

RightFax 9.3 Feature/Service Pack 2 Service Release 3 Readme

This readme file provides late-breaking or other information that supplements the RightFax documentation. Service Releases (formerly RightFax Hotfixes) are the means by which RightFax product updates are distributed from the Captaris Web site. A Service Release may contain updates for system reliability, program compatibility, performance improvements, and more. Each Service Release contains new fixes plus all the fixes from previous Service Releases.

By the time you receive this software, updates to other RightFax software may be available. To obtain updates, go to <http://www.captaris.com/support/downloads/rightfax/93/index.html>.

IMPORTANT: Before installing any updates, you must back up the entire \RightFax directory structure, the fax board directory (usually the \RFBoard folder), and the SQL database for RightFax. To ensure that all necessary files are properly backed up, stop all RightFax services and close all RightFax applications before beginning the backup process.

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What is Included in this Service Release?

Service Release 3 for RightFax version 9.3 adds new features and contains numerous updates to the core server components, fax board drivers, and RightFax clients. See a complete list of new updates [here](#). Service Release 3 will update both North American and International versions of RightFax.

WARNING: Applying Service Release 3 will overwrite all files updated by the Service Release, regardless of the dates and version numbers of those same files already installed on your server. Verify a functional backup before continuing.

Enhancements and New Features

Listed below are the enhancements and new features introduced to RightFax 9.3 FP2 with the addition of Service Release 3.

- **Additional fax board support.** The addition of Service Release 3 extends Cantata/Brooktrout fax board support. A list of these new boards is provided below. For a complete list of RightFax supported fax boards, see the RightFax Fax Board Guide located in the \RightFax\Docs folder on the RightFax server or online at the Captaris RightFax documentation page at <http://www.captaris.com/support/documentation/rightfax/index.html>.

Analog Boards

TR1034+E2-L (half-sized)
TR1034+E2-C
TR1034+E4-C
TR1034+E2-D
TR1034+E4-D

Download Service Release 3

From the RightFax server, download the **RightFax 9.3 Service Release 3** update for North American or International servers and clients from: <http://www.captaris.com/support/downloads/rightfax/93/index.html>

Pre-installation Steps and Information

Installation Requirements

- All Service Release 3 installations require an existing the installation of [RightFax 9.3 Feature/Service Pack 2](#). Verify that Feature/Service Pack 2 is installed on the computer you plan to install Service Release 3 on.

Special Midas Rich Text C++ API Instructions

The instructions below assume you have a fully licensed version of the Midas Rich Text C++ API and have integrated it with RightFax. Before attempting these steps, verify the presence of the files **midisv.dll** and **midisv.lic** in the \RightFax\Gateway directory on the RightFax server. If these files are not found, you are not using the Midas Rich Text C++ API and thus do not need to apply these steps. For more information about the Midas Rich Text C++ API see [Configuring RightFax 9.3 for Midas C++ API](#) or visit the Midas website at <http://www.geniisoftware.com/showcase.nsf/MidasAgree>.

1. Log on to the RightFax server as an Administrator.
2. Stop the RightFax email gateway.
3. Create a back up copy of the **midisv.dll** and **notessgateway.exe** files located in the \RightFax\Gateway folder.
4. Remove the **midisv.dll** file from the \RightFax\Gateway folder.
5. Download the latest version of the midisv.dll file at <http://www.geniisoft.com/showcase.nsf/MidasAction?OpenAgent&RetrieveDownload=MA60v370rf.zip&DownloadID=MA60v370rf.zip>.
6. Copy the latest version of midisv.dll to the \RightFax\Gateway folder.
7. Restart the RightFax email gateway.

Using DOC Coversheets with Word 2007

Follow the steps below if your organization uses .DOC coversheets and has installed Word 2007 on the RightFax server. These steps can be performed before or after the installation of Service Release 3.

1. Log on to the RightFax server with an Administrator account.
2. Open Windows Explorer and browse to the \RightFax\FCS\Doc folder.
3. Open the FCS.doc file.
4. Click the **Close** button at the **Show Repairs** window.
5. Save and close FCS.doc.
6. Repeat these steps for all .DOC coversheets.

Disable all Internet Explorer pop-up blockers

The use of Internet Explorer pop-up blockers limits the functionality of RightFax Web Access clients. Disable all pop-up blockers on all clients to ensure full Web Access functionality. This step can be performed before or after the installation of Service Release 3.

