

# RightFax Guide to New Features 8.0 / 8.5



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## INTRODUCING RIGHTFAX 8.5

RightFax is the premiere fax server solution for businesses from the global enterprise to the small business. This document is designed to provide current RightFax users and administrators with an overview of the enhancements in the latest releases, RightFax 8.0 and 8.5. Individuals who are new to RightFax should refer to the *RightFax 8.5 Administrator's Guide* and other user documentation to gain a complete understanding of the RightFax server and to maximize the utility of RightFax.

This release of RightFax introduces a number of enhancements that benefit both RightFax users and administrators. In addition to the RightFax 8.0 enhancements like Microsoft Active Directory synchronization, digital encryption, and certified document delivery, RightFax 8.5 is certified on Windows 2000 Server and Windows 2000 Advanced Server, including support for Microsoft Cluster Service. RightFax 8.5 is also compatible with the Windows XP platform.

The exchange of information is, and will remain a vital part of any business, whether it's responding to requests for information, sending out price quotes, collecting customer information, finalizing details on contracts, or just collaborating on a joint project. RightFax gives administrators and users tools to make automating business communications easier than ever. Automatically. Economically. Reliably. That's why RightFax has garnered 25% market share worldwide, three times the share of the next competitor.

## RIGHTFAX SERVER ENHANCEMENTS

### WINDOWS 2000 SERVER CERTIFICATION

RightFax is certified on Windows 2000 Server and Advanced Server, including support for Windows Cluster Service.

Certification provides application reliability, continuity in the user interface experience and ease of installation and ongoing operation. Applications that are certified on Windows 2000 have gone through VeriTest's rigorous testing process to ensure conformance with Microsoft application requirement specifications. Reliability and decreased cost of ownership make certified applications a preferred choice.



Conformance with Microsoft guidelines ensures the smooth operation of the RightFax server and reduces any risk of downtime that may be experienced with uncertified products. Certification on Windows 2000 Advanced Server takes this a step further by providing assurance that the RightFax server works in a Windows 2000 Advanced Server clustering environment.

### SUPPORT FOR MICROSOFT WINDOWS XP AND OFFICE XP

RightFax is supported on the Windows XP and Office XP or "eXPerience" platform. This latest Windows environment has a completely new look and feel to the user interface.

## ACTIVE DIRECTORY SYNCHRONIZATION

The Active Directory™ service is a central component of the Microsoft Windows® 2000 operating system platform. Active Directory provides a place to store information about network-based entities, such as applications, files, printers, and people. It provides a consistent way to name, describe, locate, access, manage and secure information about these individual resources. Active Directory is the central authority that manages the identities and brokers the relationships between these distributed resources, enabling them to work together.

RightFax leverages Active Directory and provides flexibility to the administrator in configuring the synchronization with RightFax. Administrators can now manage all user accounts, profiles and related information from Windows. Using the RightFax snap-in for Microsoft Management Console (MMC), administrators can customize the synchronization to fit their organization's specific needs.

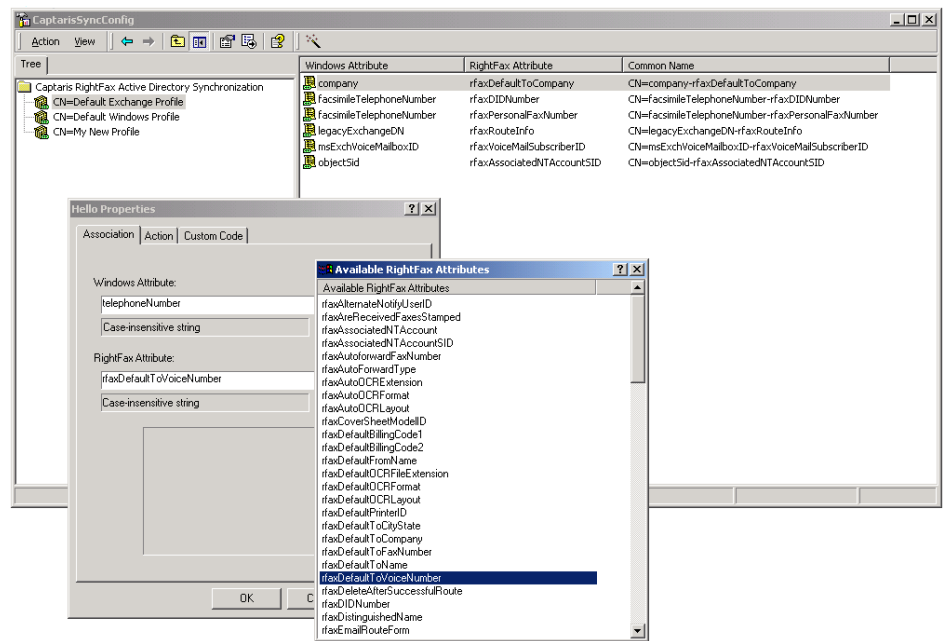


Figure 1. Mapping of Active Directory attributes to RightFax attributes is made easy with the RightFax snap-in for MMC.

Mapping user profiles and settings is easy with RightFax. The RightFax Active Directory Configuration Wizard walks administrators through the process of defining the Active Directory attributes that map to RightFax attributes. Using intelligent synchronization, all mappings are verified and alerts are provided for any questionable mappings. For example, if an administrator attempts to map an Active Directory user attribute of type “string” to a RightFax attribute of type “integer,” a warning is given. Administrators even have the ability to write custom pre- and post-mapping Visual Basic Script operations.

