OPENTEXT™

OpenText RightFax: What's New?

OpenText RightFax 10.6 and RightFax 10.6 Feature Pack 1

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 and RightFax 10.6 Feature Pack 1 – include many new improvements to the features, functionality and improvements to the market-leading fax server software.

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.

Compatibility

Compliance and Security

Enterprise-Grade

Administration and Use

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*

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

A+ 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

OpenText RightFax 10.6 Feature Pack 1

- 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

📷 Compliance and Security

OpenText RightFax 10.6

- 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

📄 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

About Advantage Technologies

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for close to 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, 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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