

OPENTEXT

RIGHTFAX 20.2

SYSTEM REQUIREMENTS

This document contains the minimum and recommended system requirements to run RightFax version 20.2 on a server or network.

ECMsolutions

Ericssonstraat 2
5121 ML Rijen, Nederland

T. +31 88 004 99 00

E. info@ecmsolutions.nl

SUPPORTED MICROSOFT WINDOWS OPERATING SYSTEMS

RightFax 20.2 server software is supported on the following server operating systems:

- Windows Server 2019
- Windows Server 2016

HARDWARE

Consult the Microsoft documentation for the hardware requirements to run your selected operating system.

ADDITIONAL SERVER REQUIREMENTS

- Microsoft Internet Information Services (IIS) 10
- 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 log on as service on the local computer
- Reserved network ports
- Update for Universal C Runtime (CRT) in Windows
- To run Web Admin, the Remoting Service must be set to a domain account.

The following required components can be installed as part of the RightFax Setup::

- RightFax PostScript Printer Driver
- Microsoft Messaging Queue (MSMQ) Server
- Windows PowerShell 2.0
- Microsoft SQL Server
- Microsoft Primary Interoperability Assemblies 2005
- Microsoft Visual C++ runtime components
- Microsoft .NET 4.72 Framework
- Microsoft Data Access Components (MDAC)
- Microsoft Windows Installer 3.1
- Crystal Reports 13.0 runtime* (used for Fax Reporter and Enterprise Fax Manager)

To install RightFax, you must log on to the computer through Windows with an account that is a member of the domain and local administrators group.

MICROSOFT SQL REQUIREMENTS AND INFORMATION

RightFax uses SQL databases to store its data. The RightFax SQL databases can reside on your organization's SQL server, on the RightFax Server, or on SQL servers installed on virtual machines running in Microsoft Azure Infrastructure as a Service.

Het RightFax setup program will either:

- De RightFax-server verbinden met een bestaande SQL-server, of
- SQL Server 2017 Express installeren op de RightFax-server.

RightFax 20.2 supports the following Microsoft SQL Server products:

- SQL Server 2019 Express, Standard and Enterprise Editions
- SQL Server 2017 Express, Standard and Enterprise Editions
- SQL Server 2016 Express, Standard and Enterprise Editions

VIRTUALIZATION SUPPORT

RightFax 20.2 supports the following virtualization environments:

- Amazon Web Services (AWS)
- Microsoft Azure
- Microsoft Hyper-V
- Citrix Xen Server 6.2 or higher
- VMware ESX 3.01. or higher
- VMware vSphere 4.0 or higher
- VMWare vMotion

Virtual RightFax servers may not contain fax board hardware. Therefore, sending and receiving faxes must be achieved by either:

- Fax over IP (FoIP T.38 protocol) or Dialing rules that route faxes to and from a physical server containing one or more fax boards.
- If a virtual machine is configured to use device printers on the host machine, you must manually add print drivers either through the virtualization tools or EFM.
- Each RightFax server should be installed on a separate virtual machine.

For VMWare virtual machines, verify that:

- The VMWare tool ThinPrint has been disabled before you install RightFax client software on VMware virtual machines.
- The same time has been set on ESX host machine and the FaxServer virtual machine.

MICROSOFT INTERNET INFORMATION SERVICES (IIS)

The following RightFax Web applications support Microsoft Internet Information Services (IIS) version 10 or later:

- RightFax certified delivery (requires the RightFax SecureDocs-module)
- RightFax FaxUtil Web
- RightFax Web API (must be installed on the RightFax server)
- RightFax Admin
- RightFax SharePoint Web Service (requires SharePoint)
- RightFax Web Reporter

FAX TRANSMISSION

RightFax 20.2 supports only the following technologies for transmitting and receiving faxes:

- Dialogic Embedded SR140, T.38 protocol
- Dialogic Brooktrout TR 1034 serie faxboards
- Hybride Cloud Fax

MICROSOFT EXCHANGE

RightFax 20.2 Connector for Microsoft Exchange supports:

- Exchange server 2019
- Exchange Server 2016
- Exchange Server 2013
- Exchange Server 2010

MICROSOFT EXCHANGE WEB SERVICES

The RightFax EWS Connector supports:

- Exchange server 2019
- Exchange Server 2016
- Exchange Server 2013
- Exchange Server 2010 SP2 or later
- Microsoft Office 365

MICROSOFT OUTLOOK

RightFax 20.2 supports the following versions of Microsoft Outlook:

- Outlook 2019
- Outlook 2016
- Outlook 2013
- Outlook 2010

MICROSOFT SHAREPOINT SERVER

RightFax 20.2 Connector for Microsoft SharePoint supports:

- SharePoint 2013
- SharePoint 2010

IBM DOMINO

RightFax 20.2 supports:

- IBM Domino Server R8.5 or higher
- IBM Notes R8.5 or higher

SAP

RightFax 20.2 Connector for SAP supports:

- SAP ERP version 4.6.c
- SAP ERP version 4.7
- SAP ERP version 5.0
- SAP ERP version 6.0 and EHP4, EHP7, and EHP8 for version 6.0
- SAP ERP version 7.0
- S/4HANA release 1511

CLIENT OPERATING SYSTEMS

RightFax 20.2 client applications are supported on the operating systems:

- Windows 10
- Windows 8.1
- Windows 8

INTERNET BROWSERS

Minimum Internet Explorer 11 or Microsoft Edge is required for RightFax web applications. For more information see also the aforementioned Microsoft Internet Information Services (IIS).

The RightFax Web Client, an HTML-based browser fax client, is supported in addition to Internet Explorer 11 or Microsoft Edge for use with the web browsers, Google Chrome, Mozilla Firefox and Apple Safari, which run on Microsoft Windows or Apple OS operating systems.