

 Captaris
RightFax

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Installation Guide

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Addendum A

The following additional terms and conditions apply to your use of certain Captaris RightFax software products:

- RightFax Document Management Connector – a maximum of 50 users for each license of RightFax Document Management Connector.
- RightFax Connector for SAP R/3 – licensed for simultaneous use by a single SAP production client and multiple test/development/QA clients. One Connector will be required per RightFax server. When purchased as an allowable input via the RightFax Business Integration, only one instance (connection via SAPconnect) is allowed.
- RightFax Business Integration – license for the use of production fax to include any single input defined as production embedded codes, the current RightFax PeopleSoft integration, facsimile command language, a single instance of SAP R/3 (SAPconnect), a single instance of Oracle Purchasing 11i, or a single instance of a RightFax filter or any supported FCL input type or method. Document-based production host notifications is not licensed for this product, unless purchased as an additional module. Output is limited to fax or print, maximum 2 channels of production fax.
- RightFax Business Integration Additional Input/Output License – Allows for an additional input of production embedded codes, the current RightFax PeopleSoft integration, facsimile command language, an additional instance of SAP R/3 (SAPconnect), an

additional instance of Oracle Purchasing 11i, or an additional instance of a RightFax filter or any supported FCL input type or method. Output is limited to an additional two (2) channels, totaling four (4) channels of fax or print.

- RightFax Integration Module – licenses the use of RightFax embedded codes, facsimile command language, JAVA, XML, and other inputs highlighted in the Integration Module Guide, in a production fax environment. “Production fax” is defined as a faxing solution where the electronic generation of documents originates as a data stream from any automated program, host or server-based application (excluding individual user-generated desktop documents and mail-merge).
- RightFax COM Module – a separate license must be purchased prior to using the RightFax Component Object Model API (Application Programming Interface). The COM module comes with a zero channel development server for testing and development purposes. If you install a derivative RightFax COM-based solution at a third-party location, then each location also requires a license for the RightFax COM Module.
- RightFax Cardiff Broadcast Servers – a maximum of 5 users and either twenty-four (24) or thirty (30) channels of fax. Users and channels are expressly for the use of broadcast faxing from Cardiff software.
- RightFax Backup Servers and Modules (including Gateways and fax channels). Any RightFax server or module software deemed as “backup” or “cold spare” or “test/development” as defined in the RightFax Backup Server Software Pricing Policy, is restricted to the use defined in the policy. Concurrent usage with the primary RightFax Server and Modules is not permitted.
- RightFax Connector for FileNet P8 (formerly known as the RightFax Connector for Panagon Image Services) – This connector includes functionality associated with the RightFax PDF Module and the RightFax COM API. However these components are for the sole use of facilitating the integration to the FileNet P8 (formerly Panagon) platform. Use of the embedded PDF Module or COM API functionality for non-FileNet P8 applications will require separate additional licenses to be purchased.

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Chapter 1

Hardware and Software Requirements

Fax Server Requirements

This version of the RightFax server can be installed and run only on computers running the following operating systems:

- Microsoft Windows Server 2003 Standard Edition
- Microsoft Windows Server 2003 Enterprise Edition
- Microsoft Windows 2000 Advanced Server
- Microsoft Windows 2000 Server

The minimum hardware requirements for the fax server vary depending on the operating system you are running.

Minimum hardware requirements for Microsoft Windows Server 2003 Standard Edition

Computer/Processor	133 MHz or higher Pentium-compatible CPU (550 MHz recommended)
Memory	128 MB RAM (256 MB recommended)
Hard drive	1.5 GB
CPU support	Up to four CPUs on one computer
Drive	CD-ROM or DVD drive
Display	VGA or high resolution monitor running at a resolution of 800 × 600 or higher
Keyboard	Required

Minimum hardware requirements for Microsoft Windows Server 2003 Enterprise Edition

Computer/Processor	133 MHz or higher
Memory	128 MB RAM (256 MB recommended). 32 GB RAM maximum.
Hard drive	1.5 GB or higher.
CPU support	Up to eight CPUs on one computer
Drive	CD-ROM or DVD drive
Display	VGA or high resolution monitor running at a resolution of 800 × 600 or higher
Keyboard	Required

Minimum hardware requirements for Microsoft Windows 2000 Advanced Server

Computer/Processor	133 MHz or higher Pentium-compatible CPU
Memory	128 MB RAM (256 MB recommended)
Hard drive	2 GB with 1 GB free space
CPU support	Up to eight CPUs on one computer
Drive	CD-ROM or DVD drive
Display	VGA or high resolution monitor running at a resolution of 800 × 600 or higher
Keyboard	Required

Minimum hardware requirements for Microsoft Windows 2000 Server

Computer/Processor	133 MHz or higher Pentium-compatible CPU
Memory	128 MB RAM (256 MB recommended)
Hard drive	2 GB with 1 GB free space
CPU support	Up to four CPUs on one computer
Drive	CD-ROM or DVD drive
Display	VGA or high resolution monitor running at a resolution of 800 × 600 or higher
Keyboard	Required

Fax Board Requirements

RightFax supports Brooktrout fax boards and Intel Dialogic (also known as GammaLink) fax boards. For a list of all supported fax board types, refer to the *RightFax Fax Board Guide*.

Installing the fax boards

Fax boards can be installed in the computer running the RightFax server software, or on a separate computer called a “remote BoardServer.” For information on using remote BoardServer 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, DID fax boards come with an additional power adapter which provides the necessary –48 volt current.

DID allows RightFax to route incoming faxes to their intended 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 5, “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 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. Third-party software that is used by the RightFax server, such as fax board drivers, may be installed in other locations.

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*).

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
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> .
RightFax BoardServer	Use this program to modify the RightFax BoardServer services. BoardServer services act as the communication link between the RightFax server and the fax hardware. Use the BoardServer configuration program to customize each installed fax board and each fax channel. Although you may have only one BoardServer service installed on a single computer, you can optionally create RightFax BoardServer services on remote computers to offload fax board processes or to expand your network's fax board and fax channel capacity. For more information on BoardServers, refer to the <i>RightFax Administrator's Guide</i> .
RightFax EDC	Use this program to configure connections between RightFax and third-party document delivery systems such as FileNet applications and Xerox multi-function products. The RightFax EDC (External Document Connector) is a generic connector that allows the RightFax server to communicate with external systems. Instructions for how to configure the RightFax EDC are included in the documentation for each supported external system.
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> (depending on the gateway you add).

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 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> .
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.” 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 *RightFax Administrator's Guide*).

RightFax Registry Entries

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

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

In most cases, you should not have to make changes or additions to the RightFax registry settings. However, some RightFax features do require you to make modifications to the Windows Registry. Wherever this is true, instructions are provided in the RightFax documentation.

RightFax Client Applications

In addition to the RightFax server software, two RightFax client applications are installed on every RightFax server: FaxUtil and Enterprise Fax Manager. FaxUtil is a fax mailbox program that lets users create, send, receive, and organize their fax documents. Enterprise Fax Manager is the administrative program that lets the administrator manage all aspects of each RightFax server on the network. These client applications can also be installed on other computers on the network, allowing your organization's fax users to manage their own fax mailboxes from their computers and allowing fax administrators to manage fax servers from remote computers.

For more information on both FaxUtil and Enterprise Fax Manager, refer to the *RightFax Administrator's Guide*.



Chapter 3

Installing the RightFax Server Software

Before You Begin

Before you begin, ensure that your computer hardware and software meets the minimum requirements for server installation as outlined in [Chapter 1, “Hardware and Software Requirements”](#).

Upgrading from a Previous Version of RightFax

- If you are upgrading to this version from RightFax version 8.0, you must uninstall the existing RightFax Hardware Module. Run the uninstall program for the Hardware Module from the Add/Remove Programs application in Windows Control Panel. This step applies only if you are upgrading from RightFax 8.0. You can upgrade all other versions of RightFax without performing this step.
- Before upgrading an earlier version of the RightFax remote BoardServer software to version 8.7, you must uninstall the existing remote BoardServer software. To uninstall RightFax remote BoardServer software, run the uninstall program from the Add/Remove Programs application in Windows Control Panel.
- After upgrading a Windows 2003 server from a RightFax version prior to version 8.7, you may receive error messages on restart reporting that one or more RightFax services have shut down improperly. This is a result of the earlier-version services being shut down during installation. These messages can be closed and disregarded.
- Any existing files for the RightFax Web Client, the RightFax SecureDocs Module, or Enterprise Fax Manager Web Edition will be deleted when you upgrade these applications on the Microsoft IIS server. 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.
- This version of RightFax does not support the CP6/SC, CP12/SC, or CP4/SC PEB bus Dialogic digital fax boards. If you already have one or more of these fax boards installed, do not upgrade the RightFax server.

- Before upgrading from a previous version of RightFax, Captaris recommends that you check the RightFax database for errors. Run the DBCheck.exe program, and clean up the database if needed. For instructions on DBCheck.exe, refer to the *RightFax Administrator's Guide*.
- Before upgrading, back up the entire RightFax folder structure. To get a complete backup of your RightFax server software, you must first stop all RightFax services.

By the time you receive this software, new information or software updates may be available. For the latest information on RightFax software, visit the RightFax support Web site at www.rightfax.com/support. This Web site may provide up-to-date information on installing and upgrading the RightFax server.

