



FAQ

Frequently Asked Questions about RightFax UIX and SAP

General Questions

Q. What RightFax UIX solutions are available for SAP Applications?

The Captaris RightFax UIX product line offers unrivaled enterprise fax and e-document delivery capabilities from the desktop and from back-office applications, giving companies using SAP applications the flexibility to automate the exchange of documents from SAP R/3 and mySAP Business Suite as well as other business applications.

RightFax UIX provides several solutions to suit diverse SAP environments:

RightFax Enterprise Integration - This provides a solution for companies requiring information exchange capabilities via fax, email or over the Internet from multiple applications including SAP, desktop, email, supply chain management, sales force automation, forms and imaging systems. It provides advanced notification capabilities to dynamically notify senders of the status of their documents. All RightFax Enterprise Suite and network fax capabilities are bundled with Enterprise Integration.

RightFax for SAP solutions - This provides a flexible, easy-to-deploy and easy-to-use solution for automating document delivery from SAP applications at an affordable price. It combines SAP certified integration and data recognition tools with leading-edge document delivery capabilities and world-class Captaris support.

RightFax Business Integration - This provides an entry-level universal information exchange solution for organizations with low volume transactions that want to automate document delivery of mission-critical documents from a single SAP application.

Q. With what versions of SAP is RightFax compatible?

RightFax is compatible with SAP R/3 version 3.1g (or later) and mySAP Business Suite. RightFax is certified with SAP R/3 3.1g and later.

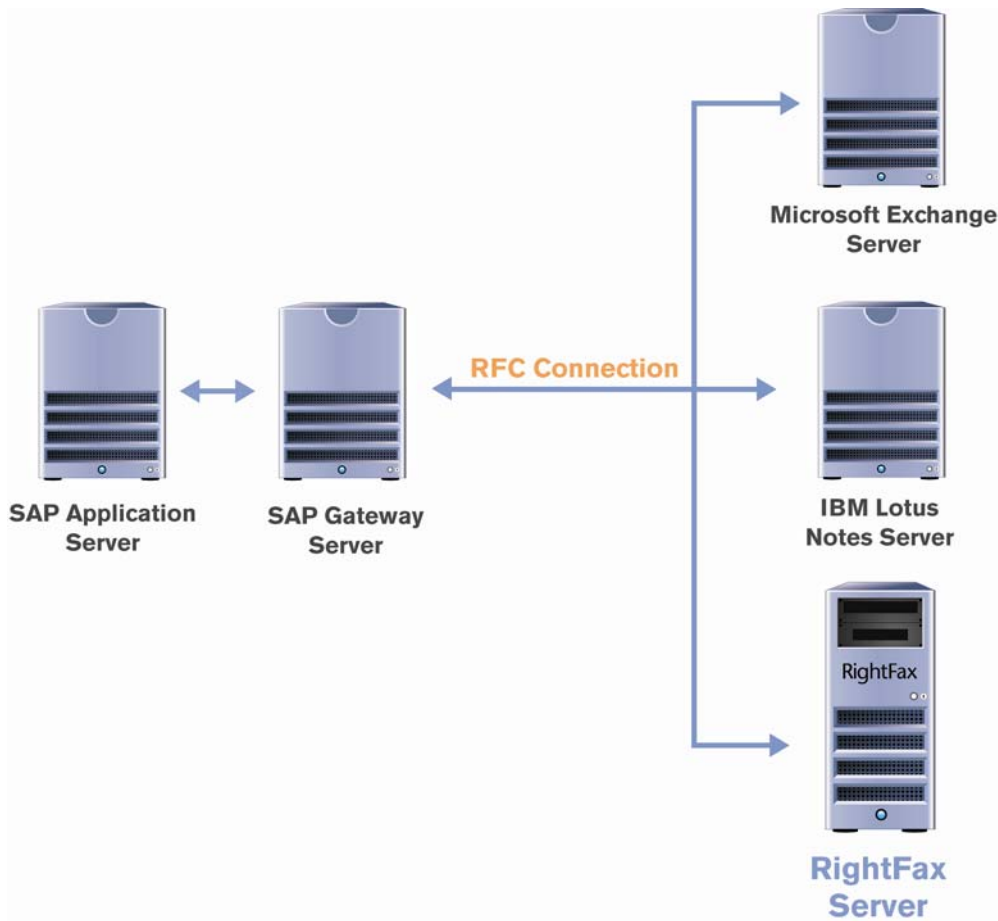
Q. How is RightFax administered?

