

OpenText RightFax Release Notes

10.6 Service Release 3

April 28, 2014

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1 Introduction

These Release Notes provide an overview of OpenText RightFax 10.6 Service Release 3, including new features, delivery information, and supported platforms. OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check the OpenText Knowledge Center (<https://knowledge.opentext.com/>) for any patches or documentation updates that may have been posted after the initial release of OpenText RightFax 10.6 Service Release 3.

1.1 Release Notes Revision History

| Release Notes Revision Number | Modification Date | Section Modified | Modifications |
|-------------------------------|-------------------|------------------|-----------------|
| 1.0 | April 28, 2014 | All | Initial release |

2 About OpenText RightFax

This section provides an overview of OpenText RightFax 10.6 Service Release 3.

OpenText RightFax 10.6 Service Release 3 is a cumulative update that includes bug fixes and enhancements in OpenText RightFax Service Releases 1 and 2. For details about what is included, see [Section 5, Fixed Issues](#).

3 Packaging and Documentation

Downloads and documentation for OpenText RightFax are available in the OpenText Knowledge Center (<https://knowledge.opentext.com/>).

3.1 Packaging and Delivery Information

The software and documentation for OpenText RightFax 10.6 Service Release 3 includes:

- OpenText RightFax 10.6 Service Release 3 (RightFax10.6_SR3.exe)
- OpenText RightFax 10.6 Service Release 3 Release Notes (this document)

3.2 Related Documentation

For additional information on OpenText RightFax, or for supplemental information on related products, refer to the following documents, which are available in the OpenText Knowledge Center (<https://knowledge.opentext.com/>).

4 Upgrade Notes

Before you upgrade, review these instructions.

4.1 Before You Begin Installing

Before you install this service release, please note the following important information.

- This service release is intended to update OpenText RightFax 10.6 and client applications. If you have not installed OpenText RightFax 10.6, download it from the OpenText Knowledge Center and install it before applying this service release. (You can also install OpenText RightFax 10.6 Service Release 3 client applications by using the included client installation program. For more information, see [Installing New RightFax 10.6 Service Release 3 Client Applications](#).)
- Apply this update to local RightFax servers before installing it on remote RightFax servers.
- An update to this readme file may be available. Verify that you have obtained the most current readme file from the OpenText Knowledge Center, <https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289>.



Caution

Before applying this update, all remote RightFax services must be shut down. If they are not shut down, data loss can occur. Also, database scripts could be run while a remote server is accessing the database, causing a failure to upgrade the database.



Important

- This update includes a new Whitelist.txt file that will overwrite your existing whitelist. The previous whitelist is backed up in the RightFax\%Uninstall RightFax 10.6 SR3\Bin folder.

4.1.1 Updating the RightFax Connector for Lotus Notes

1. Back up your Domino server before applying this update.
2. Exit all Notes client applications that have opened the EFM Sync database.
3. From a Domino server console, enter the “dbcache flush” command.
4. Apply the update to the RightFax server. Copy the RFINSTAL.NSF file from the RightFax/Gateway folder on the RightFax server to a Notes client computer. Run

RFINSTAL.NSF to update the Domino server. For details about installing the connector by using RFINSTAL.NSF, see the RightFax Lotus Notes Module Guide.

4.1.2 Updating the RightFax Administrative Utilities

To successfully update the RightFax Administrative Utilities, including the RightFax Migration Tool, install the Microsoft Visual C++ 2010 Redistributable Package on the RightFax server before applying the update. The package is available on the Microsoft web site at <http://www.microsoft.com/en-us/download/details.aspx?id=5555>.

4.2 Downloading the Service Release

Download OpenText RightFax 10.6 Service Release 3 from <https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289>

4.3 Installing the Service Release on a RightFax server by using the Installation Wizard

To use the installation wizard to install the service release on a RightFax server, complete the following steps:

1. Log on to the RightFax server as an Administrator.
2. Shut down all RightFax services and applications on the local machine and on all remote servers. Remote servers include:
 - Remote DocTransports.
 - Remote WorkServers.
 - Remote e-mail gateways.
 - Microsoft Exchange servers that have the RightFax Connector for Exchange installed.
 - Remote Internet Information Servers with RightFax Web applications installed.
3. Back up the entire \RightFax directory and the RightFax SQL database.
4. Double-click **RightFax10.6_SR3.exe**. Files are extracted, and the RightFax 10.6 Service Release 3 installation program opens.
5. Click **Start**.
6. If you have backed up the RightFax directories, select the **I have backed up my RightFax Installation** check box and then click **Next**.
7. The installation program must execute, write, and create SQL statements and requires SQL Server administrator access to the RightFax database. On the RightFax SQL Authentication page, specify the RightFax database to update, the SQL Server administrator user name, and the password for the database. Click **Next**.
8. If you have shut down all remote RightFax services or do not use remote RightFax servers, select the **All remote RightFax services have been manually shutdown** check box and then click **Next**.

9. The installation program will scan the local RightFax server for RightFax services and applications that are running. If RightFax services are running or if you have a RightFax application open, the Applications and Services page appears with a list of services and applications to stop. To allow the installation program to stop applications and services, click **Next**.
10. To apply the service release, click **Next**.
11. On the Changes Complete page, click **Close** to close the installation wizard.
12. Restart RightFax services.
13. Repeat these steps on all remote RightFax servers.

4.4 Installing the Service Release in a Shared Services Environment

If your environment uses the RightFax Shared Services Module, complete the following steps to install on each server that is connected with the Shared Services Module.



Important

Installing in a Shared Services system requires down time for all servers joined to the system. Please plan your installation accordingly.

To update RightFax servers in a Shared Services system, complete the following general steps:

1. Shut Down Services and Back Up the RightFax Server
2. Install the Service Release on the First Server
3. Repeat on the Other Servers in the System
4. Restart RightFax Services

4.4.1 Shut Down Services and Back Up the RightFax Server

1. Log on to the RightFax server as an Administrator.
2. Shut down all RightFax services and applications on all RightFax servers that are joined to the Shared Services system and on all remote servers. Remote servers include:
 - Remote DocTransports.
 - Remote WorkServers.
 - Remote e-mail gateways.
 - Microsoft Exchange servers that have the RightFax Connector for Exchange installed.
 - Remote Internet Information Servers with RightFax Web applications installed.
3. Back up the entire \RightFax directory and the RightFax SQL database.

4.4.2 Install the Service Release on the First Server

1. Double-click **RightFax10.6_SR3.exe**. The RightFax 10.6 Service Release 3 installation program opens.
2. Click **Start**.
3. If you have backed up the RightFax directories, select the **I have backed up my RightFax Installation** check box and then click **Next**.
4. The installation program must execute, write, and create SQL statements and requires SQL Server Administrator access to the RightFax database. On the RightFax SQL Authentication page, specify the RightFax database to update, the SQL Server administrator user name, and the password for the database. Click **Next**.
5. If you have shut down all remote RightFax services or do not use remote RightFax servers, select the **All remote RightFax services have been manually shutdown** check box and then click **Next**.
6. The installation program will scan the local RightFax server for RightFax services and applications that are running. If RightFax services are running or if you have a RightFax application open, the Applications and Services page appears with a list of services and applications to stop. To allow the installation program to stop applications and services, click **Next**.
7. To apply the service release, click **Next**.
8. On the Changes Complete page, click **Close** to close the installation wizard.
9. Restart RightFax services.

4.4.3 Repeat on the Other Servers in the System

1. Repeat the preceding steps on all other servers in the Shared Services system.
2. Repeat the preceding steps on all remote RightFax servers.

4.4.4 Restart RightFax Services

1. Restart each RightFax node, and then restart each remote RightFax server.
2. Verify that all services are back online, and, if necessary, restart RightFax services.

4.5 Installing the Service Release on Client Computers



Important

Due to changes in RightFax 10.5 groups and cover sheets, you must use RightFax 10.5 or later client applications with RightFax 10.5 or later servers.

4.5.1 Updating Existing RightFax 10.6 Client Applications

To install the service release on a client workstation, complete the following steps:

1. Log on to the client workstation as an Administrator.

2. Double-click **RightFax10.6_SR3.exe**. The RightFax 10.6 Service Release 3 installation program opens.
3. Click **Start**.
4. If you have backed up the RightFax server installation, select the **I have backed up my RightFax installation** check box and click **Next**.
5. The installation program will scan the local workstation for RightFax services and applications that are running. If RightFax services are running or if you have a RightFax application open, the Applications and Services page appears with a list of services and applications to stop. To allow the installation program to stop applications and services, click **Next**.
6. To apply the service release, click **Next**.
7. On the Changes Complete page, click **Close** to close the installation wizard.