Uninstalling the RightFax Connector for Exchange 2000/2003 Servers

If you uninstall the RightFax Connector for Exchange 2000/2003 servers at any point after installing Service Release 3, a reboot of the Exchange Server for which you have uninstalled the connector from is required.

Applying Service Release 3 to RightFax Servers

Apply this update to all version **9.3 RightFax servers** before installing on RightFax remote servers.

WARNING: Before applying this update, if you have one or more Brooktrout TR1034 fax boards installed, you must confirm that the file *btcall.cfg* in the \RightFax\DocTransport\Brooktrout folder is not set to read-only. If it is, remove the read-only attribute from this file prior to applying Service Release 3. Installing Service Release 3 with this file set to read-only will fail to properly update the file and in the process will render the fax boards inoperable.

NOTE: Modifying a post Feature/Service Pack 2 installation of RightFax via the RightFax CD or by using the Windows add/remove programs Control Panel will require a reinstall of Feature/Service Pack 2 and Service Release 3.

Service Release 3 setup options

The installation of Service Release 3 for RightFax 9.3 can be customized by using the setup switches below. To use these switches you must run the **RightFax932_SR3.exe** file from a command line followed by the switches of your choosing. For example, to install the Service Release with no user interaction and to automatically shutdown all local RightFax services, you would run the following command from the folder that contains the **RightFax932_SR3.exe** file (C:\RightFaxServiceRelease in this example).

```
C:\RightFaxServiceRelease\RightFax932_SR3.exe /quiet /shutdown
```

Setup switches available in Service Release 3

/quiet Runs setup silently with no GUI.

/repair Forces a reinstall over the same Service Release version.

/passive Run with no interactive GUI. Error or warning messages will be displayed.

/shutdown Shuts down services during a passive or quiet install.

/norestart Use this option if restarting services and processes during the install is undesirable.

/extract="<folder>" Use this option to extract the Service Release folders and files to a specific folder. A log file called *ExtractingFiles_<date_time>.log*, will also be created here.

/clientinstall="<clientInstallDir>" Applies the Service Release to a path containing the RightFax client installation source. See [Applying Service Release 3 to Client Computers](#) for more information about this setup option.

Installing Service Release 3

Follow the steps below to install Service Release 3. These steps do not use any of the setup options listed above.

NOTE: To install the Service Release in a RightFax environment that uses Windows (NT) Authentication for the RightFax database, you must login to the fax server with a Windows account that is a member of RightFax database **sysadmin** roles. Verify this requirement with the SQL Administrator before continuing.

1. If you have not already done so, back up the entire \RightFax directory structure, the fax board directory (usually the \RFBoard folder), and the SQL database for RightFax. To ensure that all necessary files are properly backed up, stop all RightFax services before beginning the backup process.
2. Log on to the RightFax server as an Administrator.
3. Double-click **RightFax932_SR3.exe**. The RightFax 9.3 Service Release 3 Installer opens.

4. Click the **Start** button to begin the Captaris Update Wizard.
5. If you have backed up your RightFax installation, place a checkmark in the box next to the text that reads *'I have backed up my RightFax Installation'*. Click **Next** to continue.
6. All remote RightFax services must be shutdown. If your environment uses remote RightFax servers (e.g. – Remote Board Servers, remote WorkServers, remote E-mail Gateways, remote IIS servers, and servers within a RightFax collective), you must manually shutdown all RightFax services associated with these servers. If you have shutdown all remote RightFax services, or do not use remote RightFax servers, place a checkmark in the box next to the text that reads *'All remote RightFax services have been manually shutdown'*. Click **Next** to continue.
7. The Captaris Update Wizard will scan your local RightFax server for RightFax services that are running and open applications. If RightFax services are running or if you have a RightFax application open, you must click the **Shutdown** button to stop all RightFax services and close RightFax applications. Click **Next** to begin the installation.
8. Click **Close** to complete the installation.
9. Repeat these steps on all remote RightFax servers. These will include:
 10. Remote Board Servers
 11. Remote WorkServers
 12. Remote E-mail Gateways
 13. Exchange 2000 or 2003 servers that have the RightFax Connector for Exchange installed
 14. Remote IIS servers with RightFax web-based applications installed
 15. All servers that share a RightFax database

