opentext™

OpenText RightFax

Release Notes

20.2

Product Released: 2020-04-23

Release Notes Revised: 2020-04-22

Contents

1   Introduction

These Release Notes provide an overview of RightFax 20.2, including new features, delivery information, and supported platforms. OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check OpenText My Support (https://support.opentext.com) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1   Release Notes revision history

Revision date	Sections revised	Description of revisions
2020-04-23	First release.	All new content.

2   New features

OpenText RightFax 20.2 includes the following new features.

2.1.1   Operating systems and third-party software

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

- Windows Server 2019

- Windows Server 2016

The following versions of Microsoft SQL server are supported:

- SQL Server 2017 Express Edition

- SQL Server 2017 Enterprise Edition

- SQL Server 2017 Standard Edition

- SQL Server 2016 Enterprise Edition

- SQL Server 2016 Standard Edition

- SQL Server 2016 Express Edition

- SQL Server 2014 Enterprise Edition

- SQL Server 2014 Standard Edition

- SQL Server 2014 Express Edition

Microsoft .NET 4.7.2 Framework is installed by the RightFax install program.

Microsoft Internet Information Services (IIS) 10 or later is required.

Dialogic Brooktrout SDK version 6.13 is included in this release.

2.1.2 Security

To secure the server "out of the box," RightFax Setup installs a self-signed certificate, the IIS server is configured to use HTTPS, and secure TCP/IP is enabled.

2.1.3 Send faxes via RightFax from Epic healthcare systems

Faxes can be sent via RightFax from an Epic Systems Corporation system. To use this feature, the Integration Module must be licensed.

2.2 Enhanced features

OpenText RightFax 20.2 includes the following enhancements to existing features.

2.2.1 Installation

- When it is first installed on a new system, the default password for the RightFax Administrator account is **password**.

- In a new installation (not an upgrade), client connections are secured by default.

2.2.2 RightFax services

- DocTransport Module

  - Time zone can be included in the TTI line.

- Server Module

  - In a Shared Services system, the replication of the paths to shared resources can be suppressed.

  - An admin alert can be sent if a fax is received with fewer DID digits than are required for routing.

  - If RightFax creates PDF files, then in the client applications the thumbnail view is enabled by default. This default can be disabled.

  - A timeout due to inactivity can be configured for the client applications.

- Email Gateway Module

  - The time of day for the email gateway to send and receive faxes can be configured.

  - Email gateways can be assigned to process the received faxes and email notifications for specific user groups.

  - OAuth 2.0 can be configured for POP and SMTP gateway authentication.

- WorkServer Module

  - Text files with long lines of text can potentially be truncated. The length can be set on each WorkServer by modifying the Windows registry.

2.2.3   Users

- When it is first installed on a new system, the default password for the RightFax Administrator account is **password**.

- A thumbnail can be printed on an automatically printed outbound fax history to show the first page of the fax body (skipping the cover sheet).

- Both sent and received fax notifications can be sent to alternate users.

2.2.4   User groups

- A new user group can be created from an existing group.

- Users in a group can be prompted to view all pages of a fax.

- Email gateways can be assigned to process the received faxes and email notifications for specific user groups.

2.2.5   Cover sheets

PostScript and Print Control Language (PCL) cover sheet templates can be created from Microsoft Word files.

2.2.6   Dialing Rules and Dialing Plan

In a Shared Services system, dialing rules can be shared among the nodes.

2.2.7   Enterprise Fax Manager

- Workflows

  - Workflows for metadata tagging now include the option to create an exception workflow. The fax can be diverted from the workflow and then returned in order to handle issues or special exceptions with the fax.

  - Multiple completion paths can be set for workflows.

  - Time limits can be set for workflows, and alerts can be set to notify users that time is expiring.

  - In Enterprise Fax Manager, the administrator can click to launch FaxUtil to view a selected workflow.

  - Users can search for values entered in the metadata fields across workflows. Users can choose to view metadata in columns in the fax list in FaxUtil and FaxUtil Web.

  - Metadata values can be configured so that users can pick from a list rather than enter free text.

  - Users can remove faxes from workflows and modify data that was entered in a previously completed workflow.

