



opentext™

OpenText RightFax 20.2
SMTP Connector for MFPs

Administrator Guide

Edition

OpenText RightFax 20.2 SMTP Connector for MFPs

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Open Text Corporation
275 Frank Tompa Drive
Waterloo, Ontario, Canada
N2L 0A1
(519) 888-7111
<http://www.opentext.com>

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Chapter 1: Configuring the SMTP Connector for MFPs

With the SMTP Connector for MFPs, you can scan documents on SMTP-capable multifunction printer (MFP) devices and send them via the RightFax server. The SMTP Connector for MFPs provides a one-way connection from the MFP to the RightFax server.

To send faxes, users scan their documents and enter a special email destination address that encodes fax sender and recipient information.

The RightFax server faxes the documents and can print a notification message on the originating device.

OpenText offers specialized connectors for several major MFP manufacturers. The SMTP Connector for MFPs is intended to connect brands of SMTP-capable MFPs for which there is no connector available from OpenText.

How it works

The SMTP Connector for MFPs monitors shared network directories called “repositories” for fax jobs to process and transmit. The repository for the SMTP Connector for MFPs is the drop directory in an SMTP domain set up specifically for sending faxes.

When a user enters the fax domain in the email address, the job is placed in the drop directory, where it is picked up by the RightFax server for processing.

The RightFax server faxes the scanned image files, and it sends a notification message about the success or failure of the fax transmission back to the MFP for printing.

Requirements

- An MFP that can send scanned documents by SMTP email. Each MFP is different. Consult the manufacturer documentation for information about how to set up your MFP to send SMTP emails.
- RightFax 20.2 server installed with the latest service release.
- SMTP Connector for MFPs installed on the RightFax server.
- User license(s). A license is required for each MFP device that you want to use with RightFax.
- An SMTP domain that is set up specifically for intercepting fax jobs from the MFP. The SMTP Connector for MFPs must be able to read, write, modify, and delete files in the domain drop directory. (See [Setting up the SMTP domain below](#).)

RightFax support and requirements

The SMTP Connector for MFPs is installed as part of RightFax but must be purchased separately and activated through the Product Licensing Utility. Refer to the *RightFax Installation Guide* for specific information on server requirements and instructions for installing and activating optional modules.

Setting up the SMTP domain

Ordinarily, an SMTP-capable MFP device sends scanned documents as email attachments. With the SMTP Connector for MFPs, all emails

addressed to a specific domain (such as @FAX) are picked up by the RightFax server and sent by fax instead of by email. You must set up this domain on the SMTP server that the MFP uses. The domain is used only to intercept fax messages in the drop directory, and it does not send or receive email.

To set up the SMTP domain

1. Using Microsoft Server Manager, install the SMTP Server feature on the IIS Server. See the Microsoft Server Manager documentation for information.
2. Using IIS Manager, set up a default or alias SMTP domain. Give the domain a name like "FAX" to distinguish it from normal email domains. The name should be easy for users to remember, because they must enter the domain as part of the email address at the MFP device. Configure a drop directory for the domain. The drop directory will be used for sending faxes. Alias domains use the same drop directory as the default domain. See the Microsoft IIS documentation for more information.
3. After you configure the SMTP Connector for MFPs, ensure that the log on account used by the RightFax Worker Host service has sufficient user rights to read, write, modify, and delete in the drop directory. By default, the RightFax Worker Host service uses the Local System account which may not have access to shared directories on the network. See the *RightFax Administrator Guide*.

Configuring connector settings in RightFax

To configure RightFax to work with the SMTP Connector for MFPs, use RightFax Web Admin.

To configure the connector

1. In Web Admin, in the left pane, click **MFPs**. The list of MFPs appears in the right pane.
2. Click **Connectors**, and the **MFP connectors** page appears.

3. Select the **SMTP MFP** check box, and then click **Configure**. The **Configure SMTP Connector for MFPs** dialog box opens.
4. Under **Repository Folders**, click **New**. The **New Repository Folder** dialog box opens.
5. Enter the path to the repository folder, and then click **OK**.

Caution If the MFP uses an FTP site as its repository that is remote from the RightFax server, change the RightFax Worker Host service to log in from an account with FTP access instead of the local system account. Ensure that the log on account used by the RightFax Worker Host service has administrative access to the computer where the FTP site is located. See the *RightFax Administrator Guide*.

6. Under **Defaults**, in the **User ID** box, enter or select the user ID of the account will be associated with faxes that are sent from the MFP by unidentified users. By default this is the Walkup user. To configure the Walkup user, see [Configuring a Walkup account for guest users on the next page](#).
7. In the **Default To Name** box, enter a name that will be used as the recipient when the sender does not specify one.
8. In the **Default From Name** box, enter a name that will be used as the sender when the sender does not specify one.
9. Select the **Print fax status notifications on the MFP** check box to print success or failure notification messages on the originating MFP after a fax is sent.

