

Supported Environments

System Requirements for OpenText RightFax

Overview

This document outlines the minimum and recommended configurations for customers running OpenText RightFax. For additional information on hardware and software requirements for RightFax systems, please see the RightFax Installation Guide for the version of RightFax you are interested in.

Note: OpenText product deployments must meet or exceed minimum system requirements before OpenText will open a support incident for the system.

RightFax 10.6

Server Operating Systems

RightFax 10.6 supports the following Microsoft Windows operating systems:

- Windows Server 2008 Standard x86 and x64
- Windows Server 2008 Enterprise x86 and x64
- Windows Server 2008 R2 Standard x64
- Windows Server 2008 R2 Enterprise x64
- Windows Server 2012 Standard x64
- Windows Server 2012 Datacenter x64
- Windows Server 2012 R2 Standard x64*
- Windows Server 2012 R2 Datacenter x64*

**Available with RightFax 10.6 Feature Pack 1*

RightFax Server Hardware Requirements

Minimum Hardware Environment

- Computer/processor: 2.6 GHz or higher Pentium IV-compatible CPU. RightFax 10.6 supports x86 and x64 architectures.
- Memory: 1 GB RAM
- Hard disk: 10 GB free space. Installed programs require 1.2 GB*
- Display: SVGA (800 x 600) or higher resolution monitor
- Keyboard and mouse are required

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

Recommended Hardware Environment

- Computer/processor: 3.6 GHz or higher Pentium IV-compatible CPU. RightFax 10.6 supports x86 and x64 architectures.
- Memory: 2 GB RAM or greater
- Hard disk: 10 GB free space. Installed programs require 1.2 GB*
- Display: SVGA (1024 x 768) or higher resolution monitor
- Keyboard and mouse are required.

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

Additional server requirements

- Microsoft SQL Server
- Microsoft Messaging Queue (MSMQ) Server*
- Microsoft Primary Interoperability Assemblies 2005*
- Microsoft Visual C++ runtime components*
- Microsoft Internet Information Services (IIS) 6.0 SP2 or later
- IIS 6 Management Tools must be installed on Windows Server 2008
- Microsoft .NET 4.5 Framework*
- Microsoft Data Access Components*
- Microsoft Internet Explorer 8 or later
- Microsoft Windows Installer 3.1*
- Crystal Reports 13.0 runtime* (used for FaxReporter)
- A Windows account to run RightFax services. The account you choose must be a member of the local administrators group and must have the right to logon as service on the local computer.

**Installed during RightFax setup*

Virtualization Environments

RightFax 10.6 supports the following virtualization environments:

- Microsoft Hyper-V
- VMware ESX 3.01. or later.
- VMware vSphere 4.0 and later (*includes support for VMotion*)
- Citrix Xen Server 6.2 or later*

**Available with RightFax 10.6 Feature Pack 1*

For more information on licensing RightFax in a virtualized environment, please see OpenText Product Bulletin 1029.

Windows Server Failover Clustering Services

- Microsoft Windows Server 2008 and Windows Server 2008 R2 Failover Clustering services are supported.
- Microsoft Windows Server 2012 and Windows Server 2012 R2 Failover Clustering services are supported.*

**Available with RightFax 10.6 Feature Pack 1*

Fax Transmission

RightFax 10.6 supports only the following technologies for transmitting and receiving faxes. Other board types or third party board or SR140 emulation technologies are not supported.

- Dialogic Embedded SR140

- Dialogic Brooktrout TR 1034 series fax boards
- Dialogic Brooktrout TruFax (RoHS compliant) series fax boards
- RightFax Connect hybrid faxing

RightFax Embedded SR140 and Dialogic Fax boards cannot run on the same RightFax DocTransport server.

Customers with legacy (pre-RightFax 10.0) SR140 software may continue to use that legacy software with RightFax 10.6. If the customer adds any additional fax over IP channels to their RightFax 10.6 system, OpenText will upgrade the legacy SR140 licenses to Embedded SR140 licenses at no charge.