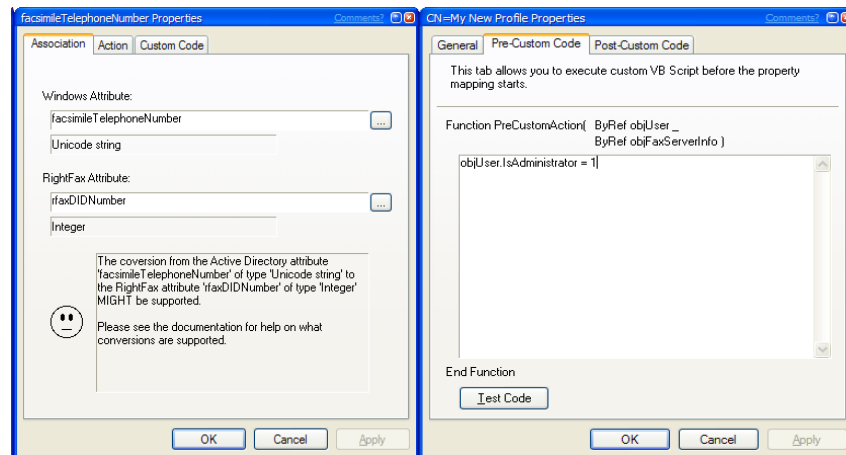


Figure 2. Warning is provided when attempting to map incongruent attribute types and pre- and post-mapping custom VB Script operations can be written.

**RIGHTFAX ENTERPRISE FAX MANAGER WEB EDITION**

For those occasions when system administrators want to perform maintenance or administer accounts from outside the office, RightFax introduces Enterprise Fax Manager Web Edition (or “Web EFM”). Web EFM offers the ability to perform all of the administrative functions that can be accomplished from the EFM Windows client through a standard Web browser. RightFax system administrators can stop and start Work Servers, manage users and groups, monitor fax board services and add billing codes from any computer that has a Web browser. The user interface for Web EFM is very similar to EFM in Windows. Web EFM is also ideal for enterprises that have implemented thin clients throughout their organization.

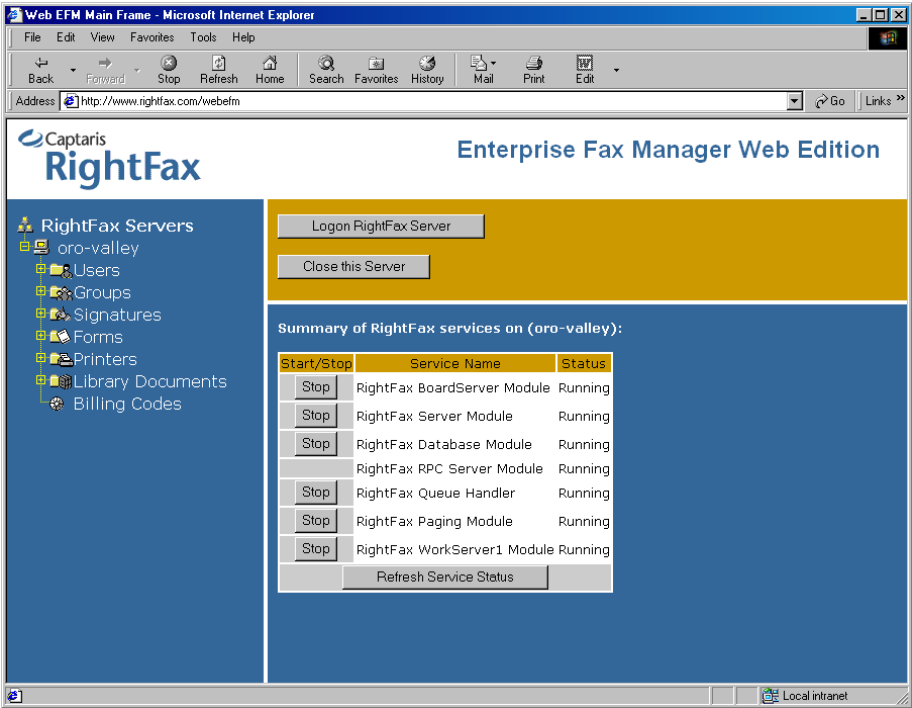


Figure 3. Administer multiple RightFax servers from any standard Web browser with Enterprise Fax Manager Web Edition.

## AUTOREPLY

AutoReply is a new feature that lets the RightFax administrator create a customized reply that is automatically sent to the fax sender's CSID (caller subscriber identification) number when RightFax receives a fax. Using AutoReply in conjunction with automatic inbound routing, RightFax becomes a part of a complete workflow management system.

When the RightFax server receives an inbound fax, it will check to see if the inbound line has AutoReply enabled. If so, an automatic reply, including a thumbnail image of the first received page, will be faxed back to the sender. The built-in flexibility of the AutoReply feature lets the RightFax administrator choose which inbound fax channels will send a reply, how the reply fax will be formatted and how the received fax will be handled (forwarding to a particular user, routing to a group, or printing to a specified printer).

