



Version 9.4
Exchange Module Guide

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Captaris, Inc. is a leading provider of software products that automate document-centric business processes. Captaris specializes in document capture, recognition, routing, workflow and delivery. Captaris integrated solutions provide interoperability with leading line of business applications and technology platforms. Captaris products include RightFax, Captaris Workflow, Alchemy, FaxPress, DOKuStar, RecoStar, Single Click Entry and IDStar which are distributed through a global network of leading technology partners. Captaris customers include the entire Fortune 100 and the majority of Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the NASDAQ Global Market under the symbol CAPA. www.Captaris.com.

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Chapter 1

Configuring the RightFax Microsoft Exchange Gateway

The RightFax integration with Exchange consists of the following components:

- RightFax Microsoft Exchange Gateway
- RightFax Connector for Exchange
- RightFax advanced form for Outlook
- Captaris Synchronization Module

The **RightFax Microsoft Exchange Gateway** is a configurable RightFax service that functions as a communication link between RightFax and Exchange. One or more gateways must be enabled on a RightFax server. Setup and configuration is done via a Windows Control Panel application (see [“Adding and Configuring the RightFax Microsoft Exchange Gateway Service”](#) on page 6).

The **RightFax Connector for Exchange** is an Exchange service that handles all communication between the Exchange and RightFax servers. The connector service is installed on Exchange servers and is configurable from the Exchange System Manager (Exchange 2003) or a Windows Control Panel (Exchange 2007).

The **RightFax advanced form for Outlook** allows Microsoft Outlook clients to create and send faxes from a RightFax advanced form built into and launched directly from Outlook. The advanced form also lets clients view faxes with the built-in RightFax fax viewer.

When you install the RightFax advanced form for Outlook, a custom fax button is also added to the Outlook toolbar that lets users easily create and address new faxes.

The **Captaris Synchronization Module** allows RightFax administrators to create and synchronize users from Active Directory domains, groups, and organizational units. An Exchange-specific profile is included with the synchronization module and is designed to map Active Directory and Exchange user attributes to RightFax user attributes. For more information, see the *RightFax Administrators Guide*.

Installing the RightFax Microsoft Exchange Gateway

The RightFax Microsoft Exchange Gateway supports the following versions of Microsoft Exchange:

- Microsoft Exchange 2003 SP1 or later
- Microsoft Exchange 2007

The files required by the RightFax Microsoft Exchange Gateway are installed on all RightFax servers during the server installation, however, the RightFax Microsoft Exchange Gateway must be licensed and activated before its functionality is enabled.

To activate the RightFax Microsoft Exchange Gateway, you must have licensed a RightFax server type that includes this module, or purchased and licensed this module separately. For information on activating new components, refer to the *RightFax Installation Guide*.

After the RightFax Microsoft Exchange Gateway is activated, you must add and configure the gateway service on the RightFax server (described in the next section).

Adding and Configuring the RightFax Microsoft Exchange Gateway Service

1. Log on to the RightFax server as an Administrator.
2. Open the Windows Control Panel and double-click **RightFax E-mail Gateway**. The E-mail Configuration window opens.
3. To add a new gateway, click **Add Gateway**. The E-mail Gateway Selection window opens.
4. Click **Microsoft Exchange** from the list of gateways followed by **Select**.

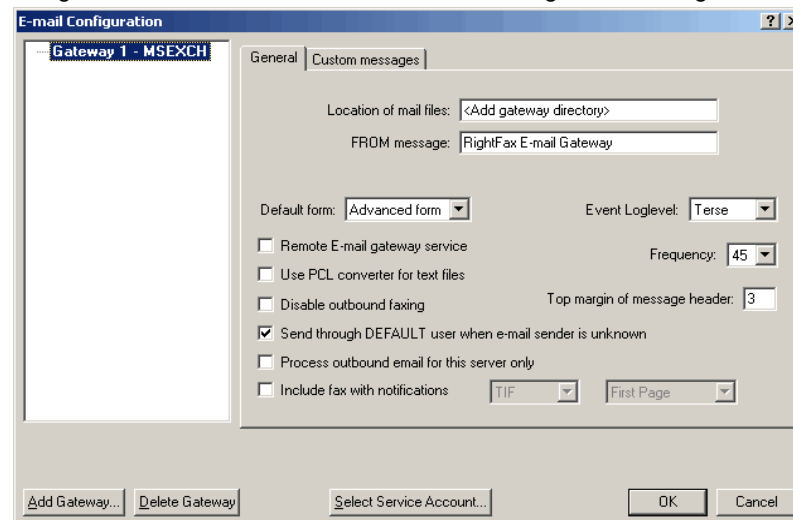


Tip Because RightFax allows you to install multiple email gateways, each installed gateway is listed in the tree in the left pane. Click each gateway in the list to view its configuration options. Each email gateway you add must be separately configured to work with your Exchange server and your network environment.

5. Click **MSEXCH** to view the configuration options for the Exchange Gateway.
6. Configure the gateway using the options described in the next section. When finished, click **OK**.

Configuring the options on the General tab

Figure 1.1 The General Tab on the Email Configuration Dialog Box



Location of mail files The **Location of mail files** box must contain the UNC path to the message transfer directory located on your Exchange server. The message transfer directory is a Windows folder created during the Exchange Connector install. After completing the connector install you must share the message transfer directory and grant the email gateway service account (see [“Selecting a service account”](#) on [page 8](#)) with share access and the security permission of modify. You can specify any folder on the Exchange server; however, the default location `\\<Exchange Server>\RFaxGate` is recommended.

FROM message Enter a descriptive name that will appear in the **From** field of all inbound documents sent to Exchange from the RightFax server.

Remote Email gateway service Allows the email gateway processes to execute on a remote computer rather than on the local computer. (It also prevents the email gateway service from being started by the RightFax server, so do not select this check

box if you don't intend to run the gateway remotely.) For more information on running the gateway remotely see ["Running the RightFax Microsoft Exchange Gateway Remotely"](#) on page 9.

Use PCL convertor for text files This option is required if sending messages that contain RightFax embedded codes (see ["Email Compatible Embedded Codes"](#) on page 39). This option will also enable a specialized PCL conversion engine to convert email messages to fax format. This method usually produces the most accurate representation of ASCII text. If you notice that email messages are not converting to fax format as accurately as you expect, clear this check box to return to using the native document conversion engine.

Disable outbound faxing Prevents Outlook clients from sending mail messages to fax addresses. When you select this option, the Gateway for Microsoft Exchange will only serve to route received faxes and notifications to Outlook clients.

Send through DEFAULT user when email sender is unknown Assigns fax ownership to the RightFax "Default" user ID when a fax is sent from an Outlook client who does not have a RightFax user ID. If this option is not selected, faxes sent from Outlook clients that have no matching RightFax user ID will not be sent.

Process outbound email for this server only This option should only be considered in organizations that use multiple Exchange Gateways. In a multiple gateway environment, each gateway can process faxes. If enabled, this option will restrict all other gateways from processing faxes sent from Outlook clients using the RightFax form. Disabling this option allows all Exchange Gateways within your organization to process RightFax email.

Include fax with notifications **Include fax with notifications** is available for all gateway types. If checked, notifications of successfully sent faxes or notifications of faxes that failed to send will include a viewable copy of the fax. Once enabled, select **TIF** or

PDF format. Choose **First Page** if you want only the first page of the fax to be included with the notification. Choose **All Pages** if you want the full fax to be included. When finished, click **OK**.



Note *By default, the Exchange 2007 transport service is configured with a 10MB message size limit. If your organization sends or receives faxes that are greater than 10MB, you must set the Maximum receive size or Maximum send size limit on the Exchange Transport service settings to a value greater than the largest sent or received document. Messages greater than the message size limit will generate an NDR message and will not be processed. For information on configuring Exchange message size limits, see Microsoft documentation.*

Event Loglevel Select the level of information logged in the Application Event Log under the service name "RightFax Email Gateway Module." The **Terse** setting records critical errors only. **Verbose** records all significant events and is most useful for tracking and resolving problems. Note that if you leave this value set to **Verbose** for long periods of time, the Event Log can become full which may prevent new events from being logged.



Note *Information written to the Application Event Log is valuable in tracking down problems. If you have a problem that can be duplicated, set the LogLevel for all RightFax server applications to **Verbose**, then go through the steps to duplicate the problem. The data stored in the Application Event Log may help you resolve the problem.*

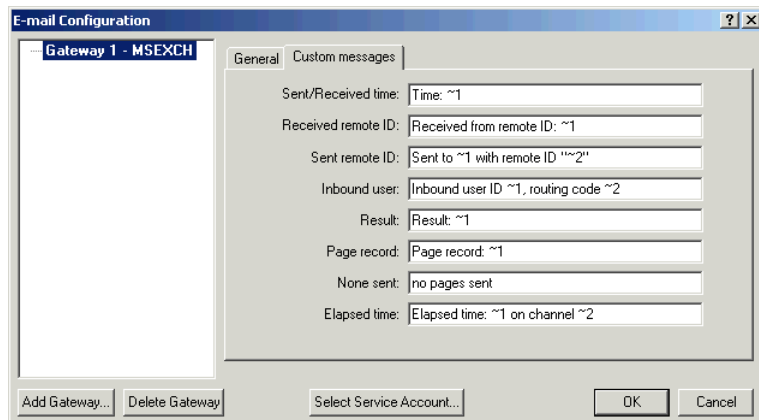
Frequency Sets the interval, in seconds, between checks to the mail system and the RightFax system for work to do (such as received faxes to route or email to convert to faxes). Decreasing this value is not recommended as it may unnecessarily increase the load on the fax server.

Top margin of message header Enter the number of lines to add to the top margin of mail messages when converting to fax format. Adding a few lines to the top margin may prevent some plain paper fax machines from cutting off the top of the message headers.

Configuring the options on the Custom Messages tab

When a fax is received as an email attachment and when an email notification about the status of a fax is received, the received mail message includes one or more customizable messages providing information about the status of the fax. To customize the text of these messages, click the **Custom Messages** tab.

Figure 1.2 The Custom Messages Tab



Each message lets you combine text with one or more variables. Each message has its own available variables, described in the following table.

Table 1a Email Gateway Custom Message Settings

Notification message	Variables
Sent/Received time	~1 = Date (in Windows locale format) and time (HH:MM)
Received remote ID	~1 = Remote ID
Sent remote ID	~1 = The destination fax number ~2 = The destination remote ID

Table 1a Email Gateway Custom Message Settings (Continued)

Notification message	Variables
Inbound user	~1 = The RightFax user ID of the fax recipient ~2 = The fax recipient's routing code
Result	~1 = The result code and any accompanying text as reported by the fax board (These codes and messages may differ depending on your fax board type)
Page record	~1 = The range of page numbers successfully sent or received
None sent	None.
Elapsed time	~1 = The total time that the fax spent being processed by the fax board displayed (MM:SS) ~2 = The fax channel used to send or receive the fax.

