



OpenText RightFax 10.0
Installation Guide

Edition

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Chapter 1

Hardware and Software Requirements

OpenText Knowledge Center

The OpenText Knowledge Center is a central repository for all RightFax software, upgrades, patches, and documentation. When you purchase OpenText RightFax or any of its components, the OpenText Order Fulfillment center sends you a confirmation email with the information you need to access files on the Knowledge Center. This includes user login and password information as well as instructions on how to download files from the OpenText Knowledge Center and how to store them for later use.

Fax Server Requirements

Many of the software requirements for OpenText RightFax 10.0 are provided with the RightFax software. During Setup, a wizard will perform a system check for required third-party components and if necessary, will install them. Some components, such as Microsoft service packs and Microsoft Exchange server, are not provided.

Supported Microsoft Windows Operating Systems

RightFax server software is supported on the following server operating systems.

- Windows Server 2008 R2 Standard x64
- Windows Server 2008 R2 Enterprise x64
- Windows 2008 Standard x86 and x64
- Windows 2008 Enterprise x86 and x64

Minimum hardware requirements

Computer/Processor	2.6 GHz or higher Pentium IV-compatible CPU
Memory	1 GB RAM
Hard drive*	10 GB free space
CPU support	Single and dual CPU systems
Display	SVGA or higher resolution monitor running at a resolution of 800 × 600 or higher
Keyboard and mouse	Required



Important Hard disk requirements do not include space for storage of document images. To calculate disk space, estimate 35kb per document page.

Recommended hardware requirements

Computer/Processor	3.6 GHz or higher Pentium IV-compatible CPU
Memory	2 GB RAM
Hard drive	10 GB free space
CPU	Dual CPU system
Drive	DVD drive
Display	SVGA or higher resolution monitor running at a resolution of 1024 × 768 or higher
Keyboard and mouse	Required

Additional server requirements

- Microsoft SQL Server
- Microsoft Messaging Queue (MSMQ) Server*
- Reserve network ports
- Microsoft Primary Interoperability Assemblies 2005*
- Microsoft Visual C++ 2005, 2008, and 2010 runtime components*
- Microsoft Internet Information Services (IIS) 6.0 SP2 or later
- IIS 6 Management Tools must be installed on Windows Server 2008
- Microsoft .NET Framework 3.5*
- Microsoft Data Access Components 2.8*
- Microsoft Internet Explorer 6 SP1 or later
- Microsoft Windows Installer 3.1*
- A Windows account to run RightFax services. The account you choose must be a member of the local administrators group and must have the right to logon as service on the local computer.

**Installed during RightFax setup*

Supported Versions of Microsoft SQL Server

RightFax uses a SQL database to store all data on faxes, users, and dialing rules. During Setup, you have the option to connect to an existing SQL Server, or install a new RightFax database which includes a new installation of SQL Server 2008 Express directly on the RightFax server. Supported versions Microsoft SQL server are as follows.

- SQL Server 2005 Express
- SQL Server 2005 Standard Edition
- SQL Server 2005 Enterprise Edition
- SQL Server 2008 Express
- SQL Server 2008 Standard Edition
- SQL Server 2008 Enterprise Edition

SQL Requirements and Information

New installation permissions

During new server installations, Setup will prompt for two SQL accounts. The first is used by Setup to execute SQL create statements during the creation of the RightFax database. This account is required only for Setup and is neither saved nor used by RightFax. The SQL permissions required for this account are provided below.

- Create database
- Create table
- Create procedure
- Create view
- Create rule
- Create default

The second account is used by and during Setup to run SQL stored procedures and subsequently by RightFax services requiring a SQL connection.

Normal operation of RightFax

The RightFax Database Module, DocTransport Module, Remoting Service, and Server Module request information from the RightFax database. Access to the database is controlled via the service account assigned to these services.

RightFax users without *Administrative Access* permission do not have direct access to the RightFax database.

The following access levels allow RightFax services to perform various tasks on the SQL Server.

- Server Roles: None required.
- **Select, Update, Insert, Delete, and Execute** permissions on all RightFax database objects. DB_writer and DB_reader database roles provide Select, Update, Insert, and Delete permission, but do not grant explicit Execute permission.

Database collation support

The RightFax 10.0 database supports only the SQL Language collation. **Case sensitivity, Accent sensitivity and Kana sensitivity** collations are not supported. In addition, the language collation must be configured before you install RightFax and cannot be changed post-install.

Database character set support



Tip Many of the RightFax client applications have localized versions that allow non-English speakers to easily use the RightFax client tools. See [page 33](#) for a complete list of the languages available in the RightFax client applications. The languages into which the RightFax client applications are translated are not related to the character sets that can be stored in the RightFax database as discussed in this section.

RightFax supports a wide range of characters and symbols from non-English alphabets. The RightFax server, SQL database, and client applications must all be configured to use the same symbol sets.

The symbol sets that are supported on the RightFax server and client computers are determined by the Regional and Language Options configured from Windows Control Panel and can be changed at any time. The symbol set used by the SQL database is based on the current Regional setting on the SQL server. This is true whether you have a separate SQL server or are installing the SQL server during the RightFax installation.



Important: *Ensure that the Regional setting on the SQL server is properly configured for your desired character set before installing the RightFax database. If you have already installed a SQL database with the incorrect Regional setting, contact Microsoft for assistance in reconfiguring the SQL regional setting.*

The following ASCII code pages are supported by the RightFax server and client applications:

- 1250 Central Europe: Albania, Croatia, Faeroese, Hungarian, Polish, Romanian, Serbian, Slovak, Slovenian
- 1251 Cyrillic: Byelorussian, Bulgarian, Russian, Ukrainian
- 1252 Latin 1: Afrikaans, Basque, Catalan, Danish, Dutch (standard and Belgium), English (United States, Britain, Canada, New Zealand, Ireland, South Africa), Finnish, French (standard, Belgium, Switzerland, Canada, Luxembourg), German (standard, Switzerland, Austria, Luxembourg, Liechtenstein), Icelandic, Indonesian, Italian (standard, Swiss), Norwegian (Bokmal, Nynorsk), Portuguese (standard and Brazil), Spanish (Mexican,

traditional, modern) and Swedish.

- 1253 Greek
- 1254 Turkish
- 1255 Hebrew
- 1256 Arabic
- 1257 Baltic: Estonian, Latvian, Lithuanian
- 1258 Vietnam



Note *Time strips are printed using the printer's available symbol set regardless of the code page in use on the server. For characters on these lines to appear as expected, the code page on the fax server must match the printer's available symbol set. Because TTI lines and quick headers are placed onto the fax image by your fax board, RightFax does not support the use of diacritical characters on these lines.*

Virtualization Support

RightFax 10.0 server software is supported in the following virtualization environments:

- VMware ESX server 3.0.1 or later
- Microsoft Hyper-V

VMware Workstation and all other virtualization software is not supported.

Requirements for all RightFax servers begin on [page 5](#). Additional requirements for virtual RightFax servers are as follows:

- Virtual RightFax servers must be installed on ESX platforms that meet the minimum requirements as documented by VMware. Each RightFax server should be installed on a separate virtual machine.
- Set the same time on the ESX host machine and the Fax Server virtual machine.
- No virtual RightFax server may contain fax board hardware.
- Sending and receiving fax documents requires a boardless solution (e.g., FOIP) or dialing rules to route faxes to and from a physical server that contains one or more fax boards. For more information about creating dialing rules, see the *Administrator's Guide*.

FaxUtil Legacy Support

RightFax 10.0 servers are compatible with FaxUtil versions 9.0 or later.

Fax Board Requirements

RightFax supports Dialogic Brooktrout fax boards. For a list of all supported fax board types, refer to the online list of supported fax boards at the Open Text Knowledge Center.

The maximum number of channels supported per RF Server is 1024. The maximum number of channels supported per DocTransport instance is 120, in any combination of fax boards or SR140 instances.

Installing the fax boards

Fax boards can be installed in the physical computer running the RightFax server software, or on a separate computer called a Remote DocTransport. For information on using Remote DocTransport computers, refer to the *RightFax Administrator's Guide*.

Phone Line Requirements

The fax boards that RightFax supports can make use of several different types of phone lines: loop-start (regular analog phone lines), Direct Inward Dial (DID), Dialed Number Identification Service (DNIS), Integrated Services Digital Network (ISDN), and several types of digital phone lines. Different types of fax boards support different types of phone lines. For information on the types of fax boards that are compatible with your available phone lines, refer to your fax board supplier or manufacturer.

Loop-start phone lines

Loop-start lines can be used for incoming or outgoing faxes. A line can be installed by the local telephone company if one is not already available through your organization's existing phone system. Loop-start lines are also called POTS (Plain Old Telephone Service) lines.

Direct Inward Dial (DID) phone lines

Each DID phone line is called a "trunk." When a DID trunk is installed, it is assigned a bank of numbers. For example, a DID trunk may be assigned the bank of 20 numbers ranging from 321-7450 to 321-7469. All calls to any of the assigned numbers are routed to the DID trunk.

DID phone lines have a few special attributes. First, DID lines are used for incoming faxes only. Outgoing faxes must be sent through a standard loop-start line. Second, the customer, rather than the phone company, supplies the power (called the "talk battery")

necessary to drive the phone line. For this reason, certain DID fax boards may come with an additional power adapter which provides the necessary -48 volt current.

DID allows RightFax to route incoming faxes to their destinations within your company. Whenever someone dials a number within the range, the DID trunk is activated by the phone company and the fax board accepts the incoming fax. Along with the fax data, the phone company sends the board the last three or four digits of the phone number dialed. The fax board collects these digits and passes them to RightFax. Each RightFax user has a personal fax mailbox which is assigned one of the DID trunk's numbers (known as the "routing code"). Received faxes are routed to the mailbox whose routing code matches the dialed DID number.



Warning *Never plug a loop-start phone line into a DID fax board when there is any voltage present on the phone line. Doing so will damage the fax board and void all warranties.*

Dialed Number Identification Service (DNIS) phone lines

DNIS is a T1-based version of DID service. For information on configuring your fax boards for DNIS, refer to the hardware guide included with your fax board.

Integrated Services Digital Network (ISDN) phone lines

ISDN is a worldwide standard communications network for digital data, voice, and video communication. The main advantages of ISDN over analog telephone lines are fast call setup and release and additional cost-recovery information included with the call.

PRI, BRI, E1, and T1 digital phone lines

RightFax supports PRI, BRI, E1, and T1 digital phone lines assuming you have purchased and installed the appropriate type of fax boards and network interface card. For more information on digital phone lines, refer to the *RightFax Fax Board Guide*.

Chapter 2

What Is Installed on the RightFax Server?

The RightFax server installation program installs the complete suite of RightFax products. The capabilities of the server and the modules that are enabled depend on your product licensing. Because all of the RightFax software is installed, the RightFax server can be upgraded and optional modules can be added simply by purchasing a license and activating the feature. For information about upgrading the server and adding new RightFax modules, see [Chapter 8, “Upgrading and Adding Fax Channels, User Licenses, and Optional Components”](#).

In addition to the installed software, The RightFax installation creates several Windows services, adds RightFax configuration settings to the Windows Registry, adds configuration programs to Windows Control Panel, and installs the FaxUtil and Enterprise Fax Manager client programs.

RightFax uses a SQL database to store all data on faxes, users, and dialing rules. If you do not connect to an existing SQL database on your network during installation, RightFax will install and use a SQL Server 2008 Express database on the RightFax server. This is a fully-functional SQL database, but lacks the SQL management tools that accompany the full version of Microsoft SQL server.

RightFax Software

All of the RightFax software is installed on the server in the folder you specify during installation. By default, the software installs in the C:\Program Files\RightFax folder.

On x64 systems, the software installs in the c:\Program Files (x86)\RightFax folder. Do not install the software in the Program Files folder on x64 systems because this folder is reserved for 64-bit program files.

RightFax Configuration Programs

The RightFax server includes several configuration programs that let you customize the RightFax services. The RightFax configuration programs can be run from Windows Control Panel or from Enterprise Fax Manager (described in the *RightFax Administrator's Guide*).



Note To view the control panel icons on x64 systems, be sure to select **View 32-bit Control Panel Items** in Control Panel.

The following table describes all of the RightFax configuration programs that are available.



Note Some of these configuration programs may not be enabled on the server, depending on the type of RightFax server you have licensed and the modules that are enabled.

Table 2a RightFax Server Configuration Programs

Configuration program	Description
Captaris Conversion Engine	The Captaris Conversion Engine is a stand-alone, fault tolerant service that is used to invoke applications commonly used in server-side application conversion. These applications will be used to convert their associated file types when installed on the RightFax server and remote WorkServers.
Captaris Sync	The Captaris Sync Module is an XML/XSLT based tool that allows RightFax administrators to create and synchronize users from Active Directory domains, groups, and organizational units. LDAP compliant data sources are also supported.
RightFax Alerting	Use this program to configure the RightFax Alerting and Monitoring feature. This feature lets RightFax administrators create custom server statistics to monitor and define thresholds on which to send alerts. For more information on the Alerting and Monitoring feature, refer to the <i>RightFax Administrator's Guide</i> .

