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OpenText RightFax

Release Notes

10.6 Feature Pack 3 Service Release 7

Contents

1 Introduction

These Release Notes provide an overview of OpenText RightFax 10.6 Feature Pack 3 Service Release 7, including new fixed issues, packaging information, and installation instructions. OpenText recommends that you read these release notes in conjunction with the documentation included with the software package. If any conflicts exist, the release notes supersede the other documentation.

We also recommend that you check OpenText My Support (https://knowledge.opentext.com/) for any service releases or documentation updates that may have been posted after the initial release of OpenText RightFax 10.6 Feature Pack 3 Service Release 7.

1.1 Release Notes revision history

Revision date	Sections revised	Description of revisions
2018-02-14	First release.	All new content.

2 About OpenText RightFax 10.6 Feature Pack 3 Service Release 7

OpenText RightFax 10.6 Feature Pack 3 Service Release 7 includes new features and bug fixes since the release of OpenText RightFax 10.6 Feature Pack 3 Service Release 6. For details about what is included, see New features and Fixed issues.

OpenText RightFax 10.6 Feature Pack 3 Service Release 7 includes the following new features.

3 New features

3.1 Updated Dialogic Brooktrout SDK

This update includes Dialogic Brooktrout SDK 6.9, which no longer requires installing the Microsoft Visual C++ 2005 Redistributable package on RightFax servers.

3.2 Web Client

- Users can forward or route a fax. Multiple faxes can be selected and forwarded or routed to the same destination.

- Users can select multiple phonebook entries at one time.

- Users can split and combine faxes.

- Users can view and edit the fax information for sent and received faxes.

- Users can print and save faxes without opening the faxes.

- Users can choose the columns to display in the fax list.

- A new column in the fax list displays the Unique ID of each fax.

- Users can search on Unique ID and comments when searching for faxes.

- Users can adjust the font size when annotating faxes.

3.3 Orphan.exe

- New and updated command line options.

- Orphan.exe can be run by the daily maintenance process.

3.3.1 Using Orphan.exe

This following instructions supersede the instructions in the *RightFax Administrator's Guide* and the *RightFax Administrative Utilities Guide* for RightFax 10.6 Feature Pack 3.

About managing orphan image files

Fax image files that do not have any references in the RightFax database are known as orphans. Orphan.exe searches the RightFax server for orphan image files and can perform the following tasks:

- Delete the orphan image files.

- Restore the records of the orphan image files. The files are recovered and associated with a user.

- Create a list of the orphan file images.

Running Orphan.exe in a command line

Orphan.exe is located in the RightFax\Database folder on the RightFax server.

The results are logged in a file named OrphanScan-*datetime*.log. The log will be saved in the folder where Orphan.exe is located and run. Typically, this is the Database folder. The file lists all of the orphan image files that are found by Orphan.exe and if they were deleted, recovered, or listed.

The Database and RPC services must be running when executing this utility.

Option	Description
-i=*path*	The path to the folder that will be checked for orphan image files. Example: -i=C:\RIGHTFAX\IMAGE If the path includes a space character, enclose the string in quotation marks.
-S="*SqlADOConnectionString*"	The SQL ADO connection string that is used to connect to the RightFax database. Enclose the string in quotation marks. Example: "Data Source=MYSRV\RightFax;Initial Catalog=RightFax;Integrated Security=True"

Option	Description
-n	When the command line is run, the program will verify that you wish to proceed. Use this option to skip this prompt.
-z	Delete the orphan image files.
-a	Recover the files by associating a user with the orphan image files. The files will appear in the user's fax mailbox. Specify the user with the user ID (-u) option.
-u=*UserID*	The user ID to whom recovered image files will be associated. This option only is used with the -a option. If you do not specify a user, the files will be associated with the Administrator. The files will appear in this user's fax mailbox.
-l	In text files, create the following files processed by the Orphan.exe program. The following lists will be created: • ImageOnlyFiles.txt (for orphan image files that are found in the Image folder) • FileList.txt (for orphan image files that are found in the hashed Image folder) The lists will be saved in the folder where Orphan.exe is located and run. Typically, this is the Database folder. The lists will be replaced each time Orphan.exe is run.
-d	In the Command Prompt window, list all of the image files processed by the Orphan.exe program. This option is useful for troubleshooting.
-g	Orphan.exe evaluates files that were created prior to the past 24 hours, because image files created within the past 24 hours may still be in process and may not be orphans. Use this option to ignore the 24-hour cutoff. Because some image files may not be orphans, this option only should be used for troubleshooting. The list appears in the Command Prompt window.

Processing orphan image files during the maintenance cycle

Orphan.exe can be run by the daily maintenance process.

The results are logged in the file named MaintOrphanScan.log. The log will be saved in the Database folder.

1. On the RightFax server, open the Windows Registry editor.

2. Browse to the fax server key:

- For 32-bit systems, browse to HKEY_LOCAL_MACHINE\Software\RightFax\FaxServer.

- For 64-bit systems, browse to HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\FaxServer.

3. Create a REG_DWORD subkey OrphanMode, and specify the value for the action to perform.

Action	Value
Do not run Orphan.exe.	0
Create a text file that lists all of the orphaned image files that are processed by the Orphan.exe program. The file lists all of the orphan image files that are found by Orphan.exe and if they were deleted or recovered. The list will be saved in the Database folder. It is named MaintOrphanScan.txt.	1
Delete orphan image files.	2
Recover orphan image files.	3

4. If orphan image files will be recovered, you can specify the user to receive the orphan image files. The files will appear in the user's fax mailbox. Administrator is the default. To specify a different user, create the REG_SZ subkey OrphanRecoveryUserID.

5. Stop and start the RightFax server.

4   Packaging and documentation

Downloads and documentation for OpenText RightFax are available on OpenText My Support (https://support.opentext.com).

4.1   Packaging and delivery information

The software and documentation for OpenText RightFax 10.6 Feature Pack 3 Service Release 7 includes:

- OpenText RightFax 10.6 Feature Pack 3 Service Release 7 installation program

- OpenText RightFax 10.6 Feature Pack 3 Service Release 7 client installation program

- OpenText RightFax 10.6 Feature Pack 3 Service Release 7 Release Notes (this document)

4.2   Related documentation

For additional information about OpenText RightFax or for supplemental information about related products refer to the OpenText RightFax 10.6 Feature Pack 3 documentation, which is available on OpenText My Support (https://knowledge.opentext.com/).

5   Upgrade notes

Before you upgrade, review these instructions.

5.1   Preparing to install

Before you install this update, note the following important information.

- This update is intended for OpenText RightFax 10.6 Feature Pack 3 server and client software. If you have not installed OpenText RightFax 10.6 Feature Pack 3, download it from OpenText My Support and install it before applying this update.

- This update includes an installation program for OpenText RightFax 10.6 Feature Pack 3 Service Release 7 client applications. See Installing new RightFax 10.6 Feature Pack 3 Service Release 7 client applications.

- Apply this update to local RightFax servers before installing it on remote RightFax servers.

- An update to the release notes may be available. Verify that you have obtained the most current release notes from OpenText My Support, https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289.

> ⚠️ **Caution**
>
> Before applying this update, all remote RightFax services must be shut down. If they are not shut down, data loss can occur. Also, database scripts could be run while a remote server is accessing the database, causing a failure to upgrade the database.

> ❗ **Important**
>
> This update includes a new **ConversionControl.xml** file, a new **InsoFieldMap.xml** file, and a new **whitelist.txt** file. The new files will overwrite the existing files. The previous files are backed up in the RightFax\$Uninstall RightFax 10.6 Feature Pack 3 Service Release 6\ Config folder.
>
> If you customized any of these files, you will need to edit the new files to restore your customizations.

5.1.1   Preparing to update the RightFax Administrative Utilities

To successfully update the RightFax Administrative Utilities, including the RightFax Migration Tool, install the Microsoft Visual C++ 2010 Redistributable Package on the RightFax server before applying the update. The package is available on the Microsoft web site at http://www.microsoft.com/en-us/download/details.aspx?id=5555.

