	Linux
Multi-Tenant Management		
Server Health Monitoring Tool	Optional	
Proactive Remote Support	Optional	
Multi-Trunk Capability	etherFAX & Analog or IP	etherFAX or IP & Analog

FaxFinder FFX50 Series Specifications

Physical Appliance (FFX50-HW-2 / FFX50-HW-4 / FFX50-HW-8)

Appliance Information (for more information, view the FFX50 Hardware and Installation Guide)

Connectors	(1) RJ-45 console serial port
	(2) RJ-45 ethernet port
	(2) USB port
	(1) VGA port
Physical Dimensions (W x H x D)****	W 15.333 x H 1.717 x D 6.033 (inches)
**** Adding plastic feet increases the height to 1.877 inches.	
Mounting	19 inch Rackmount Standard (brackets included)
Power Requirements	Transformer Voltage: 12V (transformer provided)
Weight	4 lbs 13.2 oz
Operating Environment	0 to 40 C
EMC Standards	EN55032: 2015+AC: 2016 Class B
	CISPR 32: 2015 +C1: 2016 Class B
	AS/NZS CISPR 32: 2015 Class B
	EN 55024:2010
	EN 61000
Approvals	FCC Part 15 Subpart B Class B
	ICES-003 Issues 6: 2016 (updated April 2017) Class B
	CAN/CSA-CISPR 22-10 Class B
	CISPR 22: 2008 Class B
	ANSI C63.4-2014

FoIP/Analog (Gateway required for analog interface)

Features	FFX50-2 or FFX50-HW-2	FFX50-4 or FFX50-HW-4	FFX50-8 or FFX50-HW-8
Fax Pages Per Day*	960 pages in or out	1,920 pages in or out	3,840 pages in or out
* Calculations based on sending or receiving one fax page every 60 seconds per channel over 8 hour working day.			
Included Channels**	2 channels	4 channels	8 channels
** Channels refers to IP channels. Analog connectivity requires the use of an analog gateway (Audiocodes MPXXX recommended).			
Maximum Channels***	24 channels		
*** Requires purchase of FFX50-CHANNEL-2 to upgrade in increments of 2 channels. More than 8 channels requires purchase of FFX50-ENT.			
Fax Standards & Rates	FFX50 Series leverages XCAPI FoIP drivers. For complete details, visit www.xcapi.com		

etherFAX

Features	FFX50-2	FFX50-4	FFX50-8
Fax Pages Per Day*	6,720 in / 1,920 pages out	13,440 in / 3,840 pages out	26,880 in / 7,680 pages out
* Calculations based on sending 1 page every minute & receiving 1 page every second per channel over 8 hour working day.			
Included Channels**	2 channels	4 channels	8 channels
** Channels refers to IP channels. Analog connectivity requires the use of an analog gateway (Audiocodes MPXXX recommended).			
Maximum Channels***	24 channels		
*** Requires purchase of FFX50-CHANNEL-2 to upgrade in increments of 2 channels. More than 8 channels requires purchase of FFX50-ENT.			
Fax Standards & Rates	FFX50-X-EF leverage etherFAX for fax transport. For complete details, visit www.etherfax.net		

FaxFinder FFX50 Ordering Information



The FaxFinder® fax server has been available through MultiTech’s distribution channel for years and certain FaxFinder FFX50 SKUs and bundles continue to be orderable through those channels. However, due to customization options, specific services, etc, certain SKUs/bundles/add-ons are only available direct through the FaxFinder team or select, authorized partners.

