

OpenText RightFax: What's New?

OpenText RightFax 10.6, RightFax 10.6 Feature Pack 1
and RightFax 10.6 Feature Pack 2

OpenText RightFax is a centralized, computer-based fax solution that provides enterprise-grade faxing capabilities across an entire organization. RightFax integrates fax and document distribution with email, desktop, and document management applications, and enables high-volume fax delivery from CRM, ERP, and other host applications. When you need to integrate fax with applications that control your business processes, RightFax is the fax server that gets the job done to accelerate the speed at which you do business.

The latest releases—RightFax 10.6, RightFax 10.6 Feature Pack 1 and RightFax 10.6 Feature Pack 2—include many new improvements to the features and functionality to the market-leading fax server software.

User Experience: Designed with the user in mind, the latest release of RightFax includes several enhancements to the end user experience, including newly redesigned tools and additional features.

Compatibility: The latest releases of RightFax provide updated and new interoperability between RightFax and other industry software.

Enterprise-Grade: OpenText has developed several new improvements that will increase the performance and scalability of the RightFax fax server. These enhancements help increase the productivity, throughput, and workload efficiency in the toughest enterprise environments.

Compliance and Security: New features and functionality enhance the security and compliance-grade capabilities of a RightFax server environment.

Administration and Use: New functionality makes it easier to manage and use RightFax. New tools allow for managing the environment more efficiently, resulting in demonstrable time-savings for administrators.

WHY UPGRADE OPENTEXT RIGHTFAX?

- *Advanced Architecture - The software must remain compatible with other pieces*
- *System Optimization - New system features and capabilities can save time and improve the overall product*
- *Increased User Productivity - Upgrading to the latest software streamlines operational processes*
- *Embrace Industry Trends - Upgrades provide a competitive edge by using the latest technology*
- *Business Continuity - Legacy applications become more difficult to support and cause poor network performance learn more*



User Experience



Compatibility



Enterprise-Grade



Compliance and Security



Administration and Use



User Experience

OpenText RightFax 10.6 Feature Pack 2

Redesigned, Mobile-Friendly RightFax Web Client

The new RightFax Web Client is a newly redesigned user interface that extends usability from desktop to mobile devices and tablets. Users can now send, receive, and manage faxes on the go, from anywhere in the world.

Mobile Device Support: Apple® iPhone®, Blackberry®, Android™, and Windows® mobile phones

Tablet Support: Apple iPad®, Android-enabled and Windows-based tablets

Browser Support: Internet Explorer®, Chrome™, Firefox® and Safari®

New Features and Functionality for Web Client

- Sign a document and fax it: Users can use their mobile device, tablet or web browser access for Web Client sign a document. On mobile and tablet devices, users can use their finger to sign a document, save as a new fax, and send the fax right from their device. On the desktop web browser, users use their mouse to add their signature to any document, save as a new fax and send the fax from their desktop.
- Take a picture and fax it: Users can take a picture from their mobile phone or tablet with their device's camera and send the picture as a fax.
- New Help functionality: Web Client now offers comprehensive online user assistance under a new "Help" user option.

New Features and Functionality for FaxUtil

- Users can place an image on a fax page. Place a picture, logo, freehand signature or any image desired, resize and annotate it if necessary before saving the document to be faxed.
- Users can make freehand annotations on a fax page. Users can draw freehand notes or add signature and save the annotations to the fax image.
- If changing an existing fax, the original version of the fax is saved even when the fax images are altered.
- When users create a cover sheet for a fax, they can preview the cover sheet before faxing.
- Users can view delegate activities in the fax's history log.
- Users can show a DID/DNIS column in the fax list. This new, optional column in FaxUtil allows users to sort and filter by DID/DNIS.
- Users can view a completed time column in the fax list, which is the time stamp of when the fax transmission was completed.
- Users can view and print a confirmation page. Users can right-click on a completed sent fax within FaxUtil and select to view a confirmation page which then can be printed or emailed from within FaxUtil.
- Users and admins can submit faxes for archiving. User and admin can right-click on a fax within FaxUtil and choose to archive it.

- User can view more detail fax history in FaxUtil
 - The history of a fax includes a more detailed optical character recognition (OCR) record. This new detail includes OCR processing time, the server which performed the OCR function, and any logged errors.
 - Fax history is updated when users initiate "send via email" from the viewer.

Notifications - Email or Print

- Users can be notified via email when their fax transmissions have started or are in-progress.
- Print notifications for a completed fax optionally include a thumbnail image and metadata.
- Group administrators can be notified via email when a faxes needs approval.

Other User Enhancements

- FaxUtil, Web Client, and Print to Fax are available in Russian.



