



# RightFax 16.6 – System Requirements

## RightFax Application Servers

### Hardware Requirements

|           |  |
|-----------|--|
| Processor | 2 CPU/virtual cores required; <b>4 CPU/virtual cores recommended.</b>  |
| Memory    | 4 GB RAM required; <b>8 GB recommended.</b>  |
| Hard disk | 10 GB free space; <b>50 GB recommended</b> for dedicated application desk. Installed programs require 1.2 GB.* |

*\*Hard disk minimum requirements do not include space for storage of document images. To calculate needed disk space, OpenText recommends using an estimate of 35kb per page.*

### Additional Requirements for Physical Servers

- 2x 146 GB Hard Drives, Raid 1 (for better performance 3x 146GB, Raid 5) or greater.
- If ordering new fax boards, you will need an appropriate available slot for the card as follows:
  - TR1034 boards with model numbers starting with ‘TR1034+E’ have a low-profile, half-length PCI Express form factor
  - TR1034 boards with model numbers starting with ‘TR1034+P’ have a full-height, full-length legacy PCI slot form factor
  - TruFax 200E LP boards have a low-profile, half-length PCI Express form factor
  - TruFax 200-R boards have a full-height, half-length legacy PCI slot form factor
- If reusing previously purchased fax boards, please provide the full model number or serial number to your Advantage Representative to verify compatibility with current versions of RightFax and Windows Operating Systems, and to verify the physical form factor of the board. You will have to verify with the Physical Server vendor or manufacture whether the board can be accommodated.

If reusing previously purchased fax boards, please provide the full model number or serial number to your Advantage representative to verify compatibility with current versions of RightFax and Windows operating systems, and to verify the physical form factor of the board. You will have to verify with the physical server vendor or manufacturer whether the board can be accommodated.

*\*Expansion slots are only required if your RightFax configuration will include Brooktrout TR1034 or TruFax fax boards. Additionally, RightFax 16EP6 does not support the older Brooktrout TR114 Series fax boards.) Please provide your Advantage representative with your server’s PCI slot/riser card configuration to make sure the correct board is shipped.*

### Additional Server Requirements

- Microsoft SQL Server



- Microsoft Messaging Queue (MSMQ) Server\*
- Microsoft Primary Interoperability Assemblies 2005\*
- Microsoft Visual C++ runtime components\*
- Microsoft Internet Information Services (IIS) 7.5 or later
- Microsoft .NET 4.7.2 Framework\*
- Microsoft Data Access Components\*
- Microsoft Internet Explorer 11 or Microsoft Edge
- 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 log on as service on the local computer.

*\*Installed during RightFax setup*

## Operating Systems

RightFax 16EP6 supports the following Microsoft Windows operating systems:

- Windows Server 2019 Standard x64
- Windows Server 2019 Datacenter x64
- Windows Server 2016 Standard x64
- Windows Server 2016 Datacenter x64

## Virtualization Environments

RightFax 16EP6 supports the following virtualization environments:

- Microsoft Hyper-V
- VMware ESX 3.01. or later.
- VMware vSphere 4.0 and later (includes support for VMotion)
- Citrix Xen Server 6.2 or later

## Windows Server Failover Clustering Services

- Microsoft Windows Server 2012 and Windows Server 2012 R2 Failover Clustering services are supported.
- Microsoft Windows Server 2016 Failover Clustering

## Fax Transmission

RightFax 16EP6 supports only the following technologies for transmitting and receiving faxes. Other board types, third-party boards, and SR140 emulation technologies are not supported.

- Dialogic Embedded SR140
- Dialogic Brooktrout TR1034 series fax boards



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- Dialogic Brooktrout TruFax (RoHS compliant) series fax boards
- RightFax Connect hybrid faxing with the cloud

RightFax Embedded SR140 and Dialogic Fax boards cannot run on the same RightFax DocTransport server.

Customers with legacy (pre-RightFax 10.0) SR140 software may continue to use that legacy software with RightFax 16EP6. If the customer adds any additional fax over IP channels to their RightFax 16EP6 system, OpenText will upgrade the legacy SR140 licenses to Embedded SR140 licenses at no charge.

### Microsoft Office Document Conversion

RightFax 16EP6 no longer requires Microsoft Office for conversion of Office 2013 and later format documents. However, legacy .doc format coversheets must be converted to .docx to use the built-in converter without Office.

### Terminal Services

For remote access or terminal services, RightFax 16EP6 supports the following products:

- Windows 2016
- Windows 2012 R2
- Windows 2012
- Citrix XenApp Client

### RightFax Database Requirements

#### Microsoft SQL Server

RightFax 16EP6 supports the following Microsoft SQL Server products:

- Microsoft SQL Server 2017 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2016 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2014 Express, Standard and Enterprise Editions

Note: 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.

### RightFax Email Support

#### Microsoft Exchange

The RightFax Connector for Microsoft Exchange supports:

- Exchange Server 2016



- Exchange Server 2013
- Exchange Server 2010

RightFax 16EP6 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010 Unified Messaging server.

## IBM Domino / Lotus Notes

RightFax 16EP6 supports:

- IBM Domino Server R9
- IBM Notes R9
- IBM Domino Server R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3
- IBM 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 9

## Other Server Components

### 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 statistics

### Microsoft SharePoint Server

The RightFax Connector for Microsoft SharePoint supports:

- SharePoint 2016
- SharePoint 2013

## RightFax Client Requirements

### Client Operating Systems

RightFax 16EP6 client applications are supported on the following operating systems:

- Windows 10 x86 and x64



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- Windows 8.1 x86 and x64
- Windows 8 x86 and x64

### Internet Browser Requirement

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 and the Web Administration Tool are supported for use with additional web browsers, including Google Chrome, Mozilla Firefox and Apple Safari, running on Microsoft Windows or Apple OS operating systems.

### Microsoft Outlook

RightFax 16EP6 supports the following versions of Microsoft Outlook:

- Outlook 2016
- Outlook 2013

### RightFax and non-OpenText Cloud Services

OpenText does not recommend installations of non-OpenText cloud services with RightFax. OpenText cannot support third party cloud extensions to RightFax, or any issues arising from the use of such services. Further, the installation of third-party components may interfere with the ability for OpenText to properly investigate and diagnose whether technical issues are with RightFax or other cloud service provider(s). Ultimately, your RightFax performance and reliability is at risk with third party add-ons. Customers who require secure, scalable and supported hybrid faxing solutions are encouraged to evaluate OpenText RightFax Connect, a proven, effective and fully supported cloud-based communication for RightFax servers.

RightFax 16EP6 is supported in both AWS and Azure.

## 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\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, acord.exe/acord32.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 |
|----------------------|-----------|



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#### About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 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, Sonus 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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**opentext™** | Partner  
Reseller Platinum

**opentext™** | Partner  
Support