

RightFax "Error 1772" Message Appears When Opening FaxUtil

ERROR 1722

Summary:

In Fax Server, RightFax Edition 9.x, when FaxUtil is opened, an error message appears.

Solution:

Perform the following steps:

1. In Enterprise Fax Manager or Windows Services, check that the RPC Server Module service is running on the RightFax server.
2. Verify that the client cannot communicate with the RightFax server over specific TCP/IP ports. If you select Named Pipes as the protocol, the utility works properly.
3. To use TCP/IP, follow the steps in Knowledge base article 16219813 to reserve ports on the RightFax server.
4. Once you have set up the registry using Knowledge base article 16219813, reboot the RightFax server.

NOTE: On some rare occasions, the ports may need to be reserved on the client workstation experiencing the issue. Please contact Advantage Support for more information.



Advantage Technologies

228 East 45th Street
4th Floor South
New York, NY 10017
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.

