

RightFax Support Matrix

Applies to

RightFax 9.3, 9.4, 10.0.0, 10.5, 10.6, 16.2, 16.4, 16.6, 20.2, 21.2

Summary

With RightFax, it is compatible with numerous OpenText and third-party software applications. What is the list of compatible products for RightFax?

Resolution

This Knowledge Base article lists a matrix of supportability with RightFax 9.0, 9.3, 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, and 21.2 CE

It is assumed that you have applied all service packs, feature packs, and hotfixes for the version of RightFax that you are using.

NOTE about third-party updates

In general, OpenText does not test third-party updates (such as hotfixes or service packs) for compatibility. Before deploying third-party updates, apply it in a test environment to ensure that there are not compatibility issues with RightFax. Also, check the Knowledge Base for any known issues.

OpenText Products

Product	Product Version	Compatible Version of RightFax
Alchemy	RALA (RightFax Alchemy Archive)	RightFax 9.0, 9.3, 9.4
	RAC (RightFax Alchemy Connector)	All versions of RightFax prior to 10.6
	Vault (RightFax Alchemy Connector)	RightFax 10.6 FP1, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
External Document Connector (EDC)	2.0	RightFax 9.0
	2.5	RightFax 9.0, 9.3
	3.0	RightFax 9.3, 9.4
	10.0	RightFax 10.0 (included as part of setup)
	10.5	RightFax 10.5 (included as part of setup)
	10.6	RightFax 10.6 (included as part of setup)
	16 EP2	RightFax 16 EP2 (included as part of setup)
	16 EP4	RightFax 16 EP4 (Included as part of setup)
	16 EP6	RightFax 16 EP6 (Included as part of setup)

eDOCS	5.3	RightFax 10.5
	5.3 SP5	RightFax 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
Workflows	5.1	RightFax 9.0, 9.3, 9.4
	5.2	RightFax 9.0, 9.3, 9.4
	5.3	RightFax 9.3, 9.4
	5.4	RightFax 9.4

Third-Party Products

Product	Product Version	Compatible Version of RightFax
CallXpress	7.8.0	RightFax 9.3
	7.9.1	RightFax 9.4
	8.0	Currently untested at this time.
	8.1	Currently untested at this time.
Citrix XenApp (Presentation or Metaframe Server)	8.2	Currently untested at this time.
	4.0	RightFax 9.0
	4.5	RightFax 9.0, 9.3
	5.0	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2
	6.0	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2
	6.2 or later	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4
IBM FileNet	7.5	Currently untested at this time.
	4.0	RightFax 9.0, 9.3 (using EDC 2.5)
	5.2 or later	RightFax 9.4 (using EDC 3.0 FP2 or later), 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2

IBM Lotus Notes and Domino Server	5.0	RightFax 9.0, 9.3
	6.0	RightFax 9.0, 9.3
	6.5	RightFax 9.0, 9.3, 9.4
	7.0	RightFax 9.3, 9.4, 10.0, 10.5, 10.6
	8.0	RightFax 9.3, 9.4, 10.0, 10.5, 10.6
	8.5.0	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	8.5.1	RightFax 9.4*, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	8.5.2	RightFax 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	8.5.3	RightFax 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	9.0	RightFax 10.6 FP1, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	9.0.1	RightFax 10.6 FP3, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
10	RightFax 20.2, 21.2 CE	
11	RightFax 20.2, 21.2 CE	
IBM WebSphere	5.1	RightFax 9.0, 9.3, 9.4, 10.0
	6.0	Currently untested at this time.
	7.0	RightFax 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	7.5	RightFax 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	8.0	RightFax 16 EP4, 16 EP6, 20.2, 21.2
	9.0	RightFax 10.6 FP3 SR7, 16 EP2 SR4, 16 EP4, 16 EP6, 20.2, 21.2
	9.1.3	RightFax 20.2, 21.2 CE
	9.2.10	RightFax 21.2
Microsoft Internet Explorer (IE)	6.0	RightFax 9.0, 9.3, 9.4
	7.0	RightFax 9.3, 9.4, 10.0, 10.5
	8.0	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2
	9.0	RightFax 10.0, 10.5, 10.6, 16 EP2 (For WebUtil, WebEFM, and Dashboard [WebAPPS] Compatibility View is required for moving columns.), 16 EP4, 16 EP6, 20.2
	10.0	RightFax 10.6, 16 EP2 (Incompatible for SSA conversion.), 16 EP4, 16 EP6, 20.2 For RightFax Web Applications this only includes RightFax Web Client. See Note below.
11.0	RightFax 10, 10.5, 10.6, 16 EP2 (Webclient only), 16 EP4, 16 EP6, 20.2	

