

OpenText RightFax

Release Notes

16 Enhancement Pack 6 Service Release 4

Product Released: 2020-06-10

Release Notes Revised: 2020-06-10

Contents

1	Introduction	3
1.1	Release Notes revision history	3
2	About OpenText RightFax 16 Enhancement Pack 6 Service Release 4	3
3	New features	3
3.1	Updated Dialogic Brooktrout SDK	3
3.2	Support for OAuth 2.0 in the SMTP email gateway and connector for Exchange Web Services	3
4	Packaging and documentation	4
4.1	Related documentation	4
5	Upgrade notes	4
5.1	Preparing to install the update	4
5.1.1	Preparing to update the RightFax Administrative Utilities	5
5.2	Downloading the update	5
5.3	Installing the update	5
5.4	Installing the update in a Shared Services environment	6
5.4.1	Shut down services and back up the RightFax server	7
5.4.2	Install the update on the first server	7
5.4.3	Repeat on the other servers in the system	8
5.4.4	Restart RightFax services	8
5.5	Automating the server update of a Shared Services system	8
5.6	Installing the update on client computers	8
5.6.1	Updating RightFax 16 Enhancement Pack 6 client applications	8
5.6.2	Installing the RightFax 16 Enhancement Pack 6 Service Release 4 client applications	9
5.6.3	Installing the RightFax client applications from a command prompt	9
5.7	Troubleshooting the installation	9
6	Fixed issues	9
6.1	Issues fixed in SR4	10
6.2	Issues fixed in SR3	13
6.3	Issues fixed in SR2	17
6.4	Issues fixed in SR1	23
7	Contact information	34

1 Introduction

These release notes provide an overview of OpenText RightFax 16 Enhancement Pack 6 Service Release 4, including packaging information, a list of fixed issues, and installation instructions. OpenText recommends that you read these release notes with the documentation that is 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://mysupport.opentext.com/>) for any service releases or documentation updates that may have been posted after the initial release of OpenText RightFax 16 Enhancement Pack 6 Service Release 4.

1.1 Release Notes revision history

Revision date	Sections revised	Description of revisions
2020-06-10	First release.	All new content.

2 About OpenText RightFax 16 Enhancement Pack 6 Service Release 4

OpenText RightFax 16 Enhancement Pack 6 Service Release 4 includes new features and bug fixes since the release of OpenText RightFax 16 Enhancement Pack 6. For details about what is included, see [New features](#) and [Fixed issues](#).

3 New features

3.1 Updated Dialogic Brooktrout SDK

This update includes Dialogic Brooktrout SDK 6.13.0.

3.2 Support for OAuth 2.0 in the SMTP email gateway and connector for Exchange Web Services

Microsoft no longer supports Basic Authentication for Exchange Web Services to access Exchange Online. To connect to Exchange using Exchange Web Services, you can configure Azure Active Directory for OAuth authentication. Interactive authentication, Certificate authentication, or Client Secret authentication are supported by the RightFax connector for Exchange Web Services. To configure this, refer to the *RightFax 16 EP6 Connector for Microsoft Exchange Administrator Guide*.

OAuth 2.0 can be configured for POP gateway authentication. To configure this, refer to the *RightFax 16 EP6 Administrator Guide*.

Download the administrator guides from <https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703283>.

4 Packaging and documentation

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

The software and documentation for OpenText RightFax 16 Enhancement Pack 6 Service Release 4 includes:

- OpenText RightFax 16 Enhancement Pack 6 Service Release 4 applies the service release to the server and client applications
- OpenText RightFax 16 Enhancement Pack 6 Service Release 4 client installation program
- OpenText RightFax 16 Enhancement Pack 6 Service Release 4 Release Notes (this document)

4.1 Related documentation

For additional information about OpenText RightFax or for supplemental information about related products, refer to the OpenText RightFax 16 Enhancement Pack 6 documentation, which is available on OpenText My Support (<https://mysupport.opentext.com/>).

5 Upgrade notes

Before you upgrade, review these instructions.

Note When you upgrade to 16 EP6 SR4 from 16 EP6 or later, all All-Time statistics for the DocTransport modules are deleted and started anew.