5.2   Downloading the update

Download OpenText RightFax 10.6 Feature Pack 3 Service Release 7 from https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289.

5.3   Installing the update

To install the update on a RightFax server, complete the following steps:

1. Log on to the RightFax server as an Administrator.

2. Shut down all RightFax services and applications on the local machine and on all remote servers. Remote servers include:

   - Remote DocTransports.

   - Remote WorkServers.

   - Microsoft Exchange servers that have the RightFax Connector for Exchange installed.

   - Remote Internet Information Servers with RightFax Web applications installed.

3. Back up the entire \RightFax directory and the RightFax SQL database.

4. Double-click **RightFax10.6FP3SR7.exe**. Files are extracted, and the RightFax 10.6 Feature Pack 3 Service Release 7 installation program opens.

5. Click **Start**.

6. If you have backed up the RightFax directories, select the **I have backed up my RightFax Installation** check box and then click **Next**.

7. The installation program must execute, write, and create SQL statements and requires SQL Server administrator access to the RightFax database. On the RightFax SQL Authentication page, specify the RightFax database to update, the SQL Server administrator user name, and the password for the database. Click **Next**.

8. If you have shut down all remote RightFax services or do not use remote RightFax servers, select the **All remote RightFax services have been manually shutdown** check box and then click **Next**.

9. The installation program scans the local RightFax server for RightFax services and applications that are running. If RightFax services are running or if you have a RightFax application open, the Applications and Services page appears with a list of services and applications to stop. To allow the installation program to stop applications and services, click **Next**.

10. To apply the update, click **Next**.

11. On the Changes Complete page, click **Close** to close the installation wizard.

12. Restart RightFax services.

13. Repeat these steps on all remote RightFax servers.

5.4 Installing the update in a Shared Services system

If your environment uses the RightFax Shared Services Module, complete the following steps to install the update on each server that is connected with the Shared Services Module.

> **!** **Important**
>
> Installing in a Shared Services system requires down time for all servers joined to the system. Plan your installation accordingly.

To update RightFax servers in a Shared Services system, complete the following general steps:

1. Shut down services and back up the RightFax server.

2. Install the update on the first server.

3. Repeat on the other servers in the system.

4. Restart RightFax services.

5.4.1 Shut down services and back up the RightFax server

1. Log on to the RightFax server as an administrator.

2. Shut down all RightFax services and applications on all RightFax servers that are joined to the Shared Services system and on all remote servers. Remote servers include:

   - Remote DocTransports.

   - Remote WorkServers.

   - Remote E-mail Gateways.

   - Microsoft Exchange servers that have the RightFax Connector for Exchange installed.

   - Remote Internet Information Servers with RightFax Web applications installed.

3. Back up the entire \RightFax directory and the RightFax SQL database.

5.4.2 Install the update on the first server

1. Double-click **RightFax10.6FP3SR7.exe**. The RightFax 10.6 Feature Pack 3 Service Release 7 installation program opens.

2. Click **Start**.

3. If you have backed up the RightFax directories, select the **I have backed up my RightFax Installation** check box and then click **Next**.

4. The installation program must execute, write, and create SQL statements and requires SQL Server Administrator access to the RightFax database. On the RightFax SQL Authentication page, specify the RightFax database to update, the SQL Server administrator user name, and the password for the database. Click **Next**.

5. If you have shut down all remote RightFax services or do not use remote RightFax servers, select the **All remote RightFax services have been manually shutdown** check box and then click **Next**.

6. The installation program will scan the local RightFax server for RightFax services and applications that are running. If RightFax services are running or if you have a RightFax application open, the Applications and Services page appears with a list of services and applications to stop. To allow the installation program to stop applications and services, click **Next**.

7. To apply the update, click **Next**.

8. On the Changes Complete page, click **Close** to close the installation wizard.

9. Restart RightFax services.

5.4.3   Repeat on the other servers in the system

1. Repeat the preceding steps on all other servers in the Shared Services system.

2. Repeat the preceding steps on all remote RightFax servers.

5.4.4   Restart RightFax services

1. Restart each RightFax node, and then restart each remote RightFax server.

2. Verify that all servers are back online, and, if necessary, restart RightFax services.

5.5   Installing the update on client computers

> **!** **Important**
>
> Due to changes in RightFax 10.5 groups and cover sheets, you must use RightFax 10.5 or later client applications with RightFax 10.5 or later servers.

5.5.1   Updating existing RightFax 10.6 Feature Pack 3 client applications

To install the update on a client workstation, complete the following steps:

1. Log on to the client workstation as an Administrator.

2. Double-click **RightFax10.6FP3SR7.exe**. The RightFax 10.6 Feature Pack 3 Service Release 7 installation program opens.

3. Click **Start**.

4. If you have backed up the RightFax server installation, select the **I have backed up my RightFax installation** check box and click **Next**.

5. The installation program will scan the local workstation for RightFax services and applications that are running. If RightFax services are running or if you have a RightFax application open, the Applications and Services page appears with a list of services and applications to stop. To allow the installation program to stop applications and services, click **Next**.

6. To apply the update, click **Next**.

7. On the Changes Complete page, click **Close** to close the installation wizard.

5.5.2 Installing new RightFax 10.6 Feature Pack 3 Service Release 7 client applications

You can also install fresh RightFax 10.6 Feature Pack 3 Service Release 7 client applications without first installing a previous version. To do so, download the RightFax 10.6 Feature Pack 3 Service Release 7 client installation program from https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289 and run **setup.exe**. This installer can also be run from a command prompt. For more information about installing from a command prompt, see the *RightFax Installation Guide*.

5.6   Troubleshooting the installation

The installation program creates a log file that can be referenced for troubleshooting. Look for the file RightFax10_6_FP3SR6_*date_time*.log in the root of the RightFax program folder.

6   Fixed issues

This section provides information about the issues that have been fixed in this update.

