FoIP Failover does not Disable

Applies to

RightFax 10.5

Summary

In RightFax, when Brooktrout error 3/259 - No Loop Current occurs, the dialing rule is observed and does not failover to other dialing rules. Customers request that when error 3/259 appears, that failover to another dialing rule occurs.

This issue occurs in (but may not be limited to):

RightFax 10.5 FP SR1

Error Message:

3/259 - No Loop Current

Resolution

This issue is resolved in RightFax 10.5 FP1 SR3.

Additional Information

Steps to reproduce:

1. Install RightFax 10.5 FP1 SR1 as per instructions.
2. Add a Microsoft Windows Registry value for DisableDialingRuleOnTimeout and set for data of 1.

DISCLAIMER:

OpenText recommends that you make a backup of your registry files (SYSTEM.DAT and USER.DAT) before modifying the Windows Registry. OpenText is not responsible for improper modification of the system registry. Using Windows Registry Editor incorrectly can cause serious issues that may require you to reinstall Microsoft Windows.

3. Create at least two dialing rules to allow for the fail over one with extra rule weight per the RightFax Administrator's Guide.

4.Disable, allowing fail over to the next dialing rule.

5. Remove the LAN-side network cable from gateway device assuring no network connectivity with RightFax server.

Expected results:
Upon receiving a 3/259 - No Loop Current error, the dialing rule is observed.

Observed results:
Rule does not disable and if there is a T1 failure - it continues to send through the same rule.
There are only two conditions under which the FOIP fail-over would take effect, resulting code 3/258 and resulting code 6/0.
Customers request adding resulting code 3/259 as a condition on which to fail over to the other dialing rules.

> 11:07 AM 4/29/2013 Transmission Record
>
> Sent to: 5555554321
>
> Phone: 15555551234@192.168.120.108
>
> Billing information: '', ''
>
> Remote ID:
>
> Unique ID: "ADM517E4BA5769F"
>
> Elapsed time: 0 minutes, 36 seconds.
>
> Used channel 0 on server "BURRFAXDOC01".
>
> No ANI data.
>
> No AOC data.
>
> Resulting status code (3/259; 0/0): Dial Er:no loop current
>
> No pages sent.
>
> Delegate ID: "&#60User&#62"

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