To upgrade a RightFax server to this version, see “[Installation Overview](#)” on [page 18](#).

Rolling out a software upgrade

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

Because the RightFax server software is backward-compatible with all supported versions 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 versions without loss of functionality. The same is true for RightFax client applications.

To automate the installation of the server on a network with a network management system such as SMS, see “[Running a silent install of the RightFax server software](#)” on [page 22](#).

To install the RightFax client applications, refer to the *RightFax Administrator's Guide*.

Installation Overview



Important If you are installing RightFax in a Windows 2000 or 2003 cluster, refer to “[Installing RightFax in a Windows 2000 or Windows 2003 Cluster](#)” on [page 67](#) for special instructions.

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.

A complete RightFax server installation is comprised of these major tasks:

1. Optionally install the fax boards into your RightFax server chassis. If you will be using one or more remote BoardServer computers to house the fax boards, you do not need to have fax boards installed in the RightFax server computer. For more information on using remote BoardServer computers, refer to the *RightFax Administrator's Guide*.



Note This step does not include installing the fax board driver software. The fax board drivers should be installed only after installing the RightFax server software.

2. Install the RightFax server software (see “[Installing the RightFax Server Software](#)” on page 19).
3. Enable your licensed product feature set (see “[Installing the RightFax Server Software](#)” on page 19).
4. Install the fax board drivers (see “[Installing the Fax Board Drivers](#)” on page 30).
5. Install the RightFax administrative utilities (see “[Installing the RightFax Administrative Utilities](#)” on page 35).
6. Configure the RightFax Server, WorkServer, and BoardServer modules (described in the *RightFax Administrator's Guide*).
7. Test the fax boards (described in the *RightFax Fax Board Guide*).
8. Set up users and other RightFax database objects using Enterprise Fax Manager (described in the *RightFax Administrator's Guide*).

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.

Installing the RightFax Server Software

By the time you receive this software, new information or software updates may be available. For the latest information on installing RightFax servers, visit the RightFax support Web site at www.rightfax.com/support. This site may provide up-to-date information on installing and upgrading your RightFax server.

To install the RightFax server software

1. Log on to the computer using an ID with NT administrative access. If you do not log on with administrative access, the installation and configuration of RightFax will fail.



Note If you are installing on a Novell network, the SAP Agent, NWLINK IPX/SPX, and Gateway for NetWare must be installed on your RightFax server. File and Print services for NetWare should be installed if you plan to connect DOS clients.

2. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
3. In the menu of install options, select the option to install the RightFax product suite. The RightFax install wizard opens.
4. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation. Click **Next**.
5. Enter your name, organization name, and your product serial number when prompted. Click **Next**.
6. On the **Setup Type** screen, select **Typical Server** to install the RightFax server components, the Enterprise Fax Manager server management tool, and FaxUtil, the RightFax fax mailbox. If you want to install additional server and client components, select **Custom**. Click **Next**.
7. On the **Setup Features** screen you can select any additional server components you want to install. Some of these additional components require separate licensing, and may need additional configuration after the server is installed. For information on which components you have licensed, refer to the software product license card that was included with your RightFax software package. When you have selected the components to install, click **Next**.
8. On the **Advanced Options** screen, you will be prompted to enter additional configuration information for the RightFax installation. Disabled options are not required for the feature set you selected.

SMTP Host. Enter the name of the SMTP server on your network that will transport all SMTP alerts and notifications regarding the RightFax server. If you will not be using SMTP to deliver RightFax alerts and notifications, leave this option blank.

IIS User Account. If you have selected to install server components that require IIS server, enter the IIS user account that RightFax will use to access the IIS server.

RightFax Server Name. This option will only be available when installing clients, services, and gateways on remote computers. This tells the remote software where to locate the RightFax server.

Language. Select the language to use for the client applications that will be installed on the RightFax server. The RightFax server can install versions of its client applications in the following languages:

- English
- French
- French-Canadian
- German
- Italian
- Portuguese
- Spanish

This option will be set to the operating system's default language setting. To change the language setting, select the desired language from the list.

Click **Next**.

9. Click **Install** to begin the installation.
10. When prompted, select the service account that the RightFax services will use to start. This should be an account with administrative privileges on the RightFax server. You can click **Load Users** to list all the user accounts accessible to the server computer and select the user account you want.



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

11. You will be prompted to add an e-mail gateway. E-mail gateways let your organization's fax users send and receive faxes through their e-mail client applications. To add one or more e-mail gateways, click **Add Gateway** and select the type of gateway to add. When you add a new gateway, a configuration dialog box opens. For information on completing the options in this dialog box, refer to the *RightFax Administrator's Guide*.
12. If you are performing a new installation, the install wizard installs all of the selected RightFax components, but does not fully enable the software. The RightFax software must have its licensed feature set enabled, which you can do either via the Web, or by contacting the Captaris support department. If you are performing a software upgrade, the existing RightFax feature set will be automatically enabled and no additional steps are required. For more information on enabling the licensed feature set, see ["Enabling Your Licensed Product Feature Set"](#) on page 30.

When the software installation is complete, click the **Register Online** button to enable your licensed product feature set via the Web. If you would prefer to contact the Captaris support department to enable your licensed product feature set, or if you are performing an upgrade, click **Finish**.

13. If you have performed a software upgrade or enabled RightFax components using a “Bump” code during your product registration, you may need to manually restart the RightFax services. To restart the services, run Enterprise Fax Manager, select the RightFax server name in the list of servers in the left pane, right-click in the list of services in the bottom pane, and select **Start All Services** from the menu.

Running a silent install of the RightFax server software

The RightFax server installation program uses Microsoft Windows Installer (Msiexec.exe), which is an executable program that interprets packages and installs products. Msiexec.exe enables you to install or upgrade the RightFax server silently (without user interaction or prompts). A silent installation can be used for a large-scale enterprise deployment to multiple RightFax servers.

The installation program is not designed to run on a remote computer. To use it to install on a remote computer, a third-party application such as SMS is required.

The following table describes some of the Msiexec.exe installation command line options you can use. For more detailed information and additional options, please refer to Microsoft documentation for Msiexec.exe.

Table 3a Command Line Options for Microsoft Windows Installer

Property	Parameters	Description
/i	path/filename	Installs or configures a product from a specified path and filename. Use the format: <i>/i path\filename</i>
/l	[i w e a r u c m o p v +!] <i>Logfile</i>	Specifies the path to a log file. Use the following flags to indicate the information to log: i - Status messages w - Nonfatal warnings e - All error messages a - Startup of actions r - Action-specific records u - User requests c - Initial UI parameters m - Out-of-memory or fatal exit information o - Out-of-disk-space messages p - Terminal properties v - Verbose output + - Append to existing file ! - Flush each line to the log "*" - Wildcard; log all information except the v option. To include the v option, specify <i>"/l*v"</i> .

Table 3a Command Line Options for Microsoft Windows Installer (Continued)

Property	Parameters	Description
/q	n b r f	<p>Sets the user interface level.</p> <p>n - Setup does not prompt the user for information. It does not display progress indicators as it installs, and it does not display a completion message at the end of the installation.</p> <p>b - Setup does not prompt the user for information, but it does display progress indicators and a completion message at the end of the installation.</p> <p>r - Setup does not prompt the user for information. It does display progress indicators as it installs, but it does not display a completion message at the end of the installation.</p> <p>f - Setup prompts the user for information, and it does display progress indicators and a completion message at the end of the installation.</p>
reboot	Force Suppress ReallySuppress	<p>Force - Always prompts for a reboot at the end of the installation. The setup program will prompt the user with an option to reboot at the end. If there is no user interface, the system automatically reboots at the end of the installation.</p> <p>Suppress - Suppresses prompts for a reboot at the end of the installation. The setup program will prompt the user with an option to reboot during the installation if it detects that a reboot is required to complete the installation. If there is no user interface, the system automatically reboots if one is required to complete the installation. Reboots at the end of the installation. For example, reboots that are caused by an attempt to install a file in use are suppressed.</p> <p>ReallySuppress - Suppresses all reboots and reboot prompts if the setup program detects that a reboot is required to complete the installation. Suppresses all reboots and reboot prompts at the end of the installation. Both the reboot prompt and the reboot itself are suppressed. For example, reboots at the end of the installation that are caused by an attempt to install a file in use are suppressed.</p>

To obtain information about installation errors, you must generate a log file with the /L option. Problems with the installation or configuration are preceded by “Error” in the log.

As part of the silent installation, you must install Microsoft Windows Installer, version 2.0 or later. This program is included on the root of the RightFax server CD and is called Instmsiw.exe.

There are also three advanced RightFax command line options you can set, described in the following table. The command line format for these options is **option="value"**.

Table 3b RightFax Advanced Command Line Options

Property	Parameters	Description
INSTALLLEVEL	1 2 3	Controls what features are visible to the user <ul style="list-style-type: none"> • 1 = Clients with no EFM • 2 = Clients with EFM • 3 = All Features available
RFSERVERNAME	<servername>	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.
RFLANGUAGE	<language>	Specify what language the RightFax clients will use. This is set to English by default.

