

RightFax 16.2

System Requirements

RightFax Application Servers

Hardware Requirements

Processor	3.6 GHz or higher Pentium IV-compatible CPU. 2 CPU Recommended. Both x86 and x64 architectures supported.
Memory	4 GB RAM or Greater
Hard Disk	10 GB free space. Installed programs require 1.2 GB*

**Hard disk minimum requirements do not include space for storage of document images. To calculate needed disk space, OpenText recommends using an estimate of 35kb per page.*

Additional Requirements for Physical Servers

- 2x 146 GB Hard Drives, Raid 1 (for better performance 3x 146GB, Raid 5) or greater.
- Server chassis must be able to accommodate a full-length, full-height PCI fax board unless otherwise noted.
- PCI, PCI-X, and PCI-Express expansion slots*

**Expansion slots are only required if your RightFax configuration will include Brooktrout TR1034 or TruFax fax boards. Additionally, RightFax 10.6 does not support the older Brooktrout TR114 Series fax boards.)*

Please provide your Advantage representative with your servers PCI slot/riser card configuration to make sure the correct board is shipped.



Additional Server Requirements

- Microsoft SQL Server
- Microsoft Messaging Queue (MSMQ) Server*
- Microsoft Primary Interoperability Assemblies 2005*
- Microsoft Visual C++ runtime components*
- Microsoft Internet Information Services (IIS) 7.5 or later
- Microsoft .NET 4.6 Framework*
- Microsoft Data Access Components*
- Microsoft Internet Explorer 11 or Microsoft Edge
- Microsoft Windows Installer 3.1*
- Crystal Reports 13.0 runtime* (used for FaxReporter)
- A Windows account to run RightFax services. The account you choose must be a member of the local administrators group and must have the right to logon as service on the local computer.

**Installed during RightFax setup*

Operating Systems

RightFax 16 Enhancement Pack 2 supports the following Microsoft Windows operating systems:

- Windows Server 2008 R2 Standard x64
- Windows Server 2008 R2 Enterprise x64
- Windows Server 2012 Standard x64
- Windows Server 2012 Datacenter x64
- Windows Server 2012 R2 Standard x64
- Windows Server 2012 R2 Datacenter x64
- Windows Server 2016 Standard x64
- Windows Server 2016 Datacenter x64

Virtualization Environments

RightFax 16 Enhancement Pack 2 supports the following virtualization environments:

- Microsoft Hyper-V
- VMware ESX 3.01. or later.
- VMware vSphere 4.0 and later (includes support for VMotion)
- Citrix Xen Server 6.2 or later



Windows Server Failover Clustering Services

- Microsoft Windows Server 2008 R2 Failover Clustering services are supported.
- Microsoft Windows Server 2012 and Windows Server 2012 R2 Failover Clustering services are supported.
- Microsoft Windows Server 2016 Failover Clustering

Fax Transmission

RightFax 16 Enhancement Pack 2 supports only the following technologies for transmitting and receiving faxes. Other board types or third-party board or SR140 emulation technologies are not supported.

- Dialogic Embedded SR140
- Dialogic Brooktrout TR 1034 series fax boards
- Dialogic Brooktrout TruFax (RoHS compliant) series fax boards
- RightFax Connect hybrid faxing with the cloud

RightFax Embedded SR140 and Dialogic Fax boards cannot run on the same RightFax DocTransport server.

Customers with legacy (pre-RightFax 10.0) SR140 software may continue to use that legacy software with RightFax 16 Enhancement Pack 2. If the customer adds any additional fax over IP channels to their RightFax 16 Enhancement Pack 2 system, OpenText will upgrade the legacy SR140 licenses to Embedded SR140 licenses at no charge.