6.1   Issues fixed in SR7

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-21078	Administrative Utilities	When running FaxAge.exe and specifying an end date of 12/31/2010, all faxes are marked for deletion.	Fixed.
RF-21298	Administrative Utilities	ImpUser.exe does not link users to Active Directory accounts.	Fixed.
RF-21641	Administrative Utilities	A typographic error appears in an error message in ImpUser.exe.	Fixed.
RF-22361	Administrative Utilities	FaxAge.exe does not authenticate every time it is used.	Fixed.
RF-21676	Conversion Engine	If all pages of a fax attachment are converted as blank pages, the fax will not result in a conversion error.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-22128	Conversion Engine	Verbose logging reports excessive warnings.	Fixed.
RF-21082	Database	Deleting faxes causes the entry in the Notes table of the database to be deleted.	Fixed.
RF-21313	Database	Database and Server module generate excessive errors and warnings after reconnecting to the database.	Fixed.
RF-21554	Docs-on-Demand Module	Docs-on-Demand Module does not create and send the fax when one-call call type is used.	Fixed.
RF-21038	DocTransport	When appending an IP address to a number, dialing rules strip out the colon in the port address.	Fixed.
RF-21203	DocTransport	When DocTransport is started, the DocTransport OEM service does not start.	Fixed.
RF-21356	DocTransport	ANI blocking does not block faxes from being received.	Fixed.
RF-21601	DocTransport	When a fax takes longer than 1093 minutes to send, the history will show a shorter send period.	Fixed. The history will now show 1092 minutes and 15 seconds.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-21656	DocTransport	The customer requested the ability to hide from the history of the faxes the IP address added to a fax number by a dialing rule.	Added. 1. In Windows registry editor, modify HKEY_LOCAL_MACHINE\ Software\RightFax\FaxServer (for X64 systems: HKEY_LOCAL_MACHINE\ Software\Wow6432Node\ RightFax\FaxServer). 2. Create the REG_DWORD value StripIPInFaxNumberHistory. 3. Set the value to 0 to leave the IP address and to 1 to remove the IP address.
RF-21962	DocTransport	Faxes with more than 999 pages submitted to RightFax Connect hang in Scheduled to be Sent status.	Fixed.
RF-22081	DocTransport	Unable to modify the SQL driver for destination tables with an external data source.	Fixed.
RF-22324	DocTransport	Fax channels do not answer inbound calls when the timed ability setting for the DocTransport module switches channels from dial to answer.	Fixed.
RF-22537	DocTransport	Faxes that fail when error correction mode is not enabled can cause .ipk files to be left behind and messages in the message queue.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-22609	DocTransport	Configuring the automated billing code option with the system default configuration results in an error.	Fixed.
RF-22674	DocTransport	TIFF images are not removed from the DocTransport\Image directory after faxes are sent.	Fixed.
RF-22278	EDC	When a large volume of job files exist, EDC Manager is slow to process items in the Archive directory.	Fixed.
RF-20693	Enterprise Fax Manager	If you exit the user configuration while it is loading the fax numbers as you click on the Routing tab, EFM will crash.	Fixed.
RF-20943	Enterprise Fax Manager	Deleting one of two duplicate numbers in the destination table removes both entries.	Fixed. Duplicates are removed automatically.
RF-21184	Enterprise Fax Manager	When a cover sheet is not sent, the submit date and time on the fax confirmation page displays an incorrect date and time.	Fixed.
RF-21185	Enterprise Fax Manager	EFM profile logs are left behind in the RightFax\Client directory.	Fixed.
RF-21295	Enterprise Fax Manager	When configuring the DEFAULT user, integrated Windows NT security can't be used without selecting a linked account.	Fixed.
RF-21305	Enterprise Fax Manager	When printing the RightFax user list, 10-digit route codes are incorrect.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-21658	Enterprise Fax Manager	Connections created by FaxCtrl are not removed from the list of connections when they are closed.	Fixed.
RF-21818	Enterprise Fax Manager	An unenforceable range of channels can be specified when sending via a different DocTransport.	Fixed.
RF-21984	Enterprise Fax Manager	Automatically printed fax confirmations with thumbnails for failed faxes do not show the reason for the failure or the fax transmission history.	Fixed.
RF-22327	Enterprise Fax Manager	Forced scheduling for user groups sets all faxes for the group to delay sending.	Fixed.
RF-20778	Enterprise Fax Reporter	User Inactivity report does not report correct data.	Fixed.
RF-21071	eTransport	When including a cover sheet and choosing to create a PDF, eTransport fails to send.	Fixed.
RF-21911	Exchange Gateway	When sending faxes through Exchange 2016, RightFax does not successfully process all attached message files.	Fixed.
RF-22246	Exchange Web Services	When an email contains email addresses in the CC field, errors are reported by Exchange Web Services.	Fixed.
RF-20704	FaxUtil	If a RightFax group monitor is a delegate of a RightFax user, access is denied when trying to view a fax from the delegator's fax mailbox.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-21052	FaxUtil	If use trash folder when deleting is enabled, FaxUtil crashes when deleting a fax that is held for preview from the fax viewer.	Fixed.
RF-21219	FaxUtil	Unable to preview the group default coversheet when creating a fax.	Fixed.
RF-21327	FaxUtil	Users can send faxes without filling out the required information.	Fixed.
RF-21337	FaxUtil	FaxUtil uses 8.3 naming convention for attachment names.	Fixed.
RF-21405	FaxUtil	FaxUtil does not open the user and folder that was open at the time FaxUtil was last closed.	Fixed. A new user option is available in FaxUtil on the Other Options tab, **Remember folder location between sessions**.
RF-21704 RF-21074	FaxUtil	When printing from FaxUtil to a client printer, portions of the page maybe cut off.	Fixed.
RF-21868	FaxUtil	MM/DD/YYYY date format appears on confirmations regardless of the date format that is set on the client or server computer.	Fixed.
RF-21913	FaxUtil	FaxCtrl intermittently changes the communication protocol to TCP/IP when selecting Secure TCP/IP.	Fixed.
RF-21949	FaxUtil	Arabic characters are corrupted on confirmation pages.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-22137	FaxUtil	Date disappears from confirmation pages.	Fixed.
RF-22298	FaxUtil	Unable to send combined faxes from FaxUtil.	Fixed.
RF-22582	FaxUtil	The registry key SignaturePositionPercent is not enforced when the signature is being created.	Fixed.
RF-22583	FaxUtil	When a fax is edited, the change isn't recorded in the fax history.	Fixed.
RF-22819	FaxUtil	With FaxUtil in RightFax 16 EP2 or from RightFax 10.6 FP3 with beta releases 5118 and 7107, attempting to print to a client-side printer causes FaxUtil to close.	Fixed.
RF-20539	Installation	When set to a custom location, the Config directory is not updated with the new files included in a RightFax update.	Fixed.
RF-21076	Integration Module	Add support for IBM MQ 9.0.	Added. IBM MQ 9.0 is now supported.
RF-20694	Lotus Notes Gateway	When the Notes user has an apostrophe in their Notes name, the Lotus Notes gateway fails to create user in RightFax.	Fixed.
RF-22009 RF-22328	RightFax Connect	When sent via RightFax Connect, faxes with large attachments fail conversion from IPK to TIFF.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-22624	RightFax Connect Integration Module	When sending through the Integration Module and using RightFax Connect on algorithm 4000, a notification is sent for every attempt.	Fixed.
RF-20927 RF-21677	SAP Gateway	When a user's From Name is defined, certain SAP notifications will fail.	Fixed.
RF-20756	Server	If automatic printing fails, then the Update Status command doesn't work.	Fixed.
RF-20781	Server	The Server module stops processing if a large number of faxes is sent from a phonebook with delay send.	Fixed.
RF-20914	Server	With the RightFax COM API the Delete() method doesn't work with Windows linked credentials.	Fixed.
RF-21712	Server	When opening a fax in Web Client configured for single sign in, RightFax Web Delivery requires manually logging in.	Fixed.
RF-22080	Server	Information in the user's Description field maybe lost when making changes to that user.	Fixed.
RF-22086	Server	Faxes with an English character before a Japanese character cause errors to be created in the RightFax application log.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-21097	SMTP Gateway	Faxes sent from Gmail with the SMTP gateway cause HTML tags to show in body of faxes.	Fixed.
RF-22087	SMTP Gateway	For users set to send faxes with low priority, the faxes that are sent via email change to normal priority during the transmission.	Fixed.
RF-22220	SMTP Gateway	Faxes with digitally signed HTML email bodies are not converting umlaut characters through POP3.	Fixed.
RF-22753	SMTP Gateway	The SMTP gateway does not attempt to retry faxes after a connection error from the SMTP server.	Fixed.
RF-20782	SMTP MFP	The SMTP MFP Connector does not parse FromDIDNum-UserID-ToFaxNumber@domain addressing when the RightFax user ID includes letters and numbers.	Fixed.
RF-20699	Web Client	Search in the Web Client does not use the time on the client computer.	Fixed.
RF-21158	Web Client	When sending from the Web Client and the fax includes an attachment, recipient names with the exclamation point character (!) result in faxes with status of information incomplete.	Fixed.

SR7			
Issue	**Component**	**Issue description**	**Resolution**
RF-21769	Web Client	The Web Client uses the date format of the first browser that connects to it for all users.	Fixed.
RF-21869	Web Client	Users may be able to view faxes for which they don't have permission.	Fixed.
RF-22168	Web Client	Unable to send faxes through the Web Client.	Fixed.
RF-20697	WorkServer	A RightFax WorkServer that is configured solely for the PeopleSoft integration causes the Workserver.exe to consume a large amount of the CPU, up to 50% or more.	Fixed.
RF-21458	WorkServer	When attaching an Office document, then reopening that document before sending the fax, the fax would not generate a conversion error.	Fixed.
RF-21514	WorkServer	CID fonts are not used for PostScript conversions when added to the \RightFax\WorkSrv\GSRes directory.	Fixed.