The install properties text file

You must specify RightFax server installation properties and installed components in a file called ServerProperties.txt. A sample properties text file is included on the RightFax server CD. Unspecified properties use the default values. The RightFax server properties are listed in [“Table 3c: RightFax Server Installation Properties”](#) on page 26.

For a new server installation, the ServerProperties.txt file must contain these settings:

```
INSTALL_SERVER = TRUE
RFLANGUAGE = English
SMTPHOST = <ServerName>
SERIALNUM = <SerialNumber>
WORKSRV_USERID = <Domain\UserName>
WORKSRV_PASSWORD = <Password>
INSTALLDIR = C:\Program Files\RightFax\
ALLUSERS = 1
```

For a server upgrade, the ServerProperties.txt file must contain these settings:

```
INSTALL_SERVER = TRUE
RFLANGUAGE = English
ALLUSERS = 1
```



Caution The RightFax silent install performs no error checking. If you attempt to install components for which the server does not meet the minimum requirements, the silent install will fail.

Table 3c RightFax Server Installation Properties

Property	Value	Description
SMTPHOST	<servername>	Specify the name of the SMTP server on the network through which fax documents that are addressed to e-mail recipients will be sent.
INSTALLDIR	<install path> Default: c:\program files\rightfax\	Specify the path and the folder on the server where the RightFax software will be installed. The value must end with a backslash (\).
RFLANGUAGE	<language> Default: English	Specify the language for the FaxUtil and Enterprise Fax Manager client applications that will be installed for use on the RightFax server. Specify French, German, Italian, English, French-Canadian, Spanish, or Portuguese. When you install the client applications on your users' computers (described in the <i>RightFax Administrator's Guide</i>), you can install any of the available languages.

Table 3c RightFax Server Installation Properties (Continued)

Property	Value	Description
SERIALNUM	<serial number>	<p>Specify the product serial number.</p> <p>This property is required for new installations.</p> <p>If you are upgrading from an earlier version, this property is not required. You must delete this line or comment it from the properties text file so that it is not read by the installation program. If you keep this property in the properties text file without specifying the product serial number, then the serial number that is stored on your RightFax server will be deleted.</p>
WORKSRV_PASSWORD	<password>	<p>This property is required for new installations. If you are upgrading from an earlier version, this property is not required.</p> <p>Specify the password for the service account that the RightFax services will use to start. This should be an account with administrative privileges on the RightFax server.</p> <p>The password is case-sensitive.</p>
WORKSRV_USERID	<domain\userID>	<p>This property is required for new installations. If you are upgrading from an earlier version, this property is not required.</p> <p>Specify the domain or workgroup and user ID for the service account that the RightFax services will use to start. This should be an account with administrative privileges on the RightFax server.</p> <p>Use the format domain\userID.</p>
RFSERVERNAME	<server>	<p>Specify the RightFax server the modules of the install will communicate with. This property is required for all subfeatures except the server.</p>

Table 3c RightFax Server Installation Properties (Continued)

Property	Value	Description
IUSRACCOUNT	<userID>	Specify the anonymous IIS user account to use for IIS features.
ALLUSERS	1 or 0	Specify "1" to install for all users on the system, "0" to have it install for only the current user. This value must be set to 1 for a server install.
NUMREMOTEWORKESSERVERS	<number>	Specify the number of remote WorkServers to install on the remote machine. This number must not push the total number of WorkServers above 16.
INOUTDIR	<path\folder>	Specify the directory to put the In/Out directories into for the Exchange 2000 Connector feature.
INSTALL_SERVER	TRUE	Set to "TRUE" to install the RightFax Server feature.
INSTALL_EFM	TRUE	Set to "TRUE" to install the Enterprise Fax Manager feature.
INSTALL_FAXCTRL	TRUE	Set to "TRUE" to install the RightFax Print Driver feature.
INSTALL_FAXUTIL	TRUE	Set to "TRUE" to install the FaxUtil feature.
INSTALL_OUTLOOK	TRUE	Set to "TRUE" to install the RightFax Outlook Client feature.
INSTALL_MAPIPRINTER	TRUE	Set to "TRUE" to install the MAPI Print Driver feature.
INSTALL_VIMPRINTER	TRUE	Set to "TRUE" to install the VIM Print Driver feature.
INSTALL_AUTOREPLYCLIENT	TRUE	Set to "TRUE" to install the AutoReply Client feature.
INSTALL_INTERACTION	TRUE	Set to "TRUE" to install the Interaction Client feature.
INSTALL_IMANAGE	TRUE	Set to "TRUE" to install the iManage Client feature (if enabled).

Table 3c RightFax Server Installation Properties (Continued)

Property	Value	Description
INSTALL_PAPERPORT	TRUE	Set to "TRUE" to install the Paperport Client feature.
INSTALL_PCDOCS	TRUE	Set to "TRUE" to install the PC Docs Client feature (if enabled).
INSTALL_WEBEFM	TRUE	Set to "TRUE" to install Enterprise Fax Manager.
INSTALL_WEBCLIENT	TRUE	Set to "TRUE" to install the Web Client feature.
INSTALL_CERTIFIEDDELIVERY	TRUE	Set to "TRUE" to install the Certified Delivery feature.
INSTALL_EXCH2KCLIENT	TRUE	Set to "TRUE" to install the Exchange 2000 MMC Client feature.
INSTALL_EXCH2KCONNECTOR	TRUE	Set to "TRUE" to install the Exchange 2000 Connector feature.
INSTALL_REMOTEALERTING	TRUE	Set to "TRUE" to install the Remote Alerting and Monitoring feature.
INSTALL_REMOTEWORSEVER	TRUE	Set to "TRUE" to install the Remote WorkServer feature.
INSTALL_REMOTEBOARDSERVER	TRUE	Set to "TRUE" to install the Remote Boardserver feature.
INSTALL_JAVAXML	TRUE	Set to "TRUE" to install the Java/XML feature.

The following is an example of a batch file that silently installs Microsoft Windows Installer and the RightFax server. It generates the log file named "RightFax Server.log":

```
@echo installing msiwi
@time /T
D:\instmsiw.exe /Q
@time /T

@echo calling silent install
@time /T
msiexec PROPERTIESFILE="%temp%\ServerProperties.txt" /i "D:\RightFax Product Suite.msi" /q /!v "%temp%\RightFax Server.log"
@time /T
```

After the silent installation, additional configuration of the server may be needed. Refer to the *RightFax Administrator's Guide* for instructions on configuring the server.

Enabling Your Licensed Product Feature Set



Note If you are upgrading an existing RightFax server, your existing feature set will be retained and this step is unnecessary.

After you complete a new installation of RightFax, the server will be licensed only for a limited feature set. To enable the full licensed functionality of your RightFax server, you must register the software with Captaris. At that time, you will be issued a “bump” code that enables your full feature set. Captaris provides two methods for registering your RightFax software.

Registering via the Web

On the last screen of the RightFax installation wizard is a **Register Online** button. You can click this button to register your RightFax software online during installation. Follow the instructions provided on the Web page to complete the registration and enable the full feature set of your RightFax server.

Registering through the Captaris support department

You can also register your RightFax server by contacting the RightFax product support group at (520) 320-7070. The support engineer will assist you through the registration process.

Installing the Fax Board Drivers

Regardless of the type of fax boards you use, you must run a separate fax board hardware driver install program on all computers containing the fax boards after installing the server. This install program is provided with your RightFax server software on a separate CD labeled “Fax Board Driver Install.”

Follow these steps to install the fax board hardware drivers. Be sure to run this installation on all RightFax servers and remote BoardServer machines after installing or upgrading the RightFax server.

To install the fax board drivers

1. Insert the Fax Board Driver Install CD. If AutoRun is not enabled, run Setup.exe. The RightFax Hardware Module install wizard opens.
2. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation.

3. On the **Fax Hardware Selection** screen, select the type of fax boards you have installed (Brooktrout and/or Dialogic). If you select Dialogic, specify whether you have installed the GammaLink CPI or Dialogic DM3 models. Click **Next**.
4. Click **Install** to begin the installation.
5. Select the manufacturer and specifications of the installed fax boards. This step configures one or more of a single type of fax board. If you have more than one type of fax board installed in your server (i.e., Brooktrout and Dialogic, or PCI and ISA bus), you must configure the remaining boards after installation. To configure the boards after installation using the BoardServer configuration program, refer to the *RightFax Administrator's Guide*.
6. When all of the required drivers have been installed, click **Finish** to complete the RightFax Hardware Module install wizard.

If you installed drivers for the Dialogic DM3 fax board series, a separate Dialogic board configuration program will run. For information on completing this configuration, refer to the documentation included with your fax board or contact your board manufacturer.

Running a silent install of the fax board drivers

The fax board driver installation program uses Microsoft Windows Installer (Msiexec.exe), which is an executable program that interprets packages and installs products. Msiexec.exe enables you to install or upgrade the fax board drivers silently (without user interaction or prompts). A silent installation can be used for a large-scale enterprise deployment to multiple RightFax BoardServers.

The installation program is not designed to run on a remote computer. To use it to install on a remote computer, a third-party application such as SMS is required.

The following table describes some of the installation command line options you can use. For more detailed information and additional options, please refer to Microsoft documentation for Msiexec.exe.