Managing MFP licenses

Enterprise Fax Manager and Web Admin display a list of licensed MFP devices. When the connector sends a fax from an MFP for the first time, it adds that MFP to the list and assigns a license to that device.

If you remove an MFP from your network, you can delete the MFP from the list to free up the license.

Configuring a Walkup account for guest users

Users can create and send faxes from the MFP device even if they don't have RightFax user accounts. The SMTP Connector for MFPs provides a RightFax user account named "Walkup" for all faxes created by such users. This account will be associated with the faxes that are sent from the MFP by unidentified users.

The Walkup user account determines the features that are available to these users when they send faxes from the MFP device. You can customize these features in the Walkup account in Enterprise Fax Manager or Web Admin, or you can select another user to designate as the default sending account.

In Enterprise Fax Manager or Web Admin, you can set up a default cover sheet for the Walkup account.

For more information, see the *RightFax Administrator Guide* or the *RightFax Web Admin Administrator Guide*.

Chapter 2: Using the SMTP Connector for MFPs

The SMTP Connector for MFPs creates a one-way connection to the RightFax server. Users scan and send documents from the MFP to an SMTP domain that has been specified by the administrator for faxing. The SMTP Connector for MFPs picks up these documents at the SMTP server and transfers them to the RightFax server for transmission.

Users can include the following fax addressing information in the email address:

- Recipient's fax number
- Sender's RightFax user ID
- Recipient's name
- Recipient's company name

The RightFax server sends the fax with the settings of the user specified in the address. If no RightFax user is specified, the fax is sent using the Walkup user account and its settings.

The email subject appears as notes on the fax cover sheet, and the scanned pages make up the body of the fax. Email body text, including any message automatically generated by the MFP device, is not included in the fax.

This section explains how to specify fax information in the email address. See the MFP device manufacturer documentation for information about how to send SMTP email from the device.

Sending faxes

To send a fax from the MFP, users must enter information about the fax in the email user interface on the MFP. The fax information is included in the destination email address. The following information can be embedded in the email address:

- Fax number: the fax number to which the fax will be sent.
- Fax user ID: The RightFax User ID of the sender.
- To name: The name of the person to whom the fax will be sent.
- To company name: The fax recipient's company name.

The fax number is required.

Users without a RightFax user ID can send faxes from the MFP. Faxes sent by such users will be sent using the Walkup user.

If a user enters a RightFax user ID, the fax will be sent according to the user's settings on the RightFax server. For example, their contact information will be included on the fax cover sheet. RightFax users can view the fax and its history in RightFax client programs such as FaxUtil.

Addressing a fax using the To: email address

Fax addressing uses the following syntax:

ToCompany-ToName-FromUserID-ToFaxNumber@Domain

As with all email addresses, spaces are not allowed. The address elements are separated by hyphens. The only required element is the fax number. Elements are read from right to left, and must be included in order. Domain is an SMTP domain set up for the connector to use. See [Setting up the SMTP domain on page 4](#) for more information.

The fax address can be entered into the **to:** field or **cc:** field of the email.

If supported by your MFP device, multiple destination email addresses can be separated by a comma or semicolon. For information about how to correctly enter multiple destination email addresses, see the MFP device manufacturer documentation.

Sending a fax using a RightFax user ID

If you send the fax using your RightFax user ID, you can view the fax and track its history in a RightFax client program such as FaxUtil. The fax will be sent using your RightFax user settings. For example, your default cover sheet and billing codes (if any) will be used.

To send the fax using your RightFax account, include your RightFax user ID in the email address:

```
ToCompany-ToName-FromUserID-ToFaxNumber@Domain
```

Example:

```
ACME-JudyMaxwell-FaxUser23-18005551212@FAX
```

The ToName and ToCompany, if specified, appear on the fax cover sheet. To include a recipient name but not their company name, leave the company name off the beginning of the address, for example:

```
JudyMaxwell-FaxUser23-18005551212@FAX
```

In the preceding examples, the fax is sent from the RightFax ID "FaxUser23."

If the user ID is not valid, the fax will fail and a notification will be sent back to the originating device.

Sending a fax without specifying a RightFax user account

When sending a fax without entering a fax server user ID, you only can enter the destination fax number. Enter the email address as:

```
ToFaxNumber@domain
```

Example:

```
18005551212@FAX
```

RightFax checks the SMTP message header for a "From" email address, which can be one of the following:

- The default email address for the MFP
- The email address of a user signed in to the MFP
- An email address that the user entered manually

If the "From" email address matches the email address of a RightFax user ID, the fax will be sent from the matching account.

If the "From" email address does not match a RightFax user ID, the fax will be sent from the Walkup user account.