Compatibility

OpenText RightFax 10.6

- Increased support and integration with Microsoft® products. Customers can upgrade their systems to be assured that RightFax will maintain compatibility with:
 - Microsoft Exchange 2013 (RightFax also supports 2007 and 2010) to send and receive faxes through their email client
 - Microsoft Exchange Web Services 2010 and 2013
 - Microsoft SharePoint® 2013, including a new RightFax SharePoint App which makes integrating your RightFax Server with SharePoint easy (RightFax also supports 2007 and 2010)
 - Microsoft Office 2013 (RightFax also supports 2007 and 2010) to send faxes directly from Office applications
 - All editions of Windows Server® 2012, in addition to Windows® 2008 and Windows 2008 R2, providing administrators the flexibility to plan their RightFax and Server OS upgrades independently
- Updated Integrations include:
 - The RightFax SAP Connector is an SAP®-certified solution and RightFax 10.6 will support SAP versions ECC 6 EP4 and ECC 7
 - RightFax 10.6 supports the use of IBM® WebSphere® 7 and 7.5
 - Support for the newest Xerox®, HP®, and Konica Minolta Multi-Function Devices

OpenText RightFax 10.6 Feature Pack 1

- Increased support and integration with Microsoft products. Customers can upgrade their systems and be assured that RightFax will maintain compatibility with:
 - Windows 8.1
 - Windows Server 2012 R2
 - Windows Server 2012 & 2012 R2 Remote Desktop Services
 - Windows 2012 and 2012 R2 Failover Clustering

- RightFax is compatible with Citrix® XenServer® 6.2 to virtualize your RightFax environment allowing you to replace physical fax board hardware with SR140 or RightFax Connect and replace physical servers with virtualized Citrix instances
- RightFax is compatible with the latest versions of IBM Notes® and Domino® 9 server platform
- OpenText Fax Gateway firmware has been updated to the 6.6 version of the firmware
- RightFax supports Google® Chrome™ for the conversion of HTML documents

OpenText RightFax 10.6 Feature Pack 2

RightFax MFP Connector Enhancements

For added security and increased verification of fax number, MFP users can be required to enter the fax number twice and required to select recipients from the phonebook. These requirements can be enabled for Hewlett Packard®, Ricoh, and Xerox® MFP Connectors.

Enterprise-Grade

OpenText RightFax 10.6

- RightFax Collectives can support up to 12 RightFax servers to a single Shared Services Collective environment, which can now propagate settings to any or all other member nodes
- Easier rollout of RightFax installations to your client workstations by supporting Microsoft System Center Configuration Manager (SCCM)
- It's been a best practice for RightFax administrator's to set the RightFax services to automatically restart upon failure. The installation of RightFax 10.6 removes the need to manually perform this step as we now install our services to automatically restart in the event of a failure. This will minimize any potential downtime a RightFax Server might encounter, as the RightFax server will now "take care of itself" by automatically restarting stopped services thus fixing a problem before it affects production.
- RightFax 10.6 introduces an updated Web Based Administration client (WebEFM) that is functional on the following web browsers: IE®, Chrome, Safari®, and Firefox®
- RightFax is compatible with a new Dialogic SDK for interoperability for T.38 FoIP solutions

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- A new RightFax Web API SDK allows customers to develop an interface between their native application and RightFax. Developers can use RightFax Web API to integrate RightFax and RightFax Express with their systems. RightFax Web API makes it much easier to add faxing functionality to applications. With the RightFax Web API, developers can write code that can perform common functions such as:

- Send, receive, check status, route, forward, retry, and cancel faxes
- Retrieve fax pages in various formats
- Manage users and user settings
- Manage contacts and contact groups
- New WebClient improvements provide new features and functionality, including managing delegates and password reset feature
- A new paging feature within FaxUtil allows large enterprise users with high fax volumes to now see their most recent fax history without waiting for the entire fax list to load, increasing productivity in managing fax inboxes
- RightFax Connect improvements:
 - Performance: Fax throughput has increased for simultaneous fax transmissions to emulate the speed of SR140
 - Fax status improvements that include status improvements for multiple RightFax DocTransports to receive fax status from RightFax Connect and detailed fax failure reason in RightFax fax history via RightFax Connect transmissions
 - RightFax will retire failed faxes and will not continue to retry those transmissions which will never be successful

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RightFax Sync Module Enhancements

- Disabled users can be automatically moved into a RightFax group or deleted. When synchronized with Active Directory, administrators can choose to move users who are no longer active to a new group (such as a "No longer at the company" group) or delete them from RightFax.
- There is now a check box to import disabled users with an Exchange mailbox into RightFax.
- Users with changed Active Directory IDs can be updated automatically in RightFax.
- Prevent synchronization from creating duplicate user accounts.
- If a user is imported into RightFax via synchronization with Active Directory with a missing fax number, the administrator can choose to have that user receive the fax number of the default user account. Blank routing codes can be replaced with the default user's routing code.

RightFax Connect

- RightFax Connect works with a proxy server.

Compliance and Security

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- RightFax Encryption Module
 - A new licensed module which encrypts all fax images in the RightFax image directory, encrypted with TripleDES 192 bit security. Any and all authorized access is fully audited and tracked. Any and all unauthorized access is denied. Helps organizations achieve compliance with regulations such as PCI-DSS and HIPAA.