Table 3d Command Line Options for Microsoft Windows Installer

Property	Parameters	Description
/i	path\filename	Installs or configures a product from a specified path and filename. Use the format: <i>/i path\filename</i>
/l	[i w e a r u c m o p v + !]Logfile	Specifies the path to a log file. Use the following flags to indicate the information to log: i - Status messages w - Nonfatal warnings e - All error messages a - Startup of actions r - Action-specific records u - User requests c - Initial UI parameters m - Out-of-memory or fatal exit information o - Out-of-disk-space messages p - Terminal properties v - Verbose output + - Append to existing file ! - Flush each line to the log "*" - Wildcard; log all information except the v option. To include the v option, specify <i>"/l*v"</i> .

Table 3d Command Line Options for Microsoft Windows Installer (Continued)

Property	Parameters	Description
/q	n b r f	<p>Sets the user interface level.</p> <p>Sets the user interface level.</p> <p>n - Setup does not prompt the user for information. It does not display progress indicators as it installs, and it does not display a completion message at the end of the installation.</p> <p>b - Setup does not prompt the user for information, but it does display progress indicators and a completion message at the end of the installation.</p> <p>r - Setup does not prompt the user for information. It does display progress indicators as it installs, but it does not display a completion message at the end of the installation.</p> <p>f - Setup prompts the user for information, and it does display progress indicators and a completion message at the end of the installation.</p>
reboot	Force Suppress ReallySuppress	<p>Force - Always prompts for a reboot at the end of the installation. The setup program will prompt the user with an option to reboot at the end. If there is no user interface, the system automatically reboots at the end of the installation.</p> <p>Suppress - Suppresses prompts for a reboot at the end of the installation. The setup program will prompt the user with an option to reboot during the installation if it detects that a reboot is required to complete the installation. If there is no user interface, the system automatically reboots if one is required to complete the installation. Reboots at the end of the installation. For example, reboots that are caused by an attempt to install a file in use are suppressed.</p> <p>ReallySuppress - Suppresses all reboots and reboot prompts if the setup program detects that a reboot is required to complete the installation. Suppresses all reboots and reboot prompts at the end of the installation. Both the reboot prompt and the reboot itself are suppressed. For example, reboots at the end of the installation that are caused by an attempt to install a file in use are suppressed.</p>

To obtain information about installation errors, you must generate a log file with the /L option. Problems with the installation or configuration are preceded by “Error” in the log.

As part of the silent installation, you must install Microsoft Windows Installer, version 2.0 or later. This program is included on the root of the Fax Board Driver Install CD and is called Instmsiw.exe.

You must specify fax board driver installation properties at the command line or in a properties text file. An example properties text file called HardwareProperties.txt is included on the root of the RightFax server CD. The fax board driver properties are listed in the following table.

Table 3e Fax Board Driver Installation Properties

Property	Value	Description
BOARD_BROOK	TRUE	Install Brooktrout fax board drivers. You can specify both Brooktrout and Intel Dialogic fax board drivers in the command.
BOARD_DIALOGIC	TRUE	Install Intel Dialogic fax board drivers. You can specify both Brooktrout and Intel Dialogic fax board drivers in the command.
GAMMATYPE	CPI DM3	If Dialogic, you must specify CPI or DM3 fax board drivers.

Following is an example of a batch file that silently installs Microsoft Windows Installer and the RightFax fax board drivers. It generates the log file named “RightFax Hardware.log”:

```
@echo installing msiwi
@time /T
D:\instmsiw.exe /Q
@time /T

@echo calling silent hardware install
@time /T
msiexec PROPERTIESFILE="%temp%\HardwareProperties.txt" /i "D:\RightFax Fax Board
Driver.msi" /q /! *v "%temp%\RightFax Hardware.log"
@time /T
```

After the silent installation, additional configuration of the fax boards may be needed. To configure the boards after installation using the BoardServer configuration program, refer to the *RightFax Administrator's Guide*.

Installing the RightFax Administrative Utilities

The RightFax server includes several administrative utilities that are installed separately from the RightFax server. It is strongly recommended that you install the administrative utilities on the RightFax server immediately after installing the server software. The administrative utilities are installed in the RightFax\AdmUtils folder on the RightFax server.

The following table lists each of the administrative utilities that are installed in this procedure. For more information the RightFax administrative utilities, refer to the *RightFax Administrator's Guide*

Table 3f The RightFax Administrative Utilities

Utility	Description
ChgUser.exe	Changes RightFax privileges and options for all users or groups of users at once.
DSEnder.exe	Uploads RightFax user IDs to the HP 9100C Digital Sender so that RightFax can apply users' specific fax transmission and notification options.
FaxAge.exe	Deletes faxes from RightFax users' mailboxes at scheduled interval.
FaxDump.exe	Outputs fax data in text format for import into other databases.
Fax Reporter	Organizes and presents data from your RightFax database for reporting and billing purposes. The Fax Reporter installation includes components of Crystal Reports 8.0. If you have installed other software that uses a different version of this software, a conflict may occur.
FaxStat.exe	Remotely monitors any RightFax server on the network.
ImpUser.exe	Imports users from a comma-delimited ASCII file.
ModUser.exe	Changes user settings for multiple RightFax users.
ODBCSync.exe	Imports user, printer, and billing code information from an ODBC source.
Perl	The Perl scripting language for use with the RightFax Integration Module.
PhnPrint.exe	Prints the published and private phonebook entries of one or more RightFax users.
RFDiag.exe	Displays diagnostic information about the RightFax server.
ServSync.exe	Compares database objects on two RightFax servers.

To install the RightFax administrative utilities

1. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options will appear. Click **Exit**.
2. Browse the CD and run Support\AdmUtils\Setup.exe. The RightFax Admin Utilities install wizard opens.
3. Click **Next** at the opening screen to open the RightFax license agreement. You must accept the license agreement in order to continue the installation.
4. Enter your name and company name when prompted. Click **Next**.
5. Select **Complete** or **Custom** install. If you select **Complete**, all of the administrative utilities will be installed except Perl. To install Perl or to install only selected administrative utilities, select **Custom**.

If you select the custom install, a message will appear asking you to specify the applications you want. When you have specified the administrative utilities to install, click **Next**.



Note The custom install option also lets you change the destination folder for the administrative utilities files. Because the Crystal Reports components of the Fax Reporter utility must be installed on the same drive as Microsoft Windows, it is recommended that you do not change the default destination drive.

6. Click **Install**. The Setup program will install the specified utilities on the RightFax server. When the files have all been installed, click **Finish** to complete the installation.

Installing the RightFax Web Applications

RightFax includes these Web-based applications that can be installed on servers running Microsoft IIS version 5.0 or higher:

- Enterprise Fax Manager Web Edition (also requires .Net Framework 1.1 or greater)
- RightFax Web Client
- Certified Delivery



Tip Servers running Microsoft Windows 2003 do not have IIS installed by default. On Windows 2003, IIS 6.0 must be selected as an optional component during the operating system installation

To install one or more of these applications, run the server installation (described on [page 19](#)) and select the applications to install under the “IIS” heading in the **Setup Features** screen.

If you are installing any of these applications on a server running IIS version 6.0, you must change some of the default settings in the IIS configuration. These changes can be made either before or after you install the RightFax client applications, but they must be completed before these applications will work on computers running IIS 6.0:

- In Internet Information Services Manager, **Active Server Pages** and **ISAPI Extensions** must be enabled. These features are enabled from the Web Service Extensions folder.
- Parent Paths must be enabled, either for the Default Web Site as a whole, or for the SecureDocs virtual directory which appears after the installation of Certified Delivery. Edit the properties of either of these sites and select the **Directory** tab. Click **Configuration**, open the **Options** tab, and select **Enable Parent Paths**.

For a description of Enterprise Fax Manager Web Edition, refer to the *RightFax Administrator's Guide*. For a description of the RightFax Web Client, refer to the *RightFax Web Client Guide*. For a description of the Certified Delivery Web site refer to the *RightFax SecureDocs Module Guide*.

Installing Fax Management Applications for Users

RightFax supports several software applications that provide complete fax management capabilities for users, such as FaxUtil (the fax management application provided with the RightFax server), Microsoft Exchange, and Lotus Notes. The RightFax server also integrates with many third-party applications to provide native fax sending and receiving capability.

The following table lists fax management tools and third-party integrations that are supported by RightFax, including the location of information on installing and configuring each application.

Table 3g RightFax Client Applications

Fax client	Installation instructions in
DOCS Open	Document Management Connector Guide
FaxUtil	Administrator's Guide
iManage	Document Management Connector Guide
Lotus cc:Mail	Administrator's Guide
Lotus Notes	Gateway for Lotus Notes Guide
Microsoft Exchange	Gateway for Microsoft Exchange Guide
Microsoft Mail	Administrator's Guide
Novell GroupWise	Administrator's Guide
Panagon IDM Viewer	Connector for Panagon Image Services Guide

Table 3g RightFax Client Applications

Fax client	Installation instructions in
SAP R/3	Connector for SAP R/3 Guide
SMTP mail	Administrator's Guide
Web Client	Web Client Guide
WinFax PRO	WinFax PRO Integration Module Guide

Additional fax management applications and third-party product integrations for RightFax may be available. Contact your RightFax distributor for information on additional integrations and support.