4.5.2 Installing New RightFax 10.6 Service Release 3 Client Applications

You can also install fresh RightFax 10.6 Service Release 3 client applications without first installing a previous version. To do so, download the RightFax 10.6 Service Release 3 client installation program from <https://knowledge.opentext.com/knowledge/llisapi.dll/open/15703289> and run setup.exe. This installer can also be run from a command prompt. For more information about installing from command prompt, see the RightFax Installation Guide.

4.6 Troubleshooting the Installation

The installation program creates a log file that can be referenced for troubleshooting. Look for the file RightFax10_6_SR3_date_time.log in the root of the RightFax program folder.

5 Fixed Issues

This section provides information about past issues that have been fixed in this release

5.1 Issues fixed in this release

| Issue Name | Component | Issue Description | Resolution |
|------------|-----------------|--|------------|
| RF-9500 | Admin Utilities | DBPurge.exe may not delete all image files when purging a fax. | Fixed. |

| Issue Name | Component | Issue Description | Resolution |
|------------|-------------------|---|---|
| RF-10959 | Conversion Engine | By default, RTF files are not converted with Microsoft Word. | Fixed. |
| RF-9993 | DocTransport | TTI and RTI lines display time in GMT, not UTC. | <p>Fixed.</p> <p>You can set the TTI timestamp to UTC, GMT, or server time in the TTI Line Settings area of Global Transport Settings in DocTransport Configuration.</p> <p>You can set the RTI timestamp to UTC with the ~D variable in the ReceiveStampFormat registry key. See the RightFax Administrator's Guide for more information about registry keywords.</p> <p>The time stamps are constructed using the Long time and Short date settings defined in the Region and Language settings of the RightFax Service Account:</p> <p>The TTI time stamp is "<type> <ShortDate> <LongTime>" Where type is UTC if UTC is selected, GMT if GMT is selected, and blank if server time is selected.</p> <p>In the RTI time stamp, ~D is replaced with "<ShortDate> <LongTime> [UTC].".</p> |
| RF-10897 | DocTransport | Status of some faxes is not updated when LCR is set up with several remote DocTransports. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|-----------------------|--------------------|--|------------|
| RF-11132 | DocTransport | In certain configurations, DocTransport may hang when using RightFax Connect. | Fixed. |
| RF-11033 | ETransport | Etransport processes outbound messages slowly. | Fixed. |
| RF-10771 | Exchange Connector | After smart resume, Exchange notification shows a different number of sent pages than the fax history. | Fixed. |
| RF-10671 | FaxUtil | “Show image type choice” option does not work when selecting TIFF on Windows 7. | Fixed. |
| RF-10879 | FaxUtil | Authentication error when non-admin user tries to change their password. | Fixed. |
| RF-10669, RF-10850 | Fax Server | Server module crashes when purging deleted faxes during nightly maintenance. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|-----------------------|------------|--|---|
| RF-10886, RF-10887 | Fax Server | ANSI Mode option is not saved. | Fixed. |
| RF-10892 | Fax Server | Cannot include date/time stamp in the filename for routing, due to invalid characters. | <p>Certain date/time characters are not valid for use in filenames. To replace or remove these characters when using a time stamp in a file name, follow these steps:</p> <ol style="list-style-type: none">1. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\Worksrv\Worksrv#\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Worksrv\Worksrv#)2. Create a new REG_SZ called StampUniqueBadCharsReplacement.3. Enter a single character to replace invalid filename characters. Default is underscore (_); clear the value to delete invalid characters and shorten the string accordingly.4. Save changes and exit the registry editor. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|------------------|--|--|
| RF-11117 | Fax Server | Server module crashed during nightly maintenance on large image directories. | <p>Fixed.</p> <p>Default behavior has changed so that nightly maintenance no longer runs Orphan.exe by default. Orphan should not be run as part of nightly maintenance.</p> <p>To run orphan during nightly maintenance anyway, follow these steps:</p> <ol style="list-style-type: none"> 5. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\FaxServer\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\FaxServer) 6. Create a new DWORD called DisableOrphanCleanup. 7. Set the value to one of these options: <ul style="list-style-type: none"> • 0 = Run Orphan and delete orphaned images • 1 = Do not run Orphan (default) • 2 = Scan and list orphaned images. 8. Save changes and exit the registry editor. |
| RF-9878 | Notes Client | Fax User's Mail server data is not included when syncing. | Fixed. |
| RF-10607 | Outlook Add-in | Faxes that had been saved as drafts are not sent. | Fixed. |
| RF-10765 | RightFax Connect | RightFax Connect includes only one billing code. | When working with RightFax Connect, the two RightFax billing codes are combined into one string, separated by a comma. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|-----------------------|--------------|--|--|
| RF-10601 | SMTP Gateway | SMTP Gateway crashes when sending to long lists of recipients. | Fixed. |
| RF-10848 | SMTP Gateway | SMTP Gateway crashes while processing .EML files with word wrap enabled. | <p>Fixed. Word wrap is now disabled by default. If you need to turn it on, follow these steps:</p> <ol style="list-style-type: none"> 1. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\Gateway\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Gateway\) 2. Create a new DWORD called WordWrapSMTPFiles. 3. Set the value to one of these options: <ul style="list-style-type: none"> • 0 = Do not use the word wrap function. • 1 = Word wrap with CRLF. • 2 = Word wrap with CRLF + space. 4. Save changes and exit the registry editor. |
| RF-10990 | Sync Module | Authentication error when deleting users. | Fixed. |
| RF-11129 | Sync Module | Sync Module does not start when server is restarted. | Fixed. |
| RF-10964 | Web Client | Non-admin users cannot add or delete folders. | Fixed. |
| RF-10787, RF-10824 | WorkServer | Cannot convert Word macro-enabled template. | Fixed |