RightFax is easy-to-use and manage with an extensive array of administrative tools and resources. Intuitive interfaces for system management allow administrators to manage RightFax servers easily, whether local or remote. Load-balancing capabilities help maximize performance by preventing bottlenecks and delays in processing high volumes. Capabilities such as Intelligent Least-cost Routing™ minimize telephone charges, allowing an even faster return on investment. In addition, with certifications from SAP as well as Microsoft, companies can be assured higher reliability and lower cost of ownership.

Q. How do RightFax UIX solutions integrate with SAP applications?

The table below provides an overview of how RightFax UIX can integrate with SAP applications. A more detailed explanation of the integrations follows.

RIGHTFAX UIX INTEGRATION OPTIONS	INTEGRATES WITH	PHASE 1: DATA RECOGNITION	PHASE 2: INFORMATION ASSEMBLY	PHASE 3: INFORMATION DISTRIBUTION	PHASE 4: REPORTING
SAPconnect	SAP R/3 and mySAP Business Suite applications with SAPconnect	SAP application generates the data and sends it to RightFax UIX through SAPoffice and SAPconnect (BC-Con).	RightFax UIX recognizes the data, overlays it on forms, applies cover pages, etc. and transforms it into a finished document with delivery specifications.	The RightFax Server receives the assembled document and delivers it to its destination via fax.	Notification is sent back through SAPconnect to SAPoffice where the user can access it.
SAPscript	Any SAPscript-based application with supported connectivity to RightFax	SAP application generates the data. SAPscript layout sets are modified to include FCL.	FCL recognizes the pattern and which form to use to generate the document. Delivery rules are set as well as notification rules. The assembled document appears as a native request to RightFax and may be delivered in ASCII, PCL or Postscript format for conversion to faxable TIF format.	Documents can then be delivered via fax, email or over the Internet.	Custom notifications are sent back to the host SAP system or other designated recipient application.
SAP SmartForms	Any SAP SmartForms-based application with supported connectivity to RightFax	SAP application generates the data. FCL is added by modifying forms within SAP SmartForms.	FCL recognizes the pattern and which form to use to generate the document. Delivery rules are set as well as notification rules. The assembled document appears as a native request to RightFax and may be delivered in ASCII, PCL or Postscript format for conversion to faxable TIF format.	Documents can then be delivered via fax, email or over the Internet.	Custom notifications are sent back to the host SAP system or other designated recipient application.



Q. How does RightFax provide fax confirmations and notifications?

RightFax has comprehensive notification features that can be customized to include a variety of fax information so users can monitor their document delivery status.

When integrating via SAPconnect, RightFax updates the document status within SAP. By default, on failure a message is sent to an SAPoffice Inbox. SAP administrators can set it up so that successes can also be sent to the SAPoffice Inbox or forward notifications to a Microsoft Exchange or Lotus Notes Inbox.

When using SAPscript or SAP SmartForms as the integration option, companies can take advantage of custom-notification options. In such instances, if you are using RightFax Business Integration your notification option methods include email (Microsoft Exchange, Lotus Notes, SMTP) or WinPopup. If you are using RightFax Enterprise Integration, your options are expanded. Notification methods with Enterprise Integration include email (Microsoft Exchange, Lotus Notes, SMTP), FTP, LPR, WinPopup, TCP/IP sockets, HLLAPI, IBM MQ Series, among others.

Q. Is RightFax UIX scalable?

Yes. RightFax UIX is scalable and modular. It enables companies to start small and expand it beyond their SAP implementation to provide enterprise fax and e-document delivery from desktop, CRM, document management and other enterprise applications. Customers can start with a single server with as few as two fax channels, and then expand to as many as 1,024 channels, allowing them to deliver thousands of documents per day.

Q. Can I deliver documents from SAP via the Internet with RightFax UIX?

Yes. RightFax Enterprise Integration provides the ability to send a document via the Internet. An add-on module, InternetLink, is available to provide this capability with other RightFax solutions. To utilize this option, SAPscript or SAP SmartForms must be used to integrate RightFax with the SAP system.

Q. Can I send encrypted or certified email delivery documents from SAP with RightFax UIX?

Yes. RightFax Enterprise Integration provides the ability to send documents encrypted or via certified email. Other packages require the addition of the SecureDocs module to gain this functionality. To take advantage of this feature with these packages, SAPscript or SAP SmartForms must be used to integrate RightFax with the SAP system.