Repairing the RightFax Server Installation

The RightFax Repair installation replaces missing or corrupted RightFax program files or Windows Registry settings, and retains your fax database and configuration settings.

To repair an installation

1. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. In the menu of install options, select the option to install the RightFax server. The RightFax install wizard opens.
3. Click **Next** at the opening screen, select the **Repair** option, and then click **Next**.
4. Click **Install** to begin the Repair installation.
5. When the Repair installation is complete, click **Finish**.

Uninstalling the RightFax Server

To ensure that all RightFax components are completely uninstalled, you must remove all separately installed RightFax components (the fax hardware drivers, administrative utilities, AutoReply, etc.) before uninstalling the RightFax server. These components can be uninstalled from Add/Remove Programs in Windows Control Panel.

To uninstall 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 as well as the fax database. Captaris recommends that you 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 *RightFax Administrator's Guide*.

1. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. In the menu of install options, select the option to install the RightFax server. The RightFax install wizard opens.
3. Click **Next** at the opening screen, select the **Remove** option, and then click **Next**.
4. Click **Remove** to uninstall the RightFax server.
5. When the uninstall process is complete, click **Finish**.

Using Enterprise Fax Manager

With the Enterprise Fax Manager program, an administrator can manage users, groups, signatures, forms, printers, billing codes, library documents, and more, for all RightFax servers from one application.

Enterprise Fax Manager (EFM) is a client application that can be run from any Windows 2000 or Windows 2003 computer, and it is installed on the RightFax server computer when you run the server installation.

Running the Enterprise Fax Manager program

After the RightFax server software has been installed, run Enterprise Fax Manager from the **Programs** list in the **Start** menu. When you run Enterprise Fax Manager for the first time, it will try to log on under your network user ID. If you did not log on to the network as “Administrator” a **Login** dialog box will appear. Enter a user ID and password with RightFax administrative access.



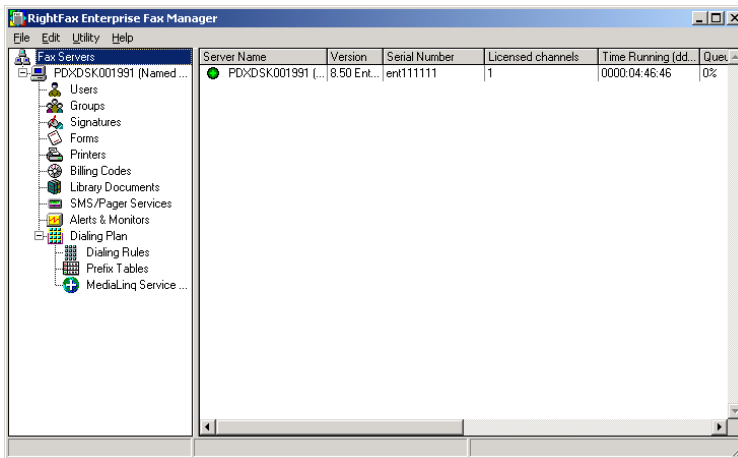
Important When the RightFax server software is installed, a RightFax user account is created called “administrator” with a blank password. Use this account to open Enterprise Fax Manager for the first time. Once you are running Enterprise Fax Manager, you can create a new administrative account with password protection.

The Enterprise Fax Manager window

Enterprise Fax Manager displays data and statistics about RightFax servers and the components of each server such as users and groups. In the left pane of the window is a tree structure that displays each of the fax servers on your network and each fax server's components. To appear in this list, a RightFax server must be opened. To open a RightFax server on your network, select **File > Open** and enter the name of the server when prompted.

The right pane displays details of the selected fax server or component. Items listed on the right, such as individual users or library documents, are referred to as database objects. Database objects can be added, deleted, and modified according your needs.

Figure 3.1 The Enterprise Fax Manager Window



For more information on configuring fax servers and database objects using Enterprise Fax Manager, refer to the *RightFax Administrator's Guide*.

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Chapter 4

Installing the RightFax Client Applications

The 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 42)
- “RightFax Print Driver” (page 42)
- “FaxUtil” (page 42)
- “Outlook Advanced Fax Extensions” (page 43)
- “MAPI Print Driver” (page 43)
- “VIM Print Driver” (page 43)
- “AutoReply Client” (page 43)

These client applications can be installed in the following languages:

- English
- French
- French-Canadian
- German
- Italian
- Portuguese
- Spanish

Before installing the RightFax client applications to your 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 all 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 the RightFax Web Applications”](#) on page 36.

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.

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*). For information about running FaxUtil, refer to the FaxUtil online help which is installed with FaxUtil.

A Web-based version of FaxUtil (The RightFax Web Client) 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 the RightFax Web Applications”](#) on page 36.

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, Microsoft Mail, and Novell Groupwise. 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.



Note When faxing from Excel 97 with the MAPI print driver, in the Excel Page Setup settings, set the print quality to 200 dots-per-inch (DPI) to obtain the correct TIFF image quality.

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.

AutoReply Client

The AutoReply service monitors one or more RightFax mailboxes for inbound faxes and automatically faxes a response to the sender based on each sender's caller service identification (CSID) number. The AutoReply Client lets administrators configure the AutoReply service from any computer on the network. This application should be installed on all computers from which RightFax administrators will be managing the AutoReply service. For information about AutoReply, refer to the *RightFax Administrator's Guide*.

RightFax Client Computer Requirements

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

- Microsoft Windows XP Professional, SP1A
- Microsoft Windows 2000 Professional, SP4

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

Minimum hardware requirements for Microsoft Windows XP Professional

Computer/Processor	233 MHz or higher Pentium-compatible CPU (300 MHz recommended)
Memory	64 MB RAM (128 MB recommended)
Hard drive	1.5 GB
CPU support	Up to two CPUs per computer
Drive	CD-ROM or DVD drive
Display	VGA monitor running at a resolution of 800 × 600 or higher
Keyboard/Mouse	Required

Minimum hardware requirements for Microsoft Windows 2000 Professional

Computer/Processor	133 MHz or higher Pentium-compatible CPU
Memory	64 MB RAM
Hard drive	2 GB with 650 MB free space
CPU support	Up to two CPUs per computer
Drive	CD-ROM or DVD drive
Display	VGA monitor running at a resolution of 800 × 600 or higher
Keyboard/Mouse	Required

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 47](#)).



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. You can force the client installation to use a specific printer driver (if installed on the client computer) by modifying the file Setup.ini in the folder that contains the Setup.exe file (described in the next section). To specify a printer driver, edit the file Setup.ini with any text editor. Add a new section entitled [CmdLine]. Add a property to this section called PreferredDriver and set it to one of the following values.

Table 4a Setup.ini Printer Driver Settings

Value	Print driver
-1	Select automatically (default)
0	PCL-5
1	PCL-5E
2	Adobe PostScript

For example, to force the RightFax Print Driver installation to use the Adobe PostScript print driver, add the following section to the Setup.ini file:

```
[CmdLine]
PreferredDriver=2
```

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. When users run FaxUtil for the first time, they will be automatically configured to disable the loading of users.

RightFax Client Installation Methods

The RightFax client applications can be installed using any of the following methods:

- “Installing the Client Applications from the RightFax CD” (page 47)
- “Installing the Client Applications from a Network File Share”(page 48)
- “Creating an Automated Client Install” (page 49)

Installing the Client Applications from the RightFax CD

Follow these steps to install the client applications directly from the RightFax software CD. This method is recommended only if you have a small number of RightFax client installations.

To install the RightFax client applications from the CD

1. Log on to the client computer and insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. In the menu of install options, select the option to install the RightFax product suite. The RightFax install wizard opens.
3. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation. Click **Next**.
4. Enter your name, organization name, and your product serial number when prompted. Click **Next**.
5. On the **Setup Type** screen, select **Typical Client** and then click **Next**.
6. On the **Custom Setup** screen you can remove or select additional client applications you want to install. Enterprise Fax Manager, FaxUtil, the RightFax print driver, and the Microsoft Outlook fax extension (for creating and sending faxes directly from Microsoft Outlook) are already selected. When you have selected the components to install, click **Next**.

7. On the **Advanced Options** screen, you will be prompted to enter additional configuration information for the RightFax client installation. Disabled options are not required for the feature set you selected.

RightFax Server Name. This option tells the client software where to locate the RightFax server by default. You can also change or add RightFax servers to connect to within each client application.

Language. Select the language to use for the client applications that will be installed. This option will be set to the operating system's default language setting. To change the language setting, select the desired language from the list.

Click **Next**.

8. Click **Install** to begin the installation.

Installing the Client Applications from a Network File Share

You can install the RightFax client applications using a special client-only install that you place on a network file share. This installation is identical to client installation on the RightFax CD, except that *only* the client applications can be installed. First the client-only installation is placed on a network file share, and then the RightFax client applications can be installed from there.

To copy the client-only install files to a network file share

1. Log on to the file server computer and insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. In the menu of install options, select the option to install the RightFax product suite. The RightFax install wizard opens.
3. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation. Click **Next**.
4. Enter your name, organization name, and your product serial number when prompted. Click **Next**.
5. On the **Setup Type** screen, select **Copy Client Install Files** and then click **Next**.
6. On the **Copy Install Source Files** screen, you will be prompted to enter a RightFax server name. Enter the name of the RightFax server that you want installed clients to connect to by default. Click **Next**.
7. Click **Copy** to begin the installation.