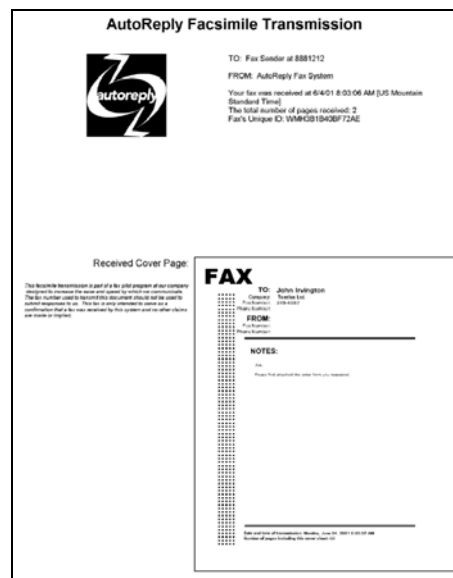


Figure 4. Send a customized automatic reply with a thumbnail of the original fax to the sender's CSID.

## HUMAN-ANSWERED FAX

RightFax now provides a variety of methods for handling a voice answer to an outbound fax call, configurable through Enterprise Fax Manager. Fax administrators can record their own voice prompts (in any language) via a telephone interface.

### Available Methods for Handling Voice-Answered Fax Calls:

Method	Description
Fax	The fax board attempts to call out in fax mode and send a fax. If a fax



	machine connects, the send is completed. If the send fails due to a voice detected on the line, the fax board calls back after a five second delay using the Voice Menu Method or the Voice Prompt method.
Voice Prompt	The fax board dials out in voice mode and immediately starts playing a voice prompt three times consecutively. The prompt provides the recipient with instructions to receive the fax. The fax board then switches to fax mode and attempts to send the fax on the current call. This method is triggered by a call that fails when using the Fax method.
Voice Menu	The fax board dials out in voice mode and attempts to immediately enter the voice menu. This method is triggered by a call that fails when using the Fax method. This method is not available with pulse phones.
Fax/Voice	The fax board dials out in voice mode and listens on the line to determine if the answering party is a person or a fax machine. If a fax machine is detected, the board switches to fax mode and attempts to send the fax. If a person is detected, the board starts the voice menu.

#### **LOCALIZATION**

RightFax 8.5 client applications are available in English, French, German, Italian, Portuguese, Spanish and French-Canadian for the following:

- RightFax API
- RightFax COM API
- FaxControl Client
- FaxUtil Client and online help
- Fax Viewer
- Client Install
- Web Client and online help
- Enterprise Fax Manager and online help

- Enterprise Fax Manager Web Edition
- RightFax Standard and Advanced Forms for Outlook and online help

#### **SINGLE INSTALLATION CD**

RightFax 8.5 reduces the number of CDs required for installation. RightFax 8.0 currently has 10 server CDs and 14 optional module CDs. In RightFax 8.5, the installation has been dramatically simplified with one installation process on a single CD that provides the files for all servers and modules, which can be activated via bump codes. The benefits of the single installation are:

- Dramatically decreased installation times
- Easy activation of modules
- Easy re-installation of RightFax
- Fewer installation CDs to manage
- Easy upgrades

#### **RIGHTFAX INTELLIGENT LEAST-COST ROUTING RULES ENHANCEMENT**

RightFax servers with the Integration Module can now use RightFax Intelligent Least-cost Routing™ rules to route documents through other RightFax servers in the enterprise.

#### **NEW FACSIMILE COMMAND LANGUAGE CODES**

New facsimile command language (FCL) codes for the RightFax Integration Module add flexibility in e-document delivery by printing failed or successful faxes. These printed copies can serve as notifications of transmission failures, or they can be kept as records of transmissions. This method supplements the options to fax and email a duplicate of a failed or successful transmission. These features improve efficiency to respond to customers and suppliers.

#### **FILTER TEMPLATE IDENTIFIER**

Filter templates in the Integration Module now include a field that identifies the filter template to apply to each type of document that the Integration Module receives via a single input method.

For example, when a purchase order and a purchase requisition are sent to a named pipe on the Integration Module, the documents are recognized by the template identifier. The purchase order template is applied to the purchase order, and the requisition template is applied to the purchase requisition.

This feature:

- Makes the document recognition in the RightFax Integration Module process more flexible to enable all types of documents coming from an application on a host system.

- Reduces the setup time required to configure the Integration Module and reduces the need to create several input methods if many types of documents will be sent from the host application to RightFax.

### UNICODE UTF-8 SUPPORT

Unicode UTF-8 support has been built to allow faxes to be generated from UTF-8 encoded emails. As a result, if an email is sent to the SMTP gateway from a user's mail client with attachments, body and/ or subject in UTF-8, the information can be parsed and then a fax can be created in the appropriate language and sent out from the RightFax server.