Microsoft Internet Information Servers (IIS)	5.0	RightFax 9.3
	6.0 SP2	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4
	7.0	RightFax 10.0, 10.5, 10.6, 16 EP2, 16 EP4
	7.5	RightFax 10.5, 10.6, 16 EP2, 16 EP4
	8.0	RightFax 10.6, 16 EP2, 16 EP4
	8.5	RightFax 10.6 FP3, 16 EP2, 16 EP4
	10	RightFax 16 EP6, 20.2, 21.2
Microsoft Office SharePoint Server (MOSS)	2007	RightFax 9.4, 10.0, 10.5, 10.6
	2010	RightFax 10.5, 10.6 (included in setup)
	2013	RightFax 10.6, 16 EP2 (included in setup), 16 EP4, 16 EP6, 20.2, 21.2
	2016	RightFax 16 EP2 (included in setup), 16 EP4, 16 EP6, 20.2, 21.2
	0365	RightFax 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
Microsoft Exchange Server - Exchange Web Services	2010	RightFax 10.6, 16 EP2 (Microsoft Exchange 2010 SP2 and later), 16 EP4, 16 EP6, 20.2, 21.2
	2013	RightFax 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	2016	RightFax 10.6 FP3, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	2019	RightFax 20.2, 21.2
	0365	RightFax 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
Microsoft Exchange Server – RightFax Exchange Connector	2000	RightFax 9.0, 9.3
	2003	RightFax 9.0, 9.3, 9.4
	2007	RightFax 9.3 (Windows Server 2003 x64 only), RightFax 9.4 (Windows 2003 x64, 2008 x64, 2008 R2), RightFax 10.0, 10.5, 10.6 (Server 2008 x64, 2008 R2 only)
	2010	RightFax 9.4, 10.0, 10.5, 10.6 (Server 2008 x64, 2008 R2 only) RightFax 16 RP2 (2012 R2, 2016 only), 16 EP4, 16 EP6, 20.2, 21.2
	2013	RightFax 10.6, 16 EP2 (2012 R2, 2016 only), 16 EP4, 16 EP6, 20.2, 21.2
	2016	RightFax 10.6 FP3, 16 EP2 (2012 R2, 2016 only), 16 EP4, 16 EP6, 20.2, 21.2
	2019	RightFax 20.2, 21.2
Microsoft Exchange Server - Unified Messaging (UM)	2010	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6 , 20.2, 21.2