8. When the installation is complete, the client install files will be copied to the C:\RightFax Clients folder. Create a share of this folder that can be accessed by all users who will be running the client installation.

To install the RightFax client applications from the network file share

1. Log on to the client computer and browse to the shared folder on your network that contains the RightFax client install and run setup.exe. The RightFax install wizard opens.
2. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation. Click **Next**.
3. Enter your name and organization name when prompted. Click **Next**.
4. On the **Setup Type** screen, select **Typical Client** and then click **Next**.
5. On the **Custom Setup** screen you can remove or select additional client applications you want to install. FaxUtil, the RightFax print driver, and the Microsoft Outlook fax extension (for creating and sending faxes directly from Microsoft Outlook) are already selected. When you have selected the components to install, click **Next**.
6. On the **Advanced Options** screen, you will be prompted to enter additional configuration information for the RightFax client installation. Disabled options are not required for the feature set you selected.

RightFax Server Name. This option tells the client software where to locate the RightFax server by default. You can also change or add RightFax servers to connect to within each client application.

Language. Select the language to use for the client applications that will be installed. This option will be set to the operating system's default language setting. To change the language setting, select the desired language from the list.

Click **Next**.

7. Click **Install** to begin the installation.

Creating an Automated Client Install

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, output an SMS status .smf file, and more. Refer to Microsoft documentation on the Msiexec.exe for detailed information on running it with a command.

You must install the RightFax client applications using a special client-only install that you place on a network file share. This installation is identical to client installation on the RightFax CD, except that *only* the client applications can be installed. First the client-only installation is placed on a network file share, and then the RightFax client applications can be installed from there. For instructions on copying the client-only installation on a network file share, see “[To copy the client-only install files to a network file share](#)” on [page 48](#).

Installation options are set in the installer settings file, Setup.ini, which is located by default in the C:\RightFax Clients folder on the file server where you copy the client-only install.

Modifying the command line

To create the command line, edit the Setup.ini file with a text editor. In the [Startup] section, edit the CmdLine= command.

The following table describes the installation command switches you can use. Refer to Microsoft documentation on the Windows Installer for the latest information on these command line switches.

Table 4b Msiexec.exe Command Line Switches

Switch	Description
/qb	Setup does not prompt the user for information. It does display progress indicators and a completion message at the end of the installation.
/qn	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
/qr	Setup does not prompt the user for information. It does display a completion message at the end of the installation.
/qf	Setup prompts the user for information. It does display progress indicators and a completion message at the end of the installation.

The following table describes the RightFax command line parameters you can use.

Table 4c RightFax Parameters for the Command Line

Parameter	Description
FaxUtil,FU_English	Installs the English version of FaxUtil. You can specify English, French, French-Canadian, German, Italian, Portuguese. or Spanish.
Print_Driver,PD_English	Installs the RightFax Print Driver, English version. You can specify English, French, French-Canadian, German, Italian, Portuguese. or Spanish.
EFM,EFM_English	Installs Enterprise Fax Manager, English version. You can specify English, French, French-Canadian, German, Italian, Portuguese. or Spanish.
Outlook,OE_English	Installs the RightFax Advanced Forms for Microsoft Outlook, English version. You can specify English, French, French-Canadian, German, Italian, Portuguese. or Spanish.
Interaction	Installs the RightFax client software for Interaction clients. If the RightFax client software and integration do not install during the first attempt, add the following command to the command line: SHOWINTERACTION="TRUE".
RFDocs	Installs the RightFax client component on DOCS Open clients.
iManage	Installs the RightFax client software on iManage clients.
AllUsers=1	Installs the applications for all users.
AddLocal	Installs the applications on the user's local hard drive.
AddSource	The application files will be accessed by users from the RightFax server.
InstallDir= <i>path</i>	Installs the applications to the specified path.
Reboot=R	Prevents the client computer from rebooting during installation. However if the Windows Installer (Msiexec.exe) must be updated, the reboot cannot be prevented.
SPROTOCOL="protocol"	Specifies the communication protocol that the client will use. <ul style="list-style-type: none"> • "NP" = Named pipes • "SPX" = SPX • "TCP" = TCP/IP • "IPX" = IPX

Following is an example command that silently installs the English version of FaxUtil, the RightFax Print Driver, and the Outlook Advanced Fax Extensions to the local hard drive of each user on the network:

```
[Startup]
CmdLine=/qn AddLocal="FaxUtil,FU_English,Print_Driver,PD_English,
Outlook,OE_English" AllUsers=1 SPROTOCOL="NP"
```

Configuring Windows Terminal Server to Support RightFax Client Sessions

RightFax client applications can be installed on and run in multiple sessions from a Windows Terminal Server. Running the RightFax client in the Windows Terminal Server environment requires only one client install directly on the Terminal Server, but supports an unlimited number of simultaneous client sessions.

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

To install and configure the RightFax client on Windows Terminal Server

1. On the RightFax server, run the Server module configuration program from Enterprise Fax Manager.
2. In the **Number of Fax Queues to Create** box, enter the number of fax print queues to create to allow multiple users to send simultaneous print-to-fax jobs via Windows Terminal Server. This is the maximum number of sessions that can simultaneously access the fax print queue.

The number of queues you should specify depends on the total number of fax users that will be supported concurrently by Terminal Server. Twenty print queues is enough to easily support hundreds of concurrent Windows Terminal Server sessions, but you should specify more if necessary to prevent sessions from hanging if the queue becomes full.

Note You can increase or decrease the number of fax queues at any time to best match your level of fax traffic. If you do, you must start and then quit the RightFax Client program in Control Panel on the Windows Terminal Server to make the changes take effect.

3. On the Terminal Server, go to a command prompt and enter install mode by typing:
change user /install
4. Install the RightFax client to the Terminal Server according to the instructions in the *RightFax Administrator's Guide*.
5. Open the RightFax Client program in Control Panel on the Windows Terminal Server and select **Use All Available HPFAX Queues**. Click **OK**.



6. Finally, on the Terminal Server, go to a command prompt and type:
change user /execute

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.

Table 4d Client Installation Errors

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.
The server is using different network protocols	Check the Networking program in Control Panel on the Windows NT server and verify that the protocols installed and enabled match those used by the clients.
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 NT server running RightFax is not configured to support NetWare clients	Verify that the Windows NT 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 NT 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 NT 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.

Table 4d Client Installation Errors (Continued)

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 NT 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.
Unable to find FaxDB service	Verify that the user logged in has access to the RightFax host file server. If the RightFax host file server is not a member, backup, or primary domain controller, then the user may not have access to the RightFax files or resource \PIPE\FAXDB. You may have to assign Guest privileges.
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. • On Windows NT, the port setting for the fax printer may be incorrect. Complete the Configure Fax Printers dialog box according to the instructions in "Configuring Windows Terminal Server to Support RightFax Client Sessions" on page 52.

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Chapter 5

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

You can easily expand and extend the functionality of your RightFax server by:

- Upgrading the server (described on [page 56](#))
- Adding fax channels and user licenses (described on [page 58](#))
- Adding optional components (described on [page 58](#))

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 “bump codes.” Bump codes are special activation codes that enable specific functionality on the server. Bump codes are provided by Captaris support engineers or your RightFax distributor, as described in this chapter.

Checking for Installed Components

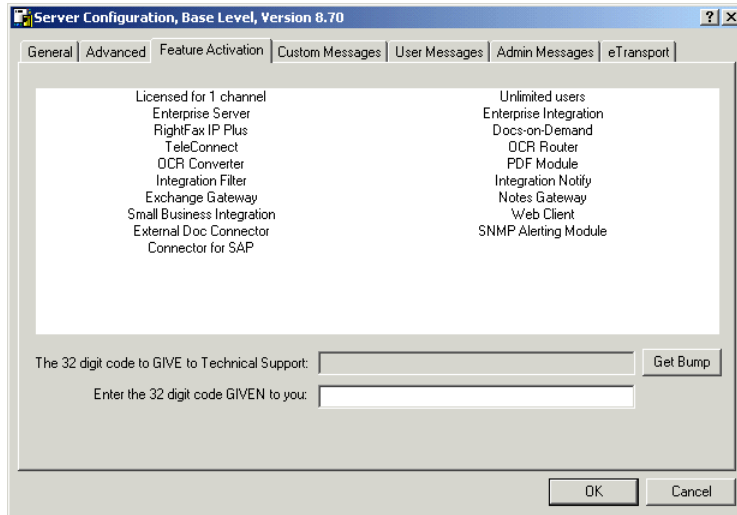
The different types of RightFax servers are installed with different numbers of licensed fax channels and users, and different optional components enabled. Follow these steps to display a list of the fax channels, users, and components that have been enabled on the server.

To check for installed components

1. Run Enterprise Fax Manager (see “[Using Enterprise Fax Manager](#)” on [page 39](#)) and select the server you want to check.
2. In the list of services in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.

3. Click the **Feature Activation** tab. The server type, number of licensed fax channels and users, and enabled components are listed in the window on this tab.

