



- **Guide to New Features**  
**Open Text Fax Server (RightFax), version 9.4**

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## Introduction

Welcome to the *Fax Server 9.4 Guide to New Features*. This document provides Fax Server 9.4 customers with an overview of the enhancements now available, as well as notable changes.

### Contents of the Guide to New Features:

- Administrative enhancements
  - Installation and licensing enhancements via new setup
  - Auditing & reporting enhancements
  - Server and operating system support
  - General administrative enhancements
  - Client and email enhancements
- Fax over IP enhancements
- OCR enhancements
- SecureDocs enhancements
- Miscellaneous new features & bug fixes
- Documentation changes
- Discontinued features and functionality

This document is meant only as an overview of new features and relevant changes to Fax Server 9.4. For in depth information on Fax Server 9.4, we recommend you refer to the *Administrator's Guide*, release notes, Fax Server 9.4 knowledgebase articles, and other documentation. It is also recommended that new users participate in Product Technical Training offered for the product suite. For documentation and training information visit: <http://www.captaris.com>.

## Administrative Enhancements

Fax Server 9.4 provides significant administrative enhancements to make it easier and more efficient to deploy, upgrade, manage and monitor. Below are highlights of the administrative enhancements.

## Installation and Licensing Enhancements

Fax Server 9.4 Setup program provides a simplified and improved workflow and the following new features:

### Single Installation DVD Media

A single installation DVD replaces the 3 CDs required to install previous versions of Fax Server 9.4. The new Fax Server 9.4 Product Suite DVD includes:

- All server product software
- All client product software
- Fax board drivers
- Administrative Utilities software.

Any or all of these can be installed by running Setup.exe on the root of the Fax Server 9.4 Product Suite DVD.



Figure 1:  
Fax Server 9.4 introduces a  
new setup process all on a  
single DVD.

**Advantages and benefits of new single installation DVD:** With the new single DVD, administrators no longer need to spend time switching between media to install or upgrade. This is more administrator-friendly and streamlines and simplifies installation, upgrades, migrations, maintenance and support.

### Administrative Utilities Installation

Fax Server 9.4 Setup provides the option to install the Administrative Utilities at setup. This replaces the previous setup, which was available only via the Captaris Web site. For more information about the Administrative Utilities, see the *Administrative Utilities Guide*.

**Advantages and benefits:** Installation of Fax Server 9.4 Administrative Utilities is fully integrated into the setup process, making it easier and more efficient to install.

### Enhanced Setup Options

- Option to check online for Setup updates.
- New feature set page provides brief descriptions of all possible Setup options.
- New tools to make Fax Server 9.4 port reservations during Setup. This previously was unavailable with Setup and required manual, post-install configuration.
- Windows authentication or SQL authentication may be defined during Setup. Previous Setup architecture required SQL authentication.
- Local Fax Server 9.4 service accounts are defined via a single Setup step versus the 3-step process of past versions which required WorkServer, E-mail gateway, and E-transport account information.
- Fax Server 9.4 Web application Setup may be done manually or via an automated Setup process, which creates IIS virtual directories and defines directory security and permissions. For more information about Web application setup, see the *Installation Guide*.
- Advanced database selection page provides four options for installing or integrating the Fax Server 9.4 database, including the option to add Fax Server 9.4 schema and design elements to an empty, pre-configured database.

**Advantages and benefits:** Centralization of various setup and configuration options within Setup streamlines and simplifies installation for administrators. This may result in faster upgrades and deployments and a more productive IT staff.

## Fax Server 9.4 Service Account Editor for Service Account Configuration

The new Fax Server 9.4 Account Editor is a centralized tool for administrators to select and manage Fax Server 9.4 service accounts. The new Fax Server 9.4 Account Editor is launched by clicking on the *Select Service Account* button within a configurable Fax Server 9.4 service. Services affected by this change include:

- Open Text Conversion Engine
- Open Text Sync module
- DocTransport module
- Email Gateway module
- Remoting service
- Server module
- WorkServer module



Figure 2:  
Fax Server 9.4 Service  
Account Editor

**Advantages and benefits:** All installation tools are centralized in one place. This simplifies management and reduces support needed for Fax Server 9.4 service accounts and improves efficiency of Fax Server 9.4 administrators.