6.2   Issues fixed in SR6

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-20203	COM API	Unable to set a user's voice mail subscriber ID via the COM API.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-17718	Conversion Engine	Hebrew characters in the subject of the message are corrupted during conversion.	Fixed.
RF-19653	Conversion Engine	Inbound jobs converted to Searchable PDF can become corrupted.	Fixed.
RF-19867	Conversion Engine	PDF generated by certain bizhub MFPs fail to convert.	Fixed.
RF-20000	Conversion Engine	Certain text documents are converted with an extra line on the first page.	Fixed.
RF-20859	Database	When the RightFax server loses connection to a remote SQL database, the database module stops working.	Fixed.
RF-20167	DocTransport	If a dialing rule references a destination table that does exist, SQL sessions are continuously opened.	Fixed.
RF-20441	DocTransport	Access or write permission issues can cause outbound RightFax Connect faxes to lose pages.	Fixed.
RF-20470	DocTransport	Fax status maybe not be updated when sending faxes through RightFax 10.0 Service Release 3 systems.	Fixed.
RF-20513	DocTransport	Cannot use a custom SIP port.	Fixed.
RF-20290	Enterprise Fax Manager	When migrating users from one server to another, not all delegates are copied.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-20703	Enterprise Fax Manager	When drag and dropping a library document between RightFax servers, the replace all action does not work.	Fixed.
RF-20381	eTransport	When sending an email from FaxUtil to be processed via eTransport, cannot obtain a complete log.	Fixed.
RF-17207	Exchange Web Service (EWS)	Event log error should be information only.	Fixed.
RF-20151	Exchange Web Service (EWS)	Errors are generated when processing fax blasts in a Shared Services system.	Fixed.
RF-19331	Fax Server	135,000+ files in the ...\RightFax\Archive\ directory causes performance degradation.	Fixed.
RF-19796	Fax Server	If the server maintenance cycle to is set to 11:30 p.m., maintenance events are deleted and a database error occurs when the Server or Database module is opened.	Fixed.
RF-19798	Fax Server	With NT Authentication and an account is linked to the BuiltIn/BuiltIn account, all faxes submitted via the COM API are sent from the linked account.	Fixed.
RF-19864	Fax Server	Unable to change or uninstall features in RightFax 10.6 Feature Pack 3 after applying 10.6 Feature Pack 3 Service Release 5.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-20692	Fax Server	When the SQL server service is stopped, the RightFax Server Module hangs in a "Stopping" state and the RightFax DocTransport and Database Modules remain running.	Fixed.
RF-19428	FaxUtil	In a Citrix XenApp environment, attaching a file in FaxUtil from 'My Documents' generates a file path error.	Fixed.
RF-19616	FaxUtil Fax Server	Delegates with permission to move faxes, but without permission to delete faxes, can move faxes into the trash folder and then empty the trash folder.	Fixed.
RF-19664	FaxUtil	User with delegate permissions to move can delete faxes by moving them into the trash folder when they don't have the delete permission.	Fixed.
RF-19716	FaxUtil	If FaxUtil is pointed to a previous version server, user can't expand groups to see users and their fax folders.	Fixed.
RF-19756	FaxUtil	When closing FaxUtil and the fax viewer is still open, files are left behind in the Temp folder.	Fixed.
RF-19792	FaxUtil	When fax information is edited in FaxUtil, the edits are not retained when routing the fax to a user.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-19811	FaxUtil	After applying 10.6 FP3 SR5, can't perform searches for faxes in FaxUtil.	Fixed.
RF-19855	FaxUtil	Shortcut keys for next and previous fax are broken in the viewer.	Fixed.
RF-19865	FaxUtil	Request to allow the FaxUtil login prompt to allow using NT login credentials.	Fixed.
RF-19970	FaxUtil	Search criteria that contains more than one special character does not work.	Fixed.
RF-20030	FaxUtil	Cannot search for statuses in FaxUtil.	Fixed.
RF-20046	FaxUtil	Data added via "Edit fax information.." cannot be deleted.	Fixed.
RF-20054	FaxUtil	When loading additional phonebooks, not all personal phonebook entries are displayed.	Fixed.
RF-20056	FaxUtil	The settings for priority delta in dialing rules does not show accurate information.	Fixed.
RF-20294	FaxUtil	The filter option is not available when forwarding a fax to a user.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-20396	FaxUtil	Saving a large TIFF file from the viewer to a location with Distributed File System replication enabled fails with the error "An error occurred when saving the fax: The process cannot access the file because it is being used by another process."	Fixed.
RF-20484	FaxUtil	When routing a fax to more than two users, the history does not show all users.	Fixed.
RF-20538	FaxUtil	When a delegate forwards a fax to another user via email, then the fax doesn't include the forward event or notes added by the delegate.	Fixed.
RF-20299	Notes Gateway	Using a forward slash in the To Name of the notes address corrupts the To Name.	Fixed.
RF-18292	Ricoh MFP	The Ricoh client application sends post commands when the client is not being used.	Fixed.
RF-18452	Ricoh MFP	A memory leak occurs when using the Ricoh connector with over 9000 devices.	Fixed.
RF-18862	Ricoh MFP	Faxes sent from Ricoh MFP sends a 169.*.*.* APIPA address.	Fixed.
RF-19342	Ricoh MFP	Unable to scan and fax from Ricoh Aficio SP5200.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-20405	Ricoh MFP	Build-up of empty folders in C:\Program Files (x86)\RightFax\EDC\Modules\ Ricoh\DIB\FileStore.	Fixed.
RF-19774	RightFax Connect	When RightFax Connect is configured to send as PDF, DocTransport will discard the fax.	Fixed.
RF-19802	RightFax Connect	RightFax Connect faxes that fail on the first attempt and succeed on a later attempt, both abandoned and successful sent notifications are sent.	Fixed.
RF-19264	SMTP Gateway	Cannot add more than 10 email gateways.	Fixed.
RF-20131	SMTP Gateway	User authentication is required when the SMTP gateway is configured to not require authentication.	Fixed.
RF-20301	SMTP Gateway	Hebrew characters in the From field of the SMTP gateway configuration are corrupted.	Fixed.
RF-19684	Sync Module	If a group of users is removed from Active Directory, the Sync Module stops.	Fixed.
RF-19394	Vault / XML Generator	Some XML files contain duplicate data when additional FileCopy and GenText services are used with RightFax Vault or XML Generator.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-20053	Web API	When using a multi-threaded application to save faxes as PDF via the Web API, invalid PDF files are created.	Fixed.
RF-19801	Web Client	In the role of a delegate, the user cannot view a fax that is found in a search without using the delegate's folder.	Fixed.
RF-19890	Web Client	When attempting to perform a search on the comment field, no data is returned unless it is an exact match.	Fixed.
RF-19953	Web Client	Automatic OCR setting in Web Client overrides the user permission to disable it in EFM.	Fixed.
RF-20442	Web Client	User cannot select a cover sheet in Web Client when the Group setting "All faxes must have cover sheets" is selected.	Fixed.
RF-20508	Web Client	Web Client search filters for Start Time and End Time do not function.	Fixed.
RF-20645	Web Client	When searching for a user by name in the Web Client, the search fails.	Fixed.
RF-20682	Web Client	In the role of Reviewer delegate, the user cannot view a fax that is found in a search.	Fixed.
RF-19595	Web Server Status Dashboard	Dashboard displays incorrect DocTransport status.	Fixed.

SR6			
Issue	**Component**	**Issue description**	**Resolution**
RF-19945	Web Server Status Dashboard	• The Dashboard system overview is blank. • When attempting to edit servers in the Edit server list, an error occurs. • The Edit Server List link is missing unless the browser is run as Administrator.	Fixed.
RF-19648	WorkServer	FaxStatus not showing the values of the service which the WorkServer is configured to process.	Fixed.
RF-20826	WorkServer	When submitting a specific PDF, all body pages are identified as blank and are discarded.	Fixed.