To Install Service Release 3 on a RightFax 9.3 Cluster

1. Stop all RightFax services on all remote RightFax servers.
2. If you have not already done so, back up the entire \RightFax directory structure and the SQL database for RightFax.
3. On the primary node, run **Cluster Administrator** and take all the RightFax resources off-line. However, do not take the RightFax file share or the entire RightFax group off-line.
4. Double-click **RightFax932_SR3.exe**. The Captaris Update Wizard opens.
5. Click the **Start** button to begin the Captaris Update Wizard.
6. If you have backed up your RightFax installation, place a checkmark in the box next to the text that reads *'I have backed up my RightFax Installation'*. Click **Next** to continue.
7. Shutdown all RightFax services on Remote Board Servers, and if necessary: Remote WorkServers; Remote E-mail Gateways; Remote IIS servers; and servers within a RightFax collective. If you have shutdown all remote RightFax services, or do not use remote RightFax servers (all clusters use Remote Board Servers), place a checkmark in the box next to the text that reads *'All remote RightFax services have been manually shutdown'*. Click **Next** to continue.
8. Verify that the RightFax resources have been shutdown and that you are installing this update on the active node. At the **Special Cluster Requirements** screen, place checkmarks into the boxes confirming that you have shutdown the RightFax resources and are installing on the active node. Click **Next** to continue.
9. The Captaris Update Wizard will scan your local RightFax server for running RightFax services

(cluster resources) and open applications. All services should be shutdown using Cluster Administrator, and not the update wizard. If the Captaris Update Wizard displays running services, you must shutdown the RightFax services using Cluster Administrator. Failing to shutdown RightFax services with Cluster Administrator will result in a cluster fail-over. After shutting down the RightFax services, click the rescan button. The Captaris Update Wizard should now list no running services or open application. Click **Next** to begin the installation.

10. Click **Close** to complete the installation.
11. Using Cluster Administrator, move the RightFax share to the secondary node.
12. Complete steps 4-9 on the secondary node,
13. Bring the RightFax resources back on-line.

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Applying Service Release 3 to Client Computers

Service Release 3 for client computers is an update to RightFax client applications. These clients include: FaxUtil; RightFax Fax Printer and Tray Icon (FaxCtrl); Soap Clients; and Enterprise Fax Manager. These clients may be updated by completing a local installation on each client workstation or by updating the client installation source files to this Service Release version, followed by a global reinstall of the RightFax clients.

The instructions under the large-scale deployment section assume you have created a client installation source on a network file share. After updating the installation source you must then re-distribute the client software by using the built-in installation functionality of RightFax and third-party automated distribution software (such as Group Policy).

NOTE: *Modifying a post Feature/Service Pack 2 installation of RightFax via the RightFax CD or by using the Windows add/remove programs Control Panel will require a reinstall of Feature/Service Pack 2 and Service Release 3.*

Small-scale Update

This section outlines the steps needed to update RightFax clients on a small-scale.

1. Login to the client workstation as an Administrator
2. Double-click the RightFax 9.3 Service Release 3 installer (**RightFax932_SR3.exe**).
3. Click the **Start** button to begin the Captaris Update Wizard.
4. The Captaris Update Wizard will scan your RightFax client workstation for running RightFax applications. If you have a RightFax application open, you must click the **Shutdown** button to close all RightFax applications. Click **Next** to begin the installation.
5. Click **Close** to complete the installation.

Large-scale Deployment

This section outlines the steps needed to update RightFax clients on a large-scale.

1. Copy or download the RightFax 9.3 Service Release 3 installer (**RightFax932_SR3.exe**) to the location that contains the 9.3 client installation source folder.
2. Open command prompt and change to the directory that contains the Service Release 3 installer.
3. Type the following command and press **Enter**: *RightFax932_SR3.exe /clientinstall="<client folder>"* - where "*<client folder>*" represents the folder containing the client installation source files. Be sure to include quotes around the client installation source folder.
For example, to update a RightFax client installation source folder that resides at C:\RightFax, the command would be:

RightFax932_SR3.exe /clientinstall="C:\RightFax"

4. Open installation source folder and **double-click** the file Setup.ini
5. Look for the entry *ProductVersion=<version>* Change this value to *ProductVersion=9.3.2.200*.
6. Look for the entry *'CmdLine='*. After the equals '=' sign, enter the install parameters relevant to your environment. Below is an example of a 'CmdLine=' entry for an environment that wishes to install the client package silently and include FaxUtil, the Outlook Advanced form, and the RightFax Fax Printer. A full list of install parameters can be found in the [RightFax Installation Guide](#).