FaxFinder FFX50 Series Bundles (includes software & channel licensing, 1st year support, basic installation service)			
Part Number	Description	FF Authorized	Distribution
FFX50-2	FaxFinder X50 Series 2 Channel VM Bundle - Standard Edition (etherFAX/FoIP/Analog) Included: software & channel licensing, 1st year support & maintenance, basic installation. Not Included: OS License.	●	●
FFX50-4	FaxFinder X50 Series 4 Channel VM Bundle - Standard Edition (etherFAX/FoIP/Analog) Included: software & channel licensing, 1st year support & maintenance, basic installation. Not Included: OS License.	●	●
FFX50-8	FaxFinder X50 Series 8 Channel VM Bundle - Standard Edition (etherFAX/FoIP/Analog) Included: software & channel licensing, 1st year support & maintenance, basic installation. Not Included: OS License.	●	●
FFX50-HW-2	FaxFinder X50 Series 2 Channel HW Bundle - Standard Edition (etherFAX/FoIP/Analog) Included: software & channel licensing, 1st year support & maintenance, basic installation, appliance & OS.	●	●
FFX50-HW-4	FaxFinder X50 Series 4 Channel HW Bundle - Standard Edition (etherFAX/FoIP/Analog) Included: software & channel licensing, 1st year support & maintenance, basic installation, appliance & OS.	●	●
FFX50-HW-8	FaxFinder X50 Series 8 Channel HW Bundle - Standard Edition (etherFAX/FoIP/Analog) Included: software & channel licensing, 1st year support & maintenance, basic installation, appliance & OS.	●	●
FFX50-2-EF	FaxFinder X50 Series 2 Channel VM Bundle - Enterprise Edition - (etherFAX ONLY) Included: software & channel licensing, 1st year support & maintenance, basic installation. Not Included: OS License.	●	●
FFX50-4-EF	FaxFinder X50 Series 4 Channel VM Bundle - Enterprise Edition - (etherFAX ONLY) Included: software & channel licensing, 1st year support & maintenance, basic installation. Not Included: OS License.	●	●
FFX50-8-EF	FaxFinder X50 Series 8 Channel VM Bundle - Enterprise Edition - (etherFAX ONLY) Included: software & channel licensing, 1st year support & maintenance, basic installation. Not Included: OS License.	●	●
FaxFinder FFX50 Series Upgrades			
Part Number	Description	FF Authorized	Distribution
FFX50-CHANNEL-2	FaxFinder Channel Activation License for IP & Analog - 2 Channels - Incremental Support & Maintenance Included	●	●
FFX50-CHANNEL-2-EF	FaxFinder Channel Activation License for etherFAX - 2 Additional Channels - Incremental Support & Maintenance Included	●	●
FFX50-EF2IP-2	FaxFinder Channel Activation License - etherFAX to IP Conversion - 2 Channels - Incremental Support & Maintenance Not Included	●	●
FFX50-ENT	FaxFinder FFX50 Series License - Enterprise Upgrade	●	●
FFX50-AGENT	FaxFinder FFX50 Secondary Fax Agent/Transport Unlock (FoIP/Analog + etherFAX)	●	●
FFX50-ROBOFAX	FFX50 Server Health Monitoring Software	●	●
FFX50-WS	Windows Server 2016 License	●	●
FFX50-GATEWAY-4	4 Port Gateway for Analog Deployments - Includes Installation Support (MP114-FXO)	●	●
FFX50-GATEWAY-8	8 Port Gateway for Analog Deployments - Includes Installation Support (MP118-FXO)	●	●
FaxFinder X50 Series Services			
Part Number	Description	FF Authorized	Distribution
FFX50-INSTALL-ADVANCED	Advanced installation service for FFX50 Series (4 hour maximum)	●	●
FFX50-CLOUD-DR	FaxFinder Cloud Disaster Recovery for FFX50 servers - routes traffic to FF Cloud in disaster/down scenarios	●	●
FFX50-POC	FaxFinder FFX50 Series 30 Day Proof of Concept - Includes Installation & Configuration (FFX50-POC value credited toward final purchase of FFX50)	●	●
FFX50-PRO-SERVICES	FaxFinder FFX50 Professional Services - 2 Hour Block	●	●
FF-CLOUD-WLS	Annual FaxFinder Cloud White-labeled Service Fee - FaxFinder hosted & managed	●	●
FFX50-NCE	Annual FaxFinder FFX50 Non-complete Exemption - For FFX50 Servers Deployed to Run Fax Services (fee in addition to standard support & maintenance)	●	●
FaxFinder X50 Series - Add Ons & Modules (All Require Enterprise Edition)			
Part Number	Description	FF Authorized	Distribution
FFX50-FGM	FaxFinder file gateway/embedded codes module - Requires Enterprise Edition	●	●
FFX50-MFP	FaxFinder MFP connector - contact FF for manufacturers - Requires Enterprise Edition	●	●
FFX50-KM-5	FaxFinder Konica Minolta MFP Connector; 1-5 MFPs - Requires Enterprise Edition	●	●
FFX50-KM-15	FaxFinder Konica Minolta MFP Connector; 6-15 MFPs - Requires Enterprise Edition	●	●
FFX50-KM-PLUS	FaxFinder Konica Minolta MFP Connector; 16+ MFPs - Requires Enterprise Edition	●	●
FFX50-BC	FaxFinder Barcode Module - Requires Enterprise Edition	●	●
FFX50-SAP	FaxFinder SAP Connector - Requires Enterprise Edition	●	●
FFX50-ADAPTER-2	2 Port Analog Adapter - For Connecting Multifunction Printers to FFX50 - Requires Enterprise Edition	●	●
FaxFinder - Annual Support & Maintenance Plans for IP and Analog Deployments			
Standard Support & Maintenance (Email & Phone Support, FFX50 Software Media & Patches + Major Releases)			
Part Number	Description	FF Authorized	Distribution
FFX50-SUPPORT-2	12 Months Technical Support & Major SW Updates - 2 Channels	●	●
FFX50-SUPPORT-4	12 Months Technical Support & Major SW Updates - 4 Channels	●	●
FFX50-SUPPORT-6	12 Months Technical Support & Major SW Updates - 6 Channels	●	●
FFX50-SUPPORT-8	12 Months Technical Support & Major SW Updates - 8 Channels	●	●
FFX50-SUPPORT-10	12 Months Technical Support & Major SW Updates - 10 Channels	●	●
FFX50-SUPPORT-12	12 Months Technical Support & Major SW Updates - 12 Channels	●	●
FFX50-SUPPORT-14	12 Months Technical Support & Major SW Updates - 14 Channels	●	●
FFX50-SUPPORT-16	12 Months Technical Support & Major SW Updates - 16 Channels	●	●
FFX50-SUPPORT-18	12 Months Technical Support & Major SW Updates - 18 Channels	●	●
FFX50-SUPPORT-20	12 Months Technical Support & Major SW Updates - 20 Channels	●	●
FFX50-SUPPORT-22	12 Months Technical Support & Major SW Updates - 22 Channels	●	●
FFX50-SUPPORT-24	12 Months Technical Support & Major SW Updates - 24 Channels	●	●
Other Services - DIRECT SALE Only			
Part Number	Description	FF Authorized	Distribution
FFX50-SUPPORT-365	Gold + 24x7x365 Afterhours Service - DIRECT SALE Only (Requires Standard Support & Maintenance)	●	●
FFX50-MGMT	Annual Outsourced FFX50 Management - Includes FFX50-ROBOFAX + FFX50-SUPPORT-365 (Requires Standard Support & Maintenance)	●	●
FF-SUPPORT-HOURLY-AH	Pre-Scheduled After Hours Phone Support - 4 Hours Minimum	●	●