Selecting a service account

To access the message transfer directory on your Exchange server, you must add the proper service account to run the gateway. This account must be a domain user that belongs to the local admins group on the RightFax server. To add an account that lacks these requirements may prevent the gateway from starting or from accessing the message transfer directory.

To change the gateway service account

1. Open the Windows Control Panel and double-click **RightFax E-mail Gateway**. The E-mail Configuration window opens.
2. Click **Select Service Account**. The **RightFax Service Account Editor** opens.
3. Click the radio button next to **This account**.

4. Type the service account information using the format of: Domain\User account or Local Computer\User account.
5. Enter the password for the selected user account in both the Password and Confirm Password box.
6. Click **OK** to apply the new service account.

Bypassing MAPI session sending limits

By default, a MAPI session in Exchange limits a user to sending a document to 100 recipients. If any of your users will be sending a document to more than 100 recipients, you must add a value to the registry that will allow RightFax to bypass this restriction.

Edit the Windows registry and navigate to HKEY_LOCAL_MACHINE\Software\RightFax\Gateway. Add a new DWORD value called "AvoidServerLimits" and set its value to 1.

Running the RightFax Microsoft Exchange Gateway Remotely

By default, the RightFax Microsoft Exchange Gateway service runs on the RightFax server. You may choose to run the Email Gateway service on a different machine if:

- You want to decrease the workload on the RightFax server.
- You anticipate a high volume of gateway traffic and don't want the added workload to interfere with the routine operation of the RightFax server.

To run the RightFax Email Gateway service remotely

1. On the RightFax server, run the Email Gateway configuration program from Windows Control Panel.
2. Click **Add Gateway**. Select **Microsoft Exchange** and click **Select**.

3. Highlight the new gateway in the pane on the left and select the **Remote Email gateway service** option.
4. Set the **Location of mail files** option to the UNC path of the RightFax\Gateway folder (for example \\Exchange Server\C\$\Program Files\RightFax\RFaxGate).
5. Click **Select Service Account** and make a note of the domain and user account used by your gateways. For security purposes, the password for the user account will not be displayed, but you must have this information as well as the password for use later in these steps.
6. Click **Cancel** to close the **Service Account** dialog box, and then click **OK** to save and close the **Email Configuration** dialog box.
7. Add the gateway user account you noted above to the Administrators group on both the RightFax server and the remote Email Gateway computer.
8. Log on to the remote Email Gateway computer using the Email Gateway service account user name and password.
9. Map a drive to the administrative share for the drive on which the RightFax server is installed (for example, \\RFSERVER\C\$).
10. Open a command prompt and change to the RightFax\Bin folder on the drive you mapped and enter the following command:


```
addsrv RFEMAIL# "RightFax Remote Gateway# Module"
"\RFSERVER\C$\Program Files\RightFax\Gateway
\EXCHGateway.exe"
```

Where # is the number of the Email Gateway you added on the RightFax server, and RFSERVER\C\$ is the name of the administrative share on the RightFax server. When complete, the message "Create Service Success" appears. Close the command prompt window.
11. Open Windows Control Panel, select **Administrative Tools**, and start the **Services** program.

12. In the list of services, double-click "RightFax Remote Gateway# Module" (Where # is the Email Gateway number). This opens the **Properties** dialog box.
13. Under **Startup Type**, select **Automatic**.
14. Under **Log on as**, select **This account** and then click the browse button to open a dialog box listing available user accounts.
15. Open a list of user IDs on the Email Gateway service account domain, and then double-click the Email Gateway service account user ID you noted earlier. Click **OK** to return to the **Services** dialog box.
16. In the **Password** and **Confirm Password** boxes, type the password for the selected service account. Click **OK**, and then click **Close**.
17. Close Windows Control Panel.
18. Open the registry editor and navigate to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\GATEWAY#
Where # is the number of the Email Gateway.
19. From the **Edit** menu, select **New**, and then select **String Value**. Type **AppParameters** and press ENTER to name the new registry key.



20. Double-click the new AppParameters key to open the **Edit String** dialog box. In the **String** box, enter:

```
-fRFSERVER -sgateway# -L\\RFSERVER\C$\  
Progra~1\RightFax
```

where *RFSERVER* is the name of the RightFax server, # is the Email Gateway number, and \\RFSERVER\C\$\Progra~1\RightFax is the UNC path to the RightFax folder on the RightFax server. (The short name format is required.)

Note Multiple email gateways are sequentially numbered beginning with the second gateway listed in the Email Gateway Configuration. If you are configuring the first email gateway shown in the Email Gateway Configuration to run on a remote server, the number sign (#) show in the syntax above is NOT required. This is also true if your RightFax server is configured for a single Email Gateway.

21. In the registry editor, navigate to HKEY_CLASSES_ROOT and add a new key called RightFax.
22. Under the RightFax key, add a new key called Server.
23. Add a new string value to the Server key called Path. In the **Data** value box enter the UNC path to the RightFax\Shared files folder on the RightFax server (for example, \\RFSERVER\C\$\Program Files\RightFax\Shared files).
24. Close the registry editor.
25. Run the **Services** program from Windows Control Panel
26. Select the "RightFax Remote Gateway# Module" service. If the service is running, click **Stop**. When the service is stopped, click **Start**. RightFax will now begin using the remote Email Gateway service.

Troubleshooting the RightFax Microsoft Exchange Gateway

If you experience problems with your RightFax Microsoft Exchange Gateway service, you should first check for errors in the Application log of the Windows Event Viewer. To open the Event Viewer, select **Start > Programs > Administrative Tools > Event Viewer**. In the Event Viewer, select **Application** from the **Log** menu to open the Application log. Email gateway-related problems will appear on the log in the **Source** column as "RightFax Email Gateway Module." Double-click the entry for a description of the error.

The information saved to the Event log is determined by the **LogLevel** setting in the RightFax Email Gateway configuration program (described on [page 7](#)). With the log level set to **Terse**, only critical errors will be recorded. Log levels **Normal** and **Verbose** record more information that may help track down problems.

Running the RightFax Microsoft Exchange Gateway service in a command prompt window will also give a very detailed account of what is happening with the gateway.

To run the gateway in a command window

1. Open Enterprise Fax Manager.
2. In the list of RightFax services, right-click RightFax E-mail Gateway and choose **Debug**. A command prompt will open.

To output debug information to a text file

1. Stop the RightFax Email Gateway Module service.
2. Open a command prompt window.

3. Change to the RightFax\Gateway folder on the RightFax server and enter this command:

```
exchgateway -d -1 -sgateway# >file.txt
```

Where # is the number of the email gateway. This number is zero-based, so your first email gateway is referred to as "gateway," your second email gateway is referred to as "gateway1," and so on. To confirm the gateway number, open the Windows registry and check the Gateway keys under HKEY_LOCAL_MACHINE\SOFTWARE\RightFax\Gateways.

Example exchgateway -d -1 -sgateway >file.txt

When running the email gateway in a command window, you must set the window properties to allow you to scroll backwards some distance. To set the command window to sufficient size, click the Command Prompt icon in the top left of the command window. Click **Properties** to open the **Command Prompt Properties** dialog box. Click the **Layout** tab, and then set **Screen Buffer Size** height to 2000.

4. To stop debug and view your output, press Ctrl + C on your keyboard. Open the output file located in the \RightFax\Gateway folder.

Resolving error messages

Error 53

This is a Windows networking error which often indicates that the UNC name which was specified for the **Location of Mail Files** in the gateway configuration is invalid or otherwise unavailable. If the specified path is correct and valid, it may be that the account being used to start the Email Gateway Module service does not have access rights to that folder.

Error 85 The local device is already in use

This is a Windows networking error stating that the drive to which RightFax is trying to connect the UNC name that was specified for the **Location of Mail Files**, or **API Files** is already assigned.

Faxes are going out, but no email notifications are being sent

Normally, users who send faxes via mail do not have a RightFax account and the faxes will be routed through the RightFax Default fax mailbox. When a fax goes out, RightFax tries to notify the user of the fax status. Since the fax went through the Default fax mailbox, RightFax will try to notify the network user Default, thus the notification never reaches the sender.

Cannot access inbound/outbound folder

The folder entered as the **Location of In/Out Directories** box on the **RightFax Connector** dialog box is invalid (see [“Testing communication between the two servers”](#) on [page 21](#)). The path specified may not exist, may be misspelled, may not use proper UNC naming conventions, or the user account specified for the RightFax Connector Service may not have administrative access to the specified folder.

Error resolving destination mailbox: *MailBoxName*

An incoming fax from the RightFax server could not be converted correctly. This is usually due to the user's **Routing Info** box in Enterprise Fax Manager not matching a user email address. Make sure the user's routing information matches the user's Exchange Distinguished Name.

■ ■ ■

Chapter 2

Installing the RightFax Connector for Exchange 2003

After you have installed and configured the RightFax Microsoft Exchange Gateway, you must install and configure the RightFax Connector for Exchange.

The RightFax Connector for Microsoft Exchange is made up of several files that direct RightFax messaging through Exchange 2003:

- **RFaxgate.exe** is the main connector service.
- **RFax_in.dll** performs inbound fax information processing.
- **RFax_out.dll** performs outbound fax information processing.
- **ExchSnap.dll** handles fax configuration in Exchange System Manager.

Setup of the Exchange Connector is a three step process that consists of:

1. Verifying Windows user account requirements (listed on [page 13](#)).
2. Installing the Exchange Connector (described on [page 14](#)).
3. Configuring the connector (described on [page 15](#)).

Requirements

- Microsoft Exchange 2003 SP1 or later
- Microsoft .NET Framework 2.0*
- Microsoft Visual C++ 2005 runtime components*
- Microsoft Windows Installer 3.1*

**Installed during RightFax setup*

Supported Microsoft Windows Operating Systems

- Windows Server 2003 Standard x86
- Windows Server 2003 R2 Standard x86
- Windows Server 2003 Enterprise x86
- Windows Server 2008 Standard x86
- Windows Server 2008 Enterprise x86

Schema Modifications

During setup, RightFax design elements are inserted into the Active Directory schema. These changes are minor and can be viewed before you run setup at: <http://www.captaris.com/schemas>.

Because setup writes to Active Directory, the Windows account used to install the connector must belong to the following groups: **Domain Admins**, **Enterprise Admins**, and **Schema Admins**.

Alternatively, you may update the schema before running setup. For more information, see Answer ID 5298 at the Captaris knowledge base.

