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ECMsolutions

System Requirements RightFax 16.4

Version: JW101018

OpenText RightFax 16.4 System Requirements

Supported Microsoft Windows operating systems

RightFax 16.4 server software is supported on the following server operating systems:

- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012

Hardware

Minimum hardware requirements

- Computer/Processor: 2.6 GHz or higher Pentium IV-compatible CPU
- Memory: 1 GB RAM
- Hard drive: 10 GB free space. Important: Installed programs requires 1.2 GB*
- CPU support: Single and dual CPU systems
- Display: SVGA or higher resolution monitor running at a resolution of 800×600 or higher
- Keyboard and mouse: Required

Recommended hardware requirements

- Computer/Processor: 3.6 GHz or higher Pentium IV-compatible CPU
- Memory: 2 GB RAM
- Hard drive: 10 GB free space. Important: Installed programs requires 1.2 GB*
- CPU: Dual CPU system
- Display: SVGA or higher resolution monitor running at a resolution of 1024×768 or higher
- Keyboard and mouse: Required

**Important: This does not include space for storing document images. To calculate disk space, estimate 35kb per document page.*

Additional server requirements

- Microsoft Internet Information Services (IIS) 6.0 SP2 or later
- 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 Primary Interoperability Assemblies 2005
- Microsoft Visual C++ runtime components
- Microsoft .NET 4.6.x Framework
- Microsoft Data Access Components (MDAC)
- Microsoft Windows Installer 3.1
- Crystal Reports 13.0 runtime (used for FaxReporter and Enterprise Fax Manager)

To install RightFax, you must log on to the computer using a Windows 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.

The RightFax Setup program will either:

- Connect the RightFax server to an existing SQL server, or
- Install SQL Server Express (SQL Server 2014 SP2 Express) on the RightFax server.

The following versions of Microsoft SQL server are supported:

- SQL Server 2016 Express, Standard en Enterprise Editions
- SQL Server 2014 Express, Standard en Enterprise Editions
- SQL Server 2012 R2 Express, Standard en Enterprise Editions
- SQL Server 2012 Express, Standard en Enterprise Editions

Virtualization support

RightFax 16.4 server software is supported in the following virtualization environments:

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

Fax Transmission

RightFax 16.4 supports only the following technologies for transmitting and receiving faxes:

- Dialogic Embedded SR140, T.38
- Dialogic Brooktrout TR 1034 series fax boards
- Dialogic Brooktrout TruFax (RoHS compliant) series fax boards
- RightFax Hybride cloud Fax

Microsoft Exchange

RightFax 16.4 Connector for Microsoft Exchange supports:

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

Microsoft Outlook

RightFax 16.4 supports the following versions of Microsoft Outlook:

- Outlook 2016
- Outlook 2013
- Outlook 2010

Microsoft SharePoint Server

RightFax 16.4 Connector for Microsoft SharePoint supports:

- SharePoint 2016
- SharePoint 2013
- SharePoint 2010

Microsoft Office Document Conversion

RightFax 16.4 server-side application requires Microsoft Office 2010 or 2013 and converts the following file formats:

- Microsoft Word 2000, 2003, 2007, 2010, 2013 and 2016
- Microsoft Excel 2000, 2003, 2007, 2010, 013 and 2016
- Microsoft PowerPoint 2000, 2003, 2007, 2010, 2013 and 2016

IBM Domino

RightFax 16.4 supports:

- IBM Domino Server R9.01, R9, R8, R8.5, R8.5.1, R8.5.2 and R8.5.3
- IBM Notes R9.01, R9, R8, R8.5, R8.5.1, R8.5.2 and R8.5.3
- Lotus Domino Web Access 9 (iNotes)

SAP

RightFax 16.4 Connector for SAP supports:

- SAP version 4.6.c, 4.7
- ECC version 5.0, 6.0 EP4, 7
- EHP7 and EHP8 for SAP ERP 6.0
- S/4HANA

Client Operating Systems

RightFax 16.4 client applications are supported on the following operating systems:

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7

Internet Browsers

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.