Terminal Services

For remote access or terminal services, RightFax 10.6 supports the following products:

- Windows 2012 R2*
- Windows 2012
- Windows 2008
- Windows 2008 R2
- Citrix XenApp Client

**Available with RightFax 10.6 Feature Pack 1*

Microsoft SQL Server

RightFax 10.6 supports the following Microsoft SQL Server products:

- Microsoft SQL Server 2012 Standard and Enterprise Editions
- Microsoft SQL Server 2012 Express Edition*
- Microsoft SQL Server 2008 R2 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2008 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2005 Express, Standard and Enterprise Editions

**During Setup, you may connect to an existing SQL Server, or install a new RightFax database which installs SQL Server 2012 Express directly on the RightFax server.*

SQL Server Hardware

OpenText follows the minimum hardware requirements specified by Microsoft. Customer implementations may require additional memory, disk space and processor resources beyond the minimum requirements specified by Microsoft.

Client Operating Systems

RightFax 10.6 client applications are supported on the following operating systems:

- Windows 8.1 x86 and x64*
- Windows 8 x86 and x64
- Windows 7 x86 and x64
- Windows Vista Business, x86 and x64
- Windows Vista Enterprise, x86 and x64

- Windows Vista Ultimate, x86 and x64

**Available with RightFax 10.6 Feature Pack 1*

Internet Browser Requirement

Internet Explorer 8 or later is required for RightFax Web applications. See the *Microsoft Internet Information Services (IIS)* section below for more information.

The RightFax Web Client HTML-based browser client is supported for use with additional web browsers, including Google Chrome, Mozilla Firefox and Apple Safari, running on Microsoft Windows or Apple OS operating systems.

Microsoft Exchange

The RightFax Connector for Microsoft Exchange supports:

- Exchange Server 2013
- Exchange Server 2010
- Exchange Server 2007

Please see current Microsoft documentation to determine the version of Windows Operating Systems required to install Microsoft Exchange.

RightFax 10.6 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010 Unified Messaging server.

Microsoft Outlook

RightFax 10.6 supports the following versions of Microsoft Outlook:

- Outlook 2013
- Outlook 2010
- Outlook 2007

Microsoft SharePoint Server

The RightFax Connector for Microsoft SharePoint supports:

- SharePoint 2013
- SharePoint 2010
- SharePoint 2007 x64 only

Microsoft Office Document Conversion

RightFax 10.6 server-side application conversion supports:

- Microsoft Word 2000, 2003, 2007, 2010, and 2013
- Microsoft Excel 2000, 2003, 2007, 2010, and 2013
- Microsoft PowerPoint 2000, 2003, 2007, 2010, and 2013

IBM Domino

RightFax 10.6 supports:

- IBM Domino Server R9*
- IBM Notes R9*
- IBM Domino Server R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3
- IBM Notes R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3

**Available with RightFax 10.6 Feature Pack 1*

IBM Lotus Domino Web Access (iNotes)

- Lotus Domino Web Access 8

Microsoft Internet Information Services (IIS)

The following RightFax Web applications support Microsoft Internet Information Services (IIS) version 6.0 SP2 or later, IIS 7, or IIS 7.5.

- RightFax Certified Delivery (requires the RightFax SecureDocs Module)
- Enterprise Fax Manager Web Edition
- RightFax Web Access (WebUtil), a full-featured browser-based version of FaxUtil
- RightFax SOAP Server (requires SOAP client)
- RightFax Web Client, a browser-based client with basic faxing functionality, compliant with U.S. Section 508 accessibility guidelines.
- RightFax SharePoint Web Service (requires SharePoint)
- RightFax Server Status Dashboard, a browser-based tool for viewing server statistics

RightFax 10.5

Server Operating Systems

RightFax 10.5 supports the following Microsoft Windows operating systems:

- Windows Server 2008 R2 Standard x64
- Windows Server 2008 R2 Enterprise x64
- Windows Server 2008 Standard x86 and x64
- Windows Server 2008 Enterprise x86 and x64

RightFax Server Hardware Requirements

Minimum Hardware Environment

- Computer/processor: 2.6 GHz or higher Pentium IV-compatible CPU. RightFax 10.5 supports x86 and x64 architectures.

- Memory: 1 GB RAM
- Hard disk: 10 GB free space. Installed programs require 1.2 GB*
- Display: SVGA (800 x 600) or higher resolution monitor
- Keyboard and mouse are required

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

Recommended Hardware Environment

- Computer/processor: 3.6 GHz or higher Pentium IV-compatible CPU. RightFax 10.5 supports x86 and x64 architectures.
- Memory: 2 GB RAM or greater
- Hard disk: 10 GB free space. Installed programs require 1.2 GB*
- Display: SVGA (1024 x 768) or higher resolution monitor
- Keyboard and mouse are required.