5.1 Preparing to install the update

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

- This update is intended for OpenText RightFax 16 Enhancement Pack 6 server and client software. If you have not installed OpenText RightFax 16 Enhancement Pack 6, download it from OpenText My Support and install it before applying this update.
- This update includes an installation program for OpenText RightFax 16 Enhancement Pack 6 Service Release 4 client applications. See *Installing the RightFax 16 Enhancement Pack 6 Service Release 4 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 **InsoFieldMap.xml** file. The new file will overwrite the existing file. The previous file is backed up in the folder RightFax\Uninstall RightFax 16 Enhancement Pack 6 Service Release 4\Config.

This update includes a new Web.config file in the folder RightFax\WebApps\WebApi\API. It will overwrite the existing file.

If you customized 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, before applying this update install the Microsoft Visual C++ 2010 Redistributable Package on the computer where the Administrative Utilities are installed. 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 16 Enhancement Pack 6 Service Release 4 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 DocTransport servers.
 - Remote WorkServer servers.
 - 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 **RightFax16EP6SR4.exe**. Files are extracted, and the RightFax 16 Enhancement Pack 6 Service Release 4 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. If your system requires SQL authentication, then enter 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. The installation program may display a message that Microsoft Internet Information Services must be stopped while changes are applied. Click **Next**.
 11. To apply the update, click **Next**.
 12. On the Changes Complete page, click **Close** to close the installation wizard.
 13. Restart RightFax services.
 14. Repeat these steps on all remote RightFax servers.

5.4 Installing the update in a Shared Services environment

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.

Alternatively, you can use an automated process to update the servers in a Shared Services environment. See [Automating the server update of a Shared Services system](#).



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 DocTransport servers.
 - Remote WorkServer servers.
 - Remote e-mail gateway servers.
 - 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 **RightFax16EP6SR4.exe**. The RightFax 16 Enhancement Pack 6 Service Release 4 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. If your system requires SQL authentication, then enter 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 Automating the server update of a Shared Services system



Important

Run the automated server update during off-peak hours to ensure that the update completes without problems.

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

1. On the Data Sharing tab in the Server Configuration program, verify that the folder specified in the Service Release Updates box is the folder RightFax should monitor for server release updates. The default folder is C:\Program Files (x86)\RightFax\AutoUpdates\.
2. Download the OpenText RightFax 16 Enhancement Pack 6 Service Release 4 Silent Update Executable from <https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289>.
3. When you are ready to start the server update, verify that all servers in the system are running, and then place the downloaded executable file (RightFax16EP6SR4Silent.exe) into the AutoUpdates folder or other folder specified for Service Release Updates. If the version of the update file is later than the version installed, RightFax starts the update of all primary servers in the Shared Services system, including shutting down and restarting the services after the update.
4. Once all Shared Services nodes are updated automatically, you must manually update all remote RightFax servers.

5.6 Installing the update on client computers

5.6.1 Updating RightFax 16 Enhancement Pack 6 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 **RightFax16EP6SR4.exe**. The RightFax 16 Enhancement Pack 6 Service Release 4 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.

5.6.2 Installing the RightFax 16 Enhancement Pack 6 Service Release 4 client applications

You can install RightFax client applications without first installing a previous version. To do so, download the RightFax 16 Enhancement Pack 6 Service Release 4 client installation program from <https://knowledge.opentext.com/knowledge/lisapi.dll/open/15703289> and run **setup.exe**.

5.6.3 Installing the RightFax client applications from a command prompt

The RightFax client applications can be run from a command prompt (also known as a silent or unattended install).

To support Microsoft Outlook, you must install version 10.0.60724 of Microsoft Visual Studio 2010 Tools for Office Runtime. The tools can be installed from the Prereqs folder of the service release install program or from Microsoft.

For more information about installing from a command prompt, see the *RightFax Installation Guide*.

5.7 Troubleshooting the installation

The installation program creates a log file that can be referenced for troubleshooting. Look for the file `RightFax16_EP6SR4_date_time.log` in the root of the RightFax program folder.

6 Fixed issues

The following issues are fixed in this release.