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| Issue Name | Component | Issue Description | Resolution |
|------------|------------|---|---|
| RF-10854 | WorkServer | PeopleSoft integration does not use specified cover sheet. | Fixed. |
| RF-10876 | WorkServer | Cannot convert Excel macro-enabled template. | Fixed. |
| RF-10883 | WorkServer | Source files attached with ADDOC3 PCL code are not deleted after the fax is sent. | Fixed. |
| RF-11154 | WorkServer | Faxes with bad images fail to route and then retry indefinitely. | Fixed. |
| RF-11202 | WorkServer | Poor PDF conversion quality with custom fonts. | <p>Fixed. The default location for fontmap files is Worksrv\GSRes. If you need to change this location, follow these steps for each WorkServer:</p> <ol style="list-style-type: none"> 1. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\Worksrv\Worksrv#\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Worksrv\Worksrv#) 2. Create a new DWORD called GSResFolder. 3. Enter the absolute path to the desired folder. Relative paths cannot be used. 4. Save changes and exit the registry editor. |

| Issue Name | Component | Issue Description | Resolution |
|------------|-----------------|---|------------|
| RF-10849 | Xerox Connector | Job files are discarded before processing when InputEdgeErase is enabled. | Fixed. |

5.2 Issues fixed in RightFax 10.6 Service Release 2

| Issue Name | Component | Issue Description | Resolution |
|------------|-------------------------|--|------------|
| RF-8784 | Enterprise Fax Reporter | Instead of integers, numbers with two decimal places are used for number of pages in some reports. | Fixed. |
| RF-10620 | Exchange Connector | Error when converting .eml attachments | Fixed. |
| RF-10844 | Fax Server | Under certain error conditions, failed faxes will ignore retry settings. | Fixed. |
| RF-10625 | Installation | Ricoh client files not included in update. | Fixed. |
| RF-9528 | Integration Module | Submitting an invalid request to the RightFax XML API crashes the WWW service. | Fixed. |

| Issue Name | Component | Issue Description | Resolution |
|------------|------------|---|------------|
| RF-8680 | Web Client | Delegates created in Web Client do not display proper permissions in other clients. | Fixed. |