To install the RightFax Connector for Microsoft Exchange 2003

1. Log on to the Exchange server using a Windows account that is a member of the **Domain**, **Enterprise**, and **Schema Admin** groups.
2. Insert the RightFax Product Suite DVD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the DVD and run **Setup.exe**. The RightFax Product Suite Setup wizard opens.
3. RightFax 9.4 requires Microsoft .NET Framework 2.0 or later and Windows Installer 3.1. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework 2.0 and Windows Installer 3.1 yourself, click **Cancel**.
4. Review the welcome screen and click **Next**.
5. Carefully read and accept the license agreement and click **Next**.
6. Setup can check for RightFax updates and other late-breaking information. To check for updates, verify you have an active HTTP connection and click **Check for Updates**. If updates are found, follow the instructions in the **Result** section. To skip the update check and continue with Setup, check the box next to **Do not check for updates** and click **Next**.
7. Select the *RightFax Exchange Connector* Setup component and click **Next**.
8. The **Preview Requirements** step lists third-party software required by the Exchange Connector and also lists the status of setup operations. Software that must be installed will have a status of *Not Installed*. To continue, click **Next**.
9. To apply your settings and install required third-party software, click **Apply**.
10. If your environment hosts multiple Exchange servers, you must choose an administrative group, server MTA, and routing group to install the connector to. If your Exchange server has multiple information stores, you must also choose one of them to host the connector mailbox. When finished, click **OK**. This step does not apply to organizations using a single Exchange server.
11. To update the Active Directory schema, click **Yes**. To cancel setup without updating the schema, click **No**.

The schema update may take a few minutes or as long as several hours, depending on the size of your Active Directory. A message may appear indicating that the install is unable to add the connector object. Click **Retry** to check the progress of the update. If the update is still in progress, the message will reappear. If the update is complete, the message will close and the install will continue.



Important *If you do not update the schema during setup, the installation will fail. To update the schema before you run setup, see Answer ID 5298 at the Captaris knowledge base at www.captaris.com,*

12. To begin installing RightFax software, click **Next** followed by **Apply**. This may take several minutes.
13. To complete Setup, click **Close**.
14. Open the Windows Services applet in Windows Control Panel and verify the **RightFax Connector** service is running.
15. Finally, share the \Program Files\RightFax\RFaxGate folder to enable the RightFax Gateway to communicate with the connector. Set the share access permissions to include the Windows account used to run the Exchange Email Gateway on the RightFax server. This account must have **Change** access to the share and the security permission of **Modify**.

To Configure the RightFax server to work with the connector

After the connector software has been installed, follow these steps to configure the RightFax server:

1. On the RightFax server, run Enterprise Fax Manager.
2. Open the RightFax server where the RightFax Microsoft Exchange Gateway installed and double-click **RightFax Email Gateway Module** in the list of services. The **Email Configuration** window opens. Click the **General** tab.
3. In the **Location of mail files** box, enter the location of the message transfer directory you specified during the connector installation. If you accepted the default folder location during the connector installation, this is the \\ExchServer\Program Files\RightFax\RFaxGate folder.

Configuring the RightFax Connector for Microsoft Exchange 2003

After the connector is installed, you can customize the connector configuration in the Exchange System Manager using the MMC Administrative Tool.

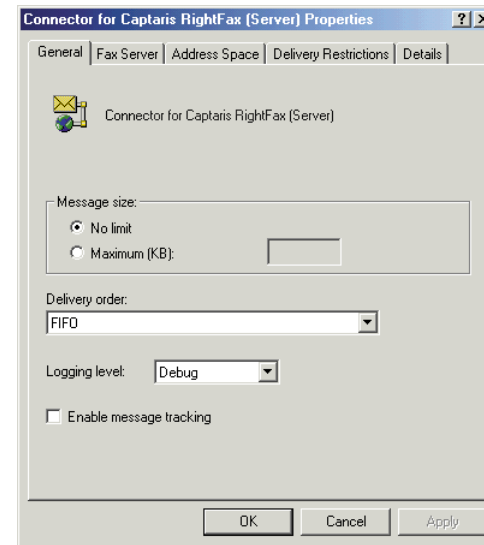
To configure the RightFax Connector for Microsoft Exchange 2003

1. Run the Exchange System Manager program.
2. Navigate to the administrators group or routing group you specified during the install open the **Connectors** view. Right-click **Connector for Captaris RightFax** and select **Properties** in the shortcut menu.

The rest of this section describes each of the options in this dialog box.

The General tab

Figure 2.1 The Connector for Captaris RightFax Properties General Tab



Message size **No limit** will accept and forward all messages to the fax server regardless of the file size of the message. Select **Maximum (KB)** to specify the maximum file size of messages that the Exchange server will pass to the fax server. Enter the maximum file size in kilobytes. Messages that exceed this file size will not be forwarded to the fax server.

Delivery order Select the sequence that the Exchange Message Transfer Agent (MTA) will use when delivering mail to the connector:

- **FIFO.** The MTA delivers messages to the connector on a first-in first-out (FIFO) basis.
- **Priority.** The MTA delivers messages marked with a high priority first.
- **Size.** The MTA delivers messages that are smallest first.

Logging level Select the level of information that will be logged in the Application Event Log under the service name “RightFax Exchange Connector.” **Normal** records critical errors only. **Debug** records all significant events and is most useful for tracking and resolving problems.

If you leave this option set to **Debug** for long periods of time, the Event Log can become full very quickly, which will prevent new events from being logged.

Enable message tracking Select this option to write a tracking event in the Exchange Message Tracking Log for each fax message successfully sent to or received from the fax server.



Note Exchange message tracking must be enabled before using this feature. For information about enabling Exchange message tracking, consult Microsoft documentation.

For received faxes, the Message Tracking Log records:

- The unique ID of the fax, assigned by the fax server.
- The caller service identification (CSID) of the sending fax machine.
- The object distinguished name of the fax recipient.

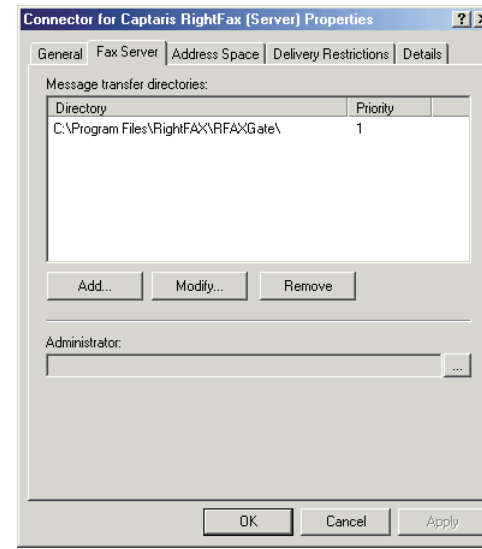
For sent faxes, the Message Tracking Log records:

- The Exchange ID of the sender.
- The destination address for the fax.
- The message transfer system identification (MTS-ID) assigned by the connector.

When message tracking is enabled, you can force all faxes sent via the connector to use the last 15 digits of the MTS-ID as the unique ID of the fax. This will help you locate faxes on the fax server that have been identified in the Exchange Message Tracking Log. To enable this feature, edit the Windows registry. Navigate to HKEY_LOCAL_MACHINE\Software\RightFax\Gateway\Gateway#. Next, add the registry value class DWORD and the value “UseMTSID.” Set its value to hexadecimal “0x1” by entering 1 in the DWORD editor.

The Fax Server tab

Figure 2.2 The Connector for Captaris RightFax Properties Fax Server Tab



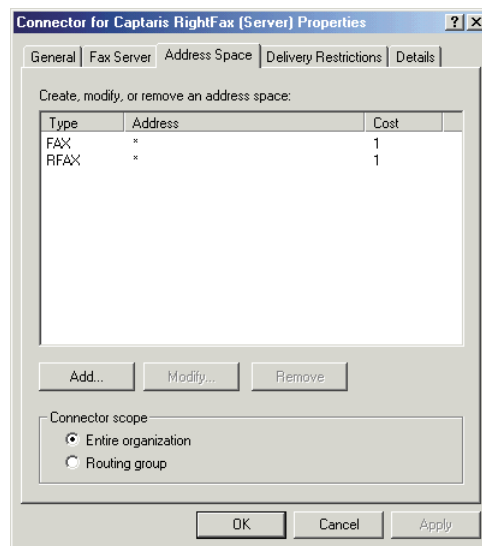
Message transfer directories Message transfer directories temporarily store the mail messages that are being routed to the fax server and the fax images that are being routed to the Exchange server. You must specify one message transfer directory for each fax server that the Exchange 2003 connector will communicate with. The message transfer directory must be a local folder on the Exchange server, and it must be specified as a local file path (for example, C:\Program Files\RightFax\RFaxGate). Each RightFax server with the RightFax Microsoft Exchange Gateway installed is configured to communicate with one message transfer directory (see [“To Configure the RightFax server to work with the connector”](#) on page 15).

Each message transfer directory is assigned a priority. The RightFax connector will always use the message transfer directory with the lowest priority setting. If a directory can't be found, it will use the next lowest. If two directories have the same priority, the connector will alternate directories.

Administrator Select a valid Exchange mailbox to receive undeliverable inbound fax messages and notifications. This account is required and must have a valid email address. If you do not enter a valid Exchange account, the connector will not start.

The Address Space tab

Figure 2.3 The Connector for Captaris RightFax Properties Address Space Tab



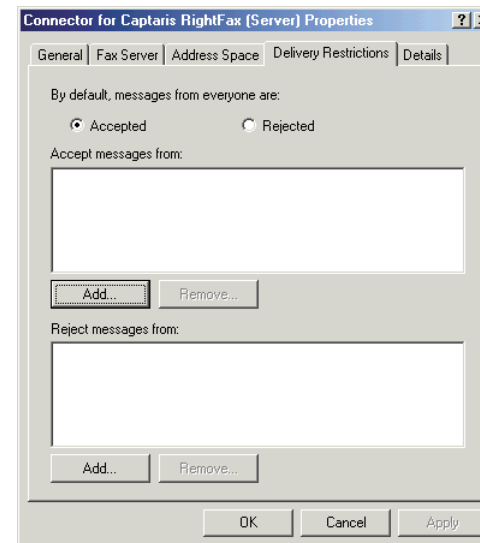
Create, modify, or remove an address space This is a list of the Exchange address spaces that will be routed to the fax server. All messages within the address spaces specified here will

be routed to the fax server. By default, messages with the FAX and RFAX address types (described on page 34) will be routed to the fax server by the connector.

Connector scope Select **Entire organization** to enable the connector for all servers on your network. Select **Routing group** to enable the connector only for servers in the local routing group.

The Delivery Restrictions tab

Figure 2.4 The Connector for Captaris RightFax Properties Delivery Restrictions Tab



Important Before configuring delivery restrictions for RightFax, you must configure Exchange using Microsoft knowledge base article 277872. For more information, see <http://support.microsoft.com/default.aspx?scid=kb;en-us;277872>

By default, messages from everyone are accepted. Click **Accepted** to accept fax-bound messages from all sources. If you select this option, you will still be able to reject messages from specified

sources. You should select this option if you intend to accept messages from all but a few sources. Specify the exceptions in the **Reject messages from** box.