Table 2a RightFax Server Configuration Programs (Continued)

Configuration program	Description
RightFax BoardServer	This is a configuration program used for legacy Brooktrout fax boards supported by earlier versions of RightFax. The BoardServer configuration program can only be launched from within the Doc Transport program. For more information on fax boards and their configuration requirements, refer to the <i>RightFax Fax Board Guide</i> .
RightFax Doc Transport	The Doc Transport configuration program is used to configure most transport methods including standard fax boards, T.37 Fax-over-IP, SMS (short message service) and fax board simulation. All fax board configuration, including BoardServer configuration, is initiated from this configuration program. For more information on fax boards and their configuration requirements, and the T.37 and T.38 Fax-over-IP features, refer to the <i>RightFax Fax Board Guide</i> . For information on document transport via SMS, refer to the <i>RightFax Administrator's Guide</i> .
RightFax E-mail Gateway	Use this program to create and modify the RightFax e-mail gateway services. E-mail gateway services act as the communication link between the RightFax server and your organization's e-mail software. It is possible to install multiple e-mail gateways, each communicating with a different e-mail server. For more information on e-mail gateways, refer to the <i>RightFax Administrator's Guide</i> , the <i>RightFax Gateway for Microsoft Exchange Guide</i> , or the <i>RightFax Gateway for Lotus Notes Guide</i> .

Table 2a RightFax Server Configuration Programs (Continued)

Configuration program	Description
RightFax Integration	Use this program to modify the RightFax Integration Module service. The Integration Module integrates the RightFax server with applications on mainframe, mid-range, and local area network host systems. For more information on the RightFax Integration Module, refer to the <i>RightFax Integration Module Guide</i> .
RightFax Remoting	Provides an internal API used by RightFax .NET applications and services, such as Web Access and the Captaris Sync Module. The Remoting service also provides a statistics API which is used by RightFax services to generate statistics about how often those services start and stop..
RightFax SAP Connector	Use this program to create and modify the RightFax SAP gateway services. SAP gateway services act as the communication link between the RightFax server and SAP clients. It is possible to install multiple SAP gateways, each communicating with a different SAP client. For more information on the SAP gateway module, refer to the <i>RightFax Connector for SAP R/3 Guide</i> .

Table 2a RightFax Server Configuration Programs (Continued)

Configuration program	Description
RightFax Server	Use this program to modify the RightFax Server service. The Server service controls all of the RightFax services and coordinates communication between the server computer, client computers, fax boards, and the fax database. For more information on the RightFax Server service, refer to the <i>RightFax Administrator's Guide</i> .
RightFax WorkServer	Use this program to create and modify the RightFax WorkServer services. WorkServer services perform the most processor-intensive functions required by the RightFax server, such as cover sheet generation, PCL-to-fax conversion, and optical character recognition. By default, three separate WorkServer services are installed on the RightFax server, and each WorkServer service can be customized to perform specific functions. You can also create RightFax WorkServer services on remote computers to offload your most processor-intensive functions. For more information on WorkServers, refer to the <i>RightFax Administrator's Guide</i> .

RightFax Services

The names of all RightFax services begin with the word “RightFax” or “Captaris.” This lets you easily identify all of RightFax services that are currently running. You can modify most RightFax services through their configuration programs, which can be run from Windows Control Panel or from the RightFax administrative program, Enterprise Fax Manager (described in the *OpenText RightFax Administrator’s Guide*).

RightFax Client Applications

In addition to the RightFax server software, several RightFax client applications are available to allow administration of fax servers (Enterprise Fax Manager), user access to fax mailboxes (FaxUtil), print drivers that allow users to print documents directly to fax format (RightFax print drivers), and Web-based versions of these applications. For more information about FaxUtil, Enterprise Fax Manager, RightFax print drivers, and Web-based applications, refer to the *OpenText RightFax Administrator’s Guide*.

RightFax Registry Entries

All of the RightFax registry entries are located in the Windows Registry under the following keys:

- HKEY_CURRENT_USER\SOFTWARE\RightFax
- HKEY_CURRENT_USER\SOFTWARE\RightFax Client
- HKEY_LOCAL_MACHINE\SOFTWARE\RightFax
- HKEY_LOCAL_MACHINE\SOFTWARE\RightFax Client
- HKEY_CLASSES_ROOT\RF...
- HKEY_CLASSES_ROOT\RightFax...

On x64 systems, the LOCAL_MACHINE locations are:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\RightFax
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\RightFax Client

Wherever RightFax features require you to make modifications to the Windows Registry, instructions are provided in the RightFax documentation.

Upgrading RightFax Server Software

Upgrade Information

- You can upgrade to RightFax 10.0 from version 9.4 with Feature Pack 1 and Service Release 3 or later installed. If you are running an earlier version of RightFax, you must either upgrade to a supported version, or uninstall the RightFax server and perform a new install.
- For a complete list of fax boards supported by this version, refer to the online list of supported fax boards at the Open Text Knowledge Center at knowledge.opentext.com. If you have already installed one or more fax boards that do not appear on this list, do not upgrade to this version of RightFax.
- After the MSDE to SQL Server 2008 Express upgrade, you may see error messages when attempting to run OSQL backup and restore procedures. These errors are cosmetic and do not cause any loss in functionality. For more information, see Microsoft Knowledge base article 907284.
- Before upgrading, back up the entire \RightFax folder structure. To get a complete server backup, you must first stop all RightFax services. For information on RightFax backup procedures, see the *OpenText RightFax Administrator's Guide*.
- Any existing files for the RightFax SecureDocs Module or Enterprise Fax Manager Web Edition will be replaced during the upgrade. If you have created customized files for any of these applications, you must save copies of the customized files before upgrading, and then merge your customizations into the upgraded files.
- By default, the RightFax Server Module, RPC service, and Queue Handler service are setup to startup automatically. If you have changed the startup type from automatic to manual, Setup will restore the default (automatic) startup type during the upgrade. Each service may be reconfigured for manual startup after finishing the upgrade.

Updates may be available

By the time you receive this software, new information or software updates may be available. For the latest information on RightFax software, visit the OpenText Knowledge Center at knowledge.opentext.com.

Rolling out a software upgrade

If you have a large enterprise with a complex server and client network, you may want to gradually phase in the RightFax software upgrade.

Because the RightFax server software is backward-compatible with version 9.4 of the RightFax client software, you should plan to upgrade the server first, and then upgrade the client systems later.

The RightFax servers need not all be upgraded at the same time. You can run a network of RightFax servers of different supported versions without loss of functionality. The same is true for RightFax client applications.

For more information about the installation of RightFax client applications, “[Installing RightFax Client Applications](#)” on [page 33](#).

Running the RightFax Server Upgrade

The OpenText RightFax10.0 Setup wizard will upgrade all supported versions of local RightFax software. This includes all core server software, fax board drivers and software, the RightFax database, and Administrative Utilities. Setup will also upgrade RightFax database installations on remote SQL Servers. Log on to the computer using a Windows account that is a member of the domain and local Administrators group.



Note: You can not run the RightFax installer if any other setup program is currently running. Wait until the other setup program completes before beginning the RightFax installation.

1. Run RightFax **Setup.exe** to open the RightFax Setup wizard.
2. OpenText RightFax10.0 Setup requires Microsoft .NET Framework and Windows Installer 3.1. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework and Windows Installer 3.1 yourself, click **Cancel**.
3. Review the welcome screen and click **Next**.
4. Carefully read and accept the license agreement and click **Next**.

5. The **Preview Requirements** step lists third-party software required by your existing features and also lists the status of setup operations. Software that must be installed will have a status of *Not Installed*. To continue, click **Next**.
6. If your environment uses remote RightFax servers (e.g., remote DocTransports, remote WorkServers, remote E-mail Gateways, remote IIS servers, and computers joined to a RightFax shared services environment), you must manually shutdown all running RightFax services on these computers. If you have shutdown all remote RightFax services, or do not use remote RightFax servers, place a check mark in the box next to the text that reads *I have shutdown all remote RightFax services*. To continue, click **Next**.
7. RightFax requires TCP ports 10520, 10521, 10062, 34987, and 34988. Setup can reserve these ports for exclusive use by RightFax. To allow setup to reserve these ports, enable the **Reserve Ports** option and click **Next**.
8. To apply your upgrade settings and install required third-party software, click **Apply**.
9. To proceed to the second phase of Setup and begin installing RightFax software, click **Next** followed by **Apply**. This step may take several minutes.
10. The third and final phase of Setup guides you through the configuration of RightFax settings and will enable your feature set using the Product Licensing Utility. To continue, click **Next**.
11. Setup will upgrade your existing RightFax database to version 10.0. Before continuing, verify a functional database backup. If your server is joined to a RightFax shared services environment, also verify that all RightFax services and applications on all other computers joined to the environment are stopped and closed. Review the information at the database upgrade screen and check the box next to the text that reads *The database has been backed up*. To continue, click **Next**.
12. To launch the Product Licensing Utility (or PLU) and activate

OpenText RightFax10.0, click **Launch Licensing Utility**.

13. You may activate RightFax using the Internet or using a local license file. Click **Activate** to license your RightFax server via the Internet (see the next paragraph to activate with an existing license file). Enter your e-mail address and SUID. When finished, click **Continue**. Fill-in your information as needed and click **Activate**. To complete activation, read the license agreement and click **Accept**. When finished and to return to Setup, click **OK**.

If you are already in possession of a license file and do not need to activate over the Internet, click **Import** and follow the steps in the **Instructions** section of the PLU. To complete activation, read the license agreement and click **Accept**. When finished, close the PLU and click **OK** to return to setup.

To activate your server in the absence of an Internet connection, refer to [“Activating RightFax components without a RightFax server Internet connection”](#) on page 59.

14. To complete Setup, click **Apply** followed by **Finish**.



Important *To complete your upgrade you must run the RightFax Setup on each of your organizations remote RightFax servers (e.g., remote DocTransports, remote WorkServers, remote E-mail Gateways, remote IIS servers, and computers joined to a RightFax shared services environment).*

Installing RightFax Server Software

New Installation Overview

The RightFax server is the computer that runs the fax server software. The server performs all the work required for sending and receiving faxes, including managing the fax database, converting documents into fax images, adding signatures, overlaying forms, maintaining logs, printing faxes, and creating fax cover sheets.

When installing the RightFax server, you can either create a new RightFax database on an existing SQL server, or install a SQL Server 2008 Express database directly on the RightFax server. SQL Server 2008 Express does not include any SQL management tools such as database backup utilities. If you intend to install SQL Server 2008 Express, you should purchase a separate SQL backup utility and any additional SQL management tools you feel necessary for proper management of your RightFax database.

A typical RightFax server installation consists of these major tasks:

1. Install the fax boards into your RightFax server chassis. If you will be using one or more remote DocTransport computers or will be installing RightFax on a VMware ESX server, you do not need to have fax boards installed in the RightFax server computer. For more information on using remote DocTransport computers, refer to the *OpenText RightFax Administrator's Guide*.
2. Install the RightFax server software.

3. Configure the RightFax Server, WorkServer, and DocTransport modules (described in the *OpenText RightFax Administrator's Guide*).
4. Test the fax boards (described in the *RightFax Fax Board Guide*).
5. Set up users and other RightFax database objects using Enterprise Fax Manager (described in the *OpenText RightFax Administrator's Guide*).
6. Install additional features as needed on remote servers (e.g., Microsoft Exchange servers and Microsoft IIS web servers).



Note for information on setting up and configuring RightFax Shared Services environments, see ["Installing and Configuring the Shared Services Module"](#) on page 49.

Updates may be available

By the time you receive this software, new information or software updates may be available. For the latest information on RightFax software, visit the OpenText Knowledge Center at knowledge.opentext.com.

Before installing on Windows Server 2008 R2

OpenText RightFax requires an HP LaserJet 4 printer driver on the server. Windows Server 2008 R2 does not include this driver by default. Before installing the RightFax on Windows Server 2008 R2, install an HP LaserJet 4 printer driver on the computer where you will be installing the Fax Server software.

1. On the **Start** menu, click **Devices and Printers**.
2. Click the **Add a Printer** button.
3. Select **Add a local or network printer as an administrator**.
4. Select **Add a local printer**.
5. Verify that **Use an existing port: LPT1:(Printer Port)** is selected.
6. Click **Next**.
7. In the **Manufacturer** list, click **HP**.
8. If **HP LaserJet 4** does not appear in the **Printer** list, click the **Windows Update** button to add more drivers.
9. In the **Printer** list, click **HP LaserJet 4**.
10. Click **Next**.
11. In the **Printer Name** box, enter **HPFax**, and then click **Next**.
12. Select the **Share the Printer** check box and then click **Next**.
13. Click **Finish**.