6.3   Issues fixed in SR5

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-18265	COM API	The COM API does not include all user permissions.	Fixed.
RF-19227	Conversion Engine	When INSO is used for HTML conversion, the document margins are not correct.	Fixed.
RF-19112	Conversion Engine	If a coversheet fails to convert and the fax is kicked, the incorrect coversheet is used.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-18815	Conversion Engine	When attempting to send a large bitmap, the fax hangs in the conversion process indefinitely, and copies of the fax image are continually created.	Fixed.
RF-19596	DocTransport	Incorrect status from RightFax Connect and FaxUtil on special info or number no longer in service tone.	Fixed.
RF-19587	DocTransport	RightFax Connect outbound faxes fail with a transmission error about converting IPK to TIF.	Fixed.
RF-19586	DocTransport	Mixed conversion quality between cover and body can cause faxes to fail and the error "No Answer at Fax Number."	Fixed.
RF-19445	DocTransport	When a receiving fax service disconnects, the DocTransport service does not terminate the connection and logs an unknown error.	Fixed.
RF-19212	DocTransport	Dialing rules with destination tables from an external data source do not function.	Fixed.
RF-19122	DocTransport	When the Mobility Push Proxy Gateway is added as a transport method, DocTransport crashes on startup.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-18566	DocTransport	When a dialing rule is named with the character "N," the rule does not work.	Fixed.
RF-16990	DocTransport	If a dialing rule is set to delay faxes by a specific interval of time, the faxes cannot be manually released in FaxUtil.	Fixed.
RF-18384	Documentation	RightFax Printer Driver is not created by the client installation program.	Fixed.
RF-18803	Enterprise Fax Manager	When a duplicate user is created in EFM, a descriptive error is not displayed.	Fixed.
RF-18156	Enterprise Fax Reporter	The report Automation_Outbound_Day.rpt incorrectly reports zero pages sent for faxes with multiple retries that sent correctly.	Fixed.
RF-17769	Exchange Connector	When using the Exchange Connector as the inbound routing method, Hebrew characters do not display correctly in the transmission history.	Fixed.
RF-17734	Exchange Gateway	When Cover Sheet Resolution is set for Fine Mode, cover sheets sent from Outlook with manual addressing are converted in Normal Mode.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-17889	Exchange Web Service (EWS)	When using EWS to send received fax notifications, Hebrew characters in the user ID will be replaced with garbage characters in the subject line.	Fixed.
RF-19542	External Document Connector	When a user ID contains numerals, the SMTP Connector for MFP does not correctly parse FromUserID-ToFaxNumber@Domain.	Fixed.
RF-18808	External Document Connector	Printed confirmation page from Xerox MFP is incomplete.	Fixed.
RF-18671	External Document Connector	With the RightFax Konica Minolta bEST Connector, users cannot authenticate with single sign-on from Equitrac.	Fixed.
RF-18163	External Document Connector	If SMTP MFP in EDC is configured with two RFSendStatus services, thumbnail images do not appear on print notifications.	Fixed.
RF-17725	External Document Connector	A GenImage Service cannot be added to a remote EDC server.	Fixed.
RF-17697	External Document Connector	In a system with more than one GenImage Service, fax jobs are delayed.	Fixed.
RF-16724	External Document Connector	When more than one GenImage Service is running, it locks up and becomes unresponsive.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-18714	Fax Server	In high volume environments, Orphan.exe runs for several hours.	Fixed.
RF-18538	Fax Server	When the server is under load, the statuses of RightFax Connect jobs are incorrect in FaxUtil.	Fixed.
RF-17644	Fax Server	When sending via POP3, the user's setting for cover sheet resolution is not used.	Fixed.
RF-16609	Fax Server	When the server module is unable to locate the EVERYONE group administrator account, faxes fail to send and an unhelpful error message reported.	Fixed.
RF-19923	FaxUtil	FaxUtil performance is extremely slow when connected via a VPN.	Fixed.
RF-19490	FaxUtil	In the RightFax Viewer, the delegate permission "Can edit faxes" does not allow delegates to edit faxes.	Fixed.
RF-19442	FaxUtil	When annotating multiple pages and printing without closing and opening the fax or returning to the first page before printing, annotations on the first page of a multi-page fax do not print.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-19395	FaxUtil	When printing multiple faxes to a printer that is not the default printer on the client workstation, the faxes are not sent to the correct printer.	Fixed.
RF-19285	FaxUtil	Move to Folder moves a fax to the Main folder if OK is clicked in the Move Folder dialog box and a folder is not selected.	Fixed.
RF-19248	FaxUtil	If a user account is not configured with a password or the password is incorrect, then other users cannot load the user's phonebook and an error message doesn't display.	Fixed.
RF-19204	FaxUtil	When upgrading FaxUtil from version10.6 FP3 SR3 to 10.6 FP3 SR4, the installation fails and the error "A newer version of RightFax is installed" is reported.	Fixed.
RF-19151	FaxUtil	When a fax is successfully sent but fails to automatically print, the Confirmation button and "Show Confirmation page" option are not available.	Fixed.
RF-18851	FaxUtil	When using an account that has a space in the Windows user name, faxes cannot be viewed in the RightFax Viewer.	Fixed.
RF-18713	FaxUtil	In FaxUtil if the setting "Show n faxes" is changed, and the application is restarted, then the setting is ignored.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-18637	FaxUtil	In the RightFax Viewer, the CTRL+R keyboard shortcut does not open the FaxUtil Route Fax dialog box.	Fixed.
RF-18636	FaxUtil	In the RightFax Viewer, the Delete key on the keyboard and the CTRL +D keyboard shortcut do not open the FaxUtil delete fax dialog box.	Fixed.
RF-19920	Lotus Notes Gateway	When the Lotus Notes gateway receives a fax with over 137 characters in the TO NAME field, the gateway crashes.	Fixed.
RF-18858	Lotus Notes Gateway	When a fax is received via the Lotus Notes Email Gateway Module, the subject line of the email is not included on the notification message.	Fixed.
RF-16639	Outlook Advanced Fax	Outlook Advanced Fax form "Save as Default" option does not save alternate Cover Sheet preference.	Fixed.
RF-19281	SMTP Gateway	When attempting to send a fax to multiple addresses using a semicolon as a delimiter, the fax only is sent to the last email address in the string.	Fixed.
RF-19145	SMTP Gateway	When inbound faxes are routed to email via the SMTP gateway, the body of the transmission history appears twice in the body of the email.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-18840	SMTP Gateway	If an email address does not exist on a mail server and RightFax tries to send an inbound notification to the address, the gateway will retry to send the message indefinitely.	Fixed.
RF-18605	SMTP Gateway	Embedded codes in email are not processed by the SMTP gateway.	Fixed.
RF-18437	SMTP Gateway	When the subject has nine or more characters and diacritical characters and ~7 is enabled in custom messages, spaces are replaced with underscores in the email notification.	Fixed.
RF-17929	SMTP Gateway	When attempting to send a notification to multiple addresses using a semicolon as a delimiter, an error occurs and the notification is not sent.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-16904	SMTP Gateway	When using the {FxHandle} macro in the WebDeliveryURLOverride registry key, the handle in the URL of the notification is from the dbo.DocFile table in the RightFax database, not from the dbo.Documents table. This links to the fax list instead of the fax.	The correct format of the WebDeliveryURLOverride registry key is: http://{WebServer}/WebClient/WebClient.dll/?X=LNKFX&SERVER={RFServer}&HFAX={FxHandle} {WebServer} Name of the IIS server hosting the web application {RFServer} Name of the RightFaxserver {FxHandle} Handle of the fax The user documentation has been updated.
RF-19553	Web Client	When multiple users are logged in to the Web Client and are moving between folders simultaneously, users are unable to open folders.	Fixed.
RF-19489	Web Client	Administrator cannot disable auto-forwarding of faxes.	Fixed.
RF-19403	Web Client	When a fax is opened in Web Client, PDF and GIF files are created in the folder \RightFax\WebApps\WebClient \Cache, and the files are not deleted.	Fixed.
RF-18959	Web Client	When more than 10 billing codes appear in a search, and the user chooses the 11th or later billing code, then the incorrect billing code is used.	Fixed.

SR5			
Issue	**Component**	**Issue description**	**Resolution**
RF-17960	Web Client	Delegates with Editor permission in the Web Client cannot rename folders.	Fixed.