6.1 Issues fixed in SR4

SR4			
Issue	Component	Issue description	Resolution
RF-25921	Administrative Utilities	When faxes are stuck in Scheduled to be Sent status and then migrated with MigrationMFC.exe, the faxes are sent.	Fixed.
RF-25764	Analytics	Analytics takes a very long time to load.	Fixed.
RF-26385	DocTransport	Queue depth does not reset to zero.	Fixed.
RF-25689	Enterprise Fax Manager	Channel Usage Report is missing information.	Fixed.
RF-25751	FaxUtil	When view the history of a fax, delegates are denied access.	Fixed.
RF-26282	FaxUtil	Phonebook search does not find entries when the name includes spaces.	Fixed.
RF-26283	FaxUtil	Phonebook search does not search the entire phonebook value.	Fixed.
RF-25720	FaxUtil Web	Unable to rename a folder.	Fixed.
RF-25727	FaxUtil Web	Dashes can't be entered in the fax number.	Fixed.
RF-25756	FaxUtil Web	When Send as Email is used in FaxUtil Web, the history of a fax does not show to whom the email was sent.	Fixed.

SR4			
Issue	Component	Issue description	Resolution
RF-25865	FaxUtil Web	When RightFax uses a remote IIS server, FaxUtil Web does not provide the "Open server..." option.	Fixed.
RF-26031	FaxUtil Web	Date and time format does to honor regional settings.	Fixed.
RF-26086	FaxUtil Web	Unable to send to email address with 31 or more characters.	Fixed.
RF-26169	FaxUtil Web	Confirmation pages display time in UTC instead of local time.	Fixed.
RF-26332	FaxUtil Web	The setting "Create PDF image for email" is ignored.	Fixed.
RF-26381	FaxUtil Web	When logged as a read-only Administrator, Users don't appear.	Fixed.
RF-26411	FaxUtil Web	Time stamps in the history of a fax appear in UTC.	Fixed.
RF-26473	FaxUtil Web	Status column does not properly sort the statuses of phone line problems and fax number busy.	Fixed.
RF-26663	FaxUtil Web	A user with 350,000 or more faxes is unable to log in.	Fixed.
RF-24512	FileNet	Unable to send a fax from FileNet Outbound Print Services.	Fixed.

SR4			
Issue	Component	Issue description	Resolution
RF-26043	Outlook Advanced Fax Extensions	Message tab is missing from Outlook emails.	Fixed.
RF-26028	RightFax Connect	Bad fax image received from RightFax Connect causes the received fax to be blank.	Fixed.
RF-26213	Server	When changing a user group to use the system default cover page, EFM will crash if there is a cover page with a preceding underscore.	Fixed.
RF-26374	SMTP Gateway	With custom messages, invalid French characters appear in the subject line and in the body of the email notification.	Fixed.
RF-25837	Web Admin	Cannot change group name.	Fixed.
RF-25924	Web Admin	Unable to search for printers.	Fixed.
RF-25860	WorkServer	The ~D macro for routing filename format is not creating the file name properly.	Fixed.
RF-26291	WorkServer	Remote ID (~A or ~B) with network directory route for RightFax Connect faxes adds empty space to the directory name.	Fixed.
RF-26365	XML Generator	Using RightFax Connect and algorithm 4000, a send record is processed through XML Generator for every attempt instead of the final attempt.	Fixed.

6.2 Issues fixed in SR3

SR3			
Issue	Component	Issue description	Resolution
RF-25237	Conversion Engine	TIFF image is rotated 180 degrees after conversion.	Fixed.
RF-25312	Conversion Engine	Registry key WordWrapTextLength for text file conversion does not work.	Fixed.
RF-25334	Conversion Engine	JPG conversion is creating large files.	Fixed.
RF-25392	Database	DocumentStatus table causes outbound faxing to slow.	Fixed.
RF-25092	Enterprise Fax Manager	When TLS 1.2 is enabled, reports cannot be produced.	Fixed.
RF-25280	Enterprise Fax Manager	Fax server events processed on <Server> statistics incorrectly displays the same statistics for other servers in a Shared Services system.	Fixed.
RF-25326	Enterprise Fax Manager	When copying users with delegates, Error 100 (semaphore error) occurs.	Fixed.
RF-25327	Enterprise Fax Manager	Unable to select all users for migration from one server to another.	Fixed.
RF-25198	Enterprise Fax Reporter	Remote ID does not appear in reports.	Fixed.