Note: You cannot run the RightFax installer if any other setup program is currently running. Wait until the other setup program completes before beginning the RightFax installation.

Installing RightFax with SQL Server 2008 Express

This section outlines the steps to install a RightFax 10.0 integration with a new, local instance of SQL Server 2008 Express.




Note: SQL Server Express is not compatible with Office 2010. If your server already has Office 2010 installed, you must uninstall Office 2010 or use a different server.

Note: SQL Server 2008 Express only supports the English version of SQL Server. If you are installing

To ensure that your RightFax server installation goes smoothly and to avoid unnecessary delays, it is important to perform each step in the installation completely and correctly before proceeding to the next step.

To install OpenText RightFax 10.0

1. Log on to the computer using a Windows account that is a member of the domain and local Administrators group.
 2. Run the RightFax **Setup.exe** to open the RightFax Setup wizard.
 3. OpenText RightFax 10.0 Setup requires Microsoft .NET Framework and Windows Installer 3.1. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework and Windows Installer 3.1 yourself, click **Cancel**.
- 

Note RightFax server software requires .NET. If you don't yet have .NET on your system, RightFax will install it for you. Optionally, you may cancel Setup, install .NET, and re-run RightFax Setup.
4. Review the welcome screen and click **Next**.
 5. Carefully read and accept the license agreement and click **Next**.

6. Select the components for this install. A *Typical Server* includes all core server components, but does not include fax board and FOIP drivers, RightFax Web Access, and Administrative Utilities. To install fax board drivers, click the box next to *Include fax board and FOIP drivers*. To create a custom set of features to install, click **Custom**. After choosing your feature set, click **Next**.
7. The **Preview Requirements** step lists third-party software required by your chosen features and also lists the status of setup operations. Software that must be installed will have a status of *Must Install*. To continue, click **Next**.
8. If your server does not already have Microsoft Message Queuing installed, Setup will prompt you to install it. Select your option and click **Next**.
9. Select option to:
 - **Install SQL Server Express Edition on this computer.**
Select this option to install a local instance of SQL Server Express specifically for use with RightFax. To continue, click **Next**.
Choose a **Typical** or **Custom** SQL Server Express installation. Typical installations install to the default Windows program files folder (e.g., C:\Program Files), enables Windows authentication, creates a default instance name (RightFax), and sets the RightFax services to run using the Local System account.
Chose **Custom** to setup SQL Server Express using an interactive install, which allows advanced configuration and the option to specify the installation folder, authentication method, instance name, and service account and password. For more information on customizing SQL Server Express installs, consult Microsoft Documentation.
To continue, Click **Next**.
10. RightFax requires TCP ports 10520, 10521, 10062, 34987, and 34988. Setup can reserve these ports for exclusive use by RightFax. To allow setup to reserve these ports, enable the **Reserve Ports** option and click **Next**. If you do not reserve these ports, some RightFax services may not start.

***Note:** Windows Server 2008 and 2008 r2 have have the windows firewall enabled, which blocks incoming connections on port 10520 and 10521. In order to make client connections (faxutil) work, you must add an exception to the windows firewall. See ["Adding an Exception to the Windows Firewall"](#) on page 24.*
11. To apply your settings and install required third-party software, click **Apply**. This will take several minutes. When finished, click **Next**.
12. Choose your installation folder and click **Next**.
13. To begin installing RightFax software, click **Apply**. This may take several minutes.
14. The third and final phase of Setup will activate RightFax using the Product Licensing Utility (PLU). To continue, click **Next**.
15. To launch the Product Licensing Utility and activate RightFax, click **Launch Licensing Utility**.
16. Click **Activate** to license your RightFax server via the Internet (see the next paragraph to activate with an existing license file). Enter your e-mail address and SUID. When finished, click **Continue**. Fill-in your information as needed and click **Activate**. To complete activation, read the license agreement and click **Accept**. When finished and to return to Setup, click **OK**.

If you are already in possession of a license file and do not need to activate over the Internet, click **Import** and follow the steps in the **Instructions** section of the PLU. To complete activation, read the license agreement and click **Accept**. When finished, close the PLU and click **OK** to return to setup.

To activate your server in the absence of an Internet connection, refer to ["Activating RightFax components without a RightFax server Internet connection"](#) on page 59.

17. To complete Setup, click **Apply** followed by **Close**.



Note For information on installing RightFax Web Applications, see “Installing RightFax Web Applications”.

Installing RightFax with SQL Server 2005 or 2008

This section outlines the steps to install a RightFax 10.0 integration with an existing SQL Server 2005 or 2008 environment.

Advanced database setup

During the installation of RightFax, Setup can create a new RightFax database using a fully-automated process. To accomplish this, Setup requires a SQL account that is assigned the following explicit permissions:

- Create database
- Create table
- Create procedure
- Create view
- Create rule
- Create default

If the *Create database* permission is not available to you, a SQL administrator may, in advance of Setup, create an empty database to remove the *Create database* requirement. This does not, however, eliminate the need for *Create table*, *Create procedure*, *Create view*, *Create rule*, and *Create default* permission.

SQL admin task

1. Create a new SQL database. We recommend using *RightFax* as the database name, however, this is not a requirement and custom database names are supported.
2. Assign the database a SQL account that is a member of the **db_datareader** and **db_datawriter** roles and explicitly permitted to *Create table*, *Create procedure*, *Create view*, *Create rule*, and *Create default*. This account must be used during Setup, but is not required for or during RightFax production.

To install RightFax server software

To ensure that your RightFax server installation goes smoothly and to avoid unnecessary delays, it is important to perform each step in the installation completely and correctly before proceeding to the next step.



Note: *SQL Server Express is not compatible with Office 2010. If your server already has Office 2010 installed, you must uninstall Office 2010 or use a different server.*

1. Log on to the computer using a Windows account that is a member of the domain and local Administrators group.
2. Run the RightFax **Setup.exe** to open the RightFax Setup wizard.
3. OpenText RightFax10.0 Setup requires Microsoft .NET Framework and Windows Installer 3.1. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework and Windows Installer 3.1 yourself, click **Cancel**.



Note *RightFax server software requires .NET. This software is installed during step 12. Optionally, you may cancel Setup, install .NET and re-run RightFax Setup.*

4. Review the welcome screen and click **Next**.

5. Carefully read and accept the license agreement and click **Next**.
6. Select the components for this install. A *Typical Server* includes all core server components, but does not include fax board and FOIP drivers, RightFax Web Access, and Administrative Utilities. To install fax board drivers, click the box next to *Include fax board and FOIP drivers*. To create a custom set of features to install, click **Custom**. After choosing your feature set, click **Next**.
7. The **Preview Requirements** step lists third-party software required by your chosen features and also lists the status of setup operations. Software that must be installed will have a status of *Must Install*. To continue, click **Next**.
8. If your server does not already have Microsoft Message Queuing installed, Setup will prompt you to install it. Select your option and click **Next**.
9. Select the option to:
 - **Use an existing SQL Server**. Select this option to add a RightFax database instance to an existing SQL server running on your network. To continue, click **Next**.
10. RightFax requires TCP ports 10520, 10521, 10062, 34987, and 34988. Setup can reserve these ports for exclusive use by RightFax. To allow setup to reserve these ports, enable the **Reserve Ports** option and click **Next**. If you do not reserve these ports, some RightFax services may not start.

Note: *Windows Server 2008 and 2008 r2 have have the windows firewall enabled, which blocks incoming connections on port 10520 and 10521. In order to make client connections (faxutil) work, you must add an exception to the windows firewall. See "Adding an Exception to the Windows Firewall" on page 24.*
11. To apply your settings and install required third-party software, click **Apply**. This will take several minutes. When finished, click **Next**.
12. Choose your installation folder and click **Next**.

13. To begin installing RightFax software, click **Apply**. This may take several minutes.
14. The third and final phase of Setup guides you through the configuration of RightFax settings and will enable your feature set using the Product Licensing Utility. To continue, click **Next**.
15. Enter a Windows account to run RightFax services. This account must be a member of the local administrators group and must have the right to logon as service on the local computer. Click **Browse** to load and select a user account. Use the **Test Account** button verify account credentials. When finished, click **Next**.



Note *If you will be accessing files from or printing to Novell queues on a NetWare volume, the service account must also exist in Novell.*

16. Choose your database installation option (either *Create New RightFax Database* or *Assume Ownership*) and click **Next**.



Caution *If you are assuming ownership of a database that is already in use, you must also migrate the RightFax\Image directory to the new server because the images and library documents are not maintained in the database itself.*

17. Setup must execute SQL create statements that require elevated account permissions. This account is required only for Setup and is neither saved nor used by RightFax. Required SQL statement permissions are as follows:
 - Create database
 - Create table
 - Create procedure
 - Create view
 - Create rule
 - Create defaultWhen finished, click **Next**.

18. Enter your SQL server name, authentication type, and a service account. The information you enter is used to create a SQL connection string for RightFax services. These items are critical and should be documented safely and securely. The service account must have the following permissions on the database:

- Select
- Update
- Insert
- Delete
- Execute

If your existing SQL server uses a port number other than the default of 1433, you must specify the port number during Setup. Specify your port in the **Server Name** field using the following syntax:

For example:

SQLServer,55123 *or*

SQLServer\MyInstance,55123

When finished, click **Next**.

19. Accept the default name or type a new name for the RightFax database and click **Next**.

20. To launch the Product Licensing Utility and activate RightFax, click **Launch Licensing Utility**.

21. Click **Activate** to license your RightFax server via the Internet (see the next paragraph to activate with an existing license file). Enter your e-mail address and SUID. When finished, click **Continue**. Fill-in your information as needed and click **Activate**. To complete activation, read the license agreement and click **Accept**. When finished and to return to Setup, click **OK**.

If you are already in possession of a license file and do not need to activate over the Internet, click **Import** and follow the steps in the **Instructions** section of the PLU. To complete activation, read the license agreement and click **Accept**. When finished, close the PLU and click **OK** to return to setup.

22. To complete Setup, click **Apply** followed by **Close**.



Note For information on installing RightFax Web Applications, see ["Installing RightFax Web Applications"](#).

Adding an Exception to the Windows Firewall

1. From the windows control panel, double-click on **Firewall**
2. From the left panel, select **Allow a program through Windows Firewall**.
3. Click on **Add program**.
4. In the **Add a program window**, browse to c:\program files (x86)\RightFax\Bin\faxrpc.exe, and select **OK**.
5. The exceptions list should now list **faxrpc**, and it should be checked (enabled)
6. Click **OK** to save the changes.

To verify that the system can now connect, type:

```
"telnet <rfservername> 10520"
```

A flashing cursor means the port is now open.

Uninstalling the RightFax Server



Warning When you uninstall the RightFax server, all RightFax program files, Windows Registry settings, and shortcuts are removed. In addition, all of your RightFax configuration settings are removed. The RightFax database, however is not removed and must be manually removed using SQL protocols. You should back up the contents of the entire RightFax folder before uninstalling the software. For information on creating a backup of the RightFax server, refer to the *OpenText RightFax Administrator's Guide*.

1. Log on to the computer using a Windows account that is a member of the domain and local Administrators group.
2. Run RightFax **Setup.exe**. The RightFax Product Suite Setup wizard opens.
3. In the list of options, select **Uninstall** and click **Next**. The RightFax install wizard opens.
4. To remove all local RightFax settings and software, click *Remove all documents, images, and settings* followed by **Next**.
5. Verify that all RightFax services and applications on all remote RightFax servers are closed or stopped. When finished, click *All remote RightFax services have been manually shutdown*. When the uninstall process is complete, click **Next**.
6. To shutdown all local RightFax processes, click **Next** followed by **Apply**.
7. To complete the uninstall, click **Close**.

Chapter 5

Installing RightFax Web Applications

The information and instructions provided in this chapter assume you have a functional RightFax server that is licensed to use RightFax Web applications. For information on installing RightFax server software, see [“Installing RightFax Server Software”](#) on [page 19](#). To activate RightFax Web applications, see [“Upgrading and Adding Fax Channels, User Licenses, and Optional Components”](#) on [page 57](#).

The following RightFax Web applications support Microsoft Internet Information Servers (IIS) version 6.0 SP2 or later, or IIS 7.

- Enterprise Fax Manager Web Edition
- RightFax Certified Delivery
- RightFax SOAP Server (requires SOAP client. For information on installing the SOAP client, see [“Installing RightFax Client Applications”](#) on [page 33](#)).
- RightFax Web Access

All RightFax Web applications should *not* be installed on the same computer as the RightFax server software, even if IIS is installed on the RightFax server. You should install all Web applications on a dedicated IIS server, separate from the RightFax server.

Certain Multifunction Printer (MFP) device connectors, however, require IIS on the Fax Server for file transfer between the MFP device and the Fax Server.