Figure 5.1 The List of Enabled RightFax Components



Upgrading the RightFax Server

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

Table 5a Captaris 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 Client™ 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>

Table 5a Captaris RightFax Server Types (Continued)

RightFax server	Description
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

1. Contact your RightFax distributor and purchase the appropriate server license. You will be sent a new license card that includes a new product serial number.
2. Run Enterprise Fax Manager (see “Using Enterprise Fax Manager” on page 39) and select the server that you want to upgrade.
3. In the service name list in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.
4. Click the **Feature Activation** tab.
5. Click **Get Bump**. The RightFax service will be stopped, and a bump code will be displayed. Be prepared to provide this bump code to a Captaris support engineer.
6. Call the RightFax product support group at (520) 320-7070.



Important Some RightFax service plans require that you contact your RightFax distributor for bump codes rather than the RightFax support group. If so, you must contact your distributor at the phone number that was provided as part of your service agreement.

7. From the voice menu, select the option for support with a Captaris faxing product, and then select the option for a bump code. Your call will be routed to a support engineer.
8. Follow the instructions provided by the support engineer for upgrading your server. You will be provided with a new bump code to enter in the **Feature Activation** tab.

Adding Fax Channels and User Licenses

To add fax channels

1. Contact your RightFax distributor and purchase the appropriate channel or user license. You will be sent a new license card that includes a new product serial number.
2. Run Enterprise Fax Manager (see “Using Enterprise Fax Manager” on page 39) and select the server to which you are adding channels or user licenses.
3. In the service name list in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.
4. Click the **Feature Activation** tab.
5. Click **Get Bump**. The RightFax service will be stopped, and a bump code will be displayed. Be prepared to provide this bump code to a Captaris support engineer.
6. Call the RightFax product support group at (520) 320-7070.



Important Some RightFax service plans require that you contact your RightFax distributor for bump codes rather than the RightFax support group. If so, you must contact your distributor at the phone number that was provided as part of your service agreement.

7. From the voice menu, select the option for support with a Captaris faxing product, and then select the option for a bump code. Your call will be routed to a support engineer.
8. Follow the instructions provided by the support engineer for upgrading your server. You will be provided with a new bump code to enter in the **Feature Activation** tab.
9. After you have added the new fax channels or user licenses, they must be configured for use by RightFax. New fax channels are configured in the BoardServer configuration program. New users are configured in Enterprise Fax Manager. For information on running the BoardServer configuration program or Enterprise Fax Manager, refer to the *RightFax Administrator's Guide*.

Enabling New RightFax Optional Components

To enable new RightFax components

1. Contact your RightFax distributor and purchase the appropriate component license. You will be sent a new license card that includes a new product serial number.
2. Run Enterprise Fax Manager (described in the *RightFax Administrator's Guide*) and select the server to which you are adding the new component.

3. In the service name list in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.
4. Click the **Feature Activation** tab.
5. Click **Get Bump**. The RightFax service will be stopped, and a bump code will be displayed. Be prepared to provide this bump code to a Captaris support engineer.
6. Call the RightFax product support group at (520) 320-7070.



Important Some RightFax service plans require that you contact your RightFax distributor for bump codes rather than the RightFax support group. If so, you must contact your distributor at the phone number that was provided as part of your service agreement.

7. From the voice menu, select the option for support with a Captaris faxing product, and then select the option for a bump code. Your call will be routed to a support engineer.
8. Follow the instructions provided by the support engineer for upgrading your server. You will be provided with a new bump code to enter in the **Feature Activation** tab.
9. After you enter the new bump code, the new RightFax component(s) will be available. For information on configuring and using RightFax components, refer to the documentation for your particular products.

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Chapter 6

Documentation and Support

RightFax Documentation

Documentation for the RightFax server, the RightFax client applications, and all of the RightFax components and modules is installed in PDF format on the RightFax server. For your convenience, Captaris also provides three of these guides in printed form: the *RightFax Installation Guide*, the *RightFax Administrator's Guide*, and the *RightFax Integration Module Guide* (provided only with a licensed copy of the RightFax Integration Module). The remaining guides are formatted to be easily viewed on-screen or printed.

All of the RightFax user guides (including PDF versions of the printed guides) are located in the RightFax\Docs folder on the RightFax server and on the product CD. In addition, most of these documents can be downloaded from the RightFax Web site at www.rightfax.com/support/docs.htm.

The following table describes all of the user guides available for RightFax and lists the RightFax components that each guide supports.



Note To view these files, you must have Adobe Acrobat Reader installed. A copy of Adobe Acrobat Reader can be found on the RightFax server installation CD in the Docs folder.

Table 6a RightFax User Guides

Guide name	Description
Activating and Using PDF Module	A guide to installing, configuring, and using the RightFax PDF Module.
Activating and Using the OCR Converter Module	A guide to installing, configuring, and using the RightFax OCR Converter Module.
Activating and Using the OCR Router Module	A guide to installing, configuring, and using the RightFax OCR Router Module.

Table 6a RightFax User Guides (Continued)

Guide name	Description
Administrator's Guide	A comprehensive guide to configuring and maintaining all RightFax servers.
API Reference Guide	A reference for C programmers and Visual Basic programmers for using the RightFax API. This guide can be downloaded from the RightFax Web site at www.rightfax.com/api .
Client for Lotus Notes Quick Reference Card	A reference card for users who will send and manage faxes with the RightFax Gateway for Lotus Notes.
Client for Microsoft Outlook Quick Reference Card	A reference card for users who will send and manage faxes with the RightFax Gateway for Microsoft Exchange.
COM Reference Guide	A guide to using the RightFax COM module for creating custom RightFax applications with Visual Basic. This guide is provided in PDF format on the RightFax COM Module installation CD.
Connector for Oracle CRM Guide	A guide to installing, configuring, and using the RightFax Connector for Oracle CRM.
Connector for Oracle E-business Suite Guide	A guide to installing, configuring, and using the RightFax Connector for Oracle E-business Suite.
Connector for Panagon Image Services Guide	A guide to installing, configuring, and using the RightFax Connector for Panagon Image Services.
Connector for SAP R/3 Guide	A guide to installing, configuring, and using the RightFax Connector for SAP R/3.
Docs-on-Demand Guide	A guide to installing, configuring, and using RightFax Docs-on-Demand.
Document Management Connector Guide	A guide to integrating RightFax with iManage and Hummingbird content management applications.
Fax Board Guide	A guide to all the fax boards supported by RightFax, including required hardware and software configuration.
FaxUtil Quick Reference Card	A reference card for users who will send and manage faxes with RightFax FaxUtil.
Gateway for Lotus Notes Guide	A guide to installing, configuring, and using the RightFax Gateway for Lotus Notes.

Table 6a RightFax User Guides (Continued)

Guide name	Description
Gateway for Microsoft Exchange Guide	A guide to installing, configuring, and using the RightFax Gateway for Microsoft Exchange.
Installation Guide	A guide to installing the RightFax server, upgrading the server, and adding new components.
Installing and Using the InterAction Integration Software	A guide to configuring RightFax to work with the InterAction contact management system.
Installing and Using the WinFax PRO Integration Module	A guide to configuring RightFax to use WinFax PRO as a fax client.
Integration Module Guide	A guide to installing, configuring, and using the RightFax Integration Module.
InternetLink Module Guide	A guide to installing, configuring, and using the RightFax InternetLink Module.
SecureDocs Module Guide	A guide to installing, configuring, and using the RightFax SecureDocs Module.
SNMP Alerting Module Guide	A guide to installing, configuring, and using the RightFax SNMP Alerting Module.
TeleConnect Guide	A guide to installing, configuring, and using RightFax TeleConnect.
Web Client Guide	A guide to installing, configuring, and using the RightFax Web Client.
Web Client Quick Reference Card	A reference card for users who will send and manage faxes with the RightFax Web Client.
Xerox Integration Guide	A guide to installing, configuring, and using the Xerox Multi-function products with RightFax.

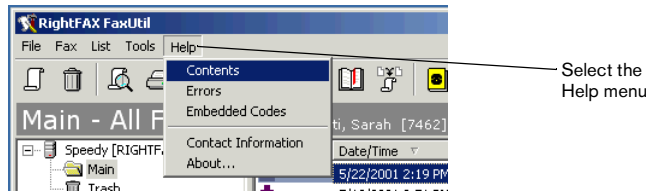
Getting Help Online

Most of the RightFax windows and dialog boxes include context-sensitive help. Typically, this help describes each field and option in a dialog box. This context-sensitive help can be launched from the question mark icon in the title bar of a dialog box.



- Click this icon, and then click any option on the dialog box to view its definition.
- Or, press F1 to view a definition.

Online help for tasks or conceptual topics also is available. View this help by selecting the **Help** menu. You can browse the help for a topic or use the index to look up key words and terms.

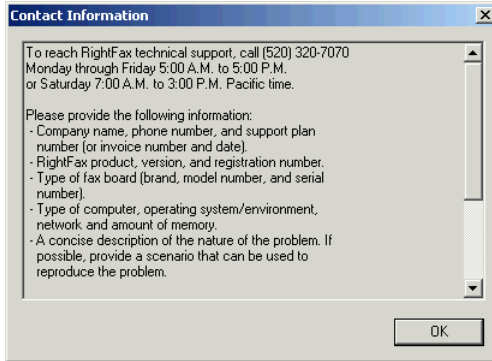


The RightFax Web site offers the latest product information. Updated documentation, a searchable customer support knowledgebase, software downloads, and the latest product offerings are all online at www.rightfax.com.