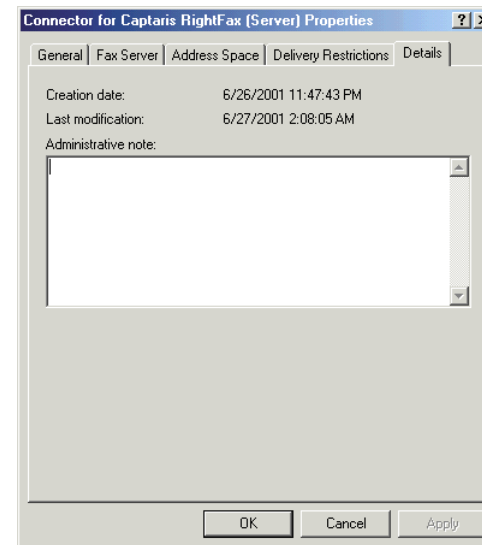
Click **Rejected** to reject fax-bound messages from all sources. If you select this option, you can still accept messages from specified sources. You should select this option if you intend to accept messages from only a few sources. Specify the exceptions in the **Accept messages from** box.

Accept messages from This is a list of senders from whom messages will be accepted. You may want to add Exchange users to this list if you select **Rejected** as the default for all users. If so, the connector will only accept messages from users listed here.

Reject messages from This is a list of senders from whom messages will be rejected. You may want to add Exchange users to this list if you select **Accepted** as the default for all users. If so, the connector will accept messages from all users except those listed here.

The Details tab

Figure 2.5 The Connector for Captaris RightFax Properties Details Tab



Administrative note Add an optional note, up to 1024 characters.

Synchronizing Users from Active Directory to RightFax

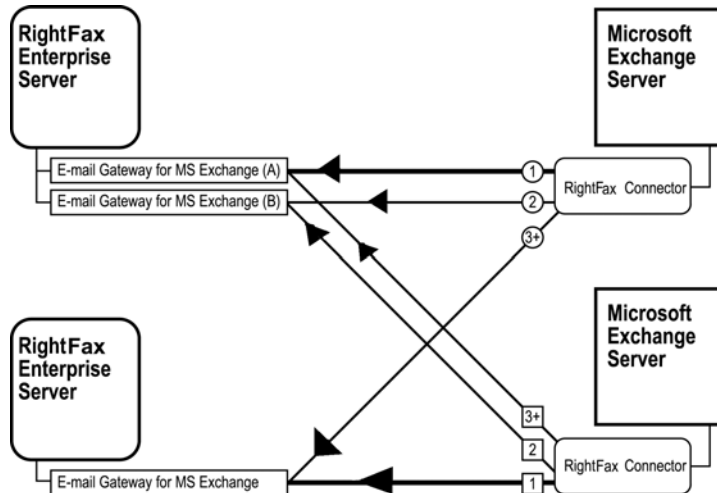
All user synchronization between RightFax and Exchange 2003 environments is managed by the Captaris Sync Module. An XML-based transform file (for synchronizing user information into RightFax) is available for Exchange 2003 environments. For information on user synchronization, refer to the *RightFax Administrator's Guide*.

Configuring the Connector to Work with Multiple Exchange Gateways

Only one RightFax connector can be installed on each Exchange 2003 server, although each connector can communicate with multiple RightFax gateways through the specified message transfer directories (described on [page 16](#)). Each connector/gateway connection is assigned a priority. The connector will always use the message transfer directory with the lowest priority setting. If a message transfer directory can't be found, it will use the next lowest. If two message transfer directories have the same priority, the connector will alternate between them.

The following diagram illustrates the use of connection priorities to create outbound redundancy in a multiple RightFax/Exchange 2003 server environment.

Figure 2.6 RightFax/Exchange 2003 Server Outbound Redundancy



Server redundancy is enabled by assigning multiple message transfer directories (one per installed gateway) to a single connector and assigning each a different priority level. For

information on configuring message transfer directories in the RightFax connector for Microsoft Exchange, see “[Message transfer directories](#)” on [page 16](#).

Installing the Connector for Exchange 2003 on a Windows 2003 Cluster



Important The Connector for Microsoft Exchange 2003 requires that your cluster environment be configured as Active-Passive. It will not function in an Active-Active Cluster configuration.

Installing the Connector for Exchange 2003 on a Windows 2003 cluster requires these basic steps:

1. Create the mail directories ([page 19](#)).
2. Install the connector on the primary node ([page 20](#)).
3. Install the connector on the secondary node ([page 20](#)).
4. Create the RFXGATE resource ([page 20](#)).
5. Create the file share resource ([page 21](#)).
6. Change the mail directory paths ([page 21](#)).
7. Modify the Windows Registry ([page 21](#)).
8. Test communication between the two servers ([page 21](#)).

Creating the mail directories

1. From the root of the cluster shared drive, create a new folder named RFaxGate. Add two subfolders to this folder named RFaxGate\In and RFaxGate\Out.
2. Right-click the RFaxGate folder and select **Sharing** from the shortcut menu. This opens the **Properties** dialog box with the **Sharing** tab displayed.
3. Select **Share this folder** and type “RFXGATE” in the **Share name** box.

4. Click **Permissions**, and then click **Add**.
5. Select the service account that will be used by the Exchange email gateway service and click **Add**. Click **OK**.
6. Select the service account you added and allow full control. Click **OK** to return to the **Properties** dialog box.
7. Select the **Security** tab and click **Add**.
8. Select the service account used by the Exchange email gateway service and click **Add**. Click **OK**.
9. Select the service account you added and allow full control.
10. Click **Advanced**.
11. Check the **Reset permissions on all child objects and enable propagation of inheritable permissions** check box and click **OK**.
12. Close the **Permissions** dialog box.

Add the email gateway to the RightFax server

1. Log on to the RightFax server as an administrator.
2. Open the Windows Control Panel and double-click the RightFax Email Gateway icon.
3. Click the **Add Gateway** button.
4. Click the Microsoft Exchange Gateway option followed by the **Select** button.
5. At the **Location of mail files** box change the path from C:\Program Files\RightFax\RFaxGate to \\ClusterName\RFXGATE.
6. Click the **Select Service Account** Button.
7. Type the name of the domain where the service account resides.
8. Type the **User Account** name and **Password** that will be used to run the Exchange Email Gateway. Click **OK** when finished.

9. Click **OK** at the Email Configuration screen to save your changes.

Installing the connector on the primary node



Important You must be working at the Exchange console for the connector to install properly. Connecting remotely to the server will result in an “unknown error” message and the installation will fail.

1. Log on to the primary node using an account that is a member of the Domain Admins, Enterprise Admins, and Schema Admins groups.
2. Install the Exchange 2003 connector according to the instructions in [“To install the RightFax Connector for Microsoft Exchange 2003”](#) (page 14).

Installing the connector on the secondary node

1. Fail over to the secondary node.
2. Install the Exchange 2003 connector on the secondary node according to the instructions in [“To install the RightFax Connector for Microsoft Exchange 2003”](#) (page 14).

Creating the RFXGATE resource

1. Fail back to the primary node.
2. Run Cluster Administrator and open the Exchange cluster group.
3. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
4. In the **Name** box, enter **RFSERVER**.
5. In the **Description** box, enter **RightFax Exchange Connector**.
6. Set **Resource Type** to **Generic Service**.
7. Select the Exchange group.

8. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
9. In the **Resource Dependencies** box, add the MS Information Store, MS MTA, and MS System Attendant resources.
10. Click **Finish** to add the resource to the group.

Creating the file share resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** box, enter **RFaxShare**.
3. In the **Description** box, enter **RightFax File Share for Connector**.
4. Set **Resource Type** to **File Share**.
5. Select the Exchange group.
6. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
7. In the **Resource Dependencies** box, add the Cluster Name and Physical Disk resources.
8. In the **Generic File Share Parameters** box, enter the path to the RFaxGate folder you created on the virtual drive. Be sure to use RFAXGATE as the share name.
9. Click **Finish** to add the resource to the group.

Changing the mail directory paths

1. Open the Exchange System Manager.
2. For each node, open the Exchange Connector's **Properties** window and click the **Fax Server** tab.
3. Change the directory path from C:\Program Files\RightFax\RFaxGate to \\ClusterName\RFAXGATE on both connectors.
4. For the second node *only*, remove the FAX* and RFAX* namespace.

5. Click **OK** to re-set the connector.

Modifying the Windows Registry

When the Exchange Connectors are installed on the cluster nodes, they each point to different MTS queues. The registry needs to be modified to point them both to the correct queue.

1. Open the Windows Registry on the secondary node.
2. Navigate to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RFaxGate\Parameters.
3. Replace the computer name of the secondary node (delimited by brackets) with the computer name of the primary node for the following registry values:
 - ADSConnector
 - ADsPath
 - CommonName



Important Do not change the settings for HomeDSA.

4. Re-start the Exchange connector.

Testing communication between the two servers

1. Ensure that the Exchange connector service on the active node and the gateway service on the RightFax server are running.
2. On the active node, navigate to the virtual drive where you created the RFAXGATE file share.
3. Open the In and the Out folders in separate windows and set each view to **Details**.
4. Each folder should contain a file called Pulse.txt.

5. Check the “modified” time and date of each Pulse.txt file and compare them to the actual server time. The time and date of both Pulse.txt files should always be within one minute of the server because they should automatically update every 45 seconds.
 - If Pulse.txt in the In folder is not updating, ensure that the RightFax Connector service on the Exchange server is running.
 - If Pulse.txt in the Out folder is not updating, ensure that the Email Gateway service on the RightFax server is running.
 - If both Pulse.txt files are updating properly, send a test fax through the Exchange gateway.

■ ■ ■

Installing and Configuring the RightFax Connector for Exchange 2007

Architectural Overview

After installing and configuring the RightFax Exchange Gateway, you must install and configure the RightFax Connector for Exchange 2007. The connector is a Windows service that runs on Exchange 2007 Hub Transport servers using a Windows service account (usually local system). The connector service is made up of one file (RFXchConn.exe) that directs RightFax messaging through Exchange 2007. Configuration of the connector is done via a Windows Control Panel applet (RightFax Exchange Connector).

The connector installation creates a folder on Exchange 2007 servers called RFXGate. Two subfolders (IN and OUT) are also created. The RFXGate folder and subfolders are used by both the connector and the Exchange Email Gateway (on the RightFax server) to process outbound and inbound faxes. The default location of the RFXGate folder is \Program Files\RightFax.

Both the \RFXGate\IN and \RFXGate\OUT contain the heartbeat file - *pulse.txt*. The connector writes this file to the RFXGate\IN folder, while the Exchange Email Gateway Module writes this file to the \RFXGate\OUT folder. The connector verifies the pulse.txt file is updated in the \RFXGate\OUT folder to insure the gateway is running. The gateway verifies the pulse.txt file in the RFXGate\IN folder has been updated within the specified time interval (45 seconds by default) to insure the connector service is running.

Outbound Faxing Workflow

Below is a high-level overview of the processes associated with outbound faxing from an Microsoft Outlook client.