When installing RightFax Web applications, you have the option to allow Setup to configure IIS settings as they relate to RightFax Web applications or you may choose to configure IIS settings yourself. For information on advanced, manual configuration of IIS settings, see [“Manual setup of Web applications”](#) on [page 29](#).

Other Help Resources

Additional Help resources for RightFax administrators and end-users are available for the following Web-based applications:

- Enterprise Fax Manager Web Edition (*see the [OpenText RightFax Administrator’s Guide](#)*).
- RightFax Certified Delivery (*see the [SecureDocs Module Guide](#)*).

IIS server requirements

Many of the software requirements for RightFax Web applications are provided with the RightFax software. During Setup, a wizard will perform a system check for required third-party components

(shown below) and if necessary, will install them. Some components, such as Microsoft service packs and Microsoft Internet Information Services are not provided.

- Microsoft .NET Framework *
- Microsoft Data Access Components 2.8*
- Microsoft Internet Explorer (IE) 6 SP1 or later, IE 7, or IE 8
- Microsoft Internet Information Services (IIS) 6.0 SP2 or later, or IIS 7
- IIS 6 Management Tools must be installed on Windows Server 2008
- Microsoft Visual C++ 2005 runtime components*
- Microsoft Windows Installer 3.1*

**Installed during RightFax setup*

Additional IIS server requirements and information

During the installation of RightFax Web applications, Setup provides the option to configure Web (IIS) settings. A complete list of these settings is provided below.



Important If you do not allow Setup to configure RightFax Web settings, you must make these changes yourself. For information on advanced, manual configuration of IIS settings, see [“Manual setup of Web applications”](#) on page 29.

- An IIS virtual directory for each Web application is added under the IIS Default Web Site. The default name of each site is as follows: *WebEFM* (Enterprise Fax Manager Web Edition), *SecureDocs* (RightFax Certified Delivery), *RflpcSoapServer* (RightFax SOAP Server), and *WebUtil* (RightFax Web Access).
- All RightFax Web sites are set to anonymous authentication.
- **ASP.NET** is registered as Web service extension.
- **Active Server Pages, ASP.NET, and ISAPI Extensions** are enabled. In IIS 6, this is a global change. In IIS 7, this is a per-site setting. If using IIS 7, Setup will enable these options only at the

virtual directory level. ISAPI Extensions are not required by Certified Delivery and will not be enabled during Certified Delivery Setup.

- IIS directory permissions for each virtual directory are set to **Scripts and Executables, Read and Execute and Browse**.
- All RightFax virtual directories are set to use ASP.NET 2.0 or later.

Browser requirements

Pop-up blockers should be disabled on all Internet Explorer clients.

Windows User Account Control (available with Windows Vista and Windows Server 2008) must be disabled.

Annotating text with RightFax Web Access requires a change to the default Internet Explorer 7 and 8 security settings:

1. Open the IE 7 Internet Properties or IE 8 Internet Options.
2. On the **Security** tab, click the **Internet** zone and then click **Custom Level**.
3. Under the **Miscellaneous** section in IE 7 or the **Scripting** section in IE 8, select the **Allow websites to prompt for information using scripted windows** check box.
4. When finished, click **OK**.

Running the Web Applications Installer

To ensure that your installation goes smoothly and to avoid unnecessary delays, it is important to perform each step in the installation completely and correctly before proceeding to the next step.

1. Log on to an IIS server using a Windows account that is a member of the domain and local Administrators group.
2. Run the RightFax **Setup.exe** to open the RightFax Setup wizard.

3. OpenText RightFax 10.0 Setup requires Microsoft .NET Framework and Windows Installer 3.1. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework and Windows Installer 3.1 yourself, click **Cancel**.
4. Review the welcome screen and click **Next**.
5. Carefully read and accept the license agreement and click **Next**.
6. Select the components for this install. A *Typical Web Server* installs Web Access and Enterprise Fax Manager Web edition. Certified Web Delivery and SOAP Server are not installed. To create a custom set of Web-based features to install, click **Custom**. After choosing your feature set, click **Next**.
7. The **Preview Requirements** step lists third-party software required by your chosen features and also lists the status of setup operations. Software that must be installed will have a status of *Must Install*. To continue, click **Next**.
8. To apply your settings and install required third-party software, click **Apply**. This may take several minutes. When finished, click **Next**.
9. Choose your RightFax installation folder and click **Next**.
10. To begin installing RightFax software, click **Apply**. This may take several minutes.
11. The third and final phase of Setup guides you through the configuration of RightFax settings. To continue, click **Next**.
12. Setup can configure Microsoft Internet Information Server settings associated with the RightFax web applications you have chosen to install. These settings include the creation of virtual directories, enabling web service extensions, and setting access permissions. Alternatively, you may skip this step and perform this advanced configuration yourself. Choose your setup option and click **Next**.
13. Type the name of your RightFax server and click **Next**.

14. To complete Setup, click **Apply** followed by **Finish**.



Note If Setup fails to apply IIS settings, you must configure Web application settings in IIS. For more information, see the next section.

Manual setup of Web applications

This section outlines advanced configuration of IIS settings required by all RightFax Web applications and assumes you have a working knowledge of Microsoft Internet Information Server.

1. Install RightFax Web applications using the instructions on [“Running the Web Applications Installer”](#) on [page 28](#). At step 13, choose **Do Not Configure Web Settings**.
2. Register **ASP.NET** as a Web Service Extension.
3. Create a new virtual directory for each RightFax Web application you have installed. Configure each site with the following attributes:
 - Create a unique site alias. We recommend using the default names of WebEFM (Enterprise Fax Manager Web Edition), SecureDocs (RightFax Certified Delivery), RflpcSoapServer (RightFax SOAP Server), and WebUtil (RightFax Web Access).
 - The path to all RightFax Web content is installed during Setup to the \RightFax\WebApps folder. Each application is represented by its own folder, e.g., WebEFM.
 - Set directory permissions to: **Read, Run Scripts, Execute, and Browse**.
 - Set the ASP.NET version for each RightFax virtual directory to version 2.0 or later.
4. Enable **Active Server Pages, ASP.NET, and ISAPI Extensions** for all RightFax Web sites.
5. If using Certified Delivery, enable **Parent Paths** either for the entire Default Web Site, or for the SecureDocs virtual directory which is created when Certified Delivery is installed.

- Restart the Default Web Site.

Additional steps for IIS 7 on Windows 2008 R2

To enable 32-bit Applications in the Application Pool:

- In IIS Manager, click **Application Pools**, and then right-click **DefaultAppPool**.
- Click **Set Application Pool Defaults**.
- In the **(General)** section, set **Enable 32-Bit Applications** to **True**.
- Click **OK**.

URL for RightFax Web applications

In each example *ServerName* is the machine name of the IIS server where Web applications are installed.

- http://*ServerName*/WebEFM (Enterprise Fax Manager Web Edition)
- http://*ServerName*/SecureDocs (RightFax Certified Delivery)
- http://*ServerName*/WebUtil (RightFax Web Access)

Configuring Web Access Session Timeout Period

Web Access will end its IIS session after 20 minutes of inactivity. To increase or decrease the session timeout period you must edit the RightFax web.config file and modify related IIS settings.

- Log on to the IIS server where you have installed RightFax Web Access.
- Open the web.config file in a text editor and search for the entry **timeout=**.
- Decrease or increase the number in minutes as needed.
- Save and close the web.config file.

- In IIS Manager, verify that the **DefaultAppPool** recycling interval is equal to or greater than the number of minutes specified in the web.config file. Recycling can also be disabled.
- If you are using IIS 6, click the **Performance** tab on the **DefaultAppPool Properties** dialog box and increase or decrease the **Shutdown worker processes after being idle for (time in minutes)** value. This option can also be disabled.

Configuring RightFax Web Delivery

The RightFax Web Delivery feature uses Web Access and an e-mail gateway to help minimize the consumption of disk space on an e-mail server (fax images files are stored on the RightFax server not an e-mail server).

When Web Delivery is configured, users receive an e-mail notification that includes a clickable URL to a fax. When clicked, the fax opens in Web Access. If your e-mail client application does not support hypertext links, users can copy the URL and paste it in the browser address box. The URL can be included in the e-mail notification of both sent and received faxes.

Windows authentication can be used to ensure that the fax and Web Access can only be opened by the intended recipient. If Windows authentication is not used, the recipient will be prompted to enter a RightFax user ID and password.

If a user wants to forward a fax for which they have received e-mail notification, the user should forward the fax from Web Access. This ensures that the new recipient can open the fax.

This method of notification is intended to work only within the network served by your RightFax server.

To implement this feature, complete the following tasks:

- Set up Windows authentication, if needed.
- Add the Web Access URL to the Windows registry ([page 31](#)).

3. Configure users to receive fax notifications in e-mail (page 31).
4. Configure notification messages (page 31).

To add the Web Access URL to the Windows registry

1. Log on to the RightFax server as an administrator.
2. Open the Windows registry editor.
3. Browse to
HKEY_LOCAL_MACHINE\Software\RightFax\Faxserver
(x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Faxserver).
4. Create a new REG_SZ entry called **WebClientServer**.
5. Edit this entry to contain the URL to Web Access. exactly as is shown substituting *Server Name* with the IIS server where Web Access is installed.

`http://ServerName/WebUtil/`

6. Close Windows registry editor.

To add the Web Access URL to the Windows registry in a RightFax Shared Services Environment

If you are using RightFax shared services environment that is advertising its common network name using Microsoft Network Load Balancing or some other IP load balancer, you must create the following registry modifications.

1. Log on to the RightFax server as an administrator.
2. Open the Windows registry editor.
3. Browse to
HKEY_LOCAL_MACHINE\Software\RightFax\Faxserver
(x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Faxserver).
4. Create a new REG_SZ entry called **WebLinkURL**.

5. Edit this entry to contain the URL to Web Access exactly as is shown below substituting *Server Name* with the IIS server where Web Access is installed and *RFServer* with the advertised network name for the RightFax Server environment.

`http://ServerName/WebUtil/default.aspx?Action=ShowDocument({handle})&Server=RFServer.`

6. Close Windows registry editor.

To configure users to receive fax notifications in e-mail

Configure each user who should receive e-mail notification of a fax with a URL.

1. In Enterprise Fax Manager, double-click a user to edit. The **User Edit** dialog box opens.
2. On the **Inbound Routing** tab, in the **Routing Type** box, select **Fax Mailbox**.
3. On the **Notification** tab, in the **Notification Method** box, select the e-mail gateway you have installed, such as Microsoft Exchange.
4. In the **Notification Address/Info** box, type the user's e-mail address.
5. To activate email notification of fax status, select one or more of the check boxes under **Notification about outbound faxes** or **Notification about received faxes**. These faxes will be stored only on the RightFax server, and a link to the fax will be included in the notification email.

To configure notification messages to include URLs

You can add a variable that represents the URL of a fax to notification messages.

1. In Enterprise Fax Manager, select the RightFax server to modify.
2. Under **Service Name**, double-click **RightFax Server Module**. The **Server Configuration** dialog box opens.

3. On the **Custom Messages** tab or the **User Messages** tab, modify one or more of the notification messages using the following variables. The maximum length of a notification message is 200 characters, including the URL and the message text. The maximum length of the URL is 80 characters.

Table 5a Defining Custom Messages

Message	URL Variable	Example
New fax	~6	You have received a fax; click here to view it ~6 Note: This variable is only available when using WebUtil.
Successful send	~4	Your fax was sent; click here to view it ~4
Too many retries	~9	Your fax was not sent; click here to view it ~9
Fax number blocked	~7	Fax abandoned, fax number blocked. Click here to view it ~7
Fax blocked by Do Not Dial	~8	Fax blocked by Do Not Dial restrictions. Click here to view it ~8
Outbound Fax Abandoned	~9	Fax to ~1 at ~2 abandoned after ~4 attempts. Click here to view it ~9

Chapter 6

Installing RightFax Client Applications

RightFax software includes the following client applications that let RightFax users send and receive faxes via the RightFax server and also let administrators manage RightFax servers from remote computers:

- “Enterprise Fax Manager” (page 33)
- “RightFax Print Driver” (page 34)
- “SOAP client” (page 34)
- “FaxUtil” (page 34)
- “Outlook Advanced Fax Extensions” (page 34)
- “MAPI Print Driver” (page 34)
- “VIM Print Driver” (page 34)

The client applications can be installed in the following languages:

- English
- French
- French Canadian
- German
- Italian
- Japanese
- Portuguese
- Simplified Chinese
- Spanish
- Arabic (RightFax Web Access client only)

Before installing the RightFax client applications to users' computers, you should identify which applications are appropriate for each user and then install only those applications.

Enterprise Fax Manager

Enterprise Fax Manager is a Windows-based application that provides RightFax administrators access to all RightFax servers on the network. Enterprise Fax Manager lets administrators manage all aspects of the RightFax server including managing users and other database objects, starting and stopping RightFax services, and monitoring server statistics. This application should be installed on all computers from which RightFax administrators will be managing the servers. For information about running Enterprise Fax Manager, refer to the *RightFax Administrator's Guide*.