5.3 Issues fixed in RightFax 10.6 Service Release 1

| Issue Name | Component | Issue Description | Resolution |
|------------|-----------------------|--|--|
| RF-10523 | C API | Error occurs when a non-Admin account deletes its own faxes. | Fixed. |
| RF-9392 | COM API, Remoting API | Software that receives notifications of received faxes no longer works after installing updates to RightFax 10.5 | Fixed. Ensure that no WorkServer is set to process network messages. |
| RF-10570 | Client Installer | FaxUtil shortcuts are only available to the user who installed them. | Fixed. |
| RF-10598 | Client Installer | Cannot silently install Outlook 2013 Add-in on Windows 8 client computers. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|---------------------|---|------------|
| RF-9282 | Connector for eDocs | Error message appears when using "Send fax via RightFax" option in eDocs, even if fax sends successfully. | Fixed. |
| RF-9832 | Conversion Engine | Certain RTF files do not convert properly. | Fixed. |
| RF-9918 | Conversion Engine | Certain Word documents fail conversion with high memory usage. | Fixed. |
| RF-10374 | Conversion Engine | Certain PCL files do not convert properly after applying 10.5 FP1 SR3. | Fixed. |
| RF-10401 | Conversion Engine | Certain PDF files fail to convert. | Fixed. |
| RF-9132 | DocTransport | IPK files are not deleted after faxes are abandoned due to LCR dialing rule failure. | Fixed. |
| RF-9782 | DocTransport | Brooktrout configuration utility fails after applying RightFax 10.5 FP1. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|--------------|---|---|
| RF-9905 | DocTransport | Remote DocTransports ignore call grouping. | Fixed. |
| RF-10505 | DocTransport | Outbound faxes are queued behind faxes sent by users with restricted outbound channel usage. | <p>Fixed. To ensure that faxes from unrestricted users are not queued behind faxes from restricted users, follow these steps:</p> <ol style="list-style-type: none"> 5. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\DocTransport\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\DocTransport) 6. Create a new DWORD called GetAllFaxesFromSendQueue. 7. Set the value to 1. 8. Save changes and exit the registry editor. <p>Important: Load balancing will not work as expected with this registry value enabled.</p> |
| RF-10553 | DocTransport | DocTransport memory leak on Windows Server 2008 R2. | Fixed. |
| RF-10595 | DocTransport | Fax status remains at "Scheduled to be Sent" when fax is Least-Cost Routed to a server to be sent out via RightFax Connect. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------------|------------------------|---|--|
| RF-9014 | Enterprise Fax Manager | EFM requires VC++ 2005 redistributable when opening DocTransport Configuration. | Fixed. |
| RF-10212 | Enterprise Fax Manager | When running EFM on a client computer, the client computer name replaces the MSMQ server name in DocTransport configuration. | Fixed. |
| RF-8921 | Exchange Connector | When a fax is sent from Outlook to a recipient with Hebrew characters in the TO name, the RCPT TO line is removed from the header file. | Fixed. |
| RF-9521, RF-9457 | Exchange Connector | RightFax Exchange Connector moves all .BAD files from the Pickup directory to the RightFax_BadInboundEmail directory. | Fixed. .BAD files that were not created by RightFax are ignored. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|------------------------|--|---|
| RF-9990 | Exchange Connector | Processing is delayed if the FQDN or IP is used instead of the RightFax server name in the Outlook plugin. | Fixed. |
| RF-10090 | Exchange Gateway | "Send out of default user" option is intermittently available on Branch Office server. | Fixed. This option is not available with the Branch Office Server license. |
| RF-10485 | Exchange Gateway | User's General Voice number appears as the From Name on coversheets when sending from Outlook. | Fixed. |
| RF-10528 | Exchange EWS Connector | Regular emails sent to the EWS mailbox are not removed. | Fixed. Bad messages are moved to the Deleted Items folder. Administrators can configure retention of deleted items by using Exchange Administrator. |
| RF-10529 | Exchange EWS Connector | Exchange EWS reports warnings on startup. | Fixed. |
| RF-10534 | Exchange EWS Connector | Typographical error in debug error message. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|-----------------------------|--|------------|
| RF-9012 | External Document Connector | Unhandled exception in EDC Configuration Wizard when adding Konica Minolta MFP (one-way) module. | Fixed. |