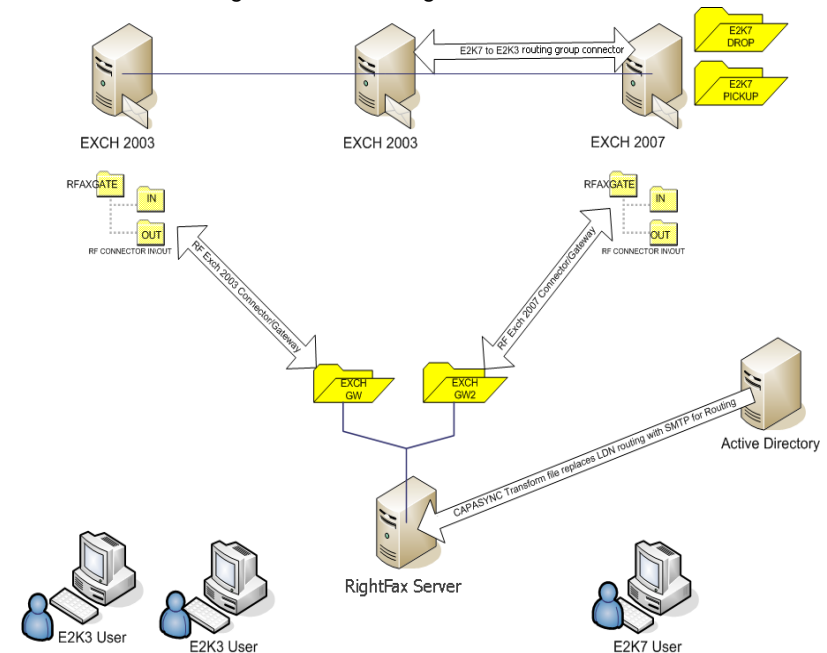
1. A user addresses a fax using a format that is recognizable by the connector (see [“Configuring Outlook Users to Send and Receive Faxes”](#) on page 29). The subject of the email is converted to the notes field on the fax coverpage, while the body of the email becomes the first page of the fax. Any attachments are converted and displayed as additional fax pages.
2. The connector processes the fax and creates temporary files (listed below) that are placed in the \RFXGate\out folder.
 - HXXXXXXXXX.tmp: includes fax header information.
 - MXXXXXXXXX.tmp: includes the message body and the first page of the fax.
 - AXXXXXXXXX.tmp: includes attachments that are converted to additional fax pages.
3. The Exchange Email Gateway module on the RightFax server scans for and processes new messages in the \RFXGate\out folder.
4. The gateway module notifies the RightFax Server module of a new outbound fax document and prepares the document for faxing.

Inbound Faxing Workflow

The following steps provide a high-level overview of the processes associated with inbound faxing with Exchange 2007.

1. A fax is received into RightFax and matched to recipient in the RightFax database.
2. If the user record in the database is associated with a routing type of Exchange the system creates three temporary files:
 - HXXXXXXXXX.tmp: includes fax header information.
 - MXXXXXXXXX.tmp: includes the message body and the first page of the fax.
 - AXXXXXXXXX.tmp: includes attachments that are converted to additional fax pages.
3. The *.tmp files are moved by the Exchange Gateway into the \RFaxGate\IN folder on the Exchange 2007 server.
4. The connector then passes the files to Exchange 2007 for processing.

Figure 3.1 Workflow of a RightFax integration with an Exchange 2003 Server and Exchange 2007 coexisting environment



Coexisting with Exchange 2003 Servers

The RightFax Connector for Exchange 2007 can be used with existing RightFax and Exchange 2003 Server integrations. In this scenario, faxing is possible through an Exchange 2003 routing group connector to the Exchange 2007 hub transport server (this connector is included with default Exchange 2007 installations). The following diagram illustrates the function and workflow of the RightFax Connector in a Exchange 2003 Server and Exchange 2007 coexisting environment.

Requirements

- Microsoft Exchange 2007 Server configured for the Hub
- Microsoft .NET Framework 2.0*
- Microsoft Visual C++ 2005 runtime components*
- Microsoft Windows Installer 3.1*

*Installed during RightFax setup

Supported Microsoft Windows Operating Systems

- Windows Server 2003 Standard x64
- Windows Server 2003 R2 Standard x64
- Windows Server 2003 Enterprise x64
- Windows Server 2008 Standard x64
- Windows Server 2008 Enterprise x64

To install the RightFax Connector for Exchange 2007

To ensure that your RightFax Connector for Exchange 2007 installation goes smoothly and to avoid unnecessary delays, it is important to perform each step in the installation completely and correctly before proceeding to the next step.

1. Log on to the computer using a Windows account that is a member of the **Exchange Organization Administrators** group. If you do not log on as an **Exchange Organization Administrator**, the installation will fail.
2. Insert the RightFax Product Suite DVD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the DVD and run **Setup.exe**. The RightFax Product Suite Setup wizard opens.
3. The connector requires Microsoft .NET Framework 2.0 or later and Windows Installer 3.1. If this software is not installed on your system, Setup will prompt you to install it. To install, click **OK**. To cancel Setup and install .NET Framework 2.0 and Windows Installer 3.1 yourself, click **Cancel**.
4. Review the welcome screen and click **Next**.
5. Carefully read and accept the license agreement and click **Next**.
6. Setup can check for RightFax updates and other late-breaking information. To check for updates, verify you have an active HTTP connection and click **Check for Updates**. If updates are found, follow the instructions in the **Result** section. To skip the update check and continue with Setup, check the box next to **Do not check for updates** and click **Next**.
7. Select the *RightFax Exchange Connector* Setup component and click **Next**.
8. The **Preview Requirements** step lists third-party software required by the Exchange Connector and also lists the status of setup operations. Software that must be installed will have a status of *Not Installed*. To continue, click **Next**.
9. To apply your settings and install required third-party software, click **Apply**. This may take several minutes. When finished, click **Next**.
10. To begin installing RightFax software, click **Next** followed by **Apply**. This may take several minutes.
11. When prompted, enter a Windows account to run the connector service. 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. The local system account is usually adequate. When finished, click **OK**.
12. At the RightFax Exchange Connector Configuration window, click the button next to the **NDR Mailbox** field. A pop-up window opens.
13. In the pop-up window, enter an Exchange mailbox that will be used by the connector to deliver errant email. This must be a valid Exchange mailbox. Failure to enter a valid account will not allow the connector installation to complete. When finished, click **OK**.
14. To complete the Exchange Connector install, click **Next** followed by **Close**.

15. Next, share the \Program Files\RightFax\RFaxGate folder to enable the RightFax Gateway to communicate with the connector. Set the share access permissions to include the Windows service account used to run the Exchange Email Gateway on the RightFax server. This account must have **Change** access to the share and the security permission of **Modify**.

To Configure the RightFax server to work with the connector

After installing the connector software you must configure the Exchange Gateway on the RightFax server.

1. Log on the RightFax server as an administrator.
2. Open the Windows Control Panel and double-click **RightFax Email Gateway Module**. The **Email Configuration** dialog opens. Click the **General** tab.
3. In the **Location of mail files** box, enter the location of the message transfer directory you specified during the connector installation. If you accepted the default folder location during the connector installation on the Exchange server, this is the \\ExchServer\Program Files\RightFax\RFaxGate folder.

Configuring the RightFax Connector for Microsoft Exchange 2007

After the connector is installed, you can customize the connector configuration settings using the RightFax Exchange Connector control panel program.

To configure the RightFax Connector for Microsoft Exchange 2007

1. Run the Windows Control Panel.
2. Double-click **RightFax Exchange Connector**. The RightFax Exchange Connector control panel opens.

The rest of this section describes each of the options in Connector control panel.

The General tab

Exchange Install Directory The folder where Exchange 2007 is installed.

Gateway Directory The Gateway Directory stores the mail messages that are en route to the fax server and fax image files that are en route to the Exchange server. You must specify a Gateway Directory for each fax server that the Exchange 2007 connector will communicate with. The Gateway Directory must be a local folder on the Exchange server, and it must be specified as a local file path (for example, C:\Program Files\RightFax\RFaxGate).

Drop Directory Each foreign connector installed on an Exchange 2007 Server that does not transmit messages via SMTP must use a Drop directory for outbound messaging. Messages sent to the address space specified in the RightFax Connector configuration (RFAX by default) are placed into the connector's Drop directory where they are then processed by the connector and passed to the Gateway Directory. The default location of the connector's Drop directory is on the Exchange 2007 server at \Program Files\Microsoft\Exchange Server\RightFax Exchange Connector.

Pickup Directory Inbound messages taken from the \Gateway\In folder are processed by the connector and placed into the Exchange Server Pickup directory. The default location of the Pickup directory is on the Exchange 2007 server at \Program Files\Microsoft\Exchange Server\Transport Roles\Pickup



Note *The pickup directory is an Exchange 2007 folder used by all foreign connectors. It should not be deleted, modified, or moved.*

NDR Mailbox Select an Exchange mailbox that will receive undeliverable fax messages. This field is required by the connector and must be populated with a valid Exchange mailbox.

Source Transport Servers Specifies Exchange Hub Transport servers to route faxes to and from the RightFax Connector.

Message size Select **No limit** to accept and forward all messages to the fax server regardless of the file size of the message. Select **Maximum (KB)** to specify the maximum file size of messages that the Exchange server will pass to the fax server. Enter the maximum file size in kilobytes. Messages that exceed this file size will not be forwarded to the fax server.



Caution *By default, the Exchange 2007 Transport service is configured with a 10MB message size limit. If your organization sends or receives faxes that are greater than 10MB, you must set the Maximum receive size or Maximum send size limit on the Exchange Transport service settings to a value greater than the largest sent or received document. Messages greater than the message size limit will generate an NDR message and will not be processed. In addition, inbound faxes will be lost if their total size exceeds message (receive) size limits and the recipient RightFax user is configured (in RightFax) with the option to **Delete After Routing**. For information on configuring Exchange message size limits, see Microsoft documentation.*

The Address Space tab

Add, edit, or remove an address space This is a list of the Exchange address spaces that will be routed to the fax server. All messages within the address spaces specified here will be routed to the fax server. By default, messages with the RFAX and FAX

address types will be routed by the connector. An asterisk indicates that all address formats will be accepted for this address type. A cost value (1–100) for messages with this address type is relevant when using two or more RightFax servers. Exchange will route messages to the RightFax server with the lowest cost.

Connector scope Select **Entire Organization** to enable the connector for all Exchange servers on your network. Select **AD Site** enable to connector for a specific routing group.

The Logging tab

The Logging tab allows RightFax administrators to control the types of messages that will be logged by the connector. Each of these messages can be customized using categories and a corresponding logging level. By default all output is written to the Windows Event Viewer Application Log.

Logging Categories

- ExchConnInbound logs inbound (fax-to-email) processes.
- ExchConnManager logs connector manager events that are associated with in and outbound sub-process
- ExchConnOutbound logs outbound (email-to-fax) process
- RightFax Tools logs events associated with the connector configuration control panel.

Logging Output Select the level of information that will be logged in the Application Event Log under the service name "RightFax Exchange Connector." **Off** does not record information to the Event Log. **Error** records only critical errors. **Info** records informational events (such as normal starting and stopping of the connector), warnings, and errors. **Verbose** records all events and is most useful for tracking and resolving problems. If you leave this

option set to Verbose for long periods of time, the Event Log can become full very quickly and could prevent new events from being logged. **Warning** records only critical errors and warnings.