A Web-based version of Enterprise Fax Manager (Enterprise Fax Manager Web Edition) can be installed on a Microsoft IIS server on your network. This version of Enterprise Fax Manager provides nearly all of the same functionality as the Windows version, but is accessible both locally and remotely via the Web using any Web browser. This version of Enterprise Fax Manager is not installed as a client application. For information on installing Enterprise Fax Manager Web Edition, see “[Installing RightFax Web Applications](#)” on [page 31](#).

RightFax Print Driver

The RightFax Print Driver lets users fax documents directly from the applications used to create them (such as Microsoft Word.) The print driver also installs a RightFax tray icon in the Windows taskbar that lets users configure fax options, run fax client applications, send faxes, and set the default printer. This application should be installed on all computers from which RightFax users will be sending and receiving faxes.

SOAP client

The SOAP client installation lets RightFax users use the Print-to-Fax feature from any computer with an internet connection. The SOAP server must be installed on an IIS server running RightFax Web Access. The SOAP client then accesses RightFax through that server. This provides RightFax functionality to home-office or other remote employees who do not have direct access to your organization's network. There are two components to the SOAP installation: install the SOAP server on the IIS computer running RightFax Web Access, and then install the SOAP client on the remote client computers.

FaxUtil

FaxUtil is a Windows-based fax mailbox tool that lets users send, receive, view, edit, and manage faxes. This application should be installed on all computers from which RightFax users will be sending and receiving faxes, unless you will be installing alternative client applications such as the RightFax Web Client, the Client for Microsoft Outlook (described in the *RightFax Gateway for Microsoft Exchange Guide*), or the Lotus Notes Client (described in the *RightFax Gateway for Lotus Notes Guide*).

A Web-based version of FaxUtil (RightFax Web Access) can be installed on a Microsoft IIS server on your network. This version of FaxUtil provides all the same functionality as the Windows version, but is accessible both locally and remotely via the Web using any

Web browser. This RightFax mailbox tool is not installed as a client application. For information on installing the RightFax Web Client, see [“Installing RightFax Web Applications”](#) on [page 31](#).

Outlook Advanced Fax Extensions

The Outlook Advanced Fax Extensions enable advanced fax functionality in your users' Outlook mailboxes. This application should be installed on computers running Microsoft Outlook only if you will be installing the RightFax Gateway for Microsoft Exchange. For information about using the Advanced Fax Extensions, refer to the *RightFax Gateway for Microsoft Exchange Guide*.

MAPI Print Driver

The RightFax MAPI (Messaging Application Programming Interface) Print Driver lets fax users send fax images as e-mail attachments using MAPI-compliant applications such as Microsoft Outlook. When the user prints a document using this print driver, a MAPI-compliant e-mail application window opens with the document attached as a TIFF file. The e-mail message can then be addressed and sent. This application should be installed on all computers to which you want to provide this functionality. Before installing this application, make sure that a PCL print driver is installed on the client's computer.

MAPI printing is supported only on Windows XP x86 (32-bit) client workstations.

VIM Print Driver

The RightFax VIM (Vendor Independent Messaging) Print Driver lets fax users send fax images as e-mail attachments using VIM-compliant applications such as Lotus Notes and Lotus cc:Mail. When the user prints a document using this print driver, a VIM-compliant e-mail application window opens with the document attached as a TIFF file. The e-mail message can then be addressed and sent. This application should be installed on all computers to

which you want to provide this functionality. Before installing this application, make sure that a PCL print driver is installed on the client's computer.

VIM printing is supported only on Windows XP x86 (32-bit) client workstations.

RightFax Client Computer Requirements

RightFax client applications for this version can be installed only on computers running the following operating systems:

- Microsoft Windows 7 x86 and x64 versions
- Microsoft Windows Vista x86 and x64 versions
- Microsoft Windows XP Professional SP2 or later x86 and x64 versions

The minimum hardware requirements for the client computer vary depending on the operating system you are running. See Microsoft documentation for Windows hardware requirements.

Additional Client Computer Requirements

- Microsoft VSTO Tools 4.0 (if using Microsoft Outlook)*
- Microsoft .NET Framework *
- Microsoft Visual C++ 2008 and 2010 Runtime Components*

* Installed during Setup

Upgrading the RightFax Client Applications

Because newer versions of the RightFax client applications may not be compatible with older versions of the RightFax server, all of the RightFax servers on your network that will be accessed by fax users should be upgraded before upgrading the client applications.

To upgrade existing client applications, complete the steps for client installation ([page 37](#)).



Warning In FaxUtil versions 8.0 and later, users can create nested folders, which is not supported in earlier versions. In an environment where users can switch between FaxUtil version 8.0 (or later) and earlier versions, any folders created in the later version of FaxUtil won't appear in earlier versions of the client. Similarly, folders created in earlier versions of FaxUtil will not appear in FaxUtil 8.0, however, folders created in earlier versions of FaxUtil will appear in FaxUtil versions 8.5 and later in the All folder.

Before You Begin

By default, the RightFax client installation will use the first compatible printer driver it finds to create the RightFax Print Driver. If no compatible printer driver is found, RightFax will install one automatically.



Note If RightFax installs a printer driver automatically, this driver and its associated files will not be removed if RightFax is uninstalled. In a Microsoft Windows XP and Vista installation, the printer driver files reside at `\Windows\System32\Spool\Drivers\W32X86\3` and include the following:

- `HPLJ5.BUD`
- `HPLJ5.GPD`
- `PCL5ERES.DLL`
- `STDNAMES.GPD`
- `TTFSUB.GPD`
- `UNIDRV.DLL`
- `UNIDRV.HLP`
- `UNIDRVUI.DLL`
- `UNIRES.DLL`

In addition to requiring one of these printer drivers, all RightFax client computers must have network access to the HPFAX print queue on the RightFax server.

Decreasing FaxUtil load time

The time required for each user to load the FaxUtil client application depends largely on the number of RightFax users configured on the RightFax server that FaxUtil is accessing. If the RightFax server contains a large number of users, FaxUtil may be noticeably slow to load.

If the number of users configured on the RightFax server results in slow FaxUtil load times, you can create a registry entry on client computers that disables the automatic loading of users when FaxUtil is run. The loading of user records will occur only if a user performs actions in FaxUtil that require it.

You can disable the loading of two types of user: administered users and unprotected users.

- Administered users are users that appear in a RightFax administrator's or group administrator's FaxUtil mailbox.
- Unprotected users are users who have the **Unprotected mailbox** permission set in their user profiles. These users appear in all other FaxUtil user lists as though they had delegated everyone else to allow them to access their fax mailboxes.

For RightFax administrators, disabling the loading of both administered and unprotected may be necessary. For all other FaxUtil users, it is only necessary to disable the loading of unprotected users.

To disable the loading of administered users

To disable the loading of administered users in FaxUtil on startup, close FaxUtil and then add a `REG_DWORD` value called `LoadAdministeredUsers` to `HKEY_CURRENT_USER\Software\RightFAX Client\FUW32` and set the value data to 0 (zero).

To disable the loading of unprotected users

To disable the loading of unprotected users in FaxUtil on startup, close FaxUtil and then add a `REG_DWORD` value called `LoadUnprotectedUsers` to `HKEY_CURRENT_USER\Software\RightFAX Client\FUW32` and set the value data to 0 (zero).

To automatically disable user loading for new FaxUtil users

These REG_DWORD values can also be applied for all new FaxUtil users on a particular computer. Modify the Windows Registry to add the REG_DWORD values described above to HKEY_LOCAL_MACHINE\Software\RightFAX Client\FUW32 (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Faxserver) . When users run FaxUtil for the first time, they will be automatically configured to disable the loading of users.

Installing the Client Applications

Follow these steps to install the client applications directly from the RightFax software setup program. If you are installing the client applications on Windows 7, see [“Installing the Client Applications”](#).

To install the RightFax client applications

1. Log on to the computer using a Windows account that is a member of the domain and local Administrators group.
2. Run RightFax **Setup.exe**. The RightFax Product Suite Setup wizard opens.
3. RightFax client applications require Microsoft .NET Framework. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework yourself, click **Cancel**.
4. Review the welcome screen and click **Next**.
5. Carefully read and accept the license agreement and click **Next**.
6. Select the components for this install. A *Typical Client* includes FaxUtil, RightFax print driver, and Outlook fax extensions. An *Admin Client* install Enterprise Fax Manager and FaxUtil. To create a custom set of features to install, click **Custom**. After choosing your feature set, click **Next**.

7. The **Preview Requirements** step lists third-party software required by your chosen features and also lists the status of setup operations. Software that must be installed will have a status of *Must Install*. To continue, click **Next**.
8. To apply your settings and install required third-party software, click **Apply**. This may take several minutes. When finished, click **Next**.
9. Choose your RightFax installation folder and click **Next**.
10. To begin installing RightFax software, click **Apply**. This may take several minutes.
11. The third and final phase of Setup guides you through the configuration of RightFax settings. To continue, click **Next**.
12. Type the name of your RightFax server and click **Next**.
13. To complete Setup, click **Apply** followed by **Finish**.

Installing the SOAP Client

SOAP requires two components. To use SOAP, you must first install the SOAP server using the RightFax product suite setup (see [“Installing RightFax Web Applications”](#)). Once installed, the client file *RightFax Client for the Web.exe* is stored in the Program Files\RightFax\WebApps\WebUtil\Client Install folder. You must send this client file via e-mail, copy it to a removable storage medium, or otherwise make it available to the remote clients. Follow these steps on each remote computer to install the SOAP client:

1. Log on to the workstation as an administrator
2. Double-click the RightFax SOAP client installation file *RightFax Client for the Web.exe*. The install wizard opens.
3. At the welcome screen, click **Next**.
4. Enter the Web address of the SOAP server (e.g., [www.MyCompany.SOAPServer.com](#)) and the machine name of the RightFax server when prompted. When finished, click **Next**.

5. To begin the installation, click Install. A status bar indicates the progress of the installation.
6. When the installation is complete, click **Finish**.

Using the SOAP Client

After the RightFax SOAP client is installed, a RightFax tray icon will appear in the computer's notification area in the lower right corner of the desktop. Users can access RightFax Print-to-Fax features through the shortcut menu from this icon. Users can also print documents directly to the RightFax Fax Printer (a new printer type that the client installation adds), which prompts for fax addressing information and transmits the document via the RightFax server.

Creating an Automated Client Install or Uninstall

If your network is equipped with Microsoft Systems Management Server (SMS), LanDesk, or a similar network management system, you can automate the installation of RightFax client software using an SMS script or equivalent command. The RightFax client installation program uses Microsoft Windows Installer (Msiexec.exe) which, when run at a command prompt, can include switches to force a quiet install. Refer to Microsoft documentation on the Msiexec.exe for detailed information on running it with a command.

Before You Begin a Silent Install

Before you begin the command line installation, you must ensure that all prerequisites are installed (see [“RightFax Client Computer Requirements”](#) on [page 35](#)). For additional information about installing these packages, contact Microsoft.

Installing the Print Processor for 64-bit Operating Systems

For client machines running 64-bit operating systems, you must install the RightFax Print Processor x64.msi before installing the RightFax client.



Warning: Do not install the RightFax Print Processor x64.msi on 32-bit operating systems.

The RightFax print processor installation uses the following msiexec switches:

Property	Description
/i	Indicates this is an installation process. Enter the MSI name and path for the installation. Example: In the case of installing the print processor: /i "RightFax Print Processor x64.msi"
/x	Indicates this is an uninstallation process. Enter the MSI name and path for the . Example: In the case of uninstalling the print processor: /x"RightFax Print Processor x64.msi"

Property	Description
/q	b - indicates that setup does not prompt the user for information. It does display progress indicators and a completion message at the end of the installation. Example: /qb
	n - indicates that setup does not prompt the user for information. It does not display progress indicators as it installs. Does not display a completion message at the end of the installation Example: /qn
	r - indicates that setup does not prompt the user for information. It does display a completion message at the end of the installation. Example: /qr
	f - indicates that setup prompts the user for information. It does display progress indicators and a completion message at the end of the installation. Example: /qf

In addition, you can use any of the following custom RightFax actions:

Property	Description
INSTALLDIR=	Specify the path and the folder on the server where the RightFax software will be installed. The value must end with a backslash (\). The default is C:\program files\rightfax\ Example: INSTALLDIR="C:\Program Files\RightFax\"
RUNFROMSETUP=	1 - indicates that the installation is not run from setup. Example: RUNFROMSETUP=1

To silently install the print processor on a 64-bit client machine, a typical command line would be:

```
msiexec.exe /i "RightFax Print Processor x64.msi" /qn
RUNFROMSETUP=1
INSTALLDIR="C:\Program Files (x86)\RightFax\"
```

Installing the RightFax Client

Once you've installed the prerequisite files and (for 64-bit clients only) the print processor, install the RightFax client. The following tables describe the command line options and properties you can use.