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

Additional server requirements

- Microsoft SQL Server
- Microsoft Messaging Queue (MSMQ) Server*
- Microsoft Primary Interoperability Assemblies 2005*
- Microsoft Visual C++ runtime components*
- Microsoft Internet Information Services (IIS) 6.0 SP2 or later
- IIS 6 Management Tools must be installed on Windows Server 2008
- Microsoft .NET 4.0 Framework*
- Microsoft Data Access Components*
- Microsoft Internet Explorer 6 SP1 or later
- Microsoft Windows Installer 3.1*
- Crystal Reports 13.0 runtime* (used for FaxReporter)
- A Windows account to run RightFax services. The account you choose must be a member of the local administrators group and must have the right to logon as service on the local computer.

**Installed during RightFax setup*

Virtualization Environments

RightFax 10.5 supports the following virtualization environments:

- Microsoft Hyper-V
- VMware ESX 3.01 or later.
- VMware vSphere 4.0 and later (*includes support for VMotion*)

For more information on licensing RightFax in a virtualized environment, please see OpenText Product Bulletin 1029.

Windows Server Failover Clustering Services

Microsoft Windows Server 2008 and Windows Server 2008 R2 Failover Clustering services are supported.

Fax Transmission

RightFax 10.5 supports only the following technologies for transmitting and receiving faxes. Other board types or third party board or SR140 emulation technologies are not supported.

- Dialogic Embedded SR140
- Dialogic Brooktrout TR 1034 series fax boards
- Dialogic Brooktrout TruFax (RoHS compliant) series fax boards
- RightFax Connect hybrid faxing (Requires Feature Pack 1, Service Release 3)

RightFax Embedded SR140 and Dialogic Fax boards cannot run on the same RightFax DocTransport server.

Customers with legacy (pre-RightFax 10.0) SR140 software may continue to use that legacy software with RightFax 10.5. If the customer adds any additional fax over IP channels to their RightFax 10.5 system, OpenText will upgrade the legacy SR140 licenses to Embedded SR140 licenses at no charge.

Terminal Services

For remote access or terminal services, RightFax 10.5 supports the following products:

- Windows 2008
- Windows 2008 R2
- Citrix XenApp Client

Microsoft SQL Server

RightFax 10.5 supports the following Microsoft SQL Server products:

- Microsoft SQL Server 2012 Standard and Enterprise Editions
- Microsoft SQL Server 2012 Express Edition*
- Microsoft SQL Server 2008 R2 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2008 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2005 Express, Standard and Enterprise Editions

*During Setup, you may connect to an existing SQL Server, or install a new RightFax database which installs SQL Server 2012 Express directly on the RightFax server.

SQL Server Hardware

OpenText follows the minimum hardware requirements specified by Microsoft. Customer implementations may require additional memory, disk space and processor resources beyond the minimum requirements specified by Microsoft.

Client Operating Systems

RightFax 10.5 client applications are supported on the following operating systems:

- Windows 8 x86 and x64
- Windows 7 x86 and x64
- Windows Vista Business, x86 and x64
- Windows Vista Enterprise, x86 and x64
- Windows Vista Ultimate, x86 and x64
- Windows XP Professional Service Pack 2 or later, x86 and x64

Internet Browser Requirement

Internet Explorer 8 or later is required for RightFax Web applications. See the *Microsoft Internet Information Services (IIS)* section below for more information.

The RightFax Web Client HTML-based browser client is supported for use with additional web browsers, including Google Chrome, Mozilla Firefox and Apple Safari, running on Microsoft Windows or Apple OS operating systems.

Microsoft Exchange

The RightFax Connector for Microsoft Exchange supports:

- Exchange Server 2010
- Exchange Server 2007

Microsoft Exchange Server must be installed on Windows Server 2008 or Windows Server 2008 R2, and requires a 64-bit processor platform.

RightFax 10.5 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010 Unified Messaging server.