Changing the Connector Service Account

The RightFax Connector runs as a local service (RFExchConn.exe) on Exchange 2007 servers. The Windows local system account is used to run the connector service by default, but can be changed if necessary. Regardless of the account type, it must have read access to the Drop directory, read and write access to Pickup directory and Gateway directory, and have permission to logon as a service.

1. To change the service account, click **Select Service Account**. The Service Account dialog box opens.
2. Click the radio button next to **This account**.
3. Type the service account information using the format of: Domain\User account or Local Computer\User account.
4. Enter the password for the selected user account in both the Password and Confirm Password box.
5. Click **OK** to apply the new service account

Synchronizing Users from Active Directory to RightFax

All user synchronization between RightFax and Exchange 2007 environments is managed by the Captaris Sync Module. An XML-based transform file (for synchronizing user information into RightFax) is available for Exchange 2007 environments. For information on user synchronization, refer to the *RightFax Administrator's Guide*.

Troubleshooting the RightFax Connector for Exchange 2007

If you experience problems with your RightFax Connector for Exchange 2007, you should first check for errors in the Application log of the Windows Event Viewer. To open the Event Viewer, select Start > Programs > Administrative Tools > Event Viewer. In the Event Viewer, select Application from the Log menu to open the Application log. Connector-related problems will appear on the log under the Source column as "RightFax Exchange Connector". Double-click the entry for a description of the error. The information saved to the Event log is determined by the Logging output setting in the RightFax Connector configuration program. Set the log level to Verbose to record debug-like output that may help isolate a particular issue.

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Chapter 4

Configuring Outlook Users to Send and Receive Faxes

The RightFax Microsoft Exchange Module supports these versions of Microsoft Outlook:

- Outlook 2000 SP3
- Outlook XP base version and SP2
- Outlook 2003 base version or higher
- Outlook 2007

Sending an Outlook mail message to a fax number is similar to sending email, except the message must be specially addressed. Text entered in the **Subject** field in an Outlook mail message will appear in the “Notes” section of the cover sheet. Text entered in the body of the email will appear as the body of the fax. Attached files will be converted to fax images and added to the fax (see [Appendix B, “: File Formats that Convert to Fax Format”](#)). Unsupported file attachments cannot be converted and will be ignored.



Important *UTF-8 encoding (unicode) is required for the Euro symbol and some other special characters to appear properly in RightFax documents created in Microsoft Outlook. To support documents with these characters, Microsoft Outlook must be configured for UTF-8 encoding. Refer to the documentation for Microsoft Outlook for information on enabling UTF-8 encoding.*

Installing the RightFax Form for Outlook

RightFax provides a custom form for your Microsoft Outlook users that expands and simplifies the process of sending and receiving faxes with Outlook. Features such as an embedded fax viewer and billing code lookup tables allow Outlook to act as a truly unified messaging client for your users.



Note *The RightFax form for Outlook requires Microsoft Outlook XP or higher be running on the client workstation.*

With the RightFax form for Outlook, users can:

- Look up and enter billing information.
- Send a cover sheet.
- Specify conversion options for PowerPoint, Excel, and Visio documents.
- Elect to preview a fax before sending, request a callback, and use smart-resume.
- Specify the resolution of the fax image.
- Select defaults for conversion options, cover sheets, and other sending information.
- Preview and select library documents to attach to the fax.
- Preview and select fax overlay forms.

A preview form can be also installed that will let users preview faxes in Outlook before sending them using the RightFax fax viewer.

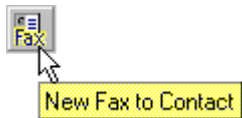
The RightFax form for Outlook is installed on each individual Outlook client computer as a component of the RightFax client installation (described in the *RightFax Installation Guide*). If you choose to not install this form on each individual client workstation, Outlook clients can still send faxes via the RightFax server using one of two custom addressing formats. For more information on these fax addressing formats, see “[Manually Addressing Outlook Messages to Fax Destinations](#)” on page 33.

The Outlook Fax Extension

The Outlook Fax Extension is installed as part of the RightFax form for Outlook. The extension adds a menu command and button to Outlook so that users can quickly address and send faxes. It also provides a command for viewing the status of faxes.

A button, **New Fax to Contact**, is added to the Outlook tool bar.

Figure 4.1 The New Fax to Contact Button



When the user clicks this button, a **Quick Fax Addressing** dialog box may appear depending on the user’s RightFax configuration in Outlook (see “[Configuring the Outlook Fax Extension](#)” on page 30). This dialog box lets the user easily enter the necessary fax addressing information. After the addressing dialog box is completed, the fax form opens allowing the user to supply the body of the fax message, attach files or library documents, and specify any desired fax transmission options.

The extension adds the menu command **Realtime Fax Status** to the **Actions** menu so that users can view the status of the faxes stored in the RightFax mailbox. This is useful for users who want to check the status of faxes sent to or from Outlook. When this command is selected, a dialog box appears listing the folders and faxes in your mailbox. Click a folder name to view the faxes it contains. To view or delete the fax, right-click the fax entry to open a shortcut menu, and then select the appropriate menu option. Right-click in the fax list and select **Refresh List** to view the most current status of each fax.

Configuring the Outlook Fax Extension

The Outlook Fax Extension must be configured individually on each Outlook client computer. On the client computer in Outlook, navigate to the **Tools** menu and select **Options**. The **Options** dialog box opens. Select the **RightFax** tab.

Use Outlook fax addresses as RightFax addresses

Enables the gateway to send messages to Contacts who have a fax number only in the **Business Fax** field of their Contact information. If this check box is not selected, RightFax-specific fax addresses must be used in the **Business Fax** field.

Remove “(Business Fax)” from cover sheet

display name When faxing to Outlook clients, the name of the Contact information field where the fax number was retrieved (the **Business Fax** field) is automatically appended by Outlook to the fax recipient’s name. For example, your Outlook Contacts may receive faxes addressed like this:

Jane Doe (Business Fax)

Select this check box to automatically remove this text from your fax cover sheets, leaving only the recipient’s name in the **To:** field.

Allow area codes in parentheses Prevents Outlook from automatically converting numbers below 299 inside parentheses in fax-bound mail addresses to escape characters. If you are going to send faxes via the RightFax Microsoft Exchange Module to area codes below 299, this check box *must* be selected.



Note Checking *Allow area codes in parentheses* will prevent you from adding special characters to email addresses using escape codes.

Show Quick Fax Addressing dialog When this option is selected, a **Quick Fax Addressing** dialog box will appear each time you create a new fax in Outlook. This dialog box lets you enter fax addressing information, which is then formatted automatically in the **To** line of your Outlook message.

Server options Click this button to open a dialog that lets you specify the name of the RightFax server to connect to and your login information.

Create internet mail fax addresses If you use the Outlook client with the SMTP/POP3 email gateway instead of the RightFax Microsoft Exchange Module, selecting this check box tells Outlook to create SMTP/POP3 compatible fax addresses instead of Exchange formatted addresses. When this option is enabled, you must also enter the Internet mail address of the RightFax SMTP email gateway. For example, if fax messages sent to the SMTP/POP3 gateway should be formatted as:

fax=555-1212/pn=Jane.Doe@faxgateway.company.com

then this field must read:

faxgateway.company.com

Because this feature uses IETF addressing convention, you must have the option **Use IETF Fax Addressing** checked in your SMTP/POP3 **Email Configuration** dialog box (described in the *RightFax Administrator's Guide*)

Sending Faxes

When users open the RightFax form for Outlook to send a fax (such as by clicking the **New Fax to Contact** button, described on [page 30](#)), the **Quick Fax Address** dialog box opens.

Figure 4.2 The *Quick Fax Address* dialog box

This dialog box lets the user enter all the required addressing information for one or more recipients. After adding one recipient, click **Add Another** to add additional recipients. If the RightFax server has been configured to send fax documents to email addresses or SMS numbers, a drop-down list lets you select which of these delivery methods you want. Users can send a single document to any combination of fax, email, and SMS recipients. Email recipients will receive an email message with the body of the fax as a separate file attachment. SMS recipients will receive only the notes entered in the subject field of the email for the fax cover sheet.

After the information for all intended recipients is complete, click **Done**. The fax form opens, allowing the user to supply the body of the fax message, attach files or library documents, and specify any desired fax transmission options.

For instructions on entering this information, refer to the *RightFax Client for Outlook Quick Reference Card* and the online help.



Note When sending faxes from Outlook, users can select fax recipients from the Outlook address book and Contacts list. In Outlook, recipient names can be 99 characters or longer, however the RightFax software cannot display a name that is more than 99 characters. Faxes will send successfully, however the recipient name will appear in distinguished name format in RightFax and on the fax cover sheet.

Sending faxes using the RightFax form for Outlook

There are several ways to use the RightFax form for Outlook to send a fax:

- Click **New Fax to Contact**.
- On the **Actions** menu, click **New Fax**.
- To generate and send a new fax to a Microsoft Outlook Contact, click **Contacts** in your Outlook Folder List, select the contacts to receive the fax, and then click **New Fax to Contact** on the tool bar.

The form opens, addressed with the name and fax number of the contact. The fax number is taken from the contact's **Business Fax** fields. If the **Business Fax** field is empty, the **Home Fax** field is used. If the **Home Fax** field is empty, the **Other Fax** field is used. If available, the contact's company, city, state, billing information, and voice number will also be included in the fax address for display on the cover sheet.

Figure 4.3 The RightFax form for Outlook

For information on using the options on the RightFax form for Outlook, please refer to the *RightFax Client for Microsoft Outlook Quick Reference Card* and the online help provided with the form.

Sending Faxes Using Certified Delivery

If a Certified Delivery Web server has been set up, users can send faxes from the RightFax form for Outlook using Certified Delivery. When a document is sent via Certified Delivery, it is saved as a TIFF file on your organization's Certified Delivery Web server. The recipient is not sent the document directly. Instead, the recipient is sent an email message with a link to the document on the Web server. For information on installing and using Certified Delivery, refer to the *RightFax SecureDocs Guide*.

To send a document via Certified Delivery, the user must specify an email address for the recipient instead of a fax number. The email address can be entered in the **Fax Number/Email Address** box on the **Quick Fax Addressing** dialog box, or it can be entered in Outlook's **To:** or **Cc:** boxes.

In the **Quick Fax Addressing** dialog box, the user only needs to specify the recipient's name and email address. After a name and email address have been specified, the user must open the RightFax form for Outlook and select the **Convert SMTP Addresses To SecureDocs Recipients** option. When this option is selected, the email address specified in the **Quick Fax Addressing** dialog box will be converted to the proper format for sending via Certified Delivery.