Example for existing 9.3 installations:

Below is an example of a 'CmdLine=' entry for an environment that wishes to install the client package silently and reinstall all currently installed client applications with Service Release 3 applied.

```
CmdLine=/qn REINSTALL=ALL REINSTALLMODE=vamus ALLUSERS=1
REBOOT=REALLYSUPPRESS /! *v "%TEMP%\RightFax Client Install.log"
```

Example for new client installations:

Below is an example of a 'CmdLine=' entry for an environment that wishes to install the client package silently and include FaxUtil, the Outlook Advanced form.

```
CmdLine qn SERIALNUM=<serialnum> INSTALL_FAXUTIL=TRUE INSTALL_FAXCTRL=TRUE
INSTALL_OUTLOOK=TRUE INSTALLDIR=C:\Progra~1\RightFax\ ALLUSERS=1
RFSERVERNAME=<servername> REBOOT=REALLYSUPPRESS /! *v "%TEMP%\RightFax Client
Install.log"
```

7. Once the install parameters are entered, **save** and **close** the Setup.ini file.
8. If you are installing new fax clients, you may now redistribute the client software using automated distribution software.
9. If you are upgrading existing clients, you must execute the Windows Installer using the setup options shown below. Executing the Windows installer can be done manually at a command prompt or by an automated process that calls the Windows installer. Regardless of your method, the setup options must include the /fvomus switch followed by the path to the RightFax client installer file (RightFax Client Applications.msi).

msiexec /fvamus \\share\RightF~1.msi

Configuring RightFax 9.3 for Midas C++ API

The Midas C++ API by Genii Software extends the functionality of Lotus script and assists in the conversion and rendering of Lotus generated forms. Steps to implement the Midas engine include purchasing and installing the Midas Rich Text C++ API and adding a new RightFax Lotus Notes e-mail gateway.

An evaluation license of the Midas C++ API is also available at the Midas website. For more information visit: <http://www.GeniiSoft.com/showcase.nsf/MidasCPPEvalRequest>

Requirements

- RightFax 9.3 Service Release 3 or greater
- Installed licensed version of the Midas Rich Text C++ API

Install Midas C++ API

These instructions assume you have purchased, licensed, and added the Midas Rich Text C++ API to the RightFax server. Before attempting the steps below, verify the presence of the files **midisv.dll** and **midisv.lic** in the \RightFax\Gateway directory. If these files are not found, you must contact Genii software to purchase the Midas Rich Text C++ API. More information can be found at the Midas website at <http://www.geniisoftware.com/showcase.nsf/MidasAgree>.

Follow the steps below to configure the RightFax Lotus Notes e-mail gateway for use with Midas C++ API.

1. Log on to the RightFax server as an **Administrator**.
2. **Stop** the RightFax E-mail Gateway module.
3. Log on to the EFMSync database using a Lotus client.
4. Open the gateway document and change the Notes Form Export Method to **Notes Native Export**. This option is found under **Send Outbound Faxes** section
5. **Save** and **close** the gateway document.
6. **Restart** the RightFax E-mail Gateway module.

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Software Fixes in RightFax 9.3 Feature/Service Pack 2 Service Release 3

Captaris Tracking Number	Module	Problem	Solution

60534	API	Faxes fail to expire when using the IExpiresIn function.	Corrected. Faxes now expire when using the IExpiresIn function.
62621	Brooktrout Fax Boards	Brooktrout 1034 fax boards that are feature locked to v.17 fail to send and receive faxes after installing Feature Pack 2.	Corrected. Faxes send and receive as expected.
60615	Database Module	A memory leak occurs when the Database Module loses SQL connectivity.	Corrected. Problem no longer occurs.
61611	Database Module	Only the first 20 users as shown in Enterprise Fax Manager can be selected using the DBPurge utility.	Corrected. All users are shown and can be selected.
62195	Database Module	The RightFax Remoting service fails to clear statistic data from the dbo.statvalues table.	Corrected. Statistic data is now purged.
61723	DocTransport Module	DocTransport generates event log errors when RightFax has over 20 dialing rules and is configured to use a SQL server.	Corrected. Errors no longer occur.
61784	DocTransport Module	DocTransport generates an erroneous timeout causing dead air on inbound calls.	Corrected. Problem no longer occurs.
61933	DocTransport Module	Brooktrout fax boards permit 911 calls.	Corrected. 911 calls are blocked.
61915	External Document Connector	Applying Feature/Service Pack 2 causes .JOB files to contain incorrect JobTime values.	Corrected. Problem no longer occurs.
61728	Enterprise Fax Manager	Saving a dialing rule on a Remote BoardServer reports and error (2) in transacting named pipe in the Windows > Event Viewer > Application log.	Corrected. Problem no longer occurs.
61930	Enterprise Fax Manager	Removing a value from a destination table in Enterprise Fax Manager removes the same value from all other destination tables.	Corrected. Problem no longer occurs.
60106	Exchange 2000/2003 Connector	All inbound messages and notifications are discarded if the 'Administrator' account is not valid.	Page 17 of the Exchange Module Guide now documents this requirement.
62554	Exchange 2000/2003 Connector	Partial faxes may become stuck in the MTS-IN queue when the Connector automatically stops and restarts to avoid server limits.	Corrected. Faxes process as expected.