FFX50 Server Minimum System Requirements

Version 1.0

Hardware

- CPU: 1.6ghz 64-bit processor (2 or more cores)
- Memory/RAM: 4GB
- Disk Space: 20GB (additional disk space required for storing fax images)
- At least one of the following must be present:
 - For Analog: AudioCodes Media Gateway MP11x (4 or 8 port models)
 - For FoIP: XCAPi driver (supports both T.38 & G.711)
 - For etherFAX: active account credentials

Optional Dedicated Appliance

- [Multi-Tech Systems, Inc.](#) manufactured
- CPU: 1.6GHz 64-bit processor (4 cores)
- Memory/RAM: 8GB
- Drive: 500GB SSD
- For more details, visit www.faxfinder.net/hardware



(FFX50-HW-X)

Operating System Platform

- Bare metal, licensed Windows Server 2016 or Windows Server 2019
Microsoft .NET 4.7x (installed during installation/configuration process)
- VMware or Hyper-V virtual machine with Windows Server 2016 or Windows Server 2019

Operating System - Configuration Recommendation

- Fresh installation (not an OS upgrade)
- Static or DHCP reserved IP address
- Prefer that the FaxFinder server is not joined to the Domain until after the installation is completed - if it is joined to the Domain then **NO GPOs applied**
- Prefer that FaxFinder is on a standalone server, no other software loaded on the server
- CANNOT BE LOADED ON THE SAME SERVER AS MICROSOFT EXCHANGE SERVER - this causes conflicts within IIS
- The FaxFinder directory, and all sub directories, must be excluded from any virus scan software
- UAC disabled

Client Software Requirements

- Microsoft Internet Explorer 11.x, Chrome, Firefox or Safari

FFX50 Server Minimum System Requirements

Additional Configuration Requirements

Features:

- .NET Framework 3.5 Features - **Required**
 - .NET Framework 3.5 (Includes .Net 2.0 and 3.0) - **Required**
 - HTTP Activation - **Required**
 - Non-HTTP Activation - **Required**
- .NET Framework 4.5 Features - **Required**
 - .NET Framework 4.5 - **Required**
 - ASP.NET 4.5 - **Required**
 - WCF Services - **Required**
 - HTTP Activation - **Required**
 - TCP Port Sharing - **Required**
- Remote Server Administration Tools - **Required**
 - Feature Administration Tools - **Required**
 - SMTP Server Tools - **Required**
- SMTP Server - **Required**
- Telnet Client - **Required**
- Windows Process Activation Service - **Required**
 - Process Model - **Required**
 - .NET Environment 3.5 - **Required**
 - Configuration APIs - **Required**

Server Roles:

- Web Server (IIS) - **Required**
 - Web Server - **Required**
 - Common HTTP Features - **Required**
 - Default Document - **Required**
 - Directory Browsing - **Required**
 - HTTP Errors - **Required**
 - Static Content - **Required**
- Health And Diagnostics - **Required**
 - HTTP Logging - **Required**
 - ODBC Logging - **Required**
- Performance - **Required**
 - Static Content Compression - **Required**
- Security - **Required**
 - Request Filtering - **Required**
 - Basic Authentication - **Required**
 - Windows Authentication - **Required**
- FTP Server - **Required**
 - FTP Service - **Required**
- Management Tools - **Required**
 - IIS Management Console - **Required**
 - IIS 6 Management Compatibility - **Required**
 - IIS 6 Metabase Compatibility - **Required**
 - IIS 6 Management Console - **Required**
- IIS Management Scripts and Tools - **Required**

Need Something Custom?

Contact the FaxFinder team to discuss our professional services offerings. The FaxFinder FFX50 Series is an extremely flexible platform that can go beyond what our standard FaxFinder offering can provide.