SR3			
Issue	Component	Issue description	Resolution
RF-25246	Enterprise Fax Reporter	When using remote ID for network routing, the characters \ or / in the remote ID cause issues with saving the file.	Fixed.
RF-25477	Enterprise Fax Reporter	Failed faxes do not appear in the Automation Inbound User.rpt.	Fixed.
RF-25557	Enterprise Fax Reporter	Reports cannot connect to the SQL server.	Fixed. The version of Microsoft SQL 2012 Native Client must be 11.4.7001.0 or later. This will be installed automatically during attended updates.
RF-25415	eTransport	Unable to send email via eTransport with certain FCL.	Fixed.
RF-25160	FaxUtil	Unable to perform a silent install of a RightFax client with new printer driver.	Fixed.
RF-25306	FaxUtil	Printing preferences are not honored. The system is using the defaults set on the server.	Fixed.
RF-25309	FaxUtil	Unable to manually install FaxUtil on Windows 7.	Fixed.
RF-25433	FaxUtil	When combining two faxes and using the create PDF option, problem converting fax body and cover sheet.	Fixed.
RF-25566	FaxUtil	Billing codes are not retained when forwarding the fax to a new number.	Fixed.

SR3			
Issue	Component	Issue description	Resolution
RF-25201	FaxUtil Web	History record is not created when sending a fax via email.	Fixed.
RF-25438	FaxUtil Web	While viewing a fax in Chrome, using "Fit Page" causes the page size to continuously grow to a very large percent.	Fixed.
RF-25471	FaxUtil Web	When the fax contains more than one transmission record in the history, an error occurs when opening the confirmation page.	Fixed.
RF-25607	FaxUtil Web	Group fax dialog customization to disallow delay send controls does not remove cheap rates.	Fixed.
RF-25672	FaxUtil Web	For transmission error faxes, a confirmation page is not available.	Fixed.
RF-25718	FaxUtil Web	The FCL command owner is not used to populate the From Name.	Fixed.
RF-25264	HP	From Name is not honored by the HP OXPD connector.	Fixed.
RF-25230	Integration	Greek characters are not converted.	Fixed.
RF-25441	Integration	FCL characters are not converted properly.	Fixed.

SR3			
Issue	Component	Issue description	Resolution
RF-24722	Konica Minolta	With the Konica Minolta Marketing Area setting set to Others2 and the Fax Target value set to NZ, the MFP does not register in RightFax.	Fixed.
RF-25390	Print-To-Fax	Unable to perform a silent install of a RightFax client with new printer driver.	Fixed.
RF-25190	Server	If the location of the RightFax Temp folder is changed, the setting is not retained.	Fixed.
RF-25277	Server	After installing a RightFax service release, UTC time stamp appears on new archived faxes.	Fixed.
RF-25116	SMTP Gateway	The route code does not appear in the notification details of a received fax.	Fixed.
RF-25348	Web Admin	If the Everyone group is selected as a delegate, the selection isn't honored, and the default is used.	Fixed.
RF-25442	Web Admin	Connections show a time that is 7 hours ahead of the server time.	Fixed.
RF-25575	Web Admin	Access to the server status dashboard is allowed without authentication.	Fixed.

SR3			
Issue	Component	Issue description	Resolution
RF-25225	Web API	When retrieving faxes as type PDF, intermittent error messages occur.	Fixed.
RF-25676	WorkServer	Faxes submitted via PeopleSoft fail to convert.	Fixed.
RF-25123	XML Generator	EDC scanning interval for XML Generator is not saved.	Fixed.
RF-25448	XML Generator	XML Generator sample jobs fail and are marked as bad jobs.	Fixed.
RF-25597	XML Generator	High outbound volume with EDC archive can cause some .BAD jobs in the archive directory.	Fixed.

6.3 Issues fixed in SR2

SR2			
Issue	Component	Issue description	Resolution
RF-24877	Conversion Engine	Conversion bias setting is ignored when converting Powerpoint, Excel, and Word files.	Fixed.

