



Recommended Server and Software for RightFax 10.6

RIGHTFAX APPLICATION SERVER HARDWARE REQUIREMENTS

- 2.6 GHz Xeon Processor or greater
(2 CPU recommended. Supports single and multiple CPU systems, also supports installations on 32-bit or 64-bit OS)
- Memory: 4GB RAM or greater
- Installed programs require 1.2 GB hard disk *
- NOTES FOR PHYSICAL SERVER:
 - * 2x 146 GB Hard Drives, Raid 1 (for better performance 3x 146GB, Raid 5) or greater.
 - + *Hard disk minimum requirements do not include space for storage of document images. To calculate needed disk space, we recommend using an estimate of 35kb per fax page.*
 - * 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
 - + *(Please note, 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 server's PCI slot/riser card configuration in order to make sure the correct board is shipped.*

Additional Server Requirements

- Microsoft SQL Server
- Microsoft Messaging Queue (MSMQ) Server*
- Reserve network ports
- Microsoft Primary Interoperability Assemblies 2005*
- Microsoft Visual C++ runtime components*
- Microsoft Internet Information Services (IIS) 6.0 SP2 or later
- IIS 6 Management Tools must be installed on Windows Server 2008 (for WebUtil)
- Microsoft .NET 4.5 Framework*
- Microsoft Data Access Components*
- Microsoft Internet Explorer 8 or later
- 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

SUPPORTED OPERATING SYSTEMS FOR THE RIGHTFAX APPLICATION SERVER(S)

SUPPORTED WINDOWS SERVER OPERATING SYSTEMS

Please contact your Advantage representative for more information on running RightFax in a virtual environment.

- | | |
|-----------------|--|
| ▪ 2008 – 32-bit | RightFax 9.4, 10.0 |
| ▪ 2008 – 64-bit | RightFax 10.5, 10.6 |
| ▪ 2008 R2 | RightFax 9.4, 10.0, 10.5, 10.6 (Standard, or Enterprise) |
| ▪ 2012 | RightFax 10.6 |
| ▪ 2012 R2 | RightFax 10.6 FP1 and later |

WINDOWS REMOTE DESKTOP SERVICES

For remote access or terminal services, RightFax 10.6 supports the following products:

- | | |
|-----------|-----------------------------|
| ▪ 2008 | RightFax 9.4, 10.0, 10.5 |
| ▪ 2008 R2 | RightFax 10.5, 10.6 |
| ▪ 2012 | RightFax 10.6 |
| ▪ 2012 R2 | RightFax 10.6 FP1 and later |



CITRIX XENAPP

- 5.0 RightFax 9.4, 10.0, 10.5, 10.6
- 6.0 RightFax 9.4, 10.0, 10.5, 10.6
- 6.5 RightFax 9.4, 10.0, 10.5, 10.6
- 7.5 Currently untested at this time.

WINDOWS CLUSTER SERVICES

- RightFax is supported for deployment in Microsoft Windows Server 2008 and later Failover Clustering configurations.

MICROSOFT SQL SERVER

Supported Versions of Microsoft SQL

Microsoft SQL Server is required to run RightFax. All RightFax software editions include a licensed copy of 2008 SQL Express. The SQL Express database will support approximately 1,000,000 fax records. Your Advantage Technologies engineer will make a recommendation whether or not SQL Express should be used based on your RightFax configuration and daily fax volumes.

RightFax uses a SQL database to store all data on faxes, users, dialing rules, and cover sheets. During Setup, you have the option to connect to an existing SQL Server, or install a new RightFax database which includes a new installation of SQL Server 2008 Express directly on the RightFax server. Following are the supported versions Microsoft SQL:

- Microsoft SQL Server 2014 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2012 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2008 R2 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2008 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2005 Express, Standard and Enterprise Editions

* *During Setup, you may connect to an existing SQL Server, or install a new RightFax database which installs SQL Server 2012 Express directly on the RightFax server. SQL Express is not recommended for larger RightFax deployments and cannot be used in a RightFax collective or shared environment.*

New Installation Permissions

During new server installations, setup will prompt for two SQL accounts. The first is used by Setup to execute SQL create statements during the creation of the RightFax database. This account is required only for Setup and is neither saved nor used by RightFax. The SQL permissions required for this account are provided here:

- Create database
- Create table
- Create procedure
- Create view
- Create rule
- Create default

Windows authentication can be used or a local SQL account for the installation of RightFax. RightFax currently supports Microsoft SQL in the following version – 2005 and 2008, 2008R2 and 2012. All editions are supported – Express, Standard, and Enterprise, 32-bit and 64-bit.

SQL Server Hardware

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.