## New Product Licensing Utility

With Fax Server 9.4, a new Product Licensing Utility (PLU) replaces the Fax Server 9.4 legacy 'bump code' architecture and introduces an unassisted online licensing process. The PLU is fully-integrated into the Fax Server 9.4 Setup program and allows installers to activate Fax Server 9.4 during Setup.

As a result, with Fax Server 9.4, upgrading or otherwise changing a feature set requires only the product licensing information (i.e., the SUID) and an active Internet connection. In addition, the licensing process can occur from another computer, in the event that the Fax Server 9.4 computer is not connected. The PLU is launched by the setup wizard and is accessible from the Fax Server 9.4 Server Module configuration (control panel) or from the Windows programs Start menu. For more information about licensing Fax Server 9.4, see the *Installation Guide*.

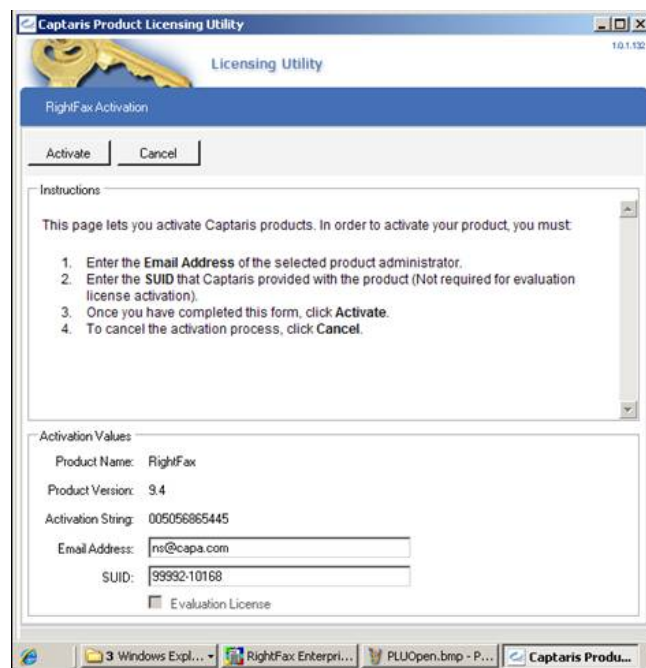


Figure 3:  
New Fax Server 9.4  
Activation Product Licensing  
Utility

**Advantages and benefits:** Product activation and licensing processes are simplified with Fax Server 9.4, making it easier and more convenient to deploy and upgrade. It also reduces time during system installation and for ongoing license management.

**Important note:** This feature is not retroactive. Previous versions of Open Text Fax Server (RightFax) CANNOT use the PLU to license Fax Server 9.4 or its modules. The 'bump code' process is still required for previous versions.

## Auditing and Reporting Enhancements

### New Enterprise Fax Reporter: auditing for user and group maintenance

A new application in the suite of Fax Server 9.4 Administrative Utilities called Enterprise Fax Reporter replaces the legacy Fax Reporter program. This new tool provides improved SQL query performance and a new interface.