## EMAIL GATEWAY ENHANCEMENTS

### GATEWAY FOR MICROSOFT EXCHANGE ENHANCEMENTS

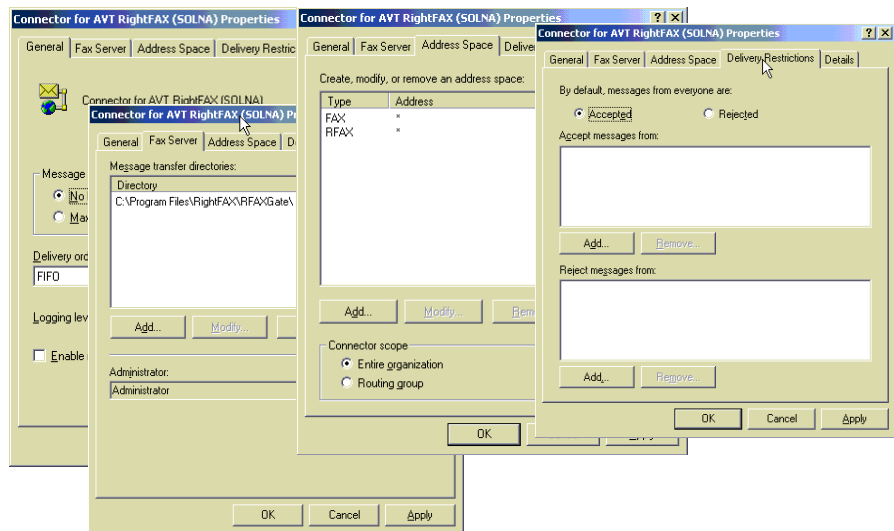


Figure 5. Setting up the RightFax Gateway for Microsoft Exchange is quick and straightforward for administrator.

Integration with Exchange 2000 is built in to the RightFax Gateway for Microsoft Exchange. Faxes are sent and received with Exchange 2000 directly through Outlook, just as in Exchange 5.5. Administering the gateway is easier with a RightFax snap-in for Microsoft Management Console (MMC). This snap-in allows network administrators to modify the delivery order, define the message transfer directories, and place delivery restrictions on specified users.

## ENHANCEMENTS FOR THE LOTUS NOTES GATEWAY

The RightFax Gateway for Lotus Notes includes a redesigned and enhanced interface with Notes, including native Notes installation. Notes users have more control over options, including real-time fax status notifications and the ability to modify preferences, all from within the Lotus Notes client.

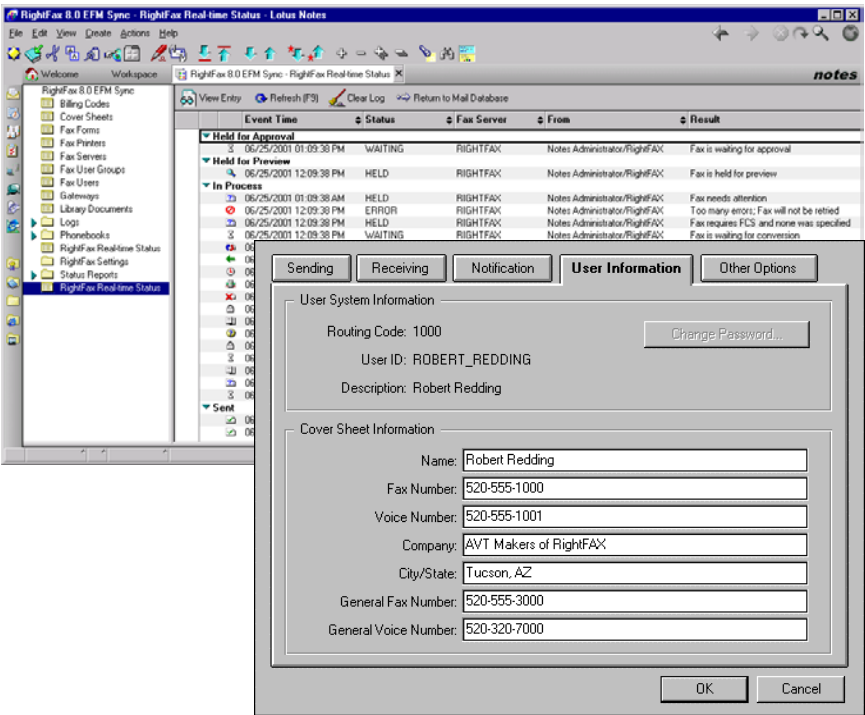


Figure 6. Users can modify preferences and get realtime fax status from their Lotus Notes client.

The RightFax 8.5 Gateway for Lotus Notes also offers a native Notes installation, entirely self-contained within a Notes database. For flexibility, the installation is written in native LotusScript, and the source code has been left open to database designers and managers.

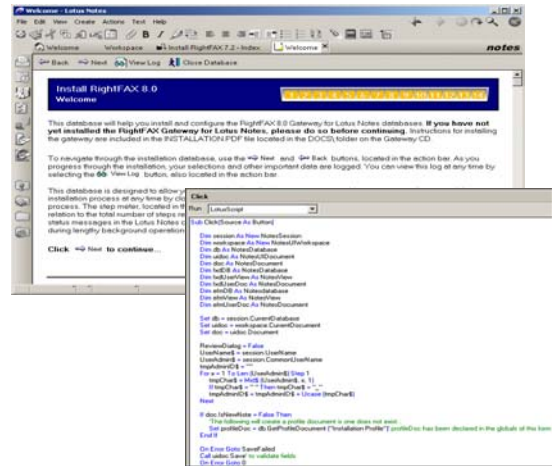


Figure 7. The installation is self-contained within the Notes database and is written in native Lotus Script code.

## RIGHTFAX WEB DELIVERY

For some organizations, fax image files can occupy a large amount of drive space on the network. As a result, some administrators prefer that email servers not store all of their corporate faxes. Web Delivery sends users notifications of received faxes through email, but rather than attaching the actual fax image to the email message, the RightFax server attaches a hyperlink to the fax location on the RightFax server. The user simply clicks the link and is taken straight to the fax image. This frees up disk space on the email server for email traffic. The RightFax Web Client Module is required for this feature.