VIRTUALIZATION SUPPORT FOR RIGHTFAX

RightFax 10.6 server software is supported in the following virtual environments:

- Microsoft Hyper-V (includes support for Live Migration)
- VMware ESX 3.01. or later
- VMware vSphere 4.0 and later (includes support for vMotion)



RIGHTFAX REMOTE DOCTRANSPORT OPERATING SYSTEM AND SERVER HARDWARE

- Any Intel server running a Windows Server 2008/2012 64-bit OS
 - * RightFax 10.6FP1SR2 and higher support Server 2012R2
- PCI, PCI-X, or PCIe expansion slot to support the specific fax board being used in the system configuration
- Customers can also use virtual machines for RightFax Remote DocTransport servers when using the Brooktrout SR140 or the RightFax IP-Enabled Fax Channel Licenses.

CLIENTS SUPPORTED OPERATING SYSTEMS AND SOFTWARE *

RightFax FaxUtil Legacy Support *RightFax 10.6 servers are compatible with RightFax FaxUtil client software versions 9.4 or later for basic functionality.* Full interoperability only works between:

- 9.4 and 10.0, bidirectionally, client and server
- 10.5 and 10.6, bidirectionally, client and server

OPERATING SYSTEM

- | | |
|-------------|------------------------------------|
| Windows 7 | RightFax 9.4 FP1, 10.0, 10.5, 10.6 |
| Windows 8 | RightFax 10.5 FP1, 10.6 |
| Windows 8.1 | RightFax 10.6 FP1 |
| Windows 10 | RightFax 10.6 FP2 SR2 |

INTERNET BROWSER

The following RightFax Web applications support Microsoft Internet Information Services (IIS) version 8.0 or later:

- RightFax Certified Delivery (requires the RightFax SecureDocs Module)
- RightFax SOAP Server (requires SOAP client)
- RightFax Web Access (WebUtil) Internet Explorer 8 or later 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, WEBEFM, and RightFax Dashboard 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.

Internet Explorer

- | | |
|------|--|
| 8.0 | RightFax 9.4, 10.0, 10.5, 10.6 |
| 9.0 | RightFax 10.0, 10.5, 10.6 (For WebUtil, WebEFM, and Dashboard [WebAPPS]
+ Compatibility View is required for moving columns.) |
| 10.0 | RightFax 10.6 (WebClient only) |
| 11.0 | RightFax 10, 10.5, 10.6 (Webclient only) |

Firefox, Chrome and Safari

- Webclient only

SUPPORTED EMAIL SYSTEMS & EMAIL CLIENTS

RightFax Business Edition and Enterprise Edition include the RightFax Secure SMTP Email Gateway. This email gateway is typically used for outbound fax delivery notification, routing of inbound faxes to email, and integration with hosted mail systems like Office365, Hosted Exchange and Google Mail. Customers interested in advanced email integration features will need to purchase either the RightFax Connector for Microsoft Exchange or the RightFax IBM Lotus Notes Modules.



MICROSOFT EXCHANGE

For integration with Microsoft Exchange via the RightFax Exchange connector, RightFax supports the following versions of Exchange.

- Office 365 (EWS Connector only)
- Exchange Server 2013
- Exchange Server 2010
- Exchange Server 2007
- RightFax 10.6 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010/2013 Unified Messaging server.

MICROSOFT OUTLOOK

- Outlook 2013
- Outlook 2010
- Outlook 2007

IBM LOTUS NOTES

Notes Client, Domino Server and iNotes Web Access

- Lotus Domino Server R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3.
- Lotus 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 8

SHAREPOINT SERVER

The RightFax Connector for Microsoft SharePoint (optional module) supports:

- SharePoint 2013
- SharePoint 2010
- SharePoint 2007 x64 only

DOCUMENT CONVERSION

RightFax 10.6 server-side application conversion supports:

- Microsoft Word 2010 and 2013
- Microsoft Excel 2010 and 2013
- Microsoft PowerPoint 2010 and 2013

To enable the RightFax server to perform Server-Side Application conversion, install the applications on the RightFax server and any computers running remote WorkServers you want to use for SSA.

The version of Microsoft Office installed on the Fax Server or WorkServers must be able to open the document versions that are submitted by client computers.

