Performing a Silent Installation: RightFax 10.0

Applies to

RightFax 10.0

Summary

For RightFax 10.0, how can you deploy client software without requiring any user intervention?

Both silent (using msiexec.exe) and unattended (using setup.exe) installations of RightFax 10.0 client software are possible. Neither method requires user input, and each option is explained in detail below.

NOTE: A new standalone client is released with each major update of RightFax. Use the client that matches your RightFax server version.

Error Message:

Error 14001: Unknown Error

Failed to load mscoree.dll (Error code 126). This custom action requires the .NET Framework to be installed.

Resolution

In the following instructions, all commands should be placed on one line. For readability, commands in this Knowledge Base article may appear to wrap over multiple lines, but do not enter any CR/LF (carriage return/line feed) characters when you enter the commands.

Silent Installation and Uninstallation

A silent installation or uninstallation uses msiexec.exe. Some third-party programs, such as Microsoft Systems Management Server (SMS), may require the silent method. Silent installations have certain prerequisites, which can be installed manually or automatically.

NOTE: Silent installations require the use of the silent installation client for RightFax 10, which you can download from the Patches section of the Knowledge Center. A link is provided below in the References section.

Prerequisites

The RightFax 10 client does not check or install any prerequisites when you install it using the silent or unattended method. You must install prerequisites before you install the client using these methods.
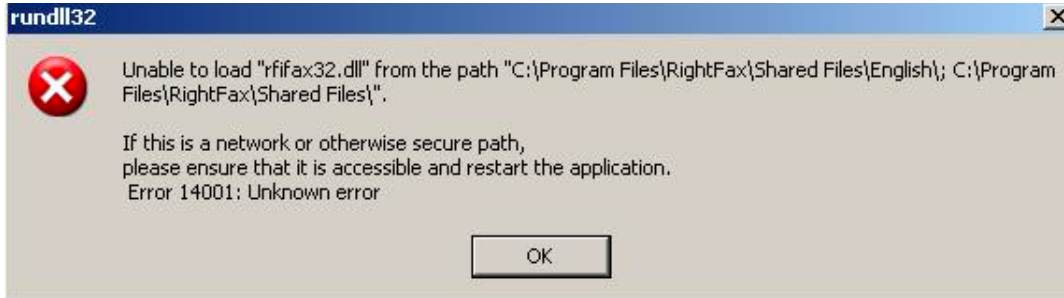
Error Messages

If the Microsoft .NET Framework is not installed, the silent installation fails, and the following information is written in the log file:

Action start 10:42:21: SilentStopRFPrograms.

SFXCA: Extracting custom action to temporary directory: C:\XP\Installer\MSI159.tmp-\

SFXCA: Failed to load mscoree.dll (Error code 126). This custom action requires the .NET Framework to be installed.

If Microsoft Visual Studio C++ Runtime is not installed, the silent installation fails, and the following error message appears:

Prerequisites

Component	32-bit Prerequisites	64-bit Prerequisites
FaxUtil	Microsoft .NET Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime	Microsoft .NET Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime
FaxCtrl (Print-to-Fax)	Microsoft .NET Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime	64-bit Print Processor Microsoft .NET Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime
Enterprise Fax Manager (EFM)	Microsoft .NET Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime	Microsoft .NET Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime
Add-in for Microsoft Outlook 2007 or 2010	Microsoft .NET Framework 4.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime Visual Studio Tools for Office 4.0 Runtime	Microsoft .NET Framework 4.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime Visual Studio Tools for Office 4.0 Runtime

Installing the Prerequisites

Prerequisites can be installed manually or silently from the command prompt. The RightFax 10 client has the prerequisites in the \Prereqs folder.

NOTE: By default, Microsoft Windows XP does not include.NET Framework 2.0. Microsoft Windows Vista and later include .NET Framework 2.0.

Prerequisite	32-bit Installation Command	64-bit Installation Command
Print Processor	n/a	`msiexec.exe /i "RightFax Print Processor x64.msi" /qn RUNFROMSETUP=1 INSTALLDIR="C:\Program Files (x86)\RightFax\"`
Microsoft .NET Framework 2.0	`dotnetfx.exe /Q /C:"install.exe /q"`	`NetFx64.exe /q:a /c:"install.exe /q"`
Microsoft .NET Framework 4.0	`dotNetFx40_Full_x86_x64.exe /q /norestart`	`dotNetFx40_Full_x86_x64.exe /q /norestart`
Visual Studio 2008 C++ Runtime	`VS2008_vcredist_x86.exe /qn`	`VS2008_vcredist_x64.exe /qn`
Visual Studio 2010 C++ Runtime	`VS2010_vcredist_x86.exe /qn`	`VS2010_vcredist_x64.exe /qn`
Visual Studio Tools for Office 4.0 Runtime	`vstor40_x86.exe /q`	`vstor40_x64.exe /q`

Silent Installation

The ADDLOCAL command tells setup which components to install.

NOTE: RightFax 10 does not support Microsoft Outlook 2003.

Component	ADDLOCAL Command
FaxUtil	FaxUtil
FaxCtrl (Print-to-Fax)	FaxCtrl
Enterprise Fax Manager	EFM
Outlook 2007 Add-in	Outlook
Outlook 2010 Add-in	OutlookAdvancedAddIn

The CONFIGURE command tells setup to create start menu and taskbar items for the component. If this command is missing, setup does not create shortcuts or taskbar icons for the component.