61806	FaxUtil	FaxUtil and FaxCtrl.exe generate exception errors and terminate when addressing a fax from a MAPI personal address book.	Corrected. Problem no longer occurs.
62318	FaxUtil	Faxes routed to a network directory show an erroneous time information in the fax history page.	Corrected. Faxes routed to a network directory now have an accurate timestamp.
61742	Integration Module	Faxes fail to send via the XML/Java API after applying Feature/Service Pack 2.	Corrected. Faxes send as expected.
61398	Server Module	Using the Server Module to change the "Record DNIS Information" field from Fax DID to Billing Code 1 does not populate fax history > Billing Code 1 field with DNIS information.	Corrected. DNIS information records as expected.
61830	Server Module	Automated database maintenance cannot be disabled.	Corrected. Automated database maintenance can be disabled as expected.
61866	Server Module	Faxes with a status of "Problem Scheduling" do not generate "Error Encountered" notifications.	Corrected. Notifications are generated as expected.
61885	Server Module	Times specified on the Forced Scheduling option in the Enterprise Fax Manager > Groups configuration are not converted from GMT time.	Corrected. Time is converted as expected.
58890	Web Access	Users without delegate permission can view the contents of the 'All' folder.	Corrected. Problem no longer occurs.
59221	Web Access	Folders with Japanese characters cannot be deleted.	Corrected. Folders can be deleted.
61659	Web Access	Using Web Access to split a fax generates the erroneous fax status message of, 'Invalid Characters'.	Corrected. Splitting a fax with Web Access generates the correct fax status of 'Information Incomplete'.
61660	Web Access	Searching for contacts in Web Access displays unpublished phonebook entries.	Corrected. Only published phonebook entries are shown when searching for contacts using Web Access.
61706	Web Access	Renaming folders with special characters (e.g., {}, , ~) generates errors.	Corrected. Problem no longer occurs.
61904	Web Access	Routing or forwarding multiple faxes with Web Access generates an error.	Corrected. Routing and forwarding multiple faxes functions as expected.

61913	Web Access	After applying Feature/Service Pack 2, recipients added via phonebook entries do not display in the recipient field.	Corrected. Problem no longer occurs.
62350	Web Access	Searching phonebook entries returns wrong results.	Corrected. Search results return as expected.
60156	WorkServer	Some diacritical characters do not convert as expected.	Corrected. Problem no longer occurs.
60808/ 61248	WorkServer	PCL documents containing large font sizes do not convert as expected.	Corrected. Problem no longer occurs.
61386	WorkServer	A seven hour discrepancy is reported in the history record of faxes that are sent or received via Interconnect.	Corrected. Interconnect history records as expected.
61889	WorkServer	The "date and time printed" macros shown on the time strips are shown in GMT time instead of local time.	Corrected. Data and time printed macros show local time as expected.
62046	WorkServer	Sending G3 format TIFF that was saved using the FaxUtil viewer, causes WorkServers to terminate.	Corrected. Problem no longer occurs.

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Software Fixes in RightFax 9.3 Feature/Service Pack 2 Service Release 1

Captaris Tracking Number	Module	Problem	Solution
61202	API	The RFaxGetNewFaxCount() parameter does not function as expected.	Corrected. RFaxGetNewFaxCount() parameter now functions as expected.
59445	COM API	The 'Can modify user options' delegate permission property is not included in the COM API documentation.	The 'Can modify user options' delegate permission property is provided below and will appear in a future release of the COM API guide. MiscPermissionModifyUserOptions
59621	COM API	Outbound faxes set to high priority using the COM API are sent with the default (normal) priority.	Corrected. Faxes are now sent with high priority.
59589	Captaris Sync Module	A memory performance issue occurs when Captaris Sync processes reach 2GB or more of memory.	Corrected. Problem no longer occurs.