Microsoft Windows Clustering	2000	RightFax 9.0, 9.3
	2003	RightFax 9.0, 9.3, 9.4
	2008 R2	RightFax 10.5 FP1, 10.6
	2012	RightFax 10.6 FP1, 16 EP2, 16 EP4, 16 EP6
	2012 R2	RightFax 10.6 FP1, 16 EP2, 16 EP4, 16 EP6
	2016	RightFax 16 EP6, 20.2, 21.2
	2019	RightFax 20.2, 21.2
	Note:	
		<ul style="list-style-type: none"> RightFax Web Access (WebUtil) is supported on Internet Explorer 9 and earlier versions. The RightFax Web Client (WebClient) is compliant with with U.S. Section 508 accessibility guidelines and works on Microsoft Windows and Apple Mac OS X, running on versions of Internet Explorer 10 and above, Mozilla Firefox, Google Chrome, and Apple Safari (including Apple iPhone and iPad).
Microsoft Office – Server Side Application (SSA) conversion	1997	RightFax 9.0
	2000	RightFax 9.0, 9.4, 10.0, 16 EP2
	XP	RightFax 9.0, 9.4, 10.0, 16 EP2
	2003	RightFax 9.0, 9.4, 10.0, 10.5, 16 EP2
	2007	RightFax 9.3**, 9.4**, 10.0**, 10.5**
	2010	RightFax 9.4***, 10.0 SR4, 10.5 FP1 SR1 and above, 10.6, 16 EP2, 16 EP4
	2013	RightFax 10.6, 16 EP2, 16 EP4
Microsoft Office – Outlook Add-in	2003	RightFax 9.0, 9.3, 9.4
	2007	RightFax 9.0, 9.3, 9.4, 10.0, 10.5
	2010	RightFax 10.0, 10.5, 10.6, 16 EP2 (32-bit and 64-bit), 16 EP4, 16 EP6, 20.2, 21.2
	2013	RightFax 10.6, 16 EP2 (32-bit and 64-bit), 16 EP4, 16 EP6, 20.2, 21.2
	2016	RightFax 10.6 FP3, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	2019	RightFax 20.2, 21.2 C

Microsoft SQL Server	2000	RightFax 9.0 Standard, Enterprise (including MSDE) RightFax 9.3, 9.4 (32-bit and 64-bit Standard, Enterprise, excluding MSDE)
	2005	RightFax 9.3, 9.4, 10.0, 10.5, 10.6 (32-bit and 64-bit Standard, Enterprise, Express)
	2008	RightFax 9.4, 10.0, 10.5, 10.6 (32-bit and 64-bit Standard, Enterprise, Express)
	2008 R2	RightFax 10.5, 10.6
	2012	RightFax 10.5, 10.6, 16 EP2, 16 EP4
	2014	RightFax 10.6 FP2, 16 EP2, 16 EP4, 16 EP6 (Enterprise, Express, Standard)
	2016	RightFax 10.6 FP3, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2 (Enterprise, Express, Standard)
	2017	RightFax 16 EP6, 20.2, 21.2 (Enterprise, Express, Standard)
	2019	RightFax 20.2,21.2 (Enterprise, Express, Standard)
Microsoft Windows Client	2000	RightFax 9.0, 9.3
	XP	RightFax 9.0, 9.3 (32-bit only), 9.4, 10.0, 10.5 (SP3 only)
	Vista	RightFax 9.3 (32-bit only), 9.4, 10.0, 10.5, 10.6
	Windows 7	RightFax 9.4 FP1, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6
	Windows 8	RightFax 10.5 FP1, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	Windows 8.1	RightFax 10.6 FP1, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	Windows 10	RightFax 10.6 FP2 SR2, 10.6 FP3, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	Note:	
	<ul style="list-style-type: none"> RightFax 9.3 and below are only supported on 32-bit client workstations. RightFax 9.4 and above are supported on both 32-bit and 64-bit client workstations starting with Windows XP. 	
Microsoft Windows Server Remote Desktop Services (Terminal Services)	2000	RightFax 9.0, 9.3
	2003	RightFax 9.0, 9.3, 9.4
	2008	RightFax 9.4, 10.0, 10.5
	2008 R2	RightFax 10.5, 10.6, 16 EP2
	2012	RightFax 10.6, 16 EP2, 16 EP4
	2012 R2	RightFax 10.6 FP1, 16 EP2, 16 EP4