6.4   Issues fixed in SR4

SR4			
Issue	**Component**	**Issue description**	**Resolution**
RF-18076	Conversion Engine	OpenDocument Format (ODF) files fail to convert.	Fixed.
RF-17704	DocTransport	Doctransport.exe crashes when using T.37 FOIP transport type.	Fixed.
RF-17919	DocTransport	The user documentation does not list the macros for the Calling Party field.	Fixed. ~1 Fax number dialed. ~2 RightFax user ID of sender. ~3 Recipient's voice number. ~4 Recipient's name. ~5 Recipient's company name. ~6 Billing code 1. ~7 Billing code 2. ~8 Assigned unique ID for fax job. ~9 CSID match code for secure send operation. ~0 Name of the sender. ~A Source server IP address or name. ~B User's fax number.
RF-18112	DocTransport	Faxes received via RFConnect do not open.	Fixed.

SR4			
Issue	**Component**	**Issue description**	**Resolution**
RF-18114	DocTransport	Faxes are sent successfully despite having more pages than defined in "Max. Pages Channel may Send."	Fixed.
RF-18552	DocTransport	A dialing rule referencing a non-existent destination table causes SQL sessions to open each time the rule is evaluated.	Fixed.
RF-16599	Enterprise Fax Manager	List of users does not sort by route code if codes are 10 digits or longer.	Fixed.
RF-17951	Enterprise Fax Manager	Red indicator on RightFax Server is confusing: All services are running, but the indicator is RED because the disk space is 8% or below.	Fixed. Red indicator no longer used to indicate low disk space. It is only used to indicate that one or more services are not running.
RF-18272	Enterprise Fax Manager	EFM crashes when attempting to add fax numbers that already exist.	Fixed.
RF-18383	Enterprise Fax Manager	.CMD files in CMDDATA folder are not being cleared out during maintenance.	Fixed.
RF-17980	Exchange Email Gateway	"Include fax with notifications" settings are not honored when sending fax from Outlook.	Fixed.
RF-16723	External Document Connector	After several successful logins with a user's NT log in, Ricoh MFP defaults to the Walkup user account.	Fixed.

SR4			
Issue	**Component**	**Issue description**	**Resolution**
RF-17727	External Document Connector	The GenImage process notifications for HP jobs processed through EDC is exceedingly slow.	Fixed.
RF-17807	External Document Connector	Unable to set the default domain in EDC for the Konica Minolta bEST Connector.	Fixed.
RF-17870	External Document Connector	Unable to send fax to email address from a Konica Minolta MFP.	Fixed.
RF-17946	External Document Connector	XeroxEIP module enters into an endless loop when it does not receive a job status update. Fail-safe does not exist.	Fixed.
RF-17958	External Document Connector	Administrator can add more SMTP-capable devices than are licensed.	Fixed.
RF-18123	External Document Connector	Ricoh MFPs leave behind empty folders in \Ricoh\DIB\Filestore.	Fixed.
RF-18602	External Document Connector	Single sign-on not functioning for Konica Minolta Native connector. The User must enter sign-on credentials instead of being signed on automatically.	Fixed.
RF-16812	FaxUtil	No results returned when searching received faxes by From Name value.	Fixed.
RF-17133	FaxUtil	When printing a faxed PDF, the bottom edge of the fax image is cut-off.	Fixed.

SR4			
Issue	**Component**	**Issue description**	**Resolution**
RF-17787	FaxUtil	FaxUtil fails to import phonebook entries that include blank fields.	Fixed.
RF-17819	FaxUtil	When users attempt to edit fax information, the Window of the open fax is moved behind the FaxUtil window.	Fixed.
RF-18175	FaxUtil	Delegates that lack the "Save As" and "Send via E-mail" permissions can perform these actions.	Fixed.
RF-18308	FaxUtil	Zoom settings for a fax are not being retained.	Fixed.
RF-18525	FaxUtil	Faxes sent between 11:00PM and 12:00AM are placed into the queue of the next day.	Fixed.
RF-18599	Installation	RightFax not installing if a newer version of Microsoft Visual C++ is installed on the server.	Fixed.
RF-17895	Integration Module	When converted to fax, a PDF attachment contains a false first page with FCL code.	Fixed.
RF-17631	Lotus Notes gateway	No email notification is sent when a fax fails to send from IBM Notes.	Fixed.
RF-17850	Outlook Advanced Form	Unable to export or move emails to another folder when the Outlook Advanced add-in is enabled.	Fixed.

SR4			
Issue	**Component**	**Issue description**	**Resolution**
RF-17751	RFConnect	If a fax fails all transmission attempts, the email notification incorrectly states that the fax failed after just one attempt.	Fixed.
RF-17956	Server module	User IDs of 21 Characters are truncated to 20 when created with COMAPI.	Fixed.
RF-18117	Server module	The "DeleteImagesOnPurge" FaxServer registry key does not remove the annotated images.	Fixed.
RF-18378	Server module	The "DeleteImagesOnPurge" FaxServer registry key does not immediately delete the fax image of a received fax that was forwarded.	Fixed.
RF-18459	SMTP Gateway	Image files, such as .jpg and .gif files attached to a Rich Text format email are stripped during the conversion to fax.	Fixed.
RF-17925	Web Client	Only 20 users available in Delegates list.	Fixed.
RF-17992	Web Client	Delegate cannot log into the mailbox of the delegator if the delegator's user ID starts with #.	Fixed.
RF-18121	Web Client	Unable to sign on to Web Client when LTPA technology is used.	Fixed.

SR4			
Issue	**Component**	**Issue description**	**Resolution**
RF-18217	Web Client	Members of a group with the restriction "All faxes must have cover sheets" can delete coversheets and deselect "Use cover sheet."	Fixed.
RF-18266	Web Client	Unable to log into Web Client when the LTPA token contains too many characters.	Fixed.
RF-18442	Web Client	The error "The Web Client is unable to allocate any more memory" is generated after viewing the Fax History	Fixed.
RF-18454	Web Client	The error "The Web Client is unable to allocate any more memory" is generated after cancelling an action, such as forwarding or routing a fax.	Fixed.
RF-18582	Web Client	Annotations not updated after fax has been saved as PDF or TIFF.	Fixed.
RF-17602	WorkServer	WorkServer no longer uses the CID fonts placed into the \RightFax\WorkSrv\GSRes folder to create and convert documents.	Fixed.
RF-17630	WorkServer	When performing a server print, an error is generated such as: Error finding C:\Windows\TEMP\WORKS RV3\WORKSRV.	Fixed.
RF-18115	WorkServer	Jobs sent from the GetPaid app to a fax number fail to convert.	Fixed.

6.5   Issues fixed in SR3

SR3			
Issue	**Component**	**Issue description**	**Resolution**
RF-16896	Administrative Utilities	Missing user permissions in Impuser.exe	Fixed.
RF-16974	COM API	Unable to set the IsGeneric2On flag to True via COM API.	Fixed.
RF-16440	Conversion Engine	When comma (,) is used as a decimal indicator, HTML documents are identified as blank pages and removed.	Fixed.
RF-16957	Conversion Engine	Apache Office Writer documents file types fail conversion.	Fixed.
RF-17061	Conversion Engine	When submitting a fax with embedded codes to HPFAX, diacritical characters are not converted correctly.	In Worksrv configuration, clear the check box "Use PCL converter for text files."
RF-17291	Database module	SQL deadlocks to WORKREQUEST Table.	Fixed.
RF-16520	DocTransport	Asterisk (*) is stripped when dialing.	Fixed.
RF-17673	DocTransport	When using RightFax Connect, if an error occurs during the release, inbound faxes are lost and outbound faxes do not update.	Fixed.
RF-18112	DocTransport	Unable to view faxes received via RightFax Connect.	Fixed.