60637	Captaris Conversion Engine	Word documents containing macros fail to convert and are not sent.	Corrected. Word documents convert as expected.
58706	Database Module	RightFax generates 'Error 2' when integrated with Captaris Workflow.	Corrected. Problem no longer occurs.
59555	Database Module	Deleting a user from RightFax does not remove user fax records from the database.	Corrected. Fax records and image files are permanently deleted when the "Days to keep deleted fax records" expires for the Everyone group.
52141	DocTransport Module	SMS messages cannot be relayed to other RightFax servers using least-cost routing.	Least-cost routing now supports SMS message routing.
61160	DocTransport Module	The elapsed transmission time of any fax greater than 16 seconds is reported as 16 seconds and not the actual transmission time.	Corrected. Elapsed transmission time is reported as expected.
61226	DocTransport Module	Sent fax history does not contain the name of the originating fax server.	Corrected. Outbound fax history now displays the originating fax server name.
43992	Enterprise Fax Manager	If the ' Enable duplicate routing code warning ' is enabled and a duplicate routing code is detected, the option to ' Not be prompted again ' fails to disable the 'Enable duplicate routing code warning'.	Corrected. Problem no longer occurs.
59561	Enterprise Fax Manager	User fax priority cannot be accurately configured in Enterprise Fax Manager.	Corrected. Problem no longer occurs.
60476	Exchange 2000/2003 Connector	The connector service may stop faxing when Exchange server limits are reached.	When Exchange server limits are reached, Exchange will attempt to shut down the connector service, and wait 30 seconds before checking the status. After 10 attempts (5 minutes) if the service has not shut down it will attempt to kill the process and continue to check the status.
60263	Exchange Gateway	Sending faxes through Outlook increases the Exchange Gateway memory usage.	Corrected. Problem no longer occurs.
61247	FaxAge	FaxAge assumes an end date of 12/31/2010 and ignores the -e switch if an NT User is specified with the -P Switch.	Corrected. Problem no longer occurs.
59103	FaxUtil	The German version of FaxUtil includes incorrect GUI translations.	GUI is now correct.

59771	FaxUtil	The Italian version of FaxUtil includes incorrect GUI translations.	GUI is now correct.
60155	FaxUtil	Combining faxes in FaxUtil generates 'Incomplete Information' notification.	Corrected. Notification is no longer generated.
60431	FaxUtil	Disabling the 'Native Attach Document Checkbox' option, permanently removes the Native column from the FaxUtil attachment dialogue.	Corrected. Problem no longer occurs.
60518	FaxUtil	While in 'Administrative Mode', Administrators who do not have the 'Administrator Can Bypass Privacy Restrictions' permission enabled can view the faxes of users.	Corrected. Administrative mode functions as expected.
60722	FaxUtil	FaxUtil tooltips do not display on mouse-over.	Corrected. Tooltips are displayed as expected.
60747	FaxUtil	Sending a previously sent fax to a new fax number and adding a contact via a RightFax phonebook automatically adds the original recipient to the list of current recipients.	Corrected. This behavior is now controlled via the FaxUtil sending options. From the FaxUtil menu bar choose: Tools > Options > Sending, and disable to the option to 'Prepopulate fax information on forward'.
60380	Integration Module	Uncompressed TIF files sent through the integration module convert to black pages.	Corrected. Uncompressed TIF files convert as expected.
60451	Integration Module	The FCL code '{{imagetype PCX}}' fails to include a PCX attachment when used with the '{{type mime}}' FCL code.	Corrected. PCX attachments are now included.
60489	Integration Module	A fax containing a subject line over 255 characters causes mimesend.exe to crash.	Corrected. Problem no longer occurs.
57487	Server Module	'Held for Preview' notifications resend when database maintenance is run.	Corrected. Notifications are no longer sent.
62188	Server Module	Faxes will not send during the first hour of daylight savings time on 4 November 2007.	Corrected. Problem no longer occurs.
60654	SMTP Gateway	Fax routing fails when attachments over 100 MB are sent through an SMTP server hosted on a Lotus Domino server.	Corrected. Problem no longer occurs.