## RIGHTFAX CLIENT ENHANCEMENTS

### DO MORE THAN FAX

The RightFax client application FaxUtil is expanded to include e-document delivery functionality. RightFax adds the ability to send a variety of document types, in addition to traditional fax TIFF images.

Users have the ability to toggle the recipient type from fax to email. When sending a document to email recipients, users send documents in a variety of formats, including a fax TIFF image or the native file type. When sending a document to multiple recipients, users can mix email and fax destinations in the same transmission.

The screenshot shows the 'Fax Information' dialog box with the 'Main' tab selected. The 'To' section contains fields for Name, Fax Number (with a Phonebook... button), E-mail Address, and Voice Number. There is also a checkbox for 'Use certified delivery'. Below these are fields for Company, City/State, and Alt. Fax Number. An 'Accounting' section has two 'NOTUSED:' labels and a 'Lookup >>' button. The 'Options' section on the right includes checkboxes for 'Fine mode', 'Use cover sheet', 'Hold for preview', 'Use smart resume', 'Create PDF image' (checked), 'Use cheap rates', and 'Delay send'. It also features a time field set to '4:01:39 PM', a date field set to '6/ 8/01', radio buttons for 'Sent' (selected) and 'Received', and a 'Pages:' field. At the bottom are 'Send' and 'Cancel' buttons.

Figure 8. Send documents to email recipients as well as fax recipients.

## ORGANIZING FAXES

RightFax users are now given greater control and flexibility in organizing faxes with the addition of sub-folders to the file structure in FaxUtil, the RightFax client.

Fax aging allows administrators to control disk space consumption. With fax aging, faxes in all the user folders can be archived or deleted by the system after a configured period of time. To control the storage of fax messages, system administrators can enable and disable fax aging for user folders.

## DELEGATING FAXES FOR GREATER CONTROL

RightFax provides the ability to assign specific permissions to delegates. This added flexibility gives users more control over how faxes are accessed and distributed by designated colleagues and coworkers in their absence.

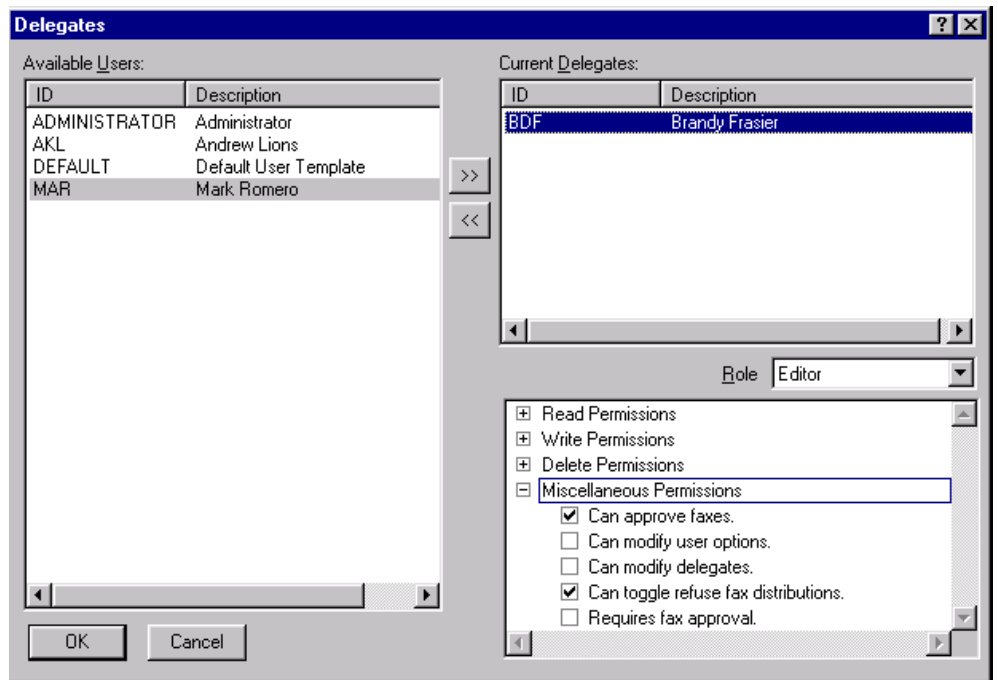


Figure 9. Delegate specific permissions to coworkers and colleagues.

## RIGHTFAX OPTIONAL MODULES AND ADDITIONAL SERVERS

### RIGHTFAX SECUREDOKS MODULE

Captaris introduces the RightFax SecureDocs Module. SecureDocs adds the ability to send digitally encrypted documents and certified documents from the RightFax server. For encryption, SecureDocs uses the Adobe encryption algorithm, which password protects documents, adding a layer of security necessary in many business communication transactions today.

SecureDocs also enables users to send a document with Certified Delivery. The RightFax Certified Delivery service notifies users when recipient accesses a document sent certified delivery. Sending a document with Certified Delivery is a seamless addition to sending a document.

Simply select the Certified Delivery option and RightFax takes care of the rest. Once the recipient accesses a certified document, a fax notification similar to an email read receipt is sent back to the sender. Send a document with digital encryption or Certified Delivery directly from a Windows desktop, from FaxUtil, or via the Integration Module with the RightFax InternetLink Module.