Microsoft Outlook

RightFax 10.5 supports the following versions of Microsoft Outlook:

- Outlook 2010
- Outlook 2007

Microsoft SharePoint Server

The RightFax Connector for Microsoft SharePoint supports:

- SharePoint 2010
- SharePoint 2007 x64 only

Microsoft Office Document Conversion

RightFax 10.5 server-side application conversion supports:

- Microsoft Word 2000, 2003, 2007, and 2010
- Microsoft Excel 2000, 2003, 2007, and 2010
- Microsoft PowerPoint 2000, 2003, 2007, and 2010

Conversion of Office 2007 and Office 2010 documents requires installation of Microsoft Office 2003 and the Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats (available from Microsoft).

IBM Lotus Domino

RightFax 10.5 supports:

- Lotus Domino Server R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3
- Lotus Notes R7, R8, R8.5, R8.5.1, R8.5.2, and R8.5.3

IBM Lotus Domino Web Access (iNotes)

- Lotus Domino Web Access 8

Microsoft Internet Information Services (IIS)

The following RightFax Web applications support Microsoft Internet Information Services (IIS) version 6.0 SP2 or later, IIS 7, or IIS 7.5.

- RightFax Certified Delivery (requires the RightFax SecureDocs Module)
- Enterprise Fax Manager Web Edition
- RightFax Web Access (WebUtil), a full-featured browser-based version of FaxUtil
- RightFax SOAP Server (requires SOAP client)
- RightFax Web Client, a browser-based client with basic faxing functionality, compliant with U.S. Section 508 accessibility guidelines.
- RightFax SharePoint Web Service (requires SharePoint)
- RightFax Server Status Dashboard, a browser-based tool for viewing server statistics
- RightFax 10.0

Operating Systems and Software

RightFax 10.0 supports the following Microsoft Windows operating systems:

- Windows Server 2008 R2 Standard x64
- Windows Server 2008 R2 Enterprise x64
- Windows Server 2008 Standard x86 and x64
- Windows Server 2008 Enterprise x86 and x64

Fax Server Hardware Requirements

Minimum Hardware Environment

- Computer/processor: 2.6 GHz or higher Pentium IV-compatible CPU. RightFax 10.0 supports both x86 and x64 architectures.
- Memory: 1 GB RAM
- Hard disk: 10 GB free space. Installed programs require 1.2 GB*

- Display: SVGA (800 x 600) or higher resolution monitor
- Keyboard and mouse required

Recommended Hardware Environment

- Computer/processor: 3.6 GHz or higher Pentium IV-compatible CPU. RightFax 10.0 supports both x86 and x64 architectures.
- Memory: 2 GB RAM
- Hard disk: 10 GB free space. Installed programs require 1.2 GB*
- Display: SVGA (1024 x 768) or higher resolution monitor
- Keyboard and mouse required

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

Additional server requirements

- Microsoft SQL Server
- Microsoft Messaging Queue (MSMQ) Server*
- Microsoft Primary Interoperability Assemblies 2005*
- Microsoft Visual C++ 2005, 2008, and 2010 runtime components*
- Microsoft Internet Information Services (IIS) 6.0 SP2 or later
- IIS 6 Management Tools must be installed on Windows Server 2008
- Microsoft .NET Framework 3.5*
- Microsoft Data Access Components 2.8*
- Microsoft Internet Explorer 6 SP1 or later
- Microsoft Windows Installer 3.1*
- A Windows account to run RightFax services. The account you choose must be a member of the local administrators group and must have the right to logon as service on the local computer.

**Installed during RightFax setup*

Virtualization Environments

RightFax 10.0 supports the following Virtualization environments:

- Microsoft Hyper-V
- VMware ESX 3.01. or later.
- VMware vSphere 4.0 and later (*includes support for VMotion*)

For more information on licensing RightFax in a virtualized environment, please see OpenText Product Bulletin 1029.

Windows Failover Clustering Services

Microsoft Windows Server 2008 and Windows Server 2008 R2 Failover Clustering services are currently not supported.

Fax Transmission

RightFax 10.0 supports only the following technologies for transmitting and receiving faxes. Other board types or 3rd party board/ SR140 emulation technologies are not supported.

- Dialogic Embedded SR140
- Dialogic Brooktrout TR 1034 series fax boards
- Dialogic Brooktrout TruFax (RoHS Compliant) series fax boards

RightFax Embedded SR140 and Dialogic Fax boards cannot run on the same RightFax DocTransport server.