59596	Web Access	Changing the default coversheet in Enterprise Fax Manager or FaxUtil is not reflected in Web Access.	Corrected. Problem no longer occurs.
59663	Web Access	Italian regional clients display the Main, Trash, and All folders in English.	Corrected. Folders are displayed in Italian.
60208	Web Access	Faxes with a status of 'Held for Preview' can be edited in Web Access.	Corrected. Faxes can no longer be edited with a 'Held for Preview' status.
60285	Web Access	Turkish regional clients generate an error when clicking on the outbox and options views.	Corrected. Problem no longer occurs.
60784	Web Access	Users without the 'Can Edit/Add Library Docs' permission are able to create library documents using Web Access.	Corrected. Users must have the 'Can Edit/Add Library Docs' permission enabled to create library documents.
61092	Web Access	The 'Can Create Fax' delegate permission does not function with Web Access.	Corrected. The 'Can Create Fax' delegate permission functions as expected.
61200	Web Access	Received fax history cannot be viewed in Web Access.	Corrected. Received fax history can now be viewed.
60630	WorkServer	LPR conversions fail after a WorkServer has processed 509 or more LPR work requests.	Corrected. LPR jobs convert as expected.
60753 60851	WorkServer	Some JPG attachments are flagged a blank files and are thus not converted.	Corrected. JPG attachments convert as expected.
60836	WorkServer	Some multi-page PCL forms convert to single page documents.	Corrected. Problem no longer occurs.
61093	WorkServer	TIF files created via an IMECON print driver fail to convert as expected.	Corrected. Files convert as expected.
61246	WorkServer	Faxes routed to a network directory, using Unique ID's, and separated pages, have different naming convention for 0-9 and A-F Hex values.	Corrected. Problem no longer occurs.

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Software Fixes and Configurations Requiring Windows Registry Changes

Captaris Tracking Number	Module	Problem	Solution
60736	Database Module	DBPurge times-out when deleting 65,000 or more fax records.	<p>Follow the steps below to resolve this issue:</p> <ol style="list-style-type: none"> 1. On the RightFax server, open the Windows Registry and browse to the subkey: HKLM\Software\RightFax\Remoting 2. Create a new DWORD entry called CommandTimeout. 3. Set the value of the CommandTimeout entry to the number of seconds needed for SQL commands to complete. Set the value to 0 to eliminate the timeout period. 4. Close the Windows Registry. 5. Open the Windows Control Panel. 6. Double-click the RightFax Server icon. The Server configuration opens 7. Click the Advanced tab followed by the pick-list button next to the SQL Connection box. The RightFax SQL Connection Editor windows opens. 8. Click the Advanced tab followed by the pick-list button next to the SQL Connection box. The Data Link Properties window opens. 9. Click the Advanced tab and enter the number of seconds needed for SQL commands to complete. The number you enter here should match the value you entered in step 3 above.
55719	DocTransport Module	The DocTransport Module fails to start if a Eicon BRI faxboard is installed and does not have all channels activated.	<p>Corrected. DocTransport can now start if all channels are not activated.</p> <p>To add this functionality, open the registry subkey: HKLM/Software\RightFax\DocTransport\Transports\Eicon\Device#xx</p> <p>Set the 'Channel_Ability' DWORD value to '1'. This must be completed for each device and channel key.</p>

60855	Exchange Gateway	In a multiple Exchange Gateway environment, faxes sent from a gateway that has unexpectedly stopped, will not be processed by another gateway until 10 minutes have passed.	<p>Follow the steps below to remove the gateway processing timeout period. This allows any available Exchange Gateway to send faxes.</p> <ol style="list-style-type: none"> 1. On the RightFax server, open the Windows Registry and browse to the subkey: HKLM\Software\RightFax\Gateway\Gateway 2. Set the PulseFileTimeout value to 0 3. Create a new DWORD entry called ProcessingTimeout. 4. Set the value to 0. 5. Close the Windows Registry. <p>Follow these steps set the gateway processing timeout period in minutes.</p> <ol style="list-style-type: none"> 1. On the RightFax server, open the Windows Registry and browse to the subkey: HKLM\Software\RightFax\Gateway\Gateway 2. Set the PulseFileTimeout value to 0 3. Create a new DWORD entry called ProcessingTimeout. 4. Once entered, the ProcessingTimeout value will equal the time (in minutes) before another gateway will begin processing faxes. 5. Close the Windows Registry.
56420/ 56611	FaxUtil	Sending a fax with FaxUtil, Print-to-Fax, or Quick Fax Broadcasts will modify the Windows Foreground Lock Timeout value, thus assigning higher priority to background applications.	<p>FaxUtil, Print-to-Fax , and Quick Fax Broadcasts no longer modify the Windows Foreground Lock Timeout value provided the following registry setting is implemented.</p> <ol style="list-style-type: none"> 1. Close FaxUtil. 2. Open the Windows Registry and browse to the subkey: HKEY_CURRENT_USER\Software\RightFax Client\FUW32\ 3. Set the ForegroundLockMode DWORD value to 1. 4. Close the Windows Registry. <p>NOTE: To undo this behavior, set the ForegroundLockMode DWORD value to 0.</p>