If the user is not using the **Quick Fax Addressing** dialog box, the recipient's name and email address must be entered in Outlook's **To:** or **Cc:** boxes using the following syntax:

[RFAX:Name@/SMTP=EmailAddress/SD]

Where *Name* is the recipient's display name and *EmailAddress* is the destination email address. For example, to send a fax via Certified Delivery from Outlook to JaneDoe@Company.com, enter this address in the **To:** field:

[RFAX:Jane Doe@/SMTP=JaneDoe@Company.com/SD]

Documents sent to addresses formatted this way in Outlook will automatically be sent via Certified Delivery and the RightFax form for Outlook is not required.

Manually Addressing Outlook Messages to Fax Destinations

As an alternative to using the RightFax form for Outlook, all Outlook clients can address a fax by typing all the fax information (name, fax number, etc.) in the **To:** field using one of two supported addressing formats, or create custom fax addresses in either your Personal Address Book or the Global Address List.

Using the FAX: addressing format

This is a simplified fax addressing type that lets users specify the destination name and fax number in the **To:** field in Outlook using the format:

[FAX:Name@FaxNumber]

For example, to send a fax from Outlook to Jane Doe at 555-1212, enter this address in the **To:** field:

[FAX:Jane Doe@555-1212]

Be sure to include the opening and closing square brackets.

You can restrict users' ability to use this addressing type in the RightFax Connector for Microsoft Exchange (see ["The Address Space tab"](#) on [page 17](#))

Using the RFAX: addressing format

This is an advanced fax addressing type supported by RightFax that lets users specify the destination name and fax number in the **To:** field in Outlook using the format:

[RFAX:Name@/FN=FaxNumber]

For example, to send a fax from Outlook to Jane Doe at 555-1212, enter this address in the **To:** field:

[RFAX:Jane Doe@/FN=555-1212]

Be sure to include the opening and closing square brackets.

You *must* include the recipient's name and fax number as in the previous example; however, with the RFAX addressing type, you can optionally include one or more additional parameters. The

following table lists all fax destination parameters supported for Outlook. These addressing parameters can appear in any order but must always be entered after the '@' symbol in the address.

Figure 4.4 RFAX Type Outlook Fax Addressing Parameters

Parameter	Definition	Example
/AN=	Billing code 1	/AN=1111
/CI=	Recipient city/state	/CI=Tucson, AZ
/CO=	Recipient company name	/CO=Acme, Inc.
/FN=	Destination fax number	/FN=555-1212
/MN=	Billing code 2	/MN=2222
/SMS	Send to an SMS number instead of a fax number (replaces the /FN parameter)	/SMS=555-1212
/VN=	Recipient voice number	/VN=555-4567

Example [RFAX:Jane.Doe@/FN=555-1212/VN=555-4567
/CI=Tucson, AZ/CO=Acme Inc./AN=1111/MN=2222]

You can restrict users' ability to use this addressing type in the RightFax Connector for Microsoft Exchange (see ["The Address Space tab"](#) on [page 17](#)).

Receiving Incoming Faxes via Email

The RightFax Microsoft Exchange Module lets RightFax users receive faxes as email message attachments instead of (or in addition to) receiving them in their FaxUtil mailboxes.

To configure a user to receive faxes in email

1. In Enterprise Fax Manager, double-click the user to open the **User Edit** dialog box, and then click the **Inbound Routing** tab.

Figure 4.5 The Inbound Routing Tab

The screenshot shows the 'User Edit' dialog box with the 'Inbound Routing' tab selected. The fields are as follows:

- Routing Code (DID/DNIS number):** 5555
- Routing Type:** Microsoft Exchange
- File Format:** TIFF (G3-1D)
- Routing Info:** JANE DOE
- Received Fax Routing Form:** Advanced Outlook Form
- Delete after routing?

2. In the **Routing Type** box, select "Microsoft Exchange."
3. In the **File Format** list, click "TIFF-G3" as the format RightFax will use for the fax attachment.

4. In the **Routing Info** box, enter the Outlook user's Display Name, Alias, Distinguished Name, or SMTP address. To prevent possible duplication, the Distinguished Name is recommended.



Tip When synchronizing users from Active Directory, the routing info field is automatically populated with distinguished name (Exchange 2003 environments) or the SMTP address (Exchange 2007 environments)

5. If you have installed Outlook forms (see [“Installing the RightFax Form for Outlook”](#) on page 29), select the form you want to route incoming faxes to in the **Received Fax Routing Form** box. Select **Default** to use the form set in the email gateway configuration in Enterprise Fax Manager (see [“Adding and Configuring the RightFax Microsoft Exchange Gateway Service”](#) on page 6).
6. Select the **Delete After Routing** check box only if you want to delete the fax from the user's RightFax mailbox after it is routed to Exchange. If RightFax cannot route a fax to the destination email mailbox, it will leave the fax in the user's RightFax mailbox regardless of how this option is set.

Breaking up large faxes

Some Exchange servers define a maximum file size for inbound messages. By default, if a fax image attached to an inbound mail message exceeds this maximum file size, an error is logged and the message is not sent.

In order to bypass this limit, RightFax can be configured to automatically break fax images into multiple files and send them as separate mail messages. To do this, add a new DWORD Windows registry entry “MaxMessageSize” under HKEY_LOCAL_MACHINE\Software\RightFax\Gateway\Gateway#. Set the value of this key to the maximum file size in Kb. Any faxes that exceed this size will automatically be divided into multiple faxes and multiple mail messages.

Decreasing document load time

If opening faxes or other RightFax documents takes longer than expected, you enable an option which prevents Outlook clients from contacting the RightFax server when opening a new fax.

1. Log on to the Outlook client workstation using an account that is a member of the local administrators group.
2. Open the Windows registry and create the following subkey:
HKEY_CURRENT_USER\software\rightfax
client\OutlookExtension\
3. Create a new DWORD value called **ContactFaxServer** and set the value to 0.
4. Close the Windows registry.

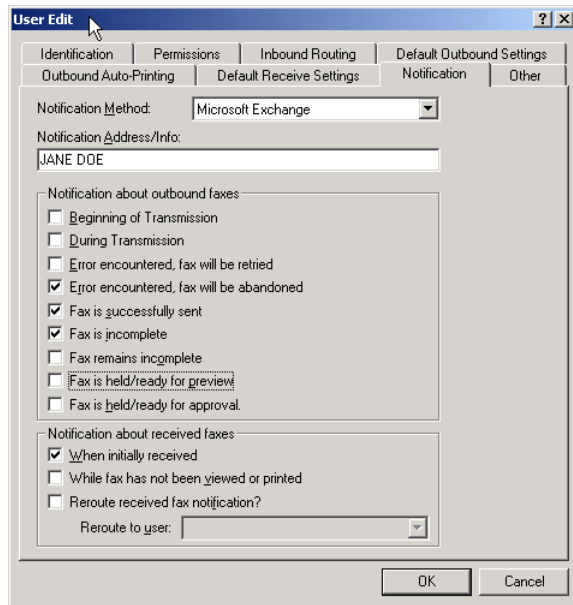
Email Notification of Received Faxes

The RightFax Microsoft Exchange Module can be used for *notification* of received faxes whether or not the gateway is configured to actually send and receive faxes.

To configure a user to receive fax notification in email

1. In Enterprise Fax Manager, double-click the user to open the **User Edit** dialog box, and then click the **Notification** tab.

Figure 4.6 The Notification Tab



2. In the **Notification Method** list, click **Microsoft Exchange**.
3. In the **Notification Address/Info** box, enter the Outlook user's Display Name or Alias. Click **OK** to save the new notification settings.

Group notification

The notification method can be configured for an entire RightFax group by editing the group ID properties in Enterprise Fax Manager and setting the group **Notification Type** to Microsoft Exchange.

Customizing the subject lines of Exchange user notifications

The subject line of each user notification message in Exchange can be customized by adding a Windows registry setting to the fax server. For each message to customize, add a new string registry entry under HKEY_LOCAL_MACHINE\Software\RightFax\Gateway\Gateway#. The following table lists each registry entry, the type of notification the message applies to, and its default text value. Some values let you include variables as part of the string. In each case the variable and its definition is listed.

Table 4a Custom Exchange Subject Line Registry Settings

Registry key	Defines the subject line of	Default value
ExchangeMsgs_0	Received Outlook messages that contain newly received faxes	A new fax has arrived from ~1 (Part ~2 of ~3). ~1 = CSID of originating fax machine ~2 = Part of the fax (if fax is broken into multiple parts) ~3 = Total fax parts (if fax is broken into multiple parts) ~4 = The number of the fax channel that received the fax ~5 = The unique ID of the fax, assigned by the RightFax server ~6 = ANI information
ExchangeMsgs_1	Notification that a sent fax had an incorrect fax address	Your fax has not been sent because the addressing information was incorrect.
ExchangeMsgs_2	Notification that a sent fax had an invalid fax address	Valid fax destination information could not be found in your mail message. The message has been discarded.

Table 4a Custom Exchange Subject Line Registry Settings (Continued)

Registry key	Defines the subject line of	Default value
ExchangeMsgs_3	Notification that a sent fax had an invalid email address	The gateway was unable to validate the email address of the message sender. The message has been discarded.
ExchangeMsgs_4	Notification that a sent fax was not sent due to an error during processing	An error occurred while trying to process your message. Please try again or contact your system administrator. The message has been discarded.
ExchangeMsgs_5	Notification that a sent fax was not sent due to an error during transmission	An error occurred while trying to send your message. Please try again or contact your system administrator. The message has been discarded.
ExchangeMsgs_6	Notification that a sent fax marked for preview is ready to view	Your fax to ~1 is ready for previewing. ~1 = Recipient's name
ExchangeMsgs_7	Notification that a sent fax has not been sent	Your fax has not been sent.
ExchangeMsgs_8	Notification that a sent fax had no body content	There is no message body.

Including the Fax ID in the Email Notification

The email notification of a received fax in Microsoft Outlook can include the unique ID of the fax. The unique ID appears in the subject line of the email. To change the format of the unique ID, see the chapter on routing inbound faxes in the *RightFax Administrator's Guide*.

To configure email notification messages to include the fax ID

For the unique ID of the fax to appear in email notification messages, you must modify the notification messages on the RightFax server.

1. In Enterprise Fax Manager, select the RightFax server to modify.
2. Under **Service Name**, double-click **RightFax Server Module**. The **Server Configuration** dialog box opens.
3. On the **Custom Messages** tab, modify the **New Fax** message. Type a message that includes the ~5 variable, which is the unique ID of the fax. The maximum length of a notification message is 200 characters.

For example, enter the message **A new fax has arrived. Fax ID ~5**.

Embedded Codes in Email Messages

Embedded codes are special faxing instructions that you insert directly into fax-bound documents such as email messages. You can use embedded codes to include fax cover sheet information, attach library documents, add billing information, and more.

To add an embedded code to an email message, type the code you want, along with any required parameters, between angle brackets. For example, an embedded code that tells RightFax to send a library document called "PriceSheet" is written as:

```
<LIBDOC:PRICESHEET>
```

RightFax removes all embedded codes from the mail message when it converts it to fax form so they don't appear in your final fax. If you type an embedded code incorrectly, it will be ignored by RightFax and included in your fax. Embedded codes may be written in either upper or lower case.

