

RightFax V16 EP6 Prerequisites



PLEASE REVIEW APPLICABLE PREREQUISITES TO ENSURE ADEQUATE ACCESS AT IMPLEMENTATION TIME	
DOMAIN MEMERSHIP	The RightFax server should be a member of the AD Domain
WINDOWS SERVICE ACCOUNT REQUIREMENTS	<p>Domain: User with rights to logon as a service Local Server: Administrator To run Web Admin, the Remoting Service must be set to a domain account. SQL Permissions: DBO rights on the RightFax Database (refer SQL Database Requirements section later in this document)</p>
RECOMMENDED SERVER SPECIFICATIONS	<p>Hardware Requirements:</p> <p>Processor: 3.6 GHz or higher Pentium IV-compatible, single and dual CPU CPU Memory: 4GB RAM Drive configuration: C drive for O.S. with a separate 20GB apps drive for the RightFax installation Disk Space: Minimum 20GB free space for the Fax Images folder on the Apps drive, NAS/SAN or Fileserver Disk Drive: DVD</p> <p>Virtual Machines:</p> <p>Version: VMware ESX Server 3.0.1 or later, Microsoft Windows Hyper-V, Microsoft Azure, Citrix XenServer 6.2 or later, VMWare vSphere 4.0 or later, VMWare VMotion, AWS Processors: 2 CPUs minimum Memory: 4GB RAM Drive configuration: C drive for O.S. with a separate 20GB apps drive for the RightFax installation Disk Space: Minimum 20GB free space for the Fax Images folder on the Apps drive, NAS/SAN or Fileserver</p> <p>Amazon Web Services Virtual Machines: For AWS environments, the preferred virtual server template is C4 Large</p> <p>Virus Scanner: \RightFax Folder must be excluded from virus scanning. If your antivirus software interferes with the functioning of your RightFax system, try defining exclusions for all RightFax folders, executables, and related third-party applications.</p> <p>In environments where RightFax is running a shared services solution then there should be at least 20GB per server for the Fax Image folder.</p> <p style="text-align: center;">Virtual Machines must have a static MAC and fixed IP address</p>

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O.S. REQUIREMENTS	Windows Server 2019 Windows Server 2016
ADDITIONAL SOFTWARE	Wireshark - Wireshark is a network protocol analyser for used to debug SIP connectivity issues
MS SQL SERVER REQUIREMENTS	SQL Server 2017 Express, Standard or Enterprise Edition SQL Server 2016 Express, Standard or Enterprise Edition SQL Server 2014 Express, Standard or Enterprise Edition
SQL DATABASE REQUIREMENTS	<p>The DBA is required to create a blank RightFax database</p> <p>Database: Minimum 1GB free space for the RightFax Database and 1GB or the log file</p> <p>The RightFax service account used to install the RightFax Software and access the RightFax database during normal BAU operation requires DB Owner permission</p> <p>The RightFax database supports SQL Language and Accent sensitivity collations. Case sensitivity and Kana sensitivity collations are not supported and may prevent RightFax services from starting</p>