SR2			
Issue	Component	Issue description	Resolution
RF-23280	DocTransport	Request for the DocTransport module to stop or offline the channels when the server runs out of disk space.	Added. Edit the Windows Registry to create the following new entries. HKLM/Software/ Wow6432Node/RightFax/ DocTransport Type: DWORD Value: MinimumMBFreeOnDisk = 50 (decimal) CheckFaxServForLowDisk = 1
RF-25039	DocTransport	With some Cisco gateways, multipage inbound faxes fail with a T.30 T2 timeout errors.	Fixed. This update includes Dialogic SDK 6.11.2 which addressed this issue.
RF-24478	EDC	GetDocuments processor crashes when processing a specific fax job.	Fixed.
RF-24572	EDC	Unable to send from more than one legacy MFP device.	Fixed.
RF-24878	EDC	Faxes stop processing if FileCopy can't communicate with the printer.	Fixed.
RF-24890	EDC	DAT and 000 files are left behind in the HP repository.	Fixed. In Advanced EDC Configuration, in the HP_to_RightFax dataflow, set SendDeviceNotifications? to Do not send DSS Notifications.

SR2			
Issue	Component	Issue description	Resolution
RF-25014	EDC	Faxes stop processing if FileCopy can't communicate with the printer.	Fixed.
RF-24577	Enterprise Fax Manager	When delegate permissions are assigned as part of a group and a delegate attempts to rename a folder in a delegated mailbox, an error occurs.	Fixed.
RF-24954	Enterprise Fax Manager	In the RightFax server configuration, the option to set the minimum client version that all clients must run does not include RightFax 16 EP6.	Fixed.
RF-23951	Enterprise Fax Reporter	Request to allow the customer to disable TLS1.0, TLS 1.1, and SSL 3.0 and connect to Fax Reporter.	Fixed.
RF-24276	Enterprise Fax Reporter	Channel_Usage_Summary report does not provide any data in the Remote Server column.	Fixed.
RF-24863	Exchange Web Services	When verbose logging is enabled, debug information doesn't appear in the console window, and information is missing from the RightFax event log.	Fixed.
RF-20451	FaxUtil	When a fax is forwarded via the fax viewer, annotations are lost.	Fixed.

SR2			
Issue	Component	Issue description	Resolution
RF-24219	FaxUtil	FaxUtil no longer opens to the user and folder that was open when FaxUtil was last exited.	Fixed.
RF-24532	FaxUtil	If the user changes the show fax count option in FaxUtil, the change is not saved when the user logs out or exits FaxUtil.	Fixed.
RF-24626	FaxUtil	When a fax is forwarded, the fax status is "Bad Cover Sheet Information."	Fixed.
RF-24672	FaxUtil	Columns added by a user don't appear after the system is restarted.	Fixed.
RF-24380	FaxUtil Web	The coversheet list is not sorted in alphabetic order.	Fixed.
RF-24388	FaxUtil Web	Coversheet notes are truncated.	Fixed.
RF-24680	FaxUtil Web	When a fax is forwarded, the forwarded fax is assigned a new unique ID.	Fixed.
RF-24700	FaxUtil Web	Adding a comment to a fax changes the page count of the fax.	Fixed.
RF-24884	FaxUtil Web	Viewed indicator does not display for outbound faxes.	Fixed.
RF-24906	FaxUtil Web	When a fax is forwarded, an error doesn't occur when a fax needs approval.	Fixed.

SR2			
Issue	Component	Issue description	Resolution
RF-24911	FaxUtil Web	With Chrome browser, shadows and duplicate column headers appear.	Fixed.
RF-24690	Installation	RightFax icon in Programs and Features is missing after silent installation of the client application.	Fixed.
RF-24408	Integration	When certain metadata files are locked, faxes with notifications can get stuck in the work completion queue.	Fixed.
RF-24461	Integration	If a fax is sent via FCL for email, moving the fax to another folder will change the fax status to information incomplete.	Fixed.
RF-24684	Integration	If an FCL file contains null values instead of spaces, data will be missing from the converted document.	Fixed.
RF-24780	Konica Minolta	Unable to add more than one device with the Konica Best EDC integration.	Fixed.
RF-25013	Queue Handler	Memory leak.	Fixed.
RF-24406	Ricoh	The keyboard does not stay on screen with the MP 4054.	Fixed.
RF-24492	Ricoh	The MFP app fails and reports a network error when attempting to run on a Ricoh IM device.	Fixed.