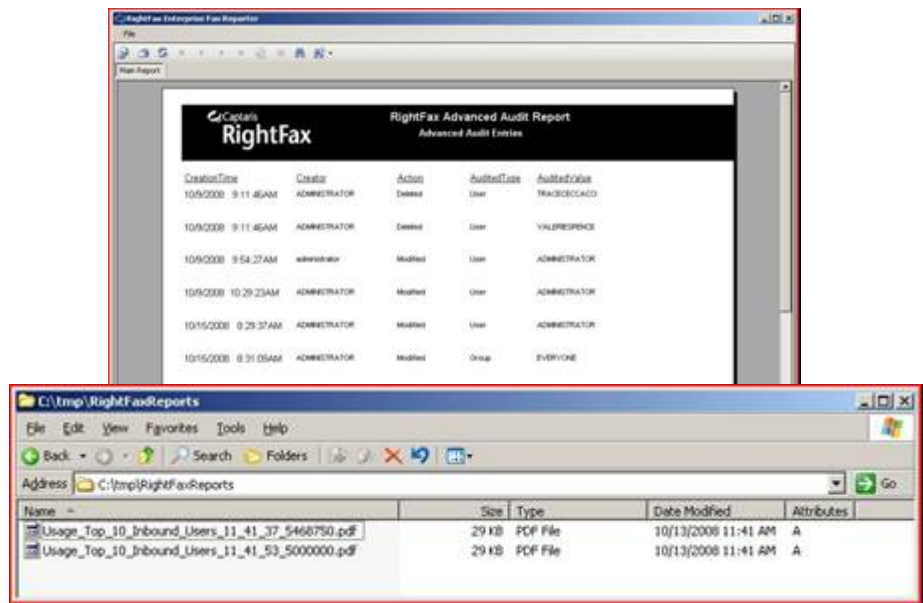
CreationTime	Creator	Action	AuditedType	AuditedValue
10/9/2008 9:11:46AM	ADMINISTRATOR	Deleted	User	TRACECCAGG
10/9/2008 9:11:46AM	ADMINISTRATOR	Deleted	User	VALERESPENCE
10/9/2008 9:54:27AM	ADMINISTRATOR	Modified	User	ADMINISTRATOR
10/9/2008 10:29:23AM	ADMINISTRATOR	Modified	User	ADMINISTRATOR
10/15/2008 8:29:37AM	ADMINISTRATOR	Modified	User	ADMINISTRATOR
10/15/2008 8:31:05AM	ADMINISTRATOR	Modified	Group	EVERYONE

Figure 4:  
Enterprise Fax Reporter  
Advanced Audit Report

Enterprise Fax Reporter comes with several pre-configured reports. A new auditing report provides the following information:

- User and group creation date/time
- User and group creator (UserID and UserName)
- User and group modification date/time
- Who modified a user or group object (UserID and UserName)
- User and group deletion date/time
- Who deleted a user or group object (UserID and UserName)

Figure 5:  
Advanced audit report  
options with Fax Server 9.4.



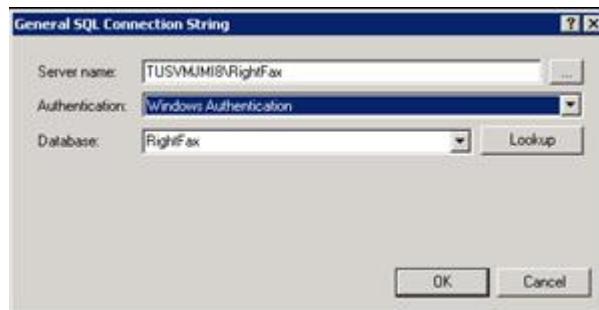
**Advantages and benefits of the Enterprise Fax Reporter:** Improved SQL query performance, centralized database management and improved reporting, monitoring and auditing capabilities. This helps companies improve security and provides better monitoring and audit trail to support compliance. For more information, see the *Administrative Utilities Guide*.

## General Administrative Enhancements

### SQL Connectivity Administration

Improvements to the Fax Server 9.4 SQL connection string editor provide a simple and convenient tool for modifying the SQL connection string and changing the database authentication method (i.e., Windows or SQL authentication) for all Fax Server 9.4 services and applications.

Figure 6:  
SQL Connection String  
Editor



#### Advantages and benefits of SQL connectivity administration enhancements:

- Reduced support
- More efficient use of time and resources managing Fax Server 9.4 systems and their interaction with SQL databases

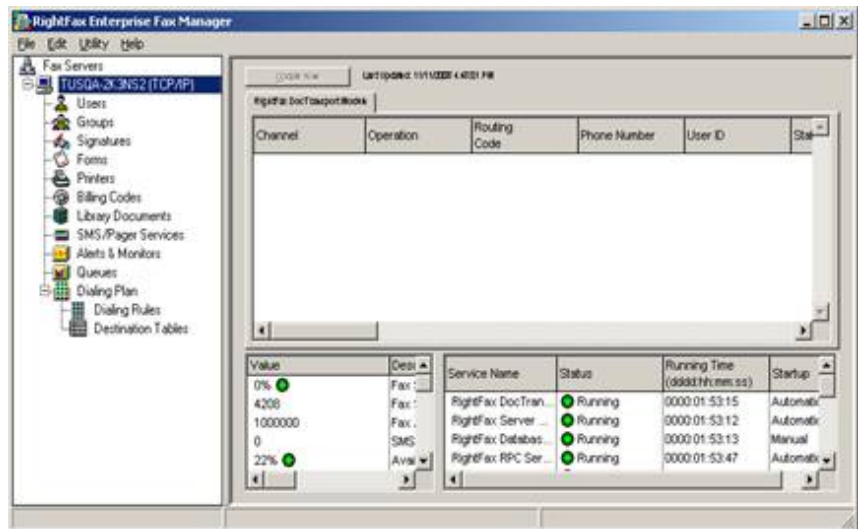
### Enterprise Fax Manager

The 9.4 edition of Enterprise Fax Manager (EFM) fully supports management and configuration of Fax Server 9.4 servers.