The RightFax client installation uses the following msixec switches:

Property	Description
/i	Indicates this is an installation process. Enter the MSI name and path for the installation. Example: In the case of installing the client: /i "RightFax Product Suite – Client.msi"
/x	Indicates this is an uninstallation process. Enter the MSI name and path for the . Example: In the case of uninstalling the client: /x"RightFax Product Suite – Client.msi" NOTE: The silent uninstall may not completely remove all registry entries associated with the RightFax client.

Property	Description
/q	b - indicates that setup does not prompt the user for information. It does display progress indicators and a completion message at the end of the installation. Example: /qb
	n - indicates that setup does not prompt the user for information. It does not display progress indicators as it installs. Does not display a completion message at the end of the installation Example: /qn
	r - indicates that setup does not prompt the user for information. It does display a completion message at the end of the installation. Example: /qr
	f - indicates that setup prompts the user for information. It does display progress indicators and a completion message at the end of the installation. Example:/qf

In addition, you can use any of the following custom RightFax actions:

Property	Description
RFSERVERNAME=	Specify the RightFax server the clients, IIS, or remote services will connect to. For clients, this sets the server the client will open when first installed. For IIS and remote services it is used to specify the server to connect to for configuration info or settings. Example: RFSERVERNAME=<myservername>

Property	Description
INSTALLDIR=	Specify the path and the folder on the server where the RightFax software will be installed. The value must end with a backslash (\). The default is C:\program files\rightfax\ Example: INSTALLDIR="C:\Program Files\RightFax\"
REBOOT=	Force - Always prompts for a restart at the end of the installation. Example: REBOOT=Force Suppress - prompts for a restart at the end of the installation. Example: REBOOT=Suppress ReallySuppress - Suppress all restarts and restart prompts initiated by ForceReboot during the installation. Example: REBOOT=ReallySupress
/log	Enter the installation log path and file name. Example: /log "C:\RFInst.log"
RUNBYRIGHTFAXSETUP=	2 - indicates that this is launched for a silent installation and that setup.exe was not used for this installation. Example: RUNBYRIGHTFAXSETUP=2
CONFIGUREFAXCTRL=	1 - Specifies MSI to configure and launch faxctrl. 2 - Specifies MSI to remove faxctrl and its printer. Example: CONFIGUREFAXCTRL=1

Property	Description
INSTALLVIMPRINTER=	1 - Specifies MSI to install the VIM printer. 2 - Specifies MSI to remove the VIM printer. Note that this parameter is only compatible with Windows XP 32 bit systems. Example: INSTALLVIMPRINTER=1
INSTALLMAPIPRINTER=	1 - Specifies MSI to install the MAPI printer. 2 - Specifies MSI to remove the MAPI printer. Note that this parameter is only compatible with Windows XP 32 bit systems. Example: INSTALLMAPIPRINTER=1
ADDLOCAL=	Specify which local components to install. Valide options are: FaxUtil FaxCtrl EFM Outlook Separate parameters by commas and enclose in quotes. Example: ADDLOCAL="FaxUtil,FaxCtrl,EFM"

Following are examples of common operations that can be performed. Note that these examples wrap to fit on this page. The command line must not include a carriage return.

To silent install on a client machine, a typical command line would be:

```
msiexec.exe /i "RightFax Product Suite - Client.msi" /qn
REBOOT=ReallySuppress
RUNBYRIGHTFAXSETUP=2
CONFIGUREFAXCTRL=1
ADDLOCAL="FaxUtil,FaxCtrl,EFM,Outlook"
INSTALLDIR="C:\Program Files\RightFax"
RFSERVERNAME=<myservername>
```

To silently uninstall on a client machine, a typical command line would be:

```
msiexec.exe /x "RightFax Product Suite - Client.msi"
RUNBYRIGHTFAXSETUP=2
CONFIGUREFAXCTRL=2 /log "C:\RFUnInstall.log"
/qb
```

A command line to uninstall (not silent) would be:

```
msiexec.exe /x "RightFax Product Suite - Client.msi"
RUNBYRIGHTFAXSETUP=2
CONFIGUREFAXCTRL=2 /log "C:\RFUnInstall.log"
```

Removing RightFax Registry Entries

If you remove the RightFax software using the silent uninstall, RightFax registry entries will not be automatically removed. If you've manually entered any of the following keys, you'll need to manually remove them from each client machine:

```
HKCR\*RightFax*.
HKCU\Printers\DevModePerUser\RightFax Fax Printer
HKCU\Software\Microsoft\Windows\ShellNoRoam\MUICache\<
RightFax Directory>\FaxCtrl.exe
HKCU\Software\Microsoft\Windows
NT\CurrentVersion\Devices\RightFax Fax Printer
```

```
HKCU\Software\Microsoft\Windows
NT\CurrentVersion\PrinterPorts\RightFax Fax Printer
HKCU\Software\Microsoft\Windows
NT\CurrentVersion\Windows\Device
HKCU\Software\RightFax Client\
HKLM\Software\Classes\*RightFax*.
HKLM\Software\Microsoft\Exchange\Client\Extensions\Captaris
RightFax Client Extension
HKLM\Software\Microsoft\Windows\CurrentVersion\Installer\Fold
ers\*RightFax*.
HKLM\Software\Microsoft\Windows\CurrentVersion\Installer\User
Data\*RightFax*.
HKLM\Software\Microsoft\Windows\CurrentVersion\Run\RightFA
X Print-to-Fax Driver
HKLM\Software\Microsoft\Windows\CurrentVersion\Uninstall\<fin
d component GUIDs for RightFax>
HKLM\Software\Microsoft\Windows
NT\CurrentVersion\Ports\<C:\Documents and Settings\All
Users\Application Data\RightFax\SpoolJob>
HKLM\Software\Microsoft\Windows
NT\CurrentVersion\Print\Printers\RightFax Fax Printer\
HKLM\Software\RightFax Client\
HKLM\System\ControlSet001\Control\Print\Printers\RightFax Fax
Printer\
HKLM\System\CurrentControlSet\Control\Print\Printers\RightFax
Fax Printer\
HKEY_USERS\*\RightFax Fax Printer
HKEY_USERS\*\RightFax Fax Printer\
HKEY_USERS\*\RightFax Client\
```

Installing the Client Applications Using Setup.exe

Note: This method of installation has been superseded by the full-featured **msiexec** command line installation using the Microsoft Systems Management Server (SMS). Command line use of `setup.exe` may not install the application reliably, therefore you should use the newer installation process (see “Creating an Automated Client Install or Uninstall” on page 38).

Following are examples of common operations that may be performed using the command line `setup.exe`. Note that these examples wrap to fit on this page. The command line must not include a carriage return.

Installing a RightFax client application for the first time:

```
Setup.exe /unattended=true /allowShutdown=true  
/add="FaxUtil,EFM" /rightFaxServer="myserver"
```

Modifying an existing installation:

```
Setup.exe /modify /unattended=true  
/allowShutdown=true /add="faxctrl"
```

Removing one RightFax client application from a server:

```
Setup.exe /modify /unattended=true  
/allowShutdown=true /drop="faxctrl"
```

Uninstalling all RightFax client applications from a server:

```
Setup.exe /remove /unattended=true  
/allowShutdown=true
```

Before You Begin

Copy the `Setup.exe` to a network file location from which you will run the command line. You have the following options:

- Copy the RightFax product suite `Setup.exe` to the network. (Only the client applications can be installed from the command line.)
- Copy the `Setup.exe` for client applications to the network.

If you use the `Setup.exe` for client applications, you can further reduce the file size of the `Setup.exe` with the following options:

- If the destination client computer operating systems are all 32-bit, you can reduce the `Setup.exe` to 60 MB. Delete the file `\Client\Prereqs\NetFx64.exe`.
- If .NET is already installed on the destination client computers, you can reduce the `Setup.exe` to 32 MB. Delete the file `\Client\Prereqs\dotnetfx2.0`.

The command line install is not intended for installing client applications on the RightFax server.

Specifying the Level of User Interaction

`Setup.exe` runs with a fully interactive wizard, but it also can be run with minimal or no user interaction.

To check for success or failure, see Exit Codes later in this section.

Command	Description
<code>/unattended=true</code>	<code>Setup.exe</code> displays a progress bar and will not require user input except in the case of an error. In the case of an error, <code>Setup.exe</code> will display a message explaining the error. The user must click OK to continue.
<code>/quiet=true</code>	<code>Setup.exe</code> runs with no user interaction.

Specifying the Location of the Setup.exe File

You must run the command in the directory where the RightFax `Setup.exe` is copied, or you must specify the full path to `Setup.exe`.

Command	Description
<code>/manifest="file_path"</code>	The location can be any valid path, such as "D:\\" or "\\server\share".

Specifying the Installation Mode

To modify an existing installation or to uninstall all of the client applications, you must specify the installation mode.

Command	Description
/modify	Modifies an existing installation to add or remove RightFax client applications. This command must be used with the Add or Drop command. This command cannot be used to remove all features.
/remove	Removes all RightFax client applications from the system. This command cannot be used to add or remove specific features.

Specifying the RightFax Client Applications to Install

With the Add command, you can specify one or more RightFax client applications to add. This option applies when you are installing features for the first time or when you decide to add RightFax client applications at a later time (modifying an existing installation).

For available names, see [“Client Application Names”](#).

Command	Description
/add="name1, name2, ..."	Feature names must be separated by commas.

Specifying the RightFax Client Applications to Remove

With the Drop command, you can remove one or more client applications at a time. For available names, see [“Client Application Names”](#).

Do not use this option to remove all of the client applications. To remove (uninstall) all client applications, use the /remove command. For instructions, see [“Specifying the Installation Mode”](#).

Command	Description
/drop="name1, name2"	Feature names must be separated by commas.

Specifying the RightFax Server

Some commands require the name of a RightFax server to which the client application will connect when it is first installed.

Command	Description
/rightFaxServer="My Server"	"MyServer" is the name of the RightFax server.

Shutting Down RightFax Processes

Before running Setup.exe, RightFax applications should be shut down and then restarted after Setup.exe is finished. You can stop and start the applications manually, or Setup.exe can perform these operations for you.

Command	Description
/allowShutdown=true	None.

Client Application Names

The client applications must be specified with these names.

Command	Description
FaxUtil	RightFax FaxUtil
EFM	RightFax Enterprise Fax Manager
FaxCtrl	RightFax Print Driver
Outlook	RightFax Outlook Advanced Fax Extensions
MAPI	MAPI Print Driver
VIM	VIM Print Driver
AutoReply	RightFax AutoReply

Exit Codes

Setup.exe returns an exit code. The exit codes can be utilized in a batch file to display the exit code when Setup.exe is finished or to branch to another operation. Use the errorlevel command in the batch file to utilize the exit code.

Exit Code	Description
0	Success.
1	No errors, but a reboot is required to finish the operation.
-1	An error occurred.

Configuring Windows 2008 Terminal Services to Support RightFax Client Sessions

RightFax client applications can be installed on and run in multiple sessions from Windows Server 2008 using terminal services. Running the RightFax client in the Windows terminal server environment requires only one client install directly on the server configured for terminal services, but supports an unlimited number of simultaneous client sessions.

This installation also supports (but does not require) Citrix MetaFrame.

To install the RightFax client using Windows 2008 Terminal Services

1. Log on to the Windows 2008 server using an account with administrative access.
2. Install the RightFax client application according to the instructions in the section [“Installing the Client Applications”](#) on [page 37](#).
3. Open Terminal Services RemoteApp Manager.
4. From the Action menu choose **Add RemoteApp Programs**. The RemoteApp Wizard opens.
5. At the welcome screen, click **Next**.
6. In the **RemoteApps Programs** list, click the box next to each RightFax client application you wish to make available over terminal services. When finished, click **Next**.
7. Review your application settings and click **Finish**.

Troubleshooting the Client Installation and Configuration

The following table lists the most common error messages that may appear after installing the RightFax client applications with the probable causes and solutions.

Error or error message	Possible solutions
The server is unavailable	Verify that the RightFax Database module and RightFax RPC Server module services are running on the RightFax server.

Error or error message	Possible solutions
The common network protocol being used is not routed between LAN segments	<ul style="list-style-type: none"> • Try running a client on the same LAN segment as that of the server. Modify the appropriate bridge or routers to route the proper protocols. • Update the server and clients to use a routed protocol. • If the server machine has multiple network adapters installed, try removing all but one of the adapters and allow other routers on the network to route the packets.
The Windows server running RightFax is not configured to support NetWare clients	Verify that the Windows server is running gateway services for NetWare and the SAP Agent. Verify that the IPX/SPX transport is properly configured using the Network program in Windows Control Panel.
The NetWare clients are using different frame types than the Windows NT server	On the client computer, the frame type is in the Link Driver section of the NET.CFG. On the Windows server, the frame type is in the configuration of the NWLink IPX/SPX transport object in the Network program in Windows Control Panel. If the Windows server must support more than one frame type, ensure that the internal network number is a unique, non-zero number and that the Auto Frame Type Detection is disabled.