Embedded codes must always use a native printer font. This is because when the mail message is converted to PCL5 format, all other font types are encoded as graphic images. Only native printer fonts are stored in the PCL file that the fax is generated from in their original text format. And it is this text in the PCL file that is replaced. If you do not use native printer fonts for your embedded codes, the codes themselves will appear in the instead of being replaced by the information or instruction they represent. All embedded codes are surrounded by angle brackets (<>) which must also use the same native printer font.



Note Windows 2003 may add unexpected spacing or other characters to embedded code strings even when using a native printer font. For embedded codes in documents on Windows 2003 machines, RightFax recommends using the "Courier" native printer font only.

Embedded codes can appear anywhere in the body of the mail message (they will not work in the **Address** or **Subject** fields). Embedded codes cannot line wrap and any embedded code that is so long that it wraps to a second line will be ignored.

For a description and example of each email compatible embedded code see "[Email Compatible Embedded Codes](#)" on [page 39](#).

■ ■ ■

Appendix A

Email Compatible Embedded Codes

Embedded codes are special faxing instructions that you insert directly into fax-bound email messages. You can use embedded codes to include fax cover sheet information, attach library documents, specify a time to send the fax, and more.

To add an embedded code to an email message, type the code you want, along with any required parameters, between angle brackets. For example, an embedded code that tells RightFax to include the library document "Priceguide" along with the text of the email is written as:

```
<LIBDOC2:PRICEGUIDE>
```

RightFax removes all embedded codes from the email message when it converts it to fax form, so they don't appear in your final fax. If you type an embedded code incorrectly, it will be ignored by RightFax and will be included in your fax. Embedded codes may be written in either upper or lower case and embedded codes always work the same way regardless of the email application used to create the document.

Although you can use any fonts you want in the text of your email messages, embedded codes *must always* use a native printer font. This is because when the file is converted to PCL5 format, all other font types are encoded as graphic images. Only native printer fonts are stored in the PCL file in their original text format. It is this text in the PCL file that is replaced. If you do not use native printer fonts for your embedded codes, the codes themselves will appear in the

instead of being replaced by the information or instruction they represent. All embedded codes are surrounded by angle brackets (<>) which must also use the same native printer font.



Note *Windows 2003 may add unexpected spacing or other characters to embedded code strings even when using a native printer font. For embedded codes in documents on Windows 2003 machines, RightFax recommends using the "Courier" native printer font only.*

Embedded codes can be placed anywhere in the email message that you will be faxing. They cannot line wrap and any embedded code statement that is so long that it wraps to a second line will be ignored.

This appendix lists only embedded codes that are recognized by the email gateways. RightFax supports several additional embedded codes when faxes are generated from native applications. For a complete list of embedded codes supported by RightFax, please refer to the *RightFax Administrator's Guide*.

ATDATE**Format** <ATDATE:date>

Schedules the fax to send on a specific date. Dates can be expressed as relative or absolute. Relative dates give the number of days from today's date. For example, "+7" represents one week from today. Absolute dates specify the exact date to send the fax. Absolute dates must be written in one of these formats: MM/DD/YY, MM-DD-YY, or MM-DD-YYYY.

If no send time is specified with the ATTIME code (described later), the send time defaults to "now" (the current time of processing). For example, if a fax is sent to the queue at 3:30 p.m. and it contains only an <ATDATE:+1> code, it will automatically be scheduled to send at 3:30 p.m. tomorrow.

Maximum field length: 10 characters

Example <ATDATE:9-15-99>
<ATDATE:+2>

ATTIME**Format** <ATTIME:time>

Schedules the fax to send at a specific time. The time can be relative or absolute.

Relative time is the number of hours or minutes from the current time. For example, "+2" is two hours from now.

Absolute times are entered in either 12-hour or 24-hour format. A colon separating hours and minutes is optional, and an "a" or "p" can be used to indicate A.M. or P.M. The fax server does not send the fax at exactly the minute specified. Rather, the fax becomes eligible for scheduling within 15 minutes of the specified time.

Specifying a time between the current time and midnight will schedule the fax to send today. Specifying a time earlier than the current time will schedule the fax tomorrow.

Maximum field length: 9 characters

Example <RFSAP_ATTIME:10:00p>
<RFSAPAT_TIME:+2>

BILLINFO1**Format** <BILLINFO1:code>

Assigns a billing code to the fax. The billing code will be sent but it will not be validated by RightFax.

Maximum field length: 15 characters

Example <BILLINFO1:4444>

BILLINFO2**Format** <BILLINFO2:code>

Assigns a second billing code to the fax. The billing code will be sent but it will not be validated by RightFax.

Maximum field length: 15 characters

Example <BILLINFO2:5555>

CHANNEL**Format** <CHANNEL:channel#>

Sends the fax only on the specified channel of the fax board. Specify a number corresponding to the channel to use. Set the channel number to 0 (zero) to use any available channel.

This code is useful if your organization uses one channel for priority faxing, and you want the fax to go out right away. You can also use this code to limit fax broadcasts to one channel only, leaving the other channels free for priority faxing.

Maximum field length: N/A

Example <CHANNEL:3>

COVER

Format <COVER>

Automatically generates a RightFax cover sheet for the fax containing the code. If the user sending the fax containing this code is configured to automatically generate a cover sheet, only one cover sheet will be generated.

Unless a cover sheet file name is specified using the <FCSFILE> embedded code (see ["FCSFILE"](#) on [page 41](#)), this code will automatically use the default cover sheet file.

Maximum field length: N/A

DELETE

Format <DELETE>

Deletes the fax from the user's FaxUtil mailbox after it has been successfully sent. This code overrides the default RightFax auto-delete setting.

Maximum field length: N/A

DELETEALL

Format <DELETEALL>

Deletes all faxes from the user's FaxUtil mailbox after the fax has been sent, whether or not the send was successful. This code overrides the default RightFax auto-delete setting.

Maximum field length: N/A

FCSFILE

Format <FCSFILE:file name>

Uses the specified file as the RightFax-generated cover sheet. The cover sheet file must exist in the RightFax\FCS folder on the RightFax server and must end with the extension .pcl. Do not specify a directory path.

Maximum field length: 12 characters

Example <FCSFILE:MYCOVER1.PCL>

FINE

Format <FINE>

Converts the body of the fax using "fine" resolution (200 × 200 DPI). Fine resolution is recommended for faxes with detailed graphics and faxes that will be OCR'd. This code overrides the default fax resolution set in the user's FaxUtil mailbox.

Maximum field length: N/A

FROMFAXNUM

Format <FROMFAXNUM:faxnumber>

Specifies the sender's fax number on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

Maximum field length: 31 characters

Example <FROMFAXNUM:(520)555-1234>

FROMGENFAXNUM**Format** <FROMGENFAXNUM:faxnumber>

Specifies the company's general fax number to be placed on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

Maximum field length: 31 characters

Example <FROMGENFAXNUM:(520)555-2345>**FROMGENPHONE****Format** <FROMGENPHONE:phonenumber>

Specifies the company's general phone number to be placed on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

Maximum field length: 31 characters

Example <FROMGENPHONE:(520)555-3456>**FROMPHONE****Format** <FROMPHONE:phonenumber>

Specifies the sender's phone number to be placed on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code will be ignored.

Maximum field length: 31 characters

Example <FROMPHONE:(520)555-4567>**IGNORE****Format** <IGNORE>

Causes all subsequent embedded codes to be ignored.

Maximum field length: N/A

LIBDOC**Format** <LIBDOC:documentID>

Sends the specified RightFax library document *in addition* to sending the document containing the code. Multiple library documents may be specified, each as a separate LIBDOC code. When used with email gateways, this embedded code functions exactly the same as LIBDOC2.

Maximum field length: 21 characters

Example <LIBDOC:INFOPACK1>**LIBDOC2****Format** <LIBDOC2:documentID>

Sends the specified RightFax library document *in addition* to sending the document containing the code. Multiple library documents may be specified, each as a separate LIBDOC2 code. When used with email gateways, this embedded code functions exactly the same as LIBDOC.

Maximum field length: 21 characters

Example <LIBDOC2:INFOPACK1>**NOCOVER****Format** <NOCOVER>

Turns off automatic RightFax cover sheet generation for the document containing this code.

Maximum field length: N/A

NORMAL

Format <NORMAL>

Converts the body of the fax using “normal” resolution (100 × 100 DPI). Normal resolution faxes can be transmitted much faster than fine resolution faxes, saving time and phone charges. This code overrides the default fax resolution set in the user’s FaxUtil mailbox.

Maximum field length: N/A

PREVIEW

Format <PREVIEW>

Holds the fax for preview in your FaxUtil mailbox. You must view the fax in FaxUtil and select **Release** from the **File** menu before it will send.

Maximum field length: N/A

PRIORITY

Format <PRIORITY:priority>

Sets the priority of the outgoing fax. Allowed settings are: Low (L), Normal (N), and High (H). If a user specifies high priority and does not have the “Can use high priority” permission, the fax will automatically be sent with “normal” priority.

Maximum field length: N/A

Examples<PRIORITY:HIGH>
<PRIORITY:N>

SAVE

Format <SAVE>

Instructs RightFax to not delete the fax image from the user’s FaxUtil mailbox after being sent. This overrides any default auto-delete setting.

Maximum field length: N/A

■ ■ ■

Appendix B

File Formats that Convert to Fax Format

The following table lists the software applications and document file formats that can be converted to faxes by the built-in conversion engine on the RightFax server. Only these file types can be converted from their native format by sending as file attachments to a fax message or by using the Send To function in Windows.

Table B1 Supported Document File Formats

Application or file format	Supported versions
ANSI text (7 & 8 bit)	All versions
ASCII text (7 & 8 bit)	All versions
BMP	Windows versions
DCX (multi-page PCX)	Microsoft Fax
EPS	If TIFF image is embedded
GIF	All versions
HTML	Versions through 4.0
JPEG (includes EXIF)	All versions
Lotus 1-2-3 for SmartSuite	SmartSuite 97, Millennium, and Millennium 9.8
Microsoft Excel	Versions 2000 through 2007
Microsoft PowerPoint	Versions 2000 through 2007

Table B1 Supported Document File Formats (Continued)

Application or file format	Supported versions
Microsoft Rich Text Format (RTF)	All versions
Microsoft Visio (.VSD files)	2000 through 2007
Microsoft Word	2000 through 2007
Microsoft WordPad	All versions
Microsoft Works	Versions through 8.0
PCX bitmap	All versions
Portable Document Format *	All versions
Post Script	All versions
TIFF CCITT Group 3 & 4	All versions
Unicode Text	All versions
UUEncode	No specific version
UTF-8	No specific version
WordPerfect Graphics (WPG and WPG2)	Versions through 2.0



***Important** Conversion of PDF attachments and Postscript requires the RightFax PDF Module.

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