**Important note:** Open Text recommends using the 9.4 edition of EFM to configure Fax Server 9.4 servers only. The 9.4 edition of EFM provides only limited support for Open Text Fax Server (RightFax) 9.3 and 9.0.

For example: Fax Server 9.4 edition of EFM 9.4 CANNOT configure Open Text Fax Server (RightFax) services on 9.0 and 9.3 servers

Figure 7:  
Enterprise Fax Manager



### Client Fail-over in Shared Services Environment

Fax Server 9.4 servers joined to a server collective can be configured to allow FaxUtil client fail-over. When enabled, FaxUtil clients will automatically fail-over to another server within the collective in the event of a connectivity failure or interruption. To enable this feature, click the option to *Enable Shared Services Failover* in the Server Module of each Fax Server 9.4 server joined to the server collective.

#### Advantages and benefits of FaxUtil Client Fail-over:

- Reduced support and improved system utilization
- Ensures high availability of FaxUtil client across the organization to maintain user productivity and support business continuity

### Server and Operating System Support - Interoperability

#### 64-bit operating system support for Fax Server 9.4 32-bit client applications

The following Fax Server 9.4 32-bit client applications are supported on the x64 editions of Windows XP and Windows Vista:

- FaxUtil
- Fax Server 9.4 fax printer (i.e., print-to-fax)
- Outlook integration
- Enterprise Fax Manager
- SOAP fax printer (i.e., Web-based print-to-fax)

- AutoReply

**Advantages and benefits:**

- Compatible with 64-bit. Takes advantage of investment in 64-bit architecture.
- Future-proofs your fax server investment
- No issues for IT to support

### Active Directory 2008 support

With Fax Server 9.4, user synchronization from Microsoft Active Directory 2008 is available with the Sync Module. For more information about the Sync Module, see the *Administrator's Guide*.

**Advantages and benefits:**

- Takes advantage of investment in Microsoft Active Directory 2008
- Future-proofs your fax server investment
- Standardization

### VMware ESX server support

Fax Server 9.4 server software supports VMware ESX server 3.0.1 or later. VMware Workstation and all other virtualization software is not supported.

**Advantages and benefits:**

- Fax Server 9.4 support for VMware ESX further helps companies consolidate and simplify IT and leverage their storage, network, and computing resources to control costs provide high availability
- Reduced cost of infrastructure and wider choice of high availability options

### Microsoft Certifications

Fax Server 9.4 has the following Microsoft certifications:

- Certified for Windows 2003
- Works with Windows Vista

**Advantages and benefits:**

- Future-proofs your fax server investment
- Standardization

### Fax Server 9.4 Connector for Exchange 2007 - Windows Server 2008 x64 support

The Fax Server Connector for Exchange 2007 supports the following 64-bit versions of Microsoft Windows Server 2008:

- Windows Server 2008 Standard x64

- Windows Server 2008 Enterprise x64

**Advantages and benefits:**

- Compatible with 64-bit. Takes advantage of investment in 64-bit architecture.
- Future-proofs your fax server investment
- No issues for IT to support

## IP v6 Support

IPv6 is short for "Internet Protocol Version 6". IPv6 is the "next generation" protocol designed by the Internet Engineering Task Force (IETF) to replace the current version Internet Protocol, IP Version 4 ("IPv4").

Support for the IPv6-literal namespace format is a new and inherent function of Fax Server 9.4. To access resources on an IP v6 network, you must configure Fax Server 9.4 to use the IP v6 host name to resolve an IP v6 address.