Microsoft Office Document Conversion

RightFax 16 Enhancement Pack 2 server-side application requires Microsoft Office 2010 or 2013 and converts the following file formats:

- Microsoft Word 2000, 2003, 2007, 2010, and 2013
- Microsoft Excel 2000, 2003, 2007, 2010, and 2013
- Microsoft PowerPoint 2000, 2003, 2007, 2010, and 2013

Terminal Services

For remote access or terminal services, RightFax 16 Enhancement Pack 2 supports the following products:

- Windows 2016
- Windows 2012 R2
- Windows 2012
- Windows 2008 R2

- Citrix XenApp Client

RightFax Database Requirements

Microsoft SQL Server

RightFax 16 Enhancement Pack 2 supports the following Microsoft SQL Server products:

- Microsoft SQL Server 2016 Standard and Enterprise Editions
- Microsoft SQL Server 2014 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2012 R2 Standard and Enterprise Editions
- Microsoft SQL Server 2012 Standard and Enterprise Editions
- Microsoft SQL Server 2012 Express Edition
- Microsoft SQL Server 2008 R2 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2008 Express, Standard and Enterprise Editions

Note: OpenText follows the minimum hardware requirements specified by Microsoft. Customer implementations may require additional memory, disk space and processor resources beyond the minimum requirements specified by Microsoft.

RightFax Email Support

Microsoft Exchange

The RightFax Connector for Microsoft Exchange supports:

- Exchange Server 2016
- Exchange Server 2013
- Exchange Server 2010

RightFax 16 Enhancement Pack 2 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010 Unified Messaging server.

IBM Domino / Lotus Notes

RightFax 16 Enhancement Pack 2 supports:

- IBM Domino Server R9
- IBM Notes R9
- IBM Domino Server R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3
- IBM Notes R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3

IBM Lotus Domino Web Access (iNotes)

- Lotus Domino Web Access 9

Other Server Components

Microsoft Internet Information Services (IIS)

The following RightFax Web applications support Microsoft Internet Information Services (IIS) version 7.5 or later

- RightFax Certified Delivery (requires the RightFax SecureDocs Module)
- RightFax Web Admin
- RightFax Analytics
- RightFax Web Client
- RightFax SharePoint Web Service (requires SharePoint)
- RightFax Web Reporter
- RightFax Server Status Dashboard, a browser-based tool for viewing server statistic

Microsoft SharePoint Server

The RightFax Connector for Microsoft SharePoint supports:

- SharePoint 2016
- SharePoint 2013
- SharePoint 2010

RightFax Client Requirements

Client Operating Systems

RightFax 16 Enhancement Pack 2 client applications are supported on the following operating systems:

- Windows 10 x86 and x64
- Windows 8.1 x86 and x64
- Windows 8 x86 and x64
- Windows 7 x86 and x64
- Windows Vista Business, x86 and x64
- Windows Vista Enterprise, x86 and x64
- Windows Vista Ultimate, x86 and x64

Internet Browser Requirement

Internet Explorer 11 or Microsoft Edge is required for RightFax Web applications. See the Microsoft Internet Information Services (IIS) section below for more information.

The RightFax Web Client HTML-based browser client is supported for use with



additional web browsers, including Google Chrome, Mozilla Firefox and Apple Safari, running on Microsoft Windows or Apple OS operating systems.

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- Windows Vista Enterprise, x86 and x64
- Windows Vista Ultimate, x86 and x64

Microsoft Outlook

RightFax 16 Enhancement Pack 2 supports the following versions of Microsoft Outlook:

- Outlook 2016
- Outlook 2013
- Outlook 2010

RightFax and non-OpenText Cloud Services

OpenText does not recommend installations of non-OpenText cloud services with RightFax. OpenText cannot support third party cloud extensions to RightFax, or any issues arising from the use of such services. Further, the installation of third party components may interfere with the ability for OpenText to properly investigate and diagnose whether technical issues are with RightFax or other cloud service provider(s). Ultimately, your RightFax performance and reliability is at risk with third party additions. Customers who require secure, scalable and supported hybrid faxing solutions are encouraged to evaluate OpenText RightFax Connect, a proven, effective and fully supported cloud-based communication for RightFax servers.



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About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

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