

opentext™ | RightFax™ 22.2 System Requirements

Virtual Server Minimum Requirements

Virtualization Environments

RightFax supports the following virtualization environments:

- Amazon Web Services (AWS)
- Microsoft® Azure®
- Microsoft® Hyper-V®
- VMware® ESX 3.01 or later
- VMware vSphere® 4.0 and later (includes support for vMotion®)
- Citrix® XenServer® 6.2 or later

Server Operating Systems

OpenText™ RightFax™ supports the following Microsoft® Windows® operating systems (with current updates):

- Windows Server® 2016
- Windows Server 2019
- Windows Server 2022

RightFax Application Servers

Processor:

2 CPU (or Virtual Cores) required
4 CPU (or Virtual Cores) recommended

Memory:

4GB RAM required. 8GB RAM recommended

Hard Disk:

Minimum free space is 10GB (1.2GB for installed programs). A 50GB (minimum) dedicated application disk for RightFax is recommended

Hard disk minimum requirements do not include space for storage of document images. To calculate needed disk space, OpenText recommends using an estimate of 35kb per page.

A Windows account is required to run RightFax services. The account you choose must be a member of the local administrators group and must have the right to log on as service on the local computer.

Microsoft SQL Server

RightFax supports the following Microsoft SQL Server products:

- Microsoft SQL Server 2019 and 2017 Express, Standard and Enterprise Editions

Communication and Load Balancer Port Exclusions and Mappings

RightFax Applications (Firewall Exclusions and Load Balancer Ports):

Please note these exclusions and mappings are for network ports hosted by RightFax. The assumption is no outbound ports will be blocked for communication to other hosts. Documentation and instruction on configuring strict firewall controls may require Professional Services.

Required Ports (Firewall and/or Load Balancer):

- Server Module (client access): TCP/10520-10522
- Web Apps (FaxUtil Web): TCP/80, TCP/443 (for https)
- SMB: TCP/445
- SR140 / SIP: 5060 UDP
- SR140 / RTP: 56000 – 56999 UDP

Required Firewall-Only Ports:

- Remoting: TCP/36363, TCP/34987-34988
- SR140/OEM Channel Application: ...
RightFaxDocTransportBrooktroutbostsrv.exe

Optional Ports (Firewall and/or Load Balancer):

- EDC/SMTP MFP Connector: TCP/25
- LPD Print Services: TCP/515

Optional Firewall-only Ports:

- Remote DocTransport: TCP/10062

Additional Requirements for Physical Servers

If reusing previously purchased fax boards, please provide the full model number or serial number to your Advantage Representative to verify compatibility with current versions of RightFax and Windows Operating Systems, and to verify the physical form factor of the board. You will have to verify with the Physical Server vendor or manufacturer whether the board can be accommodated.

- 2x 146 GB Hard Drives, Raid 1 (for better performance 3x 146GB, Raid 5) or greater.

If ordering new fax boards, you will need an appropriate available slot for the card as follows:

- TR1034 boards with model numbers starting 'TR1034+E' have a low profile, half length PCI-Express form factor
- TR1034 boards with model numbers starting 'TR1034+P' have a full height, full length legacy PCI slot form factor
- TruFax 200E LP boards have a low profile, half length PCI-Express form factor
- TruFax 200-R boards have a full height, half length legacy PCI slot form factor

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RightFax AntiVirus

The RightFax Connector for Microsoft Exchange supports:

- %Installation Path%\RightFax – and all subdirectories
- All paths found in RightFax Server Module -> Data Sharing Tab
- Product Connectors – <%Installation Path% on host machines. Please contact support for more info>

\RightFax\Bin	Faxserv.exe, Faxdb.exe, Porthand.exe, Pagesrv.exe, Faxrpc.exe, RightFax.API.Remoting.Service.exe
\RightFax\Autoreply\	AutoReply.exe
\RightFax\Shared Files\	Dbpurge.exe
\RightFax\Database\	Orphan.exe
\RightFax\capasyncl	Capasync.exe
\RightFax\Client\	EFM.exe, Fuw32.exe, faxctrl.exe
\RightFax\Doctransport\	Doctransport.exe
\RightFax\Doctransport\Brooktrout\	Bostsrv.exe, Configtool.exe, Btver.exe, Flash.exe, Install.exe, Installx64.exe, odinfo.exe, Vtty_tracer.exe, Boardsrv.exe
\RightFax\SAP\	SAPGate.exe
\RightFax\worksrv\	RFIsoConv.exe, Worksrv.exe, WSoleHTML.exe, WSoleWord.exe
\RightFax\Gateway\	exchGateway.exe, notesgateway.exe, smtpgateway.exe, wpgateway.exe
Microsoft Office (office conversions) & Adobe Acrobat (pdf conversions)	Winword.exe, Excel.exe, Powerpnt.exe, acord.exe/acord32.exe

Operating System Exclusions

Print Spooler

- Default Location – %SystemRoot%\SYSTEM32\SPOOLPRINTERS

Temp Folders

- %SystemRoot%\Users\AppData\Local
- \Temp\SystemRoot%\Windows\Temp\WorkSrv*\

MSMQ

- Default Location – %windir%\system32\msmqstorage

Service Account Profile

- %windir%\system32\config\systemprofile\Desktop - if this location does not exist, create
- %windir%\SysWOW64\config\systemprofile\Desktop - if this location does not exist, create %Local Settings%\temp

Best Practices for Antivirus Exclusion in Windows Server

- See <http://support.microsoft.com/kb/822158>

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.