| RF-9386 | External Document Connector | Searchable PDFs not properly converted by XML Generator | Fixed. |
| RF-9690 | External Document Connector | Single Sign On does not work with Konica Minolta Native connector. (User must enter credentials.) | Fixed. |
| RF-9715 | External Document Connector | Service Release installer removes Konica Native websites from IIS. | Fixed. |
| RF-10183 | External Document Connector | RightFax 10.5 SR3 does not include the client for Ricoh GW+Devices. | Fixed. |
| RF-10501 | External Document Connector | RightFaxKonicabES Tservice.exe uses 100% of CPU after brief loss of connectivity during scanning at MFP. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|-----------------------------|--|------------|
| RF-10512 | External Document Connector | Unable to add services in EDC Monitor. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|-----------|--|---|
| RF-9160 | FaxUtil | FaxUtil stops responding when SQL server connection is lost. | <p>Fixed. A timer has been added that lets the user know that “The process is taking longer than expected.” This message appears in English but will be localized in a future full version. The default timer is 60 seconds. To change this value, follow these steps:</p> <ol style="list-style-type: none"> 1. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax Client\FUW32 (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax Client\FUW32) 2. Add a REG_DWORD called WatchDogTimeOutMilliseconds. Set the value to the desired number of milliseconds. (Default is 60000.) 3. Save changes and exit the registry editor. <p>If you want to change the message to your local language before the localized release, follow these steps:</p> <ol style="list-style-type: none"> 1. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax Client\FUW32 (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax Client\FUW32) 2. Add a REG_SZ called WatchDogTimeOutMessage. Set the value to the desired message. If this value is not set, the default message in RFLanguage.dll will be used. 3. Save changes and exit the registry editor. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|-----------|---|--|
| RF-9579 | FaxUtil | Routing code missing when viewing user account when using RightFax 10.5 FP1 SR2 client with a RightFax 9.4 or 9.3 server. | Fixed. |
| RF-9783 | FaxUtil | FaxUtil Phonebook only displays the first 16 characters of the "Company" column. | Fixed. The first 20 characters are displayed in list views to save processing time. When the contact is selected, the entire record is loaded. |
| RF-9830 | FaxUtil | Orphaned files in client directories occasionally cause additional pages to appear in subsequent faxes. | Fixed. |
| RF-9837 | FaxUtil | Blocked fax status and/or history message is truncated. | Fixed. |
| RF-9922 | FaxUtil | Not all page orientations are saved after rotating pages of a fax. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|----------------------|---------------------|---|------------|
| RF-9996 | FaxUtil | Stray characters appear on the cover sheet after clicking the cover sheet notes tab but not entering any cover sheet notes. | Fixed. |
| RF-10029 RF-10030 | FaxUtil | Fax is deleted when a user attempts to Edit a fax while another user is forwarding the same fax to a new number. | Fixed. |
| RF-10375 | FaxUtil | User's "hold for preview" setting is ignored when sending a combined fax. | Fixed. |
| RF-10468 | FaxUtil, Web Client | When sending through RightFax Connect, calls to blocked numbers display a transmission failure status. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|------------|------------|--|---|
| RF-9795 | Fax Server | Cannot route faxes to a folder and assign the file names based on the date and time. | <p>Fixed. To name saved files with the date and time, follow these steps:</p> <ol style="list-style-type: none"> 9. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\Worksrv\Worksrv#\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Worksrv\Worksrv#) 10. Create a new DWORD called UseDateTimeAsRoutedFileName. 11. Set the value to 1. The file will be named using the server's received date and time in the format mmddyyyyhmmss.xxx where xxx is the route format (default is .TIF). 12. Save changes and exit the registry editor. <p>The UseReceiveStampUnique registry entry must also be set to 1. See the Administrator Guide for more information about routing received faxes to a network directory.</p> |
| RF-9880 | Fax Server | RightFax retries faxes that are rejected by the RightFaxConnect service. | Fixed. |
| RF-10135 | Fax Server | Unnecessary events build up for users who have not requested notifications. | Fixed. |