- RightFax Vault
 - A new module that provides scalable, efficient fax archiving, designed for RightFax, which allows customers to address compliance, security requirements with the ability to easily and securely retrieve sent or received faxes
- RightFax 10.6 is now fully compliant with Federal Information Processing Standards (FIPS)

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- RightFax Vault improvements: New archiving functions make it even easier to track the fax activities between RightFax and Alchemy, such as: archived information includes detailed fax history over the entire life of the fax, archived information includes forward history and more.
- RightFax Connect new site: A new data center site (Slough, UK) for in-geography processing to support customer data sovereignty requirements. This provides customers located in the European Union complete end to end processing of their RightFax messages via RightFax Connect—both inbound and outbound—through our UK data center. All fax messages are rendered, processed, and delivered through our UK node eliminating custom concerns about data leaving the European Union
- Tighter security means greater safety of information—SSL/HTTPS web connection is now supported for Web Client, Web EFM and Admin Dashboard

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- Increased Security for FaxUtil: Administrators can disable or hide the “Remember Password” function so that users are forced to log into FaxUtil with their password every time.
- Improved security for Web Client: The RightFax administrator can configure Web Client to end a user’s session when the browser closes. This will require users to log back into their RightFax Web Client account when a new session is opened for increased security and privacy.
- SSL connection to SQL: When coupled with the Encryption Module, which encrypts the fax images, the connection to SQL will also encrypt the fax transactional metadata.

Administration and Use

OpenText RightFax 10.6

- RightFax Admin Dashboard now has the ability to monitor an entire Shared Services collective and associated Remote DocTransports from one location. It also includes a history of channel utilization over time 24 hour and 30 day rolling view
- Admins using Microsoft System Center Operations Manager (MS SCOM) can easily integrate with RightFax Alerting and Monitoring for the purpose of monitoring the health of the RightFax server, which adds performance counters to RightFax Alerting and Monitoring

- New Enterprise Fax Reporter: reports that give admins the ability to pull a report on Fax Channel Utilization over time and by group to help identify channel saturation and bottlenecks
- RightFax 10.6 now fully supports Microsoft User Access Control (UAC)

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- New admin reports make it easier to evaluate and diagnose RightFax systems
- New RightFax Web Reporter: New web portal where users and admins with reporting permissions can run reports. Individual users can now run reports for their own usage, both inbound and outbound. Globalized to support nine foreign languages
- Improvements to make it easier to manage delegates and their permissions, including delegate groups and delegate templates
- New guides are available: Evaluation Guide for new administrators to help them set up the Evaluation version of RightFax and RightFax Database Schema Guide to help understand the RightFax database for troubleshooting and other key functions
- Updates for RightFax Collectives: Administrators can copy RightFax Server Module settings to other nodes within the collective which eliminates the need to set up each node individually and reduces the possibility for human error during setup and configuration
- Service Account Administration: Simplified service accounts so that administrators can enter one service account and optionally apply those settings to all of the services
- Customers who use or need to use post dial commands for their faxing environment with SR140 can now implement these in a FoIP environment

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Enterprise Fax Manager Enhancements

Enterprise Fax Manager (EFM) has several improvements in the new release.

- Managing permissions: Users can be either allowed or prevented from creating or editing phonebooks. Users can also be allowed or restricted from granting delegate access.
- Managing the RightFax server list: The RightFax server list can be arranged with drag-and-drop sorting, exported to multiple administrators, and imported by administrators for consistent server management across multiple locations.
- Administrators can include customized ISDN Calling Party information with SIP or H.323 FoIP calls.
- Fax database threads, a variable that is used to improve performance as a system scales, are managed automatically. RightFax will increase or decrease the number of threads needed for bandwidth automatically, which improves system responsiveness.
- In Enterprise Fax Manager, a new description field is available in user accounts where administrators can add notes regarding a user account

- Groups can have up to 9 alternate administrators. For large organizations, there may be a large number of administrators that handle a given group. The number of allowed RightFax administrators increases from one to up to 9 alternate administrators for a given group.

Other Administrative Enhancements

- New server list configuration: For enterprise clients with multiple RightFax servers, administrators can configure a drop-down list of available servers, from which users can choose to connect.
- New RightFax users or customers who migrate to RightFax 10.6 Feature Pack 2 from a previous version: RightFax 10.6 Feature Pack 2 can be installed on a clean system as a fresh install to immediately get an environment up to 10.6 Feature Pack 2, without first requiring interim upgrades. This does not apply to in-place upgrades to RightFax 10.6 Feature Pack 2.
- Archive options can be set at the user level. Archive settings for individual users (archive sent, received, forwarded, routed, deleted faxes) will supersede the group level archive settings.
- Call blocking supports multiple numbers. Numbers can be blocked by area code, country code, prefixes and other telephony codes in addition to specific line numbers.
- Admin can set up multiple auto-reply templates. Auto-replies can be set up for individual and unlimited fax numbers.
- FCL commands can control retries on a per-job basis. Users of the Integration Module can now control their retry count and retry interval on a per-job basis.
- Administrators can specify how to handle errors when faxing without Error Correction Mode.
- Changes to delegate settings are tracked in the Audit report.
- Administrators can set up a second image directory so that if the primary image directory is unavailable, RightFax will seamlessly continue to function.
- NT authentication is now available for the RightFax Web API SDK.

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