Editing Contact Information in FaxUtil

In the FaxUtil **Help** menu, users can select **Contact Information**, and a dialog box opens that lists RightFax technical support contact information.

Figure 6.1 The Contact Information Dialog Box



This contact information appears in English with RightFax contact information, but you can edit the text to provide customized information. To do so, edit the text file `Contact.txt` located in the `\RightFax\Bin` folder on the RightFax server. You can enter 24 lines of text and up to 59 characters per line.

Captaris Training Services

RightFax training gives you the skills to optimize your RightFax solution. Our comprehensive technical, administrative, and user training programs produce full utilization and understanding of RightFax products. Regular classes are held at the state-of-the-art RightFax Training Center in Tucson, Arizona, throughout the year, or you can choose the convenience of training at one of our regional locations. Training materials and computer-based training tools are also available. For more information on RightFax training, please visit our Web site at www.rightfax.com/training, or call us at (520) 320-7098 and let us help you develop a customized training plan for your organization.

Captaris Implementation Services

Captaris Implementation Services offers a team of highly skilled engineers who are experts in the deployment, implementation, and integration of RightFax solutions. Implementation services include installation and configuration, upgrades, configuration review, and advanced integration services. Whether it's through remote dial-in, an on-site implementation, or a combination of both, the Implementation Services team can quickly integrate RightFax solutions with your existing applications.

Customer Support

Your *Customer Support Guide* includes detailed information about the support options available to RightFax customers. Please fill out the *RightFax Software Warranty & Registration Card* and return it immediately. If you have questions of a technical nature, contact your organization's RightFax administrator or network administrator before calling the RightFax customer support department. On the RightFax Web site, a database of customer support knowledge contains a wealth of information on installing, configuring, and maintaining RightFax software.

RightFax Customer Support:

Captaris
Suite 210
6303 E. Tanque Verde
Tucson, Arizona 85715 USA

Voice: (520) 320-7070
Fax: (520) 321-7461
Web: www.rightfax.com
E-mail: tech@rightfax.com

5:00 A.M. to 5:00 P.M. Pacific time, Monday through Friday

7:00 A.M. to 3:00 P.M. Pacific time, Saturday

Support Plan Sales and Administration: (520) 320-7000

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Appendix A

Installing RightFax in a Windows 2000 or Windows 2003 Cluster

System Requirements

Installing RightFax in a Windows cluster environment requires that you have two servers that are on the Microsoft Clustering Hardware Compatibility List (located on the Microsoft Web site) running Windows 2000 Advanced Server or Windows 2003 Cluster Server. You must also have two network cards. A hardware RAID controller is required for external array and is recommended for internal array. Windows Cluster Service must be installed, configured, and operational. There also must be an external RAID array running either SCSI or fiber channel.

Configuring the Cluster Group

All of the clustered RightFax resources must be maintained in a single cluster group. This provides complete failover protection in the event of individual resource failures. This cluster group must also include a disk resource, a server name resource, and an IP address resource. The combination of these core resources creates a virtual RightFax server. Configure the cluster group to have a preferred server and to allow fail-back.

The default group created during the Cluster service installation, named “Cluster Group,” may also be used for the RightFax resources. In this case, the quorum drive is typically used as the shared installation drive for the RightFax software. While this approach may add complexity to recovery procedures in the event of a Cluster service or disk device failure, it will not affect configuration or performance, and it is a good choice when hardware resources are limited to a single RAID controller.

Configuring RightFax BoardServers

It is strongly recommended that no RightFax BoardServers be installed on the clustered hardware. Phone lines and T1 lines cannot be clustered and will not failover in the event of a hardware problem. Captaris recommends that you use remote BoardServers, connecting to the virtual RightFax server.

Installing the RightFax Server

When the software installation is complete, create the RightFax cluster resources (described on [page 69](#)).

Installing RightFax on the two cluster nodes

Before installing RightFax on the two cluster nodes, ensure that a PCL5 printer driver (such as HP LaserJet 4) is installed on both computers. If not, install the driver by adding a printer in Windows. When prompted for a printer port, select **File**. Use the default printer name and do not print a test page. This step allows RightFax to create a print-to-fax queue during the server installation.

1. On both nodes, ensure that System group has full control of the System drive (the drive that Windows is installed on) including all subfolders and files.
2. On the primary node, install the RightFax server software to the shared drive according to the instructions in [Chapter 3, “Installing the RightFax Server Software”](#). If prompted to restart the computer at the end of the installation, select **No**. Do not install the fax board hardware drivers.
3. After RightFax is installed on the primary node, open the BoardServer configuration program in Windows Control Panel, and then click **OK**. This creates the RightFax BoardServer service on the primary node.
4. Open the Windows Services configuration program, stop all RightFax services, and set them all to manual start.
5. Open the Printers configuration program in Windows Control Panel and turn off sharing for the HPFAX printer.
6. Shut down the first node and wait for the drive to failover to the second node.
7. On the secondary node, install the RightFax server software to the same shared drive you used for the first node. If prompted to re-start the computer at the end of the installation, select **No**. Do not install the fax board hardware drivers.
8. After RightFax is installed on the secondary node, open the BoardServer configuration program in Windows Control Panel, and then click **OK**. This creates the RightFax BoardServer service on the secondary node.

9. After RightFax is installed on the secondary node, open the Services configuration program in Windows Control Panel and set all of the RightFax services to manual start.
10. Open the Printers configuration program in Windows Control Panel and turn off sharing for the HPFAX printer.
11. Re-start the first node and let it take control of the group.

Configuring the shared drive

1. Using a text editor, edit the file SetupInfo.ini located in the \RightFax\Client\870\English\Win32 folder. Change the Server Name value to the name of the cluster.
2. Create a folder on the shared drive called “Spool.” This folder will be used to specify where the Print Spooler service will place its spool files.

Creating the RightFax Cluster Resources

To create the RightFax cluster resources, run Cluster Administrator and open the RightFax cluster group. You will create the following resources.

Table A1 RightFax Cluster Resources

Name of Resource	Type of Resource	Service Name
RightFax File Share	File Share	N/A
RightFax Server Module	Generic Service	RFSERVER
RightFax Queue Handler	Generic Service	RFQUEUE
RightFax RPC Server Module	Generic Service	RFRPC
RightFax Paging Module	Generic Service	RFPAGE

Creating the File Share resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter “RightFax File Share.”
3. Set **Resource Type** to **File Share**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.

6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic File Share Parameters** box, enter the path to the RightFax directory on the shared drive. Be sure to use RightFax as the share name.
8. Click **Finish** to add the resource to the group.

Creating the RightFax Server Module resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter “RightFax Server Module.”
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type “RFSERVER.”
8. Select the **Use Network Name for Computer Name** check box.
9. Under **Registry Replication**, click **Add** and type “SOFTWARE\RightFax.” This allows the registry information stored by RightFax to dynamically change from one node to another if the server goes down.
10. Click **Finish** to add the resource to the group.

Creating the RightFax Queue Handler resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter “RightFax Queue Handler.”
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type “RFQUEUE.”

8. Select the **Use Network Name for Computer Name** check box.
9. Click **Finish** to add the resource to the group.

Creating the RightFax RPC Server Module resource.

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter “RightFax RPC Server Module.”
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type “RFRPC.”
8. Select the **Use Network Name for Computer Name** check box.
9. Click **Finish** to add the resource to the group.

Creating the RightFax Paging Module resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In both the **Name** and **Description** boxes, enter “RightFax Paging Module.”
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type “RFPAGE.”
8. Select the **Use Network Name for Computer Name** check box.
9. Click **Finish** to add the resource to the group.

Configuring the RightFax Printer

Creating a clustered print spooler

1. Run Windows Cluster Administrator and select the RightFax group.
2. Create a new resource called “Print Spooler.”
3. Set the resource type to “Print Spooler” and verify that the RightFax group is the owner.
4. Verify that both cluster nodes are listed under **Possible Owners**.
5. Set the cluster IP address, cluster name, and share drive as dependencies.
6. Set the path to the “Spool” folder you created on the shared drive.
7. Start the print spooler resource in Cluster Administrator.

Creating the HPFAX print queue

1. Open the Printer folder on the RightFax virtual server.
2. Create a new TCP/IP port, using the shared cluster IP address as the target IP address and HPFAX as the port name.
3. Select **Custom Device Type**, and click **Settings**. Select RAW as the protocol and set the port number to 53199.
4. Select an HP LaserJet III, LaserJet 4, or LaserJet 5 printer driver and share the printer as HPFAX.
5. Open the **Properties** of the HPFAX printer, click the **Advanced** tab, and then click **Separator Page**. Enter the following for the separator page:

SharedDrive:\RightFax\bin\RightFax.sep

Where *SharedDrive* is the drive letter of the shared drive on which RightFax is installed.

6. Re-start both nodes.

Completing the Installation

1. Bring all of the RightFax resources on-line.
2. On the secondary node, open Cluster Administrator and verify that the primary node currently owns all resources.
3. Shut down the primary node and verify that all resource fail over to the secondary node.
4. Re-start the primary node and verify that all resources fail back.