60818	SMTP Gateway	Certain Microsoft Word attachments fail to properly convert when sent through the SMTP gateway.	<p>Follow the steps below to resolve this issue:</p> <ol style="list-style-type: none"> 1. Run Regedit and open HKLM\Software\RightFax\Gateway\Gateway\ 2. Create the a DWORD entry called: DoSubDecodeWhenDecodingBody 3. Set the value of the above entry to 0 (zero). 4. Close the Windows Registry.
58245	WorkServer	Fax conversions cannot be controlled by via the Control.pcl file.	<p>Follow the steps below to resolve this issue:</p> <ol style="list-style-type: none"> 1. Run Regedit and open HKLM\Software\Rightfax\WorkServer\Worksrv#, where # is the WorkServer # (e.g., WorkServer 1) configured for PCL conversions. 2. Create the a REG_SZ entry called ControlPCLFileName. 3. Edit the above entry to contain the file name used to control PCL text conversion. This file must be present in the \RightFax\Shared Files\PCL folder. Repeat for each WorkServer configured for PCL conversion.
58369	WorkServer Module	Text files converted by RightFax 9.3 Hotfix 1 are lighter than those converted by RightFax 8.7 SP3.	<p>Follow the steps below to resolve this issue:</p> <ol style="list-style-type: none"> 1. Run Regedit and open: HKLM\Software\Rightfax\WorkServer\Worksrv# 2. Create the following DWORD entries and corresponding decimal values for each WorkServer configured for fax conversion: PCL6_NormalMode_RParam - Value of 100 decimal PCL6_FineMode_RParam - Value 200 decimal PCL6_TextAlphaBitsParam - Value 2 decimal
58657	Enterprise Fax Manager	Commas (,) are not recognized as dialing rule characters.	<p>Corrected. To implement this feature:</p> <ol style="list-style-type: none"> 1. Run Regedit and open: HKLM\Software\RightFax\DocTransport 2. Edit the ValidPatternChars value to contain the data of: 0123456789*#~\, 3. Close the Windows registry.
59536	DocTransport Module	DocTransport discards pages containing 10 or more lines of corrupted text.	<p>A new registry key to resolves this issue.</p> <ol style="list-style-type: none"> 1. Open the Windows registry to: HKLM\Software\RightFax\DocTransport\Transports\Brooktrout 2. Add a new DWORD value called: AcceptErrorPages. Set the value to 1. 3. Close the Windows registry.

59894	Install	The path to the executable file that runs the Captaris Conversion Engine (located in the Windows Registry) maybe incorrect if you performed an in-place upgrade to RightFax 9.3 from version 9.0	Verify the correct path by checking the following Registry subkey: <ol style="list-style-type: none"> 1. On the RightFax server, open the Windows registry to, HKLM\System\CurrentControlSet\Services\RFISOConv 2. Verify the path to RFISOConv.exe points to \Program Files\RightFax\WorkSrv\RFISOConv.exe 3. Close the Windows registry.
56279/ 59330	SAP Module	Faxes without a recipient fail to send through the SAP gateway and cause the gateway to crash.	A registry entry is required for sending faxes without a recipient. <ol style="list-style-type: none"> 1. On the RightFax server, open the Windows registry to, HKLM\Software\RightFax\SAP\SAP1 . Substitute SAP1 with whatever number your SAP gateway is (e.g., SAP2, SAP3, etc). 2. Add a new DWORD value called: AllowBlankRecipientName. Set the value to 1. 3. Close the Windows registry. <p>*Note: Enabling this option will send the faxes without recipient information through the Default user account and will only contain the fax number.</p>

Troubleshooting the Service Release 3 Installation

The Service Release 3 installation creates a log file that can be referenced for troubleshooting purposes. Look for the file **RightFax93SR3_date_time.log**, located at the root of the RightFax installation folder.

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