Customers with Legacy (pre-RightFax 10.0) SR140 software may continue to use that legacy software with RightFax 10. If the customer adds any additional fax over IP channels to their RightFax 10 system, OpenText will upgrade the Legacy SR140 licenses to Embedded SR140 licenses at no charge.

Terminal Services

For remote access or terminal services, RightFax 10.0 supports the following products.

- Windows 2008
- Windows 2008 R2 (Also known as “Remote Desktop Services”)
- Citrix XenApp Client

Microsoft SQL Server

RightFax 10.0 supports the following Microsoft SQL Server products.

- Microsoft SQL Server 2008 Standard and Enterprise Editions
- Microsoft SQL Server 2005 Standard and Enterprise Editions
- Microsoft SQL Server 2005 Express Edition

SQL Server Hardware

Open Text follows the minimum hardware requirements specified by Microsoft at the following links:

- SQL Server 2008:
 - [http://msdn.microsoft.com/en-us/library/ms143506\(v=sql.100\).aspx](http://msdn.microsoft.com/en-us/library/ms143506(v=sql.100).aspx)
- SQL Server 2005:
 - <http://msdn.microsoft.com/en-us/library/ms143506%28SQL.90%29.aspx>

Customer implementations may require additional memory, disk space and processor resources above the minimums listed by Microsoft.

Supported Client Operating Systems

RightFax 10 desktop clients will run on the following desktop operating systems:

- Windows 7 x86 and x64
- Windows Vista Business, x86 and x64 versions
- Windows Vista Enterprise, x86 and x64 versions
- Windows Vista Ultimate, x86 and x64 versions
- Windows XP Professional Service Pack 2 or later, x86 and x64 versions

Internet Browser Requirement

Internet Explorer 6.0 SP 2 or later is required for RightFax Web Access and Enterprise Fax Manager Web Edition. Internet Explorer 9.0 is not supported.

Microsoft Exchange

For integration with Microsoft Exchange via the RightFax Exchange connector, RightFax supports the following versions of Exchange.

- Exchange Server 2010
- Exchange Server 2007

RightFax 10 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010 Unified Messaging server.

Microsoft Outlook

RightFax 10.0 supports the following versions of Microsoft Outlook:

- Outlook 2010
- Outlook 2007

Microsoft SharePoint Server

RightFax supports Microsoft SharePoint Connector 2007 via the RightFax Connector for SharePoint.

Microsoft Office Documents

- SSA supported applications used by the Captaris Conversion Engine are:
 - Microsoft Word, versions 2000, 2003, 2007, and 2010.
 - Microsoft Excel, versions 2000, 2003, 2007, and 2010.
 - Microsoft PowerPoint, versions 2000, 2003, 2007, and 2010.

Note: Microsoft does not support Office 2010 on XP 64x systems.

- The version of Microsoft Office installed on the Fax Server or WorkServers must be able to open the document versions that are submitted by client computers.
- In order to convert Office 2007 and 2010 documents, you must install Office 2003 with the Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats, available from Microsoft.

IBM Lotus Domino

RightFax 10.0 supports the following versions of Notes Client and Domino Server

- Lotus Domino Server R7, R8, R8.5 and R 8.5.1
- Lotus Notes R7, R8, R8.5 and R 8.5.1 (32 bit only. Cannot be installed on a 64 bit version of RightFax)

Lotus Domino Web Access (iNotes)

- Lotus Domino Web Access 8

Microsoft Internet Information Services (IIS)

The following RightFax Web applications support Microsoft Internet Information Services (IIS) version 6.0 SP2 or later, or IIS 7.

- Enterprise Fax Manager Web Edition
- RightFax Certified Delivery (requires the RightFax SecureDocs Module)
- RightFax SOAP Server (requires SOAP client)
- RightFax Web Access (WebUtil)

About OpenText

OpenText provides Enterprise Information Management software that enables companies of all sizes and industries to manage, secure and leverage their unstructured business information, either in their data center or in the cloud. Over 50,000 companies already use OpenText solutions to unleash the power of their information. To learn more about OpenText (NASDAQ: OTEX; TSX: OTC), please visit www.opentext.com.

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