For example:

- IP v4: 200.100.200.1
- IP v6: 2001-4898-2b-4-bdb1-1c0-a5d8-438e.ipv6-literal.net

**Advantages and benefits:**

- Future-proofs your fax server investment
- Standardization

**Note:** IPv6 support of any kind is not available with Fax Server 9.4 Web Access.

## Client and Email Enhancements

### Drag-and-drop Support for Fax Attachments

File attachments can be added via drag-and-drop to an outbound message composed in FaxUtil or from the print-to-fax interface. You can drag and drop to create a new fax or to attach a document to a fax that you are creating.

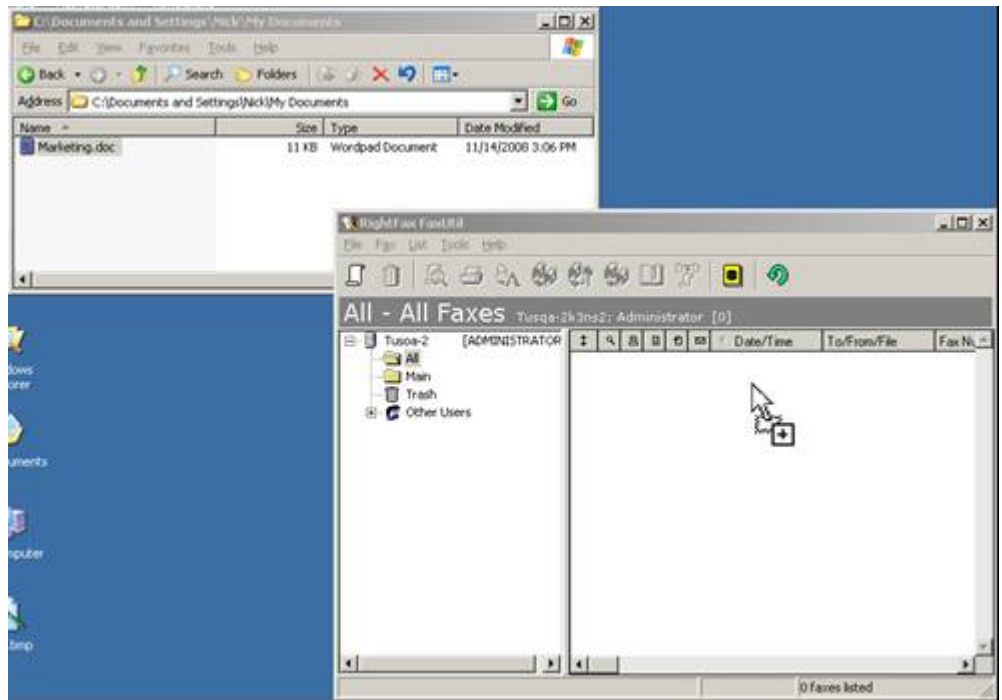


Figure 8: Drag and drop fax attachments

**Advantages and benefits:** Enhances user options, making it more user-friendly, convenient and efficient to create a fax and add file attachments. Potentially reduces costly mistakes.

### Email Gateway Notifications May Include a Copy of Outbound Message

The Microsoft Exchange, GroupWise, Lotus Notes, and SMTP gateways include an option to *Include Fax with Notifications*. When enabled, this option will send a copy of either the first page or all pages of a sent fax within an outbound fax notification.

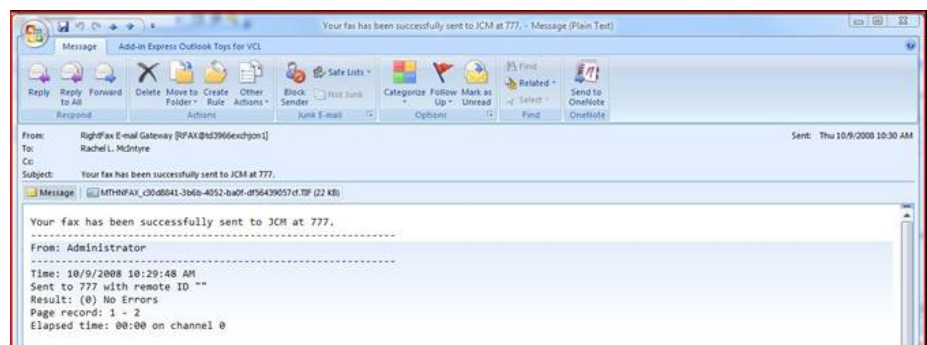


Figure 9: Email notification with a copy of the fax attached.