<p>MS EXCHANGE EMAIL INTEGRATION REQUIREMENTS</p>	<p>Connector for Microsoft Exchange supports the following versions of Microsoft Exchange on Windows Server 2012 or later, depending on which connector option you choose.</p> <p>With the RightFax Connector installed on the Exchange server:</p> <p>MS Exchange 2010/2013/2016</p> <p>NDR Mailbox, a mail account used as the destination for non-deliverable report messages</p> <p>Exchange processing folders on Exchange server must be excluded from virus scanning</p> <p>With the RightFax EWS Connector installed on the RightFax server:</p> <p>EWS Connector:</p> <p>MS Exchange 2010 SP2/2013/2016</p> <p>RightFax dedicated Exchange Mailbox for sending and receiving fax messages and notifications</p> <p>NDR Mailbox, a mail account used as the destination for non-deliverable report messages</p> <p>Note: Office 365 no longer supports foreign connectors so [fax:] and [rfax:] style addressing, nor is the Outlook Advanced form supported, meaning the SMTP/POP3 connector is recommended utilising SMTP addressing e.g. 0383376030@acme.com.au</p>
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<p>LOTUS NOTES EMAIL INTEGRATION REQUIREMENTS</p>	<p>IBM Domino server 9.0.1, 9.0, 8.5.3, 8.5.2, 8.5.1, or 8.5, with corresponding Lotus Notes client installed on RightFax server.</p> <p>Your Domino server and RightFax server should be located on separate computers.</p> <p>IBM Notes 9.0.1, 9.0, 8.5.3, 8.5.2, 8.5.1, or 8.5 clients, one of which must be installed on the RightFax server or a remote email gateway server. The client should be installed in single user mode.</p> <p>Install from a client that is running the same client version as the Domino Server version. For example, if your Domino Server is running version 8.5.1, install RFINSTALL.NSF from a client that is running version 8.5.1.</p> <p>The person performing the install and Notes configuration must have the following access rights:</p> <ul style="list-style-type: none"> • Designer in the ACL of the mail template to be modified. • Editor in the ACL of the NAB. • Ability to create both new and replica databases on the Domino server connecting to the module client. • Ability to create and modify Group documents in the NAB. Ability to create and modify a fax foreign domain document in the NAB. • Ability to run unrestricted Lotus Script and Java agents on the Domino server that will host the module databases. • Manager access to all mail database files of all imported iNotes users • Author access in the ACL of the RightFax EFM Sync database on the Domino server. • Ability to connect to the Domino server EFM Sync. • Manager access in the ACL of their mail database. iNotes users must have a minimum of Editor access and the ability to run unrestricted ' Script and Java agents on the host Domino server.
<p>SMTP/POP3 SERVER REQUIREMENTS</p>	<p>Any standard SMTP service</p> <p>RightFax dedicated SMTP/POP3 enabled mailbox for sending and receiving fax messages and notifications</p> <p>Valid 'From Address' that the SMTP relay service will allow SMTP messages from</p> <p>For SMTP/POP3 Mail integrations on MS Exchange the mailbox must be hidden from the Global Address list</p> <p>Cloud based SMTP/POP3 servers such as Google Apps and Microsoft Office 365 are supported in RightFax 10.x and above, these require the use of SSL, refer Internal Firewall Requirements section later in this document</p>

<p>SAP INTEGRATION REQUIREMENTS</p>	<p>Versions: SAP v4.6.c, SAP v4.7, ECC v5.0, ECC v6.0 EHP4, SAP v7.0, EHP7 and EHP8 for SAP ERP 6.0, S/4HANA</p> <p>SAP Unicode is supported</p> <p>SAP Credentials, for each SAP Connection to be added the following information is required:</p> <ul style="list-style-type: none"> • SAP Application Server Name • SAP System Number • SAP Gateway Server Name • DAP Gateway Service Name • SAP User ID SAP Password: MUST be in Capitals • SAP Client Number • Language • Load balancing information such as message server, system name, and group name
<p>INTERNAL FIREWALL REQUIREMENTS</p>	<p>The following ports are required to be open bidirectional on internal firewalls for full functionality of RightFax:*</p> <ul style="list-style-type: none"> • Server/Client: TCP Ports 10520, 10521 (Desktop Client), 80, 443 (Web Client), 34987, 34988 (Outlook Plugin) • RF Server to RF Server: TCP Ports 10062, 34987,34988 • RF Server to SIP: UDP Ports 5060, 56000-57000 (1000 port range for FoIP Media) • RF Server to H.323: TCP 1720 (Signalling), UDP 56000-57000 (1000 port range, FoIP Media) • RF Server to H.323: UDP Ports 1719 (Gatekeepers), 56000-57000 (1000 port range, FoIP Media) • RF Server to Cisco Router UDP 16384-32768 • RF Server to SQL Server: TCP Port 1433 SQL and Secure SQL • RF Server to SMTP Server: TCP port 25, 587 SSL/TLS • RF Server to POP3 Server: TCP port 110, 995 SSL/TLS <p>* Default ports listed, requirements may change subject to detailed design requirements</p>