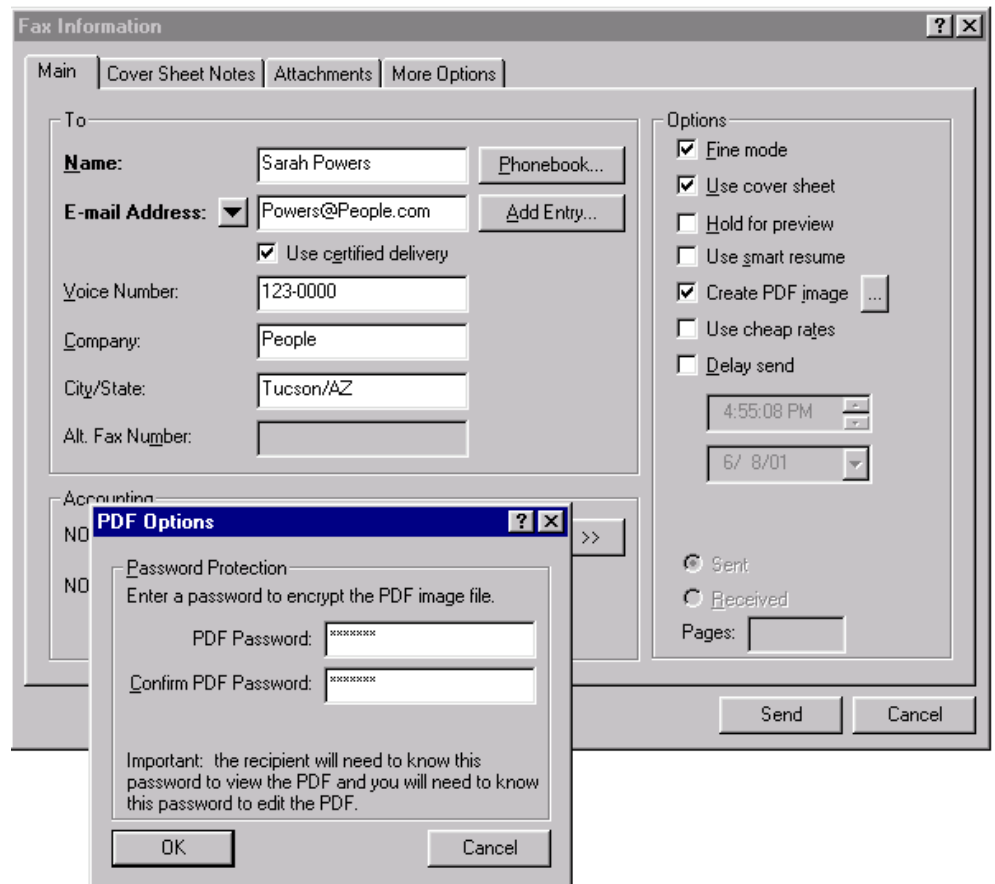


Figure 10. Send documents with Certified Delivery or digital encryption right from the desktop.

Another feature of SecureDocs is support for rich Portable Document Formats (PDF). This new functionality allows an input stream to be converted to a color or device independent PDF representation of the document.



## RIGHTFAX UNIVERSAL INFORMATION EXCHANGE

Business depends on repeatable processes such as order processing, accounts payable processing and invoicing, customer support and supply chain management. These processes involve distribution of individualized documents, often in high volumes. Though most companies use sophisticated applications to house and manage corporate data, they still rely on antiquated manual processes to create and deliver the documents.

Not only are these manual processes error-prone, but they waste valuable time in meeting customer and partner needs. In addition, the annual costs of producing and delivering these documents can be staggering – due to the high costs of labor, paper, envelopes and postage. Corporations are demanding a single solution that can efficiently pull business-critical data from a variety of customer applications – then provide more efficient channels of document distribution

**RightFax Universal Information Exchange** offers scalable integration capabilities that accelerate business process cycle times by automating repetitive tasks in high-volume transaction environments.

The demand for e-document delivery solutions is on the increase worldwide as companies today are under increasing pressure to streamline operations, improve interactions between customers and suppliers and reduce costs. Captaris recognizes this market demand and has developed two packages specifically for organizations that are beginning to automate business communications and for organizations that require full-scale solutions that integrate with multiple back-office applications.

Introducing Business Integration and Enterprise Integration.

**RightFax Enterprise Integration** provides corporations with an advanced solution to automate business workflow processes. Security and encryption technology ensures that documents are delivered to just the intended recipients. This solution integrates with multiple back office applications simultaneously allowing for rapid and accurate exchange of documents throughout the organization, with customers and trading partners.

This package provides full integration functionality, which includes:

- Enterprise Suite
- Integration Module
- Filter templates with the Filter for Production
- Notification message services from RightFax to the application on the host
- All connectors (Oracle, SAP, Panagon, etc)

- InternetLink Module
- SecureDocs Module
- Unlimited input methods
- Unlimited output methods

**RightFax Business Integration** is the entry-level solution for organizations with low volume transactions that want to automate repetitive manual processes. Business Integration enables electronic delivery of critical business documents originating from mainframe, midrange, host or ERP systems. RightFax automates manual processes and reduces document delivery costs up to 90% and speeds communications with trading partners and customers.