SR2			
Issue	Component	Issue description	Resolution
RF-24727	Ricoh	Single sign-on with Ricoh IM devices does not work.	Fixed.
RF-23411	RightFax Connect	When sending a fax with RightFax Connect, the recipient's remote ID doesn't appear in the fax history.	Fixed. The fix for this also requires a change to your RightFax Connect account after the update build has been applied: The report_format value needs to be RFC_xml_rcsid.
RF-24679	RightFax Connect	Received faxes that are 200 x 100 resolution are rotated to landscape and scaled to 200 x 200.	Fixed.
RF-24914	RightFax Connect	RightFax Connect with Analytics causes duplicate entries in the analytics table.	Fixed.
RF-24768	Server	Fax Aging does not age faxes during RightFax maintenance.	Fixed.
RF-25023	Server	When image encryption is enabled and Greek regional settings are configured, faxes can't be viewed in FaxUtil.	Fixed. Running RFIImageTools with -R switch will encrypt the images with the correct settings for Greek environments.
RF-24376	SMTP Gateway	SMTP notification format is inconsistent when custom messages format is configured.	Fixed.

SR2			
Issue	Component	Issue description	Resolution
RF-24930	SMTP Gateway	When the "FROM message:" that is configured in the email gateway doesn't include a properly formatted email address within angle brackets, the email gateway will crash when the system tries to send email.	Fixed.
RF-24693	Web Admin	RightFax administrators with read-only or user management permissions are not able to edit users.	Fixed.
RF-24462	WorkServer	WorkServer archive fails with the error "unable to setup the path."	Fixed.
RF-24692	WorkServer	After disabling duplex printing, unable to print to Xerox Versalink.	Fixed.
RF-24772	XML Generator	When archiving with XML Generator, the ANI field is populated with invalid data.	Fixed.