2.2.8   Web Admin

- A chart of the faxes in outbound status appears in the dashboard.

- A chart of the current number of connections from the client applications to the RightFax server appears in the dashboard.

- Fax dialog customization can be configured in Web Admin.

- Reports can be generated in Web Admin.

- When registering a multifunction printer (MFP), you have the option to designate the printer for automated network printing.

- Log files from the RightFax MFP app can be viewed in Web Admin.

- Alerts and monitors from the Alerting and Monitoring Service can be monitored in Web Admin. Alerts can be disabled, re-enabled, and deleted in Web Admin.

- FTP, FTP over SSL (FTPS), SSH File Transfer Protocol (SFTP), SMTP, SMTP using TLS, POP3, and POP3 over SSL (POP3S) connections can be configured in Web Admin.

- Dark Mode can be selected.

2.2.8.1   Workflows

- In Web Admin, the administrator can click to launch FaxUtil Web to view a selected workflow.
- See the list of workflow enhancements described for Enterprise Fax Manager.

2.2.9   FaxUtil

- The user experience for sending a fax has been enhanced.
- A preview pane allows the user to view faxes while viewing the fax list.
- Personal stamps are available for use by delegate users.
- Users can save advanced search criteria for use later.
- Print Operation Failed is available in the administrative mode filters.

2.2.10   Print-to-fax

- Print-to-fax can be configured to require log on.

2.2.11   FaxUtil Web

- A reading pane allows the user to view faxes while viewing the fax list.
- Delegates can be created and managed in FaxUtil Web.
- Columns in the fax list can be moved using a drag-and-drop operation.
- Attachments can be selected for alternate body pages.
- The user can configure automatic fax list updates.
- Dark Mode can be selected.
- See the list of new features for FaxUtil.

2.2.12   Administrative Utilities

- ImpUser.exe

  - The SMS telephone number can be included when importing or exporting users.

2.2.13   Alerting and Monitoring Service

Under Statistics, alerts and monitors can be set for the following fax statuses:

- Initial processing

- Waiting for phone expansion

- Waiting for conversion

- In conversion

- In FCS conversion

- Waiting to be sent

- Scheduled to be sent

New statistics to monitor are available for the RightFax queue handler.

New statistics to monitor are available for SMTP inbound and outbound connection failures.

2.2.14   RightFax Analytics

Data can be viewed per user group.

2.2.15   Connector for HP MFPs

External Document Connector (EDC) has been removed.

2.2.16   Connector for Ricoh MFPs

The connector for Ricoh MFPs is certified by Ricoh for use with personal identity verification (PIV) cards and common access cards (CAC).

2.2.17   Connector for Xerox MFPs

External Document Connector (EDC) has been removed.

2.2.18   SMTP Connector for MFPs

External Document Connector (EDC) has been removed.

2.2.19   XML Connector for MFPs

External Document Connector (EDC) has been removed.

2.2.20   Connector for IBM Notes

Full mail integration, minimal mail integration, and iNotes integration are discontinued. Messages can be sent as faxes by using fax addressing format.

2.2.21   Connector for Microsoft Exchange

- Microsoft no longer supports Basic Authentication for Exchange Web Services to access Exchange Online. To connect to Exchange using Exchange Web Services, you can configure Microsoft Graph and OAuth 2.0.

- With Microsoft Exchange and the RightFax add-in for Exchange, Cached Exchange Mode must be enabled. If you wish to avoid enabling Cached Exchange Mode, you can use SMTP fax addressing with the RightFax add-in for Exchange.

2.2.22   Integration Module

Fax completion time can be added to notification templates.

2.2.23   XML Generator and RightFax Vault

- External Document Connector (EDC) has been removed from XML Generator and RightFax Vault. Refer to the *Web Admin Administrator Guide*, the *XML Generator Administrator Guide*, and the *RightFax Vault Administrator Guide* to configure the service.

- Fax completion time can be added to the XML template.

- If files are processed with optical character recognition (OCR), then the OCR text file can be included in the archive.

- in the XML schema, User1, User2, and User3 fields now correspond to the {{User1}}, {{User2}}, and {{User3}} FCL codes.