SR3			
Issue	**Component**	**Issue description**	**Resolution**
RF-16856	Enterprise Fax Manager	Contents in Help menu does not work.	Fixed. Removed the Help/Contents menu. This Help system is no longer provided for EFM.
RF-17818	Enterprise Fax Manager	Unable to point a Destination Table at a SQL Database due to "Error 1615 working with the fax server. SQL query syntax invalid or unsupported."	Fixed.
RF-17503	EWS Connector for Microsoft Exchange	FAX address does not work in EWS.	Fixed.
RF-17519	Exchange Connector	Mail Merge jobs submitted through Exchange Connector fail to convert.	Fixed.
RF-17052	Exchange Email Gateway	Invalid characters in email notifications when using French characters in Custom Messages.	Fixed.
RF-17173	Exchange Email Gateway	Plain text faxes with blank body and encoded in UTF-8 fail with the error "Problem Converting Fax Body or Cover Sheet"	Fixed.
RF-16482	External Document Connector	HP MFP Print confirmation does not include all details.	Fixed.
RF-17046	External Document Connector	When stopping or starting EDC Manager Module via EFM, not all EDC services are affected.	Fixed.
RF-18122	External Document Connector	Ricoh DIB only allows a single device to connect.	Fixed.

SR3			
Issue	**Component**	**Issue description**	**Resolution**
RF-16988	External Document Connector for Ricoh	12.x Ricoh connector post frequency causes IIS logging to use a large amount of disk space and network activity.	Uninstall the old connector from devices and install the new RightFax client for SDK_J.
RF-17026	External Document Connector for Ricoh	If the application pool that is running the Ricoh DIB site is recycled during use the job never gets sent out.	Uninstall the old connector from devices and install the new RightFax Client for SDK_J.
RF-17064	FaxUtil	Reset button does not clear Start Date and Time and End Date and Time fields.	Fixed.
RF-17268	FaxUtil	FaxUtil does not sort by To/From/File and FaxNumber/Email/ID.	Fixed.
RF-17379	FaxUtil	Not all faxes are cancelled if deleted while sending.	Fixed.
RF-11434	Remoting Service	Remoting module memory leak when using Ricoh DIB with 30+ devices.	Fixed.
RF-13808	RightFax Connect	RightFax Connect continues to attempt to send faxes when it is unable to connect to the Cloud server.	Fixed.
RF-16982	RightFax Connect	When using RightFax Connect and Retry Algorithm 4000 and Attempt Level Reporting, notifications are not sent for each failure, but are all sent after the last failure.	Fixed.
RF-17674	RightFax Connect	RightFax does not adhere to configured server module retries when using RightFax Connect on algorithm 58.	Fixed.

SR3			
Issue	**Component**	**Issue description**	**Resolution**
RF-17691	RightFax Connect	Fax history does not record the pages sent on a failed outbound fax when using RightFax Connect.	Fixed.
RF-17594	RightFax Connect. DocTransport	Support TLS 1.2 for RightFax Connect.	Fixed.
RF-17536	RightFax Server	User permission Assign Default Billing Codes to Received Faxes not functioning.	Fixed.
RF-16735	SMTP Gateway	The registry key "GatewayEnforceRequiredCoversheetFields" sends duplicate notifications for incomplete faxes.	Fixed.
RF-16916	Web Client	Web Client login will fail with passwords over 19 characters.	Fixed.
RF-17470	Web Client	In Web Client, Client Date / Time set to client time displays GMT.	Fixed.
RF-17482	Web Client	In Web Client, Fax History set to client time displays server time.	Fixed.
RF-17761	Web Client	Web Client does not show date with time for faxes over a week old.	Fixed.
RF-17804	Web Client	When NT linked delegate users attempt to open a fax using links sent through Web Delivery, the fax does not open in Web Client.	Fixed.

SR3			
Issue	**Component**	**Issue description**	**Resolution**
RF-17071	WorkServer	Thumbnail is not included on the auto-print page for failed outbound faxes.	Fixed.

6.6   Issues fixed in SR2

SR2			
Issue	**Component**	**Issue Description**	**Resolution**
RF-16300	Administrative Utilities	Cannot upgrade to the latest release using the RightFax Database Upgrader Tool.	Fixed.
RF-16019	Conversion Engine	Certain conversions fail with the error *Word has encountered a problem* due to Word memory usage not resetting.	Fixed.
RF-16329 RF-16333	Conversion Engine	Poor conversion quality of emails that have plain text bodies and no attachments.	Fixed.
RF-16334 RF-16335 RF-16985	Conversion Engine	Emails submitted with text-only attachments may result in faxes containing the attachment content in the fax body.	Fixed.
RF-16412	Conversion Engine	JPG files fail conversion or convert with unacceptable quality.	Fixed.
RF-16581	Database RFConnect	The JobID is removed from a fax submitted to RFConnect while its status is *Scheduled to be Sent*.	Fixed.

SR2			
Issue	**Component**	**Issue Description**	**Resolution**
RF-16014	DocTransport	Least-cost dialing rules cause faxes to get stuck in *Sending* status.	Fixed.
RF-16096	DocTransport	Least-cost dialing rules and call grouping cause faxes to get stuck in *Scheduled to be sent* and *Sending* statuses.	Fixed.
RF-16230	DocTransport RFConnect	Smart Resume with an RFConnect DocTransport results in a fax scheduling error on the second attempt to send the fax.	Fixed.
RF-16233	DocTransport	When sending faxes using a DocTransport configured for call grouping, if one fax in a group fails with a transmission failure and all subsequent fax send successfully, all faxes in the group are sent again every time the DocTransport is restarted.	Fixed.
RF-16242	DocTransport	Faxes attempting to use Post Dialing fail with a status *Phone Line Problem*.	Fixed.
RF-16255	DocTransport	Stopping DocTransport while the lines are in use can cause faxes to get stuck in *Scheduled to be sent*.	Fixed.
RF-16477	DocTransport	Faxes routed into the local server using the * dialing rule are resent when the DocTransport is restarted.	Fixed.

SR2			
Issue	**Component**	**Issue Description**	**Resolution**
RF-16728	DocTransport	Sending a fax with 999 pages in FaxUtil results in a status of *Fax Blocked from Dialing Phone Number*.	Fixed.
RF-17070	DocTransport	When a fax is deleted and DocTransport removes the call from the channel, subsequent faxes that use the channel are given an OK status but no pages send.	Fixed.
RF-16142	Enterprise Fax Manager	When copying users using the Append Phonebooks Only setting, phonebook entries are not appended if any entry on the source server exists on the destination server.	Fixed.
RF-16252	Enterprise Fax Manager	The Printer list for the user's inbound Automatic Printing Options is not sorted alphabetically.	Fixed.
RF-15995	Enterprise Fax Reporter	Some reports (AdvancedAuditReport, Delegates_User, and Permissions_by_User) fail authentication while others do not.	Fixed.
RF-16796	Enterprise Fax Reporter	EnterpriseFaxReporter.exe command line not responding	Fixed.
RF-16022	FaxUtil	If the TO Name of a fax includes a single quotation mark, the fax fails to open.	Fixed.
RF-16696	FaxUtil	The phonebook filter options are missing.	Fixed.

SR2			
Issue	**Component**	**Issue Description**	**Resolution**
RF-15342	Integration Module	Attached document submitted with false first page via Integration module displays FCL code within the image.	Fixed.
RF-16005	Integration Module	Shutting down the Integration module is delayed by MQGet processes.	Fixed.
RF-16453	Integration Module	The {{NOCOVER}} FCL code is ignored when faxes are submitted via the Integration Module inbox folder.	Fixed.
RF-16498	Java/XML API	Sending and querying a fax using the Java/XML API returns a value of 1970 instead of the correct SEND_DATETIME.	Fixed.

SR2			
Issue	**Component**	**Issue Description**	**Resolution**
RF-10856	Server module FaxUtil	FaxUtil and Web Client users are not prevented from auto-forwarding faxes to themselves, numbers outside of RightFax, and unknown fax numbers.	A client-side registry key has been added with which you can disable the automatic forwarding options on the Receiving tab in FaxUtil and Web Client. To restrict automatic forwarding, follow these steps on the client machine: 1. Shut down FaxUtil or Web Client if it is running. 2. Open the registry editor to the key HKEY_CURRENT_USER \ Software\RightFax Client\FUW32\ (x64: HKEY_LOCAL_MACHINE\ Software\Wow6432Node\ RightFax Client\FUW32\). 3. Create a new DWORD called **LockAutoForwardConfig**. 4. To disable the Automatic Forwarding options on the client, set the value to **1**. When set to the default value **0**, Automatic Forwarding can be configured.
RF-15999	Server module	If for any reason the Server module cannot write to a .3xx file, the RTI line will not be stamped on subsequent pages.	Fixed.