ADDITIONAL REQUIREMENTS FOR RIGHTFAX IN A SHARED SERVICE CONFIGURATION (COLLECTIVE)

If you are planning to run multiple RightFax systems in a Shared Services configuration or what we call a "RightFax Collective"; it is required that all RightFax servers can read and write to the same image directory location. *We do not recommend sharing the image directory off one RightFax server to the other. In this type of configuration, if the RightFax node that is hosting the image store is down, the other nodes of the shared environment or collective will not be able to write images and therefore will be considered off line.*

Information for customers planning to use a SAN (Storage Area Network) for the RightFax image storage in a shared services configuration (collective). The key to a successful RightFax collective deployment when using a SAN for fax image storage is to make



sure all "members" of the collective have the ability to read and write to the same storage partition concurrently. The only way to accomplish this with a SAN is to either host the SAN on one of the collective members (not recommended), then share the required folders so both members can read and write to them or host the SAN on a third server or in a cluster. We recommend cluster so there is no single point of failure.

We recommend the SQL Server be hosted on a separate server/virtual host or cluster so the SQL database is available to all RightFax application server nodes in the shared environment or collective; regardless of what RightFax nodes are working or off-line/down.

We recommend using a central MSMQ. Currently the only way to configure MSMQ for HA (High Availability) is to use MS Clustering Services.

RightFax Antivirus

Application Exclusions

RightFax Program Files - Directories

- %Installation Path%\RightFax – and all subdirectories
- All paths found in RightFax Server Module -> Data Sharing Tab
- Product Connectors - <%Installation Path% on host machines. Please contact support for more info>

RightFax Program Files - Executables

\RightFax\Bin	Faxserv.exe, Faxdb.exe, Porthand.exe, Pagesrv.exe, Faxrpc.exe, RightFax.API.Remoting.Service.exe
\RightFax\Autoreply\	AutoReply.exe
\RightFax\Shared Files\	Dbpurge.exe
\RightFax\Database\	Orphan.exe
\RightFax\capasync\	Capasync.exe
\RightFax\Client\	EFM.exe, Fuw32.exe, faxctrl.exe
\RightFax\Doctransport\	Doctransport.exe
\RightFax\Doctransport\Brooktrout\	Bostsrv.exe, Configtool.exe, Btver.exe, Flash.exe, Install.exe, 'Installx64.exe, odinfo.exe, Vtty_tracer.exe, Boardsrv.exe
\RightFax\SAP\	SAPGate.exe
\RightFax\worksrv\	RFIsoConv.exe, Worksrv.exe, WSoleHTML.exe, WSoleWord.exe
\RightFax\Gateway\	exchGateway.exe, notesgateway.exe, smtpgateway.exe, wpogateway.exe
Microsoft Office (office conversions) & Adobe Acrobat (pdf conversions)	Winword.exe, Excel.exe, Powerpnt.exe, acroord.exe/acroord32.exe

Operating System Exclusions

Print Spooler

- Default Location - %SystemRoot%\SYSTEM32\SPOOL\PRINTERS

MSMQ

- Default Location - %windir%\system32\msmq\storage

Service Account Profile

- %windir%\system32\config\systemprofile\desktop – if this location does not exist, create
- %windir%\SysWOW64\config\systemprofile\desktop – if this location does not exist, create %Local Settings%\temp\



Best Practices for Antivirus Exclusion in Windows Server

- See <http://support.microsoft.com/kb/822158>

Communication and Load Balancer Port Exclusions and Mappings

RightFax Applications (Firewall Exclusions and Load Balancer Ports):

Please note these exclusions and mappings are for network ports *hosted by RightFax*. The assumption is no outbound ports will be blocked for communication to other hosts. Documentation and instruction on configuring strict firewall controls may require Professional Services.

Required Ports (Firewall and/or Load Balancer):

- Server Module (client access): TCP/10520-10521
- Web Apps (WebClient, WebUtil): TCP/80, TCP/443 (for https)
- SMB: TCP/445

Required Firewall-only Ports:

- Remoting: TCP/36363, TCP/34987-34988
- SR140/OEM Channel Application: ...\\RightFax\\DocTransport\\Brooktrout\\bostsrv.exe

Optional Ports (Firewall and/or Load Balancer):

- EDC/SMTP MFP Connector: TCP/25
- LPD Print Services: TCP/515

Optional Firewall-only Ports:

- Remote DocTransport: TCP/10062

ABOUT ADVANTAGE TECHNOLOGIES, INC.

Advantage Technologies, Inc. is one of the country's leading integrators of RightFax and automated electronic document delivery solutions. The company is an OpenText Authorized Service Provider (ASP) Platinum Partner, winning numerous partner of the year awards. For over 15 years, we've been working with organizations of all sizes to help determine their requirements for implementing, configuring, and supporting the RightFax product. All of our engineers and consultants are certified on the entire RightFax suite of products. For more information on the RightFax fax server and electronic document delivery solutions, please contact Advantage Technologies at toll free **1-866-730-1700** or via email at info@atechnologies.com.