Questions about Specific Methods for Integrating RightFax UIX with SAP

Q. What SAP interfaces does RightFax support?

RightFax provides different options for integrating with SAP, depending on your SAP installation and requirements. The most common options used are SAPconnect, SAPscript or SAP SmartForms.

Q. Which versions of SAP does RightFax support?

The RightFax Connector for SAP supports SAP R/3 versions 3.1g or later. If the SAPconnect interface is the chosen option for connecting to SAP, the SAPoffice module must also be installed to enable the SAPconnect interface, even if the customer is not using the SAPoffice as the primary email system.

Q. What resources do I need to integrate a RightFax solution with SAP?

An SAP consultant or administrator is recommended to integrate the RightFax server with SAP. The Captaris implementation team or a knowledgeable partner can provide exceptional knowledge and expertise for the RightFax server installation. You will be responsible for configuring the SAP server(s). Your implementation will require in-depth, on-site knowledge of SAP and the ability to configure it to meet your application requirements.

INTEGRATING VIA SAPCONNECT

Q. Is the RightFax integration with SAPconnect certified?

Yes. RightFax has been certified by SAP R/3 3.1g and later. The rigorous certification process RightFax has gone through ensures optimal functionality and tight integration with the SAP R/3 system.

Q. How does the RightFax integration with SAPconnect work?

The SAPconnect interface (BC-CON) provides a standard communication channel for all external communication systems, allowing access to the RightFax server directly from SAP R/3 via remote function call (RFC) technology. SAPconnect manages the sending and receiving of fax messages as well as status notifications.

Q. Will I need to install software on my SAP system?

No. The RightFax Connector software is installed on the RightFax server only. Only simple configuration changes are needed to the SAP system such as new user account, assigning fax numbers to individual users and setting up the built-in SAPconnect interface.

Q. When implementing via SAPconnect, how is RightFax implemented?

The basic steps for implementation are:

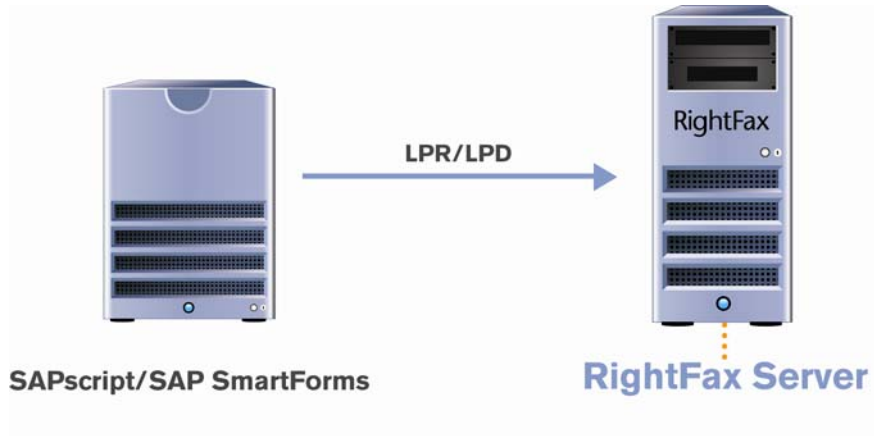
- Verify that the SAP applications are fax ready (an SAP consultant or administrator needs to configure the module prior to implementation).
- Configure RFC connection within SAP.
- Create the user in SAP.
- Install connection on NT server.
- Test RFC connection (test button) from SAP to NT fax server. Installation of a trace mode to track any errors is also recommended at this time.
- Test document delivery. If no errors are received, your RFC connection is complete.

If your SAP server has been configured prior to the RightFax installation, it will dramatically reduce the time and resources required. The Captaris installation team will configure the RightFax connector for SAP. You are responsible for configuring the SAP server(s).

INTEGRATING WITH SAPSCRIPT OR SAP SMARTFORMS

Q. When would an organization use SAPscript or SAP SmartForms to integrate RightFax with SAP?

In instances where SAPconnect does not fit into an organization's environment or presents limitations, companies can integrate RightFax into their SAP environment using SAPscript or SAP SmartForms. It is also a good option for companies that require custom notifications.



Q. How do you integrate RightFax with SAP using SAPscript?

With SAPscript, the appropriate layout sets are modified to include any FCL commands required to meet the needs of the particular implementation. These can be used to customize document layout, add department logos or letterhead forms, automatically attach static library documents such as terms and conditions, statements and much more. The delivered document appears like a native request to a RightFax Integration Server and may be delivered in ASCII, PCL or PostScript format for conversion to a faxable TIF format. SAP consultants can work with our experts to integrate these FCL commands into SAPscript for document output from SAP applications.