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| Issue Name | Component | Issue Description | Resolution |
|----------------------|-----------------------------|--|--|
| RF-10253 | Fax Server | Automatic OCR does not work when "Disable routing of faxes with error" is selected. | Fixed. |
| RF-9798, RF-10265 | Fax Server | A portion of the maintenance cycle runs on each node of a Shared Services environment (2 node) even though one node is configured to NONE SET. | Fixed. On the Advanced tab of Server Configuration, the Scheduled Time list no longer includes None Set ; the default value is 2:00 am. To exclude a node from performing maintenance, select the Exclude this server check box. Be sure that at least one node is configured to perform maintenance. |
| RF-10412 | Fax Server | Orphaned files are not being logged during nightly maintenance. | Fixed. |
| RF-10504 | Fax Server | Retries include entire fax when Smart Resume is enabled. | Fixed. |
| RF-10165 | Fax Server, DocTransport | Duplicates occur when sending a batch of faxes if a dialing rule sends from one remote DocTransport to another. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|---------------------|---|--|
| RF-8097 | Installation | Cannot uninstall a silently installed client. | Fixed. |
| RF-9919 | Integration Module | Buffer.exe hangs if it attempts to process a locked file. | Fixed. |
| RF-10520 | Integration Module | Integration Module Configuration crashes when a quotation mark is entered into the "Pattern to use for Filename Search" text box. | Fixed. |
| RF-9527 | Java/XML API | Cannot specify native file attachments using the Java/XML API. | Fixed. To attach a native file by using XML, add the following attribute: native="yes" To attach a native file by using the Java API, use the addAttachment_Native function of the RFaxSubmit class. |
| RF-8938 | Lotus Notes Gateway | Notes cleanup throws an overflow error when running the RightFax Perform Log Maintenance agent. | Fixed. |
| RF-10248 | Lotus Notes Gateway | Fax images are not embedded in email body when set to do so in Lotus Notes. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|---------------------|---|------------|
| RF-10263 | Lotus Notes Gateway | Automatically creating users for unknown senders slows down processing. | Fixed. |
| RF-8583 | Outlook Fax Add-in | Shared Services failover does not work with Outlook 2013 add-in. | Fixed. |
| RF-9628 | Outlook Fax Add-in | Outlook 2010 add-in sets fax messages to low importance by default. | Fixed. |
| RF-9890 | Outlook Fax Add-in | Unable to use contacts in Outlook 2010 to send faxes via SMTP due to spaces & parentheses in the fax numbers. | Fixed. |
| RF-10055 | Outlook Fax Add-in | RightFax server name field is not automatically populated during installation. | Fixed. |
| RF-10411 | Outlook Fax Add-in | Cannot forward a received fax email in Outlook 2010. The Fax Viewer opens instead. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|---------------------------|---|---|
| RF-6048 | Product Licensing Utility | Product Licensing Utility lists incorrect web address for alternate activation site. | Fixed. |
| RF-10418 | Remoting API | Remoting Service records an incorrect error in the RightFax event log on startup. | Fixed. |
| RF-9332 | SAP Connector | SAP Gateway does not reconnect after SAP server restarts. | Fixed. |
| RF-9719 | SAP Connector | SAP connector connects to the Gateway Host port instead of the Application Host port. | Fixed. The client uses the Gateway Host settings and the server uses the Application Host settings. |
| RF-9778 | SAP Connector | RightFax attempts to process email messages in addition to faxes. | Fixed. |