Component	Configure Command
FaxUtil	CONFIGUREFAXUTIL=1
FaxCtrl (Print-to-Fax)	CONFIGUREFAXCTRL=1
Enterprise Fax Manager	No command required
Outlook 2007 Add-in	No command required
Outlook 2010 Add-in	CONFIGUREOUTLOOKCLIENT=1

By default, the silent installation sets the client logon method to require a user-specified logon ID. To change the client logon method to another type, such as NT authentication, use the keyword NETID from the command prompt.

NOTE: RightFax 10 SR2 or later is required for the NETID command.

Client Logon Method

NETID=1	Use network logon ID
NETID=2	Use Microsoft NT authentication

Examples

Silently install FaxUtil, FaxCtrl (Print-to-Fax), and set the client logon method to NT Authentication:

msiexec.exe /i "RightFax Product Suite - Client.msi" /qn REBOOT=ReallySuppress RUNBYRIGHTFAXSETUP=2 CONFIGUREFAXCTRL=1 CONFIGUREFAXUTIL=1 ADDLOCAL="FaxUtil,FaxCtrl" NETID=2 INSTALLDIR="C:\Program Files\RightFax" RFSERVERNAME=<YourFaxServer>

Silently install the FaxUtil, FaxCtrl (Print-to-Fax), and Outlook 2007 plug-in:

msiexec.exe /i "RightFax Product Suite - Client.msi" /qn REBOOT=ReallySuppress RUNBYRIGHTFAXSETUP=2 CONFIGUREFAXCTRL=1 CONFIGUREFAXUTIL=1 ADDLOCAL="FaxUtil,FaxCtrl,Outlook" INSTALLDIR="C:\Program Files\RightFax" RFSERVERNAME=<YourFaxServer>

Silently install the FaxUtil, FaxCtrl (Print-to-Fax), and Outlook 2010 plug-in:

msiexec.exe /i "RightFax Product Suite - Client.msi" /qn REBOOT=ReallySuppress RUNBYRIGHTFAXSETUP=2 CONFIGUREFAXCTRL=1 CONFIGUREFAXUTIL=1 CONFIGUREOUTLOOKCLIENT=1 ADDLOCAL="FaxUtil,FaxCtrl,OutlookAdvancedAddIn" INSTALLDIR="C:\Program Files\RightFax" RFSERVERNAME=<YourFaxServer>

Silent Uninstallation

To perform a silent uninstallation, execute the following command:

msiexec.exe /x "RightFax Product Suite - Client.msi" RUNBYRIGHTFAXSETUP=2 CONFIGUREFAXCTRL=2 /log "C:\RFU-

nInstall.log" /qn

Unattended Installation and Uninstallation

Another method of deploying the RightFax 10 client is called an unattended installation. This method is older and may eventually be deprecated. Use the silent installation method if at all possible. Use this legacy installation method if a third-party program requires you to use setup.exe, instead of msiexec.exe.

You can use this method with a RightFax 10 ISO image, but OpenText recommends that you use the updated RightFax 10 standalone client because this software version fixes the issues found in the base client version.

Examples

To install a RightFax client application for the first time, execute the following command:

Setup.exe /unattended=true /allowShutdown=true /add="FaxUtil,EFM" /rightFaxServer="myserver"

To modify an existing installation, execute the following command:

Setup.exe /modify /unattended=true /allowShutdown=true /add="faxctrl"

To remove a single RightFax client application from a server computer, execute the following command:

Setup.exe /modify /unattended=true /allowshutdown=true /drop="faxctrl"

To uninstall all RightFax client applications from a server computer, execute the following command:

Setup.exe /remove /unattended=true /allowShutdown=true

Upgrading the Client

You can perform a silent or unattended upgrade of RightFax client software. However, because older clients do not understand the newer silent uninstallation method, uninstall them using an unattended uninstallation.

1. Uninstall the client software.

RightFax 9.4	Setup.exe /remove /unattended=true /allowShutdown=true
RightFax 9.3 and earlier	msiexec.exe /qn /x{4BABDCF6-9FAA-4B6E-A9DE-D15A7EA800D3} (where the GUID matches the installed version of the client)

2. Perform a silent or unattended installation of the client software, as documented above.

Windows 7

There are two special considerations for Microsoft Windows 7 for Print-to-Fax:

1. Windows 7 does not include the HP LaserJet 4 printer driver.
2. If any print driver is changed in Windows 7, the print processor for the RightFax Fax Printer is reset to Windows, which prevents the fax dialog box from appearing.

Before you deploy the RightFax 10 client on Windows 7, OpenText recommends that you install the HP LaserJet 4 printer driver following the instructions in Knowledge Base article 18201139:

RightFax - Incorrect Printer Driver on Windows Server 2008 R2 and Windows 7 Causes Conversion Issues

Also, any time a printer driver is updated in Windows 7, make sure you change the print processor back to RightFax (RFPrint).

Troubleshooting

By default, all log files are located in the Windows %temp% folder. (You can specify a different log file path from the command prompt.) If an issue occurs, you can examine log files to look for error messages or send log files to OpenText Customer Support for analysis.

Additional Information

The silent installation client includes all previous updates, and it can also be used for standard interactive installations.

For information on silently installing RightFax 9.4, "Silent Installation of RightFax 9.4," which is available at the following location:

https://rightfax.atechnologies.com/rightfax/silent-installation-rightfax-9-4/

For information on silently installing RightFax 9.0 or 9.3, "Silent Installation of RightFax 9.3 & 9.0," which is available at the following location:

https://rightfax.atechnologies.com/rightfax/silent-installation-rightfax-9-0-9-3/

Advantage Technologies

866-730-1700
info@atechnologies.com
www.atechnologies.com

About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

opentext™ | Partner Support

opentext™ | Partner Distributor

opentext™ | Partner Reseller Platinum