Q. How do you integrate RightFax with SAP using SAP SmartForms?

By modifying forms within SAP SmartForms, a user can fax or email-enable the documents they want to electronically deliver. The delivered document appears like a native request to RightFax and may be delivered in ASCII, PCL or PostScript format for conversion to a faxable TIF format. SAP consultants can work with our experts to integrate these FCL commands into SAP SmartForms for document output from SAP applications.

Q. Do you need assistance to integrate RightFax with SAPscript or SAP SmartForms?

When using SAPscript or SAP SmartForms, implementation procedures will vary from customer to customer. Captaris Implementation Services or a qualified Captaris partner can assist with implementation of the RightFax portion of the installation. An SAP administrator or consultant can assist customers with configuring SAP.

Captaris Implementation Services has long-standing relationships with third-party experts that can assist with configuring SAP and can make recommendations to customers requiring assistance with their implementation.

FAX DELIVERY AND NOTIFICATIONS WITH RIGHTFAX AND SAP

Q. What document format does the RightFax Server support in conjunction with SAP applications?

The RightFax Server supports ASCII, PS, PCL and PDF. ASCII text and PCL documents require no extra conversion software by the RightFax Server. PS or PDF format requires the RightFax PDF module for conversion on the RightFax Server.

Q. How much SAP experience do I need to create and deliver a fax?

To create and fax a document you should have SAPoffice knowledge. If you are a current SAP user, you can easily fax your documents through the send function, directly from your desktop. SAPscript requires some scripting knowledge.

Q. Can I send faxes from SAPoffice?

Faxes can be created directly in SAPoffice and sent via RightFax. Creating a new fax is very much like creating a new email message.

Q. Can I route faxes into SAPoffice?

Yes. Received faxes can be routed to individual users' SAPoffice Inboxes. Faxes are received as new messages with the fax image attached as a TIF file. Double-clicking on the attachment launches the default TIF image viewer on the workstation.

Q. How does the RightFax server notify me regarding document status?

The RightFax server provides both successful and unsuccessful notifications. When integrating via SAPconnect, RightFax updates the document status within SAP. By default, on failure a message is sent to an SAPoffice Inbox. SAP administrators can set it up so that successes can also be sent to the SAPoffice Inbox or forward notifications to Microsoft Exchange or Lotus Notes.

SAPscript and SAP SmartForms notifications are in Facsimile Command Language (FCL), which are delivered to the RightFax server from the SAP server. This is called native mode and it is built into our scripting using `{{EMAIL}}` and `{{NOTIFYHOST}}` commands.

Captaris and SAP Partnership

CAPTARIS - AN SAP SOFTWARE PARTNER

As the industry leader and recognized innovator, Captaris has been providing proven and reliable document exchange capabilities for SAP users since 1994 and is an SAP Software Partner. The extensive and long-standing collaboration, testing and integration between the two companies ensure that RightFax implementations are sound investments today and tomorrow.

SAP OVERVIEW

Founded in 1972, SAP is a recognized leader in providing collaborative business solutions for all types of industries and for every major market. It is the world's largest inter-enterprise software company and the world's third-largest independent software supplier overall. SAP is the world's leading provider of business software solutions. Through mySAP Business Suite, people in businesses around the globe can improve relationships with customers and partners, streamline operations and achieve significant efficiencies throughout their supply chains. Today, more than 19,300 companies in over 120 countries run more than 60,100 installations of SAP software.

RIGHTFAX UIX OVERVIEW

RightFax is the proven market leader in enterprise fax and e-document delivery solutions that achieve significant cost reductions by integrating and automating the flow of a full range of fax, paper and electronic documents and data.

RightFax delivers the most interoperable, flexible and trusted solutions for automating business information delivery from front-office and back-office applications. Certified integrations and longstanding partnerships with industry leading software and hardware vendors such as SAP, Adobe, Hewlett-Packard, IBM Lotus, FileNet, Microsoft, Oracle, Siebel and Xerox make RightFax the solution of choice for enterprise fax and e-document delivery for companies of all sizes across the globe.

FOR MORE INFORMATION

Captaris Business Information Delivery solutions capture, process, archive and deliver data and documents enabling customers to reduce costs and increase the performance of critical business information investments. Through its global distribution network, Captaris delivers cost-effective software products and services that help organizations manage and leverage the value of corporate information. In partnership with leading enterprise technology companies, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information please contact us at www.Captaris.com or +1.520.320.7000.

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