| Issue Name | Component | Issue Description | Resolution |
|------------|----------------------|---|--|
| RF-9491 | SharePoint Connector | SharePoint 2010 is unable to import from Rightfax if Central Administration is not running on the Web Front End server. | <p>Fixed. This update places a new "RF Moss Connector for SharePoint 2010.msi" file in the RightFax\SharePoint\2010 folder on the RightFax server. On each SharePoint server, uninstall the current RightFax Connector for SharePoint 2010 and install this new one.</p> <p>After reinstalling on all SharePoint 2010 servers:</p> <ol style="list-style-type: none"> 1. Deactivate and reactive the RightFax components in the Manage Farm Features section of the Central Administration site. 2. Deactivate and reactive the RightFax components in the Site Collection Features section of the Central Administration site. 3. Re-establish the connection to the RightFax server by following the "Adding a RightFax Server" steps in the RightFax 10.5 Connector for Microsoft SharePoint 2010 Administrator Guide. |
| RF-9709 | SharePoint Connector | RightFax Sharepoint logs always write to the default location. | Fixed. |
| RF-9825 | SharePoint Connector | With RightFax Web Services, an exception occurs while trying to write a login error to the event log. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|----------------------|--|------------|
| RF-10582 | SharePoint Connector | Cannot add a RightFax server with "0" in the second or third octet of the IP address. | Fixed. |
| RF-9598 | SMTP Gateway | Received SMS messages are not routed to the user's email as defined in inbound routing. | Fixed. |
| RF-9601 | SMTP Gateway | The From field is truncated on coversheets when sending with email gateway. | Fixed. |
| RF-9796 | SMTP Gateway | MSG attachments are removed by the SMTP gateway. | Fixed. |
| RF-9812 | SMTP Gateway | Spaces are replaced with underscores in email subject lines that contain diacritical characters. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|--------------|--|---|
| RF-10024 | SMTP Gateway | Failed fax notifications omit the subject line of the original e-mail. | <p>To include the subject line in failed fax notifications, follow these steps:</p> <ol style="list-style-type: none">1. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\FaxServer\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\FaxServer)2. Create a new DWORD called AllowMultipleGatewayNotifications.3. Enter one of the following values:<ul style="list-style-type: none">• 1 = On.• 2 = Off. <p>Save changes and exit the registry editor.</p> |
| RF-10502 | SMTP Gateway | SMTP Gateway crashes when configured for Office365. | Fixed. |
| RF-10511 | SMTP Gateway | Mail headers appear on the first page of the fax body when using POP3. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|--------------|--|---|
| RF-10517 | SMTP Gateway | The first attachment is deleted from the fax if the email has attachments but no body. | Fixed. To ensure that all attachments are included when there is no email body, follow these steps: <ol style="list-style-type: none"> 1. Open the Windows Registry Editor to the key HKEY_LOCAL_MACHINE\Software\RightFax\Gateway\ (x64: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\Gateway\) 2. Create a new DWORD called ForceBlankBody. 3. Set the value to 1. Save changes and exit the registry editor. |
| RF-10585 | SMTP Gateway | Email gateway generates 505 errors when SMTP server is stmp.office365.com. | Fixed. |
| RF-10593 | SMTP Gateway | PoP3 does not work when server is Office365.outlook.com. | Fixed. |
| RF-10287 | Sync Module | Cannot sync users from Active Directory when using Hebrew regional settings. | Fixed |
| RF-10414 | Sync Module | Cannot sync user with a name of 15 or more Japanese characters. | Fixed. Because of database field size limitations, entries using multi-byte character sets may be truncated at nine characters. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|-------------|---|------------|
| RF-10482 | Sync Module | Different users that share the same email address are combined into one RightFax account. | Fixed. |
| RF-10521 | Sync Module | Sync Module on a single server reports that another server already performed a sync operation. | Fixed. |
| RF-10134 | Web Client | Cannot sign in as a delegate with NT Authentication selected. | Fixed. |
| RF-10189 | Web Client | WebClient fax history does not show resulting status code for faxes sent or received with RightFax Connect. | Fixed. |
| RF-10246 | Web Client | Web client does not show the correct status of failed faxes. | Fixed. |
| RF-10417 | Web EFM | Notification field of users created in Web EFM is not populated in EFM. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|------------|---|------------|
| RF-3175 | WebUtil | Coversheet selection is not retained when sending a fax. | Fixed. |
| RF-9433 | WebUtil | Down arrow next to the New button does not work when WebUtil is displayed in Arabic. | Fixed. |
| RF-9721 | WebUtil | Remoting service generates warnings when sending a document from WebUtil. | Fixed. |
| RF-9711 | WorkServer | If the user does not exist on the destination server, Interconnect creates orphaned fax database records. | Fixed. |
| RF-9908 | WorkServer | "Print Operation Failed" error when printing to a Windows GDI printer from FaxUtil. | Fixed. |

OPENTEXT

| Issue Name | Component | Issue Description | Resolution |
|------------|------------|--|--|
| RF-10132 | WorkServer | Landscape pdf file is shrunk to A5 size when NativeDocControl (PDF,2) is enabled and fax resolution is normal. | Fixed. |
| RF-10257 | WorkServer | PowerPoint presentation (PPT) files are converted in portrait instead of landscape orientation. | Fixed. |
| RF-10496 | WorkServer | XML files fail conversion. | Fixed. Server-Side Application Conversion must be enabled for Internet Explorer in order to convert XML files. |
| RF-10561 | WorkServer | Certain PostScript files fail to covert. | Fixed. |

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