**Advantages and benefits:**

- The ability to include a copy of the fax with notifications makes it easier to confirm the success or quality of a specific outbound message
- Improved control and tracking
- Improved accuracy and compliance

## Fax Server 9.4 Web Access Functionality Improvements

### Improved automatic language selection

A revised Web Access log on page improves automatic language selection by using the Internet Explorer requested culture setting. If the requested culture setting is not configured or otherwise not available, Web Access will localize its content based the parent culture setting.

#### **Advantages and benefits:**

- Improved accessibility and usability for non-English speakers
- Improved productivity for remote users; greater access
- Reduced support

### New inbox sorting & filtering (custom views)

Fax Server 9.4 users can now save custom filters (views) that they have created so they can be used again. Other changes include the new inbox search (i.e., sort) filters of:

- Start Date/Time
- End Date/Time
- ANI
- CSID

#### **Advantages and benefits:**

- Improved usability and customization
- Increased user productivity
- Reduced support

## Fax over IP (FoIP) Enhancements

### Improved FoIP Fail-over via Fax Server 9.4 Dialing Rules

Fax Server 9.4 includes a new configuration that allows multi-router environments to enable FoIP fail-over via Fax Server 9.4 dialing rules.

- T.38 FoIP/V.34 endpoint
- T.38 FoIP/V.34 gateway

For more information about the FoIP fail-over, see the *Administrator's Guide*.

#### Advantages and benefits:

- Improved system uptime and reliability
- Disaster recovery/business continuity
- Ensures high availability of Fax Server 9.4 and thus supports user productivity and efficiency

## OCR Enhancements

### New Recostar OCR engine Introduced

Fax Server 9.4 introduces a new, robust OCR engine by RecoStar. The RecoStar OCR settings are configured via the Open Text Conversion Engine control panel. At least one WorkServer module must be configured for OCR processing, however, no additional WorkServer configuration is required. This replaces the former configuration which was performed entirely within a WorkServer configuration. For more information about the OCR conversion, see the *Administrator's Guide*.

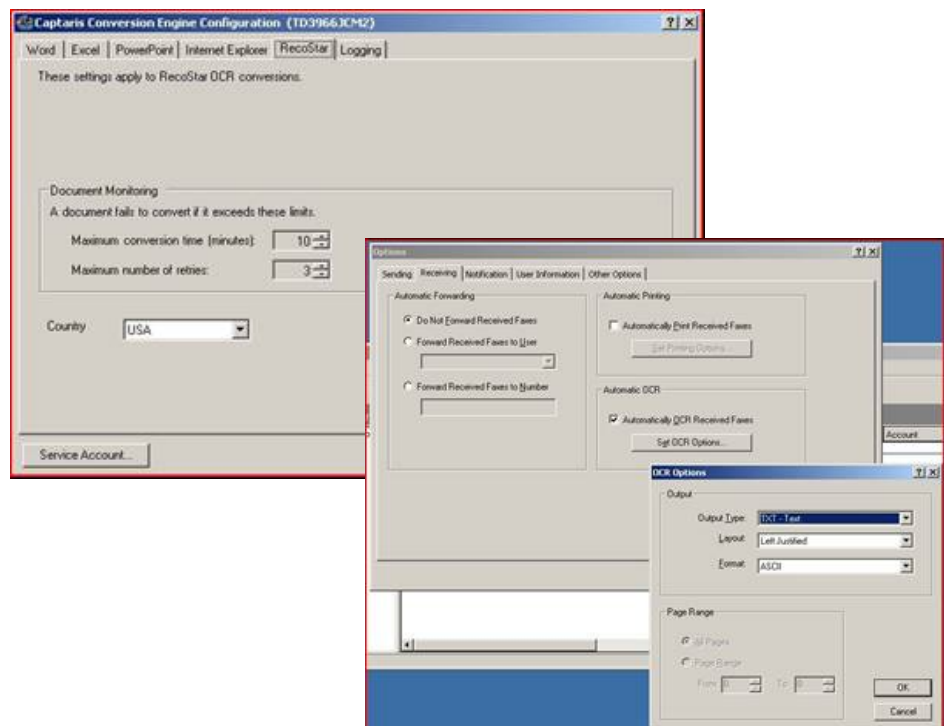


Figure 10:  
New RecoStar OCR engine

**Advantages and benefits:**

- Conversion engine is a more efficient use of Fax Server 9.4 architecture
- Improved engine for better character recognition
- Better OCR performance
- Simplified UI