- 1 input method
- 1 output method
- Supports 2 integration channels
- 1 filter template with the Filter for Production

Notification message service from RightFax to the application on the host are not included

## **BUSINESS INTEGRATION AND ENTERPRISE INTEGRATION FEATURES**

### **Integration Wizard**

RightFax introduces a new wizard that helps you create configurations for many of the connection methods available with RightFax production fax solutions.

Use the wizard to:

- Configure the integration module service and set defaults for documents that are sent from the Integration Module.
- Configure input channels from the host application to the Integration Module.
- Set notification actions and messages. You can choose to print or fax copies of documents as they are transmitted. You can also define messages with descriptive information about the documents as they are transmitted.
- Format documents with filter templates.

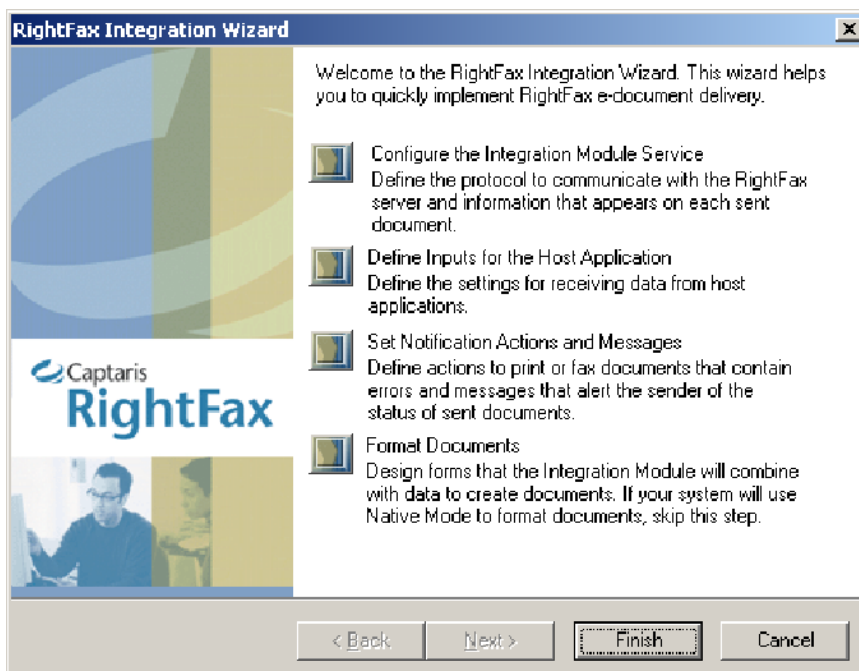


Figure 11. The integration setup wizard will guide you through each step of configuring the Integration Module.

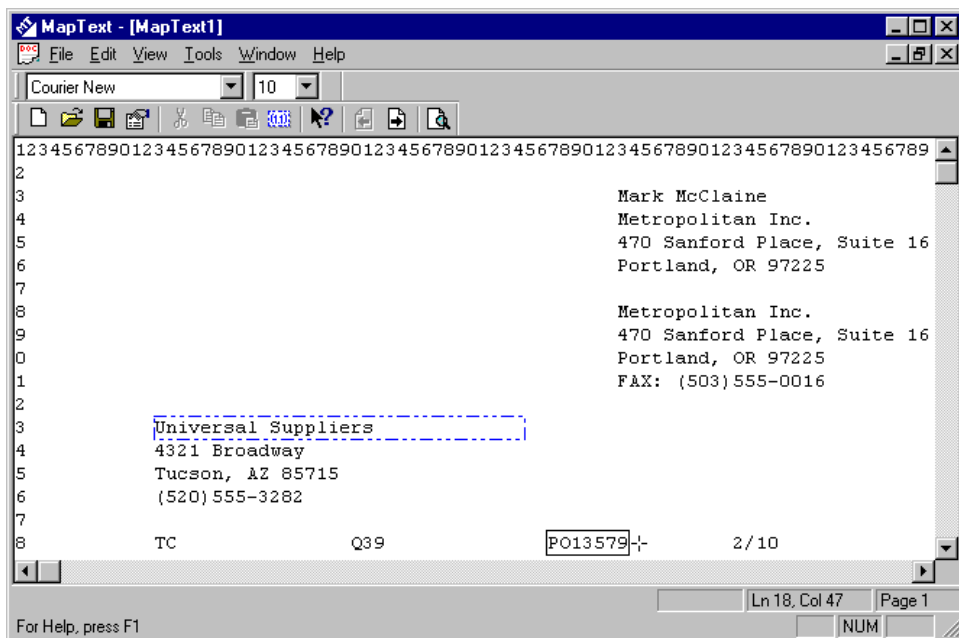


Figure 12. A new graphical user interface for the RightFax Filter for Production

A new graphical user interface has been incorporated into the RightFax Filter for Production, which is now included in both Enterprise Integration and Business Integration. Drag-and-drop techniques eliminate the need to write code in

facsimile command language (FCL), making it even easier to integrate the RightFax server with any business-critical application used throughout an organization.

Map and position fields such as company, name, phone number, and logo on fax output forms and preview the result. The new user interface for Filter for Production lets you take the raw data output from any application and format it to your specifications for ready faxing. With RightFax, you can apply a particular filter to a text stream by including a template ID in the text that specifies the filter. Upgrade to Enterprise Integration and send documents via email as well.