SR2			
Issue	**Component**	**Issue Description**	**Resolution**
RF-16455	SMTP Gateway	A RightFax user configured to receive notifications of incomplete faxes is not notified when an incomplete fax is sent via the SMTP gateway.	To resolve this issue: 1. Open the Registry Editor to HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\FaxServer. 2. Set the following DWORD registry keys: to a value of **1**: **NotifyViaFrom_nameFallback** **GatewayEnforceRequiredCoversheetFields** If you are having the faxes sent through the Default user, keep the Notification Address/Info box on the Notification tab of the Default user account blank to send back to the originating user.
RF-16457	Vault	When the Vault source folder exceeds 65535 files, EDC stops processing and Faxserv.exe performance degrades.	Fixed.
RF-16513	Web Client	RightFax Web Delivery requires the user to manually sign in when opening a Web Delivery fax in WebClient configured for Single Sign On.	Fixed.
RF-16515	Web Client	A delegate with a delegate role of Editor is prevented from moving faxes to another folder.	Fixed.

SR2			
Issue	**Component**	**Issue Description**	**Resolution**
RF-16162	WorkServer	Conversions of Office 2016 documents fail.	Fixed.
RF-16536	WorkServer	When using InterConnect between RightFax servers, image files on one server are overwritten when the CurrentFile values happen to be the same.	Fixed.

6.7   Issues fixed in SR1

SR1			
Issue	**Component**	**Issue Description**	**Resolution**
RF-15969	Alerting	The Alerting module crashes when multiple email addresses are used in an action that sends an alert via SMTP.	Fixed.
RF-15343	Conversion Engine	Conversion replaces letters that include diacritical marks with incorrect characters when email is submitted from Outlook via SMTP gateway.	Fixed.
RF-15384	Conversion Engine	Word not correctly applying margins when converting MHTML jobs.	Fixed.
RF-15399	Conversion Engine	Conversioncontrol.xml not allowing any of the backup MHTML converters to convert properly.	Fixed.
RF-15957	DocTransport	Call grouping can result in only one channel being used while other channels remain unused.	Adjust the milliseconds that a channel set to Both will wait for an inbound fax:

SR1			
Issue	**Component**	**Issue Description**	**Resolution**
			1. Open the registry editor to HKEY_LOCAL_MACHINE\ Software\Wow6432Node\ RightFax\DocTransport\ Transports\Brooktrout.
			2. Create a REG_DWORD called **WaitForRing**.
			The **Default** value is 30000 (30 seconds). Adjust as needed.
			Specify the number of jobs a channel will check to determine if the channel can send the job.
			1. Open the registry editor to HKEY_LOCAL_MACHINE\ Software\Wow6432Node\ RightFax\DocTransport.
			2. Create a REG_DWORD called SendAttemptsPerReceive .
			3. The **Default** value is **1**. Adjust as needed.
			4. The **Default** value is **0**. Adjust as needed.
			Save changes and exit the registry editor.
			Specify additional jobs for this DocTransport to pick up from the global queue:
			1. Open the registry editor to HKEY_LOCAL_MACHINE\ Software\Wow6432Node\ RightFax\DocTransport.

SR1			
Issue	**Component**	**Issue Description**	**Resolution**
			2. Create a REG_DWORD called **ExtraFaxesFromSendQueue**.
RF-15984	DocTransport	Prepended plus sign (+) stripped from dialing string of outbound calls.	Fixed.
RF-15870	Email Gateways	Warnings for missing notification data generated when No Notification is selected.	Fixed.
RF-15933	Email Gateways	Under certain conditions, the RightFax SMTP gateway strips the fax data body where the resulting fax includes only a cover sheet.	Fixed. Ensure that the conversion uses the proper converter for the gateway by doing the following: 1. Open the registry editor to: HKEY_LOCAL_MACHINE\ Software\Wow6432Node\ RightFax\Gateway\Gateway#. 2. Create a REG_DWORD called **UseTxtFileForTxtBodyType**. 3. Set the value to **0** for SMTP gateways and to **1** for Exchange gateways.
RF-15943	Email Gateways	SMTP gateway does not clean up image files created for inbound routing from the temp.gateway folder.	Fixed.

SR1			
Issue	**Component**	**Issue Description**	**Resolution**
RF-15979	Email Gateways	Under certain conditions, email files with PostScript attachments fail conversion when submitted through SMTP gateway.	Fixed. To ensure conversion: 1. Open the registry editor to: HKEY_LOCAL_MACHINE\ Software\Wow6432Node\ RightFax\Gateway\Gateway# 2. Create a DWORD called **ForceBlankBody**. 3. Set the value to **1**. 4. Save changes and exit the registry editor. This registry will work in conjunction with the registry keys: **ProcessNonAttachmentParts** and **FilterNativeIEImageAttachment**
RF-15841	Exchange Web Services (EWS)	Outlook Advanced Form does not work with Secure Docs when using EWS.	Fixed.
RF-14389	External Document Connector	RightFax Ricoh MFP Connector occasionally crashing when run on Ricoh MP4002 and 5002 devices.	Fixed.
RF-15375	External Document Connector	Duplicate screen appearing when sending fax from Ricoh device.	Fixed.
RF-15574	External Document Connector	Authentication failing with SSO using badge reader.	Fixed. After applying this service release, open EDC Monitor, remove the Konica Minolta module, and then add it again.

SR1			
Issue	**Component**	**Issue Description**	**Resolution**
RF-15633	External Document Connector	Conversion to searchable PDF failing when using XML Generator.	Fixed.
RF-15684	External Document Connector	Xerox MFP not sending from Network ID accounts.	Fixed. After applying this service release, open EDC Monitor, remove the Xerox MFP module, and then add it again.
RF-15296	FaxUtil	NT linked users can view unpublished contacts.	Fixed.
RF-15749	FaxUtil	FaxUtil confirmation page displays incorrect page count and resulting status information for faxes with multiple retry attempts.	Fixed.
RF-15766	FaxUtil	Information missing from the top, bottom, and right sides of fax images when printing from FaxUtil.	Fixed.
RF-15796	RightFax Client Connector for Ricoh devices	Installation of the RightFax client application fails on devices that have a 7.X java card installed.	Fixed.
RF-15908	RightFax Client Connector for Ricoh devices	Installation of the RightFax client application fails on devices that have a Java 12.x card installed.	Fixed.

SR1			
Issue	**Component**	**Issue Description**	**Resolution**
RF-14624	Server	With DNIS information now displayed in a column in FaxUtil, users can no longer configure the Server module to record the DNIS information in the billinfo1 field.	Fixed. To record DNIS information in the Billinfo1 field: 1. Open the registry editor to: HKEY_LOCAL_MACHINE\ Software\RightFax\ FaxServer (x64:HKEY_ LOCAL_MACHINE\ Software\Wow6432Node\ RightFax\FaxServer) 2. Create a DWORD called **RecordDNIS**. 3. Set the value to **1**. 4. Save changes and exit the registry editor.
RF-15938	Server	Logging in to change configuration settings fails when Windows Authentication is set for SQL Connection String.	Fixed.
RF-15999	Server	Under certain conditions, some pages of a received fax are missing the expected RTI line.	Fixed.
RF-15767	Web Client	Refreshing Web Client multiple times causes errors on the RightFax server.	Fixed.
RF-15928	Web Client	Web Client slow to load with high volume of traffic and a high volume of Web Clients.	Fixed.

SR1			
Issue	**Component**	**Issue Description**	**Resolution**
RF-15714	Web EFM	The list of groups in Web EFM displays incorrect member count of 0 and does not include the group admin information.	Fixed.
RF-13849	WorkServer	Failing to convert XPS file.	Fixed.
RF-15182	WorkServer	Failing to convert MSG file.	Fixed.

7 Contact information

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