- Prior to RightFax 20.2, RightFax Vault and RightFax XML Generator provided lookup tables for RightFax user and group file destination, XML template, and image type (.lup files). With RightFax 20.2, the lookup tables are no longer supported. If you wish to import the RightFax user and group settings from the lookup tables so that they will be applied in RightFax 20.2 and later, run the administrative utility FileLookupImporter.exe.

2.2.24   RightFax Archive

RightFax Archive can be configured to save altered images.

2.3   Discontinued features

The following features have been discontinued in this release:

- External Document Connector (EDC) is discontinued.

- Legacy integrations for multifunction printers (MFPs) that rely on the External Document Connector are not supported.

- Ricoh SDK/J multifunction printers (MFPs) are not supported by the RightFax connector for MFPs. The Ricoh ESA component is not supported.

- RightFax Web Reporter is discontinued.

- Remote Exchange Web Services Connector is discontinued.

- ModUser.exe is discontinued. Use ImpUser.exe to change the RightFax permissions and options for multiple users at one time.

- MigrateImageFolder.exe is discontinued. Customers must engage with OpenText to migrate image files from RightFax 10.5 and earlier.

- Legacy SMS messaging methods are discontinued. TAP and UCP support is discontinued. Two-way SMS messaging is discontinued. The Push Proxy Gateway is discontinued. SMS messaging is available using the RightFax SMS Service.

- Full mail integration, minimal mail integration, and iNotes integration are discontinued in the Connector for IBM Notes. The Midas C++ API is no longer supported for converting and rendering IBM Notes forms.

- In the Integration Module, the FCL command, cover sheet keyword, notification keyword, and template file keyword for image quality are discontinued. The choice to select fine and standard image resolution in configuration is discontinued.

- The AutoReply service was removed from the RightFax client install and added to the RightFax server install.

- T.37 transport is discontinued.

- HTTP protocol (HTTP or HTTPS) for print-to-fax is discontinued.

- Scanning from a local scanner to the RightFax client applications is discontinued.

3   Packaging and documentation

Downloads and documentation for RightFax are available on OpenText My Support (https://support.opentext.com).

3.1   Packaging and delivery information

The software and documentation for RightFax includes:

- RightFax 20.2 installation program

- RightFax 20.2 client installation program

- RightFax 20.2 Release Notes (this document)

The following documents are available for this release:

- *RightFax 20.2 Accessibility Conformance Report for FaxUtil and FaxUtil Web*

- *RightFax 20.2 Accessibility Conformance Report for Web Admin*

- *RightFax 20.2 Administrative Utilities Guide*

- *RightFax 20.2 Administrator Guide*

- *RightFax 20.2 API Reference Guide*

- *RightFax 20.2 bEST Connector for Konica Minolta MFPs Administrator Guide*

- *RightFax 20.2 Connector for eDOCS Administrator Guide*

- *RightFax 20.2 Connector for HP MFPs Administrator Guide*

- *RightFax 20.2 Connector for HP OXPd MFPs Administrator Guide*

- *RightFax 20.2 Connector for Ricoh MFPs Administrator Guide*

- *RightFax 20.2 Connector for Microsoft Exchange Administrator Guide*

- *RightFax 20.2 Connector for SAP Administrator Guide*

- *RightFax 20.2 Connector for Xerox MFPs Administrator Guide*

- *RightFax 20.2 Connector for Xerox EIP MFPs Administrator Guide*

- *RightFax 20.2 Database Schema*

- *RightFax 20.2 Docs-on-Demand Module Administrator Guide*

- *RightFax 20.2 Evaluation Guide*

- *RightFax 20.2 Fax Board Administrator Guide*

- *RightFax 20.2 FaxUtil User Guide*

- *RightFax 20.2 FaxUtil Web User Guide*

- *RightFax 20.2 Installation Guide*

- *RightFax 20.2 Integration Module Administrator Guide*

- *RightFax 20.2 IBM Notes Module Administrator Guide*

- RightFax 20.2 MFP app quick reference guides

- *RightFax 20.2 Remote DocTransport Server Administrator Guide*

- *RightFax 20.2 SharePoint Gateway Module Administrator Guide*

- *RightFax 20.2 SecureDocs Module Administrator Guide*

- *RightFax 20.2 SMTP Connector for MFPs Administrator Guide*

- *RightFax 20.2 Vault Administrator Guide*

- *RightFax 20.2 Web Admin Administrator Guide*

- *RightFax 20.2 XML Connector for MFPs Developer Guide*

- *RightFax 20.2 XML Generator Administrator Guide*

3.2   Language support

RightFax client applications are available in the following languages:

- Arabic

- Simplified Chinese

- French-Canada

- French-France

- English

- German

- Italian

- Japanese

- Korean

- Portuguese

- Russian

- Spanish

- Turkish

4   Installation and upgrade notes

To install or upgrade RightFax, refer to the *OpenText RightFax 20.2 Installation Guide* for instructions.

You can install RightFax 20.2 client applications by using the included client installation program. Refer to the *OpenText RightFax 20.2 Installation Guide.*

4.1   Before you begin installing

Before you begin installing, use Windows Update to check for updates and install them. If you don't check for updates before you begin, the installation may fail or leave the system unstable.

Apply this release to local RightFax servers before installing it on remote RightFax servers.

If you are upgrading a RightFax server, this release will remove existing RightFax 16.2 or earlier applications and replace them with RightFax 20.2. This means that discontinued features such as Web Client will no longer be available.

An update to the Release Notes may be available. Verify that you have obtained the most current Release Notes from OpenText My Support, https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289.

4.1.1   Configurations for users and groups of users

If set for your users and groups, the following configurations will be lost during the upgrade. To restore them, they must be reset after the upgrade.

- The option to include the Web Delivery URL with inbound routed faxes has been removed from the email gateway configuration. This setting has moved to the **User Edit > Routing** tab in Enterprise Fax Manager.

- In the **Group Edit > Basic Information** tab in Enterprise Fax Manager, the option to include the fax with email notifications has been enhanced. The option to include the fax in email notifications can be selected for sent and received faxes.

4.1.2   Configurations for AutoReply

If you are upgrading from RightFax 16.4 and the AutoReply service is configured, then the service must be reconfigured after the upgrade.

4.1.3   Licenses for Ricoh SDK/J MFPs

Ricoh SDK/J multifunction printers (MFPs) are no longer supported by the RightFax connector for MFPs. If Ricoh SDK/J MFPs are registered in RightFax when the server is upgraded, then the MFPs will be unregistered, and the licenses will be released.

4.1.4   External Document Connector (EDC) configurations

External Document Connector (EDC) is discontinued.

- When upgrading from an earlier version of RightFax with an EDC feature configured, the system configuration information and templates are not saved. Note that the user and group settings are saved. The features that rely on EDC are the MFP connectors, XML Generator, and RightFax Vault.

  Before you upgrade, review the configuration and take note of the settings in a manner that allows you to recreate them. After the upgrade, you must reconfigure the settings.

- Legacy integrations for multifunction printers (MFPs) that rely on the External Document Connector (EDC) are not supported in RightFax 20.2. If legacy connectors are registered in RightFax when the server is upgraded, then the MFPs will be unregistered, and the licenses will be released.

4.1.5   SMTP messaging methods

After an upgrade, any SMTP message services that had been configured will now appear in External Connections.

4.1.6   SMS messaging methods

Legacy SMS messaging methods are discontinued. TAP and UCP support is discontinued. Two-way messaging is discontinued. The Push Proxy Gateway is discontinued. SMS messaging is only available using the RightFax SMS Service. Contact OpenText to license the service.

To obtain a list of the users who are defined for the discontinued methods, use the administrative utility ImpUser.exe.

4.1.7   IBM Notes Module

Integration options for the RightFax IBM Notes Module no longer include full mail integration, minimal mail integration, and iNotes integration. If you are upgrading a system from RightFax 16.6 or earlier, the upgrade will remove full mail integration, minimal mail integration, and iNotes integration.

5   Contact information

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OpenText My Support: https://support.opentext.com

For more information, visit www.opentext.com