### **FEATURES OF ENTERPRISE INTEGRATION**

The RightFax InternetLink Module with enhanced production email capabilities is available only with Enterprise Integration. The new multipart or alternative message body feature now allows the body of a message to be sent in several formats, so that it can be displayed in many email applications. For example, the message body can be sent as an HTML document and a text document. If the recipient's email application supports HTML, then the HTML message is displayed. Otherwise, text message is displayed. The recipient's application will automatically select the best format that it can display to the recipient.

The InternetLink Module gives you the option to attach documents in native file format. For example, a Microsoft Word document or a sound file can be sent as an attachment. This is an ideal option when the file must be modified or when fax format cannot adequately represent the content of a file.

Another added feature of InternetLink is that if a fax transmission fails, InternetLink can automatically fail over to email, providing valuable redundancy and alternative sending options for critical documents.

### **THE RIGHTFAX COM MODULE**

The RightFax COM Module has undergone enhancements to include:

- New additions to the component object model to take advantage of the new RightFax 8.5 features
- New documentation with more samples and tutorials

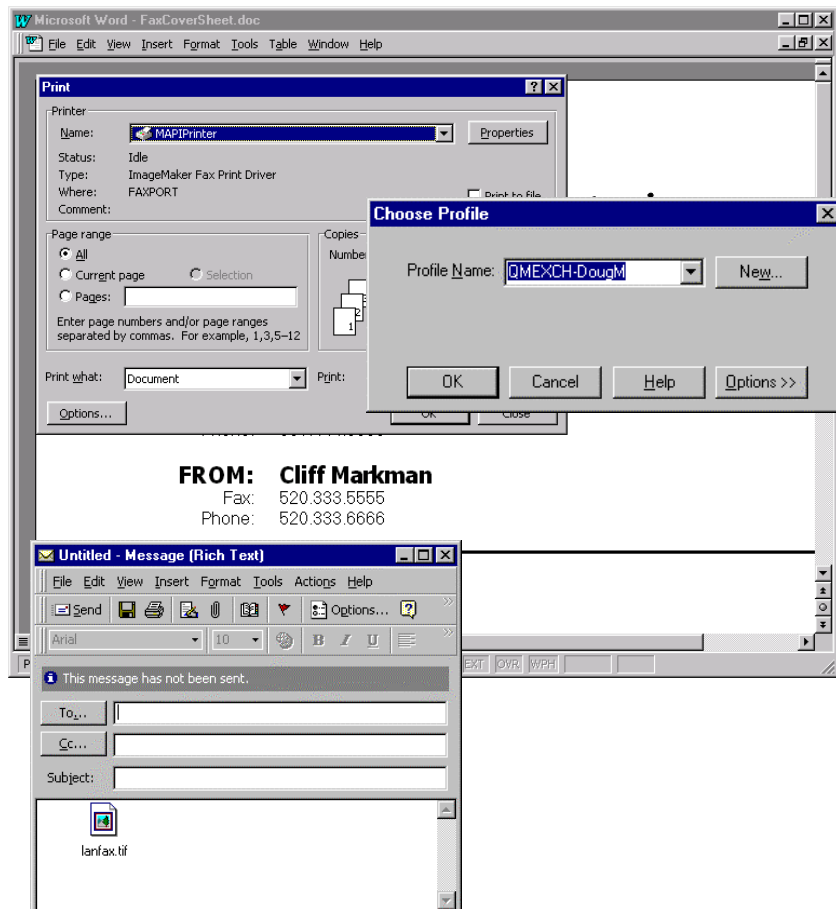
### **RE-INTRODUCED FEATURES**

Captaris is pleased to announce the return of two features based on user feedback; client-side document conversion via MAPI or VIM print drivers and support for Twain devices.

### **PRINTING TO MAPI AND VIM PRINT DRIVERS**

RightFax includes print drivers that send a fax as an attachment to an email. The RightFax MAPI (Messaging Application Programming Interface) or VIM (Vendor Independent Messaging) print driver provides this function.

After it is installed on a client workstation, the print driver will be listed with other printers in MAPI- or VIM-compliant applications so that the user can email fax images. When the user prints the document to the MAPI or VIM printer, the email application opens, and the message with the attached fax can be addressed and sent. The attached fax is a TIFF image that is rendered on the user's workstation rather than on the RightFax server.



installation is also available for VIM (vendor independent messaging interface).

Figure 13. Print to MAPI

## TWAIN DRIVER SUPPORT

RightFax re-introduces the Twain scanner into the RightFax client software and allows scanners that are connected to a workstation running FaxUtil to be used as an image source for faxes.

- Twain32 (32-bit) scanner support has been added into RightFax FaxUtil.
- Windows 98 and 2000 provide Twain32 and are supported directly.
- Windows 95 and NT are supported through the Kodak driver.
- Document attachments can be conveniently scanned locally from a client desktop with an attached scanner.

## FOR MORE INFORMATION

Captaris is a leading provider of unified communications and mobile business solutions, and home to some of the most recognized product brands in the business communications industry including RightFax, CallXpress, MediaLinq, and Infinite. Captaris gives you the freedom to conduct business at anytime, from anywhere, and the control to manage the information you need, when you need it. Captaris keeps business within your reach. For more information please contact us at: [www.Captaris.com](http://www.Captaris.com). Phone: 520.320.7000 • Fax: 520.321.7456

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