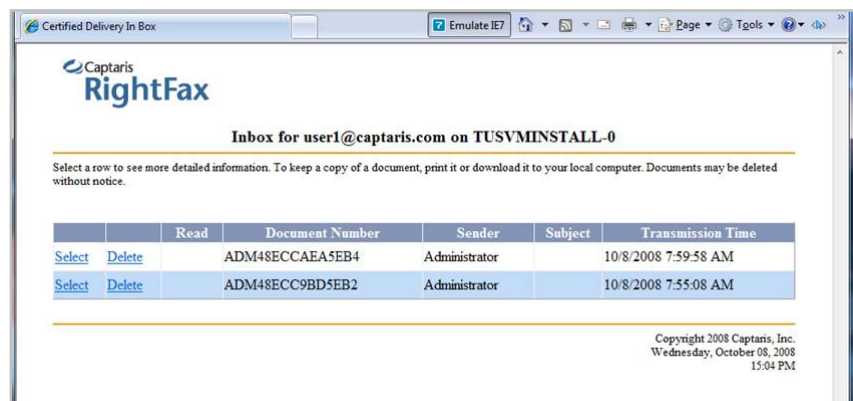
**Considerations:**

- ASCII, RTF only
- Left Only
- No WYSIWYG
- No SMART ASCII
- Web EFM
- Notes (may not have it)

## SecureDocs Enhancements

SecureDocs has been rebuilt on new web platform (ASP.NET) and improved architecture (.NET remoting)

Figure 11:  
SecureDocs New Web  
Platform

**Advantages and benefits:**

- Simplified deployment, administration and support

## Miscellaneous New Features & Bug Fixes

### Software Fixes

All previous Open Text Fax Server (RightFax) version 9.3 software fixes are included with Fax Server 9.4.

### Documentation Changes

Revisions to all Fax Server 9.4 guides and quick reference cards are included with Fax Server 9.4. New documentation or other changes to documentation are as follows:

- A new database schema document providing detailed information about database tables, views, procedures, and data types is included with Fax Server 9.4. Look for this in the \RightFax\Docs folder on the RightFax Product Suite DVD and on the Fax Server 9.4 server.
- Supported fax boards document. Available online: <http://www.captaris.com/support/documentation/rightfax/supportedboards.html>.
- New *Administrative Utilities Guide* (replaces Web readme file introduced in version 9.3).
- New online help for Open Text Sync Modules, Open Text Conversion Engine, and the Fax Server 9.4 Remoting service. To access the new Help, click the question mark (?) in the upper right-hand corner of each service configuration.
- Push-Proxy Gateway documentation is no longer a separate guide and now is included as a chapter in the *Administrator's Guide* (chapter 16).

### Discontinued Features and Functionality

- **Additional SMS Transactions.** Licensing and support for additional SMS transactions ends with the release of Fax Server 9.4.
- **Eicon Diva SoftIP.** Eicon Diva SoftIP is not supported Fax Server 9.4.
- **Support for Exchange 2000.** Support for the version 9.3 Connector for Exchange 2000 ends with the release of Fax Server 9.4.
- **Certain legacy fax board support.** Certain legacy fax boards are not supported by Fax Server 9.4. For a complete list of fax boards supported by Fax Server 9.4, see the supported fax boards document at <http://www.captaris.com/support/documentation/rightfax/supportedboards.html>.
- **Interaction client integration.** Fax Server 9.4 client integration with Interaction software reaches end-of-life in Fax Server 9.4.
- **Workflow Wizard.** The Workflow Wizard reaches end-of-life in this release.

- **SecureDocs Configuration.** The SecureDocs configuration tool has been replaced by a built-in HTML-based configuration. For more information, see the *SecureDocs Guide*.
- **Single Click Entry.** Previous installations of the Single Click Entry are not supported in Fax Server 9.4.
- **Support for Windows 2000.** Support for all versions of Windows 2000 server and client operating systems ends with the release of Fax Server 9.4.

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