opentext™

axient

WHITE PAPER

OpenText RightFax system requirements

Minimum and recommended environments for RightFax 21.2

Server operating systems

OpenText™ RightFax™ 21.2 supports the following Microsoft® Windows® operating systems (with current updates):

- Windows Server® 2016
- Windows Server 2019

RightFax server hardware requirements

OpenText follows the minimum hardware requirements specified by Microsoft. Customer implementations may require additional memory, disk space and processor resources beyond the minimum requirements specified by Microsoft.

Additional server requirements

- RightFax PostScript Printer Driver
- Windows® PowerShell® 2.0
- Microsoft® SQL Server®
- Microsoft Messaging Queue (MSMQ) Server
- Microsoft Primary Interoperability Assemblies 2005*
- Microsoft Visual C++ runtime components*
- Microsoft Internet Information Services (IIS) 10
- Microsoft .NET 4.7.2 Framework*
- Microsoft Data Access Components*
- Microsoft Windows Installer 3.1*
- SAP® Crystal Reports® 13.0 runtime* (used for FaxReporter)
- A Windows account to run RightFax services. The account you choose must be a member of the local administrators group and must have the right to log on as service on the local computer.
  - Installed during RightFax setup

Virtualization environments

RightFax 21.2 supports the following virtualization environments:

- Amazon Web Services (AWS)™
- Microsoft® Azure®
- Microsoft® Hyper-V®
- VMware® ESX 3.01. or later.
- VMware vSphere® 4.0 and later (includes support for vMotion®)
- Citrix® XenServer® 6.2 or later

Windows Server failover clustering services

- Microsoft Windows Server 2016 failover clustering

Fax transmission

RightFax 21.2 supports only the following technologies for transmitting and receiving faxes. Other board types or third-party board or SR140 emulation technologies are not supported.

- Dialogic® Embedded SR140
- Dialogic® Brooktrout® TR 1034 series fax boards
- Dialogic Brooktrout TruFax (RoHS compliant) series fax boards
- OpenText™ RightFax™ Connect hybrid faxing with the cloud

RightFax Embedded SR140 and Dialogic fax boards cannot run on the same OpenText™ RightFax™ DocTransport server.

Customers with legacy (pre-RightFax 10.0) SR140 software may continue to use that legacy software with RightFax 21.2. If the customer adds any additional fax over IP channels to their RightFax 21.2 system, OpenText will upgrade the legacy SR140 licenses to Embedded SR140 licenses at no charge.

RightFax and non-OpenText cloud services

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

Terminal services

For remote access or terminal services, RightFax 21.2 supports the following products:

- Windows 2019
- Windows 2016
- Citrix® XenApp® Client

Microsoft SQL Server

RightFax 21.2 supports the following Microsoft SQL Server products:

- Microsoft SQL Server 2019 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2017 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2016 Express, Standard and Enterprise Editions

SQL Server hardware

OpenText follows the minimum hardware requirements specified by Microsoft. Customer implementations may require additional memory, disk space and processor resources beyond the minimum requirements specified by Microsoft.

Client operating systems

RightFax 21.2 client applications are supported on the following operating systems:

- Windows 10 ×86 and x64
- Windows 8.1 ×86 and x64
- Windows 8 ×86 and x64
- Windows 7 ×86 and x64

Internet browser requirement

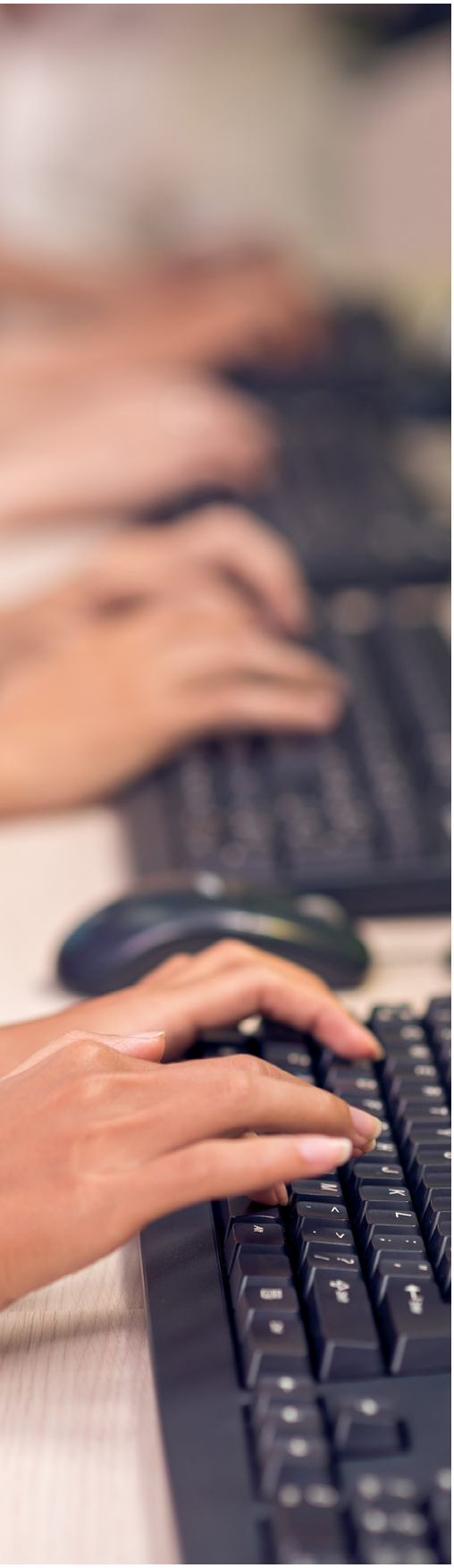
Internet Explorer® 11 or Microsoft Edge® is required for RightFax Web applications. See the Microsoft Internet Information Services (IIS) section below for more information.

The RightFax Web Client HTML-based browser client is supported for use with additional web browsers, including Google Chrome™, Mozilla® Firefox® and Apple® Safari®, running on Microsoft Windows or Apple OS operating systems.

Microsoft Internet Information Services (IIS)

The following RightFax web applications support Microsoft Internet Information Services (IIS) version 10

- RightFax Certified Delivery (requires the OpenText™ RightFax™ SecureDocs Module)
- RightFax Web Admin
- OpenText™ RightFax™ Analytics
- RightFax FaxUtil Web
- RightFax SharePoint Web Service (requires Microsoft® SharePoint®)



Microsoft Exchange

The RightFax Connector for Microsoft Exchange supports:

- Exchange Server 2019
- Exchange Server 2016
- Exchange Server 2013
- Exchange Server 2010

RightFax 21.2 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010 Unified Messaging server.

Microsoft Exchange web services

The RightFax EWS Connector works with:

- Exchange Online with Microsoft® Office 365®
- Exchange Server 2019
- Exchange Server 2016
- Exchange Server 2013
- Exchange Server 2010 SP2 or later

Microsoft Outlook

RightFax 21.2 supports the following versions of Microsoft® Outlook®:

- Outlook 2016
- Outlook 2013
- Outlook 2010

Microsoft SharePoint Server

The RightFax Connector for Microsoft SharePoint supports:

- SharePoint 2016
- SharePoint 2013
- SharePoint 2010

IBM Domino

RightFax 21.2 supports:

- IBM® Domino® Server R8.5 or higher
- IBM® Notes® R8.5 or higher

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