Microsoft Windows Server	2000	RightFax 9.0, 9.3 (Server SP4, Advanced Server SP4, Datacenter SP4)
	2003	RightFax 9.0, 9.3, 9.4 (32-bit only Standard, or Enterprise)
	2003 R2	RightFax 9.0, 9.3, 9.4 (32-bit only Standard, SP2 or later)
	2008	RightFax 9.4, 10.0, 10.5, 10.6 (32-bit or 64-bit Standard, or Enterprise)
	2008 R2	RightFax 9.4, 10.0, 10.5, 10.6, 16 EP2 (Standard, or Enterprise)
	2012	RightFax 10.6, 16 EP2, 16 EP4
	2012 R2	RightFax 10.6 FP1, 16 EP2, 16 EP4
	2016	RightFax 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	2019	RightFax 16 EP6, 20.2, 21.2
	Azure	RightFax 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
Novell GroupWise	5 to 6.5.4	RightFax 9.0, 9.3, 9.4 GroupWise is incompatible with RightFax 10.0 and above. Please use the SMTP E-mail Gateway.
SAP	4.5	RightFax 9.0
	4.6	RightFax 9.0
	4.6.c	RightFax 9.3, 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	4.7	RightFax 9.3, 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	5.0	RightFax 9.3, 9.4, 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	6.0 EHP4	RightFax 9.3, 9.4, 10.0 (Unicode incompatible with RightFax) RightFax 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2 (Unicode supported)
	7	RightFax 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	EHP7	RightFax 16 EP4, 16 EP6, 20.2, 21.2
	EHP8 for SAP ERP 6.0	RightFax 16 EP4, 16 EP6, 20.2, 21.2
	S/4HANA	RightFax 16 EP4, 16 EP6, 20.2, 21.2
Visual Studio C++	2005	RightFax 10.6, 10.6 FP2, 10.6 FP3, 16 EP2*, 16 EP4
	2008	RightFax 10.6, 10.6 FP2, 10.6 FP3, 16 EP2*, 16 EP4, 16 EP6
	2010	RightFax 10.6, 10.6 FP2, 10.6 FP3, 16 EP2*, 16 EP4, 16 EP6
	2012	RightFax 10.6, 10.6 FP2, 10.6 FP3, 16 EP2*, 16 EP4, 16 EP6
	2015	RightFax 10.6, 10.6 FP2, 10.6 FP3, 16 EP2*, 16 EP4, 16 EP6
	2019	RightFax 20.2, 21.2
<p>Note: As of RightFax 16 EP2 RightFax Microsoft Visual Studio C++ runtime 2015 and higher are required.</p>		

Virtualization Support

Product	Product Version	Compatible RightFax Version
Amazon Web Services (AWS)	AWS	RightFax 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
VMWare	ESX 3.0.1 or later	RightFax 10.0, 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	vSphere 4.0 or later	RightFax 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
	vSphere vMotion	RightFax 10.5, 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2
Microsoft Hyper-V (see RightFax Installation Guide for important details)	Windows Server 2008	RightFax 10.0, 10.5, 10.6
	Windows Server 2008 R2	RightFax 10.0, 10.5, 10.6
	Windows Server 2012	RightFax 10.6, 16 EP2, 16 EP4
	Windows Server 2016	RightFax 16 EP6, 20.2, 21.2
	Windows Server 2019	RightFax 16 EP6, 20.2, 21.2
Citrix XenServer	6.2 or later	RightFax 10.6, 16 EP2, 16 EP4, 16 EP6, 20.2, 21.2

NOTES:

*With RightFax 9.4, for Lotus Notes 8.5.1, download RFinstal.nsf from the Patches section on the OpenText website, and use it on your Domino server. RightFax 9.4 FP1 SR4 does not include the updated RFinstal.nsf. RightFax 10.0 includes this.

**Conversion of Office 2007 documents requires installing Office 2003 with the “Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint”. You cannot install Office 2007 on the RightFax Server.

***Conversion of Office 2010 documents requires installing Office 2003 with the “Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint”. You cannot install Office 2010 on the RightFax Server.

Micorsoft Internet Information Server (IIS) is required when using the RightFax Webapps, MFP integrations using EDC with 16EP4 and lower, or anyother RightFax feature that requires HTTP(s) communication.



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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.

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