Error or error message	Possible solutions
There is no SAP agent computer accessible to both the client and server machines	<ul style="list-style-type: none"> • Verify that the client and server machines can log on to a NetWare server. Verify that the SAP Agent is installed on the Windows server. • Verify that the client and server are on the same network segment and that the router between the segments is configured to transport SAP type 0x640 messages.
User ID was not found in database	RightFax has its own list of fax users and the user ID specified is not on that list. You can use Enterprise Fax Manager to add users, either individually or by reading them from the domain or file server. When RightFax is first installed, the users "Administrator" and "Default" are loaded. Initially, neither user ID has a password.
The password supplied is incorrect	You must use the correct password for the user specified. If the user has lost his password, a RightFax administrator can re-set the password in Enterprise Fax Manager.
The RightFax fax addressing dialog box opens, but nothing appears in FaxUtil	<ul style="list-style-type: none"> • You are using a different user ID than expected. Check the RightFax Client program in Control Panel to see what user ID the software is using. • In Windows, the port setting for the fax printer may be incorrect. Complete the Configure Fax Printers dialog box according to the instructions in "Configuring Windows 2008 Terminal Services to Support RightFax Client Sessions" on page 46.

Chapter 7

Installing and Configuring the Shared Services Module

Overview

The capacity of RightFax servers can be multiplied by combining two or more servers that share a common RightFax database (known as a *shared services environment*). This is accomplished by installing and configuring multiple RightFax servers to share a database and corresponding resource folders. Benefits of the Shared Services Module may include:

- Increased throughput for sending faxes due to internal load sharing among RightFax services.
- Multiple RightFax servers share all SQL stored data (e.g., users, delegates, phonebook entries, distribution lists, and document data such as fax status).
- All received faxes are stored on the SQL server and are available to all clients in the network.
- Redundant data is eliminated thus saving storage space.
- Remote RightFax services can be shared by multiple machines to balance the workload from many RightFax clients.

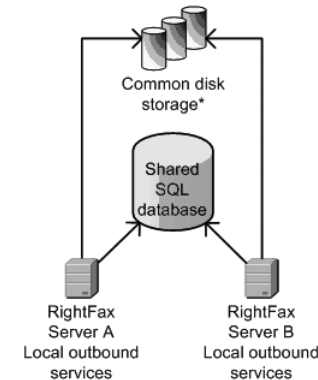


Note This feature is only available on RightFax Enterprise Servers and must be purchased separately.

Server Topology

The following examples describe some basic shared configurations.

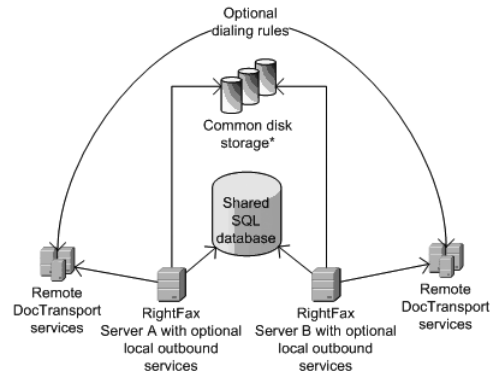
Figure 7.1 Two RightFax servers share a SQL database. Common disk storage is used to store shared RightFax resources.



*Common disk storage:

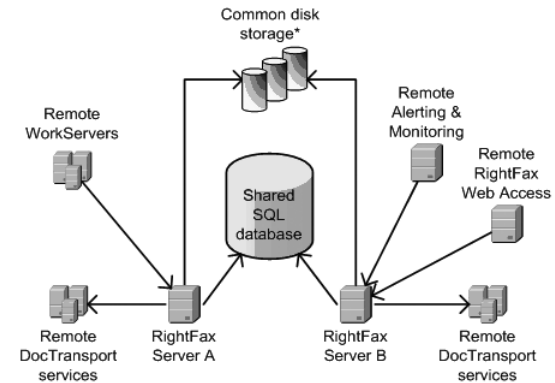
- SAN
- Network share on file server
- Network access to a local drive on one of the RightFax servers

Figure 7.2 Two RightFax servers share a SQL database. DocTransport services are located on remote servers to off-load processing from the RightFax servers. Dialing rules specify the DocTransport services and RightFax servers from which documents will be sent. Common disk storage is used to store shared RightFax resources.



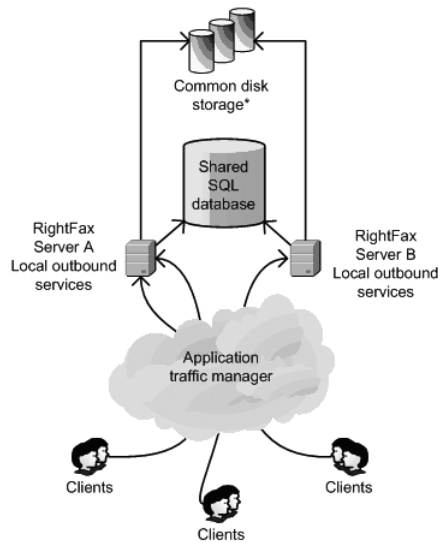
*Common disk storage:
 - SAN
 - Network share on file server
 - Network access to a local drive on one of the RightFax servers

Figure 7.3 Two RightFax servers share a SQL database. DocTransport and WorkServer services are located on remote servers to off-load processing from the RightFax servers. Dialing rules specify the DocTransport services and RightFax servers from which documents will be sent. Common disk storage is used to store shared RightFax resources.



*Common disk storage:
 - SAN
 - Network share on file server
 - Network access to a local drive on one of the RightFax servers

Figure 7.4 Two RightFax servers share a SQL database. Common disk storage is used to store shared RightFax resources. An application traffic manager, such as BIG IP, directs RightFax client traffic to available RightFax servers.



*Common disk storage:
 - SAN
 - Network share on file server
 - Network access to a local drive on one of the RightFax servers

Geographic distribution of services

While servers can be geographically dispersed over a wide-area network, this configuration has not been tested by Open Text.

System Requirements

The requirements for RightFax Server environments are described beginning on page 5, “Hardware and Software Requirements”. In addition to these requirements, you must also possess the following:

- A minimum of two RightFax servers capable of network communication. Each of these must be licensed for the shared services feature.
- A maximum of four RightFax servers joined to the shared services environment. Each of these must be licensed for the ‘shared services feature.
- An existing SQL Server. SQL Express installations are not supported.
- IP v6 environments must use host names to resolve IP addresses. IP v6 IP addresses are not supported.
- Windows GDI printing is not supported in a shared services environment.

Installing RightFax Servers to Share a SQL Database

To install multiple RightFax servers that share a SQL database, complete the general steps below.

1. If you are upgrading, print or make a copy of the Windows registry key HKEY_LOCAL_MACHINE\ Software\RightFax so that you have a copy of any changes that have been made to customize the system. In a typical shared database configuration, customization should be identical on each RightFax server.
2. Install the RightFax server on the first RightFax server computer (described in the next section). During the installation, choose the option to *Create New RightFax Database*.

3. On all additional RightFax servers, run the RightFax server installation. During the installation, choose the option to *Add to Shared Services Database* and point the install to the SQL database that you defined when you installed the first RightFax server.
4. Repeat steps 1 through 3 for each added RightFax server.
5. Configure your RightFax shared services environment using the information provided in this chapter. Additional information about RightFax servers is located in the *Administrator's Guide*.



Important In a shared services environment, each server must have a *DocTransport* configured for outbound faxing or have dialing rules that specify a fax be sent from a specific server. For information about dialing rules, see the *Administrator's Guide*.

To install RightFax server software for a shared services environment

To ensure that your RightFax server installation goes smoothly and to avoid unnecessary delays, it is important to perform each step in the installation completely and correctly before proceeding to the next step.

1. Log on to the computer using a Windows account that is a member of the domain and local Administrators group.
2. Run the RightFax **Setup.exe** to open the RightFax Setup wizard.
3. Review the welcome screen and click **Next**.
4. Carefully read and accept the license agreement and click **Next**.

5. Select the components for this install. A *Typical Server* includes all core server components, but does not include fax board and FOIP drivers, RightFax Web Access, and Administrative Utilities. To install fax board drivers, click the box next to *Include fax board and FOIP drivers*. To create a custom set of features to install, click **Custom**. After choosing your feature set, click **Next**.



Tip If you don't select the *install fax board drivers* check box, a dialog box appears asking for confirmation. Click **Yes** to continue.

6. The **Preview Requirements** step lists third-party software required by your chosen features and also lists the status of setup operations. Software that must be installed will have a status of *Must Install*. To continue, click **Next**.
7. You must select the option to **Use an existing SQL Server**. Select this option to add a RightFax database instance to an existing SQL server running on your network. To continue, click **Next**.
8. RightFax requires TCP ports 10520, 10521, 10062, 34987, and 34988. Setup can reserve these ports for exclusive use by RightFax. To allow setup to reserve these ports, enable the **Reserve Ports** option and click **Next**. If you do not reserve these ports, some RightFax services may not start.
9. To apply your settings and install required third-party software, click **Apply**. This will take several minutes. When finished, click **Next**.
10. Choose your installation folder and click **Next**.
11. To begin installing RightFax software, click **Apply**. This may take several minutes.
12. The third and final phase of Setup guides you through the configuration of RightFax settings and will enable your feature set using the Product Licensing Utility (PLU). To continue, click **Next**.

13. Enter a Windows account to run RightFax services. This account must be a member of the local administrators group and must have the right to logon as service on the local computer. Click **Browse** to load and select a user account. Use the **Test Account** button to verify account credentials. When finished, click **Next**.



Note *If you will be accessing files from or printing to Novell queues on a NetWare volume, the service account must also exist in Novell.*

14. When you are setting up the first RightFax server, choose the option to **Create New RightFax Database**. On subsequent installations, choose the option to **Add to Shared Services Database** and point the install to the SQL database that you defined for the first server. Click **Next**.

15. Setup must execute SQL write and create statements that require elevated account permissions. This account is required only for Setup and is neither saved nor used by RightFax. Required SQL statement permissions are as follows:

- Create database
- Create table
- Create procedure
- Create view
- Create rule
- Create default

Enter your SQL server name, authentication type, and a service account.

If your existing SQL server uses a port number other than the default of 1433, you must specify the port number during Setup. Specify your port in the **Server Name** field using the following syntax:

For example:

SQLServer,55123 *or*

SQLServer\MyInstance,55123

When finished, click **Next**.

16. When setting up the first RightFax server, accept the default name or type a new name for the RightFax database and click **Next**. On subsequent installations, the wizard will skip this step.

17. Create a SQL connection string for RightFax services. These items are critical and should be documented safely and securely. You must have configured a user on the SQL instance whose account RightFax will use to run database services. Enter this account information here. The service account must have the following permissions on all database objects:

- Select
- Update
- Insert
- Delete
- Execute

If you are logged in as that user, choose Windows Authentication and enter the user name and password for the account RightFax will use in its connection string. Use the Text Connection button to verify the connection. When finished, click **Next**.

18. To launch the Product Licensing Utility and activate RightFax, click **Launch Licensing Utility**.

19. Click **Activate** to license your RightFax server via the Internet (see the next paragraph to activate with an existing license file). Enter your e-mail address and SUID. When finished, click **Activate**. It may take a minute or two to display the license agreement. To complete activation, read the license agreement and click **Accept**. When finished and to return to Setup, click **OK**. Click **Close** to close the PLU.

If you already have a license file and do not need to activate over the Internet, click **Import** and follow the steps in the **Instructions** section of the PLU. To complete activation, read the license agreement and click **Accept**. When finished, **OK** to return to close the dialog box and click **Close** to close the PLU.

20. To complete Setup, click **Apply**. Completing the Setup may take a minute or two. When the splash screen indicates the Setup is complete, click **Close**.

Providing Access to Shared Resource Folders

Each RightFax Server that is licensed for Shared Services Module will have a Data Sharing tab within the Server Module configuration.

The fields within the Data Sharing tab represent folders that must be shared among all the RightFax servers within the environment.

A complete list and description of the shared data folders is

provided below.

- Image (contains sent and received faxes stored as compressed graphic image files).
- SIG (contains graphic images of user signatures for placement on faxes).
- Papers (contains the names of overlay form files).
- FCS (contains fax cover sheets).
- Outgoing (contains outbound files from all submission methods that are held while being processed into fax images, such as temporary fax queue spool files).
- BFT (contains text files created by the OCR process).
- CmdData (contains transaction files for each fax sent via e-mail or via SecureDocs).

Each of these folders can be located in common disk storage, such as a storage area network (SAN), network share on file server, or network access to a local drive on one of the RightFax servers. The folders must be accessible to all the servers in the shared configuration.