6.4 Issues fixed in SR1

SR1			
Issue	Component	Issue description	Resolution
RF-22751	Conversion Engine	Text in the fillable fields of PDF files are not converted correctly.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23490	Conversion Engine	Only the last page of each PDF file is converted and sent.	Fixed.
RF-23530	Conversion Engine	PNG files are rendered incorrectly.	Fixed.
RF-23799	Conversion Engine	An application error occurs when processing an enhanced TIFF image.	Fixed.
RF-23947	Conversion Engine	Intermittent conversion failures with error messages such as "RightFax group 3 is not allowed. File not permitted on the whitelist" or "ASCII Text is not allowed. File not permitted on whitelist."	Fixed.
RF-23073	DocTransport	A bad IPK file is left behind if DocTransport terminates unexpectedly.	Fixed.
RF-23217	DocTransport	Human answered fax fails to send to certain fax numbers.	Fixed.
RF-23514	DocTransport	Dialing rules of Low or Normal priority do not work correctly in the dialing plan.	Fixed.
RF-23516	DocTransport	Priority delta is ignored in dialing rules.	Priority delta is no longer an option in creating dialing rules.
RF-23844	DocTransport	Transmission time is an hour before the actual transmission time since the change to Daylight Saving Time.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23845	DocTransport	Windows clocking function used by the Boston host service cause channels to fail to reset after 24.8 days.	Fixed.
RF-23846	DocTransport	RightFax DocTransport limits messages to 160 characters per message.	Fixed.
RF-23085	EDC	The GetDocuments processor does not retry attempts to get images when the network connection is lost.	Fixed.
RF-23700	EDC	ParentMon will keep writing to the report.txt when a child job is orphaned	Fixed.
RF-23206	Enterprise Fax Manager	Maximum body pages for groups are set to zero when dragged and dropped from previous versions of RightFax. This causes all faxes for the migrated group members to fail conversion.	Fixed.
RF-23243	Enterprise Fax Manager	Using the feature “include thumbnail of each page” while auto printing can show the wrong status of the fax.	Fixed.
RF-23704	Enterprise Fax Manager	When using multiple overlay forms, only the first form is used on all pages.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23072	Exchange Connector	When sending faxes via Microsoft Exchange 2016, RightFax is not successfully processing all attached message files.	Fixed.
RF-22699	Exchange Gateway	When user notifications are sent via notification method Custom Type #1, work requests are not generated for outbound faxes.	Fixed.
RF-22881	FaxUtil	Feature request for the fax history to show the same time that is shown in the fax list in FaxUtil.	Added. Edit the Windows Registry to create a new entry. HKLM/Software/Wow6432Node/RightFax/FaxServer/RemoteDocTransportTime Type: DWORD Value: 0 = Convert remote DocTransport time to server time for history records. 1 = Use the remote DocTransport local time for history records.
RF-23450	FaxUtil	In Advanced Search in FaxUtil, under Other Users and Groups , if the ellipses button for groups is clicked, the message "No available delegates" appears.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23508	FaxUtil	Routing a fax to another RightFax user generates a second copy of the fax. The server attempts to forward the second fax, and the fax status is information incomplete.	Fixed.
RF-23265	FaxUtil	ODBC phonebooks truncate email addresses to 31 characters.	Fixed.
RF-23620	FaxUtil	When Server printing, the tray selection is ignored.	Users can no longer select the tray.
RF-23911	FaxUtil	MAPI phonebooks truncate email addresses to 31 characters.	Fixed.
RF-23963	FaxUtil	Documents attached prior to a .pdf attachment are missing when the fax is sent.	Fixed.
RF-23044	FaxUtil Web	Outbound jobs from the XML Connector for MFP that are held for preview cannot be forward to a fax number from FaxUtil Web.	Fixed.
RF-23352	FaxUtil Web	FaxUtil Web does not load when being accessed via the Microsoft Azure Application Proxy connector.	Fixed.
RF-23459	FaxUtil Web	Viewing a fax as a delegate in FaxUtil Web is logged in the history as viewed by the owner.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23612	FaxUtil Web	Sensitive information is disclosed in URL of the HTTP request.	Fixed.
RF-23615	FaxUtil Web	HTTPS response can be cached, which presents a security vulnerability.	Fixed.
RF-23647	FaxUtil Web	Fax Dialog Customization settings for user groups are not honored in FaxUtil Web.	Fixed.
RF-23695	FaxUtil Web	Delay send doesn't work.	Fixed.
RF-23751	FaxUtil Web	In FaxUtil Web, the confirmation page shows 0 number of pages.	Fixed.
RF-23989	FaxUtil Web	If a delegate creates a folder under a delegator's account, it creates it on the delegate's account instead.	Fixed.
RF-24036	FaxUtil Web	Cross-site request forgery is possible because tokens aren't implemented.	Fixed.
RF-24037	FaxUtil Web	Browser security headers are not implemented.	Fixed.
RF-23833	Filenet Connector	Image files are not generated.	Fixed.
RF-23595	Installation	The RightFax Database Upgrader Tool (RightFaxDatabaseUpgrader.exe) fails to upgrade large databases.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23728	Integration	When using Parse XML, XML attachment fails to convert correctly.	Fixed. If multibyte characters appear in text-only attachments, then edit the Windows registry. HKLM\SOFTWARE\WOW6432Node\RightFax\Production\Parse\PropagateBOMToBeginCvt Type: REG_DWORD 1 = Insert any byte order mark (BOM) from the text file into attachments that are added with the BEGINCVT command. 0 = Do not insert any byte order mark (BOM) from the text file into attachments that are added with the BEGINCVT command.
RF-22813	Integration	Parse XML doesn't create FCL files larger than 270 bytes.	Fixed.
RF-23926	Integration	When submitting .fcl, messages are stuck in the work completion queue with no notification channel specified.	Fixed.
RF-23058	MFP	If SSL is in use, the Konica Minolta MFP app will not send print notifications.	Fixed.
RF-23248	MFP	When sending from the MFP app, a RightFax user's cover sheet defaults are not used on the coversheet.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23358	MFP	When using the MFP app, faxes sent from HP MFPs with the characters *# in the dial string are not submitted.	Fixed.
RF-23658	MFP	Changing the IP address on a Ricoh Web Browser NX device causes device registration to fail.	Fixed.
RF-23729	MFP	Error "No Such Host Is Known" when using FQDN as the network address of the device to deploy Ricoh.	Fixed.
RF-23929	MFP	Ricoh SDK/J devices are unable to connect to the RightFax Server using SSL.	Fixed.
RF-24018	MFP	If multiple RightFax user accounts have the same email address, RightFax fails to log in and falls back to the guest account.	Fixed.
RF-24133	MFP	Ricoh devices report the error "Unable to Validate App."	Fixed.
RF-23804	Notes Gateway	Mail message causes the Notes gateway to crash.	Fixed.
RF-22682	Outlook Advanced Fax	When sending SMS messages from Outlook, the subject isn't used as the fax body.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23021	Print-To-Fax	If the hold for preview option is selected in the user's default sending options, the setting is not retained.	Fixed.
RF-23805	SAP Gateway	The default log level is not set to terse.	Fixed.
RF-23824	SAP Gateway	Gateway does not stop once all connection retries have been exhausted.	Fixed.
RF-23493	Server	Faxes in the status "Needs Approval" are not being archived.	Added.
RF-23271	Shared Services	If an HPFAX printer from another node is added, then separator pages are purged upon logging out of the server. Subsequent faxes fail to send.	Fixed.
RF-22839	SMTP Gateway	Custom message headers do not function.	Fixed.
RF-22876	SMTP Gateway	Stuck header file prevents further messages from processing.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-22882	SMTP Gateway	Messages are intermittently stuck in the Office 365 POP3 mailbox and are not processed until they are removed and replaced.	Fixed. Edit the Windows Registry to create a new entry. HKLM\Software\Wow6432Node\RightFax\Gateway\Gateway Create the value POP3ReadTimeout . Type: DWORD Value: enter the number of seconds, 10-60. POP3ReadTimeout value will be created when the SMTP gateway is started.
RF-23743	SMTP Gateway	SMTP gateway fails to deliver all faxes and notifications.	Fixed.
RF-23769	SMTP Gateway	HTML email messages are not included in sent faxes.	Fixed.
RF-22880	Web Admin	When using RightFax Connect, a notification is printed by an MFP for each attempt to send a fax.	Fixed.
RF-23520	Web Admin	Running time for email gateway doesn't appear under Services.	Fixed.
RF-23536	Web Admin	The option for duplexing is not available for the bEST Connector for Konica Minolta MFPs.	Fixed.