Access to these locations can be expressed differently for each server due to permissions and network layout. Each server can be configured to use unique paths and user accounts to gain access to each storage location.

For Example: Server A may access a local storage area network (SAN) using the path S:\RightFax\Image and use the local system account for RightFax services to access this path. Server B might access the same location remotely using the path \\ServerA\RightFax\Image which would require use of an account that had permissions to access that network path (such as, DomainA\RightFax).

Selecting Service Accounts and Paths

Accounts used to run the Server module and the DocTransport module. This account must have full permissions on the specified paths. To configure these services to run under this account, click the Select Service Account button.

Share permissions must be given to the account used to run both the Server module and DocTransport module. This account must have full control of these folders. Choosing this account can be done by click the **Select Service Account** button.

The **DocTransport Image Paths** button allows you to specify UNC paths to the \RightFax\Image directory on Remote DocTransport servers.

For Example:

```
\\<Shared Storage>\RightFax\Image
```

```
\\<Shared Storage>\D$\RightFax\Image
```

```
\\<ip address>\RightFax\Image
```

```
\\<Shared Storage>|RightFax\Image
```

Note: In an IP v6 environment you must use host names to resolve IP addresses. IP v6 IP addresses are not supported.

Configuring Remote Services

The following RightFax services can be installed on remote computers.

- **DocTransport** specifies the methods by which documents will be transmitted and converts and copies received documents to the Image directory.
- **WorkServer** performs processor-intensive functions such as cover sheet generation, print-to-fax conversion, and optical character recognition.

To support remote fax board services, the DocTransport module must be installed on a remote computer. The DocTransport module must be defined on each RightFax server, that is, whether local or

remote, DocTransport modules should be discrete and should not be shared. A remote DocTransport module can connect to one RightFax server. It cannot access multiple RightFax servers. For information about installing and configuring Remote DocTransports see the *OpenText RightFax Administrator's Guide*.

A remote WorkServer can connect to one RightFax server. It cannot access multiple RightFax servers. Refer to Figure 7.2 on [page 50](#) for a basic illustration of remote services.

Using Dialing Rules

A fax may be sent by any server using the shared database, not necessarily the one that initially received the job.

To specify that a fax be sent from a specific server, use dialing rules. More information on dialing rules can be found in the *OpenText RightFax Administrator's Guide*.

Refer to Figure 3 on [page 50](#) for a basic illustration.

Performing Daily Maintenance

Maintenance is a collection of daily tasks that help maintain an efficient SQL database. Maintenance tasks may be run by any server on a first come first serve basis.

Aging and Purging

The aging process evaluates the age of each document on the RightFax server. When a document exceeds the age limit, it is marked for deletion. The marked documents will later be deleted by the purge process. Documents that are marked for deletion can be recovered until they are purged. The age limit for documents is defined for each RightFax user group (in Enterprise Fax Manager). Documents that are marked for deletion can also be queried for reporting purposes.

The purging process removes documents from the SQL database that are both marked for deletion and have reached the configured limit. The purging process deletes the corresponding image files that are stored in the Image directories on the RightFax servers in the shared configuration. One event triggers the aging and purging process.

Orphan Scanning

The orphan process scans the \RightFax\Image directories on the RightFax servers for fax image files that are not referenced by any document or library document in the SQL database. The image files are called “orphans” because RightFax has no record of their existence and cannot access them.

To manually delete orphan image files from the RightFax server, use the Orphan.exe utility.

Recovery

The OpenText RightFax 10.0 event queue is stored in the SQL database on the SQL server, and it is shared among RightFax servers. The queue is persistent, that is, it retains its objects and values if the RightFax Server module stops. If one of the RightFax Server modules in the shared configuration stops, then it is not necessary to rebuild the queue. The recovery process is performed daily on the RightFax servers as a fail safe.

Configuring the Maintenance Processes

Each maintenance process is an event that is stored in the event queue on the SQL server. One RightFax server will perform maintenance when a maintenance event is queued, on a first-come, first-served basis. Aging is performed before purging.

The default time for maintenance to begin is 2 AM. The time is set in the Server Module Configuration > Advanced tab.

Viewing the Maintenance Logs

Logs of the maintenance process are stored in the \RightFax\Database folder on the server that performed the process. These logs are:

- MaintAgingAndPurging.log
- MaintOrphanScan.log
- MaintDocRecovery.log

Chapter 8

Upgrading and Adding Fax Channels, User Licenses, and Optional Components

You can easily expand and extend the functionality of your RightFax server by upgrading your RightFax server license, adding fax channels and user licenses, or by enabling new components.

Most of these additions to your fax server can be made without installing or re-installing software. You can add new functionality to all RightFax servers using the Captaris Product Licensing Utility, which is included with the server installation of RightFax.

Checking for Installed Components

The different types of RightFax servers are installed with different numbers of licensed fax channels and users, and different optional components enabled. Follow these steps to display a list of the fax channels, users, and components that have been enabled on the server.

To check for installed components

1. Log on the RightFax server as an administrator.
2. Click **Start > All Programs > Captaris > Product Licensing Utility**. The Product Licensing Utility (PLU) opens.
3. In the list of product licenses in left pane, click **RightFax**.
4. In the right pane, the server type, number of licensed fax channels and users, and enabled components are listed.

Upgrading the RightFax Server License

Captaris RightFax servers can support small, medium, and large enterprises. The following servers are available.

Table 8a RightFax Server Types

RightFax server	Description
Business server	This RightFax server supports unlimited user accounts, it includes one fax channel, and is expandable to 30 fax channels.
Enterprise server	<p>This RightFax server supports unlimited user accounts. It includes three WorkServers and one fax channel, expandable to support unlimited fax channels. This server includes the RightFax Web Access and the OCR Router™, OCR Converter™, Docs-on-Demand™, and TeleConnect™ modules.</p> <p>The Enterprise server is also available as a product suite that includes the RightFax Enterprise server, plus the Gateway for Microsoft® Exchange, the Gateway for Lotus Notes®, the Document Management Connector™, and the SNMP Alerting™, and PDF modules.</p>
Integration server	<p>The RightFax server and the RightFax Integration Module enable applications for information exchange. The Integration Module integrates RightFax with applications on mainframe, mid-range, and local area network host systems.</p> <p>The RightFax Business Integration Module can be installed on the RightFax Business and Enterprise servers.</p> <p>The RightFax Enterprise Integration Module can be installed on the RightFax Enterprise server.</p>
Satellite server	This RightFax server supports up to 15 user accounts. It includes two WorkServers and two fax channels.

To upgrade the RightFax server license, add channels, add user licenses, and enable new components

The following steps require an Internet connection on the RightFax server. If your RightFax server is not connected to the Internet, follow the instructions in the next section, [“Activating RightFax components without a RightFax server Internet connection”](#).

1. Contact your RightFax distributor and purchase the appropriate license. You will be sent a new license card that includes a new SUID (required for activation).
2. Log on to the RightFax server as an administrator.
3. Click **Start > All Programs > Captaris > Product Licensing Utility**. The Captaris Product Licensing Utility opens.
4. In the list of product licenses in left pane, click **RightFax**.
5. In the right pane, the server type, number of licensed fax channels and users, and enabled components are listed.
6. On the PLU toolbar, click **Activate**.
7. Type an e-mail address and the new SUID. When finished, click **Activate**.
8. If activation is successful, the RightFax license agreement will appear. To continue, click **Accept**.
9. Review your new license summary. When finished, click **Close**. If you experience problems with activation, call the RightFax product support group at (520) 320-7070.

Activating RightFax components without a RightFax server Internet connection

If your RightFax server is without Internet access, you may use another computer with Internet access to assist with activation. Requirements for this process are:

- Computer with Internet access
 - Network access to the RightFax server or access to a removable storage medium such as a compact disc or compact flash drive.
1. Contact your RightFax distributor and purchase the appropriate license. You will be sent a new license card that includes a new SUID (required for activation).
 2. Log on to the RightFax server as an administrator.
 3. Click **Start > All Programs > Captaris > Product Licensing Utility**. The Captaris Product Licensing Utility (PLU) opens.
 4. In the list of product licenses in left pane, click **RightFax**.
 5. In the right pane, copy and save the characters next to **Activation String**.
 6. Take the activation string to another computer with Internet access and open the following Web page:
<https://activation.captaris.com/registration/registration.aspx>
 7. At the activation Web page, type your e-mail address and activation string.
 8. Click the drop-down arrow and pick RightFax from the product list. When finished, click **Next**.
 9. Type the information requested at the System Information page and click **Next**.
 10. Enter optional contact information at the next two pages and click **Next**.

11. To process your license and generate a license file, click **Finish**. If successful, click the *Download License Activation File* link. Save this file (RightFax.XML) to a removable storage medium or otherwise make it available to the RightFax server. When finished, close the Web browser and return to the RightFax server.
12. On the PLU toolbar, click **Import**. Use the button next to the **License File** field at the bottom of the PLU to browse to the location of the RightFax.XML file. When finished, click **OK**. When prompted to overwrite your existing license, click the option to **Backup existing license** and click **Yes**.
13. Review your new license summary. When finished, click **Close**. If you experience problems with activation, call the RightFax product support group at (520) 320-7070.

Licensing Brooktrout SR140 Channels

The Brooktrout License Manager, provided by Brooktrout allows you to self-activate your SR140 license key. Instructions and an activation wizard are included with Brooktrout License Manager. Using this method requires an active Internet connection. Alternatively, you may activate your SR140 channels by contacting RightFax technical support at (520) 320-7070. A support representative will guide you through the activation process.



Important To activate your SR140 channels, you must have an SR140 license card. This card contains your SR140 license key and is included with the purchase of SR140 channels.

Opening the Brooktrout License Manager

From RightFax Enterprise Fax Manager:

1. Stop the RightFax DocTransport Module.
2. Open the RightFax DocTransport Module applet.
3. Expand the Brooktrout item in the left-hand side of the applet.

4. Click SR140.
5. Click the Configure Brooktrout button in the right-hand side of the applet to launch the Brooktrout Configuration Tool.

Note: If you are presented with Wizard Mode in the Brooktrout Configuration Tool, click Advanced Mode, then choose Yes.

6. Click the Options menu, and choose License Manager.
7. Follow the instructions provided with the online Help shipped with the Brooktrout License Manager. For quick access to the Help, click the ? located on the license manager toolbar.

Upgrading SR140 licenses

If you already have Dialogic SR140 licenses activated on your RightFax Server or Remote DocTransport Server, use the procedures in this section to activate your new Feature Pack or Upgrade licenses.

- You will need the license key provided to you upon ordering the Feature Pack or Upgrade licensing.
- You should not remove your original license when you get an upgrade license. For example, if you have a R1 SR140 existing license and you get an R3 upgrade SR140 license, use your upgrade license in conjunction with your existing license so that the combined SR140 installation has all features that come with a R3 SR140.
- To activate SR140 R3 Feature Pack or Upgrade licenses on a system with no existing SR140 licensing, you must first activate your original SR140 licenses on the system. Refer to the RightFax Administrator's Guide or RightFax Installation Guide contained in your product documentation. These documents are also available online under the Open Text Knowledge Center.

To activate your new Feature Pack or Upgrade license

1. Click the License Menu and choose Activate License.
2. In the License Activation Wizard, click the Next button.

3. Choose your preferred method for activation, and click Next.
4. If you choose to activate Automatically or via Email/Fax, you are prompted to enter all purchased license keys. Use the Add button to enter your new License Keys.
5. Follow the remainder of the Wizard to complete activation.
6. At completion of the process, your new licenses should show in the main Brooktrout License Manager window, along with existing licenses.

Migrating SR140 Licensing to a New System

To activate Dialogic SR140 Feature Pack or Upgrade licenses on a new system in conjunction with moving existing SR140 licensing to the new system from another server, you must re-host the license files on the new server by "returning" the old license and obtaining a new license. If you have already activated the new Dialogic SR140 Feature Pack or Upgrade licenses on another system, you will also need to re-host those licenses for the new server using the same process.

Copy existing licensing information using one of the following methods:

- On the existing server, run the Brooktrout License Manager.
 - Highlight the SR140 license that you want to move, then select Display Node Lock from the Utilities menu.
 - Copy the information displayed.
- Refer to the contents of the SR140 license (*.LIC) file.
 - License files are located in the path specified by the BRKTD_LICENSE_FILE environment variable. It is easily accessible by entering %BRKTD_LICENSE_FILE% in the Start > Run menu under windows. The file is typically located in C:\Program Files\Common Files\Brooktrout.
 - Open the file in Notepad to view the contents.

7. Once you have the licensing information, follow the instructions in the *Dialogic Brooktrout Fax Products Windows End User Guide* (www.dialogic.com/webhelp/Brooktrout/SDK63/WindowsEndUserGuide.pdf) or the online Help shipped with the Brooktrout License Manager. For quick access to the Help, click the ? located on the license manager toolbar.

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