SR1			
Issue	Component	Issue description	Resolution
RF-23710	Web Admin	The Routing Column in Dialing Rules shows the web server instead of the RightFax Server to which to route.	Fixed.
RF-23748	Web Admin	The configure EDC button doesn't function.	Fixed.
RF-23936	Web Admin	Unable to enter fax numbers.	Fixed.
RF-23332	Web API	When submitting a fax, Web API only accepts 15 characters for billing code fields.	Fixed.
RF-23062	WorkServer	Feature request to add settings to allow RightFax to retry printing if the printer is unavailable.	Added.
RF-23798	WorkServer	If ~A is configured in the Routing Filename Format field for routing to a network directory, then the filename includes a period before the last 2-3 characters.	Fixed.
RF-23424	XML Generator	Delegate sender information is not included when archiving with XML Generator.	Fixed.

7 Contact information

OpenText Corporation
275 Frank Tompa Drive
Waterloo, Ontario
Canada, N2L 0A1

OpenText My Support: <https://support.opentext.com>

For more information, visit www.opentext.com

Copyright © 2020 Open Text. All Rights Reserved.

Trademarks owned by Open Text. One or more patents may cover this product. For more information, please visit <https://www.opentext.com/patents>.

Disclaimer

No Warranties and Limitation of Liability

Every effort has been made to ensure the accuracy of the features and techniques presented in this publication. However, Open Text Corporation and its affiliates accept no responsibility and offer no warranty whether expressed or implied, for the accuracy of this publication.